

RICOH HotSpot Mobile Printing Solution



RICOH HotSpot Enterprise / HotSpot Express User Reference Guide

Powered by PrinterOn®

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All screen used within this guide are for illustration purposes only, i.e., they will vary based on actual system confirmation.





RICOH HotSpot Enterprise / HotSpot Express User Reference Guide

HotSpot Enterprise / HotSpot Express is a Private Cloud mobile printing solution that enables you to seamlessly print to any network or non network Printer/MFP. There's no need for a device-specific driver, special software or network access. Only the person who submits the files has access to the prints when secure release is enabled.

There are four easy ways to print from any internet or Wi-Fi enabled mobile device or computer. Click on the bookmark to navigate to the specific area in this document.*



Mobile App

Download the free RICOH HotSpot Mobile Printing App to your mobile device, and pinpoint the closest MFP/Printer to submit a print job.



Email

Forward an email and/or attachment to the assigned HotSpot MFP/Printer's email address.



Web Upload

Visit your HotSpot Web Portal, choose a printer, and upload a document to submit for printing.



Windows Driver

Print from any Windows-based computer to a remote MFP/Printer using the [File] > [Print] command.

*When HotSpot Enterprise/HotSpot Express is integrated with a print management solution, such as Streamline NX, then the print job release process of the print management solution should be used. Please check with system administrator to determine the proper print release process.





The RICOH HotSpot Mobile Printing app enables authorized users to locate and print to the nearest network output device with the same usability and ease as their desktop. Print jobs can be sent to a remote printer in many locations including: hotel business centers, airline lounges, cafés, dormitories, libraries, any many more. **Note:**

- Secure mobile printing direct from your mobile device, such as iPad®, iPhone®, iPod touch®, BlackBerry® smartphone, BlackBerry® PlayBook™, and Android™ devices.
- Configure campus, corporate or enterprise printers.
- Save printer locations as favorites.
- Set default printer for regular use.
- Configure print job details including number of copies and paper size.
- Receive a secure print release code with every job to use on location to receive prints.
- Locate printers nearby using GPS.
- Access to PrinterOn PrintSpots[®] Global Directory of available public printers.

Important:

- Internet connection or mobile data connectivity is required.
- Integrated GPS (location services) is required for geographical search of remote print devices.
- Apple product screens are used to illustrate this section; Apple and Android variations are noted, where applicable.

STEP 1

Enter "HotSpot Printing" or "RICOH HotSpot" into search field, and follow the instructions to download and install the free HotSpot Printing App to your device.

The RICOH HotSpot Printing App is available for the following mobile devices.

- iOS Users Apple iPad®, iPhone®, iPod touch®: Download via App Store iTunes Apple
- Android[™] users: <u>Download via Google Play</u>
- BlackBerry Smartphone or Playbook: Download via BlackBerry World

Not all devices will be compatible with the HotSpot Printing App. Please check the respective store for device requirements.

Note: When you first launch the Ricoh HotSpot App, you may be asked to allow the application to have access to the internet, your local files and/or location. These permissions must be allowed in order for the HotSpot Printing App to function properly. Tab **[OK]** or **[Yes]**

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STEP 2

Configuring the Mobile APP for use with your HotSpot Enterprise

Note: When opening the RICOH HotSpot Printing App for the first time, you will need configure the settings in the app to identify the location of your HotSpot Enterprise server and also enter your network login and password.

1. On your mobile device, navigate to Ricoh HotSpot icon 2. Press the **[Settings]** button on the lower right. and press to open.





3. Next, press the [Services] button and then [Add Service].



Mobile App Setup & Printing Instructions continued on next page.





4. Enter your service information provided by your admin and press **[Test]**. Click **[OK]** when successful and then click the **[check mark]** on the upper right to save your settings.

+	Service Setup	~			
	Server 192.163.1.185 Path /KD6 SSL ///////////////////////////////////			Server 192.108.1,105 Path /cps SSL Description DFWLAB Default Service Secces OK	

5. From the Services Screen, press the **[back arrow]** to go back to settings.



6. From the Settings screen, click **[User Accounts]** and then click **[Add Account]**.



Mobile App Setup & Printing Instructions continued on next page.





7. Enter your user account information and select the service used for the account. Press the **[check mark]** in the upper right to save the account. You have now completed settings configuration.



STEP 3 Locating your Hotspot Enterprise Printers with the Mobile App

There are several options to locate your Enterprise Printers:

- A. Search Enterprise Locations
- B. QR Codes
- C. Enterprise

Option A – Search Enterprise Locations

From your mobile device, press the area labeled "No Printer Selected"







To search RICOH HotSpot Enterprise, press the **[Search Glass]** on the lower right, type in the name of the printer, and press **[Search**]

To select your printer press the () for information.







If the printer details displayed are correct, press the **[check mark]** in the upper corner to go to the next screen.

You now have a default printer.









Option B – QR Codes

If the printer has a location QR code label, you can press the **[QR Icon]** next to printer name and scan a QR code.

Notice the QR code Orientation. When the QR code is read, you will be taken to the printer details tab.

Option C – Enterprise

Press the **[Enterprise Tab]** to display a list of available printers. Select your printer and press **[Save]** located on the bottom left of your screen.









STEP 4

Printing with the Ricoh Hotspot Mobile App

You can access your cloud storage locations and/or local storage to access/print **Documents** and **Photos**, or navigate to a **HTTP Web** location from the home screen.



Documents

Click **[Documents]** and navigate to and open your document. Select Prints Options located on the top right corner if desired and press **[Print]**











Click **[Photos]** and select the photo you wish to print. Press the **[Printer Icon]** in the upper right to print your selected photo. Select Prints Options located on the top right corner if desired and press **[Print]**





Web Printing

Click **[Web]** and enter the web address and click **[Go]**. Press the **[Printer Icon]** in the upper right to print from the web. Select Prints Options located on the top right corner if desired and press **[Print]**.









Print Processing

You can see the Print Job Details (status) after pressing the print button. To remove these from the screen simply press the blue and green stripes.



Print History

You can access your Print History from the home screen to select and review the release codes if needed for Secure Release.

Please note: When HotSpot Enterprise/HotSpot Express is integrated with a print management solution, such as Streamline NX, then the print job release process of the print management solution should be used. **Please check with system administrator to determine the proper print release process.**









Email Printing Instructions

- 1. Open your email application, e.g. Gmail, Yahoo, Outlook etc.
- 2. Compose a message, with or without attachments or forward an existing email.
- 3. Enter HotSpot Printer/MFP's email address.

Example: mobileprint@yourcompany.com

4. Click [Send]



A Job Reference Number and Release Code will be included in the email. **The Job Reference number is not a Release Code.**

5. At the HotSpot Printer/MFP, follow prompts on the panel for Secure Release (or label affixed to the device) to enter the Release Code and print your job. Some printers may support Remote Release.



Robert Smith Marketing Manag Alliances & Softw

RICOH USA, INC.

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Remote Release enables users to release print jobs on any device, using the HotSpot Mobile App or a convenient job release web page, providing a fluid mobile print workflow. Remote Release increases the variety of release options by supporting select printer models which do not permit the input of release codes at the device, such as printers with 4-line LDC displays.

Note: The URL will vary based upon each Enterprise.







Web Upload Setup & Printing Instructions

For Web Upload to work with HotSpot Enterprise / HotSpot Express, your device must have access from your network or internet to the HotSpot Web Printing Services.

Open your web browser on your mobile device or laptop.

1. Go to your company's HotSpot URL, eg. https://192.168.1.185/cps

Your administrator will have the correct URL for your company.





2. Select Print and then use your network log-in to access your printers.

Step 1 - Choose a Printer Step 2	Document Information Step 3 Print Options Jo	D Submission
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Cieptay 10 💽 records per page		Search.
Printer Name	II Department Name	Details
LocalPDS	CIID	8
SLAD Printer		2
Equilitac Printer	CCC	
Release/wywhere-1		12
Released-rywhere-2	C20	
	CTTD	

3. Select a printer, browse for a document or enter a web page, then press continue.

Dep 1 - George a Printer	Step 2 - Cocument Information Step 3 - Prin	nt Options Job Submission	
Selection content and exten			
Selected Printer:	LocaPOS		
Document 🕑	Browse		
Web Pape 🕖	www.google.com	*	
Copies ()			
Page Range ()			





Web Upload Setup & Printing Instructions

4. Choose available Page Settings such as Paper size, Duplex and Orientations, then press continue.

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			Selected Printer: Examps Document www.poope.com
			Document www.google.com Job ID 1000106

5. Job will show complete and if configured will provide a secure release code. You can now select Another Printer, Another Job, or Log Out.

Dn			🕞 Log Out
Step 1 - Choose a Penter Step 2 -	Document Information Step 3 + Pr	nt Options Job Submission	
Job Submission			
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	C	9	
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	Job ID	1000190	
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× ×			
K Another Printer R Anoth	er Job		

Please note: When HotSpot Enterprise/HotSpot Express is integrated with a print management solution, such as Streamline NX, then the print job release process of the print management solution should be used. **Please check with system administrator to determine the proper print release process.**





PrintWhere®

PrintWhere is a Windows®-based print subsystem that enables secure print from any Windows application using Windows Surface tablets, desktops or laptops. PrintWhere eliminates tedious printer configuration and empowers HotSpot users to discover and print to local network printers using one simple interface whether in the office, at the airport or a hotel business center.

Note: Access to printers is dependent on configuration settings established by the administrator of the RICOH HotSpot Mobile Printing Service.

STEP 1

Download and Install the PrintWhere® Driver If this step has been completed, go to Step 2.

- 1. Open your browser, and enter www.printeron.com
- 2. Click the Services and Support tab and select Downloads from the drop-down menu.

3. Click [Download PrintWhere 5.2]



PrintWhere®

Prenchmen is a unage and powerful software solution that enables any Windows based PC, laptop or Surface tablet to print to any PrintletOn-enabled Public, Education at Ealingnape print advice PrintMinere eliminates fundicus printer configuration and empowers users to discover and print to printers anywhere in the world using a single web based printing solution:

Open the PrinterOn Printer Select window to find and set your printer, and then simply print from your Windows application directly to printers anywhen whether across the room, in the office or a hotel business center.

Users of PrinterOn may profer PrintWhere in the following situations:

Frequent printing
 Printing to printers on different networks or remote printers within an Enterprise or external sites (suppliers/customers)
 Printing of web pages that require a log in such as email or boarding passes

Download PrintWhere 5.2





- 5. Save PWhere Application to a desired folder.
- 6. Click **[Open Folder]** and double click the PWhere.exe application. Select Run.







7. Click **[Next]** to continue and **[Yes]** to accept the License agreement.







PrintWhere 5.2 - InstallShield Wizard



Installing the Application

- 8. PrintWhere will detect if all Microsoft Applications are needed.
 - Click [Install] to continue.

9. Press next or continue through remaining screens.





10. When installation is complete, click [Finish].

PrintWhere 5.2 - InstallShield Wizard

 Setup Complete

 PrintWhere 5.2 installed successfully.

 Before printing, your must select a printer. Double-Click the "PrintWhere Printer Manager" icon on the desktop to begin.

 Kask
 Finish



11. Click [Finish] again to restart computer.

- **STEP 2** Enterprise Configuration
- 1. In order to locate printers in your HSE Print Service you must configure the PWhere Driver App to connect to your instance of Hotspot Enterprise.

Begin by pressing the Printer Manager Desk top Icon.







- 2. Select the **[Search Preferences]** in the lower right corner. Enter your Enterprise Server URL and account information. (See Enterprise Administrator for details)
- 3. Click **[Validate]** for Account Settings and then click **[OK]** to complete Search Preference Configuration.

	Private Printers Only	Advanced Search	Search Preferences	Read and
	History	Search Results	- Search Using	Service URL
cob An	hericas - ricoh/cr-template	bearen riesuns	Organization :	https://192.168.1.185/cps
5011 AII	- Notes:		Address :	Format: «Host Name or IP Address»/cps
	an refine keywords or update your creden a printer by clicking the description, then p		Category : Al System Settings Minimize to System Tray I Clear History	Account Settings System Login ID : rhomis Username,Email : Joe User@dfwlab.com Edit Validate
			0	OK Can



1. Double Click the PrintWhere Printer Manager Icon on your desktop.







2. Enter keyword(s), e.g., ABC Corp. and click [Search].

Note:

- **Keywords** include, e.g., company, city, state or name of the printer. Note that access restrictions may prevent you from finding certain printers.
- The **History** tab will display all printers used by PrintWhere, in order of most recent use.
- The **Search Results** tab displays the results of a search query.

Once you have found a printer you would like to use, click on the **[printer description]**, and then click **[OK]**. When the printer's Ready status has been confirmed, click **[Select]** and PrintWhere will update your current default printer selection and add it to the top of your History list. This printer will be used by default the next time you print from your applications.

Note: Choosing a printer automatically sets PrintWhere as the default driver.

Advanced Search

You can use filters to restrict the types of printers that appear in your keyword searches. To do so, proceed as follows:

- 1. Double Click [PWhere Printer Manager]
- 2. Click [Advanced Search]
- 3. Click Category drop-down and select **All, Public, Organization, Home** to limit the type of printers to include in a search request.

Note: For more inclusive results, set the Category to All, and then enter your company/campus name in the Organization field (right side of screen).









Advanced Search

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4. Under Features, select desired printer capabilities from the drop-down menus.

Paper: Choose Any to display all paper sizes, or restrict your list to printers that support a specific paper size.

Duplex: Duplex means to print on both sides of the paper, which reduces printing costs and makes the document suitable for binding. When you select Duplex, your job is formatted to print every other page of the document first.

Privacy: This setting refers to whether documents print automatically, or whether a passcode must first be provided to privately and securely release the document to the printer. Choose Optional (no filtering), or choose to search for either only those printers that require a passcode or those that print automatically.

Color: Choose Optional (no filtering), or choose to restrict your printer list based on one of the color/technology filters. Note that printer owners may choose to restrict use of color in their printers, and may flag their printers as Black and White.

Category -			Please enter
Category :	AL.	•	Keywords :
Features -			Organization :
Paper :	ley	1.	City :
Duplex :	Optional	+	State :
Privacy :	Optional		Country :
Color :	Optional		Private Printers Only
fault			Search Cancel

5. Enter Search Criteria that will be used to filter search results based on the supplied information.

Keywords: Enter one or more descriptive words to assist in identifying and filtering your search results.

Organization: Search for printers filtered by a company, organization or campus name, as configured in the PrinterOn Directory.

City: Search for printers filtered by the city name supplied.

State: Search for printers filtered by the state or province supplied.

Country: Search for printers filtered by the country supplied.

Private Printers Only: Filter search results to include only Access Control List-enabled devices, using the account information supplied in the Preferences dialog (shown above). To see private printers, and submit print requests, your email address must be registered in the ACL. Public print locations will not be included in search results. Also see Account Settings.

Note: These filters are also applied to your printer History list.

6. After search parameters are set, click [Search]

	it				
eywords	sinx			Se	earch
	Private +	nly		Advanc	ed Search
	History	y	Searc	h Results	
PrinterOr SLNX	n Printing Servi	ice -		-	
SLNX	x			2	•*•
	Forest Hills Ct, I	North Richlan	Hills TX US		
	– Notes: –				
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Select	t a printer by clicking) the description	then press "OK".		
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Select	order by : Organ) the description	then press "OK". Search	ances	Close
Select	Order by : Organ) the description	then press "OK". Search	1 ences	Close
Select	order by : Organ) the description	• Search Prefer	l ences	Close
Select	order by : Organ) the description	Service URL 192.166.1.155/cpc	Inces	
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STEP 3

Printing a Document

- 1. Open a Microsoft Office application, e.g., Word.
- 2. Open document you wish to print.
- 3. Click [File] > [Print] and ensure the PrintWhere Driver Printer 5.2 is selected.
- 4. To select a printer, click [Properties], then [Find a Printer]. Select printer and click **[OK]**.

Note: To search for available printers, see Printer Search to above.

5. Click [OK] ro print.

Printer Name:	PrintWhere 5.2		Properties
Status: Type: Where: Comment:	Idle PrintWhere 5.2 ricoh/cr-template ricoh202430		Fin <u>d</u> Printer
Page range		Copies	
Pages Type p	age numbers and/or page separated by commas counting the start of the document or the	Number of copies:	I 🔄
from t section	 For example, type 1, 3, 5–12 p1s2, p1s3–p8s3 		
from t section or p1s		Zoom	
from t section or p1s Print <u>w</u> hat:	1, p1s2, p1s3-p8s3	Zoom Pages per s <u>h</u> eet:	1 page
from t section	1, p 1s2, p 1s3–p8s3 Document	and the second sec	1 page 💌 No Scaling 💌

rinter Paper	Options About	
PrinterOn ID —		
	-	Find a Printer
Status:	Select a Printer Address before printing.	-
Connection:		
Description:		
Number:		
ocation -		
Company:		Operation Hours
Address:		
Vicinity:		
Options		
Ink:	Cover Page:	
Page Limit:	Release Code:	
Model:		

*Note your privacy Release Code

lob Details Option	s and Info.	
ricoh202430 Pages: Reference #: Document: Job Status:	D 1	Note
Privacy Release Privacy Release		Code
Name Method: Printer Information	User Release	
Company: Vicinity:	Ricoh Americas ricoh/cr-template	
Description: Model:	Ricoh Hotspot Color Laser RICOH Aficio MPC4503	
Job Information — Paper Size	Letter (8.5" x 11")	10
Duplex Settings		Must press OK
Color Settings Cover Page	Color	to complete Printing
Cost	USD \$0.10	
		OK Cancel

Important: You must press **OK** to complete the print process.

Diseased			- D-1	0.4.	
Please do	notiorget	aboutyou	rRelease	eCode	
Privacy Release C	ode C	87106			
				-	1.





Printer Preferences

The Preferences screen provides you with control over the printer's options and features. It can be accessed by Right Clicking the PWhere Printer 5.2 printer and selecting Printer Preferences.

Select [Find a Printer] to do another search

rinter Paper	Options About				
PrinterOn ID	414				
ricoh202430			Find a Printer		
Status:	Ready				
Connection	: Internet				
Description	Ricoh Hotspot Color I	aser			
Number:	300520556006				
Location					
Company:	Ricoh Americas		Operation Hours		
Address:	4135 Mendenhall Oaks Pkwy				
	High Point, NC. US				
Vicinity:	ricoh/cr-template				
Options					
Ink:	Color	Cover Page:	Optional		
Page Limit:	No page limit	Release Code:	Required		
Model:	RICOH Aficio MPC4503				
	-	ок	ancel Help		

Important:

Always select the Printwhere 5.2 printer as your default printer and not the Printwhere 5.2 Plug in. The Plug in is actually the Driver Package added to your computer when you select a printer. If you change HSE printers the Plug In will change, but always make sure the default check mark is on the Printer and not the Plug In.

Glossary



Search Glossary

Section	Setting	Description	
1	Search Using	You can limit search results to only printers within your organization. The information you supply in PrintWhere is compared to information configured by the HotSpot administrator. Organization: Name of your company, as provided in Printer Listings. Address: Any part of address information (state, city, street, zip code, etc.) provided in Printer Listings. Category: Indicates the type of PrinterOn printer to filter. Options include: All, Public, Organization and Home. Organization printers include PrinterOn Business or PrinterOn Enterprise printers.	
2	System Settings	The history tab (shown at top of page) displays the printers you have used with PrintWhere - in order of use. You can clear this list of all printers, except the first entry. Click [Clear History] on the Confirmation dialog - Click [OK] on the Preferences window - Click [OK] Note: If the Minimize to System check-box is deselected, the Choose A Printer icon will be removed from the system tray.	
3	Search Preferences	This feature allows search requests to go through PrinterOn's Global Printer Directory. By using this search feature, the server administrator can dictate whether or not users can search for all classes of devices in all locations or if they are limited to only searching for devices in your enterprise environment.	
4	Account SettingsIf an Access Control List (ACL) is being used by the HotSpot Administrator, only user email address listed can see private printers, and submit print requests. See Private Printers Only.Note: To determine if you have a valid account with PrinterOn, check the Validate PrinterOn accoun check-box, and then click [OK]. If screen reads, "Unable to validate your PrinterOn Account," please try again. If validation fails, contact your HotSpot administrator for assistance.		

Glossary

Term	Description		
HotSpot	A mobile printing solution that enables you to seamlessly print – via email, web upload, mobile app or Windows driver - to any HotSpot-enabled printer/MFP		
PrinterOn	Ricoh's Alliance Partner that provides access to the Global Printer Directory, thus enables the RICOH HotSpot Mobile Printing Solution to provide services to users.		
PrintWhere Driver	Universal print driver for laptop users wishing to print to a remote device.		
Release Code	Also called Privacy Release Code, is a 4 -10 digit code generated by the PrinterOn Server and communicated to the user. This code must be entered on the HotSpot keypad to release the print		
Remote Release	Remote Release enables users to release print jobs on any device, using the HotSpot Mobile App or a convenient job release web page, providing a fluid mobile print workflow. Remote Release increases the variety of release options by supporting select printer models which do not permit the input of release codes at the device, such as printers with 4-line LDC displays.		

Acronym	Description	Acronym	Description
Арр	Application	MFP	Multi-functional Peripheral/Product
GPS	Global Position System	URL	Uniform Resource Locator
IT	Information Technology	USB	Universal Serial Bus



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