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# RICOH HotSpot Mobile Printing Solution

## RICOH HotSpot Enterprise / HotSpot Express
## **User Reference Guide**

*Powered by PrinterOn®*

HSEHSEX_URG_02012017_V2

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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.

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# 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.

# Mobile App Setup & Printing Instructions

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.

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**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: Download via Google Play
- 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]**

Mobile App Setup & Printing Instructions continued on next page.

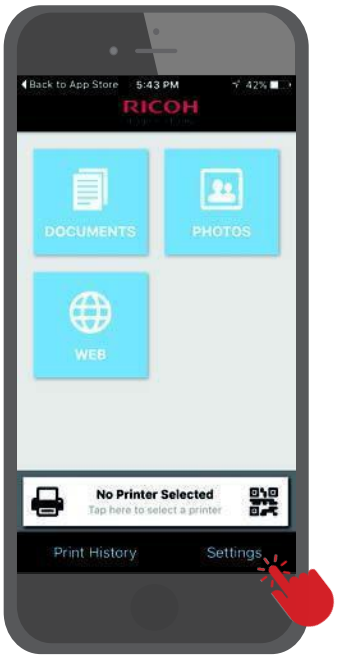
# Mobile App Setup & Printing Instructions

## STEP 2
Configuring the Mobile APP for use with your HotSpot Enterprise

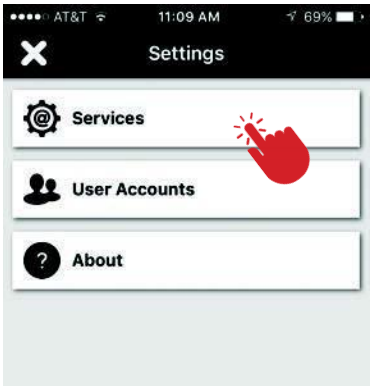
**Note:** When opening the RICOH HotSpot Printing App for the first time, you will need configure the settings in the app to identify the location of your HotSpot Enterprise server and also enter your network login and password.

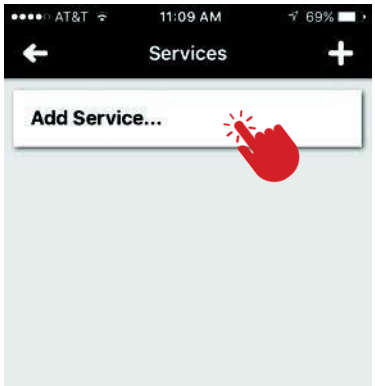
1. On your mobile device, navigate to Ricoh HotSpot icon and press to open.

2. Press the **[Settings]** button on the lower right.




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

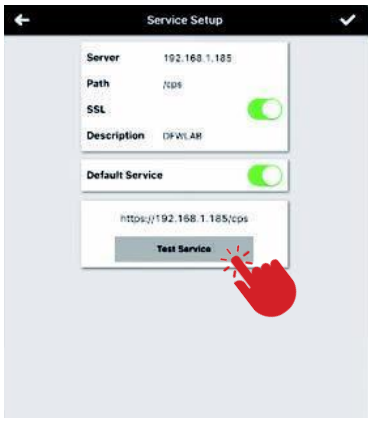


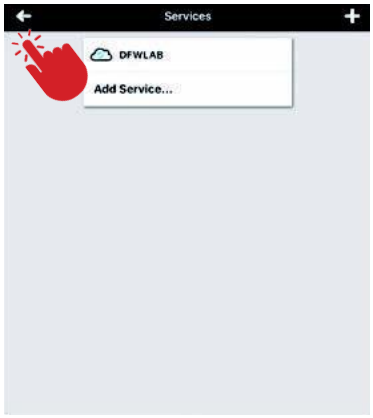

Mobile App Setup & Printing Instructions continued on next page.

# Mobile App Setup & Printing Instructions

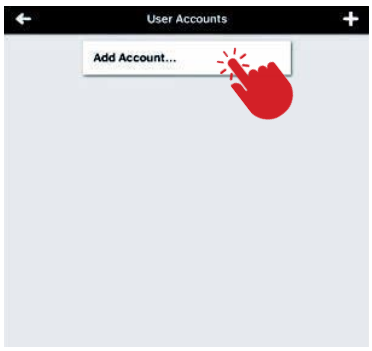
4. Enter your service information provided by your admin and press **[Test]**. Click **[OK]** when successful and then click the **[check mark]** on the upper right to save your settings.



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



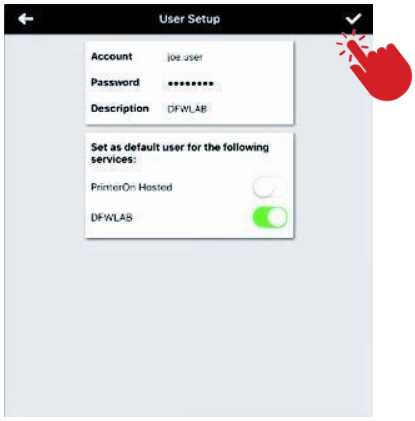

6. From the Settings screen, click **[User Accounts]** and then click **[Add Account]**.




Mobile App Setup & Printing Instructions continued on next page.

# Mobile App Setup & Printing Instructions

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

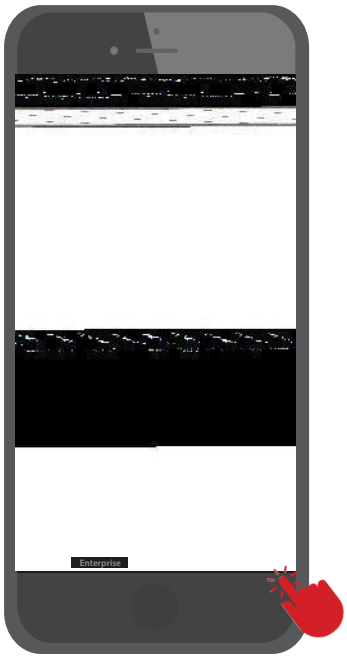
From your mobile device, press the area labeled

**"No Printer Selected"**

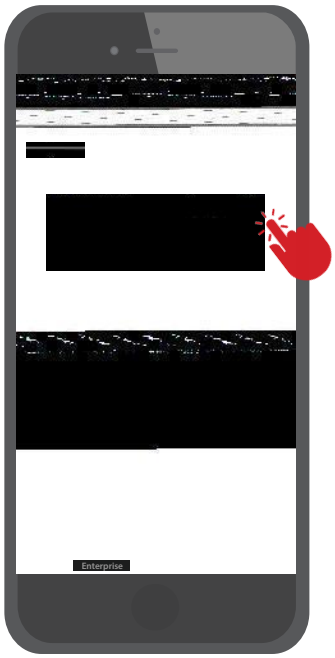
Mobile App Setup & Printing Instructions continued on next page.

# Mobile App Setup & Printing Instructions

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

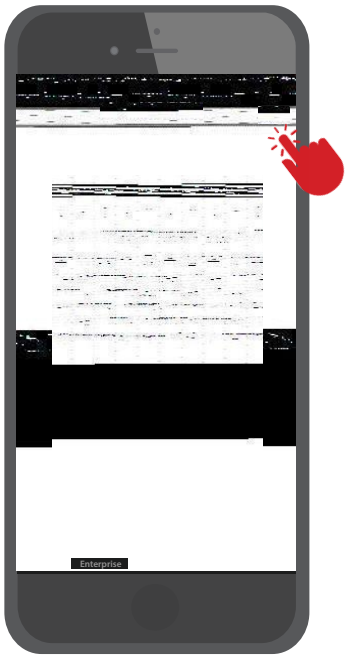


To select your printer press the ⓘ for information.



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.**



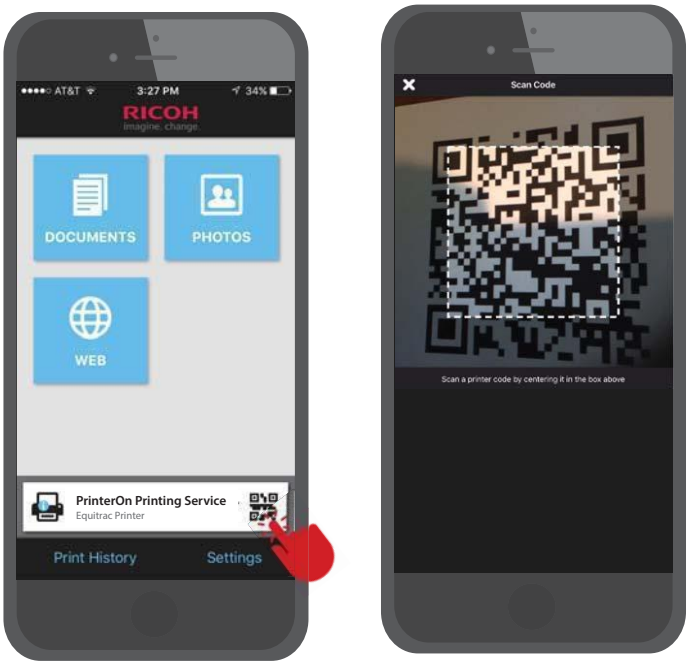
Mobile App Setup & Printing Instructions continued on next page.

# Mobile App Setup & Printing Instructions

## Option B – QR Codes

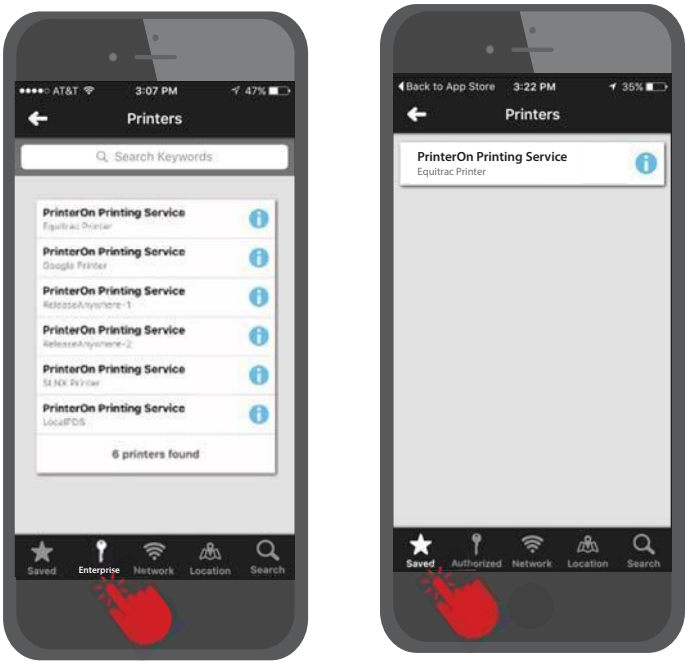
If the printer has a location QR code label, you can press the **[QR Icon]** next to printer name and scan a QR code.

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.




Mobile App Setup & Printing Instructions continued on next page.

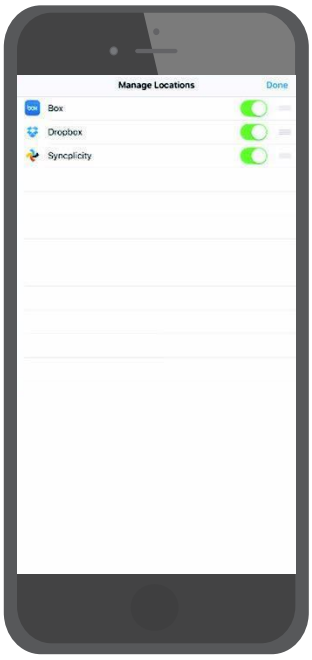
# Mobile App Setup & Printing Instructions

**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]**

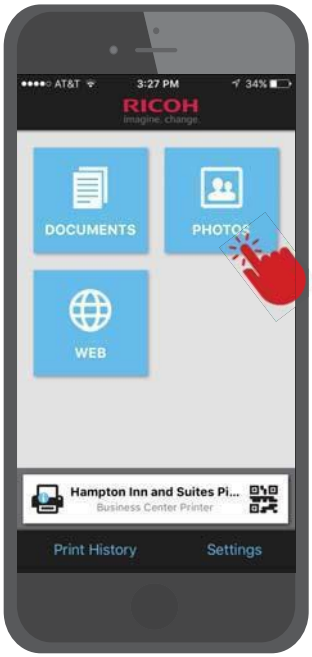


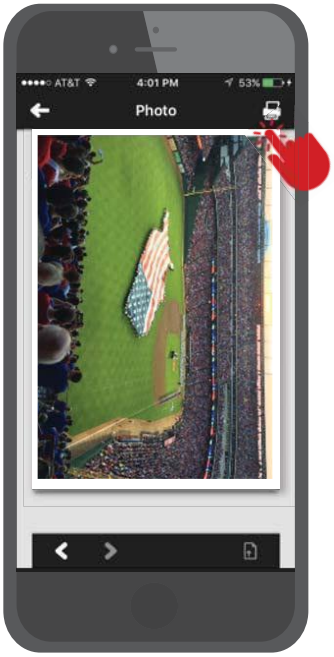
Mobile App Setup & Printing Instructions continued on next page.

# Mobile App Setup & Printing Instructions

## Photos

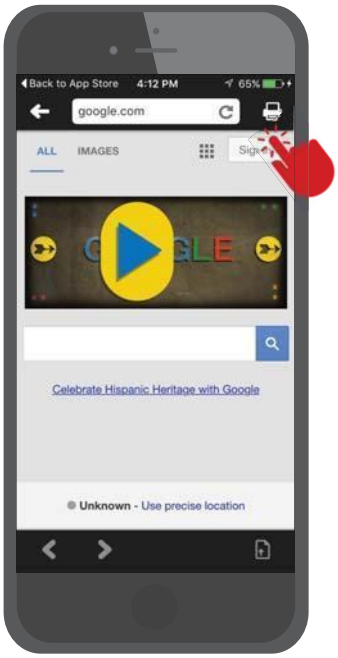
Click **[Photos]** and select the photo you wish to print. Press the **[Printer Icon]** in the upper right to print your selected photo. Select Prints Options located on the top right corner if desired and press **[Print]**



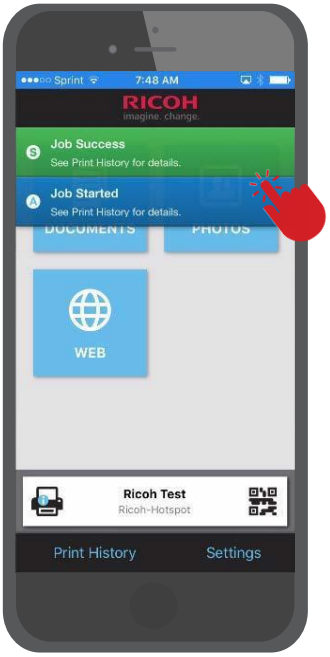

## Web Printing

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]**.

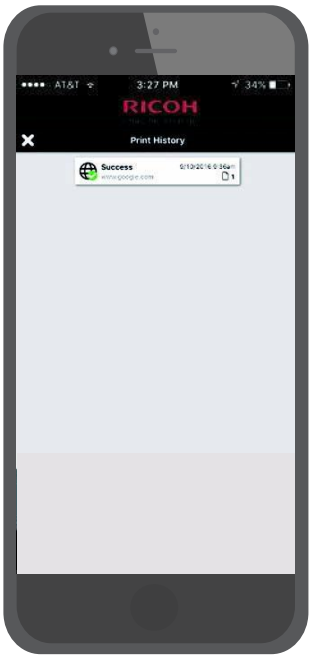



Mobile App Setup & Printing Instructions continued on next page.

# Mobile App Setup & Printing Instructions




**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

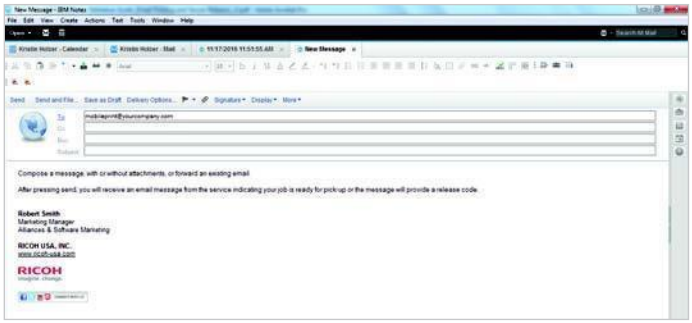
1. Open your email application, e.g. Gmail, Yahoo, Outlook etc.

2. Compose a message, with or without attachments or forward an existing email.

3. Enter HotSpot Printer/MFP's email address.

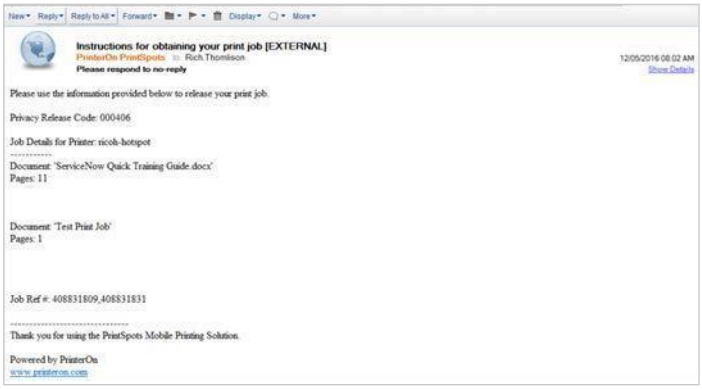
   Example: **mobileprint@yourcompany.com**

4. Click **[Send]**



**Note:** You will receive a confirmation email notifying you that the job has been processed, along with instructions on how to obtain your print job.

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.

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

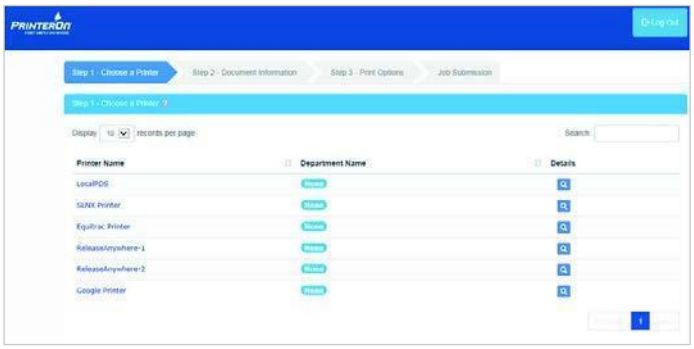
**For Web Upload to work with HotSpot Enterprise / HotSpot Express, your device must have access from your network or internet to the HotSpot Web Printing Services.**

Open your web browser on your mobile device or laptop.

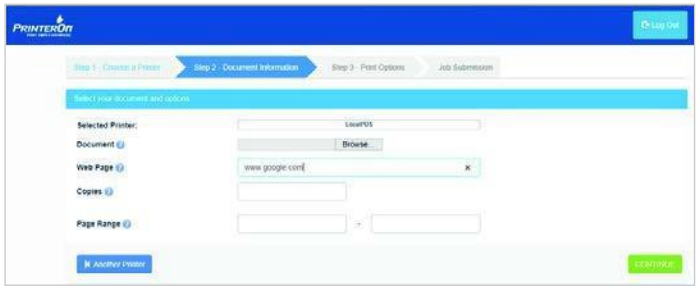
1. Go to your company's HotSpot URL, eg. https://192.168.1.185/cps

   Your administrator will have the correct URL for your company.

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



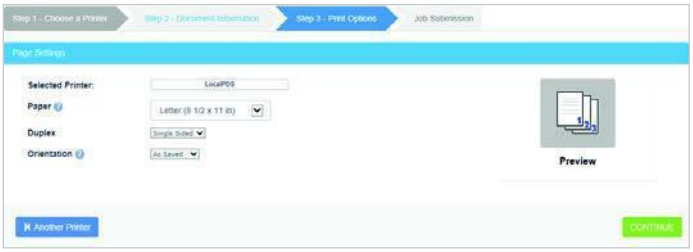
3. Select a printer, browse for a document or enter a web page, then press continue.

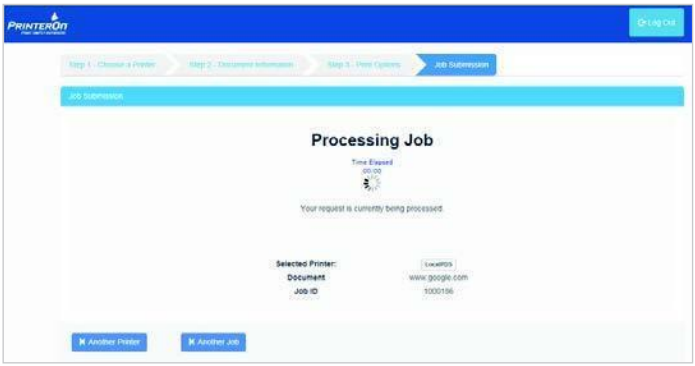


Web Upload Setup & Printing Instructions continued on next page.

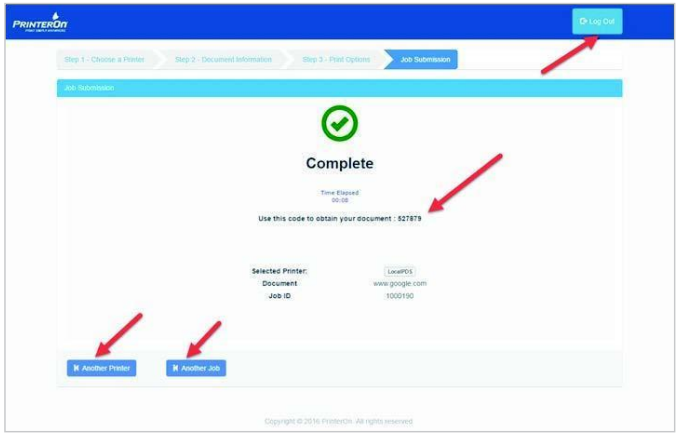
# Web Upload Setup & Printing Instructions

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




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.




**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.**

# Windows Driver Installation & Printing Instructions

## 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.

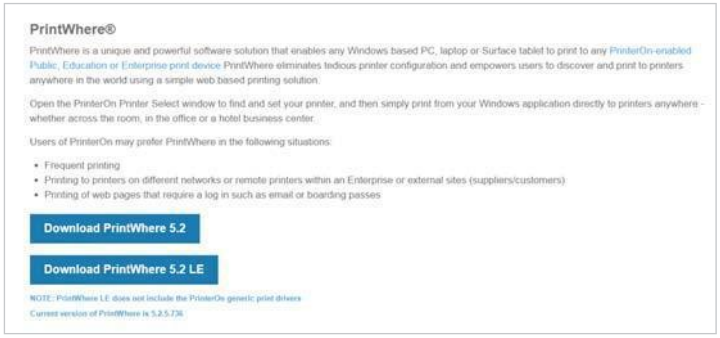
**Note:** Access to printers is dependent on configuration settings established by the administrator of the RICOH HotSpot Mobile Printing Service.

## STEP 1

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

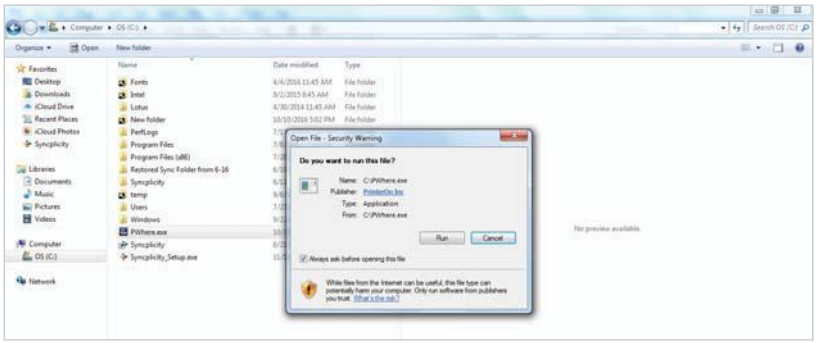
1. Open your browser, and enter www.printeron.com

2. Click the Services and Support tab and select Downloads from the drop-down menu.




3. Click **[Download PrintWhere 5.2]**

4. Click **[Save AS]**




5. Save PWhere Application to a desired folder.

6. Click **[Open Folder]** and double click the PWhere.exe application. Select Run.

Windows Driver Installation & Printing Instructions continued on next page.

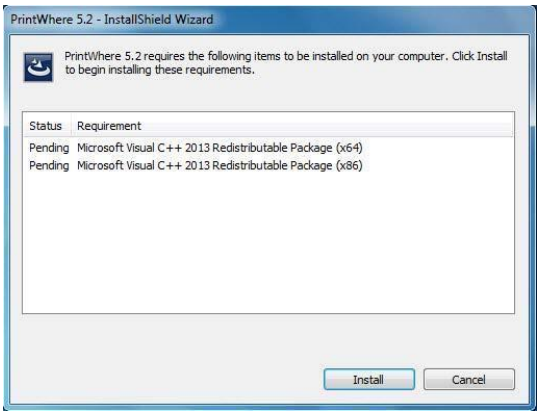
# Windows Driver Installation & Printing Instructions

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

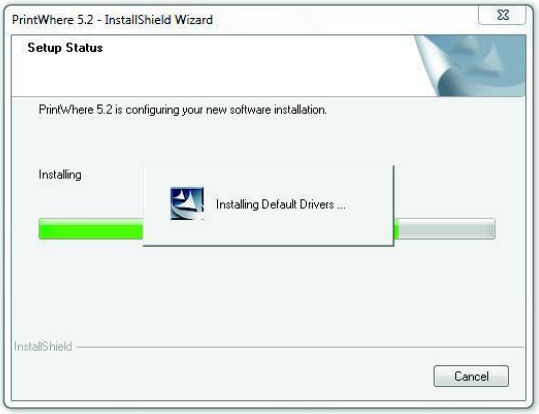
## Installing the Application

8. PrintWhere will detect if all Microsoft Applications are needed.

   Click **[Install]** to continue.



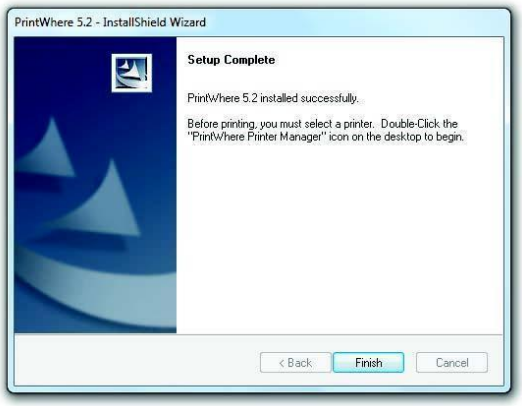

9. Press next or continue through remaining screens.



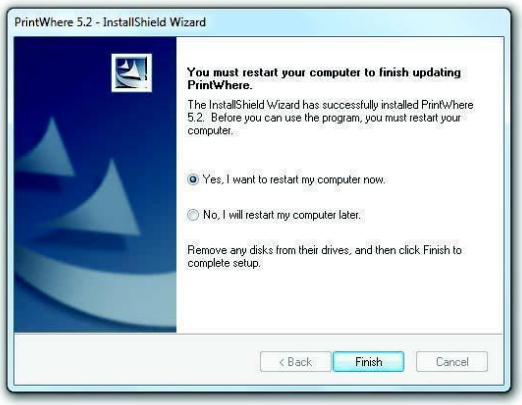

Windows Driver Installation & Printing Instructions continued on next page.

# Windows Driver Installation & Printing Instructions

10. When installation is complete, click **[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.

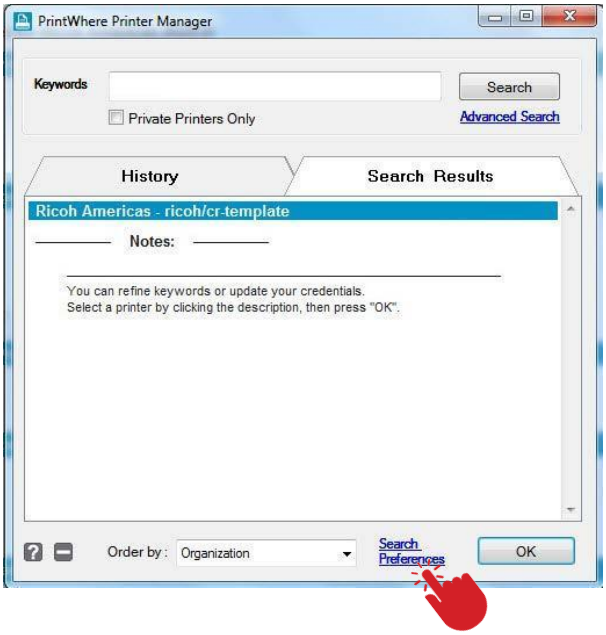
   Begin by pressing the Printer Manager Desk top Icon.

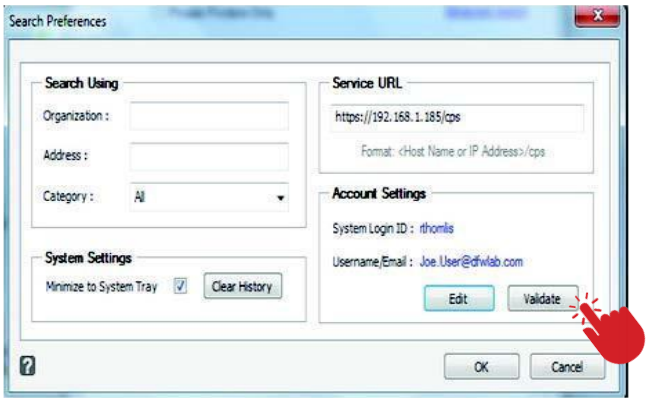
Windows Driver Installation & Printing Instructions continued on next page.

# Windows Driver Installation & Printing Instructions

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.




**STEP 3**
Printer Search

1. Double Click the P**rintWhere Printer Manager Icon** on your desktop.

Windows Driver Installation & Printing Instructions continued on next page.

# Windows Driver Installation & Printing Instructions

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

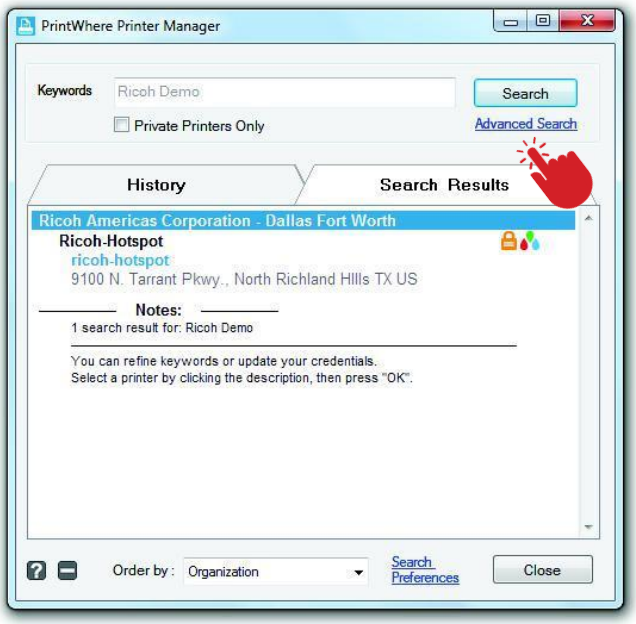
You can use filters to restrict the types of printers that appear in your keyword searches. To do so, proceed as follows:

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.

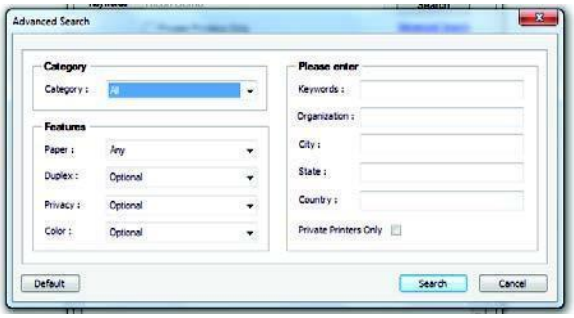
**Note:** For more inclusive results, set the Category to All, and then enter your company/campus name in the Organization field (right side of screen).




Windows Driver Installation & Printing Instructions continued on next page.

# Windows Driver Installation & Printing Instructions

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



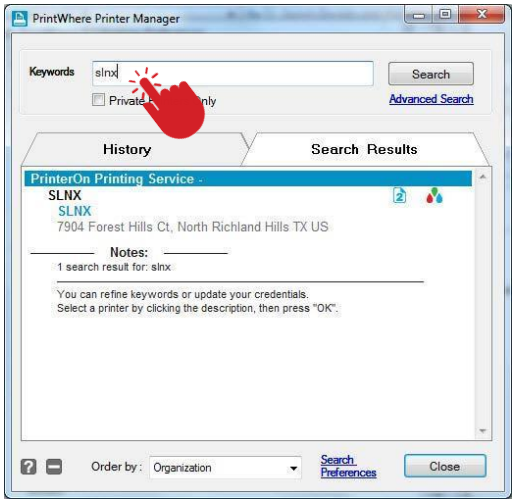

**Paper:** Choose Any to display all paper sizes, or restrict your list to printers that support a specific paper size.

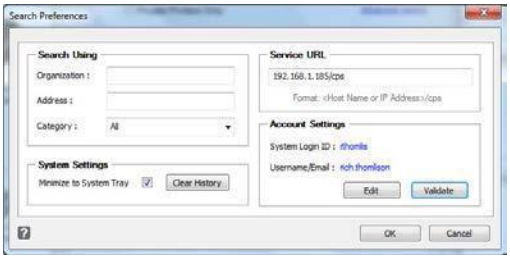
**Duplex:** Duplex means to print on both sides of the paper, which reduces printing costs and makes the document suitable for binding. When you select Duplex, your job is formatted to print every other page of the document first.

**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.

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]**

Windows Driver Installation & Printing Instructions continued on next page.

# Windows Driver Installation & Printing Instructions

## STEP 3
Printing a Document

1. Open a Microsoft Office application, e.g., Word.

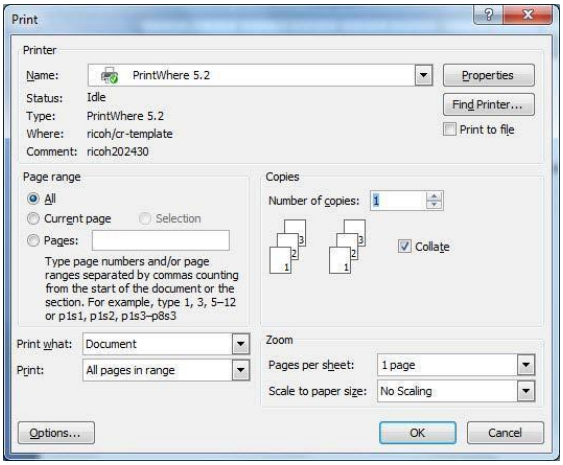
2. Open document you wish to print.

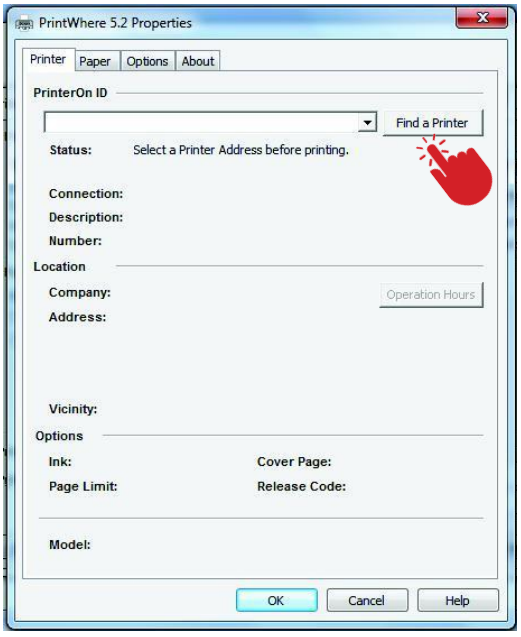
3. Click **[File]** > **[Print]** and ensure the PrintWhere Driver Printer 5.2 is selected.

4. To select a printer, click **[Properties]**, then **[Find a Printer]**. Select printer and click **[OK]**.

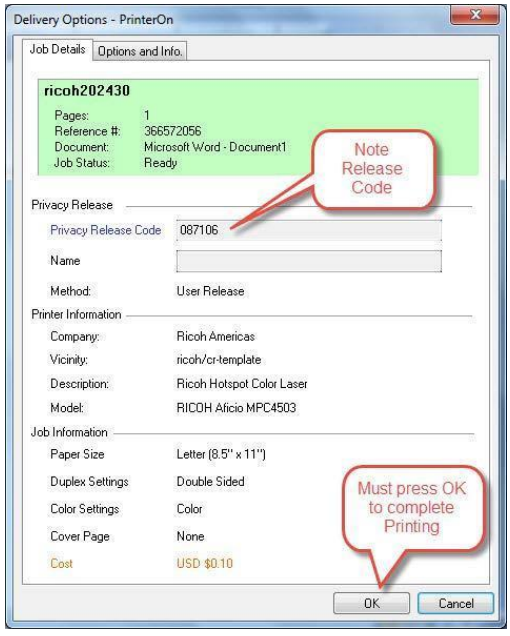
**Note:** To search for available printers, see Printer Search to above.

5. Click **[OK]** ro print.

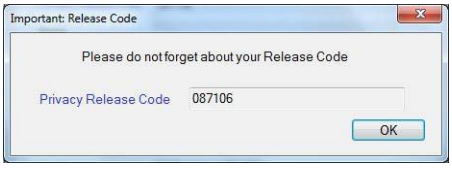



*Note your privacy Release Code




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



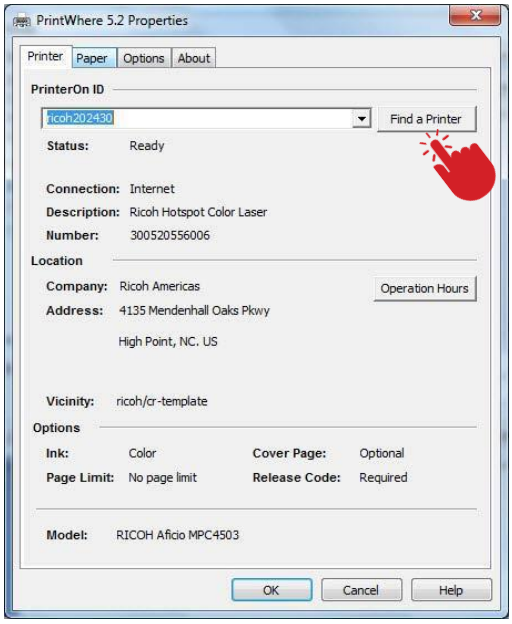

Windows Driver Installation & Printing Instructions continued on next page.

# Windows Driver Installation & Printing Instructions

## 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




**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

RICOH
imagine. change.

## 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.<br>Organization: Name of your company, as provided in Printer Listings.<br>Address: Any part of address information (state, city, street, zip code, etc.) provided in Printer Listings.<br>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.<br>Click [Clear History] on the Confirmation dialog - Click [OK] on the Preferences window - Click [OK]<br>**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 Settings** | If an Access Control List (ACL) is being used by the HotSpot Administrator, only user email addresses listed can see private printers, and submit print requests. See Private Printers Only.<br>**Note:** To determine if you have a valid account with PrinterOn, check the Validate PrinterOn account 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 job. |
| **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 |
|---|---|---|---|
| **App** | 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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