Ricoh HotSpot Enterprise

Mobile Printing Solution

RICOH
imagine. change.

User's Quick Reference

User's Quick Reference - *four easy ways to print*

- Email
- Web Upload
- Mobile App (HotSpot Printing App)
- Windows Driver

www.ricoh-usa.com/hotspot

Vers One, Jan/31/13

© 2013 Ricoh Americas Corporation. All rights reserved.

Ricoh® and the Ricoh logo are registered trademarks of Ricoh Company, Ltd. The content of this document, and the appearance, features and specifications of Ricoh products and services are subject to change from time to time without notice.

BlackBerry® and BlackBerry® Playbook™ are registered trademarks of Research in Motion Limited.

iPhone®, iOS®, iPad®, iPod touch® are registered trademarks of Apple Inc.

PrinterOn® and PrintWhere™ are registered trademarks of PrinterOn Corporation.

All other trademarks are the property of their respective owners.

While care has been taken to ensure the accuracy of this information, Ricoh makes no representation or warranties about the accuracy, completeness or adequacy of the information contained herein, and shall not be liable for any errors or omissions in these materials. Actual results will vary depending upon use of the products and services, and the conditions and factors affecting performance. The only warranties for Ricoh products and services are as set forth in the express warranty statements accompanying them.

No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or any information storage and retrieval system, without permission in writing from the Publisher.

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

Documentation Revision 1: February, 2013

Mobile Printing Solution

HotSpot Enterprise

User's Quick Reference

RICOH imagine. change.

HotSpot Enterprise is a mobile printing solution that enables you to seamlessly print to any HotSpot-enabled device (printer/MFP) on your intranet (private cloud). There are **four easy ways to print** from any internet-/WiFi-enabled mobile/handheld device (smartphone, tablet, notebook or laptop), or computer…

1. **Email** – Forward an email (and attachment) to the assigned MFP or printer's email address.
2. **Web Upload** – Visit your HotSpot Enterprise Web Portal. Choose a printer, and then upload a document. Submit for printing.
3. **Mobile App** – Download the free **HOTSPOT PRINTING** App to your mobile device, and then pinpoint the closest printer/MFP, and submit a job.
4. **Windows Driver** – Print from any Windows-based computer to a remote printer/MFP using the [File] > [Print] command.

Note: Please refer to the Glossary for commonly-used terms and acronyms.

Email

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

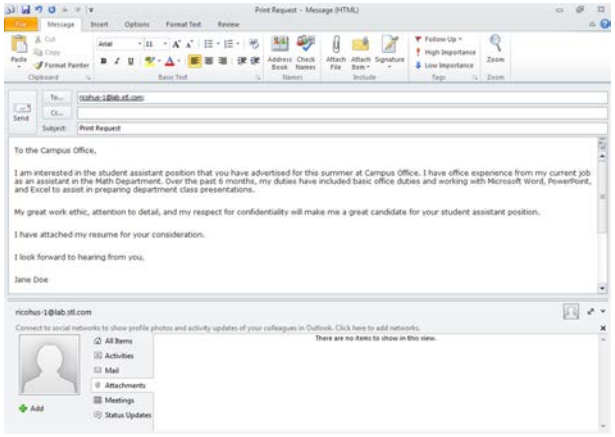
2. Compose a message, with or without attachments (or forward an existing email).

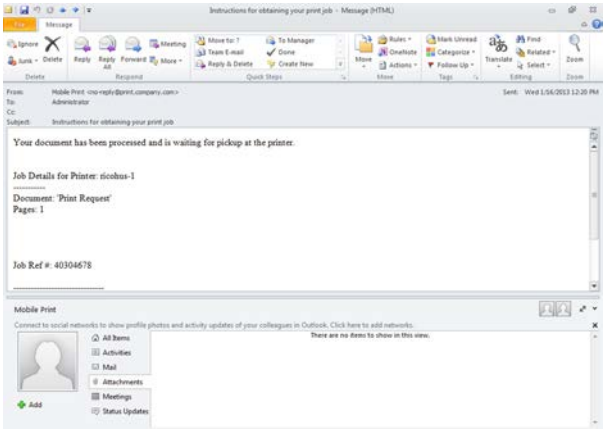
3. Enter HotSpot printer/MFP's email address.

   Note: Your administrator will provide the printer email addresses associated with HotSpot-registered print devices.

4. Click [**Send**].

   Note:
   - You will receive a confirmation email that the job has been processed, along with instructions on how to obtain your print job. A **Job Reference** number will be included in the email as well. An optional **Release Code** may also appear, depending on service configuration. ***Important***: The **Job Reference** number is not a **Release Code**. If an optional Release Code is required, it will appear within the email body copy; scroll down, if necessary.





Mobile Printing Solution

HotSpot Enterprise

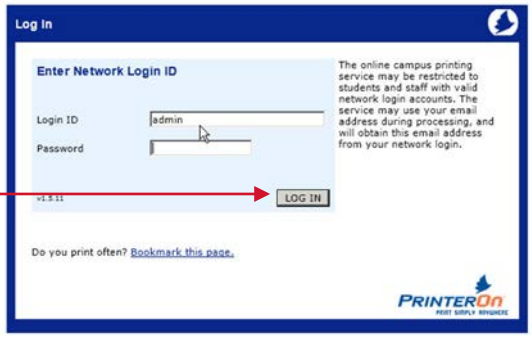
User's Quick Reference

RICOH imagine. change.

Web Upload

1. Open your web browser.
2. Go to your HotSpot Enterprise portal, e.g., www.mydomain/cps.
3. Click PRINT.

4. Enter **Login ID** and **Password**.
5. Click LOG IN .

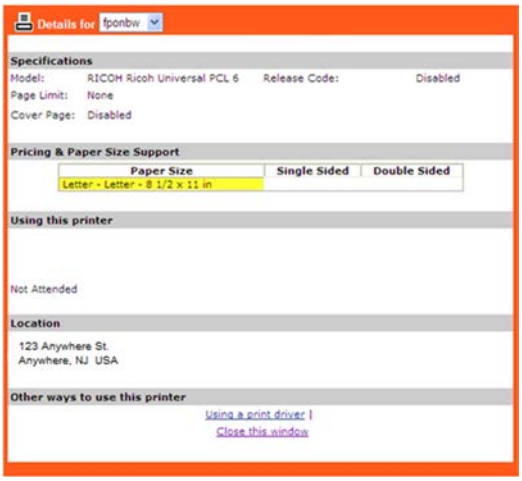


6. **Choose a printer**.

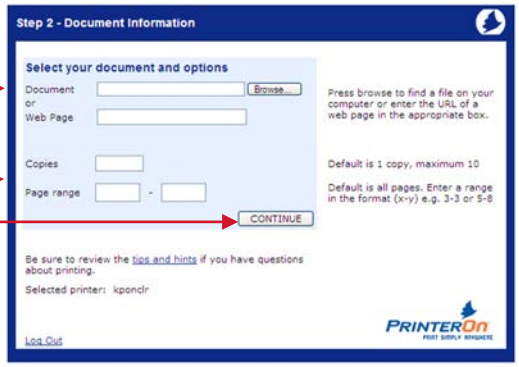
HotSpot Enterprise

User's Quick Reference

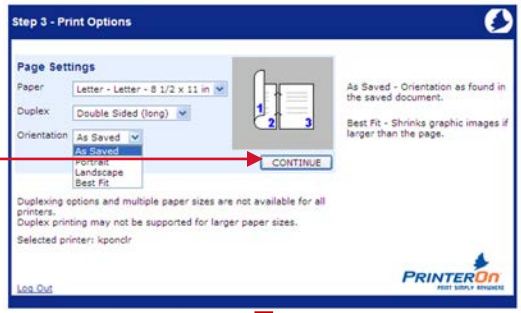
Note: For information on a listed print device, click the associated Details link. Click [**X**] to close the window.



7. **Browse to document** or enter a web page (URL).
8. Enter number of **copies** and **page range**, if necessary.
   Note: The default is to print one copy of all pages.
9. Click CONTINUE.



10. If additional settings have been configured, such as paper size, duplex print, orientation, etc., select at this time, and then click CONTINUE.

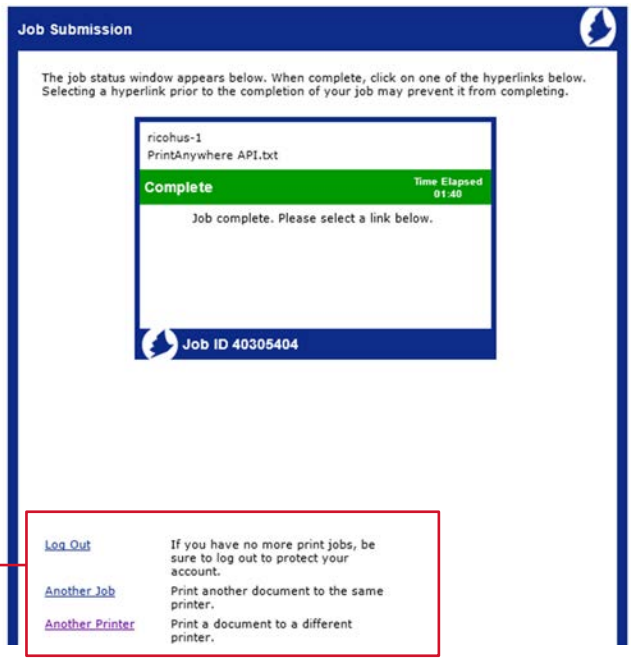


HotSpot Enterprise

User's Quick Reference

Important: If an **Approve** page appears, confirm that the information, e.g., number of pages and total cost, is correct, and then click [**Cancel**] to exit without processing job or [**Submit Job To Printer**].

Note: After submission you have the option to log out, print another document to the same printer or choose a different printer.



11. When finished, click [**Log Out**].
12. **Retrieve job** from printer/MFP output tray.

Mobile Printing Solution

HotSpot Enterprise

User's Quick Reference

RICOH imagine. change.

Mobile App

The **HOTSPOT PRINTING** application enables authorized users (employees, students, staff, etc.) to send print jobs to a remote printer located in, for example, a corporate board room, lab, dormitory, library, etc.

Note:

- Secure mobile printing direct from your mobile device, such as iPad®, iPhone®, iPod touch®, BlackBerry® smartphone and 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.
- Based on configuration, receive secure print release code with every job to use on location to receive prints.
- Locate printers nearby using GPS.
- Access to PrinterOn® directory of available public printers.

  Read more…

Important:

- An internet connection or mobile data connectivity is required.
- Integrated GPS is required for geographical search of remote print devices.
- BlackBerry Playbook screens are used to illustrate this section; Apple and Android variations are noted, where applicable.

Step 1: Download Free HOTSPOT PRINTING App

HOTSPOT PRINTING App is available for the following mobile/handheld devices:

- **Apple iPhone/iPad/iPod touch**: Download via *App Store*.
- **Android**: Download via *Google Play*.
- **BlackBerry Smartphone or Playbook**: Download via *BlackBerry App World*.

Enter "hotspot printing" into search field, and follow screen instructions.

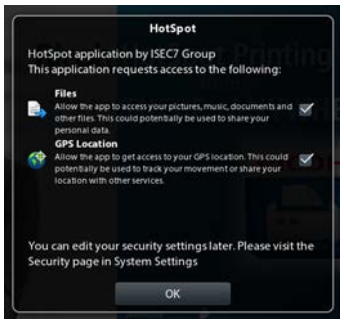
Important: Not all devices will be compatible with the HOTSPOT PRINTING App. Please check the respective store for any listed device requirements.

Mobile Printing Solution

HotSpot Enterprise

User's Quick Reference

Note:
When the download is near completion, you will be prompted to give the HotSpot application permissions to access the internet and local file storage on the device. These permissions must be allowed in order for **HOTSPOT PRINTING** App to function properly. Tab [**OK**].



Step 2: **Print Document**

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

2. When opening the **HOTSPOT PRINTING** App for the first time, you can set login information, geographic search preferences, default Web URL, language, etc.

3. Tab Save.

The **HOTSPOT PRINTING** App home screen displays printers closest to your current location, along with the status of each.

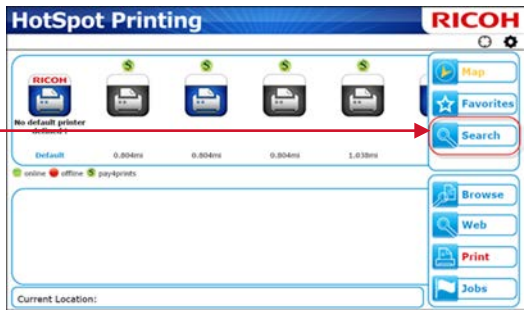
Important: Again, integrated GPS is necessary for geographical search of remote print devices.

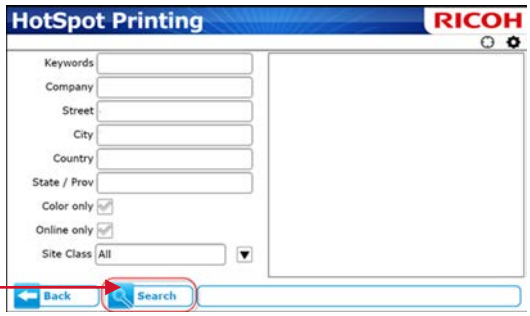
Mobile Printing Solution

HotSpot Enterprise

User's Quick Reference

4. If desired printer does not appear, tap Search.

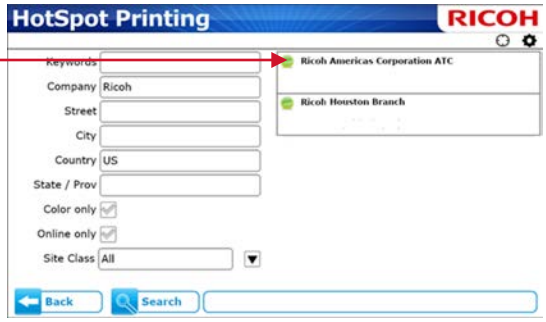




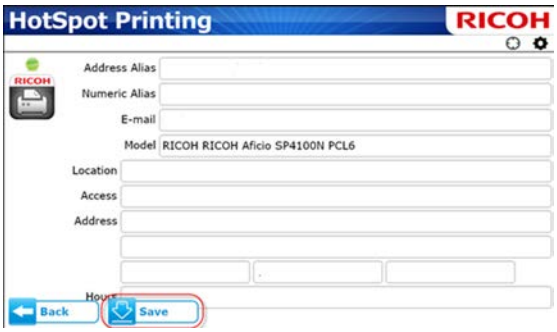
5. Enter search criteria, e.g., Company, and tap Search.

6. Available printer(s) appear.

7. Tap desired printer.



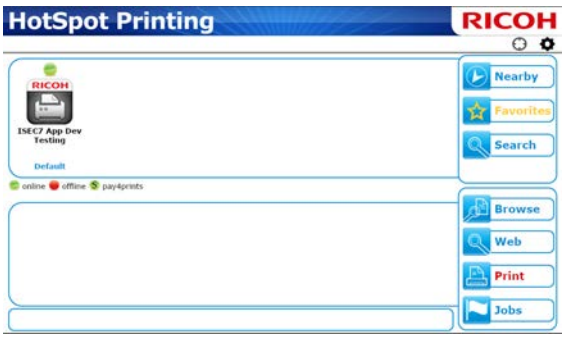
8. Review information about the selected printer, and then tap Save. This will add the printer to Favorites. To search for another printer, tap Back, and repeat 7.



HotSpot Enterprise

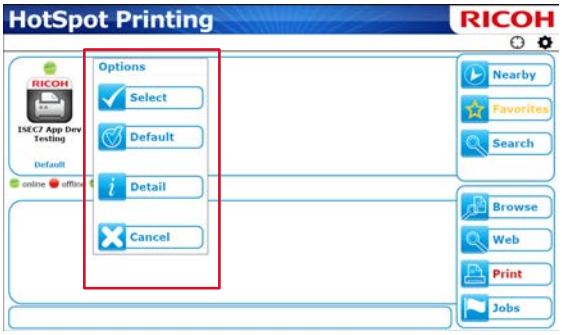
User's Quick Reference

Note: After you select a printer and tap Save, and the printer icon appears on the Favorites screen.



If you press the printer icon, the Options menu appears.

- Select – Tap to send print job to that device. Once selected, printer icon starts flashing.
- Default – Tap to make this printer the default output device. Subsequent print job submissions will be automatically routed to this device.
- Detail – Tap to view information related to the selected device, such as physical location.
- Cancel – Tap to exit Options menu.



9. Tap Print.

10. Retrieve job from printer/MFP output tray.

Note: If using a private Release Code, the Release Code will appear. Take this number to printer, and…

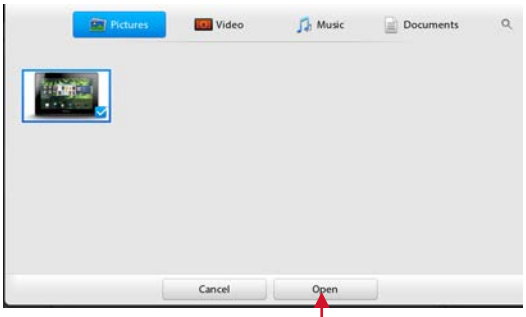
a. Press [**OK**] on the keypad.
b. Enter **Release Code(s)**.
c. **Follow instructions** on the printer/MFP's display to print.

Mobile Printing Solution

HotSpot Enterprise

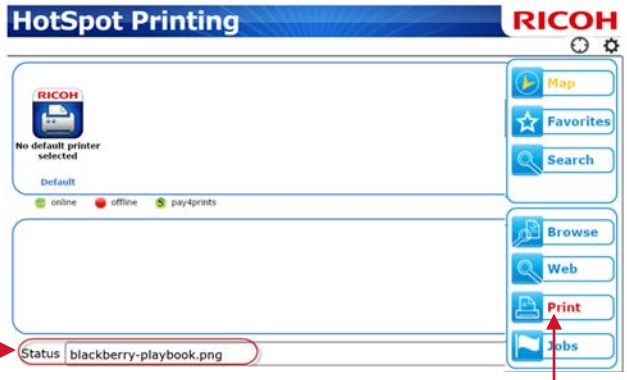
User's Quick Reference

HotSpot Printing App Workflow Example



To print a photo from BlackBerry Playbook, proceed as follows:

1. Take photo with your Playbook (or use an existing image).
2. Open **HOTSPOT PRINTING** app (see 1., previous section).
3. From home screen, tap Browse, and then tap Pictures.
   Note: The Browse button is not a supported feature for iOS, i.e., the local file system is closed to the user by Apple.
4. Choose a picture, and then tap [**Open**].



   Note: The file name appears in the Status field.

5. Tap Print.

   Note: In order to appear in the Documents view of the **HOTSPOT PRINTING** App, supported documents and images must be copied to the Documents folder on the Playbook. Similarly, files must be synced from iTunes to appear on iOS devices. Depending on the version of Android, you may only have access to the photos folder with the [Browse] button.

Documents and photos can also be downloaded/saved for printing from your web browser…

- Using BlackBerry Desktop software, copy files to the device via USB connection.
- Using your computer's file browser, such as Windows Explorer (for Windows-based systems) or Finder (for Mac-based systems), copy files to the device via USB connection.

Using the devices itself, save documents or pictures via Internet browser.

Mobile Printing Solution

HotSpot Enterprise

User's Quick Reference

RICOH imagine. change.

Windows Driver

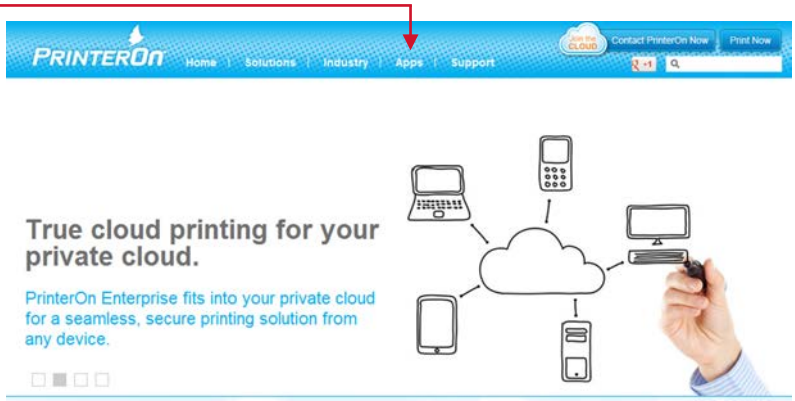
With the PrintWhere universal print driver, you can easily and securely print from your Windows-based desktop or laptop computer to local network printers or to printers on a completely different network within your enterprise. ***Note***: Access to printers in your organization is dependent on configuration settings established by the administrator of the HotSpot Enterprise service.

Important: If access to network print devices has been restricted, i.e., login credentials (username/password) are required, see Printer Preferences, Account Settings. If print devices are "public," and do not require login, proceed as outlined below.

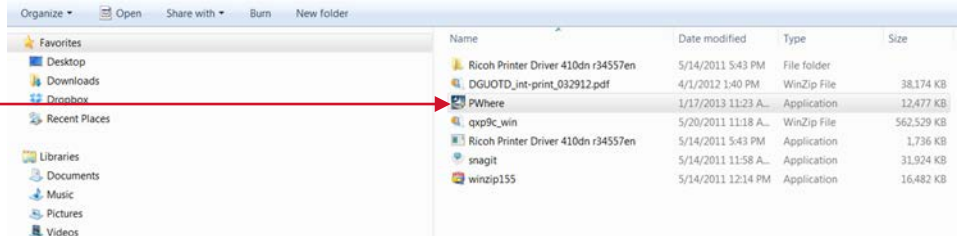
Step 1: Download PrintWhere Driver

If this step has been completed, go to Step 2: Print Document.

1. Open your browser, and enter www.printeron.net.
2. Click **Apps** drop-down menu, and select **PrintWhere Driver**.



3. Click [**Download**].
4. Click [**Save**].
5. Save **PWhere Application** to desired folder.
6. Click [**Open Folder**].

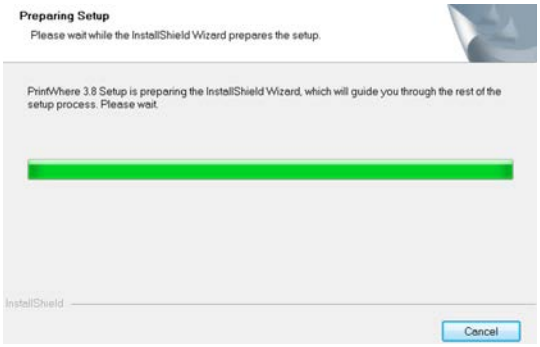


HotSpot Enterprise

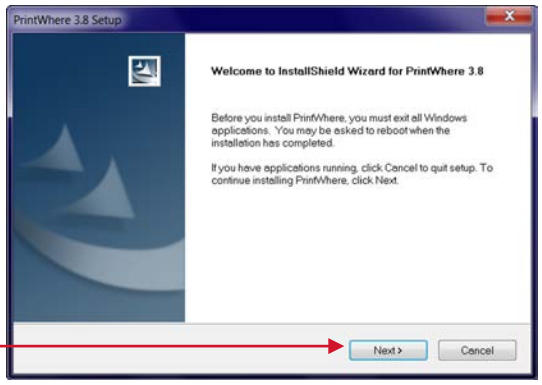
User's Quick Reference

Install the application…

7. Within target folder, double-click **PWhere**.
8. On **User Account Control** screen, click [**Yes**].

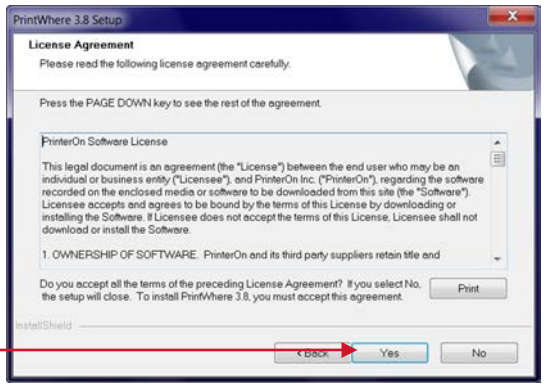


Welcome screen displays…

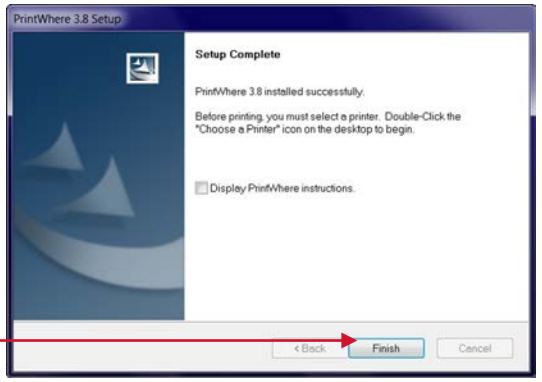


9. Click [**Next** >].

License Agreement displays …



10. Read License Agreement, and then click [**Yes**].



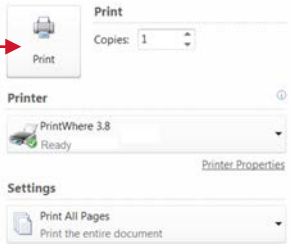
11. When installation is complete, click [**Finish**].

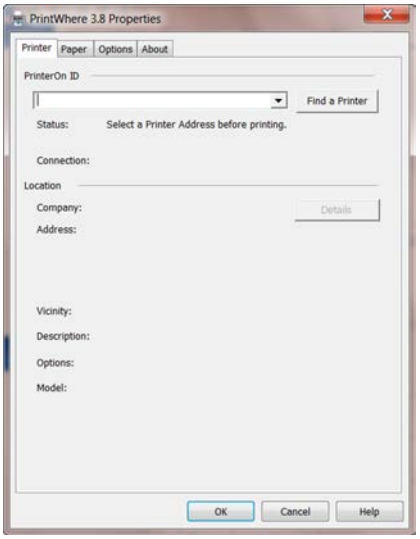
HotSpot Enterprise
User's Quick Reference

RICOH imagine. change.

Step 2: Print Document

1. Open a Microsoft Office application, e.g., Word.
2. Open document you wish to print.
3. Click [**File**] > [**Print**].
4. From **Printer** drop-down, select **PrintWhere** driver.
5. To select a printer, click **Printer Properties** screen, and then click [**OK**].
   Note: To search for available printers, see **Printer Search** to follow.
6. Click [**Print**].

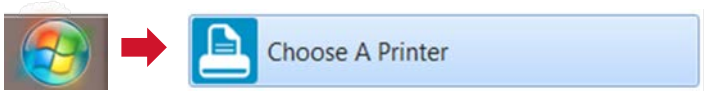




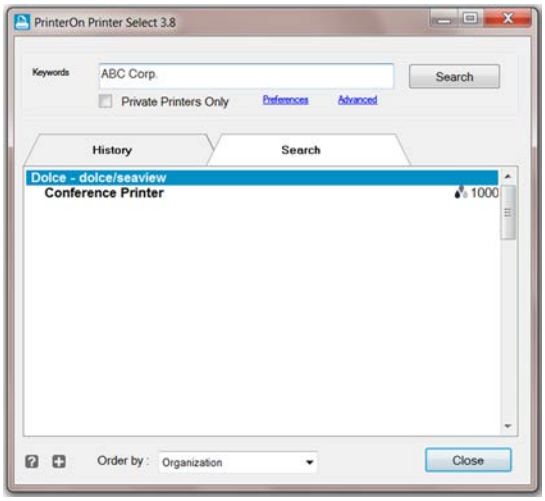
Printer Search

1. From **PrintWhere Properties** screen, click [**Find a Printer**].

   Note: To open the Search window quickly, click taskbar [**Start**] icon, and select [**Choose A Printer**].



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 display all printers used by PrintWhere, in order of most recent use.
   - The **Search** tab displays the results of a search query.

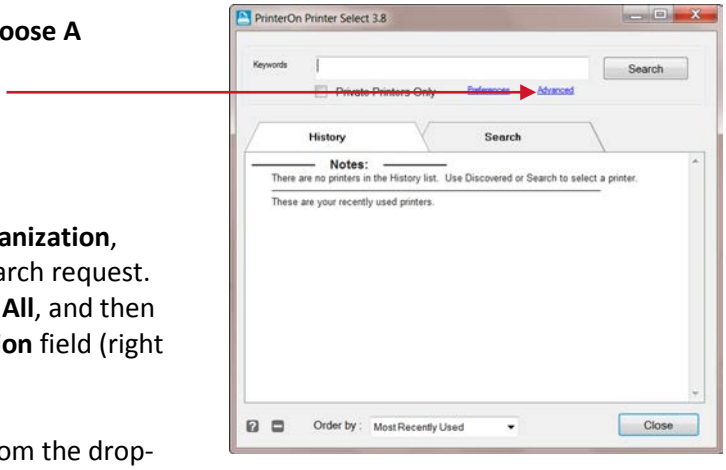
   Once you have found a printer you would like to use, click on the printer description, and then click [**OK**]. Once the printer's Ready status has been confirmed, click [**Select**] and PrintWhere will update your current default printer selection and add it to the top of your **History** list. This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

HotSpot Enterprise

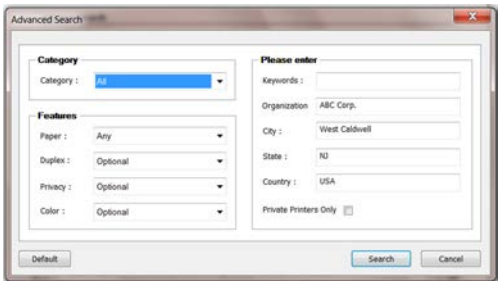
User's Quick Reference

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. If necessary, click taskbar [**Start**] icon, and select [**Choose A Printer**].
2. Click [**Advanced**].
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).
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 only include printers that have control access and are only accessible using the account information supplied in the **Preferences** dialog. Public print locations will not be included in search results.

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

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

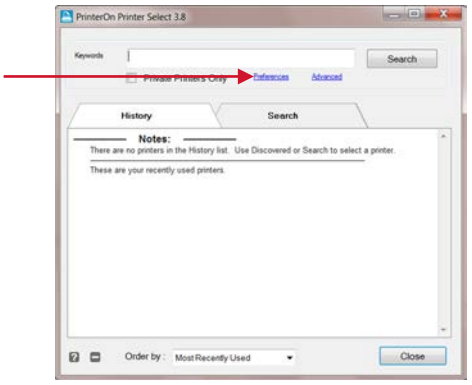
Printer Preferences

The Preferences screen provides you with control over PrintWhere's search abilities, and offers advanced settings for managing printer search results. This screen also enables you to set whether or not the HotSpot Enterprise Mobile Printing service locates public or private printers and/or determine if your PrinterOn account is valid.

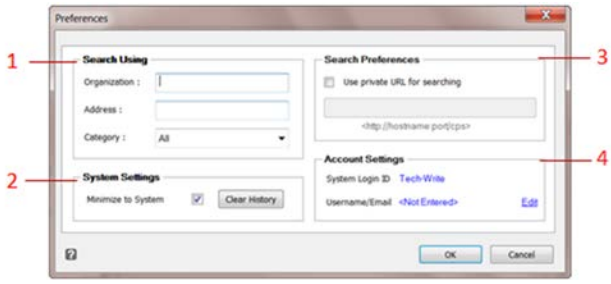
To open this screen, proceed as follows:

1. Open **Search** window (see previous section, if necessary).

2. Click [**Preferences**].

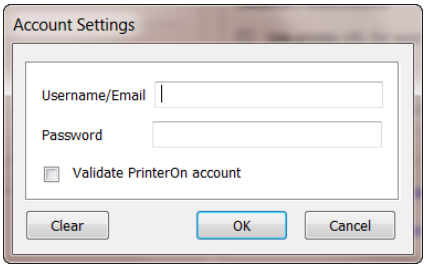


Preferences Window



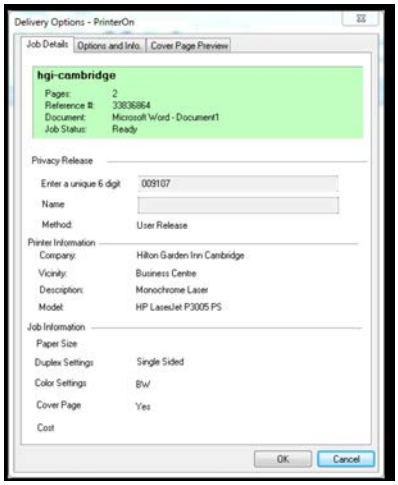
Section	Setting	Description
1	**Search Using**	You can limit search results to only printers within your organization. The information you supply in PrintWhere is compared to information configured by the administrator of your HotSpot Enterprise service. • **Organization**: Name of your company, as provided 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.

Printer Preferences *Cont.*

Section	Setting	Description
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 checkbox 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 the local HotSpot Enterprise server. 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**	The username/password you enter is based on the type of account you have. • **Local Account (without AD/LDAP Authentication)**: This applies if you have an account set up with PrinterOn. Network authentication through your IT department's AD/LDAP server ***is not*** required. Instead, the HotSpot Enterprise administrator has added your email address to an ACL. You've received an email requesting that you setup a password. In that case, your email address and that password are required. • **Local Account with AD/LDAP Authentication**: If authentication through your AD/LDAP server ***is*** required, enter your normal network login credentials (Username/Password). In this case, you must check the **Use Private URL for searching** checkbox, and enter the associated path to that server (see above). Once valid credentials are entered, you have permission to search and/or submit print requests to the local HotSpot Enterprise Mobile Printing service.  ***Note***: To determine if you have a valid account with PrinterOn, check the **Validate PrinterOn account** checkbox, and then click [**OK**]. If screen reads, "Unable to validate your PrinterOn Account…," please try again. If validation fails, contact your HotSpot Enterprise administrator for assistance.

Print Job Confirmation

The Delivery Options Dialog enables you to confirm the destination of your print. Unless disabled, this dialog will display automatically for every print job. It provides information regarding the destination and will prompt for any user information that may be required to complete the print request.



Glossary

Term	Description
HotSpot Enterprise	A mobile printing solution that enables you to seamlessly print – via email, web upload, mobile app or Windows driver - to any HotSpot-enabled device (printer/MFP) on your intranet (private cloud).
PrinterOn	Ricoh's partner that provides the software (and access to the Global Printer Directory), thus enables the HotSpot Enterprise solution to provide Mobile Printing Services to users.
PrintWhere Driver	Universal print driver for laptop users wishing to print to enterprise printers remotely.
Release Code	Also called Privacy Release Code, a 4- to 10-digit code generated by the PrinterOn Server and communicated to the user. This code is entered on the HotSpot keypad to release the print job. ***Important***: The default is automatic print. To enable a Ricoh-manufactured device to accept a Release Code, the printer/MFP must be equipped with either the HotSpot Enterprise Secure Release, Equitrac or Enhanced Locked Print NX (ELP NX) option.

Acronym	Description
ACL	Access Control List
AD	Active Directory
App	Application
GPS	Global Position System
IT	Information Technology
LDAP	Light-weight Directory Access Protocol
MFP	Multi-functional Peripheral/Product
URL	Uniform Resource Locator
USB	Universal Serial Bus

###

Four Easy Ways to Print

EMAIL Forward an email (with attachment) from any handheld device or computer (with Internet access) to the remote MFP or printer's email address.

WEB Visit the HotSpot Enterprise Web Portal, choose a printer, upload a document and submit for printing.

MOBILE APPS Pinpoint the closest printer and submit a job from any mobile handheld device; free apps make it simple. For added convenience, set a default for an easy File > Print operation.

WINDOWS DRIVER Print from any Windows-based computer using the PrintWhere driver to a remote output device using the standard File > Print command.

DOWNLOAD
HOTSPOT PRINTING APP

- BlackBerry®
- iOS®
- Android®

RICOH
imagine. change.
www.ricoh-usa.com

Ricoh Americas Corporation, Five Dedrick Place, West Caldwell, NJ 07006
Ricoh® and the Ricoh logo are registered trademarks of Ricoh Company, Ltd. All other trademarks are the property of their respective owners. The content of this document, and the appearance, features and specifications of Ricoh products and services are subject to change from time to time without notice. Products are shown with optional features. While care has been taken to ensure the accuracy of this information, Ricoh makes no representation or warranties about the accuracy, completeness or adequacy of the information contained herein, and shall not be liable for any errors or omissions in these materials. Actual results will vary depending upon use of the products and services, and the conditions and factors affecting performance. The only warranties for Ricoh products and services are as set forth in the express warranty statements accompanying them.