

This guide takes you through the basic steps for creating your web page interface, and connecting it to your printers via Print Delivery Station (our desktop software for releasing print jobs).



Before you begin, you will first need to obtain a referral code. If you do not already have one, **request your referral code** at [http://www.printeron.net/customer\\_service/request\\_code.html](http://www.printeron.net/customer_service/request_code.html) and click the appropriate link.

Once you have obtained your referral code, go to the Hotel Guest Printing Services home page at <http://www.printeron.net/solutions/services/portals.html> and click the **Get Started Now** button. The process of creating your service can be summarized by the following 3 steps (for complete details on each step, see each section below).

- 1 Create your account** - You create login credentials based on your email address in order for us to validate administrators of your service. You will then enter information about your location (your hotel property) and contact information for billing when appropriate.
- 2 Customize your printer settings and web page options** - Use the online interface to describe the printer(s) you want supported, and to change web page text, colors and images to reflect the brand of your hotel property.
- 3 Choose your print release software** - Download and install our Print Delivery Station software on a computer that can access the printer(s) you are configuring. Optional modules can be installed for features such as Print Valet (hardware keypad release).

## Step 1: Create your account

### Administrator login credentials

The Hotel Guest Printing Service is a web service that requires unique and secure administrator credentials so that only you may log in and make changes to your service.

If you already have Administrator login credentials via PrinterOn Membership, your existing User ID and Password can be used to set up your service (see below)

If you do not already have Administrator login credentials, go to the Solutions page. Click "create your Hospitality printing service". Then click "Get Started Now", then "create one now"


**Enter your login information**

If you do not have a login, [create one now](#).

Email address:

Password:

[Forget Password?](#)



**Hospitality**<sup>®</sup>

Create your Hospitality printing service

**Offer PrintSpots Hospitality today!**

Enable your guests to print via the web or from a handheld device to your hotel printers. Deliver this important amenity and improve guest loyalty.

[more...](#)

**Enter your login information**

If you do not have a login, [create one now](#).

Email address:

Password:

[Forget Password?](#)

# Set up your Guest Printing Service Account

<b>? Administrator Information</b>	
Email or User Name *	<input type="text" value="jsmith@myhotel.com"/>
Password *	<input type="password" value="*****"/>
Group Name *	<input type="text" value="East Coast properties"/>
Enter your referral code below. If you do not have a referral code, you can <a href="#">request one here</a> .	
Referral Code *	<input type="text" value="R2112"/>
<b>? Create your Printing Service home page</b>	
Brand Name (eg. <i>myhotel</i> ) *	<input type="text" value="myhotel"/> <a href="#">View brand list</a>
Property Name (eg. <i>newyork</i> ) *	<input type="text" value="newyork"/>
Your Printing Service home page is:	
<input type="text" value="http://www.printeron.net/myhotel/newyork"/>	
<b>? Linking to your Service</b>	
<input checked="" type="checkbox"/> Provide a link to my Printing Service from PrinterOn.	
Terms & Conditions URL	<input type="text"/> (optional)
<b>? Number of printers</b>	
<input type="radio"/> 1 Printer	
<input checked="" type="radio"/> 2 Printers	
<b>The physical address of your Hotel</b>	
Full Brand Name*	<input type="text" value="My Hotel"/>
Full Location Name*	<input type="text" value="New York"/>
Address 1*	<input type="text" value="123 Main Street"/>
Address 2	<input type="text"/>
City*	<input type="text" value="New York"/>
Zip / Postal Code	<input type="text" value="12212"/>
Country*	<input type="text" value="United States"/>
State / Province*	<input type="text" value="NY"/> <input type="text" value="New York"/>
<b>Billing address</b>	
Company Name*	<input type="text" value="My Hotels Inc."/>
Address Same as above	<input checked="" type="checkbox"/>
<b>To whom should billing inquiries be addressed?</b>	
First Name*	<input type="text" value="John"/>
Last Name*	<input type="text" value="Smith"/>
Phone*	<input type="text" value="555-5555"/>
<input type="button" value="Next"/>	

**1 Administrator Information**  
Enter a unique Group Name (a label that enables you to group similar properties if you add more printing services in the future). Enter your referral code for billing purposes.

**2 Create your home page**  
Select the Brand of your hotel from the list, or select Other from the end of the list and type your Brand. Enter the Location of your property. These names create the home page address for users of your service (highlighted in grey, left).

**3 Linking to your Service**  
If desired, request that your printer's listing in the public Printer Directory contain a link to your service home page, using the full names you provide. You may also include a link within your service to your own terms and conditions of use.

**4 Number of printers**  
Printing Service prices are based on the number of printers you use. You must choose at least one here, but may add up to a total of seven later.

**5 Address of your Hotel**  
Your address information is displayed to users and can also be used to invoice you for the cost of your service. Enter a different billing address if appropriate, and a contact.

**6 Click Next.**



## Step 2: Customize your printer settings and web page options.

### Printer Settings

For each printer, enter the basic information to enable your printing service and your guests to identify your printer.

In the figure below, Printer 1 has been completed. Note that as shown in Printer 2, you also have the option of not using a specific print driver. In this case, our Dr. Print application (included with your Print Release software package) will render the document in a format that enables you to print with your existing print driver. For complete details, click the “?” button on the Printer Information form.

**? Printer Information**

**Printer 1:**

Print driver: Hewlett Packard  
Color LaserJet 8550

Description to show users:

Manufacturer: Hewlett Packard  
Model: Color LaserJet 8550  
Descriptive Label: Business Center (eg. "Front Desk")  
Printer Name: myhotel-newyork-color (eg. color-laser)

**Printer 2:**

Print driver: --- Choose Manufacturer ---  
--- Choose Driver ---

Description to show users:

Manufacturer: --- Choose Manufacturer ---  
Model: Inkjet  
Descriptive Label: (eg. "Front Desk")  
Printer Name: myhotel-ny-2 (eg. color-laser)

**Notice**  
If you do not choose a driver, ensure you have PDS 2.6AG or higher, and Dr. Print installed.

**Next**

**1 Print driver**  
Choose your printer's Manufacturer and Model from the list. This will ensure that documents are formatted correctly for your printer.

**2 Description**  
These fields identify your printer for your guests. We recommend you choose easy, user-friendly labels and names.

**3** If you have set up your service for two printers, repeat the steps above for your second printer. Note that your printers must have unique Names.

**4** Click **Next**.

## Customizing your service Web pages

Your Guest Printing Web page interface can be saved immediately using the default text provided, or you can edit each page and supply your own text and images. By default, guests will be required to enter a release code to privately and securely release their documents to your printer. This option, and many others in your web pages and printer settings, can be configured to suit your printing requirements. For example, if your printers are attended by an operator, you may configure your service to print documents automatically.

The screenshot shows a web page for "Printing Services" with a header "Print from your room to our Business Center" and an "EDIT" button. The main content area includes a welcome message, address (456 Main Street, New York, NY, 12212, United States), and printer information. There are three main sections: "Enter User Info" with a "Privacy Release Code" field and an "EDIT" button; "Select Document" with a "File or URL" field, a "Browse..." button, and an "EDIT" button; and "Printer" with radio buttons for "Printer 1" and "Printer 2", a "Details" button, and an "EDIT" button. At the bottom, there are icons for help, close, and print, and a link to "Use this printer from other devices and applications...". The footer includes "Powered By PRINTEROn" and links for "Web site links", "Terms", and "Privacy", each with an "EDIT" button.

1 On each web page template, click the green Edit buttons to customize the user interface (change text, upload your logo, change the default colors, add more printers, or add screens for print options and job approval.)

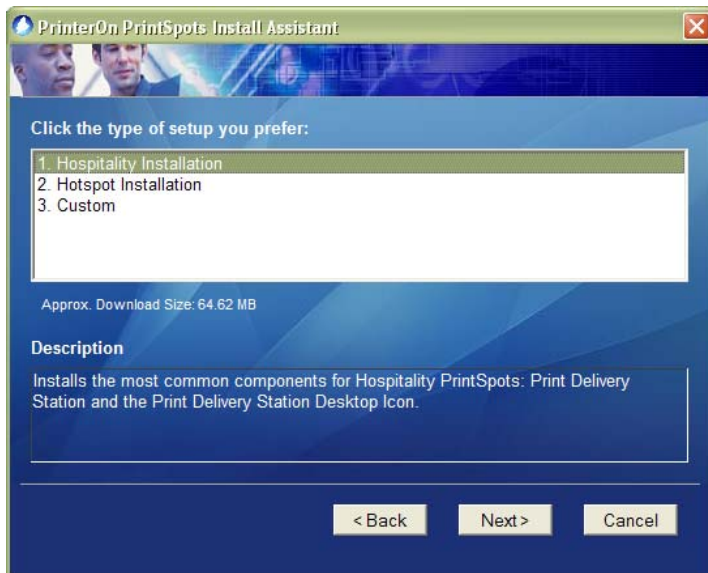
2 When you have finished, click the link < Back to main page. For detailed information on editing your service and printer settings, see **Managing your Service** at the end of this guide.


## Step 3: Choose your print release software

The primary component, Print Delivery Station, collects print jobs from the Print Delivery Hub at [www.printeron.net](http://www.printeron.net) and releases them to printers. The Hub creates an IPP interface for your printers and provides a secure means of transferring print jobs through your firewall.

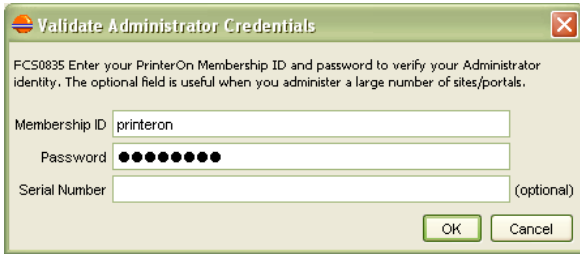
The installer package includes several integration options that offer your guests or operators different ways to release documents privately and securely to your printers. If you plan to offer users the ability to release print jobs from the **Print Valet** numeric keypad, you can order your keypad now by emailing or faxing us a completed PrinterOn Order Form (doc), available at [http://www.printeron.net/customer\\_service/docs/printer\\_on\\_order\\_form.doc](http://www.printeron.net/customer_service/docs/printer_on_order_form.doc)

1. Click the **Download** link for the installer package.  
<http://www.printeron.net/solutions/products/pds/download.html>
2. In the File Download window, click **Open**. Or, first save the file on your computer.
3. From the Install Assistant list, choose the type of **Hotel** Installation you prefer:



- Hospitality Installation – default settings for Hospitality users.
  - Hotspot Installation – default settings for Hotspot locations.
  - Custom – For advanced users. Allows you to select individual components to install.
4. On the Unattended Installation Options screen, check the box to allow automatic installation, and choose **Install for administrator only**, which will prevent guests using the PDS workstation from being allowed to reconfigure the PDS settings.
  5. Once the InstallShield is complete, review the post-installation instructions to verify that the components installed successfully.
  6. From the system tray, double-click the  PDS icon and click the **Settings** button.

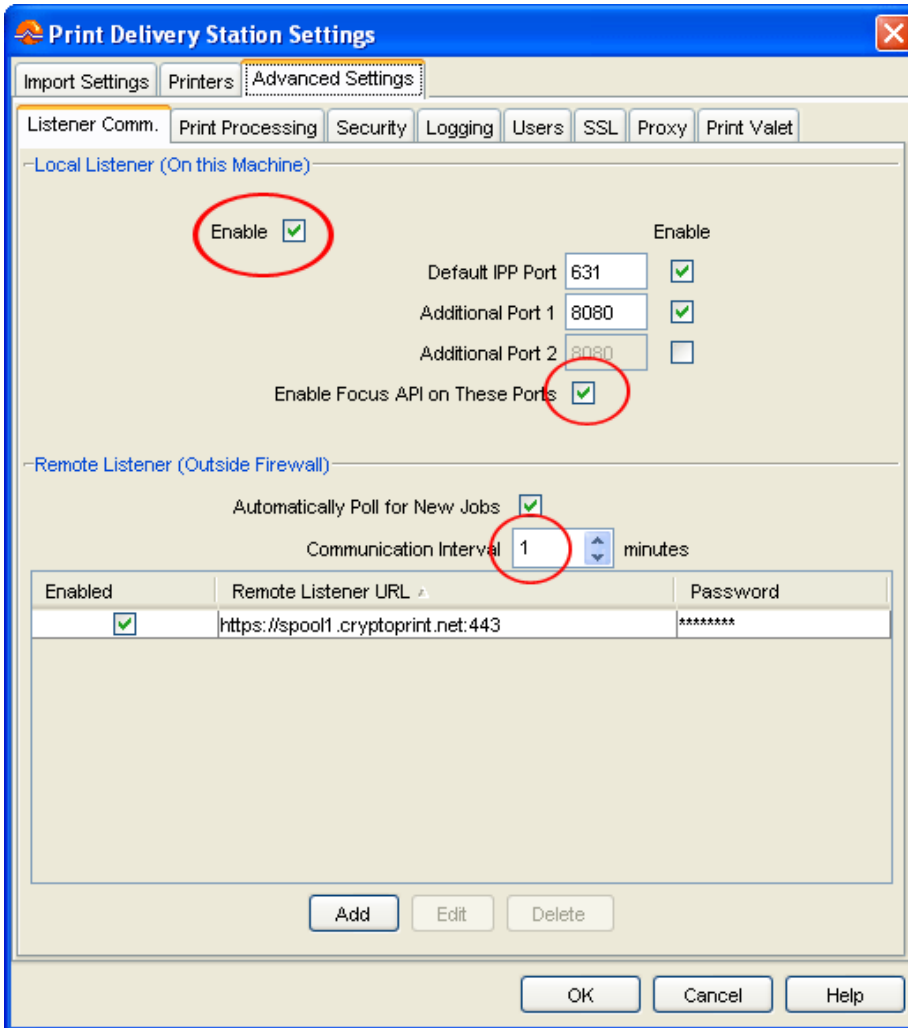
- Click the **Import Customization File** button, and in the Credentials dialog, enter your Administrator Credentials. Serial Number is not required.



The dialog box titled "Validate Administrator Credentials" contains the following fields and controls:

- Membership ID: printeron
- Password: [Redacted]
- Serial Number: [Empty] (optional)
- Buttons: OK, Cancel

- In the **Advanced Settings>Listener Comm** tab, change the settings as shown below.



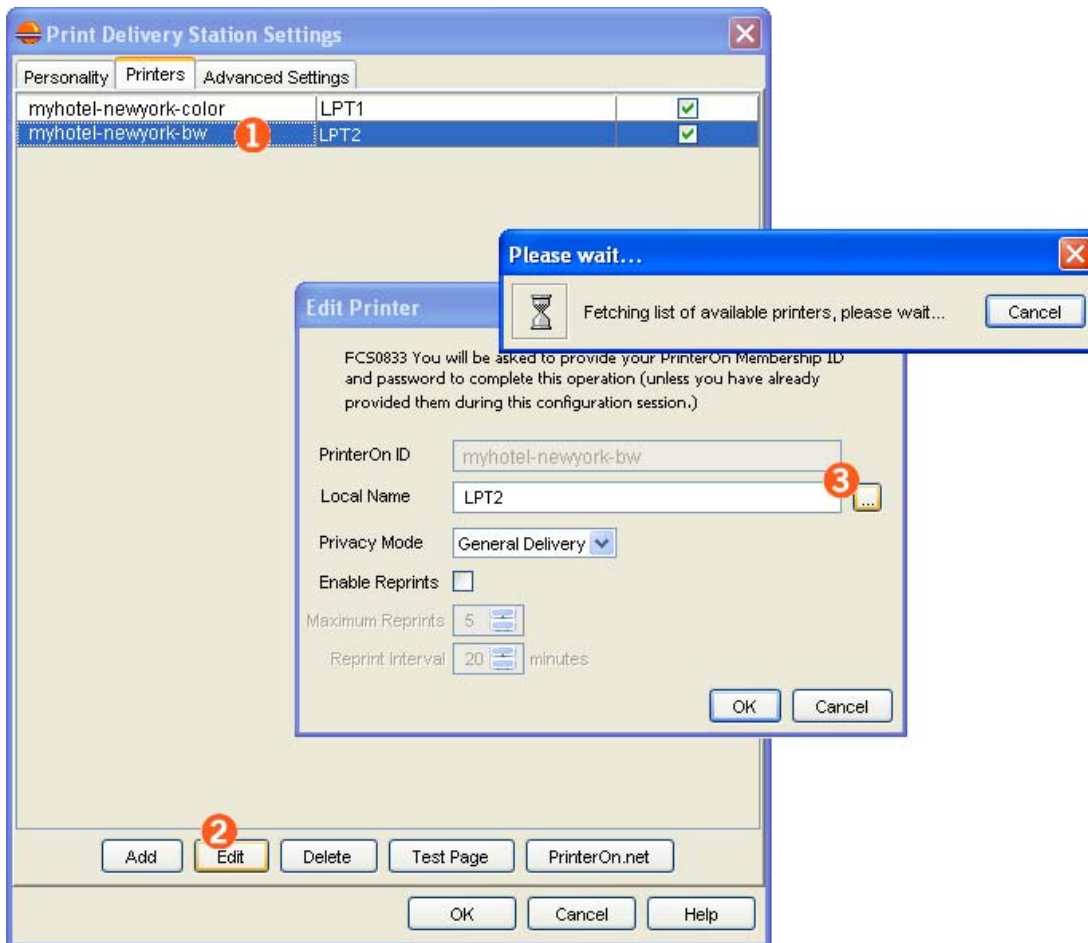
The "Print Delivery Station Settings" dialog box, "Advanced Settings" tab, "Listener Comm" sub-tab, shows the following configuration:

- Local Listener (On this Machine)**
  - Enable:  (circled in red)
  - Default IPP Port: 631
  - Additional Port 1: 8080
  - Additional Port 2: 8080
  - Enable Focus API on These Ports:  (circled in red)
- Remote Listener (Outside Firewall)**
  - Automatically Poll for New Jobs:
  - Communication Interval: 1 minutes (circled in red)
- Remote Listener Table**

Enabled	Remote Listener URL	Password
<input checked="" type="checkbox"/>	https://spool1.cryptoprint.net:443	*****

Buttons: Add, Edit, Delete, OK, Cancel, Help

- Next, you will need to map your printers to their local names so that PDS can communicate with them. In the PDS **Printers** tab, (1) select a printer, (2) click the Edit button, and in the Edit Printer window, beside Local Name, (3) click [...] to scan your local and network printers.

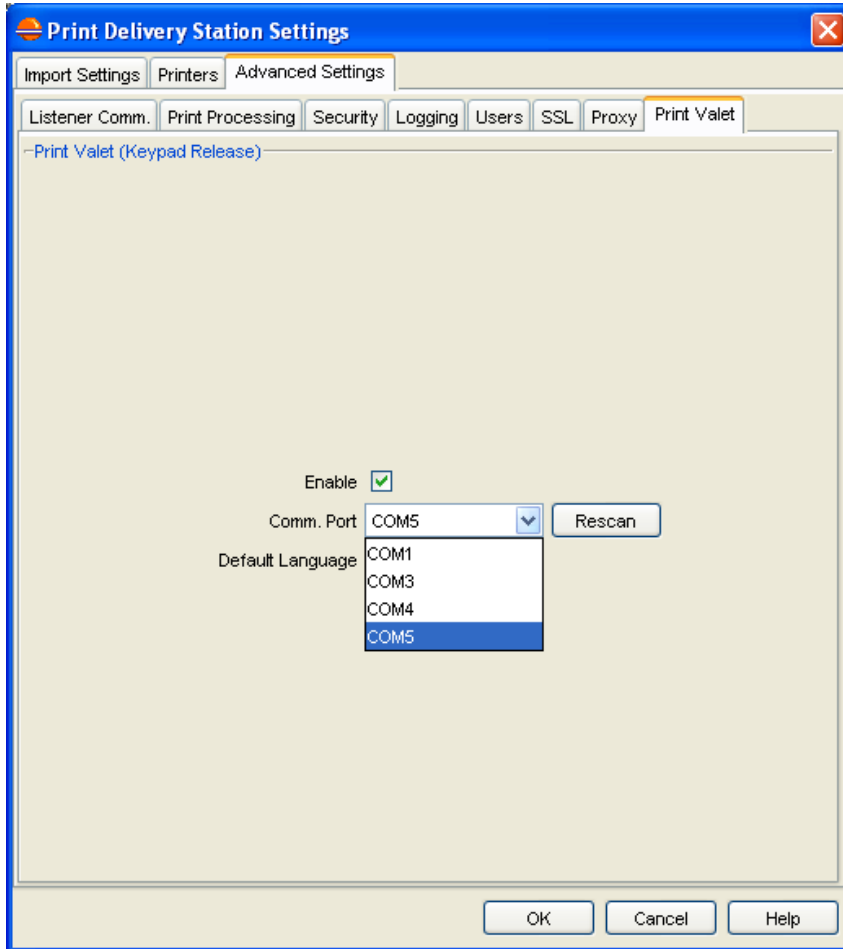


- From the list of local and network printers, select a printer to map to and click **OK**. In the Edit Printer window, click **OK**.
- In the PDS Printers tab, click **Test Page** to verify communication with the printer. A message will let you know whether or not the test print was successful, and a page will be printed. Then click **OK**.
- In the PDS console, click **Start** to start the service (the blue and orange lines will become animated) for sending your first print job. If the lines do not move, check your firewall settings to ensure that communication with PDS is not blocked.



- For complete details about all PDS settings, see the PDS Install Guide at [http://www.printeron.net/customer\\_service/docs/pds\\_install\\_guide\\_26\\_27.pdf](http://www.printeron.net/customer_service/docs/pds_install_guide_26_27.pdf)

13. If you received a Print Valet, select the PrintValet tab in Advanced Settings and check “Enable”. The Comm. Port should be set to the highest available from the drop down list.




14. The PDS Desktop Icon is defaulted on. If you wish to turn off the Desktop Icon, open the Desktop Icon Configuration window (Start > PrinterOn Corporation > PDS Desktop Icon > Launch PDS Desktop Icon Config), click **Stop**, uncheck **Start automatically on reboot** and close the window.

## Printing with your service

In a web browser, go to your Guest Printing Service web page (for example, <http://www.printeron.net/myhotel/newyork>). Then,

- 1 Enter your email address – a privacy release code will be sent to you
- 2 Enter a web page URL or browse to a file on your computer.
- 3 Click the Print button.




Printing  Services

### Print from your room to our Business Center


Welcome to our Guest Printing service. Print virtually any document or web page from your Internet connected PC to one of our Business Center printers.


123 Any Street  
Kitchener, ON N2R1G1  
CANADA

There is no additional software required. Simply follow these steps:

 Enter User Info	 Select Document	 Printer
<p>Email address: <input style="width: 100%;" type="text"/></p> <p>You will be provided with a release code to obtain your document from this printer. This code will be sent to your email address specified above.</p>	<p>File or URL: <input style="width: 80%;" type="text"/> <input style="width: 15%; border: 1px solid #ccc;" type="button" value="Browse..."/></p> <p>Browse your computer files to select the document you wish to print.</p> <p>You may also enter the URL of a web page you want printed.</p>	<p><input checked="" type="radio"/> Printer 1</p> <p style="text-align: center;"><input type="button" value="Details"/></p> <p>Description, location and pricing of printers.</p>

[See the list of supported file formats.](#)

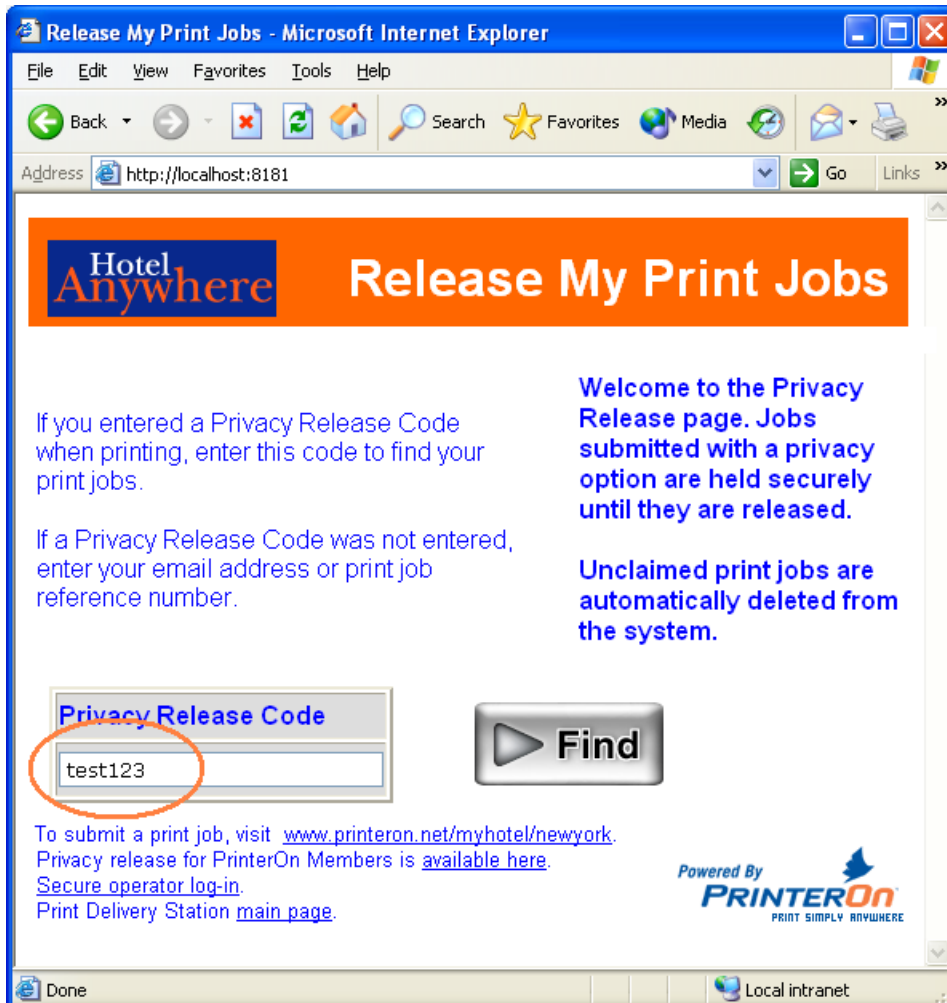
 [Download PrintWhere](#)

?✕

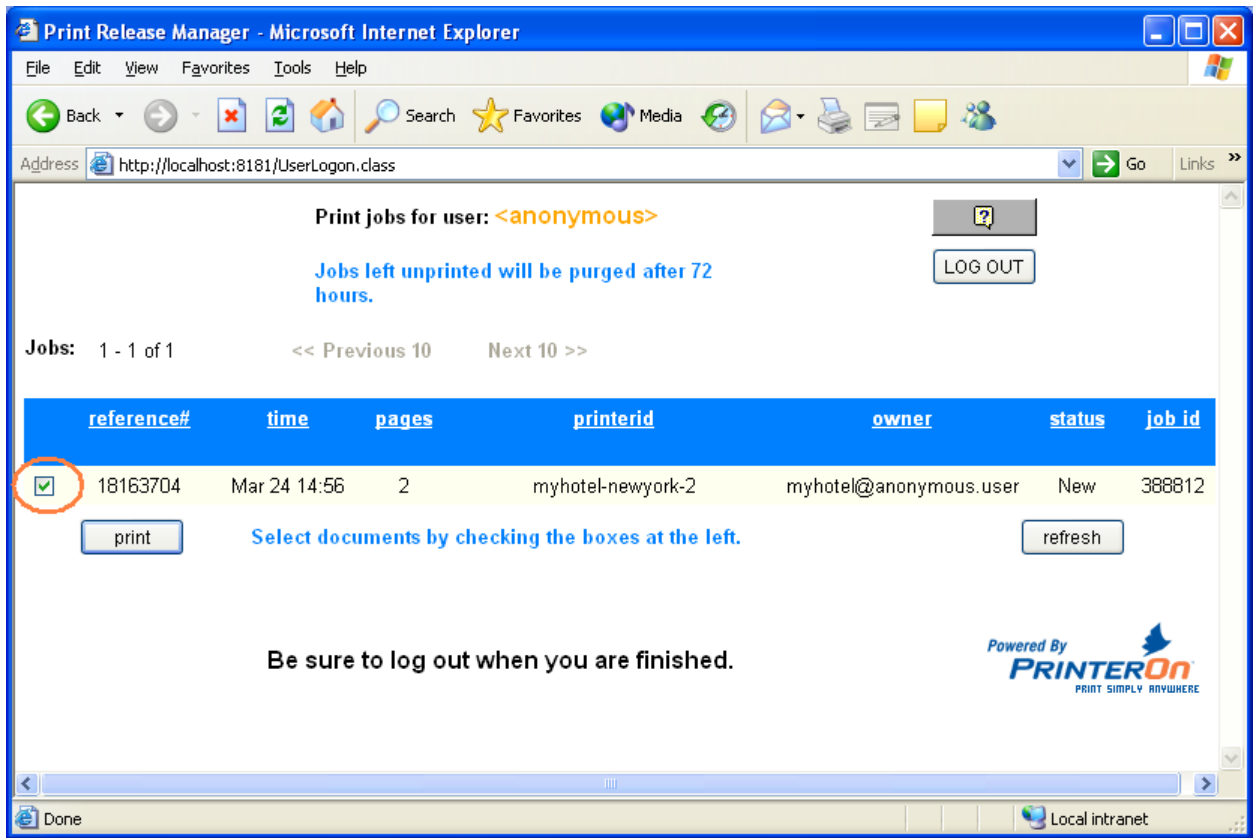
Once the request has been processed (a confirmation screen will appear), click the PDS Desktop icon to open the interface for releasing your print job. Enter the Privacy Release Code and click **Find**.



If you have not installed the PDS Desktop icon, open your web browser and go to **http://localhost:8181/** to open the job release interface:



On the Print Release Manager screen, select the print job by clicking the checkbox and click **print**. The document will be released to the printer.



Alternately, use the Print Valet keypad to release your job simply by entering your code.

# Managing your Guest Printing Service

Go to [www.printeron.net](http://www.printeron.net) and click **Manage my service**. Choose Hospitality, and on the Log In page enter your administrator credentials.

Your Management page (shown below) provides you with a summary of your basic service information, and a number of management options for customizing your printers and web pages, and for monitoring the use of your service. Click the icons to perform these tasks, and remember to **Log out** of the Management pages (top right corner of screen) when you have finished.

The screenshot shows the PrinterOn Hotel Printing Services management interface. At the top left is the PrinterOn logo. At the top right is the text "Hotel Printing Services" with a printer icon. Below this is a navigation bar with links for "Home", "Solutions", "Support", and "About Us". A breadcrumb trail shows "Home > Administrators > Hotels". The user is logged in as "jsmith@myhotel.com" with a "Log out" link. The main content area is titled "Manage your Guest Printing Service for myhotel/newyork". It features seven management options, each with an icon and a brief description:

- Web pages**: Edit your service web pages with updated colors, images, or text.
- Languages**: Add another language to your user interface.
- Printers**: Update your printer settings, or add more printers.
- Software**: Download or upgrade your print release software.
- Reports**: Get reports of printer activity.
- Administrators**: Add or remove administrators of your service.
- Update Account**: Update your contact or billing information.

Below these options is a summary box for the service "myhotel/newyork":

<http://www.printeron.net/myhotel/newyork>  
Service Name: myhotel/newyork  
Annual Renewal Date: Thu February 15, 2007  
Number of Printers: 2  
Show/Hide your service in searches: Shown [[Change](#)]  
Set Online/Offline: Online [[Change](#)]  
[Create another service within this group](#)  
[Create a new service under a new group](#)  
[Get Guest Awareness Kit](#)  
[? About your Service Summary](#)  
 [Delete this service](#)

## Customer Support

For more information about Hotel Guest Printing Services, including detailed documentation and FAQs, see the Support page for Hotel Administrators at

[http://www.printeron.net/customer\\_service/hotel/hotel\\_admin.html](http://www.printeron.net/customer_service/hotel/hotel_admin.html)