



PrinterOn Hosted Service

Printing Guide and Frequently Asked Questions



mobile printing solutions | enterprise | education | public printing locations

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1 How to Print with PrinterOn Hosted Service

The PrinterOn Mobile Printing Solution lets your guests and customers print from any smartphone, tablet, or laptop to a PrinterOn-enabled printer at your location.

There are four printing methods that users can choose from, depending on their preference and/or the device they are using and preference:

- Email printing
- Web Portal printing
- Mobile Apps
- PrintWhere Driver

1.1 Email Printing

Each PrinterOn-enabled printer listing has a unique email address assigned to it. Users can send an email with one or more attachments to the printer to print their documents.

To print using email printing:

1. From your email client, send or forward an email with attachment(s) to the email address of the printer (for example, hiltonchicago@printspots.com).
After accepting the print job, the PrinterOn server replies to your email with an email containing a secure release code.
2. Enter the release code at the printer to release your documents.

1.2 Web Portal Printing

Each PrinterOn-enabled printer listing has a unique URL assigned to it as well. Users can upload documents through the portal for printing.

To upload a document to the Web Portal:

1. In your browser, enter the URL of the portal you want to use (for example, www.printeron.com/hilton/chicago).
2. In the portal, enter your email address.
3. Browse to the file you would like to print and click the printer icon.
When the job is accepted, the portal displays a secure release.
4. Enter the release code at the printer to release your documents.

1.3 Mobile Apps

Using the PrinterOn Mobile App for your smartphone or tablet, you can search for and print to all PrinterOn public printing locations. You can locate printers nearby using the GPS feature of your device or do simple keyword searches.

There are apps available for the iOS, Android and BlackBerry operating systems.

- iOS (iPhone, iPad, iPod Touch)
- Android (smartphones and tablets)

Download the apps at <http://www.printeron.com/support/downloads.html>.

1.4 PrintWhere Driver

Users can install PrinterOn's PrintWhere driver on Windows laptops, desktops, or tablets to print from within any Windows application using the standard **File > Print** method.

Users of PrinterOn may prefer PrintWhere in the following situations:

- Frequent printing.
- Printing to printers on a different network than the one you are connected to.
- Printing web pages that require a log in, such as email or boarding passes.

To print using PrintWhere:

1. Download and install PrintWhere. You can download PrintWhere from: <http://www.printeron.com/support/downloads.html>.
2. From within your Windows application, open the document you want to print.
3. Click **File > Print** and select **PrintWhere** from the printer list. The PrintWhere properties window opens.
4. Click **Find a Printer**. The Printer Select window opens.
5. Enter a keyword to search for a printer.
6. Select the printer and click **OK**. The confirmation window opens, showing the status of the printer.
7. Click **Select**. The printer is added.
8. Click **OK**. The printer is shown in the PrinterOn ID window.
9. Click **OK**, then click **Print** to print your document.

2 Frequently Asked Questions

What types of files can be printed?

PrinterOn supports over 100 types of files including:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Visio
- Adobe PDF
- OpenOffice
- Most common image files

View a [complete list](#) of supported file formats.

If your document is not supported by PrinterOn's Web Services, you can print your document using PrintWhere, our universal print driver. Simply [download PrintWhere](#), search for the name of the printer you wish to print to and PrintWhere will allow you to print directly from any Windows application just as you would with any other print driver.

What is the maximum file size I can print?

Several factors can limit the size of the file you can print, including constraints on the size of email attachments. However, the largest file size that PrinterOn Hosted will accept is 50MB.

Is my document secure?

PrinterOn's printing service is designed with security at its core. When submitting your document to PrinterOn your document is protected by a secure SSL internet connection. PrinterOn also provides a secure Privacy Release Code for your job to ensure that no one other than you can release your print job to the printer. PrinterOn does not store your documents once they have been printed. Your document is held only long enough to convert it into printable data and then deleted from our system. Once your document is converted to printable data, it can leverage PrinterOn's patented secure print data delivery technology, which includes two levels of strong encryption to ensure that your print job cannot be accessed by anyone but yourself.

Why did I receive a message indicating a printer could not be found?

Each PrinterOn enabled printer is provided a unique name used to access the printer. If you receive a message stating that the printer could not be located in the directory, please confirm that the name of the printer is correct and resubmit your job to the printer. If problems persist, contact the printer owner to verify the name of the printer.

How do I print Web pages?

Web pages can be printed in one of three ways:

1. **PrintWhere Driver** - Print the webpage directly from the browser using PrintWhere (see page 4).
2. **Web Portal** - Enter the URL of the web page into the File/ URL section of the web printing portal.
3. **Save as html** – Save the webpage as an html file, then print using the web portal, PrintWhere or email.

Why does my print job appear to print with more or less pages than I expected?

When editing a document with some applications, such as Microsoft Word, your document is formatted and presented to you on the screen based on the paper size configured on your computer for your current printer. If the paper sizes available on the PrinterOn enabled printer you are using are different from the paper size you created the document with, Microsoft Word will reformat your document to fit on the new paper size. If the paper size is larger, it may use fewer pages and if the paper size is smaller it may use more pages.

Why does my document look different or is missing information when I print it?

In order to help ensure the security of your documents as well as other users, PrinterOn's printing service disables some features such as Macros in Microsoft Office documents. Macros in documents are sometimes used to perform operations automatically when the document is opened. Unfortunately, Macros have become an increasingly common method of transferring viruses. As a result, PrinterOn does not allow Macros to be run when printing a document.

Why can't my job be found when I enter my release code?

When printing a document using PrinterOn's Printing Services, you may be supplied or requested to enter a Privacy Release Code. PrinterOn's Privacy Release Codes are like passwords that ensure that other users cannot access and release your print job to the printer. Without this Release Code, your job cannot be retrieved at the printer. If your job cannot be found, it is likely that the incorrect release code is being entered.

When submitting a job to a PrinterOn Printing Portal you will be provided a Privacy Release Code once the job has been accepted and successfully processed. We strongly recommend that you write down the Release Code. You may also receive an email confirming the successful processing of your job; this email will also include the Privacy Release Code.

If your Privacy Release Code has been misplaced and your print job cannot be released, we recommend resubmitting your job and trying again.

What's the difference between a Privacy Release Code and Job Reference #?

When using PrinterOn's printing solution, you will be provided a Job Reference number for every job processed by PrinterOn. Each job is given a unique number that PrinterOn can use to help track and diagnose potential problems. When contacting PrinterOn support, you will be asked to provide this number. This number is supplied either on the PrinterOn Printing Portal when submitting jobs or in a confirmation email sent from PrinterOn to you. This number cannot be used to release your print jobs to a printer.

You will also receive a Privacy Release Code with your jobs. This number is used to release your print job to the printer once it has been processed. PrinterOn does not keep track of the Release Codes and cannot track a job or provide this number should it be misplaced.

Why does my document take longer than expected to print and then fails?

PrinterOn is constantly working to improve its service to ensure successful results for every job. In some cases, your document may contain information that cannot be handled by the service. These may include password protected documents or documents that require a user to enter information or confirm a pop-up message when it's opened. When this occurs, PrinterOn's Printing Service may take longer than expected to identify the problem and report the failure. If problems persist, ensure that your document is not password protected and does not contain pop-ups.

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