PRINTROVER®

PrintRover® Cloud™

Administrator Manual

THINXTREAM®

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Intended use Use this product only for the purpose it was designed for; refer to the datasheet, specifications, user documentation, and terms and conditions. For the latest product information, visit us online at *www.printrover.com*.

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Preface

This is the *PrintRover Cloud Administrator Manual*. This document includes an overview of the product and detailed instructions explaining:

- how to administer PrintRover Cloud from your individual PrintRover Cloud Management Console; and
- how to troubleshoot common usage problems.

There is also information describing how to contact technical support if you have questions or concerns.

The following conventions are used in this document:

Bold	Emphasis of an instruction or point; special terms.
Italic	Menus, buttons, file/path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Blue italic	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
`Monospace`	Text that displays on the computer screen.
	Programming or coding sequences.

Safety terms and symbols

These terms may appear in this manual:

CAUTION: *Cautions* identify conditions or practices that may result in damage to the equipment or other property.

WARNING: *Warnings* identify conditions or practices that could result in equipment damage or serious personal injury.

About this manual

We have divided this manual into the following chapters:

- *Chapter 1 Overview* on page 1. This chapter explains the overall PrintRover Cloud solution, its features, and how it works.
- *Chapter 2 Managing subscriptions* on page 2. This chapter explains how to purchase subscriptions and confgure your network for mobile printing services.
- *Chapter 3 Managing users and security* on page 6. This chapter provides a look at the PrintRover Cloud Management Console interface for PrintRover Cloud and covers managing user accounts.
- *Chapter 4 Using PrintRover Cloud* on page 16. This chapter shows how to download, install, and run the PrintRover Mobile Printing Client app on your mobile devices.
- *Chapter 5 Troubleshooting and support* on page 17. The troubleshooting section covers typical problems that you might encounter using PrintRover Cloud. You will also find support contact information in this chapter.

Chapter 1 Overview

This chapter gives an overview of PrintRover Cloud and shows you around the user interface.

About PrintRover Cloud

PrintRover Cloud is a fully managed, secure, convenient, easy mobile printing solution that addresses the printing needs of mobile/tablet users of an organization. Supporting several file formats and apps, PrintRover Cloud enables printing to a wide range of printers/all-in-ones/MFPs from several printer manufacturers, from a wide range of smartphones/tablets based on the Apple® iOS® and Android™ platforms, making it a unified mobile printing solution.

Note: Refer to the datasheet and specifications for detailed information.

Before you begin

PrintRover Cloud consists of the following components:

- PrintRover Cloud Services.
- PrintRover Mobile Printing Client apps for iOS and Android.

Before your users can use PrintRover Cloud, make sure you have completed the following:

- Log on to the PrintRover website and purchase a PrintRover Cloud Services subscription. (See *Chapter 2 Managing subscriptions* on page 2.)
- After you receive confirmation from Thinxtream that your account is active, log on to the domain provided to you by Thinxtream and create user accounts. (See *Chapter 3 Managing users and security* on page 6.)
- Make sure all your users who will need access to PrintRover Cloud have installed the appropriate PrintRover app on all devices they will use to connect to your private PrintRover Cloud account and print over wireless mobile connections. (See *Chapter 4 Using PrintRover Cloud* on page 16.)

You can add or delete users and mobile devices later.

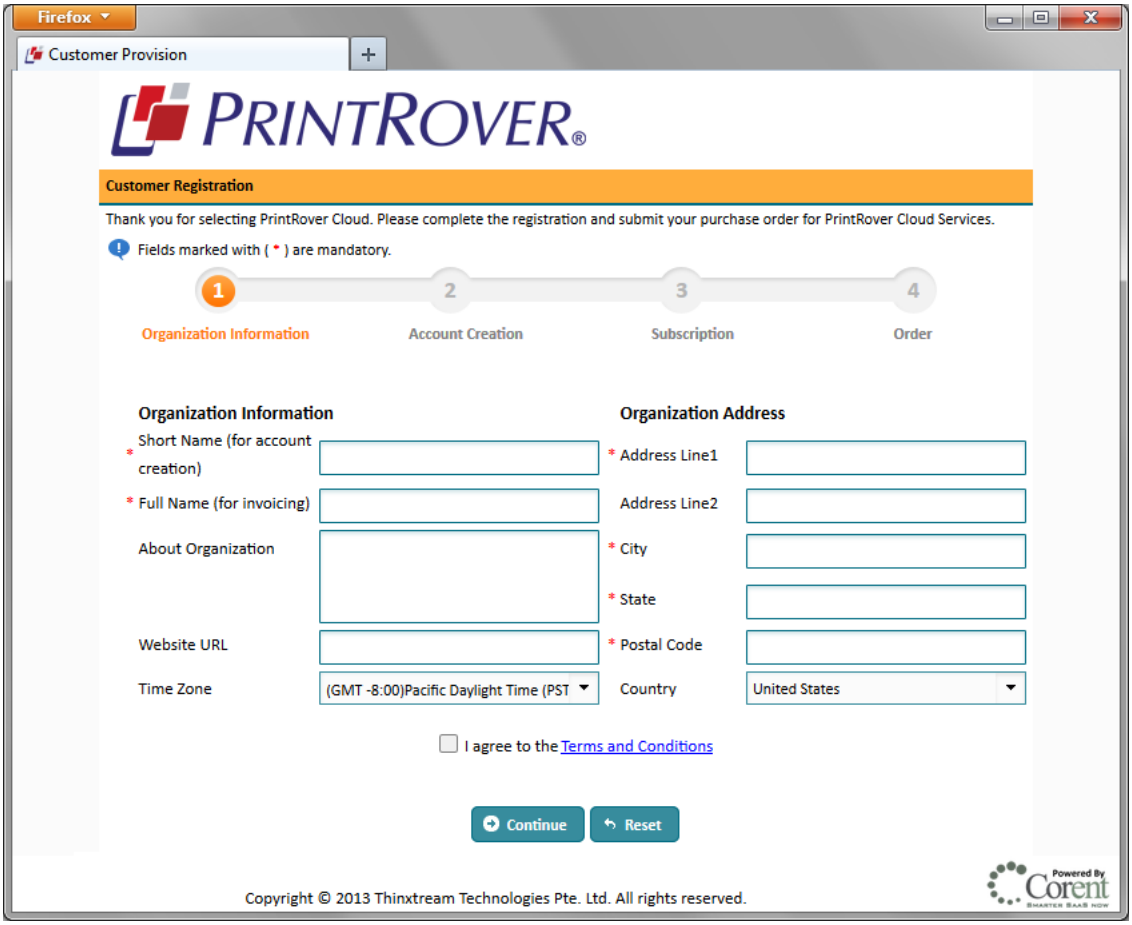
Chapter 2 Managing subscriptions

This chapter describes how to purchase and manage PrintRover Cloud Services subscriptions.

Purchasing subscriptions

To purchase a PrintRover Cloud Services subscription, go to the PrintRover website and click *Order*. The registration page displays (*Figure 1*).

Figure 1. Organization information



Enter your organization information (name, subdivision/departments, website, time zone, geographical address), read and agree to the terms and conditions, and click *Continue*. Be sure to enter an appropriate short name for your organization, since this will be used to generate your unique, private PrintRover Cloud URL. For example if you enter *xyz*, your PrintRover Cloud account will be hosted at *xyz.printrover.net*. Short names cannot be changed later.

Note: Items with a red asterisk are required. If you need to make a correction, you can click *Back* at any time during the registration process to go back to a previous screen, or click *Reset* to clear the entries and start over on the current screen.

In the administrator information window (*Figure 2*), enter your PrintRover administrator's contact information, and click *Continue*.

Figure 2. Administrator information

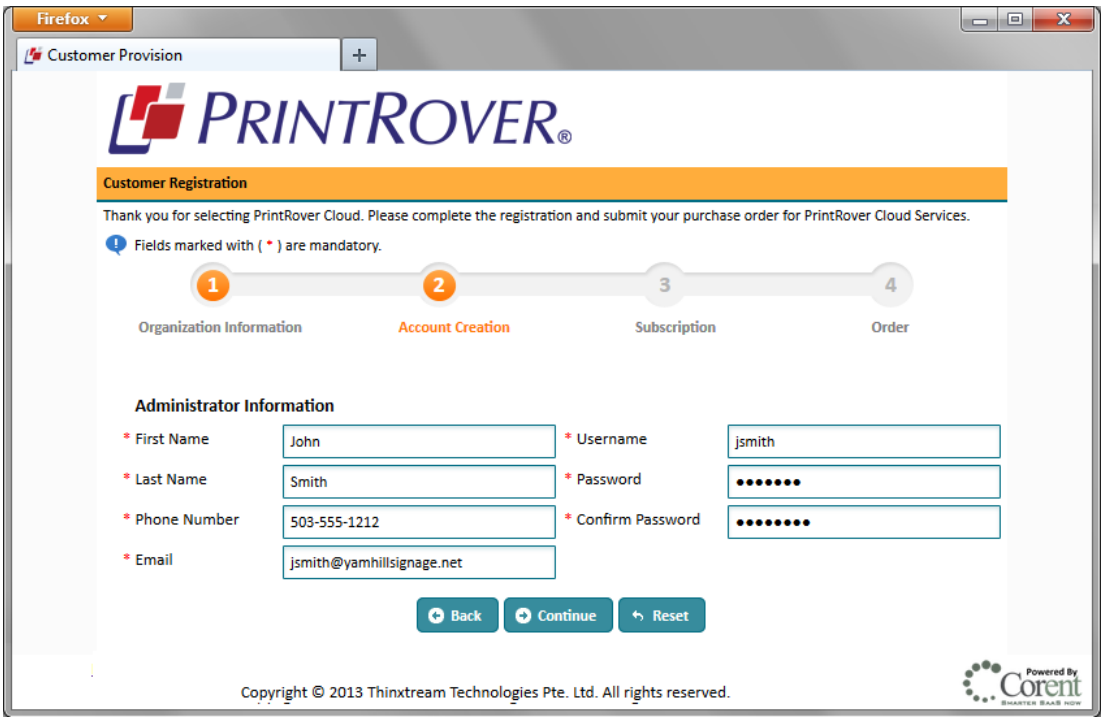
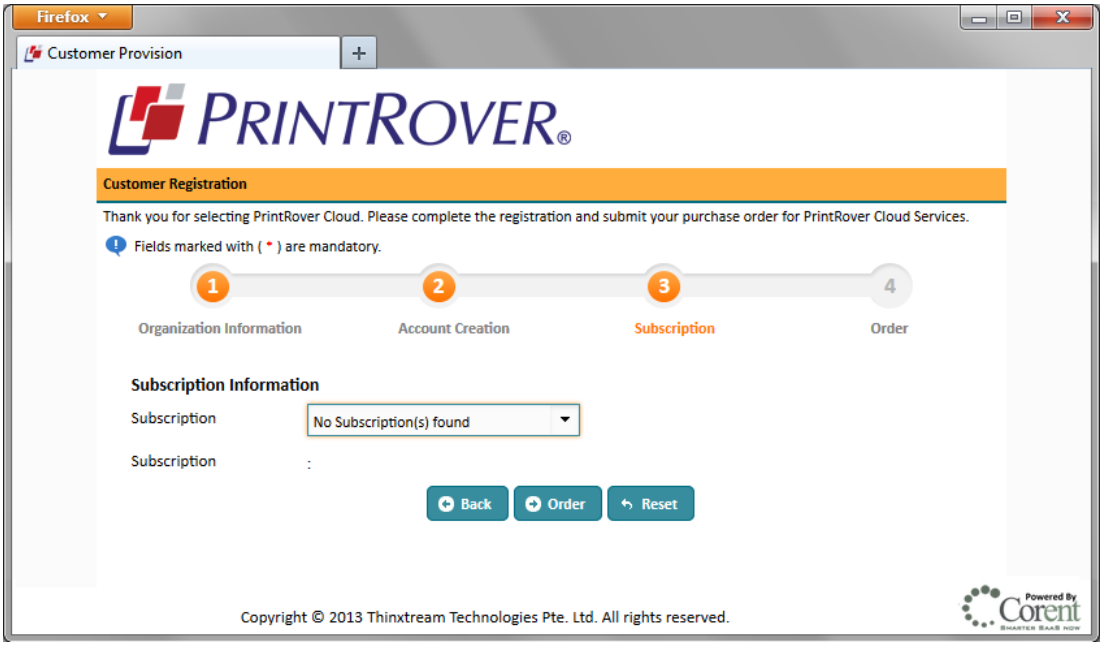


Figure 3. Subscription information

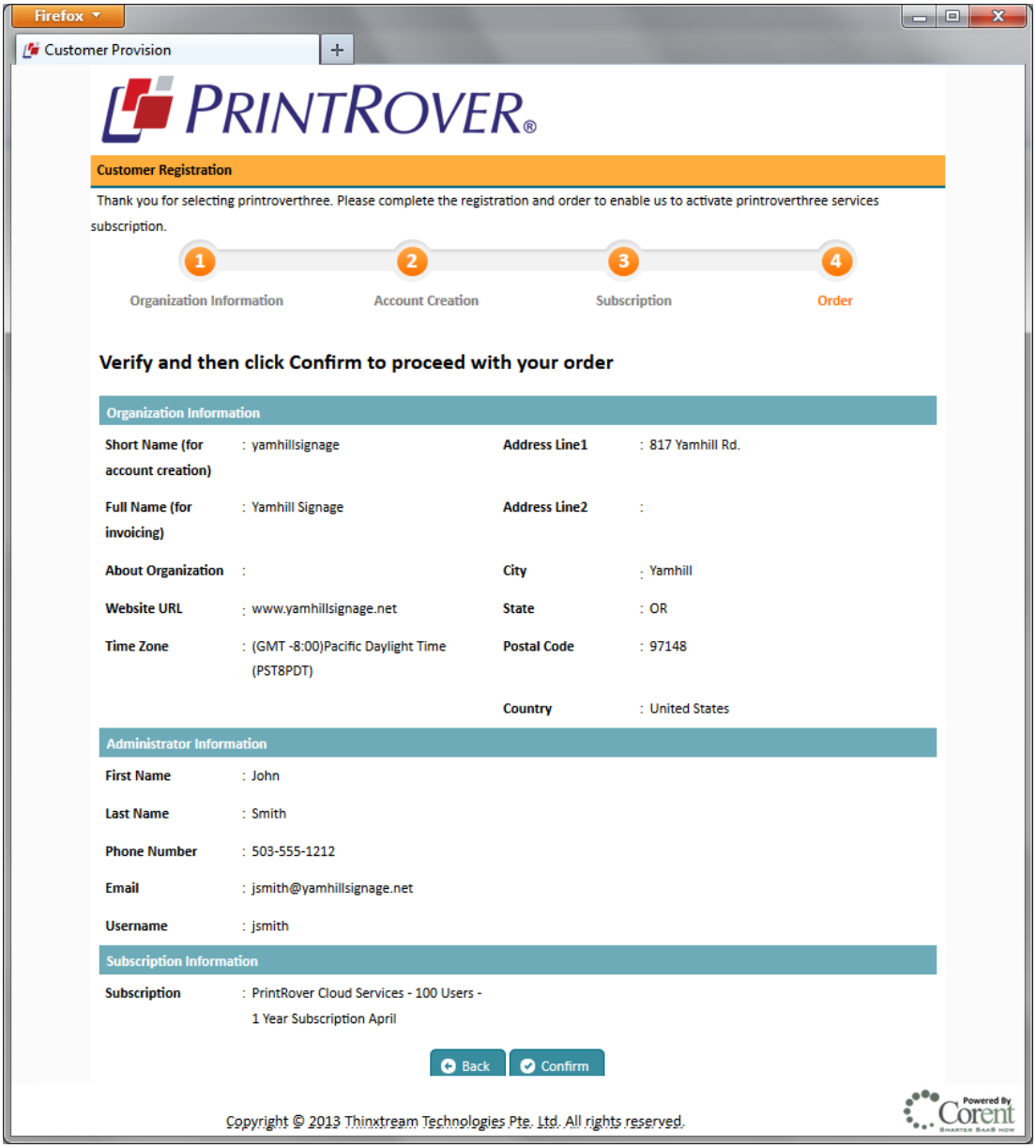


In the subscription information window (*Figure 3*), select a subscription option.

You can purchase subscriptions on an annual period based on the number of users (unique devices), in quantities of 100, 250, 500, or 1000. You can also select a **trial subscription**, available for 30 days with a 50-user limit. (Check the PrintRover website for pricing.) Each subscription expires at the end of the specified validity period.

When you have made your subscription selection, click *Order*. The confirmation window displays (*Figure 4*).

Figure 4. Confirmation window



Verify that the information is correct. Click *Back* if you need to correct any errors. Click *Confirm* when you are ready to proceed with the order.

You will receive an e-mail from Thinxtream with an invoice and payment instructions. Thinxtream will activate your PrintRover Cloud Services subscription as soon as we receive payment.

Upon successful purchase of the subscription, we will send two e-mails to you (the PrintRover administrator).

- *PrintRover Services Registration Confirmation* e-mail:
  - Subscription start confirmation
  - PrintRover Cloud Management Console URL
  - PrintRover administrator login credentials
- *PrintRover Installation for Users* e-mail:
  - User communication for you to forward to your end-users, with information they will need to use the PrintRover app.

Renewing, upgrading, and downgrading subscriptions

You can renew a subscription for a period of one year at a time. Thinxtream will send e-mail reminders when your subscription period is nearing expiration—15 days before, 7 days before, and 2 days before. You will have to renew the subscription within this period or you will have to purchase a new subscription. If your subscription expires, all access to your PrintRover Cloud Services account will be turned off.

Thinxtream does offer a grace period of 7 days after a subscription expires for you to purchase a new subscription without losing any account information. If you do not purchase a new subscription within the 7-day grace period following expiration of your subscription, your account information will be deleted, and you will have to register and set up your end-users again.

Upgrading and downgrading a subscription

You may upgrade a subscription to add more user licenses at any time by e-mailing us and asking for a higher user-count subscription.

You may not downgrade a subscription except at renewal time. If you choose to downgrade to fewer licenses at renewal, your existing data, including user accounts (up to the maximum of users allowed under the renewal subscription), will be copied into the new instance.

CAUTION: It will be your responsibility to delete any excess users before the new subscription date becomes effective or the system will randomly delete the user accounts (from the bottom of the list) in excess of the downgraded subscription allotment.

Chapter 3 Managing users and security

This chapter provides information on adding, deleting, and editing clients and users, and implementing security.

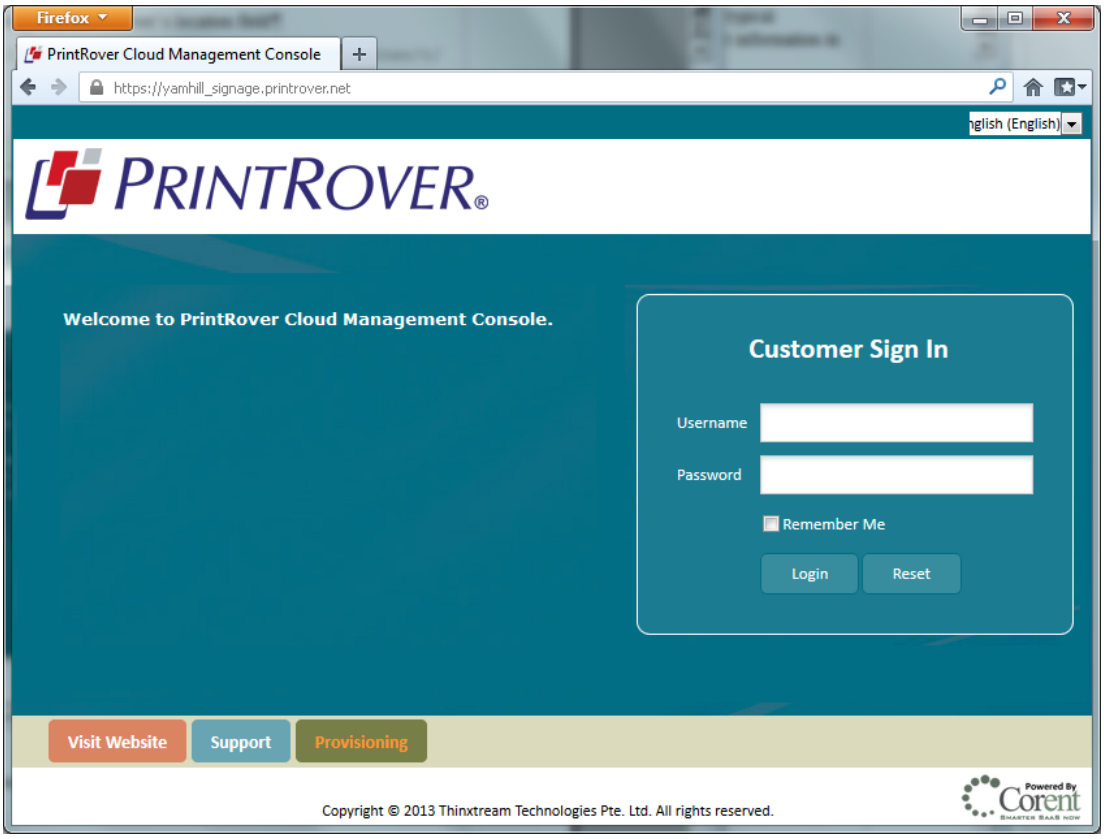
The PrintRover Cloud Management Console interface

To log on to the PrintRover Cloud Management Console website, enter in your browser's location field the URL Thinxtream e-mailed to you:

```
https://xyz.printrover.net
```

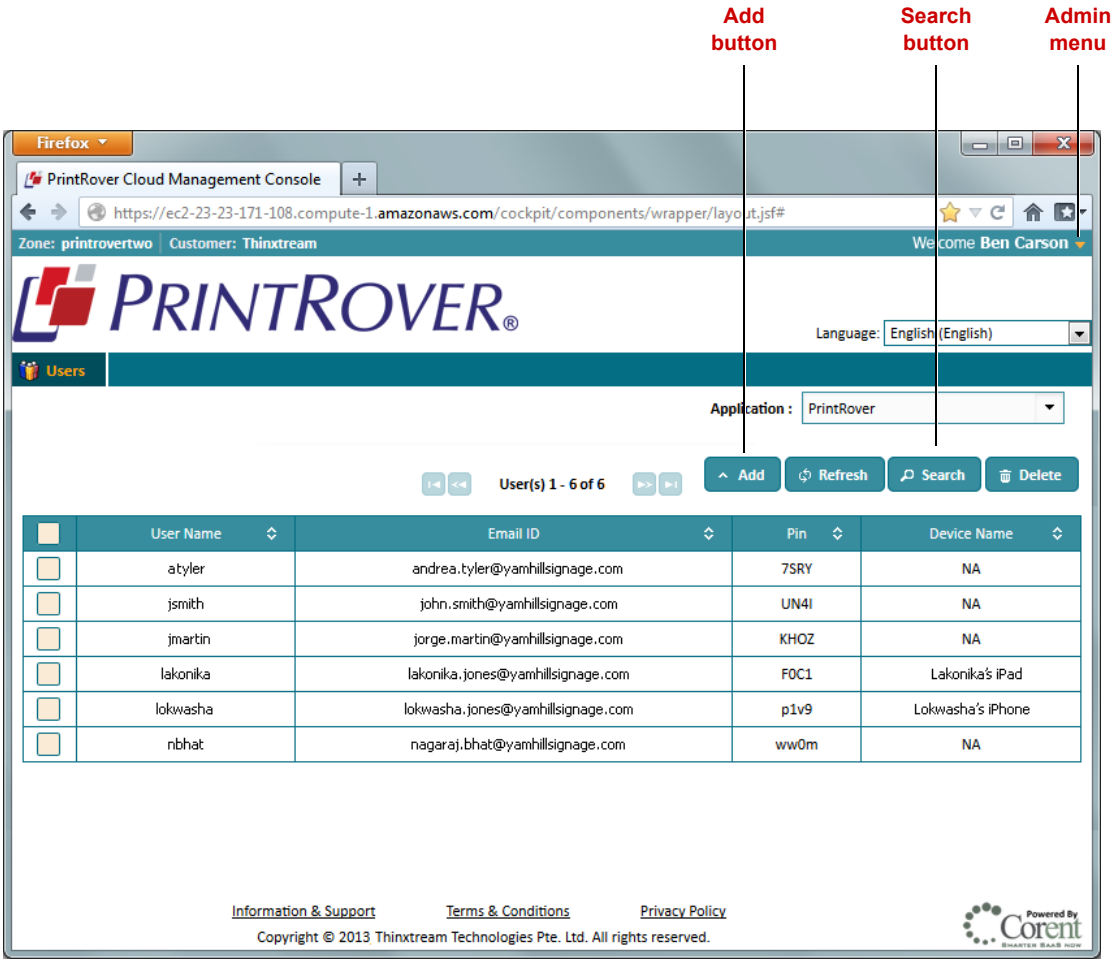
...where *xyz* is the shortname you entered in *Figure 1* on page 2. The login window displays (*Figure 5*).

Figure 5. PrintRover Cloud Management Console login window



Enter your administrator username and password and click *Login*. If this is the first time you have logged on to this account, PrintRover Cloud will ask you to change your password. Enter the new password, confirm, and enter a challenge question and answer (in case you forget your password). Then click *Submit*. *Figure 6* shows the opening webpage.

Figure 6. The PrintRover Cloud Management Console home page

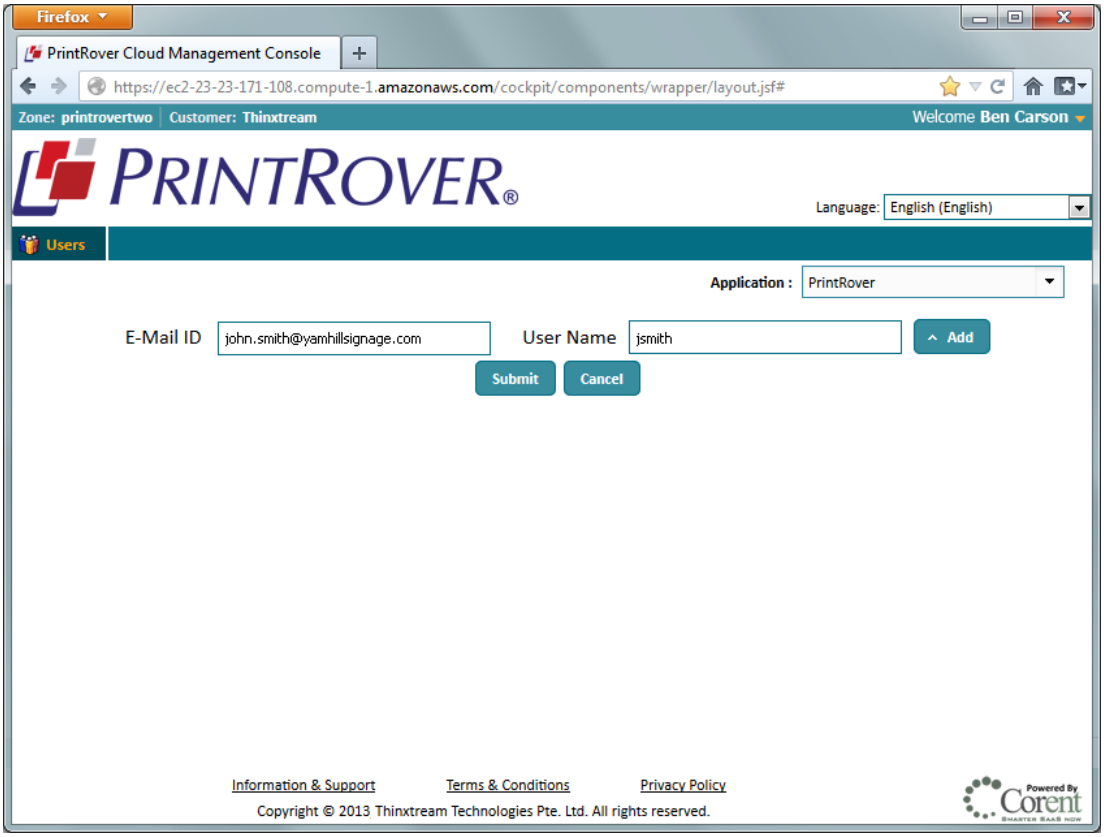


Adding and deleting users

Adding users

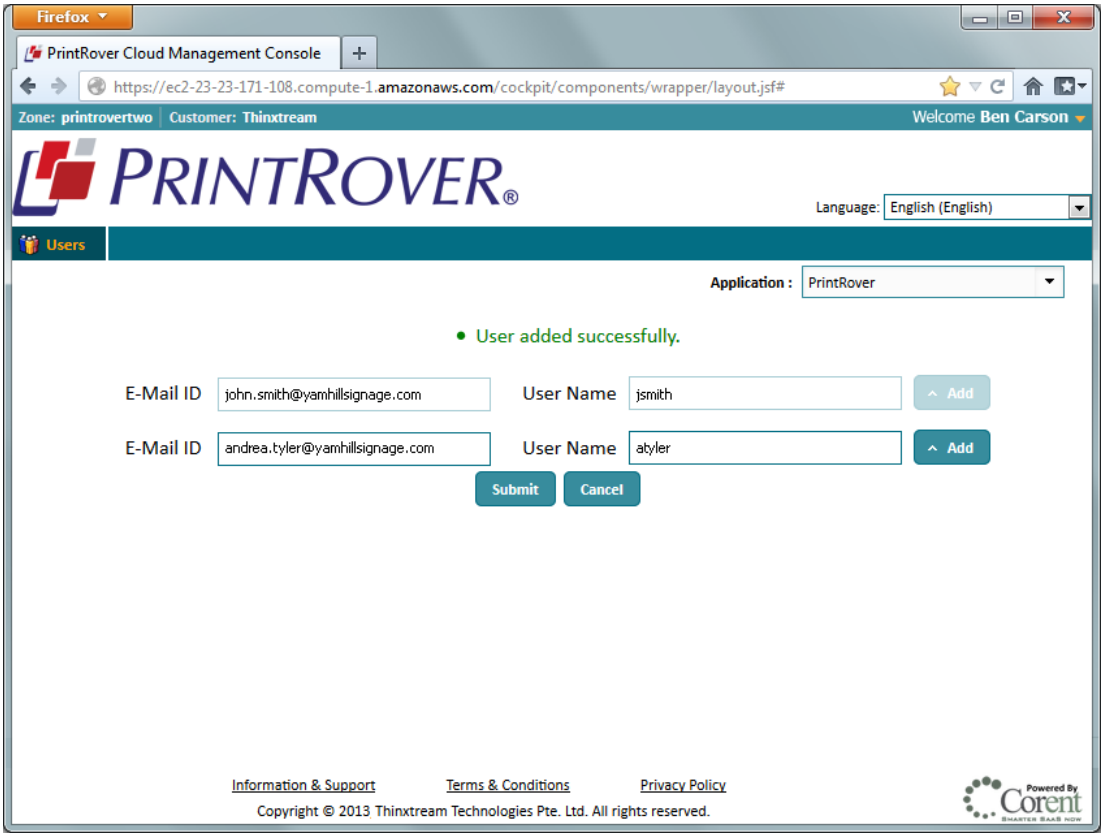
To add a user, click the *Add* button. The *Add user* screen displays (*Figure 7*).

Figure 7. Add user



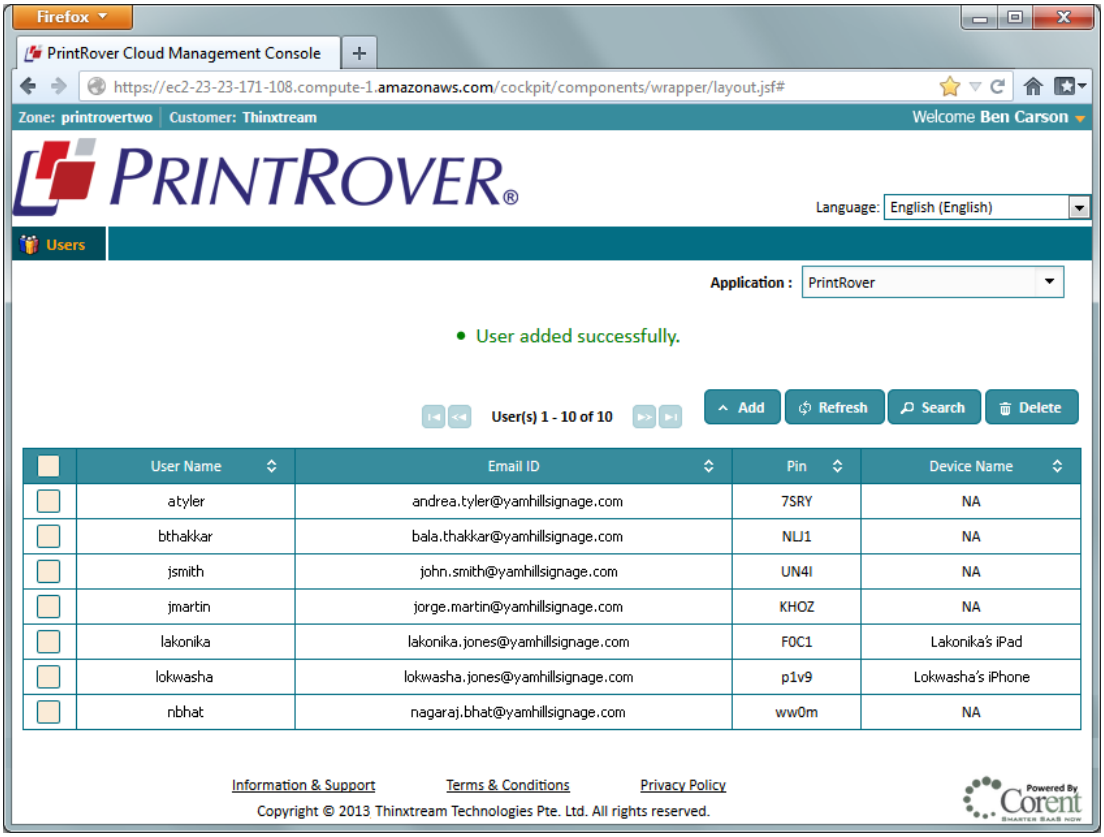
Enter a valid e-mail address and a username (between 6 and 30 characters). If you click the *Add* button, another row below the first will appear and you can enter a second user (*Figure 8*).

Figure 8. Add a second user and submit



If you click *Submit*, the new user will be added, and the main screen will display (*Figure 9*).

Figure 9. User added successfuly



New users will be notified by e-mail with their account information—username (e-mail address) and password.

As the PrintRover administrator, you should also forward to all your end-users the *PrintRover Installation for Users* e-mail message we sent you, along with any other organization-specific information on printers, usage rules, etc.

Deleting users

To delete users, check the boxes on the left of the users you want to delete and click the *Delete* button. PrintRover will ask you to confirm the action (*Figure 10*).

Click *OK* to delete. The main screen displays (*Figure 11*).

Figure 10. Delete users

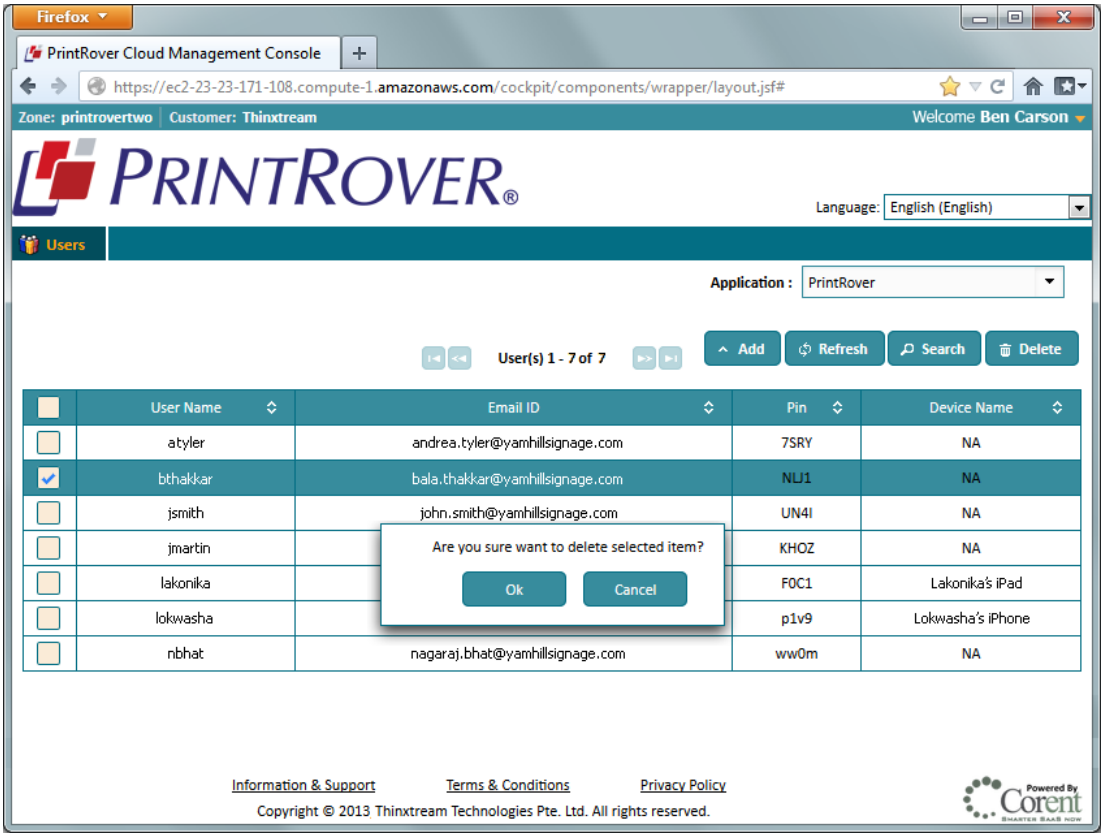
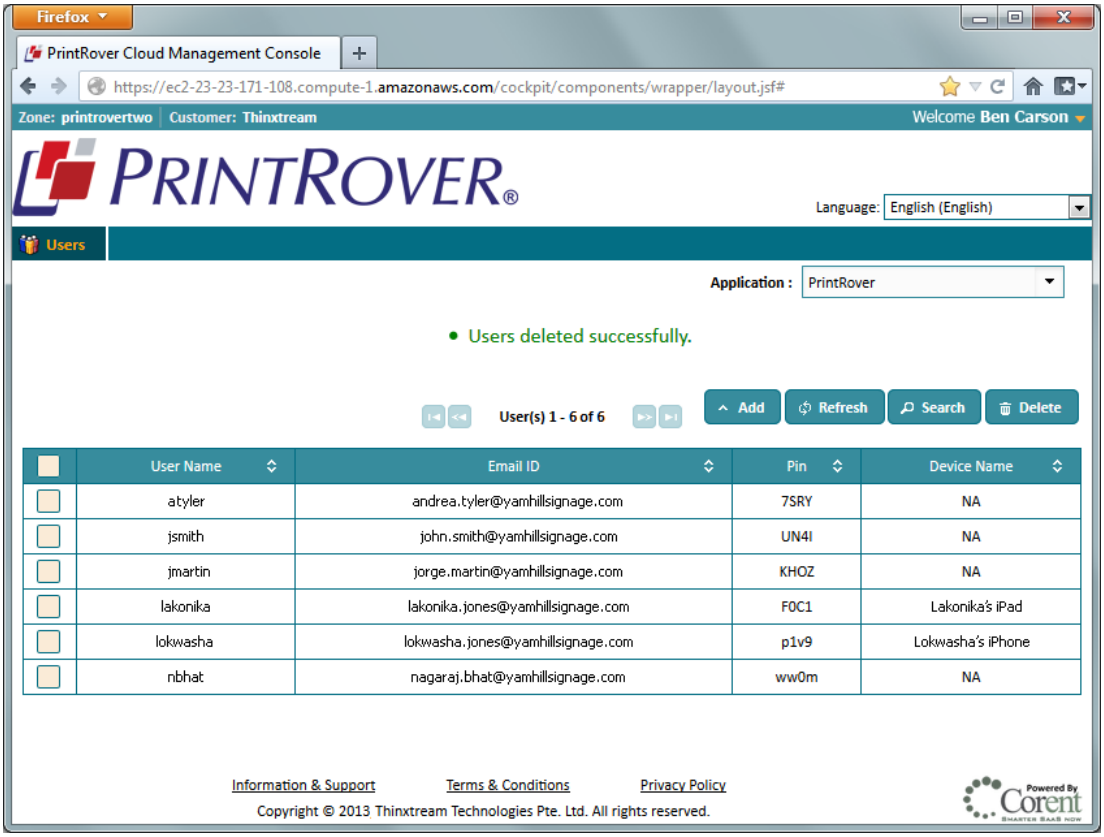


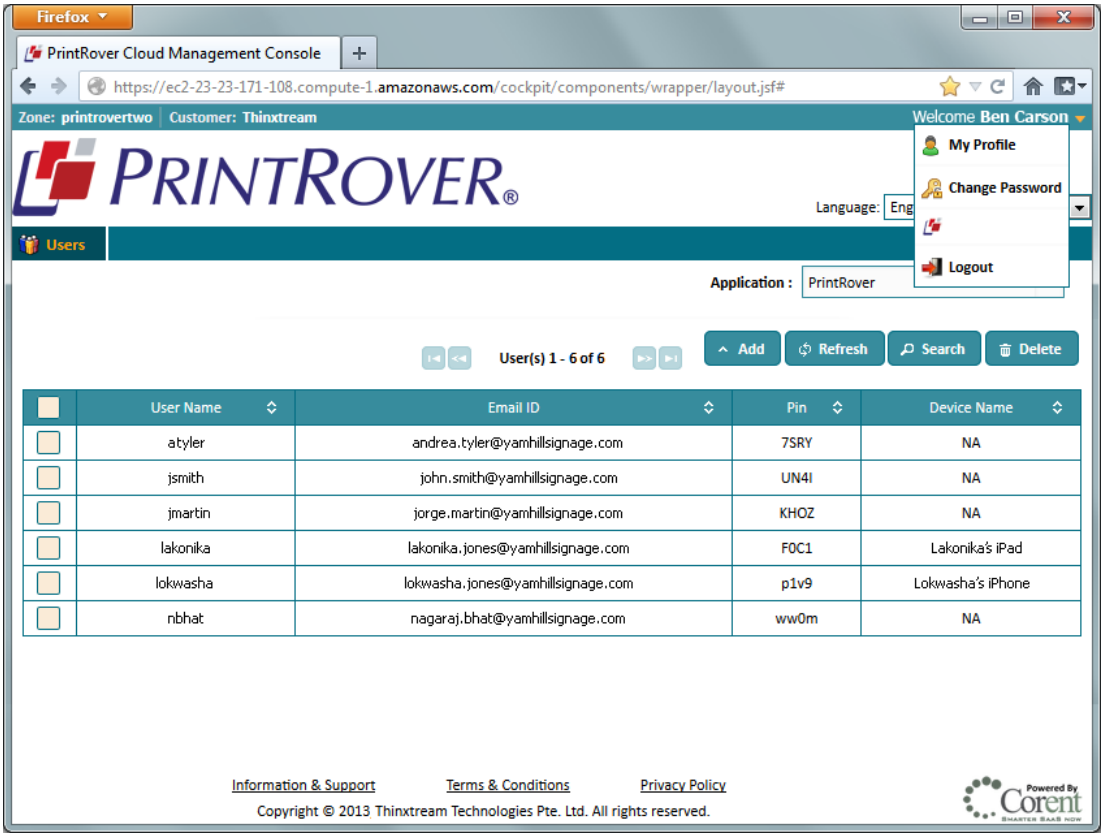
Figure 11. Users deleted successfully



Administrator menu

The gold down-triangle in the upper right corner lets you adjust your administrator settings and password, view the software versions, and log off (*Figure 12*).

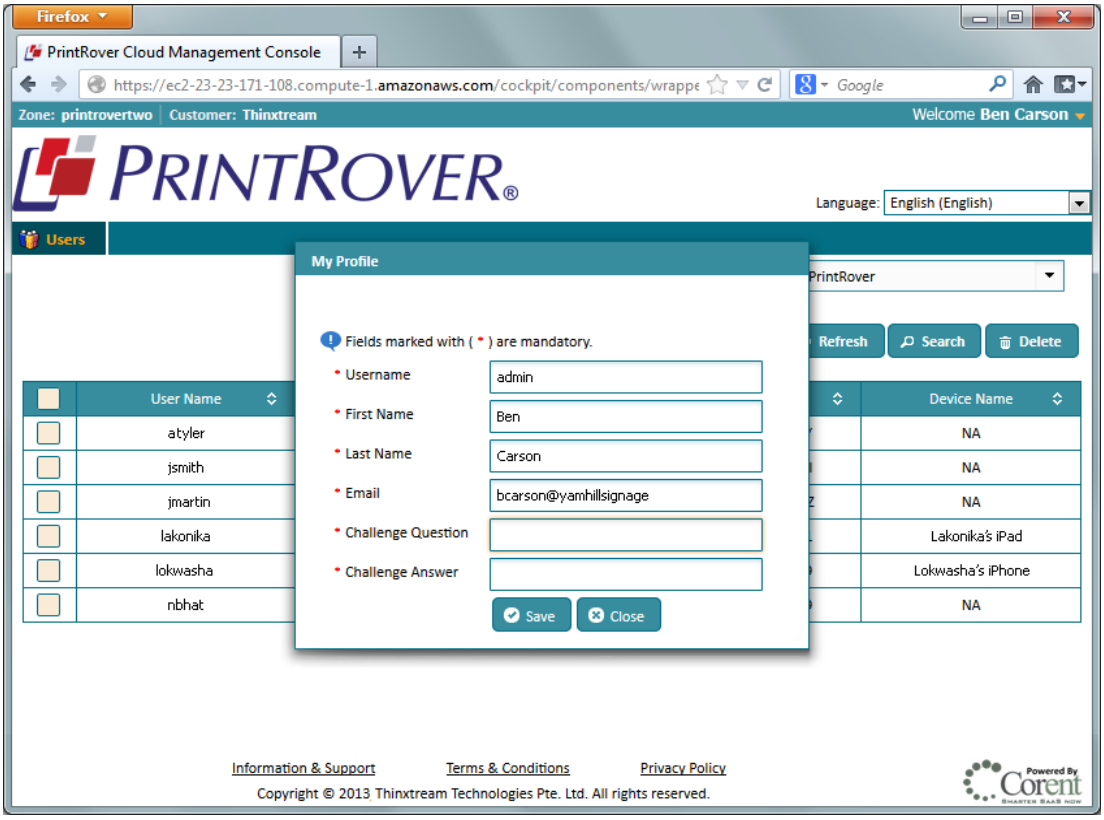
Figure 12. Administrator menu



Select *My Profile* to change your adminstrator name, actual name, e-mail, or authentication challenge question/answer (*Figure 13*).

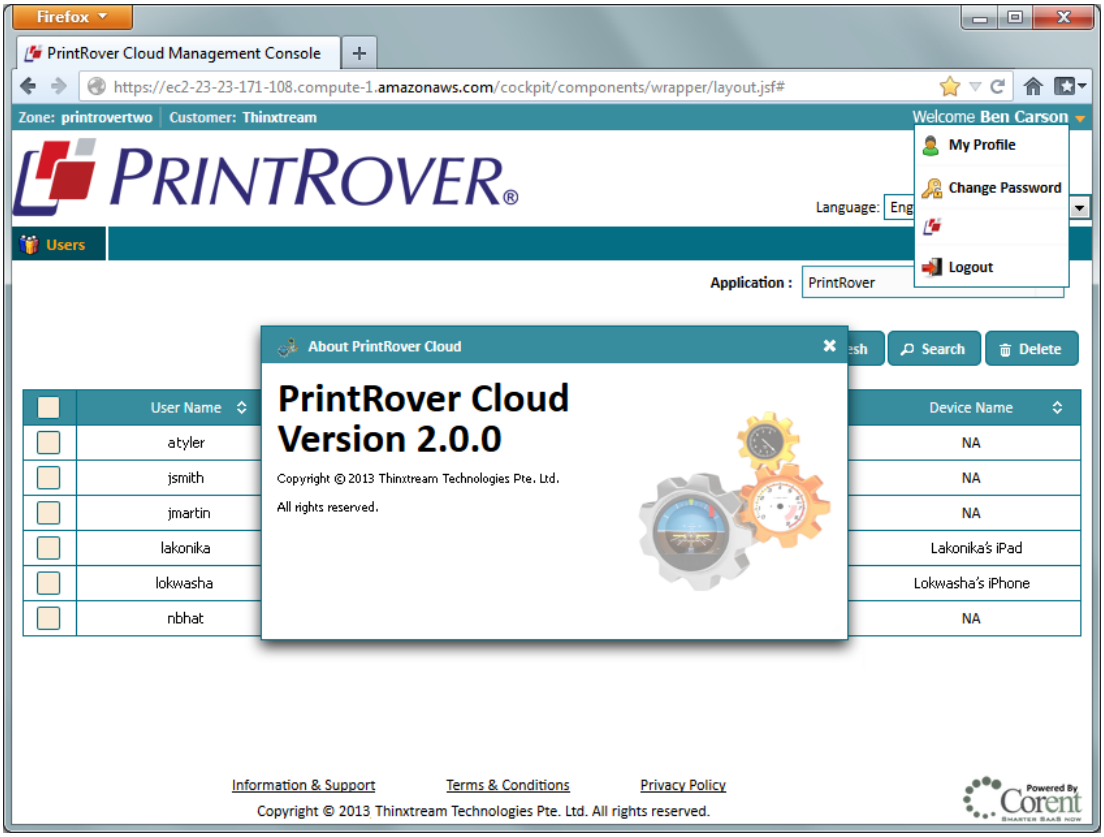
Note: Usernames must be at least six characters long.

Figure 13. My profile



The PrintRover icon on the third line of the gold down-triangle menu brings up the software version *about* screen (*Figure 14*).

Figure 14. About screen



Security

Your PrintRover Cloud account is hosted on a virtual, private server infrastructure, which is set up exclusively for each organization, and all data is sent over a secure, 128-bit encrypted link. Only users that you authorize in the PrintRover Cloud Management Console can access your PrintRover Cloud account.

To further enhance security, we recommend that you make use of the facility to specify an authorized range of IP addresses from which your users will access your PrintRover Cloud account. As instructed in the *PrintRover Services Registration Confirmation* communication, send an e-mail to *printrover-support@thinxtream.com* providing the range of IP addresses you want to use. We will then block access from other IP addresses and send you a confirmation e-mail.

Chapter 4 Using PrintRover Cloud

This chapter provides information on installing the PrintRover Mobile Printing Client app on your mobile devices and using PrintRover Cloud.

The PrintRover app

To download the PrintRover Mobile Printing Client app, visit the appropriate app store for your mobile device:

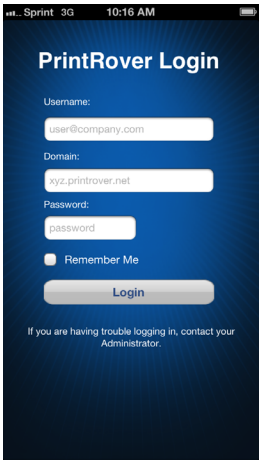
- Apple iTunes store: *http://www.apple.com/itunes*
- Google Play: *https://play.google.com/store*

Search for the PrintRover app and download/install it on your mobile device.

After you read and accept the license agreement, the PrintRover login screen appears (*Figure 15*). Enter your e-mail address, the domain name your PrintRover administrator provided, and your password. Click *Login*.

Note: You will not be able to use the app until you have a domain (provided by your PrintRover administrator), a username (your registered e-mail address), and a password (sent to the e-mail account you submitted as your username).

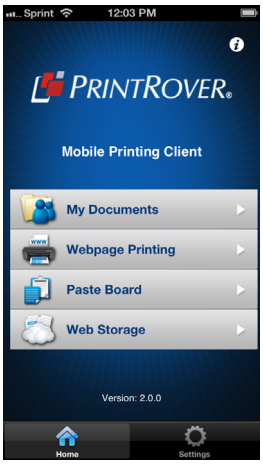
Figure 15. PrintRover login screen



After you complete the login/registration process, the PrintRover app displays (*Figure 16*).

Note: Refer to the help videos on the PrintRover website if you need step-by-step guidance on using the app.

Figure 16. PrintRover app main screen



Chapter 5 Troubleshooting and support

This chapter describes the resources available to you if you encounter any issues while using PrintRover Cloud.

Contacting us

For operation, maintenance, and troubleshooting help with the PrintRover Cloud Management Console or your PrintRover Cloud subscription, refer to this document and any other documentation provided.

For help with the PrintRover Mobile Printing Client apps, refer to our online FAQ for answers to common questions and issues, and view our help videos, on the PrintRover website (*www.printrover.com*).

If you still have a question or need assistance with PrintRover Cloud, you can file a web-based support request form—accessible from both the PrintRover website and the PrintRover Cloud Management Console—and a Thinxtream customer support representative will reply via e-mail, usually within one business day.

Note: We will respond only to questions posted by the PrintRover administrator of your organization, not end-users.