



Surf Easy Printer Setup

Instructions for setting up your printer to work with
the automatic print billing feature in Surf Easy

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Introduction

Surf Easy includes as standard an automatic print billing feature. This allows you to set a price per page that will be automatically charged whenever a user prints. Surf Easy will automatically calculate the number of pages and the number of copies being printed, and will automatically deduct the charge from the user's remaining credit.

In order for print billing to be able to function, you must take some time to correctly setup your printer. There are some unique steps that are required in order for print billing to work correctly.

Instructions

1. Physically install your printer

1.1. Choose a location for your printer

It is usually best to locate the printer where it is easily accessible to the users. Make sure the printer is visible to the users so that they readily see that printing is available, and so that they can easily find their printouts.

1.2. Unpack your printer

Now open your new printer from its box and make sure that you have all the parts and cables for installation.

1.3. Physically setup your printer

Locate the user manual and follow the instructions to physically set up your printer. If it is a network printer then it should be connected to the same network as your internet café terminals (i.e. the same IP address range).

1.4. Consider security

Consider physical security. Most printers have a special slot that allows a key-lock security cable to be added (Arinda can supply these). You can also build the printer into a secure enclosure, or otherwise simply bolt or screw the printer down to a bench top (usually screw up from underneath the bench-top into the legs of the printer), however be very careful as this may permanently damage your printer and make it inoperable.

1.5. Stock the printer with paper and toner

1.6. Record serial numbers and model numbers

Record the printer's serial number for warranty purposes. Also take note of the printer toner cartridge model number. You should order some spare printer cartridges and keep them on hand so that you can quickly replace the toner cartridge if required. You should always true and use high-capacity or high-yield toner cartridges for longer life and lower cost per page.

1.7. Do a test print page

Once the printer is setup you should be able to force the printer to print a test/config page. On most printers you can do this by pressing one of the buttons on the front of the printer.



2. Install the printer driver on each PC

- 2.1. Start each PC and open the Windows, then open Control Panel.
- 2.2. In Windows XP click on “Printers and Faxes”. In Windows Vista click on “Printers”.
- 2.3. If you have the CD that came with your printer then insert it now. Open the CD and use the it to automatically install your printer.

If you do not have the installation CD, or if you need to manually install the printer, then click on “Add a printer” – in Windows XP this should be on the left of the screen, while in Windows Vista it is on a toolbar at the top of the screen. Then Follow the prompts to install your printer.

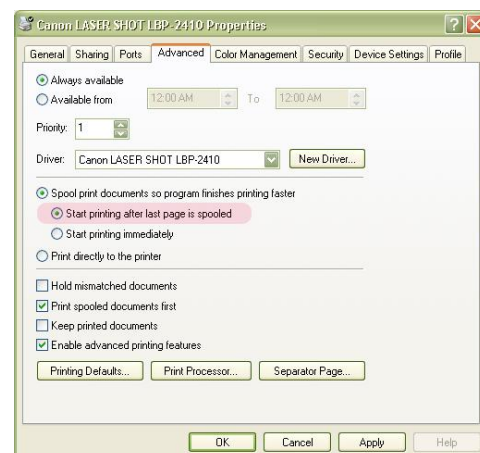
When prompted for a driver simply insert the CD that came with your printer and located the relevant driver. If you do not have the CD then simply visit the website for the manufacturer of your printer and manually download the relevant driver. Take care to ensure you select the correct driver for your printer and for your version of Windows.

- 2.4. If you are setting up a network printer then you will need to know the IP address of the printer on your network so that you can setup the new local printer port. You should be able to get the IP address for your printer by pressing one of the buttons on the front of the printer to force it to print a configuration status page (refer to your printer manual for the specific process for your printer). Otherwise you can also get the IP address by logging into your modem and reviewing the DHCP table of attached devices.
- 2.5. When the printer setup is complete you should print a test page to ensure the printer is correctly setup and working.

3. Change a critical printer setting

This is one of the most important steps to complete.

- 3.1. In Windows open Control Panel.
- 3.2. In Windows XP click on “Printers and Faxes”. In Windows Vista click on “Printers”.
- 3.3. Locate your printer and right click on it and choose Properties.
- 3.4. Click on the Advanced tab.
- 3.5. Select the option for “Start printing after last page is spooled”
- 3.6. Click “Apply” then “OK” and close Control Panel.



4. Configure Surf Easy

The next step is to setup the printer in Surf Easy, and to define your preferred options and price per page. If you want to manually charge customers for printing (i.e. you want your staff to ask the customer to pay for their printing) then you do not need to complete these steps.

If you want the software to automatically charge customers for printing then you must complete these steps on each user terminal:

- 4.1. Run Surf Easy.
- 4.2. Enter the System Administration screen using your admin keyword and password.
- 4.3. Click on the "Printing" tab.
- 4.4. Choose your printer in the box on the right hand side of the screen. If your printer does not appear then press the Refresh button next to the list.
- 4.5. Tick the box for "Terminal has a printer available for users".
- 4.6. Tick the box for "Automatically charge for printing"
- 4.7. Tick the box for "Prompt user to accept printing charge"
- 4.8. We highly recommend that you tick the box marked "Users must have enough credit to print the entire document".

If your printer supports it, you may want to allow users to partially print documents when they don't have enough credit remaining to print an entire document. If you tick the box marked "Users must have enough credit to print the entire document" then users will not be able to print unless they have enough money remaining on their account. If this box is unticked, and say the user prints a 10 page document, but they only have enough money remaining to print 5 pages, then the first 5 pages of the document can still be printed. This option is not compatible with all printers, so you should test with your printer to make sure it works.

- 4.9. Some printers will require you to tick the box marked "Force printer to resume print jobs after being processed". You should first test your printer without this option. If you find that Surf Easy prompts the user to accept print charges but then doesn't actually print the document then you may need to turn this option on.
- 4.10. Click on the Pricing tab.
- 4.11. In the middle left of the screen there is a field to enter a printing charge per page. Enter your price per page here.
- 4.12. Save settings and let Surf Easy restart.



5. Disable Steady State Disk Protection

Now we have to permanently commit the changes we have made to the Windows Steady State Disk Protection.

- 5.1. Re-open the Surf Easy admin screen.
- 5.2. Click on the Security tab.
- 5.3. Turn the disk protection off
- 5.4. Tick the box to turn Disk Protection back on when Surf Easy restarts.
- 5.5. DO NOT PRESS SAVE OR RESTART SURF EASY. You do not have to press the Save button at this point, and you do not have to restart Surf Easy.
- 5.6. Click on the System tab.
- 5.7. Press the Restart button. The system will now reboot and commit the changes with Steady State Disk Protection.
- 5.8. Wait for the PC to reboot back into Windows.

6. Test

Now that the setup is complete you should test the automatic print billing from within a user session. So enter a user session, open a web page or document, and print it. You should be prompted to accept the printing charges. Make sure that you are correctly charged and that the document comes out of the printer.

