

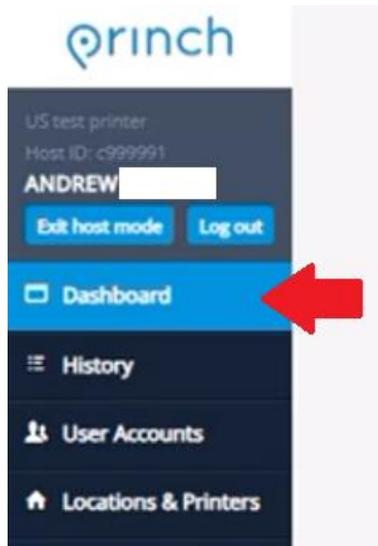
Princh Wireless Printing

What does a patron have to do to print?

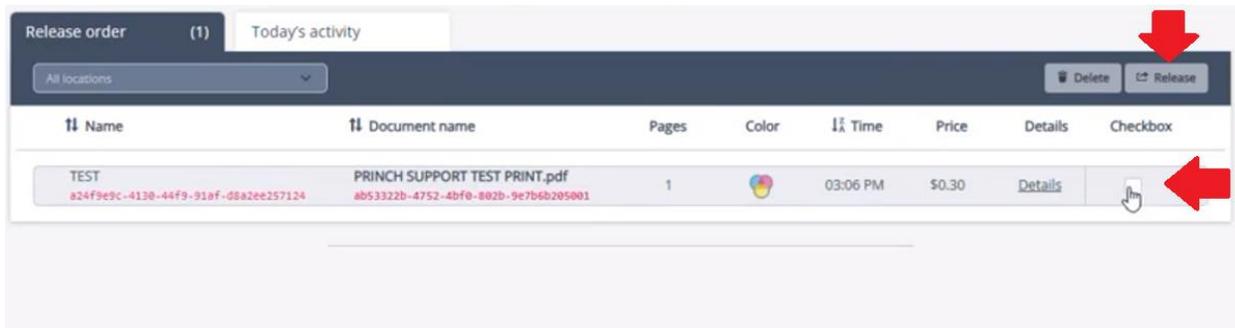
1. When printing remotely or at the library: open your browser, go to print.princh.com and enter the 6-digit printer ID to select the printer. This step works for all devices, from phones to laptops to the library's PCs.
2. Upload the document(s).
3. Adjust the settings as needed.
4. If the library has electronic payments enabled, select your preferred payment method and pay for your document(s). Select "Pay at Desk" to pay in person and have the library staff release it.
5. [This step applies if the library has "Manual Release" enabled]: If you've paid electronically, take the PIN code you've received and talk to staff to see how to release your print.
6. Your document(s) is being printed, and it is ready to be picked up!

What does a staff member have to do when the patron selects "Pay at desk"?

1. The staff member logs into <https://admp.princh.com>.
2. Click on "Dashboard" at the top of the menu on the left side.



3. Go to "Release Order" along the top (there is another tab called "Today's Activity"). Find the correct print (the patron will have entered their name). Collect payment if you charge for printing.
4. To send the print to the printer, select the checkbox to the far right and click "Release" in the top right.



5. For a guide from Princh, see <https://support.princh.com/en/pay-at-the-desk>

What does a staff member have to do when a patron pays electronically?

These options all reference the “Manual Release” feature. This is a feature that provides a PIN code to patrons when they send their print. See this guide for how to set it up:

<https://support.princh.com/en/how-to-enable>

There are three scenarios:

If the patron has paid electronically BUT you don’t have “Manual Release” set up:

- Staff are not involved.
- The print will come out right away, even if they’ve printed it remotely. This is fine if the patron is right there, but potentially an issue if they’re printing remotely. Princh recommends setting up Manual Release to collect payments electronically.

If a patron has paid electronically AND you have set up “Manual Release” AND you have an Android tablet set up with Princh’s app (<https://support.princh.com/en/how-to-set-up>)

- Staff are not involved.
- The patron will receive a code they need to provide in order to release the print.
- The patron will enter their code into the Princh app on the tablet and their print will be released.

If a patron has paid electronically AND you have set up “Manual Release” BUT you don’t have an Android tablet set up with Princh’s app:

- The patron will receive a code they need to provide in order to release the print.
- Staff can log into this web version of the Princh app: <https://copy.princh.com>, and then click “Release Print Job”, enter the patron’s code, and release the print. You could also have a public-facing computer logged into this site for the public to access.