

PPM Station Operator Manual

- PPM200
- PPM215V
- PPM215V-OT

1 INDEX

2	Introduction	3
3	Quick setup instructions	4
3.1	Creating an mecloudprinter account	4
3.2	Registering your PPM Station	5
4	Cases of use.....	6
4.1	Bare bone printing point.....	6
4.2	Interactive printing point	6
4.3	Web-based Kiosk.....	7
4.4	Order Terminal.....	7
5	System administration	8
5.1	The operator screen.....	8
5.1.1	System Status	8
5.1.2	Configuration Button	8
5.1.3	Shutdown button	8
5.1.4	Local Orders button	8
5.1.5	PhotoPrintME Admin button	8
5.1.6	PrintModule button	9
5.1.7	MECloudPrinter button.....	9
5.1.8	TeamViewer button	9
5.1.9	Software Updates button.....	9
5.2	Configuration Screen	10
5.2.1	Custom shop URL	10
5.2.2	Order Terminal.....	10
5.2.3	Site ID, API Username and API Password.....	10
5.2.4	Access PIN	11
5.2.5	Create Order Service	11
5.2.6	Collect Order Service.....	11
5.2.7	PrintModule Auto Delete Orders.....	11
5.2.8	Check printer status	11
6	Printing process.....	12

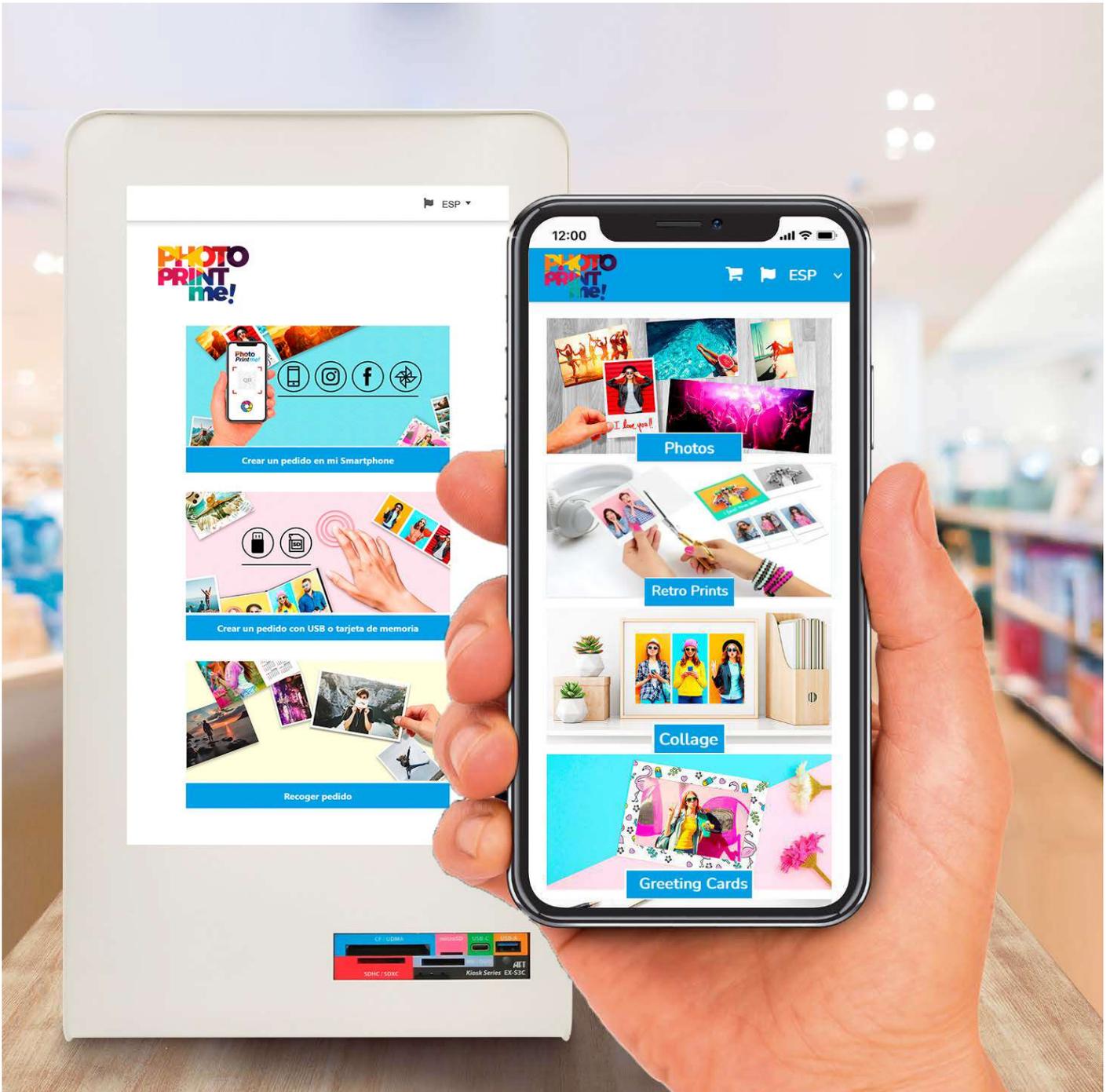
6.1	Order generation	12
6.2	Order Validation.....	12
6.3	Order Unpausing.....	12
6.4	Order Processing.....	12
6.5	Order Discovery and Download.....	12
6.6	Order Production	12
7	Print Module	13
7.1	Top Bar	13
7.2	Printing job list.....	14
7.3	Printer Info	14
8	System Updates	15
9	System Backup and Recovery	16
9.1	Recovery / Backup process	16

2 INTRODUCTION

PPM Station is a new solution to enhance the PhotoPrintME experience with a physical Kiosk in your shop.

PhotoPrintME is a very flexible web-based service that can be used on a wide range of cases, from a basic printer controller for your picking points, to an autonomous photographic cloud printing service.

You can also manage the most of settings from your existing PhotoPrintME shop (prices, catalogue, screensaver slides, translations...) as it is connected with your site. It means that you can manage your whole shop from a single place anywhere and anytime.



3 QUICK SETUP INSTRUCTIONS

To setup your PPM Station you only need:

- Your PPM Station device.
- An account at www.mecloudprinter.com

NOTE: See installation guide and safety instructions before start using PPM Station.

3.1 CREATING AN ME-CLOUDPRINTER ACCOUNT

To start using PPM Station you need an active account at www.mecloudprinter.com. If you don't have one, you can create an account going to www.mecloudprinter.com/#/register and filling the registering formulary with your shop's data and contact information.

HOME | [Register](#) | [Support](#) | [FAQ](#)  LOGIN

CREATE AN ACCOUNT All fields marked with an asterisk are required

Company or store data

<input type="text" value="Company or store name *"/>		<input type="text" value="Address *"/>		
<input type="text" value="City *"/>	<input type="text" value="Zip code *"/>	<input type="text" value="Country *"/>	<input type="text" value="State"/>	<input type="text" value="Region"/>
<input type="text" value="34 *"/>	<input type="text" value="Phone *"/>	<input type="text" value="Tax number *"/>	<input type="text" value="Distributor *"/>	

Contact information

<input type="text" value="Name *"/>	<input type="text" value="Last name *"/>
-------------------------------------	--

User account

<input type="text" value="Email address *"/>	<input type="text" value="Password *"/>	<input type="text" value="Password confirmation *"/>
--	---	--

Please, use an e-mail address that you check frequently because we will use it to send you notifications about services and subscriptions, and so you will need it in order to renew your licenses or request new subscriptions.

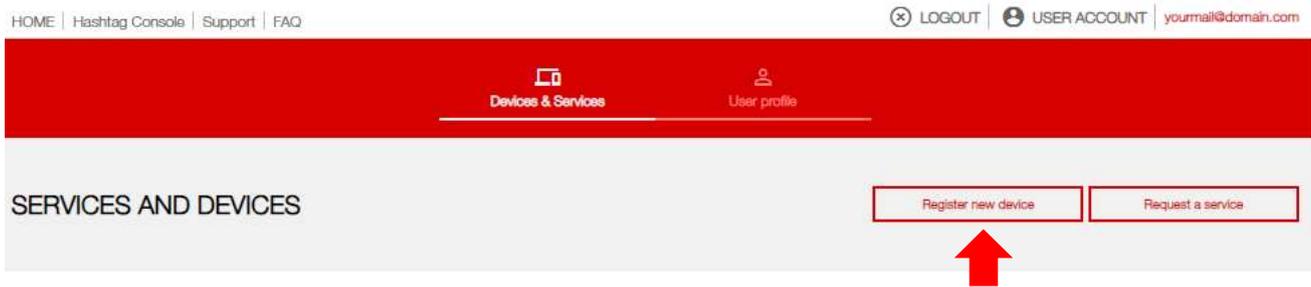
Once you have created your account, you must activate it. To do this, you will receive a confirmation email. If some minutes after registering, you don't receive the confirmation e-mail, please check your Spam inbox. Otherwise, please contact with our technical support.

IMPORTANT: You need to confirm that email in order to activate your account.

3.2 REGISTERING YOUR PPM STATION

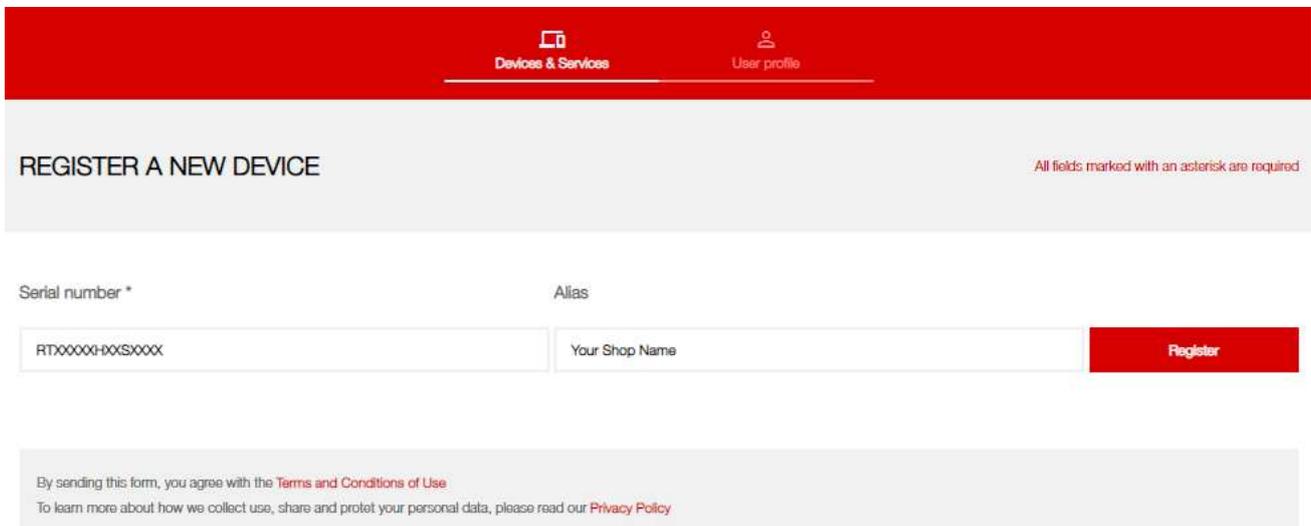
Once you have access to an activated account, you can register your device to activate the license.

After logging in, you have to click on the “Register new device” button on the upper left part of the screen:

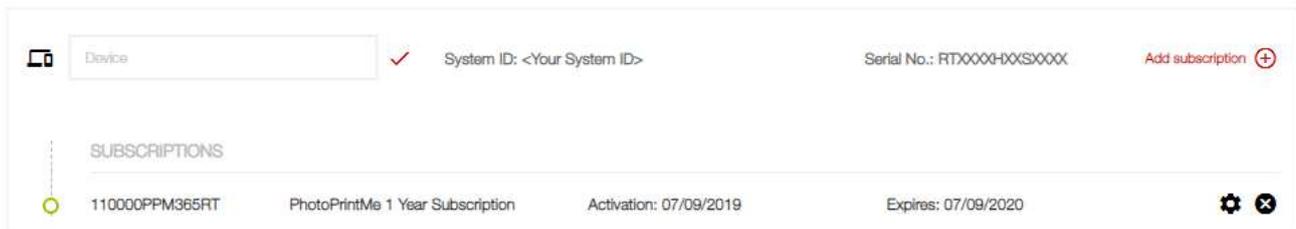


Just enter the Serial number of your PPM Station and choose an Alias for your device. The alias is a name that can be used to recognize your device. This is useful if you own more than one device, to identify and distinguish them. Now click on Register to continue.

The serial number can be found in the welcome letter and in the packaging.



Once you registered your device, it will appear at the main page of MECloudPrinter similar to the following image, and the subscriptions associated to it will be displayed like in this example.



CONGRATULATIONS! YOUR PHOTOPRINTME SERVICE IS NOW ACTIVATED. NOW, YOU NEED TO CONFIGURE YOUR PRODUCT CATALOGUE IN ORDER TO SEE YOUR PRODUCTS IN YOUR WEB SITE. TO DO THIS, GO TO:

<https://shops.photoprintme.com/<yoursystemid>/admin>

4 CASES OF USE

PPM station can do more things than a traditional kiosk. This device takes advantage from having a web-based service behind to be used the following ways:

- Only produce orders (Bare bone printing point)
- Un-pause and produce orders (Interactive printing poin)
- As a kiosk (Web-based Kiosk)
- Only to create orders, and producing them on another device (Order Terminal)

NOTE: A PPM215V or PPM200 can be used in the 4 described modes, but a PPM215V-OT system **can only operate in Order Terminal mode**. For more information, please contact the technical support service.

4.1 BARE BONE PRINTING POINT

PPM Station can also be used without any user interface device attached to it, like screen, mouse or keyboard. The system can be used as a basic printing agent, like an RT, to produce orders.

In the case that a screen is not present due to the setup of this mode, the system could be configured via Microsoft Remote Desktop connection, accessing by the machine name [\\PPMST](#) from the same subnetwork as the PPM Station. The System can also be safely started and stopped with the NUC's power button, being this the only physical interaction with the device required on this mode.

To configure this mode, access settings screen on your PPM Station and check the option "Print Module Auto Delete Orders". Using this mode, your PPM Station will only be able to drive printers and can't be used to create orders.

NOTE: You should never disconnect the PPM Station from the power unless it is fully off. Press one time the PPMST power button and wait until it stops before disconnecting the power or you may damage the system.

4.2 INTERACTIVE PRINTING POINT

This case allows to the ppm station to work as a self-attended printing point.

When the user reaches the device, it has already generated and validated the order (whether online payment was used or a counter has manually validated it).

At this point, the user can click on the "Collect" button of the main screen and enter the Locator Code (the 6-digit string given at the order ticket). If the order has been validated, it will be downloaded and printed.

To enable this mode, enter to your PPM Station settings menu and check the "Collect order service".

Unallocated orders:

Not all the orders need to be generated with a picking point. There is another setting that enables the "unallocated orders". When this is enabled, for that profile the orders can be generated without assigning any picking point during the creation process.

This way, any PPM Station device can claim the order and produce it as soon as the user enters the locator code on the screen. This can be useful in a large chain that has many locations and the user does not know on which one will collect the order.

NOTE: This setting is not available for supervisors nor operators. To enable this mode, you need to request this change to our technical support team.

4.3 WEB-BASED KIOSK

The PPM Station can still be used as a traditional kiosk, with the only difference that uses PhotoPrintME, the web-based photo printing solution, to create and process the orders.

The user creates the order using the PPM Station instead of his computer or his mobile phone as it was a normal kiosk and, after being validated, it is produced.

For this case of use there are two possible configurations:

- The attended mode can be set disabling the “Automatic Validation” flag on the PPM Website. With this setting unchecked, the user will need to contact with an operator in order to validate the order before printing it.
- The unattended mode requires enabling the “Automatic Validation” flag on the PPM Website. This way, the order will be validated and produced immediately after reaching the order ticket screen, without having to be validated by an operator.

If your PPMStation belongs to a shop chain which shares the same URL for all the locations, the PPM Station will auto-select itself as picking point when generating the order without requiring any additional action.

This way the picking point will be set to the device that generates the order. This process is automatic and the user does not have to do nothing at all.

If you are looking for generating orders with one device but printing them in another one, see the Order Terminal case.

4.4 ORDER TERMINAL

The last usage that can be given to a PPM station is the opposite to the first one.

With this mode, the PPM Station will only be used to generate orders. There will only be a button on the main screen which will guide the user through the order creation flow, but it will need to be printed from another device.

When this mode is enabled (via local settings on the application) the settings screen changes, and a new field appears. On these settings the System ID of target printing agent can be specified, which can be whether a Click, an RT, a Kiosk with PPM extension installed or another PPM Station.

If you leave this setting in blank, the picking point will be asked to the user during the checkout stage.

NOTE: With this mode, the system will not require to have a printer connected (apart from the ticket printer).



5 SYSTEM ADMINISTRATION

PPM Station has been designed to be an intuitive environment for the users, and require as less as possible the presence of an operator. But there are some situations which require intervention. An example could be when the printer runs out of paper or ink while printing an order.

There are a series of screens hidden for the user that can be used to configure the environment, check the status of the system and solve this kind of situations.

5.1 THE OPERATOR SCREEN

To enter the operator screen, you have to tap in sequence the top left and the top right corners of the screen and then enter the operator password. Doing that will display the following screen:

From this screen should be possible to perform all the setup and maintenance tasks that this system requires.

5.1.1 System Status

The first section on the operator screen is the System Status Panel. This set of labels are very useful to find what is going wrong before calling the technical service, because it tells you whether:

- Your system has Internet Connection
- Your system is connected to the order service.
- Your device has an active subscription
- The Printspot Service is available.
- The website is online and well configured.

Checking if your system is connected to internet with this screen before asking for technical support can save you some time.

5.1.2 Configuration Button

This button will open the configuration screen. From that menu you configure some settings such: your Shop Credentials, the available services (create/collect), an alternative URL for your shop etc...

5.1.3 Shutdown button

With this setting you can power off your device only by using the touchscreen, without needing to have physical access to the power button. We strongly recommend to shut down the device from settings when possible, as it is the safest way to close everything in a secure manner.

5.1.4 Local Orders button

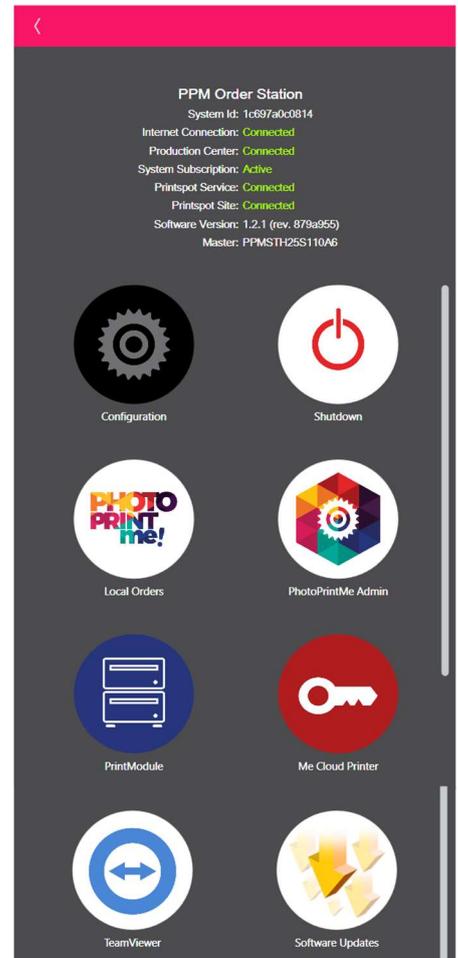
This button will display the PhotoPrintME Downloader application. This application shows you the last orders that have been downloaded as well as their status.

There are 2 states for an order:

- NEW: There is an available order on the PPM Cloud and it is being downloaded.
- SENT TO PRINT: The order has been downloaded and it has been transferred to PrintModule.

5.1.5 PhotoPrintME Admin button

This button acts as a shortcut to launch your PhotoPrintME Operator/Supervisor website on a web browser.



NOTE: A keyboard might be required to login.

5.1.6 PrintModule button

PrintModule is the application to control and monitor the printers connected to your PPM Station. It distributes the jobs between the available printers, sets the image quality, filters the enabled formats for each printer model and much more. The main view will show you the printing queue.

This button will display the interface, allowing you to see: the queue of printing jobs, the status of each task, and configure your printers and their parameters.

5.1.7 MECloudPrinter button

This button acts as a shortcut to launch the MECloudPrinter website on a web browser. This way you can register your system and manage your subscriptions from the same device.

NOTE: A keyboard might be required to use MECloudPrinter.

5.1.8 TeamViewer button

Clicking this button will launch TeamViewer. This is the tool that our technical support team will request you to launch in some situations. TeamViewer will allow them to open a remote connection with your PPM Station to investigate and resolve your issue.

NOTE: Our technicians will instruct you about how to use this tool. You will only be asked to launch this application and give them your Team Viewer ID. They will never ask you for your TeamViewer password or access code.

5.1.9 Software Updates button

This button is a shortcut to launch the software update manager of the PPM Station. With this you can see the update history from your device, and eventually manually check for updates.

5.2 CONFIGURATION SCREEN

Even the most part of the configuration of your PPM Station can be done online, from your PhotoPrintME Shop operator website, there are a few basic settings that have to be set locally.

You can access this settings clicking on the settings button on the operator screen. And the following screen will be shown.

5.2.1 Custom shop URL

This is the base URL of your shop, which might be something like <https://shops.photoprintme.com/AABBCCDDEEFF/>

By default, when this field is empty, the URL will be determined automatically.

But in the case you own a same shop with different picking points, you might require to set the base shop URL manually using this setting.

NOTE: The shop base URL starts with the "https://..." and ends two slashes after the domain, usually the "/" after the SystemID of your first device.

5.2.2 Order Terminal

The order terminal is a new mode where the PPM Station will be used to generate orders which will not be printed on that system, but in another device instead.

When this setting is enabled the "Create Order" and "Collect order" settings are disabled, and the only service available on the main screen is the "Create Order". Also, another field will appear to the settings screen to specify the SystemID where the orders will be sent to be produced.

The idea of this, is that you can configure a Click, a Kiosk with the PPM extension, another PPM Station or even an RT to receive the orders generated from your Order Terminal.

For more information about this mode, check the Order Terminal section from the manual.

NOTE: Changing this setting will change the functional role of your device. We recommend to contact technical Service before changing this setting. For PPM215V-OT this setting must be enabled.

5.2.3 Site ID, API Username and API Password

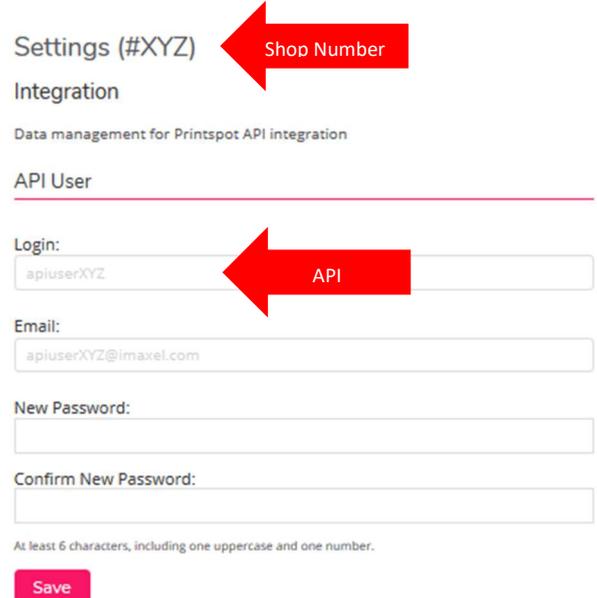
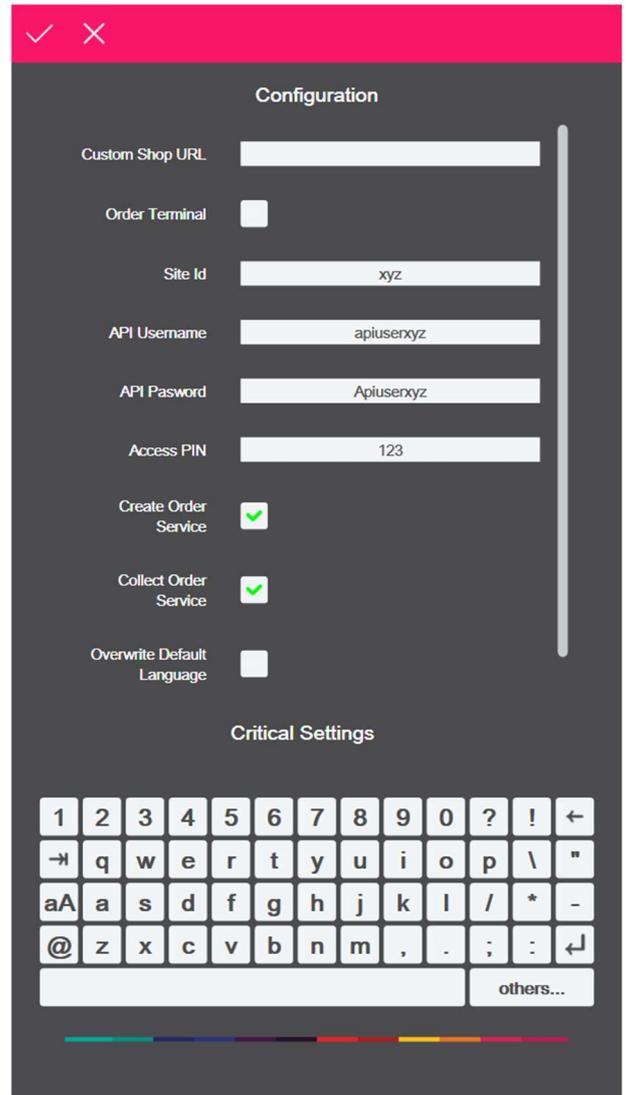
In order to establish a connection with PhotoPrintME, the PPM Station requires some credentials which can be found on the "Integration" section of your shop's settings website.

The shop number will be shown after the title Settings. The code are the numbers without the '#' character. In this example would be "XYZ"

The API User is the username that appears in the "Login" field. (in this case "apiuserXYZ")

And the default API Password is "ApiuserXYZ", the same as the API Username, but with the first letter uppercase.

If you change this API Password, you will need to manually update the credentials for all your PPM Stations associated to this site.



5.2.4 Access PIN

This is the setting to define the PIN code that will be requested when an operator wants to access the settings screen on the maintenance menu. By default, it is “123”.

5.2.5 Create Order Service

The create order service setting will determine whether the “Create Order” button on the main screen will be visible or not. If you disable this setting and leave enabled the Collect Order Service, your PPM Station will only be used to un-pause and produce orders.

5.2.6 Collect Order Service

The collect order service setting will determine whether the “Collect Order” button on the main screen will be visible or not. If you disable this setting and leave enabled the Create Order Service, your PPM Station will be able to generate and print orders, but only if you enable automatic validation from the website or an operator validates them manually.

5.2.7 PrintModule Auto Delete Orders

When an order is downloaded from the PhotoPrintME web service, the media is downloaded to the system.

When the order has been generated from that PPM Station with the “Create order” process, or being claimed with the “Collect order” process, the order images will be disposed once the printing process screen shows that the process has been completed. This way the PPM Station will not keep any image.

But there is an operation mode where the PPM Station is configured as a bare bone printing point (see Bare bone printing point). On this scenario, a screen is not required, so the printing process will be different. To both protect the user’s privacy and avoid your system run out of memory by keeping all the images on the disk, **you will have to enable this setting when operating in a screen-less mode**. This way PrintModule will delete the order’s files after having printed them.

NOTE 1: Any change related with PrintModule settings or parameters will require to reboot the system to apply the new configuration.

NOTE 2: Changing this setting will change the functional role of your device. We recommend to contact technical Service before changing this setting.

5.2.8 Check printer status

When this setting is enabled the “Create Order” and/or “Collect Order” buttons will be disabled if there isn’t any printer present and ready to print on the device. We recommend leaving this setting enabled.

The screenshot shows a configuration interface with a dark background and a pink header. The settings are organized into sections: 'Configuration' and 'Critical Settings'. The 'Configuration' section includes fields for Custom Shop URL, Order Terminal (checkbox), Site Id (xyz), API Username (apiuserxyz), API Password (Apiuserxyz), Access PIN (123), Create Order Service (checked), Collect Order Service (checked), and Overwrite Default Language (checkbox). The 'Critical Settings' section includes PrintModule Auto Delete Orders (checkbox) and Check Printer Status (checkbox). A virtual keyboard is visible at the bottom of the screen.

6 PRINTING PROCESS.

Once the user has generated an order either using PhotoPrintME website or a PPM Station the following sequence will be required to produce the order.

6.1 ORDER GENERATION

The user generates an order from a PPM Station, or from the corresponding PhotoPrintME Website.

6.2 ORDER VALIDATION

The first step on this process is the Order Validation. Depending on the site configuration, to start the order production process, an operator needs to validate the order from the PhotoPrintME Website. Note that if Automatic validation is enabled, orders will be validated without operator intervention.

6.3 ORDER UNPAUSING

Once the order is validated, there are different ways to unpause the order:

- If automatic printing is enabled, it will be unpaused automatically.
- If automatic printing setting is disabled on PhotoPrintME, the client can now use the "Collect order service" from the PPM Station to claim the order using the locator code.
- Alternatively, an operator can use the PhotoPrintME web interface to unpause the order manually.

6.4 ORDER PROCESSING

The next step after unpauseing an order is to process it. This process, depending on the order size and contents, may take a while.

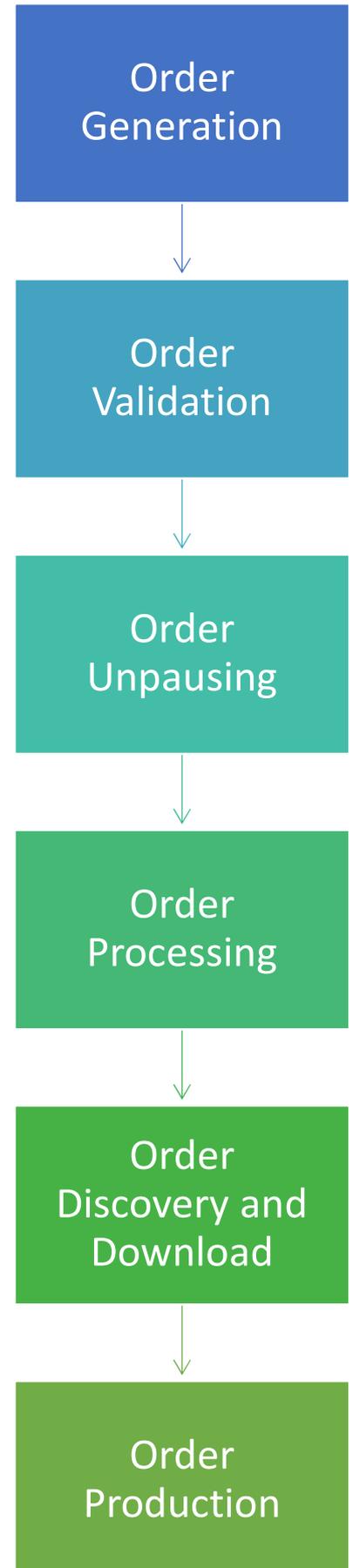
6.5 ORDER DISCOVERY AND DOWNLOAD

Once the order has been correctly processed by PhotoPrintME service, the PhotoPrintME Downloader application of your PPM Station will discover it. You will see a line on the main screen with the order number, the time and the "NEW" state.

At this point, your PPM Station is downloading the order information. It may take from a few seconds to some minutes depending on your internet connection. When the order download finishes, the state will be changed to "Sent To Print"

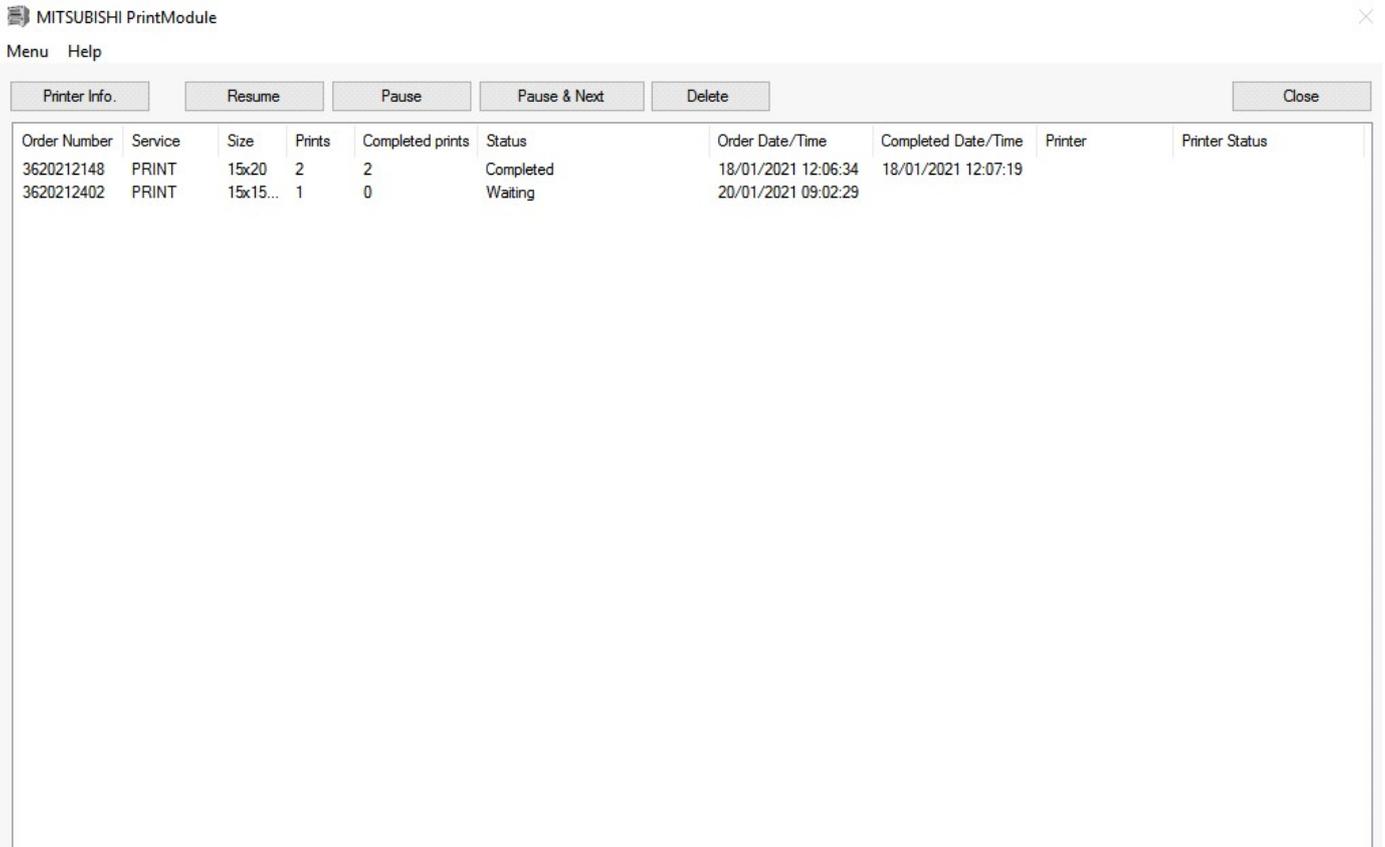
6.6 ORDER PRODUCTION

The final step of the process is the actual production. The downloaded order is transferred to PrintModule, which will distribute the printing jobs to the available printers.



7 PRINT MODULE

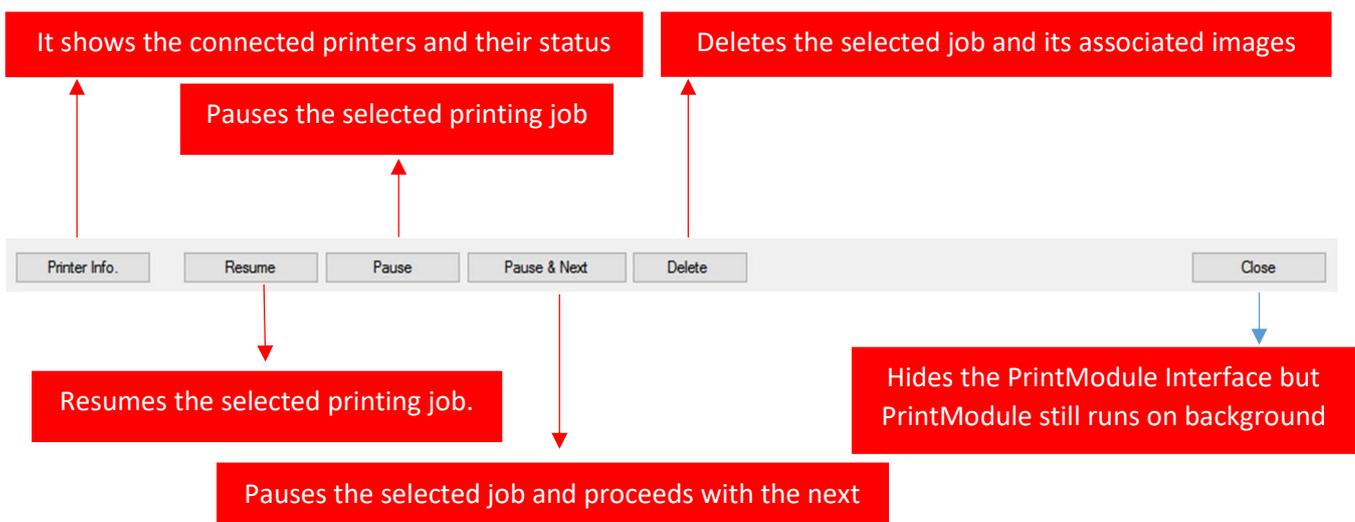
Print Module is the printer management system from your PPM Station. This component distributes the printing jobs between the available printers, manages the quality and allows you to check the status of any printer connected to your PPM Station.



Print Module Interface

7.1 TOP BAR

Print Module has a simple and intuitive interface. On the top bar you have the following buttons:



7.2 PRINTING JOB LIST

Below the top bar there is a list view showing the printing jobs and their status.

This list will display the following information:

Order Number	The order number. This is the same one shown on PhotoPrintME website.
Service	Type of job. Generally will be PRINT
Size	Printing job format (size and orientation).
Prints	The amount of elements that has that job.
Completed prints	The amount of elements that have been sent to a printer from that job
Status	Job Status: <ul style="list-style-type: none">- Waiting: The job is waiting until finding a suitable printer for that format is available.- Paused: The job is paused. Will not be sent to print until it is un-paused.- Printing: The job is being produced by a printer.- Completed: The job has been fully produced.
Order Date/Time	Date and time when the printing job was received by Print Module.
Completed Date/Time	Date and time when the printing job was completed.
Printer	Printer that is handling that job.
Printer Status	Status of the printer that is handling that job.

From here is easy to see why a job has stopped or does not start.

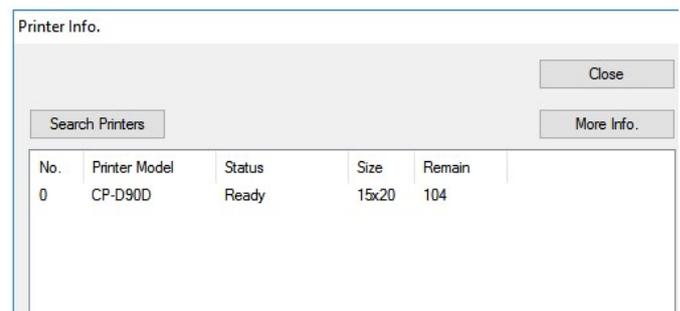
Common failures may be:

- The printer ran out of media (ink and or paper)
- The printer door is open.
- The printer scrap box is not well closed.
- There is an ink ribbon or a paper jam.
- There isn't any printer connected with the proper media to handle the desired format.

7.3 PRINTER INFO

The printer info will show you any printer connected to the system as well as their status, the media size and the remaining copies until a media change is required.

Checking the printer status will help you to troubleshoot this kind of errors.



The screenshot shows a window titled "Printer Info." with a "Search Printers" button and a "More Info." button. Below the buttons is a table with the following data:

No.	Printer Model	Status	Size	Remain
0	CP-D90D	Ready	15x20	104

8 SYSTEM UPDATES

Systems with 1.2 version or newer, incorporate an update system.

Update process:

PPM Station will automatically check for updates regularly. In case a new version is available, it will be downloaded, but will not be installed instantly to avoid any unwanted service interruption.

After downloading an update, the installation will be scheduled for the next system start. If you want to immediately install a downloaded update, you can manually restart the system, with the Shutdown button on the operator screen.

When the system starts with an update scheduled, it will install the update instead of starting the PPM Station software. This process may take a while.

Once the update process has been completed, the system will be restarted automatically.

The system will start normally with the new version.

NOTE 1: Do not restart or power off the device during an update, or the system may be corrupted and then you will need to restore a recovery.

Update Types:

There are two types of updates depending on their relevance:

Critical updates. This updates include critical elements such as well-known issues corrections, or security patches. Due to their importance, once the update has been scheduled, you can't postpone the installation.

Non-Critical updates: These updates include visual improvements, new features or non-critical corrections. In this case, if you start with a scheduled update, you will see a countdown on the screen. If you want, you can postpone the installation by tapping the screen twice. Note that this will leave the installation for the next reboot. In any case the installation will be omitted.

9 SYSTEM BACKUP AND RECOVERY

PPM Station incorporates a tool to backup and restore your system in the event that something goes wrong. With it, you can:

- Create user backup
- Restore user backup
- Restore factory backup

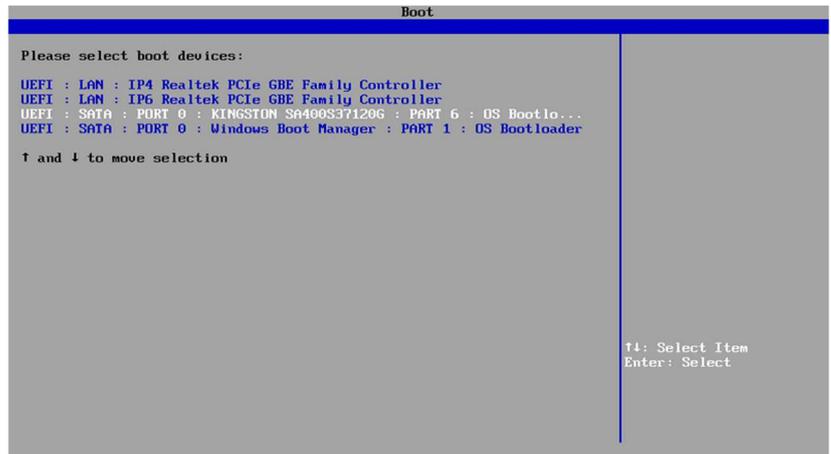
This tool is integrated on your system, so you don't need to store a separated CD nor USB drive. It is available on the PPM Station internal memory.

We also recommend you to create a backup after any configuration change on your PPM Station device, after verifying that the settings change is working as expected. This is only needed when changing local PPM Settings. All the catalogue configuration as well as the look and feel, are online settings, so aren't affected by the backups.

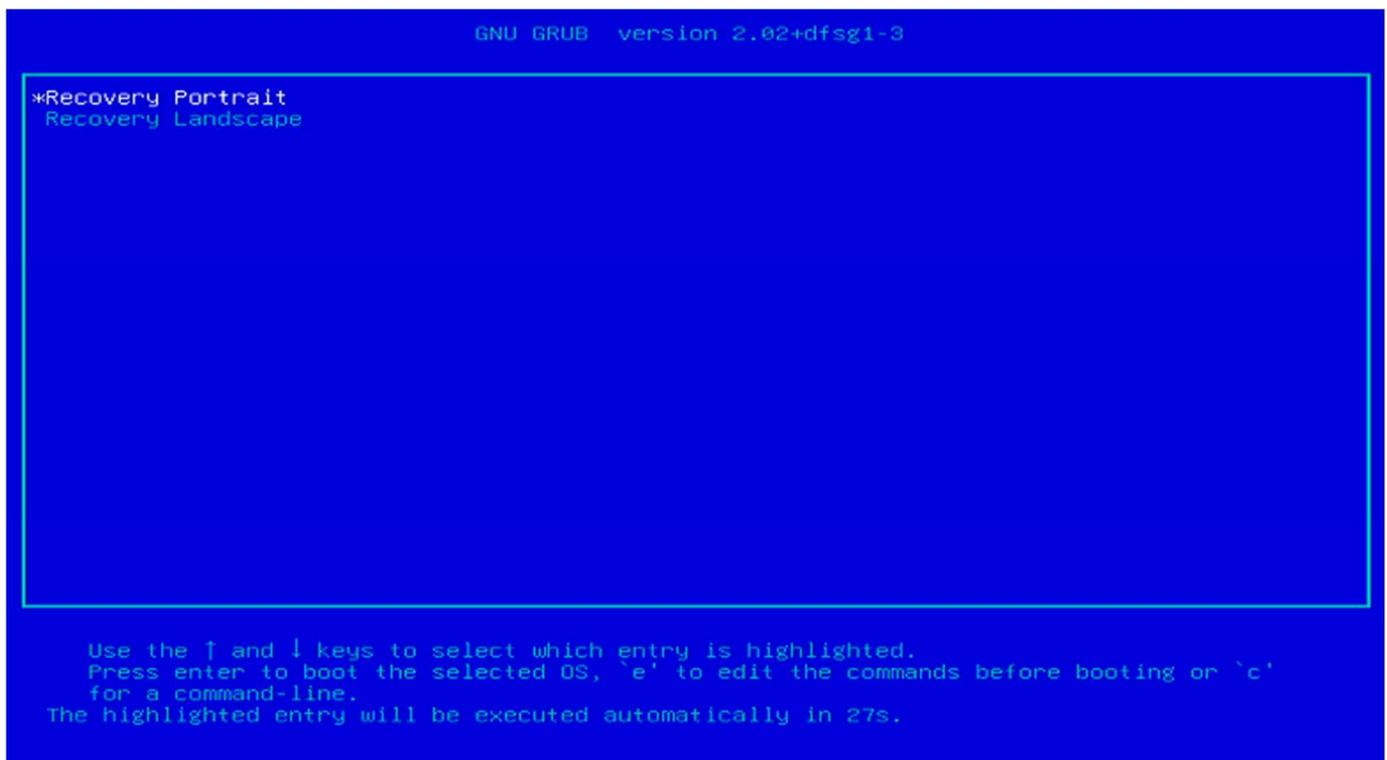
All the operations require the same process until the step 6.

9.1 RECOVERY / BACKUP PROCESS

1. Shutdown your device and wait until it is off.
2. Connect a keyboard to your PPM Station.
3. Power on your device and start tapping the F10 key until the following screen appears:
4. Select the remarked option, which says "PART 6 : OS Bootlo..." at the end of the line, and press Enter key. Note that if your device has a portrait screen, the layout may be rotated 90°. This will show the following screen:



PPM Station's boot menu



PPM Station Recovery Tool mode selection.

5. Mode selection:

- If you have a vertical screen: select "Recovery Portrait" and press enter.
- If you have a horizontal screen, select "Recovery Landscape" and press enter.

By default, if you don't select anything after 30 seconds will run in Portrait mode.

6. Now this menu will appear. There are 4 options available:

[1] Backup system. Will create a backup from your system in its current state with your own settings. Note that if you created a previous backup, it will be overwritten.

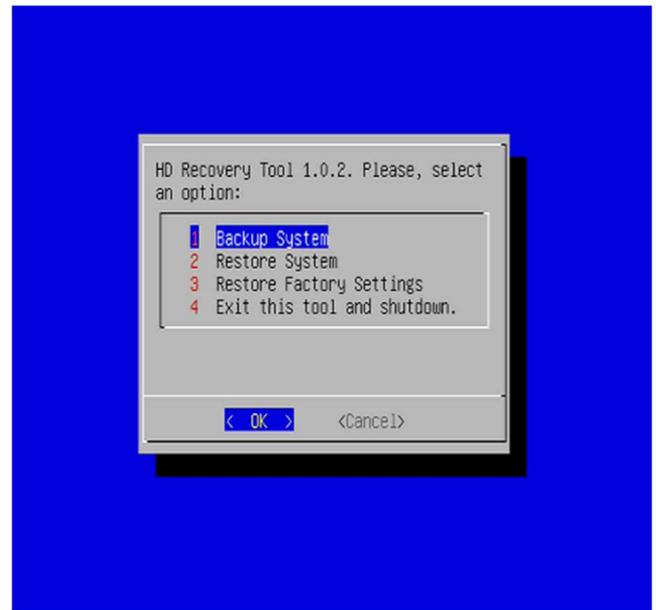
[2] Restore system. Will recover your system with the last backup you created. If you haven't created any backup yet, will recover the factory settings.

[3] Restore Factory Settings. Will restore your system to the factory state.

[4] Exit this tool and shutdown. Cancel the system recovery and power off.

If you select any option between 1 to 3, a recovery process will start, which will show you the screen shown on the left.

7. When the process finishes, it will automatically shut down.



PPM Station recovery tool action menu

