

# HotSpot Enterprise

Flexible, secure mobile  
printing within the enterprise

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# Enable workers and guests to print documents from any device



## Supporting a mobile workforce

The rise of powerful mobile and tablet computing devices enables organisations to offer a greater range of computing resources to employees, supporting more flexible ways of working.

In order for an organisation to successfully integrate new devices and benefit from the efficiency and productivity gains they offer, it is important that the rest of its infrastructure is able to support them.

Document output resources within the enterprise have traditionally been fixed to desktop and laptop computers, with support for new devices often slow to materialise. Guest users and employees working on mobile devices can find they are not able to print documents directly, forcing them to resort to time-consuming and potentially unsecure workarounds.

HotSpot Enterprise offers a solution to the challenge of providing access to print resources from new devices.

## Establishing more versatile document output resources

HotSpot Enterprise is a software platform that provides a simple, secure and scalable way to connect mobile workers with enterprise document output resources.

Hosted within the enterprise, it enables users to securely send print tasks via email, a web portal, a mobile app or from work computers, including PCs and Macs, depending on their preferences and the device they are using.

IT managers no longer need to wait for driver updates to begin supporting new devices, meaning that productivity improvements can be realised more quickly. End-users benefit from a more seamless, straightforward and efficient printing experience, enabling them to focus on their work.

HotSpot Enterprise can be integrated with existing document management and user authentication systems, including Ricoh StreamLine NX, to support security and auditing processes within the organisation.

## Four easy ways to print



### EMAIL

Forward an email (with attachment) from any handheld device or computer with Internet access to the remote MFP or printer's email address



### WEB

Visit the HotSpot Enterprise Web Portal, choose a printer, upload a document and submit for printing



### MOBILE APPS

Pinpoint the closest printer and submit a job from any mobile handheld device - free apps make it simple. For added convenience, set a default for an easy File > Print operation



### WINDOWS DRIVER

Print from any Windows-based computer using the PrintWhere driver to a remote output device using the standard File > Print command

# Key features and benefits of HotSpot Enterprise

## Convenient for end-users

- Works with any computer, smartphone or tablet device
- Users can send print requests via email, a dedicated web portal, a mobile app or device drivers on a Windows computer
- Support for customised print settings, such as duplex output, colour and page range
- Seamless integration with enterprise document output resources ensures print tasks are fulfilled quickly and accurately
- Guest users can send print tasks to document output resources for secure processing and printing from their own device
- GPS and search support enables users to quickly locate the nearest document output device, anywhere in the world

## Scalable to meet demand

- A single deployment can handle thousands of users and print devices and span multiple networks
- Can be configured to distribute print tasks across multiple processing servers for greater performance and reliability
- Supports nearly all types and models of document output device
- Broad device compatibility ensures continued support for new user device models
- Meet the mobile print demands of your bring-your-own-device (BYOD) workforce without compromising on convenience

## Document security

- HotSpot Enterprise installed on a server within the enterprise, ensuring control over information security
- Print data transmitted via email and online is protected by enterprise-grade AES encryption
- Unique Secure Release Codes function ensures documents can only be retrieved by the user that submitted the print task
- Optional integration with access control and document management systems such as Ricoh StreamLine NX for additional security at print delivery station
- Tracking, auditing and billing for all print jobs can be enabled by combining Hotspot Enterprise with Streamline NX or other print management solutions for an integrated enterprise mobile printing experience

## Easy integration with enterprise resources

- Complete API suite for integration with additional enterprise infrastructure resources, including enterprise resource planning (ERP) systems
- Ability to integrate with Ricoh StreamLine NX and third party products for document management, tracking and auditing
- Additional customisation consultancy and support available from Ricoh

### RICOH HotSpot Enterprise Workflow

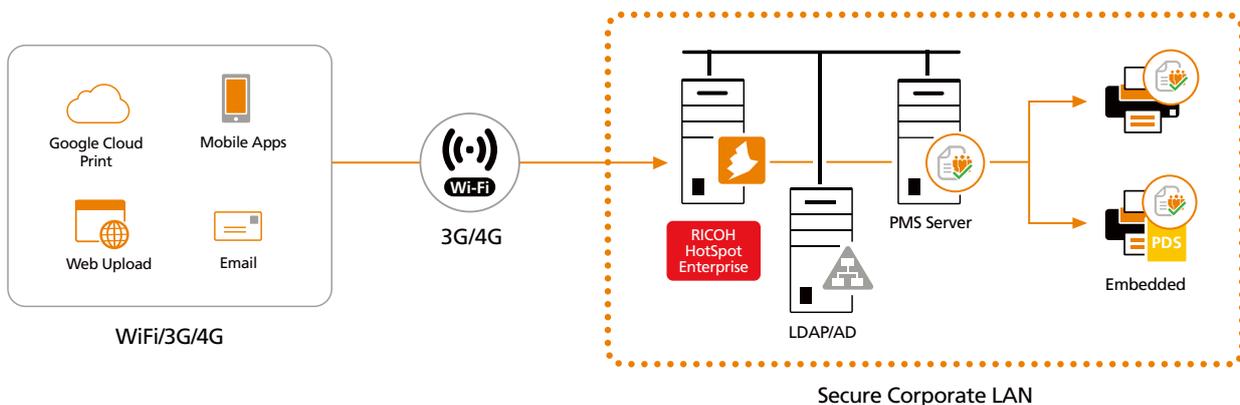


Figure 1: Printing with HotSpot Enterprise

RICOH HotSpot Enterprise integrates with your existing, on-premise infrastructure, so you can print from your personal mobile device. Documents are printed and managed within your network regardless of mobile device, printer, network or location.

# Technical specification

Hardware requirements	Software requirements	Supported Devices	Print management
<ul style="list-style-type: none"> <li>● Dedicated physical server or virtual machine</li> <li>● Intel-compatible processor with 2GHz multi-core processor</li> <li>● 2GB RAM minimum (4GB recommended)</li> <li>● 2GB of free disk space for HotSpot (PrinterOn) software and third-party applications</li> <li>● Windows Server 2008 or 2012 (32-bit or 64-bit) with current patches installed</li> </ul>	<ul style="list-style-type: none"> <li>● Microsoft Office 2007 or later (recommended) including Word, Excel, PowerPoint and Visio</li> <li>● OpenOffice or LibreOffice (optional)</li> <li>● Apache Tomcat (included with installation)</li> <li>● Java (included with installation)</li> </ul> <p><b>Supported file formats</b></p> <ul style="list-style-type: none"> <li>● Microsoft Excel, Word, PowerPoint, Visio (97-2013)</li> <li>● OpenOffice</li> <li>● Adobe PDF</li> <li>● Image files (JPEG, BMP, GIF, TIFF, PNG, PICT)</li> <li>● Web pages (HTML, HTM)</li> <li>● Text files (TXT, RTF)</li> </ul> <p><b>Email</b></p> <ul style="list-style-type: none"> <li>● Microsoft Exchange 2007, 2010, 2013</li> <li>● IMAP4</li> <li>● MAPI</li> <li>● Lotus Domino</li> </ul> <p><b>Browsers</b></p> <ul style="list-style-type: none"> <li>● Internet Explorer 9 or later</li> <li>● Mozilla Firefox</li> <li>● Google Chrome</li> <li>● Apple Safari</li> </ul>	<ul style="list-style-type: none"> <li>● HotSpot supports most Ricoh PCL or PostScript printers/ MFPs. For printers that are not PCL or PS compatible, a PDF conversion module is utilised to render data most printers support</li> </ul>	<ul style="list-style-type: none"> <li>● Streamline NX</li> <li>● Nuance Equitrac</li> <li>● PaperCut</li> <li>● Pharos</li> <li>● ITC</li> </ul> <p>RICOH HotSpot Enterprise integrates with most popular print management systems.</p>