



## Lab Monitor and Library Staff Release Station Administration Guide

### Overview:

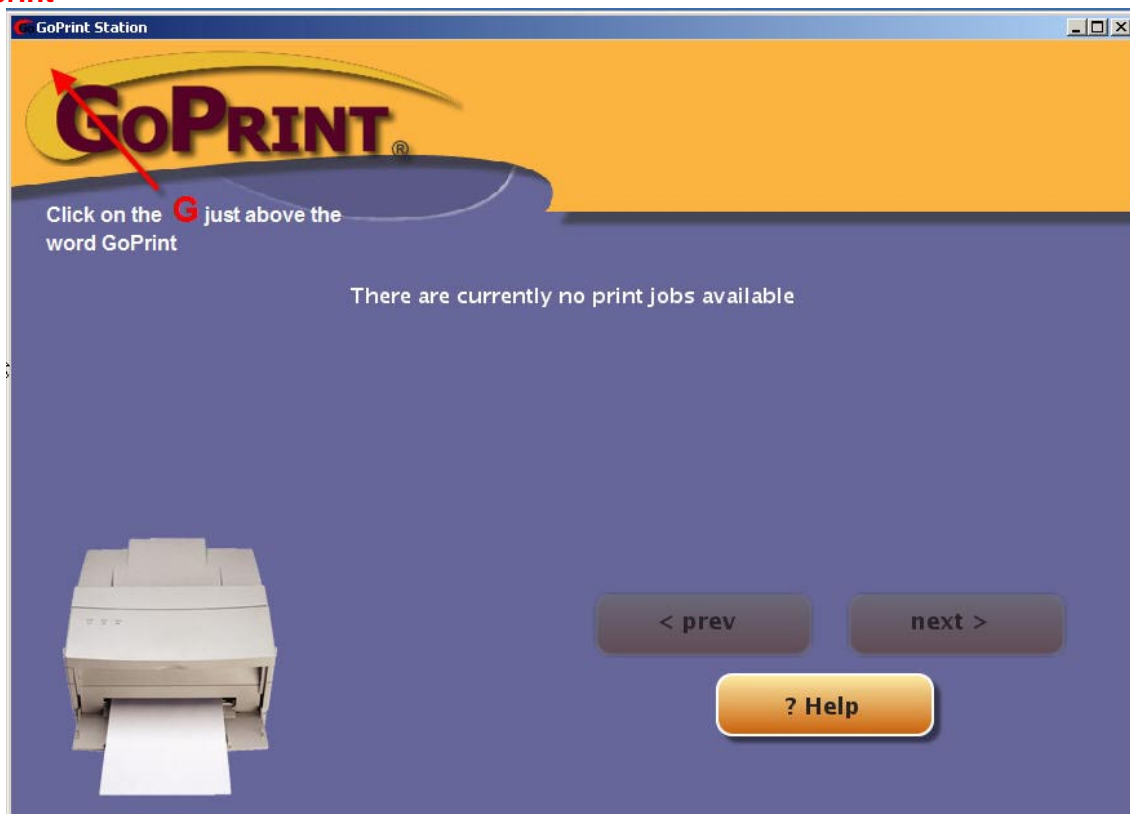
The GS-4 print release station software is designed to run as a kiosk system. The process entails running the print release station kiosk window in full-screen mode and locking down the system to discourage end-user interaction and ensure a secure stable environment.

There are occasions when lab monitors and library staff will need to administer the system to provide temporary end-user and system support. Typical scenarios include:

- Changing the system to a non-payment mode referred to as Release Mode, as the result of a down card reader or re-printing a student's print job at no cost.
- Rebooting the system when needed to re-establish network connectivity.
- Closing down the release station process and restarting to pull down system updates.

### Accessing the Print Release Station Administration Screen

**Step 1 – Click near the top left corner of the release station screen just above the **G** in **GoPrint****





The GoPrint Station's Admin Login screen appears:

**Note:** this is not an operating system Login put one created within the GoPrint software.

**Step 2 – Enter your login ID and Password**

Login ID: staff

Password: goprint





Once your Login ID and Password have been entered, a series of administrative buttons appear:

### Step 3 - Click the Release Mode button

**Release Mode** – temporary switches the print release station to a non-payment mode referred to as release mode.

**Important:** this setting temporary changes the individual station from a Payment Mode into Release Mode. If a vending device has failed, you must change the station to release mode until a replace vending device obtain. Release mode still forces print jobs paused and to appear at the print release station screen but a 0.0 cost is associated.






**Step 4 - Select the amount of time to 1 minute or longer**

**Step 5 - Click OK**

Click the Back button to return to the main screen. The system is now in Release mode and will not require a payment or seek a vending device during the time specified.

**Note:** the system will automatically switch back to payment mode when the time period expires





Account ID	<b>Staff</b>
Name	
Available	<b>\$0.00</b>
Purse	<b>No Purse Available</b>

>

Messages

Station will be in Release Mode for the next 1 minutes.

< back



## Step 6 – Disable Release mode to set station back to Payment Mode

Follow the previous login steps to access the Release Mode button and Disable release mode.

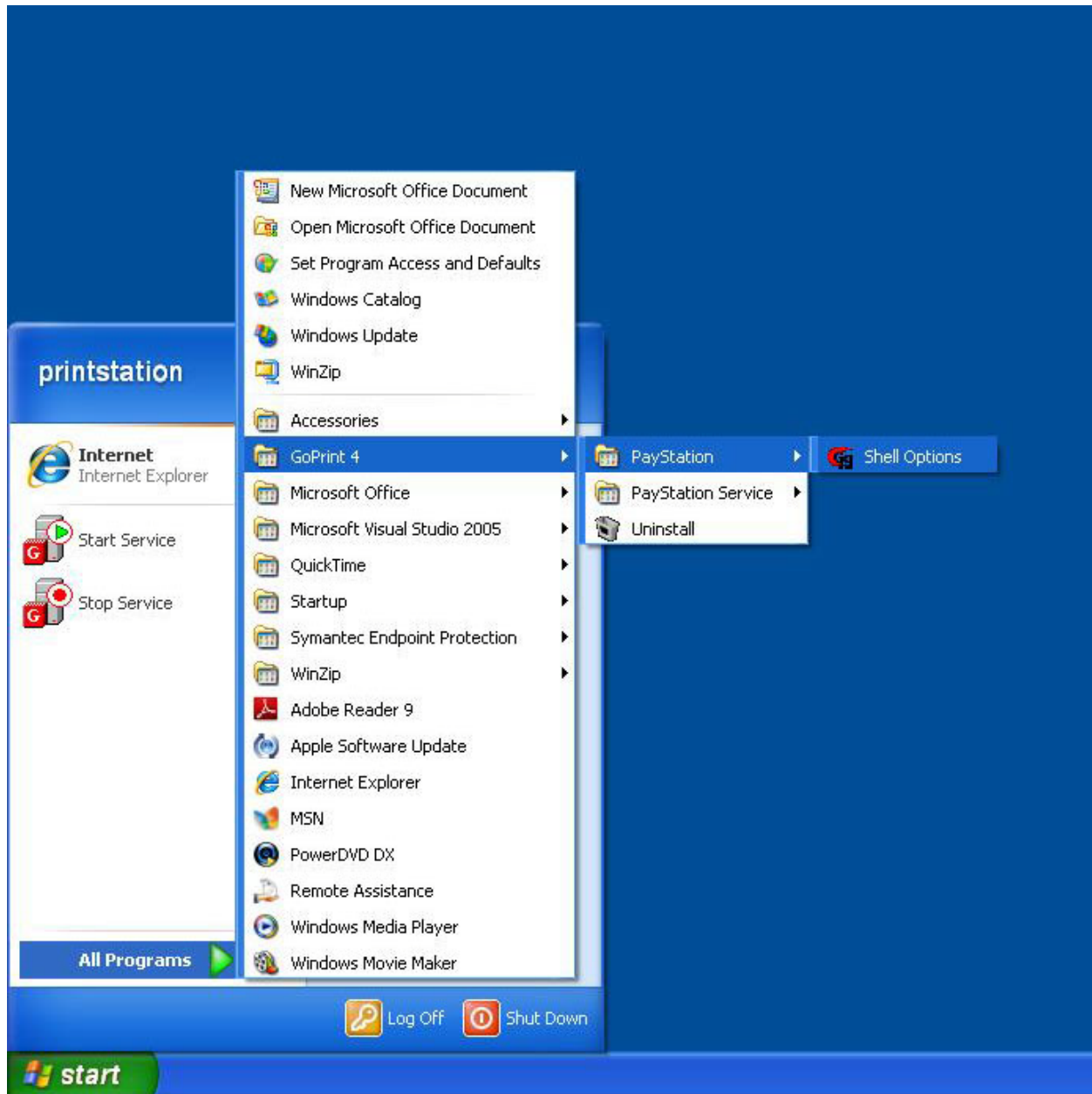




## Setting the Release Station to Auto-login as a kiosk user

Enable this option to allow the system automatically start-up the print release station window after a system reboot or login.

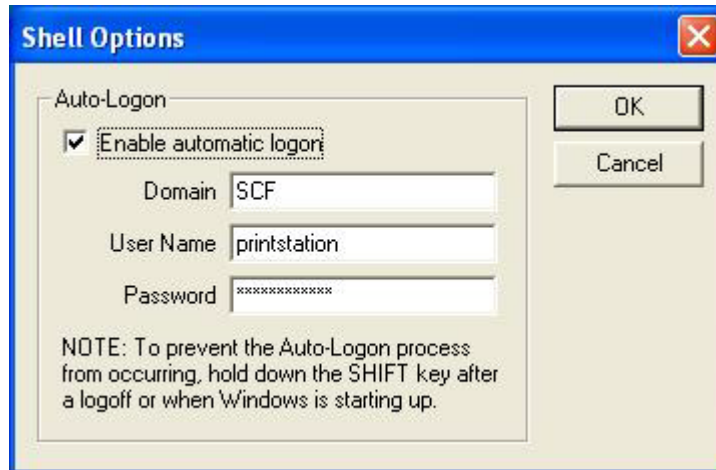
### Step 1 – Select Start menu – GoPrint 4 – PayStation – Shell Options





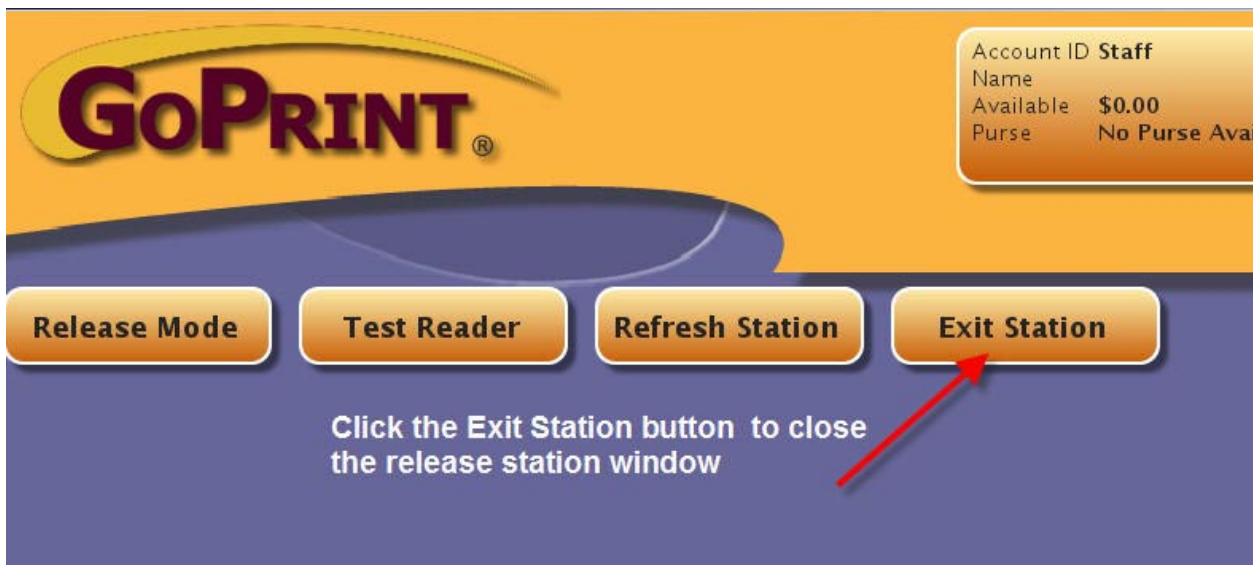
## Step 2 – Enter the kiosk user name and Password.

1. Check the Enable Automatic Logon checkbox
2. Enter the Domain if not populated.
3. Enter the domain or local user account and Password



## Closing down the Release Station Window and restarting it

Step 1 – Log in at the station with your staff account, click the Exit Station button to close down the window.







**The GS-4 Print Release Station runs as a system service.**

Note: although the release station window has been closed under Step 1, the task does not stop the GS-4 Paystation service.

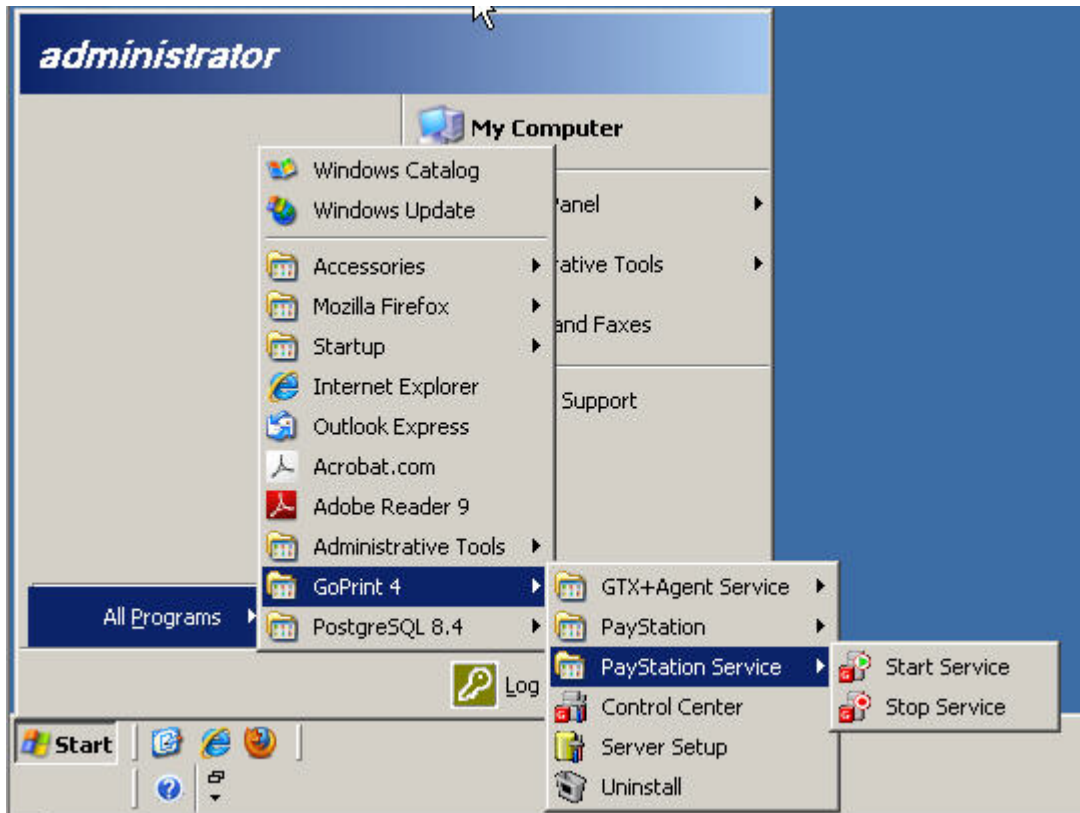
### **Step 2 – Starting the print release station window**

Once the window has been closed, to bring it up again you must Stop the Service and the Start the service.

**To do so, go to:**

**Start menu – Programs – GOPrint 4 – Paystation Service**

- Select Stop Service
- Select Start Service

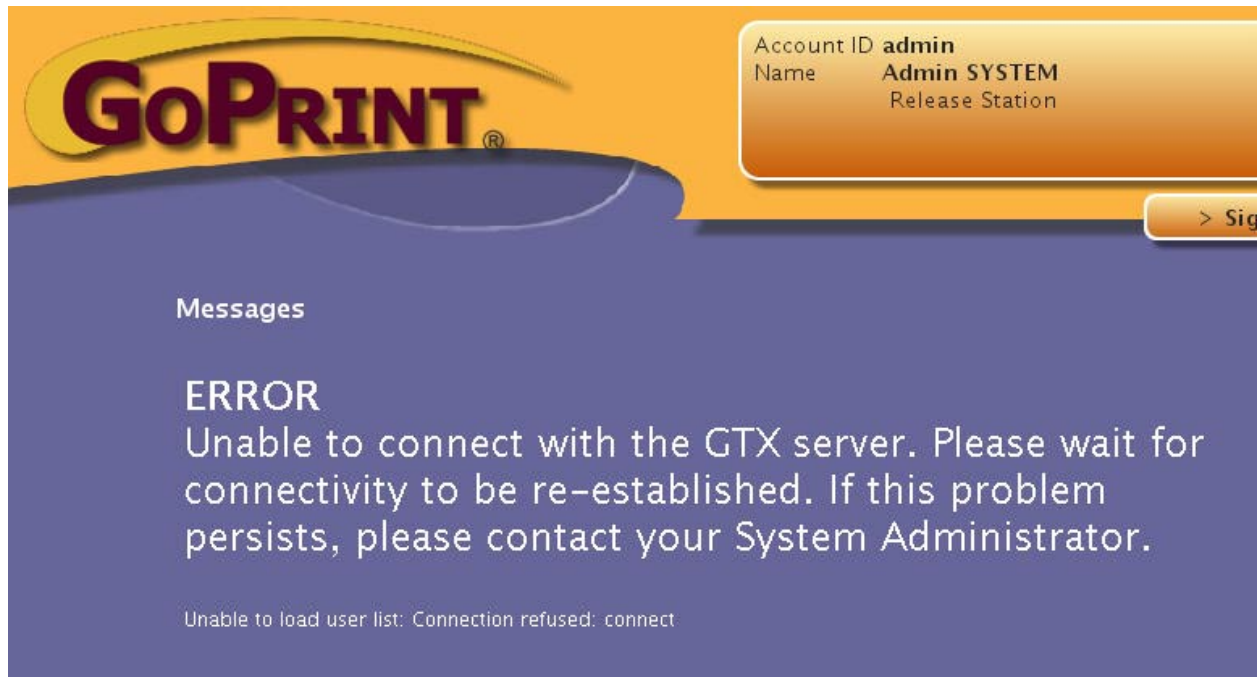


**The GS-4 print release station window appears!**



## Troubleshooting

**Warning:** when attempting to launch the PayStation the following error message is displayed:



The error indicates a networking issue between the print release station and the GoPrint server.

To resolve, if other print release stations exist on campus, check to see if the error exists with them as well. If not, the issue is isolated to that specific machine. Contact your GoPrint system administrator for assistance in resolving this issue.

### GoPrint Support Contact Information

Please direct any support questions to: [support@goprint.com](mailto:support@goprint.com)  
or call:

For software related questions call Software Support at: **1.888.527.7468 X26**

For all vending hardware and computer hardware questions call Hardware Support at:  
**1.888.527.7468 X30**