



# Computer Rental Tool GUIDE for PMTTools Users



**VS** SoftwareTools™



# PMTools = Confidence

## IMPORTANT

SOME instructions in this document are used ONLY at the RENTAL COMPUTER STATION!

ezCRT Client Installation Instruction Pages display a Thick RED Border!

DO NOT INSTALL ezCRT CLIENT software on PostalMate Computers!



**VS**SoftwareTools.

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## *Welcome to ezCRT by VSoftwareTools Inc.*

You will create profits with ezCRT, a powerful and easy to use Cloud based Computer Rental Tool. The intuitive interface on Workbench guides staff through the simple process of renting computer time.

- Software installs and configures quickly on Microsoft Windows XP, Vista and 7.
- Tracks time used on computers and how many pages are printed.
- Rental time is managed by the minute and the hour. Minute codes count up and are paid at the end of the rental. Prepaid Hour codes count down until depleted or expiration.
- Start with one rental station; add additional stations as usage increases with no extra software cost.

**CAUTION: DO NOT run the EzCRT Client on any computer where PostalMate is installed is installed.**

## *New Features and Enhancements*

- ezCRT only needs internet and printer access, no longer needs to be part of your store network.
- ezCRT Workbench is now available as a standalone product and available for all POS systems including ShipRite®, ReSource, PostalMate®, iShip®, QuickBooks® POS and all others!
- Activation Tickets may now print directly to supported printer.
- Hour code creation now prompts you to enter customer information. Hour codes are also editable and extendable by double clicking the code.
- Software update notices now available in admin area of each Client and Workbench. Administrators at Workbench can see the update status of each client station to help keep your systems updated.

## *Additional Assistance*

Getting Support on the **web** At [www.vsoftwaretools.com](http://www.vsoftwaretools.com) you may review **FAQ's, Known Issues** and submit a Help Ticket. Questions may also be posted on our ezCRT Yahoo community at <http://groups.yahoo.com/group/ezCRT> Please keep topics related to ezCRT

Contact Customer Support E-Mail: [support@vsoftwaretools.com](mailto:support@vsoftwaretools.com)

Phone: 800-778-4078, ext 1 Fax: 503-828-9073



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## Create ezCRT Products in PostalMate POS

**PMTools ezCRT integrates with PostalMate's POS to manage sales with pricing.**

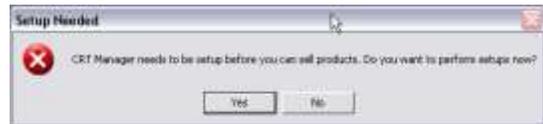
1. Open PostalMate POS.
2. Add three new products, ezCRT Per Hour, ezCRT Per Minute and ezCRT Printing. More on printing later.
3. Set competitive pricing for each product with Sales Tax if applicable.

See Help in POS for guidance to adding / editing products.



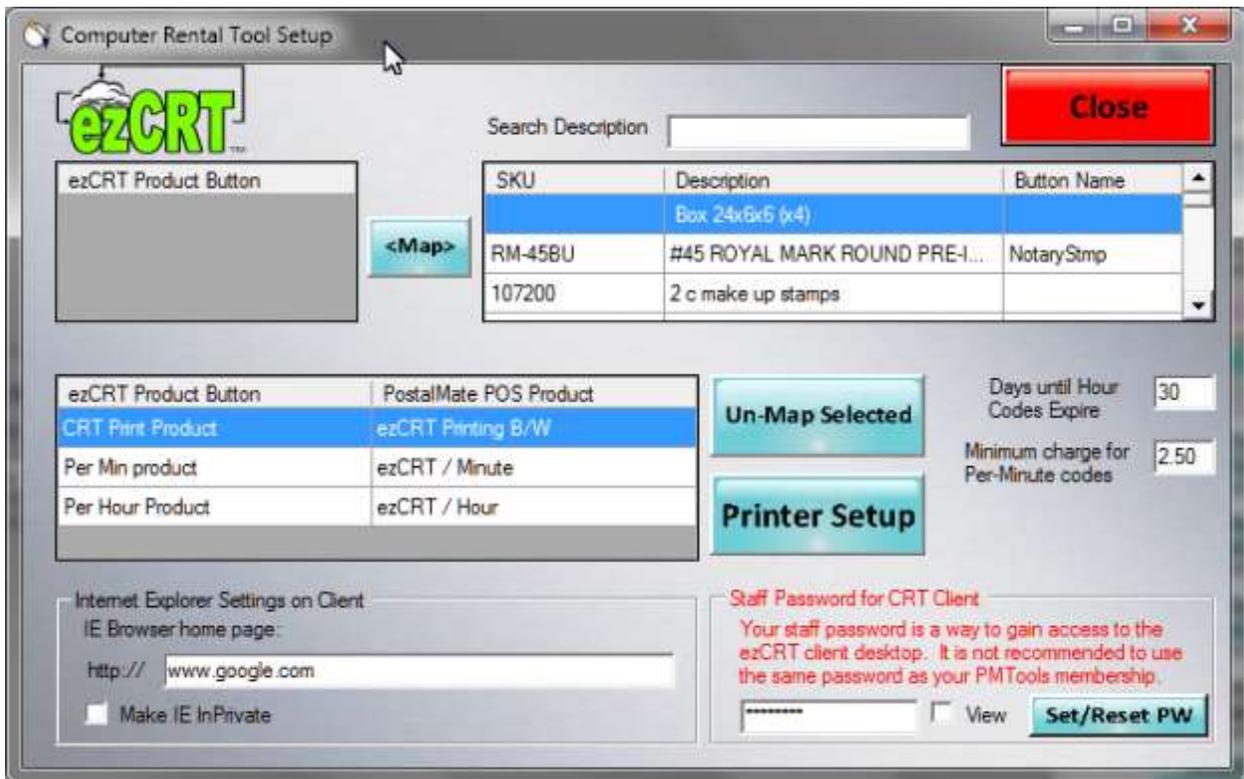
## Setup ezCRT Manager in PMTools

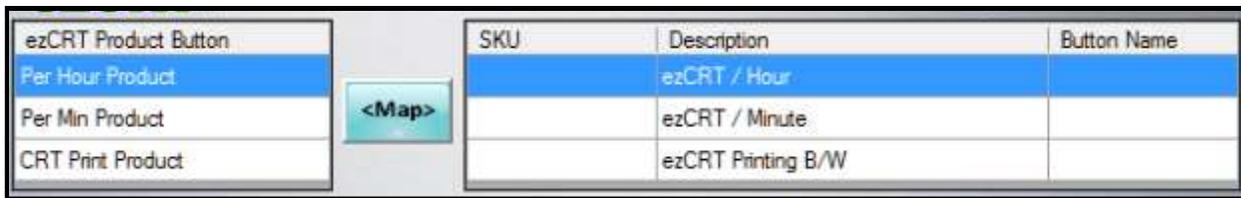
1. Click ezCRT Button on PMTools Life Saver.
2. Setup Needed message displays on first run.
3. Click [Yes] to setup ezCRT.



Note: Changes reflect immediately across the local network.

Setup ezCRT FIRST in PMTools at Master or Aux, THEN install ezCRT Client on Rental Stations

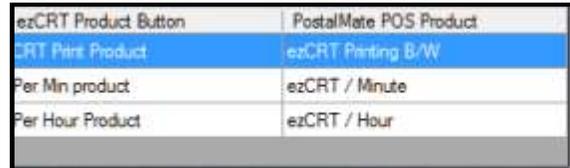




Mapping ezCRT Products in PMTools ezCRT Manager

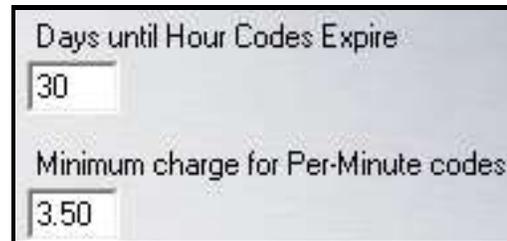
1. Map ezCRT Products to the 3 POS products you set up on page 6.

- A. Click ezCRT Product Button item.
- B. Click Product in POS grid. Descriptions are searchable.
- C. Click [<Map>] to link ezCRT Button to ezCRT Product in POS.
- D. Repeat to map all three buttons.
- E. Verify each button is mapped to the correct product.



Hour Code Setup

30 days is the default life span of an hour code and can be changed. Changing this setting does not affect hour codes created with the prior value.



Setting Minimum Per Minute Charge

Enter the amount you want to use for your minimum charge for ezCRT use and transfer to POS. **The larger amount of 'Minutes X Retail Price'** or your preset Minimum Charge is applied to the sale. For example, minimum charge set at \$3.50 and per minute charge set to 25¢, using 10 minutes result in the minimum charge of \$3.50.

Pricing Strategies for ezCRT Printing

Some stores may allow access to multifunctional printers/copiers from the rental station.

Option 1, Set your per print price to a profitable margin for the highest priced print on the largest size paper available to the rental station. i.e. 11x17 Color.

Option 2, Set your per print price to cover your black and white prints, counter staff verify and up-charge for higher priced prints.

Option 3, Set your per print price to zero, use ezCRT to count print total, then manually enter the sale when your customer comes to the counter.

Note: Some PDF generating programs utilize the print spooler and will increase the print counts in ezCRT Client without actually generating any physical printed product.

## Setting Internet Explorer (IE) Preferences for Client Rental Computer

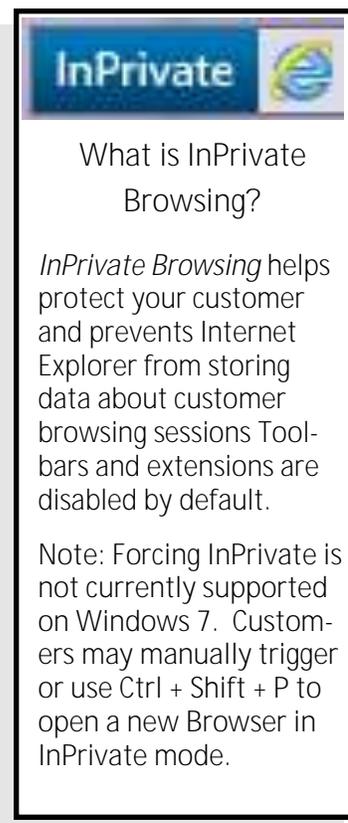
Currently we support Internet Explorer 8 and 9 browsers with optionally forced InPrivate browsing. You can use any browser you like but only IE 8 & 9 allow ezCRT to set to InPrivate mode.

### Set Rental Computer Home Page for Internet Explorer

1. Internet Explorer home page defaults to www.google.com and can be changed.

### Set InPrivate Browsing for Rental Computer

1. Delete all shortcuts to IE in Start > All Programs, the Task Bar and elsewhere on the rental computer. By clicking the IE desktop shortcut created by ezCRT your customer will automatically be browsing in InPrivate mode on Vista and XP systems, IF you selected InPrivate during Setup.



## Staff Password to Log into ezCRT Client on Rental Computer

The default password is 12345. Please change it during your setup.

1. Change Enter a Staff Access Password.
2. Click Set/Reset PW button.



***(It's a good idea to make this password different than passwords used for PMTools or PostalMate)***

# IMPORTANT



The instructions on the next SIX Pages are used at the RENTAL COMPUTER STATION

ezCRT Client Installation  
Instruction Pages display a RED  
Border!

DO NOT INSTALL ezCRT CLIENT  
software on PostalMate  
Computers.

Install ezCRT CLIENT software

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Pages are used at the RENTAL  
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CLIENT software on PostalMate  
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Install ezCRT CLIENT software  
ONLY on RENTAL COMPUTER  
STATIONS.

## Installing ezCRT Client on Rental Computer

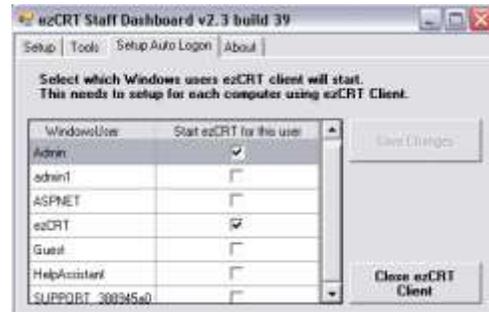
ezCRT Client SHOULD be installed as an ADMIN account.

1. On RENTAL COMPUTER go to downloads at [www.vsoftwaretools.com](http://www.vsoftwaretools.com) for ezCRT Client.
2. Click the button and Select Run, then Follow the instructions on the screen until program finishes installing.
3. "Allow" ezCRT Client as an exception if prompted by your Anti-Virus or Firewall.
4. Reboot the rental computer.



### ezCRT Client Setup on Rental Computer

1. After computer reboots, log into a Windows user and ezCRT Staff Dashboard will start.
2. Enter your ezCRT Login and ezCRT Password and Test Account Credentials, then Save Changes.
3. At Setup Auto Logon Tab, select each Windows user you want ezCRT Rental Customer Login to automatically display when that user is started.
4. Reboot the rental computer.



### Windows Startup Password Option on Rental Computer

We recommend you set a Windows login password at startup for additional security at the rental computer in Windows > Control Panel > Users for any non-ezCRT user.



### Edit Notifications & Programs that Interfere with ezCRT Login Screen

1. After rebooting the rental computer, take note of programs, notifications, or windows that prevent the ezCRT Rental Login screen from completely covering the desktop as shown on page 8 for the RENTAL USER.
2. Each program/notification needs to be edited to allow ezCRT Login screen to display completely.
3. Some will be in Programs > Startup Others will be Task Tray Notifications including Windows Updates & Alerts, Network status and more.
4. Restart the computer to see if ezCRT Client opens correctly completely filling the screen, (including the task bar area), if not you may still have applications in the startup section.



Note, MOST systems allow ezCRT to install correctly the first time. Some rental computers need a little encouragement to behave. If your system refuses to startup and display as shown give us a shout.

### Starting ezCRT on Client Rental Computer

Once properly installed and registered, ezCRT automatically runs at rental computer startup and normally will not require staff intervention beyond routine maintenance.

### Rental Client Staff Admin Area

Enter staff admin password at ezCRT login to open ezCRT Staff Dashboard and perform staff functions at the rental computer.

EzCRT Client prevents use of Task Manager on Admin Windows User Accounts, and grabs desktop focus at login for Windows Users designated during initial Rental Client setup.

Some locations issue a wireless keyboard with the access code for rental stations. The keyboards are stored behind the counter to provide a secondary layer of physical security for the rental stations.

Your computer professional can suggest and institute appropriate safeguards for you.

Be sure to install and keep current anti-virus, spyware and malware software on any rental computer.

**CAUTION: DO NOT run the EzCRT Client on any computer where ezCRT Workbench is installed.**

### Switching Users on Rental Computer for Staff Functions

Start > Log Off, and select a non ezCRT user to do maintenance, add printers, install programs etc. This typically only applies if you are not using an ADMIN account for ezCRT Client. When finished, log out, and login to ezCRT. ezCRT should open normally and cover the screen. Sometimes a reboot will be required to put ezCRT back in control. Note: Switching user is not needed if you are running ezCRT logged in as ADMIN user as recommended.

### Printers on Rental Computer

ezCRT Client supports directly connected and networked printers. These printers are usually identified with the printer name, ie SHARP AR-BC320. Supported printers will display as shown below.



Networked printers shared from other workstations are NOT supported and can be identified by the network symbol across the bottom of the icon as shown at bottom of page.

Using a non supported printer setup will cause print count issues and can prevent a rental session from being closed and reduce customer satisfaction.

It is best to limit access to a single printer on a ezCRT computer, preferably one physically connected directly to the rental computer.

EzCRT does not currently differentiate paper sizes, black and white and color prints.

Staff need to verify print jobs if you charge a different price for color vs. black and white, just like self service copies.

Note: Many PDF generating programs install as a printer. To create the PDF, you "Print" to the PDF Creator. Even though no physical prints are created, each page still registers on the ezCRT counter print counter.

**CutePDF Pro**



Keep this in mind if a customer says they didn't print anything.



PDFCreator



## Signage Examples for Print and Rental Prices

Many ezCRT users attract additional attention to a rental station by posting printing and computer access prices and usage guidelines at the station.

### **PDQ** INTERNET/COMPUTER RENTAL STATION

*Mail Plus*  
 Internet Access • MS Office (Word, Excel, Powerpoint)  
 Check Email • Write Reports • Do Research  
 Print files from a flash drive

#### RENTAL RATES:

One-time use: **35¢/minute** (\$3.50 min), up to **\$15.00/hour** max  
 Prepaid multi-use cards: **\$12.00/hour**, good for 30 days.

#### HIGH-QUALITY PRINTING:

**Black/White** (8.5" x 11") - **20¢** per side  
**Full Color** (8.5" x 11") - **99¢** per side

(Over 20 pages, normal copy prices apply); comparable prices for legal and ledger size copy

#### RULES:

No software can be downloaded or installed. No pornography nude material allowed to be downloaded or printed. PDQ Mail is not responsible for lost or damaged files.

**Mail Room+** Pricing:  
 \$2.00 Minimum up to 10 minutes use  
 20 per minute after the first 10 minutes  
 \$9.95 per hour using 30 Day Access code

### RULES

- No pornography or nude material allowed to be downloaded
- Mail Room Plus is not responsible for lost or damaged files
- Do not download or install software
- Save your files to CD, DVD, USB Disc or Flash ROM
- Blank CD's and DVD's are available for purchase

### 30 Day Access

Make it easier and cheaper by purchasing a 30 Day Access code. Only \$9.95 for 60 minutes time. Take up to 30 days to use up time.

### PRINTER NOTES

Default printer is black and white  
 10 per printed side black and white  
 49 per page printed side color

**Mail Room+**

# Printer 2

Select Printer 2 for this printer. If you are having trouble or printer does not operate properly please ask staff for assistance. Do not attempt to change ink or load paper without staff assistance.

- Color printing: 30 per page for 7% coverage
- Photo paper printing: 70 per page per 4x6 printed on 4.5x11
- B&W Printing: 10 per page
- Scanning FRNT (with good computer rental)

Higher prices can apply if printing job uses lots of ink per page

## COMPUTER RENTAL RATES

*Hourly	\$15.00
B&W Copy	\$.29/ea
Color Copy	\$.79/ea

Rental rate is .25 cents per minute with a minimum charge of \$3.75 (15 minutes) for any computer access time. Output is monitored and paid for, at the posted rates, at the front counter.

\*Hourly rate can be used over a 30 day time period and access time is counted down as you use it.

## This Computer is Available for Customer Rental

#### Rental Rates:

One-Time Use: 20¢ a minute  
 Prepaid Multi-Use: \$9.95 per hour

Computer Rental is Subject to a \$2.00 (10 Minutes) Minimum

#### Use This Terminal to:

- Access the Internet
- Check Email
- Find Directions
- Search Phone Directories
- Create Documents
- Print Boarding Passes & Return Labels

No software can be downloaded or installed. No pornographic or nude materials are to be downloaded or printed or viewed. Postal Dispatch is not responsible for lost or damaged files.

## Computer Rental Tool Manager at Front Counter

ezCRT Manager displays current Per Minute and Per Hour code status with this color scheme.

New
In Use
To be Finalized
Finalized

Note: If the Generate and Sell Buttons are greyed out, it indicates products need to be mapped in ezCRT Manager.

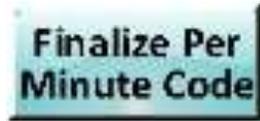
### Generating Per Minute Code

Per Minute access codes are paid for at the end of rental period and are only valid on the day of issue.

1. Click Generate Per-Min Code.
2. Depending on your settings the code will print on receipt printer or display in POS
3. Give receipt with access code to customer.

**Generate Per Minute Code**

### Finalizing Per Minute Code in ezCRT Manager

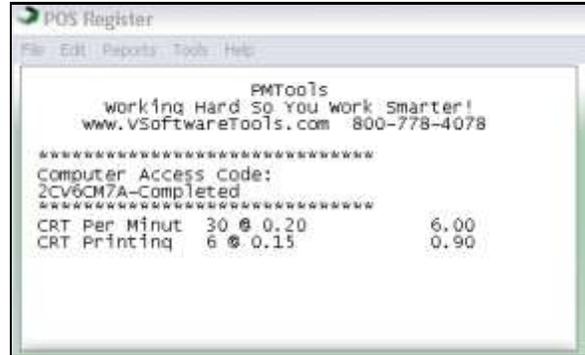


1. Click ezCRT on PMTools Life Saver tab.
2. Select the Per Minute code to finalize.

Note: Codes ready to be finalized show the start/end time and are yellow.

3. When certain you have the correct code, click Finalize Per-Min Code to stage the transaction to POS.

Minutes and prints will be multiplied using the preset product prices for rental and printing and displayed as a sale ready to be paid for in POS.



### Voiding Access Codes



Some generated Per Hour Codes may need to be voided.

1. Click ezCRT on PMTools Life Saver tab.
2. Select Per Hour Code to void.
3. Click VOID selected and confirm your intent to void the code.

### Selling Per Hour Access Code

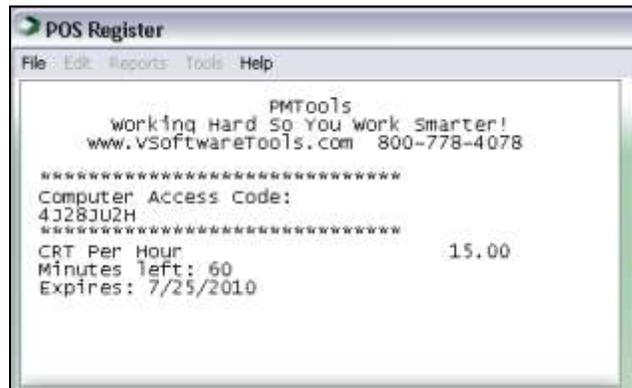
Customers pay for Hourly Access Codes at the time of activation by POS.



1. Click ezCRT in PMTools on Life Saver tab.
2. Click Sell Per-Hour Code. Enter a quantity to sell multiple hours.
3. The code is generated, and moved into POS ready to be paid for.
4. Enter Customer information to help identify codes to add time, retrieve when misplaced and collect on outstanding print counts.

Hourly codes are good for a preset number of Days after activation according to the value you set in ezCRT Manager Setup.

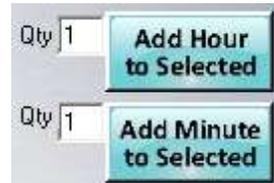
Expired Hour codes may be rejuvenated by changing the expiration date.



### Adding Time to Per Hour Code

Hourly codes are rechargeable with additional time, both minutes or hours.

Note, adding time to a code in use does not currently extend that active session beyond time that was available at initial customer login. Customer must log out then come back into session to refresh the added time.

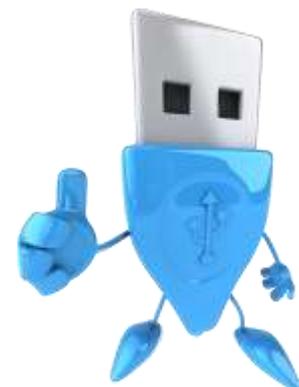
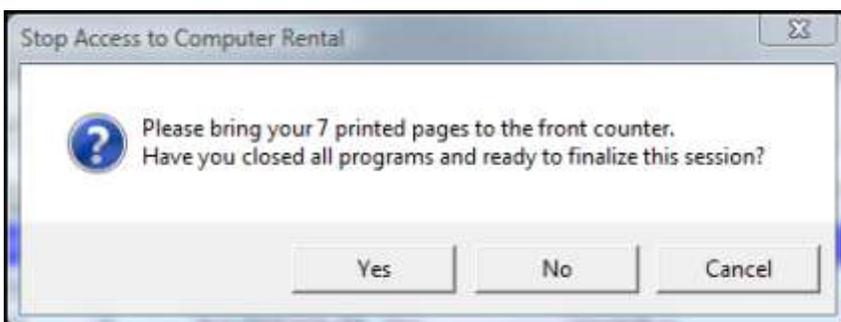
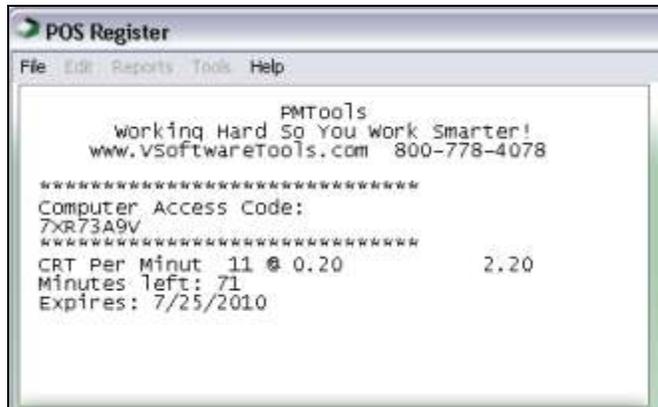


1. Click ezCRT on PMTools Life Saver tab.
2. Select the hour code to be refilled.
3. Enter the quantity next to correct button.
4. Click the appropriate Add Hour or Min to send transaction to POS.
5. Collect the fee for the rental in POS.

### Per Hour Code Printing

Prints made on Hour Codes are paid for as a separate transaction from computer rental. Print counts accrue on the Per Hour code until the customer comes to the counter to pay.

The customer is reminded each time they log out to come to the counter to pay for printing. If the customer does not pay at the end of this rental, the prints remain attached to the code and will add additional print counts to that number. The Client Timer displays unpaid print counts for the duration of the rental session.



### Selling Per Hour Prints

1. Click ezCRT on PMTools Life Saver tab.
2. Narrow the search group if needed by clicking Outstanding Print Sales Only.
3. Select Hour Code with unpaid print jobs in the bottom table.
4. Click Sell Prints on Selected to stage the sales transaction into POS.



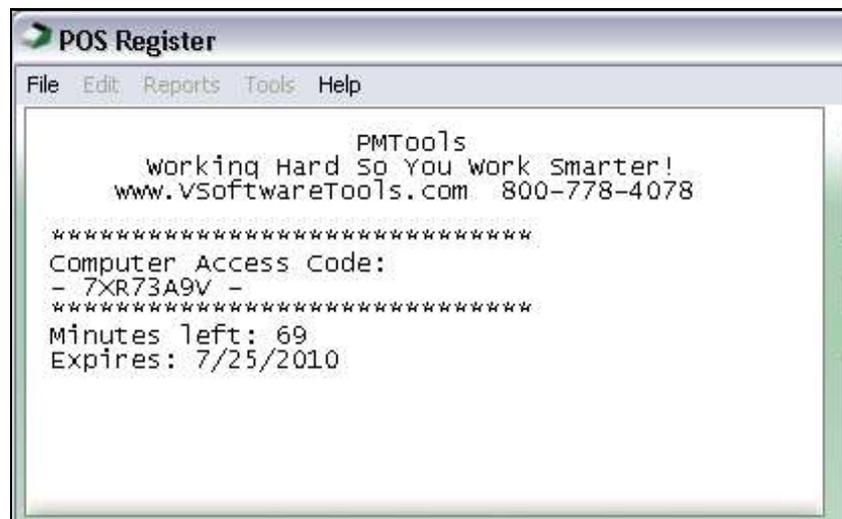
NOTE: Sell Prints on Selected button will be grayed out and unavailable while a code is engaged in an active session.



### Reprinting Hour Codes

Customers will sometimes need a Hour Code reprinted.

1. Click ezCRT on PMTools Life Saver tab.
2. Select Hour Code to be reprinted, search if necessary.
3. Click Reprint Hour Code button to create a zero cost POS transaction.



## *Routine Maintenance*

CRT Client should be periodically inspected and cleared of sensitive customer documents, opened browsers to accounts, etc.

1. Log into the ezCRT Client using the staff password.
2. Then from the desktop:
  - A. Check the desktop over and drag any unrecognized shortcuts to the trash bin.
  - B. Check the task tray for any applications installed by user.
  - C. Run MalWareBytes or another reliable malware scanning program to check for spyware.
  - D. Check printers for stuck print jobs.
  - E. Check for any Windows or any other software updates.
  - F. Verify Anti-Virus software is up to date and still running.
  - G. Verify your installed applications are ready for use.
  - H. Empty Recycle Bin.
  - I. At least Daily, reboot the rental computers.

NOTE: This is only a partial list of maintenance suggestions. Your location will likely add additional steps to your regular maintenance.

Make sure the rental system is showing the login screen. Some anti virus programs generate reports after scanning, and could display along with the task bar.

## *FAQ*

Why are some buttons grayed out in ezCRT Manager?

Grayed out buttons in ezCRT Manager indicate the button needs to be mapped to a POS product.

Why does my rental station timer say, unable to close, pending print jobs?

This message almost always indicates you are using a network printer that is shared through another computer, or you are sharing a printer on the rental station that was printed to by another location. If this persists you may have to reboot the station. This is usually resolved by using a supported printer configuration.

Is it REALLY safe to allow customer access to a computer on my network?

ezCRT is cloud based technology allowing your rental stations to be anywhere with internet access. We recommend your rental stations be on a separate network / workgroup.

My customer didn't print anything, why does ezCRT show prints have been done?

Some PDF generator programs are viewed by your computer as a printer, thus any documents created do not actually print any pages, but will add to the print count. You may also be using a non supported printer setup, see prior answer.

**My customer says his code should still be good, but it's not, how do I reactivate it?**

The code likely reached its expiration date. Reactivate the code by adding more time to it, as little as a minute.

I set the length for an Hour Code to be good for to 14 days, now I need to make it longer.

How do I do that and will it cause any trouble with codes already produced?

You can adjust the number of days a Per Hour code is good for in ezCRT Manager setup.

Adjusting the length of time codes are valid for does not apply to a code that has already been created, UNLESS you add more time to it.

Does ezCRT Client need access to PostalMate or my Windows workgroup?

No. As long as your network printers are available to any network workgroup. If you have the Rental Station print to a directly connected printer, no local network access is needed.

I forgot to shut down my Rental Computer last night but shut down the main store computers, will that be a problem?

CRT Client communicates to the cloud. The store computers also communicate to the cloud through PMTools ezCRT.

Does ezCRT Client need access to my Windows workgroup?

No. As long as your network printers are available to any network workgroup. If you have the Rental Station print to a directly connected printer, no local network access is needed.

**My computer person is asking me about a 'port', what do I need to tell him?**

Access to Port 3306 is needed to allow ezCRT Client AND PMTools to communicate to the cloud. Most computers will already have Port 3306 open by default.

HELP, the ezCRT Client is running on the rental computer and I CANT LOG IN TO IT!!! If I restart the computer, ezCRT Client just opens back up, WHATS MY PASSWORD?

Easy, go back to your front counter, open ezCRT on the Lifesaver Tab, Click Setup ezCRT, then at the bottom right, click View to see your password. Return to the rental station and enter the staff Password.

I already have a computer rental manager software, why should I use PMTools ezCRT?

Simple, Cloud Based, Secure, Integrated and INCLUDED in PMTools. Your existing system likely is none of these.





[www.ezCRT.com](http://www.ezCRT.com)

