ezCRT™

Computer Rental Tool
USER'S GUIDE
Stand Alone

ezCRT™

Timer

20:12

Total Print Count

12

LOG OFF

VSoftwareTools™

www.VSoftwareTools.com

IMPORTANT

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

DO NOT INSTALL ezCRT *CLIENT* software on Staff / Front Counter Computers!

VSoftwareTools

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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 expired.

- Start with one rental station; add additional stations as usage increases with no extra software cost.

Get started with ezCRT Computer Rental

Learn the basics, explore the features and start making money quickly with this easy-to-follow Getting Started Guide

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

Enhancements

- ezCRT only needs internet and printer access, no longer needs to be part of your store network.

- ezCRT Workbench is now a standalone product and available for all POS systems including ShipRite®, ReSource, PostalMate®, iShip®, QuickBooks® POS and all others!

- Activation Tickets 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 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

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

Review these sections in order: Page

Getting to Know the Workspace

ezCRT delivers profits with minimal training and setup. Each buttons function is clearly labeled.

Registration
ezCRT Workbench for Staff and Rental Client guide you through verifying your account, then linking your stations and printers.

Create, Finalize and Edit steps guide you through the process of a rental session in a simple intuitive environment.

Create
In the Create step, you'll generate a unique access code ticket using the Create Code Buttons. Customer unlocks the computer with the access code. The ezCRT Client timer remains on the Customer screen to track time used and prints made during the session.

Finalize
The customer Log Off button stops the timer and returns the Rental Station to the Log In screen. Finalize at ezCRT Workbench for Staff to calculate the time and printing for the rental session.

Edit
Double-click an Hour code at ezCRT Workbench for Staff to add/edit a name or edit expiration date

Installation and Setup

Download and Install ezCRT Workbench for Staff

1. Go to Downloads at www.vsoftwaretools.com to download ezCRT Workbench.

2. Save the file to your desktop and double click to install.

3. Follow the instructions on the screen until the program finishes installing.

4. **"Allow" ezCRT Workbench as an** exception if prompted by your AntiVirus or Firewall.

5. Repeat at all STAFF computers that you want to be able to manage rental sessions.

Setup ezCRT Workbench

1. Start EzCRT Workbench, Setup Screen will display the first time you run the software.

2. Fill in the user name and password you created during signup and Test Account Credentials.

3. Enter your Counter Staff Password to give you access to the rental computer.

4. Select and Test your Epson TM-T88 or Compatible Ticket Printer.

5. NOTE: ezCRT Workbench uses the Windows Generic/Text Only printer driver.

6. Click Edit Ticket Header and update with your information for the printed ticket.
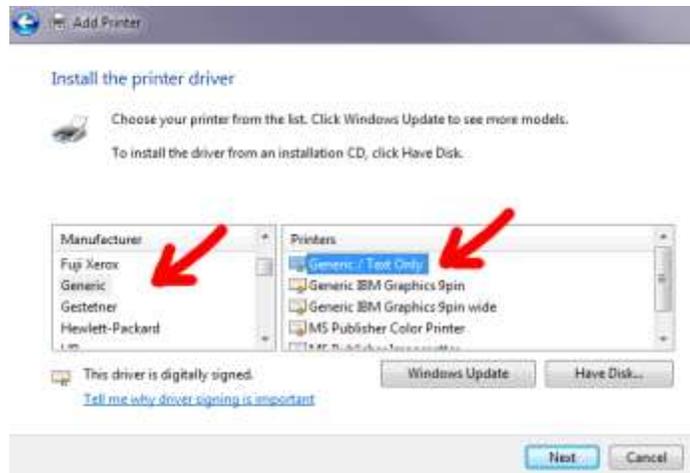
Hour Code Setup

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 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.

Save your changes and the counter computer(s) are ready.

Remember: Setup ezCRT Workbench for STAFF at your front counter FIRST, then install ezCRT Client on Rental Computers.

What is InPrivate Browsing?

InPrivate Browsing helps protect your customer and prevents Internet Explorer from storing data about customer browsing sessions Tool-bars and extensions are disabled by default.

Note: Forcing InPrivate is not currently supported on Windows 7. Customers may manually trigger or use Ctrl + Shift + P to open a new Browser in InPrivate mode.

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 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.
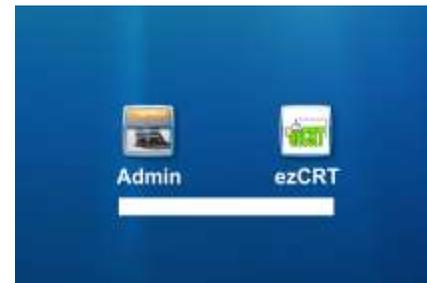
Edit Notifications & Programs that Interfere with ezCRT Login Screen on Rental Computer

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.

Lets Manage a Rental Session Now!

Quickly Create Some Access Codes

At Workbench for Staff, click the Create Per-Minute Code button and an ezCRT Code is born. **Your system settings dictate where it appears or prints. Hand the code to your "customer" and** guide them to the rental station. The code will launch their session. Back at the Workbench for Staff the code has now turned Purple indicating in use. When your customer clicks Log Off, the code turns Yellow and is ready to be finalized

Create an Hour Code

At Workbench for Staff, click the Create Per-Hour button to release the code and open the customer dialog. Enter customer info helps locate the code in the future. These codes act just
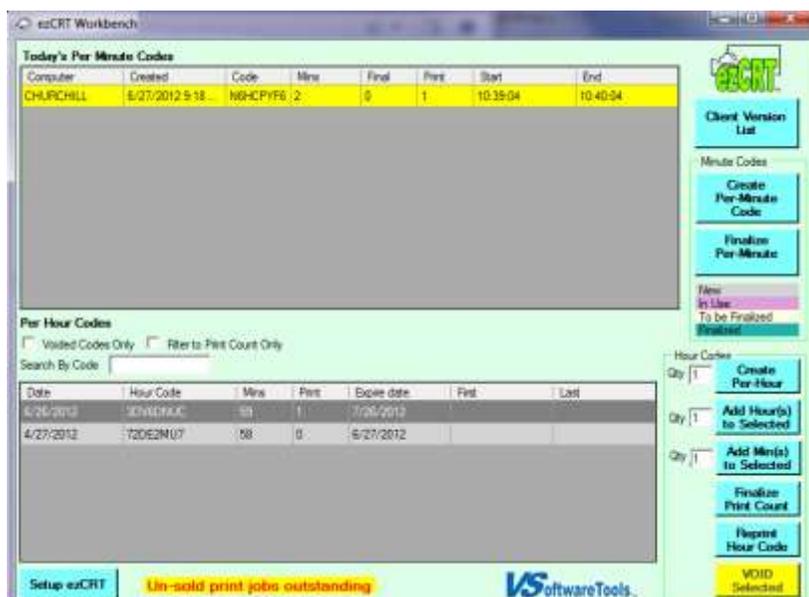
like Per Minute Codes except they count downwards and are designed to be paid for at the time of creation. Hour codes keep track of unpaid for prints from prior sessions.

Finalize Buttons at Workbench for Staff

The Finalize Buttons finish per minute codes and print jobs for all rental types. Select the item to be finalized and click the button.

Signage Examples for Print and Rental Prices

Mail Room+

Printer 1

Select Printer 1 (default) 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 .39 per page for 5% coverage.
- B&W Printing .10 per page
- Scanning FREE (with paid computer rental)

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 Minute) 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 lude materials are to be downloaded or printed or viewed. Postal Dispatch 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.

PDQ Mail Plus

INTERNET/COMPUTER RENTAL STATION

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 (8½" x 11") - 20¢ per side
Full Color (8½" x 11") - 99¢ per side

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

RULES:

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

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 .39 per page for 5% coverage.
- Photo paper printing .79 per page per 4x6 printed on 8.5x11
- B&W Printing .10 per page
- Scanning FREE (with paid computer rental)

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

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.

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.

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

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.

## Updating ezCRT Client and Workbench

Subscribers are notified by email when VSoftwareTools Inc. releases improvements and enhancements to ezCRT Client and Workbench . Visual update notices will also be displayed in the ezCRT Workbench for Staff and ezCRT Client Staff Dashboard.

Computer Rental Tool Manager at Front Counter

ezCRT Manager displays Rental Codes with this color scheme.

New
In Use
To be Finalized
Finalized
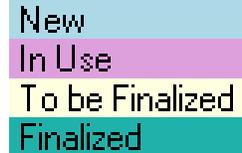
Generating Per Minute Code

Per Minute access codes are paid for at the end of rental period and only work the day issued.

Generate Per
Minute Code

1. Click [Generate Per-Min Code] to create and print the Access Code.

Finalizing Per Minute Code in ezCRT Manager

1. Select the Per Minute code to finalize and click [Finalize Per Minute Code].

Finalize Per
Minute Code

Note: Codes in yellow are ready to be finalized and show the start/end time.
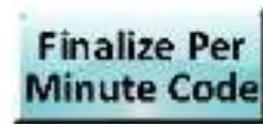
Producing Per Hour Access Code

Customers pay for Hourly Access Codes at the counter when created.

Create
Per-Hour

1. Click [Sell Per-Hour Code] and enter a quantity to sell multiple hours.

2. The code is generated.

Hourly codes are only good for the number of days you specified during setup.

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

Voiding Hourly Access Codes

VOID
Selected

1. Select Per Hour Code to void.

2. Click VOID Selected button and confirm.

Adding Time to Per Hour Code

Hourly codes are rechargeable with additional time, both minutes or hours. Note; adding time to an hour code in use does not extend time in the active session until the customer logs out and logs back in.

Qty 1 Add Hour to Selected
Qty 1 Add Minute to Selected

1. Select the hour code to be refilled and enter the quantity next to correct button.

2. Click the appropriate Add Hour or Min and collect payment from your customer.
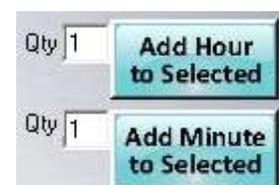
Per Hour Code Printing

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.

ezCRT reminds the customer each time they log out to come pay for prints at the counter. 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.
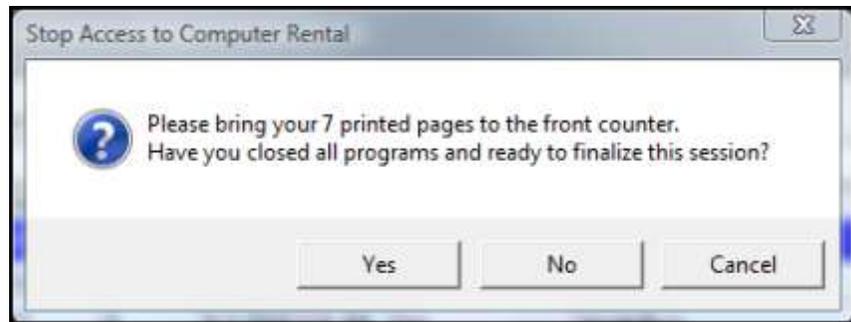
Selling Per Hour Prints

1. Narrow the search group if needed by clicking Outstanding Print Sales Only.

2. Select Hour Code with unpaid print jobs in the bottom table.

3. Click Sell Prints on Selected button to print the sales ticket.

NOTE: Sell Prints on Selected button is grayed out/unavailable while code is in active session.

Reprinting Current Hour Codes

Customers will sometimes need a Hour Code reprinted.

1. Select Hour Code to be reprinted, search if necessary.

2. Click Reprint Hour Code button.

Routine Maintenance

CRT Client should be periodically inspected and cleared of sensitive data.

1. Log into the ezCRT Client using the staff password, then from the desktop:

   A. Inspect the desktop and drag any unrecognized shortcuts to the Recycle bin.

   B. Check the task tray for any applications installed by users.

   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 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 / Trash 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 does my rental computer 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 computer that was printed to by another location. If this persists you may have to reboot the computer. Using a supported printer configuration usually resolves this. Windows released updates that help resolve this, please make sure your rental station is current on windows updates.

Is it REALLY safe to allow customer access to a computer on my network?
ezCRT is cloud based technology allowing your rental computers to be anywhere with internet access. We recommend your rental computers 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.

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. You may also manually adjust the expiration of an hour code by double clicking on it in the grid.

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 VSoftwareTools to communicate to the cloud. Most computers will already have Port 3306 open by default.

My ticket printer doesn't print anything?
ezCRT uses the Windows Generic / Text Only driver. Add a new printer named ezCRT with the same port settings as your working receipt/ticket printer. Choose the ezCRT printer and test.

HELP, the ezCRT Client is running on the rental computer and I CAN'T 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, Click Setup ezCRT, click View to see your password.

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