# PrintHand Setup & Configuration

# Overview

**PrintHand** is a mobile and desktop application that allows users to print documents, photos, emails, and other files directly from their devices to a wide range of printers. It supports both wired and wireless printing methods, making it a convenient solution for printing without relying on a PC.

This guide explains how to install, configure, and troubleshoot the PrintHand application on a VirtuBox Kiosk.

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# Prerequisites

Before starting the installation, ensure the following requirements are met:

- Android Box is connected to the Kiosk.
- Kiosk is configured and ready.
- A valid Kiosk Account is available.
- Printer Integration is enabled.
- Printer License is assigned.
- Printer is connected.
- USB cable is available.
- **No Google Account should be logged into the Android Box.**

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# Check Google Account

Before installing PrintHand, verify that no Google Account is signed in.

## Steps

1. Go to the **Home Screen**.
2. Open **Settings**.
3. Navigate to **Accounts & Sign In**.

4. Check whether any Google Account is logged in.

> **Note**
>
> - If no account is logged in, continue with the installation.
> - If a Google Account is logged in, remove it first by following the FAQ section.

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# Download PrintHand

Download the PrintHand application from the following URL:

https://www.virtubox.io/download

After downloading, install the application.

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# Install & Configure PrintHand

Follow the steps below to configure PrintHand.

- Step 1

Open the **PrintHand** application.

- Step 2

Tap the **three-dot menu** located in the top-right corner.

- Step 3

Select **Settings**.

- Step 4

Open **Libraries**.

- Step 5

Download **all available libraries**.

> Wait until all libraries have been downloaded successfully.

- Step 6

Press the **Back** button.

- Step 7

Press **Back** once again to return to the PrintHand home screen.

- Step 8

Tap **Add Printer**.

- Step 9

Select **Printer Setup Wizard**.

- Step 10

Connect the printer to the Android Box using a USB cable.

- Step 12

Click **Next**.

- Step 13

When the printer is detected, select:

**1 Printer Found**

Wait until the processing is completed.

- Step 14

Scroll down and select **Print Test**.

- Step 15

Click **Next**.

Wait until processing completes.

- Step 16

Print the Test Page.

- Step 17

Verify that the Test Page has been printed successfully.

- Step 18

Click **Next**.

> **Congratulations!** □□
>
> PrintHand has been configured successfully.

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# Prepare a Kiosk for PrintHand

Before using PrintHand, prepare your Kiosk using the following steps.

- Step 1

Connect the Android Box to the Kiosk using:

1. HDMI Cable
2. Touch USB Cable
3. Power Adapter

- Step 2

Install the Kiosk Application.

- Step 3

Add the Kiosk Account.

- Step 4

Navigate to:

**Kiosk Account → Kiosk Integration → Printer**

Enable **Printer Integration**.

- Step 5

Assign a **Printer License** to the Kiosk.

> Contact **Ashish** to obtain a Printer License.

- Step 6

Click **Update Kiosk**.

Your Kiosk is now ready to use PrintHand.

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# Configure Paper Size (EPSON PM-520)

To enable borderless printing:

1. Open **PrintHand**.
2. Tap the **three-dot menu**.
3. Select **Settings**.
4. Open **Manage Printer**.
5. Select the connected printer.
6. Open **Paper**.
7. Select:

**10 × 15 cm (4 × 6 in) Borderless**

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# Supported Printers

Before using PrintHand, verify that your printer is supported.

Visit:

https://printhand.com/supported_printers.php

**Frequently Asked Questions (FAQ)**

# Q1. What should I do if the Test Print is not generated after Step 18?

If the Test Print is not generated after completing Step 18, follow these steps:

1. Go to the **Home Screen** of the Kiosk.
2. Open **Settings**.
3. Navigate to **Apps**.
4. Locate and open the **PrintHand** application.
5. Tap **Clear Data**, then **Force Stop**.
6. Reopen the **PrintHand** application.
7. Repeat the installation process starting from **Step 2 of the PrintHand Installation & Configuration** section.

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# Q2. What should I do if a Google Account is logged in?

PrintHand should be configured **without any Google Account** logged into the Android Box.

To remove the account:

1. Go to the **Home Screen**.
2. Open **Settings**.
3. Navigate to **Accounts & Sign In**.
4. Select the **Google Account**.
5. Tap **Remove Account**.
6. Restart the installation process from **Step 1 of the PrintHand Installation & Configuration** section.

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# Q3. How do I prepare a Kiosk before using the PrintHand application?

Before installing PrintHand, ensure that the Kiosk is properly configured.

1. Connect the **Android Box** to the Kiosk using:
   - HDMI Cable
   - Touch USB Cable
   - Power Adapter
2. Install the **Kiosk Application**.
3. Add the **Kiosk Account**.
4. Navigate to:
   **Kiosk Account → Kiosk Integration → Printer**
5. Enable **Printer Integration**.
6. Assign a **Printer License** to the Kiosk (Contact **Ashish** for the license).
7. Click **Update Kiosk**.

The Kiosk is now ready for PrintHand installation.

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# Q4. How do I configure the paper size for EPSON PM-520 Borderless Printing?

To configure borderless printing:

1. Open the **PrintHand** application.
2. Tap the **three-dot menu** in the top-right corner.
3. Open **Settings**.
4. Select **Manage Printer**.
5. Choose the connected printer.
6. Select **Paper**.
7. Choose **10 × 15 cm (4 × 6 in) Borderless**.

This will enable borderless printing for the EPSON PM-520 printer.

# Troubleshooting Checklist

Before raising a support ticket, verify the following:

- Android Box is powered on.
- Printer is connected via USB.
- Printer License is assigned.
- Printer Integration is enabled.

- All PrintHand libraries are downloaded.
- No Google Account is logged in.
- Printer is supported by PrintHand.
- Test Print has been attempted.

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# Notes

> **Important**
>
> - Always download all PrintHand libraries before configuring the printer.
> - Do not log in with a Google Account while using PrintHand.
> - If you clear PrintHand data, repeat the configuration process.
> - Verify printer compatibility before installation.

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