

# UNIGUEST PUBLIC SPACE TECHNOLOGY GUIDE

V 1.1



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# WELCOME TO THE UNIGUEST PUBLIC SPACE TECHNOLOGY GUIDE

This document is designed to help you with ordering, setting up, and maintaining the public space technology provided by Uniguest.

Inside this guide you will find all of the information you need to ensure a smooth installation of your new solutions. If you have any questions during the process, please do not hesitate to contact a Uniguest representative. We recommend that you keep this guide in a place that is easily accessible (such as your desktop), as it will be a valuable resource throughout the life of your Uniguest solutions.



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# A TRADITION OF SECURITY

## INTRODUCING THE ALL-NEW SECURED ADVANTAGE 10 SOFTWARE PLATFORM

Uniguest's exclusive Secured Advantage software platform continues to redefine the gold standard for public kiosk cybersecurity. Built from the ground up, Uniguest has refined Secured Advantage 10 to meet the needs of its customers, exceed guest expectations, and protect the most innocent users from online threats.

### SOME OF THE BEST-IN-CLASS ENHANCEMENTS THAT ARE POWERING A NEW GENERATION OF PUBLIC KIOSKS INCLUDE:

- Session-based refresh deletes all locally-stored files upon logout or a preset duration of inactivity, then restores the computer to its fixed configuration state
- Session-based refresh is validated by third party auditors to further guarantee that user data is protected (remains safe and private)
- Validation that the device is in a private secure network configuration before a guest uses it
- Progressive content filtering constantly evolves to intercept the proliferation of inappropriate websites and images
- Restricts downloads, limits executables, and purges malware
- Automatic system updates
- Hardened operational environment focused on operations security (OPSEC) from cradle-to-grave across the organization
- Real-time device monitoring and proactive alerts enable Uniguest to rapidly identify and address potential issues before they become problems
- User acceptance of terms grants access to the kiosk and limits the customer's liability
- Annual penetration testing of the kiosk platform, backend systems, and overall architecture
- PCI compliance





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# UNIGUEST CONNECT

## HOSPITALITY'S GOLD STANDARD SOLUTION FOR PUBLIC KIOSK SECURITY IS A SOLID "10"

Uniguest Connect continues to be the hospitality industry's leading business center solution because hoteliers across the globe are choosing a simple, secure, and reliable path to drive guest satisfaction and reduce the inherent risks of public-use kiosks.

For hotel guests and visitors, Uniguest Connect is a complimentary session-based service that provides a safe and intuitive computing experience while surfing the web, connecting to social media, and printing boarding passes.

**Now powered by Secured Advantage 10, Uniguest Connect is the most secure, flexible, and feature-rich solution ever to be deployed.**



### NEW BEST-IN-CLASS ENHANCEMENTS:

- Real-time device monitoring and proactive alerts enable Uniguest to rapidly identify and address potential issues
- More cybersecurity measures to protect computer hardware and user privacy
- Progressive content filtering constantly evolves to intercept the proliferation of inappropriate websites and images
- User acceptance of terms grants access to the kiosk and limits the hotelier's liability
- More options to engage guests and visitors through brand promotions, loyalty programs, services, and amenities
- Multiple browser options to help minimize website incompatibility
- A complete redesign of the user interface



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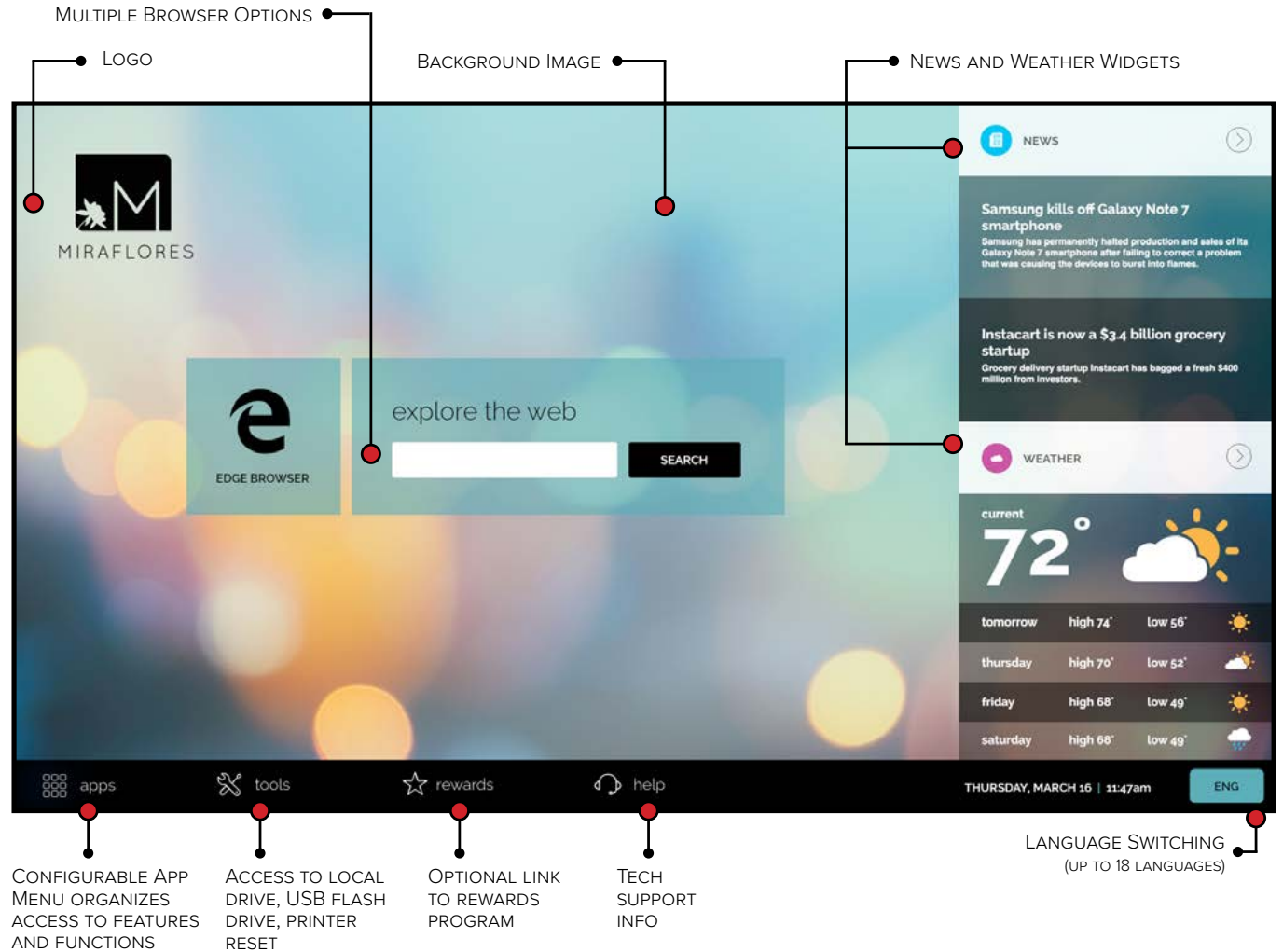
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# UNIGUEST CONNECT INTERFACE



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# UNIGUEST CONNECT+

## HOSPITALITY'S LEADING SECURE BUSINESS CENTER SOLUTION, PLUS A PAY-PER-USE CONFIGURATION.

Meet Uniguest Connect+, our new revenue-generating business center solution for hotels, casinos, and retail markets in major metro areas.

It is based on our industry-leading free-to-guest business center solution, Uniguest Connect, which is trusted by more than 15,000 hoteliers around the world to provide a secure and intuitive computing experience to their guests and visitors.

Powered by our exclusive and all-new Secured Advantage 10 software platform, Uniguest Connect+ is the most secure, flexible, and feature-rich pay-per-use solution ever to be deployed.

Uniguest Connect+ provides its users with access to in-demand services, including:

- » Secure internet surfing
- » Office productivity software (optional)
- » Desktop printing (optional)
- » Mobile printing (optional)
- » Document scanning and faxing (optional)



Uniguest Connect+ can be configured as a pay-per-use (PPU) kiosk where guests and visitors pay for accessing and using its services, or as a hybrid kiosk where some services are paid and others are complimentary.

At no cost to customers, this moneymaker is the right choice for just the right property because it is a simple, secure, and reliable solution for its staff, guests, and visitors.



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# UNIGUEST CONNECT+ PRINTSTATION

## THE PAY-PER-USE, SELF-SERVICE MULTIFUNCTION PRINTER STATION

This new revenue-generating solution, which includes Uniguest Connect+, transforms a full-featured multifunction printer into an automated self-service print station.

Uniguest Connect+ PrintStation accurately tracks and charges all usage — for copies, scans, and faxes — without any staff assistance.

To use the printer's pay-per-use services, a guest or visitor swipes their credit, debit, or access card on a small form factor device connected to the printer.





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# UNIGUEST CONNECT PUBLIC-USE BUSINESS CENTER COMPUTER HARDWARE



**LENOVO M910Z AIO PC**  
(UNIGUEST CONNECT BUSINESS CENTER)

**Software**

- Uniguest Secured Advantage Security Software (one time)
- MS Office 2016 Home & Business (key only)

**Specs**

- Windows 10 Pro 64 English
- 23.8" All-In-One Non-touch
- Intel Core i5-7500 Processor (6M Cache, 3.4GHz)
- 4GB DDR4 2400 SODIMM
- 128 GB Solid State Drive M.2 NVMe
- 3-year warranty



**APPLE IMAC**  
(UNIGUEST CONNECT BUSINESS CENTER)

**Software**

- Uniguest Secured Advantage Security Software (one time)
- MS Office 2016 Home & Business (key only)

**Specs**

- MacOS El Capitan
- 21.5" All In One Non-Touch
- 3.3GHz
- 8GB 1867MHz LPDDR3 SDRAM-2x4GB
- 1TB Serial ATA Drive @ 5400 rpm
- 3-year warranty



**MS SURFACE PRO 4 TABLET**  
(OPTIONAL)  
(UNIGUEST CONNECT BUSINESS CENTER)

**Specs**

- 6th Generation Intel® Core™ m3 or i5
- Screen: 12.3" PixelSense™
- 4GB RAM
- Windows 10 Pro
- Solid state drive (SSD) options: 128GB
- 3-year warranty
- **Requires enclosure**





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## PUBLIC-USE TABLETS

# UNIGUEST SURFSTATION

## THE SECURE, FREE-USE TABLET FOR HOSPITALITY'S SOCIAL SPACES

Uniguest SurfStation is the new tablet solution hotel guests use to surf the web, read news, check email, and check-in to flights while relaxing at the property's social spaces — its seating areas, cafés, and other private concierge lounges.

A simple, yet sophisticated interface makes the tablet very easy to use, plus hoteliers have options to engage their guests with brand messaging, promotions, and loyalty programs.

These complimentary tablets can be installed in your choice of countertop, wall, or floorstand enclosures, or simply handed out to guests upon request.

Uniguest SurfStation is powered by Uniguest's all-new Secured Advantage 10 software platform, making it the most secure and flexible tablet solution ever to be deployed in the hospitality industry. Security features include:

- » Hardened environment for operational security (OPSEC)
- » Protects the most innocent guest users and defends against the most malicious users and cyber threats
- » Session-based refresh deletes all locally-stored files upon logout or a preset duration of inactivity, then restores the tablet to its fixed configuration state
- » Restricts downloads, limits executables, and purges malware
- » Progressive content filtering constantly evolves to intercept the proliferation of inappropriate websites and images
- » Automatic system updates



### SURFSTATION

- MS Surface Pro 4 Tablet
- Pictured with Bouncepad Flex Enclosure
- Secured Advantage Security Software
- Uniguest Connect on a tablet



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# SURFACE PRO 4 ENCLOSURES



**FLEX** (MOUNTS TO DESK)  
The Flex offers a full range of movement, making content available at every angle without getting in a twist.



**BRANCH** (MOUNTS TO WALL)  
The Branch lets your walls do the talking, getting close to your customers without a big footprint.



**STATIC 60** (MOUNTS TO DESK)  
The Static 60 stands tall, acting as a bright focal-point to attract passers-by.



**WALLMOUNT**  
Put your vertical space to work with the Wallmount.



**DESK**  
The Desk lies low on on your surface, displaying content at the perfect angle for easy interaction.



**FLOORSTANDING**  
The Floorstanding commands attention and invites interaction, standing alone without any fittings or fixtures.



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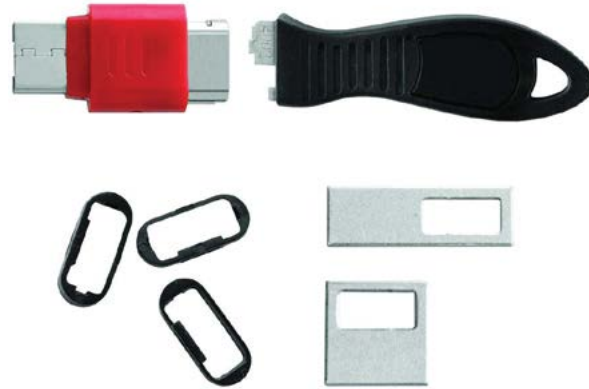
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# UNIGUEST CONNECT PUBLIC-USE BUSINESS CENTER COMPUTER ACCESSORIES



## USB PORT LOCK

Computers installed in areas that are accessible by guests, patrons, or other individuals on-site are at risk of malicious action which could provide unauthorized third-party access to private guest data. Areas with at-risk computers generally include, but are not limited to, the following:

- Concierge desks or stations
- Bell desks
- Front desk workstations
- Registration areas
- Connectivity stations
- Spa/fitness center
- Business centers
- Executive registration areas
- Lounges
- Valet kiosks and/or Stations
- Sales and marketing workstations

\* Not Compatible with Apple iMac



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# PRINTERS



### HP LJ M506DN

- Specs**
- BW
  - Laser
  - 3-year warranty



### HP LJ M426FDN

- Specs**
- Multifunction pinter
  - BW
  - Laser
  - 3-year warranty



### HP CLJ M553N

- Specs**
- Color
  - Laser
  - 3-year warranty



### SAMSUNG 4024

- Specs**
- BW
  - Laser
  - 3-year warranty
  - Needed for tablet environments



### SAMSUNG M2885

- Specs**
- Multifunction Printer
  - BW
  - Laser
  - 3-year warranty



### SAMSUNG C2670

- Specs**
- Multifunction Printer
  - Color
  - Laser
  - 3-year warranty



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## MOBILE PRINTING

# UNIGUEST PRINT

THE EASY-TO-USE CLOUD-BASED  
SOLUTION THAT ENABLES GUESTS  
AND VISITORS TO PRINT FILES  
FROM THEIR MOBILE DEVICES

### WHAT ARE THE BENEFITS?

- Empowers guests and visitors by giving them full control of their printing needs.
- On-demand printing with a unique release code ensures privacy, and reduces waste.
- Streamlines operations of the front desk staff, who are frequently asked to print guests' files.
- Improves guest satisfaction and contributes to the overall brand experience.
- The solution is fully managed and supported 24/7/365 by Uniguest.

### HOW DOES IT WORK?

1. A guest or visitor (user) uploads a file to the cloud from their mobile device — a smartphone, tablet, or laptop.
2. The user receives a unique print release code by email.
3. When ready to retrieve the print, the user enters the code into the printer's control panel and out comes the print.



### WHAT ARE MY OPTIONS?

Uniguest has a variety of options that are sure to optimize this solution for your property, guests and visitors:

- The PrinterOn® service is available as a standalone mobile printing station (not connected to a computer), or it can be added to a business center system (computer and printer).
- Some printers we offer have keypads and PrinterOn embedded, but others do not and will require an external PrintValet Keypad to release print jobs.



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# DIGITAL SIGNAGE

# U-SIGN

SIMPLIFIED DIGITAL  
SIGNAGE TO KEEP YOUR  
GUESTS UP-TO-DATE, ON  
TIME, AND IN THE KNOW

U-Sign is a simple, effective and affordable way to keep your guests informed with digital signage. It is available in landscape or portrait orientation and includes four branded content slides (as well as an optional subscription-based slide) that provides guests with pertinent information.

Best of all, adding and updating slide content is fast and easy. And because we stripped out all the extraneous features that can make digital signage so complicated, U-Sign is incredibly cost-efficient for your hotel too.



## FEATURES

- **Meetings & Events:** Promotes activities happening on-property and attractions in your local community
- **Menu:** Features information from your hotel's restaurants, bars and dining services
- **Weather:** Makes it easy to see the local forecast at a glance
- **Slideshow:** Displays full-screen graphics and photos
- **FlightStats:** Displays real-time flight data from your local airport (annual subscription)



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# UNIGUEST DIGITAL SIGNAGE HARDWARE



55" LG SCREEN

**Specs**

- 55" screen size
- Native resolution: 1920x1080 (FHD)
- Contrast ratio: 1100:1
- Operation hours: 24/7
- Inputs: 1 HDMI, 1 display port, 1 DVI 1 USB
- 1-year-warranty



65" LG SCREEN

**Specs**

- 65" screen size
- Native resolution: 1920x1080 (FHD)
- Contrast ratio: 1300:1
- Operation hours: 24/7
- Inputs: 1 HDMI, 1 display port, 1 DVI 1 USB
- 1-year-warranty



LENOVO TINY

**Software**

- Uniguest Secured Advantage Digital Signage Software (one time)

**Specs**

- Processor: Core i3-7100t
- Memory: 8GB
- Storage: 128GB SSD
- OS: WIN10 Pro 64
- Warranty: 3/3/3



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# HOW TO ORDER

## PRE-ORDER STEPS

Please have the following information about your property ready prior to making your equipment selections:

- Property code
- Property contact Information, shipping and billing address
- Preferred installation date
- Installation method preference (on-site or self)
- An understanding of your brand standards
- ENSurethat there is a live network port for the business center that must go to your HSIA guest network
- Your property's mobile printing needs (for example, you might need additional printers located away from your designated business center solution)

## ORDER FROM UNIGUEST

Uniguest has made it very easy to order your new Uniguest solutions. There are three ways to go about it. Choose your preference below to find out more about the process, or click the 'Next' arrow to review 'Pre-Order Steps' and learn about each one individually.

### By Email:

[sales@uniguest.com](mailto:sales@uniguest.com)

Please send us the name and address of your property as well as the best time to reach you. A Uniguest account manager will follow up within two business days.

### By Phone:

**1.800.467.1218**

Account representatives are available Monday through Friday, 8:00am to 5:00pm CT.





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# PAYMENT INFORMATION

## UNIGUEST PROVIDES 2 PAYMENT OPTIONS WHEN YOU PLACE YOUR ORDER:

### **One-Time Upfront Payment**

Once you choose the Good, Better, Best package that works for your company, you can pay the total amount when checking out with a Uniguest sales representative. Full pricing is listed on the pricing sheets from page 3 of this document.

### **3-Year Monthly Payment**

Uniguest now provides a monthly payment program. Ask your Uniguest sales representative for more details when placing your order.



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# BEFORE YOUR EQUIPMENT ARRIVES

## BUSINESS CENTER PRE-INSTALL

### Step 1

Decide on the location of your business center solution and placement of equipment (please reference your brand's standards and guidelines). Refer to the equipment footprint dimensions later in this document to ensure that you have allowed for enough space. Ensure cabinetry and wall fixtures are in place.

### Step 2

Consider access to power outlets as you will need one power outlet for every five devices (computers, printers and routers). All devices will connect to a surge protector provided by Uniguest. The power cord on the surge protector is eight-feet long and will connect to the outlet (consider multiple surge protectors for devices further away).

Note: The use of dedicated grounded outlets is recommended and the use of power strips is strongly discouraged.

### Step 3

For optimal experience, Uniguest recommends a hard-wired connection. A wireless connection is optional depending upon the equipment. The business center must be connected to your HSIA guest network.

Note: On the day of installation, Uniguest will contact your HSIA provider to ensure correct setup of the port on your switch.

### Step 4

Consideration of router placement is an important part of the preparation process. Please thoroughly review the 'Router Preparation' section on the next page.

### Step 5

Please keep all equipment packed and in a secure area until installation day.

### Step 6

The starter toner that will come with your printer(s) typically lasts 1-2 months. We recommend that you stock additional toner, and have a ream of paper on hand for installation day. Reminder: Toner cartridges can be ordered through Uniguest or through your local office supply retailer.

### Step 7

If you ordered a Multi-Function Printer (MFP) and plan to provide fax services to your guests, you will need to have an active phone line available in your designated business center solution area within close proximity to the MFP.

### Step 8

Total installation time typically takes 3-4 hours, during which your designated business center will be unavailable. We suggest you post advance notices in the designated area and provide alternative instructions for your guests during this downtime.



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## ROUTER PREPARATION

You will need to decide if you will place the network router provided by Uniguest in your business center solution area or in a cabling/computer room. Please place the router out of sight and reach of your guests. This is the preferred approach for security and aesthetic reasons. Securing the router will prevent guests from plugging directly into the router with their own devices. New construction and hotels undergoing renovation must plan to place the router in a separate location.

### **If you plan to place the router inside the business center solution space:**

1. You will need to allow for one wired CAT5 or CAT6 wall port connected to your property's internet provider's switch. This network connection should be terminated into a wall mounted Ethernet connection with a female RJ45 port (a standard network cable terminated into a male RJ45 connector is not supported).
2. The router should be placed out of reach and view from your guests, but accessible to team members or technicians. The router must also be secured so that it cannot be removed (we recommend a lockable cabinet).
3. You are also responsible for the carpentry that may be required to secure the device to a fixture, as well as for the aesthetics in your business center solution area. All attempts should be made to secure the device, limit the exposure of cables, keep it out of reach and view, while having it look as aesthetically appealing as possible.
4. You will need to run network cables from each device to the router. The incoming connection from the HSIA switch should terminate into the "Internet" port of the router. The business center solution devices will terminate into any of the other available ports on the router. It is expected that you keep the cabling out of view and hidden, but accessible for troubleshooting if a connection problem should occur.

### **If you plan to place the router inside the cabling room or other secure location:**

1. Ensure that enough network wall jacks are installed in the business center solution area for each of your workstations and printers.
2. You will need to run CAT5 or CAT6 cabling from the wall jacks to the router in the cable room. Please follow standard cabling and networking guidelines. Typically, CAT5/CAT6 cabling cannot run more than 300 feet.
3. The router should always be securely affixed to a shelf or server rack and never placed on top of other equipment.
4. The outbound connection from the HSIA switch should terminate into the "Internet" port of the router. Each device will have an independent run from any of the available ports on the router.
5. Please label the internet port as "Business Center Solution." This will prevent confusion and aid in troubleshooting in the event that your HSIA switch needs to be replaced or serviced in the future.



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## NETWORK CONFIGURATION

To activate your workstations, Uniguest will work with your HSIA provider to temporarily authenticate the units on your guest network.

Please note that upon completion, you may need to work directly with your network provider to permanently authenticate the equipment to avoid service interruption. Dependent upon your provider, this may require submitting each unit's MAC address or requesting a static IP address for the router. Uniguest will attempt to assist with any necessary information, but is not responsible nor has control over hotel network configurations.

**PLEASE NOTE:** Uniguest will not install and/or activate on public IP addresses.



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# INSTALLATION INSTRUCTIONS

## **ON-SITE HARDWARE INSTALLATION**

You can opt to have a certified Uniguest technician install your new hardware equipment and activate service. On-site hardware installation should be specified when placing your order with Uniguest. You will have an opportunity to request your preferred installation date at that time. Uniguest will make every attempt to honor your requested date and will be finalized after you have submitted your order.

## **SELF-INSTALLATION OF HARDWARE**

You may prefer to have your own IT manager or team member set up the new computer equipment. Uniguest will ship all equipment with the software pre-installed and configured. Activations must be scheduled prior to equipment setup, and must be done so at least 2-3 days in advance, and will only take place Monday-Friday from 8:00 AM to 4:30 PM ET. Please note that Uniguest may not be able to initiate any unscheduled installations. To schedule, please contact technical support or your dedicated sales rep at 800.467.1218.



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## ON-SITE INSTALLATION OF HARDWARE

### Determine Installation Date

If you have chosen the on-site installation process, your Uniguest account manager has worked closely with you to determine the optimal installation date for your property. Uniguest will let you know when to expect the technician's arrival.

### Equipment Preparation

Please ensure that all equipment is accounted for and packed in their original packaging in a secure area. Please have equipment accessible for your scheduled installation day.

### Hardware Installation

Your Uniguest technician will:

1. Unpack and install all equipment and will activate and configure the new software on all computers.
2. Contact your brand approved HSIA and ensure network connectivity.
3. Clean the installation area.
4. Train your team on the proper care and support of your Uniguest Business Center Solution.

### Software Installation (Uniguest Activation & Configuration)

The technician will call our toll-free support line (866) 398-8729 ext. 2. A Uniguest representative will connect remotely to review your installation and ensure all equipment and internet access is working properly.

Your technician will confirm with the Uniguest representative that your computers are configured and activated correctly.

Note: Uniguest will contact your HSIA if necessary.

### Property Responsibilities

During the installation of your business center solution equipment, the technician will need assistance from the property in the following manner:

- Providing a point of contact for the technician during the installation, and making sure that the point of contact is available at all times.
- Assisting in the logistical decision-making process, including equipment and cable placement. While there are general guidelines that can be used, each property has its own preferences and the technician will rely on the property contact for final decisions.
- Providing access to necessary maintenance or engineering team members during the installation, allowing/approving of any carpentry work (drilling of holes to accommodate cable runs, mounting enclosures, removing any security cable locks, etc.), in addition to ensuring your hardwired internet is connected.
- Hiding the cabling for business center solution equipment. The technician will make every effort to leave the cabling as neat as possible but the final aesthetics will need to be arranged and maintained by the hotel.
- Providing direction to the technician on placement of any existing equipment that is to be removed.
- Signing off on the completion of the business center solution installation.



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## SELF INSTALLATION OF HARDWARE

Self Installation of your business center equipment usually takes about 3-4 hours to complete. Please carefully follow the steps below.

### Computers

1. Unpack your PC(s) and/or iMac(s) and place in your property's designated business center solution location. We recommend that you do not throw away your boxes until installation is complete and all equipment is working properly. Please keep all manuals and warranty information.

2. Remove the surge protector from the box and plug it into the wall outlet. Plug each device (printer/hardware/router) into the surge protector.

### Printers

1. Unpack your printer(s) and place in your property's designated location.

2. Insert the toner cartridge into the printer(s) and fill paper tray(s).

3. Plug in the power cord(s) and connect the CAT5 or CAT6 network cable(s).

Reminder: Those properties only ordering one computer and one printer will need to connect the printer to the computer using the USB Printer connection cable.

Reminder: Please remove all tape, tabs, etc. from printer before powering on.

### Network Router

1. Connect a CAT5 or CAT6 network cable from the network port on the router to the Internet Provider port on the wall.

2. Connect a network cable from each printer and each computer to any available ports on the back of the router.

### PrinterOn keypad

1. The PrinterOn keypad has a single USB cable that will attach to any Lenovo PC.

2. Plug the keypad into any available USB port on either the right side or rear of the unit.

3. When successfully connected, the LCD display of the keypad will show the text "Press any key."

4. A Uniguest Technician will finalize the configuration of the keypad during the activation process. Uniguest will ensure proper operation and will send a test print job to the device for you to release.

### Software Installation (Uniguest Activation & Configuration)

Your Uniguest technology solution comes pre-configured, but should be reviewed with a Uniguest Representative or Technician over the phone to ensure a successful activation.

1. Call the Uniguest toll-free support line (800) 467-1218 option 2. A Uniguest Technician will connect remotely to review your installation and ensure all equipment and internet access is working properly, while you are still on the phone.

2. You can also email Uniguest at [service@uniguest.com](mailto:service@uniguest.com). A Uniguest Technician will remotely connect, activate, configure and test the equipment. The activation process will take approximately 30 minutes.



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# BEST PRACTICES

## DAILY MAINTENANCE

Here are some internal best practices, suggestions and tips on caring for and maintaining your equipment. It is best to appoint a property team member to check the following items daily:

- Make sure that all of the PCs/Macs are showing your branded homepage (versus the system desktop).
- Stock printers with paper and inspect for printer jams.
- Visually inspect the keyboard USB plug for a keystroke logging device. There should not be any additional cabling, connectors or hardware between the keyboard's USB connector and the USB port on the computer (keylogger is shown to the right).

Reminder: The Uniguest Security Solution protects against keyloggers, but we recommend a vigilant approach nevertheless.

## WEEKLY MAINTENANCE

It is best to appoint a property team member to check the following items weekly:

- Ensure that you can successfully print from a Microsoft Office® Application (Word®/Excel®/PowerPoint®).
- Check that internet browsing history and any files saved to Documents (Windows® 7), My Documents (Windows® XP), or Documents (Macintosh®) are removed once a computer has been logged out.
- Check to ensure mobile printing is working properly:
  1. Submit a test job by visiting your PrinterOn specific job submission portal [www.printspots.com](http://www.printspots.com).
  2. Select the name of your designated business center solution as shown and enter your email address.
  3. Select a document to print and click the green 'print' button.
  4. You will receive a confirmation release code via email. Once received, enter code into the keypad.
  5. Your document should successfully release at the printer.
- If any of these tests are not successful, please contact Uniguest at (800) 467-1218 option 2.





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# SUPPORT

The UCrew, Uniguest’s best-in-class technical support team, is fully-certified and available 24/7/365 via phone, email or chat. Support team members are experts at solving general computing issues and guiding you through any problems that may arise. Less than one percent of Uniguest’s 26,000 devices experience trouble at any given time. Should your device fall within that one percent, the UCrew boasts a 75 percent same-day resolution rate, so your system should be back up in no time.

## UNIGUEST GUARANTEES:

- 24/7/365 coverage based in the U.S.
- Best-in-class average wait time of less than 30 seconds
- Best-in-class same-day resolution rate of more than 75% (compared to the 65% industry standard)
- Agents go through rigorous training and specialize in the technologies they work with
- Historical data is used to optimize our agent schedules and increase availability
- The best technical agents are recruited and Uniguest actively works to grow their expertise

## TROUBLESHOOTING

Use the button below to download simple troubleshooting tips for your Uniguest solutions.

## CALL FOR SUPPORT

You can call Uniguest for all service and support issues relating to your Uniguest equipment and software. Please keep in mind that some internet connectivity issues are beyond Uniguest’s control, but we will work closely with your HSA provider to resolve any issues that may arise.

When in need of support, please call the UCrew at **(800) 467-1218 option 2**. When calling, please be prepared with your property information, detail of the equipment or software issues, and any error messages.

## EMAIL FOR SUPPORT

Email support is also available. It should be used for minor issues or service requests. When emailing the support team, please include your property code and a detail of the issues or error messages. Please send emails to [service@uniguest.com](mailto:service@uniguest.com).

## CHAT FOR SUPPORT

Chat support is also available at [www.uniguest.com](http://www.uniguest.com) by clicking on the “Chat with Uniguest” tab at the bottom of the screen.



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# REFRESH CYCLES

## UNIGUEST RECOMMENDS REFRESHING YOUR HARDWARE EVERY 4 YEARS

### Problems with your aging hardware:

Hardware more than three years old and out of warranty like yours should be replaced for many significant reasons:

- More frequently targeted by hackers
- More vulnerable to malicious attacks
- More vulnerable to website incompatibilities
- More maintenance
- More technical support (40% increase after 4 years)
- Declining performance of the processor and hardware
- Once the the standard three-year warranty expires, the hotel is responsible for all repairs

### Why refresh your equipment:

- State-of-the-art equipment:
  - Increased RAM
  - Solid state drives
  - More reliable OS
- Enhanced session-based security software
- Enhanced automated guest-data cleansing
- More robust content filtering
- Improved 24/7/365 technical support capabilities
- Enhanced cybersecurity and operational security

*Call your Uniguest representative today to inquire about the age of your equipment.*



UNIGUEST PUBLIC SPACE  
TECHNOLOGY GUIDE

v1.1

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