PrintParc

PrintParc user guide

Every feature, from sign-in to troubleshooting

October 2026 edition · Version 1.0

Illustrated document — All screenshots use Mr Kouadio’s fictional demo only. No real customer name, access code, token or reading appears in this guide.

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1. Sign-in and install the app

Sign in at printparc.org. Your secure session remains open until you sign out.

1. Select Install app on PC, Mac, Android or iOS.
2. On iPhone/iPad: Safari › Share › Add to Home Screen.
3. On Mac Safari: File › Add to Dock. Chrome, Edge and Android offer direct installation.
4. Mr Kouadio’s demo is fictional and isolated from your account.

Remember : Only sign out on a device you no longer want to keep connected.



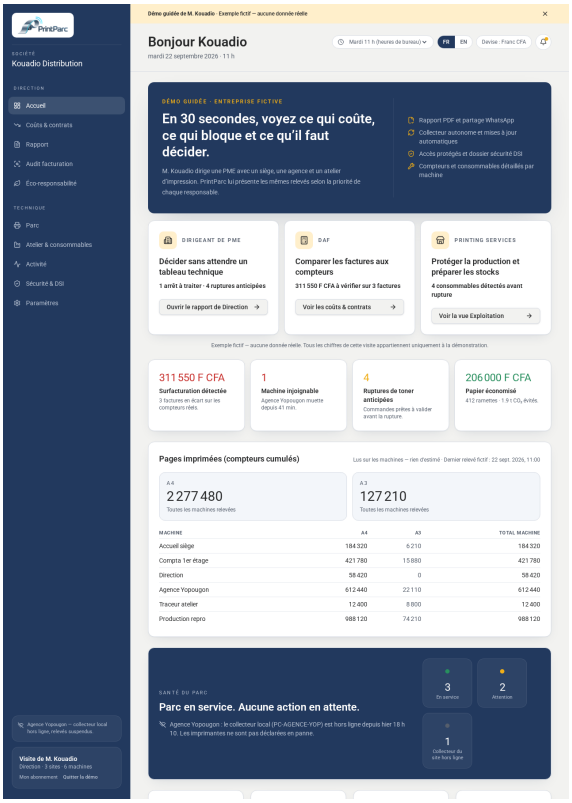
PrintParc demo screenshot — fictional example, no real data.

2. Management dashboard

The dashboard summarises decisions, costs, alerts and volumes for the selected scope.

1. First check the latest reading date and time.
2. A4 and A3 are cumulative counters actually read.
3. A dash or Reading required means reliable data is unavailable.
4. Use the Management, Finance or Operations shortcuts.

Remember : PrintParc never estimates a missing counter.



PrintParc demo screenshot — fictional example, no real data.

3. Company, site and fleet

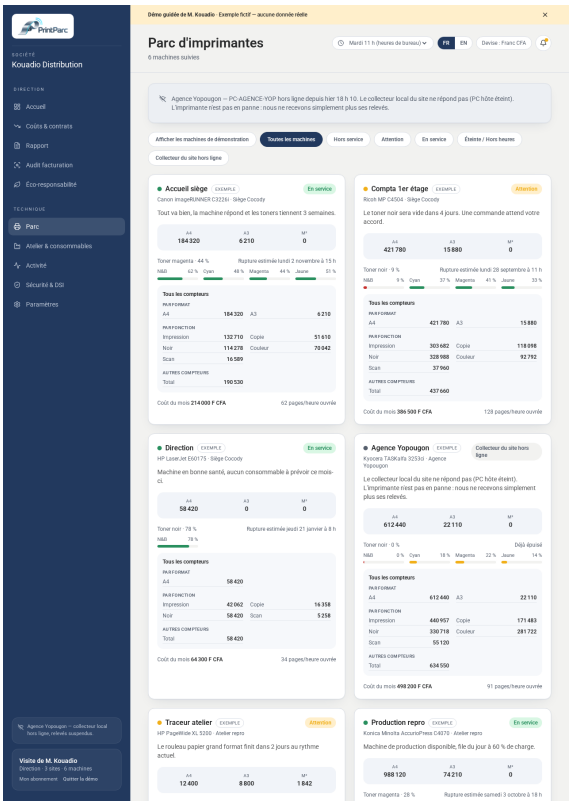
The top selector limits every view to the chosen scope.

1. Whole company provides a consolidated view.
2. A site or fleet provides a local view.
3. The owner limits each member to authorised sites in Settings.

4. Fleet and printer details

Fleet shows status, supplies, counters and the latest reading for every printer.

1. Filter printers by status.
2. Open a printer for details, history and contract.
3. Distinguish an unreachable printer from an offline collector.
4. Technical information is read-only.



PrintParc demo screenshot — fictional example, no real data.

5. Guided alerts

Each alert explains the situation and recommended action without alarmism.

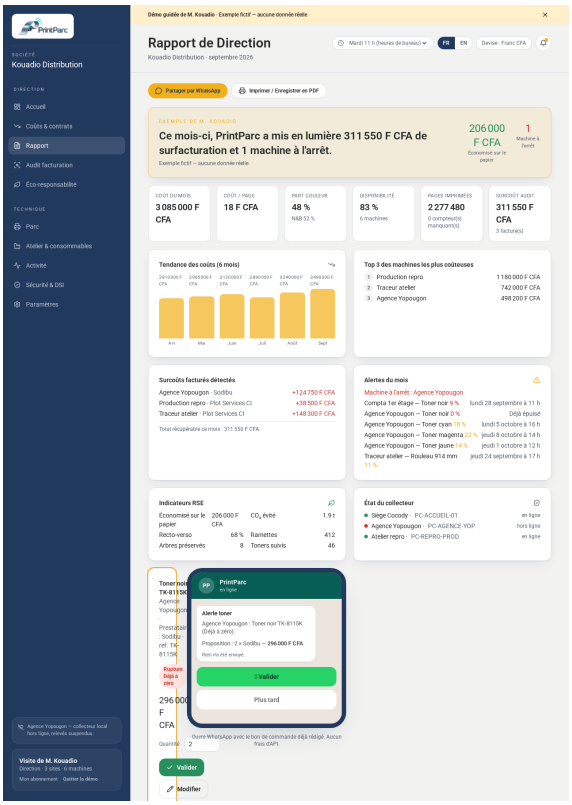
1. Green: normal. Amber: prepare. Red: priority based on a reading.
2. A run-out date appears only when supporting data exists.
3. The bell groups items to check.
4. Approve supply orders in the Report.

Remember : Missing data must never be interpreted as a failure.

6. Costs, Audit, Report and Sustainability

These screens turn counters and contracts into verifiable decisions.

1. Costs uses the actual monthly counter difference.
2. Audit compares provider invoices with readings.
3. Report can be shared through WhatsApp or saved as PDF.
4. Sustainability only shows metrics that can be calculated.

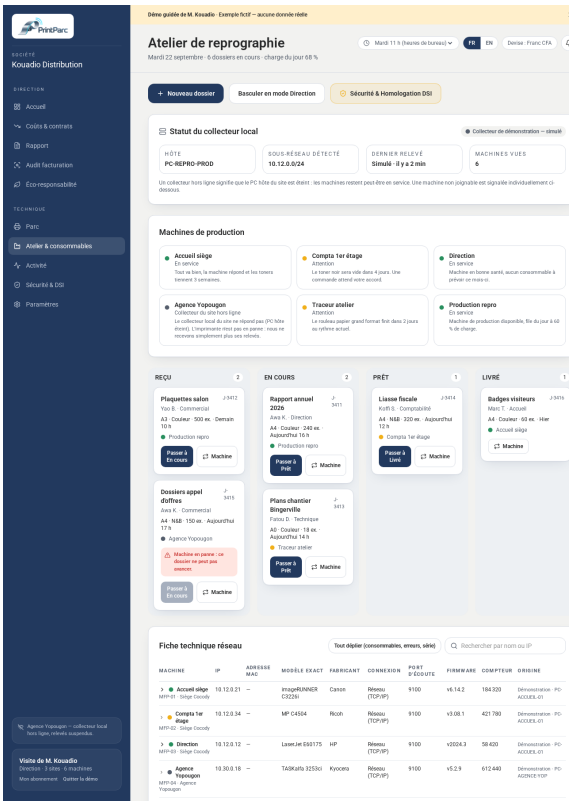


PrintParc demo screenshot — fictional example, no real data.

7. Print room, production and activity

The print room helps Printing Services organise jobs and anticipate stock.

1. Track jobs from Received to Delivered.
2. Assign work to an available printer.
3. Check every supply and the network technical sheet.
4. Import the Windows log for Activity; otherwise it stays empty.

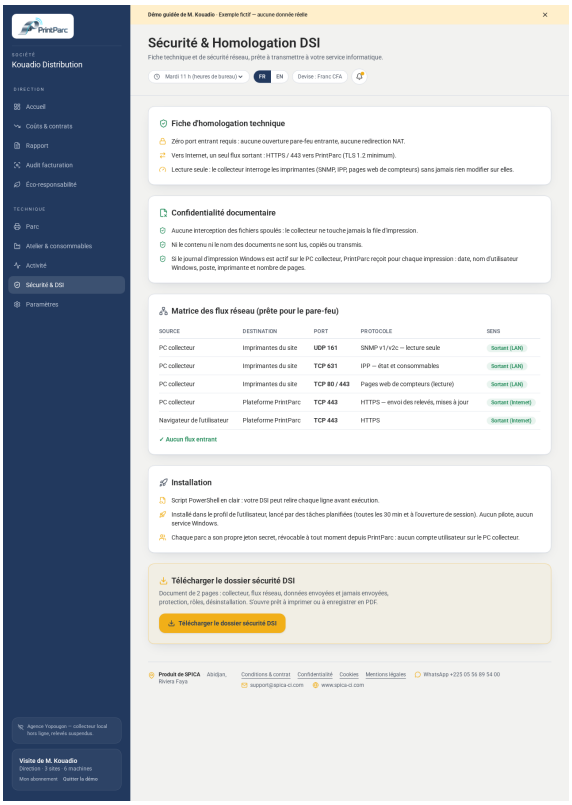


PrintParc demo screenshot — fictional example, no real data.

8. Security and IT file

Security describes actual network flows and document privacy.

1. The collector never reads document contents.
2. It uses SNMP, IPP and printer web pages locally.
3. Readings travel to PrintParc via outbound HTTPS.
4. Download the IT file for internal approval.

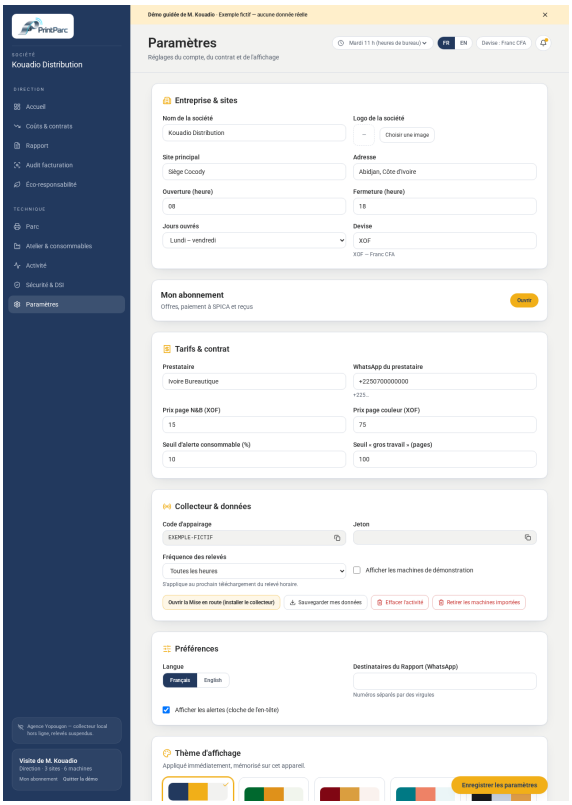


PrintParc demo screenshot — fictional example, no real data.

9. Settings, members and roles

Settings groups company, sites, fleets, contracts, members and preferences.

1. Roles are Owner, Administrator, Technician and Reader.
2. Set rates, thresholds, language, theme and WhatsApp recipients.
3. Manage collector status under Sites & fleets.
4. Never expose a fleet token in a screenshot.

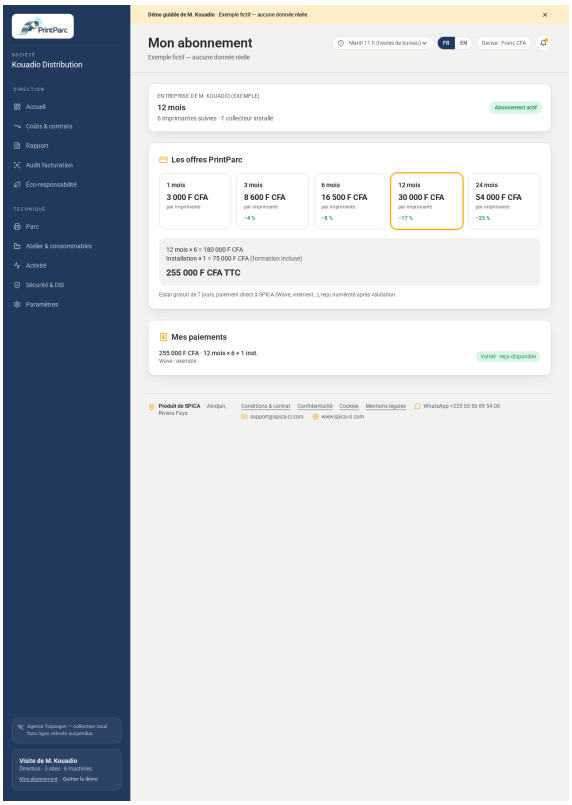


PrintParc demo screenshot — fictional example, no real data.

10. Subscription, payment and receipts

The free trial lasts 7 days. Billing covers monitored printers only.

1. Choose a duration and check the tax-inclusive total.
2. Pay SPICA and report the exact transaction reference.
3. After approval, the receipt becomes available.
4. At expiry, the latest data remains visible but frozen.



PrintParc demo screenshot — fictional example, no real data.

11. Quick troubleshooting

Start with the displayed message: it distinguishes the PC, network and printer.

1. Collector offline: check the PC, Internet and Windows session.
2. Printer unreachable: power it on, wake it and run a reading.
3. Counter missing: add the protected-page code once if required.
4. Otherwise, open Diagnose collector under Settings › Sites & fleets.

Remember : Always check the reading date and source before deciding.

SPICA support

If guided diagnostics do not resolve the issue:

- WhatsApp: +225 05 56 89 54 00
  · Sales: contact@spica-ci.com · Support: support@spica-ci.com
  - Web: www.spica-ci.com

Before sending, conceal any password, token, personal address or printed document content.

Discreet collector · 6 October 2026 update

Automatic runs no longer open a black PowerShell or CMD window. Installation and diagnostics you start yourself remain visible.

A desktop shortcut named 'PrintParc - Suivi du collecteur' opens PrintParc Settings. Under Sites & fleets, check the collector and latest reading date, or request another reading.

After publication, the installed collector updates its scheduled tasks on the next run without reinstallation. Confirm that windows no longer flash on the Windows PC. If your company blocks the Windows background launcher, contact your IT team.

PrintParc

Costs by paper format

Updated 6 October 2026 · Costs & contracts

For each printer, enter only:

1. A4 price per page (F CFA).

2. A3 price per page (F CFA).

3. Monthly rent (F CFA), if applicable.

These rates do not distinguish black & white from colour.

Monthly cost = rent + A4 rate × A4 pages + A3 rate × A3 pages.

Pages are measured between two actual readings within the month.

If a priced format is missing from readings, the cost remains a dash.

The total counter never replaces the A4 or A3 counter.

Previous rates remain stored until you save the new contract.

They are not converted automatically: confirm your A4 and A3 rates.