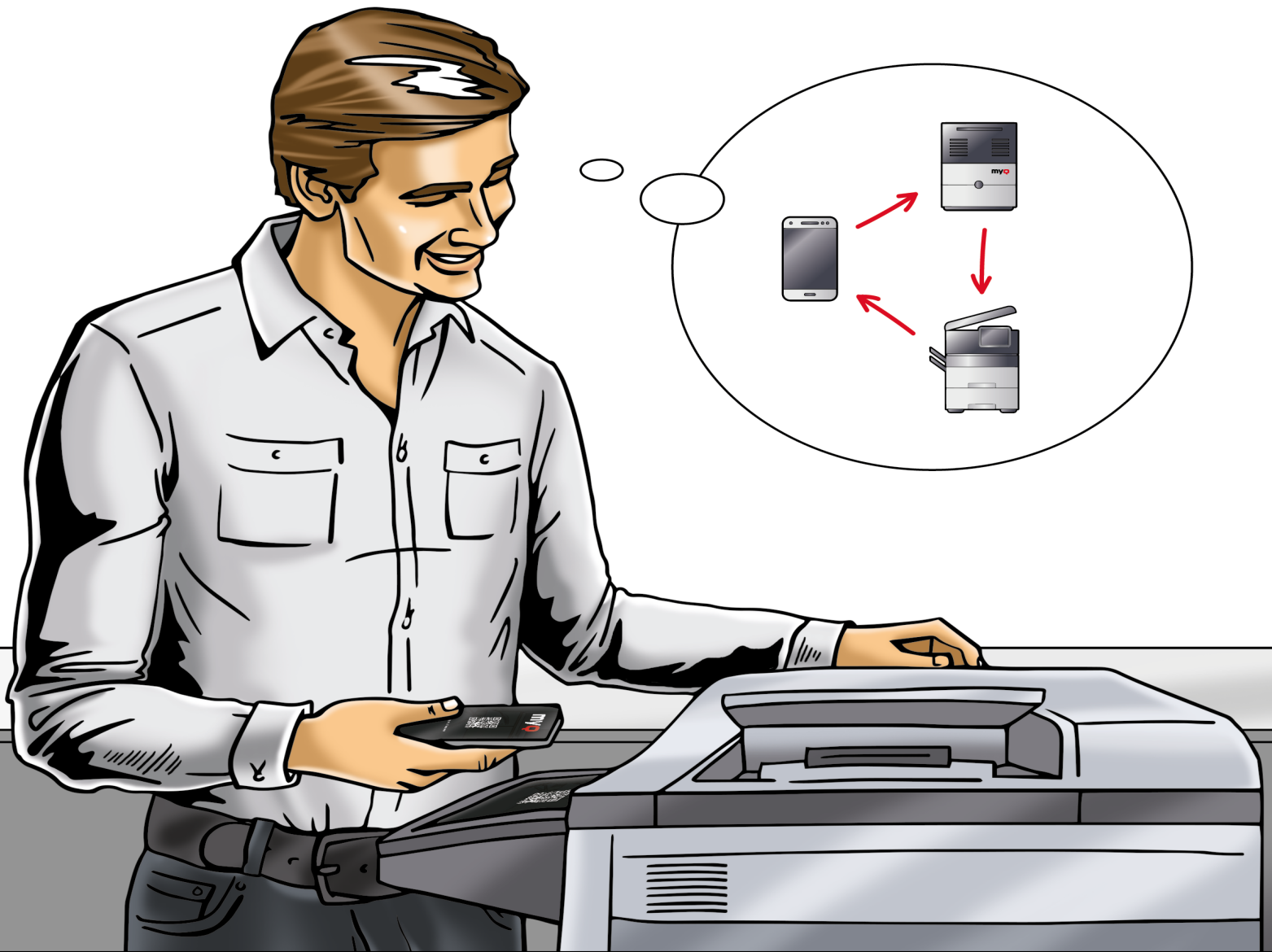




# MyQ Mobile Printing Application User Guide

REVISION 4



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# 1. Basic information

The MyQ Mobile Printing application is a multifunctional tool for simple management of tasks within the MyQ solution printing environment. It assists you anytime and anywhere you need to print or manage your print jobs and provides you with simple access to a variety of MyQ features.

## **Requirement:**

The MyQ mobile application can only be used with Android 5.0+ and iOS 10+ and server version 5.2+

## **Supported terminals:**

Fully supported are: Kyocera, Samsung, Toshiba, Ricoh SSDK, OKI sxp2, OKIshiba, Sharp, HP Enterprise.

Fully supported means that the QR code is shown on the terminal. It is possible to unlock via a QR code or via the unlock option in the app. And it is possible to log on to the terminal with print and unlock option.

Terminals without QR code: Ricoh SDKJ, HP Pro.

For these terminals the QR code can be generated on the server and be used with the printer.

## **Supported operations:**

With the application, you can perform the following operations:

- Print PDF files, Office documents and photos directly from your device.
- Securely release your print jobs on a selected printing device.
- Unlock a printing device via scanning a QR code.
- Manage print jobs, re-print already printed jobs, select projects.
- Recharge MyQ credit.
- Register and setup a MyQ server via scanning a QR code.

## **Supported formats:**

pdf, bmp, doc, docx, jfif, jpe, jpeg, jpg, mime, myqurl,

odp, ods, odt, png, ppsx, ppt, pptx, tif, tiff, txt, xls, xlsx

## Typographical conventions

In this document the following textual conventions are used:

- Names of menu's, fields, tabs and other elements in a view are displayed **bold**.
- Field input is displayed *italic*.

## Alerts

In this document the following alerts are used:

- **Info:** the info box gives useful, extra information about a feature, function, task or procedure.
- **Notice:** the notice box holds information with a higher urgency than the Info box..

## 1.1. Changes to previous version

Compared to the previous version the following changes have been made:

Place in the document	Change
"Connecting to a MyQ server via a QR code or manually" on page 4	Section updated.
"Using the application" on page 8	Section updated.
"Basic information" on the previous page	Added requirement, supported formats and supported printer brands.

## 2. Installation

The MyQ Mobile Printing Application can be installed directly from **Google Play** (Android version), or **App Store** (iOS version). It is free and does not require any license.

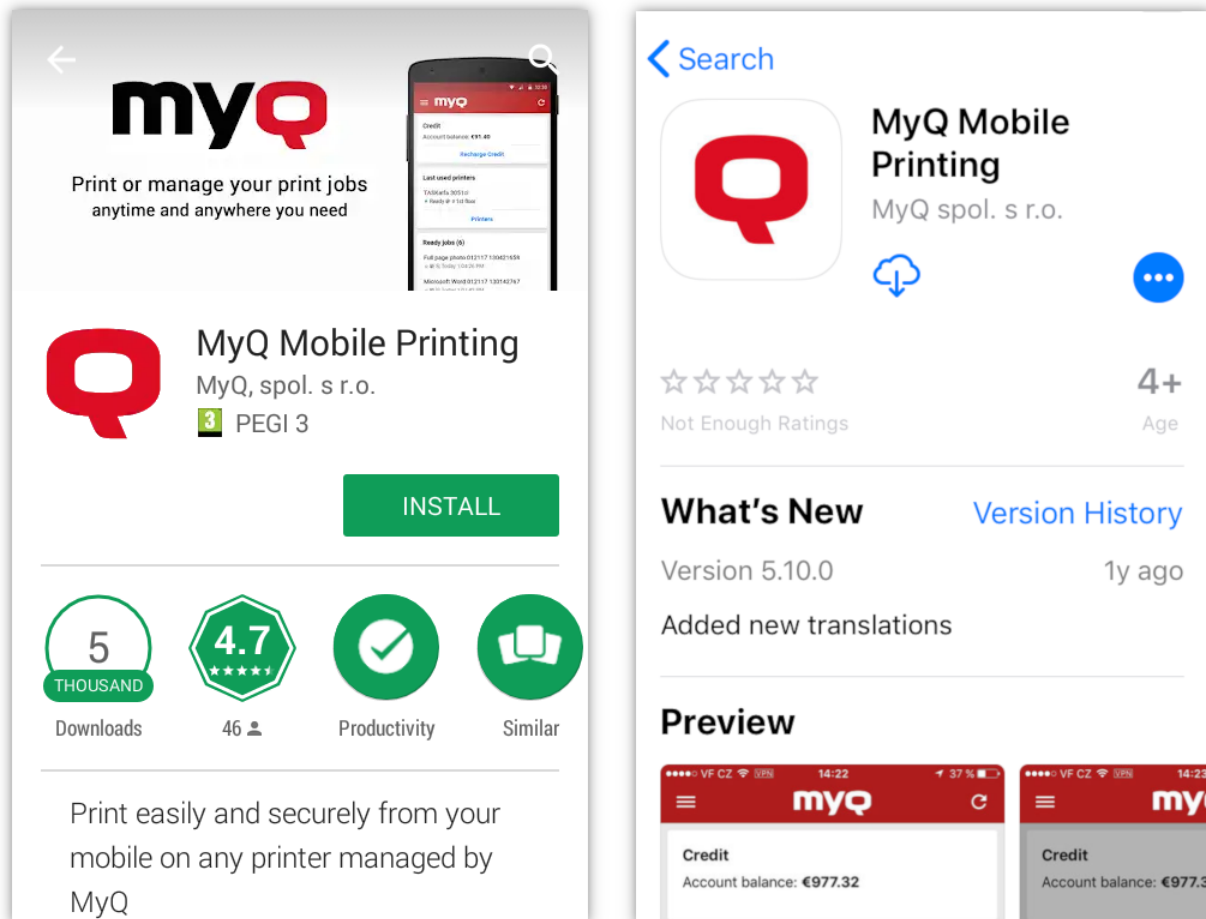


FIGURE 2.1. Downloading the **MyQ Mobile Printing** app in **Google Play / App Store**

**NOTICE:** The application requires Android version 4.4 and higher or iOS version 8.0 and higher. On devices with Android 9.0 the user needs to sign into the server again after upgrade.

## 3. Connecting and logging on to a MyQ server

The first time you open the application, you need to connect it to a MyQ server. Usually, it is your company's MyQ server, or your branch's MyQ server.

Once the connection to the server is initiated, you are asked to enter your MyQ credentials to log in to the server. After logging in, you stay logged until you log out from the server. Each time you open the application, you are automatically redirected to the home screen of the application, where you can access its features.

After you log out from a server, next time you log in, you can either connect to a new server, or you can select one of the previously used server.

### 3.1. Connecting to a MyQ server via a QR code or manually

The easiest way to connect to the server is to scan a QR code, which you might find on any of your company's printing devices. Usually, it is either printed on a sticker near the printing device panel or directly displayed on the panel. In case you cannot use this option, you can ask your administrator for all the necessary information and manually connect to the server. (See "Manually connecting the application to a MyQ server" on the next page.)

#### 3.1.1. Connecting the application to a MyQ server via a QR code

1. On the initial screen of the application, tap **SCAN QR CODE**, and then scan the QR code from the printing device. The application uses the information from the QR code to automatically set the IP address and security options. The login screen opens and you can log in.

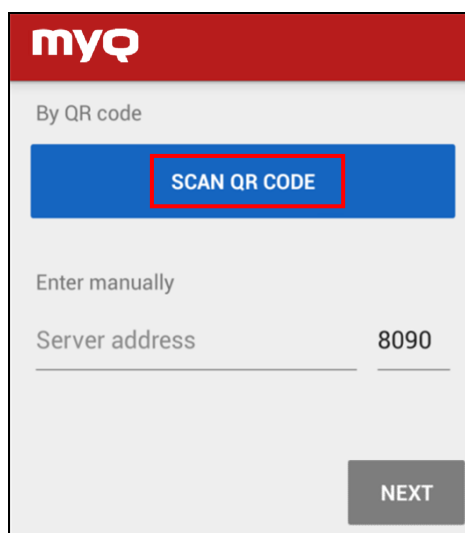


FIGURE 3.1. Adding a new server address using the **SCAN QR CODE** option



2. The application will ask you if you want to login on the particular printing device.

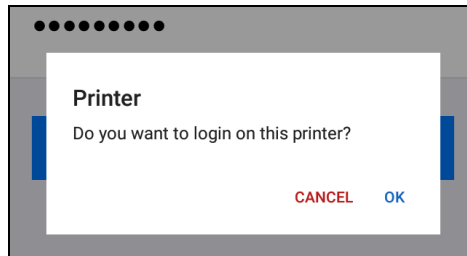


FIGURE 3.2. Login to the printing device

### Manually connecting the application to a MyQ server

1. On the initial screen of the application, under **Enter Manually**, type the IP address or hostname of the MyQ server.

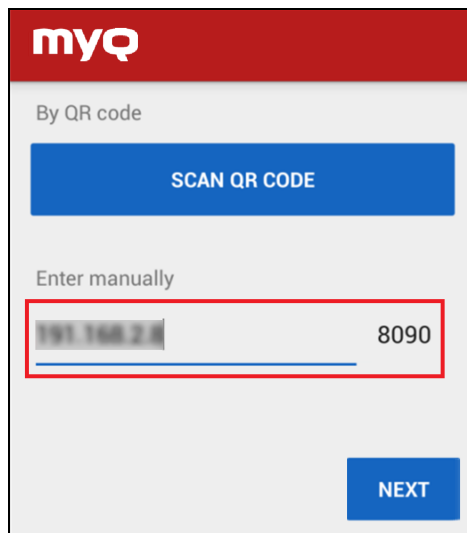


FIGURE 3.3. **Manually** entering a new server address

2. Tap **NEXT**. The login screen opens and you can log in.

**NOTICE:** If the **Invalid ssl certificate** message appears, no trusted ssl certificate was found. In such case, contact your net administrator or tap **CONTINUE** to use the application without a trusted certificate.

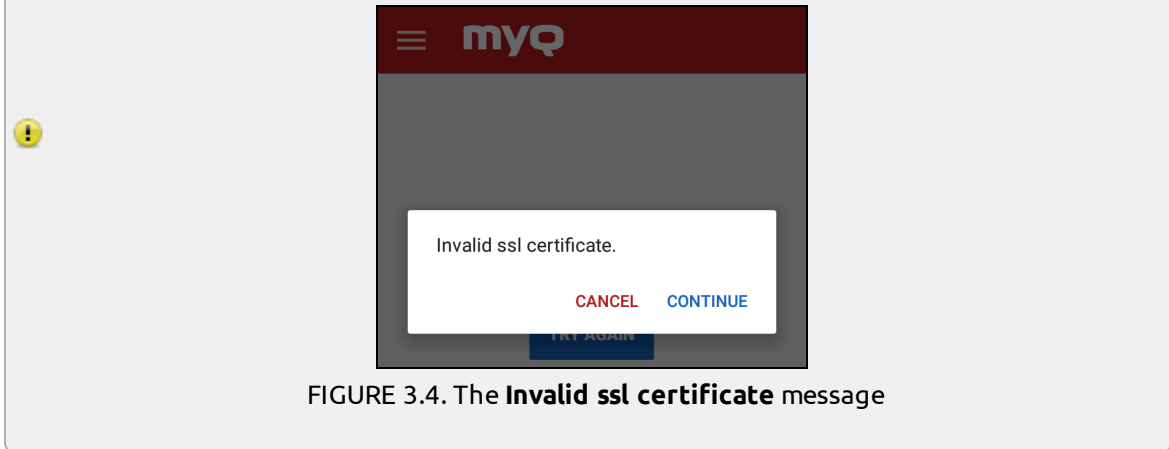


FIGURE 3.4. The **Invalid ssl certificate** message

### 3.2. Logging in to the MyQ server

To log in to the MyQ server, type your MyQ credentials, and then tap **LOG IN**.

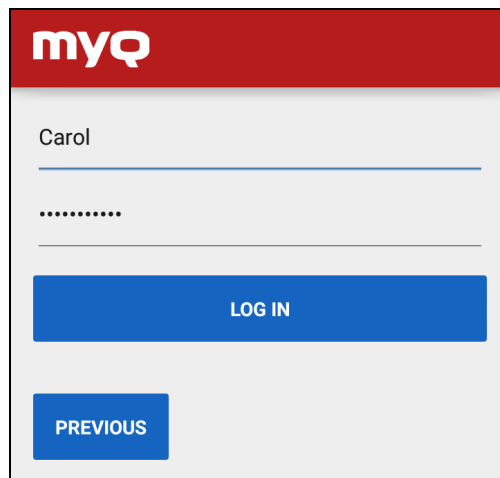


FIGURE 3.5. Logging in to the MyQ server

### 3.3. Connecting to a previously used server

The application saves the settings for connection to the previously used servers. If you want to select one of the previously used servers, tap **SELECT FROM SAVED SERVERS**. The **Select a server** screen opens.

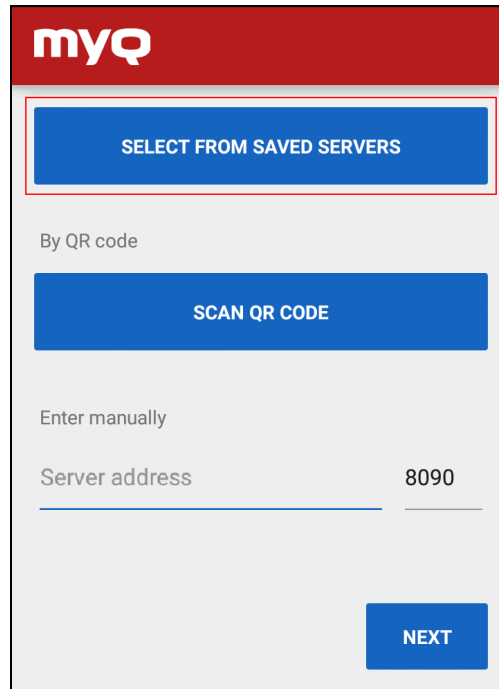


FIGURE 3.6. Opening the **Select a server** screen

On the screen, tap on the server, where you want to connect. The login screen opens and you can log in (see "Logging in to the MyQ server" on the previous page).

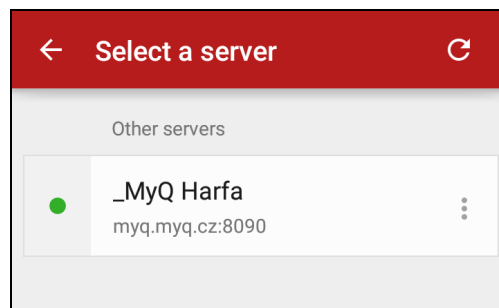


FIGURE 3.7. Selecting a saved server

## 4. Using the application

All features of the MyQ Mobile Printing Application can be accessed either directly from the application's Home screen, or from the main menu. In addition, the application enables you to directly print from other mobile apps and from mobile Web browsers.

The first two sections describe the two places and present the application's features. The last section shows you how to directly print files from mobile apps and from mobile Web browsers.

**INFO:** The Home screen opens after you log in. If you are already logged in, you are automatically redirected here each time you open the application. To open the main menu, tap the menu button at the upper-left corner of the Home screen.

### 4.1. Home screen

On the **Home** screen, you can see the state of your credit\*, last used printers and all your ready jobs. You can also recharge credit\*, open overview of all available printers, open overview of all your jobs, and print the ready jobs.

To access other features, tap the main menu button at the upper-left corner of the screen.

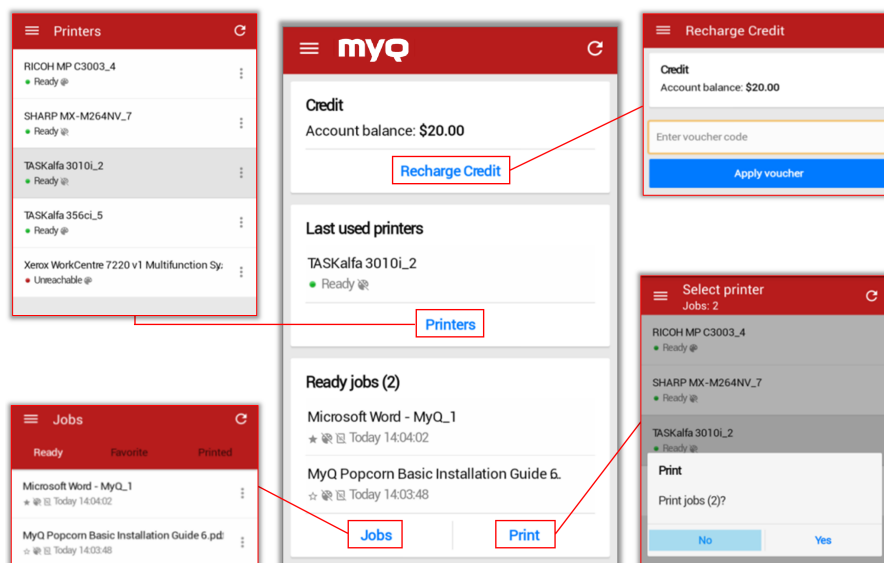


FIGURE 4.1. The **Home** screen overview with the four MyQ Application screens that can be directly accessed from there

\*The credit options are displayed only if credit accounting is activated on the MyQ server.

## 4.2. Main menu

The following sections describe the options and management screens of the application, which can be opened on the main menu. It also describe the features of the MyQ Mobile Printing Application that are available on the respective management screens.

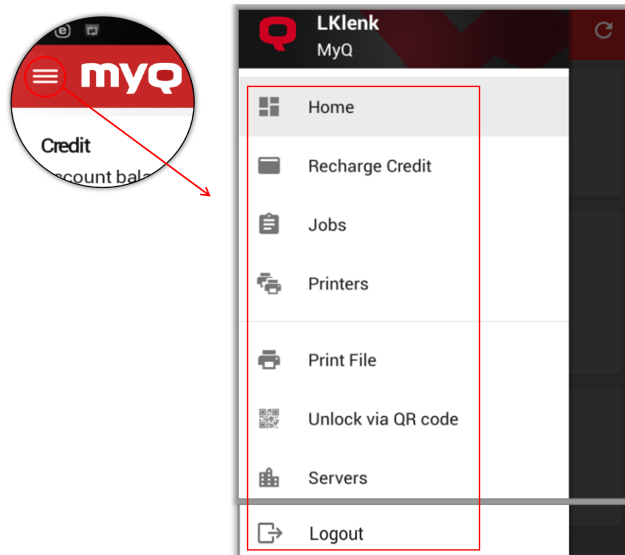


FIGURE 4.2. Mobile Printing Application main menu

**INFO:** By tapping **Home**, you can return to the **Home** screen.

### 4.2.1. Recharge Credit

On the **Recharge Credit** screen, you can recharge your credit. To recharge the credit, enter a code from your credit voucher, and then tap **Apply Voucher**.

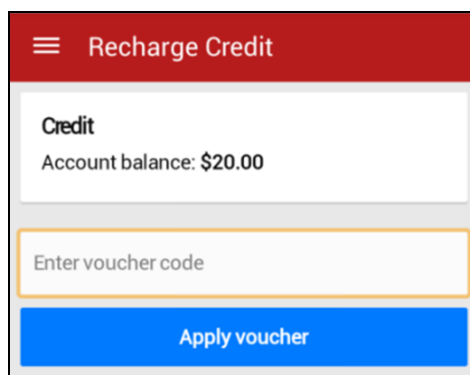


FIGURE 3.7. **Recharge Credit** screen

## 4.2.2. Jobs

On the three tabs of the **Jobs** screen, you can manage your **Ready**, **Favorite** and **Printed** jobs.

**Ready** jobs are the jobs that you have sent to be printed and are not printed yet. **Printed** jobs are the jobs that have already been printed. **Favorite** jobs are the jobs that you have selected as favorites; these jobs stay listed on the **Favorite** tab even after they are printed and are not removed from this tab unless you manually delete them.

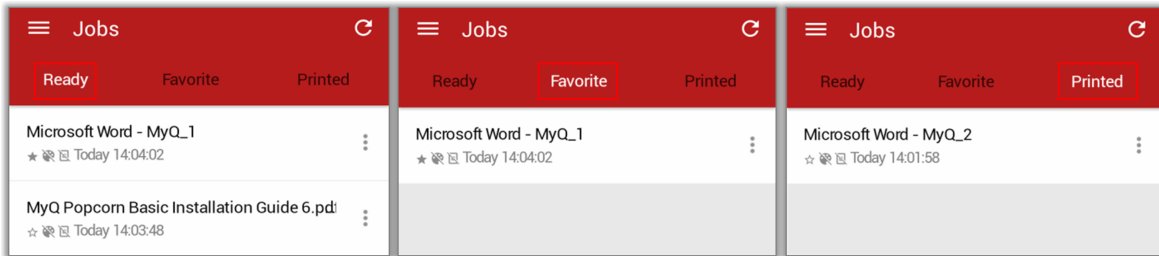


FIGURE 4.3. **Ready**, **Favorite** and **Printed** tab screens

On the **Ready**, **Favorite** and **Printed** tab, you have these options:

- **Ready:** Print, Print and Unlock, Mark as favorite and Delete.
- **Favorite:** Print, Print and Unlock, Unfavorite and Delete.
- **Printed:** Print, Print and Unlock, Push to print queue, Mark as favorite and Delete.

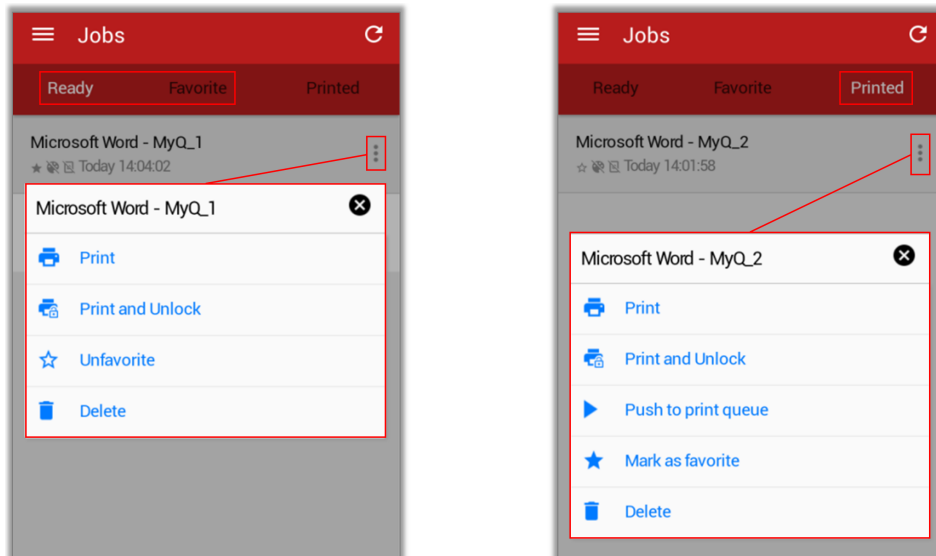


FIGURE 4.4. Different actions are available on each tab.

## Printing selected print jobs

1. Select the print jobs, and then tap **Print** at the bottom of the **Jobs** screen. You are redirected to the **Select printer** screen.

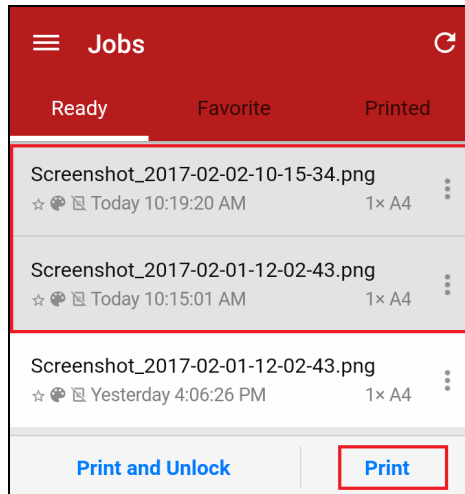


FIGURE 4.5. Printing selected print jobs

2. Select the printing device on which the jobs should be printed, and then confirm the selection on the **Print** confirmation dialog box. The jobs are printed on the printing device that you have selected.

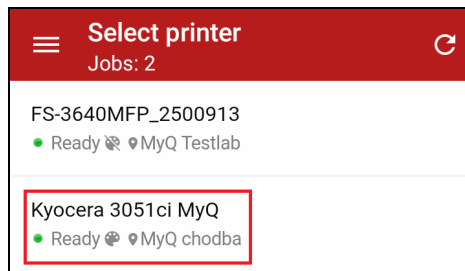


FIGURE 4.6. Selecting a printer

## Printing selected print jobs and unlocking a printing device

1. Select the print jobs, and then tap **Print and Unlock** at the bottom of the **Jobs** screen.
2. Select the printing device. The **Print and Unlock** dialog box appears.
3. Tap **Yes**. The jobs are printed on the printing device that you have selected and the device is unlocked.

## Printing all print jobs

1. Tap **Print** at the bottom of the **Jobs** screen, and then confirm the action on the **Print all jobs in the list?** confirmation dialog box. You are redirected to the **Select printer** screen.

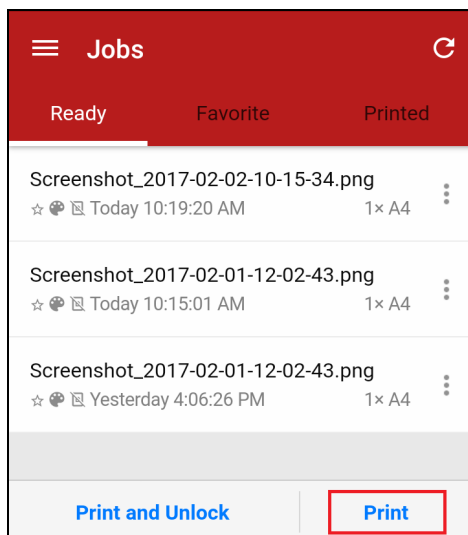


FIGURE 4.7. Printing all jobs

2. Select the printing device on which the jobs should be printed, and then confirm the selection on the **Print** confirmation dialog box. The jobs are printed on the printing device that you have selected.

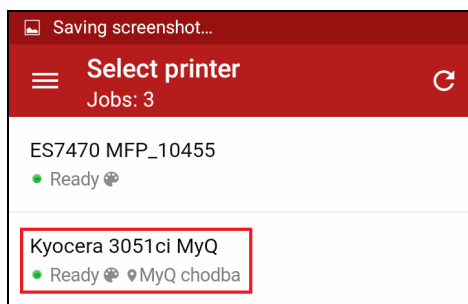


FIGURE 4.8. Selecting the printing device

## Printing all print jobs and unlocking a printing device

1. Tap **Print and Unlock** at the bottom of the **Jobs** screen.
2. Select the printing device. The **Print and Unlock** dialog box appears.
3. Tap **Yes**. The jobs are printed on the printing device that you have selected and the device is unlocked.



## Single print job management options (print, delete, mark as favorite...)

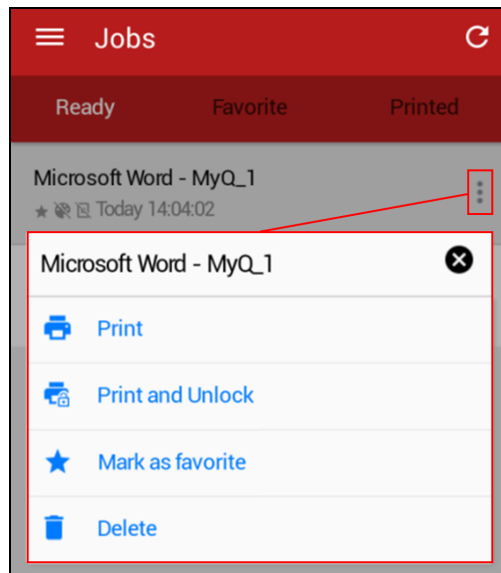



FIGURE 4.9. Actions available on the Ready tab

Tap the  button at the right side of the print job to open the management options. You can select from the following operations:

### Print the job on a selected printing device

1. Tap **Print**. You are redirected to the **Select printer** screen.
2. Select the printing device on which the job should be printed, and then confirm the selection on the **Print** confirmation dialog box. The job is printed on the printing device that you have selected.

### Print the job on a selected printing device and unlock the device

1. Tap **Print and unlock**. You are redirected to the **Select printer** screen.
2. Select the printing device on which the job should be printed, and then confirm the selection on the **Print** confirmation dialog box. The job is printed on the printing device that you have selected and the device is unlocked.

### Return the already printed job to the Ready state

- Tap **Push to print queue**. The job will be displayed on the **Ready** tab.

### Add the job to favorites

- Tap **Mark as Favorite**. The job will be displayed on the **Favorites** tab.

## Remove the job from favorites

- Tap **Unfavorite**. The job is removed from the favorites tab.

## Delete the job

- Tap **Delete**. The job is deleted.

### 4.2.3. Printers

On the **Printers** screen, you can see all currently available printing devices. You can also unlock and lock selected printing devices, print jobs on a selected printing device and mark a selected printing device as favorite.

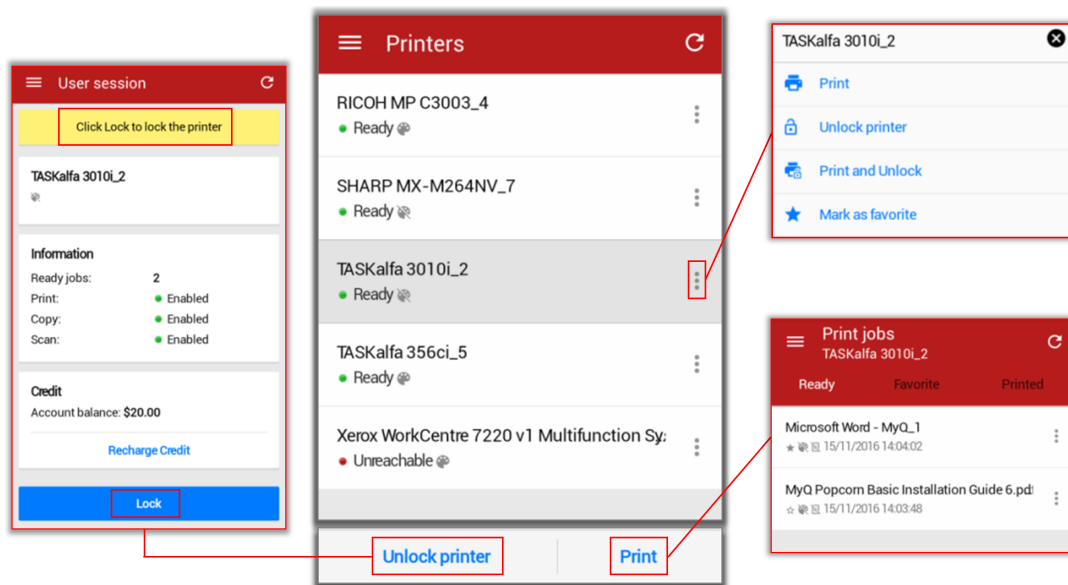



FIGURE 4.10. Printers screen and menu of functions

## Managing printing devices on the Printers screen (print, unlock...)

Tap the  button at the right side of the printing device to open the management options. You can select from the following operations:

## Print all jobs on the selected printing device

1. Tap **Print**. You are redirected to the **Print jobs** screen.
2. Tap Print at the bottom of the print jobs screen right side of the print job that you want to print. The print job's management options appear.

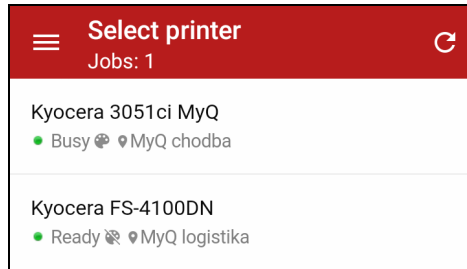



FIGURE 4.11. Selecting the printer.

## Print selected jobs on the selected printing device

1. Tap **Print**. You are redirected to the **Print jobs** screen.
2. On the **Print jobs** screen, tap the  button at the right side of the print job that you want to print. The print job's management options appear.

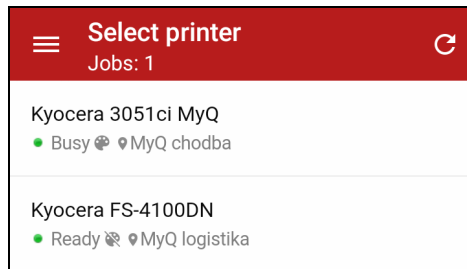


FIGURE 4.12. Selecting the printer.

3. Select **Print**. The print job is printed on the printing device.

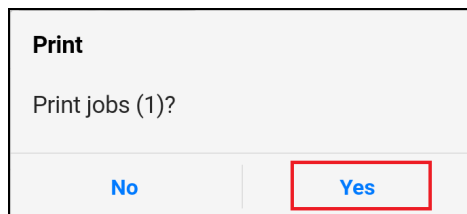


FIGURE 4.13. Confirming the print

## Print selected jobs on the selected printing device and unlock the embedded terminal there

1. Tap **Print and unlock**. You are redirected to the **Select printer** screen.
2. Select the printing device on which the job should be printed. The **Print** dialog box appears.
3. Tap **Yes**. The job is printed on the printing device that you have selected and the embedded terminal is unlocked.


## Add the printing device to favorites

- Tap **Mark as Favorite**. The job will be displayed on the **Favorites** tab.

## Remove the printing device from favorites

- Tap **Unfavorite**. The job is removed from the favorites tab.

Two actions (**Unlock Printer**, **Print**) can be accessed directly from the **Printers** screen. Select the printing device that you want to use, and then tap one of the corresponding buttons at the bottom of the screen.

 **NOTICE:** Remember to **Lock** the printing device once you finish using it.

### 4.2.4. Print File

After you select the **Print File** option on the main menu, the file management dialog box appears. In the dialog box, you can choose a file stored in a folder on the device drive or in some of the mobile apps (Gallery, OneDrive, Google Drive, etc.) and send it to MyQ.

Tap **SELECT A FILE** and find the file in a folder, in a gallery, on a cloud storage, or any other place.

After the file is selected, you can change print options (color / monochrome, quality / economy mode, simplex / duplex, number of copies), and then tap **PRINT** to send the print job to MyQ.

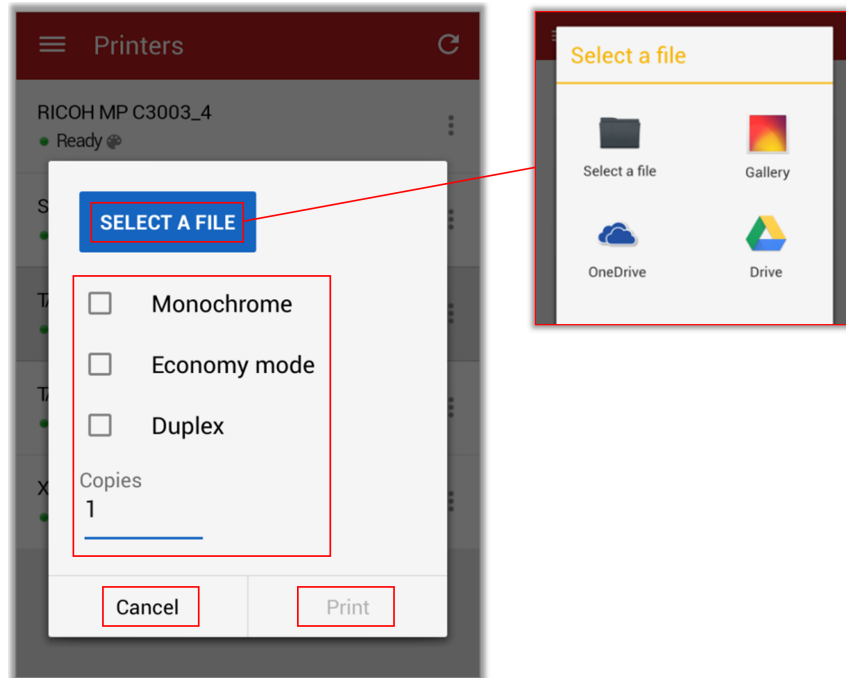


FIGURE 4.14. Selecting the file to be printed

#### 4.2.5. Unlock via QR code

After you select the **Unlock via QR code** option on the main menu, the **Unlock via QR code** screen appears. On this screen, you can unlock a printing device by scanning a QR code displayed on the device's panel.

Point your phone towards the QR code as if you wanted to take a picture of it. Make sure that the QR Code is inside of the green rectangle displayed in the middle of the screen. The application automatically scans the code and unlocks the device.

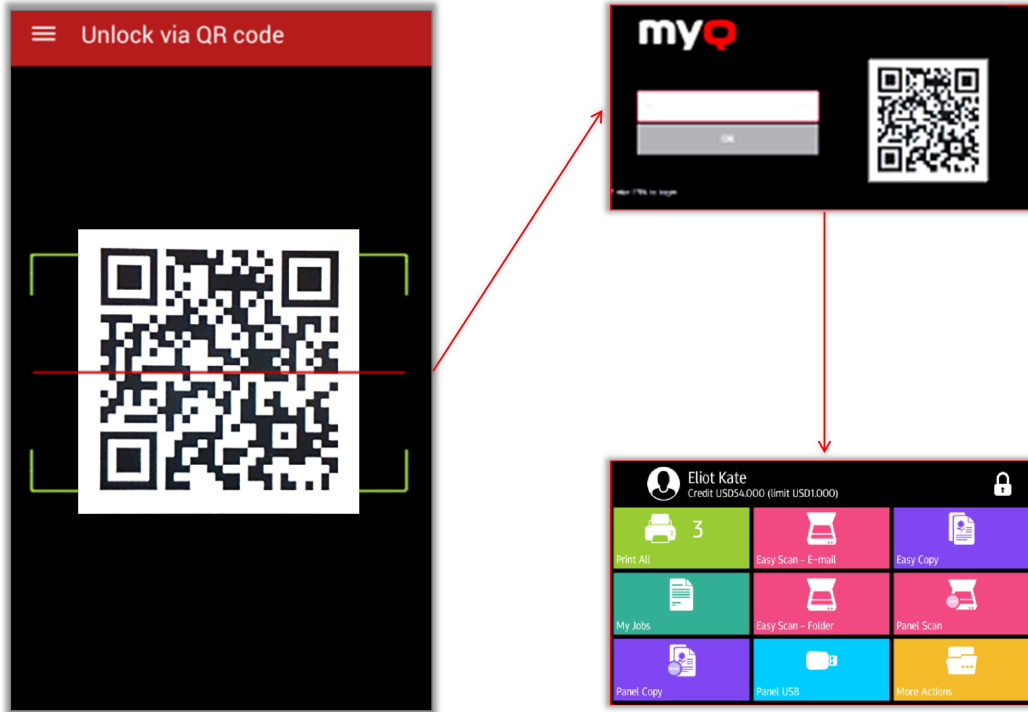


FIGURE 4.15. Unlocking a printing device via a QR code

#### 4.2.6. Servers

On the two sections of the **Servers** screen, you can manage MyQ servers. The **Selected server** section shows the currently used MyQ server, whereas the **Other server** section shows servers that have been added in the past but are not used at the moment.

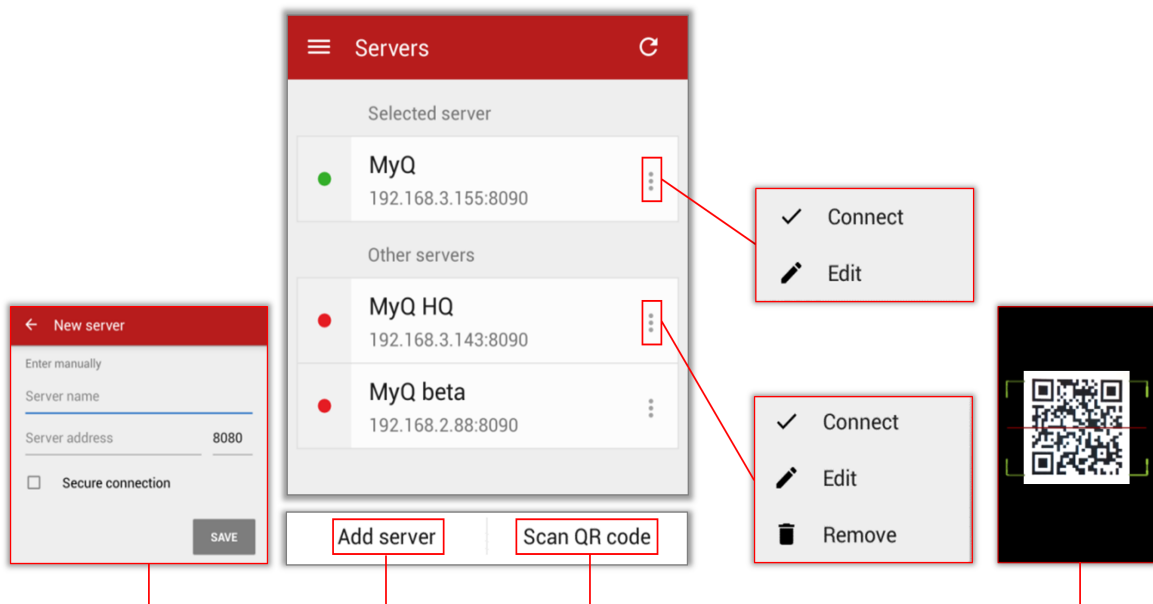



FIGURE 4.16. The **Servers** screen with a list of MyQ servers and management options

## Managing individual servers

Tap the  button at the right side of the server to display the following options:

- **Connect:** Connect to the server.
- **Edit:** Change name of the server, IP address, port and select/deselect the secure connection mode.
- **Remove:** Remove the server (Available only for servers that are not currently used.).

## Adding a new server

To add a new server, either by entering the server's IP address, or by scanning the QR code of a printing device, tap one of the two respective buttons (**Add server** or **Scan QR code**) at the bottom of the screen.

### 4.2.7. Logout

Select the **Logout** option on the main menu to leave the application and log out of the current MyQ server.

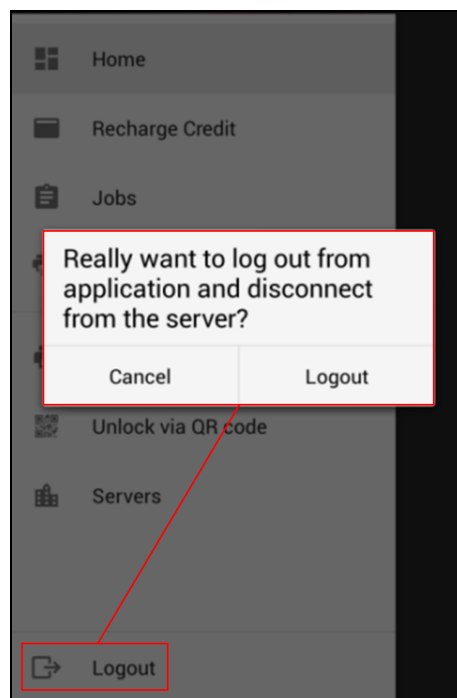


FIGURE 4.17. Logout dialog box

### 4.3. Direct print from mobile apps and from mobile Web browsers

You can print directly from mobile apps and from mobile Web browsers. To do so, open the app menu and select to share the file (picture, Web page etc.) via the **Print via MyQ** option. The print job management dialog box appears.

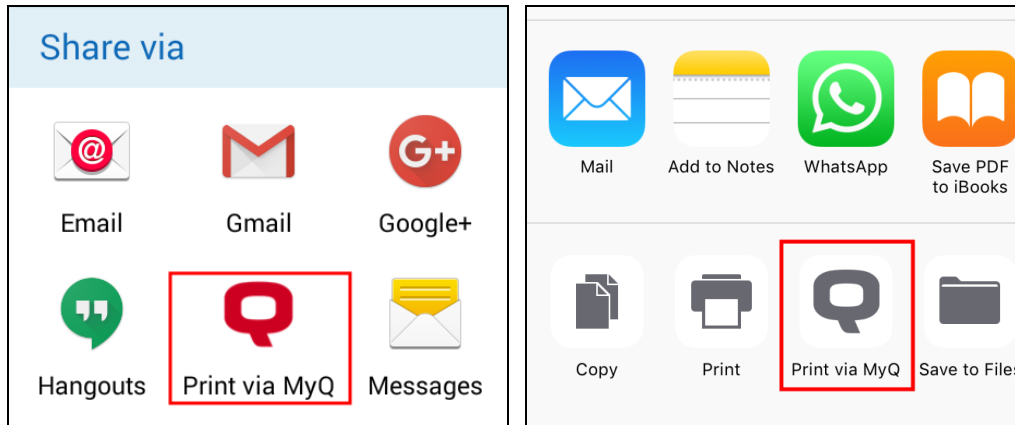


FIGURE 4.18. **Print via MyQ** on Android and iOS

**NOTICE:** For the iOS, you have to enable the **Print via MyQ** sharing option under **More, Activities**.

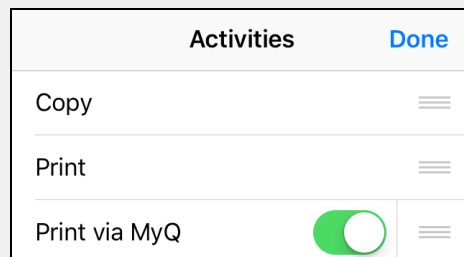


FIGURE 4.19. Enabling **Print via MyQ** in the iOS



In the dialog box, you can change the print job's properties (color /monochrome, quality / economy mode, simplex / duplex, number of copies), and then tap **PRINT** to send the print job to MyQ.

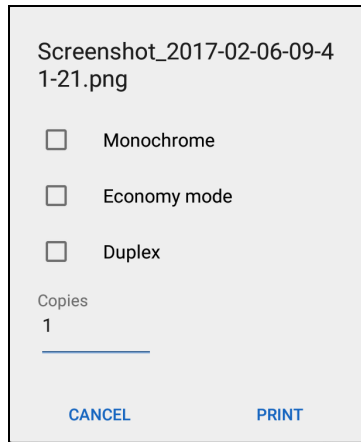


FIGURE 4.20. The print job can be managed before it is sent to MyQ

## Assigning projects

If project accounting is activated on the MyQ server, you can also assign a project to the print job. To assign a project, tap the field under **Project**, and then select the project from the list.

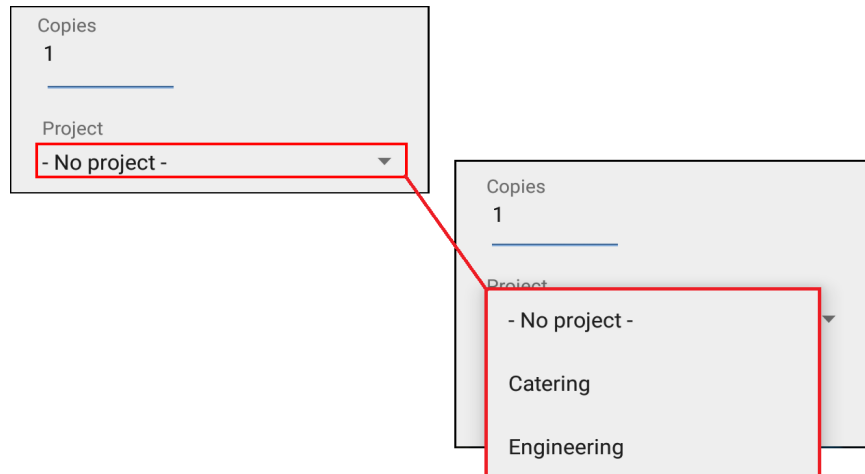


FIGURE 4.21. Opening the project selection drop-down box and selecting the project

**NOTICE:** Depending on settings of the MyQ server, assigning projects to print jobs might be optional or obligatory. If it is obligatory, print jobs without a selected project cannot be sent to MyQ. For more information, ask your MyQ administrator.

## 5. Business contact

<b>MyQ® Manufacturer</b>	<p><b>MyQ® spol. s r.o.</b></p> <p>Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic</p> <p>MyQ® Company is registered in the Companies register at the Municipal Court in Prague, division C, no. 29842</p>
<b>Business information</b>	<p><a href="http://www.myq-solution.com">www.myq-solution.com</a></p> <p><a href="mailto:info@myq-solution.com">info@myq-solution.com</a></p>
<b>Technical support</b>	<p><a href="http://community.myq-solution.com">community.myq-solution.com</a></p>
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