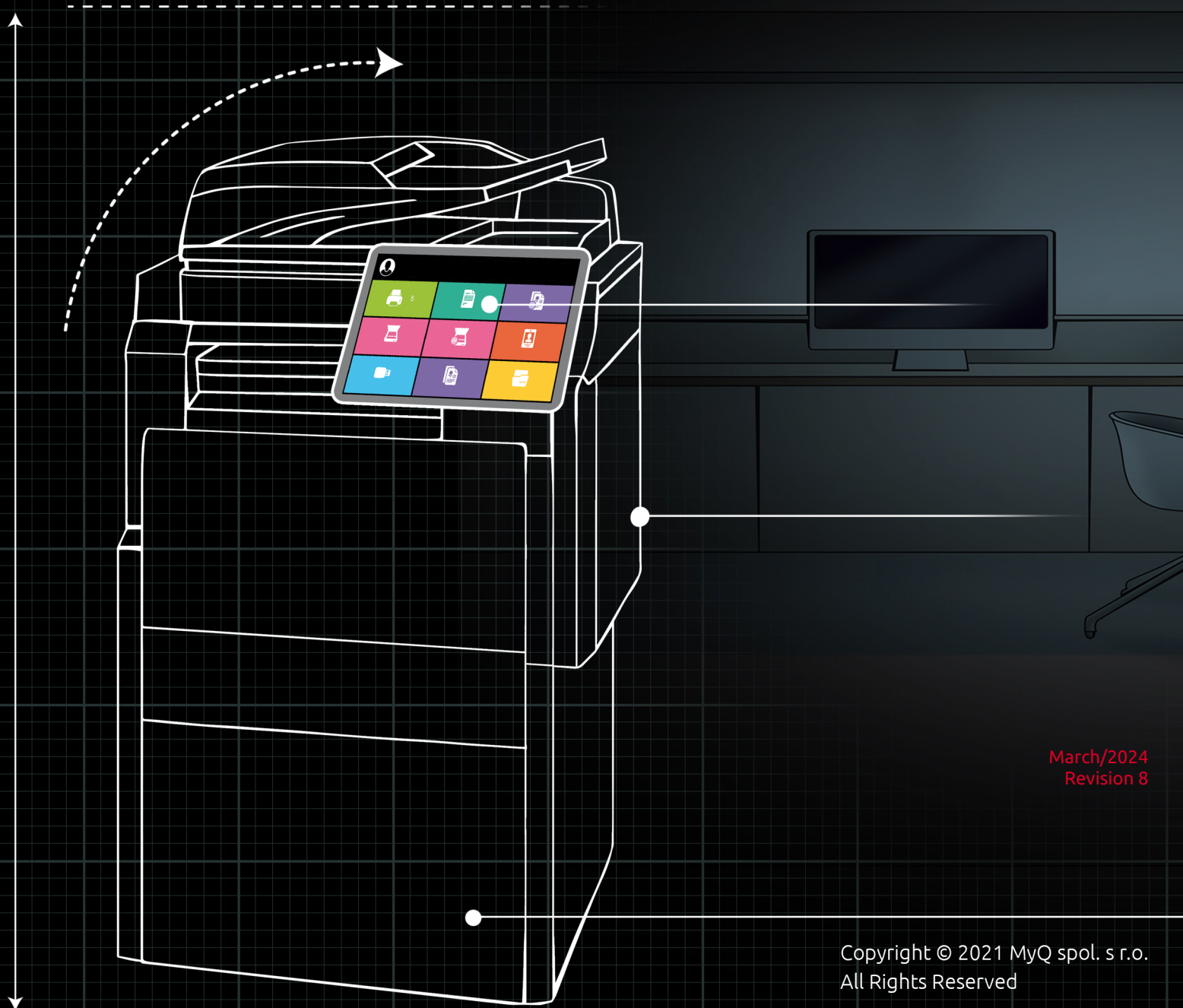


myQ X

Ricoh SmartSDK Embedded



March/2024
Revision 8

Table of Contents

1	Release Notes	5
1.1	8.2 (patch 4).....	5
1.2	8.2 (patch 3).....	5
1.3	8.2 (patch 2).....	6
1.4	8.2 (patch 1).....	6
1.5	8.2 RTM.....	6
1.6	8.2 RC.....	7
1.7	8.2 RC2.....	7
1.8	8.2 RC1.....	7
1.9	8.2 BETA1.....	8
2	Supported Printing Devices	11
3	Installation.....	15
3.1	Requirements.....	15
3.2	Remote installation via Printer Discovery	15
3.3	Additional configuration on the device.....	18
3.3.1	Setting the screen startup mode.....	18
3.3.2	Setting printing limits	22
3.4	Communication Security.....	26
3.5	Changing login methods.....	28
3.5.1	Login via QR code.....	29
3.6	Selecting languages.....	30
3.7	Activating card readers.....	30
3.7.1	Registering the card reader on the printing device's touch panel	31
3.7.2	Adding the card reader on the device's web UI	39
3.7.3	Deactivating card readers	40
3.7.4	Supported Card Readers	47
3.8	Update and Uninstallation	48
4	Licenses	50
5	Admin Menu	51
6	Personalization	54
7	Terminal Actions.....	55
7.1	Print all	56
7.1.1	Print all jobs after logging in	56
7.2	My Jobs	56
7.3	Easy Scan.....	58
7.3.1	Easy Scan Parameters	59
7.3.2	Logging out while scanning	61
7.4	Easy Copy	62

7.4.1	Easy Copy Parameters.....	62
7.5	Easy Fax.....	64
7.5.1	Easy Fax Parameters.....	64
7.6	Application List.....	64
7.7	Panel Actions.....	65
7.7.1	Panel Copy.....	65
7.7.2	Panel Scan.....	65
7.7.3	Panel Fax.....	65
7.7.4	Panel Box.....	66
7.7.5	Panel USB.....	66
7.8	ID Card Registration.....	66
7.9	Edit Account.....	66
7.10	Recharge Credit.....	67
7.11	Folder.....	68
7.12	ID Card Copy.....	68
8	Accounting.....	69
8.1	Credit.....	69
8.1.1	Recharging Credit.....	69
8.1.2	Using terminal actions with insufficient credit.....	70
8.2	Quota.....	72
8.3	Projects.....	73
8.3.1	Assigning projects to print jobs.....	74
8.3.2	Assigning projects on the Panel Copy screen.....	75
8.3.3	Assigning projects on the Panel Scan screen.....	75
8.3.4	Assigning projects on the Panel Fax screen.....	75
9	Device Spooling.....	76
9.1	Setting up Device Spooling in MyQ.....	76
10	Offline Login.....	77
10.1	Scan to Email in Offline Login mode.....	78
11	Canceling Stuck Jobs.....	80
12	Business Contacts.....	81


MyQ Ricoh SmartSDK Embedded Terminal 8.2

The MyQ Ricoh SmartSDK Embedded terminal is a software application developed for the Ricoh SmartSDK platform. It enables simple management of print jobs on an Android touchscreen display, and offers a number of advanced features: multiple login options, scanning and copying by a single touch, credit, quota, project accounting, and many others. It can communicate with multiple types of USB card readers.

The application can be remotely installed on the printing device's Web User Interface.

You can also check the [MyQ X Ricoh product sheet](#).



 All changes compared to the previous version are listed in the [release notes](#).

1 Release Notes

MyQ Ricoh SmartSDK Embedded terminal 8.2

- Minimum requested support date: **15 January, 2021**

1.1 8.2 (patch 4)

3 March, 2024

Improvements

- Printing directly to the printer via port 9100 (outside of MyQ) is possible by disabling the Reject Unauthorized Jobs option in the configuration profile.
- Classic panel applications can be opened with the Application terminal action.
 - LIMITATION** Classic applications must be supported by the device.
 - LIMITATION** Classic applications are not accounted or reported to the server.
 - LIMITATION** Credits, quotas, projects, or policies do not apply to classic applications.

Bug fixes

- Large scan files cannot be delivered because the device has been processing them for too long and it has not been possible to correctly assign them to the user.
- Cashed user credentials for offline login aren't deleted after specified time.
- The terminal will go offline and the connection won't be established if the server is offline.
- The server part of the terminal package loses stability with large numbers of devices.
- User session doesn't end correctly if the user deletes the print job in the device's job status.
- Unknown event type is logged in the server log as an error for Staple events.
- Terminal may not reconnect after disconnecting from the server.
- Fixed the accounting in the case of a paper jam.

1.2 8.2 (patch 3)

19 January, 2024 (version valid until 19 March, 2024)

Improvements

- It is possible to specify the value for timeout of the [installation](#) in cases where the installation is stuck. Default value for the timeout is set to 60 minutes.

Bug fixes

- Remote installation failing.
- User authentication isn't finished before starting to print in some cases.
- User session isn't started correctly if the administrator account of the printer had name MyQ.

- Incorrect version of Chinese language was used for panel operation language with Print server 8.2.
-

1.3 8.2 (patch 2)

30 November, 2023 (version valid until 28 January, 2024)

Improvements

- **NEW FEATURE** New option in the configuration profile to [set MyQ Print Server as the device's SMTP server](#).
- **NEW FEATURE** New option in the configuration profile to [enable printing of jobs not originating from the MyQ Print Server](#).
- Devices with a 17" screen size are supported.
- The remote device setup has been enhanced to report problems during installation in more detail to help the administrator troubleshoot problems.

Bug Fixes

- "Unknown error" is displayed instead of "No original detected" in the case no paper is added to ADF for using Easy Copy Terminal Action.
 - Easy Scan - Continuous scanning: It is not possible to combine feeding of paper from ADF and glass.
 - Scan is not sent if the user was logged out during the processing of the scan.
 - Terminal installation fails if HTTP port 80 is disabled on the device.
-

1.4 8.2 (patch 1)

4 September, 2023

Bug Fixes

- In some environments, print jobs were rejected by the device due to insufficient rights.

NOTE : Only the server part of the package was upgraded and is displayed as 8.2.1. The device part of the package, i.e. the application installed on the printing device, is the same as in version 8.2.0.887 and so is displayed on the device panel.

1.5 8.2 RTM

19 July, 2023

Improvements

- New [G3 devices supported](#).

Bug Fixes

- Added a workaround that should prevent from app disappearing in case of application crash.
 - Logout failed was displayed if user tried to logout via mobile application.
 - Panel scan was rejected by the server if panel scan started before finishing the previous panel scan.
 - Reprinted local spool job wasn't accounted.
 - User's custom language was used as language of Login screen after user's logout.
-

1.6 8.2 RC

16 June, 2023 (version valid until 15 August, 2023)

Improvements

- Page range for printing jobs is supported. Print server 10.2 is required for this feature.

Bug Fixes

- Ricoh Terminal log subsystem isn't displayed in the server log after the installation of the package to the server.
-

1.7 8.2 RC2

28 April, 2023 (version valid until 27 June, 2023)

Bug Fixes

- The terminal stopped responding.
 - Job can't be printed because the authentication failed.
-

1.8 8.2 RC1

6 March, 2023

Improvements

- Distribution of the credentials in offline login between devices was canceled. User synchronization for offline login has to be used instead of it.
- Improved behavior of projects when there are no projects with rights available for the user. MyQ Print server 10.1 is required.
- Logs from the Ricoh Embedded terminal are logged to the main server log using the "Ricoh Terminal" subsystem.
- Vendor specific parameters added in Configuration profile settings.
- **NEW FEATURE** Application is supported.
- **NEW FEATURE** Application List is supported.

- **NEW FEATURE** Debug log can be enabled in Configuration profile.
- **NEW FEATURE** [Client Spooling](#) is supported.
- **NEW FEATURE** Information about Government or Education edition is displayed on the Embedded terminal login screen.
- **NEW FEATURE** Information about Trial license or NFR license is displayed on the Embedded terminal login screen.
- **NEW FEATURE** It is possible to Always display job price even if the credit or quota is disabled. MyQ Print server 10.1 is required for this feature.
- **NEW FEATURE** It is possible to set maximum 999 copies for Easy copy, ID Card copy or in Job properties.
- **NEW FEATURE** Job cost is displayed in [Job options](#).
- **NEW FEATURE** [Offline login](#) is supported:
 - Only login via PIN or ID card is valid. Login via username+password isn't supported.
 - Jobs printed when server is offline are accounted as jobs printed when server is online when the server is started Offline user session isn't created.
- QR code is displayed as default option for login instead of keyboard.

Changes

- SMTP forwarding isn't supported for offline login. Panel scan in offline login is possible to use with using SMTP server details (IP address and authentication account) in the device web UI.

Bug Fixes

- Easy scan buttons were marked as selected incorrectly after usage.
- Energy saver wasn't possible to use on the device with installed terminal.
- Fixed upgrade of the terminal from version 7.5.
- Remote Operation panel was not possible to use with installed MyQ application.

Limitations

- Idle logout isn't applied if the scan is in a progress.
- It is not possible to display more than 18 Terminal actions in the Top menu.
- User can't logout during Easy scan/Easy copy/Panel scan/Panel copy operation in progress.

1.9 8.2 BETA1

6 January, 2023

Improvements

- Accounting is managed by the embedded terminal instead of the server. Also, accounting with projects, credit or quota enabled is faster.
- [Admin menu](#) has been improved.
- Configuration of PjL commands to printer queue or print driver isn't required.
- Critical accounting for interrupted print, scan, copy.

- Displaying of quota has been improved.
- Jobs which aren't possible to print because of Job filters (i.e. A3 jobs on A4 device or Color Jobs on BW device) are marked with a proper error message instead of the lock symbol.
- SSL certificate is automatically installed during the remote configuration.
- Terminal manager is not supported on Ricoh Embedded 8.2+.
- UI improved.
- White themes are supported.
- **NEW FEATURE** [Cost centers](#) are supported.
- **NEW FEATURE** Device terminal logs can be downloaded in MyQ Web UI - Printers, for each Ricoh printer with installed embedded terminal as replacement of downloading the logs via Terminal manager.
- **NEW FEATURE** It is possible to change the Local administrator PIN in configuration profiles.
- **NEW FEATURE** It is possible to [uninstall the package](#) from the device using Remote setup.
- **NEW FEATURE** More options are possible to be set in Job properties in [My jobs](#):
 - Color – BW / color
 - Duplex – simplex / duplex – long edge / duplex – short edge
 - Copies
 - Staple – no staple / yes (auto) / top left / top right / 2 staples
 - Punching – no punch / yes (auto)
 - Toner saving
- **NEW FEATURE** More options can be used for the [Easy Scan Duplex](#) parameter:
 - Single sided
 - Duplex – binding on top
 - Duplex – binding on side
 - Booklet – binding on left
- **NEW FEATURE** MyQ Ricoh terminal web service is available in Easy config.
- **NEW FEATURE** New available [quota](#) for BW print & copy - it is possible to block BW print and copy only.
- **NEW FEATURE** Terminal availability status is displayed on the Printers page on MyQ server.
- **NEW FEATURE** Used values are displayed for used default Easy actions parameters.

Changes

- Guest Login can be set in Configuration profiles.
- Login methods and server address aren't possible to be changed in the Admin menu of the embedded terminal. It is possible to change them via Configuration profiles on MyQ server only.
- Ricoh package is currently a REST API package.

Limitations

- Currently it is not possible to display job properties options supported by the device only. All job properties (Color, Duplex, Stapling, Punching, Copies, and Toner saving) are displayed on all Ricoh devices even on devices without finisher options.
- It is possible to start Panel Scan even if the user doesn't have enough credit on devices with SDK < 3.00.
- It is possible to start Panel Scan even if the user doesn't have enough quota on devices with SDK < 3.00.
- Local spool and Offline login aren't supported yet.
- When an error occurs on the device while scanning (e.g. paper jam), the user resolves the issue and selects to finish the operation, it might not be reported as finished and thus it is not accounted.

2 Supported Printing Devices

Model Name	Color/B&W	Device Type
imaggio MP C2800	Color	Multifunction printer
imaggio MP C3300	Color	Multifunction printer
SP8400DN	B&W	Multifunction printer
SP840DN	B&W	Multifunction printer
IM350	B&W	Multifunction printer
IM430	B&W	Multifunction printer
IM550	B&W	Multifunction printer
IM600	B&W	Multifunction printer
IM2702	B&W	Multifunction printer
IM C2000	Color	Multifunction printer
IM C2500	Color	Multifunction printer
IM C3000	Color	Multifunction printer
IM C3500	Color	Multifunction printer
IM C4500	Color	Multifunction printer
IM C5500	Color	Multifunction printer
Aficio MP C2800	Color	Multifunction printer
Aficio MP C3300	Color	Multifunction printer
SP C361SFNw	Color	Multifunction printer

Model Name	Color/B&W	Device Type
MP 305+	B&W	Multifunction printer
MP 401SPF	B&W	Multifunction printer
MP 402SPF	B&W	Multifunction printer
MP CW2201	Color	Multifunction printer
MP 501	B&W	Multifunction printer
MP 601	B&W	Multifunction printer
MP 2553	B&W	Multifunction printer
MP 2555	B&W	Multifunction printer
MP C2594J	Color	Multifunction printer
MP 2595	B&W	Multifunction printer
MP 3053	B&W	Multifunction printer
MP 3055	B&W	Multifunction printer
MP 3095	B&W	Multifunction printer
MP 3353	B&W	Multifunction printer
MP 3355	B&W	Multifunction printer
MP 3595	B&W	Multifunction printer
MP 4055	B&W	Multifunction printer
MP 5055	B&W	Multifunction printer
MP 6055	B&W	Multifunction printer

Model Name	Color/B&W	Device Type
MP 6503	B&W	Multifunction printer
MP 7503	B&W	Multifunction printer
MP C8003	B&W	Multifunction printer
MP 9003	Color	Multifunction printer
MP C306Z	Color	Multifunction printer
MP C307	Color	Multifunction printer
MP C406Z	Color	Multifunction printer
MP C501	Color	Multifunction printer
MP C2004	Color	Multifunction printer
MP C2094J	Color	Multifunction printer
MP C2504ex	Color	Multifunction printer
MP C2594J	Color	Multifunction printer
MP C3004	Color	Multifunction printer
MP C3504	Color	Multifunction printer
MP C4504	Color	Multifunction printer
MP C5504	Color	Multifunction printer
MP C6004	Color	Multifunction printer
Pro C5200	Color	Multifunction printer
Pro C5210	Color	Multifunction printer

Model Name	Color/B&W	Device Type
IM C2010	Color	Multifunction printer
IM C2510	Color	Multifunction printer
IM C3010	Color	Multifunction printer
IM C3510	Color	Multifunction printer
IM C4510	Color	Multifunction printer
IM C5510	Color	Multifunction printer
IM C6010	Color	Multifunction printer




Make sure that the latest firmware and correct Java version are installed in your device.


3 Installation

3.1 Requirements

The proper function of the MyQ Ricoh SmartSDK embedded terminal depends on the below:

- Java 8 Runtime Environment (JRE) installed on the MyQ Server.
OpenJDK Java is strongly recommended.
For example [this distribution from OpenLogic](#).
We do not recommend Oracle JRE (versions higher than 8u341 are not compatible with the Ricoh embedded installer).
- MyQ port (8080/8090) has to be allowed in the Firewall by default.
- The latest firmware should be installed on the device.
- Every embedded terminal requires a valid license activated on the MyQ server.
- MyQ Ricoh SmartSDK Embedded terminal 8.2 is supported on MyQ Print server 8.2 and newer.

 When restarting the printing device, do not use the software restart option on the device's Web UI. It does not restart all components used by the MyQ Embedded application, which results in problems with the connection to the MyQ Server.


 For information about communication protocols and ports, check the [MyQ Print Server guide](#).


3.2 Remote installation via Printer Discovery


The easiest way to install the MyQ Ricoh SmartSDK Embedded terminal is via remote installation from the MyQ Web administrator interface. This method is very simple, and it is preferable, especially when you need to install the terminal on a large number of printing devices, since you can install multiple devices in a batch.

You do this by creating separate printer discoveries and adding a configuration profile to any one of them. At the same time, you can assign the discovered printers to a group and/or queue. Another possibility is to create a remote installation for just one printer and place it in a direct queue.

Before the installation, make sure that the server hostname/IP address in **MyQ, Settings, Network** is correct. If it's not, which could happen after a license update or upgrade, the remote setup will fail.

 Activation failed

 Error while getting MyQ server IP address.
Check if the MyQ Server hostname in the Settings is set correctly. | error=Socket: Windows Sockets error | error=11001

 If the remote setup fails, make sure that the latest firmware and the correct Java version are installed on your device. If not, update them and run the remote setup again. If you don't know how to do that, contact Ricoh support.

To remotely install the MyQ Ricoh SmartSDK Embedded terminal:

1. Follow the instructions in the MyQ Print Server guide to [create and configure a Printer Discovery](#).
2. Then, you should [create a configuration profile](#) to attach to your Printer Discovery.
3. The **Ricoh** section is displayed when the Ricoh terminal package is installed on the MyQ server. Applying the changes in the Ricoh section on the terminal require a force remote configuration of the device.

▼ Ricoh

Local Admin Pin:

PIN used for logging in to the administration screen at supported device. Set empty to use terminal's default.

Log debug messages:

Enables Debug level of logging.

Application List:

Select Ricoh native and 3rd party applications visible in Application List

Installation Type: * Full (SP Modes, Contacts, Binaries, Configuration) ▼

Choose the type of Ricoh terminal binaries installation.

Validate installer security certificates:

When enabled, the Ricoh installer must trust the terminal CA certificate. Install the terminal CA certificate in the java keystore of the installer.

Installation timeout:

Timeout for installation process to finish. If Ricoh terminal binaries installation and configuration does not finish in the given time, the process will be terminated. Value is given in minutes.

Custom options:

Codes to activate custom features of Embedded application.

Reject unauthorized print jobs:

When enabled, device will only accept print jobs authorized by MyQ. All the other jobs will be rejected.

Set MyQ as device SMTP server:

When enabled, email communication from the device is routed via MyQ server.

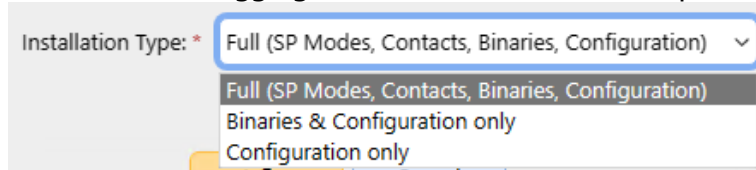
✓ Save
Cancel

Fields marked by * are mandatory.

- It is possible to change the **Local Admin Pin**. When the field is empty, the default value **1087** is used.
- **Log debug messages** allows to enable/disable the Debug level of logging. If the setting is enabled, the terminal will generate additional log information for auditing and troubleshooting purposes.
- It is possible to specify the **Application List**, this allows you to edit the list of native application IDs that can be started from the Top Menu (Application List / Application Redirection) and Terminal Actions. Applications not added to this list will not be available on the terminal. In MyQ server 8.2, the list is delimited by commas, from MyQ server 10.0, each application should be listed on a single line. This list might be further filtered based on the logged-in user policies.



- It is possible to specify the **Installation type** - forces the type of the installation which is executed when activating the printer or forcing its configuration. For the proper terminal installation or terminal upgrade, the *Full* type of the installation is required. The other two types of installation should be used for debugging of issues. There are these options:



- *Full (SP Modes, Contacts, Binaries, Configuration)* - (default); performs a full installation including uninstallation of previous versions of the app (it also uninstalls the MyQ Roger app if present), settings SP modes, creating contacts, installing MyQ app binaries, and finally pushing the fresh configuration. May take around 5 mins; on certain very slow models (IM 2701), up to 20 mins.
- *Binaries & Configuration only* - it only uninstalls the previous version of the app (including MyQ Roger), installs new binaries, and pushes the fresh configuration. Useful for debugging purposes when MyQ has been already installed (SP modes are already set) and only the binaries are to be exchanged. May take around 3 mins. Slow models up to 10 mins.

- *Configuration only* - it only pushes the new configuration. Useful for debugging purposes when only configuration is to be refreshed. Takes only 5 seconds.
- **Validate installer security certificates** When enabled, the Ricoh installer must trust the terminal CA certificate. Install the terminal CA certificate in the java keystore of the installer.
- **Installation timeout** - Timeout for installation process to finish. If Ricoh terminal binaries installation and configuration does not finish in the given time, the process will be terminated. Value is given in minutes. Default value is 60 (minutes).



If the installation process times out and the printer configuration does not finish properly, before re-trying the installation, please, restart the device.

- **Custom options** It is possible to specify Custom options. With this parameter, the administrator can unlock some hidden features of the terminal which are available only to specific customers and might require specific device/firmware.
- **Reject unauthorized print jobs** allows to enable/disable rejecting of unauthorized jobs. This option is enabled by default. If the option is enabled, the device will only accept print jobs authorized by MyQ, and all other jobs will be rejected. If the option is disabled, it is possible to print jobs for users who are not registered in MyQ. The printer driver has to be configured like direct print for local spool jobs.
- **Set MyQ as device SMTP server** allows to configure the MyQ IP address/hostname as the device's SMTP server for Panel scan operation during the remote configuration. This option is enabled by default. If the option is disabled, the device's SMTP server is not configured during the remote configuration.

3.3 Additional configuration on the device

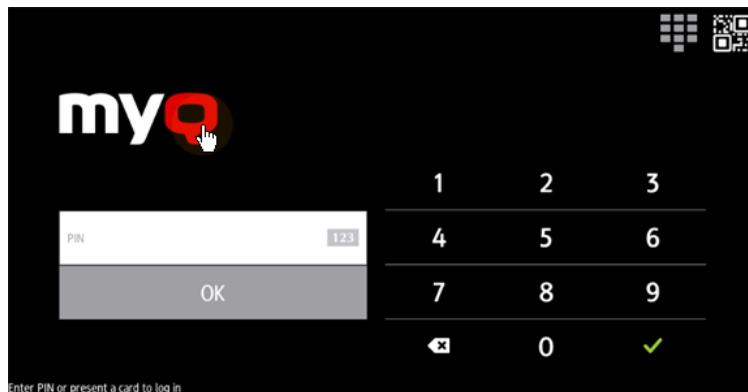
Before you can start using the terminal, you need to change the following settings on the printing device:

- Set the screen startup mode
- Set printing limits

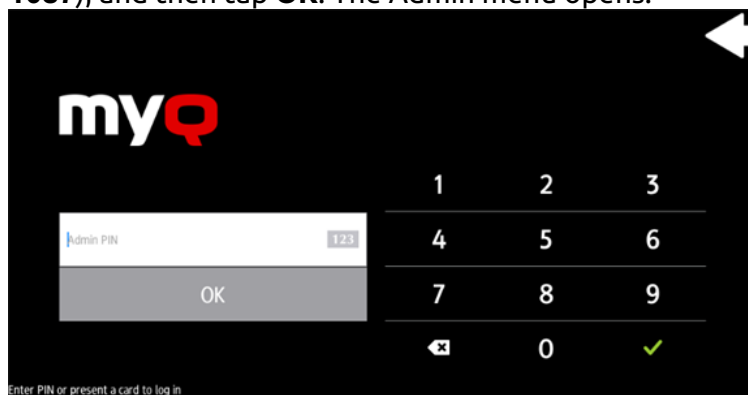
3.3.1 Setting the screen startup mode

To do this, you need to unlock the device's Android panel screen, open the printing device system settings and set the **Screen Startup Mode**.

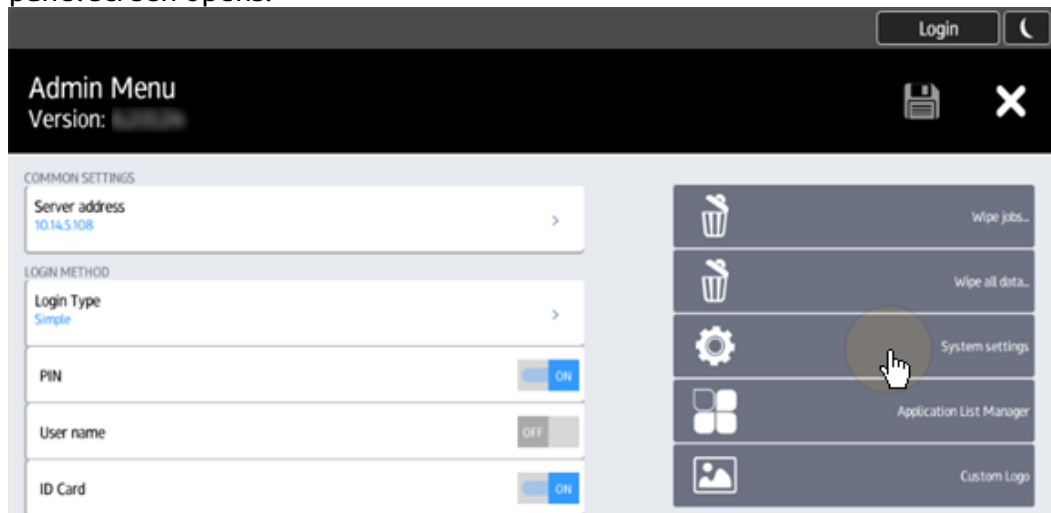
1. On the initial screen of the MyQ Embedded application, tap **MyQ** to open the admin login screen.



2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.



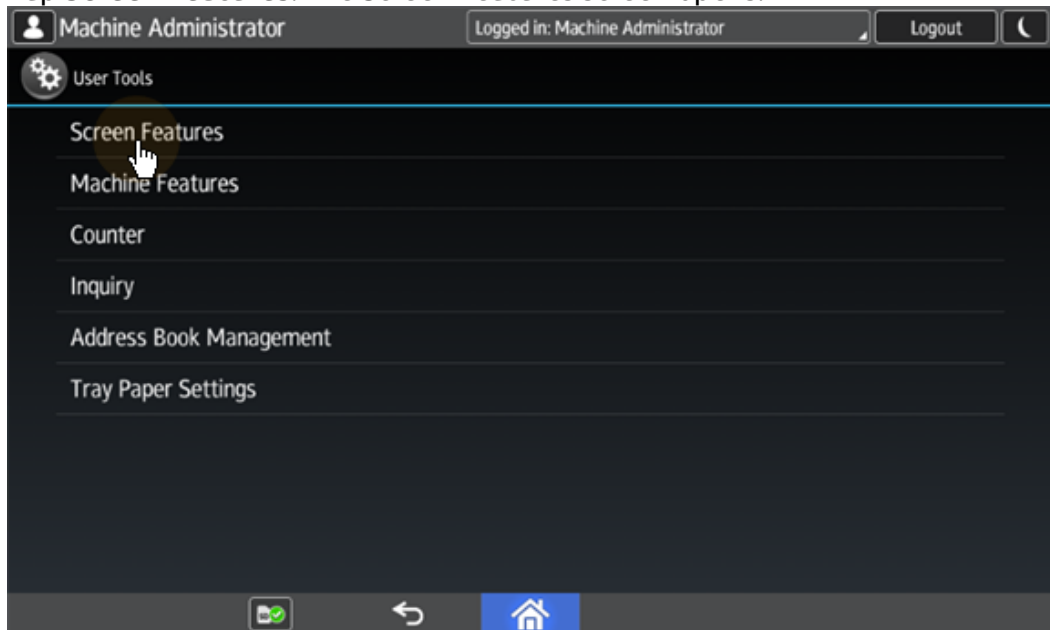
3. Tap **System settings** in the menu on the right side of the screen. The device's panel screen opens.



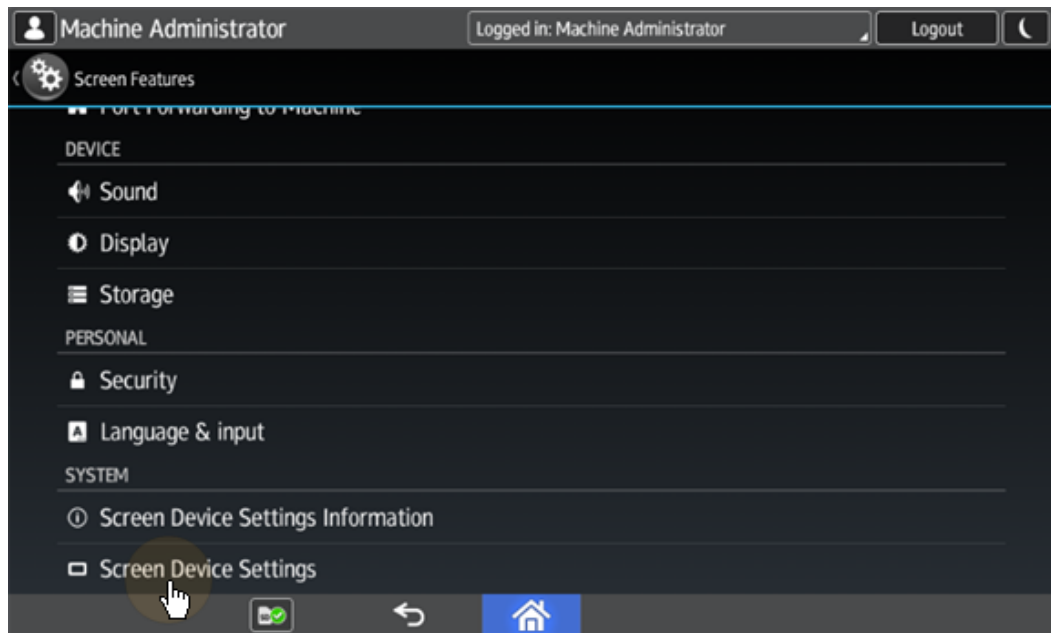
4. On the screen, tap **User Tools**. The User Tools screen opens.



5. Tap **Screen Features**. The Screen Features screen opens.



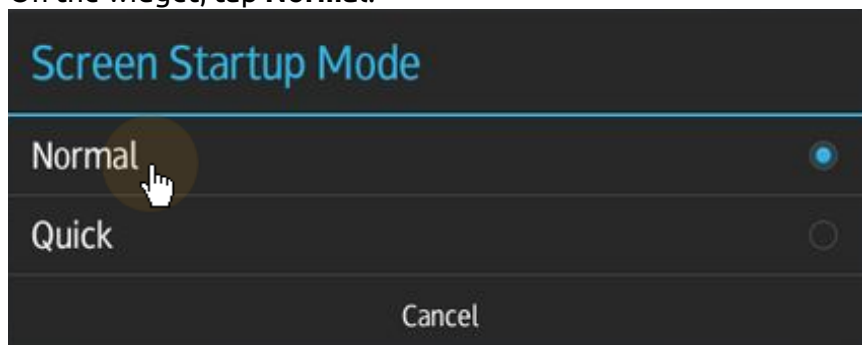
6. Tap **Screen Device Settings**. The Screen Device Settings screen opens.



7. Tap **Screen Startup Mode**. The Screen Startup Mode widget opens.



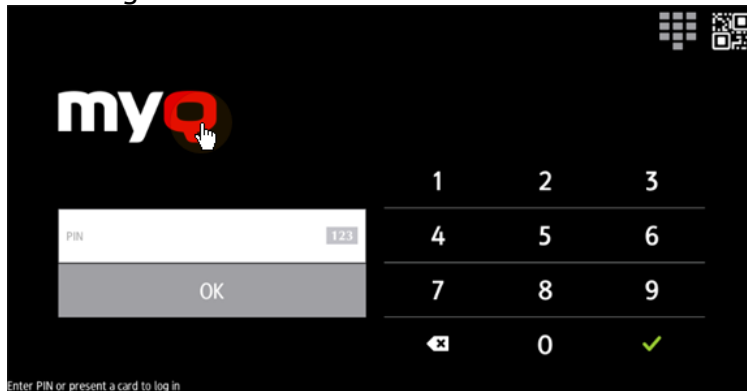
8. On the widget, tap **Normal**.



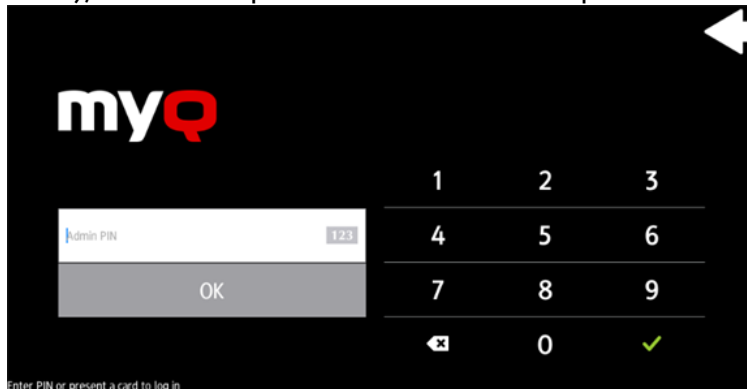
3.3.2 Setting printing limits

To do this, you need to unlock the device's Android panel screen, open the printing device system settings and change two settings there: the **Machine action when limit is reached** setting, and the **Enhanced Print Volume Use Limitation** setting.

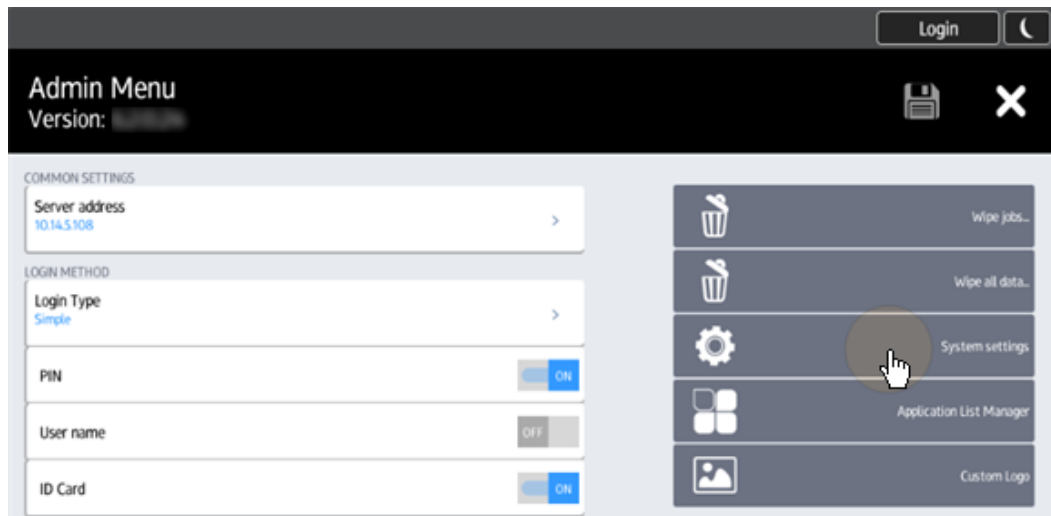
1. On the initial screen of the MyQ Embedded application, tap **MyQ** to open the admin login screen.



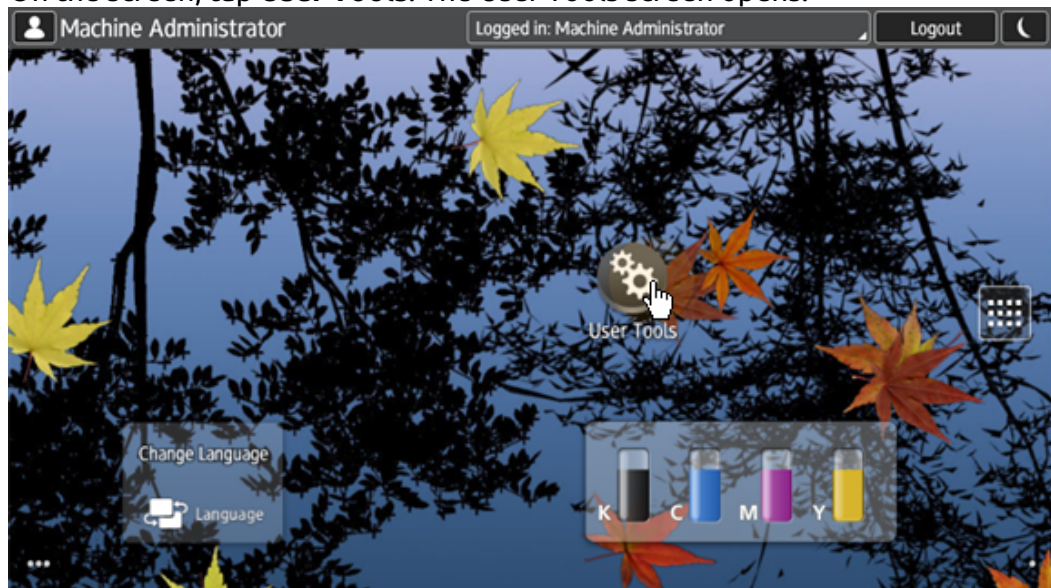
2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.



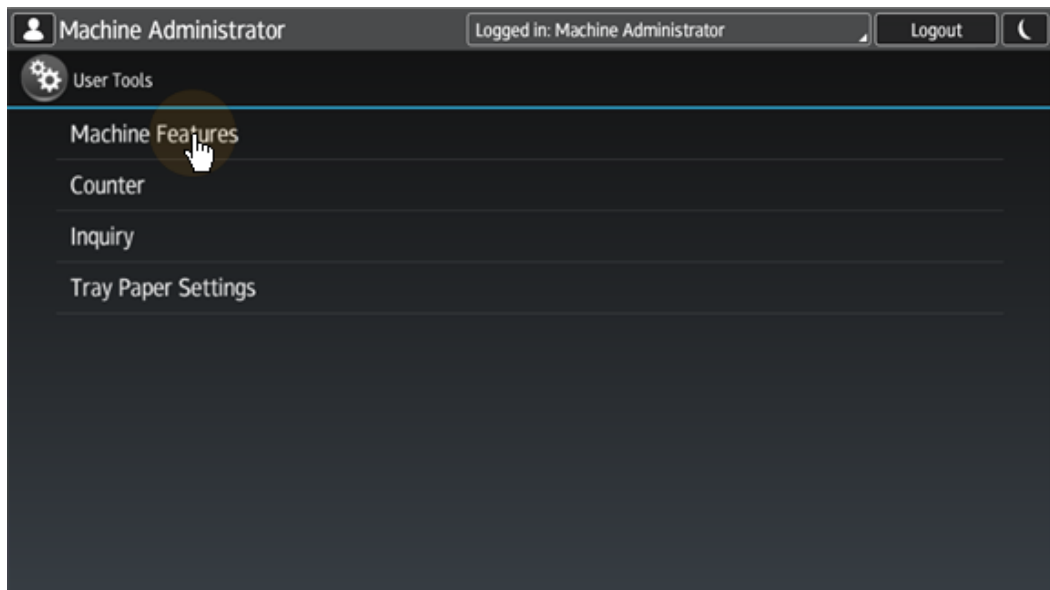
3. Tap **System settings** in the menu on the right side of the screen. The device's panel screen opens.



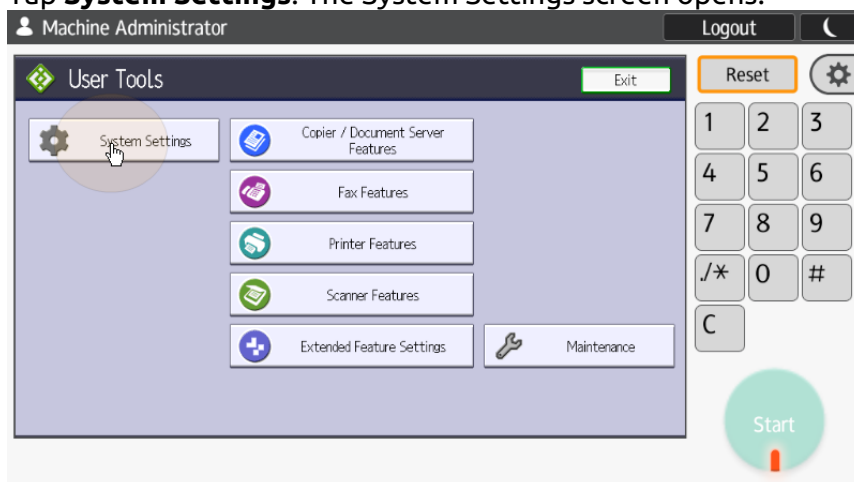
4. On the screen, tap **User Tools**. The User Tools screen opens.



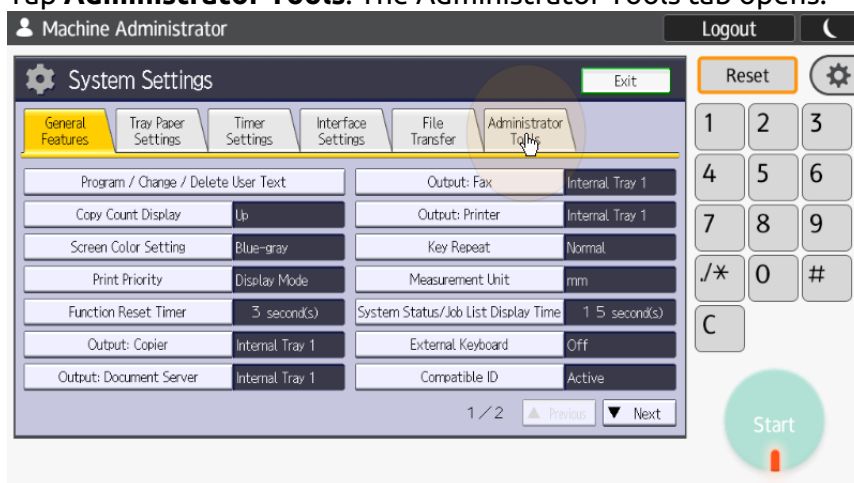
5. Tap **Machine Features**. The Machine Features screen opens.



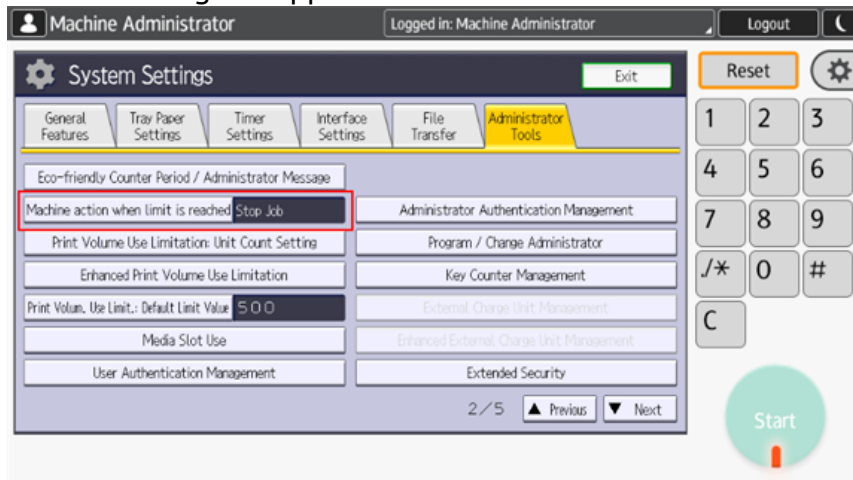
6. Tap **System Settings**. The System Settings screen opens.



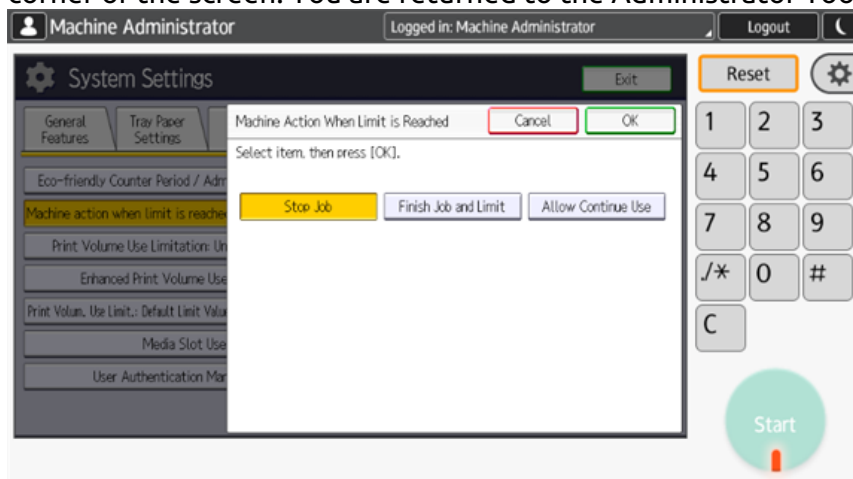
7. Tap **Administrator Tools**. The Administrator Tools tab opens.



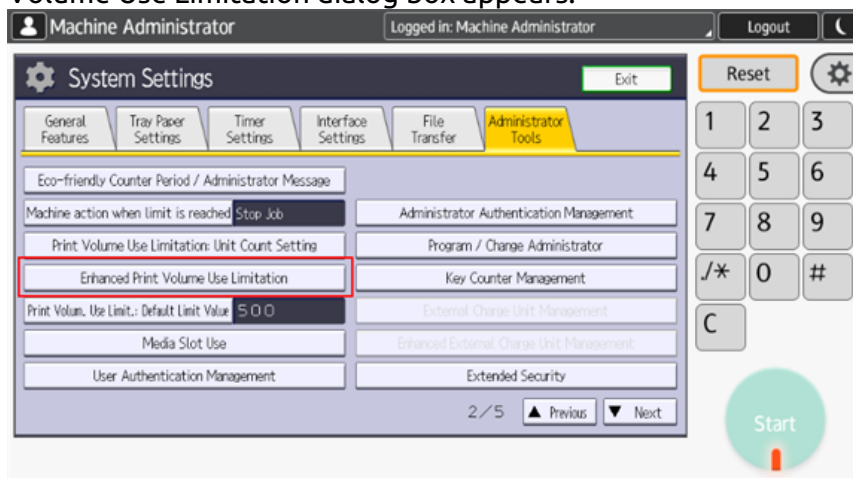
8. Tap **Machine action when limit is reached**. The Machine Action When Limit is Reached dialog box appears.



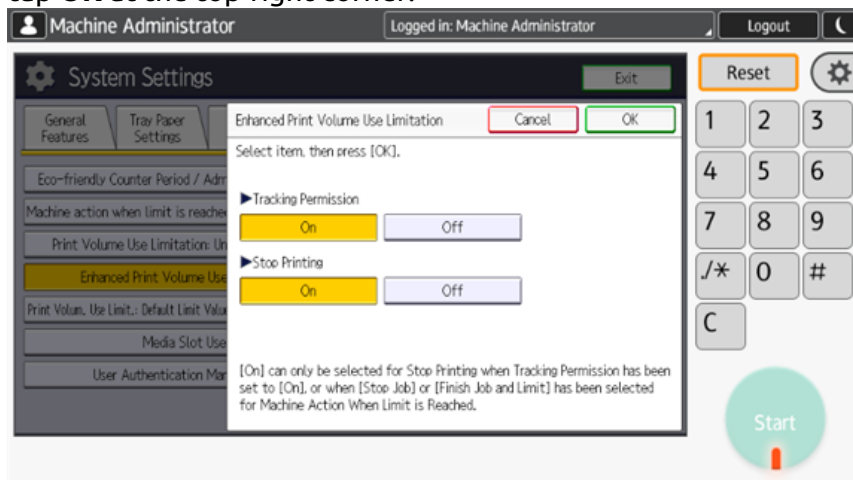
9. In the dialog box, select the **Stop Job** option, and then tap **OK** at the top-right corner of the screen. You are returned to the Administrator Tools tab.



10. On the tab, tap **Enhanced Print Volume Use Limitation**. The Enhanced Print Volume Use Limitation dialog box appears.



11. In the dialog box, set **Tracking permission** and **Stop Printing** to **On**, and then tap **OK** at the top-right corner.

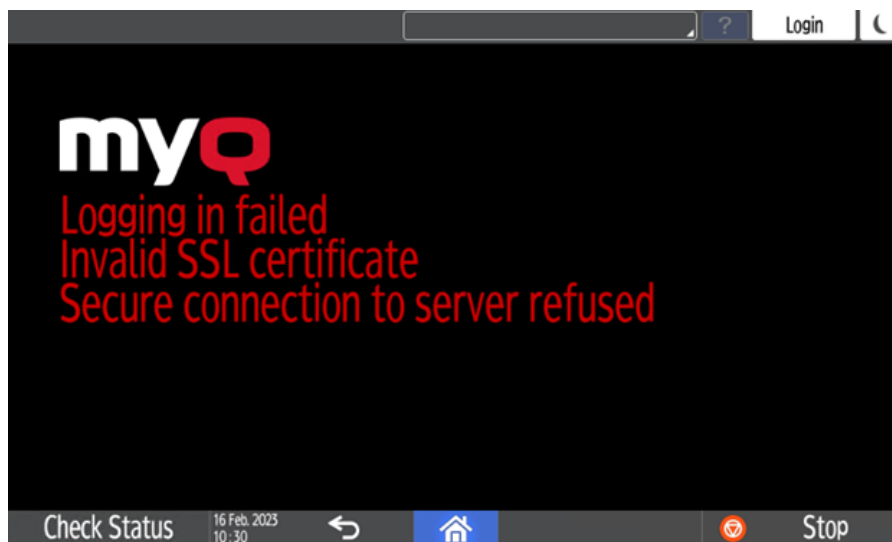


12. Restart the printing device.

3.4 Communication Security

The SSL certificate is installed automatically during the remote setup.

In the case that incorrect SSL certificates are used, the *“Logging in failed - Invalid SSL certificate - Secure connection to server refused”* message is displayed after a login attempt.



Once you change the certificate on the server, a force remote configuration is required. After the force reconfiguration, a device reboot might also be required.

- For proper behavior, it is important to configure time settings (time zone, and date and time settings) of the device to the same values as the server.

In the case that *IP address* is used for the terminal's installation instead of the *server's hostname* in your Configuration profile and **Allow unsecure communication** is disabled in MyQ Easy Config, the IP address of the server has to be added as a **Server alternative name** in the **Communication Security** settings in the MyQ web administrator interface:

Ricoh SmartSDK Embedded terminal ×

General Terminal Printers

Name: * Ricoh SmartSDK Embedded terminal

Price list: ▾

Fax module:

▼ **Printer Credentials**

These credentials are used to configure the printer. You can override these defaults in the properties of each printer.

Administrator user name:

Administrator password:

▼ **Network**

SNMP profile: Default ▾

MyQ server address: * IP address ▾

Set up IP filters

✓ Save Cancel

Fields marked by * are mandatory.

1. In the MyQ web administrator interface, go to **Settings, Network, Communication Security**.
2. In the **Server alternative names** field, enter the IP address of the server and press **Generate new Server Certificate**.

Communication Security NEW

MyQ secures communication with certificates which is an industry standard. Choose how certificates are managed.

Certificate Authority mode: **Built-in Certificate Authority**
 Server and clients are secured by certificates generated by the built-in certificate authority (CA). The CA certificate is self-signed. Export the CA certificate and install it to clients so they trust MyQ Server. If the CA certificate is compromised, generate a new one. Server certificate will be regenerated automatically.

Company Certificate Authority
 Your company CA generates an intermediate CA certificate which MyQ uses to sign certificates for the server and clients. To generate an intermediate CA certificate create Certificate Signing Request (CSR), sign it by your CA and finish CSR by importing signed certificate. Server certificate will be regenerated automatically.

Manual Certificate Management
 Provide a certificate for the MyQ Server. MyQ creates no certificates, all certificates are managed by you.

Server alternative names:

Comma separated list of DNS names and/or IP addresses. To set new Subject Alternative Name (SAN) for MyQ Server generate new Server certificate. Server hostname is included automatically.

3. Once the certificate is generated, you get the following message: *Certificates were changed*. Click *Save to preserve the changes*. Click the **Save** button.

myQ Settings: Network x Certificates were changed. Click Save to preserve the changes x

Settings

- License
- Server type
- General
- Personalization
- Task Scheduler
- Network**
- Authentication servers
- SNMP
- Printers & Terminals
- Configuration Profiles
- Printer Discovery
- Terminal Actions
- Events
- Event Actions
- Users
- Policies
- User Synchronization
- User Authentication
- Rights
- Accounting

Network

Fields marked by * are mandatory.

General

This server hostname:
 Terminals, MyQ Desktop Client and other components use this hostname when communicating with the server. It must match the certificate.

Communication Security NEW

MyQ secures communication with certificates which is an industry standard. Choose how certificates are managed.

Certificate Authority mode: **Built-in Certificate Authority**
 Server and clients are secured by certificates generated by the built-in certificate authority (CA). The CA certificate is self-signed. Export the CA certificate and install it to clients so they trust MyQ Server. If the CA certificate is compromised, generate a new one. Server certificate will be regenerated automatically.

Company Certificate Authority
 Your company CA generates an intermediate CA certificate which MyQ uses to sign certificates for the server and clients. To generate an intermediate CA certificate create Certificate Signing Request (CSR), sign it by your CA and finish CSR by importing signed certificate. Server certificate will be regenerated automatically.

Manual Certificate Management
 Provide a certificate for the MyQ Server. MyQ creates no certificates, all certificates are managed by you.

Server alternative names:

Comma separated list of DNS names and/or IP addresses. To set new Subject Alternative Name (SAN) for MyQ Server generate new Server certificate. Server hostname is included automatically.

4. After the changes are saved, a force configuration, printer re-activation, and a device reboot are required in order to apply the updated certificate.

3.5 Changing login methods

If you want to change login methods after the installation, you need to edit the configuration profile and reactivate your printer(s).

You can choose between two types of login: simple login and two-step authentication. With the simple login option, you can select up to three methods of login, and with the two-step authentication, you can select a combination of the login methods.

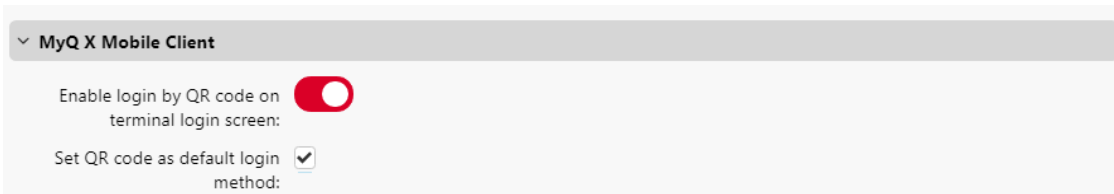
To change the login type:

1. In the MyQ Web administrator interface, go to **MyQ, Settings, Configuration Profiles**.
2. Select the profile you want to change and click **Edit** on the main ribbon (or right-click and **Edit**, or double-click). Choose the login method in the pane to the right.
3. Click **Save**. A pop-up window tells you that you need to activate the printers again.
4. Click **OK** if you want to re-activate all the printers connected to this profile, or click **Skip** if you only want to change the settings for specific printers.
5. If you chose to skip, go to **MyQ, Printers** to open the **Printers** overview. Select the printer(s) to change, right-click and select **Activate**.
6. Restart the printing device(s).

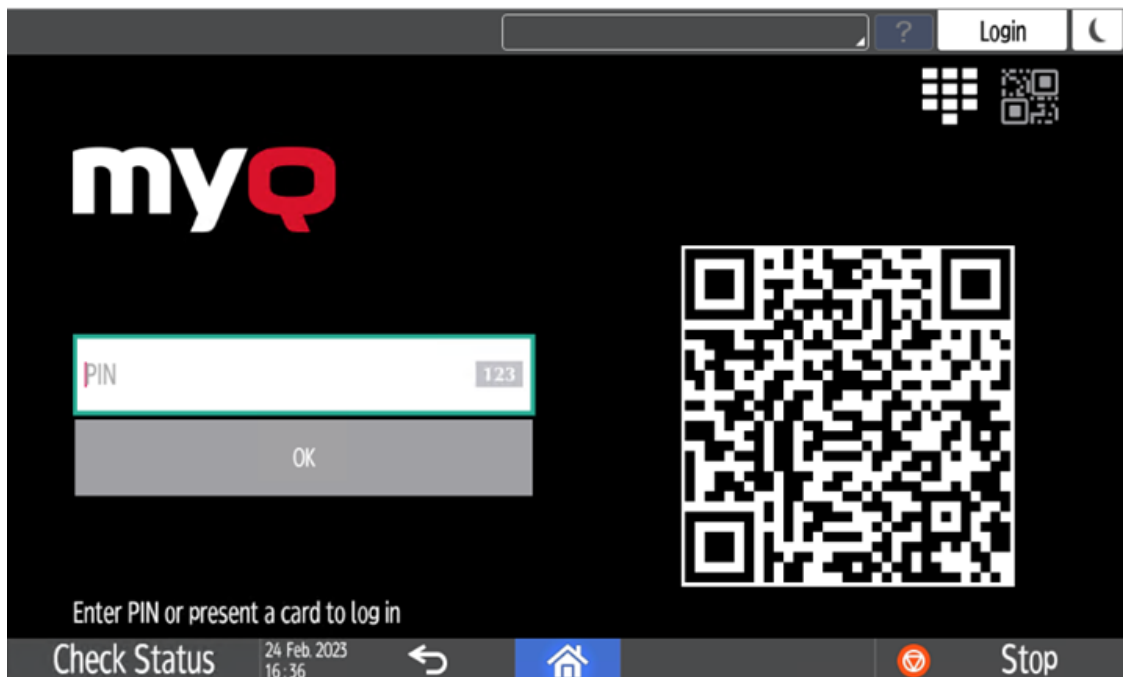
3.5.1 Login via QR code


In **MyQ, Settings, Printers & Terminals**, in the **Mobile Application** section, you can **Enable login by QR code on terminal login screen**. Once enabled, a switch for changing between the QR code and the keyboard is displayed on the terminal screen.

It is also possible to configure displaying a QR code on the terminal, instead of the numeric keyboard, by default. Mark the checkbox next to **Set QR code as default login method** and click **Save**.



After the confirmation, a QR code is displayed as the default login option on the terminal.



 For more information, check [Printing via the MyQ X Mobile Client app](#) in the MyQ Print Server guide and check the [MyQ X Mobile Client App guide](#).

3.6 Selecting languages

The language selected as the default one on the MyQ server is also used on all the embedded terminals. You can change the language that will be used on individual user sessions on the terminals.

The default language:

The default language of the terminal is the default language set on the **General** settings tab. For more information, see *General Settings* in the *MyQ Print Server guide*.

The user's language:

You can set different languages for users by editing their properties panels on the **Users** main tab. These languages are then used on their user sessions on the embedded terminal. For more information, see *Editing user accounts* in the *MyQ Print Server guide*.

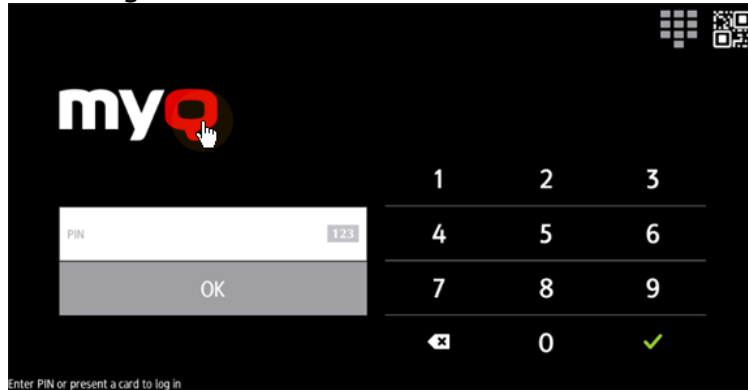
3.7 Activating card readers

To activate a USB card reader:

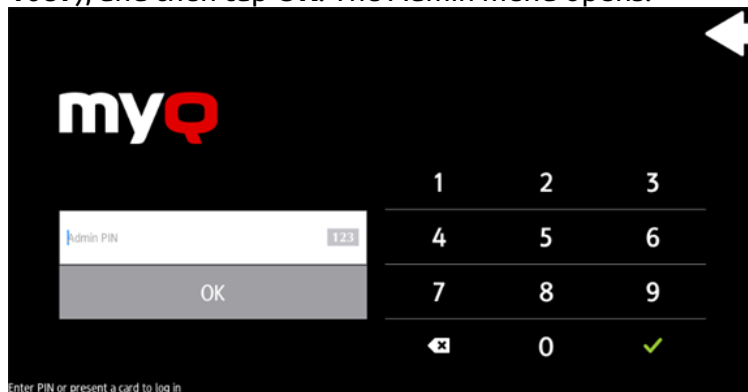
- Register it on the printing device's touch panel
- Add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's Web UI.

3.7.1 Registering the card reader on the printing device's touch panel

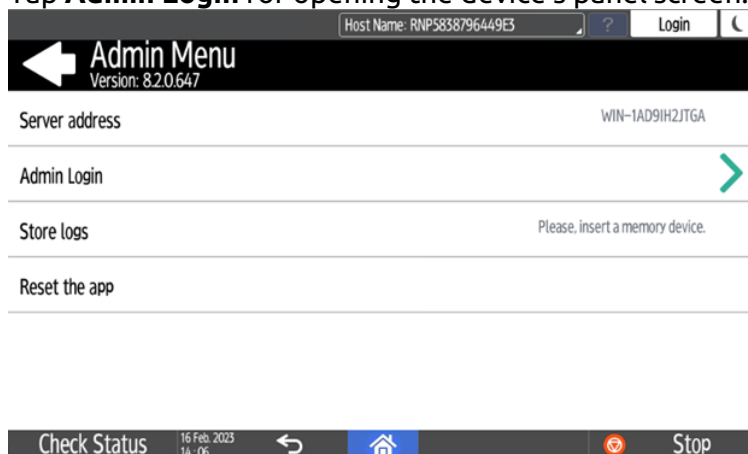
1. On the initial screen of the MyQ Embedded application, tap **MyQ** to open the admin login screen.



2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.



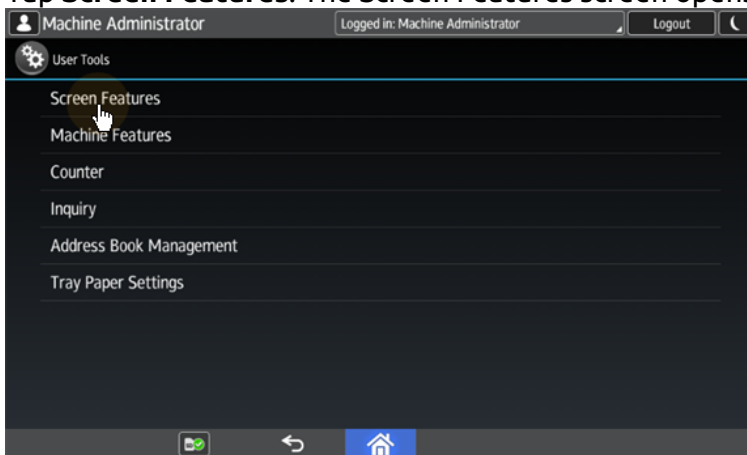
3. Tap **Admin Login** for opening the device's panel screen.



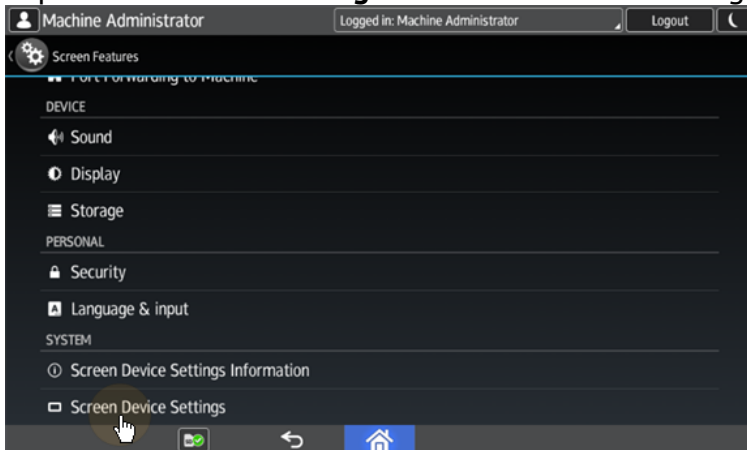
4. On the screen, tap **User Tools**. The User Tools screen opens.



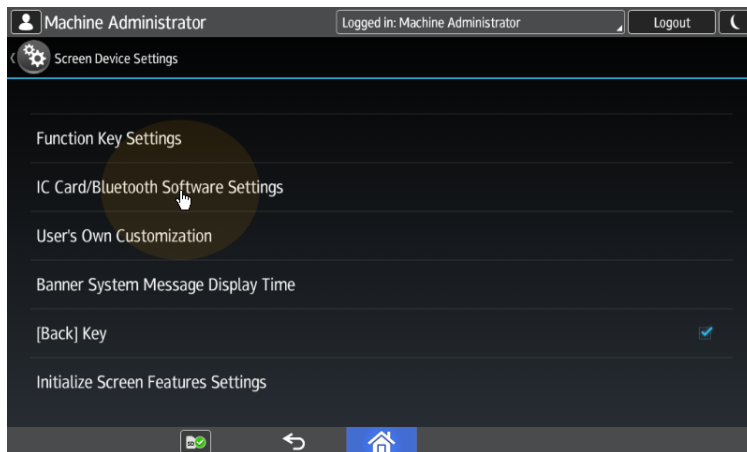
5. Tap **Screen Features**. The Screen Features screen opens.



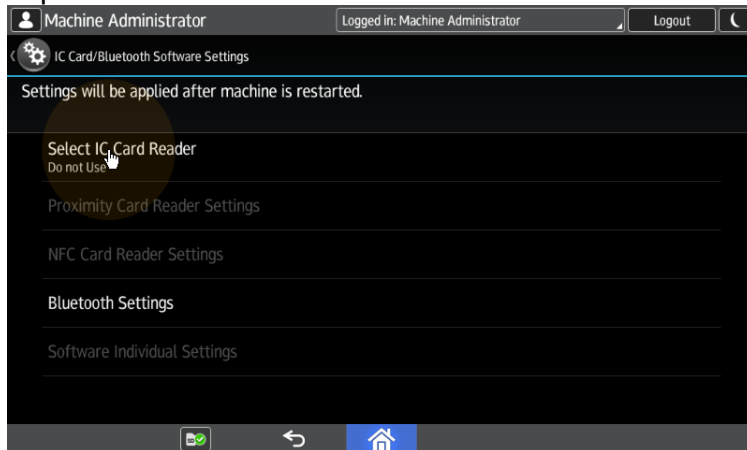
6. Tap **Screen Device Settings**. The Screen Device Settings screen opens.



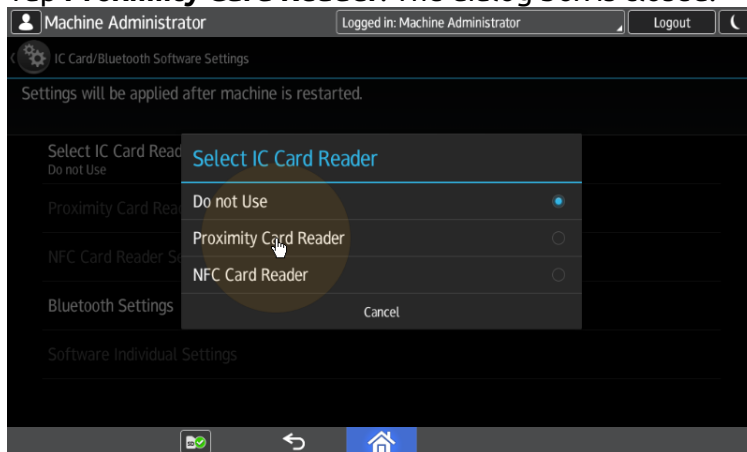
7. On the Screen device Settings screen, scroll down and tap **IC Card/Bluetooth Software Settings**. The IC Card/Bluetooth Software Settings screen opens.



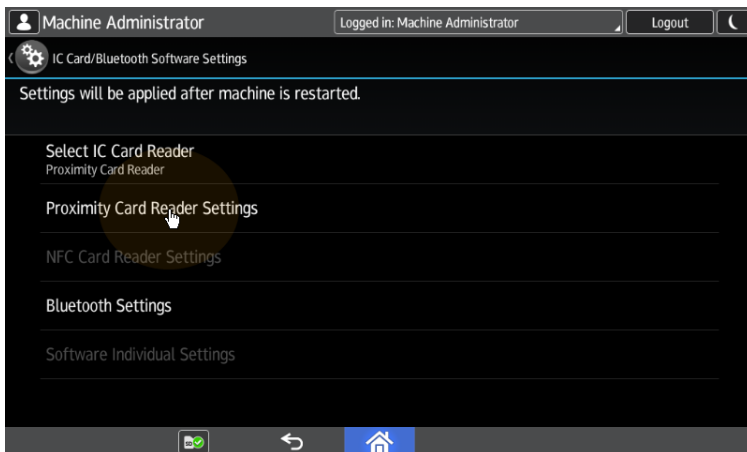
8. Tap **Select IC Card Reader**. The Select IC Card Reader dialog box appears.



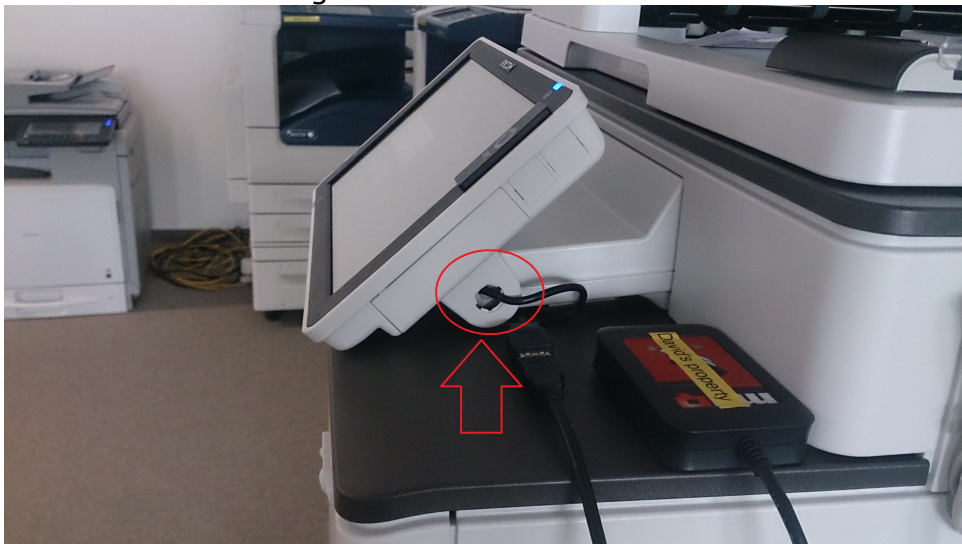
9. Tap **Proximity Card Reader**. The dialog box is closed.



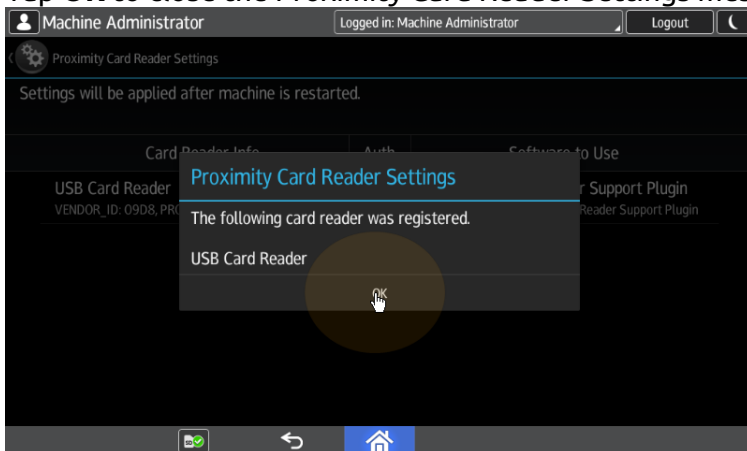
10. Back on the IC Card/Bluetooth Software Settings screen, tap **Proximity Card Reader Settings**. The Proximity Card Reader Settings screen opens.



11. Plug in the card Reader to the Android panel via Mini USB — USB (female) reduction. The Proximity Card Reader Settings message box informs you that a USB card reader was registered.

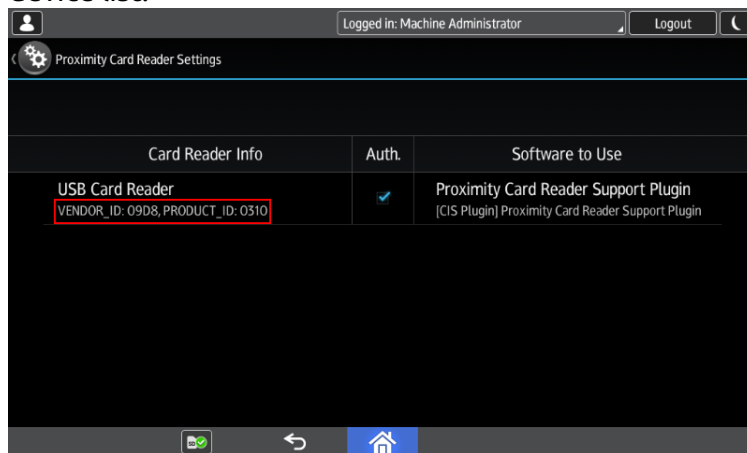


12. Tap **OK** to close the Proximity Card Reader Settings message box.



13. Back on the Proximity Card Reader Settings screen, remember (write down) the **VENDOR_ID** number and the **PRODUCT_ID** number displayed under **Card**

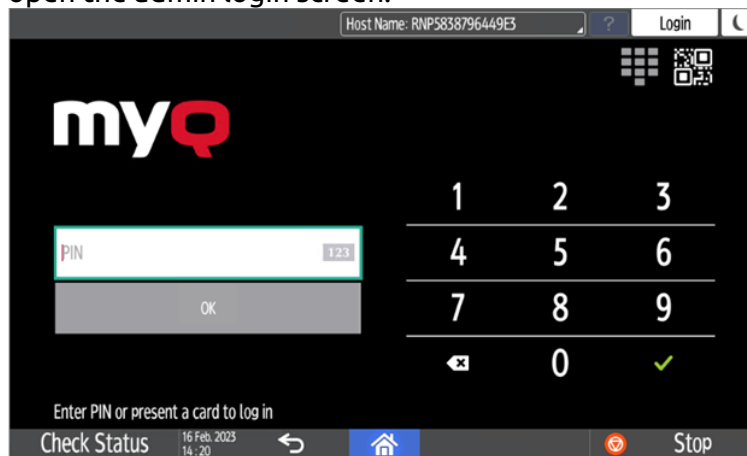
Reader Info. These numbers have to be added to the printing device USB device list.



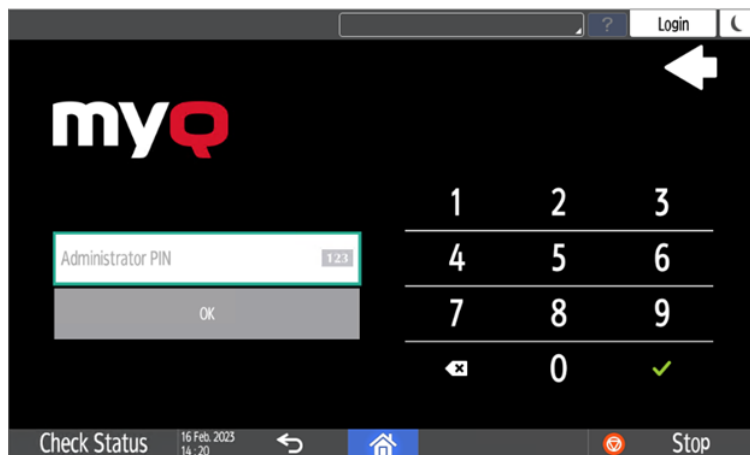
14. Exit the system settings.

For some newer devices, the system menu is different. Here are the steps in the updated system menu.

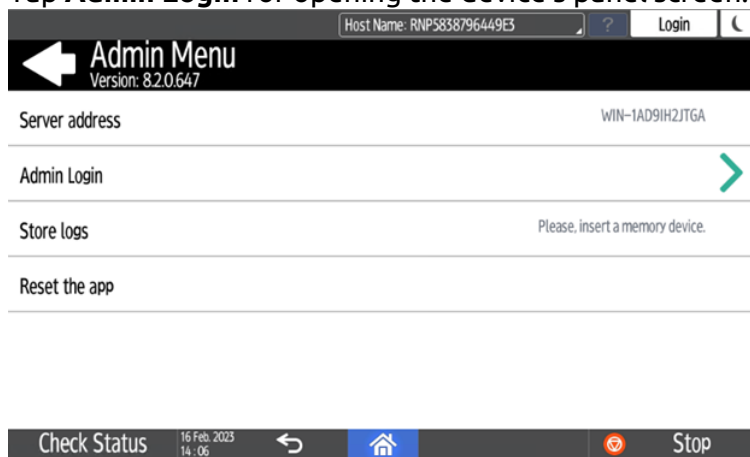
1. On the initial screen of the MyQ Embedded application, tap the **MyQ logo** to open the admin login screen.



2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.



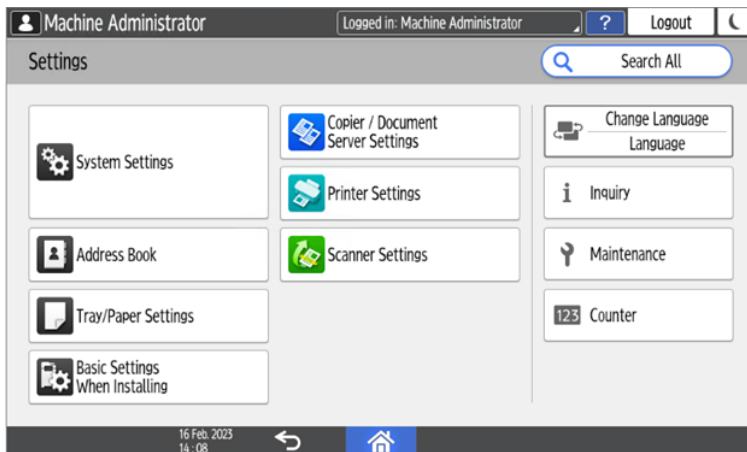
3. Tap **Admin Login** for opening the device's panel screen.



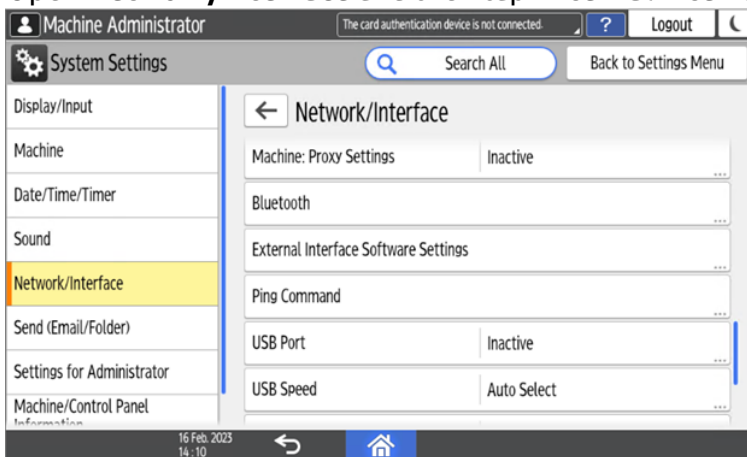
4. On the device panel, open **Settings**.



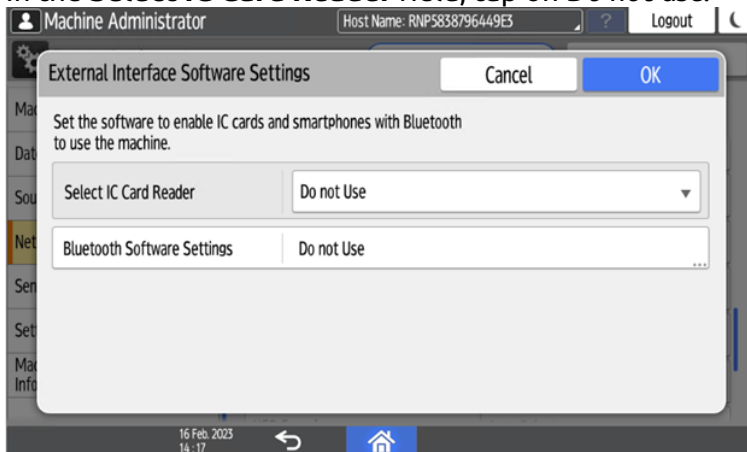
5. Tap **System settings**.



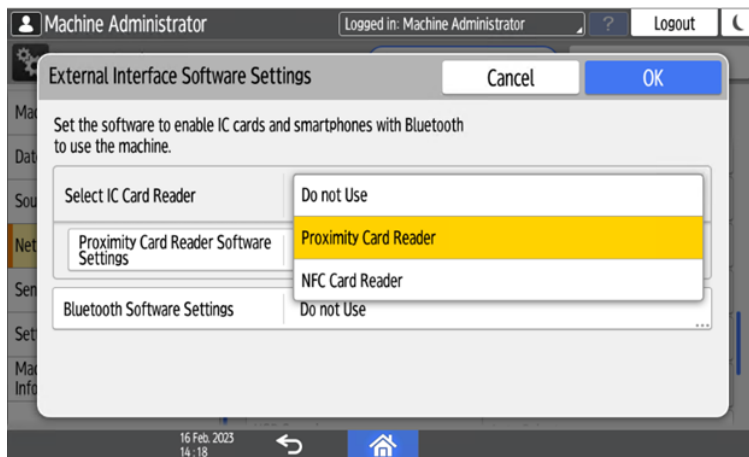
- Open **Network/Interface** and then tap **External Interface Software Settings**.



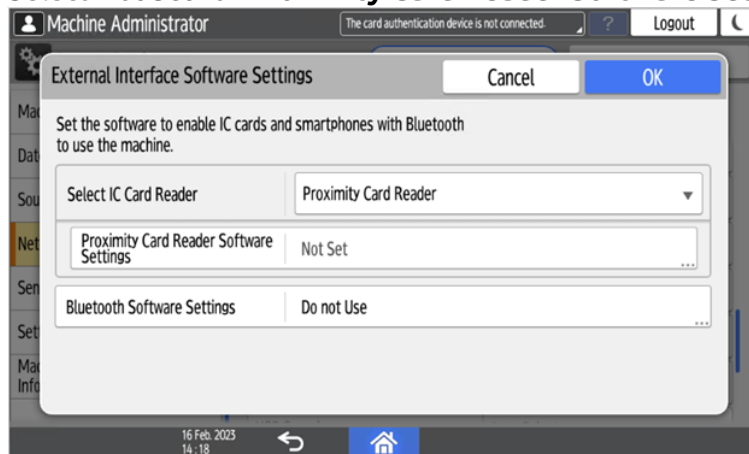
- In the **Select IC Card Reader** field, tap on *Do not use*.



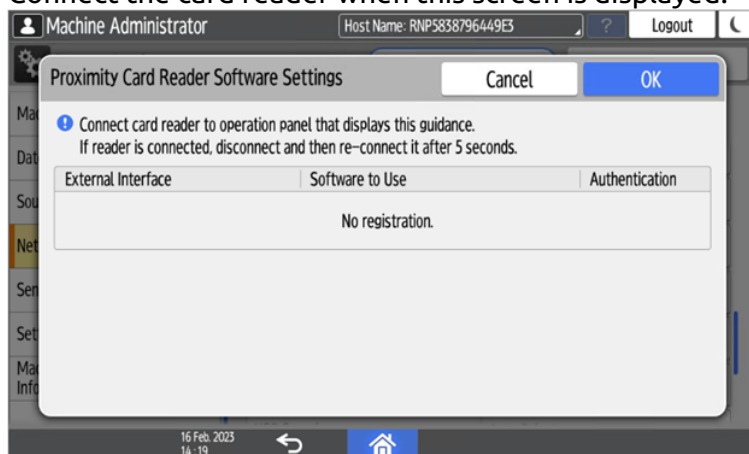
- And then select *Proximity Card Reader*.



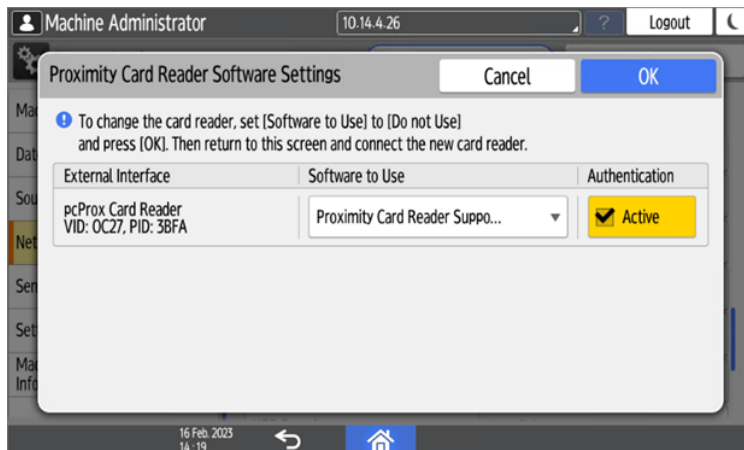
9. Select *Not Set* for **Proximity Card Reader Software Settings**.



10. Connect the card reader when this screen is displayed:



11. Confirm the settings.

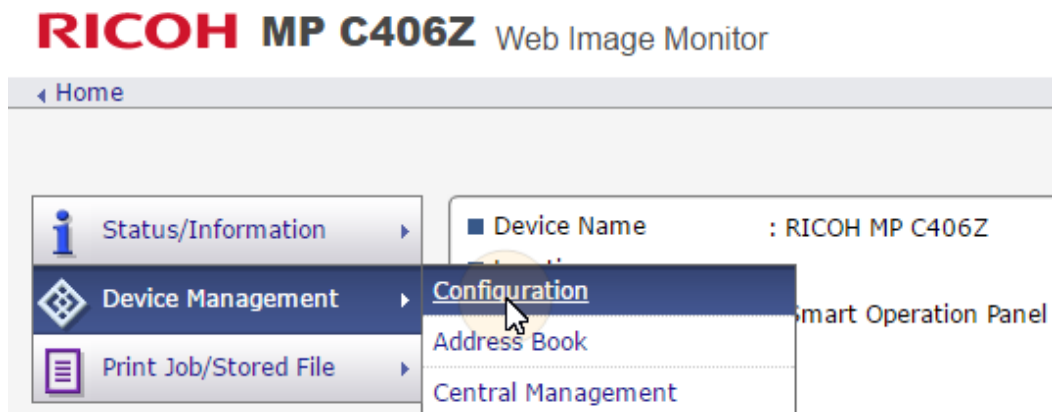


- Restart the device.

3.7.2 Adding the card reader on the device's web UI

To add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's web UI:

- On the menu on the left side of the device's web UI, point on **Device Management**, and then click **Configuration**. The Configuration tab opens.



- On the tab, under **Device Settings**, click **Program/Change USB Device List**. The Program/Change USB Device List tab opens.

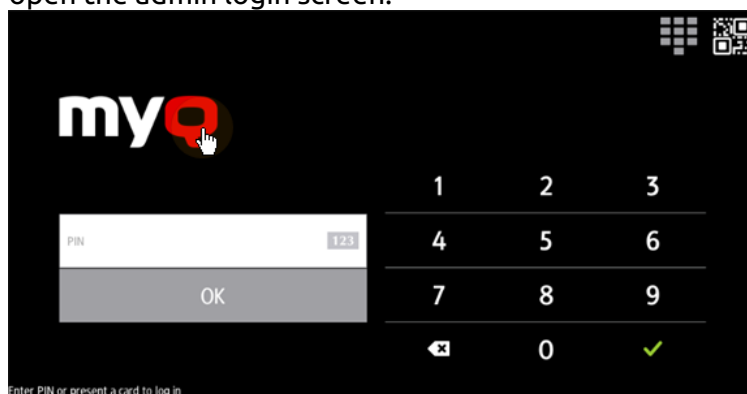


3. On the Program/Change USB Device List tab, on the list of USB devices, enter the card reader's **Vendor ID** and **Product ID** that you wrote down during the registration, and then click **OK** at the top-left corner of the tab.

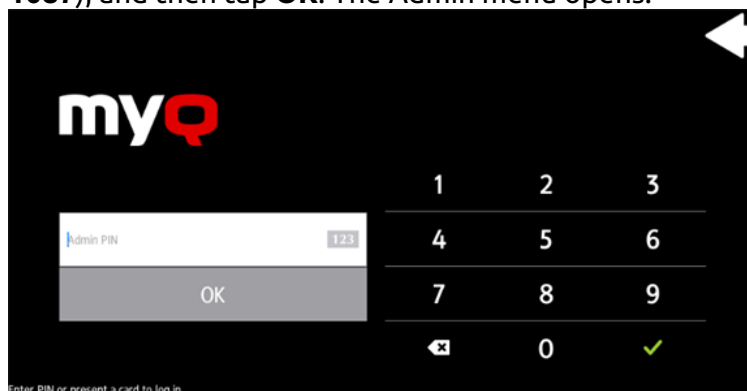


3.7.3 Deactivating card readers

1. On the initial screen of the MyQ Embedded application, tap the **MyQ logo** to open the admin login screen.



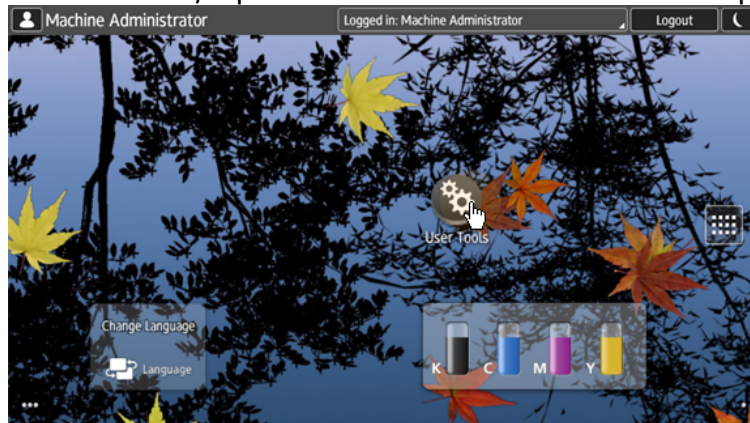
2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.



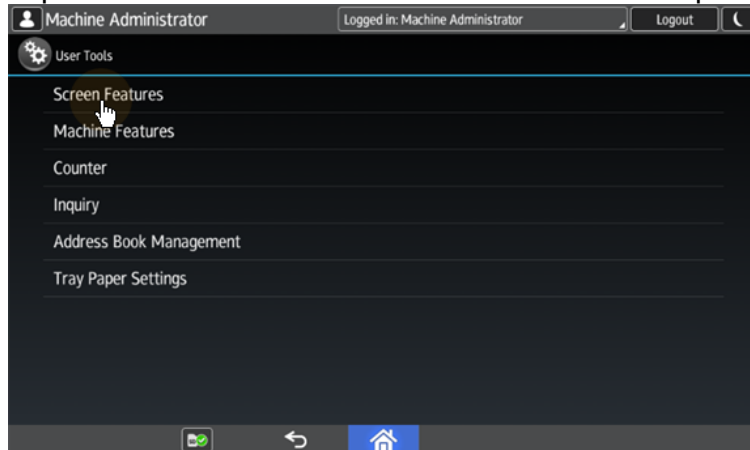
3. Tap **Admin Login** to open the device's panel screen.



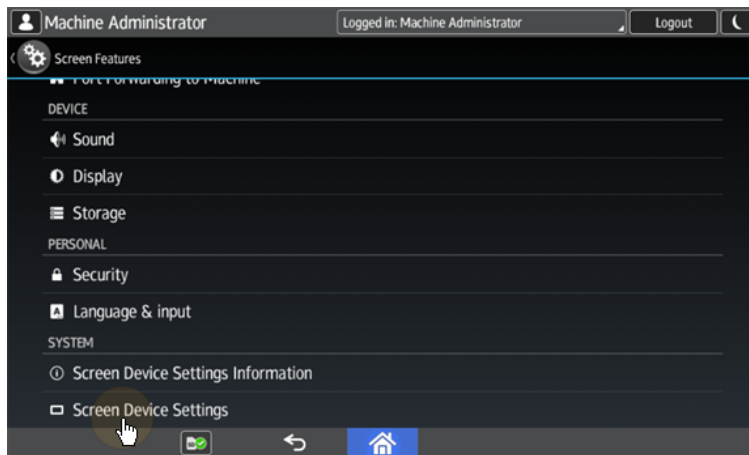
4. On the screen, tap **User Tools**. The User Tools screen opens.



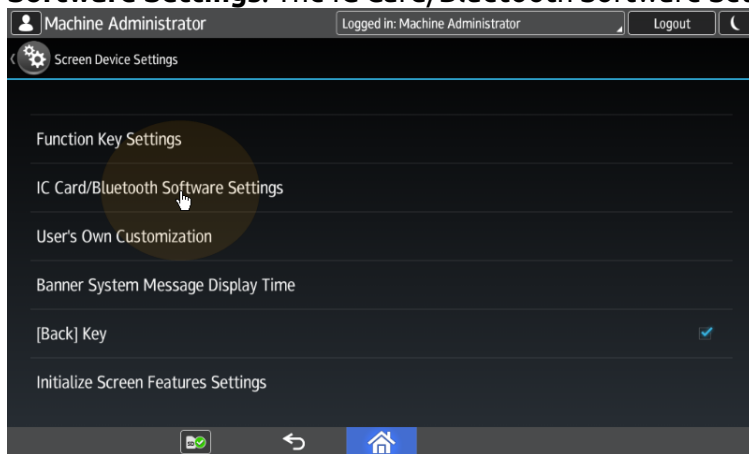
5. Tap **Screen Features**. The Screen Features screen opens.



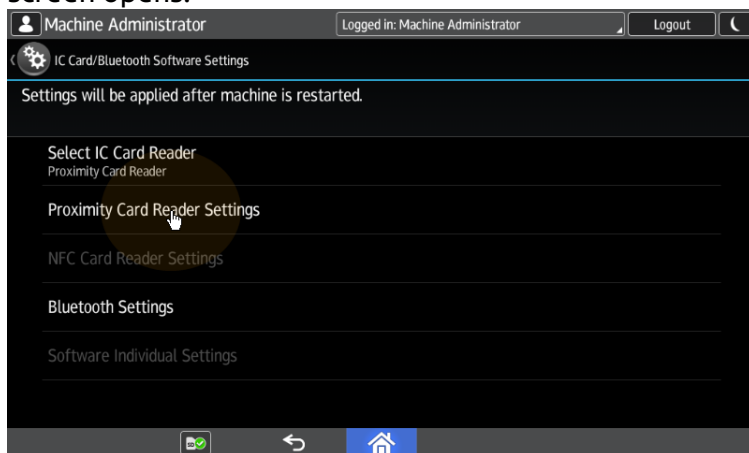
6. Tap **Screen Device Settings**. The Screen Device Settings screen opens.



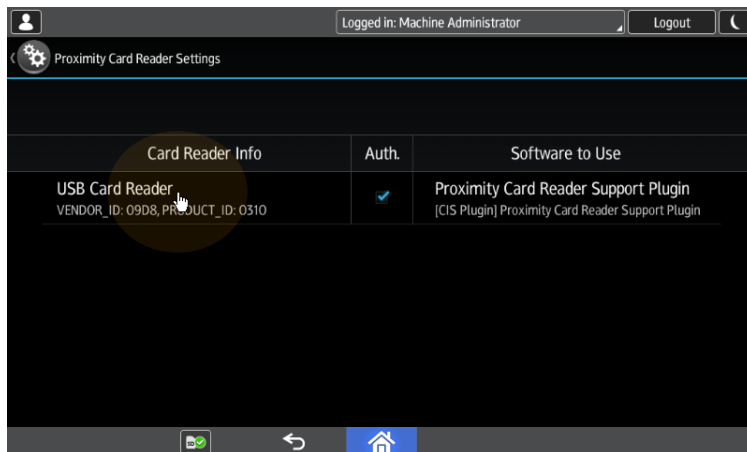
7. On the Screen device Settings screen, scroll down and tap **IC Card/Bluetooth Software Settings**. The IC Card/Bluetooth Software Settings screen opens.



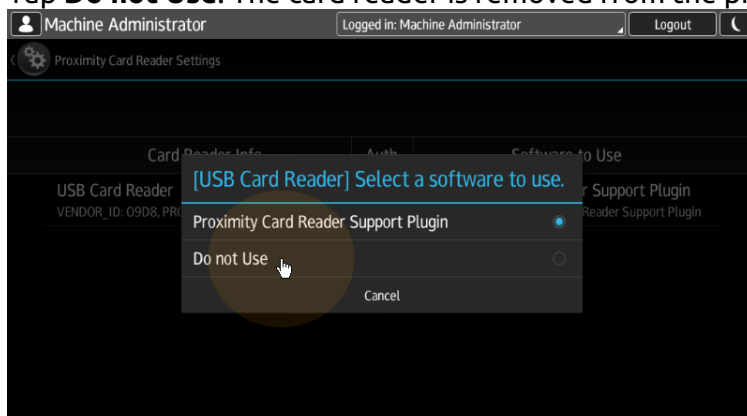
8. tap **Proximity Card Reader Settings**. The Proximity Card Reader Settings screen opens.



9. Tap the card reader. The [USB Card Reader] Select a software to use dialog box opens.



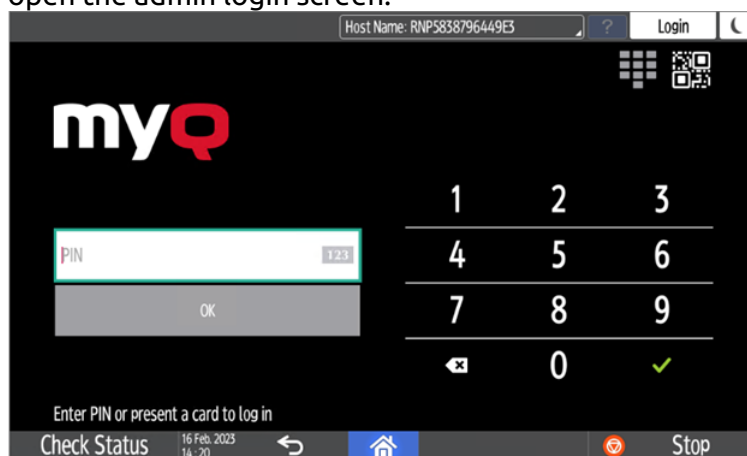
10. Tap **Do not Use**. The card reader is removed from the printing device.



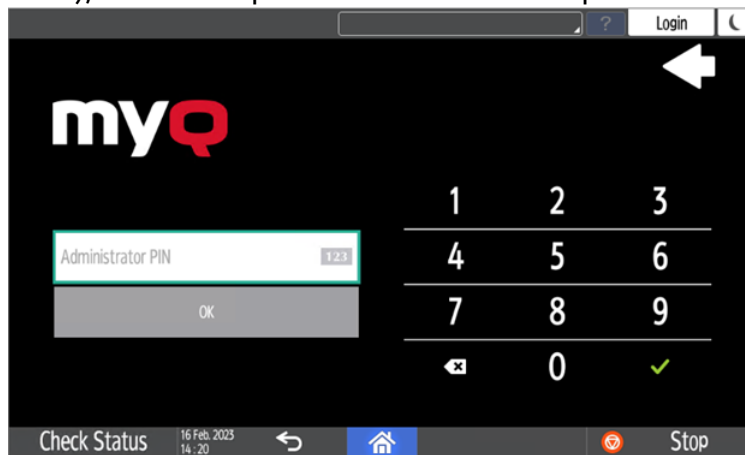
11. Perform a hard restart on the printing device (turn it Off and On using the power button).

For some newer devices the system menu is different. Here are the steps in the updated system menu.

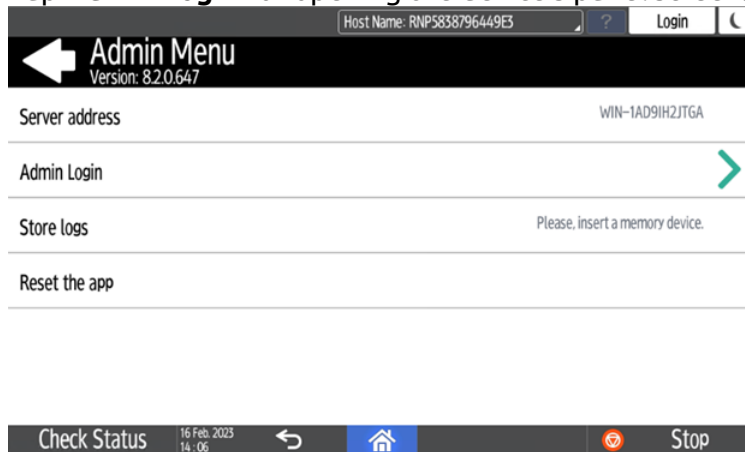
1. On the initial screen of the MyQ Embedded application, tap the **MyQ logo** to open the admin login screen.



2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.



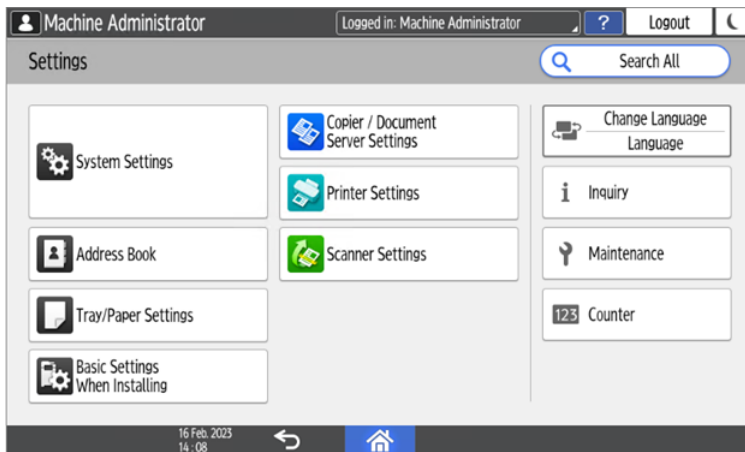
3. Tap **Admin Login** for opening the device's panel screen.



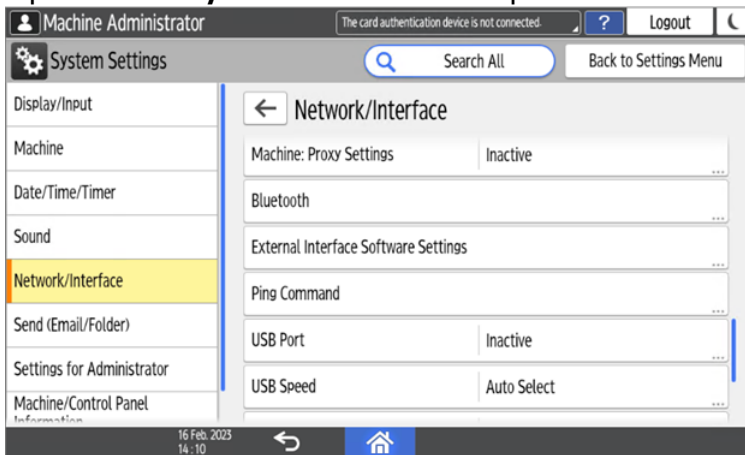
4. On the device panel, open **Settings**.



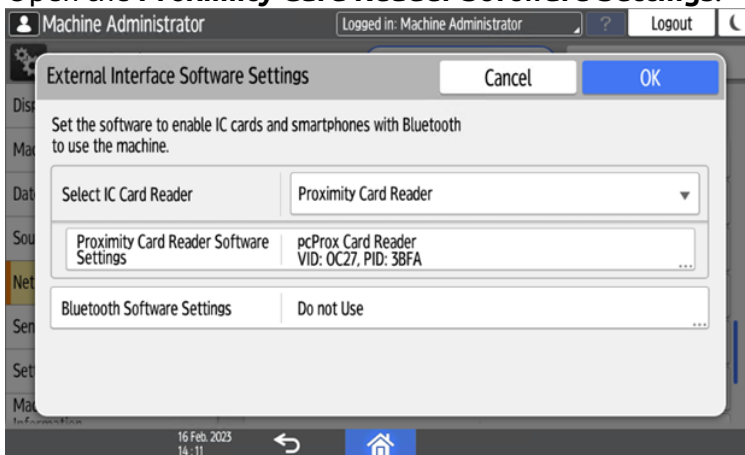
5. Tap **System settings**.



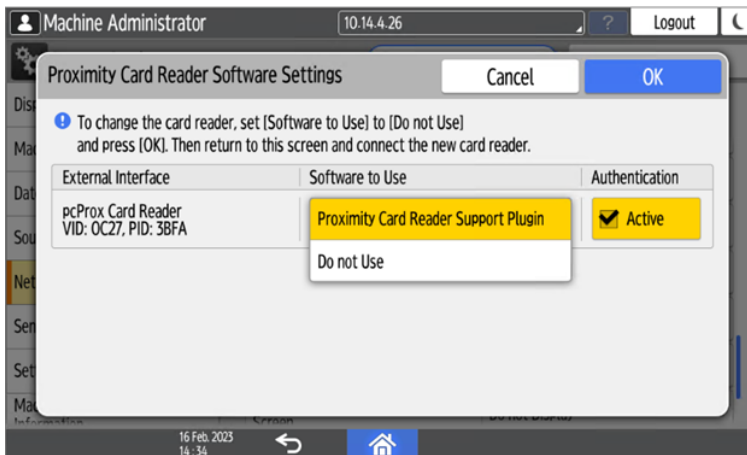
6. Open **Network/Interface** and then tap **External Interface Software Settings**.



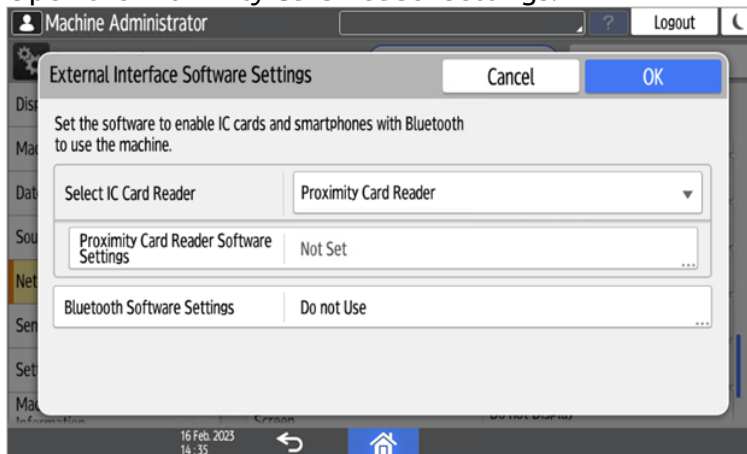
7. Open the **Proximity Card Reader Software Settings**.



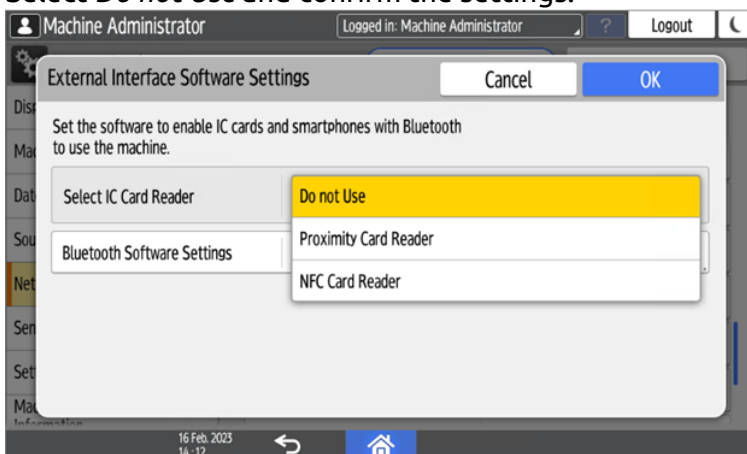
8. Set it on *Do not Use* and confirm the settings.



9. Open the Proximity Card Reader settings.



10. Select *Do not Use* and confirm the settings.




11. Restart the device.

3.7.4 Supported Card Readers

Name	Vendor	Additional Information
MyQ-20-TR410U	Elatec	LF reader with standard formats (EM4102, Hitag, Tiris, Pyramid,...).
MyQ-20-TR411U	Elatec	LF reader with advanced formats (HID Prox, Cotag, Indala,...).
MyQ-20-TR420U	Elatec	HF reader with standard formats (Mifare, ISO14443, ISO15693, Felica,...).
MyQ-20-TR450U	Elatec	Dual reader with standard HF and LF formats, SmartCard.
MyQ-20-TR460U	Elatec	Dual reader with standard HF and LF formats.
MyQ-20-TR461U	Elatec	Dual reader with advanced formats (HID Prox, Cotag, Indala,...).
MyQ-20-TR462U	Elatec	Dual reader with advanced formats (HID Prox, Cotag, Indala,...).
MyQ-20-TR470U	Elatec	Dual reader with standard HF and LF formats, Legic Prime
MyQ-20-TR480U	Elatec	Dual reader with standard HF and LF formats, BLE
MyQ-20-TR520U	HID	HF reader with advanced formats (Mifare, ISO14443, ISO15693, iClass, Seos).
MyQ-20-TR530U	HID	Dual reader with advanced formats (HID prox, Indala, iClass, Seos), BLE, compact case.
MyQ-20-TR540U	HID	Dual reader with advanced formats (HID prox, Indala, iClass, Seos).
MyQ-20-TR541U	HID	Dual reader with advanced formats (HID prox, Indala, iClass, Seos), BLE.

Name	Vendor	Additional Information
MyQ-20-TR640U	RFIDeas	Dual reader with standard HF and LF formats.
MyQ-20-TR643U	RFIDeas	Dual reader with standard HF and LF formats, compact case.
Omnikey 5427	HID	Dual frequency reader that supports iCLASS Seos®, iCLASS SE®, iCLASS®, MIFARE®, Indala Prox, and HID Prox.
Omnikey 5127	HID	125 kHz & 13.56 MHz Proximity Reader.
Omnikey 5027	HID	High-frequency contactless reader that supports iCLASS Seos®, iCLASS SE®, MIFARE Classic® and MIFARE® DESFire® EV1/EV2 as well as NFC.
Inepro Omni reader - 1DA6 0110	Inepro	RFID reader that supports all card technologies in both the 13,56 MHz and the 125 kHz range.
WAVE ID® Plus/ PcProx Plus (09D8 0410)	RFIDeas	A dual-frequency card reader.
WAVE ID® SP Plus/PcProx Plus SP	RFIDeas	A dual-frequency card reader.
PcSwipe (0C27 1000)	RFIDeas	A magnetic stripe card reader.


 Support for the listed card readers is dependent on the firmware installed on the printing device.


 For further information about supported card readers, contact MyQ support.


3.8 Update and Uninstallation

Updating the terminal

Updating the terminal is done on the MyQ web administrator interface. MyQ Server 8.2 patch 6 or higher, and Ricoh 8.2+ are required.

 Check [Terminal packages](#) in the MyQ Print Server guide for further details.

 If you are upgrading from version 7.5 to version 8.2 and you have previously [configured PjL header parameters](#) on your 7.5 installation, **remove the PjL configuration before upgrading to 8.2**. If not removed, your 8.2 installation will not work correctly.

 For older MyQ Server or terminal packages versions, **Delete** the installed terminal package, and **+Add** the latest one.

Uninstalling the terminal

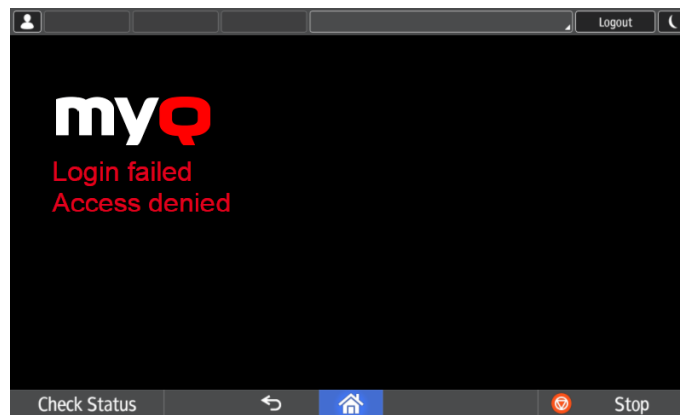
To uninstall the MyQ Ricoh Smart SDK Embedded terminal, simply reset the printing device to the factory default state.

Another option is to remotely uninstall the embedded terminal from the MyQ web administrator interface.


To remotely uninstall, go to **MyQ, Settings, Configuration Profiles**. Choose the profile and click **Edit** (or double-click, or right click and **Edit**). The properties panel opens on the right side. In the **Terminal** tab, change the **Terminal type** to *None*. Click **Save**.

4 Licenses

The total number of embedded terminals that can run at the same time is equal to the number allowed by the embedded terminal licenses. If the number of embedded licenses at the server is exhausted, the terminal is deactivated. As a result, users cannot log in to this terminal and the **Login failed/Access denied** message appears on the terminal.



To regain access to the terminal, you can add a new license or deactivate one of the currently activated terminals and then, reactivate the printing device on the MyQ Web administrator interface.

 For information on how to add embedded terminal licenses, activate them, and extend the software assurance period, see [Licenses](#) in the *MyQ Print Server* guide.

5 Admin Menu

From the terminal's **Admin Menu**, you can administer the terminal and the device. The available actions are **Admin Login**, **Store logs**, and **Reset the app**.

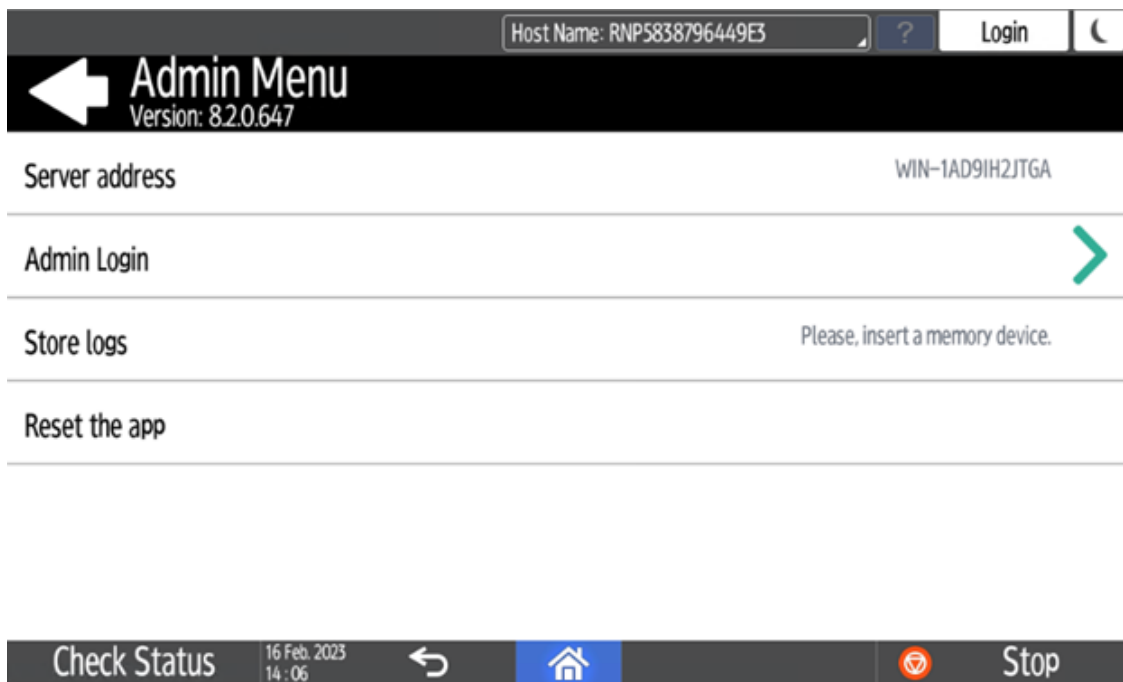
On the initial screen of the MyQ Embedded application, tap the **MyQ** logo to open the admin login screen.



On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**.



The Admin menu opens.



Server address

Server address is not editable here. It is only available for checking. You can modify these settings during the terminal's remote installation in the MyQ Web administrator interface.

Admin Login

Unlocks the printing device's panel; with the panel unlocked, the printing device's default screen opens, and all the device features are accessible. Pages printed and scanned in this mode are accounted to the ***unauthenticated** user.

Once the panel is unlocked, the device setup can be accessed by pressing the **System menu** button on the device's operation panel.

When you open the device's panel using the **Admin Login** button, you are automatically granted administrative rights to all its settings.

Exporting the Log


If MyQ Support asks you to provide the embedded terminal's log, you can do so using a USB Flash drive or the SD Card memory.

To export the terminal log, insert the USB Flash drive/SD Card on the device and tap **Store logs** on the Admin Menu.

The log file is exported and uploaded to the USB/SD Card.

6 Personalization

On the **Personalization** settings tab in the MyQ Web administrator interface, under **Terminal personalization**, you can add a **Custom Logo** and select a different **Theme** to change the overall appearance of your Embedded terminal.

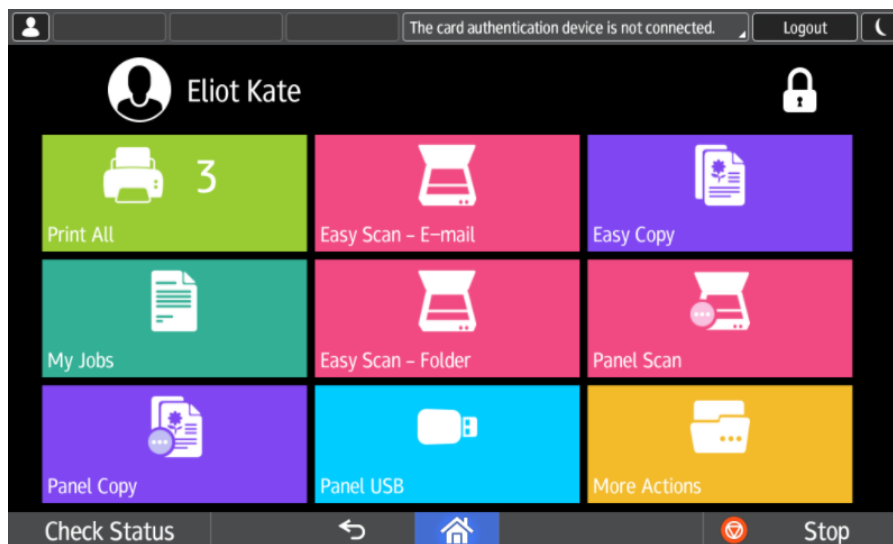
 Check the MyQ Print Server guide for [Personalization Settings](#).

7 Terminal Actions

This topic discusses terminal actions on the MyQ Ricoh SmartSDK Embedded terminal and their features.

The default terminal actions are:

- Print All
- My Jobs
- Panel Copy
- Easy Scan — E-mail
- Easy Scan — Folder
- ID Card Registration (only visible if ID Card is selected as a login method)
- Panel Scan
- Easy Copy
- More Actions



i For information related to terminal action nodes management, check [Terminal Actions Settings](#) on the MyQ Print Server guide.

The other available terminal action nodes that can be used on the MyQ Ricoh SmartSDK Embedded terminal, apart from the default ones mentioned above, are:

- Easy Fax
- Application list
- Panel Fax
- Panel Box
- Panel USB
- Edit Account
- Recharge Credit
- Folder
- ID Card Copy

7.1 Print all

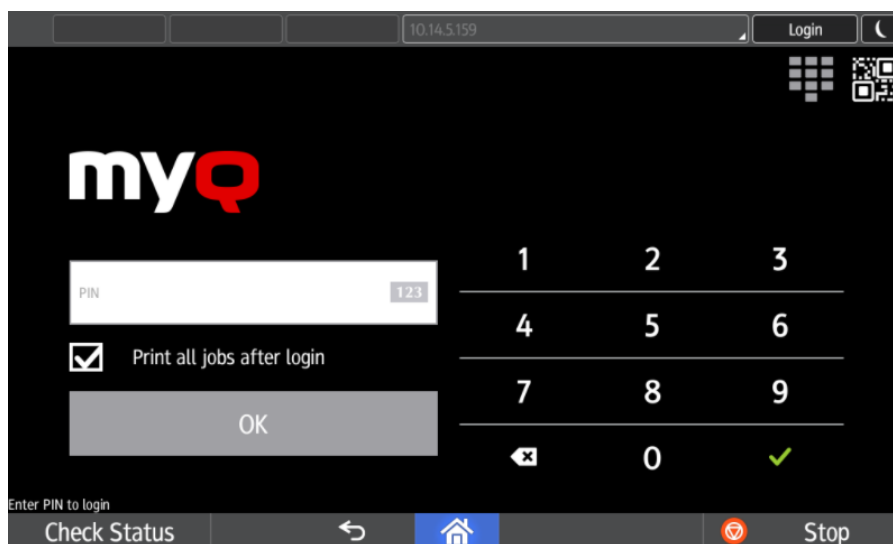
This action prints all jobs that are waiting in queue in the Ready and Paused states, including jobs delegated by other users.

7.1.1 Print all jobs after logging in

As an alternative to the **Print All** terminal action, you can use the **Print all jobs after logging in** feature. Once enabled on the **Printers** settings tab, under **General**, all the user's jobs are printed immediately after they log in to an embedded terminal. This way, the user does not have to tap the **Print all** button to print the jobs.

Even if the **Print all jobs after logging in** option is selected on the server, users can disable the feature on the embedded terminal before they log in. This way, each user can individually decide if they want to print the jobs automatically or manually via the **Print all** button.

If the user disables the feature on the terminal and does not login in 30 seconds, the terminal screen refreshes with the **Print all jobs after login** option selected.



7.2 My Jobs

This terminal action shows all the jobs that can be printed on the printing device. Users can manage their ready, favorite, and printed jobs here.

- **Ready jobs:** This is the initial tab of the **My Jobs** screen. It can be reopened by tapping the page icon at the upper-left corner of the screen. It contains jobs waiting in queue, ready to be printed.
- **Favorite jobs:** Favorite jobs can be displayed by tapping the **star** icon at the upper-left corner of the screen. It contains a list of jobs you have marked as favorites.
- **Printed jobs:** Printed jobs can be displayed by tapping the **clock** icon at the upper-left corner of the screen. It contains a history of your printed jobs.



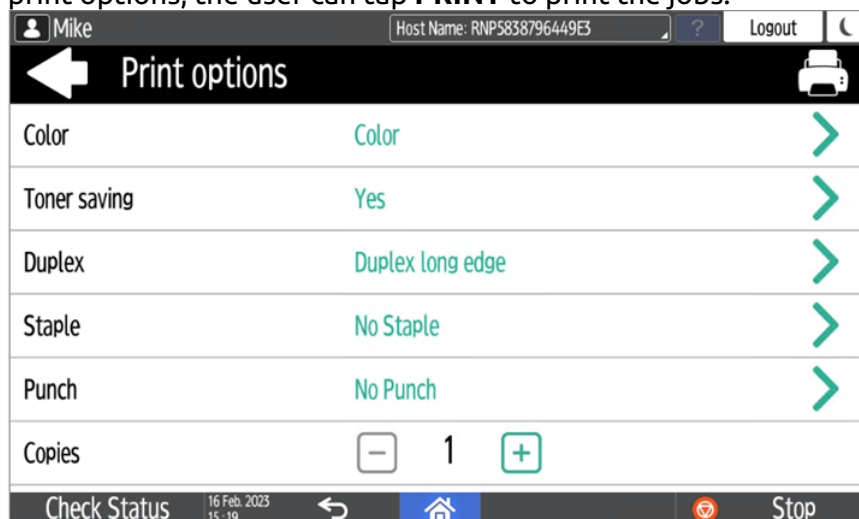
Managing jobs on the My Jobs screen

To display the available job management options, select the job from the list. The selected print jobs management bar opens at the top of the screen.



On the bar, you can select from the following options:

- **Print:** Tap the printer icon to print the selected jobs.
- **Edit:** Tap the edit icon to edit the print options of the selected jobs. In the **Print options** dialog box, depending on the permissions given by the administrator, the user can select between color or B/W, toner saving options, simplex/duplex options, and change the number of copies. After changing the print options, the user can tap **PRINT** to print the jobs.



- **Add to favorites:** Tap the star-plus icon to add the selected jobs to your favorites (Visible on the Ready jobs tab and on the Printed jobs tab).

- **Delete from favorites:** Tap the star-minus icon to delete the selected jobs from your favorites (Visible on the Favorite jobs tab).
- **Delete:** Tap the bin icon to delete the selected jobs

Job Roaming

The **Job Roaming** feature enables users to transfer their jobs from one location to another: jobs sent to one branch can be printed on printing devices at any other branch.


The user can download a job only to one site at the same time. A MyQ Central server with Site servers is required for this feature. For more information, see the *MyQ Central Server Installation* guide.

To print the jobs, the user has to take the following steps:

1. Log in to the embedded terminal.
2. Tap **My Jobs**. The My Jobs screen opens.
3. On the screen, tap the globe icon. The Remote tab opens.
4. Select the jobs to be downloaded, and tap the download icon at the top-right corner of the tab. The jobs are downloaded and can be printed on the current printing device, as well as on any other printing device attached to the **Job Roaming** queue.

7.3 Easy Scan

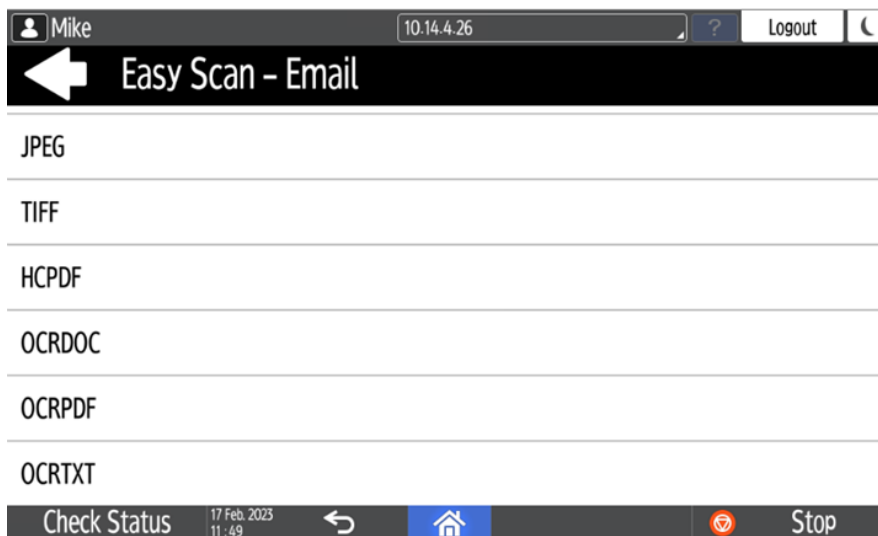
Scanning by a single touch. After the user taps this action, the page is immediately scanned to a predefined destination. You can define multiple destinations where the scanned document is sent to, and set scan parameters in MyQ.

 For information on how to configure the **Easy Scan** action and define its destinations and parameters, check [Easy Scan settings](#) in the MyQ Print Server guide.

- If enabled on the server, users can change their scan settings from the terminal screen.




- You can also create new custom parameters to be used in the scan metadata, or as parts of file names, addresses, subjects and email bodies, and as paths to folders, passwords to folders etc. You can find further details in [Create custom parameters](#) on the MyQ Print Server guide.
- OCR (Optical Character Recognition) can be used with Easy Scan, by creating OCR profiles and enabling users to select them on the embedded terminal. You can find further details in [OCR](#) on the MyQ Print Server guide.



7.3.1 Easy Scan Parameters

Each parameter has a *Default* option. If selected, the actual values are taken from the default scan settings of the printing device.

 An exception for Ricoh devices are the following parameters, which have their Default state set by MyQ Embedded terminal, due to limitations:

- Resolution - 200 dpi
- Color - Greyscale

- **Resolution** - The outgoing file's resolution. You can select from the following options:
 - 100 dpi
 - 200 dpi
 - 300 dpi
 - 400 dpi
 - 600 dpi
- **Color** - The outgoing file's color scale. You can select from the following options:
 - Color
 - Grayscale
 - B&W (two tones)
 - Automatic
- **Format** - The outgoing file's format. You can select from the following options:
 - PDF
 - JPEG
 - TIFF
 - HCPDF
- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
 - Single Sided
 - Duplex - binding on top
 - Duplex - Binding on side
 - Booklet - binding on left
- **Continuous scan** - With the continuous scan option *Enabled*, scan jobs are not sent until **Done** is tapped. After clicking **Scan**, the printing device scans another page.
You can select from the following:
 - Disabled
 - Enabled
- **Scan separation** - If a document with multiple pages is scanned, scanned pages can be stored either separately (each page in a separate file) or all together in one file. You can select from the following options:
 - All pages together
 - Separate each page
- **Original Orientation** - Determines the scanned page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
 - Top Edge on Top: The page is displayed in a horizontal position (top edge of the page opposite to the person)
 - Top Edge on Left: The page is displayed in a vertical position (top edge of the page on the left-hand side of the person)
- **Density** - The picture's density in the outgoing file. The higher it is, the darker the resulting picture is. You can select from the following options:
 - Automatic

- Lowest
- Lower
- Low
- Normal
- High
- Higher
- Highest
- **Size** - The scanned output's size. This determines the size of the scanning area, therefore it should correspond to the actual size of the scanned paper. You can select from the following options:
 - Automatic
 - A3
 - A4
 - A5
 - A6
 - Folio
 - Ledger
 - Letter
 - Legal
 - Oficio II
 - Statement
 - Default
- **Skip blank pages** - With this parameter, you can select to skip blank pages in the scanned document. You can select from the following options:
 - Default
 - Yes
 - No
- **Mixed size** - With this parameter user is able to scan Mixed size jobs.
 - On
 - Off

7.3.2 Logging out while scanning

1. Ricoh does not allow users to log out when a scanning or copying job is running.
2. When the user tries to log out, the scan job must be cancelled or finished first.
3. The same is true when a device error (like paper jam) occurs; the device error must be fixed first, the scan job cancelled or finished, and only then can the user log out.
4. In such cases, the following is displayed on the terminal's screen, in red: **Before logging out, resolve the errors below.**
5. The screen also displays a list of jobs along with their errors that need to be resolved first.
6. To resolve the error, one has to tap on the error message, and then tap on the **Stop** button (located in the right-bottom corner).
7. The user must not tap on the **Stop** button sooner nor later, and nothing should be tapped in-between.

8. Once the **Stop** button is tapped, follow the related instructions on the screen, for example, confirm cancelling the job.
9. Once the job is cancelled, the user can log out.
10. See the below video with an example of an error, how to stop the job, and then log out.




Sorry, the video is not supported in this export.
But you can reach it using the following URL:

<https://myq-online-help.atlassian.net/wiki/download/attachments/1155268668/ScanningError.mp4?api=v2>

7.4 Easy Copy

One tap copying. After the user taps this action, the page is immediately copied.

 You can define the copy parameters in the MyQ web administrator interface, described in [Easy Copy settings](#) in the MyQ Print Server guide.

If enabled on the server, users can change their copy settings from the terminal screen.



7.4.1 Easy Copy Parameters

- **Copies** - Predefine the number of copies to be available 1-99.
- **Color** - Color scale of the outgoing file. You can select from the following options:
 - Color
 - Monochrome
 - Automatic

- **Duplex** - Simplex and Duplex scanning options. You can select from the following options:
 - Single Sided
 - Duplex
 - 1-sided to 2-sided
 - 2-sided to 1-sided
- **Original Orientation** - Determines the page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
 - Top Edge on Top: The page is displayed in a horizontal position (top edge of the page opposite to the person).
 - Top Edge on Left: The page is displayed in a vertical position (top edge of the page on the left-hand side of the person).
- **Density** - Density of the picture in the outgoing file. The higher it is, the darker the resulting picture is. You can select from the following options:
 - Automatic
 - Lowest
 - Lower
 - Low
 - Normal
 - High
 - Higher
 - Highest
- **Size** - Size of the scanned input. It determines the size of the scanning area; therefore, it should correspond to the actual size of the scanned paper. You can select from the following options:
 - Automatic
 - A3
 - A4
 - A5
 - A6
 - B4
 - B5
 - B6
 - Folio
 - Ledger
 - Letter
 - Legal
 - Statement
 - Oficio II
- **Magnification** - With this parameter, you can determine the size of the copy. This way, you can make it smaller or larger than the original file. You can select from the following options:
 - Same as original
 - A3
 - A4
 - A5
 - A6

- B4
- B5
- B6
- Ledger
- Letter

7.5 Easy Fax

Two steps faxing. You can define the fax parameters in MyQ.

 For further information, check [Easy Fax settings](#) in the MyQ Print Server guide.

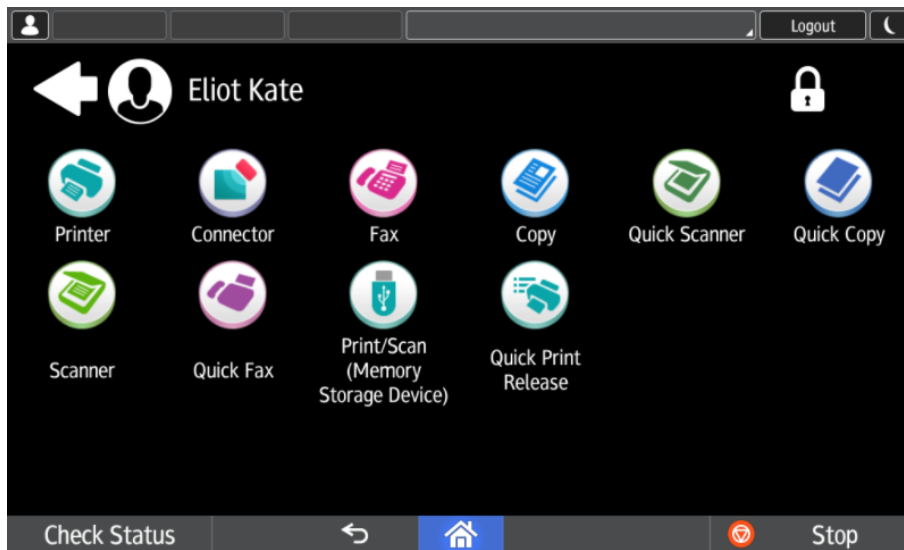
7.5.1 Easy Fax Parameters

- **Fax resolution** - Resolution of the outgoing fax file. You can select from the following options:
 - Normal
 - Fine
 - Super Fine
- **Duplex** - Simplex and Duplex scanning options. You can select from the following options:
 - Single Sided
 - Duplex - Binding on side
 - Duplex - Binding on top
- **Original Image** - Determines the way in which the printing device is going to process the scanned page. You can select from the following options:
 - Text + Photo
 - Photo
 - Text
- **Density** - Density of the picture in the outgoing file. The higher it is, the darker the resulting picture is. You can select from the following options:
 - Automatic
 - Lowest
 - Lower
 - Low
 - Normal
 - High
 - Higher
 - Highest

7.6 Application List

List of 3rd party Android applications.

Users can return to their home screen by tapping the home button on the bar at the bottom of the panel screen.



7.7 Panel Actions

7.7.1 Panel Copy

Opens the printing device's copy screen.

7.7.2 Panel Scan

Opens the printing device's scan screen.

Users can return to their home screen by tapping the home button on the bar at the bottom of the panel screen.

- ☰ To enable scanning on the terminal, make sure that your MyQ server is set as the SMTP server on the printing device Web UI.

7.7.3 Panel Fax

Opens the printing device's fax screen.

Users can return to their home screen by tapping the home button on the bar at the bottom of the panel screen.

- ☰ Faxes sent from Ricoh SmartSDK devices are not accounted in MyQ.

7.7.4 Panel Box

Opens the printing device's document box screen.

Users can return to their home screen by taping the home button on the bar at the bottom of the panel screen.

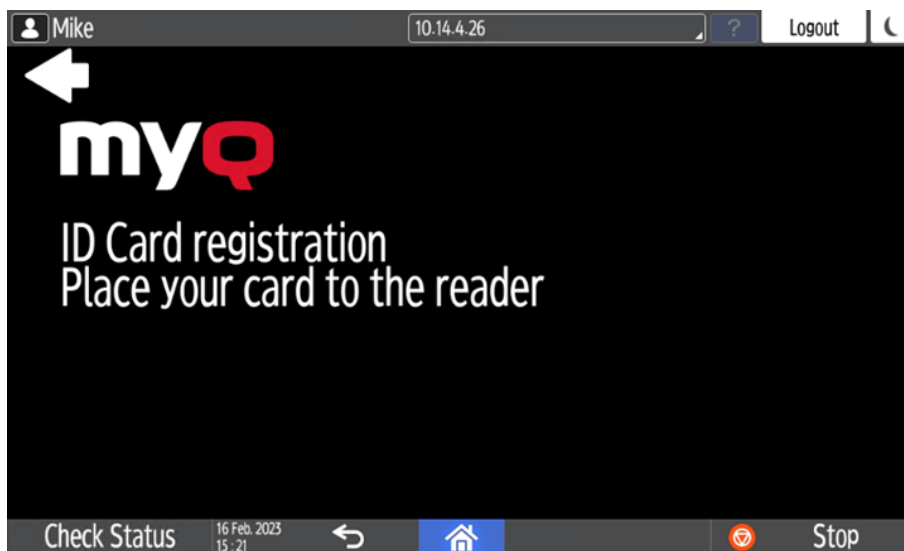
7.7.5 Panel USB

Opens the printing device's USB screen.

Users can return to their home screen by taping the home button on the bar at the bottom of the panel screen.

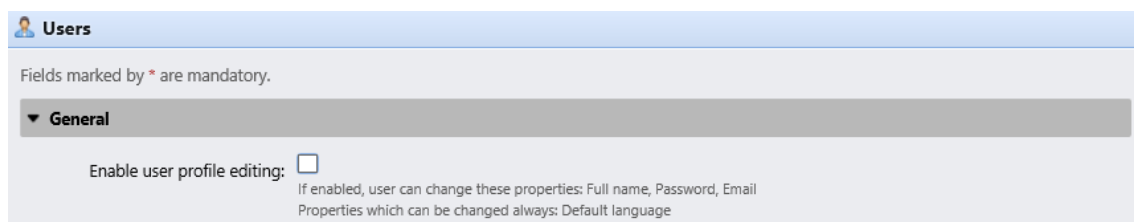
7.8 ID Card Registration

After tapping this action, the ID Card registration screen opens and the logged user can register their card by swiping it at the card reader.

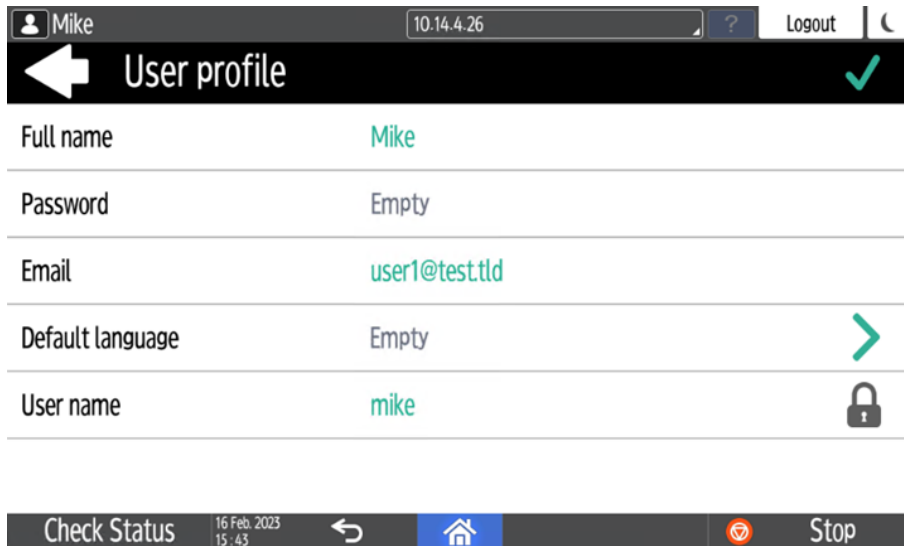


7.9 Edit Account

To be able to use all the features of this terminal action, go to the **Users** settings tab (**MyQ, Settings, Users**) and under **General**, select the **Enable user profile editing** option.



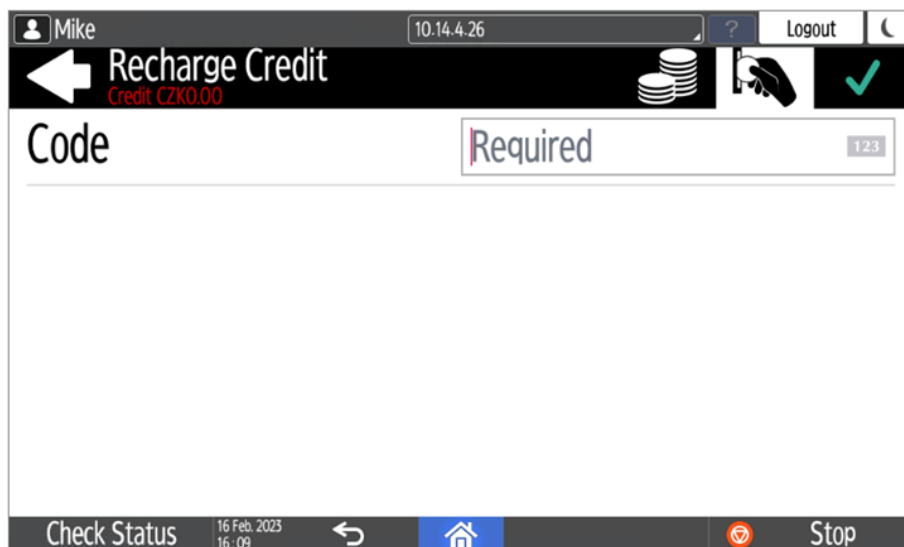
By tapping the **Edit account** action, the logged user can open their user profile screen, where they can change their **Full name**, **Password**, **Email**, and **Default language**. After the change is submitted, the database entry is changed and the new values are set. The changes are applied the next time the user logs in.



7.10 Recharge Credit

This action enables recharging credit on the terminal.

After tapping the **Recharge Credit** action, the Recharge Credit screen opens and the logged user can enter a recharge code from their voucher.



Users can view the prices of different configurations of a printed page by tapping the **Coins** in the upper-right corner of the screen.

	1-sided		2-sided	
	Black & White	Color	Black & White	Color
Print	1.00	3.00	1.00	3.00
Copy	1.00	3.00	1.00	3.00
Scan	1.00			

7.11 Folder

Terminal actions can be put into folders. Folders can be used to optimize the layout of the terminal screen or to enable users to access a larger number of actions. For example, you can place multiple Easy Scan actions with different destinations under one Easy Scan folder. Another example is to leave the most important terminal actions on the home screen and place the rest into an *additional actions* folder.

Empty folders are not displayed on the terminal screen. If there is only one item in the folder, the item is displayed instead of the folder.

7.12 ID Card Copy

By tapping this action, users can create a copy, where both sides of an ID card are printed on a single page.

They can set the following parameters:

- **Copies** - Number of printed copies.
- **Color** - Select from color, monochrome or gray scale.

8 Accounting


In the **Accounting** settings tab, in the **General** section, the MyQ administrator can set:

- the **Accounting mode** MyQ will be using:
 - **Accounting Group** - This is selected by default. In this mode, all quotas are available and can be spent.
 - **Cost Center** - In this mode, only the selected (cost center) payment account is spent.
- the **Payment account priority**, which applies to terminals that don't support user selection of payment accounts, and to direct queues without the MyQ Desktop Client option. The payment account with the highest priority is always used in such cases:
 - Credit
 - Quota

 For further details, check [Accounting Settings](#) in the MyQ Print Server guide.

8.1 Credit

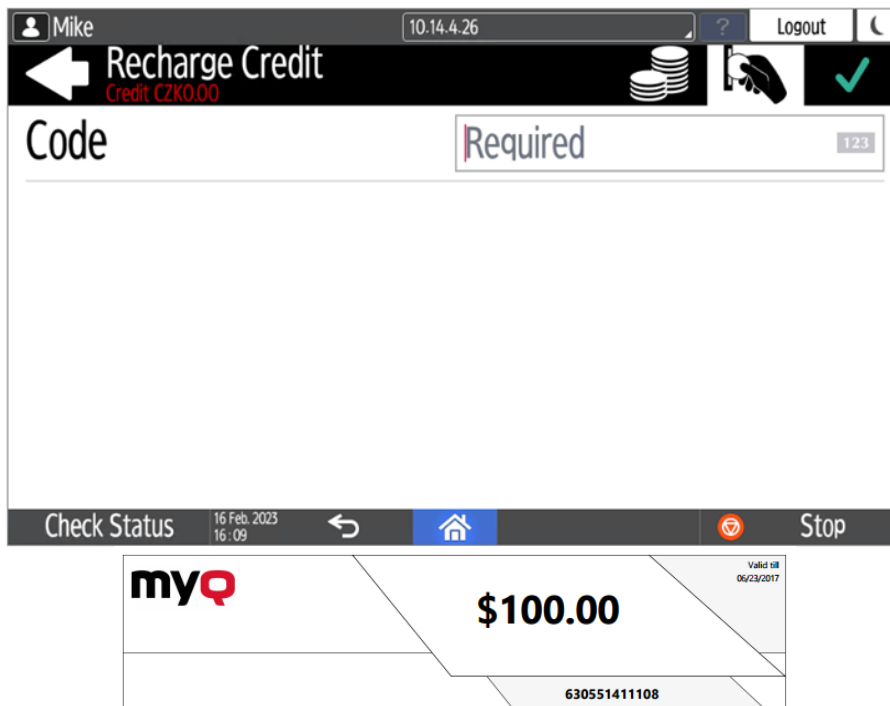
With credit accounting activated, users must have a sufficient amount of credit on their account to be allowed to print, copy and scan. On their home screen on the embedded terminal, they can view their remaining credit. If the **Recharge Credit** action is available on the terminal, users can recharge their credit by entering a code from a recharging voucher directly on any embedded terminal.

-  If recharging credit by vouchers is enabled in MyQ, users without credit are asked to recharge after they log in. They are informed about the insufficient credit and automatically redirected to the **Recharge Credit** screen, where they can top up.

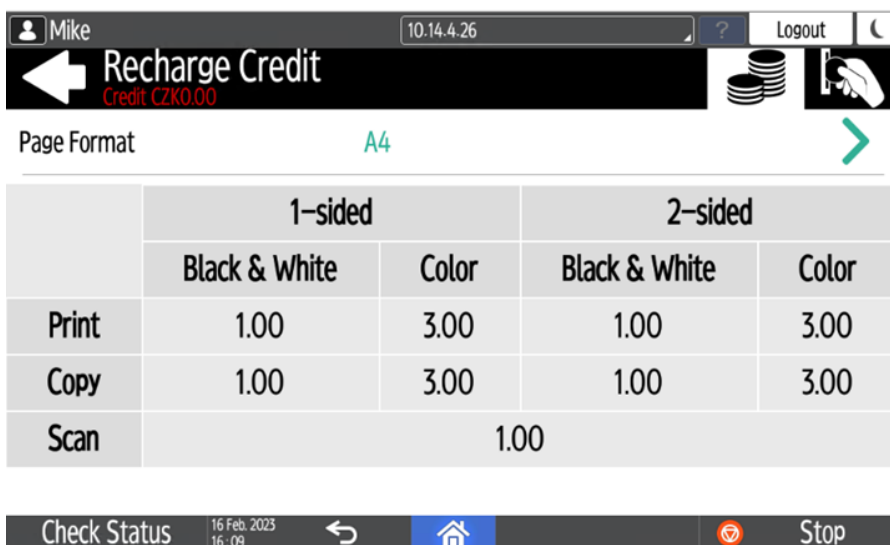
 For more information, check [Credit](#) in the MyQ Print Server guide.

8.1.1 Recharging Credit

After tapping the **Recharge Credit** action, the Recharge Credit screen opens and the logged user can enter a recharge code from their voucher.



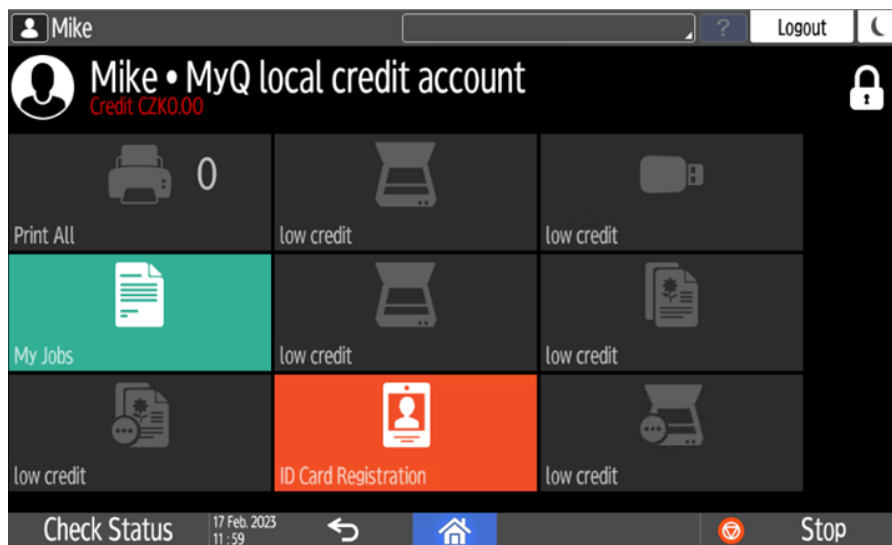
Users can view the prices of different configurations of a printed page by tapping the **Coins** in the upper-right corner of the screen.



8.1.2 Using terminal actions with insufficient credit

If recharging credit by vouchers is enabled in MyQ, users can still see the actions that they do not have sufficient credit for. However, if they tap the particular action button, they are immediately redirected to the **Recharge Credit** screen.

If recharging credit by vouchers is disabled in MyQ and a user does not have sufficient credit, all actions requiring credit are unavailable, and their corresponding buttons are dimmed.



Action taken when a user runs out of credit during scanning via Easy Scan

The scan job is finished. The actual amount of credit is being updated throughout the scanning, and after the job is finished, no actions requiring credit can be used.

Action taken when a user runs out of credit during copying via Easy Copy

The copying is interrupted although a few more pages can be copied. The actual amount of credit is being updated throughout the copying and after the job is stopped, no actions requiring credit can be used.

Action taken when a user runs out of credit during scanning on the printing device scan panel

The user can scan as long as he or she stays on the scan panel. Once the panel is left, the actual amount of credit is shown and no actions requiring credit can be used.

Action taken when a user runs out of credit during copying on the printing device copy panel

The copying is interrupted although a few more pages can be copied. No more copies can be made on the panel and once it is left, the actual amount of credit is shown and no actions requiring credit can be used.

Print jobs with additional information from the job parser

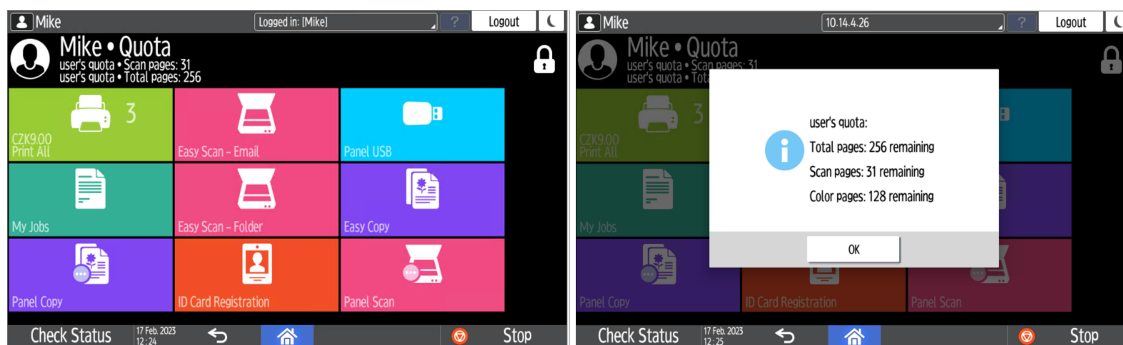
Print jobs received with the job parser activated, include additional information such as number of pages, color and price.



Priced jobs cannot be printed unless the users have a sufficient amount of credit. The users cannot use the **Print all** action when the overall price of all the priced print jobs is higher than their credit.

8.2 Quota

With the **Quota** feature activated, users cannot print, copy or scan after they reach or exceed their quota limit. They can view their current quotas on their session on the embedded terminal.



The embedded terminal's behavior depends on the quota settings in MyQ. When setting up **Quota** in the MyQ Web administrator interface, you can disable one or more operations after the quota is reached or exceeded:

- If the **Monitored value** is *Cost*, select them under **Disable operations**. The options are *Print*, *Copy*, *Color print* (on terminals 8.1 or newer), *Color copy* (on terminals 8.1 or newer), and *Scan*.
- If the **Monitored value** is *Pages*, mark the **Disable operation** checkbox and the operation that has reached the limit will be disabled.
- Mark the **Terminate the current job when reached** checkbox if you want to interrupt the current job when the quota is reached. If both **Disable operation**

and **Terminate the current job when reached** are checked, the job will be interrupted when the quota is reached and the user will be redirected to the MyQ home screen. If **Disable operation** is checked and **Terminate the current job when reached** is not, the current job will be finished and the user will be redirected to the MyQ home screen. The action is not supported by scan quota.

- Quotas that disable scanning cannot be applied immediately.

 For more information, check [Quota](#) in the MyQ Print Server guide.

Action taken when a user reaches a quota with immediate application

The current operation stops, although a few more pages can be printed or copied, depending on the printing device's speed. This applies to print and copy jobs only (including panel copy). Scan jobs are always finished.



Print jobs with additional information from the job parser

Print jobs received with the job parser activated, include additional information such as number of pages, color and price.

Jobs exceeding the quota cannot be printed. Users cannot use the **Print all** action as long as the overall size of all of the print jobs is larger than what is allowed by the quota.

8.3 Projects

With the project accounting feature activated, users can assign projects to print, copy and scan jobs directly on the embedded terminal screen. Projects can also be assigned to print jobs in the MyQ Desktop Client pop-up window, on the MyQ Web administrator interface, or in the MyQ X Mobile Client.

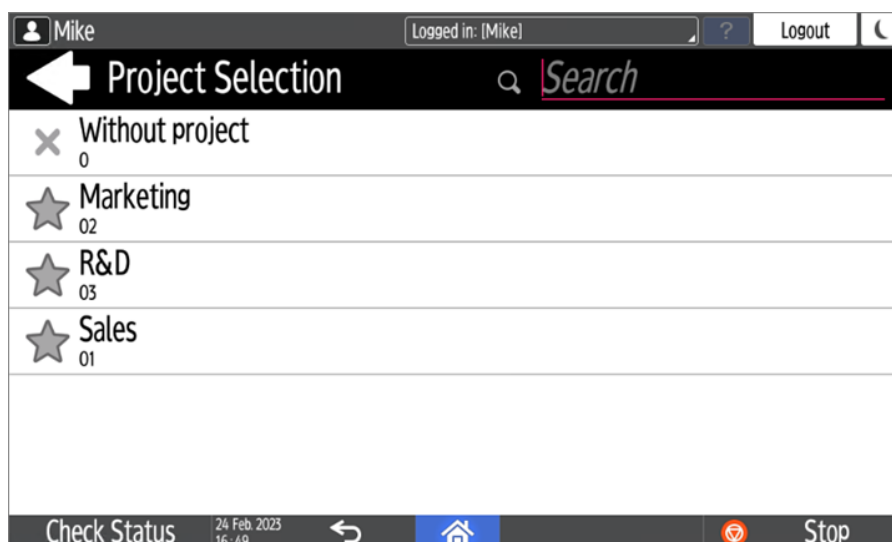


 For more information, check [Projects](#) in the MyQ Print Server guide.

8.3.1 Assigning projects to print jobs

My Jobs

If a user wants to print an unassigned job from the **My Jobs** list, they are immediately redirected to the Project selection screen and have to select one of the available projects (or the *Without project* option, if printing without project is allowed) to be allowed to print it.



Jobs with projects assigned to them are immediately printed.

Print All

If all the jobs waiting in queue have projects already assigned by MyQ Desktop Client, MyQ Web administrator interface or the MyQ X Mobile Client, printing starts immediately.

If there are any unassigned jobs, the user is redirected to the Project selection screen, immediately after tapping the **Print All** button. They have to select one of the available projects (or the *Without project* option, if printing without project is allowed) to be allowed to print the jobs. The selected project (or the *Without project* option) is assigned only to unassigned jobs; all other jobs keep their previously assigned projects.

Assigning projects to Easy Copy jobs

After tapping the **Easy Copy** button, the user is immediately redirected to the Project selection screen where they need to select the project (or the *Without project* option).

Assigning projects to Easy Scan jobs

After tapping the **Easy Scan** button, the user is immediately redirected to the Project selection screen where they need to select the project (or the *Without project* option) before the scan job is started.

8.3.2 Assigning projects on the Panel Copy screen

After tapping the **Copy** button on the **Panel Copy** screen, the user is immediately redirected to the Project selection screen, where they need to select a project (or the *Without project* option). The project is then assigned to all jobs copied on the panel.

8.3.3 Assigning projects on the Panel Scan screen

After tapping the **Scan** button on the **Panel Scan** screen, the user is immediately redirected to the Project selection screen, where they need to select a project (or the *Without project* option). The project is then assigned to all jobs scanned on the panel.

8.3.4 Assigning projects on the Panel Fax screen

After tapping the **Fax** button on the **Panel Fax** screen, the user is immediately redirected to the Project selection screen, where they need to select a project (or the *Without project* option).

9 Device Spooling

Under normal circumstances, print jobs are sent to the MyQ server where they are stored and wait for release. With Device Spooling enabled, a print job is sent directly to the device and saved to its hard disk. It waits there to be released in the standard way.



- Locally spooled color jobs are not displayed when color print is restricted.
- Even though it is possible for a user to use both print to server and Device Spool, this option is not recommended. The following problems may appear: jobs are not sorted and printed in the correct order, the terminal display might not be correctly refreshed.

9.1 Setting up Device Spooling in MyQ



For details on enabling and configuring the feature, check [Device Spooling](#) in the MyQ Print Server guide.

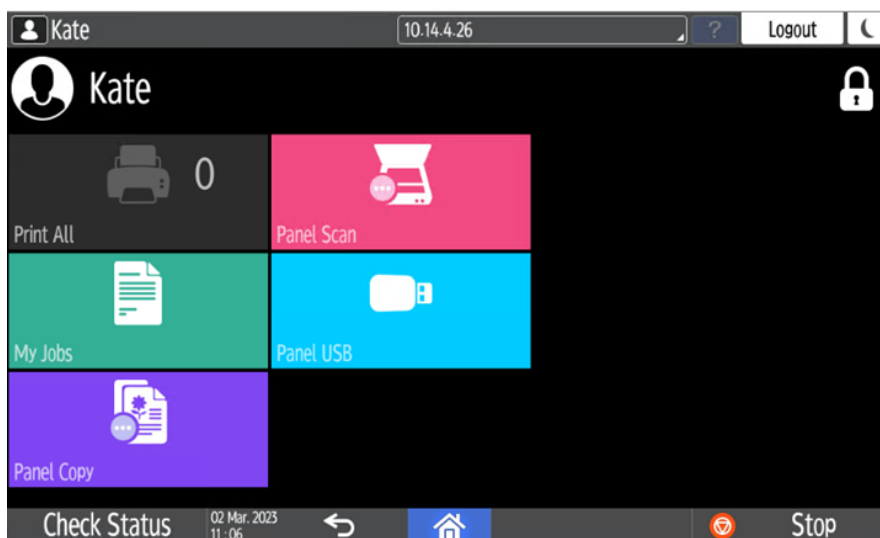
10 Offline Login

For MyQ to operate properly, a 100% reliable network connection is necessary. Connection problems can lead to serious issues; for example, users may not be able to start their user sessions on the printing devices and perform any copy, print or scan actions. The **Offline Login** feature prevents such situations.



User information, including credentials, are cached at the device and if the server is unavailable, cached data are used for user authentication. Users can then log in and perform all the actions that do not require network access to the MyQ server.

When combined with Device Spooling, the offline login feature offers a robust backup plan for server outages.




Requirements

- UDP broadcasts have to be enabled on the network.
- For an optimal run of the Offline Login feature, SSL needs to be enabled on the server. SSL is set by default during the installation, however if you have

changed it for any reason, you can set it again in MyQ Easy Config, in the **Settings** tab.

Limitations

- Credit is not supported
- Quota is not supported;
- Projects - print jobs are set to the *Without Project* option

 For details on enabling and configuring the feature, check [Offline Login](#) in the MyQ Print Server guide.

10.1 Scan to Email in Offline Login mode

You can enable users to scan to email even when the MyQ server is offline. In such cases, users can log in to the terminal in the Offline mode and use the **Panel Scan** action to scan to emails. The terminal remembers the outgoing SMTP server and sends all emails directly to this server. Scanning to email in the Offline mode is supported by all the models that support embedded terminals.

To enable the feature:

- Go to the printing device's Web UI and set your (customer) SMTP server's IP address in the **SMTP Server Name** field.

Email

OK Cancel

■ Administrator Email Address :

■ Auto Specify Sender Name : On Off

Create Email Signature

■ Signature :

■ Image of Signature :

■ Signature Image Preview : Not uploaded

Reception

■ Reception Protocol :

■ Email Reception Interval : On Off
: minute(s)

■ Max. Reception Email Size : MB

■ Email Storage in Server :

SMTP

■ SMTP Server Name :

■ SMTP Port No. :

■ Use Secure Connection (SSL) : On Off

■ SMTP Authentication : On Off

■ SMTP Auth. Email Address :

■ SMTP Auth. User Name :

■ SMTP Auth. Password :

■ SMTP Auth. Encryption :

The *email@myq.local* and *root@myq.local* variables cannot be used in the Offline mode for scanning from the panel with these settings, because scanning is not done via the MyQ server.

11 Canceling Stuck Jobs

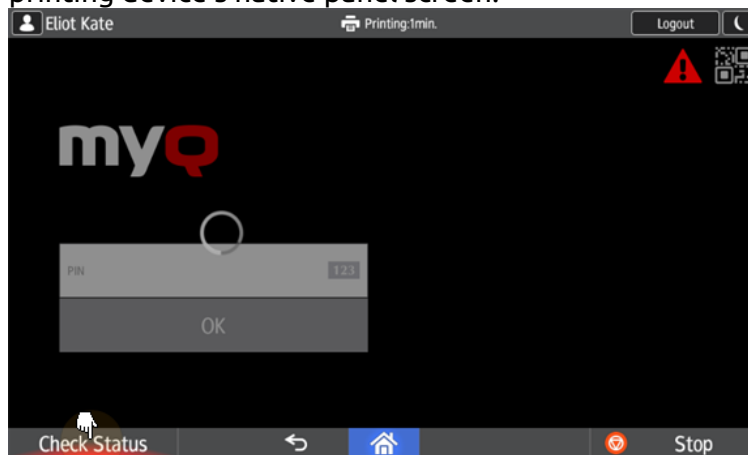
If a job gets stuck due to an error on the printing device, the user can still log off. The stuck job will prevent another user from logging in and will automatically finish after the error is removed. However, this may lead to security issues.

If a job is stuck, the **Check Status** control on the printing device's panel will glow red.

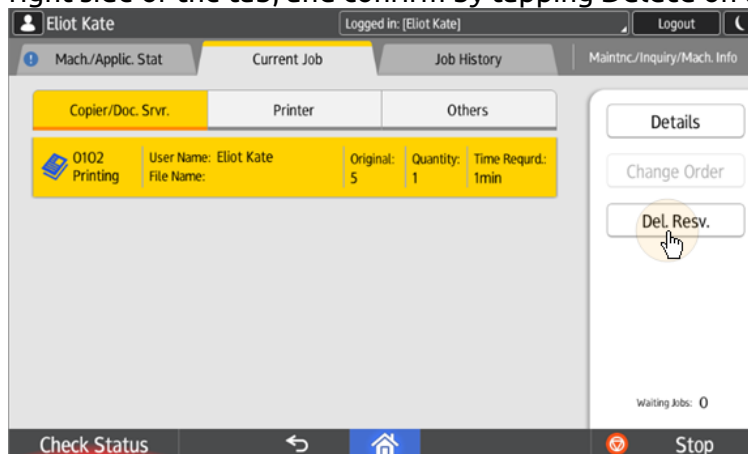
- If the **Keep printing after logging out** setting on the **Printers** settings tab is disabled, all jobs will be canceled after logging out.

To cancel stuck jobs:

1. On the login screen, tap the **Check Status** button. You are redirected to the printing device's native panel screen.



2. On the screen, select the **Current Job** tab. The Current Job tab opens.
3. On the tab, select all jobs by tapping on them. Tap the **Del. Resv.** button on the right side of the tab, and confirm by tapping **Delete** on the pop-up window.



4. To return to the MyQ login screen, tap the **Check Status** button in the lower-left corner of the screen.

12 Business Contacts

MyQ® Manufacturer	MyQ® spol. s r.o. Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic MyQ® Company is registered in the Companies register at the Municipal Court in Prague, division C, no. 29842
Business information	www.myq-solution.com info@myq-solution.com
Technical support	support@myq-solution.com
Notice	<p>MANUFACTURER WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY INSTALLATION OR OPERATION OF THE SOFTWARE AND HARDWARE PARTS OF THE MyQ® PRINTING SOLUTION.</p> <p>This manual, its content, design and structure are protected by copyright. Copying or other reproduction of all or part of this guide, or any copyrightable subject matter without the prior written consent of MyQ® Company is prohibited and can be punishable.</p> <p>MyQ® is not responsible for the content of this manual, particularly regarding its integrity, currency and commercial occupancy. All the material published here is exclusively of informative character.</p> <p>This manual is subject to change without notification. MyQ® Company is not obliged to make these changes periodically nor announce them, and is not responsible for currently published information to be compatible with the latest version of the MyQ® printing solution.</p>
Trademarks	<p>MyQ®, including its logos, is a registered trademark of MyQ® company. Microsoft Windows, Windows NT and Windows Server are registered trademarks of Microsoft Corporation. All other brands and product names might be registered trademarks or trademarks of their respective companies.</p> <p>Any use of trademarks of MyQ® including its logos without the prior written consent of MyQ® Company is prohibited. The trademark and product name is protected by MyQ® Company and/or its local affiliates.</p>