myQ X

MyQ X Mobile Client App

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1 About MyQ X Mobile Client App 8.2

The MyQ X Mobile Client application is a modern printing app for completely touchless print control of printing devices connected to a MyQ server.

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.

Check the MyQ X Mobile Client app showcase here.

You can also view an introduction of MyQ X Mobile Client's features in the video below:

https://www.youtube.com/watch?v=b5vXDPxEves

> 🗒 All changes compared to the previous versions are listed in the change log.

> ⓘ The guide is also available in PDF, along with guides for older supported versions.

2 Technical Changelog

Brand new MyQ X Mobile Client application

Issue Type	MyQ X Mobile Client 8.2.10 Tested with MyQ server 8.2, 10
New Feature	Report issue
New Feature	Send feedback
Bug fix	Quota validation
Bug fix	Server name change issue
Bug fix	Credit history - grid's first row cut off
Bug fix	Job sending to server with port other than 8090

Issue Type	MyQ X Mobile Client 8.2.3 Tested with MyQ server 8.2 Supported by Android 5 and newer
Bug fix	Uploading bigger PDF files no longer crashes the app
Bug fix	Possible to sign in with username that has "spaces"
Bug fix	Fixed crashes from Crashlytics
Change	Updated link for privacy policy
Change	Updated text while processing files
New Feature	Added pull to refresh on printer detail

New Feature	Secure mode - Certificate verification against server
Improvement	Modifying keyboard control behavior on Chromebook (enter, backspace, tab)
	Supported by IOS 11
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Issue Type	MyQ X Mobile Client 8.2.1 Tested with MyQ server 8.2 Supported by Android 5 and newer
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Bug fix	Screen refresh of Job list
Bug fix	Adding more jobs via share to MyQ
Bug fix	Occasional crashes

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Issue Type	MyQ X Mobile Client 8.2 Tested with MyQ server 8.2 Supported by Android 5 and newer
New Feature	Unlock non-embedded devices via QR code
New Feature	User login using Pin/Password/TouchID/FaceID
New Feature	Select jobs/print all after login (touchless print)
New Feature	Print via MS Universal Print
New Feature	Select account/project before job release

New Feature	Show pricelist after login to the device
New Feature	Advanced Printing options
New Feature	Edit profile - change password, PIN
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3 Basic Information

The **MyQ X Mobile Client** application is a multifunctional tool for simple and touchless task management 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. Printing options are managed before printing as well. It also supports biometrics.

With the mobile app, 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.
- Manage print jobs, re-print already printed jobs, select projects.
- View and recharge MyQ credit.
- View quotas.
- Unlock printing devices via scanning a QR code.
- Register and setup a MyQ server via scanning a QR code.
- Edit your profile and generate new PIN.

The MyQ X Mobile Client application uses the following ports to communicate with the MyQ Print server:

- **TCP 8632** (by default)
  AirPrint/MOPRIA protocol for print job transmission to the MyQ server
- **TCP 8090** (by default)
  HTTP protocol for accessing MyQ web interface.

For more details, see *main communication ports* in the *MyQ Print Server* guide.

> ⓘ A MyQ Server 8.2+ is required.

> ⓘ Your embedded terminals version has to be compatible with MyQ Server 8.2+.

In order for a queue to be available in the MyQ X Mobile Client application, log in to the MyQ web administrator interface, go to **MyQ**, **Queues**, select the queue and click **Edit** (or right-click, Edit, or double-click), go to the **Job receiving** tab, and in the **Jobs via mobile devices** section, mark the **Enable** checkbox, and click **Save**.
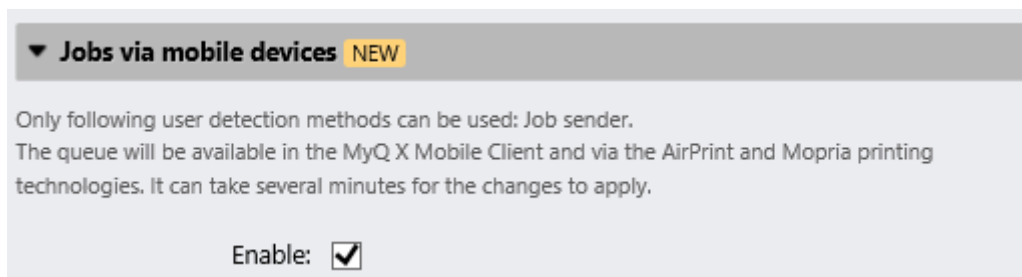
> ▤ Only the *Job sender* user detection method can be used with this queue.

4 Installation and setup

4.1 Installation

The MyQ X Mobile Client application can be installed directly from Google Play (Android and ChromeOS), or App Store (iOS). It is free and does not require any license.

The app requires Android version 5.0+, or iOS version 11.0+.

4.2 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.
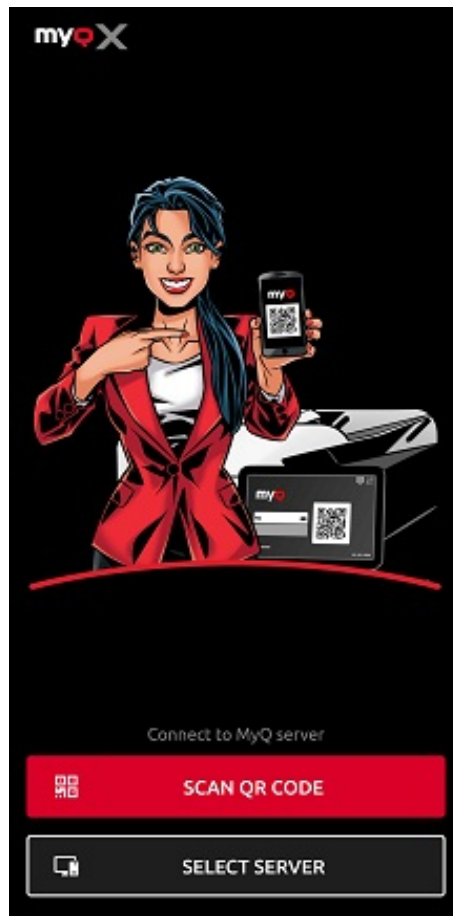

The app is also available in Dark mode, which can be set in your phone settings.

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

The easiest way to connect to the server is to scan a QR code that you can 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. It can also be accessed on the Web UI. In case you cannot use these options, you can ask your administrator for all the necessary information and manually connect to the server.

Connecting to a server

You can choose to connect to a server via **SCAN QR CODE** or **Enter Manually**.

If you scan the QR code from the printing device, the application uses the information from the QR code to automatically set the IP address and other security settings.

If you choose to manually enter the required server information, add a Server name, type the MyQ server's IP address or hostname and port, and tap **ADD SERVER**.

In both cases, you then get a prompt asking you to turn the safe mode on (required), which uses certificate verification against the server for a secure connection. Tap **TURN ON** to enable it:

Turn on safe mode?

In safe mode, it is possible to verify the validity of the certificate against the server.

TURN ON   CANCEL

As soon as safe mode is enabled, there is another prompt asking you to add the certificate to the trusted certificates. Tap **ADD**. The login screen opens and you can log in.

Untrusted certificate

This server's certificate is not authenticated. Do you want to add it to trusted certificates?

ADD   CANCEL

> If the **Invalid SSL certificate** message appears, no trusted SSL certificate was found. In such cases, contact your net administrator.

4.3 Logging in to the MyQ server

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

The app saves the connection settings for 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. On the screen, tap on the server where you want to connect. The login screen opens and you can log in.

5 Using the mobile app

All features of the MyQ X Mobile Client application can be accessed either directly from the app's **Home** screen, or from the navigation bar. In addition, the app enables you to directly print from other mobile apps and from mobile Web browsers.

Home screen

On the **Home** screen, you can see the state of your credit (displayed only if credit accounting is activated on the MyQ server), and all your ready jobs. You can also recharge credit, add new jobs, and print the ready jobs. Quota is also visible if activated on the MyQ server.
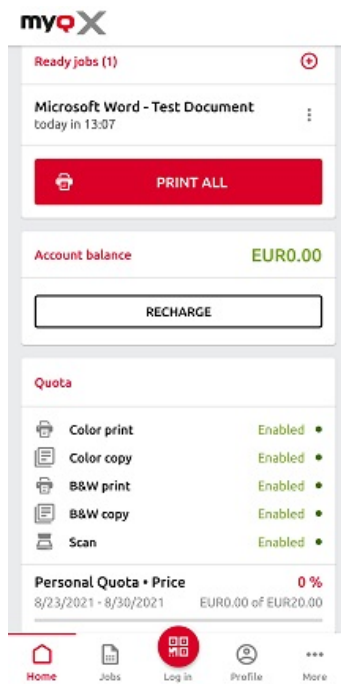
Navigation Bar

The app's navigation bar, accessible at the bottom of the screen, contains the following shortcuts:

- Home
- Jobs
- Log in
- Profile
- More

5.1 Home

On the **Home** screen, you can see all your ready jobs and print them by tapping **PRINT ALL**.

You can also add new jobs to the list, by tapping the **+** (plus) icon next to Ready jobs.

You can see your account balance (displayed only if credit accounting is activated on the MyQ server).

By tapping **RECHARGE**, you can recharge your credit:
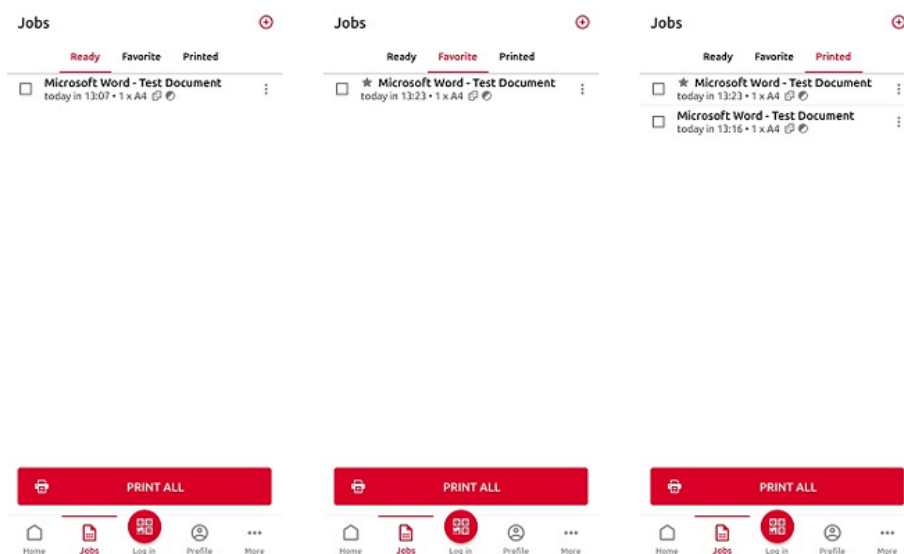

Enter the code from your credit voucher, and then tap **RECHARGE**.

If Quota is enabled on the MyQ Server, you can see all the quotas assigned to you and their current status in the **Quota** section.

5.2 Jobs

The **Jobs** shortcut takes you to the Jobs screen, that contains the following tabs:

- **Ready** - A list of jobs that you have sent to be printed and are not printed yet. For each ready job, the *Print, Print all, Add to favorites*, and *Delete* options are available.
- **Favorite** - A list of jobs that you have marked 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 remove them. For each favorite job, the *Print*, *Print all*, and *Remove from favorites* option is available via the three-dots options menu.
- **Printed** - A list of all your printed jobs. For each printed job, the *Print, Print all*, and *Add to favorites* option is available via the three-dots options menu.

You can either tap **PRINT ALL** at the bottom, to print all the jobs, or mark the checkbox next to a job to select it, and then print it. Before releasing the job, you can specify the number of copies, choose between monochrome (B&W) or color printing, and Simplex or Duplex. If project accounting is enabled on the MyQ Server, you can assign a project to the job.

You can also tap the **+** plus icon at the top, to add a new job (from your device's folders or cloud storage) to the list.

You can then specify the number of copies, choose between monochrome (B&W) or color printing, and Simplex or Duplex. If project accounting is enabled on the MyQ Server, you can assign a project to the job. You can also specify the job's queue:

- **Direct type** - the job is immediately printed to the printer assigned to the queue.
- **Pull Print type** - you are asked to scan the QR code of the printer where you want the job to be printed (Pull Print queues require MyQ embedded terminals or a MyQ TerminalPro (hardware)).

If you select **SAVE JOB**, the job is saved for printing at a later time.

5.3 Log in via QR code

The **Log in** shortcut in the center of the navigation bar takes you to the Scan QR code screen. There, you can unlock a printing device by scanning the QR code displayed on the device's panel.
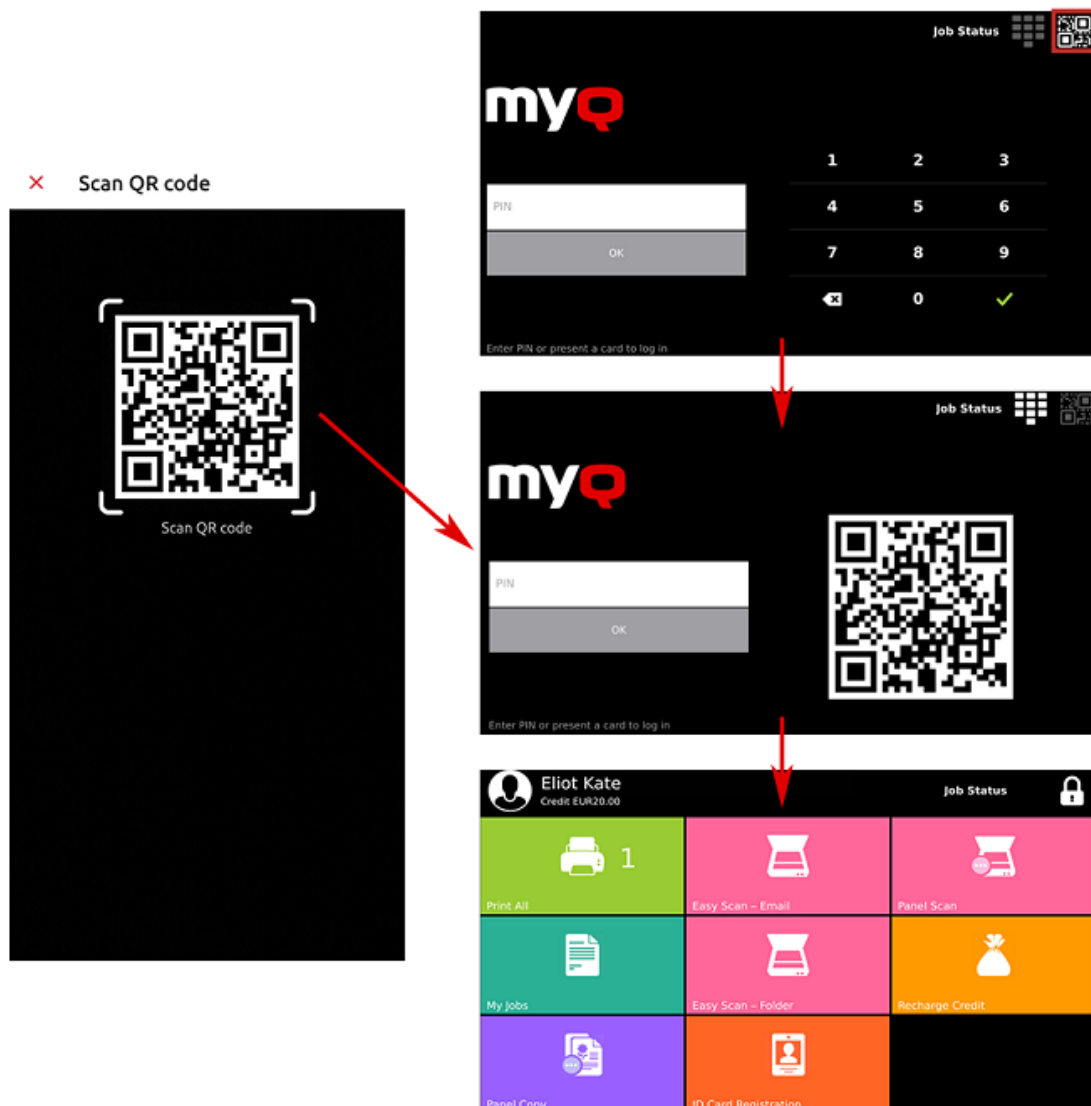
Point your phone towards the QR code as if you wanted to take a picture of it. Make sure that the QR Code is inside the square displayed in the middle of the screen. The application automatically scans the code and unlocks the device.

5.4 Profile

The **Profile** shortcut opens the Profile screen, where you can see current information related to your account.
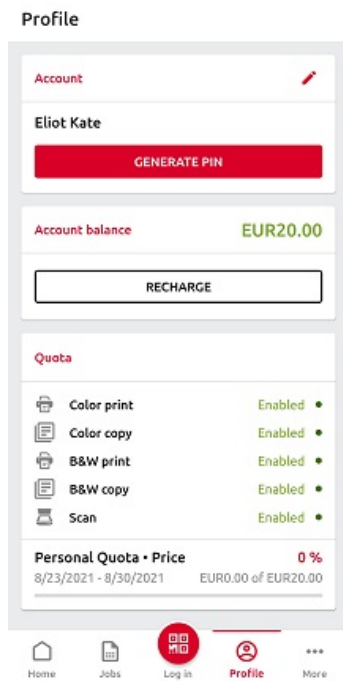
In the **Account** section, you can change the email address and password related to your account by tapping the edit icon next to it.
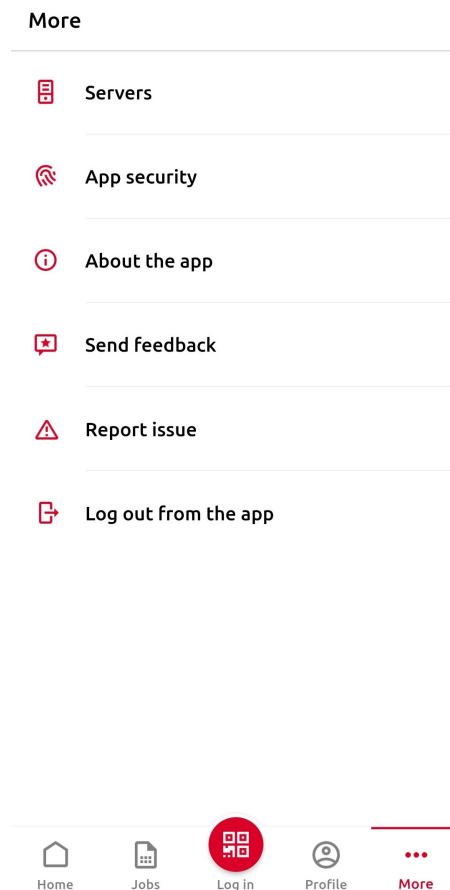
You can also tap **GENERATE PIN** to generate a new PIN.

In the **Account balance** section, you can see your current account balance and also recharge your credit by tapping **RECHARGE**.

If Quota is enabled on the MyQ Server, you can see all the quotas assigned to you and their current status in the **Quota** section.

5.5 More options

The More shortcut takes you to the more actions screen, where the following options are available:

More

Servers

App security

About the app

Send feedback

Report issue

Log out from the app

Home   Jobs   Log in   Profile   More

- **Servers** - View and manage your servers.
- **App security** - Enable or disable Biometrics (face and fingerprint recognition).
- **About the app** - View information about the application.
- **Send feedback** - Send us feedback on your experience with the application, give us a star rating and write a comment, leave us your email address if you wish to be contacted back, or give us a review on Google Play/App Store instead.
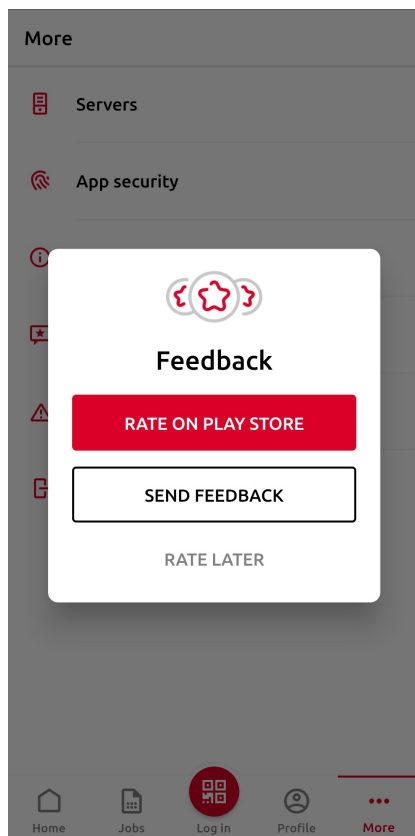
- **Report issue** - Report issues on devices such as hardware problems (print doesn't work, scan doesn't work, low paper or toner) or other issues (poor print/scan quality etc.) as well as problems within the mobile application itself.

✕   Report issue

Issue
Printer issue   ▾

Serial number of the printer   ▨
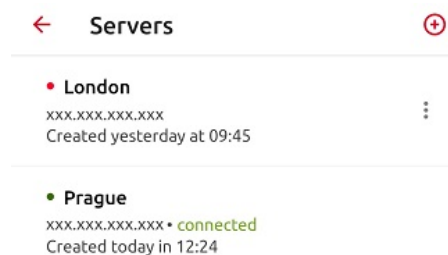
Issue description

📷 ADD PHOTO

☐   I want to be contacted back by my
      organization administrator

SEND

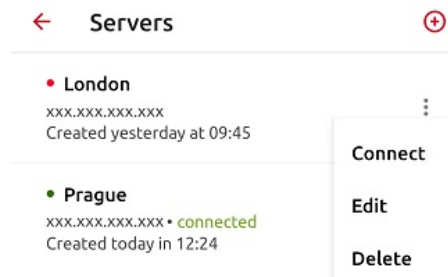- **Log out from app** - Log out from the application.

5.5.1 Servers

In Servers, you can view and manage MyQ servers.

The currently used server is marked as **connected**. Other servers used in the past (or currently unreachable) are listed with a small red dot next to the server's name.

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

- **Connect** - Connect to the server.
- **Edit** - Change the server's name, IP address, port.
- **Delete** - Delete the server (available only for servers that are not currently used).

Adding a new server

To add a new server, tap the **+** (plus) icon at the top. In the new window, you can either enter the new server's information manually (add a Server name, the IP Address, and Port) and tap **ADD SERVER**, or you can tap **SCAN QR CODE**.

5.6 Print via MyQ X

You can print directly from mobile apps and from mobile Web browsers. To do so, select to share the file (picture, Web page, etc.) via the **Print via MyQ X** sharing option.
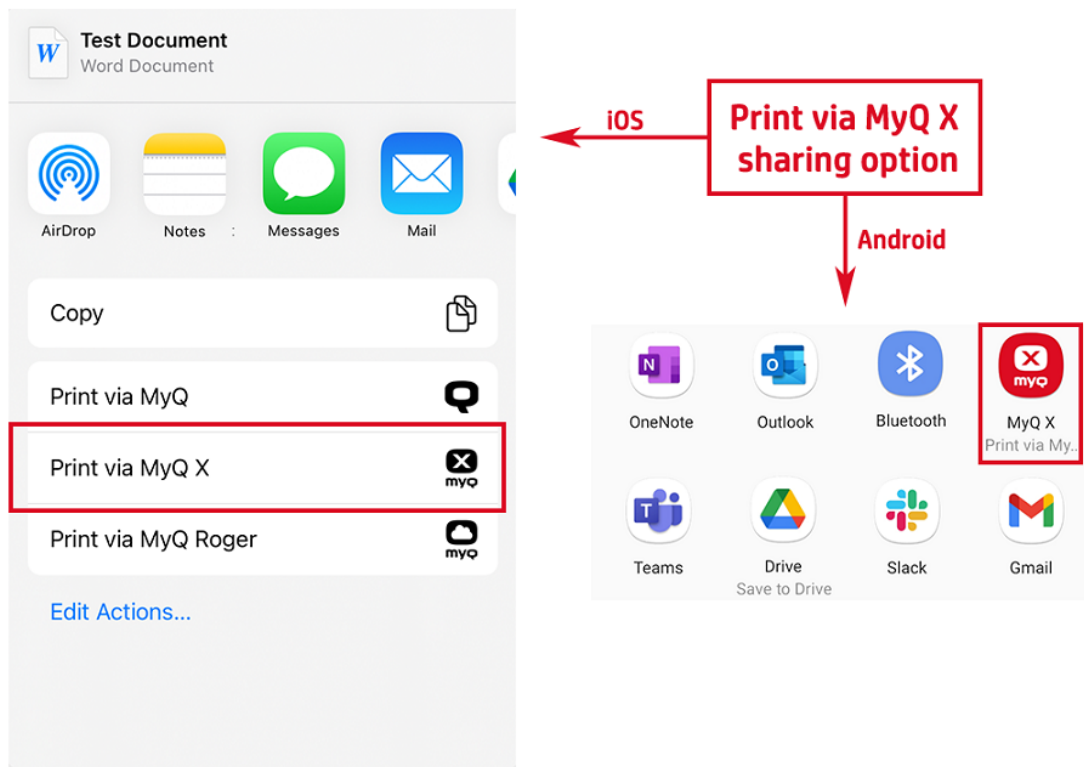
The print job management dialog box appears, where you can change the print job's properties (color/monochrome, simplex/duplex, number of copies), and then tap **PRINT** to send the print job to MyQ.

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.

> ⚠ On iOS devices, you have to enable the **Print via MyQ X** sharing option under **More, Activities**.

6 Business Contacts

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