MyQ End-User Guide

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MyQ is a **universal printing solution** that provides a wide variety of services related to **printing** and **copying**, but also **scanning** (document capture), device management, security and authentication, and more. All functions are integrated into a **single unified system**, which results in an easy and intuitive print environment.

Now that you know the basics, **let's go into some detail** so that you can find out exactly what MyQ helps you with.

1 What can **MyQ** do for you?

Easy and **Secure Printing**

Most fundamentally, MyQ is a printing solution. Our system allows you to control where and how your documents are printed, and how your security system works (for example using a pull print solution that verifies it's you at a device before your documents are released).
Simple connection to various storage solutions means your documents are always easy to retrieve for printing .

Intuitive and **Personalized Device Interface**

MyQ works on the embedded terminals of your printing devices, which may be personalized with your organization's logo or an attractive color scheme.
In addition, your admin can set-up terminal actions in an optimal way for you, so that in a few clicks you can, for example, scan to your personal storage .

Cloud Print and **Scan**

Here at MyQ cloud-based thinking is part of everything we do. That's why our features are intended to work well for users who rely on cloud storage solutions, for example, printing from or scanning to your storage can be achieved in a few clicks.
If your administrator has set up a storage location for you which you haven't yet connected to, you'll receive your scanned documents in an email, which will also allow you to connect that storage for future use .

Scanning and **Document Capture**

Whether it's for digital archiving, or sharing contracts across remote offices securely, scanning is vital to many organizations.
Our embedded terminals allow you to have digital copies of your papers exactly where you need them, in moments.
Our many scanning parameters are easy to select, and options for continuous scanning and skipping blank pages ensure your digital copies always look their best .

Mobility and BYOD Print

In a post-covid world, flexibility in workplaces is more important than ever. We have a myriad of features designed to suit a workplace that's on the go.
Our mobile client means you only need your phone to create paper copies of your documents, whether in Dublin or Dubai, and bring-your-own-device printing makes life simple for you, while reducing costs .

Project Allocation and Cost Centers

Projects, Credit, and Quotas in MyQ help you to stay on top of your print and scan spending and account all printing and scanning costs correctly in a few clicks.
So, wherever you work, and whatever you're printing, we have the accounting features in MyQ to help you manage and monitor your costs .

Environmentally Aware Printing

Staying green while printing is more important than ever, and MyQ is here to help.
From eco-friendly printing modes to anti-wastage procedures, our system can help you ensure that your documents are as eco-friendly as possible, without any stress or fuss .

High Availability in Any Situation

If you're serious about your printing, you need a solution that works even when everything else goes wrong.
MyQ uses application clustering to maximise your resources at any time, device spooling so you always have a printer to fallback on, and even offline login, so you never have to experience printer rage again .

2 Introduction

2.1 About MyQ 10.1

MyQ is an award-winning solution designed to effectively manage and optimize your print environment and streamline its processes. Depending on its implementation in your work environment, it can provide a wide variety of features such as scanning to multiple cloud destinations, job preview, etc.

You can access the options and features of the MyQ system on the MyQ Web Interface, after you log in to a printing device with a MyQ Embedded terminal, MyQ Desktop Client or using your mobile phone. Although they share some of the job management and account administration options, these access points play different roles in MyQ.

This guide walks you through all the options and explains the available MyQ features.

2.2 Printing Methods

Depending on the setup of your MyQ administrator, there are multiple methods of printing, from several devices, with varying printing options.

- **Direct printing** - This is the most basic method and works in the same way as common printing, where the job is sent directly to a selected printing device.
- **Pull Print printing** - With this method, you can send a print job to be held on the MyQ server for as long as you need and select from a number of printing devices where it can be printed. To print the job, you just need to authenticate yourself on the printing device terminal. After the authentication, the job is either immediately printed or displayed on the terminal touch panel, where you can manage it. Depending on the type and settings of the terminal, you might have either one, or both of these options. To use this method, an embedded terminal or a hardware terminal is required.
- **Delegated printing** - The delegated printing feature is an extension of the pull print printing method that allows you to share your print jobs with a specified group of other users. These users can release the jobs on an embedded terminal in the same way they would release their own jobs.
- **Printing from email** - If this option is enabled by your administrator, you can print a document by attaching it to an email and sending it to a special email account dedicated to printing. Jobs sent via email are limited to *500MB* per email message, all attachments included. In addition, you can change the print job parameters by adding keywords to the email subject. You can choose from the following keywords: **#color** (color print), **#mono** (monochrome print), **#duplex** (print on both sides of a page), **#simplex** (print on one side of a page), **#ecoon** (toner-save print mode on), **#ecooff** (toner-save print mode off). They can be used as any part of the subject and do not have to be separated. For example, an email with the subject *MyPrintJob #mono#duplex* will force the job to be printed in monochrome and duplex.

- **Printing from the MyQ web user interface** - If this option in enabled by your administrator, you can upload and print files directly in the MyQ web user interface.
- **Printing from your mobile phone** - You can print from your mobile phone using the MyQ X Mobile Client, the MyQ Mobile Printing Application, or via AirPrint and Mopria.

2.3 Glossary

MyQ uses specific terminology to describe features of the print environment you might not be familiar with, some of the most frequently used terms are:

- **MyQ Web Interface** - the online portal you can use to manage your MyQ account, you can use it to identify devices you can print to, manage print jobs, control your connected storages, generate reports, and check the state of your credit or quotas.
- **Embedded terminal** - the interface installed on the panel of your printing devices. Fundamentally, this is the screen you interact with when carrying out printing operations on the machine itself (as opposed to via the Web interface, or our mobile app).
- **Terminal actions** - processes that can be initiated on the embedded terminal, these are normally set up by your administrator, and can include functions such as Easy print, or scanning directly to a pre-defined storage.
- **Mobile client** - this is the name of our mobile app, which allows you to print and manage your MyQ account from your mobile phone.
- **Queues** - before printing a document, it must be assigned to a queue, which queue a document is assigned to will alter the printing workflow, for example, some queues might only print black and white documents, or require you to confirm your identity on the embedded terminal before documents will print.
- **Jobs** - in printing terminology, jobs simply refer to documents that are pending to print.
- **Events** - printer issues which are reported by MyQ, these include events such as paper jams or low toner levels.
- **Credit** - your administrator may have set up credit for your organizations MyQ account, credit is used when printing and scanning, and can be topped-up in various ways depending on your set up.
- **Quota** - your administrator may have set up quotas for your organizations MyQ account, quotas define how much you, or a group of users you are in, can print and scan during a defined period.
- **Projects** - your administrator may have set up projects for your organization, when printing or scanning, you can select the appropriate project to charge the cost to. Projects may be used to, for example, account all of the printing done while working for individual clients.

> (i) The guide is also available in **PDF**.

3 MyQ Embedded Terminal

The MyQ Embedded Terminal is an interface installed on the control panel of the printing device. It simplifies operation of the device's basic functions and provides access to original features of MyQ, such as single tap copying or single tap scanning to cloud destinations.

This topic shows you how to log in to the embedded terminal and describes all actions on the terminal that are available in MyQ.

The actual combination of actions that you see on the embedded terminal on a particular printing device depends on the setup of the MyQ printing environment and on the options and configuration of the printing device.

3.1 Logging in to the MyQ Embedded terminal

To log in to a MyQ embedded terminal, you can either swipe your ID card at the card reader, or enter your credentials (PIN, or username and password), and then tap **OK**.
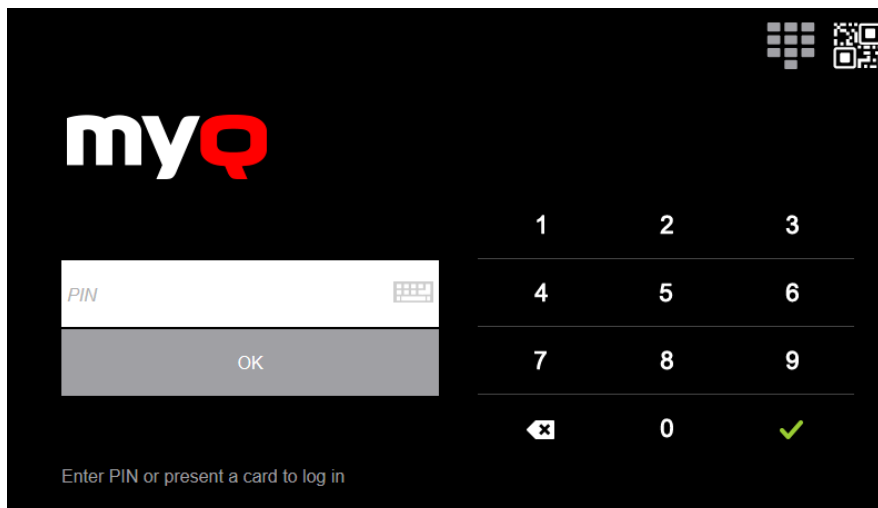

If you are accessing the terminal from your mobile phone, you can also use the QR login option, by tapping the QR icon on the upper-right side on the terminal and scanning the QR code with your phone.
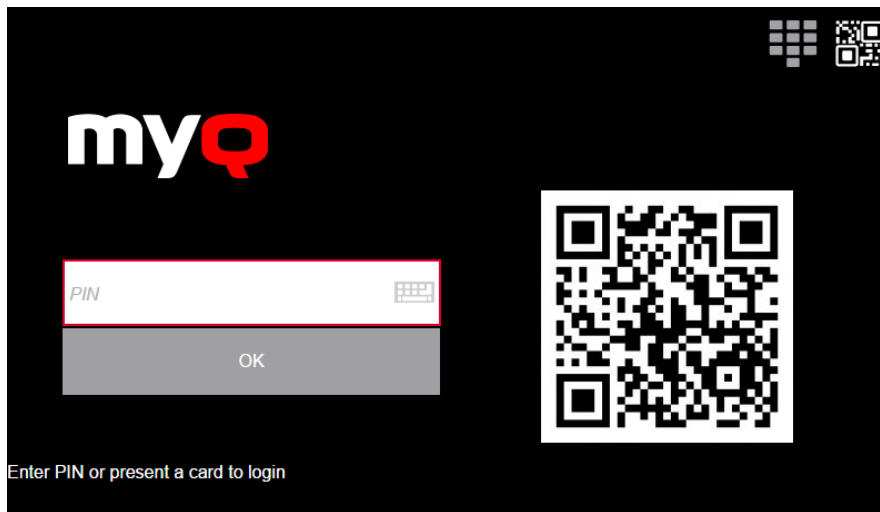
3.2 Terminal Actions

Here you can find all the actions that may be available on MyQ embedded terminals.

⚠ The availability and layout depend on your administrator's setup, the MyQ server version, the MyQ embedded terminal package version, and the printing device's brand.
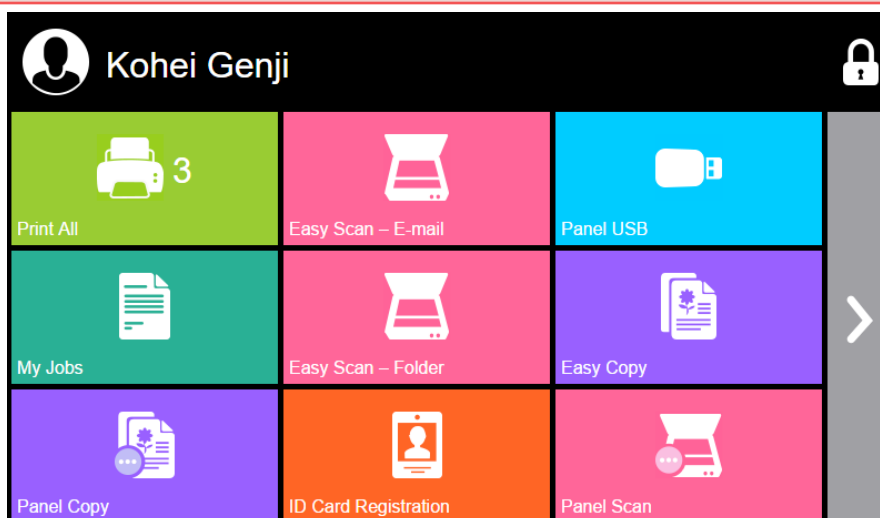

3.2.1 Print all

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

3.2.2 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. If enabled by the administrator, all your jobs are printed

immediately once you log in to an embedded terminal. This way, you do not have to tap the **Print all** button to print the jobs.

If you don't want to immediately print all your jobs, you can disable the feature on the embedded terminal by tapping on the checkbox next to **Print all jobs after logging in**, before you log in.
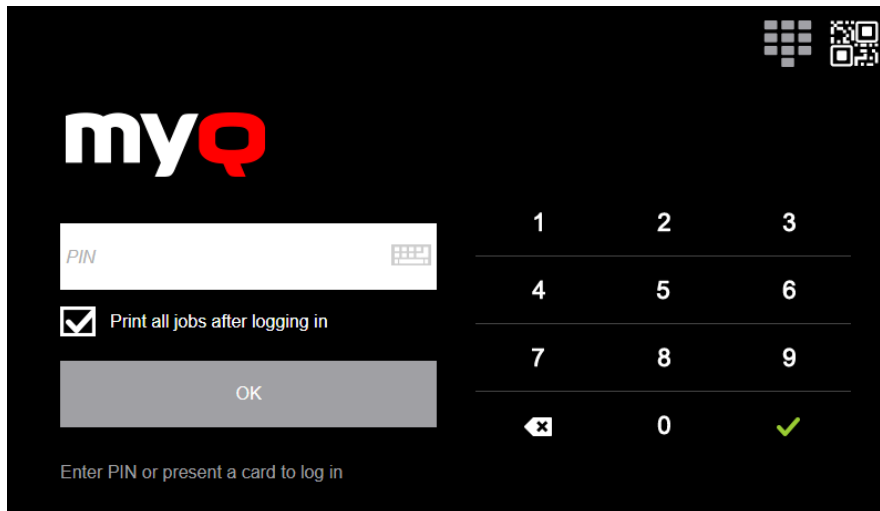
3.2.3 My Jobs

The **My Jobs** terminal action shows all the jobs that can be printed on the printing device. You can manage your 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 the 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.
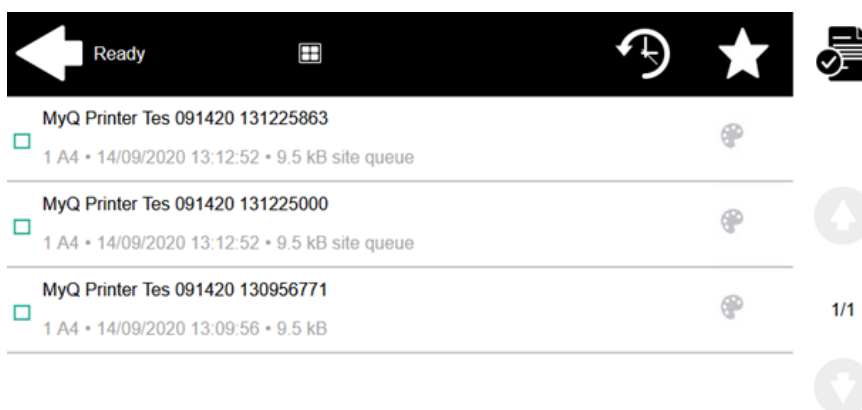
Job Filters

If a job cannot be printed because the selected format/color is not supported by the device, there will be a red exclamation mark icon next to the job. Clicking the icon displays the reason for the error:

- *Color jobs cannot be printed on this device*, when a color job is spooled to a B&W printer.
- *A3 jobs cannot be printed on this device*, when an A3 job is spooled to an A4 printer.
- *Neither color nor jobs in this format can be printed on this device*, when an A3 and color job is spooled to an A4 and B&W printer.
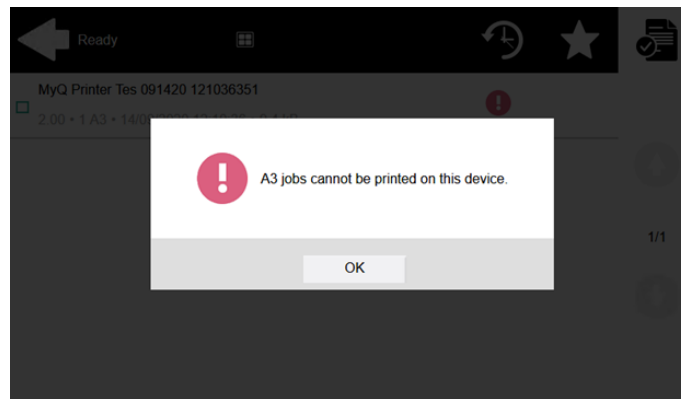
Managing jobs on the My Jobs screen

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, you can select between color or B&W, toner saving options, simplex/duplex options, and change the number of copies. After changing the print options, 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 Preview

The **Job Preview** feature is used to generate previews of jobs. Once enabled, the Job Preview (eye) button is visible on the terminal and if you tap on it, you can preview the job before printing it.

Job Roaming

The Job Roaming feature enables you to transfer your jobs from one location to another: jobs sent to one Site can be printed on printing devices at any other Site.

A MyQ Central server with Site servers is required for this feature.

To print the jobs:

1. Log in to the embedded terminal.
2. Tap **My Jobs**. The My Jobs screen opens.
3. The remote jobs are automatically downloaded and are marked with the source server's IP address or hostname. Select them and tap **Print**.

If a **Shared** job list is used and the **Print remote jobs within Print All** is selected, you can tap the **Print All** terminal action and all the jobs, remote and local, are printed.

3.2.4 Easy Scan

Easy Scan allows you to scan with a single touch. After you tap this action, the page is immediately scanned to a predefined destination. Your administrator can define multiple destinations where the scanned document can be sent to by setting up multiple Easy Scan actions (e.g. *Easy Scan to Email, Easy Scan to Folder, Easy Scan to OneDrive*, etc.).

Once your administrator has defined destinations you can use for Easy Scan, you will see these destinations listed on the **Home** screen of your MyQ Web Interface, with an indication of whether or not the storage location is **Connected**. If the location is not yet connected, simply click **Connect** and follow the prompts to enter the storage's password and complete the connection.
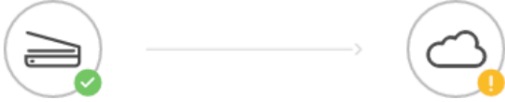
Alternatively:

If your admin has connected a storage destination to **Easy Scan**, but you have not yet connected your personal account by entering a password, you can still use **Easy Scan** with this storage set as the destination.

An email will be sent to your email address allowing you to connect to the destination, after which your scanned document/s will be delivered there. This email is valid for 24 hours after the scan has taken place. This email also contains a secure link to directly download the scanned document/s.

1 Example connection email for Google Drive

The administrator can also set the scan's parameters and may allow you to change them before scanning.

Some parameters (e.g. resolution, color) significantly influence the scanned file's size. For example, a combination of higher resolution and full color will dramatically increase the file size.

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.

- **Resolution** - The outgoing file's resolution. You can select from the following options:
  - 100 dpi
  - 200 dpi
  - 300 dpi
  - 400 dpi
  - 600 dpi
  - 1200 dpi
  - Default
- **Color** - The outgoing file's color scale. You can select from the following options:
  - Color
  - Grayscale
  - B&W (two tones)
  - Automatic
  - Default
- **Format** - The outgoing file's format. You can select from the following options:
  - PDF
  - JPEG
  - TIFF
  - XPS
  - HCPDF
  - Default
- **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
  - Booklet - binding on right

- Default
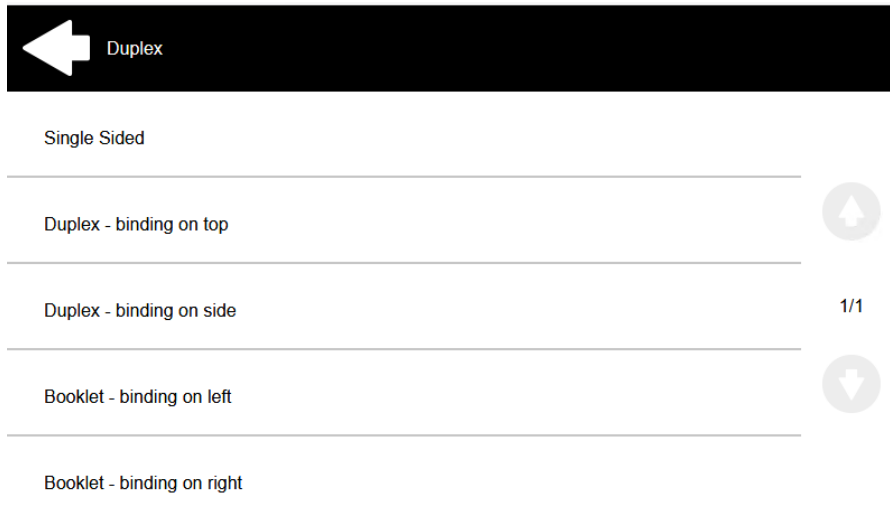
- **Continuous scan** - With the continuous scan option *Enabled*, scan jobs are not sent until **Done** is tapped. After clicking **Scan**, the printing device scans another page.
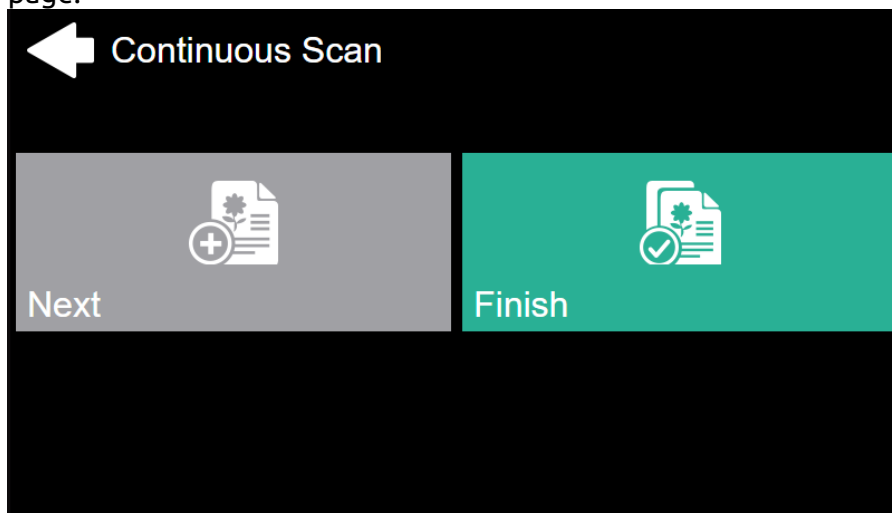
You can select from the following:
- Disabled
- Enabled
- Default
- **Scan separation** - If a document with multiple pages is scanned, scanned pages can be stored either separately (each page in a separate file) or all together in one file. You can select from the following options:
- All pages together
- Separate each page
- Default
- **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
- ◦ Default
- **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)
  - ◦ Default
- **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
  - ◦ Default
- **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 choose to skip blank pages in the scanned document. You can select from the following options:
  - ◦ Default
  - ◦ Yes
  - ◦ No

3.2.5 Easy Copy

With our Easy Copy feature, you do not have to go to the often complicated and confusing copy screen of the printing device — you can copy directly from the MyQ terminal home screen with a single touch. After tapping the Easy Copy button, MyQ

can simply proceed copying using the default settings of the printing device, or you can modify the Easy Copy parameters before copying.

All parameters are dependent on the particular printing device type and the administrator's setup. Therefore, some values might not be available.

Easy Copy Parameters

- **Copies** - Predefine the number of copies to be created *1-99*.
- **Color** - Color scale of the outgoing file. You can select from the following options:
  - Color
  - Monochrome
  - Automatic
  - Default
- **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
  - Default
- **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)
  - Default
- **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
  - Default
- **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
- Default
- **Magnification** - With this parameter, you can determine the size of the copy. This means you can make it smaller or larger than the original file. You can select from the following options:
  - Default
  - Same as original
  - A3
  - A4
  - A5
  - A6
  - B4
  - B5
  - B6
  - Folio
  - Ledger
  - Letter
  - Legal
  - Statement

- **Skip blank pages** - With this parameter, you can select to skip blank pages in the copied document. You can select from the following options:
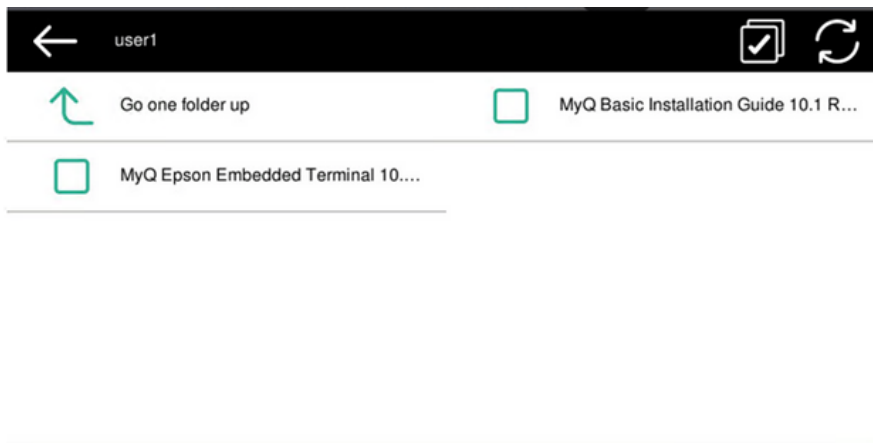 - Default
  - Yes
  - No

3.2.6 Easy Fax

With the Easy Fax feature, you can fax your scanned documents in just two steps; all you need to do is tap the Easy Fax button on the embedded terminal, and then type the fax number (or if available, select the fax destination from the list).

3.2.7 Easy Print

The **Easy Print** terminal action allows you to print files without sending them to MyQ first. These files can be printed from multiple destinations, such as several cloud storages, network drives, local drives, and your own default storage.

When Easy Print is used on the terminal, you are presented with a list of possible destinations associated with this action (this is skipped in case of a single destination). After the destination is selected you can select files for printing.

After pressing the print button, the files are downloaded from the destination to the server, processed through the default Easy Print queue, and released immediately to the printer without any further interaction. It is also possible to cancel the whole downloading and printing process. In this case, files that have already been downloaded, but not printed, are deleted from the server. Files that have already been printed remain on the server and it is possible to reprint them.

3.2.8 Unlock Panel

Unlocks the printing device's panel and opens the native device screen.

3.2.9 Panel Copy

Opens the printing device's copy screen.

3.2.10 Panel Scan

Opens the printing device's scan screen.

Depending on the device, and the administrator's setup, you are able to automatically send scanned documents to a specified folder, or your email using the **Scan to Me** feature.

3.2.11 Panel USB

Opens the printing device's USB screen.

3.2.12 ID Card Registration

After tapping this action, the ID Card registration screen opens and you can register your card by swiping it on the card reader.
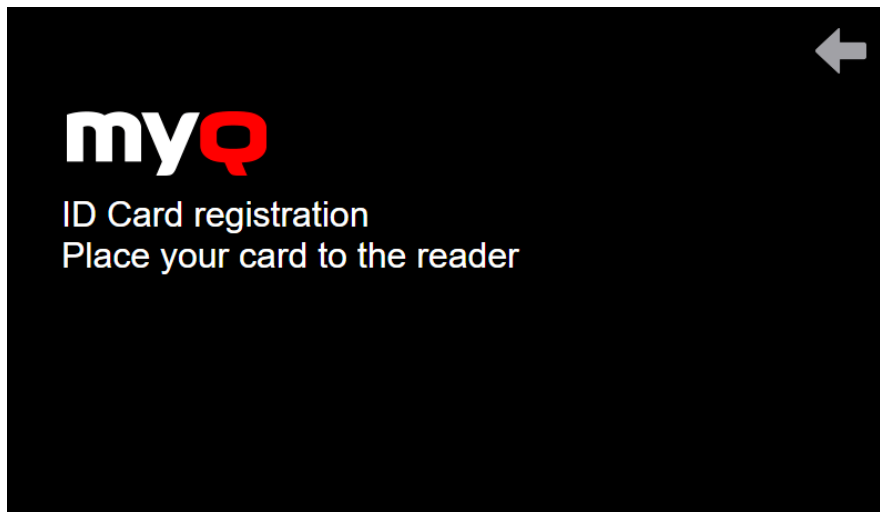
3.2.13 Edit Account

By tapping the **Edit account** action, you can open your user profile screen, where you can change your **Full name**, **Password**, **Email**, and **Default language**. The changes are applied the next time you log in.

3.2.14 Recharge Credit

After tapping the **Recharge Credit** action, the Recharge Credit screen opens and you can enter the recharge code from your voucher.

You 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	
	B&W	Color	B&W	Color
Print	USD4.500	USD5.500	USD7.000	USD8.000
Copy	USD4.500	USD5.500	USD7.000	USD8.000
Scan	USD5.500			

3.2.15 Folder

Terminal actions can be put into folders. Folders can be used to optimize the layout of the terminal screen or to enable access a larger number of actions. For example, your administrator can place multiple Easy Scan actions with different destinations into one Easy Scan folder.

Tapping a Folder action shows you the terminal actions within the folder.

3.2.16 Custom Box

By tapping this action, you can access the custom box of the printing device.

3.2.17 ID Card Copy

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

You can set the following parameters:

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

3.2.18 USB Print

Opens the printing device's USB screen, where you can print files from a USB drive.

3.2.19 USB Scan

Opens the printing device's USB screen, where you can scan to a USB drive.

3.2.20 External Workflow

By tapping this terminal action, you are connected to external providers of workflows, such as ScannerVision. The workflow ensures that you perform certain predefined actions before your document is scanned.

An external workflow enables a connection to external providers such as ScannerVision. The workflow is based on existing scan profile workflows, while the processing is moved to an external server rather than MyQ.
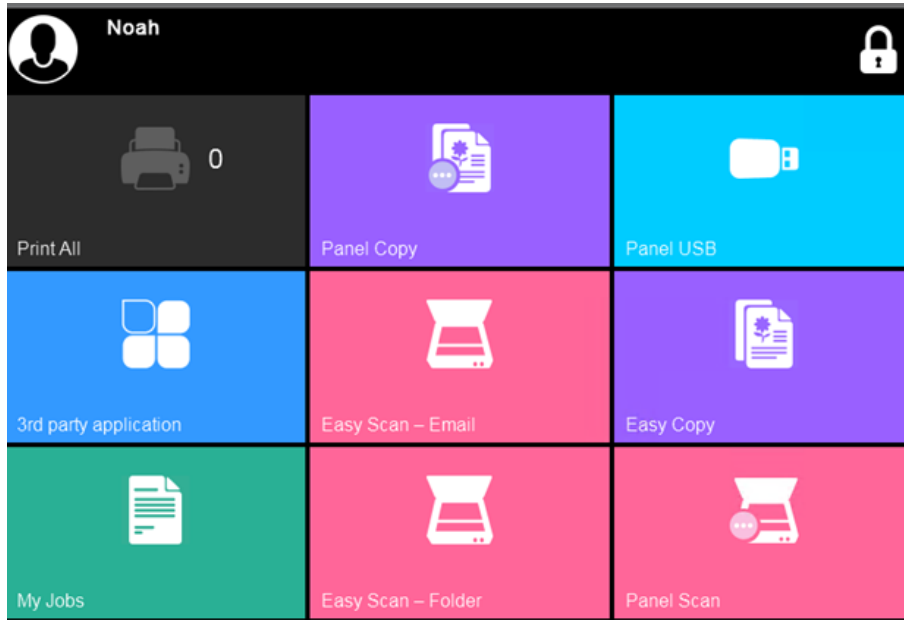
The external workflow can provide the embedded terminal with scan settings, and metadata that need to be filled in before scan execution.
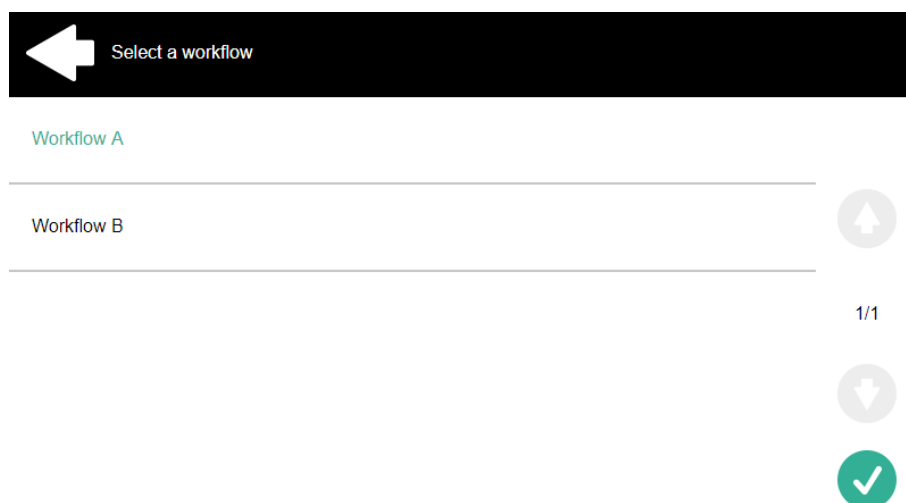
3.2.21 Application

The **Application** terminal action enables you to directly access a third-party application.

The application's name depends on your administrator.

4 MyQ Web User Interface

In the MyQ Web User Interface, you can administrate your account, get an overview of printing devices, manage print jobs, print to MyQ, generate reports, and control the state of your credit or quotas.

This topic shows you how to log in to your account on the MyQ Web User Interface and describes the standard options that might be available there.

The actual combination of options that you see on the Web User Interface depends on the setup of the MyQ printing environment; for information on the supported features, please ask your MyQ administrator.

4.1 Logging in to your account on the MyQ Web User Interface

To log in to your account on the MyQ Web User Interface, open the webpage of the MyQ Web User Interface, then enter your credentials (MyQ username and either PIN, or password), and click **Log in**.

Before logging in, in the drop-down at the top of the login window, you can select your preferred language.

You can also click **Theme** to choose the theme for the interface. The options are: *Synchronize with the operating system*, *Blue*, *Red* (default), *Dark*, and *High Contrast*.

If you have lost/forgotten your PIN, click **Lost PIN**.

In the Lost PIN window:

- If you don't have a PIN reset code, enter your email address in the **Email** field, and click **Send**. The PIN reset code will be sent to the specified email address.
- If you already have a PIN reset code, enter it in the **Code** field, and click **Send**.
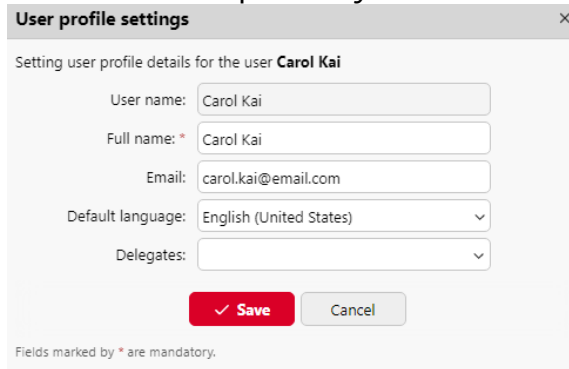

4.2 Home Dashboard

Once you successfully log in to the MyQ Web User Interface, you are on the **Home** dashboard of your MyQ account, where you can edit your account, and quickly access the main settings and features.

Additional tabs with settings can be accessed via the **MyQ** menu at the upper-left corner of the page.

Depending on the actual setup of the MyQ printing environment, you can view the following widgets:

- **Quick Links**: These are links to tabs where you can manage MyQ features, such as print jobs or reports.

- **User Profile**: Here you can edit your MyQ profile, set a new password, generate a new PIN, delete all your ID cards, and manage your personal queues.
  - **Edit** - In the User profile settings pop-up, you can edit your **User name, Full name, Email, Default language**, and **Delegates**, and click **Save**. The editable fields depend on your administrator's setup.
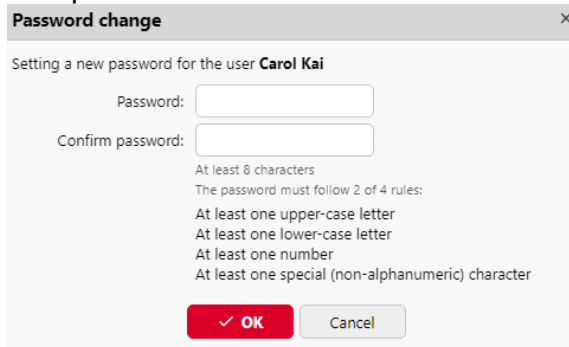
  - **Set password** - In the Password change pop-up, type your new MyQ password in the **Password** and **Confirm password** fields, and click **OK**. The new password must adhere to the listed rules.
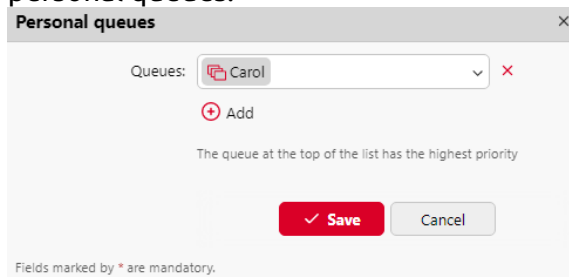
  - **Generate PIN** - Upon clicking the **Generate PIN** button, a confirmation dialog pops up, asking if you want MyQ to generate a new PIN. When you click **OK**, a pop-up displays your new PIN.
  - **Delete all ID cards** - Once clicked, a confirmation dialog pops up, asking if you really want to delete all your ID cards. If you click **OK**, your ID cards are deleted.
  - **Personal queues** - In the Personal queues pop-up you can add/delete your personal queues.

- **Jobs**: This is an overview the number of your ready, paused, favorite, and failed jobs. Clicking on each of the links takes you to the **Jobs** overview tab.
- **Scanned Documents**: Here you can see links to your scanned documents that are stored on the MyQ server. These are scanned documents that were too large to be sent via email.
- **Cloud Storage**: This is a list of your available cloud storages. If they are not connected, you can click **Connect** and follow the connection instructions depending on the cloud storage type.

Cloud Storage		
Type	**Status**	**Action**
Google Drive	-	Connect

- **Credit**: Here you can check your current amount of credit, recharge your credit, and open the **Credit statement** tab that contains information about your credit history.
    - **Recharge Credit** - In the Recharge Credit pop-up you can view your **Account balance** and select the **Payment provider** you want to use to recharge your credit. The available payment providers depend on your administrator's setup. Choose one from the drop-down, fill any other mandatory fields, and click **Recharge credit**.

Recharge credit	✕
Account balance: **50.00**	
Payment provider: *	Voucher
Enter voucher code: *	
✓ Recharge credit Close	

Fields marked by * are mandatory.

- **Quota**: Here you can check your current quotas and their related information.

Quota	
ScanLimit	
Scan total:	3 remaining (0 of 3 used)
Print&Copy mono:	3 remaining (0 of 3 used)
Renewal:	in 25 days

- **MyQ X Mobile Client**: You can scan the displayed QR code via MyQ X Mobile Client to connect your app to the MyQ server. There is also a link to download the actual app if you don't have it.
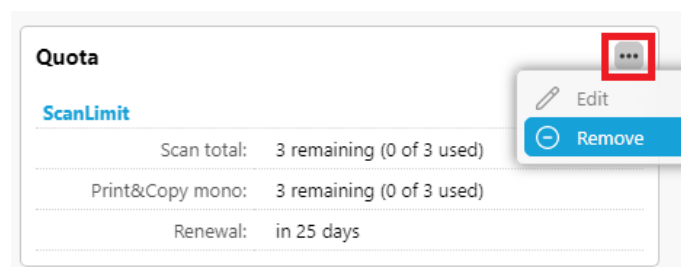
You can also add and remove any of those widgets from your dashboard.

To add a widget, click on **Tools** on the upper-right side and then click **Add Widget**. In the pop-up window, select the widget you want to add, and click **OK**.
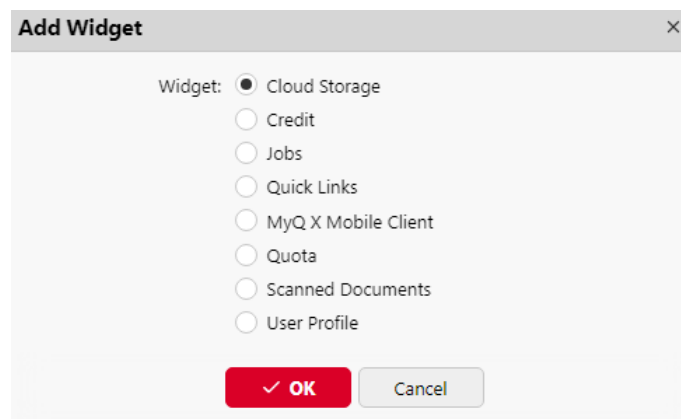
To remove a widget, click on the arrow on the upper-right side of the widget, and select **Remove**.

If you want to reset your **Home** dashboard to its default state, click on **Tools** and select **Default layout**.

Lastly, in the upper-left corner of the screen, you can find the **Refresh** and **Log out** buttons, as well as the **Theme** button where you can change your web UI's theme.

Refresh   Tools ∨   Theme ∨ | Log out

4.3 Jobs tab

You can open the **Jobs** overview tab from the **Home** dashboard in three ways:

1. Click **Jobs** on the **Quick links** widget.
2. Click on the **MyQ** menu, and select **Jobs**.
3. Click on the **Ready, Paused**, **Favorite,** or **Failed** jobs links on the Jobs widget.

On the list of jobs on the **Jobs** overview tab, you can see all your print jobs and information about them.

On the left side of the **Jobs** tab, you can see the **All jobs** drop-down menu. On the menu you can select from the following options:

- **Ready** - Displays jobs ready to print, meaning that the job has been placed on a print queue and is waiting for you to authorize it, or for preceding jobs to finish.
- **Paused** - Displays paused jobs, meaning that the job has been paused by you or, automatically, by the MyQ system.
- **Printed** - Displays printed jobs, meaning that the job has been printed and is stored on the MyQ server.
- **Favorite** - Displays favorite jobs. All print jobs, except for the deleted ones, can be marked as **Favorite**.
- **Failed jobs** - Displays failed jobs. The job was either not parsed correctly, failed to be processed or had no metadata (not allowed) and failed to be printed.
- **Deleted** - Displays deleted jobs, meaning that the job has been deleted from the MyQ server.
- **All** - Displays all jobs.

To open a print job properties panel, double-click the job on the list (or select the job, then click **Actions** on the toolbar above, and then click **Edit** in the job action dialog box). The panel opens on the right side of the screen.

On the panel, you can see general information about the print job, such as its name and ID, size, its author and the IP address of the author's computer. If the **Jobs Parser** tool is used on the MyQ server, you can see additional data such as the B&W total, color copies, number of copies, paper format, duplex, toner saving, staple, punch, the printer language used, and the price of the job.

You can also change the print job's **Owner** and **Project** in their respective fields. Only an administrator or user group leaders can change the owner of a print job. If you change the job owner, the new owner has to have access rights to the current queue and project. If you change the project, the current job owner has to have access rights to the new project.

To delete selected jobs:

1. On the jobs list, select the jobs that you want to delete, and then click **Actions**.
2. In the Actions drop-down, select **Delete**. You can find the deleted jobs on the **Deleted** jobs list.

The jobs can be previewed before printing.

To preview a print job, select the job on the tab and click **Preview** at the left side of the toolbar. (Or right-click the job, and then click **Preview** on the shortcut menu.)

4.3.1 Directly upload and print files

If enabled by your administrator, you have the option to upload files directly on the web user interface and print them. The files are automatically assigned to the **Email_Web** queue and can be printed only on printing devices assigned to this queue.

To upload a file:

- click the **Print File** button on the toolbar in the **Jobs** tab.
- or click the **Print File** button in the **Jobs** widget, in the **Home** dashboard.

Jobs

Ready jobs:	0
Paused jobs:	0
Favorite jobs:	0
Failed jobs:	0
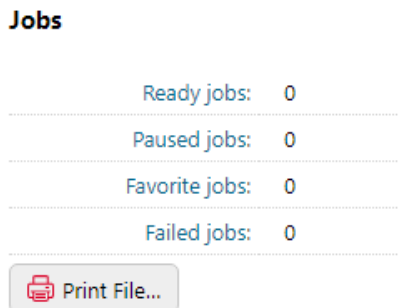
🖶 Print File...

The Print File options window opens with the following fields:

- **File** - Browse for the file you want to upload, select it, and click **Open**. The supported file formats are: *pdf, bmp, jfif, jpe, jpeg, jpg, mime, myqurl, png, tif, tiff, txt, urf*. The maximum size is *120.00MB*.
- **Project** - Only visible if project accounting is enabled on the server. Select a project from the drop-down.
- **Color** - Select if you want the job to be printed in *Color* or *B&W*.
- **Print grayscale with black toner** - Mark the checkbox if you want to print grayscale with black toner.
- **Duplex** - Select between the *Simplex, Duplex long edge*, and *Duplex short edge* options.
- **Staple** - Select *Yes* or *No*.
- **Punch** - Select *Yes* or *No*.
- **Toner saving** - Select *Yes* or *No*.
- **Copies** - Set the number of copies.
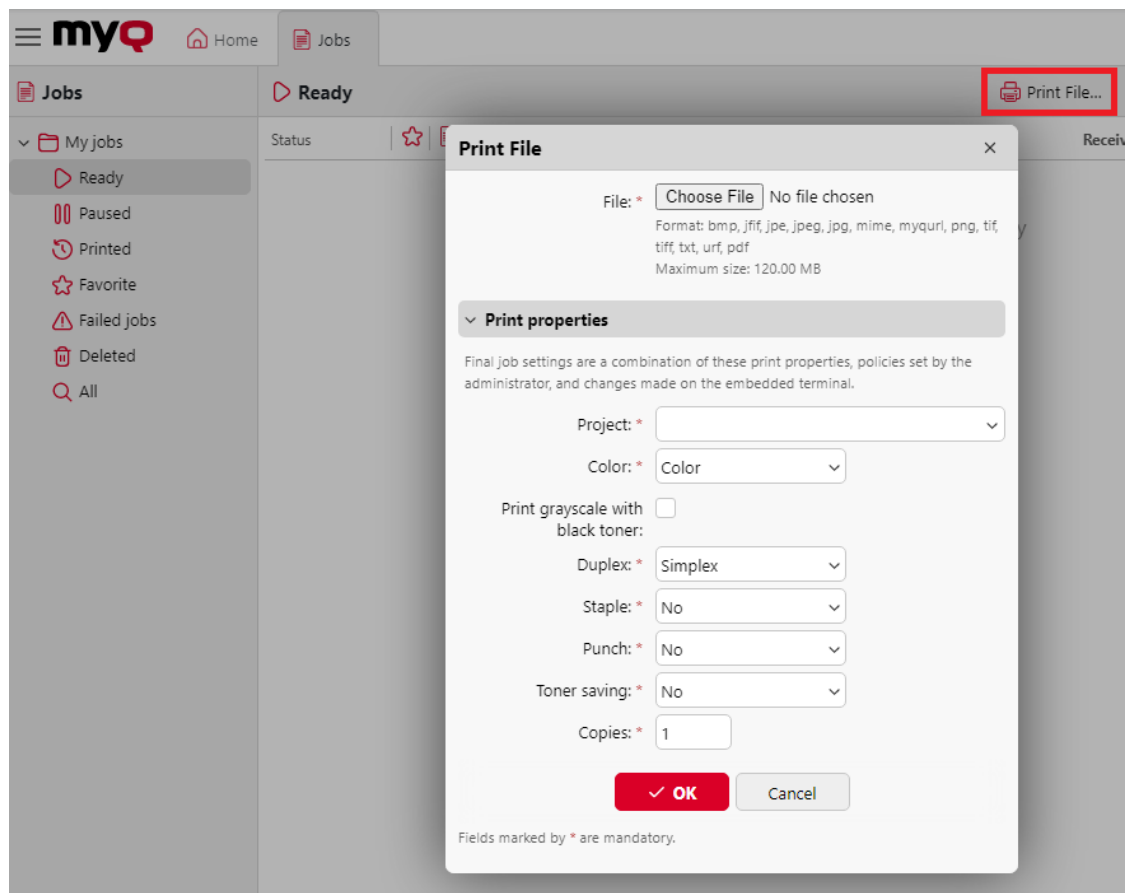
> ⚠ Some of the options (*Duplex, Staple, Punch*), may not be supported by your printing device. If you are not sure, use the default options.

After setting the print options, click **OK**. The file is uploaded to MyQ and the job is displayed on the **Ready** jobs list, waiting to be printed.

4.4 Reports tab

You can open the **Reports** overview tab either by clicking on **Reports** in the **Quick links** widget, or by clicking on the **MyQ** menu and selecting **Reports**.

Here you can create and generate reports with a variety of data concerning your printing environment, depending on the rights granted by your administrator.

Reports in MyQ are divided into two main categories: **My Reports** and **Shared reports**. **My Reports** show
you reports created by you, while **Shared reports** show you reports created by your administrator or by other users.

There are three default reports: **My daily summary**, **My sessions** and **My monthly summary**. These are displayed in the **Shared Reports** folder and cannot be changed in any way, as they are managed by your administrator.

Each report can be directly displayed on the web user interface and saved in any of the following formats: *PDF, CSV, XML, XLSX* and *ODS*. The reports can be automatically generated and stored in a predefined folder. There is no data limitation for the generated report, it includes all the data from the specified period.

4.4.1 Creating a report

You can create a new report in a few steps:

1. At the top-right corner of the **Reports** main tab, click **+Add report**. The Add report dialog box appears.
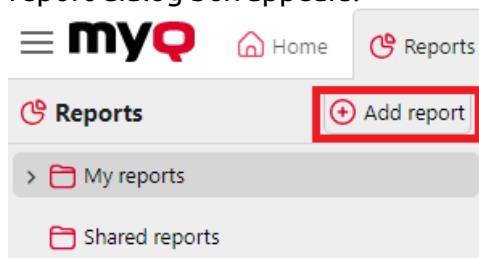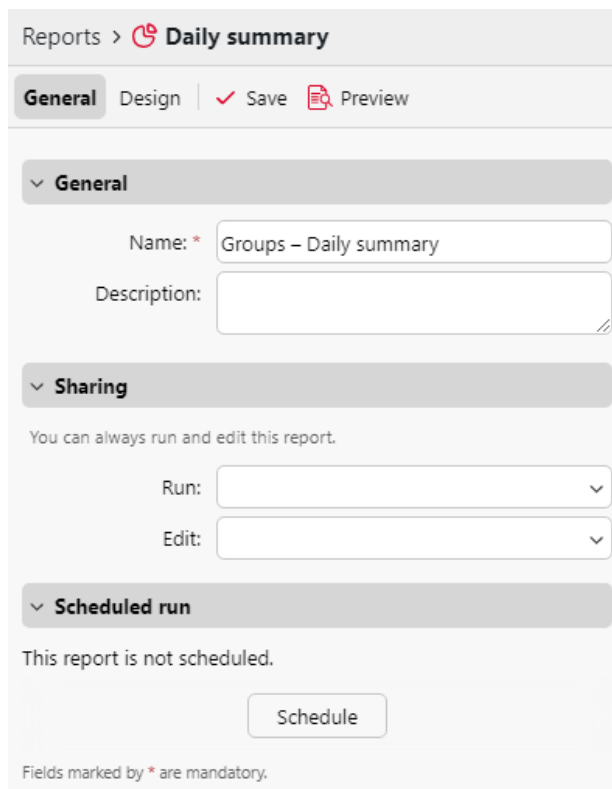
2. In the box, select the type of the new report and the folder to place it in, and then click **OK**. The editing panel of the new report opens. On the panel, edit and save the report.

4.4.2 Editing a report

1. On the **General** tab of the report's editing tab, you can change the report's **Name**, add a **Description**, and select **Sharing** rights, meaning the users or groups who will have the rights to **Run** the report and those who will have the rights to **Edit** the report. You can also click **Schedule** to set its scheduled run. Once done, click **Design** to open the Design tab of the report.
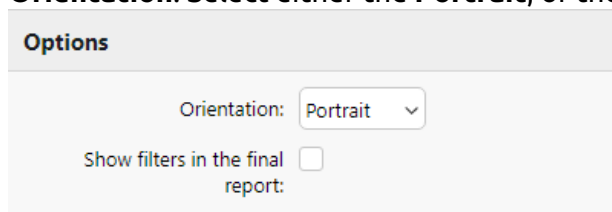
2. On the **Design** tab, you can set the report's layout, select the items (Users, Printers, etc.) to be included in the report, add or remove columns and change their order.

Options

- **Orientation**: Select either the **Portrait**, or the **Landscape** orientation.

- **Show filters in the final report**: Mark the checkbox if you want filters to be visible in the final report.

Filters and parameters

Available filters and parameters differ depending on the report type. These are the main parameters available for most of the standard report types:

- **User**: Select the users to be included in the report. If you select the **Me** option and share this report with all users, each user can only see the data that concerns themselves; this way you can make personalized reports for each user.
- **Accounting Group**: Select the accounting groups of users to be included in the report.
- **Printer**: Select the printers to be included in the report.
- **Period**: Select the time period to be covered by the report.

Table

Here you can enable and disable the table option.

You can also add and remove columns in the table, edit them and change their order. For each column, you can change the width, alignment and the type of summary that will be shown on the final (bottom) row (Sum, Average or None).

To add a new column, click **+Add**. To open the editing options of an existing column, double-click it (or select it, and then click **Edit**). To remove a column, select it and click **X**. To move a column up or down the order, select it, and then use the up/down arrows.

Period	B&W pages	Color Pages	Total	Scans	Total price
2017-3	5,621	9,189	14,810	5,506	$5,440.000
2017-4	1,211	569	1,780	1,234	$7,072.000
Period	**B&W pages**	**Color Pages**	**Total**	**Scans**	**Total price**
	6,832	9,758	16,590	6,740	$12,512.000

Some reports do not include the option to use tables and their data can be displayed only in chart form.

Chart

Here you can enable and disable the chart option.
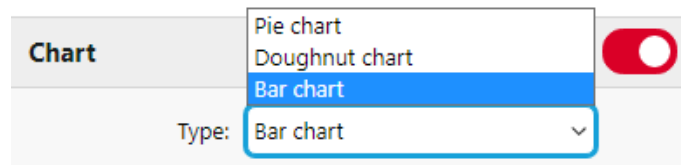
You can also select from the **Bar, Pie** and **Doughnut** chart types. Furthermore, you can add and remove data types to be shown on the chart and select colors for each data type (depending on the report type).

To add a data type, click **+Add**. To open the editing options of a data type, double-click it (or select it, and then click **Edit**). To remove a data type, select it and click **X**. To move a data type up or down the order, select it, and then use the up/down arrows.

Some reports do not include the option to use charts and their data can be displayed only in table form.
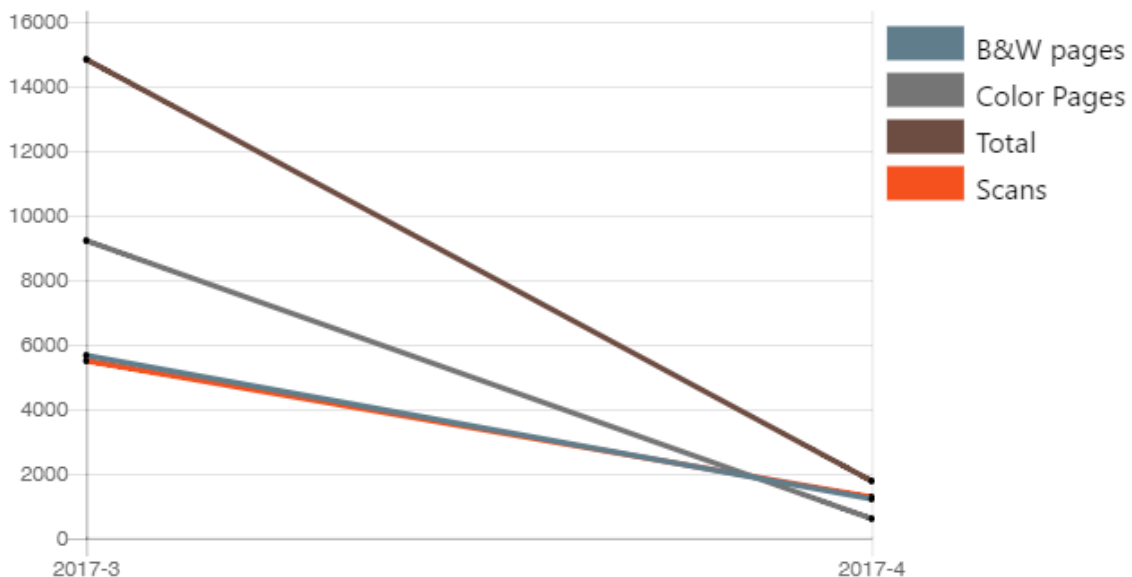
Designing your own reports can be a bit tricky, since it depends on many factors - the amount of data included (columns), length of column names and values, report

orientation etc. To get the best result, you can click **Preview** anytime during the report's creation to check what the new design will look like. Only after you are satisfied with the layout, click **Save** to save the report.
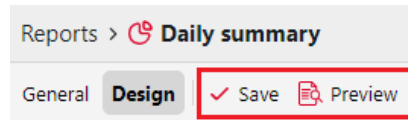

4.4.3 Generating reports

To preview a report

Select the report and click **Preview** (or right-click it and click **Preview** on its shortcut menu). The report is shown in HTML format and the number of included data is limited. You can switch between Graphical view and Grid view.

To run a report

Right-click the report and click **Run**. The report runs in the specified format (*PDF, CSV, XML, XLSX* or *ODS*) with no data limitation.
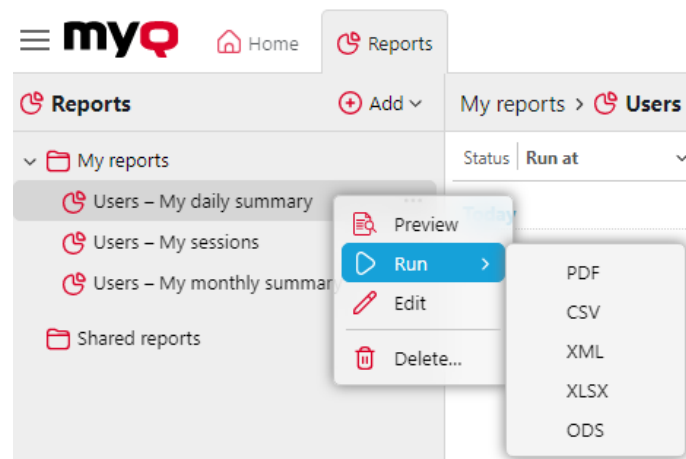
To export the displayed report

After the report is generated, click on the report's format link in the file column to download it.

4.5 Credit Statement tab

You can open the **Credit Statement** tab either by clicking **Credit Statement** on the **Credit** widget, or by clicking on the **MyQ** menu, and selecting **Credit Statement**.

On the left side, you can set a specific **Date**, select a specific **Payment Provider**, and click **Search**, to search for specific credit transactions.

In the search results, you can view the **ID, Date, Type, Credit balance, Value**, and **Payment provider** used for the credit transaction.

5 Printing from mobile phones

MyQ offers two mobile printing applications that are multifunctional tools for simple management of tasks within the MyQ solution printing environment. They assist you anytime and anywhere you need to print or manage your print jobs, and provide you with simple access to a variety of MyQ features.

If you are using a MyQ Server 8.2+, and the embedded terminals version is compatible with MyQ Server 8.2+, you can use the **MyQ X Mobile Client**.

For any other MyQ Server version and embedded terminals combination, you can use the **MyQ Mobile Printing Application** (for further information, check the MyQ Mobile Printing Application guide).

Both apps are available for free download in Google Play (Android and ChromeOS), and App Store (iOS).

If you are not certain about the versions, contact your MyQ administrator.

If enabled by your administrator, you can print via AirPrint or Mopria, without the need of the MyQ mobile apps or additional drivers.

5.1 MyQ X Mobile Client

The **MyQ X Mobile Client** application is a multifunctional tool for simple and touchless task management within the MyQ solution printing environment. Printing options are managed quickly and intuitively from your mobile device.
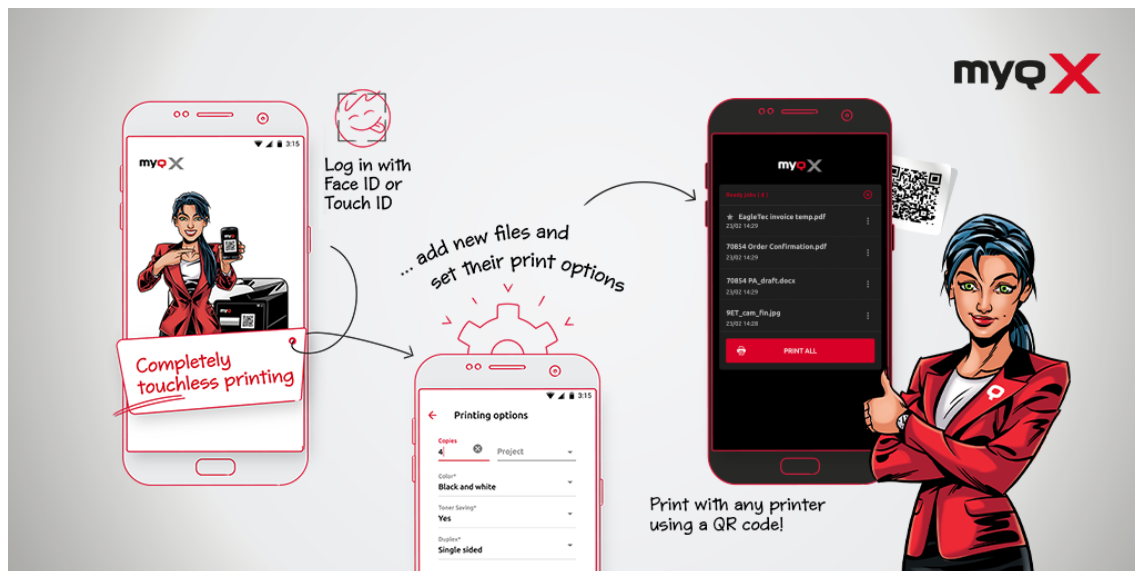
5.1.1 Add and Print Jobs On-The-Go

MyQ X Mobile Client allows users to print and manage print jobs from their

5.1.2 Stay on top of Security

MyQ X Mobile Client provides a range of security features to ensure that mobile printing is secure.

mobile devices, providing greater flexibility and convenience.

Users can print from anywhere at any time and manage print jobs on the go, ensuring they have complete control over their printing requirements.

These include secure login, secure pull printing, and the ability to print from zero-trust networks, ensuring that confidential documents remain confidential.

5.1.3 Manage your MyQ Account

Use your mobile device to check and recharge your credit, keep an eye on your quota, and assign projects to jobs before printing.

Edit your MyQ profile, generate PINs, and even register a server with a simple QR code.

5.1.4 Your Jobs, Your way

A few clicks will let you alter any job. Choose the number of copies, simplex or duplex, and finishing options.

Of course, use a simple preview to check your docs before sending them to a queue of your choice.

5.1.5 MyQ X Mobile Client Compatibility

The following mobile devices are supported:

> ✅
> - Smartphone/Mobile (**iOS** and **Android**)
> - iPads
> - Android Tablets
> - Chromebooks that support Android apps

MyQ X Mobile Client is available for free via the respective **iOS and Android app stores**.

5.1.6 Installation and Connection to a MyQ Server

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.

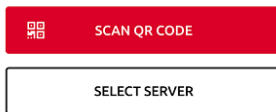The app requires Android version 4.4+, or iOS version 8.0+.

Connecting and logging on to a MyQ server

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

Once the connection to the server is initiated, you are asked to enter your MyQ credentials to log in to the server. After logging in, you remain 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. If you cannot use this option, you can ask your administrator for all the necessary information and manually connect to the server.

Connecting via a QR code

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

Connecting manually

On the initial screen of the application, tap SELECT SERVER. In the **Enter Manually** screen, add a Server name, type the MyQ server's IP address or hostname and port, and tap **ADD SERVER**.

> If the **Invalid ssl certificate** message appears, no trusted SSL certificate was found. In such cases, contact your administrator, or tap **CONTINUE** to use the application without a trusted certificate.

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 you want to connect to. The login screen opens, and you can log in.

5.1.7 Navigate the app

All features of the MyQ X Mobile Client application can be accessed either from the app's navigation bar which is accessible at the bottom of the screen, and contains the following tabs:

- Home
- Jobs
- Log in
- Profile
- More

> ⓘ The app will be displayed in light mode or dark mode according to your mobile system settings.

Home screen

On the **Home** screen, you can see the state of your credit and quota (displayed only if activated on the current MyQ server), and all your ready jobs. You can also recharge credit, add new jobs, and print any jobs that are ready.

You can see all your ready jobs and print them by tapping **PRINT ALL**.
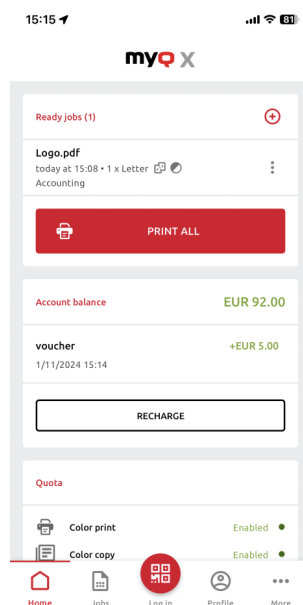
You can also add new jobs to the list, by tapping the **+** (plus) icon next to the Ready jobs.

By tapping **RECHARGE**, you can recharge your credit:
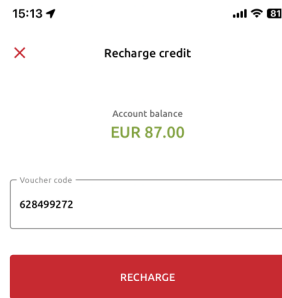
Enter the code from your credit voucher, and then tap **RECHARGE**.

> (i) Recharge and credit options are only visible if credit is enabled by your administrator.
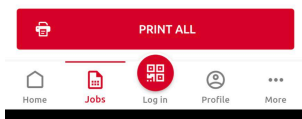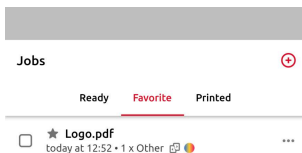
Jobs

Job Navigation

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.
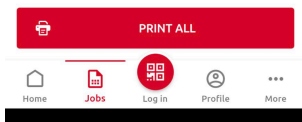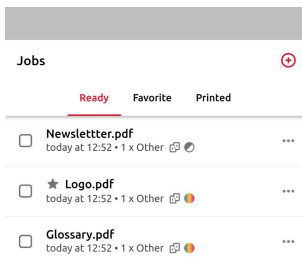
- **Favorite** - A list of jobs that you have marked as favorites. These jobs stay listed on the Favorite tab even after they are printed, and are not removed from this tab unless you manually remove them. For each favorite job, the *Print*, *Print all*, and *Remove from favorites* option is available 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-dot options menu.
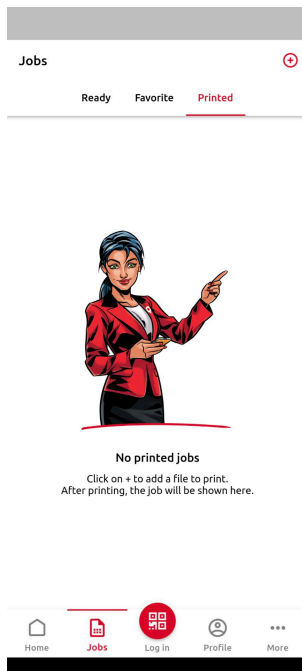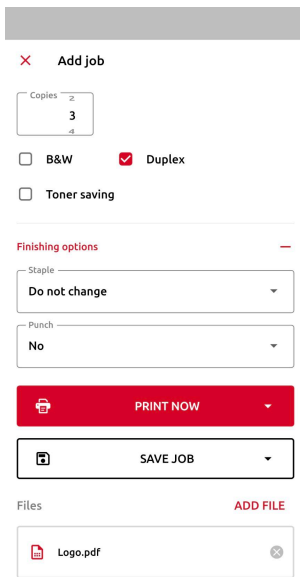
Job Options

Clicking the three-dot menu next to a specific job presents you with a set of options for that particular job:

- **Delete job** - deletes the job.
- **Add to favorites** - saves this job as a favorite job, this means it can be accessed again easily, and will never be automatically deleted under default settings (if a job is already a favorite, this option changes to **Remove from favorites**).
- **Preview** - allows you to see a zoomable preview of your job with the option to **Print Now**.
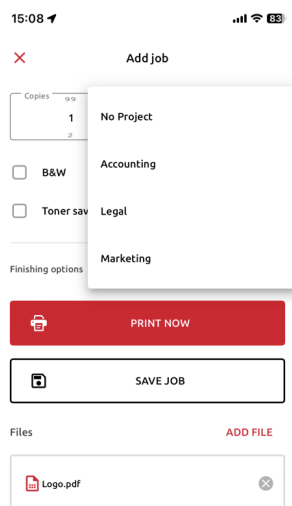
> (i) Job preview will only be available if enabled by your administrator.

Printing Jobs

You can either tap **PRINT ALL** at the bottom of a **Jobs** tab, to print all the jobs, or mark the checkbox next to a job to select it, and then print it. 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. From this page you can also select **Finishing options** (such as stapling). If project accounting is enabled on the MyQ Server, you can assign a project to the job, tap the field under **Project**, and then select the project from the list.

After clicking **PRINT NOW** or **SAVE JOB** you will need to 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 MyQ TerminalPro).

> ⚠ The job queues available will not be labelled **Direct type** or **Pull Print type**, but rather with the name of the queue as assigned in your MyQ setup. The queue type can only be viewed in the MyQ Web UI. In addition, jobs you wish to **PRINT NOW** can be assigned to any queue type, whereas if you want to **SAVE JOB** you can only assign to a Pull Print type queue.

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

Adding Jobs

There are two ways to add a job using your mobile phone:

- From within the MyQ mobile app - from the **Home** or **Jobs** page of the app, click the **+** icon to add a new job. This will open your mobile's file picker, with any available options for cloud storage included.
- From a 3rd party app - use an app's option to share a file, picture, etc., and then select the **Print via MyQ X** option.
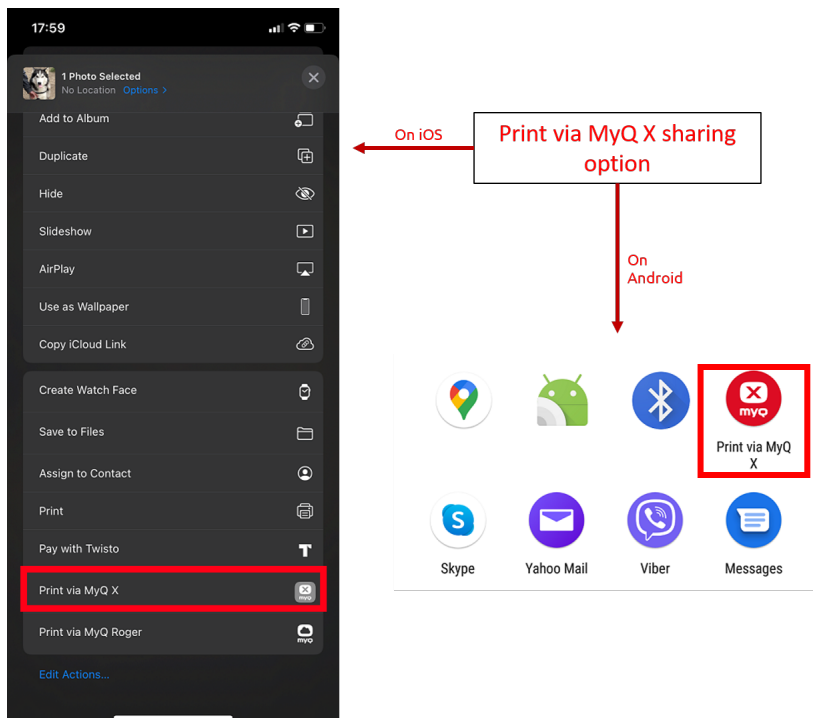
> ⚠ On iOS devices, you have to enable the **Print via MyQ X** sharing option under **More, Activities**.

Log in

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.
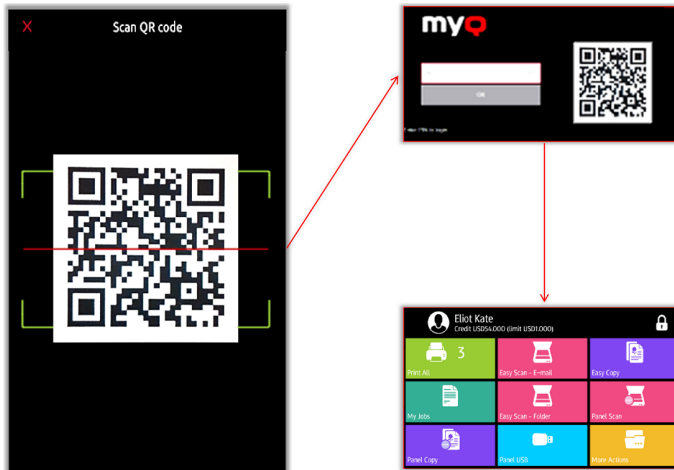

Point your phone towards the QR code as if you wanted to take a picture of it. Make sure that the QR Code is inside of the green rectangle displayed in the middle of the screen. The application automatically scans the code and unlocks the device providing access to all applicable terminal actions.

> (i) Login via QR code is only available if enabled by your administrator.

Profile

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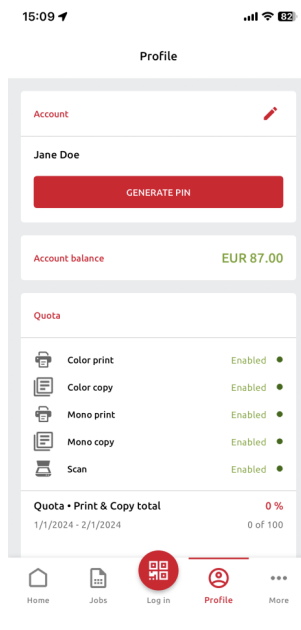
In the **Account** section, you can change the email address related to your account by tapping the edit icon next to it. You can also tap **GENERATE PIN** to generate a new PIN.

In the **Account balance** section, you can see your current account balance if enabled on the MyQ server.

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.

More

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

- **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** - allows you to submit a survey on using the app, or rate on the applicable app store.
- **Report issue** - allows you to report an issue to your system administrator.
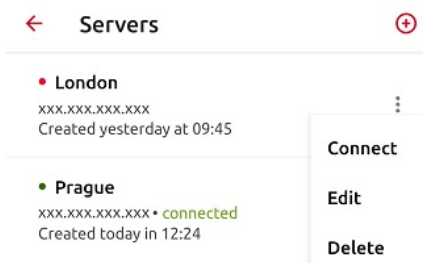- **Log out** - Log out from the server.
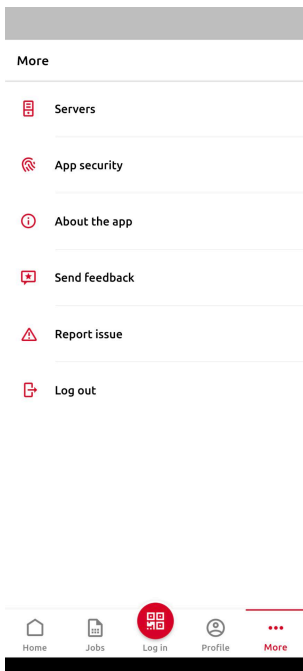
Servers

In Servers, you can view and manage your MyQ servers.
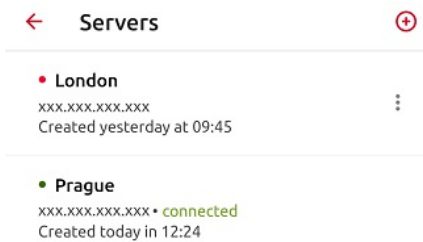
The current server is marked as **connected**. Other servers used in the past (or currently unreachable) are listed with a small red dot next to the server's name.

Tap the three-dot 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, or port.
- **Delete** - Delete the server (only available for servers that are not currently in use).

Logging out from a server

To log out from the server you are currently connected to select **Log out** from the **More** tab. To log out from any other server use the three-dot button next to that server and select **Edit**, then **Log out from server**.

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**. An additional option is available if you are using a proxy URL.

Reporting an issue

✕ 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]

You can use this option to report an issue to your system administrator. The form on this page will prompt you to provide info on:

- **Issue** - select from a dropdown list of potential problems (printer does not print, out of paper or toner, etc.).
- **Serial number of the printer** - this can also be provided by scanning a QR code.
- **Issue description** - a text box to add details of the issue you are encountering.
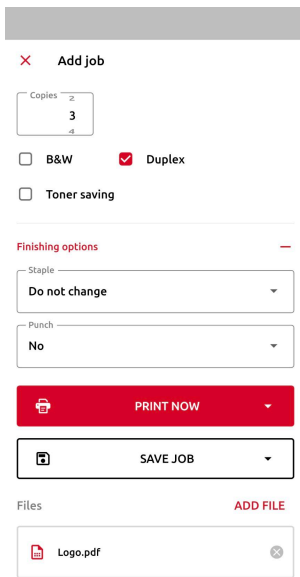- **Add photo** - (optional) space to attach a supplemental photo.

In addition, there is a checkbox to specify if you would like to be contacted in response to the issue you have reported. Clicking this checkbox will provide you with a space to provide your e-mail address.
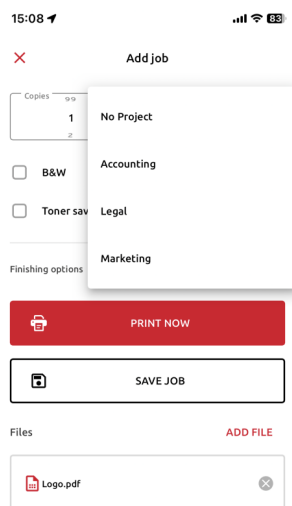
5.1.8 Print via MyQ X

To print from the MyQ X mobile app it is necessary to add your document as a job.

Printing Jobs

You can either tap **PRINT ALL** at the bottom of a **Jobs** tab, to print all the jobs, or mark the checkbox next to a job to select it, and then print it. 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. From this page you can also select **Finishing options** (such as stapling). If project accounting is enabled on the MyQ Server, you can assign a project to the job, tap the field under **Project**, and then select the project from the list.

After clicking **PRINT NOW** or **SAVE JOB** you will need to 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 MyQ TerminalPro).

> ⚠️ The job queues available will not be labelled **Direct type** or **Pull Print type**, but rather with the name of the queue as assigned in your MyQ setup. The queue type can only be viewed in the MyQ Web UI. In addition, jobs you wish to **PRINT NOW** can be assigned to any queue type, whereas if you want to **SAVE JOB** you can only assign to a Pull Print type queue.

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

To re-print a job, simply select it from the **Printed** tab of the **Jobs** page and click **Print selected**.

Supported Formats

The following formats can be printed from the MyQ mobile app:

- .pdf
- .bmp
- .doc
- .docx
- .jfif
- .jpe
- .jpeg
- .jpg
- .mime
- .myqurl
- .odp
- .ods
- .odt
- .png
- .ppsx
- .ppt
- .pptx
- .tif
- .tiff
- .txt
- .xls
- .xlsx

> ⚠️ Please note that to print MS Office and LibreOffice documents: .doc, .docx, .xls, .xlsx, .ppt, .pptx, .odt, .ods, and .odp your administrator must have the corresponding suite installed on the server.

> ⓘ iOS also supports the newer HEIC/HEIF format when printing through the mobile app, the file is converted to jpeg.

5.2 AirPrint and Mopria

AirPrint enables you to print photos and documents from your MacBook, iMac, iPhone, iPad, or iPod touch without having to install additional software (drivers).

Mopria Print Service does the same for Android smartphones or tablets. Android users must download the Mopria Print Service app from Google Play.

AirPrint and Mopria Print Service are working with MyQ by exposing MyQ print queues as AirPrint / Mopria Print Service printer devices. You connect to the company's Wi-Fi network, select the queue where you want to send the print job and authenticate yourself with your MyQ credentials. After the first authentication, the credentials are stored on the device. **Pull Print** and **Delegated printing** queues are displayed as available printers on your mobile device.

6 MyQ Desktop Client

MyQ Desktop Client (for Windows or macOS) is a software client of the MyQ server. Once installed on your workstation, it provides you with the following MyQ features:

- **User Identification** - you are identified via multiple authentication methods.
- **User Account Information** - once authenticated, you can view your account information, along with your credit and quota status.
- **Job Management** - print jobs management related to payment accounts (credit, quota, cost center selection), project management, and user interaction via custom scripts.
- **Client Printing Options** - Client Spooling, Secure Printing, Local Print Monitoring, Fallback Printing, Offline Operation.

6.1 User Identification

One of the essential functions of the MyQ Desktop Client application is identifying the MyQ user on the computer where it is installed. Thanks to this identification, MyQ Desktop Client can mediate communication between you and the MyQ server; it can inform you about the state of you account, it enables you to manage your print jobs, and it also enables the server to determine the job sender.

6.1.1 List of Users

With the **List of Users** authentication method selected, you can open the list of MyQ users by clicking **Login** in the application's window (to open the application's window, click the MyQ icon on the Windows
system tray).
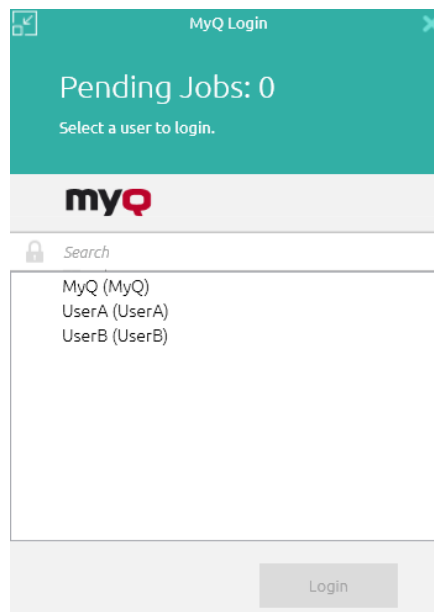
Each time a job is sent to the queue with the **Prompt to select a user from a list** detection method, you are automatically prompted to select one of the MyQ user accounts from the list.

6.1.2 Login

With the **Login** authentication method selected, you can open the sign in options by clicking **Login** in the application's window (to open the application's window, click the MyQ icon on the Windows or macOS system tray). Each time a job is sent to the queue with the respective user detection method (either Prompt for a PIN/Card, or Prompt for a user and password), you are automatically prompted to log in.
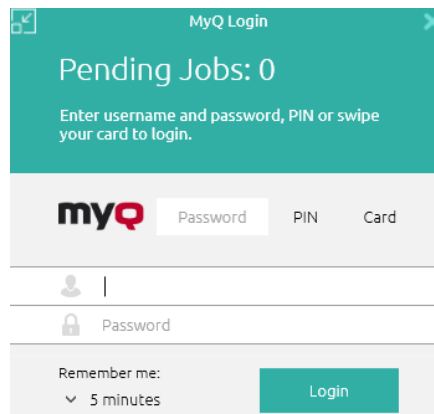

Remember me:

While logging in, you can select how long you are going to stay signed in for. At the end of the selected time period, you are signed out and the login credentials are forgotten. Select **Always** to stay logged in even when the OS session is terminated.

If the Remember me feature was not enabled during the installation and therefore is not available, you will remain logged in until logged out manually or the machine is restarted.
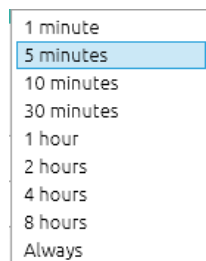
### 6.1.3 Windows single sign-on

With the **Windows single sign-on** authentication method selected, you are identified as the currently opened OS account user, and you are automatically logged in MyQ Desktop Client.
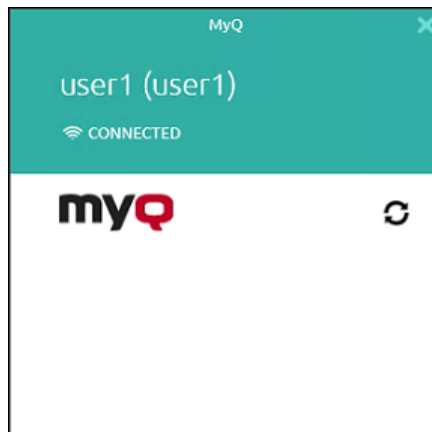
6.2 User Account Information

Once you sign in, you can click MyQ Desktop Client's icon on the Windows (or macOS) system tray to open it. In this window, you can see your username and full name.

If credit accounting is enabled on the MyQ server and applied to you, you can also see the current state of your credit.
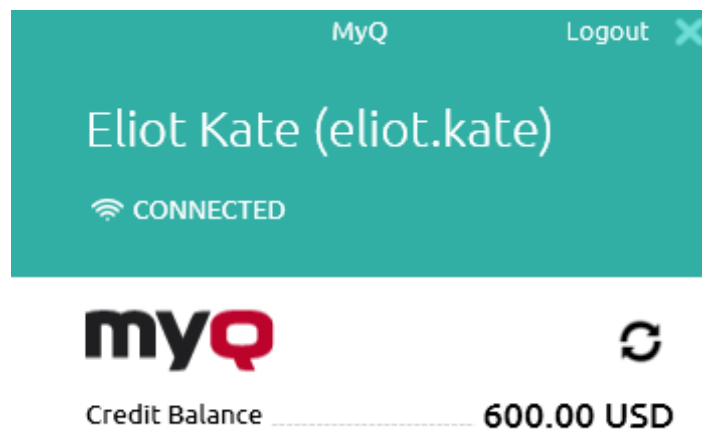
If quota is enabled on the MyQ server and applied to you, you can also see the current state of your quota.
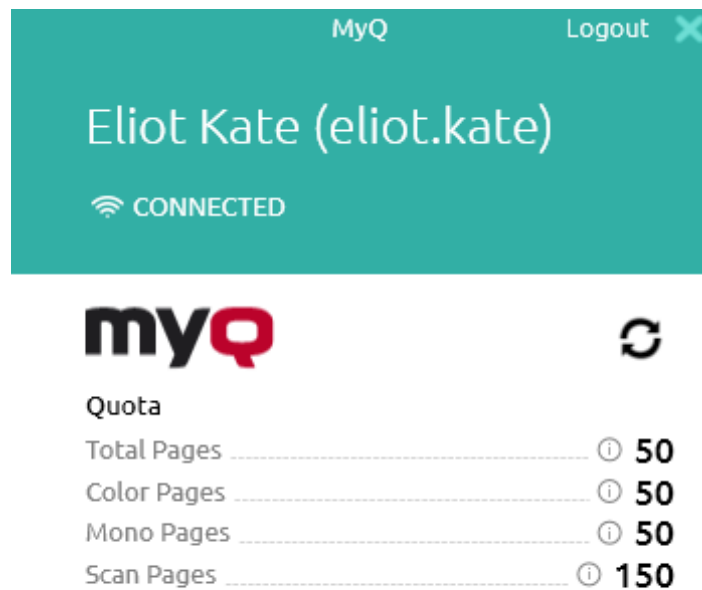
The **Logout** button logs you out of the account.

6.3 Job Management

The MyQ Desktop Client application enables you to simply manage your print jobs on the computer where the jobs are sent from.

If credit, quota, and projects disabled, the job management window is not displayed and the print job is directly sent to the server. If those are enabled, after a print job is sent to MyQ, the job management window appears where you can select your accounting group/cost center, view your quota, and assign a project to the print job. Then you can click the printer icon to print the job.
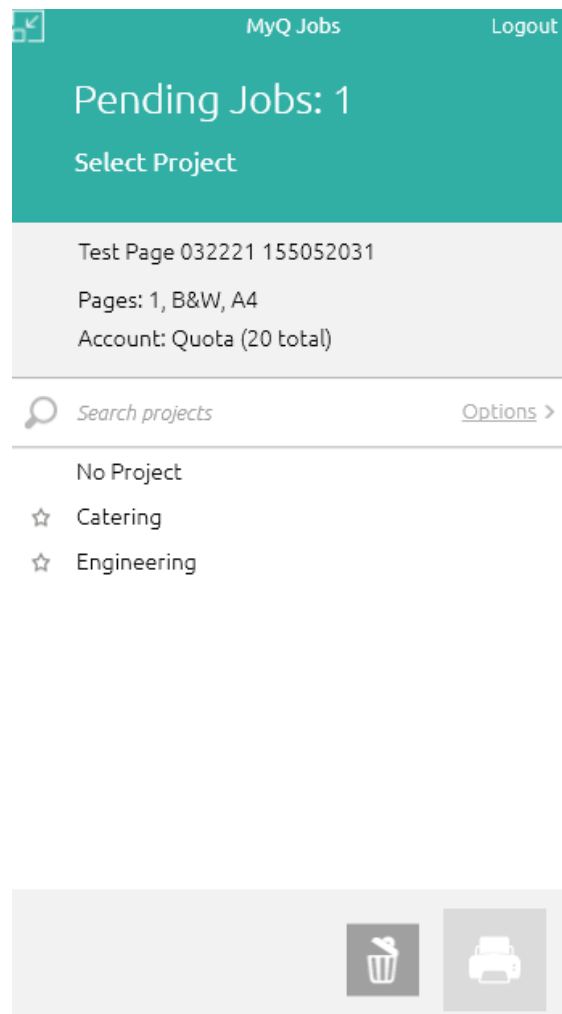
Depending on your administrator's setup, there might also be interactive scripts before printing.

For example, if you send a job with more than 10 pages and your admin has set up a script for this scenario, in the job management window you are informed that the job is large and you are asked if you want to print it in duplex.
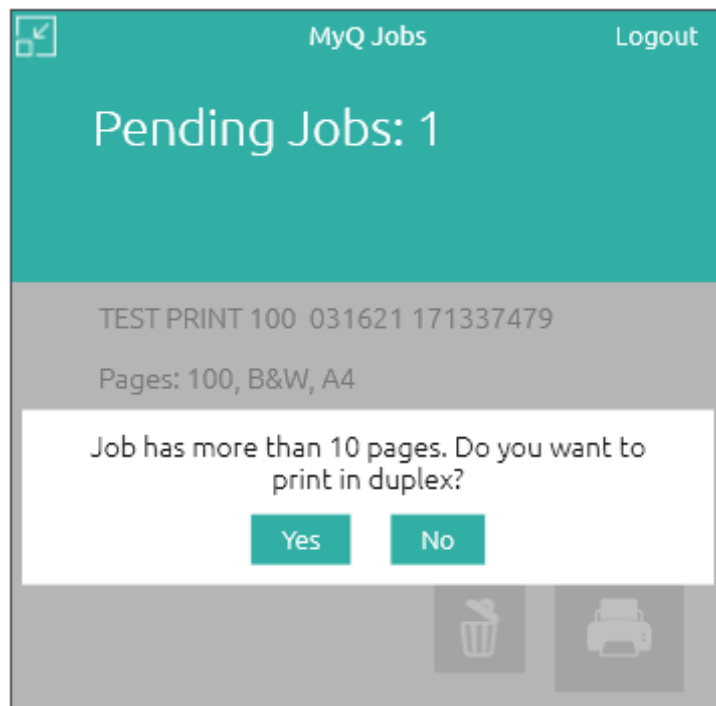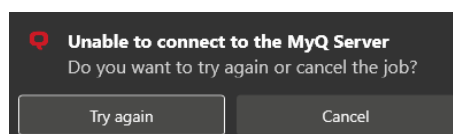
6.4 Fallback Printing

The Fallback printing feature serves as an important backup tool in case of a server outage. Fallback printing means that when a job cannot be spooled to MyQ, the job is spooled to a specified network printer. This can be a printer that has to be specified by an IP address or a hostname, a preset printer, or a printer from a printer list.

Depending on the administrator's setup, you may encounter the following scenarios during a server outage:

Fallback printing disabled

If you want to print and the server is offline but fallback printing is disabled, the following message appears:


- Click **Try again** to check whether the server is now online.
- Click **Cancel** to delete the job, and click **Yes** in the next pop-up to confirm the deletion.
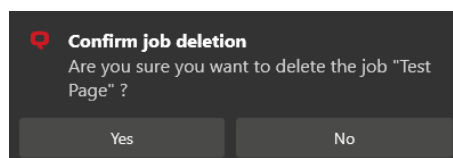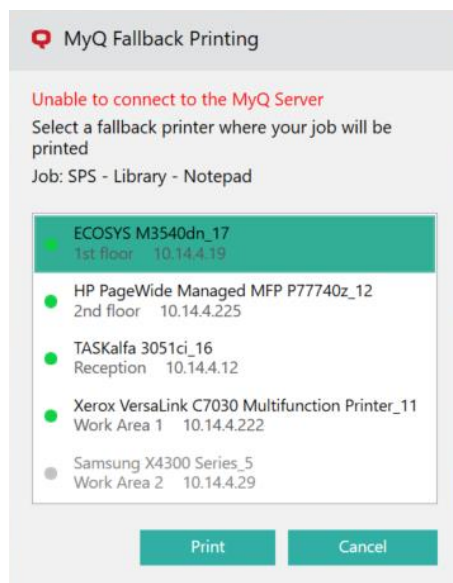

Preset fallback printer

If you want to print and the server is offline, but your admin has set up a fallback printer, the job is automatically sent to that specified printer. Once the job is printed, the following message is displayed:
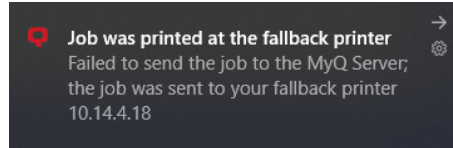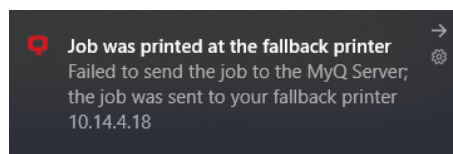

**Select a fallback printer from a list**

If you want to print and the server is offline, a pop-up with a list of printers to choose from is displayed:

Select a printer from the list, and click **Print**. The job is printed and the following message is displayed, after which the job is deleted.

In case the job cannot be printed at the selected fallback printer, the following message is displayed:
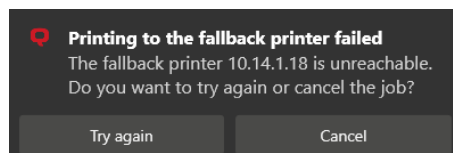
- Click **Try again** to return to the fallback printers list, to try another printer.
- Click **Cancel** to delete the job, and click **Yes** to confirm the job deletion.

Type the IP address

If you want to print and the server is offline, and the admin has set up typing the fallback printer's IP address as the Fallback Printing option, a pop-up with job specifications and a field for entering an IP address/hostname is displayed:

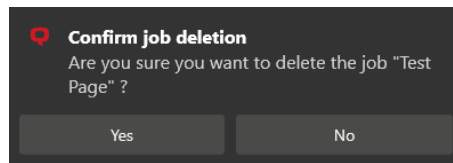Enter the printer's IP address or hostname, and click **Print**. The job is printed and the following message is displayed, after which the job is deleted.

In case the job cannot be printed at the selected fallback printer, the following message is displayed:
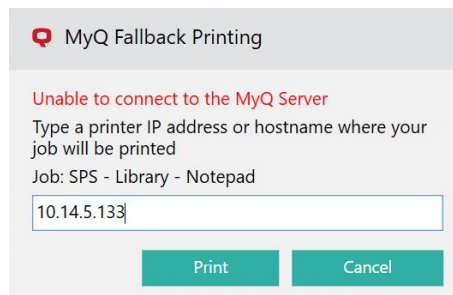

- Click **Try again** to return to the fallback printers list, to try another printer.
- Click **Cancel** to delete the job, and click **Yes** to confirm the job deletion.
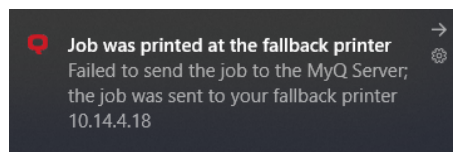
7 Eco-Friendly Printing
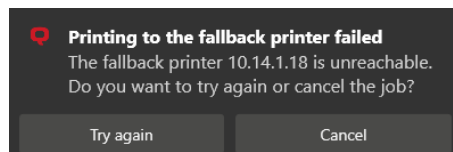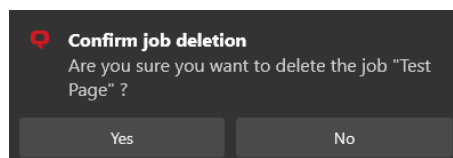
It's no longer news that in current times, we are all striving to be more environmentally friendly. Your administrator may well enact policies in your printing environment to help achieve this goal, but you as an end user can also make decisions which will benefit the environment, and, as a bonus, normally save your organization money.

Follow the recommendations here to environmentally optimize your printing settings and procedure.

7.1 Does it need to be printed?

Unsurprisingly, the first consideration when practicing eco-friendly printing, is whether or not a document needs to be printed at all. Your MyQ embedded terminal may (depending on settings dictated by your administrator) display the cost of a job before you print it. Generally, the financial cost of a job correlates closely to its environmental impact and can help you decide if it is worth printing.

Similarly, when making copies, consider if you could instead scan a document and send digital files to the intended recipients. In most modern workplaces, laptops and projector screens are present in enough situations that a digital document is as convenient as a hard copy.

7.2 Are my print settings optimized for environmentally friendly printing?

Once you've determined that a print job is necessary, there are several printing options you can select that lower the environmental impact of the job.

- **Color vs. B&W** - color printing users more toner overall, so as a rule monochrome or black & white printing is always more environmentally friendly. If your original document is already in monochrome, be sure to select B&W printing, to prevent color toner from being used unnecessarily.
- **Duplex vs. Simplex** - these terms refer to if a document is printed on one (simplex) or both (duplex) sides of a paper. Naturally, duplex printing uses less paper, and is more environmentally friendly.
- **Toner saving mode** - this is a built-in option, sometimes called **Eco mode** which prints your document using less toner. Pages printed in this mode will appear somewhat lighter or faded, so it may not be suitable in all situations, however, text printed in this mode will still be perfectly legible for most people.

> ✅ Your administrator may have implemented interactive notifications, so that when you send a job to print in a way which is not environmentally optimized, you will receive a prompt. For example, when printing a document of over 10 pages, you might be prompted to switch to duplex printing. Accepting the suggestions in these prompts is an easy way to make your printing greener.
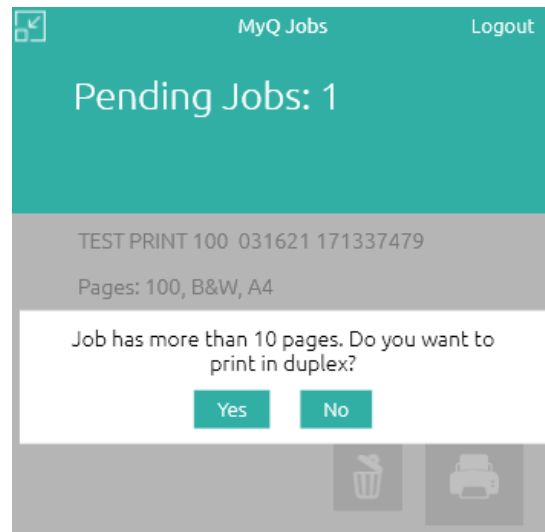
2 an example of an eco-friendly prompt

7.3 Am I printing in a way that reduces wastage?

Aside from choosing the optimal eco-friendly settings for your print jobs, there's more you can do to reduce error when printing and prevent wastage.

Choose Pull Print over Direct Print

It's a simple fact that in a busy and complex environment, direct printing can result in wastage. If you don't immediately collect your printed documents, they can be misplaced or erroneously picked-up by someone else.

Choosing Pull Print prevents this issue. After initiating a print from your computer or mobile phone, you must go to the embedded terminal of a suitable printer and validate yourself (for example, enter your PIN or swipe your ID card) before the document will print. This ensures you are able to collect your documents immediately, preventing any need to re-print lost papers.

Utilize Job Preview

MyQ offers multiple opportunities to preview your documents before they are printed, in the Web Interface, the Mobile Client, and on Embedded Terminals themselves. Always preview your documents before printing, to ensure they are correctly configured, lessening the chance of errors that necessitate re-printing.

7.4 How high is my environmental impact?
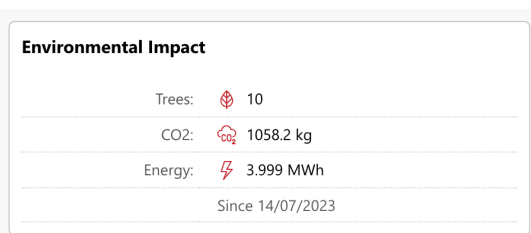
3 the Environmental Impact Widget

By default, you will see an **Environmental Impact Widget** on the **Home** page of your MyQ Web Interface. This widget helps to estimate the cost of your printed jobs in **Trees**, **CO^2**, and **Energy**.

Keeping an eye on this widget is a great way to monitor how eco-friendly your printing is and can help you remember to implement the suggestions above.

8 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
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Technical support	support@myq-solution.com
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