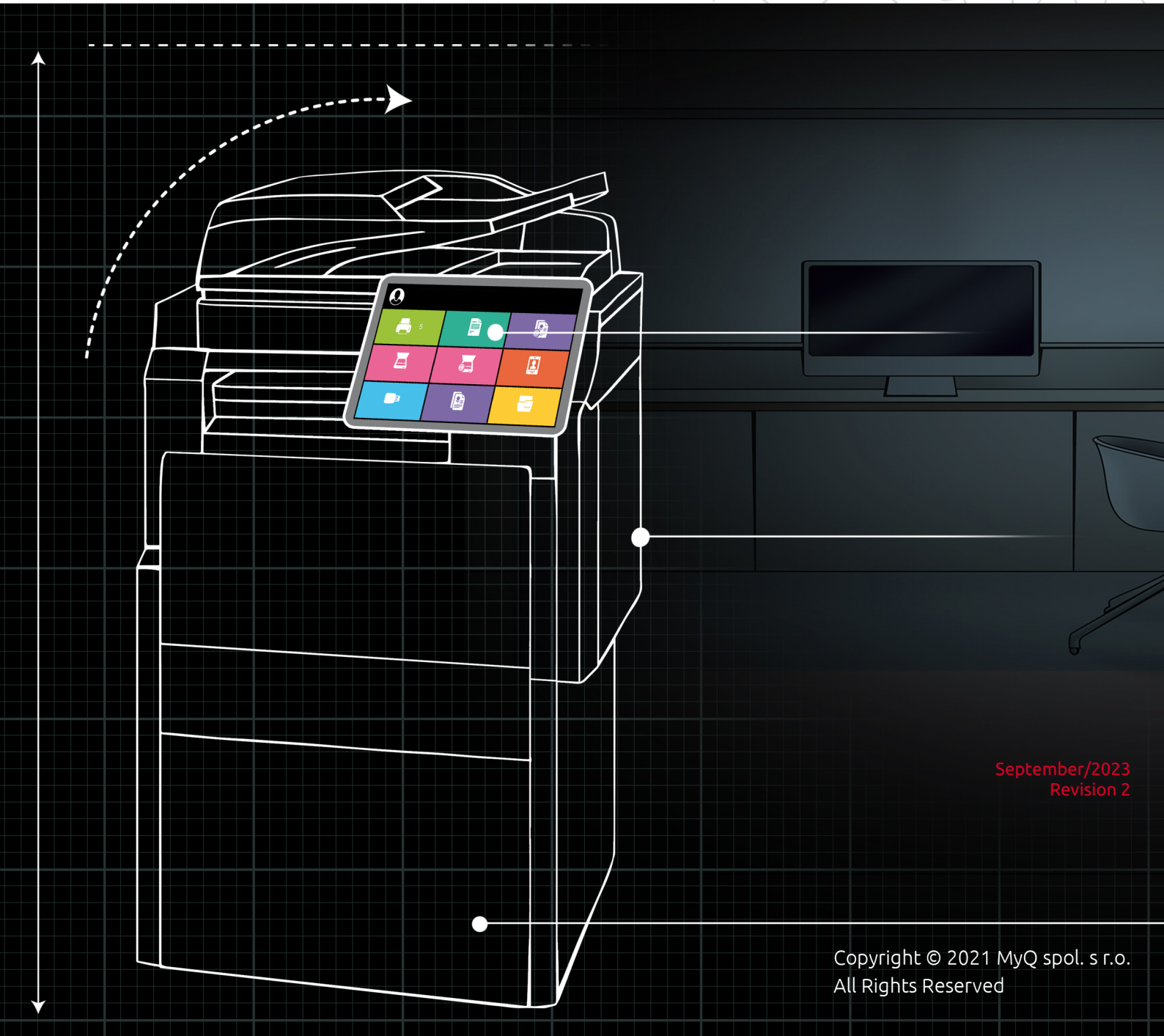
myQ X

Quick Installation Guide



September/2023
Revision 2

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1 Basic Information

MyQ Quick Installation Guide 10.1

Here you can find basic information needed to install and configure the MyQ® print management system. It describes how to set up the system through the MyQ web administrator interface, activate licenses, and set print ports. Furthermore, it shows how to maintain the MyQ® system, acquire its statistical data, and monitor the print environment.

MyQ is a universal printing solution that provides a wide variety of services related to printing, copying, and scanning. All functions are integrated into a single unified system, which results in easy and intuitive employment with minimal requirements for installation and system administration.

2 System Requirements

The operating system and other software require their own additional system resources. The system requirements described below are only for MyQ solution.

2.1 MyQ Print Server - Standalone mode

2.1.1 MyQ Print Server HW requirements up to 600 devices

	1-10 devices	11-100 devices	101-300 devices	301-600 devices
Physical Core*	3	4	6	8
RAM	6GB	8GB	12GB	14GB
Storage space	30GB	33GB - 350 GB	380GB - 1TB	1,4TB - 2TB

*It is recommended to use +1 physical core if Credit/Quota is used.
(calculated with AMD Ryzen Threadripper 1920X 3,5GHz)

Valid for a typical use case:

- Print job spooling via Windows spooler or directly to MyQ print queue
- Integrated Firebird database - installed automatically
- Activated Job Parser
- Activated Job Archiving
- High number of Office documents printed via email/web/mobile
- Use of MyQ Desktop Client or
  - Use of MyQ Smart Job Manager
  - Use of MyQ Smart Print Services
- Watermarks used in queues
- Heavy usage of MyQ API
- 170 users per device (up to 100 000 users total)
- Heavy printing
- 30% active user sessions at once
- Embedded terminal installed on all devices

2.1.2 Recommendations

- Install Windows updates out of working hours.
- Always monitor the server performance during peak usage hours and adjust the settings accordingly.

- Changing the power plan of Windows Server in *Control Panel – Hardware – Power Options* from Balanced (the default setting) to **High performance** is recommended to utilize the maximum performance. This may help speed up database operations.

For support up to 600 devices or more branches installations, check the MyQ Print Server guide / MyQ Central Server guide.

2.1.3 Storage

The MyQ Print Server installation files are approximately 700MB.

The annual printing volume for 1 printer is approximately 10,000 jobs; it is possible to multiply this value for the particular number of printers.

MyQ data folder (jobs, main database, and log database increasing):		
10k jobs	**100k jobs**	**1M jobs**
35GB	300GB	3,5 TB

Counted for jobs with 2,9MB size.

By default, jobs are deleted every 7 days.

The Job archiving feature needs additional free space in data storage due to used configuration.

A dedicated disk for MyQ Data storage (jobs, main database and log database) is recommended.

During upgrades of the MyQ Print Server system, the actual size of the MyQ installation on the server (including MyQ database) may temporarily grow up to four times.
The size of the MyQ database depends on the size and complexity of your printing environment (number of users, printing devices, sent jobs etc.).

Storage performance

- minimum 100 IOPS required.
- RAID data storage supported.
- for systems with a large number of direct queues, it is strongly recommended using SSD.

2.1.4 MyQ Desktop Client

If there are 100 - 1000 or more client computers using MyQ Desktop Client (or MyQ Smart Job Manager and/or MyQ Smart Print Services), the MyQ Print Server requires 2+ physical cores just for the MyQ Desktop Client operations. The recommended configuration may vary according to the system load.

2.1.5 Recommended no. of users and groups

Users: up to 100,000 (30,000 - 60,000 per one synchronizing line). Depends on the length and number of fields for synchronization.
Groups: up to 40,000/10 tree levels (group in group in group). Each user can be in up to 50 groups.

2.1.6 Operating System

Windows Server 2012/2012 R2/2016/2019/2022, with all the latest updates; only 64bit OS supported.
Windows 8.1/10/11**, with all the latest updates; only 64bit OS supported. Be aware of the connection limit of up to 20 clients (Windows EULA).

**For the trouble-free running of the machine, it is strongly recommended using a Windows Server
operating system.

2.1.7 Additional software required

- Microsoft .NET Core 6.0
- Microsoft .NET Framework (any version recommended by Microsoft)
- For Windows Server 2022, it is necessary to install Server Core App Compatibility Feature on Demand (FOD) (https://docs.microsoft.com/en-us/windows-server/get-started/server-core-app-compatibility-feature-on-demand)
  It can be installed from PowerShell as a Windows Update using this command: " `Add-WindowsCapability -Online -Name ServerCore.AppCompatibility~~~~0.0.1.0` "and then restart.

> Microsoft .NET Core 6.0 is installed automatically at the beginning of the MyQ installation. If the installation fails, the installer cannot proceed, and the installation is terminated. In such cases, .NET Core 6.0 has to be manually installed prior to the MyQ installation.
> Microsoft .NET Framework is not automatically installed and needs to be installed prior to running the MyQ installation.

2.1.8 Web browser

- Microsoft Edge 91 or higher (Recommended)
- Google Chrome 91 or higher
- Mozilla Firefox 91 or higher
- Apple Safari 15 or higher
- Opera 82 or higher
- Internet Explorer and MS Edge Legacy are no longer supported

WebSocket notifications only work with valid certificates in some browsers. Some MyQ features may have limited functionality without them, and it's recommended to have them valid and installed on all client devices.

2.1.9 Security

DigiCert Global Root CA certificate (required for Installation Key license activation)
→ https://www.digicert.com/kb/digicert-root-certificates.htm#roots.
It should be included by default in the latest updated Windows versions.
Supported Public Key Infrastructure for asymmetric cryptography.

2.1.10 Main Communication Ports

For a complete list of the communication ports check the MyQ Print Server guide.

Limitations:

- To make sure that the MyQ system runs smoothly, you need to set an exception for MyQ in your antivirus setup.
- MyQ should not be installed on a Domain Controller.

2.2 MyQ installation in Private cloud

MyQ can also be installed in Private Cloud. For requirements and further details, see Installation in Private Cloud, in the MyQ Print Server guide.

2.3 Installed parts and possible conflicts

The installation file contains, besides the MyQ system itself, installations of a Firebird database server, an Apache web server, PHP runtime, and PM server. With the Scan Management function activated, the MyQ system uses its own SMTP server.

If there are other systems that run on the same server and use databases, web interfaces, PHP, or email servers, there is a risk of system conflicts. These conflicts can cause malfunctions on one or more of the systems. Therefore, we recommend you install MyQ on a server with a clean OS installation.

MyQ fully supports installation on virtual servers.

3 Installation

This chapter shows you how to install the MyQ print management system.

Before you start the installation, make sure your system is up to date and meets the requirements as described in System Requirements.

1. Download the latest available version of MyQ from the MyQ Community portal.
2. Run the executable file. The **Select Setup Language** dialog box appears.
3. Select your language and click **OK**. The Select Destination Location dialog box appears.
4. Select the folder where you wish to install MyQ. The default path is: *C:\Program Files\MyQ*.
5. Click **Install**. MyQ is installed on the server.
6. Click **Finish**. Depending on the OS settings on the server, you might be asked to restart the computer. If you are asked to restart the computer, you need to do so in order to finish the installation. After the restart, the MyQ Easy Config application opens and the MyQ database is upgraded. If not, you can select to directly run the MyQ Easy Config application by keeping the **Finish installation in MyQ Easy Config** option selected.

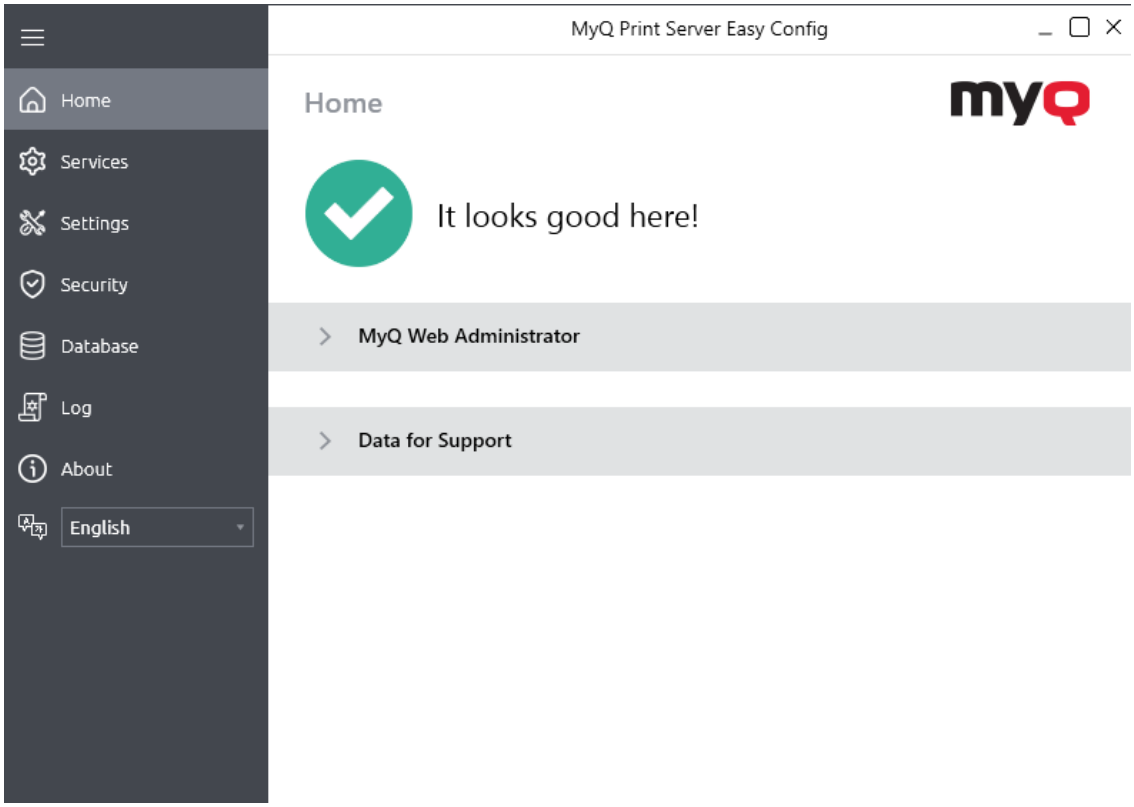
4 MyQ Easy Config

The MyQ Easy Config application is the basic environment for the setup of essential parts of the MyQ server, such as the MyQ database.

It automatically opens if you keep the **Finish installation in MyQ® Easy Config** option selected during the installation of the server. Otherwise, you can find it on the Apps screen in Windows 8.1+, Windows Server 2012 and newer. After you open the application, you see its menu on the left side. From this menu, you can access the following settings:

- On the **Home** tab, you can quickly change the default passwords for the Server and Database Administrator accounts, and generate data for support. You can also be redirected to the MyQ Web Administrator Interface to finish the server setup.
- On the **Services** tab, you can view and control the MyQ services.
- On the **Settings** tab, you can modify the Windows Services, Server administrator, and Database Administrator accounts, change file paths of the MyQ system data and jobs files, change the port configuration of the MyQ server, and clean up your Cache and Temp folders.
- On the **Security** tab, you can enable/disable unsecure communication, and manage the MyQ DB, the Log DB, and print jobs encryption.
- On the **Database** tab, you can view information about the Main and Log Databases, as well as backup, and restore your database.
- On the **Log** tab, you can overview all the operations executed by the MyQ system.
- On the **About** tab, you can view information regarding the current version of MyQ.
- Lastly, you can select the MyQ Easy Config display language from the drop-down list.

If there are no issues, the "*It looks good here!*" message is displayed on the Home tab:


MyQ Print Server Easy Config
Home
Services
Settings
Security
Database
Log
About
English
Home
It looks good here!
MyQ Web Administrator
Data for Support

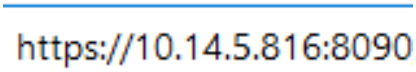
5 MyQ Web Interface

5.1 Accessing the MyQ Web Interface

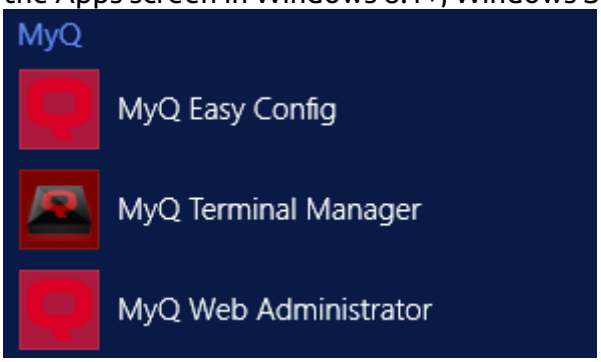
To access the MyQ Web Interface, you need to open it in your web browser and log in as an administrator:

There are three ways to open the MyQ Web Interface:

1. Open your web browser, and then enter the web address in the form: *https://*MyQserver*:8090*, where *MyQserver* represents the IP address or the host name of your MyQ server and *8090* is the default port for access to the server.

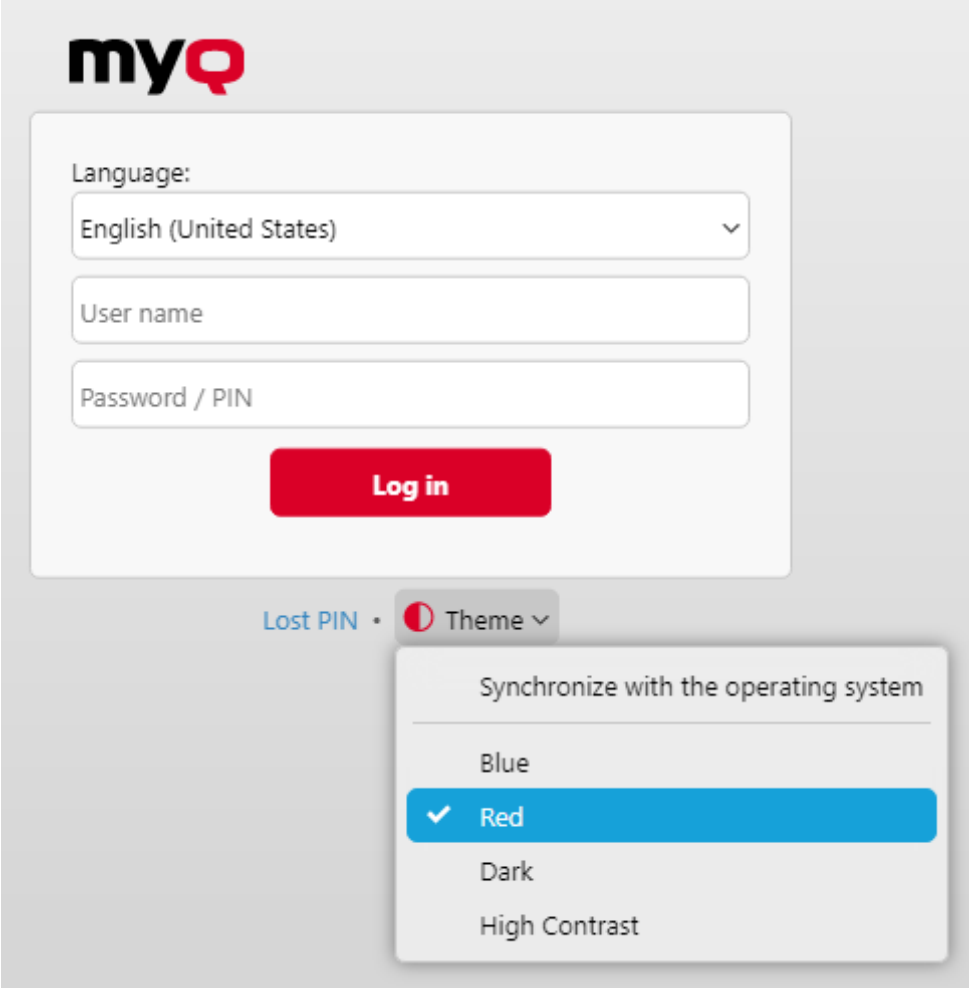
2. Log on to the interface from the MyQ Easy Config **Home** tab, by clicking on the **MyQ Web Administrator** link in the **MyQ Web Administrator** section.
3. Open the MyQ Web Administrator application. You can find this application on the Apps screen in Windows 8.1+, Windows Server 2012 and newer.



5.2 Logging in as an administrator

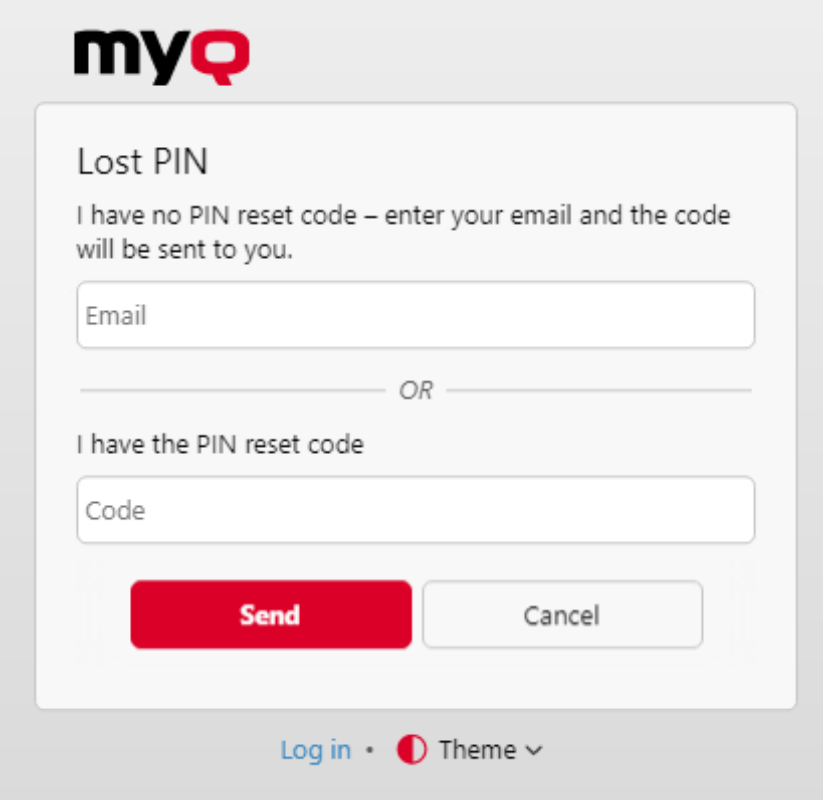
Enter the Server administrator name (**admin*) and the password that you have set in the MyQ Easy Config application, and then click **Log In**. If you have not changed the default password yet (not recommended), enter the default one: *1234*.

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



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

Click **Lost PIN** and you are taken to a window where you can either enter your email in order to receive a PIN reset code or if you already have the code, you can type it and reset your PIN.



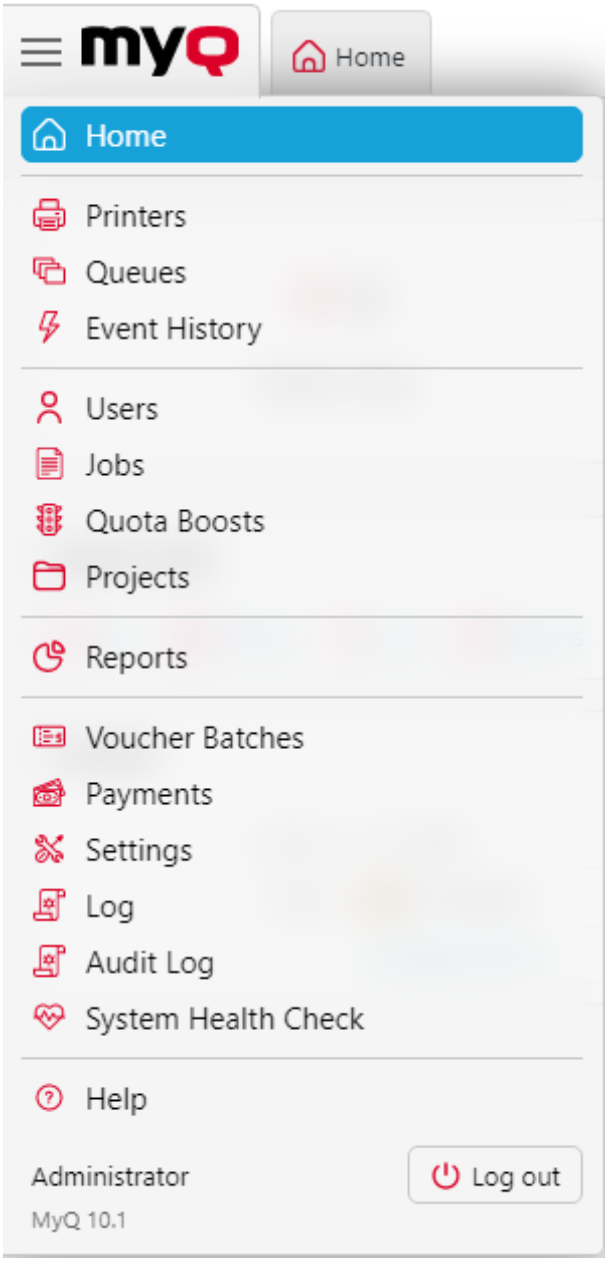
5.3 Main menu and Settings menu

There are two menus where you can access all the features and settings of the MyQ server: the **Main** (MyQ) Menu and the **Settings** menu.

In this guide, all the tabs accessed from the Main menu, except for the Home screen and Settings menu, are called main tabs as opposed to settings tabs that are accessed from the Settings menu.

Main Menu

To open the **Main** menu, click the MyQ logo at the upper-left corner of the screen. From there, you can access the **Home dashboard**, the **Settings** menu, and a number of tabs where you can manage and use MyQ functions.



Settings menu

To open the **Settings** menu, click **Settings** on the **Main** menu.

The tabs that are accessed from the Settings menu serve for the global setup of the MyQ server.

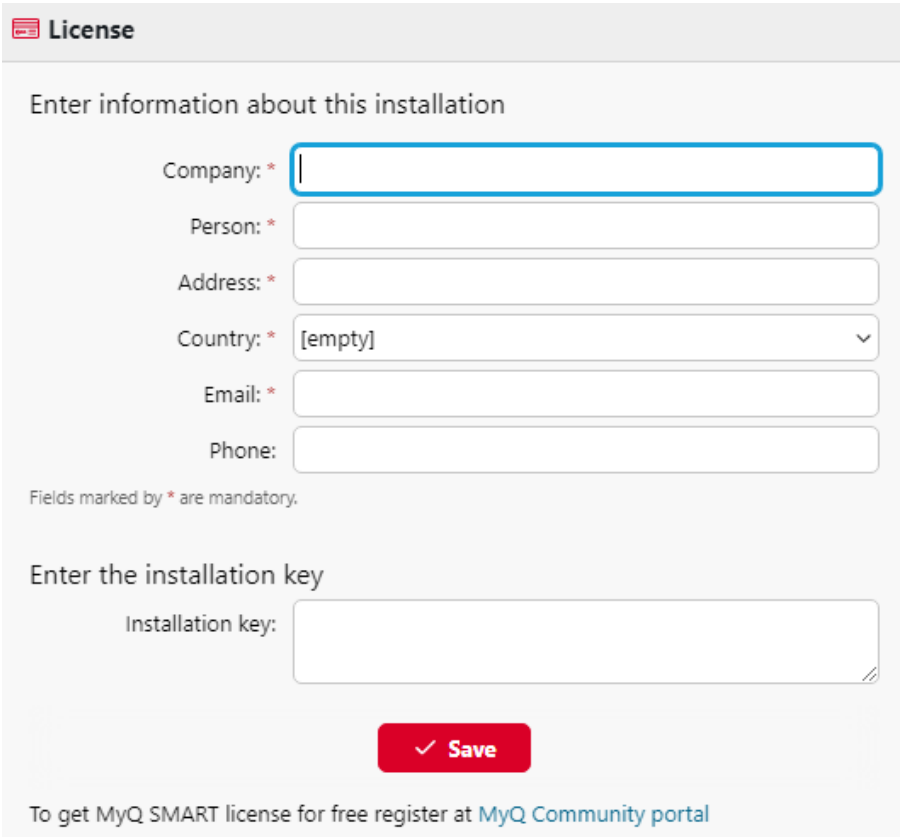
5.4 Quick Setup Guide via Home Dashboard

On the **Quick Setup Guide** widget, you can set the basic and most important features of the MyQ system:

License

Adding and activating licenses

Click **Enter License**. The **License** settings tab opens. You are asked to enter the following information about your installation:



Then, **Enter the installation key** in the field and activate your licenses.

You can also register in the MyQ Community portal and request for the free **MyQ SMART** license.

Administrator email

By clicking **Enter the administrator's email**, you open the **General** settings tab, where you can set the administrator email. Important system messages (disk space checker warnings, license expiration etc.) are automatically sent to this email.

Outgoing SMTP server

By clicking **Configure the outgoing SMTP server**, you open the **Network** settings tab, where you can set the outgoing SMTP server.

Printers

Adding printers:

- By clicking **Discover Printers**, you open the **Printer Discovery** settings tab, where you can discover and add printing devices.
- By clicking **Add printers manually**, you open the **Printers** main tab, where you can manually add printing devices.

Activating added printers:

Click **Activate** to activate all the added printing devices.

Users

- By clicking **Add users manually**, you open the **Users** main tab, where you can manually add users.
- By clicking **Import users**, you open the **Users synchronization** settings tab, where you can import users from the MyQ Central server, from LDAP servers, or from a CSV file.

6 Printing to MyQ

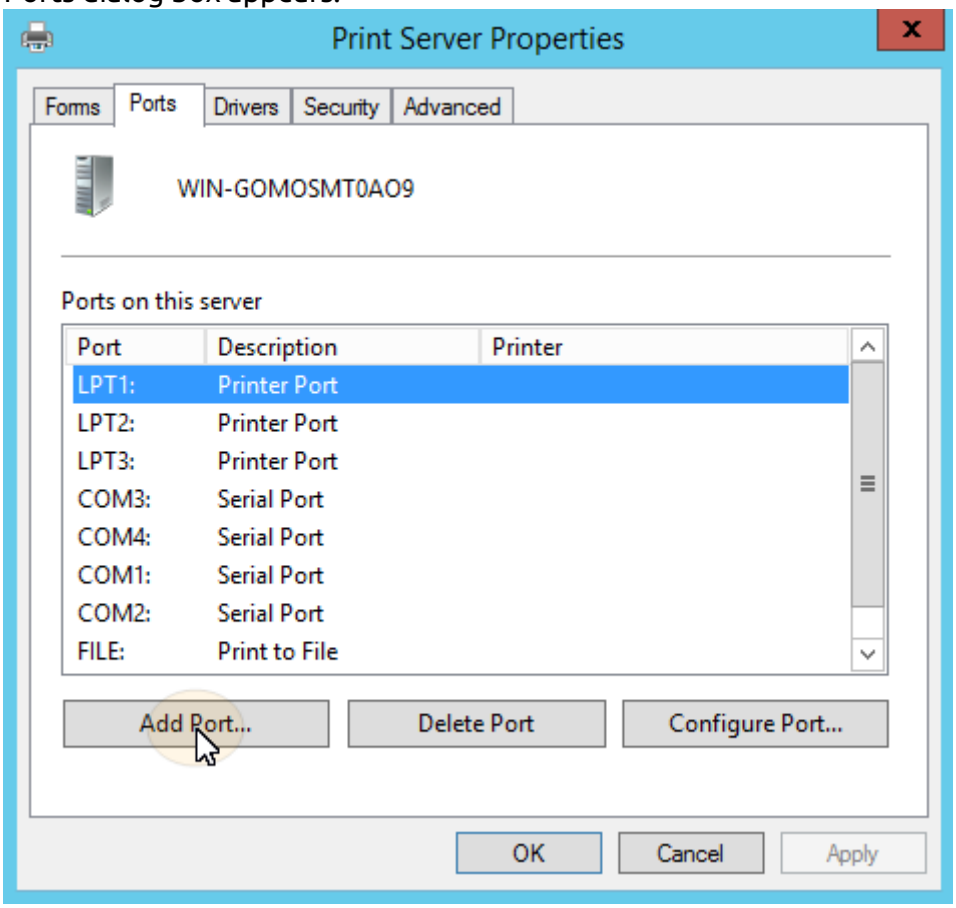
6.1 Print Driver Settings

This topic discusses the settings that need to be done outside of MyQ to enable MyQ essential functions, such as monitoring jobs and detecting users.

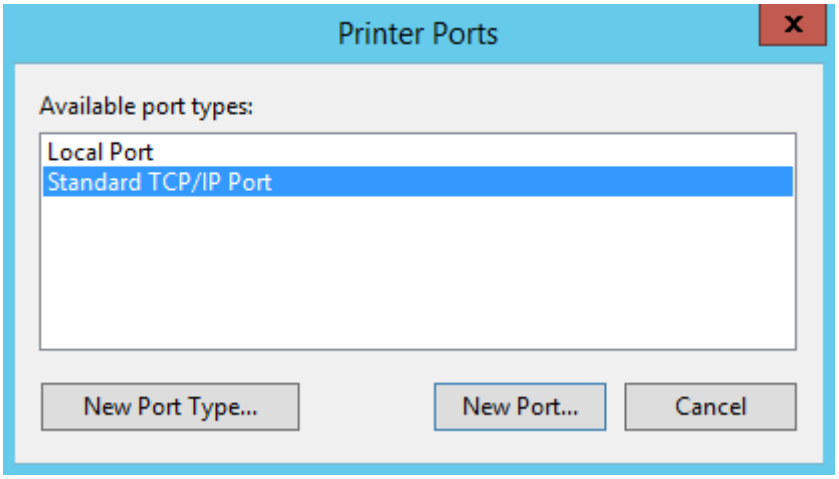
Microsoft Windows and MacOS settings are described below. Although the procedure of installing and setting the print drivers is different on other operating systems, the principle remains the same. You need to add a printer or print port, set the MyQ server's IP address or hostname, and set the name of the queue where jobs are sent via this port.

6.1.1 Windows settings

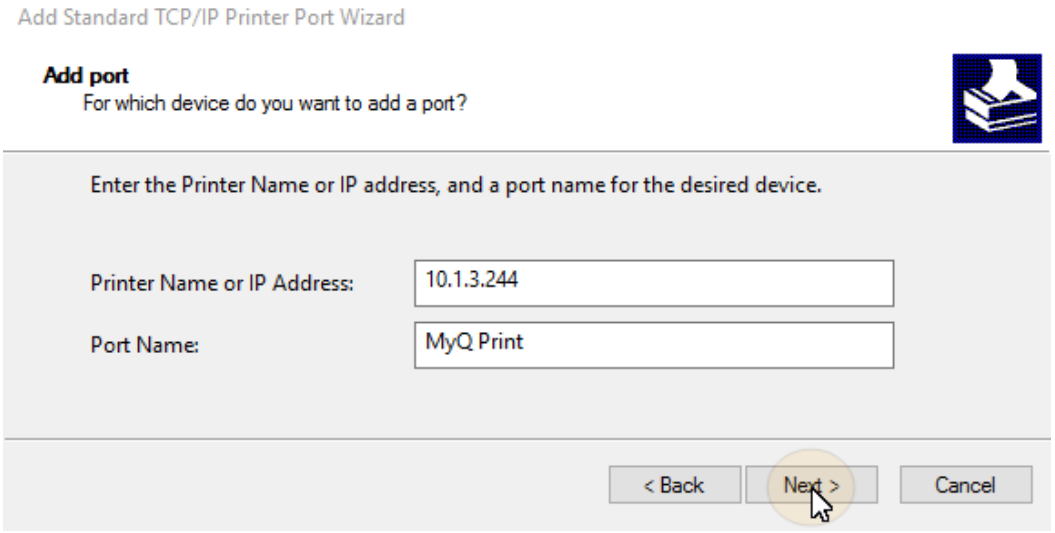
1. In **Windows**, under **Devices and Printers**, select any printer, and then click **Print server properties**. The Print server properties dialog box appears.
2. In the dialog box, open the **Ports** tab, and then click **Add Port** . The Printer Ports dialog box appears.



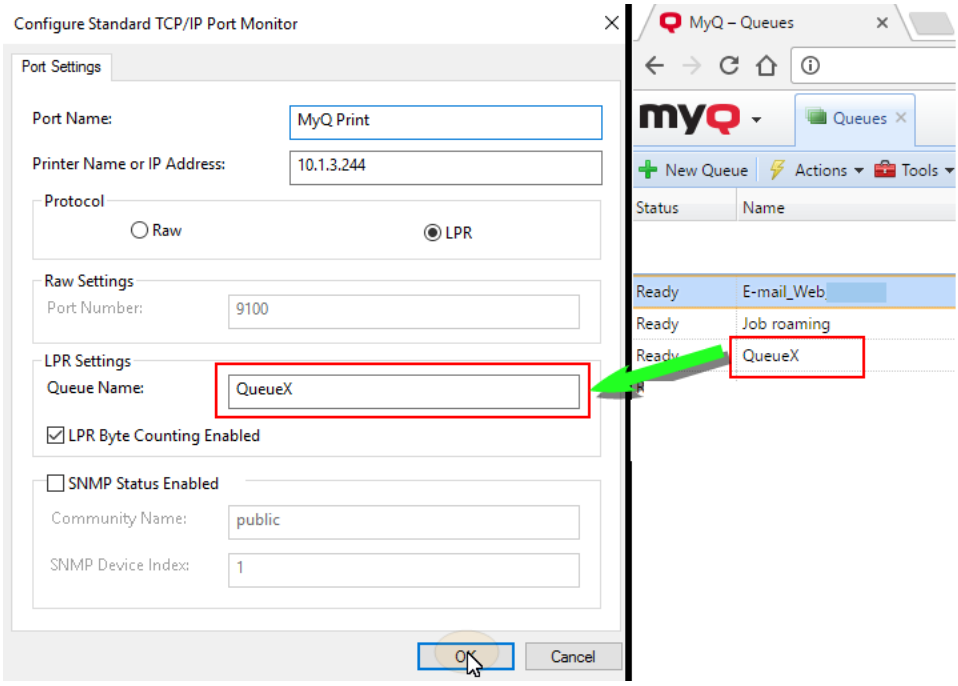
3. On the Printer Ports dialog box, select **Standard TCP/IP Port**.



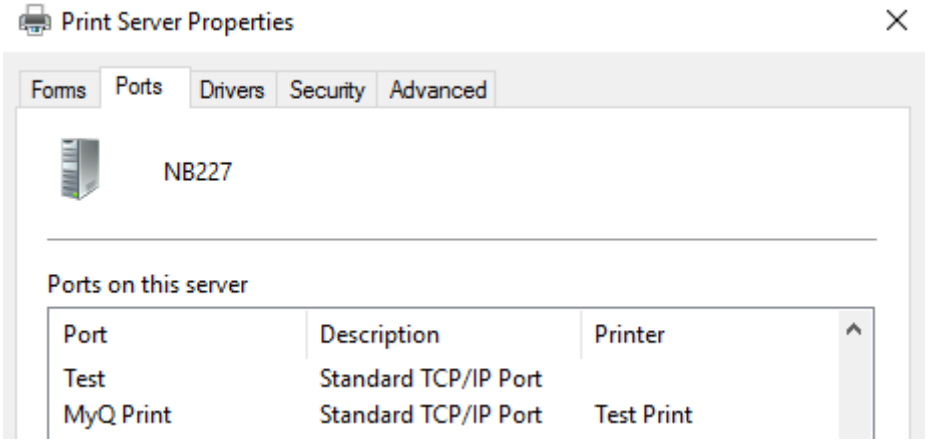
4. Click **New Port**. The Add Standard TCP/IP Printer Port Wizard dialog box opens.
5. Click **Next**.
6. Enter the IP address or the hostname of the MyQ server.
7. Optionally change the **Port Name**.
8. Click **Next**. You are asked to provide additional port information.



9. Under **Device Type**, select **Custom**.
10. Click **Settings**. The Configure Standard TCP/IP Port Monitor dialog box appears.
11. In the dialog box, under **Protocol**, select the **LPR** option. Under LPR settings, enter the name of the MyQ queue where you want to print to. Select the **LPR Byte Counting Enabled** option. Click **OK** after the settings are changed.

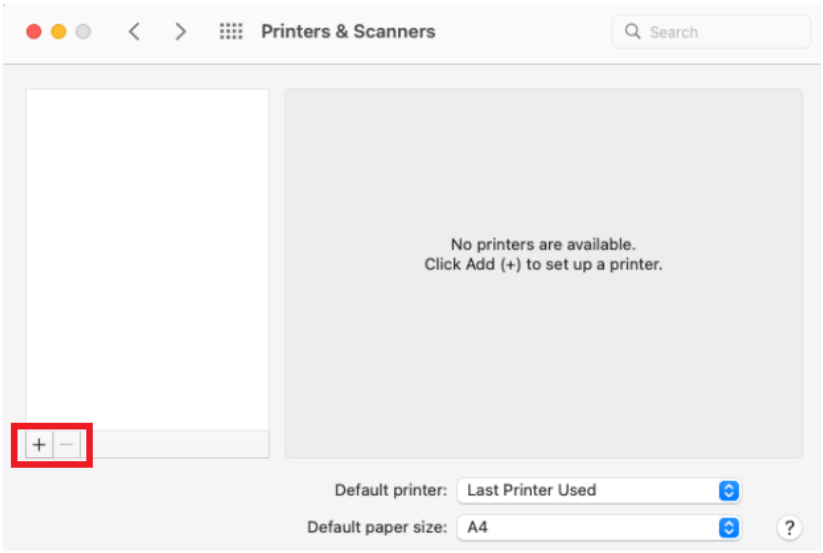


12. Back on the Add Standard TCP/IP Printer Port Wizard dialog box, click **Next**. You are informed about the characteristics of the new port.
13. Click **Finish**. The new port is added to the list of ports in the **Ports** section of the Print server properties dialog box.

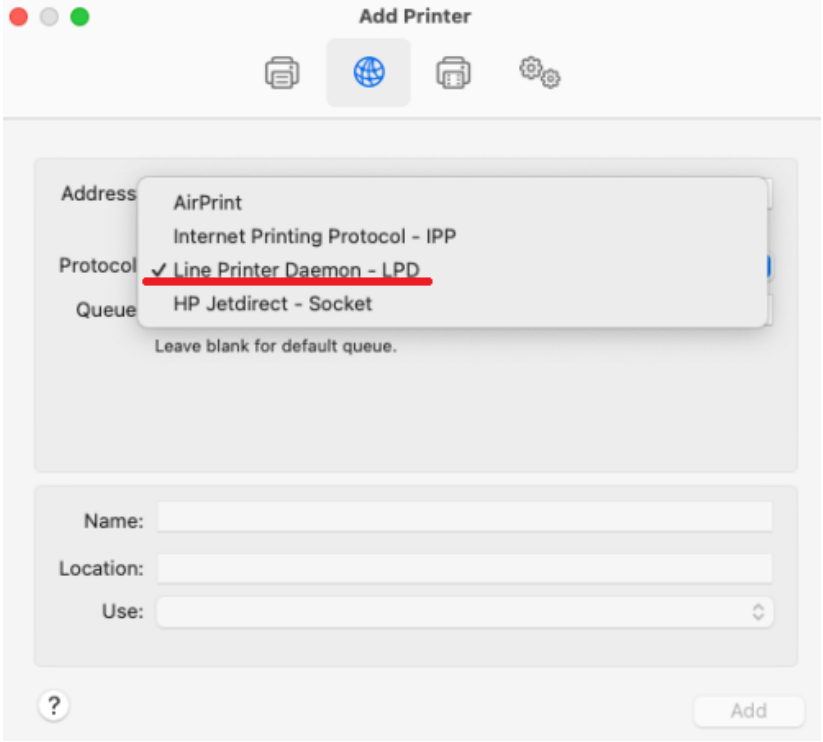


6.1.2 MacOS settings

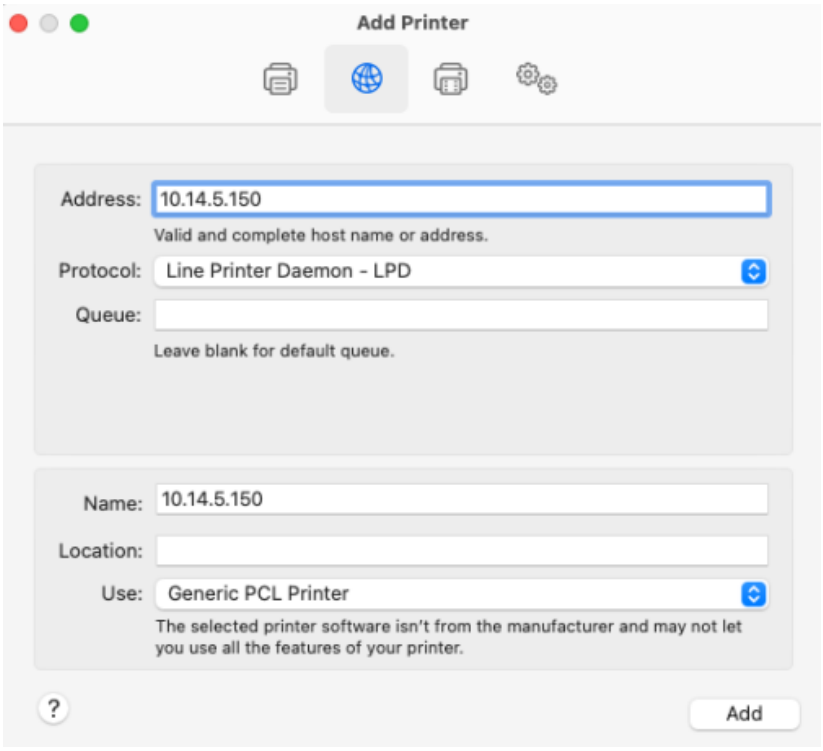
- Go to **Apple menu > System Preferences**, and then click **Printers & Scanners**.
- Click the plus button (**+**) to add a new printer.



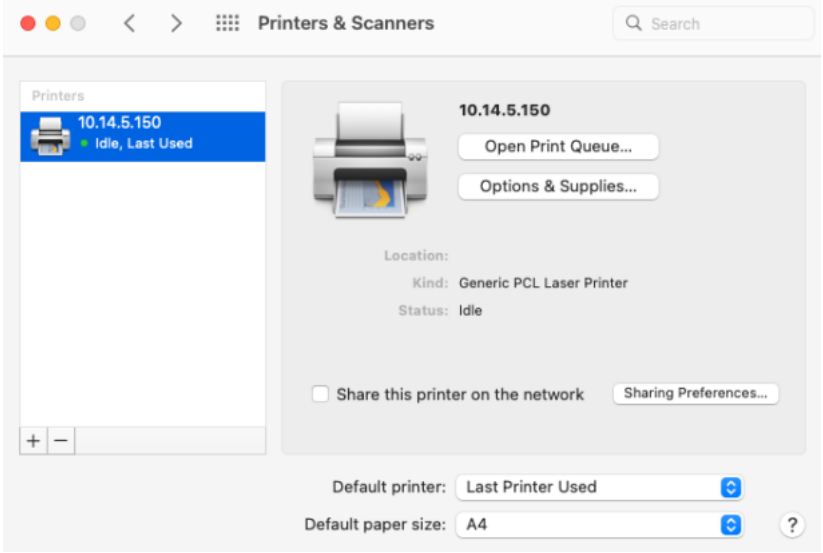
- In the **Protocol** field, select *Line Printer Daemon - LPD* from the list.



- In the **Address** field, add the IP address or host name of the localhost. In the **Queue** field, add a queue name according to the MyQ server setting. Add a **Name**, and a **Location** for your printer. In the **Use** field, select a printer driver from the list. Click **Add** to setup the printer.



- Once the printer is set up, it appears on the Printers & Scanners list.



7 Print via the MyQ Direct queue type

- A direct queue can only have one printing device assigned to it. Double-click on the queue, and, on its properties panel, go to the **Printers** tab to add the printer to the queue. Print jobs in this queue are sent directly to the printing device and are immediately printed.
- When you add printers using printer discovery, you can automatically create a direct queue for every newly discovered device.

8 Print via the MyQ Pull Print queue type

- With a Pull Print queue, users can send multiple jobs and print them when they want on any of the printers assigned to the queue.
- The queue can have multiple printing devices assigned to it; the *all printers* group is assigned to the queue by default. All of the assigned printers have to be equipped with MyQ embedded terminals (described in the **Embedded terminal installation** chapter). Jobs sent to a Pull Print queue are processed by the system and saved on the server.
- Once the user logs in on any printer assigned to this queue, the print job is sent to this device and the user can print it.

9 MyQ Embedded terminal installation and configuration

A configuration profile is used for multiple printers configuration. It is where you can add an installation package and attach it to printers to equip them with embedded terminals.

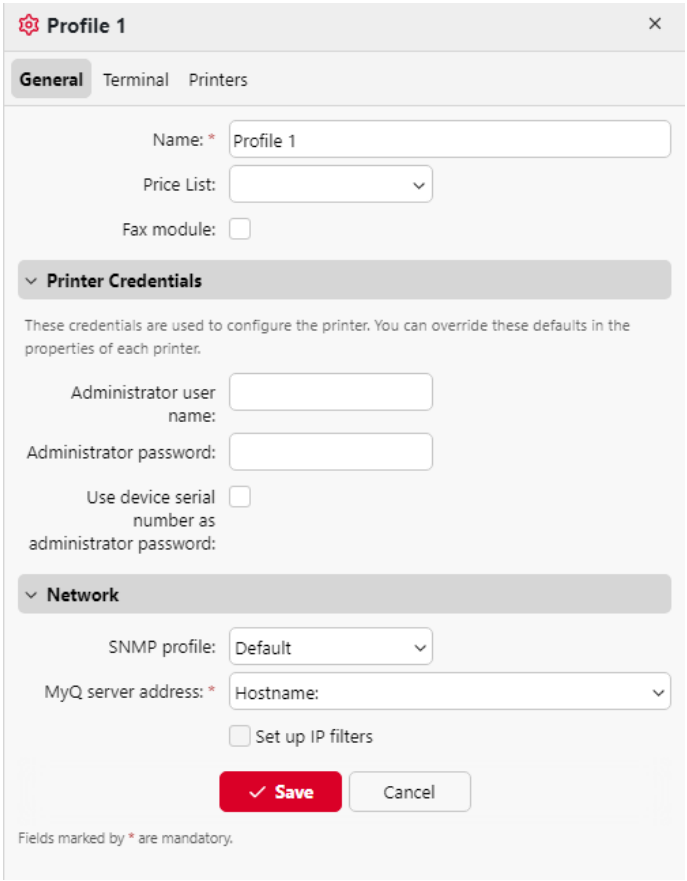
It is recommended to create a configuration profile per printer type if you have different printer types.

For a quicker setup you can clone your configuration profiles. With minimal editing you can then create a new profile. Printers will not be cloned to this new configuration profile. Go to **MyQ, Settings, Configuration Profiles**, select a configuration profile and click **Clone** on the menu bar (or right click and clone).

Configuration profiles are needed for printer discovery.

The following settings can be configured:

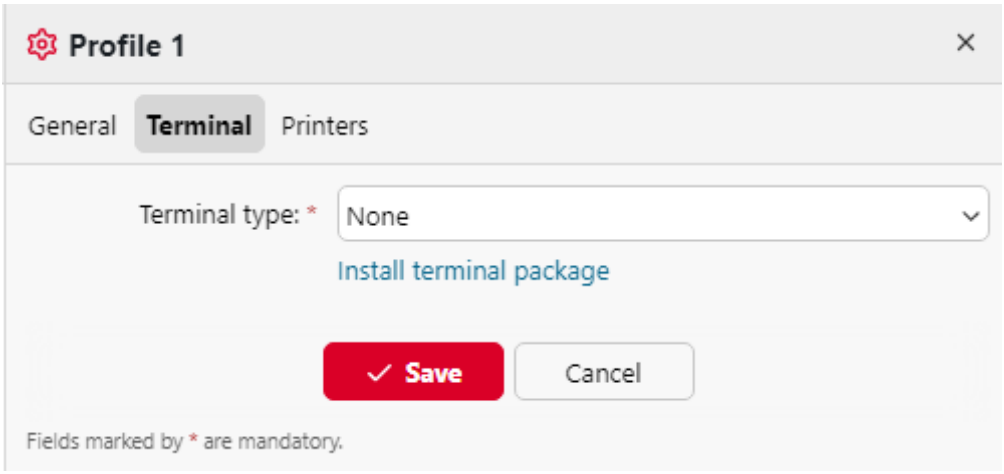
General tab



- **Name -** It is mandatory to give the profile a name.
- **Price List** - Select a price list from the drop-down. For more information on price lists, see Price Lists.

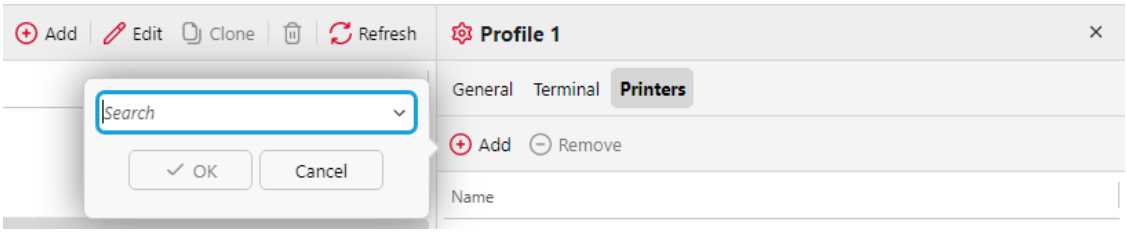
- **Fax module** - If selected, all printed faxes are charged on the FAX user account. It is available only for devices with the FAX option. Select only if the device has a fax module.
- **Printer Credentials** - The credentials are used to configure the printer(s) attached to the profile. You can override the defaults with the **Printer Credentials** in the properties of each printer.
- **Network -** Here you can add an SNMP profile: see SNMP profiles, and in **MyQ server address** select if the network should use the IP address or the Hostname (Hostname is used by default).

Terminal tab



- **Terminal type** - Select a terminal type from the drop-down. If the type you want is missing, click **Install terminal package**. Once the package is installed, select it from the drop-down.
  - **Copier operation panel idle time**: time (in seconds) for idle logout (mandatory field).
  - **Automatic configuration**: leave this option unchecked if you want to configure the device manually.

Printers tab



Click **Add** to add printers to the configuration profile from your printers list.

Select the added printers and click **Remove** to remove them from the configuration profile.

Additional options

The following options become available according to the installed terminal package. It depends on brand and model if they will function on your printer:

- Login methods
- Guest Account
- Guest screen
- Local administration PIN
- Language selection
- Display numeric keypad
- ID Card reader type

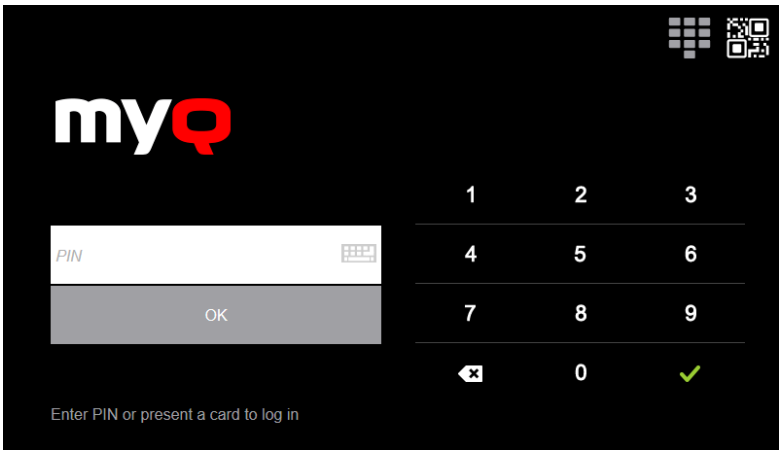
9.1 Remote Embedded Terminal installation

- Go to **MyQ, Printers**. The printers overview tab opens.
- Right-click on a printer and select **Set configuration profile**. The set configuration profile window opens.
- Select a configuration profile from the drop-down, and click **OK**. The profile is added to the properties. You can check it when you right-click on the printer and select **Properties**.
- Right-click on the printer, and select **Activate**.
- The remote Embedded Terminal installation is started.

10 Log in to the Embedded terminal on the device

You can log in to the MyQ Embedded terminal on the device by PIN, ID card, or username and password, depending on what is set in the configuration profile in the MyQ web administrator interface.

Supported features depend on the Embedded terminal vendor. For more details, see the Embedded terminal manual for the selected device vendor.

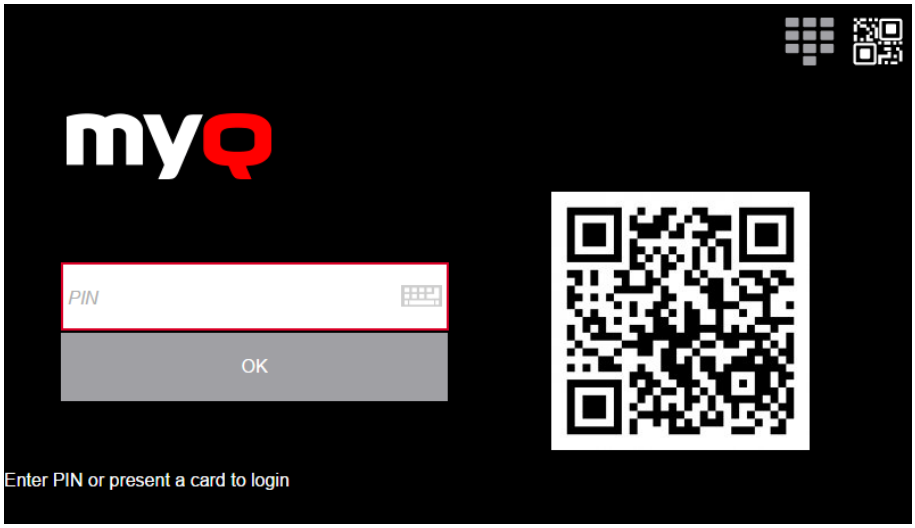


10.1 Accessing the terminal via mobile phone

You can enable the printing device management via a mobile application, in MyQ (**MyQ, Settings, Jobs, Jobs via mobile devices**) and users will be able to unlock terminals and release their print jobs on printing devices via the MyQ X Mobile Client application. The easiest way to log in to the terminal using the mobile application is to scan the QR code displayed on the embedded touch panel.

While the feature is enabled, two small icons are displayed at the top-right corner of the embedded terminal login screen: a keyboard icon and a QR code icon. By tapping the two icons, users can switch between the software keyboard and the QR code.

The QR code includes all the necessary information to identify the printing device and the MyQ server where the device is connected to.



The MyQ X Mobile Client application is available for free, both for mobile phones with Android and iOS.

11 Embedded Terminal Actions

This topic discusses basic features of the terminal and shows you how to manage them on the **Terminal Actions** settings tab on the MyQ Web administrator interface. The features are called actions and can be accessed from action nodes on the terminal.

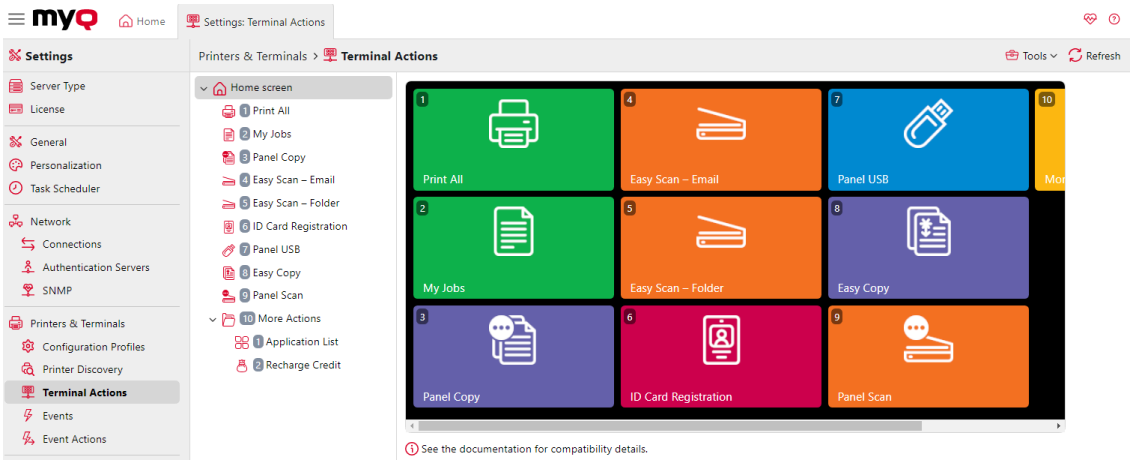
The action nodes correspond to buttons on the printing device display. On the MyQ Web administrator interface, you can configure the layout of the display screen, as well as the behavior of each button. Therefore, you are free to choose any combination of available actions and their positions on the screen. The layout is displayed on a WYSIWYG (*What You See Is What You Get*) terminal preview and can be configured there.

Additional layout options are provided by the possibility to create folders and put action nodes inside. Folders can be used to group actions of the same type, such as scanning to different destinations, or to enable users to access a higher number of actions.

Users and groups can be given rights to different actions. This way, you can configure individual home screens for each user or group of users.

11.1 Terminal actions management

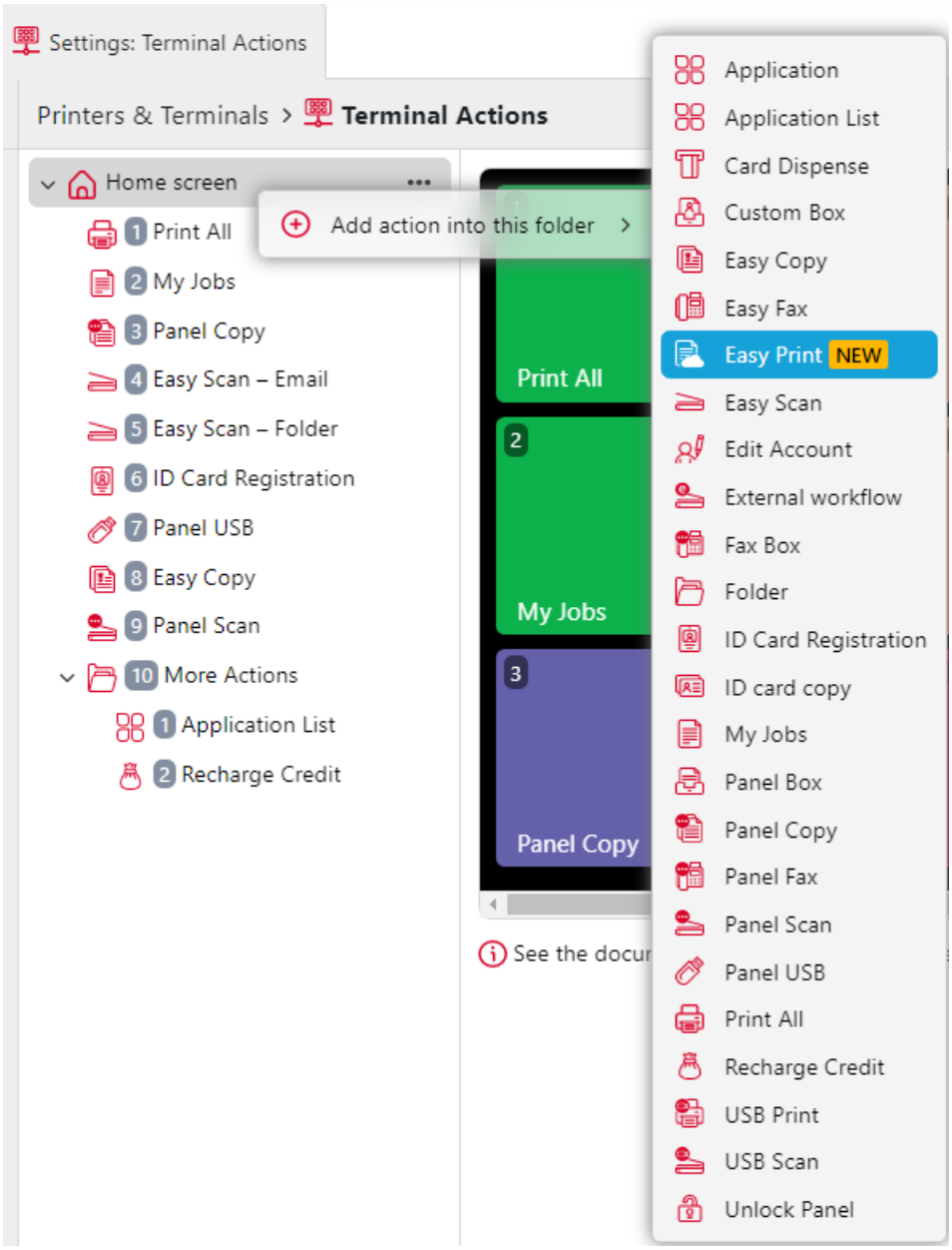
Terminal action nodes can be managed on the **Terminal Actions** settings tab (**MyQ, Settings, Terminal Actions**). They can be managed either under **Home screen** on the list of actions or directly on the terminal screen preview.



11.1.1 Adding new action nodes on the list of actions

To add a new terminal action node:

1. Right-click on **Home Screen** and point to **Add action into this folder** in the shortcut menu. Another sub-menu with a list of available action nodes opens to the right.
2. On the sub-menu, select the new action node. The new action node properties panel opens on the right side of the screen.

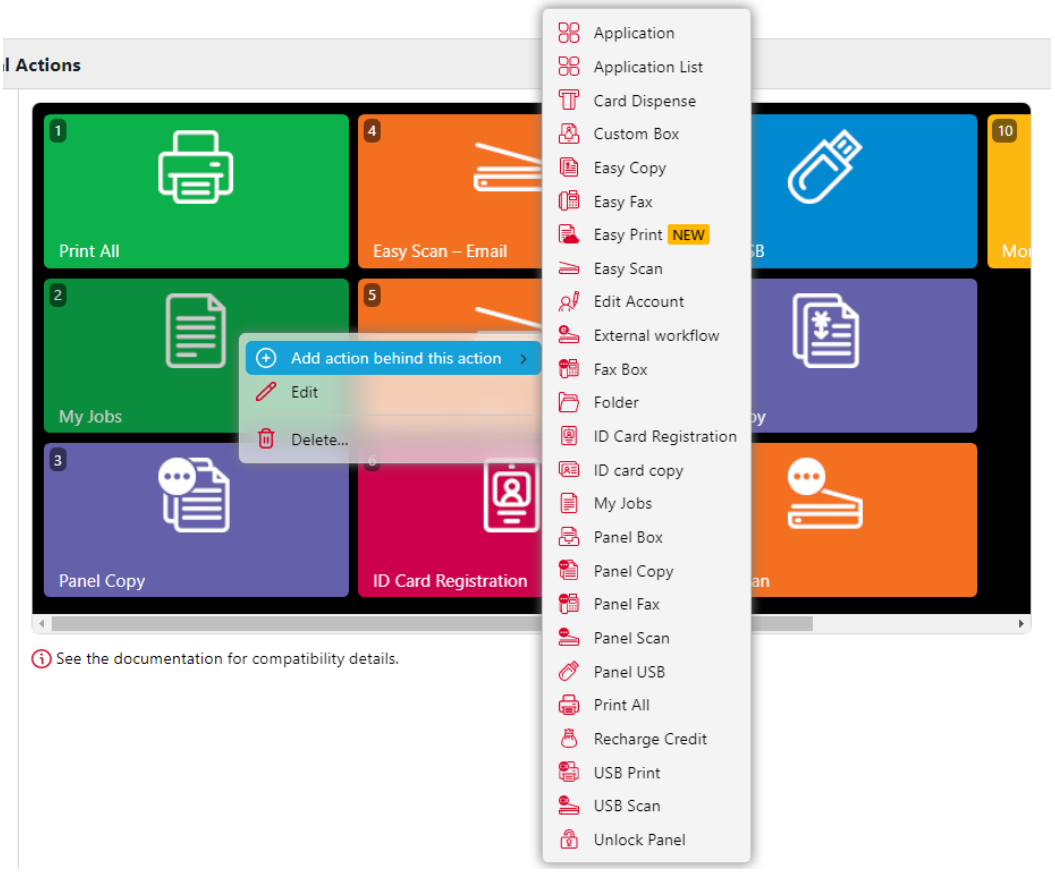


3. On the properties panel, you can rename and edit the node. Once you save your changes, the new action node is displayed on the action nodes list and on the terminal screen preview.

11.1.2 Adding new action nodes on the terminal screen preview

To add a new terminal action node:

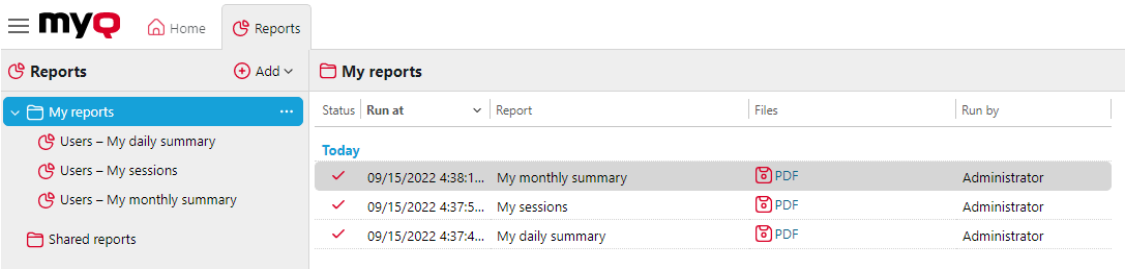
1. Right-click any item on the preview and point on **Add action behind this action** in the shortcut menu. A sub-menu with a list of available action nodes opens to the right.
2. On the sub-menu, select the action node. The new action node properties panel opens on the right side of the screen.



3. On the properties panel, you can rename and edit the node. Once you save your changes, the new action node is displayed on the action nodes list and on the terminal screen preview.

12 Reports

In the MyQ web interface, on the **Reports** main tab (**MyQ, Reports**), you can create and generate reports with a variety of data concerning your printing environment. The reports can be related to users, printing devices, print jobs, etc.



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

There are three default reports: **My daily summary**, **My sessions**, and **My monthly summary**. These are displayed in the **My Reports** folder of the MyQ administrator, who can modify them, delete them, or change their design. For all the other users, the default reports are displayed in the **Shared Reports** folder and cannot be changed in any way.

In addition to the three default reports, the administrator can create an unlimited number of reports and sort them into sub-folders of the **My Reports** folder. Users can create their own reports, but they are limited to use only certain report types depending on the rights granted by the administrator.

Each report can be directly displayed on the web 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.

All the reports have the MyQ logo displayed by default, but it can be replaced by your company's logo. To upload a custom logo, go to **MyQ, Settings, Personalization**. In the **Custom application logo** section, click **+Add** next to **Custom logo** and upload your own file (supported formats - *JPG, JPEG, PNG, BMP,* and recommended size - *398px* x *92px*).

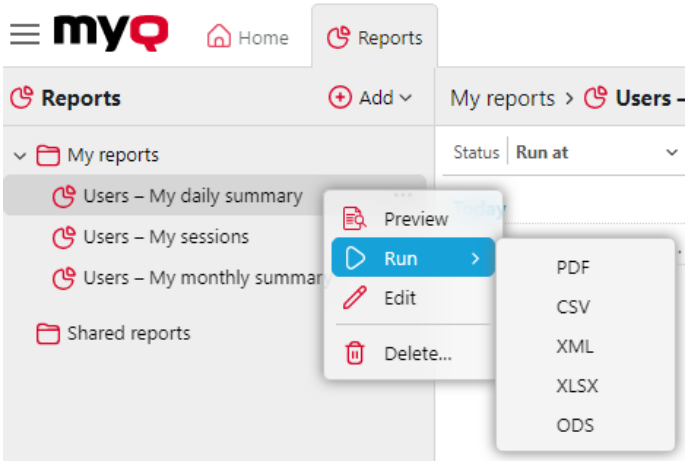
12.1 Generating reports

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.

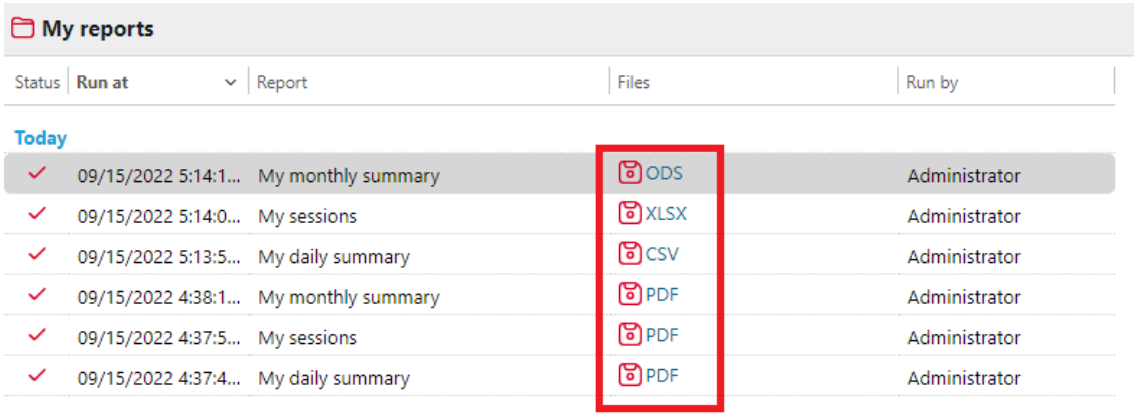
To run a report

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.



13 Credit

With the credit accounting feature activated, users can copy, print and scan only if they have enough credit on their account in MyQ. Printing is allowed only for print jobs that do not exceed the credit and copying is terminated immediately after the credit is exceeded. The credit system can be restricted to selected users and groups.

Users can view the current amount of credit on their accounts on the MyQ Web Interface and in the MyQ mobile application. If a printing device is equipped with an embedded terminal or a reader with an LCD display, the logged users check the current state of their credit there and are allowed to select only those jobs that do not exceed their credit.

Based on the setup and properties of the printing environment, a variety of recharge methods may be employed. The MyQ administrator can manage the credit on the MyQ Web Interface, and provide the users with the option to recharge the credit themselves on embedded terminals, on recharging terminals, in the MyQ X Mobile Client application, via recharging vouchers, or via a third-party payment method.

The MyQ Administrator (and authorized MyQ users) can also reset the credit to a specific amount on the MyQ Web Interface.

For additional details about this advanced MyQ feature, check the MyQ Print Server Basic installation guide.

14 Quota

With the quota feature activated, you can set a limit to the usage of print related services. You can either limit the number of printed or scanned pages or set an overall cost limit for all the services using prices from a price list. If the limit is close to be reached, the user or group receive an email with a warning and if the limit is reached or exceeded, they can be prevented from further printing and copying.

Each quota can monitor one of the following parameters:

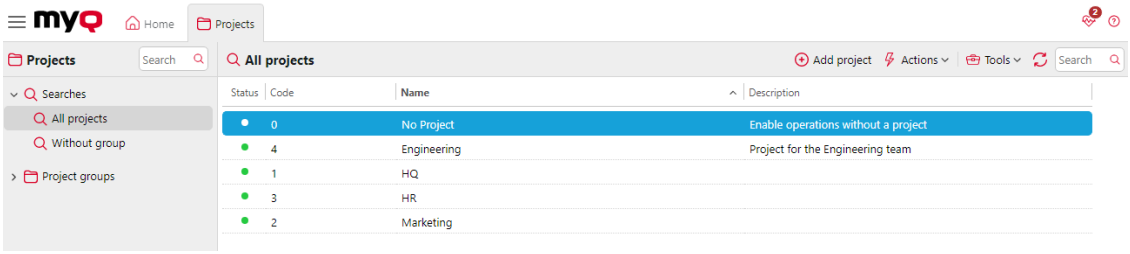
- the total number of printed and copied pages
- the number of printed and copied color pages
- the total number of printed and copied monochrome pages
- the total number of scanned pages
- the overall cost of print services

Quotas are active permanently until disabled and they reset after the specified interval. Users can check their quota status on their web user interface and in the MyQ mobile application. If a printing device is equipped with an embedded terminal, users can see the current percentage of their quota status there.

For additional details about this advanced MyQ feature, check the MyQ Print Server Basic installation guide.

15 Projects

With the project accounting feature activated, users can assign print, copy, and scan jobs to particular projects and consequently distribute the print cost among the projects and charge it appropriately. Project accounting can also be used as another independent level of internal accounting in addition to devices, users, and groups. Projects can be manually created on the MyQ web interface or imported from a CSV file. They can be assigned to print jobs in the MyQ Desktop Client pop-up window, on the MyQ web interface, on an embedded terminal, on a touch panel of a HW terminal, or in the MyQ X Mobile Client app.



For additional details about this advanced MyQ feature, check the MyQ Print Server Basic installation guide.

16 Other advanced MyQ features

See http://docs.myq-solution.com for information about other advanced MyQ features, such as:

- MyQ Desktop Client
- MyQ OCR server and MyQ Ultimate features
- MS Universal Print with MyQ
- MyQ X Mobile Client application
- MyQ Mobile print agent for AirPrint and Mopria support
- MyQ Central/Site servers architecture
- MyQ in MS Cluster environment
- More scanning destinations and workflows
- And many more powerful features.

17 Business Contacts

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