MyQ End-User Guide 10.2

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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

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.

> 🛈 The guide is also available in PDF.

3 Glossary

MyQ uses specific terminology to describe features of the print environment you might not be familiar with, some of the terms you'll encounter in this guide are:

Accounting - A group of settings that allow administrators to monitor and control user spending on printing and scanning.

AirPrint - A feature in Apple's macOS and iOS operating systems for printing via a wireless LAN (Wi-Fi). AirPrint does not require printer-specific drivers. It is a very convenient feature for Apple users as it allows for seamless printing from any iOS or macOS device.

BYOD - Bring-Your-Own-Device, refers to printing solutions where users can bring their own hardware (laptops, computers, or mobile devices) and easily use it to print in a managed and monitored way.

Client Spooling - When enabled, users' print jobs are not sent to the MyQ server but stay stored at the users' computer. After they authenticate themselves at a printing device and select the jobs to be printed, the jobs are released from the computer directly to the device. This method dramatically decreases traffic to MyQ server and is suitable especially for small offices with a limited network connection to the MyQ server.

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.

Delegated Queue - The delegated printing feature allows users (and groups of users) to choose one or multiple delegates who can print the print jobs for them. After a user (or group of users) sends a job to the Delegated printing queue, all delegates can see these jobs and print them for that user.

Direct Queue - Refers to a queue from which direct printing can be executed.

Direct Spooling - 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.

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).

Events - Printer issues which are reported by MyQ, these include events such as paper jams or low toner levels.

Fallback Printing - 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.

Hold Print - The print job is not released immediately; it is stored instead, and printed only after the owner of the job authenticates on the printing device, preventing unattended documents from being left around the office.

Jobs - In printing terminology, jobs simply refer to documents that are pending to print.

Managed Print Services (MPS) - The consolidation and management of an organization's copier and printer needs under a unified program, with equipment and service provided by an outside supplier.

Microsoft Azure - Often referred to simply as Azure, this is a cloud computing platform run by Microsoft. It offers access, management, and the development of applications and services through global data centers.

Mobile Client - This is the name of our mobile app, which allows you to print and manage your MyQ account from your mobile phone.

Mopria - A set of standards that allow printing from mobile devices to printers from numerous manufacturers. It is a global standard for printing from mobile devices and is maintained by the Mopria Alliance, a non-profit membership organization of leading global technology companies, including Canon, HP, Samsung, Xerox, and others. The goal of the Mopria Alliance is to develop a standard interface that allows users to connect to any printer, regardless of its manufacturer.

MyQ Desktop Client (MDC) - Installed on the MyQ users Windows workstations, it provides additional MyQ features to users, such as user identification, communication between the users and the server, accounting, secure printing, alternative printing methods, and monitoring of local printing devices.

MyQ Mobile Print Agent (MPA) - A lightweight client that publishes your mobile-enabled print queues to users on any network required.

MyQ Web User Interface - The online portal you can use to manage your MyQ account, you can use it to identify devices you can print from, manage print jobs, control your connected storages, generate reports, and check the state of your credit or quotas.

Print Drivers - A piece of software on a computer that converts the data to be printed to a format that a printer can understand.

Price List - A definition of the cost of different printing options, attached to a printer's configuration profile.

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.

Pull Print Queue - 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 several 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.

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.

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.

Server Spooling - A print server acts as a centralized hub that receives print requests and sends them to the appropriate printer. Large organizations, as well as medium and small ones, can benefit from the level of control and flexibility a print server offers.

Tandem Queue - The Tandem queue is a special queue which works similarly to the Direct queue; jobs sent to this queue are automatically printed without any authentication. One of the differences is that multiple printers can be assigned to this queue. When a print job is sent to this queue, MyQ checks the counters and availability of the assigned devices and sends the job on the device with the lowest counters, if it's currently available. If the device is currently busy or unavailable, the print jobs are sent to the next device with the lowest counters etc.

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.

Zero Trust Networks - A network set up in such a way that no one is trusted by default from inside or outside the network, and verification is required from everyone trying to gain access to resources on the network. This added layer of security has been shown to prevent data breaches.

4 Sign-in Options

You can authenticate yourself on Multi-Function Devices (MFDs) with various methods.

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

You may have the following sign-in options available:

- ID Card (only applies to the embedded terminals)
- PIN
- Password
- External Authentication
- Two-factor Authentication (only applies to the embedded terminals)
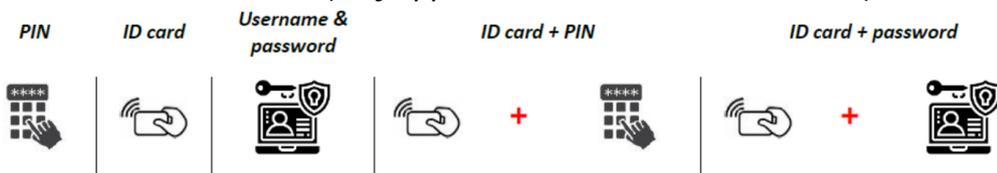
4.1 Microsoft SSO

If your organization uses Microsoft Entra ID, you may have the option to authenticate with Microsoft single sign-on. If you are not signed in to Microsoft in the browser,

- you are forwarded to the Microsoft login page to sign in and then logged into MyQ with the provided account.

If you are signed into two Microsoft accounts,

- you are forwarded to the Microsoft login page and are given a choice to select the account to continue with.

4.2 Automatic Registration

> ⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

Usually, only registered users can access the MyQ system and use the services there. However, if your organization has automatic registrations enabled, you can add yourself to the MyQ system in two ways:

- Register yourself on the MyQ Web User Interface or on an embedded terminal,
- Automatically be registered after sending a job to MyQ from your computer or via email as an attachment.

4.2.1 Register on the MyQ Web User Interface

With this option selected, you can create an account on the MyQ Web User Interface. You should receive the link to MyQ User Interface from your administrator.

1. Click **New Account** at the bottom-left corner of the MyQ login window. The New Account registration widget opens.
2. Enter a **name** and **email address** and click **Register**. The newly created account is given the same name as the email address entered.

After creating the account, the **New Account created** message box appears. After clicking **Show PIN** there, the user can see their username and password. You will receive an email with information about the new account. The default message contains your username and PIN.

4.2.2 Alternative Methods

> You can use the following options if they were previously configured by your admin. They should let you know if they are available to you.

Register by Receiving a Job via Email

With this option selected, you can register yourself by sending an email with an attached printable document. The name of the newly created account is the email address that the email was sent from. You will receive an email reply with information about the new account. The default username will be the email you used. You will receive an email to that address containing your PIN or password.

Register by Swiping an Unknown ID Card

With this option selected, you can register yourself at a printing device with an embedded terminal by swiping an unknown ID card at the card reader. After you swipe the card, a new account called **anonymX** (anonym1, anonym2, etc.) is created and you are automatically logged in to the terminal. There, you can edit the account using the **Edit Account** embedded action.

4.3 MyQ Embedded Terminal

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

The MyQ Embedded Terminal is an interface installed on the control panel of the printing device. It simplifies the operation of the device's basic functions and

provides access to the 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 of the terminal that are available in MyQ.

4.3.1 Logging in to the MyQ Embedded Terminal

- To log in to a MyQ embedded terminal, you can either enter your PIN or, if you are accessing the terminal from your mobile phone, you can use the QR login option by tapping the QR icon on the upper-right side of the terminal and scan the QR code with your MyQ X mobile application.
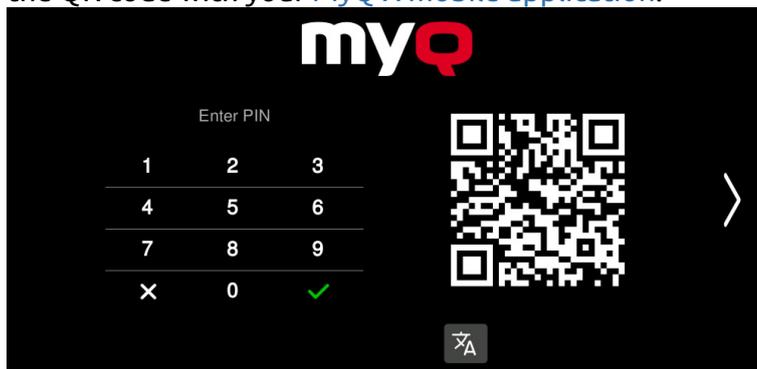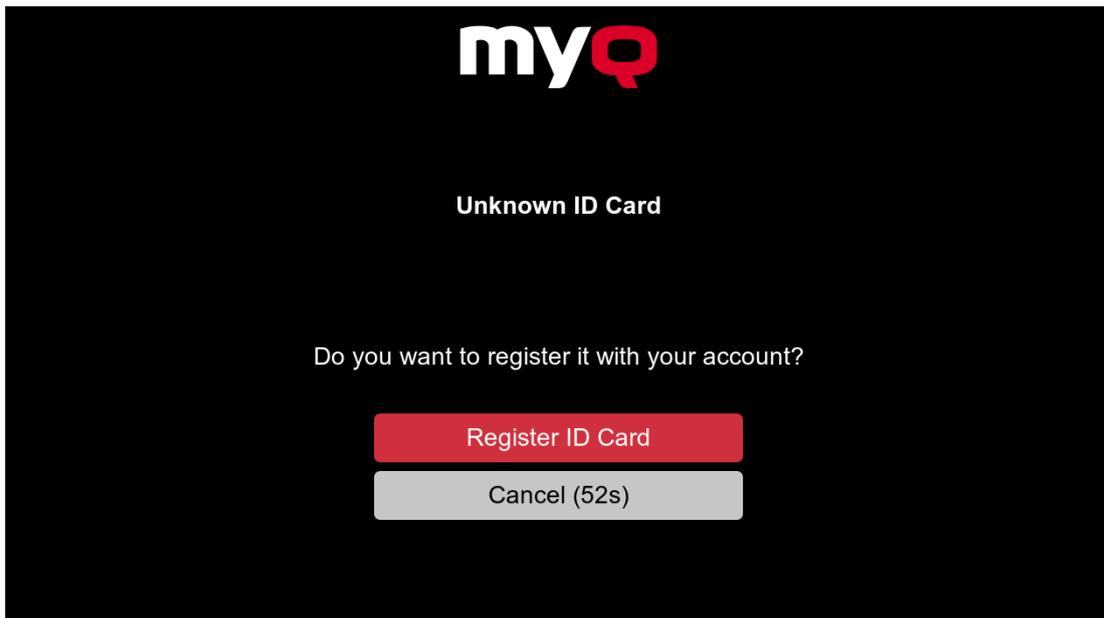

- To log in using another method, you can tap the Guest Login, or you can swipe your ID card at the card reader.
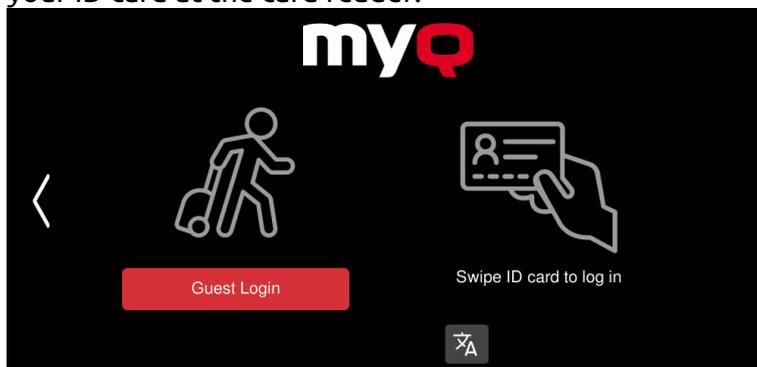
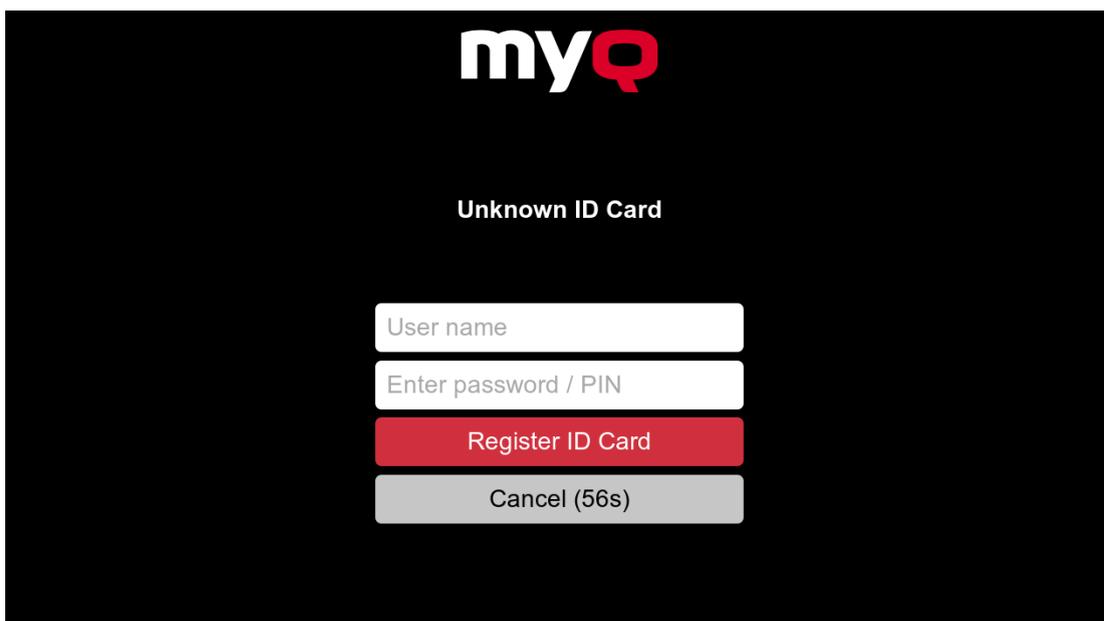
Swiping an Unknown ID card

It is possible to register an unknown ID card and link it to your user account. When an unknown ID card is swiped, a message is displayed asking **Do you want to register it with your account?**

If you tap **Register ID Card**, a prompt for your username and password is displayed.

Once your credentials are successfully validated, the ID card is assigned to you, and the Top Menu is displayed as usual.

4.4 Desktop Client

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.
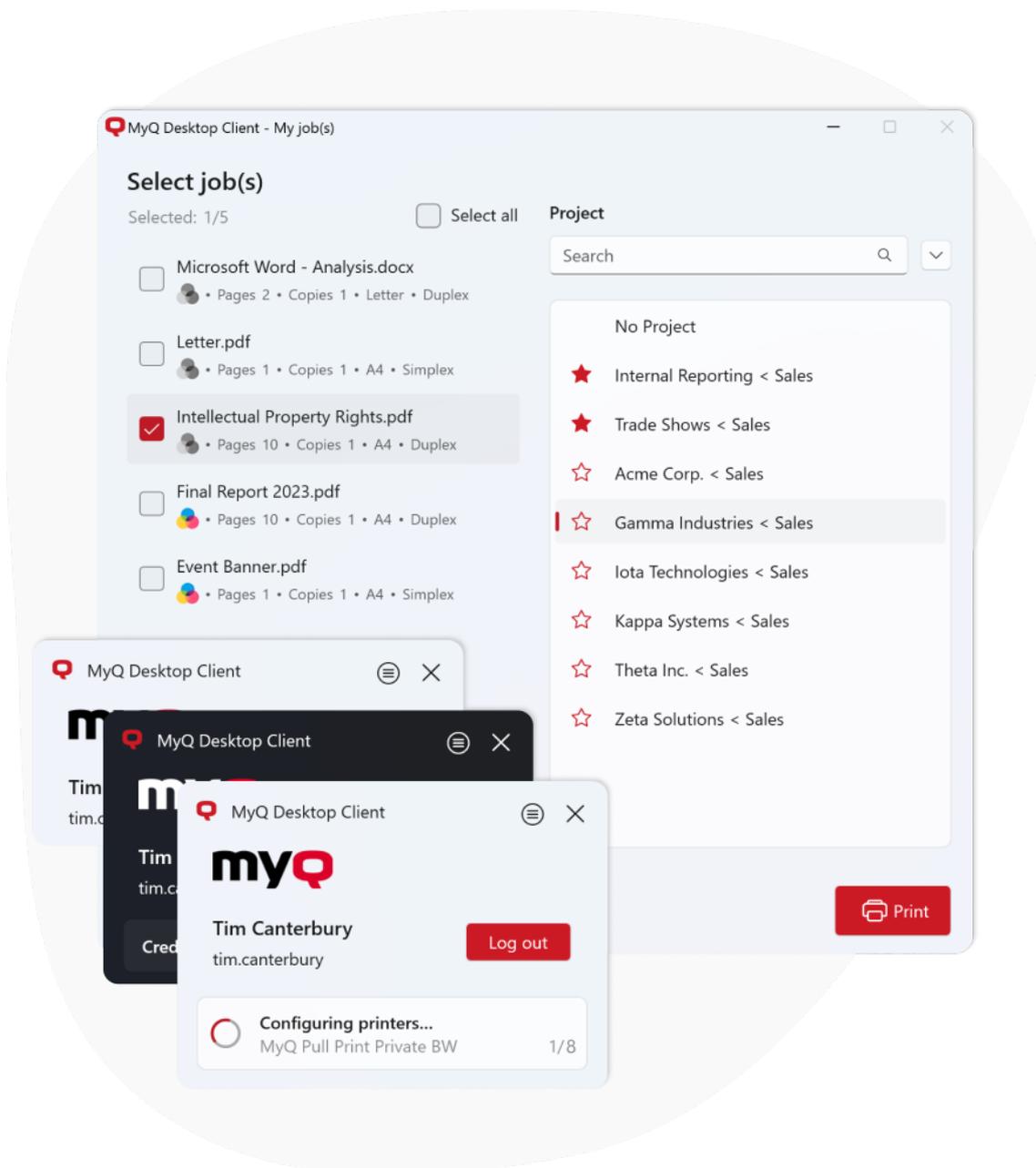
MyQ Desktop Client (for Windows, macOS, or Chrome) is a software client of the MyQ server. Once installed on your workstation, it provides you with the following MyQ features:

- **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.

4.4.1 Login

With the **Login** authentication method selected, to open the sign-in options,

- Click **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.
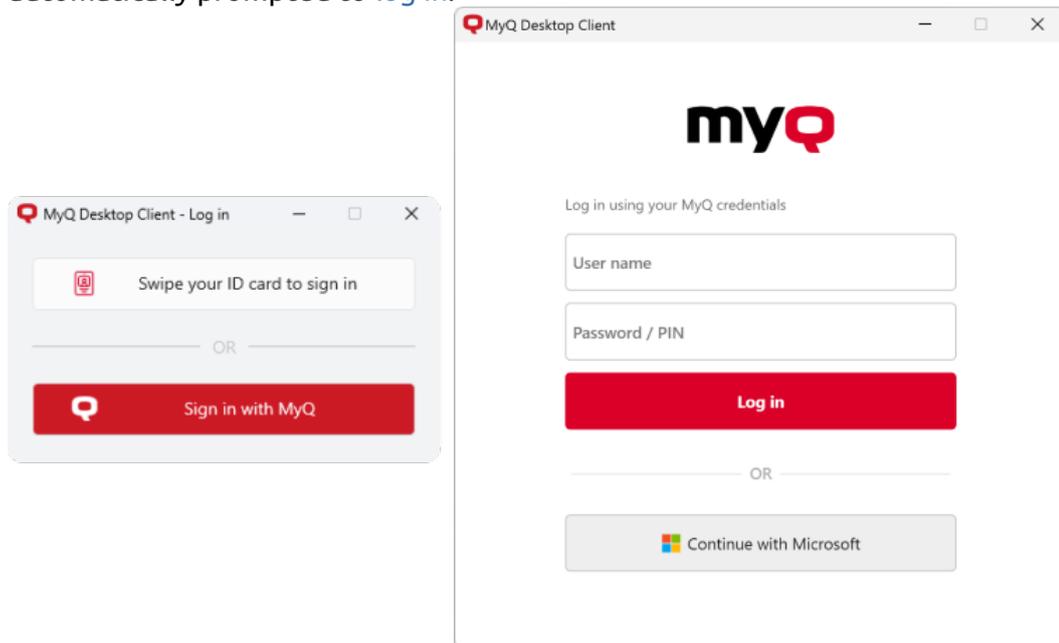
- You can also use your Microsoft work account to log in.

> ℹ Sometimes, you could be asked to sign in again with your account. This happens primarily when:
> - The Desktop Client does not run for a longer period (30 days) and your login expired.
> - You are using a public computer where your login will be remembered only for the time needed to submit a document for print (usually 1 minute).

4.4.2 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.
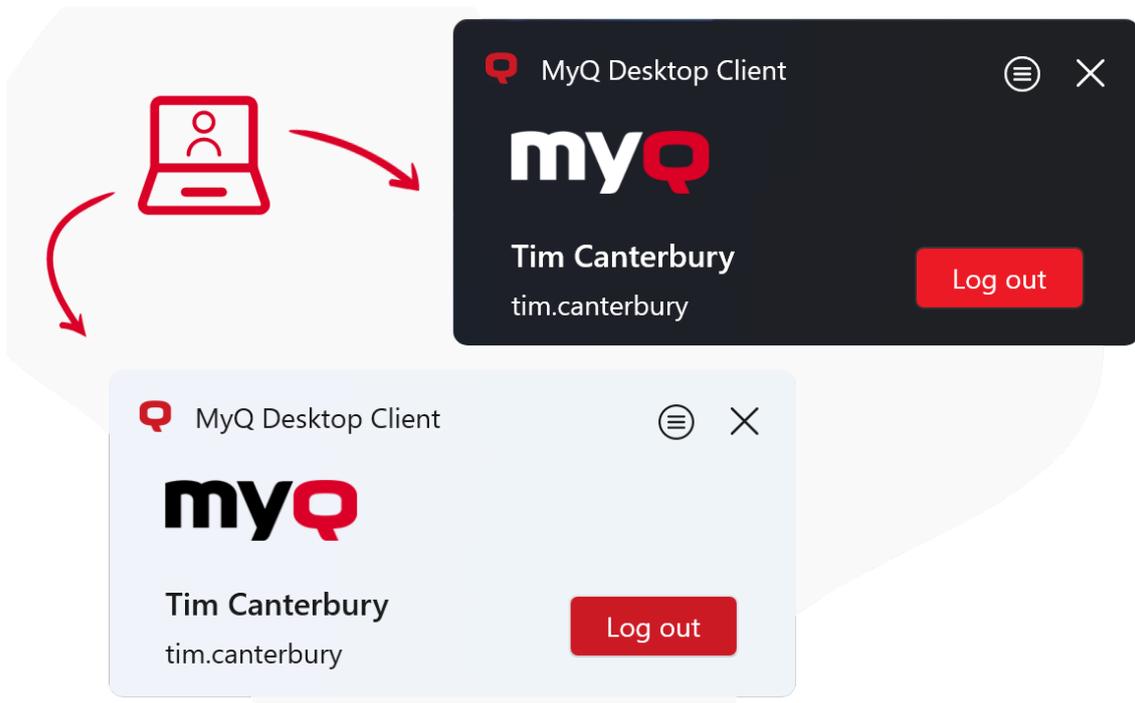
5 Print

⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

5.1 Printing Methods

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 print. 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 paper),
  - #simplex (print on one side of a paper),
  - #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 MyPrintJob #mono#duplex subject will force the job to be printed in monochrome and duplex.

- Printing from the MyQ web user interface: If this option is 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.

> ℹ️ Your organization should provide you with information on what printing methods you can use. Not all of those methods may be enabled for you by the administrator.

5.1.1 Standard Print

The most common method today is printing via system printers (those installed in Windows, and macOS, and this might apply also to Chromebook devices). This method utilizes installed print drivers to make various printing options available before the document is sent to MyQ X.

Some of the commonly supported print options include:

- Color mode: Color, Monochrome, Grayscale.
- Pages: All pages, Custom (page range selection).
- Duplex (Print on both sides): Flip on Long Edge, Flip on Shoer Edge, None (Simplex).
- Page order: Front to back, Back to front.
- Paper sizes: A3, A4, A5, B4, B5, Folio, Ledger, Legal, Letter, Statement, Other (any other unrecognized format).
- Eco mode (Toner saving or Draft mode).

On top of that, users may see additional options made available by the print drivers in use:

- Finishing (stapling, punching, booklet, and their various positions for hole and binding).
- Media and tray selection.
- Quality setting, graphic modes (e.g. text, photo, etc.).
- And more.

> ℹ️ The available options displayed differ depending on:
> - the print drive used and its configuration
> - the capabilities of the printer
> - the Operating system
> - the specific application options where the print was initiated

Examples of Print Drivers
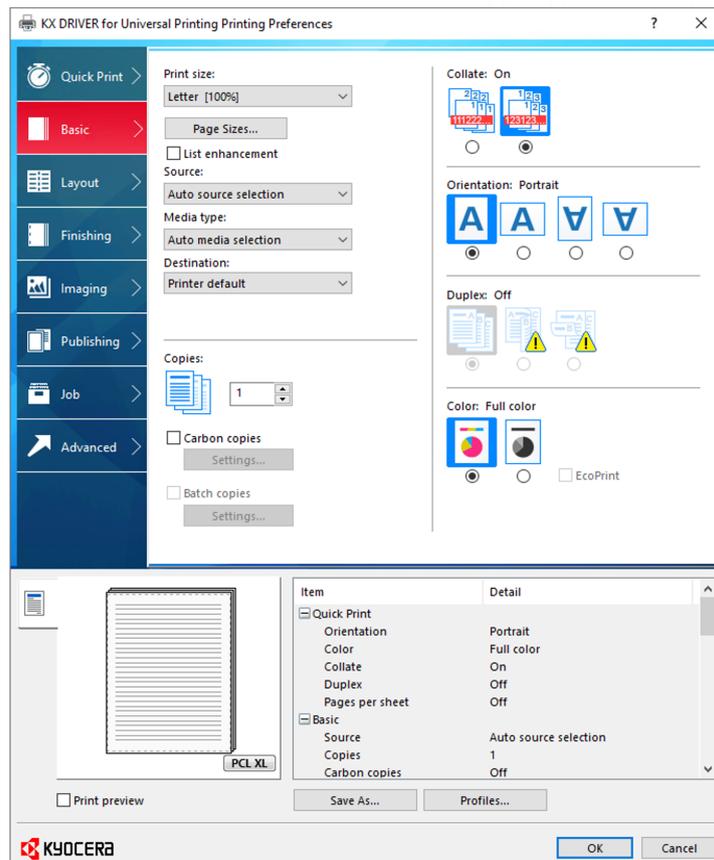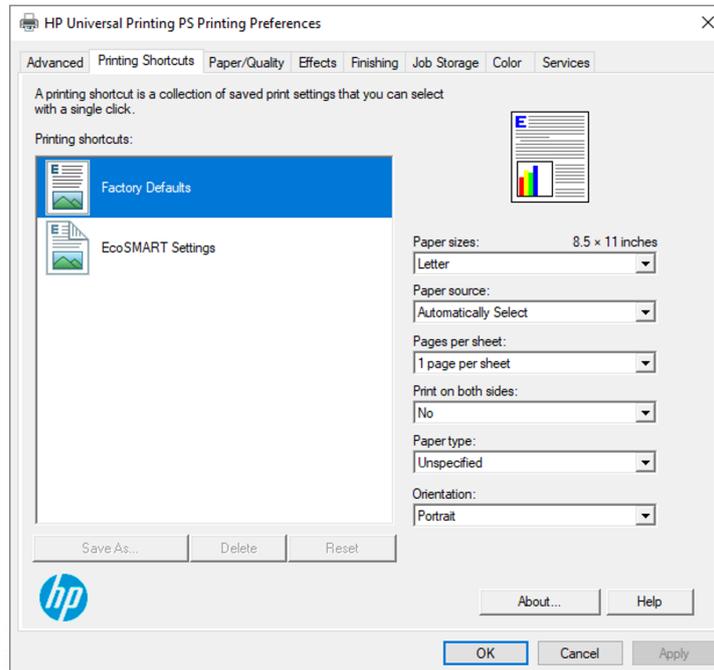
5.1.2 Easy Print

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.
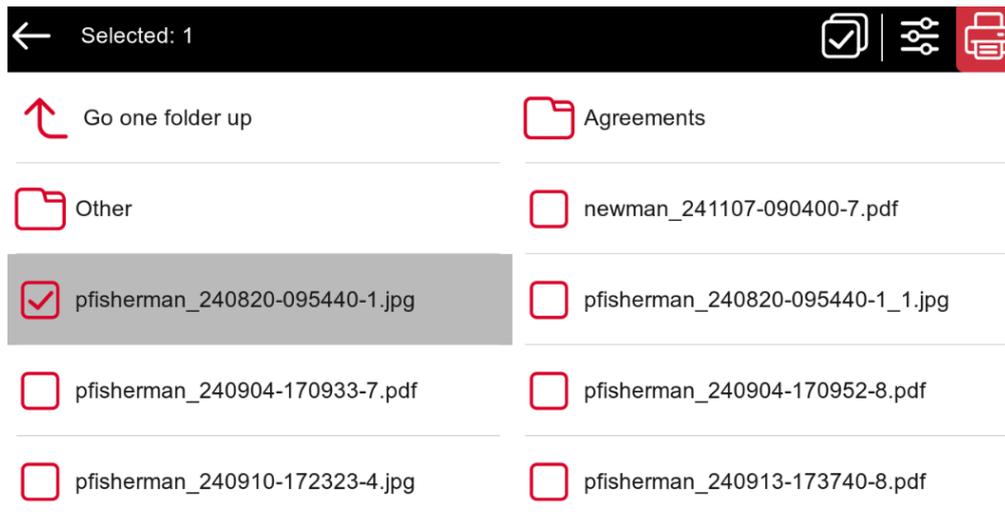
After pressing the **Print** button, the files are downloaded from the destination to the server, processed through the default Easy Print queue, and released immediately to the printer without any further interaction. It is also possible to cancel the whole downloading and printing process. In this 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.

Easy Print from Local, Network, and Cloud Storage

Easy Print is a unique feature that allows users to select files from their available local and network folders or straight from cloud services, all directly on the device's Embedded Terminal. This gives them the option to simply save the document in any of their available locations, come to the printer, and select this file for printing.

←

☐ Folder

☐ Cloud storage

☐ Home folder

☐ Cloud storage

Allows for configuring multiple local, network, and cloud services to print from.

Secure and quick way to print that requires very little configuration.

Users can browse their folders and files right on the device and simply select a file to be printed immediately.

No need to transfer files from one place to another – print directly from wherever you already store your documents.

Alternatively, if an admin has connected a cloud storage to **Easy Print**, but you have not yet connected your account, you can still use **Easy Print** with your connected cloud storage set as the destination. An email will be sent to your email address allowing you to connect to a cloud storage, after which you will be able to use **Easy Print**.
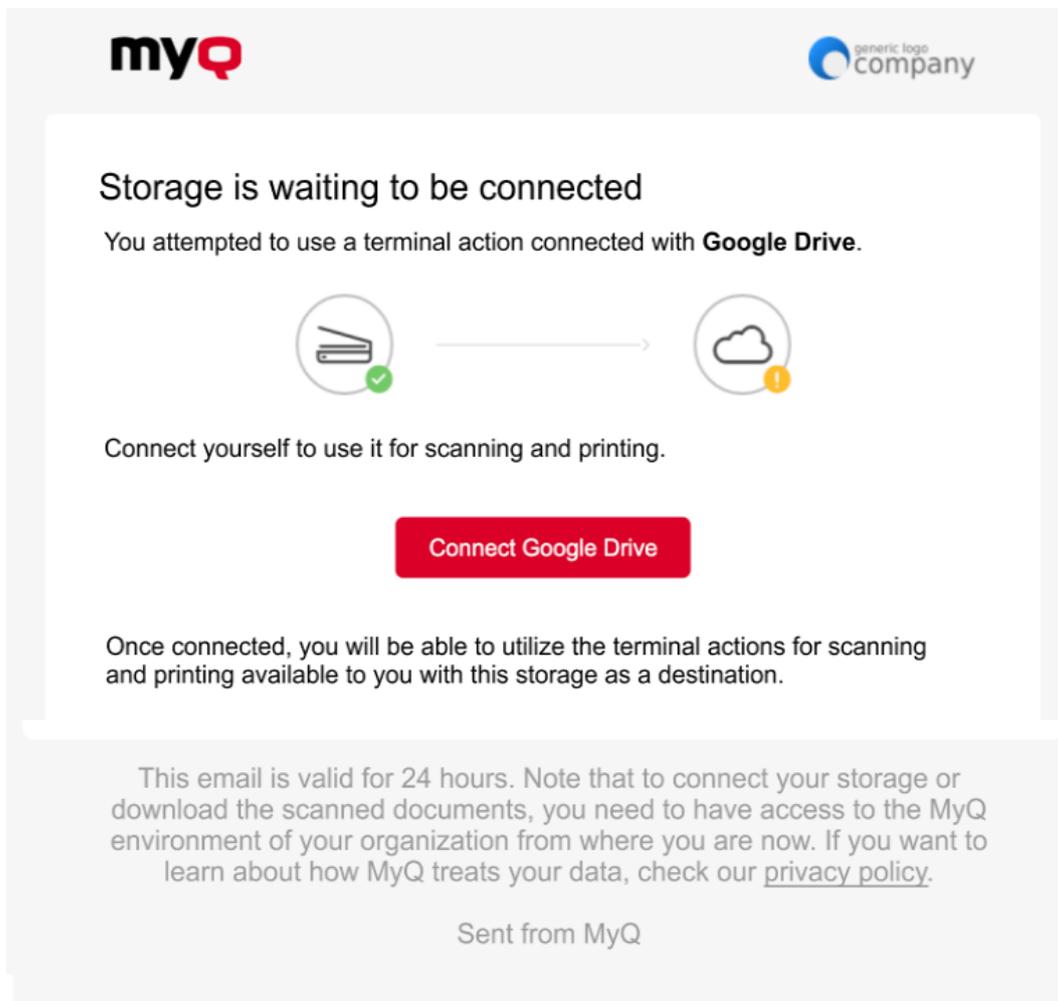
5.2 Print All

This action prints all jobs that are waiting in the queue in the Ready and Paused states.

5.2.1 Print All Jobs After Logging In

As an alternative to the Print All terminal action, you can use the Print all jobs after logging in feature.

- 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 **Print all jobs after logging in** checkbox before you log in.
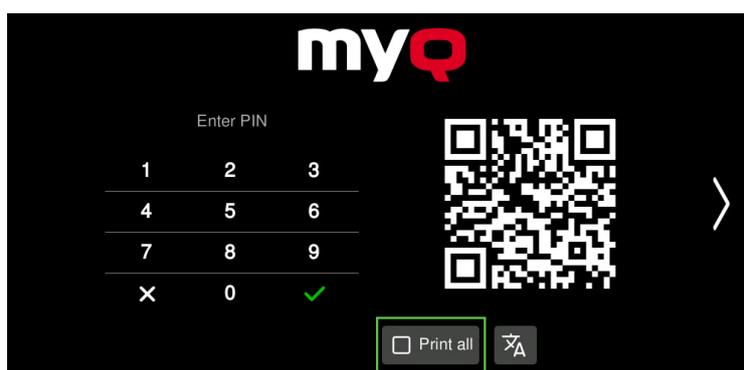
5.3 Secure Hold and Pull Print

With standard direct printing, a document sent to a printer is released right away. It leaves your computer and, in seconds or minutes, it's complete, lying on the printer. The main benefit of direct print can also be seen as its biggest disadvantage.

This is especially true in busy environments where there are constantly people walking up to printers, swiping cards, and printing. If you've ever been in such an office, you probably know that it is no fun when you direct-print your document and before you get up to get it – someone's there, printing papers of their own, and walking away, leafing through their (and your) print out.

It can take just a couple of such incidents before you start asking whether this can be done better. Thankfully, it can. More secure and attractive options are unlocked when you use MyQ X's Pull print.

Hold Print: With Hold Print, the print job is not released immediately; it is stored instead, and printed only after the owner of the job authenticates on the printing device, preventing unattended documents from being left around the office.

Pull Print: With Pull Print, the job can be released not only on the device it was sent to, but on any capable device in your print system.

5.3.1 Pull Print Benefits for Users

Pull printing is convenient because it allows you to retrieve your document from any available printer, even if one is out of service. Additionally, you don't need to rush to collect your printout immediately; you can release the print job only when you're physically at the printer, ensuring it's ready when you are.

- **Confidential Documents Secured**: Imagine you're printing a confidential report. With pull printing, the document isn't released until you're physically at the printer, so there's no risk of it being left out for someone else to see or accidentally taken by a colleague.
- **Print to One System Printer**: Let's say you work in a large office with multiple printers on different floors. With pull printing, you only need one printer installed on your computer. When you send a document, you can walk to any

printer, whether it's near your desk or in another department, and release it there. This saves you the hassle of managing multiple printer installations.

- **Change Print Options Anytime**: Imagine you need a copy of a presentation in black & white instead of color at the last minute. With pull printing, you can walk to the printer and change the settings directly on the device before you release it, switching it from color to black & white or adding other finishing options like double-sided printing or stapling.
- **Flexible Printing Anywhere and Anytime**: Suppose you're heading to the accounting department with a stack of forms, but you realize you forgot to print one. With pull printing, you don't have to return to your desk. Just send the form from your phone using the MyQ X Mobile Client and print it when you arrive. Or imagine the printer near your department suddenly breaks down, but you have an urgent document to print. Instead of waiting for repairs, you can simply release your print job at another printer in a different area.
- **Always Know What You are Printing**: Picture this: you have several documents to print, but you only need one specific report right now. With pull printing, you can preview each document directly on the printer's screen, ensuring you release only the report you need and keep your other documents secure and organized.

5.4 Variety of Authentication Methods

Read more about this in the Sign-in Options guide.

5.5 Fallback Printing

⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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. You may encounter one of the following scenarios during a server outage:

5.5.1 Fallback Printing Disabled

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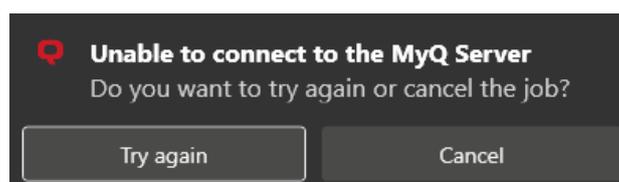

Click **Try again** to check whether the server is now online or click **Cancel** to delete the job and click **Yes** in the next pop-up to confirm the deletion.
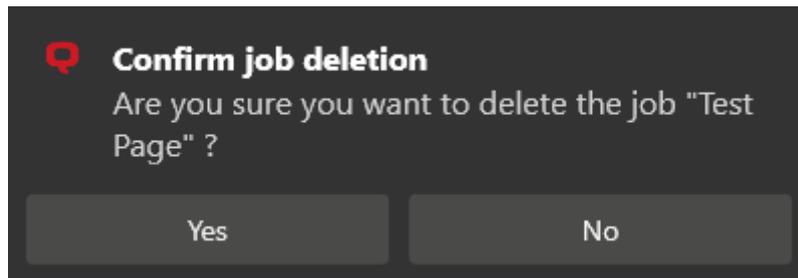
5.5.2 Preset Fallback Printer

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:
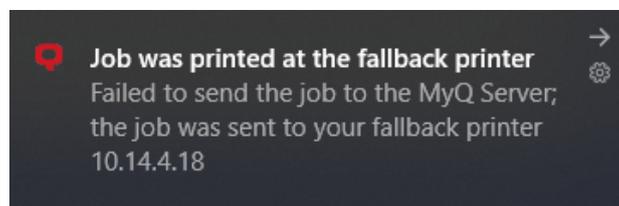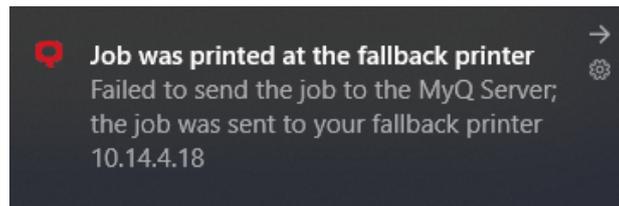

## 5.5.3 Select a Fallback Printer from a List

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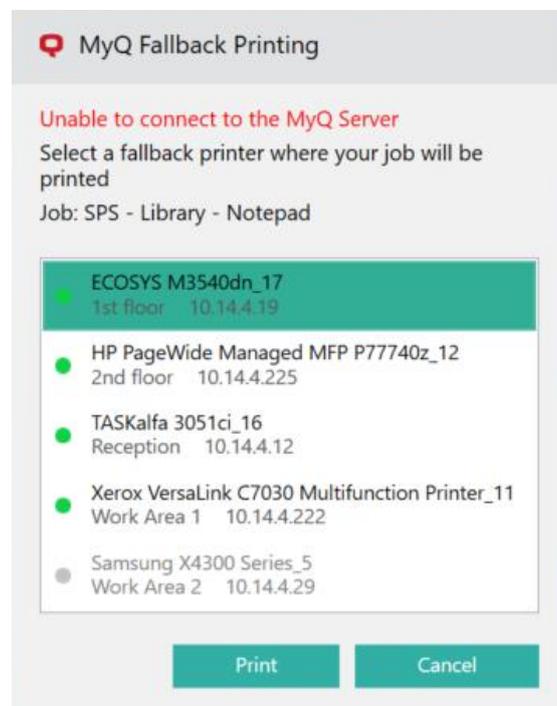

Select a printer from the list and click **Print**. The job is printed, and the following message is displayed, after which the job is deleted.

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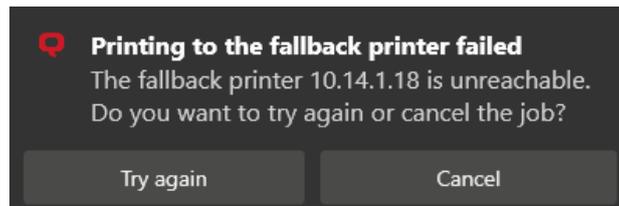
Click **Try again** to return to the fallback printers list, to try another printer, or click **Cancel** to delete the job, then click **Yes** to confirm the job deletion.
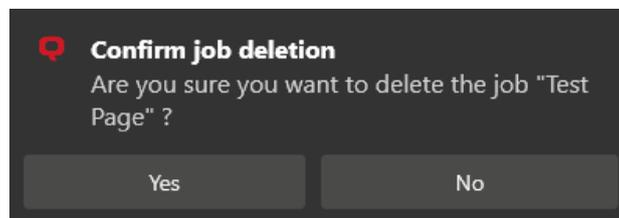
5.5.4 Type the IP Address

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 MyQ Fallback Printing option, a pop-up with job specifications and a field for entering an IP address/hostname is displayed:
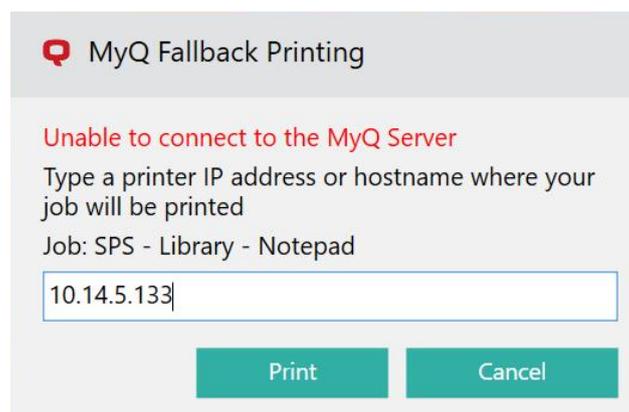
5.6 Eco-Friendly Printing

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.

5.6.1 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.

5.6.2 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.
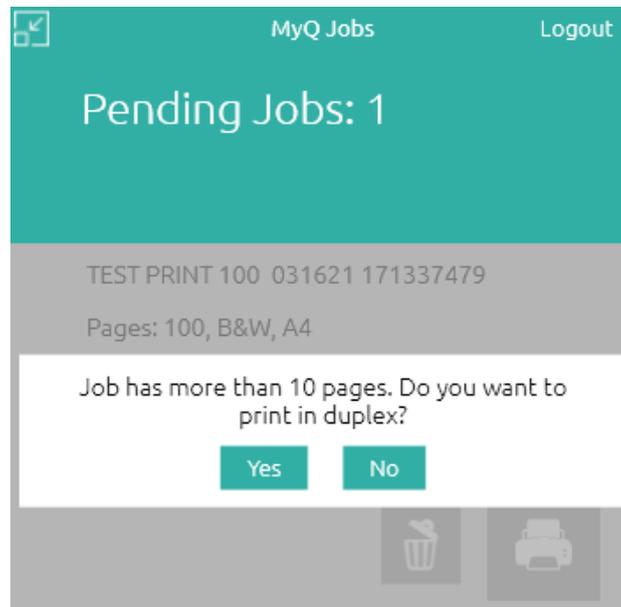
5.6.3 Am I Printing in a Way that Reduces Wastage?

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.

5.6.4 How High is my Environmental Impact?

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.

Environmental Impact

Trees:	🍃	10
CO2:	☁	1058.2 kg
Energy:	⚡	3.999 MWh
		Since 14/07/2023

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.

6 Scan

⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

6.1 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, indicating 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.

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

Resolution	Color	Format
300 dpi	Color	JPEG

Duplex	Continuous scan	Scan Separation
Single Sided		Default

Original Image	Original Orientation	Size
Text + Photo	Top Edge on Left	Automatic
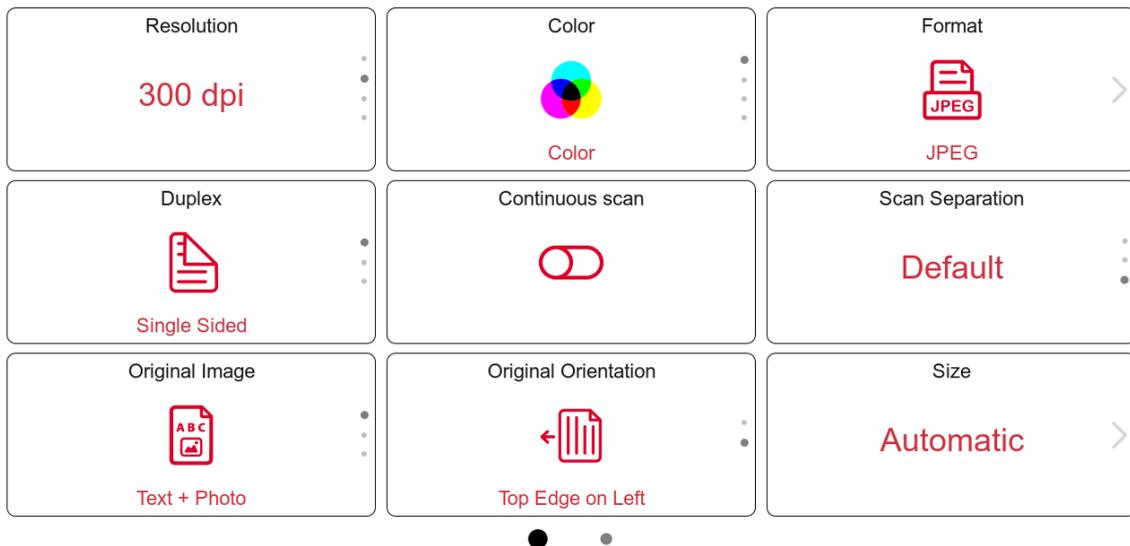
Easy Scan Parameters

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
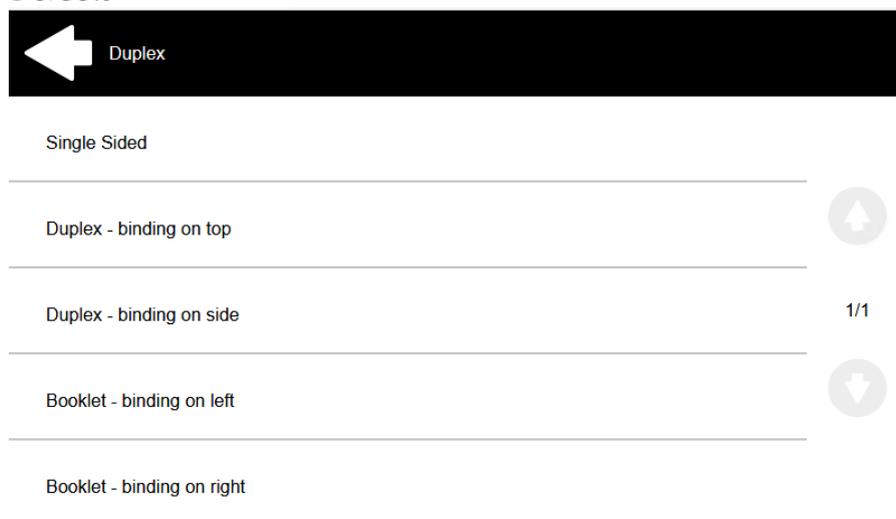
- **Continuous scan**: With the continuous scan option *Enabled*, scan jobs are not sent until Done is tapped. After tapping Scan, the printing device scans another page.
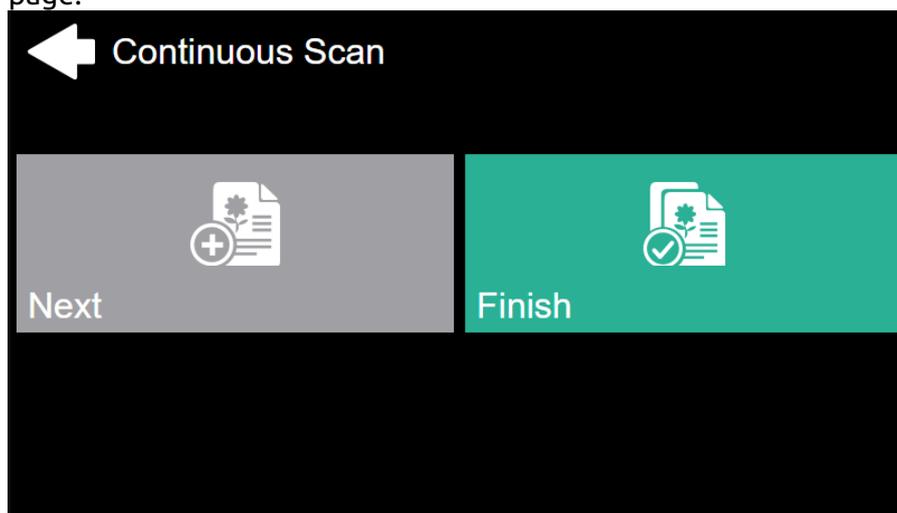
  You can select from the following:
  - Disabled
  - Enabled
  - Default
- **Scan separation**: If a document with multiple pages is scanned, scanned pages can be stored either separately (each page in a separate file) or all together in one file. You can select from the following options:
  - All pages 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

Some of the available destinations include:

- **Folder**: A specific predefined folder or a choice of folders that can be browsed.
- **User's scan storage**: The scanned document is stored in the scan storage set in your MyQ user information.
- **User's email**: The scanned document is sent to your email address.

- **Secured Link**: A unique MyQ feature, where you receive a link via email to download the scanned document or can simply download it from their MyQ web interface. Another use of this feature can be important in an environment where the IT department has a set limit for email attachments; if this feature is set and the email attachment exceeds this limit, the scan is delivered as a secure link.
- **Email**: The scanned document is sent to multiple recipients with a predefined or variable email subject and message.
- **Cloud storage**: The scanned document can be sent to the most used cloud storages available: OneDrive, OneDrive Business, Google Drive, Box, Dropbox, SharePoint Online, and Amazon S3.
- A custom destination, FTP, and Fax Servers are offered as additional possibilities to cover business needs for IT teams.

6.2 Original Panel Scanning

If you see the option **Panel Scan** on your terminal, you can tap it to use the original, built-in scanning feature of the machine instead of the MyQ embedded terminal panel.

7 Copy

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

7.1 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 with 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 therefore, some values might not be available.

7.2 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 grayscale.

8 Fax

8.1 Easy Fax

With the Easy Fax feature, you can fax your scanned documents in just two steps;

- Tap the **Easy Fax** button on the embedded terminal.
- Type the fax number (or if available, select the fax destination from the list).

9 Favorite Actions

The **Favorite Actions** feature allows you to save and quickly access frequently used actions, allowing you to complete common tasks like printing with predefined settings, scanning to particular destinations, or copying without navigating through long menus. With your most important actions always at your fingertips, this feature helps manage printing tasks more efficiently, making it perfect for high-volume or specialized printing environments where critical functions need to be readily accessible.
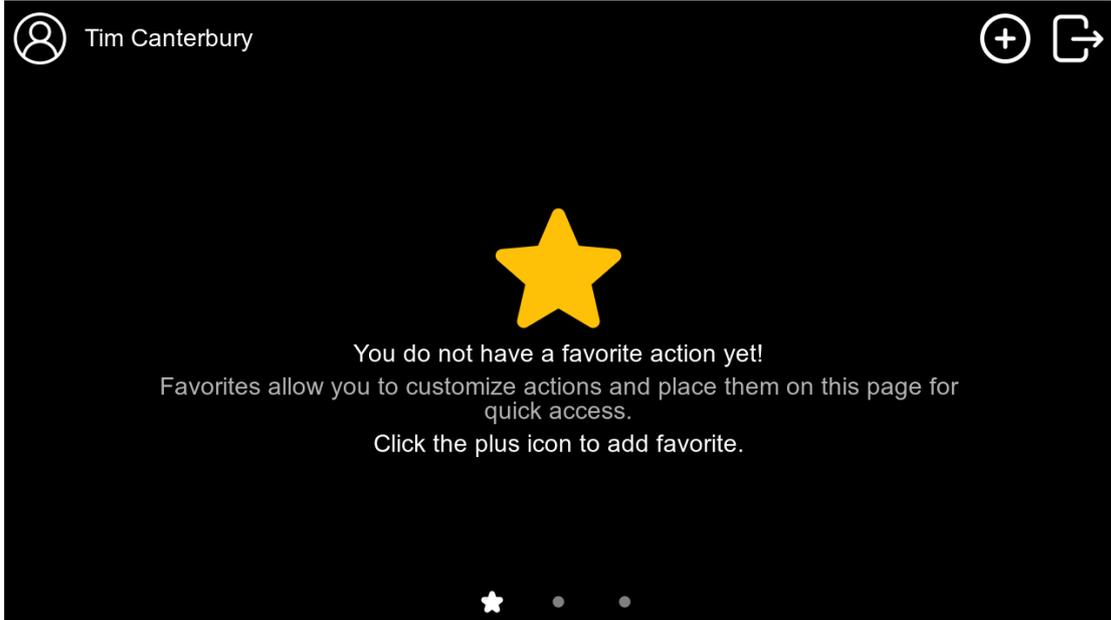
The terminal screens that contain favorite actions are indicated by a Star icon, if more favorite actions are added than will fit on one screen, multiple star icons will indicate multiple pages.
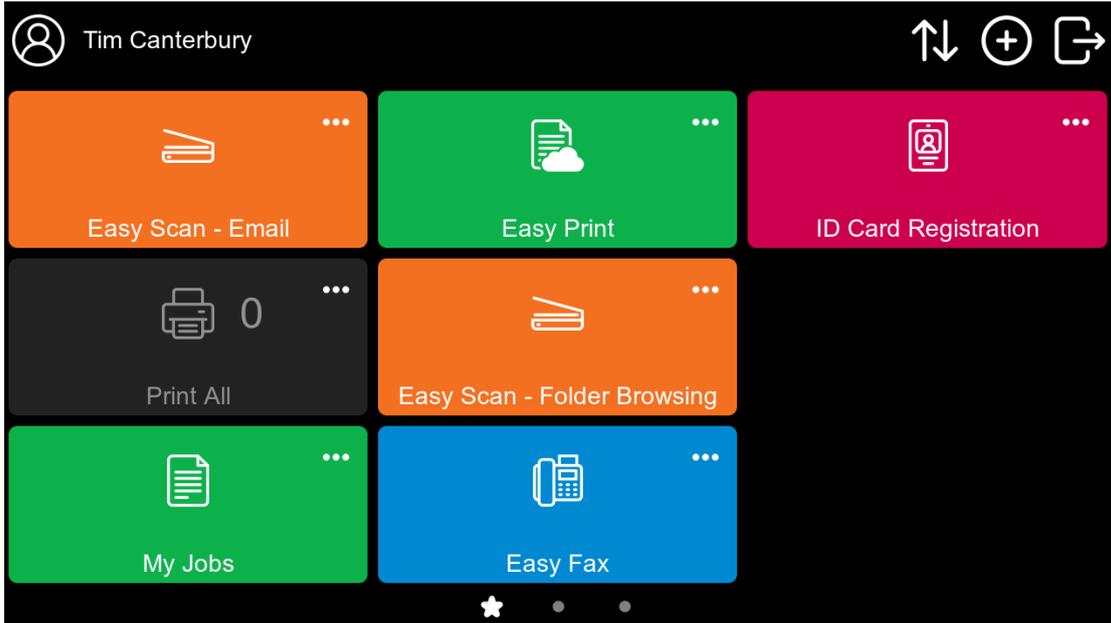
9.1 Add a Favorite Action

> ℹ️
> - This option is enabled by default.
> - You can add only the actions supported by the device.
> - Each user can only see the operations they have the right to use.

> ⚠️ Only Easy Actions, Print All, My Jobs, and ID Card Registration can be added as Favorite Actions.

1. To add a favorite terminal action, log in to the terminal
2. Tap the **Star** icon at the bottom of the screen.
3. Tap the **Plus** icon on the top right, select an action, and then press the red **tick** button.

← Select an Action	✓

☐ Print All

☐ My Jobs

☐ Easy Print

☑ Easy Scan - Email

☐ Easy Scan - Folder Browsing

9.2 Edit a Favorite Action

> ℹ️ This operation and its options are accessible only if the administrator has granted the user the necessary permissions.

You can edit the actions by tapping the action menu on the action and then **Edit**.
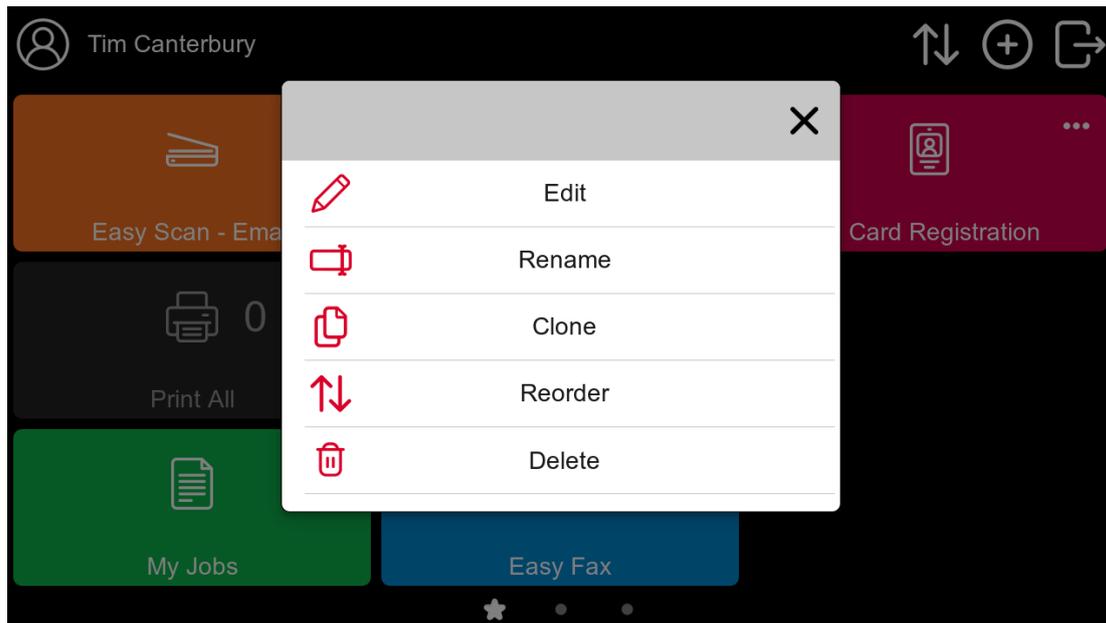
Easy Scan and Easy Copy favorite actions can be edited, allowing a user to change the scan or copy parameters.
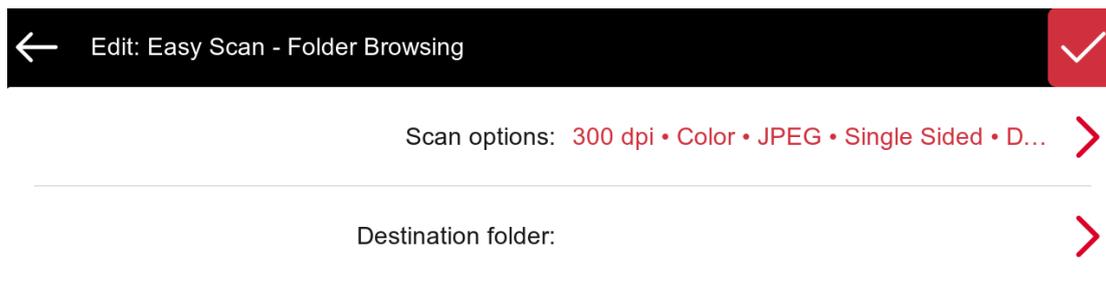
If a parameter of a particular action has been marked **Read Only** in the MyQ Web UI, that parameter will be visible but not editable in this menu.

9.3 Rename a Favorite Action

You can rename the actions by tapping the action menu on the action and then **Rename**. Type in your new action name and save it.
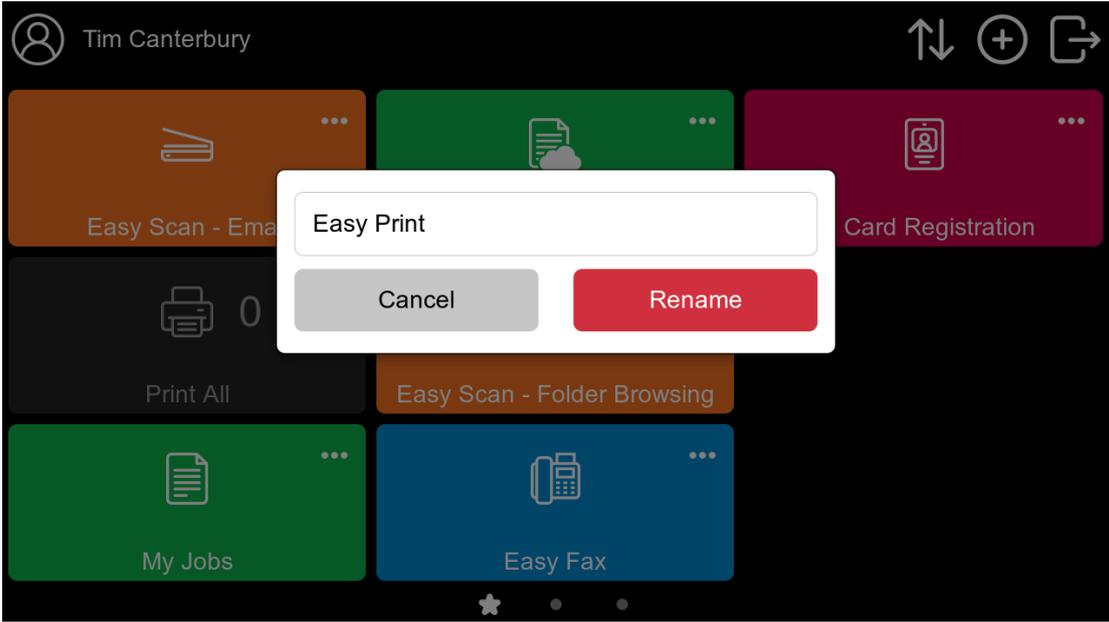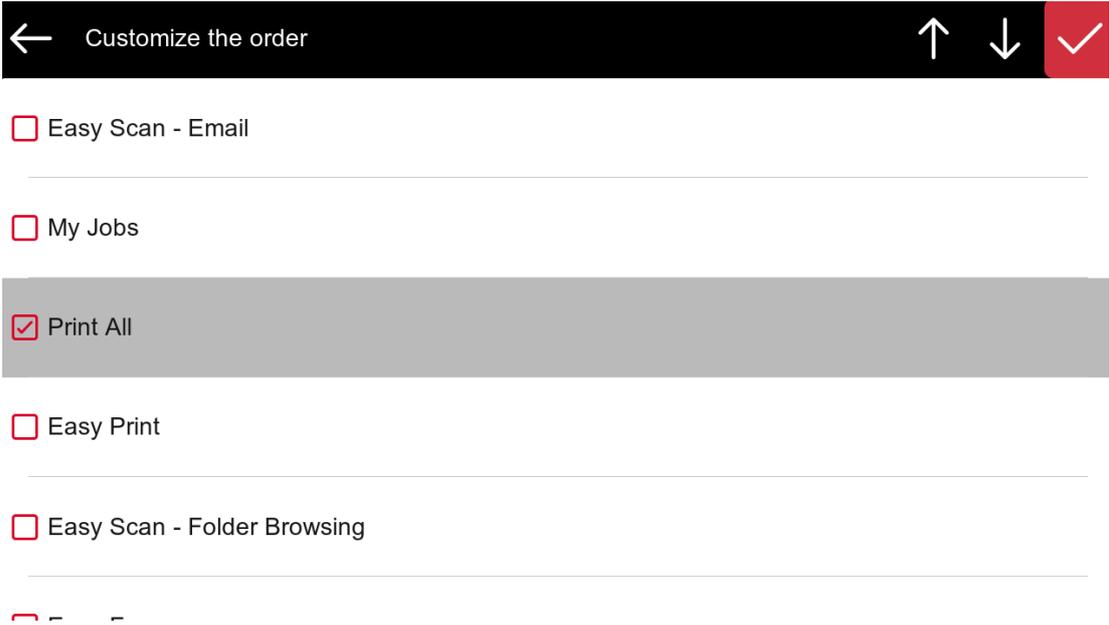
9.4 Clone a Favorite Action

You can close the actions by tapping the action menu on the action and then **Clone**.
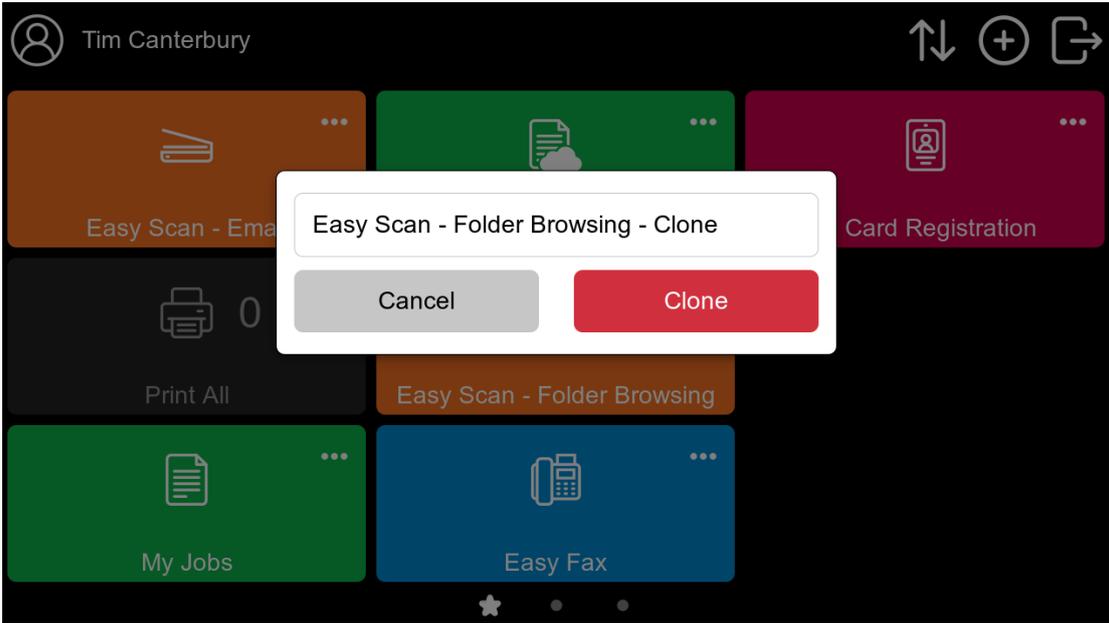
9.5 Reorder your Favorite Actions

Use the up and down arrows to sort your favorite actions.

9.6 Delete a Favorite Action

You can delete the actions by tapping the action menu on the action and then **Delete**.
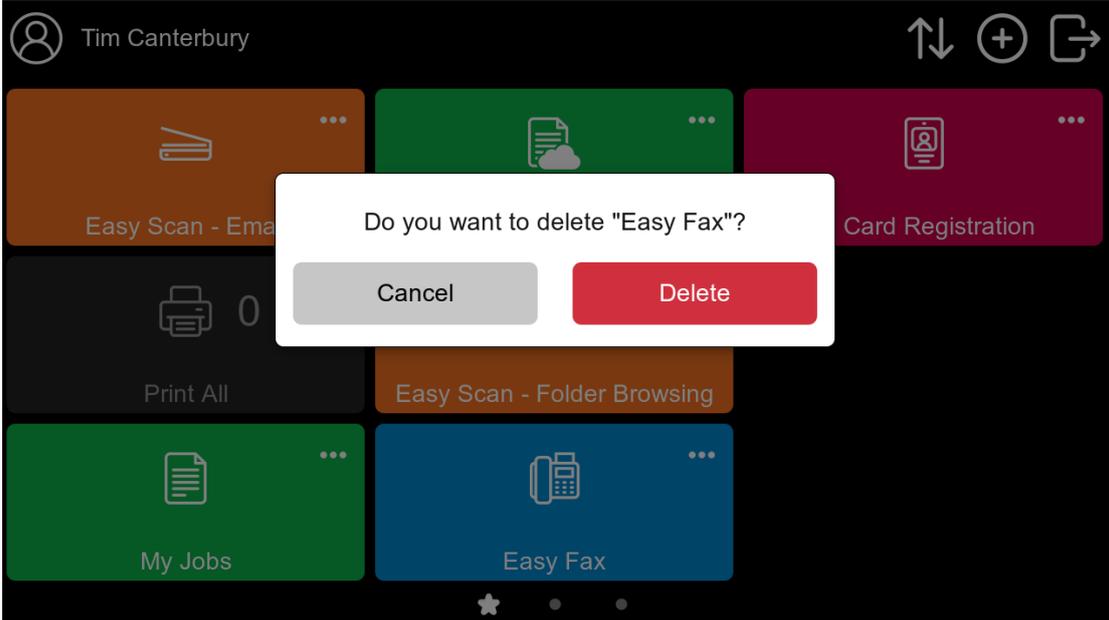
10 Panel Actions

> ⚠️ Depending on your setup, you may see some of these options, while others are not accessible.
> Before opening a Support Ticket, see your Administrator about any accessibility issues.

The MyQ Panel Action buttons take you to the printing device's native screens. For example, if you are using a Kyocera machine, and are familiar with the native Kyocera scanning panel, Panel Scan opens the Kyocera printing device's scan screen.
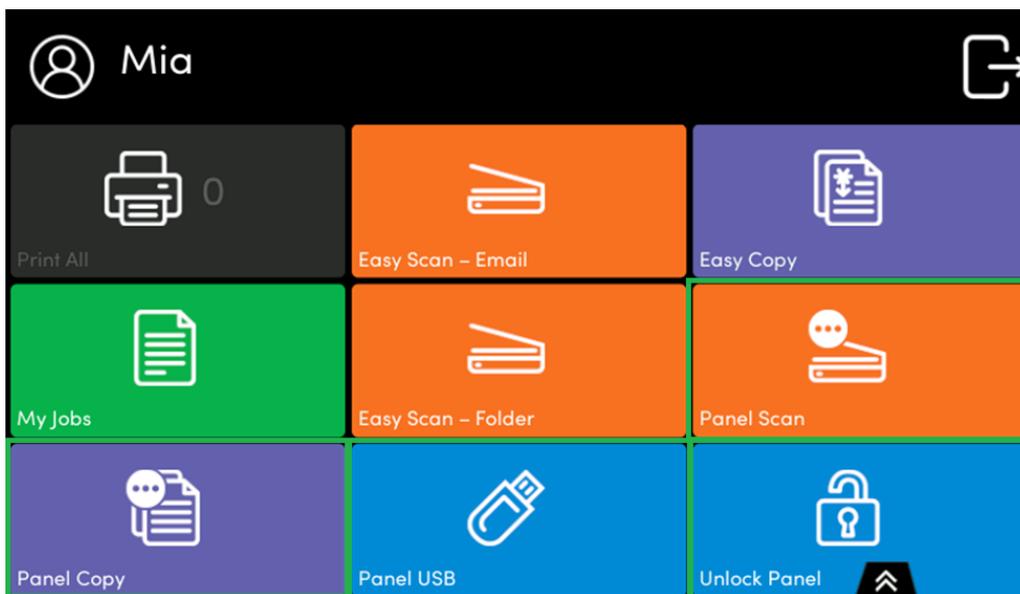
10.1 Unlock Panel

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

10.2 Panel Copy

Opens the printing device's copy screen.
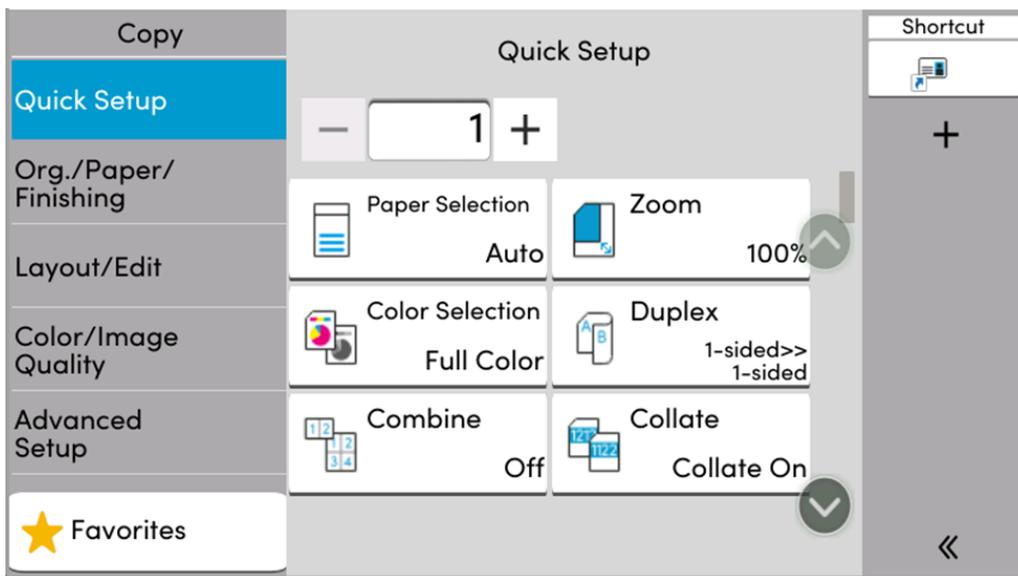
10.3 Panel Scan

Opens the printing device's scan screen. Depending on the device, and the administrator's setup, you can automatically send scanned documents to a specified folder, or to your email using the **Scan to Me** feature.
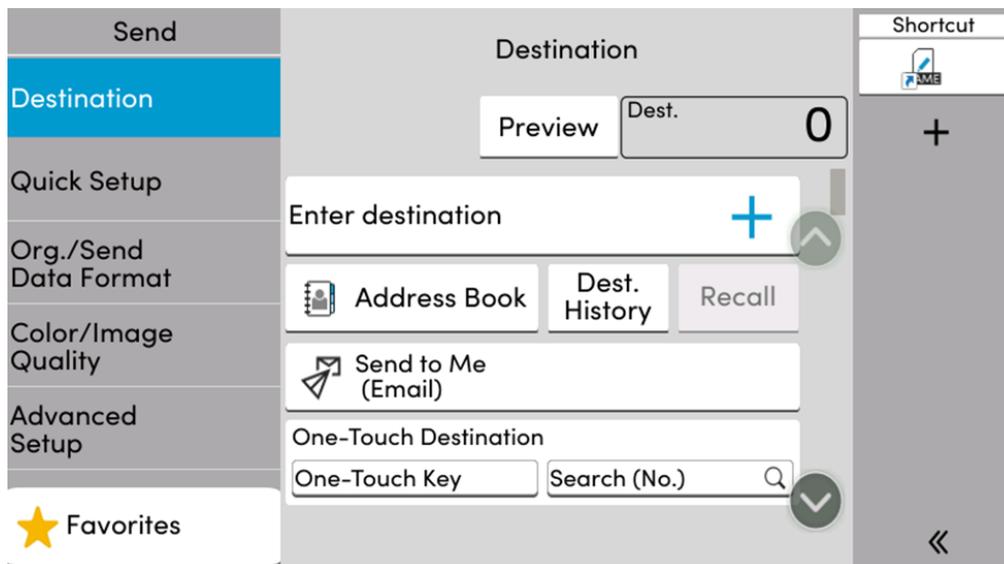
10.4 Panel USB

Opens the printing device's USB screen.

USB Drive

Store File	Print	Delete	New Folder	Remove USB	USB Info

☑		Name	∧	Date and Time	∧	Size	∧
	🗀	System Volume Information		09/01/2024 11:32			
☐	📄	doc0133292024090608532 4.pdf		06/09/2024 08:53		1.0MB •••	
☐	📄	doc0133302024090608534 2.pdf		06/09/2024 08:53		997.0KB •••	
☐	📄	doc0133312024090608535 0.pdf		06/09/2024 08:53		816.0KB •••	
☐	📄	doc0133322024090608540 1.pdf		06/09/2024 08:54		819.0KB •••	

11 USB Actions

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

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

12 External Workflow

> ⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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.

The external workflow is based on existing scan profile workflows, and 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.

← Select project	🔍
☐ Without project	☐ **Divorce Case - Smiths** 02
☐ **Employment Tribunal - Johnsons** 03	☐ **Rental Agreements - Simpsons** 04
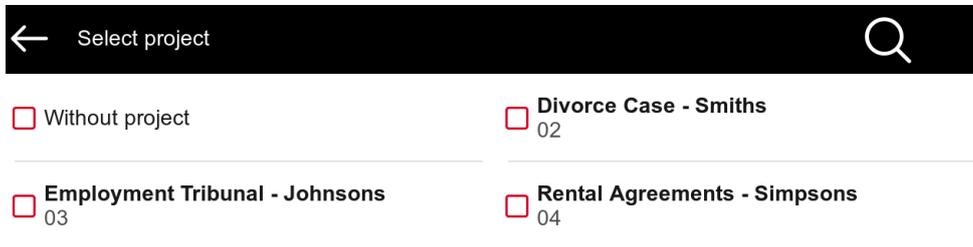
13 Change Your Account Information

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

13.1 Account Information

You can change your account information. To do so, go to the **User Profile** widget on your Home Dashboard and click **Edit**.

Make your changes and then click **Save**.

13.2 Set Password

To set up a new password, click **Set Password...**

Set your new password and confirm it, then click **OK**.

13.3 Generate PIN
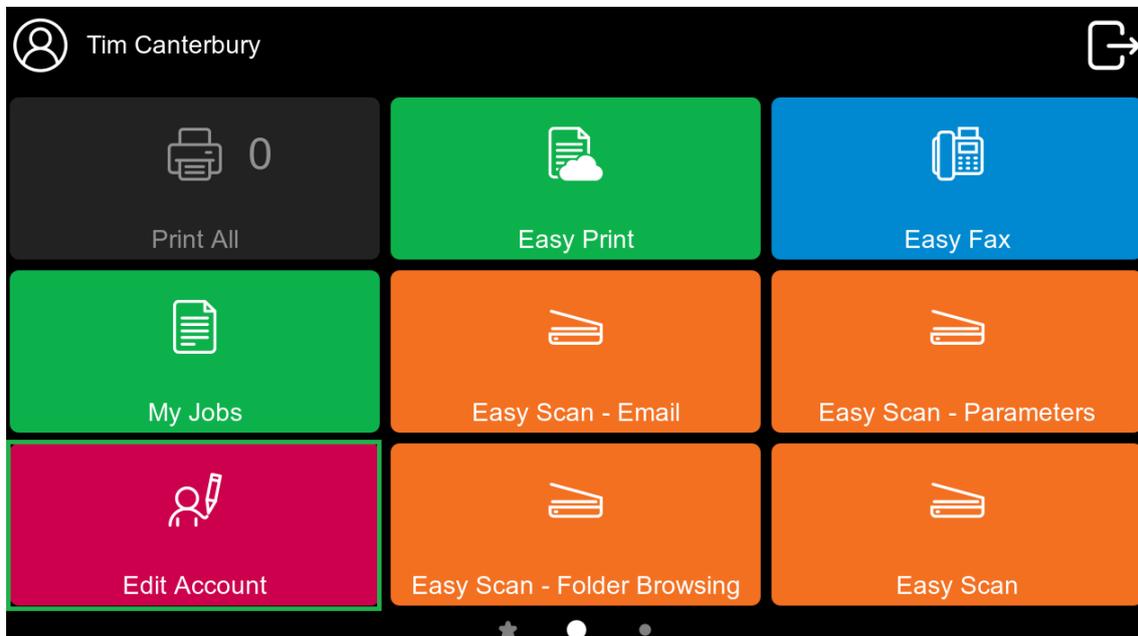
To generate a new PIN, click **Generate PIN…**

Confirm by clicking **Yes** in the pop-up window.
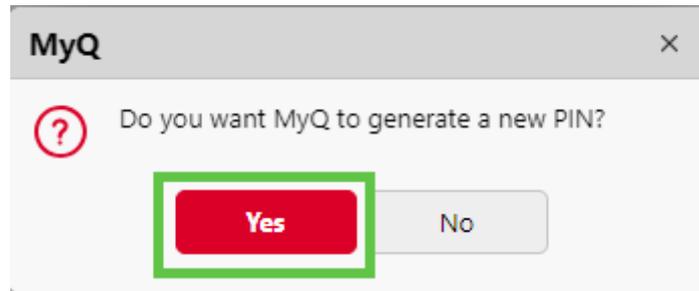
The new PIN will be sent to your email address.

13.4 Editing Your Account from the Embedded Terminal

Another method you use to change your account information, is using the **Edit Account** terminal action on an embedded terminal.

By tapping the **Edit Account** terminal action, you can open your User Profile screen, where you can change your **Full name**, **Password**, **Email** and **Default language**. After the change is submitted, the database entry is changed, and the new values are set. The changes are applied the next time you log in.

← User Profile ✓

User name: Tim 🔒

Full name: Tim Canterbury

Password: Empty

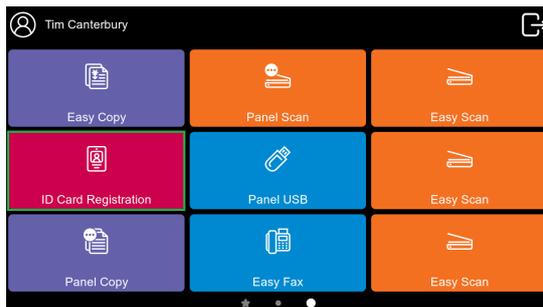Email: tim.canterbury@wernham-hogg.co.uk

Default language: Empty ❯

14 Register an ID Card

⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

After tapping **ID Card registration** option, the ID Card registration screen opens, and you can register your card by swiping it on the card reader.

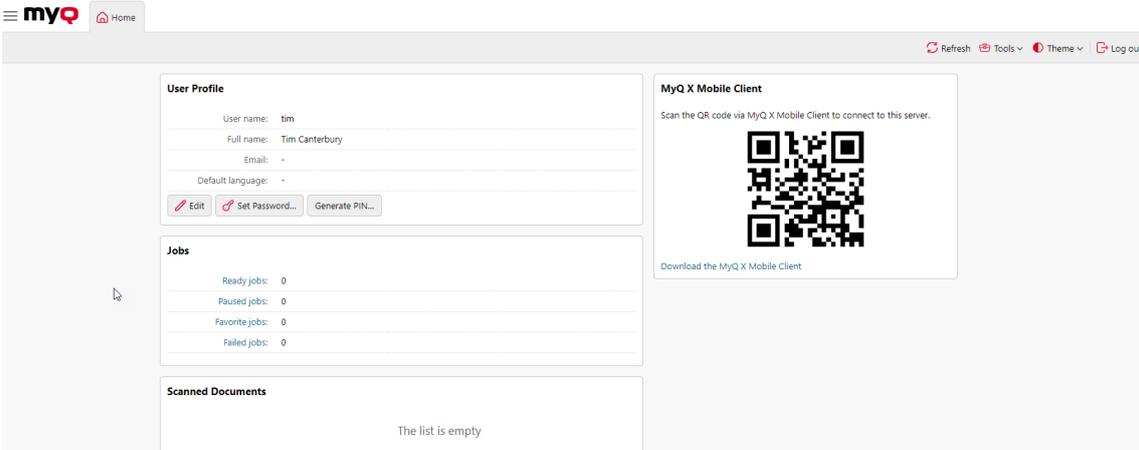After swiping your card, use your login credentials to connect the card to your account.

In certain circumstances, you may be able to swipe a new unregistered card, and the device will prompt you to sign in with your credentials to register the card to your account. Read more in MyQ Embedded Terminal.

15 Home Dashboard

> ⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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 on the upper-left corner of the page.


15.1 Widgets

The following widgets are available on the Home Dashboard:

- **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.
- 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.
- 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.
- Quota: Here you can check your current quotas and their related information.
- MyQ X Mobile Client: You can scan the displayed QR code via the MyQ X Mobile Client to connect your app to the MyQ server. There is also a link to download the MyQ X Mobile Client app if you don't have it.
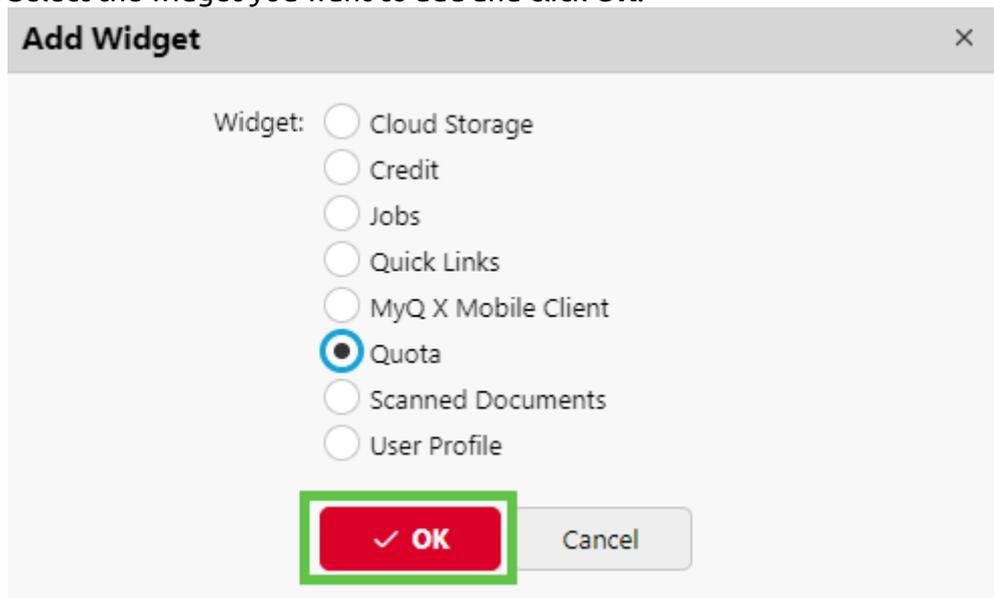
15.1.1 Add a Widget

1. To add a new widget, click **Tools** then **Add Widget...**
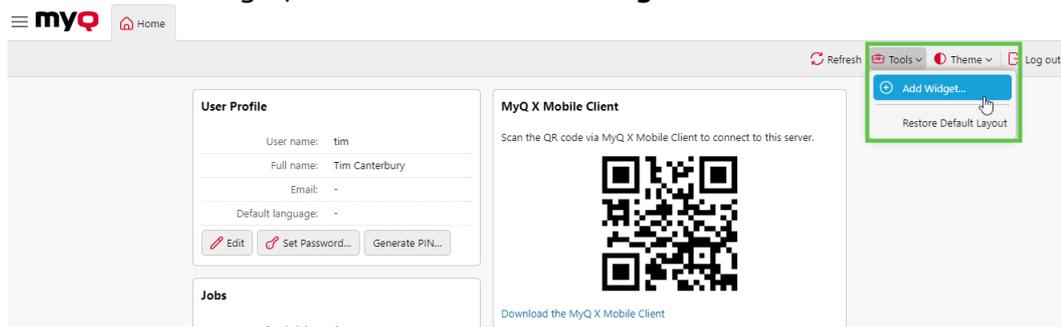
2. Select the widget you want to add and click **OK**.

15.1.2 Delete a Widget

To delete a widget, click the **Action** (three dots) button and then click **Remove**.

15.1.3 Delete Cards

If you have the **Delete Cards...** access, you can delete other user's cards. This is intended, for example, for situations where you collect returned cards in your organization. To delete cards:

1. Log in and open the MyQ Dashboard, then click the **Delete cards...** option.
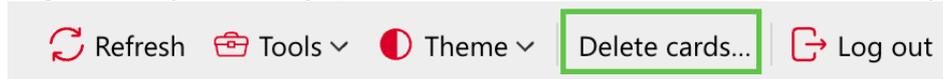
2. Type in the card ID number (manually or by swiping the card at a reader connected to your computer):
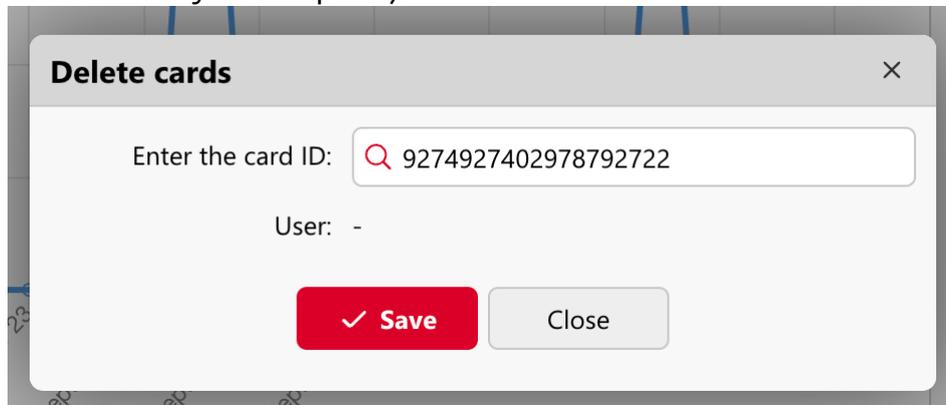
3. Press **Enter** to search for the card.
4. When that card ID is found, click the **X** button (Cards Delete) to delete the card and then **Save** the changes.

Delete cards ✕

Enter the card ID: 🔍 9274927402978792722 ✕

User: tim.canterbury

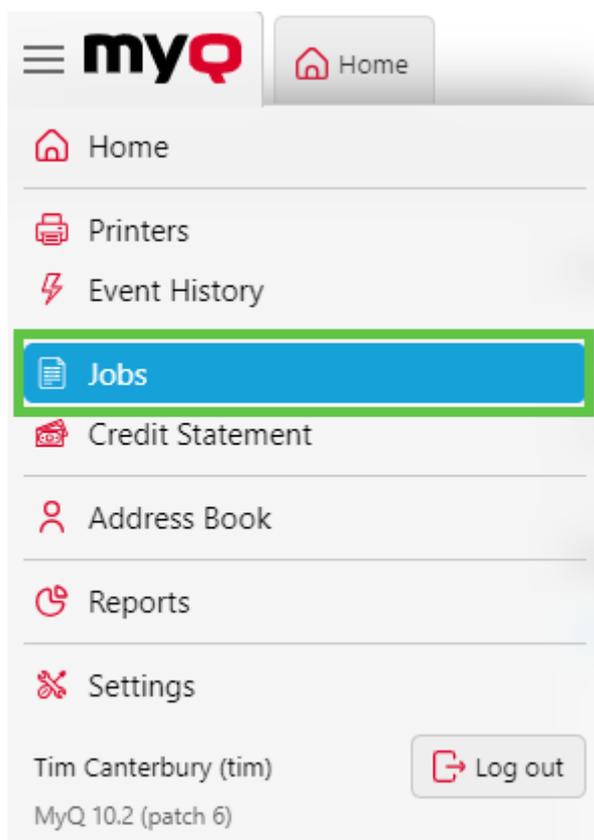Cards: 927492740297879272: | Persistent ⌄ | ✕

Cards Delete

✓ **Save**   Close

The specified card is deleted.

16 Jobs

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

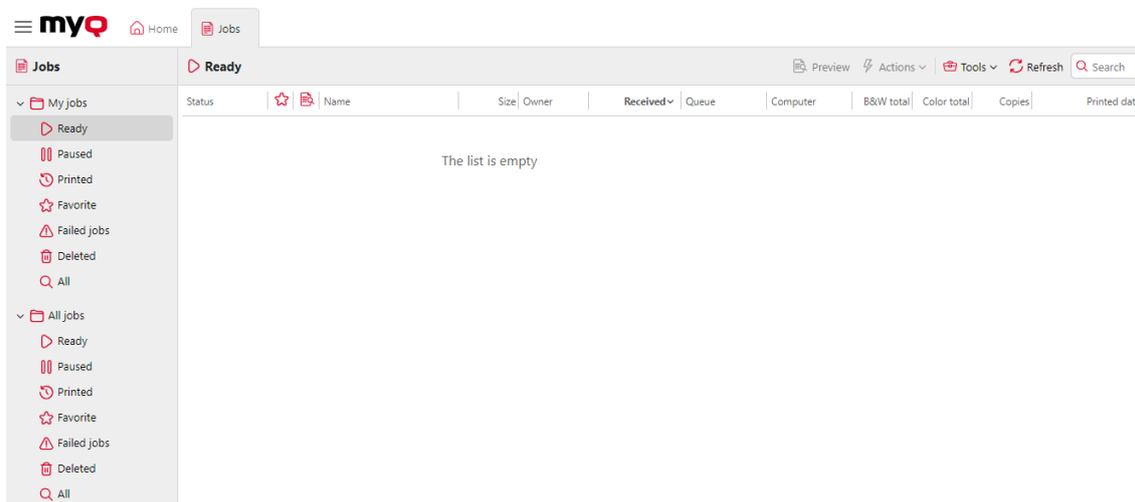To see your Jobs, in the MyQ menu, select **Jobs**.

Here you can find information about jobs. You can view:

- Job's Status
- Name
- Size
- Owner
- Received
- Queue
- Computer
- B&W total
- Color total
- Copies
- Printed date

You can filter the jobs by the following parameters:

- Ready
- Paused

- Printed
- Favorite
- Failed jobs
- Deleted
- All

Also, you can change the columns displayed.

- Under **Tools**, click **Edit Columns** to specify which columns should be shown or hidden. You can also increase the height of the header (Double Header Height), return the display to its original appearance (Restore Default Layout), or save the current jobs listing to a CSV file (Save as CSV).
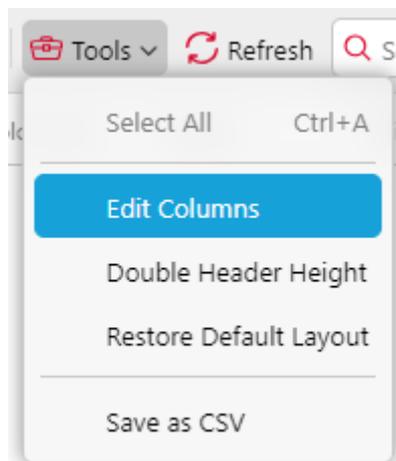
For more information on jobs, see Jobs Tab and My Jobs on the Embedded Terminal.

16.1 Jobs Tab

⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.
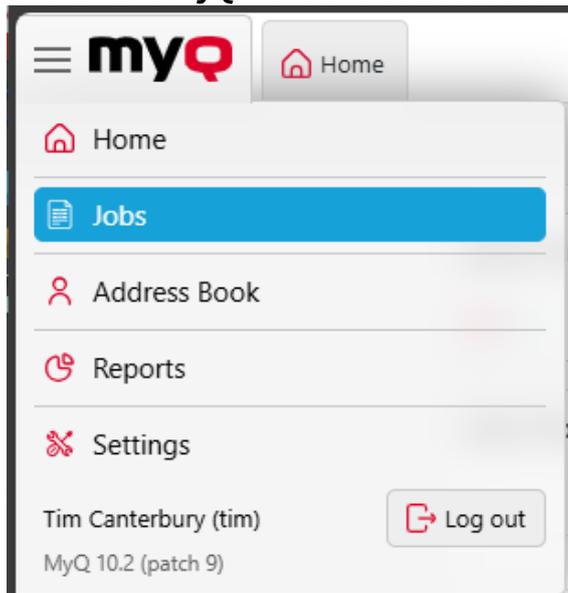
16.1.1 Open Jobs Overview

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

- Click **Jobs** on the **Quick links** widget.

- Click on the **MyQ** menu and select **Jobs**.

- 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. In 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.

16.1.2 Job Properties Panel

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).
- 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.

16.1.3 Delete Jobs

To delete selected jobs, select the jobs from the jobs list that be deleted, and then click **Actions**. 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. There are two methods to preview a print job:

- Select the job on the tab and click **Preview** at the left side of the toolbar.
- Right-click the job, and then click **Preview** on the shortcut menu.

16.1.4 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. There are two methods to upload a file:

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

16.1.5 Print File Options

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 maximum size is 120.00MB. The supported file formats are:
  - pdf
  - bmp
  - jfif
  - jpe
  - jpeg
  - jpg
  - mime
  - png
  - tif
  - tiff
  - txt
  - urf
- **Project**: Only visible if project accounting is enabled on the server. Select a project from the drop-down.
- **Color**: Specify how you want the job to be printed:
  - Color
  - B&W
- **Print grayscale with black toner**: Mark the checkbox if you want to print grayscale with black toner.
- **Duplex**: Select between these options:
  - Simplex
  - Duplex long edge
  - Duplex short edge
- **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.

16.2 My Jobs on the Embedded Terminal

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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.
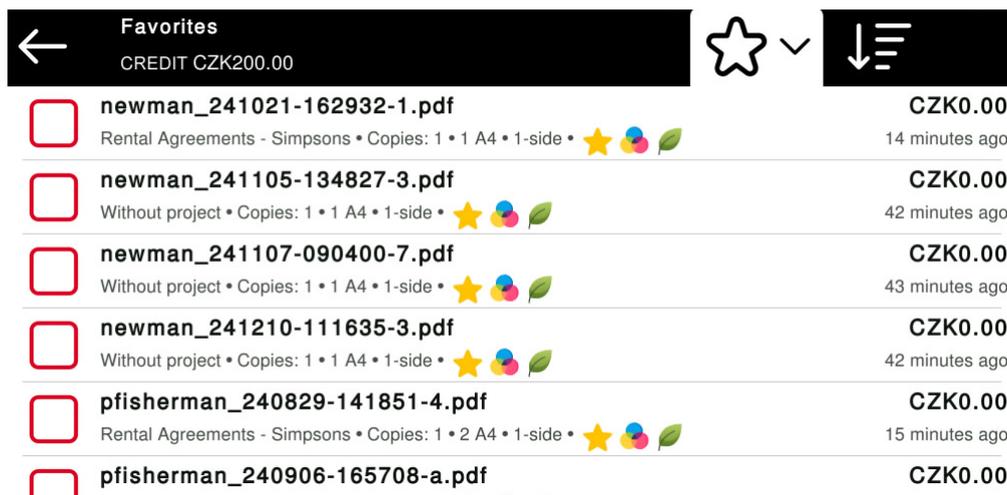
16.2.1 Incompatibility Errors when Printing Jobs

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.
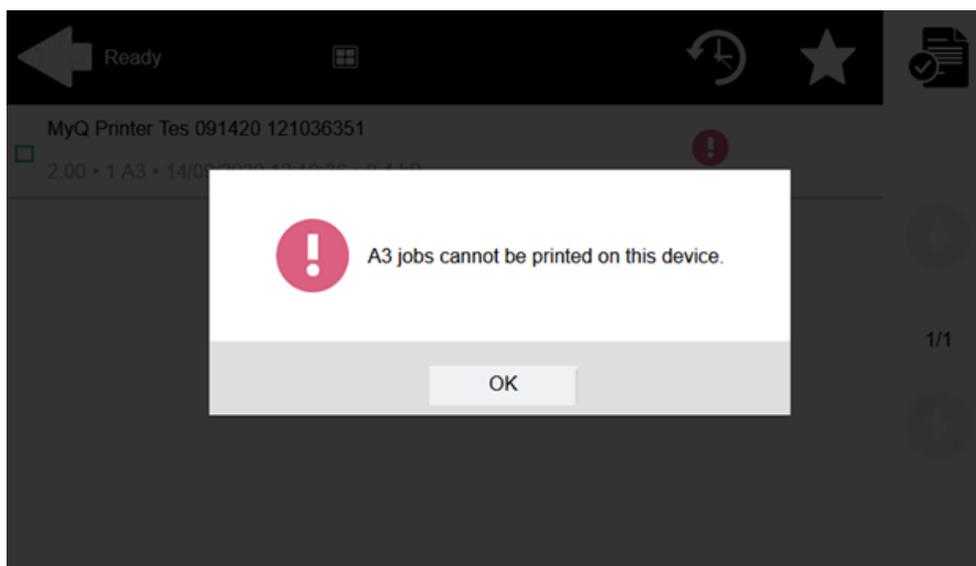
16.2.2 Managing Jobs on the My Jobs screen

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 **Print Jobs Management** 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/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.
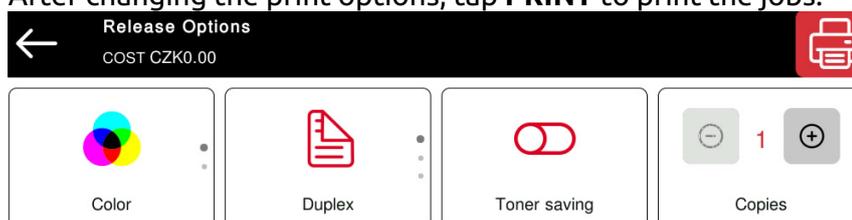
- **Add to favorites**: Tap the **star-plus** icon to add the selected jobs to your favorites (visible on the **Ready jobs** tab and on the **Printed jobs** tab).

- **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.

16.2.3 Job Preview

The **Job Preview** feature generates previews of jobs. Once enabled by an administrator, the Job Preview (**eye**) button is visible on the terminal.

If you tap the on it, you can preview the job before printing it.
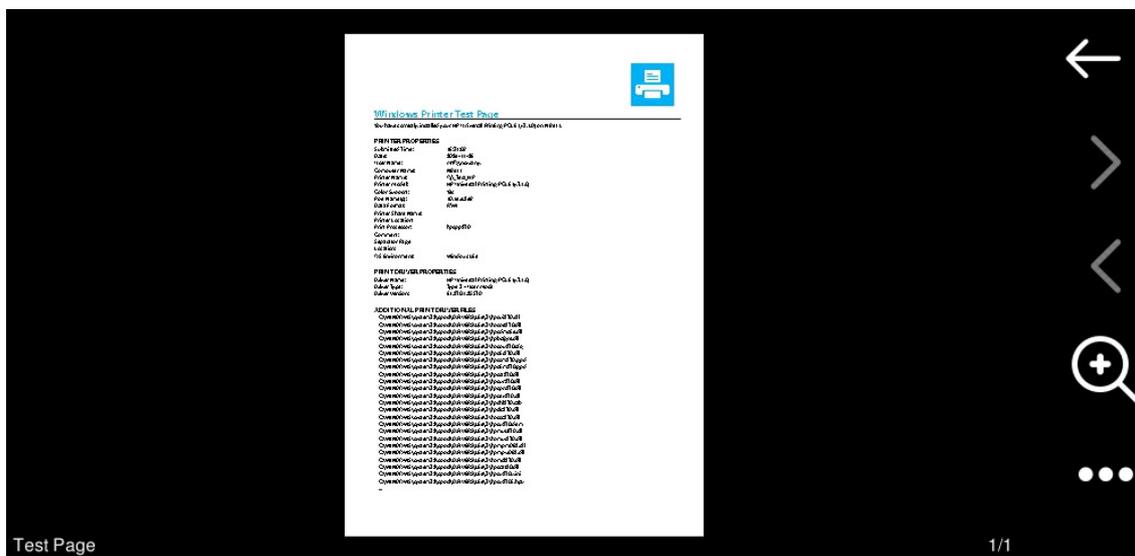
16.2.4 Job Roaming

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:

- Log in to the embedded terminal and tap **My Jobs**. The My Jobs screen opens. 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.
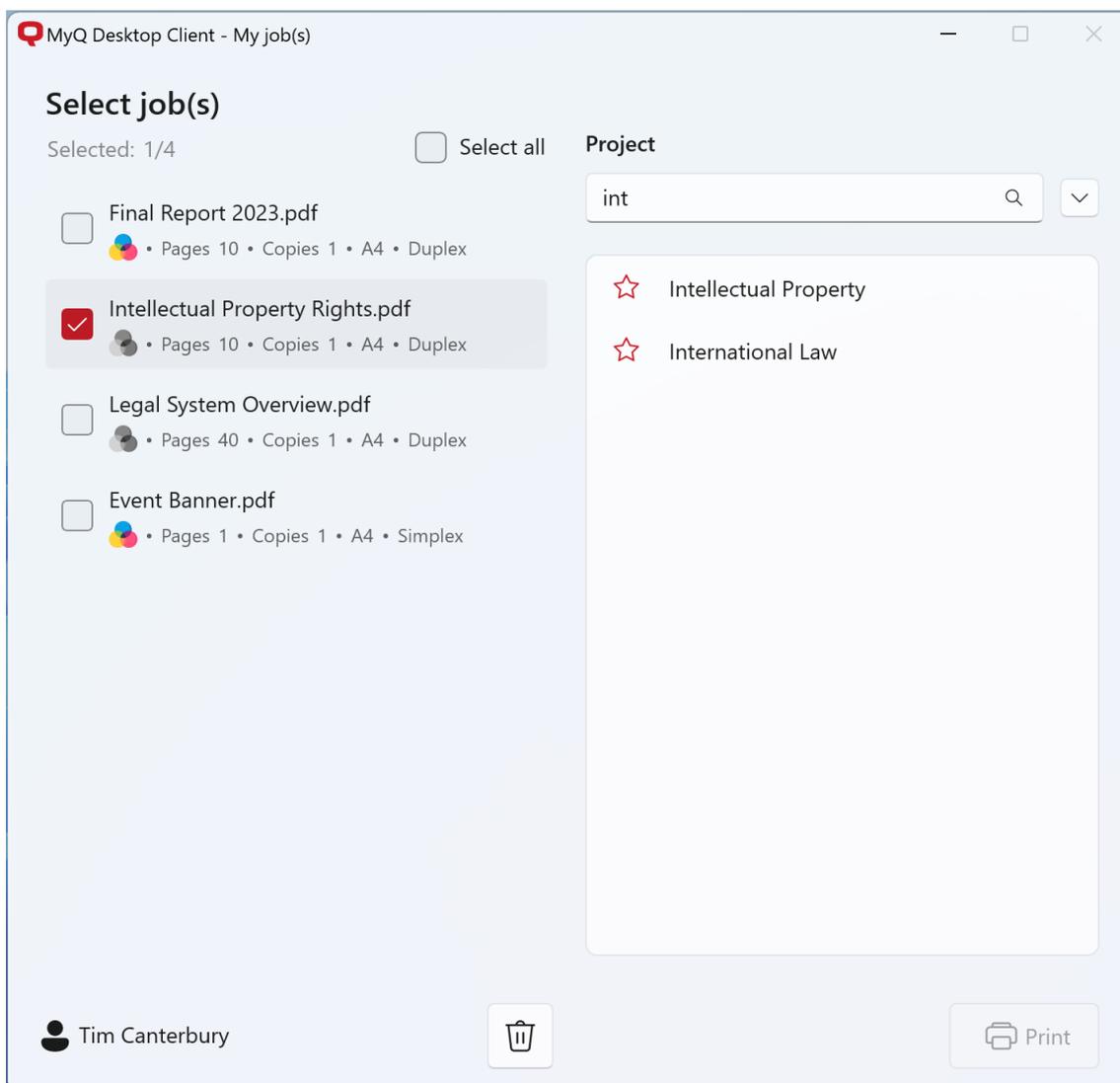
16.3 Job Management in MyQ Desktop Client

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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

If credit, quota, and projects are disabled, the job management window is not displayed, and the print job is directly sent to the server. If credit, quota, and projects are enabled, after a print job is sent to MyQ, the job management window appears.

From the **Job Management** window, 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 10 or more pages and your admin has set up a script for this scenario, in the job management window displays "Job has more than 10 pages. Do you want to print in duplex?"
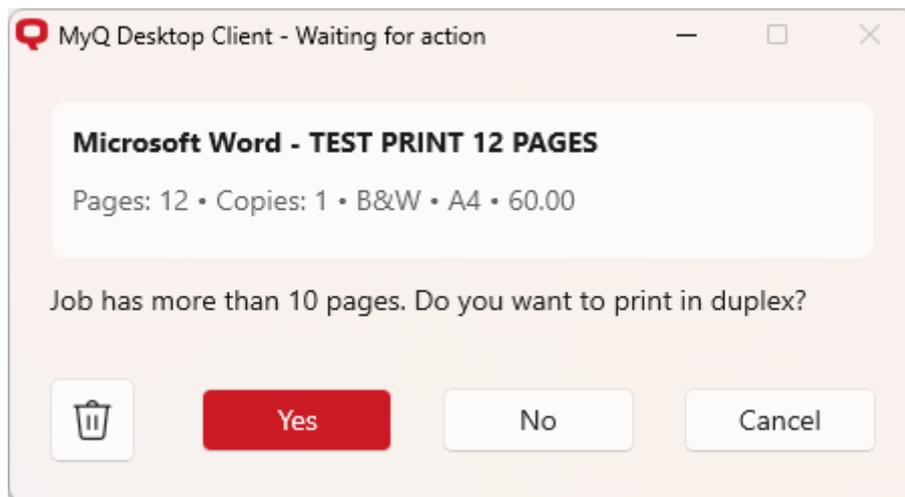
You can click either **Yes** to print duplex, or **No** to print single-sided.

17 Your Address Book

You can create a manage an address book, to be used for Easy Scan or Easy Fax.

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

To access your address book, log in to MyQ, then in the main menu, select **Address Book**.
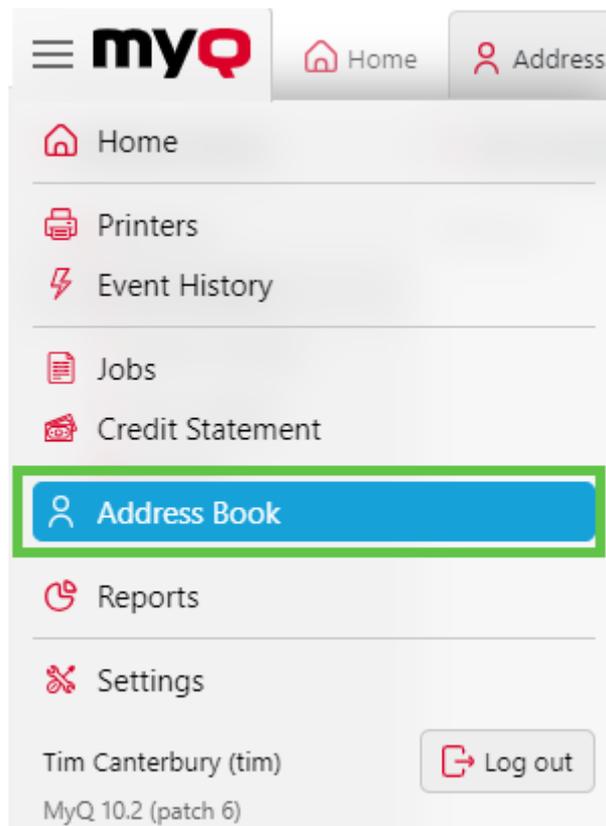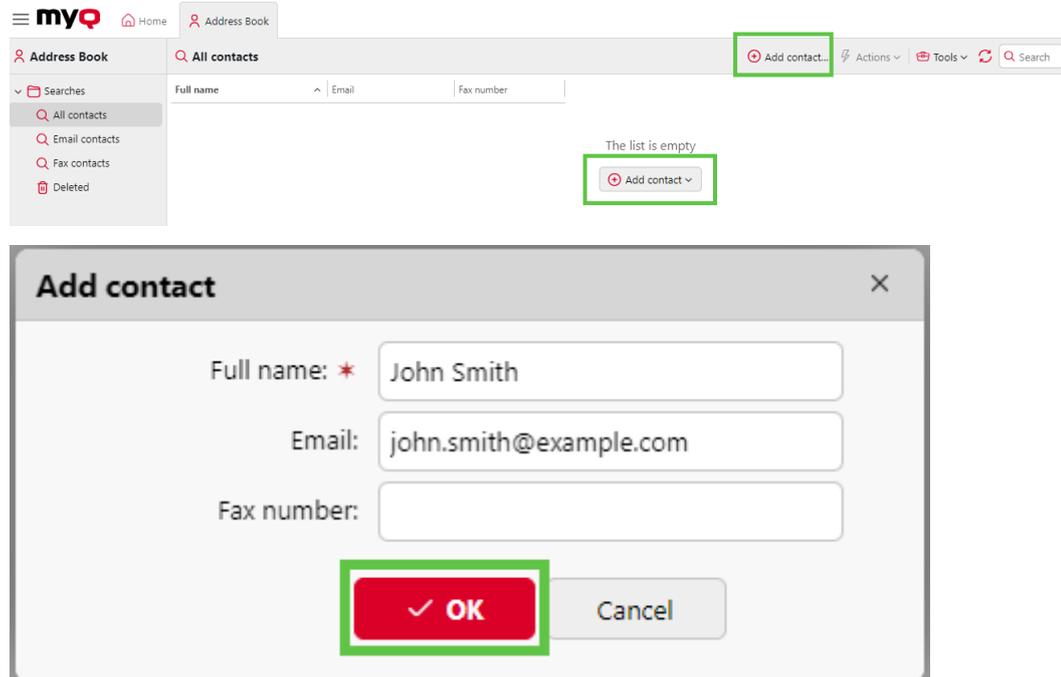
Here, you will see your contact list with available columns:
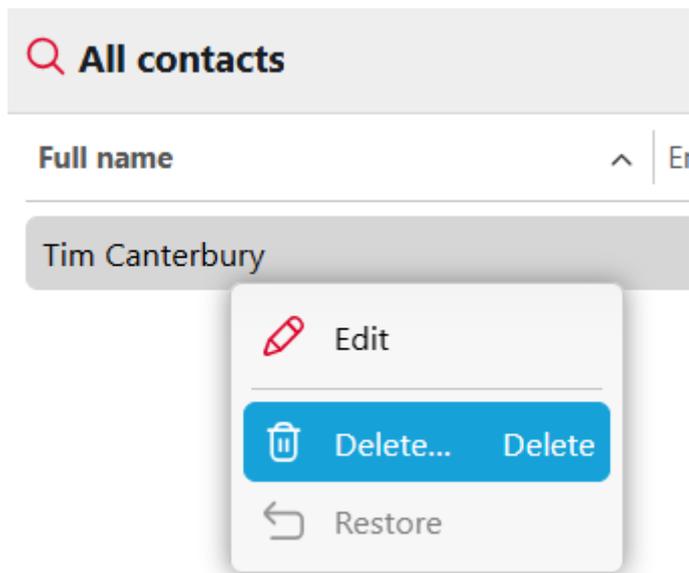
- Full name
- Email
- Fax number
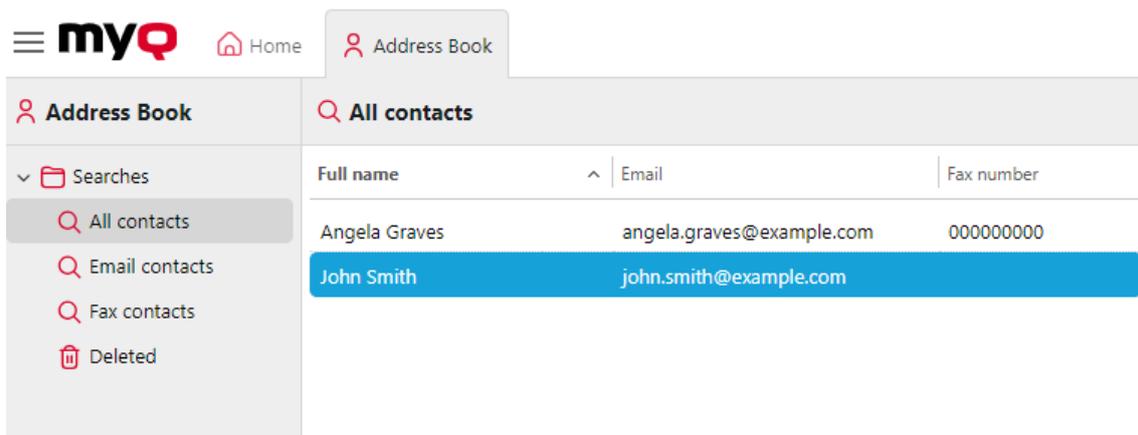
17.1 Managing Address Book Contacts

1. To add a contact, click on **Add contact**. A pop-up appears where you can enter the contact's **Full Name**, **Email**, and **Fax Number**.

2. To edit a contact, select the contact from the list and choose **Edit**, or to remove a contact, select the contact from the list and choose **Delete...**

3. For searches, use the left panel. The available options include:
    a. **All contacts**
    b. **Email contacts**
    c. **Fax contacts**
    d. **Deleted**
4. In the **Deleted** section, you can either **Restore** or **Permanently Remove** selected contacts.

17.2 Using Address Book in Easy Scan

1. Log in to the terminal. and choose Easy Scan.
2. In the **Parameters**, select the **Address Book** option.
3. Browse and select a contact from your list as the **Easy Scan's** destination.

> You can only access contacts from your own Address Book. Accessing the contacts of another user, even by administrators, is prohibited.

18 Connect Storage

> ⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

- To connect to a cloud storage, open the **Home Dashboard**, and go to the **Cloud Storage** widget.
- Under **Action**, click **Connect**. This opens a pop-up window, where you can connect to your account.

Cloud Storage

Type	Status	Action
box Box.com	-	Connect
Google Drive	-	Connect
Dropbox	-	Connect
OneDrive	-	Connect
OneDrive for Business	-	Connect
SharePoint Online	-	Connect

If you have access to scan to/print from a folder protected by password, such as your **Home** folder, you may also see folders in this list. Upon clicking Connect, provide the password that MyQ should use to access this folder when you use the Easy action.

> ✅ Sometimes, after changing a password, a previously connected storage may become unreachable. Try to resolve this by disconnecting and then connecting your storage again.

19 Credit

With the credit accounting feature activated, you can copy, print, and scan only if you have enough credit on your account in MyQ.

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.
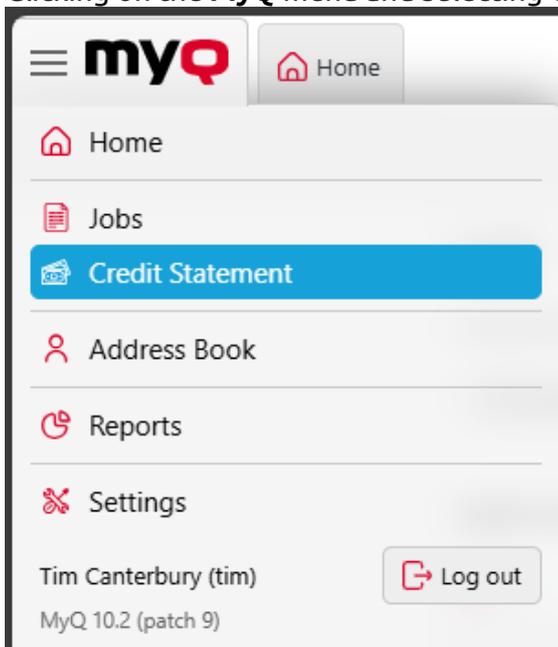
19.1 Check Your Credit

19.1.1 Your Credit in the MyQ Web UI

You can view your credit in either of two displays, from either the **Credit** widget or the **Credit Statement**.

1. Click on the **Credit** widget. If you cannot see the Credit widget on your Home Dashboard, you can add it using the guide here. The **Account balance** is displayed, and you also have a **Recharge credit...** option.
2. To open the **Credit Statement** tab one of two ways:
   a. Clicking **Credit Statement** on the **Credit** widget.

   b. Clicking on the **MyQ** menu and selecting **Credit Statement**.


   The **Credit Statement** displays.

3. 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 following details about the credit transaction:
   - ID
   - Date
   - Type
   - Credit balance
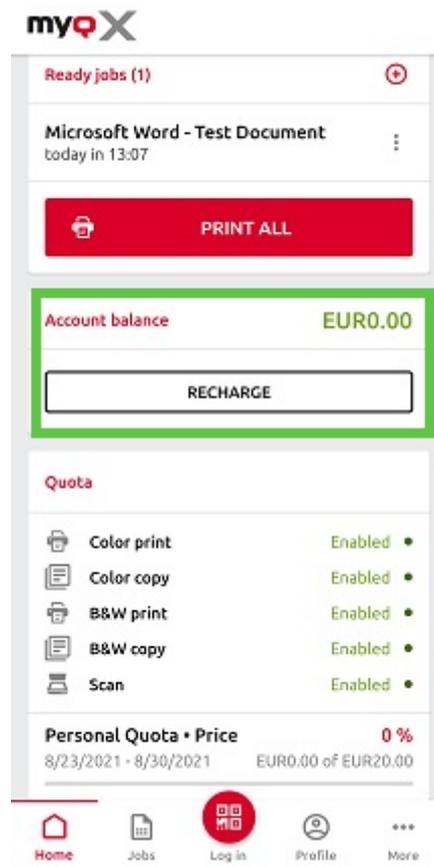   - Value
   - Payment provider

19.1.2 Your Credit in MyQ Desktop Client

If credit accounting is enabled on the MyQ server and applied to you, then you can also see the current state of your credit.
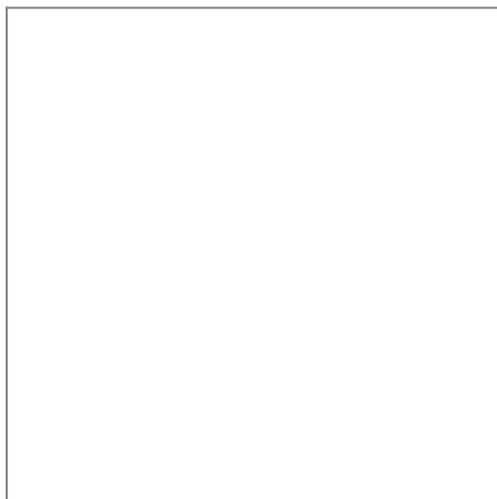
19.1.3 Your Credit in MyQ Mobile Application

You can see your credit in the **Account balance** section on the **Home** screen.

19.1.4 Recharge Your Credit

Based on the setup and properties of the printing environment, a variety of recharge methods may be employed:

In the MyQ Web UI

1. To recharge your credit, go to the **Credit** widget and click **Recharge credit...**

2. Select the payment provider and enter the amount, then click **Recharge credit**.

On the Terminal

1. To recharge your credit on the terminal, after tapping the **Recharge credit** action, the **Recharge Credit** screen opens, and you can enter the recharge code from your voucher.

2. Tap the **Coins** in the upper-right corner of the screen, to view the prices of different configurations of a printed page.

In the Mobile Application
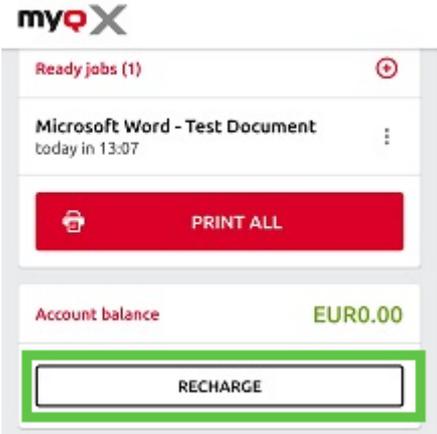
1. To recharge your credit in the MyQ Mobile Application using credit vouchers, in the **Account balance** section, tap **RECHARGE.**

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

20 Quota

⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

With the Quota feature activated, users cannot print, copy or scan after they reach or exceed their quota limit. You can view your quota status by using one of the following methods:

- MyQ Web UI
- MyQ Desktop Client
- MyQ Mobile Application

20.1 Your Quota in MyQ Web UI

To see your Quota with all the information about your printing, on your Home Dashboard, click on the **Quota** widget.

Quota

Test

Print&Copy total:	100000 remaining (0 of 100000 used)
Print&Copy color:	89000 remaining (0 of 89000 used)
Print&Copy mono:	76000 remaining (0 of 76000 used)
Renewal:	in 19 days

20.2 Your Quota in MyQ Desktop Client

If quota is enabled on the MyQ server and applied to you, you can see the current state of your quota.
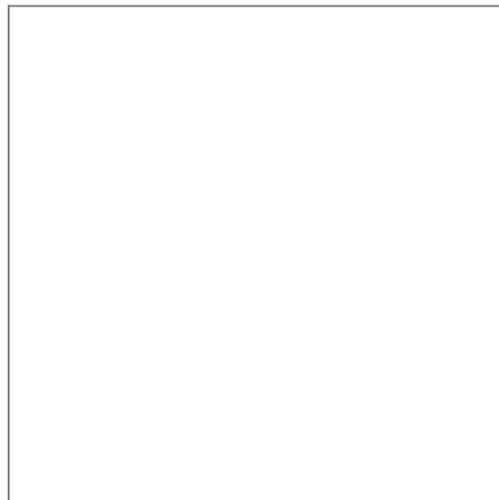
20.3 Your Quota in MyQ Mobile Application

You can see your quota in the **Profile** tab, see the different types of printing for which a quota is enabled, and view what percentage of the quota remains to be used.
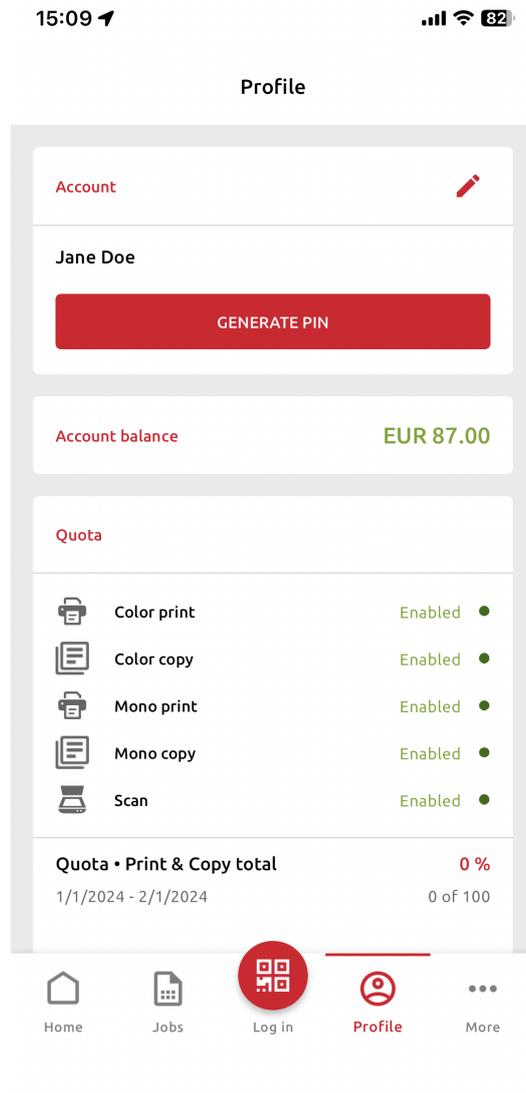
20.4 Your Quota on the Embedded Terminal

With the **Quota** feature activated, you cannot print, copy or scan after you reach or exceed your quota limit. You can view your current quota from your session on the embedded terminal.

You can click on the quota displayed on the terminal next to your username, and a pop-up window opens with detailed information about the quota assigned to you.
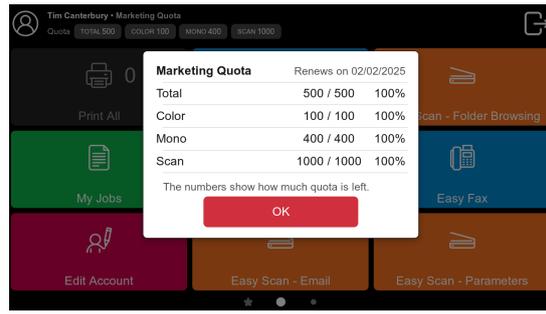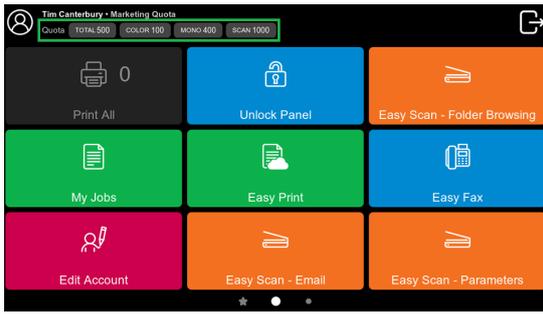
21 Reports

⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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. Reports in MyQ are divided into two main categories:
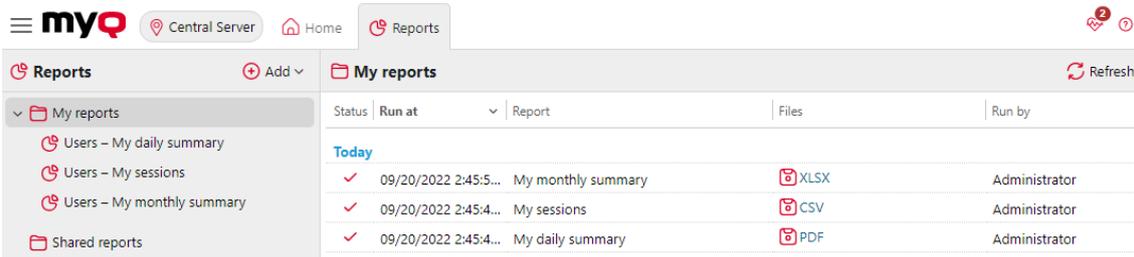
- My Reports
- Shared reports

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
- 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
- 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.

21.1 Creating a Report

You can create a new report in a few steps:

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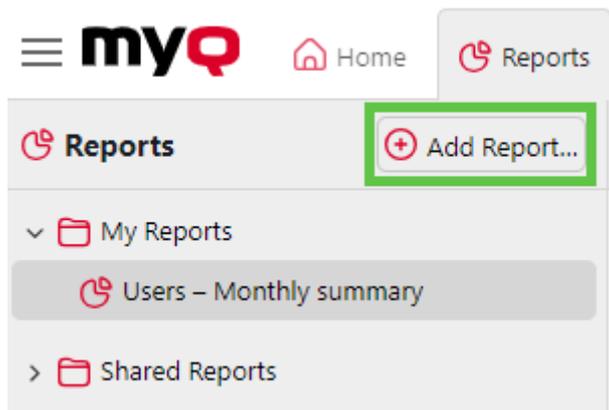
2. In the box, select the type of the new report and the folder to place it in, and then click **OK**. The editing panel of the new report opens. On the panel, edit and save the report.

21.2 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 (the users or groups who will have the rights to **Run** the report and those who will have the rights to **Edit** the report).
2. You can also click **Schedule** to set its scheduled run. Once done, click **Design** to open the Design tab of the report.

3. 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.

21.2.1 Options

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

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

21.2.2 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.

21.2.3 Table

Use the sliding **white** button at top right corner of the **Table** heading to enable or disable the Table option.
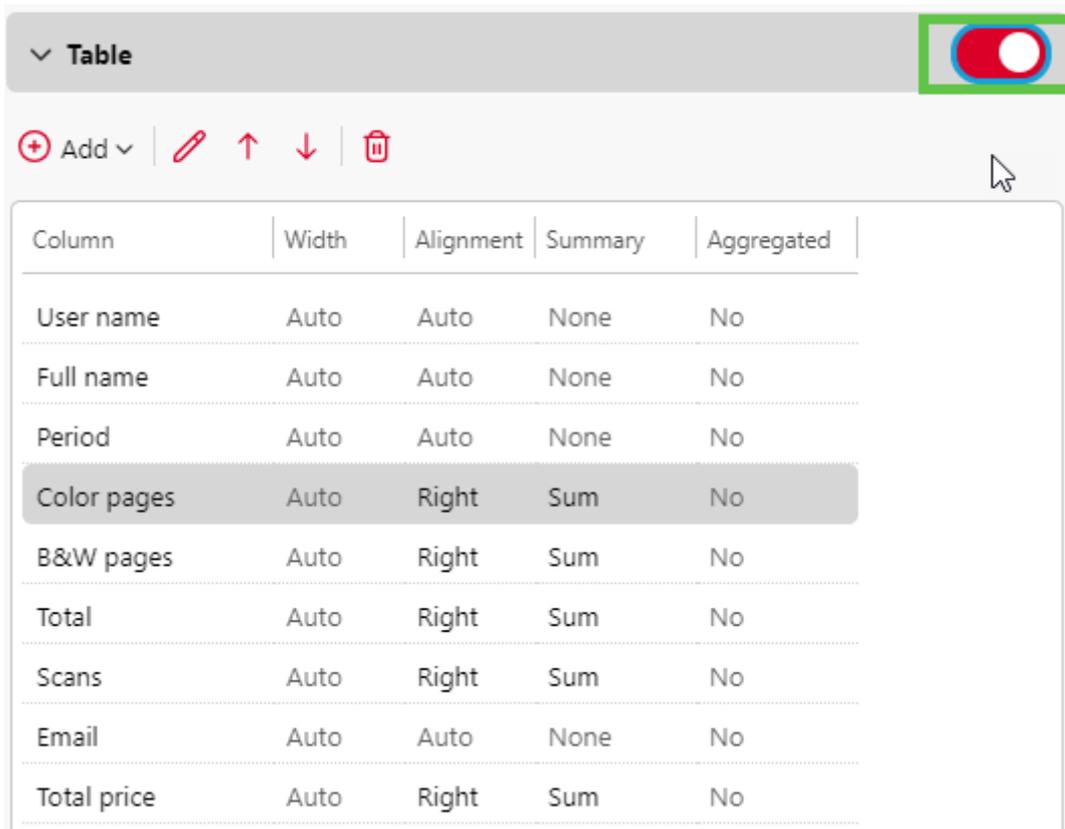
You can add and remove columns in the table, edit them and change their order. For each column, you can change the width, alignment and the type of summary that will be shown on the final (bottom) row (Sum, Average or None).

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

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 the **Delete** button. You can also right-click the column and select **Delete**.

Column	Width	Alignment	Summary	Aggregated
User name	Auto	Auto	None	No
Full name	Auto	Auto	None	No
Period	Auto	Auto	None	No
B&W pages	Auto	Right	Sum	No
Color pages	Auto	Right	Sum	No
Total	Auto	Right	Sum	No
Scans	Auto	Right	Sum	No
Total price	Auto	Right	Sum	No
Email	Auto	Auto	None	No

To move a row up or down the order, select it, and then click the **up/down** arrows to move the selection.

Some reports do not include the option to use tables, and their data can be displayed only in chart form. Designing your own reports can be complex, since it depends on many factors:

- the amount of data included (columns)
- the length of column names and values
- the report's 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.

After the layout appears as required, click **Save** to save the table's layout.

21.3 Generating Reports

21.3.1 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 records is limited. You can switch between Graphical view and Grid view.

21.3.2 To Run a Report

Right-click the report and click **Run**, then click the desired format. The format types include:

- PDF
- CSV
- XML
- XLSX
- ODS
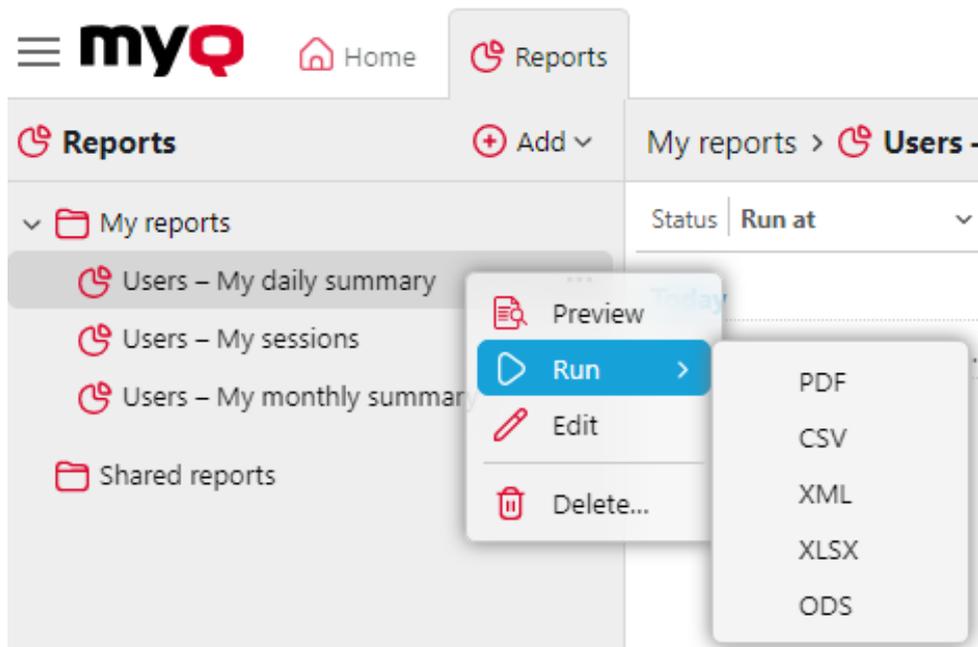
The report runs in the specified format without any data limitations.

21.3.3 To Export the Displayed Report

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

22 Print Using the Mobile Application

> ⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

For MyQ Server and embedded terminals combination, you can use the **MyQ Mobile Printing Application** for printing and other actions (for further information, check the MyQ Mobile Printing Application guide). The application is 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, you can print via AirPrint or Mopria, without needing the MyQ mobile app or additional drivers.

22.1 Print Using the Mobile App

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

22.1.1 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**.

22.2   Supported Formats

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

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

> ⚠ Printing of the following formats requires Microsoft Office or LibreOffice to be installed on the server:
> - .doc, .docx, .xls, .xlsx, .ppt, .pptx, .odt, .ods, and .odp.

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

22.3 Installation and Connection to a MyQ Server

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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+.

22.3.1 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.
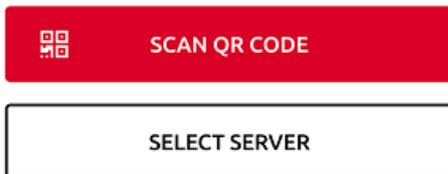
Once the connection to the server is initiated, you are asked to enter your MyQ credentials to log in to the server. After logging in, you remain logged in until you log out from the server. Each time you open the application, you are automatically redirected to the home screen of the application, where 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.

22.4 Navigate the Application

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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

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

22.4.1 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**.
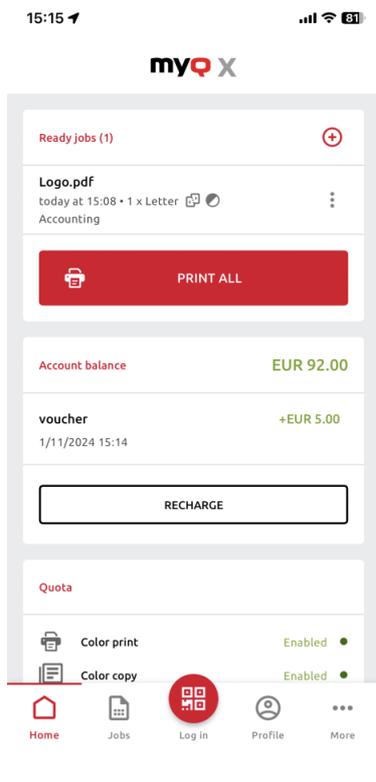
You can also add new jobs to the list, by tapping the **+** (plus) icon to the right of **Ready jobs**.

22.4.2 Log in

⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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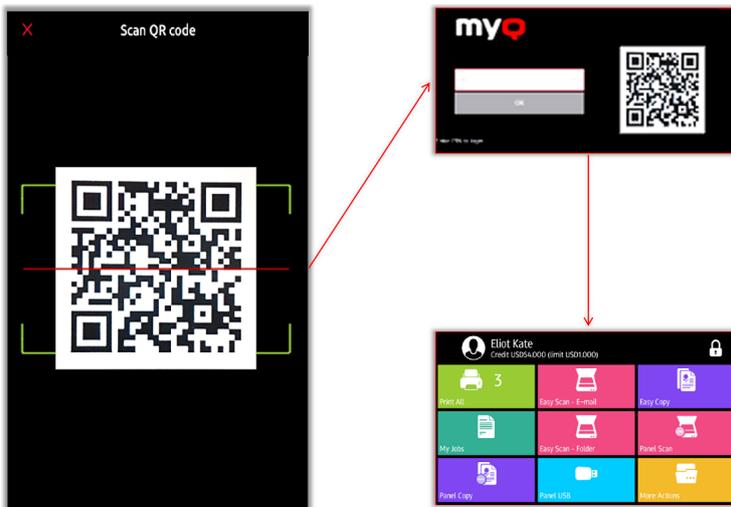
Point your phone towards the QR code as if you wanted to take a picture of it. Make sure that the QR Code is inside of the green rectangle displayed in the middle of the screen. The application automatically scans the code and unlocks the device providing access to all applicable terminal actions.

22.4.3 Profile

> ⚠️ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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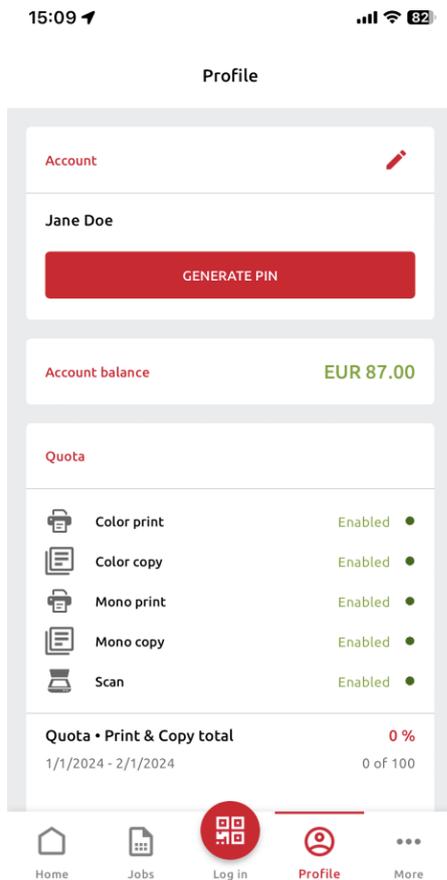
In the **Account** section, you can change the email address related to your account by tapping the edit icon next to it. You can also tap **GENERATE PIN** to generate a new PIN. Here, you can see your current account balance if enabled on the MyQ server.

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.

22.4.4 Jobs in the Mobile App

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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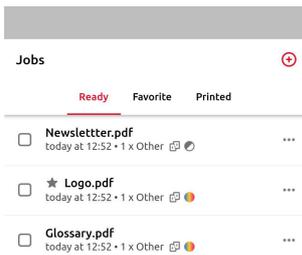
- **Favorite**: A list of jobs that you have marked as favorites. These jobs stay listed on the Favorite tab even after they are printed and are not removed from this tab unless you manually remove them. For each favorite job, the Print, Print all, and Remove from favorites option is available via the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

- **Printed**: A list of all your printed jobs. For each printed job, the **Print**, **Print All**, and **Add to favorites** options are available via the **three-dot options** menu.

Job Options

Clicking the **three-dot options** 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**.

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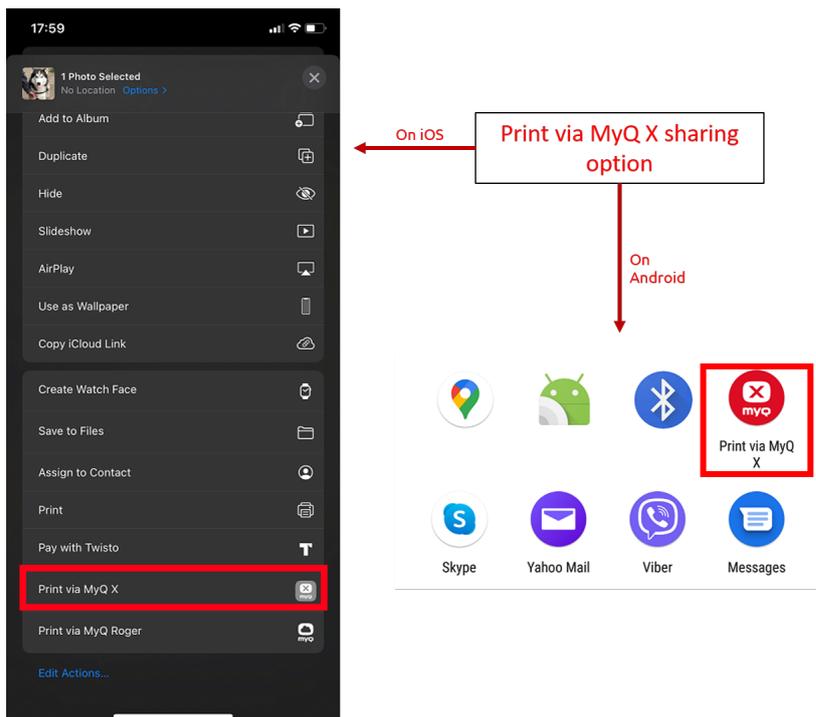
> ⚠️ On iOS devices, you have to enable the **Print via MyQ X** sharing option under **More>Activities**.

22.4.5 More

> ⚠ Depending on your setup, you may see some of these options, while others are not accessible. If you are uncertain about which features you have access to, contact your administrator.

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.
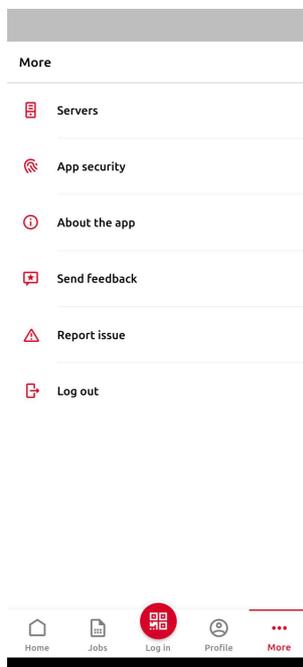
Servers

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

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:
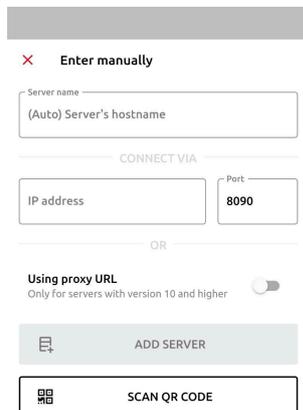
- **Issue**: Select from a dropdown list of potential problems (printer does not print, out of paper or toner, etc.).
- **Serial number of the printer**: This can also be provided by scanning a QR code.
- **Issue description**: A text box to add details of the issue you are encountering.
- **ADD PHOTO**: (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.

22.5 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.

22.6 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.
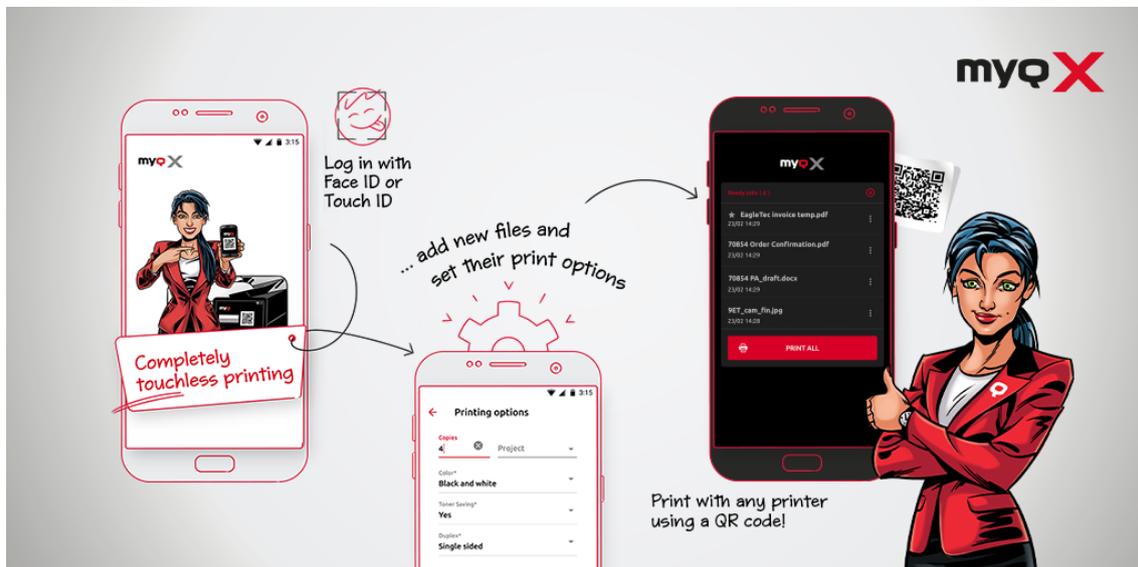
22.6.1 Add and Print Jobs On-The-Go

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

22.6.2 Stay on Top of Security

MyQ X Mobile Client provides a range of security features to ensure that mobile printing is secure. These include secure login, secure pull printing, and the ability to print from zero-trust networks, ensuring that confidential documents remain confidential.

22.6.3 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.

22.6.4 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.

22.6.5 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**.

23 MyQ X Chromebook Client

The MyQ X Chromebook Client is a free extension available from the Chrome Web Store, designed to make printing from MyQ X simple for users with Chrome OS and using the Google Chrome browser.

> ℹ You can download the MyQ X Chromebook Client from the Chrome Web Store. To set it up, see the Setup guide.

It allows users to access MyQ X queues and printers through the Chrome native print screen, and accounts for any printing that was performed correctly in MyQ X.
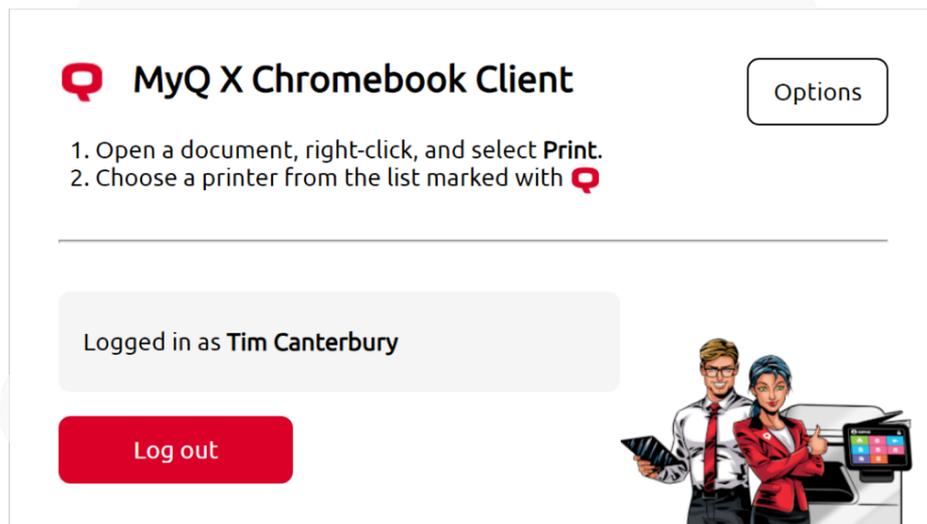
23.1 Printing with MyQ X Chromebook Client

The MyQ Chromebook Client allows you to use the native Google Chrome printing screen (accessed by right-clicking and selecting **Print** or pressing **CTRL+P**).
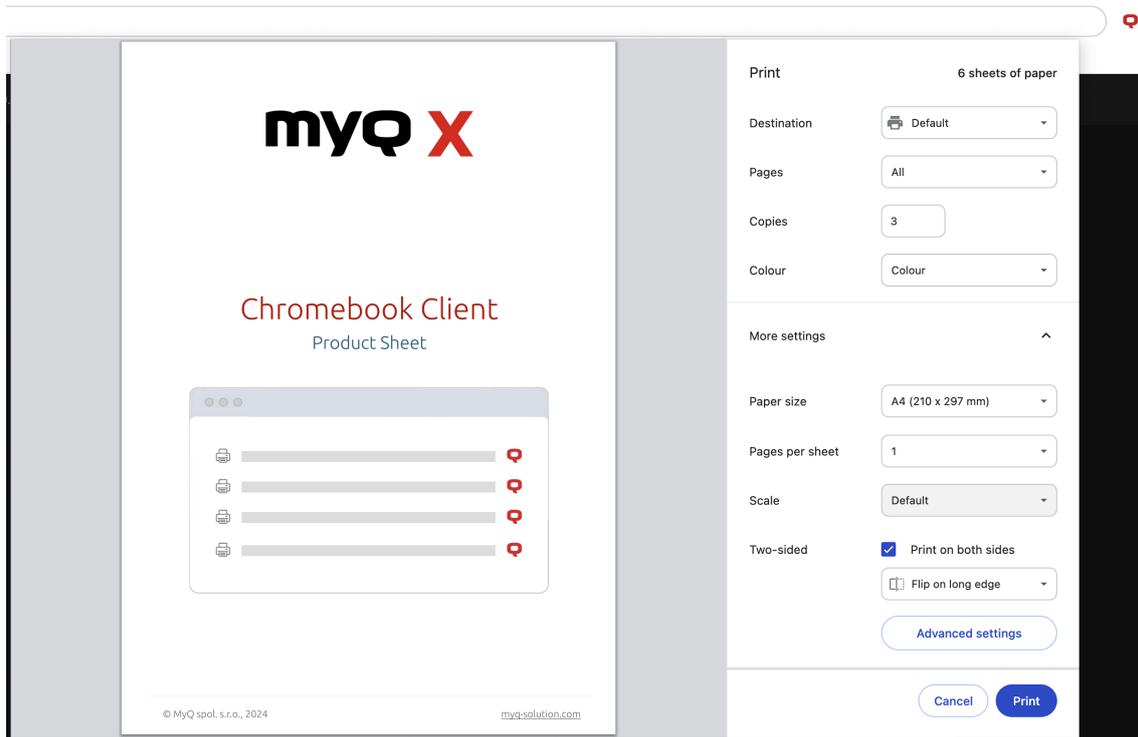
From this dialogue select **Destination**>**See more...**, and choose a MyQ queue to print your file. You can then alter the remaining printing settings:

- **Pages**: select if you want to print all pages or only a selection.
- **Copies**: select the number of copies to print.
- **Color**: select color print or B&W.
- **Paper size**: specify the paper size.
- **Pages per sheet**: select the number of pages per sheet.
- **Scale**: use the default scale or set adjustments.
- **Two-sided**: choose to print on both sides, flipped on the short or long edge.
- **Advanced settings**: contains **Toner saving**, **Punching**, and **Stapling** options.

> ⚠️ Certain printing settings may be available in the Chrome printing interface but disabled on your selected queue. In these cases, the queue settings will override selections that have been made in Chrome.

Select **Print** and the job is sent to MyQ, accounted, and printed according to the process for the queue you have selected.

24 Business Contacts

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Technical support	support@myq-solution.com
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