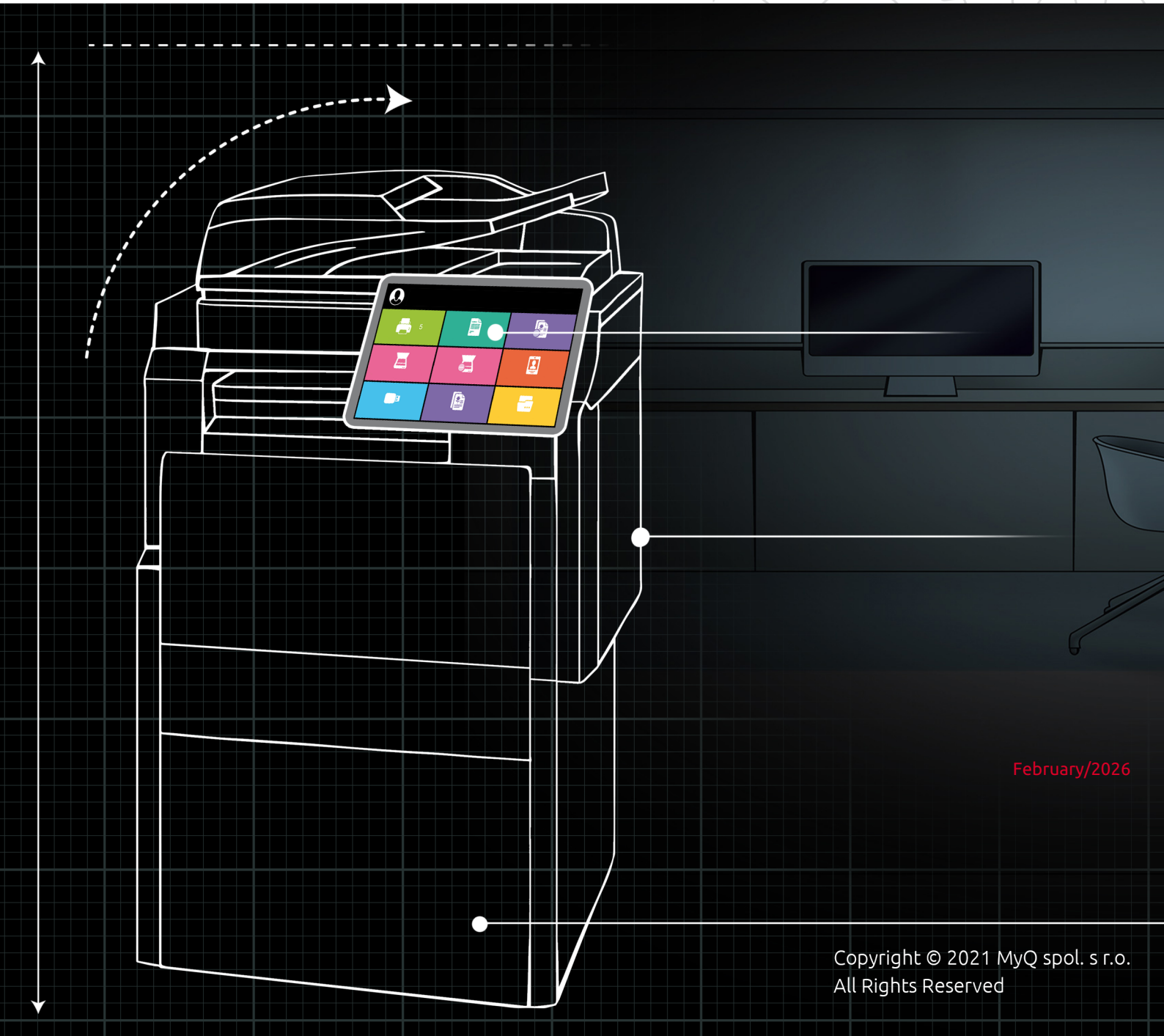
Epson Embedded 10.2



February/2026

Copyright © 2021 MyQ spol. s r.o.
All Rights Reserved

Table of Contents

1 Epson Service 5
2 Supported Devices 6
2.1 Devices with Limited Support 8
2.2 Supported Scanners 8
3 Before the Installation 10
3.1 Requirements 10
3.2 Installation of the SSL certificate 11
4 Installation 15
4.1 Remote installation via Printer Discovery 15
4.2 Limitations 15
4.2.1 Compact PDF 15
4.2.2 Enable Printing on WF-6590 16
4.3 Vendor-Specific Options: Epson 16
4.4 Changing Login Methods 17
4.4.1 Login via QR code 18
4.4.2 Language Selection 18
4.4.3 Limitations 19
4.5 Selecting Languages 19
4.5.1 Default language 19
4.5.2 User's language 19
4.6 Guest Account 19
4.7 Update and Uninstallation 20
4.7.1 Updating the terminal 20
4.7.2 Uninstalling the terminal 20
5 Licenses 22
6 Personalization 23
7 Terminal Actions 24
7.1 Favorite Actions 24
7.1.1 Add a Favorite Action 25
7.1.2 Edit a Favorite Action 26
7.1.3 Rename a Favorite Action 26
7.1.4 Clone a Favorite Action 27
7.1.5 Reorder your Favorite Actions 27
7.1.6 Delete a Favorite Action 28
7.2 Print all 28
7.2.1 Print all jobs after logging in 29
7.3 My Jobs 29
7.3.1 Job Filters 30

7.3.2 Managing jobs on the My Jobs screen 31
7.3.3 Job Preview 32
7.3.4 Job Roaming 33
7.4 Easy Scan 34
7.4.1 Easy Scan Parameters 35
7.4.2 Limitations 36
7.5 Easy Print 37
7.6 Panel Actions 38
7.6.1 Unlock Panel 38
7.6.2 Panel Copy 38
7.6.3 Panel Scan 38
7.6.4 Panel Fax 38
7.7 USB Actions 38
7.7.1 USB Print 38
7.7.2 USB Scan 39
7.8 Folder 39
7.9 ID Card Registration 39
7.10 Unknown ID Card Registration 40
7.10.1 Register by Swiping an Unknown ID Card 40
8 Scan to Me 42
8.1 Setting up Scan to Me 42
8.1.1 Enable and set up scanning on the MyQ server 42
8.1.2 Set SMTP on the printing device 42
8.1.3 Set the destinations for the MyQ users on the MyQ server 42
8.2 Using Scan to Me 43
8.2.1 Email addresses for Scan to Me 43
8.2.2 List of the MyQ destinations on the printing device 43
9 Accounting 45
9.1 Credit 46
9.1.1 Recharging Credit 47
9.1.2 Using terminal actions with insufficient credit 48
9.2 Quota 49
9.3 Projects 50
9.3.1 Assigning projects to print jobs 51
10 Business Contacts 53

MyQ Epson Embedded Terminal 10.2 RTM

The MyQ Epson Embedded terminal is a web based application using the Epson Open Platform 1.0 and 1.1; no applications are running directly on the printing device, all files are stored in the MyQ directory and the device exchanges data with MyQ via the HTTPS protocol.

The terminal enables simple management of print jobs on a touchscreen display and offers a number
of advanced features.

⚠ This release does not contain all 10.2 Terminal features, only the features described in the manual are supported. New features will be added with future releases.

All changes compared to the previous version are listed in the **release notes**.

1 Epson Service

The Epson service is an integral part of the embedded terminal's installation. It is added to Windows services within the upload of the Epson Embedded installation package to the MyQ server, and remains there as long as the installation package stays uploaded on the server.

The service is necessary for the proper terminal functionality; if it is not running, the embedded terminal cannot communicate with the MyQ server. With disabled communication, users cannot log in, and the terminal cannot be remotely set up (reinstalled, uninstalled).

The service can be started and stopped on the **Services** tab of the MyQ Easy Config application. For details about the application, see **MyQ Easy Config** in the *MyQ Print Server* guide.

2 Supported Devices

Some models are not certified yet. A list of certified models can be found in **Certified Devices** on the MyQ Community portal. If the requested device is not on the certified devices list but it is in the table below, please create a Device certification request.

There are supported printing devices with a normal screen size of 9" and a 800x396 resolution, and with small screen sizes of 4.3", and 5" and a 480x272 resolution.

Model Name	Platform	Color/ B&W	Printer Size	Screen Size	Screen Resolution
WF-5690 series	1.0	Color	A4	4.3"	480x272
WF-M5690 series	1.0	Color	A4	4.3"	480x272
WF-6590 series	1.0	Color	A4	4.3"	480x272
WF-R8590 series	1.0	Color	A3	5"	480x272
WF-C869R series	1.0	Color	A3	5"	480x272
WF-C5790 series	1.0 and 1.1	Color	A4	4.3"	480x272
WF-C20590 series	1.0 and 1.1	Color	A3	9"	800x396
WF-M5799 series	1.0 and 1.1	B&W	A4	4.3"	480x272
WF-C17590 series	1.0 and 1.1	Color	A3	9"	800x396
WF-C20600 series	1.0 and 1.1	Color	A3	9"	800x396
WF-C20750 series	1.0 and 1.1	Color	A3	9"	800x396
WF-C21000 series	1.0 and 1.1	Color	A3	9"	800x396

Model Name	Platform	Color/ B&W	Printer Size	Screen Size	Screen Resolution
WF-C5790BA series	1.0 and 1.1	Color	A4	4.3"	480x272
WF-C579R series	1.0 and 1.1	Color	A4	4.3"	480x272
WF-C8690 series	1.0 and 1.1	Color	A4	5"	480x272
WF-C878R series	1.0 and 1.1	Color	A4	5"	480x272
WF-C879R series	1.0 and 1.1	Color	A4	5"	480x272
WF-M20590 series	1.0 and 1.1	B/W	A3	9"	800x396
ET-16680 series	1.0 and 1.1	Color	A3	4.3"	480x272
L15180 series	1.0 and 1.1	Color	A3	4.3"	480x272
ET-M16680 series	1.0 and 1.1	B/W	A3	4.3"	480x272
M15180 series	1.0 and 1.1	B/W	A3	4.3"	480x272
WF-M21000 series	1.0 and 1.1	B/W	A3	9"	800x396
WF-C5790BA Series	1.0 and 1.1	Color	A4	4.3"	480x272
WF-C5890 series	1.0 and 1.1	Color	A4	4.3"	480x272

Model Name	Platform	Color/ B&W	Printer Size	Screen Size	Screen Resolution
LM-C4000	1.0 and 1.1	Color	A3	10.1"	1024x496
LM-C5000	1.0 and 1.1	Color	A3	10.1"	1024x496
LM-C6000	1.0 and 1.1	Color	A3	10.1"	1024x496
AM-C4000 Series	1.0 and 1.1	Color	A3	10.1"	1024x496
AM-C5000 Series	1.0 and 1.1	Color	A3	10.1"	1024x496
AM-C6000 Series	1.0 and 1.1	Color	A3	10.1"	1024x496

2.1 Devices with Limited Support

The following devices do not support scrolling and therefore the UI experience when using them is not ideal:

- PX-M7050FP
- PX-M7050FX
- WF-5690 series
- WF-R5690 series
- WF-M5690 series
- WF-8590 series
- WF-R8590 series
- WF-6590 series

2.2 Supported Scanners

It is not possible to find Scanner devices via Printer Discovery, they must be added manually in MyQ X WebUI, **Printers**.

Model	Platform Version	Screen Size	Screen Resolution
DS-800WN	1.0 and 1.1	4.3"	480x272
DS-900WN	1.0 and 1.1	4.3"	480x272

3 Before the Installation

3.1 Requirements

MyQ Epson Embedded terminal 10.2 is supported on MyQ Print server 10.2 patch 8 and newer.

For information about communication protocols and ports, check the MyQ Print Server guide.

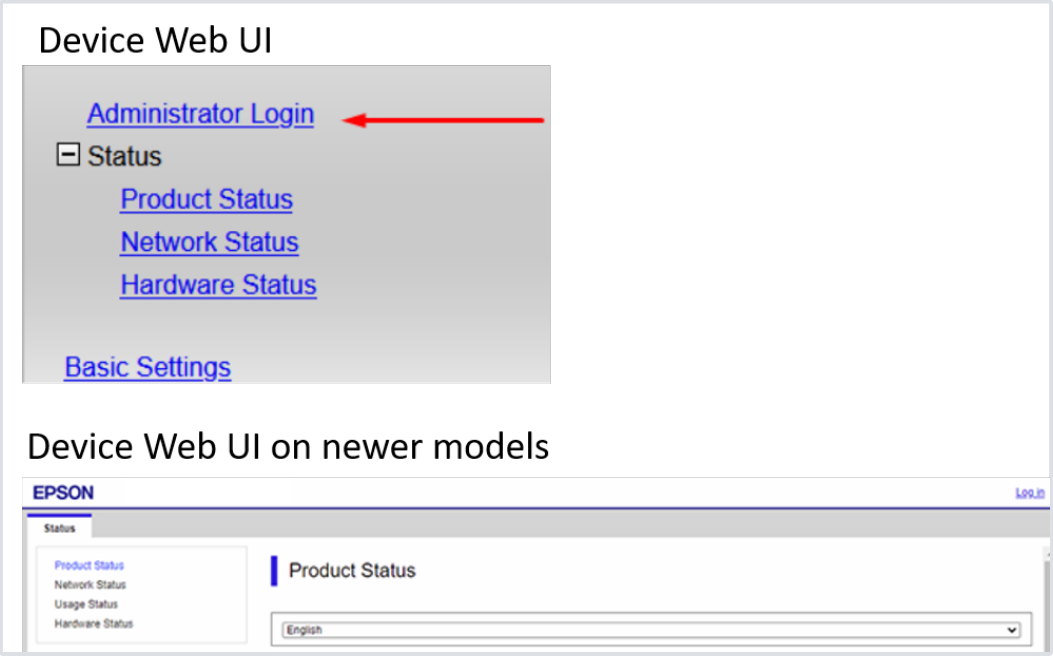
The correct time and date must be set on the printing device to avoid issues with the Scan to Me functionality.

Important note: There should be differences in counters between the device web UI and the MyQ reports because Epson devices omit accounting of blank pages, but MyQ is counting them.

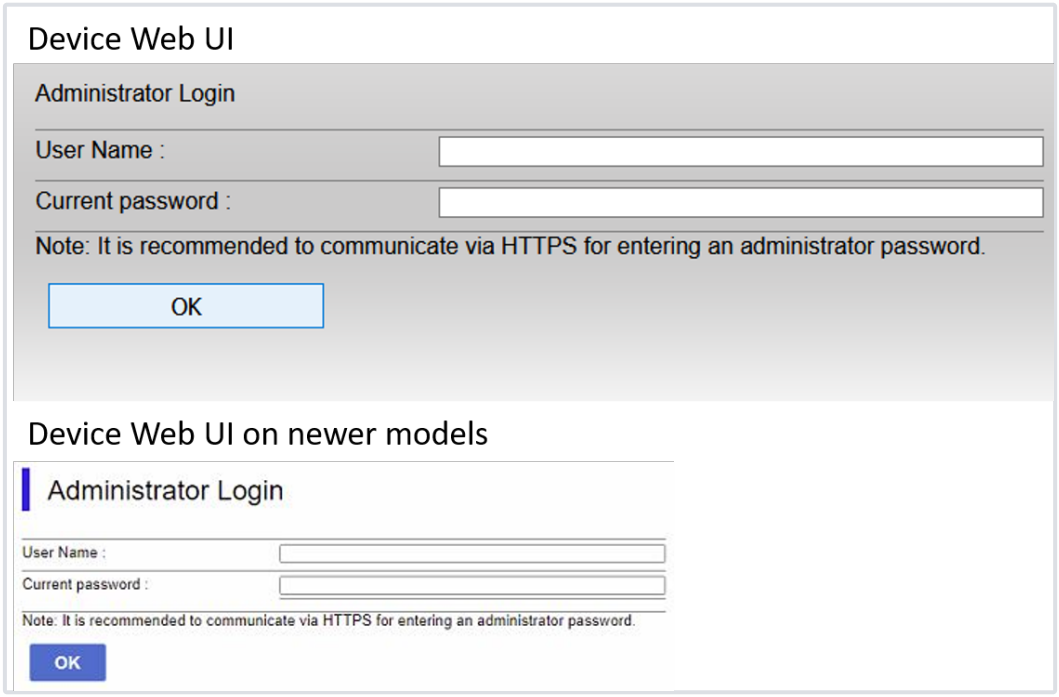
Epson Open Platform needs to be enabled on the printing device's web UI before the installation.

To enable it:

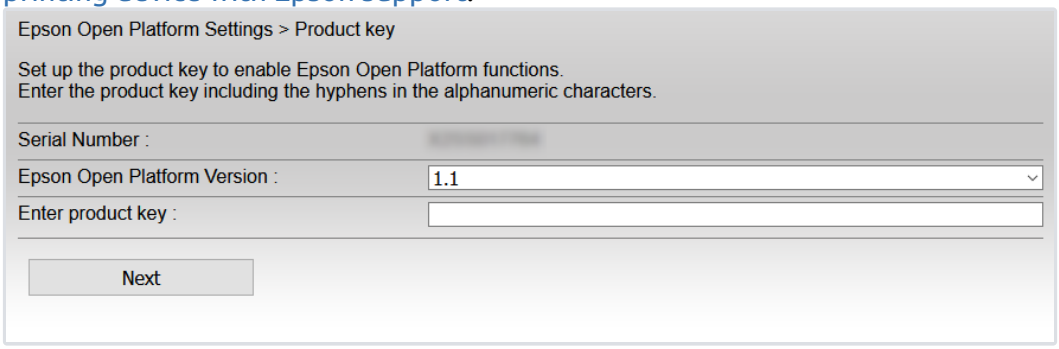
- Go to the printer's web UI by accessing *http://*IP address of the printer*/*
- Go to **Administrator Login**.



- Provide the **User Name** (administrator by default) and **Current password** (the device's admin password) credentials and click **OK**. These credentials are mandatory and if they are not provided, the installation fails.



- On the left-side menu, expand **Epson Open Platform Settings** and click **Product key**.
- Select the **Epson Open Platform Version** (the latest one is preferred) and **Enter product key**. To obtain this product key, you need to register your printing device with Epson support.

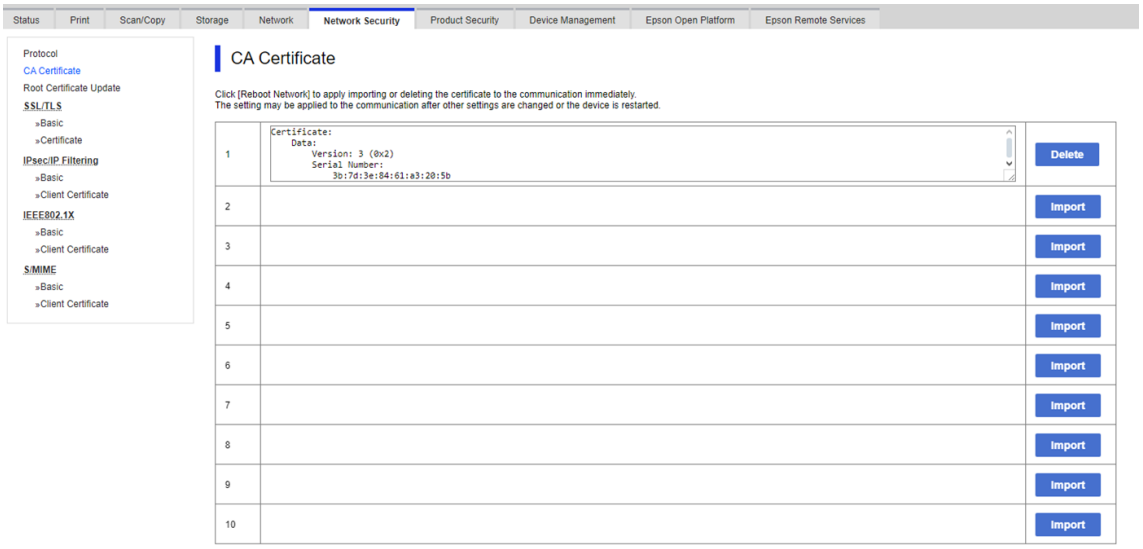


- Click **Next**, verify the information provided, and click **OK** (the network is restarted, and the printer is available again after a few minutes).

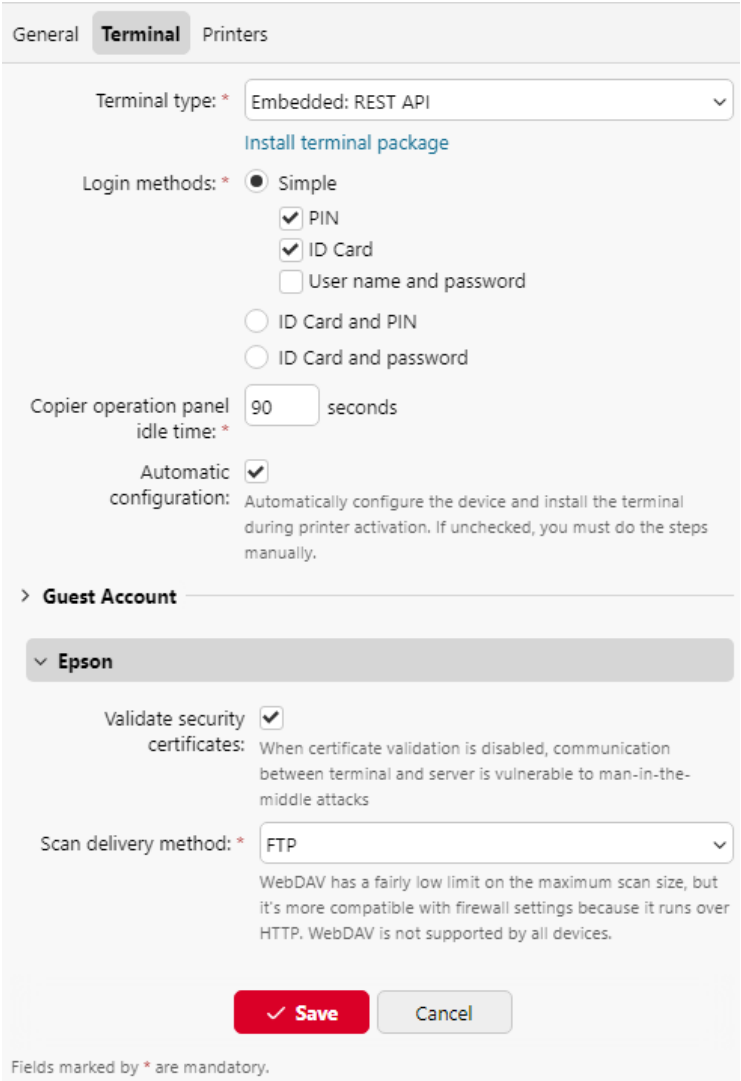
3.2 Installation of the SSL certificate

Starting with version **10.1**, the CA certificate is installed automatically during remote setup when “Certificate authority mode” is set to “Built-in Certificate Authority” or “Company Certificate Authority”. In case “Certificate authority mode” is set to “Manual Certificate Management” the certificate has to be uploaded in the device’s Web UI. Go to the **Network Security** tab, in the **CA Certificate** section, and **Import** the certificate.

Some devices require the manual installation of the SSL certificate into the device's web UI for using Easy Scan operations. The certificate can be uploaded in the device's Web UI. Go to the **Network Security** tab, in the **CA Certificate** section, and **Import** the certificate.

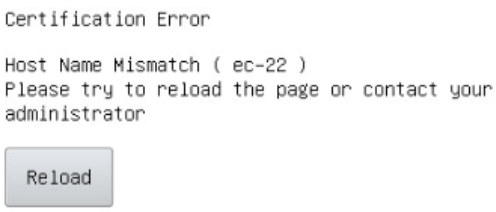


However, when "Validate Security Certificate" option is disabled in Configuration Profile, the printer doesn't validate certificates at all and no CA certificate is necessary.



Note that when this flag is enabled but a valid CA certificate is not installed in the printer, the device will show the following white error screen:

When the flag is enabled and a valid CA certificate is installed, but IP address was used as MyQ server address in the Configuration Profile, the device will show the following white error screen:



This is caused by the Epson browser being unable to validate certificate by SAN. There are a few options how to get around this:

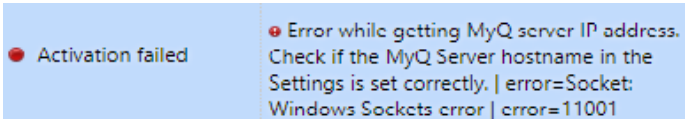
1. Do not use IP address as MyQ server address in the Configurations Profile.
2. If you have to use IP address as MyQ server address, set the IP address as the hostname in Network Settings.
3. If you have to use IP address as MyQ server address and cannot change the hostname in Network Settings, disable *Validate security certificates* in the vendor specific settings (note that the connection is then vulnerable to MITM attacks).

4 Installation

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

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

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



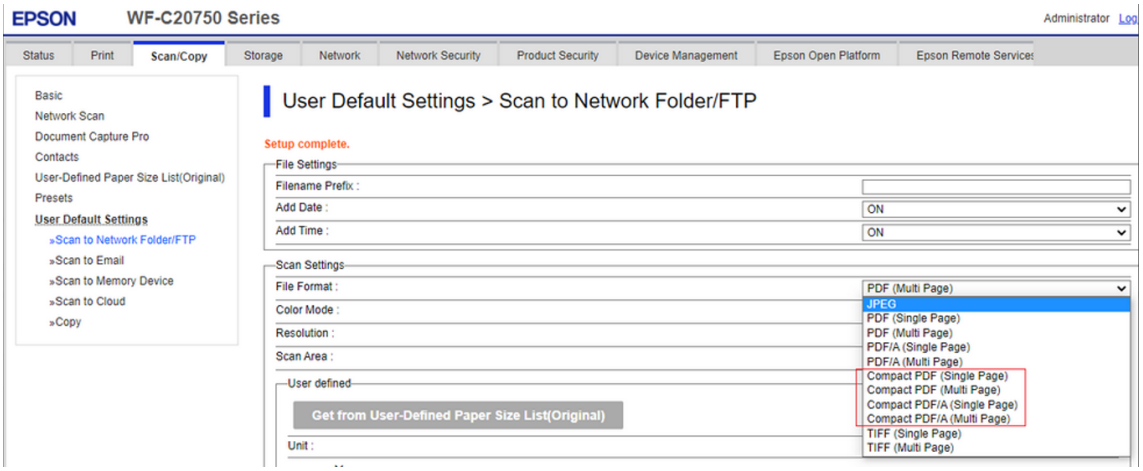
4.1 Remote installation via Printer Discovery

1. Follow the instructions in the MyQ Print Server guide to create and configure a Printer Discovery.
2. Then, you should create a configuration profile to attach to your Printer Discovery.
3. The **Epson** section is displayed when the Epson terminal package is installed on the MyQ server.

4.2 Limitations

4.2.1 Compact PDF

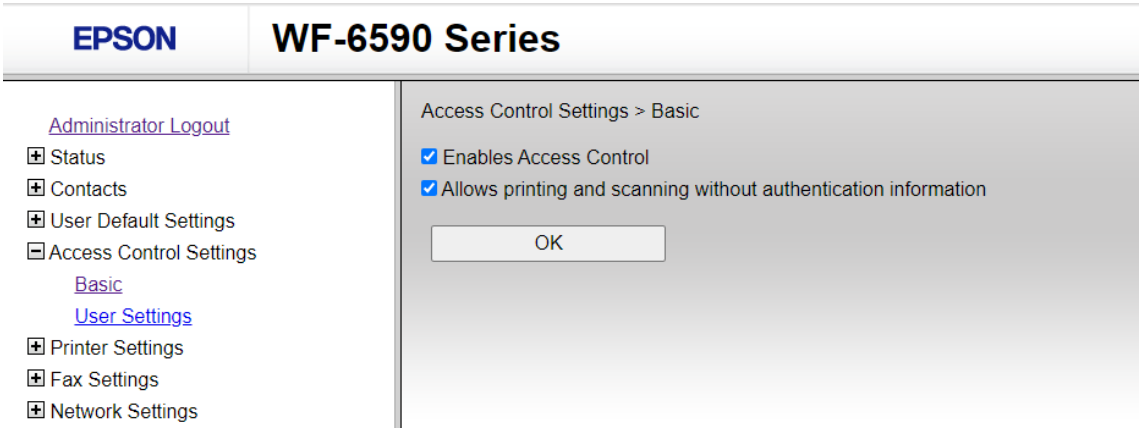
If the default value for the scan **File Format** in the device web UI is set to *Compact PDF*, the terminal package installation is failing. This issue is currently being investigated.



4.2.2 Enable Printing on WF-6590

Epson model WF-6590 doesn't support PJL commands for the user access control. As a result, print jobs are rejected by the device with error message NG 107 (authentication error).

To enable printing via MyQ on WF-6590 **Allows printing and scanning without authentication information** must be enabled via device WebUI.



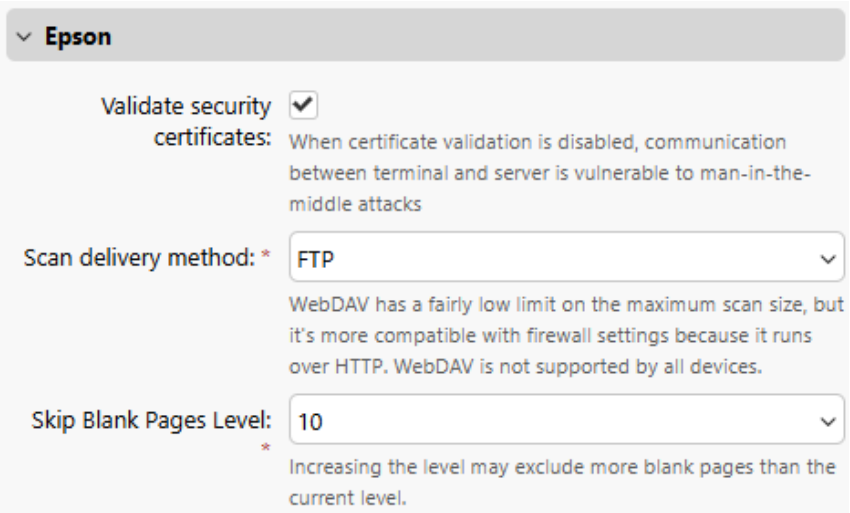
4.3 Vendor-Specific Options: Epson

After you install the terminal package on the Print Server, the following vendor-specific options are available in Configuration Profiles:

- **Validate security certificates**
  When enabled, the communications between the server and the terminal are secured. This option is enabled by default.
- **Scan Delivery Method**
  Set the delivery method for scanned files. Available values are:
  - FTP (Default)
  - WebDAV
    WebDAV has a lower maximum scan size limit, but is more compatible with

firewall settings because it uses HTTP. WebDAV is not supported by all devices.

- **Skip Blank Pages Level**
  Specify a threshold at which pages are considered blank and excluded when scanning. The default value is 10.



Applying the changes in the **Epson** section on the terminal requires a force remote configuration of the device.

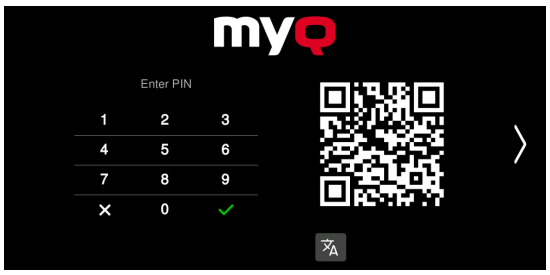
4.4 Changing Login Methods

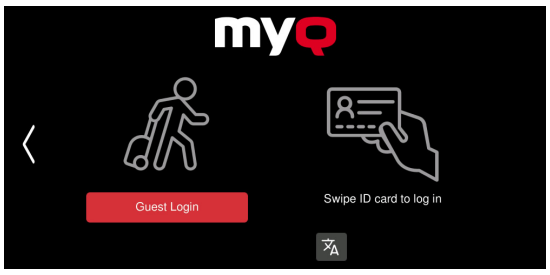
If you want to change login methods after the installation, you need to edit the configuration profile and reactivate your printer(s).

You can choose between two types of login: simple login and two-step authentication.

With the simple login option, you can select up to three methods of login.

With the two-step authentication, you can select a combination of login methods.





To change the login type:

1. In the MyQ Web administrator interface, go to **MyQ, Settings, Configuration Profiles**.

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

4.4.1 Login via QR code

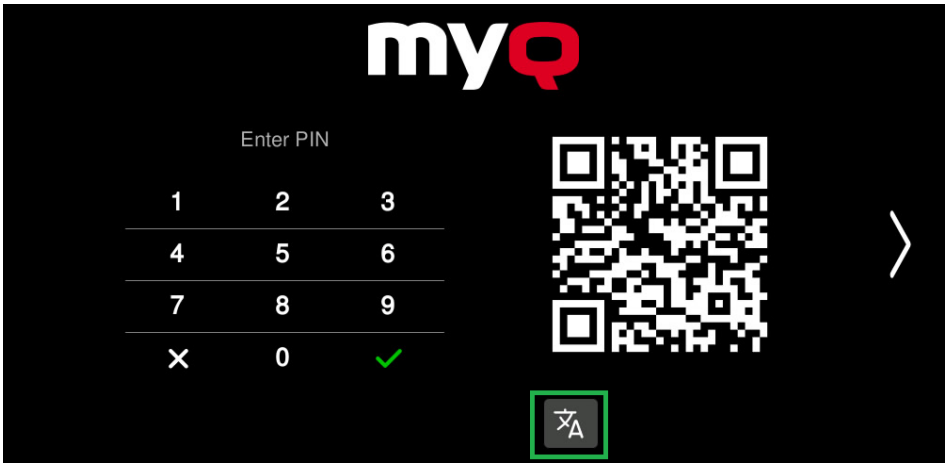
In **MyQ, Settings, Printers & Terminals**, in the **MyQ X Mobile Client** section, you can **Enable login by QR code on terminal login screen**. Once enabled, the QR code for logging in is displayed.

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

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

4.4.2 Language Selection

A language selection icon is available on the login screen. Once logged in, the language preference set by the server for that specific user will be applied.



4.4.3 Limitations

- The keyboard is not supported in small screens (and therefore the QR code/ keyboard selector switch is not available). If present, use a hardware keyboard as an alternative.

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

4.5 Selecting Languages

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

4.5.1 Default language

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

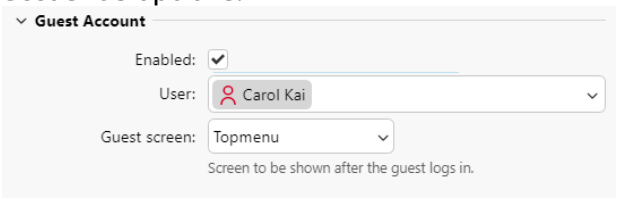
4.5.2 User's language

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

4.6 Guest Account

To set up a guest account, you need to edit your configuration profile.

1. In the MyQ Web administrator interface, go to **MyQ, Settings, Configuration Profiles**.
2. Select the profile you want to change and click **Edit** on the main ribbon (or right-click and **Edit** or double-click).
3. Go to the **Terminal** tab, in the Guest Account section, and set up the guest account's options:

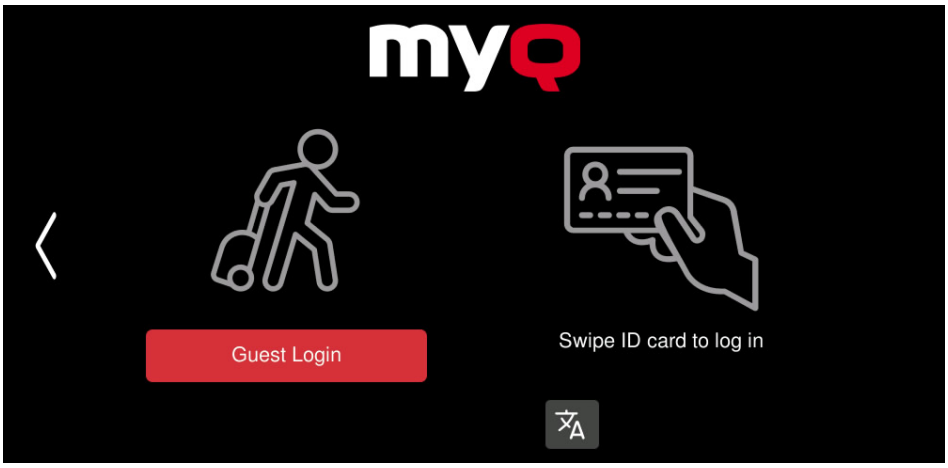


   a. Check the **Enabled** checkbox to be able to use a guest account.
   b. In the **User** drop-down, select the user you want to associate with the guest account.

c. Set what the guest user can see in the embedded terminal once they log in, by choosing one of the options from the **Guest screen** list: *[empty], Topmenu, Copy, Scan, USB, Box, Fax.*

4. Click **Save** (and reactivate your printers if needed).

The Guest Login button is now displayed both in 1-factor and 2-factor login methods on the terminal.



4.7 Update and Uninstallation

4.7.1 Updating the terminal

Updating the terminal is done on the MyQ web administrator interface.

Check Terminal packages in the MyQ Print Server guide for further details.

4.7.2 Uninstalling the terminal

MyQ embedded terminals can be uninstalled on the MyQ Web Administrator interface or by forcing a factory reset on the printing device. In the first case, even if the terminal is uninstalled, all of the device settings can be preserved for future use, whereas after a device reset, all the settings are lost, and the device returns to its default factory state.

To remotely uninstall an embedded terminal from the MyQ Web administrator interface, follow the steps below. Before the uninstallation, make sure that the Epson installation package is uploaded on the server and the Epson service is running.

To Uninstall a Terminal Remotely

1. Go to **MyQ > Printers.**

2. Select the printer you want to uninstall and go to **Actions > Set Configuration Profile…**
3. Select **No terminal** and click **OK**. Confirm the change of the configuration profile and the uninstallation should start automatically.

5 Licenses

The total number of embedded terminals that can run at the same time is equal to the number allowed by the embedded terminal licenses. If the number of embedded licenses at the server is exhausted, the terminal is deactivated.

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

6 Personalization

On the **Personalization** settings tab in the MyQ Web administrator interface, under **Terminal personalization**, you can add a **Custom Logo**.

It is also possible to use custom themes on the terminal.

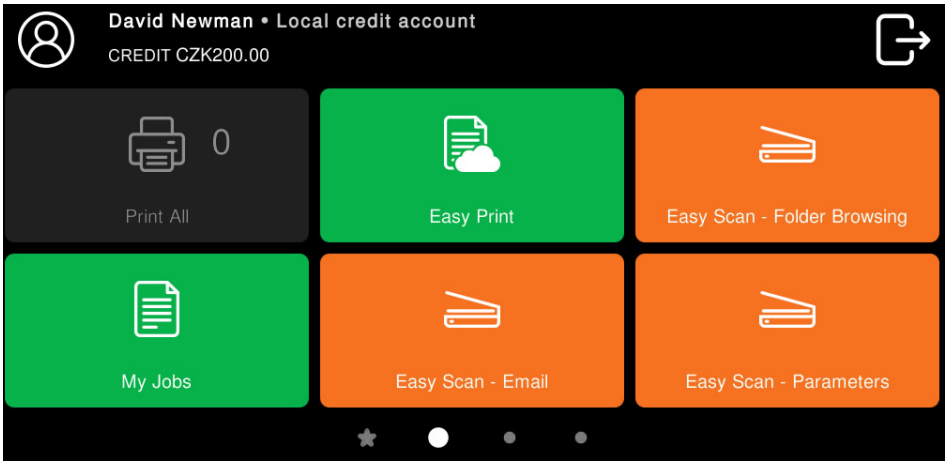
Check the MyQ Print Server guide for Personalization Settings.

7 Terminal Actions

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

The default terminal actions are:

- Print All
- My Jobs
- Easy Scan – Email
- Easy Scan – Folder
- Panel Copy (*available only on devices with EOP v1.1+*)
- Panel Scan (*available only on devices with EOP v1.1+*)
- ID Card Registration (*only visible if ID Card is selected as a login method*)



For information related to terminal action nodes management, check Terminal Actions Settings on the MyQ Print Server guide.

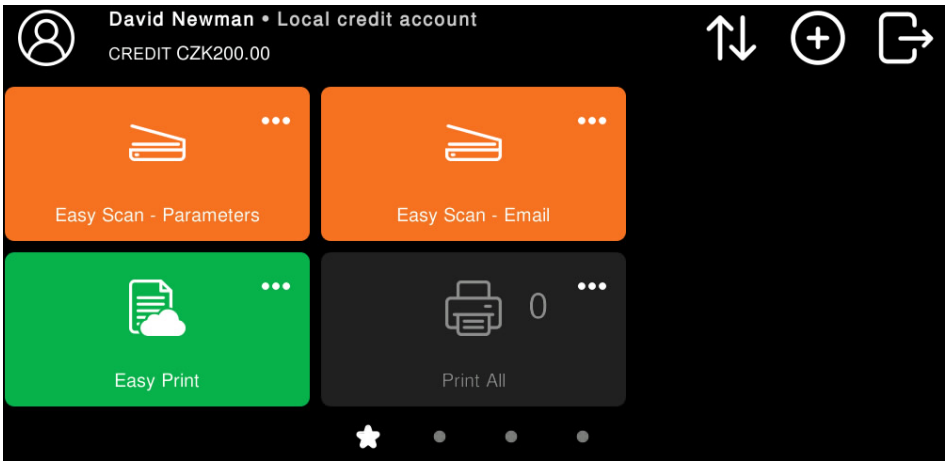
The other available terminal action nodes that can be used on the MyQ Epson Embedded terminal, apart from the default ones mentioned above, are:

- Unlock Panel
- Panel Fax
- USB Print
- USB Scan
- Folder
- Edit Account
- Easy Print

7.1 Favorite Actions

The **Favorite Actions** feature allows you to save and quickly access frequently used actions, streamlining your workflow by enabling instant execution of 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, it helps manage printing tasks more efficiently, making it perfect for high-volume or specialized printing environments where critical functions need to be instantly accessible, boosting productivity and minimizing operational downtime.



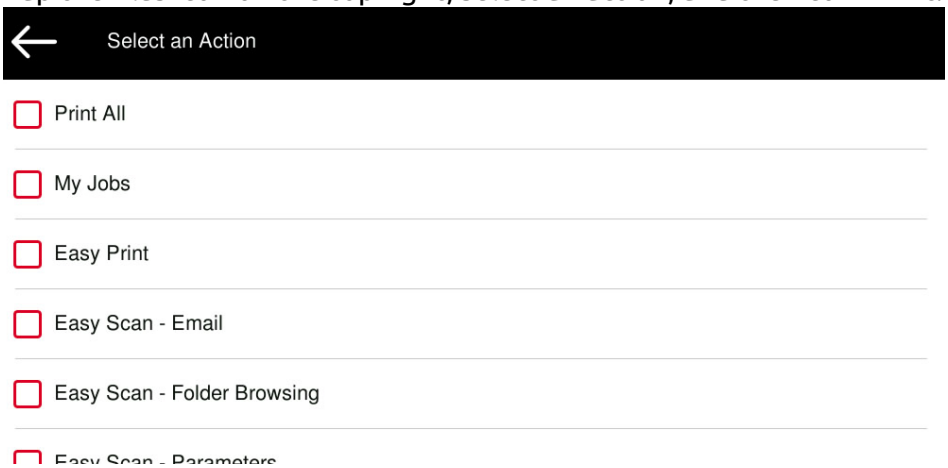
7.1.1 Add a Favorite Action

- 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.

You can add some terminal actions as your favorites. To do so:

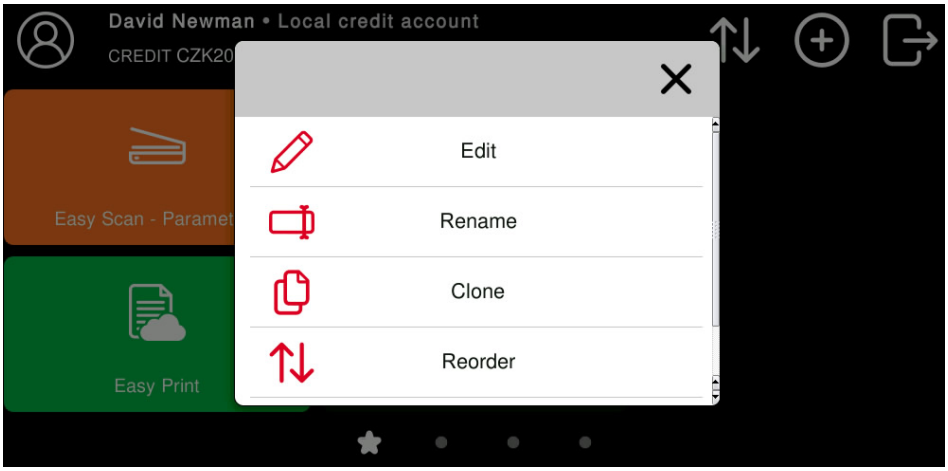
1. Log in to the terminal
2. Tap the Star icon on the bottom of the screen.
3. Tap the Plus icon on the top right, select an action, and then confirm it.



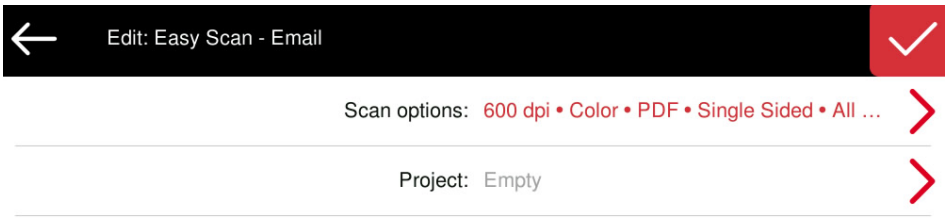
7.1.2 Edit a Favorite Action

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

You can edit Easy Scan actions by tapping the action menu on the action and then **Edit**.

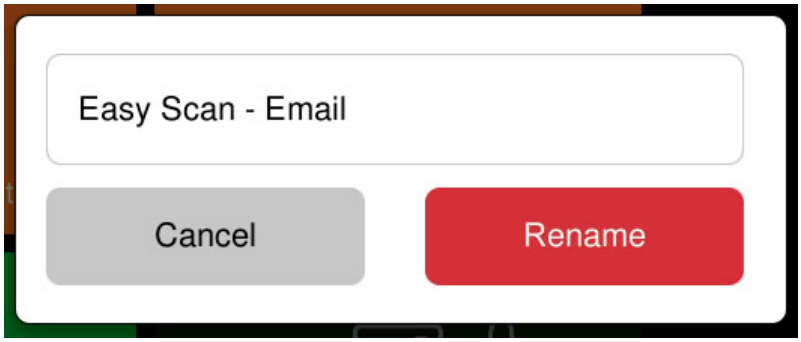


A parameters screen opens where the action can be edited.



7.1.3 Rename a Favorite Action

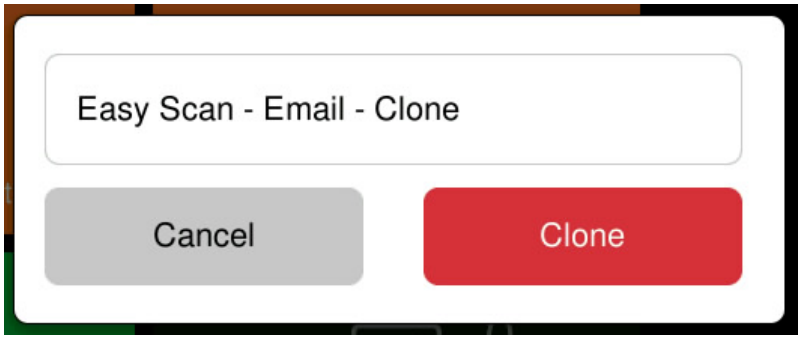
You can rename the actions by tapping the action menu on the action and then **Rename**.



Type in your new action name and save it.

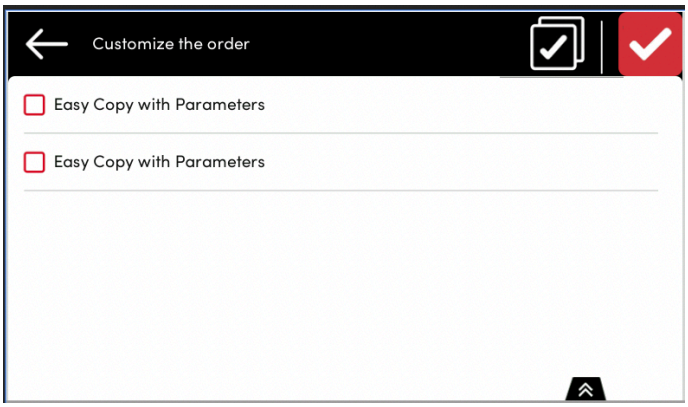
7.1.4 Clone a Favorite Action

You can close the actions by tapping the action menu on the action and then **Clone**.

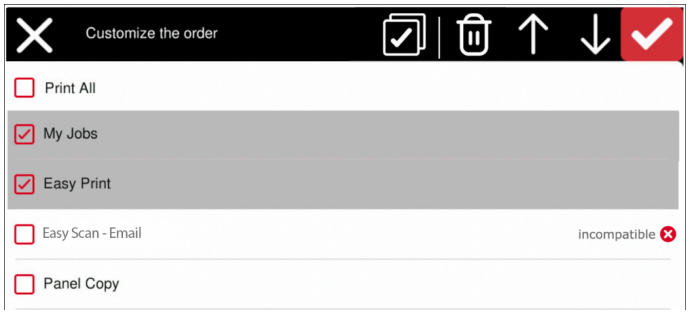


7.1.5 Reorder your Favorite Actions

Tap the action menu on a Favorite Action and select **Reorder** or use the arrow icons in the top menu.



An ordered list of all favorite actions is displayed; users can select one or more actions and reorder them using up and down arrows.

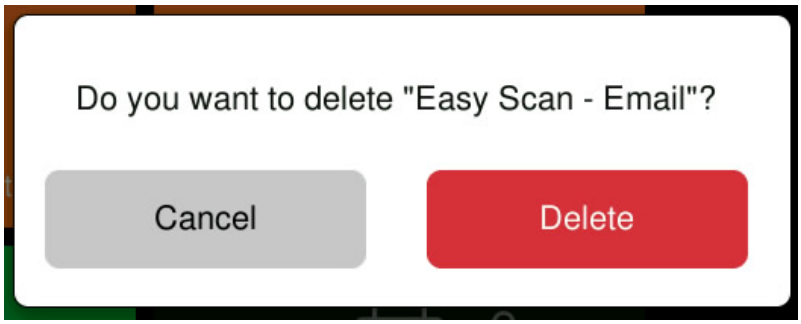


In the reorder window, users can also **Delete** selected Favorite actions. The reorder screen also labels Favorite actions which are **incompatible** with the current device.

The **Delete**, **Reorder** and **Select/Unselect All** options are only shown when a Favorite action is selected.

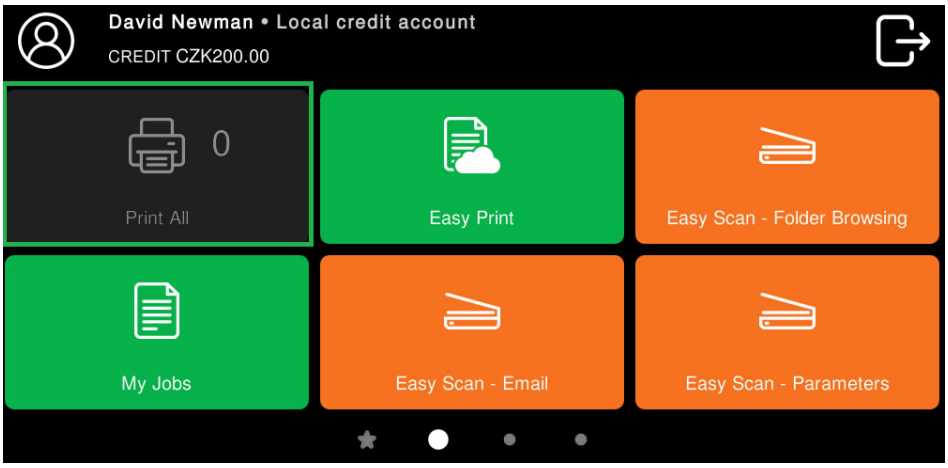
7.1.6 Delete a Favorite Action

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



7.2 Print all

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

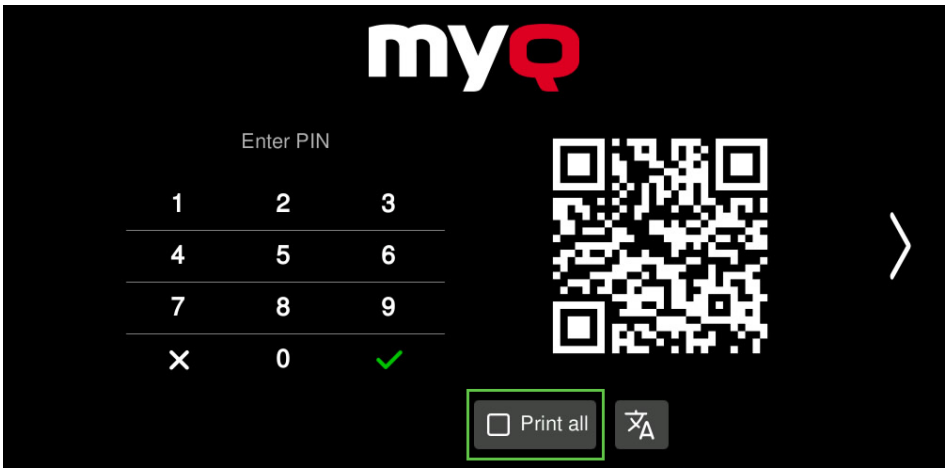


7.2.1 Print all jobs after logging in

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

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

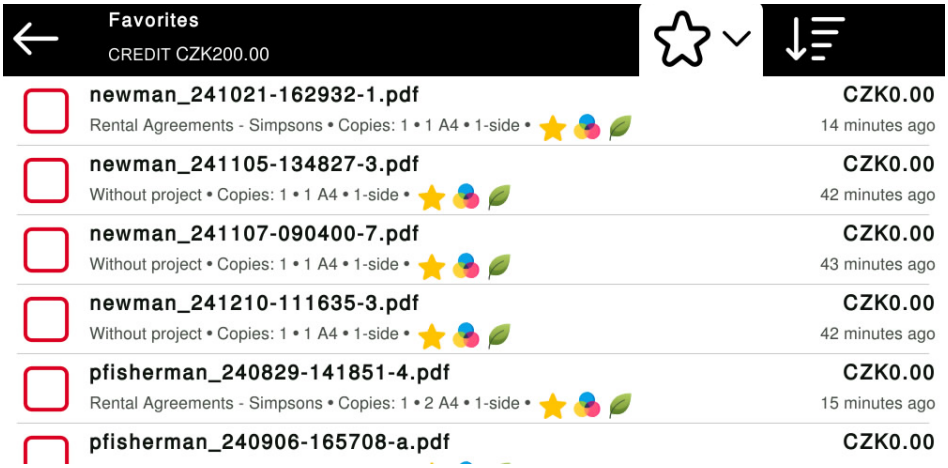
If the user disables the feature on the terminal and does not login in 30 seconds, the terminal screen refreshes with the **Print all** option selected.



7.3 My Jobs

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

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

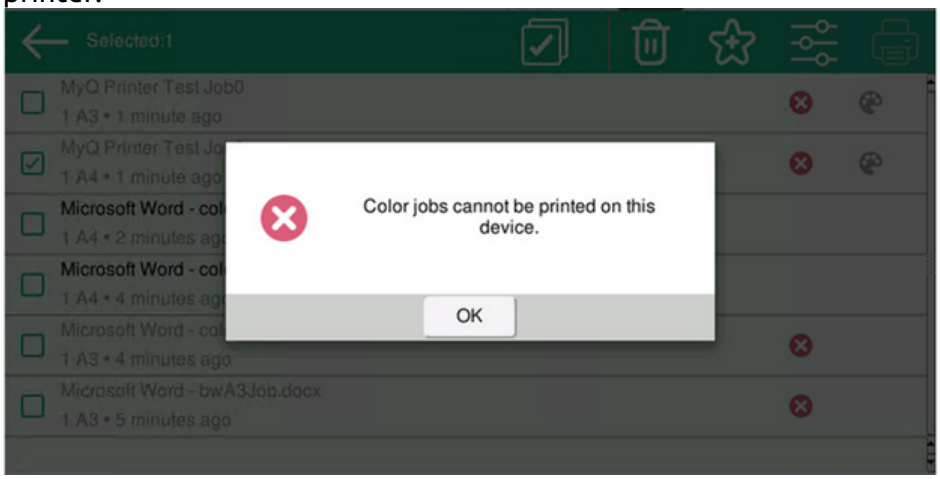


7.3.1 Job Filters

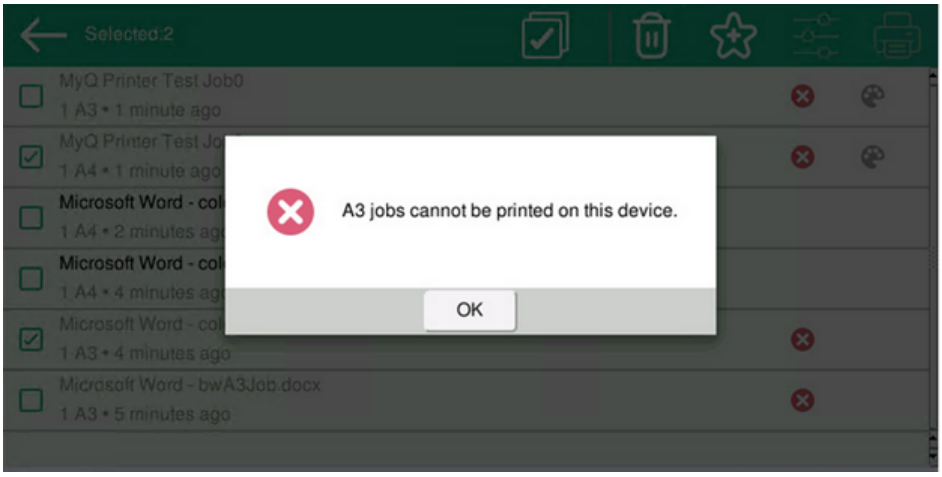
In the MyQ Web administrator interface, in **MyQ, Settings, Printers & Terminals** , under the **General** section, it is possible to **Allow a color job on a B&W printer**, but the job is accounted as B&W. This option is disabled by default.

If a job is not allowed to 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:

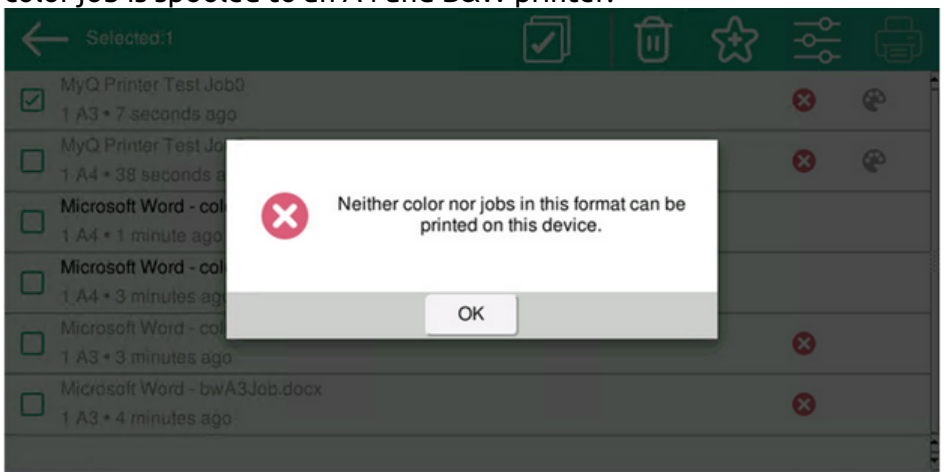
- *Color jobs cannot be printed on this device*, when a color job is spooled to a B&W printer.



- *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.

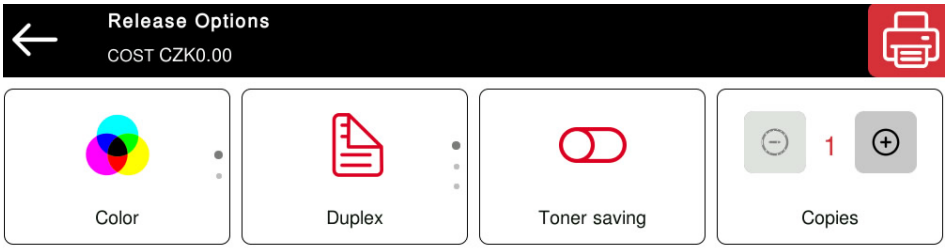


7.3.2 Managing jobs on the My Jobs screen

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 bar, you can select from the following options (from left to right):

- **Select All**: Tap to select all jobs.
- **Delete**: Tap the bin icon to delete the selected 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).
- **Job Preview**: Tap to enter **Job Preview**.



In certain cases, you may see listed some print options that are not applicable due to the queue or printer being used. For example, you may see **Color** options despite printing from a queue set to B&W or on a printer that can only print B&W. In cases such as these, this command will be ignored.

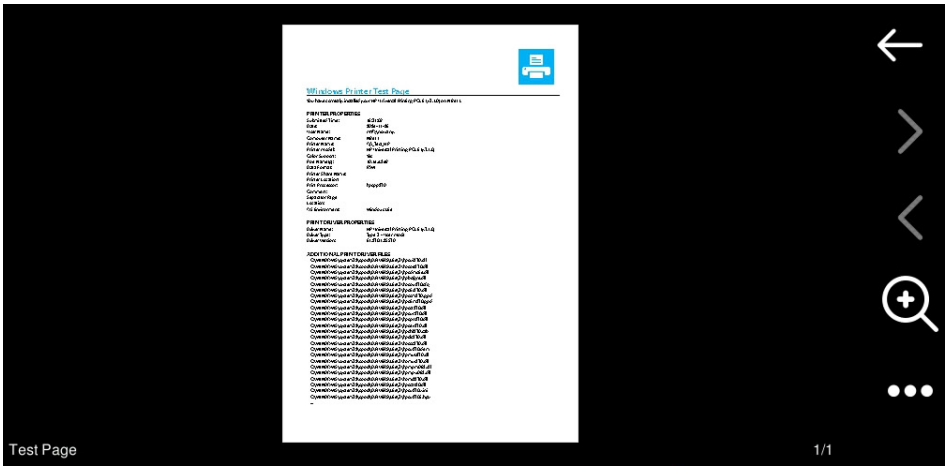
- **Print**: Tap the printer icon to print the selected jobs.
- **Add to favorites**: Tap the star-plus icon to add the selected jobs to your favorites (Visible on the Ready jobs tab and on the Printed jobs tab).
- **Delete from favorites**: Tap the star-minus icon to delete the selected jobs from your favorites (Visible on the Favorite jobs tab).
- **Delete**: Tap the bin icon to delete the selected jobs.

7.3.3 Job Preview

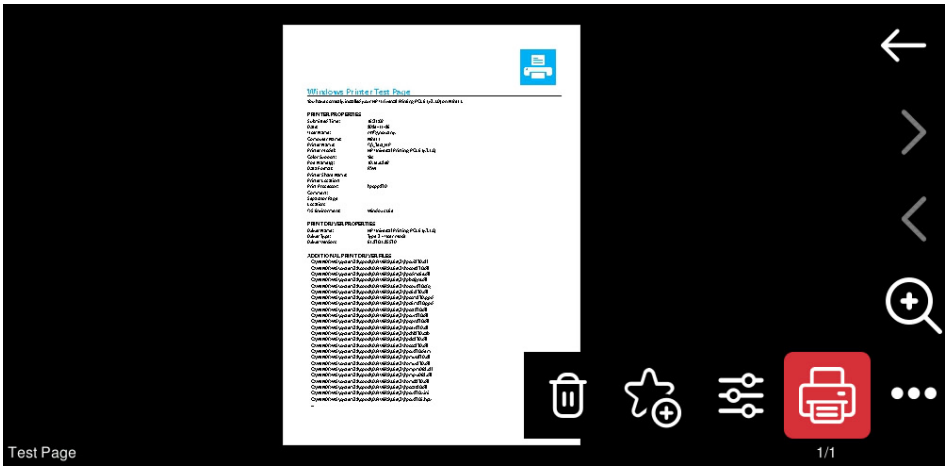
The **Job Preview** feature is used to generate previews of jobs. To enable it, go to **MyQ, Settings, Jobs, Job Preview**. It is possible to limit the **Number of pages** to be generated (*1* by default) in the preview. To include all the pages, set the value to *0*.

Once enabled, the Job Preview (eye) button is visible on the terminal.

Tapping on it redirects to the Job Preview screen. The first page of the document is displayed by default in a thumbnail view, as the first page of the job preview. Besides the document's preview, you can also see the document's name in the lower-left corner, the number of pages in the lower-right corner, and the navigation menu to the right side.



In the navigation menu, you can use the back button to return to My Jobs, the forward and backwards buttons to preview more pages, the magnifying glass button to zoom in and out of the previewed page, and the three-dots button to expand the navigation menu.



In the expanded menu, you can delete the job, add the job to your favorites, open the job's print options, and print the job.

7.3.4 Job Roaming

The Job Roaming feature enables users to transfer their 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, the user has to take the following steps:

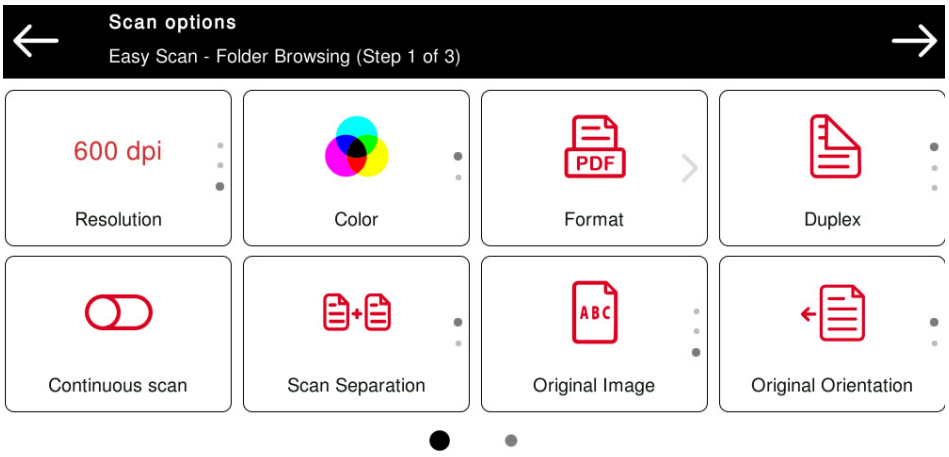
1. Log in to the embedded terminal.
2. Tap **My Jobs**. The My Jobs screen opens.
3. On the screen, tap the globe icon. The Remote tab opens
4. The remote jobs are automatically downloaded and can be printed on the current printing device as well as on any other printing device attached to the **Job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

7.4 Easy Scan

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

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

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



You can also create new custom parameters to be used in the scan metadata, or as parts of file names, addresses, subjects and email bodies, and as paths to folders, passwords to folders etc. You can find further details in Create custom parameters on the MyQ Print Server guide.

OCR (Optical Character Recognition) can be used with Easy Scan, by creating OCR profiles and enabling users to select them on the embedded terminal. You can find further details in OCR on the MyQ Print Server guide.

7.4.1 Easy Scan Parameters

- **Resolution** - The outgoing file's resolution. You can select from the following options:
  - 200 dpi
  - 300 dpi
  - 400 dpi
  - 600 dpi
  - Default
- **Color** - The outgoing file's color scale. You can select from the following options:
  - Color
  - B&W (two tones)
  - Default
- **Format** - The outgoing file's format. You can select from the following options:
  - PDF
  - JPEG
  - TIFF
  - HCPDF
  - Default
- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
  - Single Sided
  - Duplex - binding on top
  - Duplex - binding on side
  - Default
- **Continuous scan** - With the continuous scan option *Enabled*, scan jobs are not sent until **Finish** is tapped. After clicking **Next**, the printing device scans another page. Continuous Scan via ADF has to be supported by the device firmware. It is not possible to combine Continuous Scan via ADF and via glass. 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
- **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
  - B4
  - B5
  - Ledger
  - Letter
  - Legal
  - Statement
  - 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:
  - Lowest
  - Lower
  - Low
  - Normal
  - High
  - Higher
  - Highest
  - Default
- **Skip blank pages** - With this parameter, you can select to skip blank pages in the scanned document. You can select from the following options:
  - Default
  - Yes
  - No

7.4.2 Limitations

- **Continuous scan** - If a scan is canceled by tapping the back arrow, canceled by pressing the cancel button or if a user logs out, the MFP sends scanned documents up to that point. The MFP does not discard the scanned documents. A notification about the scanned job contains no information regarding the number of scanned pages. Continuous Scan via ADF has to be supported by the device firmware. It is not possible to combine Continuous Scan via ADF and via glass.

- **Scan cancellation** - If a single-page file format, such as jpeg, tiff, single PDF, etc., is selected, then scanned pages will be sent and will be recorded in the job_log. If multi-page file format is selected, all including scanned pages are canceled (*Information obtained from Epson support*).
- **ADF scan** - If a scan is canceled by tapping the cancel button or if a user logs out, the MFP sends scanned documents up to that point. The MFP does not discard the scanned documents. A notification about the scanned job contains no information regarding the number of scanned pages.
- The default A4 paper orientation (= not rotated paper = iso_a4_210x297mm) is landscape (= insert short edge to ADF) on all models regardless of the printed infographics on the ADF.
- Resolution parameter 400 dpi has to be supported by the device.
- Skip blank pages is supported on Epson AM-C series devices only.

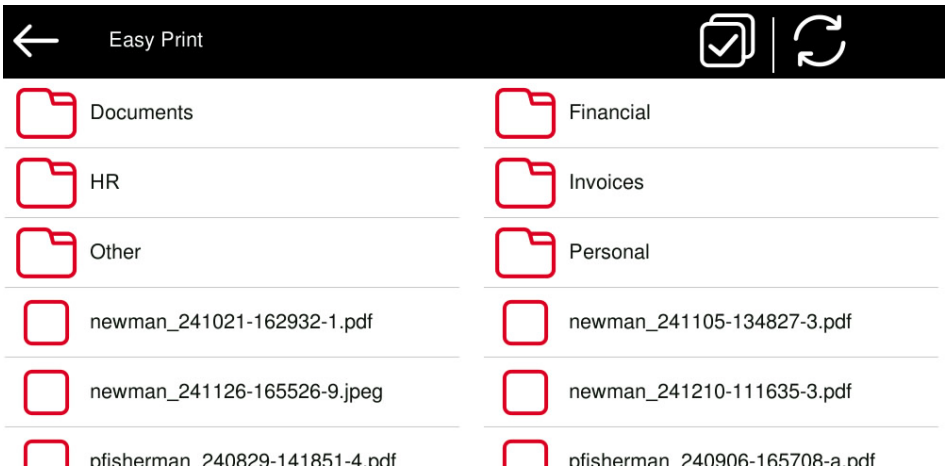
7.5 Easy Print

The Easy Print terminal action allows users to print files without sending them first to MyQ. These files can be printed from multiple destinations, like several cloud storages, network drives or local drives, and the user's default storage.

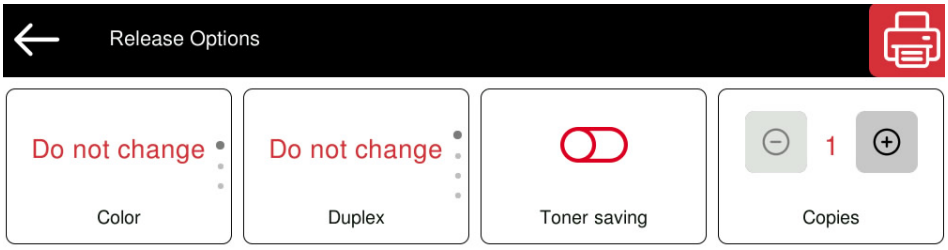
For information on how to configure the **Easy Print** action, check Easy Print settings in the MyQ Print Server guide.

> ⚠ If **Stop sending jobs after user logout** is disabled in the MyQ Web Interface under **Settings**>**Printers & Terminals**, this setting is not applied to Easy Print jobs. Therefore, if a user logs out while printing a number of jobs using Easy Print, no more jobs will be sent.

When Easy Print is used on the terminal, the user is 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, the user can browse it and select files for printing.



Once a file is selected for printing, clicking the options button opens the release options screen.



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.

7.6 Panel Actions

7.6.1 Unlock Panel

Unlocks the printing device's panel and opens the native device screen (*available only on devices with EOP v1.1+*).

7.6.2 Panel Copy

Opens the printing device's copy screen (*available only on devices with EOP v1.1+*).

7.6.3 Panel Scan

Opens the printing device's scan screen (*available only on devices with EOP v1.1+*).

7.6.4 Panel Fax

Opens the printing device's fax screen (*available only on devices with EOP v1.1+*).

7.7 USB Actions

7.7.1 USB Print

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

7.7.2 USB Scan

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

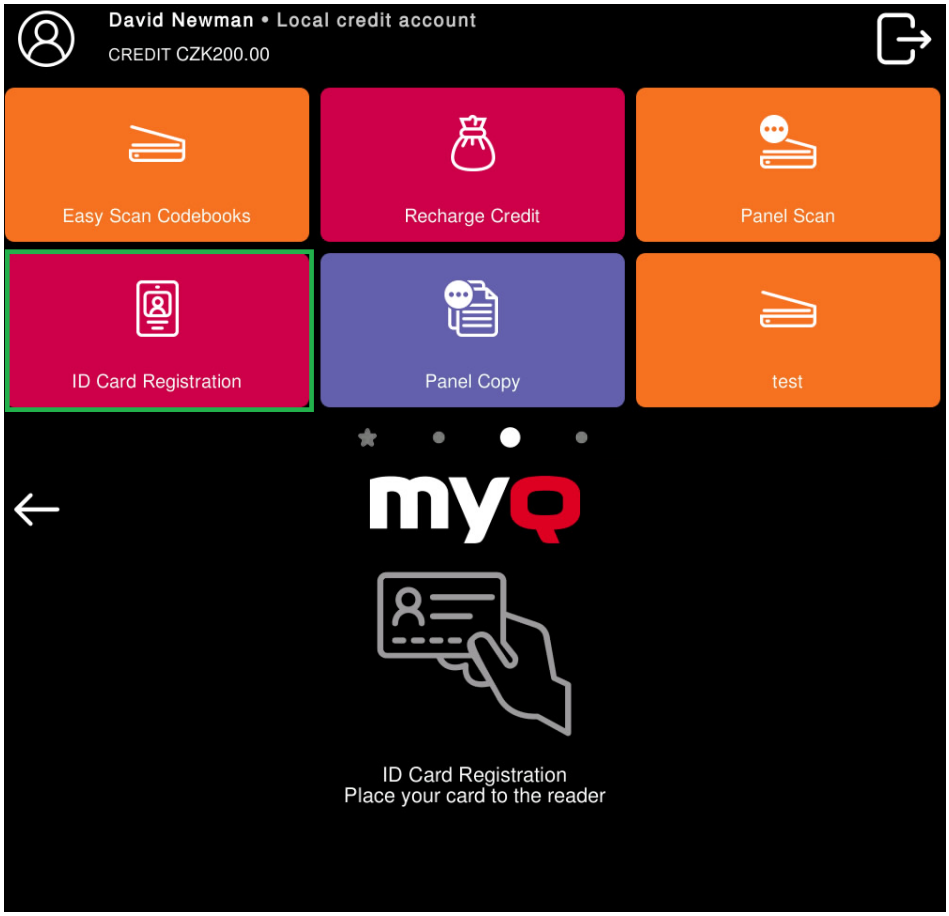
7.8 Folder

Actions can be put into folders. Folders can be used to optimize the layout of the terminal screen or to enable users to access a larger number of actions.

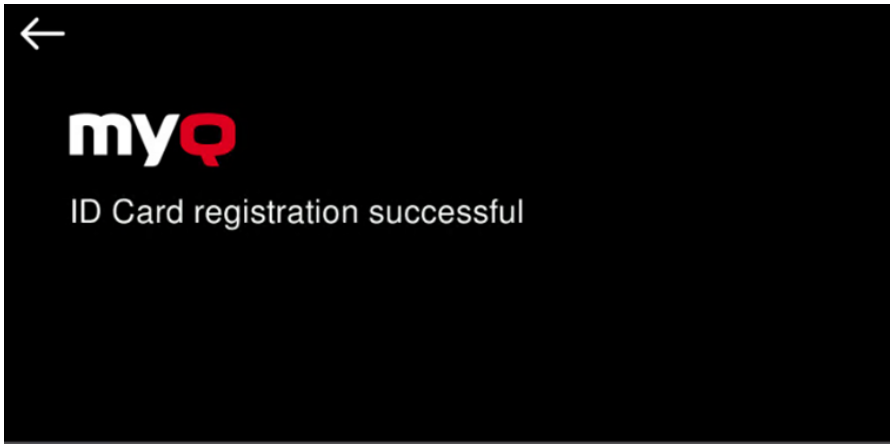
Empty folders are not displayed on the terminal screen. If there is only one item in the folder, the item is displayed instead of the folder.

7.9 ID Card Registration

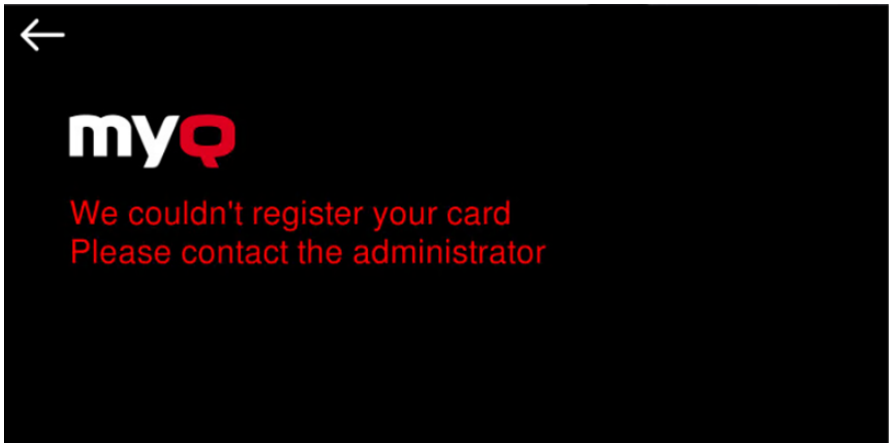
After tapping this action, the ID Card registration screen opens and the logged user can register their card by swiping it at the card reader.



If the registration was successful, the following message is displayed on the terminal:



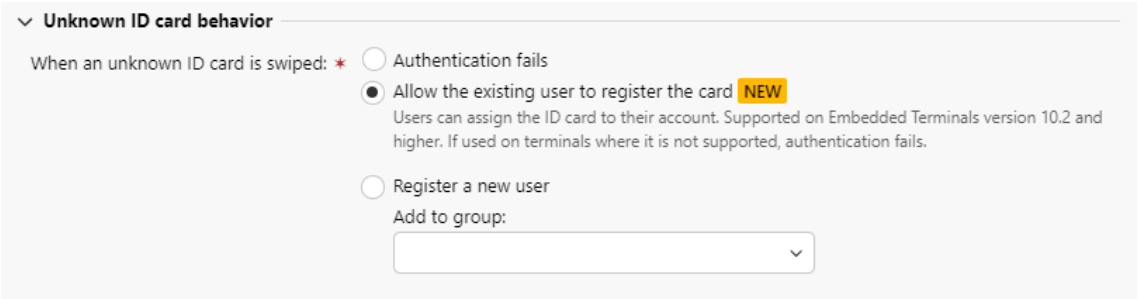
If the registration has failed, the following message is displayed on the terminal, and the user should contact their administrator:



7.10 Unknown ID Card Registration

7.10.1 Register by Swiping an Unknown ID Card

It is possible to register an unknown ID card and link it to a user account. In **Settings > Users > User Authentication > Cards** you can find the settings for **Unknown ID card behavior**.



Select **Allow the existing user to register the card** so that after an unknown card is swiped, a user will be offered the option to register this card to their account. The

user logs in with their account credentials and the card is registered to their account on the server.

It is not supported with two-factor authentication switched on in the configuration profile.

8 Scan to Me

MyQ is able to automatically send scanned documents to a specified folder or email belonging to the scanning user, with the **Scan to Me** feature.

With the feature enabled, MyQ serves as an email server — it receives a scanned job from printing devices via the SMTP protocol, detects the device where the job is sent from, finds the user that is currently logged on the device, and sends the job to their folder or email (depends on the user's settings).

First, you need to set up the feature on the MyQ server and on the printing device to enable the MyQ users to use all of the scanning options. After that, you need to provide the users with receiver email addresses, where they can direct the scanned documents.

8.1 Setting up Scan to Me

The setup of the **Scan to Me** feature consists of the following consecutive steps:

- Enable and set up scanning on the MyQ server.
- Set SMTP on the printing device.
- Set the destinations for the MyQ users on the MyQ server.

8.1.1 Enable and set up scanning on the MyQ server

For details, check Scan to Me on the MyQ Print Server guide.

8.1.2 Set SMTP on the printing device

The scanning function requires enabling the SMTP protocol, setting the SMTP server address and entering a sender email on the printing device's web interface. For information about how to enter the printing device web interface and find the particular settings, see the printing device's manual.

To enable the scanning function, take the following steps in any order on the printing device's web interface:

- Enable SMTP protocol.
- Enter the MyQ server IP address or host name.
- Ensure that the SMTP port is the same as the SMTP port in the **Network** settings tab, under **MyQ SMTP server**. The default port in MyQ is *25*.
- Enter sender email address. The address value is arbitrary.

8.1.3 Set the destinations for the MyQ users on the MyQ server

For details, check Set the destinations for the MyQ users on the MyQ Server on the MyQ Print Server guide.

8.2 Using Scan to Me

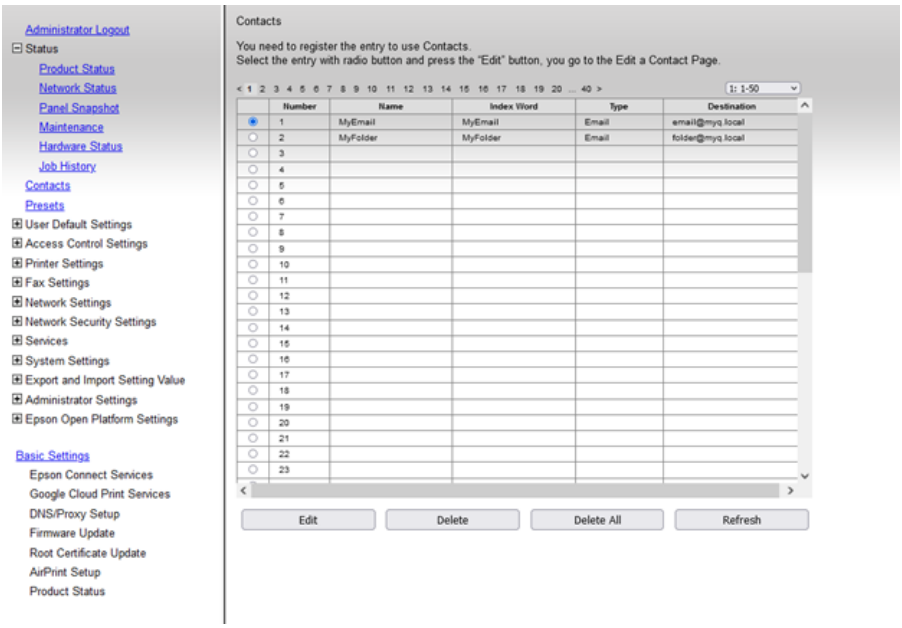
To send the email to the desired destination, the scan needs to be directed to a specific receiver email address. There are two options to enable MyQ users to send the scans there: provide them with the respective receiver email address, or predefine these email addresses on the printing device's Web UI.

8.2.1 Email addresses for Scan to Me

- **Sending scans to the user's primary email** - The scanned document is sent to the user email set in the email text box on the user properties panel. The receiver email address has to be *email@myq.local*.
- **Sending scans to other emails** - The scanned document is sent to all emails set in the **User's scan storage** text box (multiple emails are separated by commas) on the user properties panel. The receiver email address has to be *folder@myq.local*.
- **Storing scans to the user's scan folder** - You have to create a shared folder and ensure that MyQ has access to this folder. After this, enter the folder's location to the **User's scan storage** text box. The scanned document is sent to MyQ, and then stored in the shared folder via the SMB protocol. The stored document file name consists of the user account name, the date, and the time when the scan was sent.
  The receiver email address has to be *folder@myq.local*.

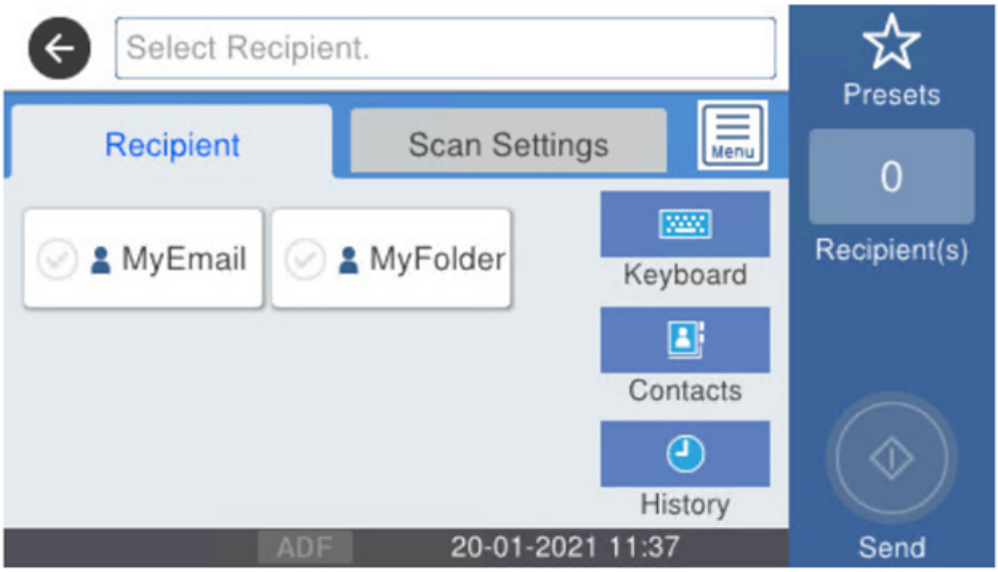
8.2.2 List of the MyQ destinations on the printing device

Default addresses for the e-mail destination (*email@myq.local*) and the folder destination (*folder@myq.local*) must be registered via the device's web UI > Contacts, in order to be accessible.



Once added, you can see the following destinations on the terminal:

- **MyEmail** is a shortcut for scanning to *email@myq.local*.
- **MyFolder** is a shortcut for scanning to *folder@myq.local*.



9 Accounting

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

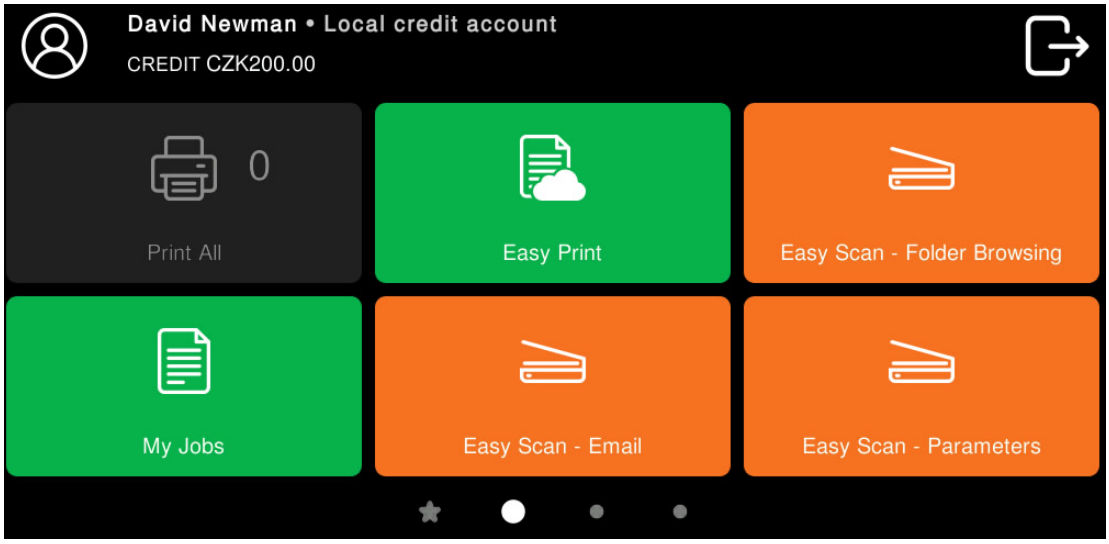
- the **Accounting mode** MyQ will be using:
  - **Accounting Group** - This is selected by default. In this mode, all quotas are available and can be spent.
  - **Cost Center** - In this mode, only the selected (cost center) payment account is spent.
- the **Payment account priority**, which applies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

For further details, see (10.2) Accounting Settings in the MyQ Print Server guide.

If a user's Credit or Quota is depleted during copying, the action stops. However, depending on the device speed, there may be an overflow of several pages.

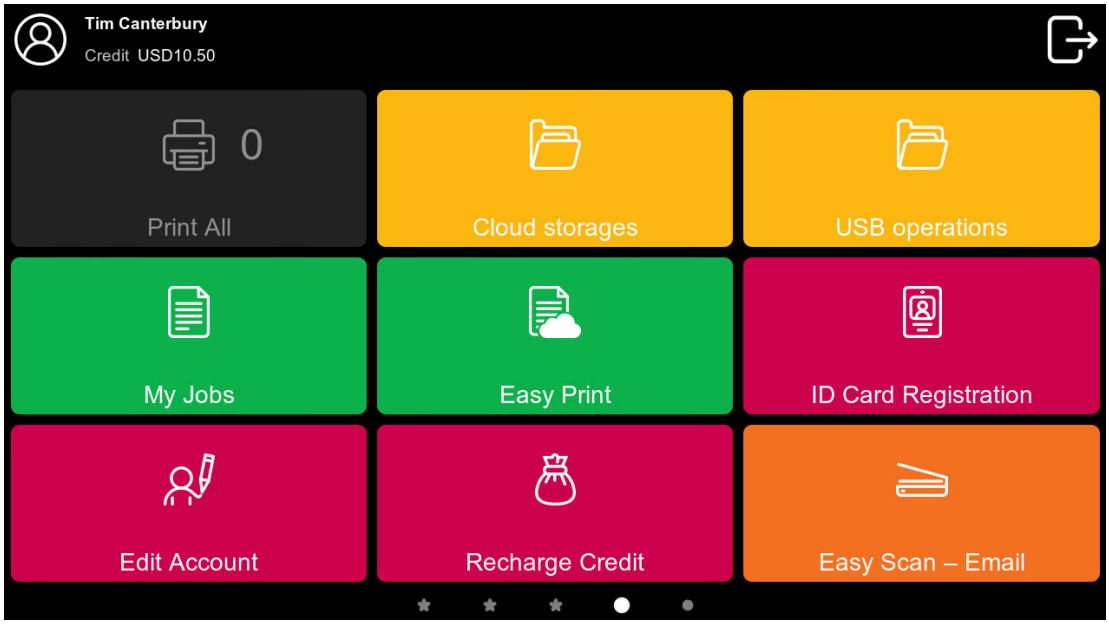
If the **Cost Center** mode is enabled, a cost center selection screen is displayed if more than one cost centers are assigned to the user.

If the user only has one cost center, the selection screen is not displayed, and this cost center is automatically assigned to the user. The name of the assigned cost center is displayed next to the user's full name.



9.1 Credit

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

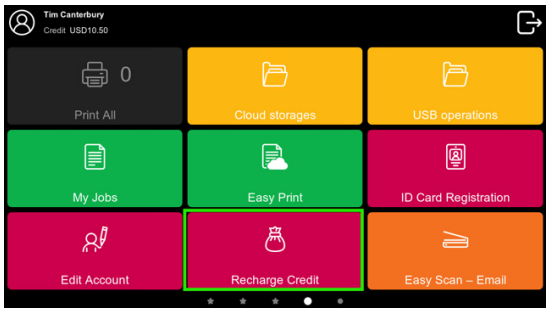


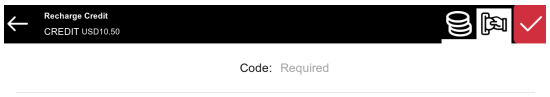
For more information, check (10.2) Credit in the MyQ Print Server guide.

If a user's Credit or Quota is depleted during copying, the action stops. However, depending on the device speed, there may be an overflow of several pages.

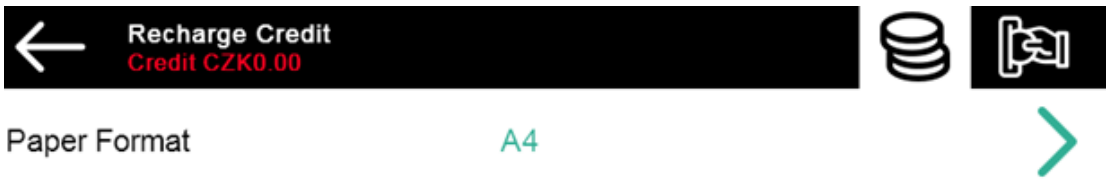
9.1.1 Recharging Credit

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





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



	Simplex		Duplex	
	Black & White	Color	Black & White	Color
Print	1	3	1	3
Copy	1	3	1	3
Scan	1			

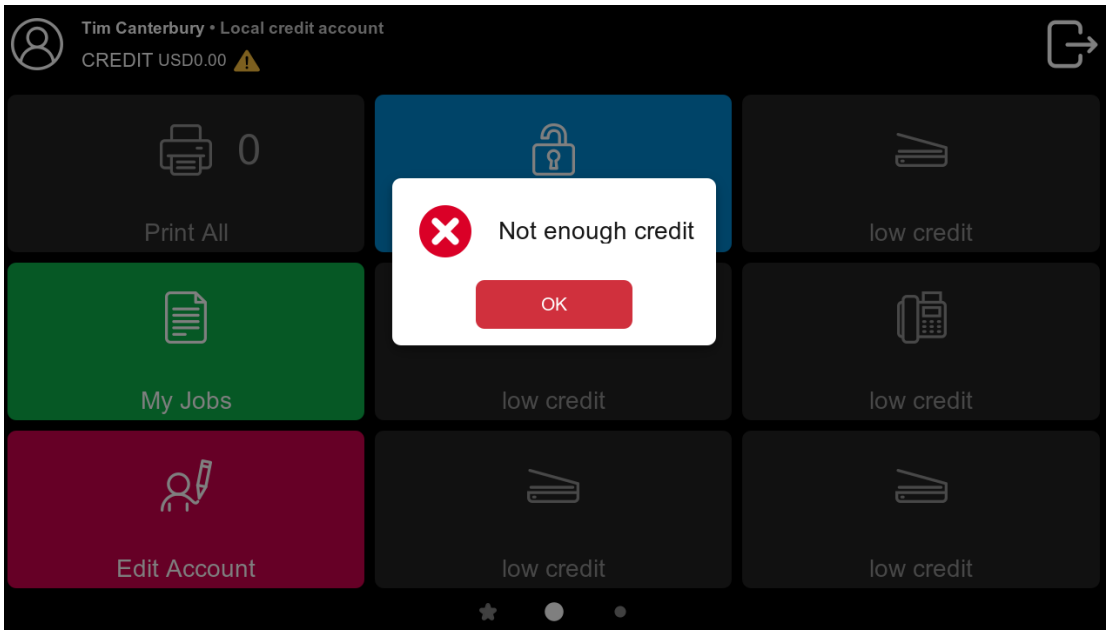
Limitations

- Supported formats are taken from the device's ScanToFolder capability. If the terminal is unable to obtain this capability, it will show all the supported formats. Therefore, (in case of an unsuccessful ScanToFolder call) the device capable printing only on A4 formats will still show the A3 format price in the recharge credit's pricelist screen.

9.1.2 Using terminal actions with insufficient credit

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

If recharging credit by vouchers is disabled in MyQ and a user does not have sufficient credit, all actions requiring credit are unavailable, and their corresponding buttons are dimmed, in addition after logging into the terminal a “Not enough credit” warning is shown.



Action taken when a user runs out of credit during copying, scanning or faxing

The copy action stops, although a few more pages can be printed or copied, depending on the printing device's speed. The user can stay on the panel, but cannot use the panel copy action anymore.

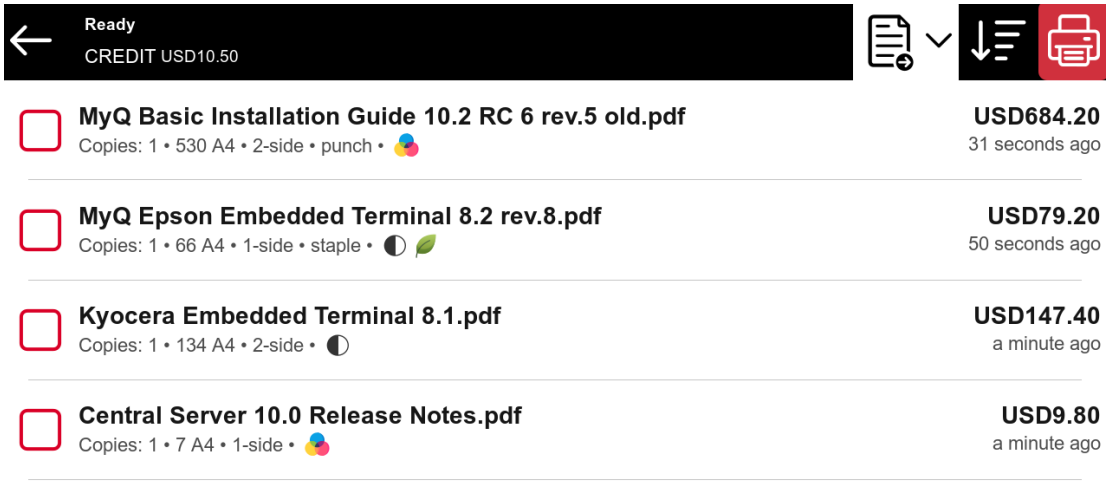
The first scan or fax job is always finished. The user can stay on the panel, but cannot use the panel action anymore.

Print jobs with additional information from the job parser

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

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

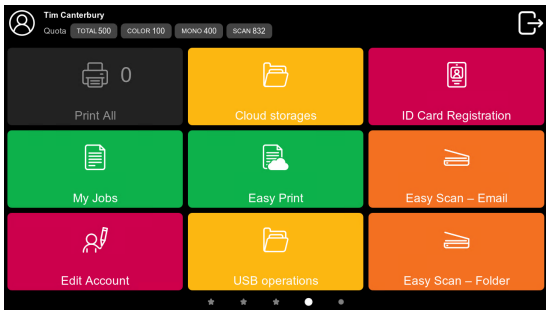
If a job does not include additional information from the job parser, users can start it as long as their credit is not equal to or less than *0*.

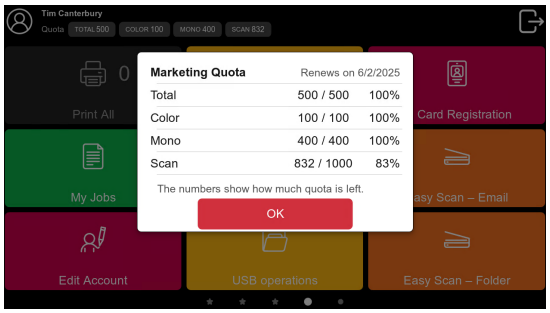


9.2 Quota

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

The users can tap the quotas displayed on the terminal, and a pop-up window opens with detailed information about all the quotas assigned to them.





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

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

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

- Quotas that disable scanning cannot be applied immediately.

For more information, see (10.2) Quota in the MyQ Print Server guide.

If a user's Credit or Quota is depleted during copying, the action stops. However, depending on the device speed, there may be an overflow of several pages.

Action taken when a user reaches a quota with immediate application

The copy action stops, although a few more pages can be printed or copied, depending on the printing device's speed. The user can stay on the panel, but cannot use the **Panel Copy** action anymore. The first scan or fax job is always finished. The user can stay on the panel, but cannot use the panel actions anymore.

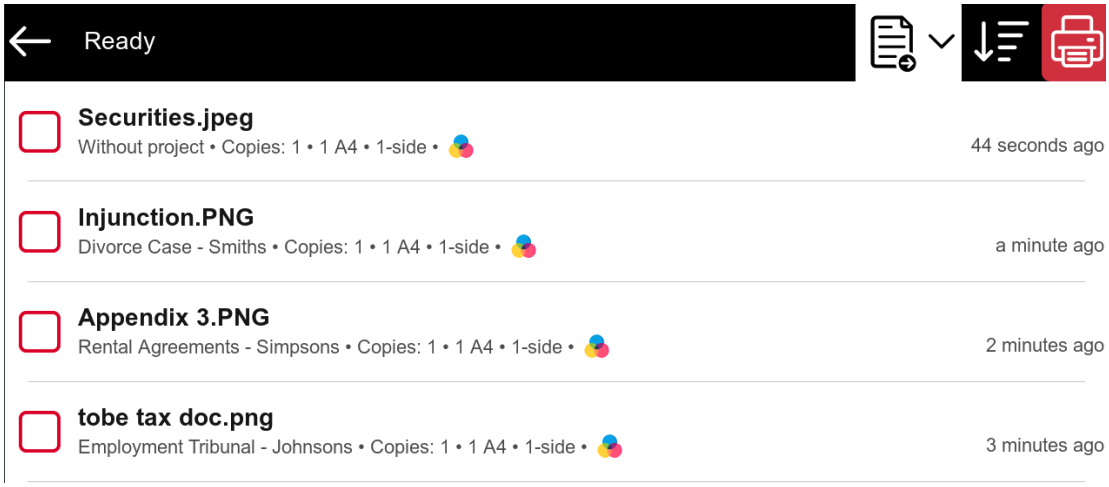
Print jobs with additional information from the job parser

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

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

9.3 Projects

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



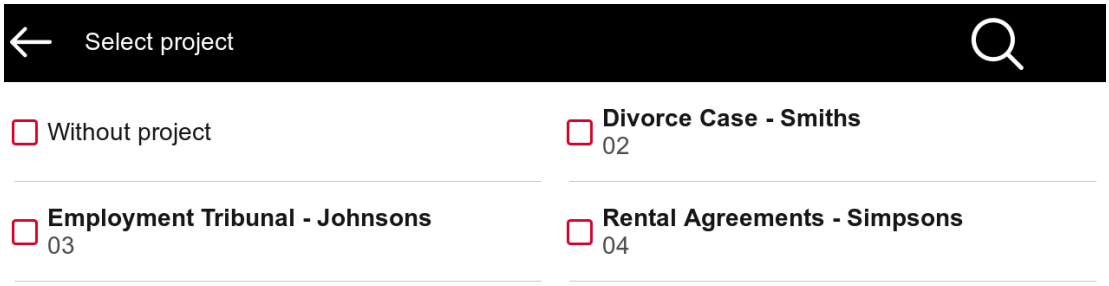
For more information, see (10.2) Projects in the MyQ Print Server guide.

9.3.1 Assigning projects to print jobs

My Jobs

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

Jobs with projects assigned to them are immediately printed.



Print All

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

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

Assigning projects on the Panel Copy screen

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

Assigning projects on the Panel Scan screen

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

Assigning projects on the Panel Fax screen

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

10 Business Contacts

MyQ® Manufacturer	**MyQ® spol. s r.o.** Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic ID no. 615 06 133 MyQ® spol. s r.o. is registered in the Commercial Register at the Municipal Court in Prague, file no. C 29842 (hereinafter as "MyQ®")
Business information	http://www.myq-solution.com info@myq-solution.com
Technical support	support@myq-solution.com
Notice	MANUFACTURER WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY INSTALLATION OR OPERATION OF THE SOFTWARE AND HARDWARE PARTS OF THE MyQ® PRINTING SOLUTION. This manual, its content, design and structure are protected by copyright. Copying or other reproduction of all or part of this guide, or any copyrightable subject matter without the prior written consent of MyQ® is prohibited and can be punishable. MyQ® is not responsible for the content of this manual, particularly regarding its integrity, currency and commercial occupancy. All the material published here is exclusively of informative character. This manual is subject to change without notification. MyQ® is not obliged to make these changes periodically nor announce them, and is not responsible for currently published information to be compatible with the latest version of the MyQ® printing solution.
Trademarks	"MyQ®", including its logos, is a registered trademark of MyQ®. Any use of trademarks of MyQ® including its logos without the prior written consent of MyQ® Company is prohibited. The trademark and product name are protected by MyQ® and/or its local affiliates.