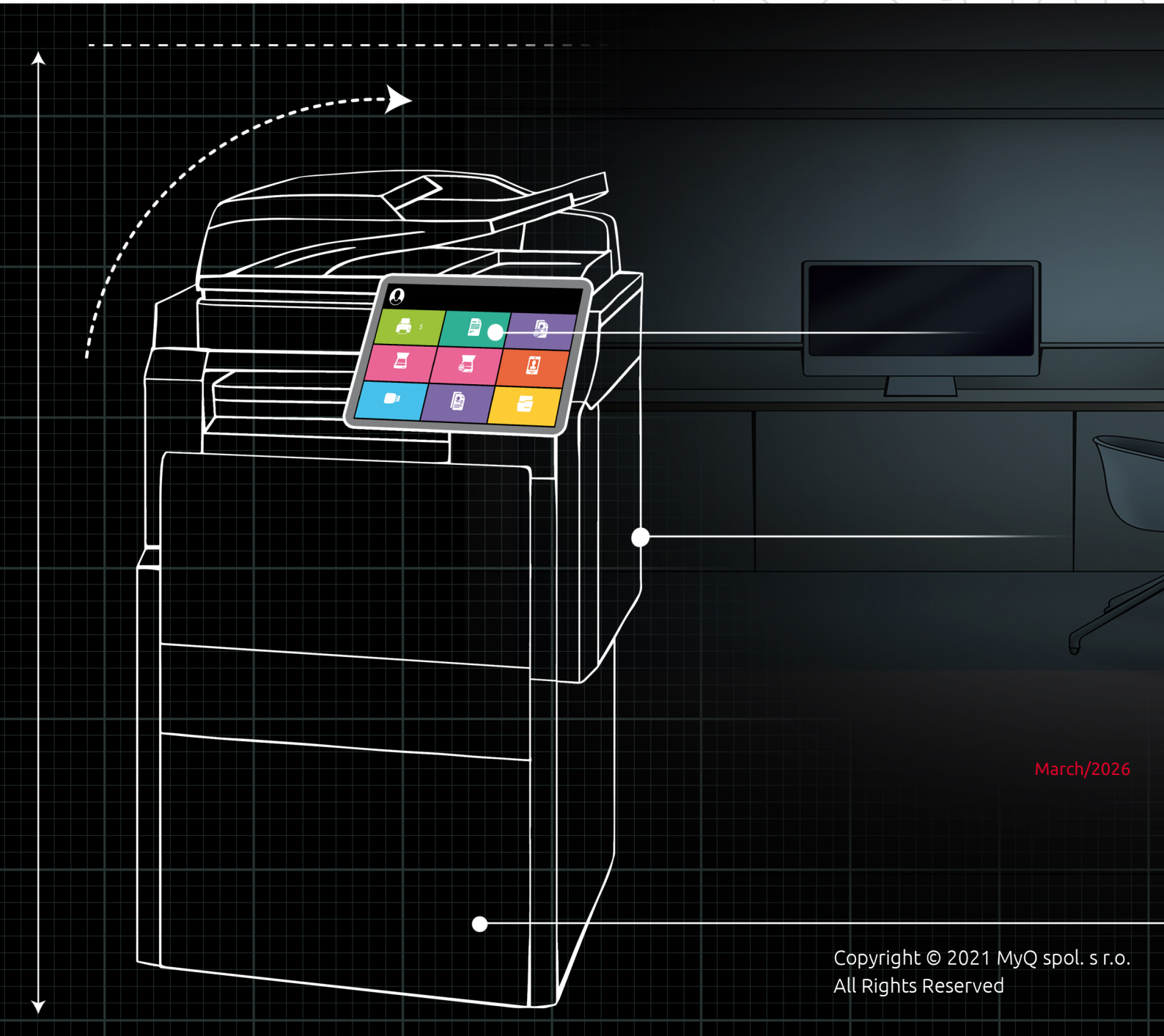
HP Embedded 10.2



March/2026

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

Table of Contents

1 Release Notes 5
1.1 MyQ HP Embedded Terminal 10.2 (patch 2) 5
1.2 MyQ HP Embedded Terminal 10.2 (patch 1) 5
1.3 MyQ HP Embedded Terminal 10.2 RTM 6
1.4 MyQ HP Embedded Terminal 10.2 BETA 6
2 Supported Printing Devices 7
3 Supported Printing Devices with a 4.3" Display 22
4 HP Service 26
5 Installation 27
5.1 Requirements 27
5.2 Remote installation via Printer Discovery 27
5.3 Remote installation via manual setup 28
5.4 Vendor-Specific Options: HP 28
5.5 Settings on the HP Web UI 29
5.5.1 Home Screen Customization 29
5.5.2 Block Unauthenticated Access 30
5.5.3 Enabling the Virtual Keyboard 30
5.6 Communication Security 31
5.6.1 Built-in Certificate Authority 32
5.7 Changing Login Methods 34
5.7.1 Login via QR code 34
5.8 Selecting Languages 35
5.8.1 Default Language 35
5.8.2 User Language 35
5.8.3 Device Screen Language 35
5.9 Device Settings on the Terminal 36
5.10 HP Package Manager 38
5.10.1 Supported Card Readers 42
5.11 Update and Uninstallation 43
5.11.1 Updating the Terminal 43
5.11.2 Uninstalling the Terminal 43
6 Admin Menu 45
7 Licenses 47
8 Personalization 48
9 Terminal Actions 49
9.1 Favorite Actions 49
9.1.1 Add a Favorite Action 50
9.1.2 Edit a Favorite Action 51

9.1.3 Rename a Favorite Action 52
9.1.4 Clone a Favorite Action 53
9.1.5 Reorder your Favorite Actions 53
9.1.6 Delete a Favorite Action 54
9.2 Print all 55
9.2.1 Print all jobs after logging in 55
9.3 My Jobs 56
9.3.1 Job Filters 57
9.3.2 Managing jobs on the My Jobs screen 57
9.3.3 Job Preview 58
9.3.4 Job Roaming 59
9.4 Easy Scan 59
9.4.1 Easy Scan Parameters 60
9.5 Easy Print 63
9.6 Easy Copy 65
9.6.1 Easy Copy Parameters 66
9.7 Easy Fax 68
9.7.1 Easy Fax Parameters 69
9.8 Panel Actions 71
9.8.1 Unlock Panel 71
9.8.2 Panel Copy 71
9.8.3 Panel USB 71
9.8.4 Panel Scan 71
9.9 Edit Account 75
9.10 ID Card Registration 76
9.11 Unknown ID Card Registration 76
9.11.1 Register by Swiping an Unknown ID Card 76
9.12 External Workflow 78
9.12.1 Limitations 79
10 Accounting 81
10.1 Credit 82
10.1.1 Recharging Credit 83
10.1.2 Using terminal actions with insufficient credit 84
10.2 Quota 85
10.3 Projects 86
10.3.1 Assigning projects to print jobs 87
10.3.2 Assigning projects on the Panel Copy screen 88
10.3.3 Assigning projects on the Panel Scan screen 88
10.3.4 Assigning projects on the Panel Fax screen 88
11 Business Contacts 89

MyQ HP Embedded Terminal 10.2 RTM

The MyQ HP Embedded terminal is a web based embedded terminal; 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, such as multiple login options or scanning with a single touch. It can also communicate with multiple types of USB card readers.

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

1 Release Notes

MyQ HP Embedded Terminal 10.2

- Minimum requested support date: **01 January 2025**

1.1 MyQ HP Embedded Terminal 10.2 (patch 2)

27 January, 2026

Improvements

- General UI & behavior improvements.

Changes

- Minimum required support date has been changed to 1.1.2025.

Bug Fixes

- Quota session is not finished properly. (General improvements to Quota behavior).
- In some cases, the users are not able to login with a registered card.

1.2 MyQ HP Embedded Terminal 10.2 (patch 1)

6 November, 2025

> Minimum Print Server 10.2 patch 15+ version required.

Improvements

- NEW FEATURE External Workflow terminal action is implemented.
- NEW FEATURE Keep jobs for reprint is possible to set on the terminal in **My Jobs** > **Job Properties**.
- NEW FEATURE Page Range parameter available for printing jobs is supported in **My Jobs** > **Job Properties**. LIMITATION Currently, it is not possible to use Page Range for Easy Print jobs.
- Codebook behavior and UI improvements.
- Remote installation improvements.

Bug Fixes

- Custom logo is not displayed after changing the MyQ Web Server port.
- UI improvements.
- Site name is not displayed in the job description for the Remote jobs in Separated Job List.
- Stop sending jobs after user logout does not work correctly.
- It is not possible to print multiple jobs via Easy Print.
- Scan without project feature is not usable if the user does not have rights for No Project.
- When using Print All terminal action print Jobs are not fully printed.

1.3 MyQ HP Embedded Terminal 10.2 RTM

28 May, 2025

Improvements

- UI improvements in Release Options, Login Screen, Quota, Credit, Favorites, and Top Menu.
- Favorite Actions reordering improved.
- Ukrainian, Thai, Malay, and Vietnamese languages supported.

Bug Fixes

- Default value is visible in Easy scan parameters.
- Overlapping characters are not displayed correctly on MFPs with small screen.
- Easy Scan with unlock parameters starts without destination.
- Deactivated device doesn't display error screen.
- Database is not deleted after package is uninstalled.
- Scan is not delivered if user logout during scanning.
- Logout is disabled when Easy copy job is running.
- Copies parameter is not editable via native keyboard.
- User can't go back to root folder when editing Easy scan destination in Favorite actions.

1.4 MyQ HP Embedded Terminal 10.2 BETA

3 February, 2025

> Minimum Print Server 10.2 patch 8+ version required.

Improvements

- NEW FEATURE New UI
- NEW FEATURE Favorite Actions.
- NEW FEATURE Unknown Card Registration.

Limitations

- Missing features:
  - Exploded mode
  - External Workflows
  - ID Card Copy

2 Supported Printing 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.

Model Name	Color/B&W	Device Type
Color LaserJet E78523	Color	Copier
Color LaserJet E78528	Color	Copier
Color LaserJet E78625	Color	Copier
Color LaserJet E78630	Color	Copier
Color LaserJet E78635	Color	Copier
Color LaserJet E87740	Color	Copier
Color LaserJet E87750	Color	Copier
Color LaserJet E87760	Color	Copier
Color LaserJet E87770	Color	Copier
Color LaserJet Enterprise MFP M480	Color	Copier
Color LaserJet Enterprise MFP M480f	Color	Copier
Color LaserJet Enterprise MFP M577	Color	Copier
Color LaserJet Enterprise MFP M577 MFP	Color	Copier
Color LaserJet Enterprise MFP M680	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet Enterprise MFP M681	Color	Copier
Color LaserJet Enterprise MFP M682	Color	Copier
Color LaserJet Enterprise MFP M776	Color	Copier
Color LaserJet Flow E57540	Color	Copier
Color LaserJet Flow E67550	Color	Copier
Color LaserJet Flow E67560	Color	Copier
Color LaserJet Flow E67650	Color	Copier
Color LaserJet Flow E67660	Color	Copier
Color LaserJet Flow E77822	Color	Copier
Color LaserJet Flow E77825	Color	Copier
Color LaserJet Flow E77830	Color	Copier
Color LaserJet Flow E78323	Color	Copier
Color LaserJet Flow E78325	Color	Copier
Color LaserJet Flow E78330	Color	Copier
Color LaserJet Flow E78523	Color	Copier
Color LaserJet Flow E78528	Color	Copier
Color LaserJet Flow E78625	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet Flow E78630	Color	Copier
Color LaserJet Flow E78635	Color	Copier
Color LaserJet Flow E87640	Color	Copier
Color LaserJet Flow E87650	Color	Copier
Color LaserJet Flow E87660	Color	Copier
Color LaserJet Flow E87740	Color	Copier
Color LaserJet Flow E87750	Color	Copier
Color LaserJet Flow E87760	Color	Copier
Color LaserJet Flow E87770	Color	Copier
Color LaserJet flow M880	Color	Copier
Color LaserJet flow MFP M880	Color	Copier
Color LaserJet FlowMFP M577	Color	Copier
Color LaserJet FlowMFP M578	Color	Copier
Color LaserJet FlowMFP M681	Color	Copier
Color LaserJet FlowMFP M682	Color	Copier
Color LaserJet FlowMFP M776	Color	Copier
Color LaserJet Managed MFP E47528	Color	Copier
Color LaserJet Managed MFP E47528f	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet Managed MFP E57540	Color	Copier
Color LaserJet Managed MFP E67550	Color	Copier
Color LaserJet Managed MFP E67550dh	Color	Copier
Color LaserJet Managed MFP E67560	Color	Copier
Color LaserJet Managed MFP E67650	Color	Copier
Color LaserJet Managed MFP E67660	Color	Copier
Color LaserJet Managed MFP E77422	Color	Copier
Color LaserJet Managed MFP E77428	Color	Copier
Color LaserJet Managed MFP E778	Color	Copier
Color LaserJet Managed MFP E78223	Color	Copier
Color LaserJet Managed MFP E78228	Color	Copier
Color LaserJet Managed MFP E78323	Color	Copier
Color LaserJet Managed MFP E78325	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet Managed MFP E78330	Color	Copier
Color LaserJet Managed MFP E876	Color	Copier
Color LaserJet MFP E47528	Color	Copier
Color LaserJet MFP E47528f	Color	Copier
Color LaserJet MFP E57540	Color	Copier
Color LaserJet MFP E67550	Color	Copier
Color LaserJet MFP E67560	Color	Copier
Color LaserJet MFP E67650	Color	Copier
Color LaserJet MFP E67660	Color	Copier
Color LaserJet MFP E77422	Color	Copier
Color LaserJet MFP E77428	Color	Copier
Color LaserJet MFP E77822	Color	Copier
Color LaserJet MFP E77825	Color	Copier
Color LaserJet MFP E77830	Color	Copier
Color LaserJet MFP E78223	Color	Copier
Color LaserJet MFP E78228	Color	Copier
Color LaserJet MFP E78323	Color	Copier
Color LaserJet MFP E78325	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet MFP E78330	Color	Copier
Color LaserJet MFP E78523	Color	Copier
Color LaserJet MFP E78528	Color	Copier
Color LaserJet MFP E78625	Color	Copier
Color LaserJet MFP E78630	Color	Copier
Color LaserJet MFP E78635	Color	Copier
Color LaserJet MFP E87640	Color	Copier
Color LaserJet MFP E87650	Color	Copier
Color LaserJet MFP E87660	Color	Copier
Color LaserJet MFP E87740	Color	Copier
Color LaserJet MFP E87750	Color	Copier
Color LaserJet MFP E87760	Color	Copier
Color LaserJet MFP E87770	Color	Copier
Color LaserJet MFP M480	Color	Copier
Color LaserJet MFP M480f	Color	Copier
Color LaserJet MFP M577	Color	Copier
Color LaserJet MFP M578	Color	Copier
Color LaserJet MFP M680	Color	Copier
Color LaserJet MFP M681	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet MFP M682	Color	Copier
Color LaserJet MFP M776	Color	Copier
LaserJet 500 MFP M525	B&W	Copier
LaserJet 700 Color MFP M775	Color	Copier
LaserJet Color MFP M775	Color	Copier
LaserJet E73025	B&W	Copier
LaserJet E73030	B&W	Copier
LaserJet E73130	B&W	Copier
LaserJet E73135	B&W	Copier
LaserJet E73140	B&W	Copier
LaserJet E82650	B&W	Copier
LaserJet E82660	B&W	Copier
LaserJet E82670	B&W	Copier
LaserJet Emterprise Flow MFP M633	B&W	Copier
LaserJet Enterprise 500 Color MFP M575	Color	Copier
LaserJet Enterprise 700 Color MFP M775	Color	Copier
LaserJet Enterprise flow M880	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet Enterprise Flow MFP M631	B&W	Copier
LaserJet Enterprise Flow MFP M632	B&W	Copier
LaserJet Enterprise Flow MFP M634	B&W	Copier
LaserJet Enterprise Flow MFP M635	B&W	Copier
LaserJet Enterprise Flow MFP M636	B&W	Copier
LaserJet Enterprise M605	B&W	Printer
LaserJet Enterprise M606	B&W	Printer
LaserJet Enterprise MFP M430	B&W	Copier
LaserJet Enterprise MFP M430f	B&W	Copier
LaserJet Enterprise MFP M431	B&W	Copier
LaserJet Enterprise MFP M431f	B&W	Copier
LaserJet Enterprise MFP M630	B&W	Copier
LaserJet Enterprise MFP M631	B&W	Copier
LaserJet Enterprise MFP M632	B&W	Copier
LaserJet Enterprise MFP M633	B&W	Copier
LaserJet Enterprise MFP M634	B&W	Copier
LaserJet Enterprise MFP M635	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet Enterprise MFP M636	B&W	Copier
LaserJet Enterprise MFP M725	B&W	Copier
LaserJet Flow MFP E52545	B&W	Copier
LaserJet Flow MFP E52645	B&W	Copier
LaserJet Flow MFP E62555	B&W	Copier
LaserJet Flow MFP E62565	B&W	Copier
LaserJet Flow MFP E62575	B&W	Copier
LaserJet Flow MFP E62655	B&W	Copier
LaserJet Flow MFP E62665	B&W	Copier
LaserJet Flow MFP E62675	B&W	Copier
LaserJet Flow MFP E73025	B&W	Copier
LaserJet Flow MFP E73030	B&W	Copier
LaserJet Flow MFP E73130	B&W	Copier
LaserJet Flow MFP E73135	B&W	Copier
LaserJet Flow MFP E73140	B&W	Copier
LaserJet Flow MFP E82540	B&W	Copier
LaserJet Flow MFP E82550	B&W	Copier
LaserJet Flow MFP E82560	B&W	Copier
LaserJet Flow MFP E82650	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet Flow MFP E82660	B&W	Copier
LaserJet Flow MFP E82670	B&W	Copier
LaserJet flow MFP M525	B&W	Copier
LaserJet Flow MFP M527	B&W	Copier
LaserJet Flow MFP M528	B&W	Copier
LaserJet Flow MFP M630	B&W	Copier
LaserJet Flow MFP M631	B&W	Copier
LaserJet Flow MFP M632	B&W	Copier
LaserJet Flow MFP M633	B&W	Copier
LaserJet Flow MFP M634	B&W	Copier
LaserJet Flow MFP M635	B&W	Copier
LaserJet Flow MFP M636	B&W	Copier
LaserJet M605	B&W	Printer
LaserJet M606	B&W	Printer
LaserJet Managed MFP E42540	B&W	Copier
LaserJet Managed MFP E42540f	B&W	Copier
LaserJet Managed MFP E52645	B&W	Copier
LaserJet Managed MFP E62555	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet Managed MFP E62565	B&W	Copier
LaserJet Managed MFP E62575	B&W	Copier
LaserJet Managed MFP E62655	B&W	Copier
LaserJet Managed MFP E62665	B&W	Copier
LaserJet Managed MFP E62675	B&W	Copier
LaserJet Managed MFP E72425	B&W	Copier
LaserJet Managed MFP E72430	B&W	Copier
LaserJet Managed MFP E725	B&W	Copier
LaserJet Managed MFP E72525	B&W	Copier
LaserJet Managed MFP E72530	B&W	Copier
LaserJet Managed MFP E72535	B&W	Copier
LaserJet Managed MFP E72825	B&W	Copier
LaserJet Managed MFP E72830	B&W	Copier
LaserJet Managed MFP E72835	B&W	Copier
LaserJet Managed MFP E825	B&W	Copier
LaserJet MFP E42540	B&W	Copier
LaserJet MFP E42540f	B&W	Copier
LaserJet MFP E52545	B&W	Copier
LaserJet MFP E52645	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet MFP E62555	B&W	Copier
LaserJet MFP E62565	B&W	Copier
LaserJet MFP E62575	B&W	Copier
LaserJet MFP E62655	B&W	Copier
LaserJet MFP E62665	B&W	Copier
LaserJet MFP E62675	B&W	Copier
LaserJet MFP E72425	B&W	Copier
LaserJet MFP E72430	B&W	Copier
LaserJet MFP E72525	B&W	Copier
LaserJet MFP E72530	B&W	Copier
LaserJet MFP E72535	B&W	Copier
LaserJet MFP E72825	B&W	Copier
LaserJet MFP E72830	B&W	Copier
LaserJet MFP E72835	B&W	Copier
LaserJet MFP E73025	B&W	Copier
LaserJet MFP E73030	B&W	Copier
LaserJet MFP E73130	B&W	Copier
LaserJet MFP E73135	B&W	Copier
LaserJet MFP E73140	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet MFP E82540	B&W	Copier
LaserJet MFP E82550	B&W	Copier
LaserJet MFP E82560	B&W	Copier
LaserJet MFP E82650	B&W	Copier
LaserJet MFP E82660	B&W	Copier
LaserJet MFP E82670	B&W	Copier
LaserJet MFP M430	B&W	Copier
LaserJet MFP M430f	B&W	Copier
LaserJet MFP M431	B&W	Copier
LaserJet MFP M431f	B&W	Copier
LaserJet MFP M525	B&W	Copier
LaserJet MFP M527	B&W	Copier
LaserJet MFP M528	B&W	Copier
LaserJet MFP M630	B&W	Copier
LaserJet MFP M631	B&W	Copier
LaserJet MFP M632	B&W	Copier
LaserJet MFP M633	B&W	Copier
LaserJet MFP M634	B&W	Copier
LaserJet MFP M635	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet MFP M636	B&W	Copier
LaserJet MFP M725	B&W	Copier
LaserJet MFP Managed E52545	B&W	Copier
Officejet Color FlowMFP X585	Color	Copier
Officejet Color MFP X585	Color	Copier
Officejet Enterprise Color MFP X585	Color	Copier
PageWide Color E58650	Color	Copier
PageWide Color Flow E58650	Color	Copier
PageWide Color Flow E77650	Color	Copier
PageWide Color Flow E77660	Color	Copier
PageWide Color Flow MFP 586	Color	Copier
PageWide Color Flow MFP 785	Color	Copier
PageWide Color Flow MFP E77660	Color	Copier
PageWide Color MFP 586	Color	Copier
PageWide Color MFP 779	Color	Copier
PageWide Color MFP 780	Color	Copier
PageWide Color MFP 785	Color	Copier
PageWide Color MFP E58650	Color	Copier

Model Name	Color/B&W	Device Type
PageWide Color MFP E77650	Color	Copier
PageWide Color MFP E77660	Color	Copier
PageWide Color MFP P77940	Color	Copier
PageWide Color MFP P77950	Color	Copier
PageWide Color MFP P77960	Color	Copier
PageWide Flow MFP E77650	Color	Copier
PageWide Managed Color MFP E77650	Color	Copier
PageWide Managed Color MFP E77660	Color	Copier

3 Supported Printing Devices with a 4.3" Display

The devices listed in the table are supported since MyQ 8.1+ and MyQ HP Embedded terminal 8.1.1+.

Model Name	Color/B&W	Device Type
Color LaserJet E55040	Color	Printer
Color LaserJet E65060	Color	Printer
Color LaserJet E65150	Color	Printer
Color LaserJet E65160	Color	Printer
Color LaserJet E85055	Color	Printer
Color LaserJet Enterprise M651	Color	Printer
Color LaserJet Enterprise M653	Color	Printer
Color LaserJet Enterprise M855	Color	Printer
Color LaserJet Enterprise M856	Color	Printer
Color LaserJet M651	Color	Printer
Color LaserJet M830	Color	Printer
Color LaserJet M855	Color	Printer
Color LaserJet M856	Color	Printer
Color LaserJet Managed E55040	Color	Printer

Model Name	Color/B&W	Device Type
Color LaserJet Managed E65060	Color	Printer
Color LaserJet Managed E65150	Color	Printer
Color LaserJet Managed E65160	Color	Printer
Color LaserJet Managed E85055	Color	Printer
LaserJet E50045	B&W	Printer
LaserJet E50145	B&W	Printer
LaserJet E60075	B&W	Printer
LaserJet E60155	B&W	Printer
LaserJet E60165	B&W	Printer
LaserJet E60175	B&W	Printer
LaserJet Enterprise flow MFP M830	B&W	Copier
LaserJet Enterprise M608	B&W	Printer
LaserJet Enterprise M609	B&W	Printer
LaserJet Flow MFP M830	B&W	Copier
LaserJet M608	B&W	Printer
LaserJet M609	B&W	Printer
LaserJet M806	B&W	Printer

Model Name	Color/B&W	Device Type
LaserJet Managed E50045	B&W	Printer
LaserJet Managed E50145	B&W	Printer
LaserJet Managed E60075	B&W	Printer
LaserJet Managed E60155dn	B&W	Printer
LaserJet Managed E60165dn	B&W	Printer
LaserJet Managed E60175dn	B&W	Printer
OfficeJet Enterprise Color X555	Color	Printer
PageWide Color 556	Color	Printer
PageWide Color 755	Color	Printer
PageWide Color 765	Color	Printer
PageWide Color E55650dn	Color	Printer
PageWide Color E75160	Color	Printer
PageWide Color MFP 774	Color	Copier
PageWide Color MFP P77440	Color	Copier
PageWide Color P75250	Color	Printer
PageWide Enterprise Color 556	Color	Printer
PageWide Enterprise Color 765	Color	Printer

Model Name	Color/B&W	Device Type
PageWide Managed Color E55650dn	Color	Printer
PageWide Managed Color E75160	Color	Printer
PageWide Managed Color P75250	Color	Printer

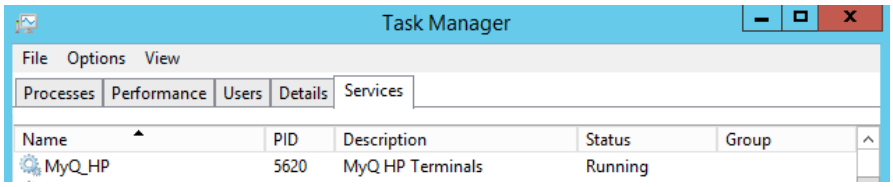
4 HP Service

The HP service is an integral part of the embedded terminal's installation. It is added to Windows services within the upload of the HP 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 communications, 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, where it's called *MyQ HP Terminals*. For details about the application, see MyQ Easy Config in the MyQ Print Server guide.

You can also check the current status of the service in Windows Task Manager, where it is called *MyQ_HP*.



5 Installation

5.1 Requirements

The proper function of the MyQ HP embedded terminal depends on the below:

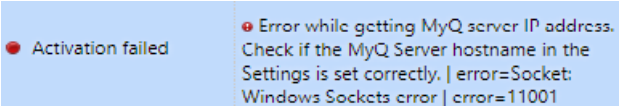
- .NET 4.7.2 or higher needs to be installed on MyQ Print server.
- The latest firmware needs to be installed on the printing device.
- The administrator's password has to be set on the printing device.
- The printing device's IP or Hostname must be valid.
- The server must be reachable in the network through network names.
- The correct time and date must be set on the printing device to avoid issues with the Scan to Me functionality.
- HP devices with the firmware version FutureSmart 4.10+ to use MyQ Embedded terminal.
- MyQ HP 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 easiest way to install the MyQ HP 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.



5.2 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 **HP** section is displayed when the HP terminal package is installed on the MyQ server.

5.3 Remote installation via manual setup

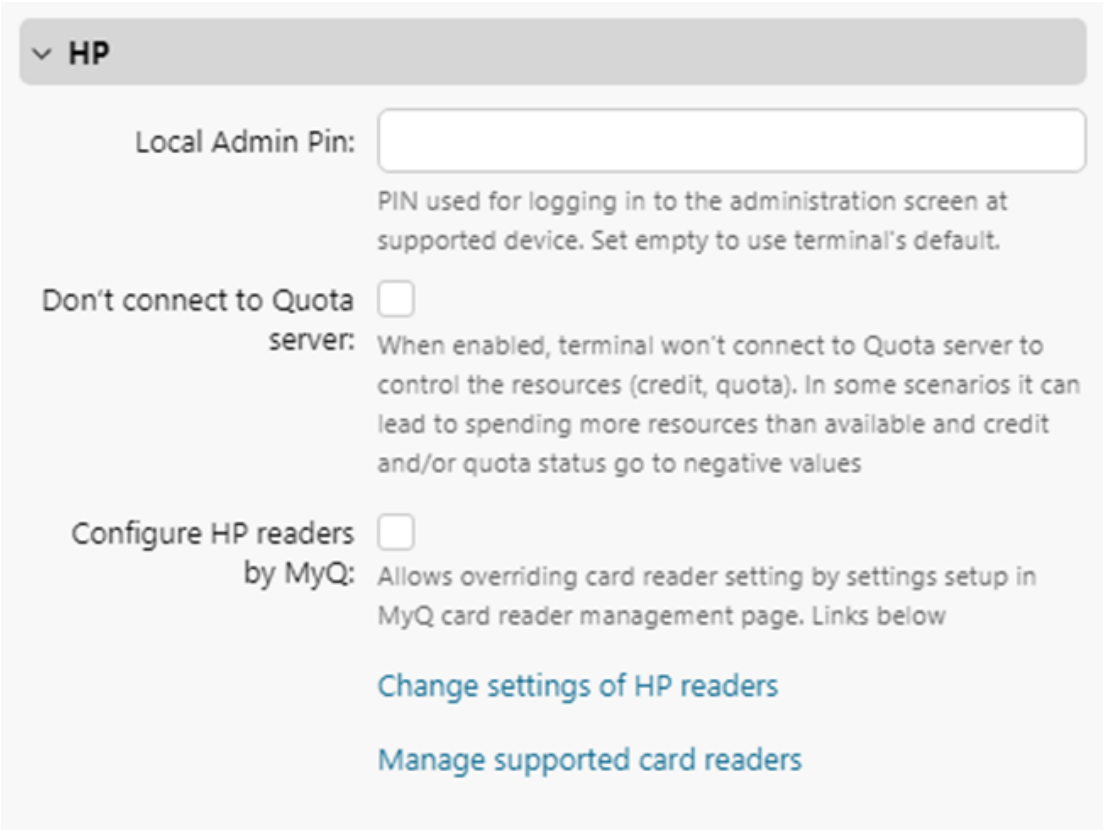
The terminal is automatically assigned within the remote installation on the MyQ Web Administrator interface, but if you perform a manual installation instead, you have to assign the terminal to the printing device on the device's properties panel on the **Printers** main tab. This needs to be done for each printing device separately.

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

5.4 Vendor-Specific Options: HP

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

- **Local Admin Pin**
  Sets the PIN number that is used to log in to the terminal as an administrator. When the field is empty, the default value **1087** is used.
- **Don’t connect to Quota server**
  Prevents the terminal from connecting to the Quota server. In some scenarios this can lead to spending more resources than available and credit and/or quota status go to negative values. Do not use this feature if the credit or quota functionality is enabled.
- **Configure HP readers by MyQ**
  When enabled, settings from HP Package Manager are applied to the HP Card Reader settings. If this option is disabled, the settings from HP Package Manager are ignored during remote configuration and the HP card readers configuration is not changed. This option is applied on HP card readers only.
- **Change settings of HP readers**
  This link opens the HP Package Manager, where you can configure HP card readers.
- **Manage supported card readers**
  This link opens the HP Package Manager, where you can manage supported card readers.



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

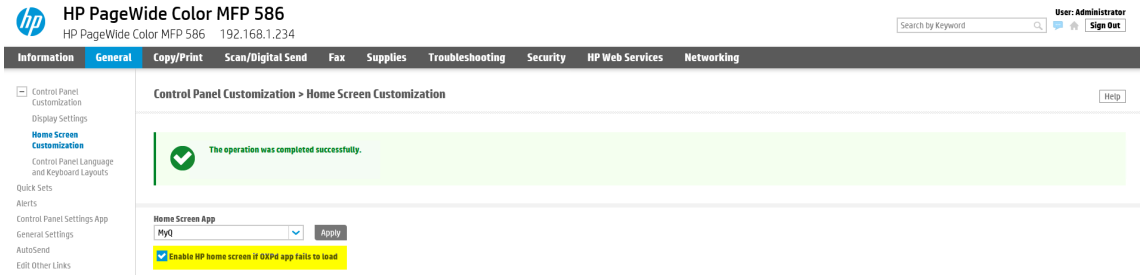
5.5 Settings on the HP Web UI

To ensure the smooth installation and run of the embedded terminals, additional configuration is needed in the device's web user interface.

5.5.1 Home Screen Customization

When an HP device is disconnected from the network or the MyQ server is offline, an error message (*OXPd application error*) is displayed on the terminal. To be able to dismiss this error message and login to the terminal's Admin Menu, the **Enable HP home screen if OXPd app fails to load** parameter must be enabled.

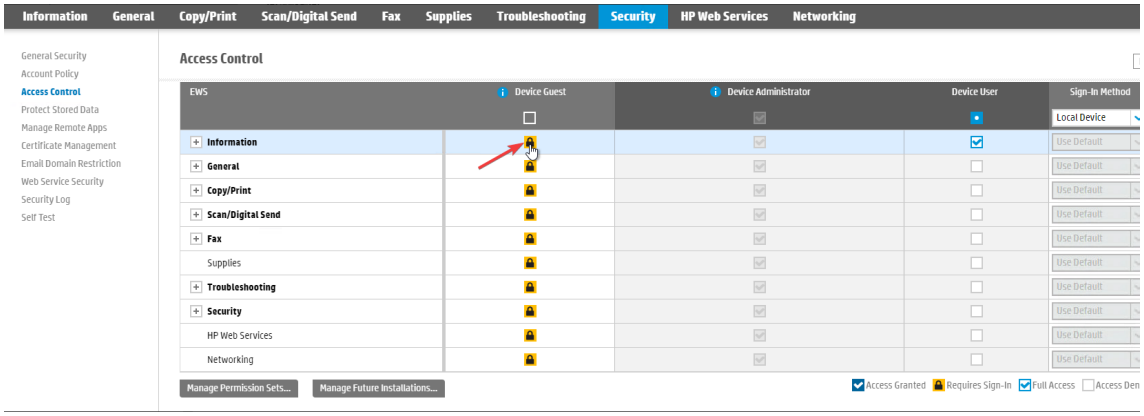
- Log in as administrator in the device's web user interface.
- Go to the **General** tab, in the **Control Panel Customization** section, to **Home Screen Customization**.
- Mark the checkbox (enable) next to the **Enable HP home screen if OXPd app fails to load** parameter.



5.5.2 Block Unauthenticated Access

To prevent any unauthenticated users from viewing device information, you must block their access.

- Log in as administrator in the device's web user interface.
- Go to the **Security** tab, in the **Access Control** section.
- Make sure that all the checkboxes under **Device Guest** are marked as "**Requires Sign In**".

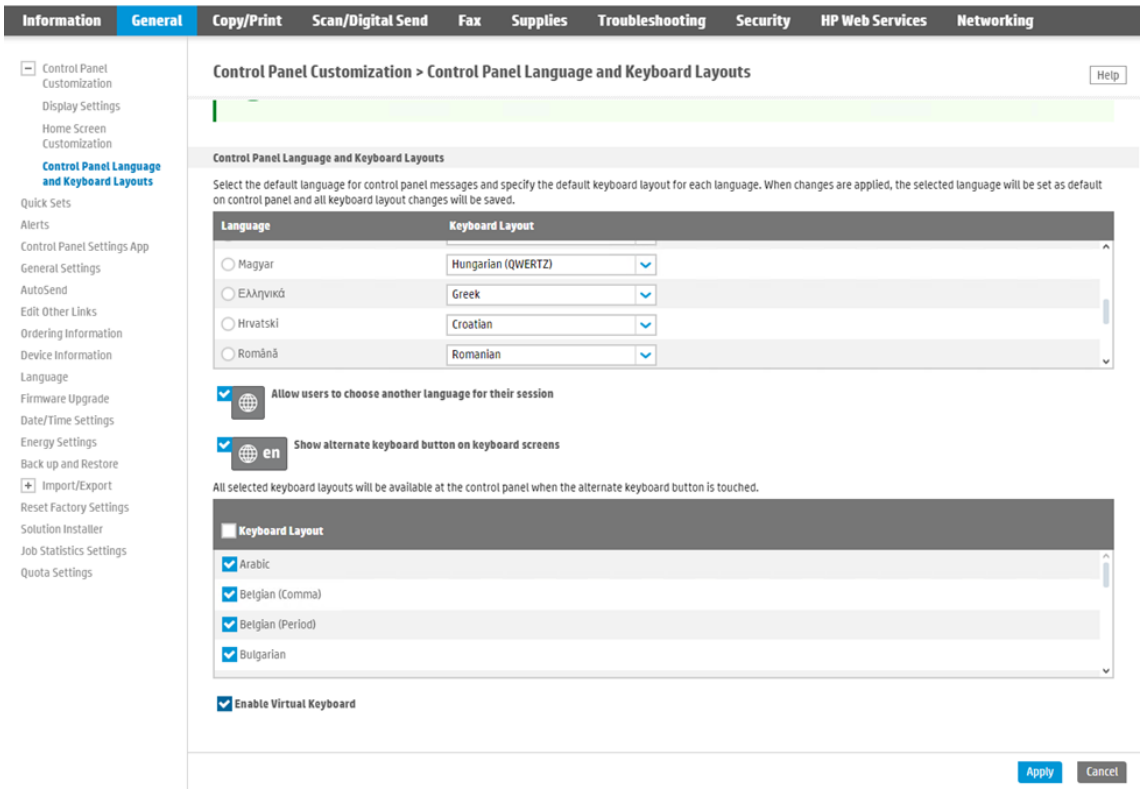


5.5.3 Enabling the Virtual Keyboard

Some devices without an external hardware keyboard may have the Virtual Keyboard disabled preventing the user from filling text fields (i.e. login via username and password, login as device administrator, entering email addresses).

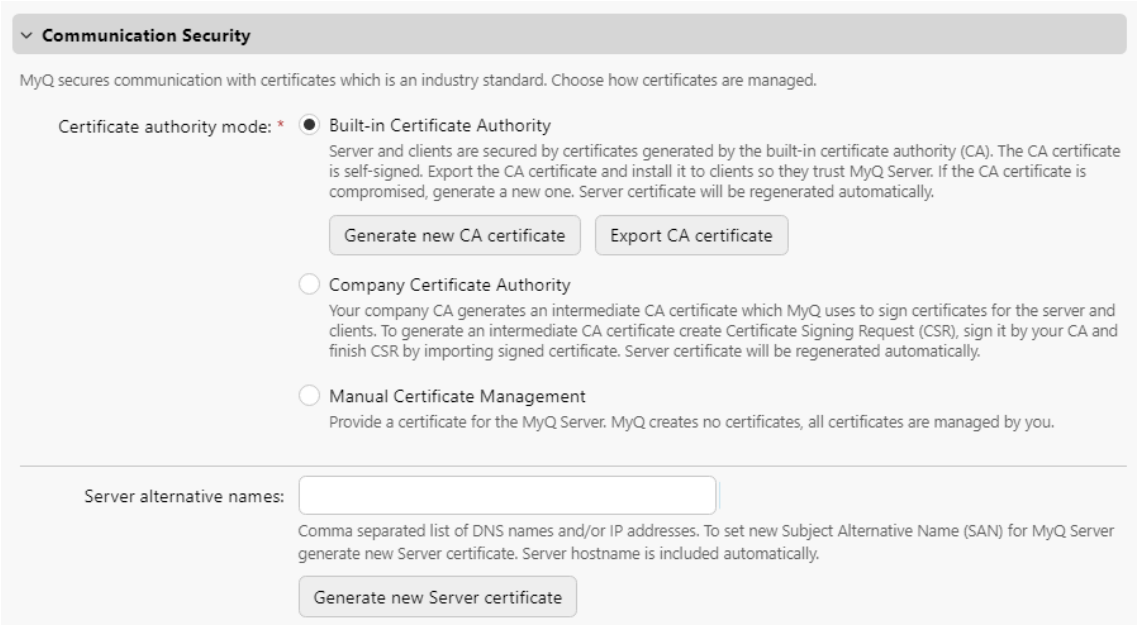
Enabling the virtual keyboard is required on devices without an external hardware keyboard and optional on devices with an external hardware keyboard.

- Open the web UI of the device.
- Log in as an administrator.
- Open **General > Control Panel Customization > Control Panel Language and Keyboard Layouts**.
- **Enable Virtual Keyboard**.



5.6 Communication Security

MyQ runs with secure communication (SSL) by default, but also offers three different certificate authority modes, that can be modified in **MyQ, Settings, Network**.



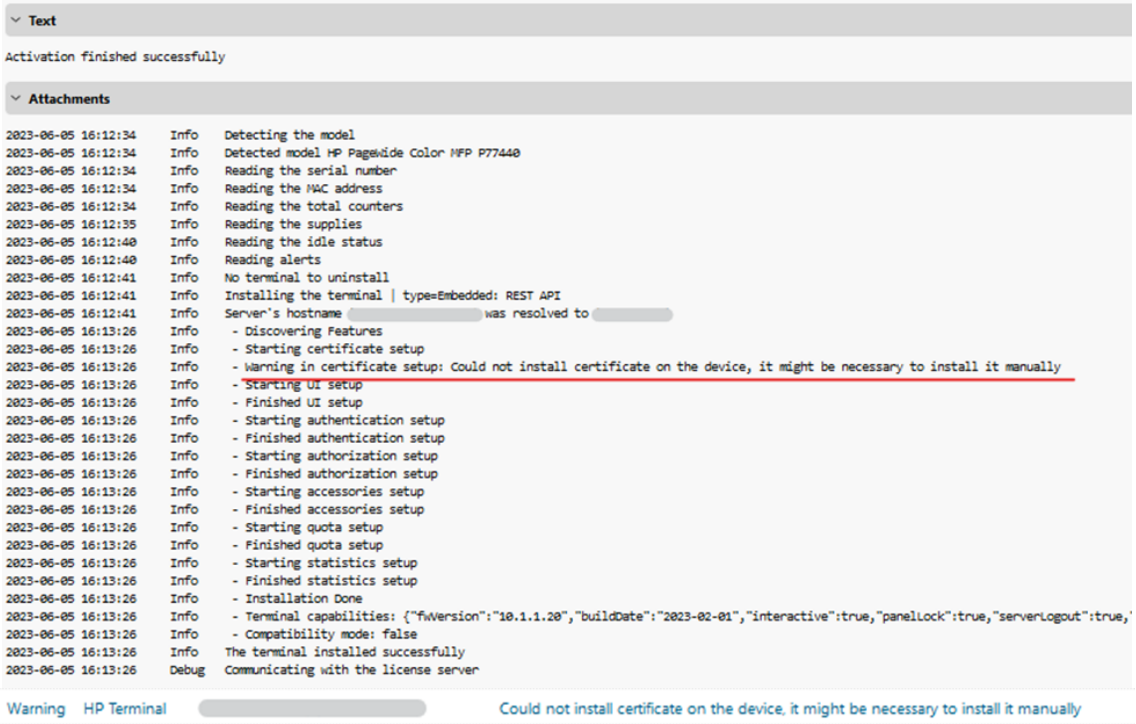
5.6.1 Built-in Certificate Authority

When using this mode (default), the *MyQ Certificate Authority* certificate is automatically installed to the device during the remote setup.

If the remote setup has finished successfully but the device still doesn't recognize the certificate, it could be because:

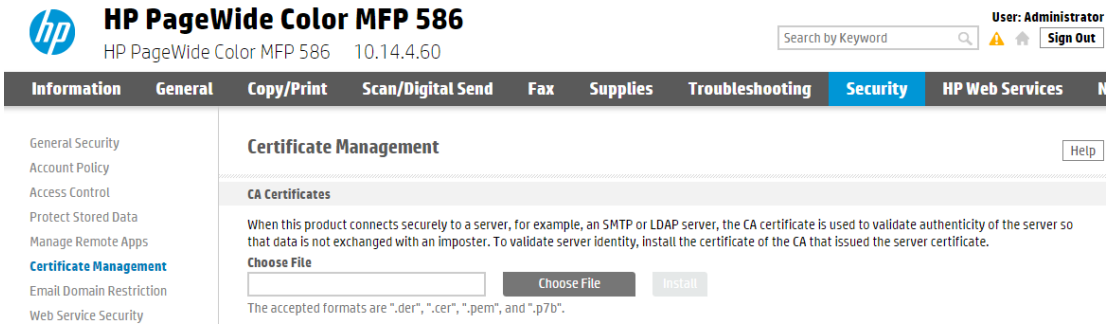
- Uploading CA fails. If this happens, the remote setup will not fail. In the terminal log, there will be an error like "*Error in certificate setup*". The administrator needs to upload CA manually to the machine (described below).
- Uploading CA succeeds (no error in the terminal log), but the certificate can't be found in the HP web UI settings. The administrator needs to upload CA manually to the machine.
- Duplicate CA in the machine. If this happens, remove all the MyQ certificates and run the remote setup again.

If the certificate could not be installed automatically during the remote configuration, a warning is displayed in the server log and also in the device's activation information. In this case, the certificate has to be installed manually to the device. It is usually related to the usage of custom certificates.



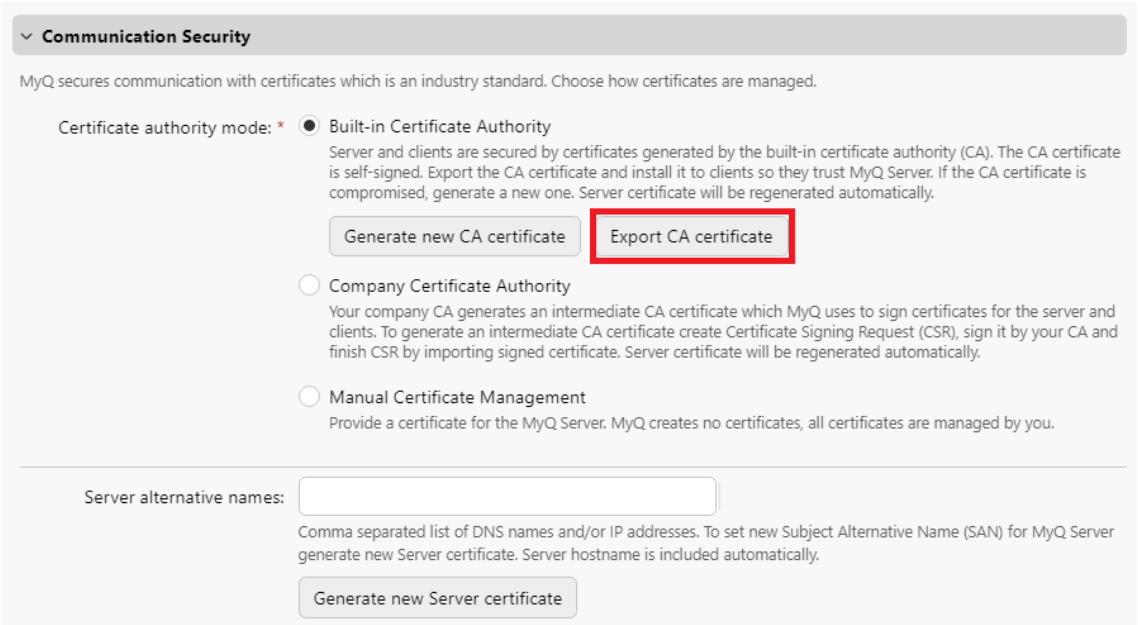
Using Custom Certificates

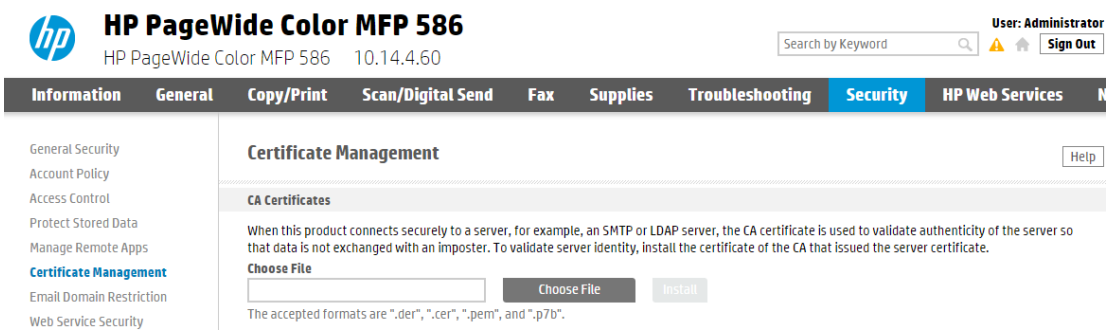
In case a custom SSL certificate is uploaded in MyQ, the certificate should also be installed in device web UI and in the Trusted Root Certification Authorities on the server.



Manual Certificate Management

In case Uploading CA fails or your device doesn't recognize the certificate, export the certificate from the MyQ web administrator interface (**MyQ, Settings, Network** - Communication Security - Export CA certificate) and install the exported certificate in the device web UI.

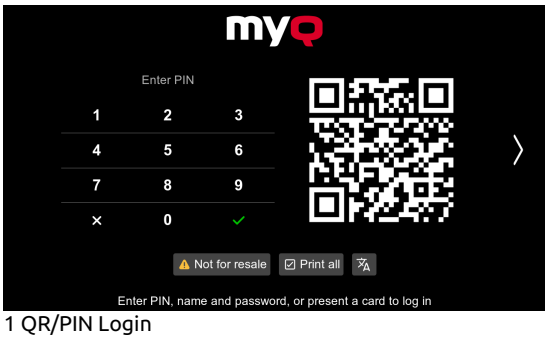




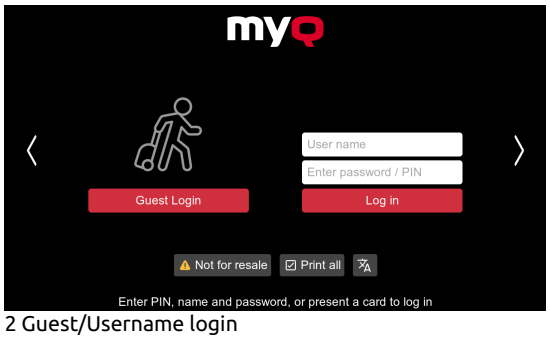
5.7 Changing Login Methods

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



1 QR/PIN Login



2 Guest/Username login

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).

5.7.1 Login via QR code

In **MyQ, Settings, Printers & Terminals**, in the **Mobile Application** section, you can **Enable login by QR code on terminal login screen**. Once enabled, a switch for changing between the QR code and the keyboard is displayed on the terminal screen.

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.

> 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.

5.8 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.

5.8.1 Default Language

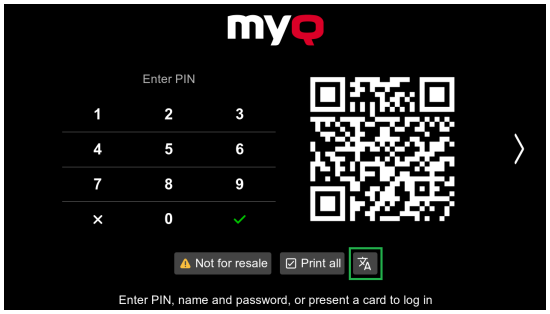
The default language of the terminal is the default language set on the **General** settings tab. For more information, see (10.2) General Settings in the *MyQ Print Server guide*.

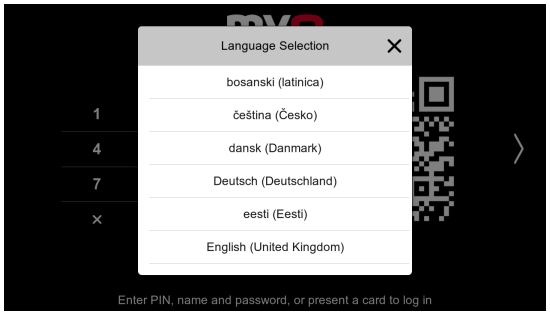
5.8.2 User Language

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 (10.2) Editing User Accounts in the *MyQ Print Server guide*.

5.8.3 Device Screen Language

The user can select the language shown on the device screen before logging in.



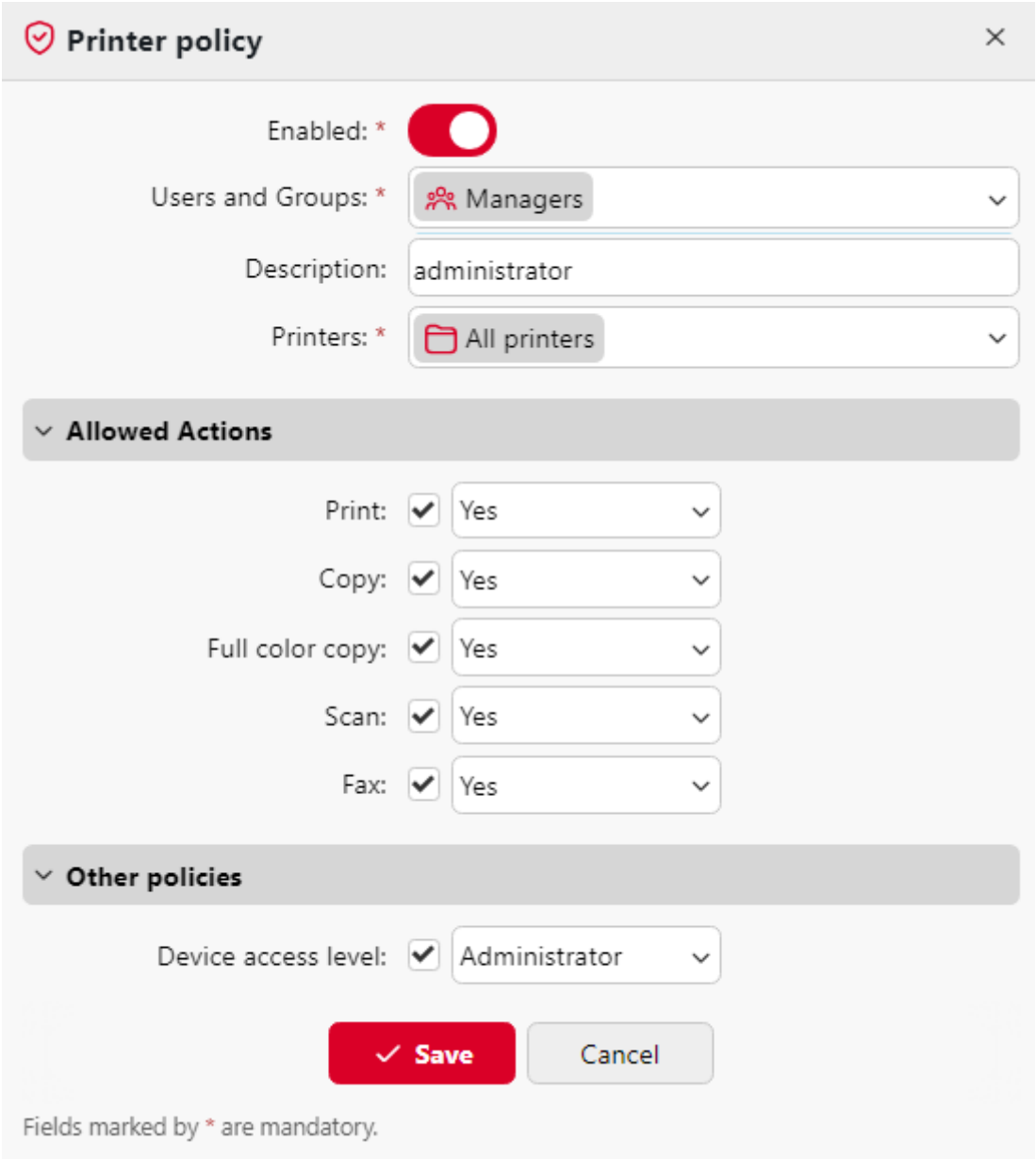


5.9 Device Settings on the Terminal

The administrator can modify the printing device's settings, such as display brightness, language, sounds, etc., directly on the terminal.

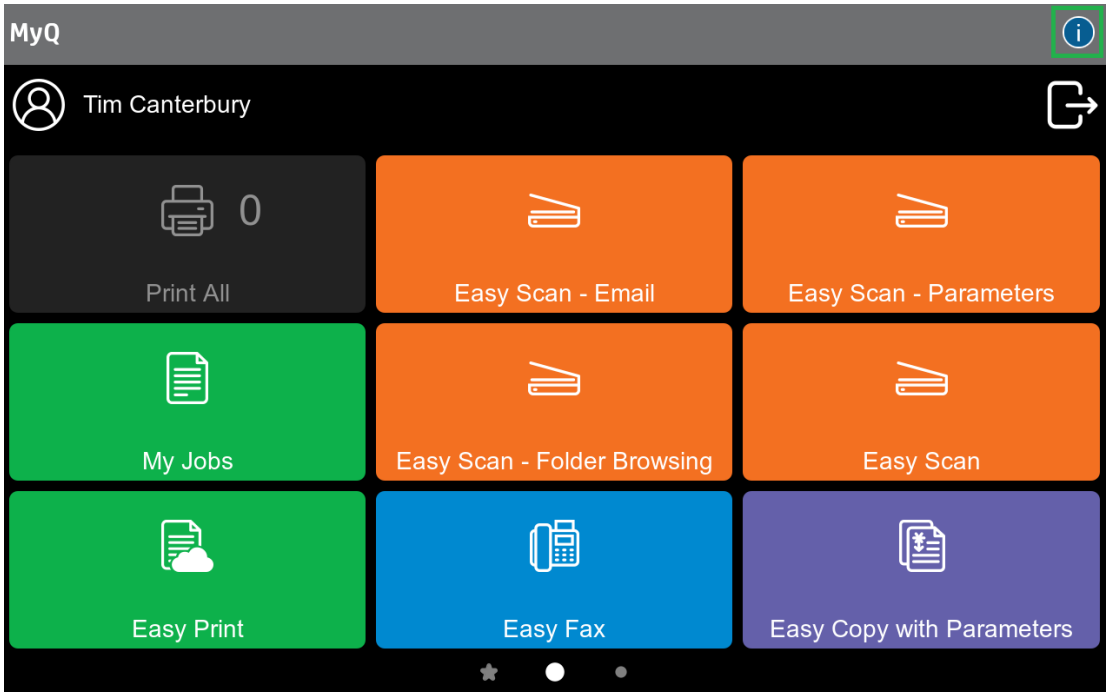
To do that, they first need to setup a new **Printer Policy** on the MyQ Web administrator interface.

- Go to **MyQ, Settings, Policies**, click **Add**, and **Add Printer Policy**.
- A new Printer Policy panel opens on the right side. Make sure that the policy is **Enabled**.
- Select the administrator's account from the drop-down in **Users and Groups**. Add an optional **Description** and then, from the drop-down menu, select the **Printers** you want the policy to apply to.
- Select the desired **Allowed Actions** by marking the checkbox next to them and choosing *Yes* or *No* from the drop-down menu. The available actions are *Print, Copy, Full color copy, Scan* and *Fax*.
- Finally, make sure to set the **Device access level** to the administrator by marking the checkbox and selecting *Administrator* from the drop-down menu.
- Click **Save**. Your new printer policy is now visible on the policies list.

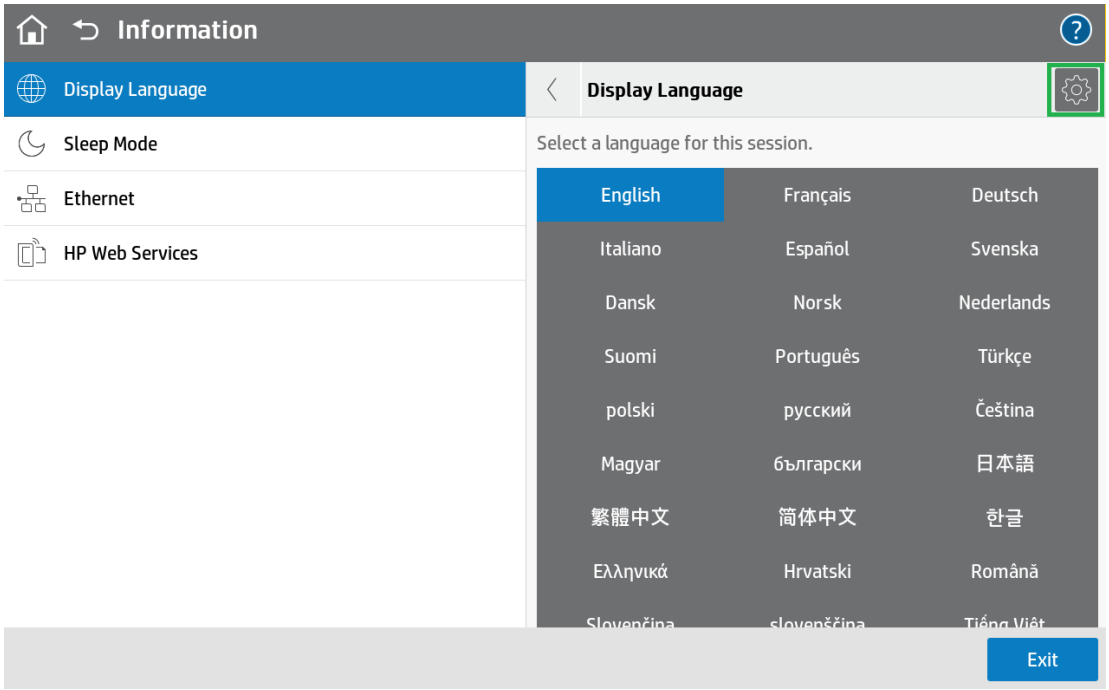


Once this is done, the administrator can now log in to the embedded terminal and modify the device settings.

Once logged in, click on the information icon (**i**) on the top right side of the terminal.



Depending on the device, you can now choose the session's language and see related information. To modify the settings, click on the gear icon on the top right side.



5.10 HP Package Manager

In the HP Package Manager website, you can find the **Card Readers** page where you can manage and configure card readers.

Web Browser requirements

- Google Chrome 63 or higher (Recommended)
- Mozilla Firefox 57 or higher (Recommended)
- Internet Explorer 11 or higher
- Microsoft Edge 14 or higher
- Safari 10 or higher

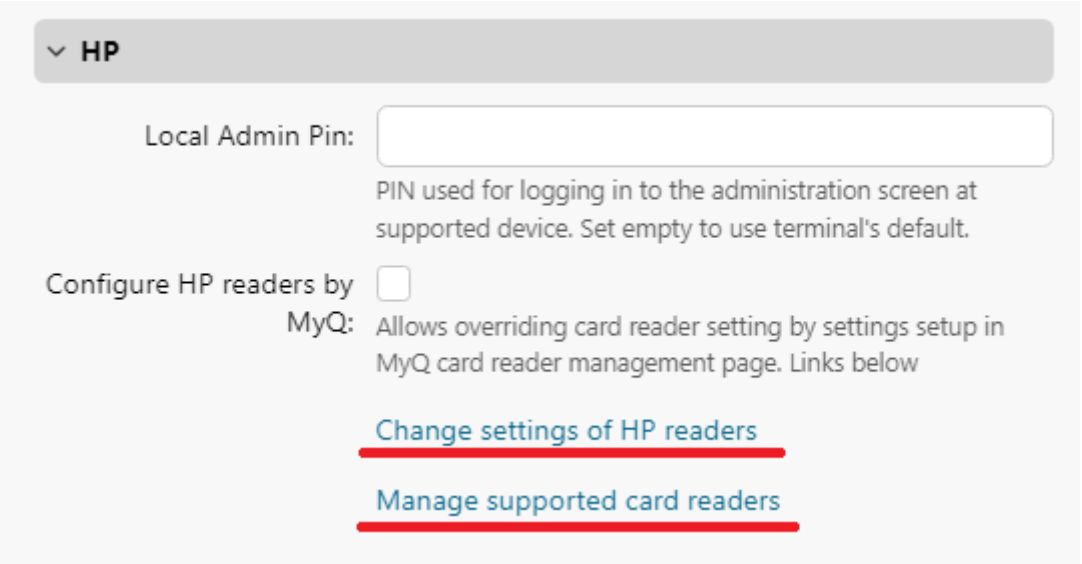
Older versions of web browsers will not work as required.

Signing in to HP Package Manager

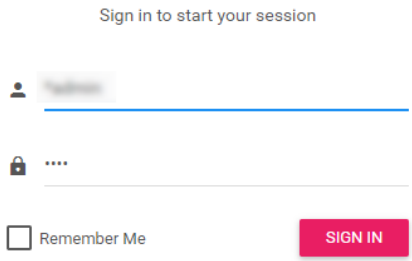
To sign in to HP Package Manager, type the following address into your web browser: "*<https://<hostname>:<numberOfServerPort>/package/hp/admin*"

where *<hostname>* is the hostname/IP address of your MyQ server, and *<numberOfServerPort>* is the MyQ Server port (*8090* by default).

Access is also possible via the links in the **MyQ, Settings, Configuration Profile** panel, in the **Terminal** tab.



You will be prompted to sign in by typing the password to your admin account. After that, click **Sign in** and HP Package Manager opens.



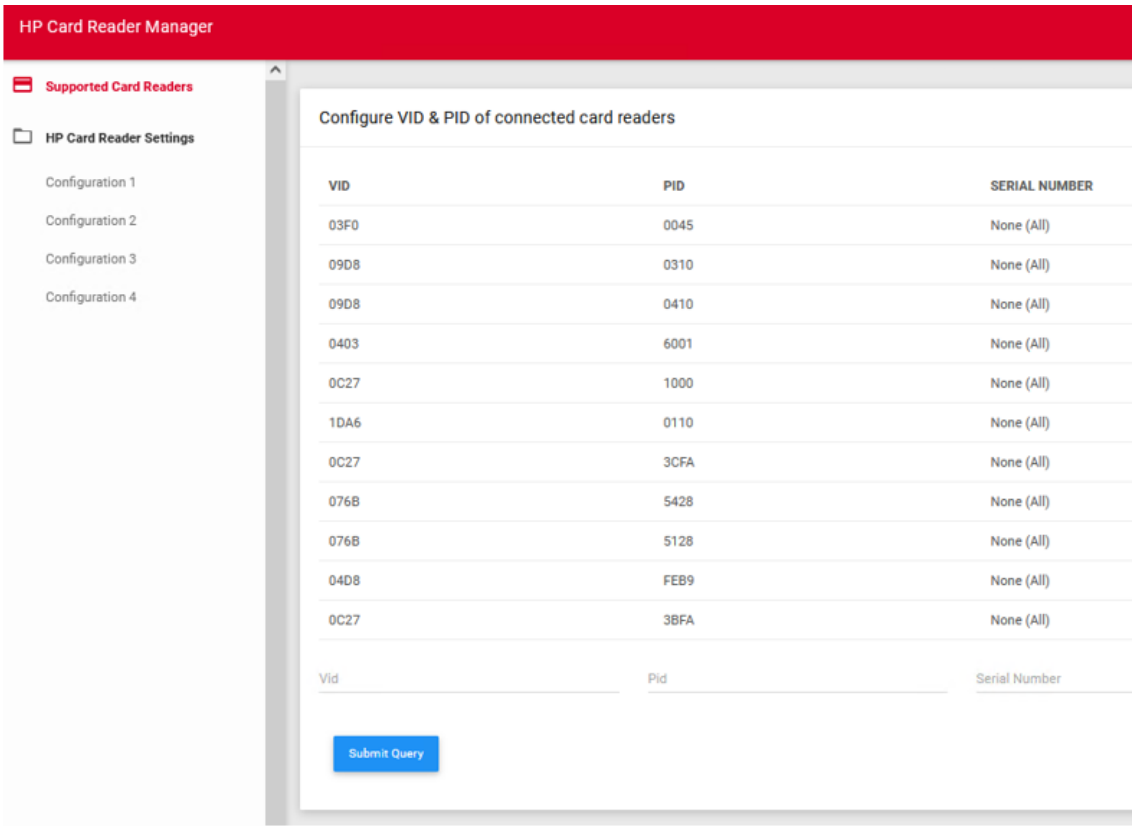
To sign out of HP Package Manager, click the exit icon in the upper-right corner of the screen.

Card Readers

On the Card Readers page, you can find two sections with card reader settings: the **Card Reader Settings**, and the **HP Card Reader Settings**.

Card Reader Settings

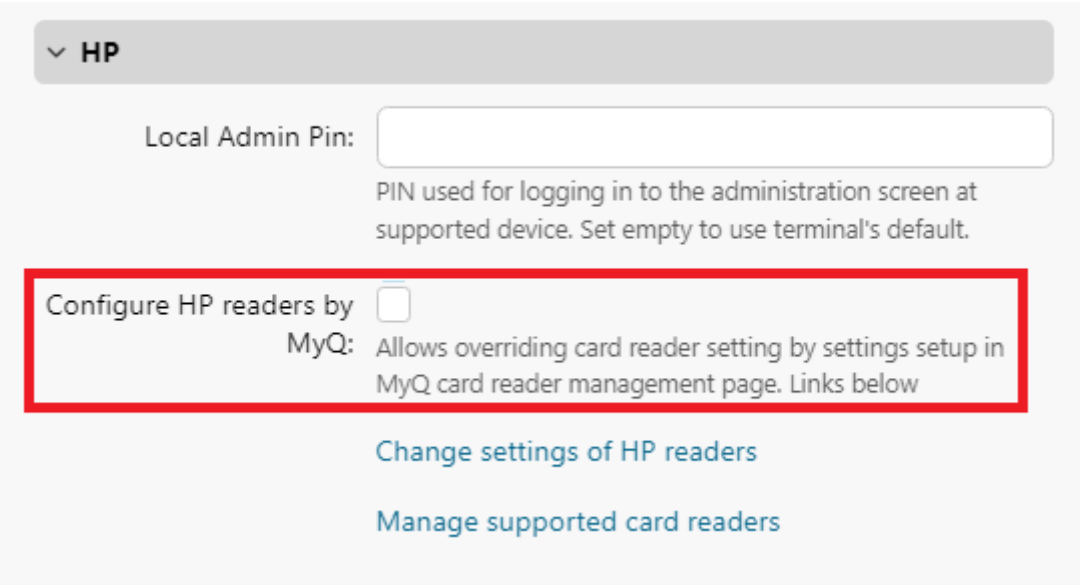
Here you can connect new types of card readers by adding the card reader's IDs and serial number. To connect a new type of card reader to your printing device, enter the **VID**, the **PID**, and optionally the **serial number**. Click **Submit Query** to add the setting. Added settings can be deleted by clicking the trash icon in the **Actions** column. After adding new types of card readers, you have to run the **Remote setup** of the HP Embedded terminals to apply the changes.



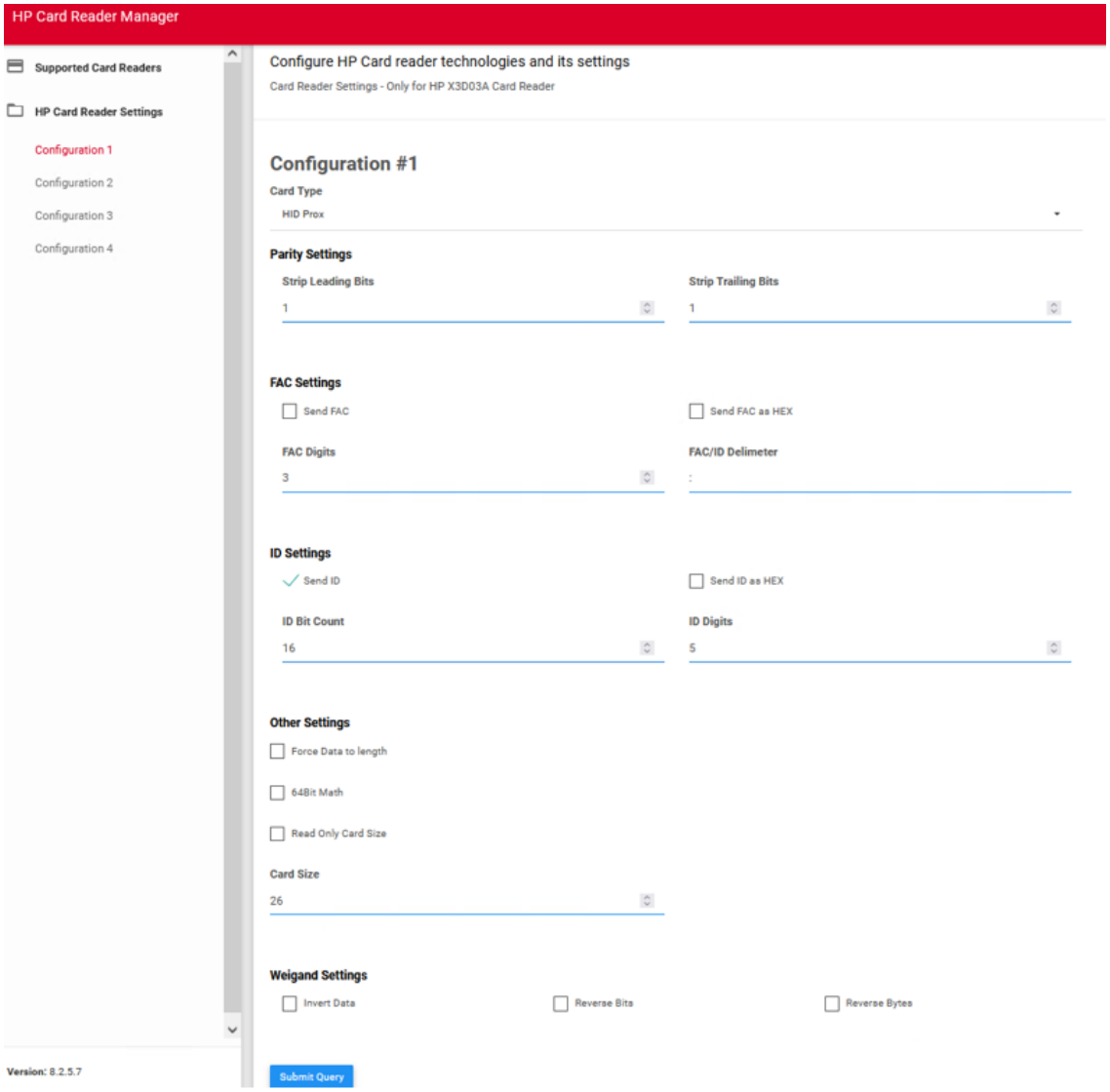
> MyQ does not guarantee that the newly added card reader types will be compatible with the HP printing devices or that they will properly read your currently used ID cards.

HP Card Reader Settings

These settings are activated by enabling the **Configure HP readers by MyQ** option in **MyQ, Settings, Configuration Profile** panel, in the **Terminal** tab.



You can configure up to four technologies (*Card Settings 1 – 4*) for the HP Universal card reader. Each technology can be set on its individual **Card Setting** tab. After setting the card reader, click **Submit Query**. Changes are applied immediately; the **Remote setup** of the HP Embedded terminals is not required. This setting is applied to all HP printing devices equipped with the HP Universal card reader.



5.10.1 Supported Card Readers

Card readers must be set in Keyboard Mode.

In cases of HID Card readers, the Boot Interface has to be switched on and it is required to add the [ENTER] command.

Name	Vendor	Additional Information
HP Universal USB Proximity X3D03A	HP	Dual-frequency card reader.

Name	Vendor	Additional Information
Omnikey 5427	HID	Dual frequency reader that supports iCLASS Seos®, iCLASS SE®, iCLASS®, MIFARE®, Indala Prox, and HID Prox.
Omnikey 5127	HID	125 kHz & 13.56 MHz Proximity Reader.
Inepro Omni reader - 1DA6 0110	Inepro	RFID reader that supports all card technologies in both the 13,56 MHz and the 125 kHz range.
WAVE ID®Plus/PcProx Plus (09D8 0410)	RFID EAS	Dual-frequency card reader.
WAVE ID® SP Plus/PcProx Plus SP	RFID EAS	Dual-frequency card reader.
PcSwipe (0C27 1000)	RFID EAS	Magnetic stripe card reader.

For further information about supported card readers, contact MyQ support.

5.11 Update and Uninstallation

5.11.1 Updating the Terminal

Updating the terminal is done on the MyQ web administrator interface. MyQ Server 8.2 patch 6 or higher is required.

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

5.11.2 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 HP installation package is uploaded on the server and the HP service is running.

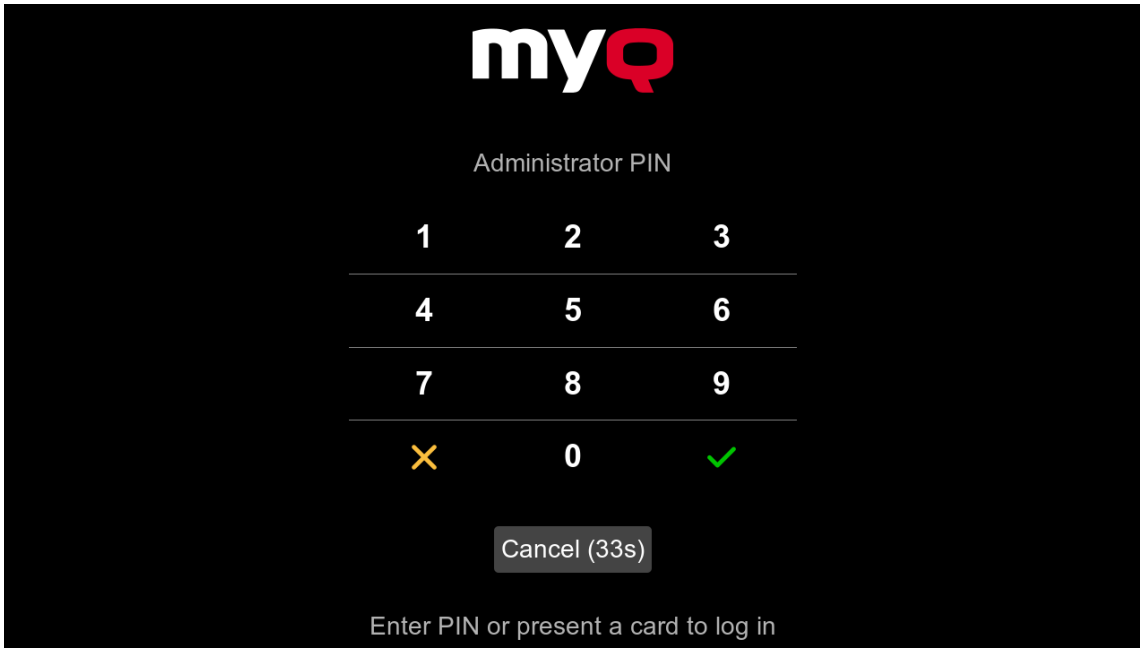
To Uninstall a Terminal Remotely

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.

As long as the HP terminal package is uploaded on the MyQ server, the HP service remains in Windows and is visible in the MyQ Easy Config application. If you do not run any HP Embedded terminals on the server and want to remove the service, **Delete** the HP installation package from the **Printers & Terminals** settings tab in the MyQ Web administrator interface (**MyQ, Settings, Printers & Terminals**).

6 Admin Menu

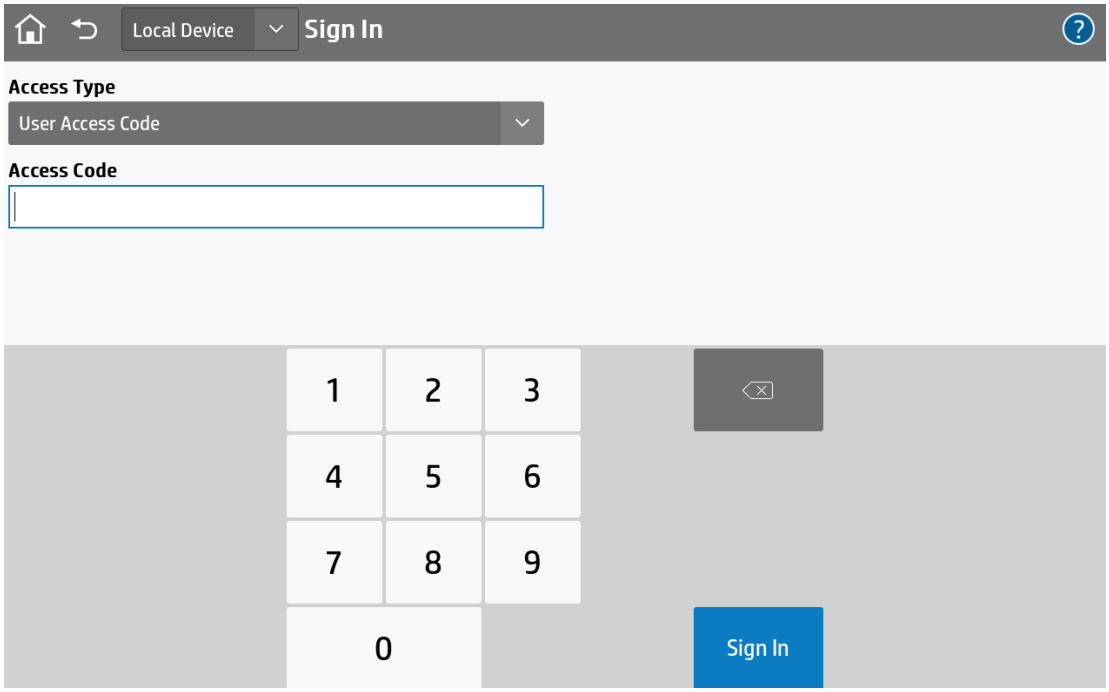
To access a terminal's admin menu, tap the MyQ logo above the login options and enter the **Administrator PIN**. The default admin PIN is *1087*.



You can change the admin PIN in the printer's configuration profile in the MyQ Web administrator interface.

1. 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, and in the **HP** section, you can change the **Local Admin PIN** (*1087* if left empty).
4. Click **Save**. A pop-up window informs you that you need to activate the printer(s) again.

After logging in the terminal as an administrator, the device's login screen is displayed. To sign in, select *Administrator Access Code* in the **Access Type** drop-down, and type the *Local Admin PIN* in the **Access Code** field.


Local Device
Sign In
Access Type
User Access Code
Access Code
1
2
3
4
5
6
7
8
9
0
Sign In

7 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. As a result, users cannot log in to this terminal and the **User session not loaded** message appears on the terminal.

To regain access to the terminal, you can add a new license or deactivate one of the currently activated terminals and then, reactivate the printing device on the MyQ Web administrator interface.

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.

8 Personalization

On the **Personalization** settings tab in the MyQ Web administrator interface, under **Terminal personalization**, you can add a **Custom Logo** and select a different **Theme** to change the overall appearance of your Embedded terminal.

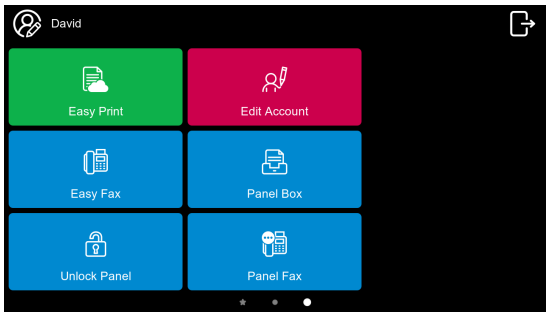
Check the MyQ Print Server guide for Personalization Settings.

9 Terminal Actions

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

The default terminal actions are:

- Print All
- My Jobs
- Panel Copy
- Easy Scan — E-mail
- Easy Scan — Folder
- ID Card Registration (only visible if ID Card is selected as a login method)
- Panel USB
- Easy Copy
- Panel Scan



You can swipe left or right to switch between screens or tap on the dots at the bottom of the screen.

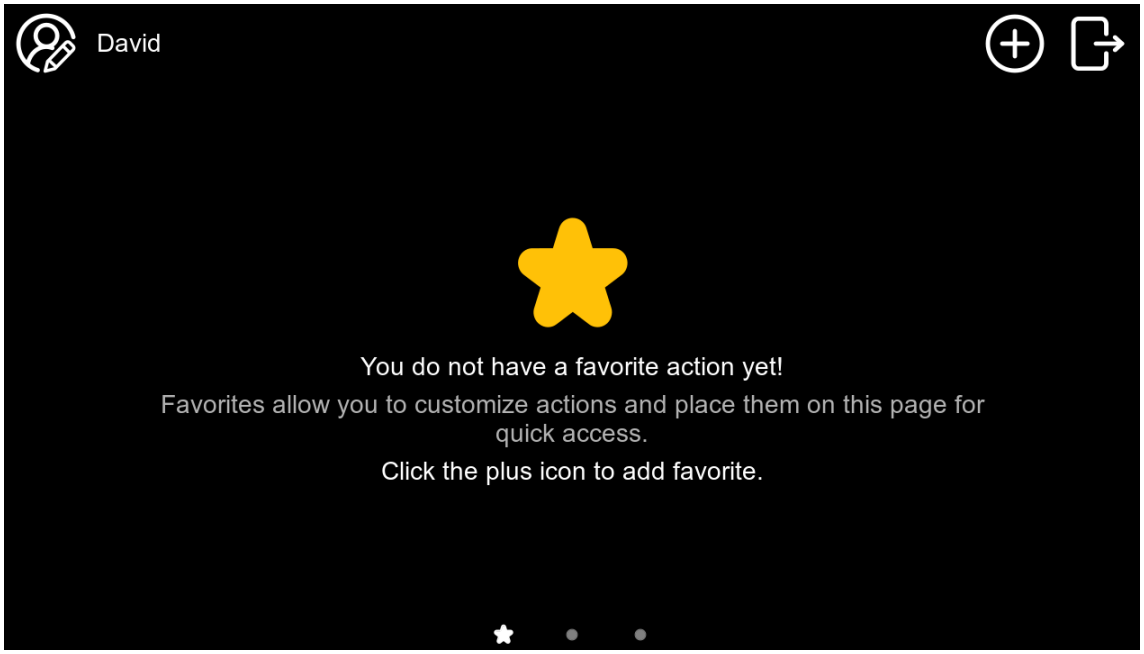
> For information related to terminal action nodes management, check Terminal Actions Settings on the MyQ Print Server guide.

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

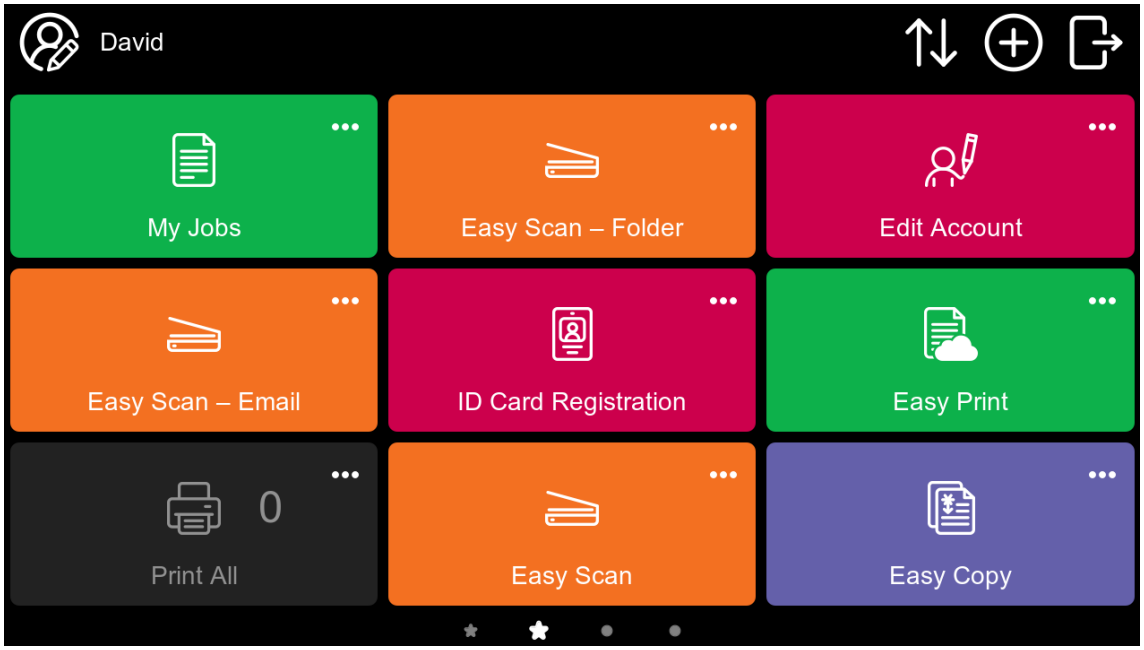
- Easy Fax
- Easy Print
- Unlock Panel
- Edit Account
- Panel Actions

9.1 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, it 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.



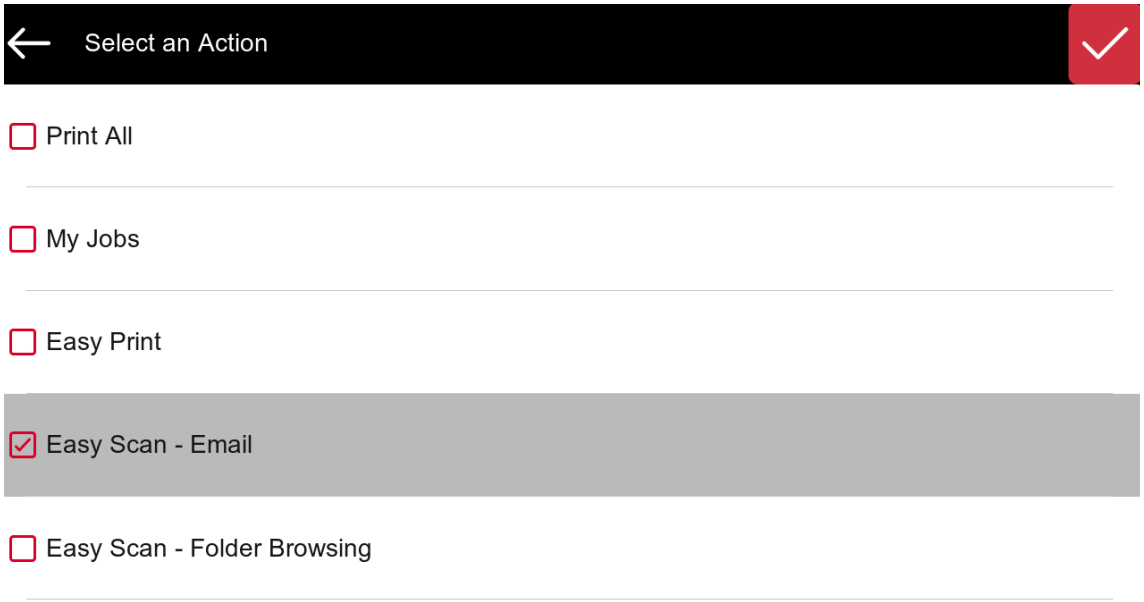
9.1.1 Add a Favorite Action

- 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.

To add a favorite terminal action:

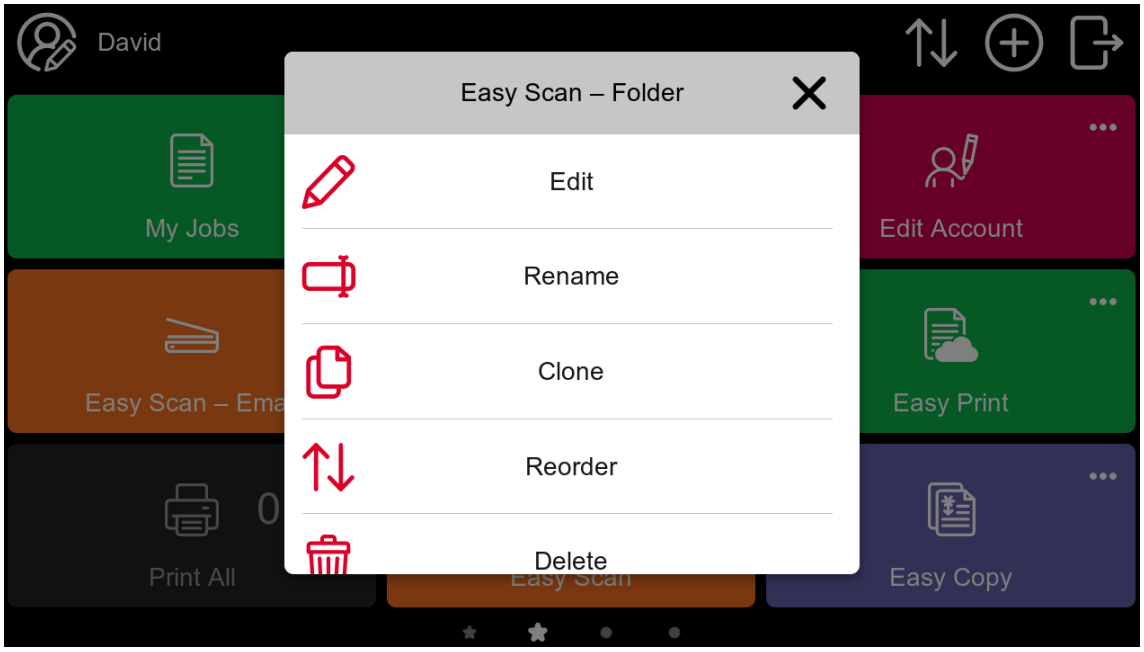
1. Log in to the terminal
2. Tap the Star icon at the bottom of the screen.
3. Tap the Plus icon on the top right, select an action, and then press the red tick button.



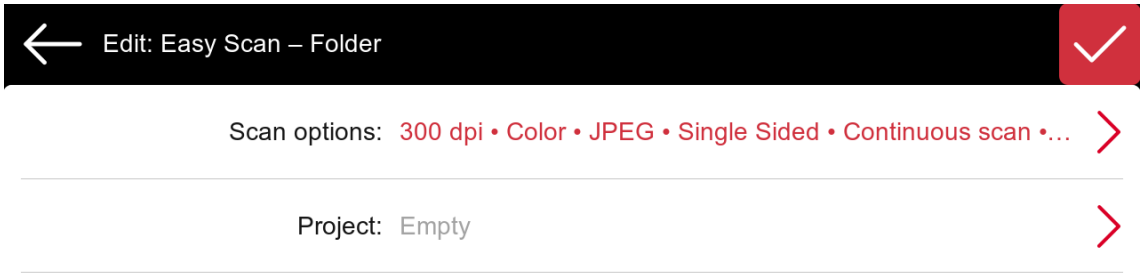
9.1.2 Edit a Favorite Action

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

You can edit 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.

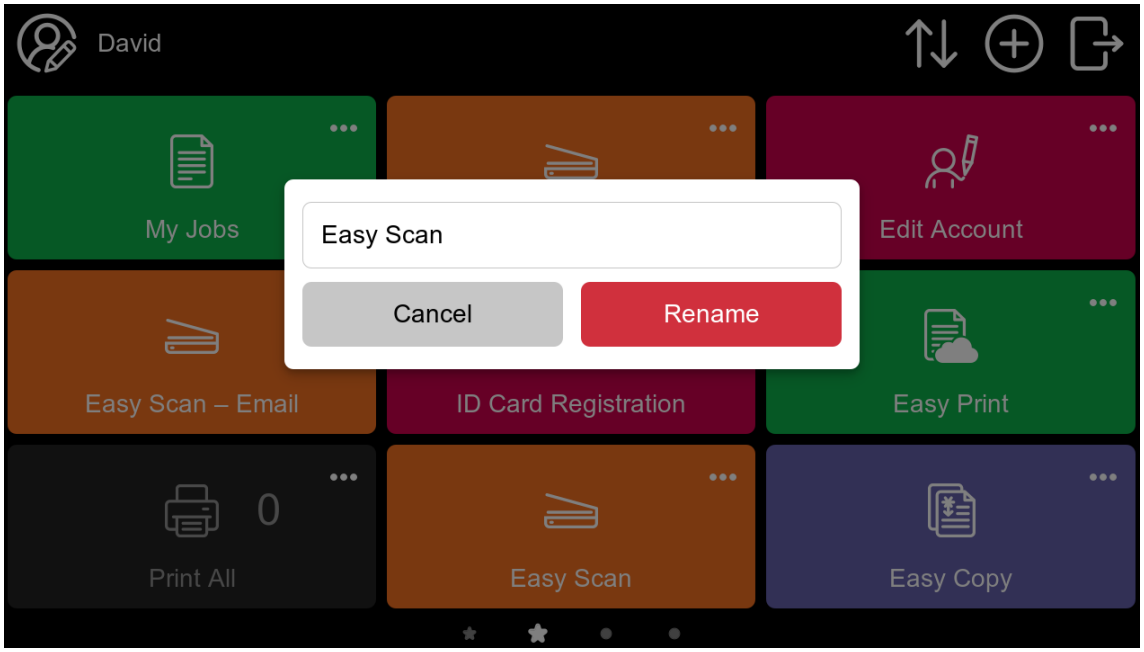


If a parameter of a particular action has been marked **Read Only** in the MyQ Web UI, that parameter will be visible but not editable in this menu.

9.1.3 Rename a Favorite Action

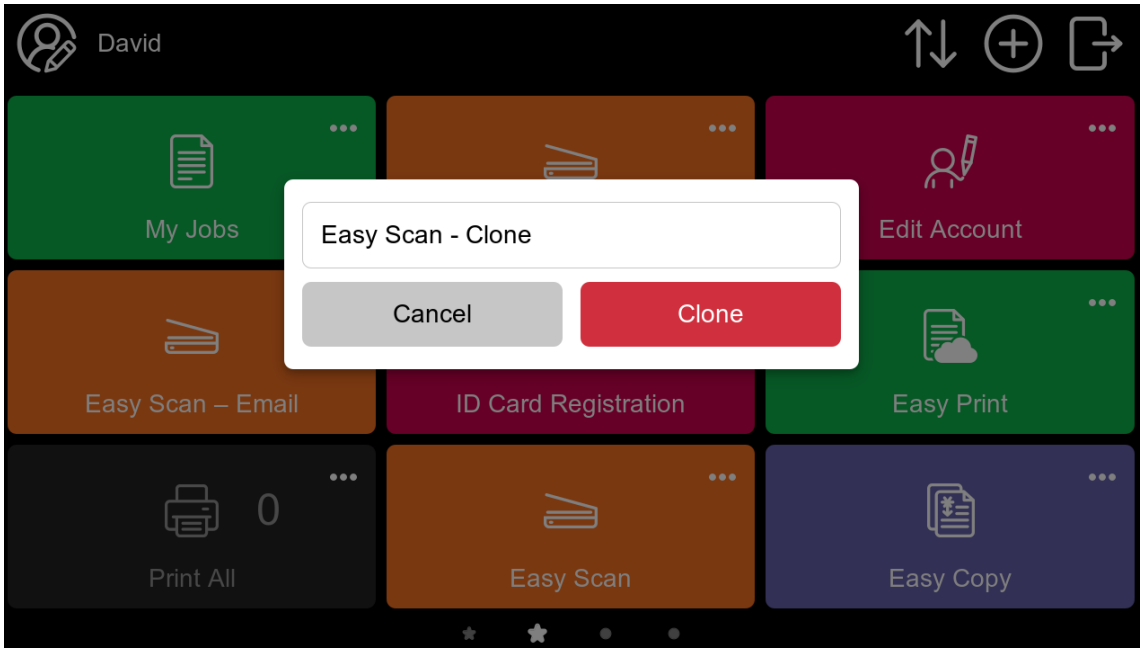
You can rename the actions by tapping the action menu on the action and then **Rename**.

Type in your new action name and save it.



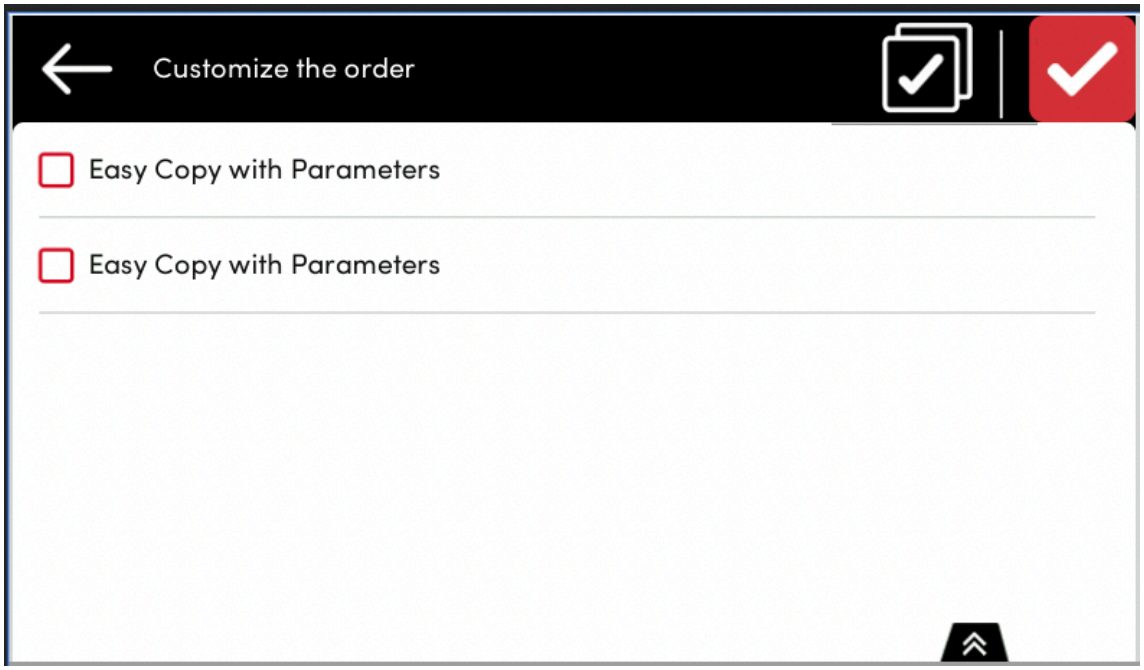
9.1.4 Clone a Favorite Action

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

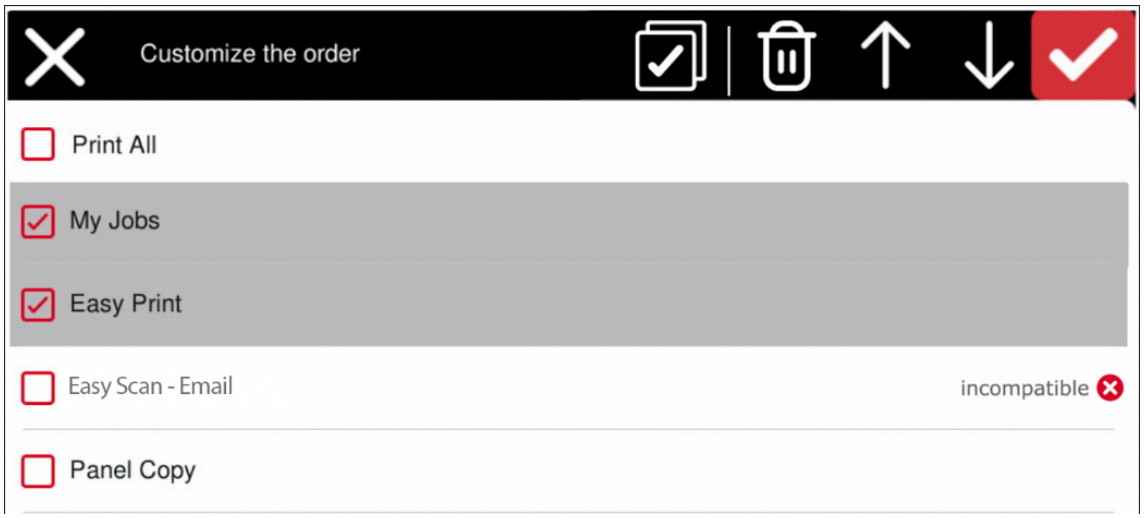


9.1.5 Reorder your Favorite Actions

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.

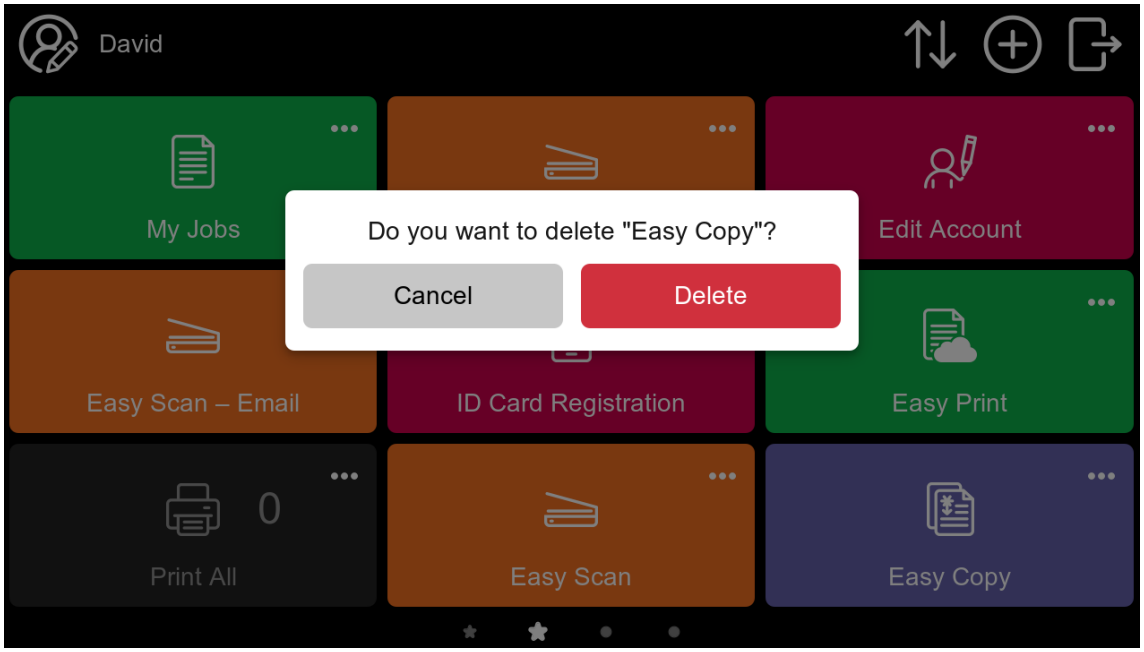


In the reorder window, users can also **Delete** selected Favorite actions. The reorder screen also labels Favorite actions which are **incompatible** with the current device.

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

9.1.6 Delete a Favorite Action

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



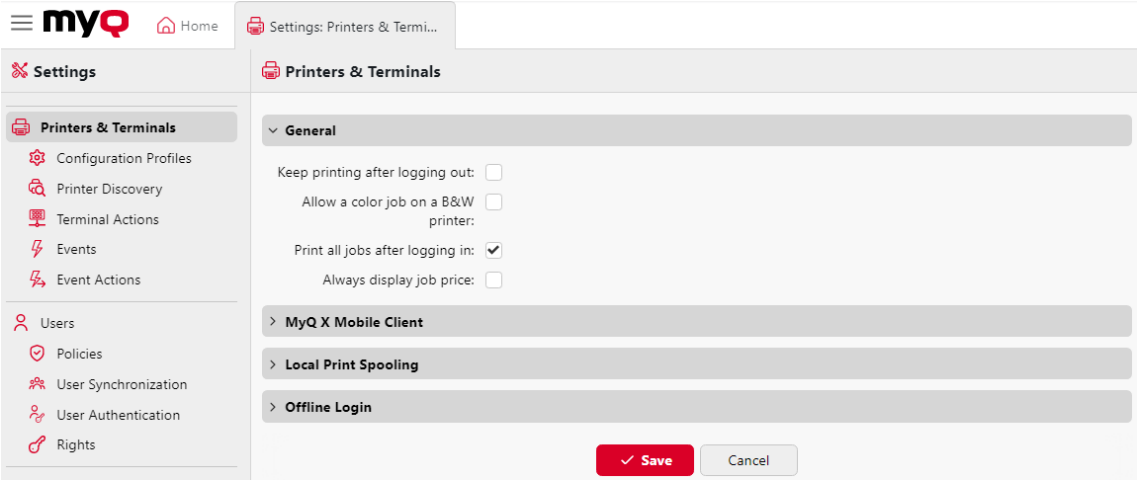
9.2 Print all

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

9.2.1 Print all jobs after logging in

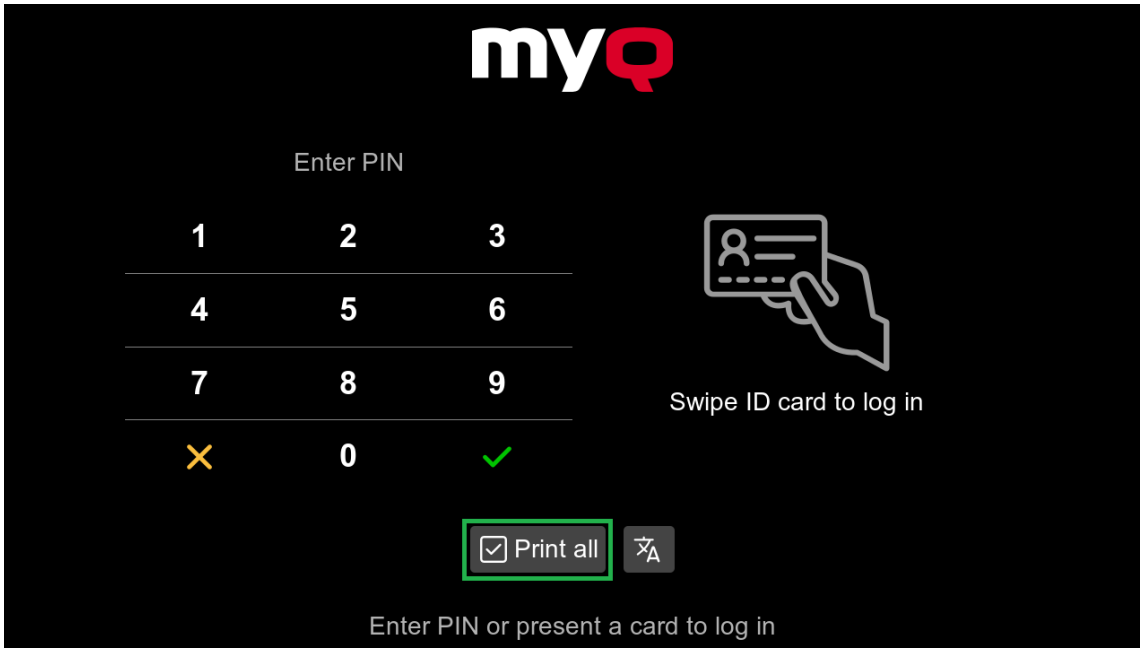
As an alternative to the **Print All** terminal action, you can use the **Print all jobs after logging in** feature. Once enabled on the **Printers & Terminals** settings tab, under **General**, all the user's jobs are printed immediately after they log in to an embedded

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.

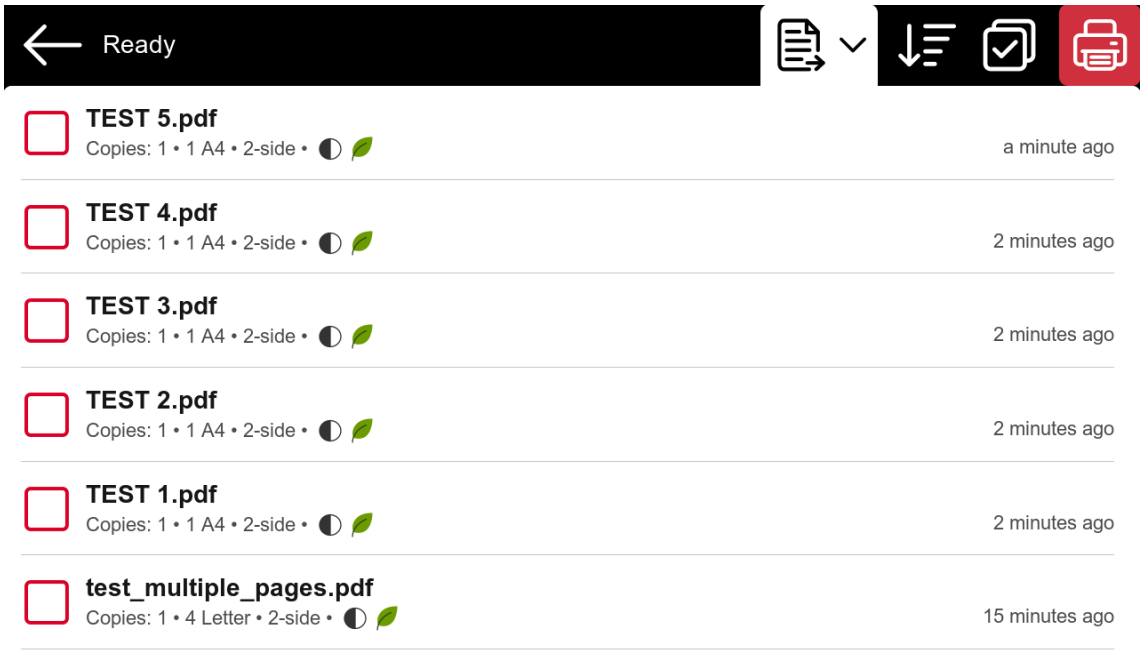
If the user disables the feature on the terminal and does not login in 30 seconds, the terminal screen refreshes with the **Print all jobs after logging in** option selected.



9.3 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.



9.3.1 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 X 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.

9.3.2 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**.
- **Alter Parameters**: Tap to change the job parameters.
- **Print**: Tap the printer icon to print the selected jobs.

9.3.3 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 (from top to bottom):

- **Go back**: Returns to the previous screen.
- **Turn a page**: Go forwards or backwards one page in multi-page documents.

- **Zoom**: Magnify the size of the preview.
- **Print**: Print the previewed job.
- **Alter Parameters**: Tap to change the job parameters.
- **Add to Favorites**: Adds the previewed job to favorite jobs.
- **Delete**: Deletes the previewed job.

9.3.4 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.

The administrator can choose between a **Separate** and a **Shared** job list for the remote jobs, by going to **MyQ, Settings, Jobs** in the Job **Roaming** section. 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. The remote jobs are automatically downloaded and are marked with the source server's IP address or hostname. Select them and tap **Print**.

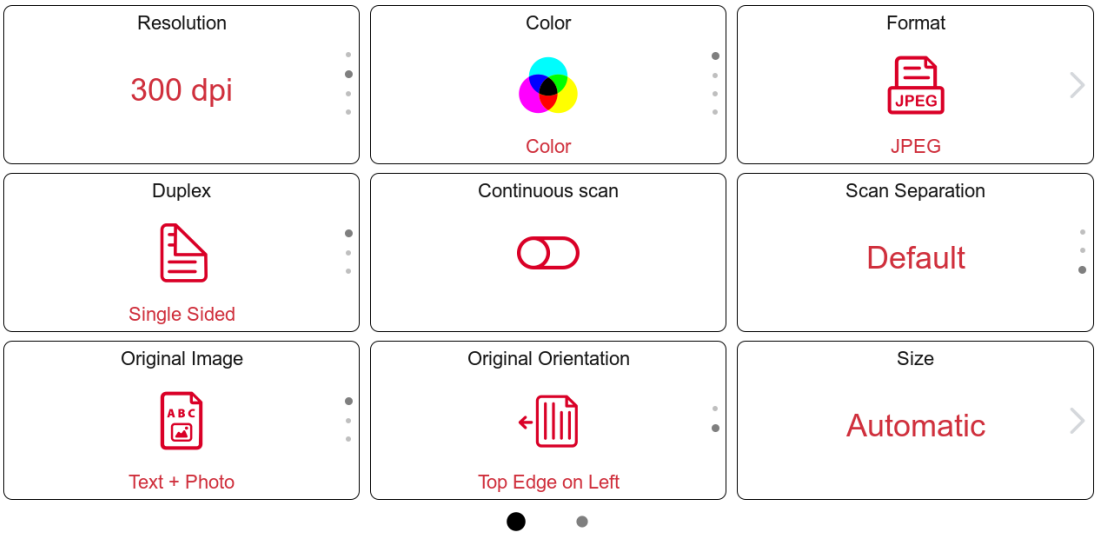
If a **Shared** job list is used and the **Print remote jobs within Print All** is selected, the user can tap the **Print All** terminal action and all the jobs, remote and local, are printed.

9.4 Easy Scan

Scanning by 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.

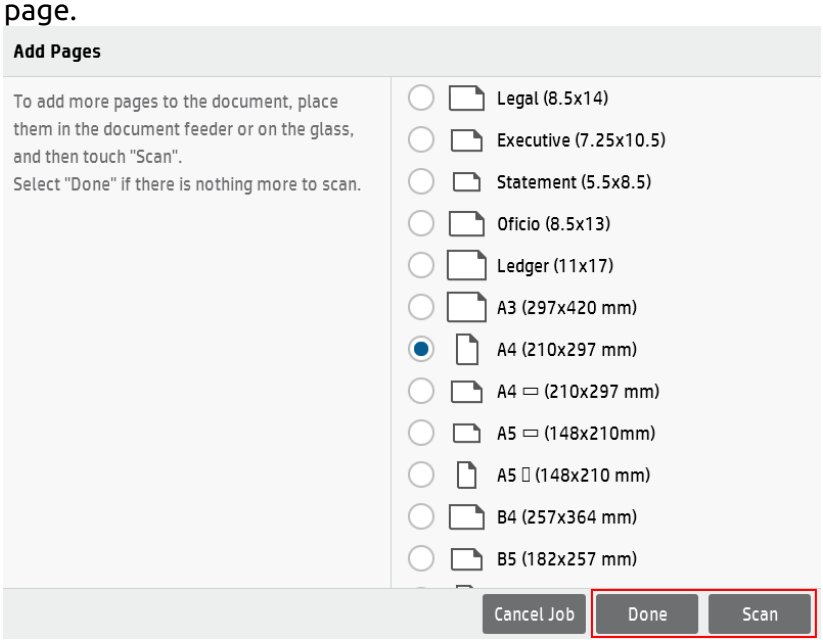
9.4.1 Easy Scan Parameters

Each parameter has a *Default* option. If selected, the actual values are taken from the default scan settings of the printing device and are displayed on the terminal (supported from MyQ HP Embedded terminal 8.2 patch 3+). If the device's default values cannot be mapped to the MyQ scan profile value, *Default* will be displayed. It is not possible to modify the default values for Easy scan parameters in the device's web UI, as these parameters are fixed.

> If you alter the parameters before performing a scan, once the scan is complete you will be directed back to these parameters so they can be reused to scan other documents immediately.

- **Resolution** - The outgoing file's resolution. You can select from the following options:
  - 200 dpi
  - 300 dpi
  - 400 dpi
  - 600 dpi
- **Color** - The outgoing file's color scale. You can select from the following options:
  - Color
  - Grayscale

  - B&W (two tones) -This is available for all the **Format** options except for *JPEG*. If *JPEG* is selected, the **Color** setting will be automatically changed to *Grayscale*.
  - Automatic
- **Format** - The outgoing file's format. You can select from the following options:
  - PDF
  - JPEG
  - TIFF
  - XPS
  - HCPDF
- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
  - Single Sided
  - Duplex - binding on top
  - Duplex - binding on side
- **Continuous scan** - With the continuous scan option *Enabled*, scan jobs are not sent until **Done** is tapped. After clicking **Scan**, the printing device scans another page.



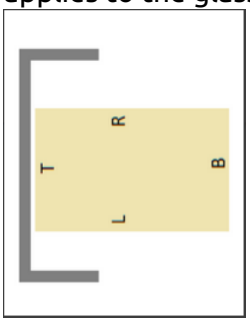
  You can select from the following:
  - Disabled
  - Enabled
- **Scan separation** - If a document with multiple pages is scanned, scanned pages can be stored either separately (each page in a separate file) or all together in one file. You can select from the following options:
  - All pages together
  - Separate each page - This is available for all the **Format** options except for *XPS*. If *XPS* is selected, the scanned pages will be stored in one file.
- **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
- **Original Orientation** - Determines the page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
  - Top Edge on Top: The page is displayed in a horizontal position (top edge of the page opposite to the person).
  - Top Edge on Left: The page is displayed in a vertical position (top edge of the page on the left-hand side of the person).

Limitations:

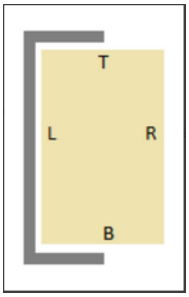
Small printers (A4)

- Size can be set to auto when the originals are put in the printer as described in the next point but setting the page size manually is recommended.
- Original orientation works as intended by MyQ settings only when the shorter edge of the page is facing the document feeder. The same orientation also applies to the glass, for all formats.

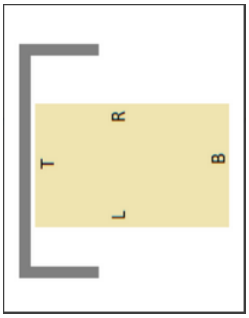


Large printers (A3)

- The resulting image can be cropped or have wrong orientation if the size is set to auto, but it works for the A4 format when is oriented as described below.
- Original orientation works as intended by MyQ settings when the original document is put in the printer as described (due to HP considering the top edge in different ways for some formats):
  - A4 and letter must have the longer edge facing the document feeder (or left side of the glass).



  - Other formats must have the shorter edge facing the document feeder (or left side of the glass).



- **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
  - Folio
  - Ledger
  - Letter
  - Legal
  - Statement
- **Mixed size** - This parameter enables automatic paper size recognition when different sizes of paper are used during scanning. To be able to use the **Mixed size** setting, the *A4*, *A3*, *Ledger* or *Letter*
  option must be selected in the **Size** setting. You can select from the following options:
  - On: The **Size** parameter is ignored and the size of each scanned image is recognized by the printing device.
  - Off: The **Size** parameter is used to decide the size of the scanned image.
- **Skip blank pages** - With this parameter, you can select to skip blank pages in the scanned document. You can select from the following options:
  - Yes
  - No

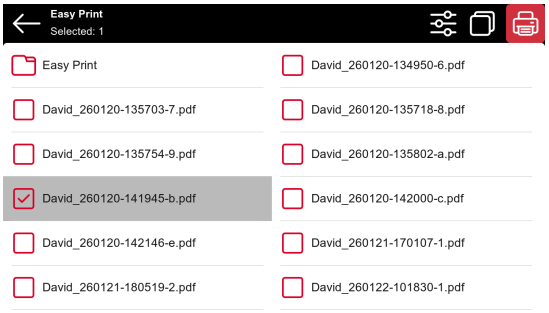
9.5 Easy Print

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.

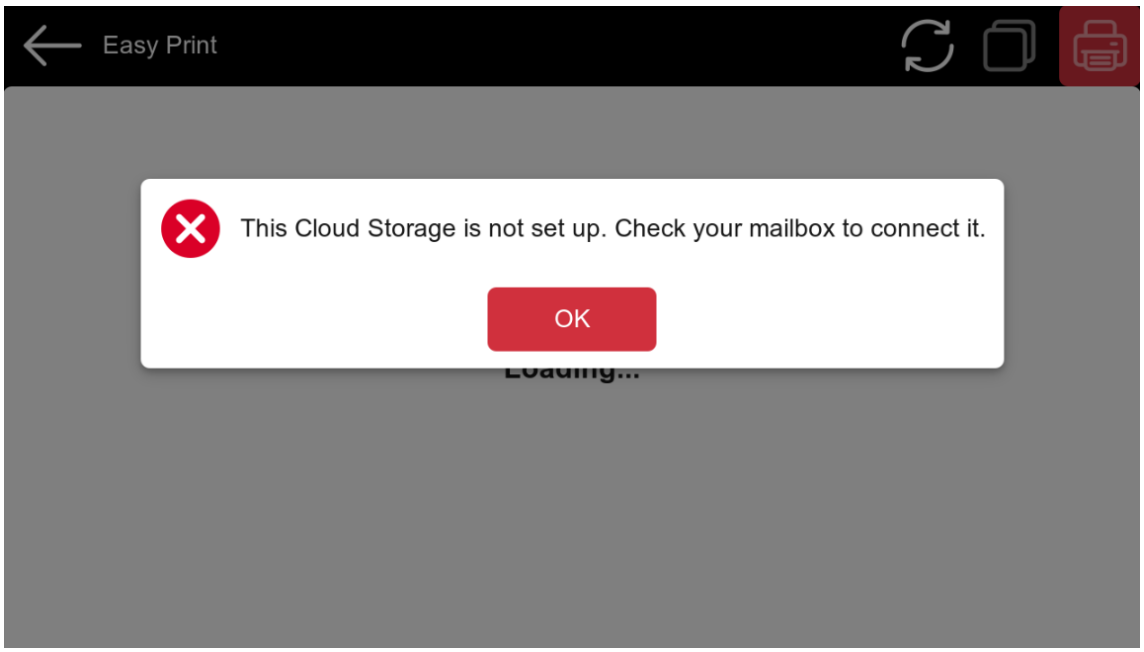
> ⚠ If **Stop sending jobs after user logout** is disabled in the MyQ Web Interface under **Settings** > **Printers & Terminals**, this setting is not applied to Easy Print jobs. Therefore, if a user logs out while printing a number of jobs using Easy Print, no more jobs will be sent.

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.



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.

If the user does not have any Cloud storages connected, an error message appears on the terminal informing the user that there is no Cloud storage available, but it can be connected via an email.



If a job cannot be printed, the "*The job did not pass the job filter*" error appears on the terminal.

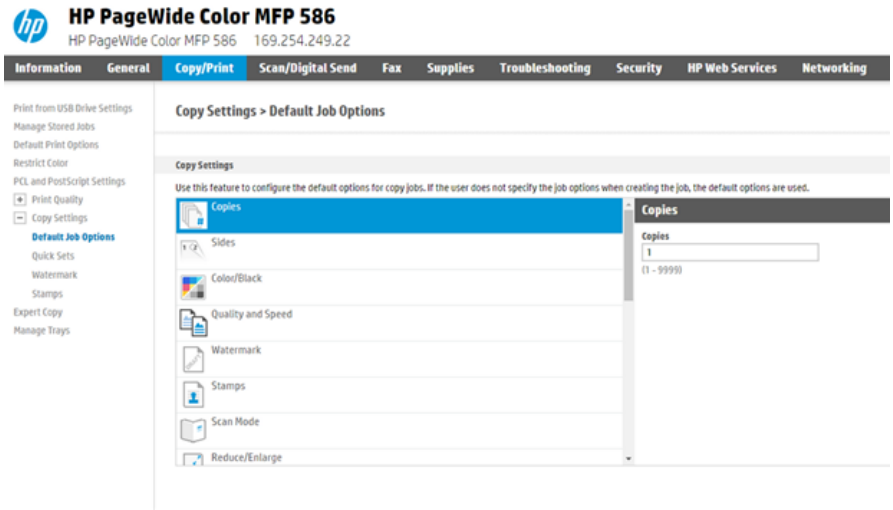
9.6 Easy Copy

One tap copying. After the user taps this action, the page is immediately copied. You can define the copy parameters in MyQ.

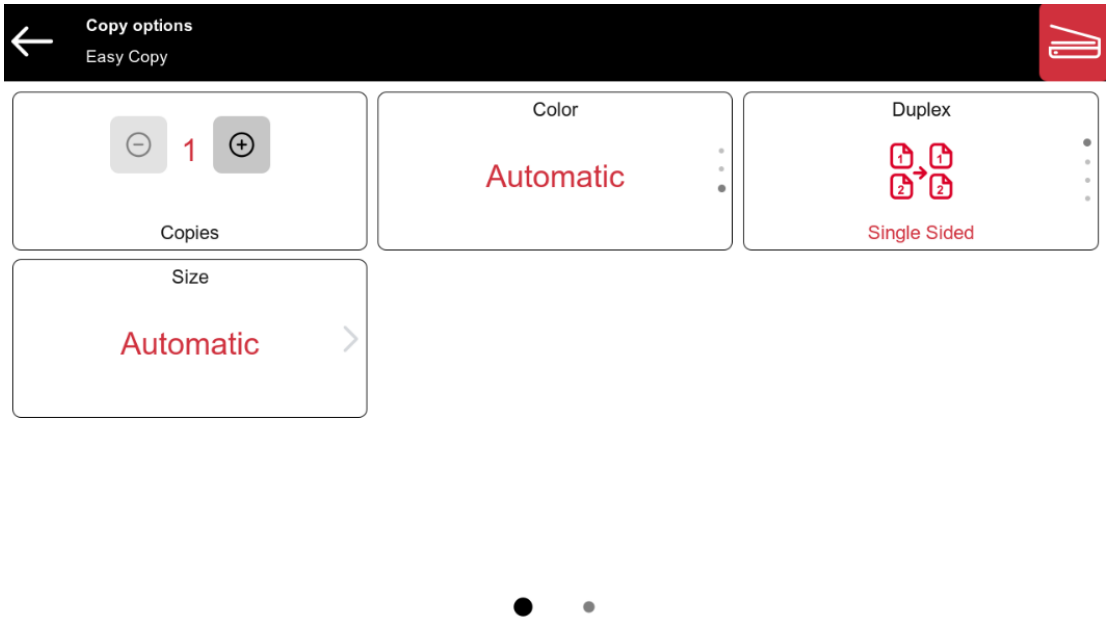
For further information, check Easy Copy settings in the MyQ Print Server guide.

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.

The Easy Copy default settings of the printing device can be configured in the HP Web UI, in **Copy/Print > Copy Settings > Default Job Options** (supported from MyQ HP Embedded terminal 8.2 patch 3+). After changing the parameters in the device's web UI, the remote setup or a restart of the services is required for updating the default parameters.



If the parameter's **Value** is set to *Default* in the MyQ web administrator interface, the terminal will replace it with the device's default value. If the device's default value cannot be mapped to MyQ, *Default* will be displayed.



9.6.1 Easy Copy Parameters

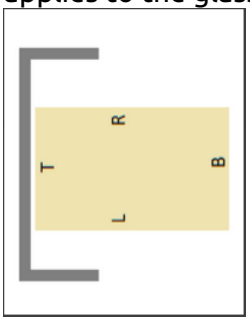
- **Copies** - Predefine the number of copies to be available *1-99*. If the device default is set to more than 99, the terminal will override it to 1 (MyQ default).
- **Color** - Color scale of the outgoing file. You can select from the following options:
  - Color
  - Monochrome
  - Automatic
- **Duplex** - Simplex and Duplex scanning options. You can select from the following options:
  - Single Sided
  - Duplex
  - 1-sided to 2-sided
  - 2-sided to 1-sided
- **Original Orientation** - Determines the page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
  - Top Edge on Top: The page is displayed in a horizontal position (top edge of the page opposite to the person).
  - Top Edge on Left: The page is displayed in a vertical position (top edge of the page on the left-hand side of the person).

Limitations:

Small printers (A4)

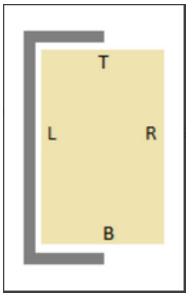
- Size can be set to auto when the originals are put in the printer as described in the next point but setting the page size manually is recommended.

- Original orientation works as intended by MyQ settings only when the shorter edge of the page is facing the document feeder. The same orientation also applies to the glass, for all formats.

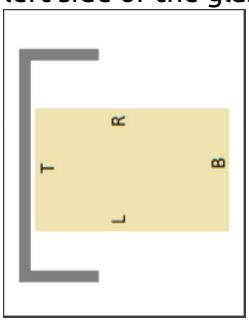


Large printers (A3)

- The resulting image can be cropped or have wrong orientation if the size is set to auto, but it works for the A4 format when is oriented as described below.
- Original orientation works as intended by MyQ settings when the original document is put in the printer as described (due to HP considering the top edge in different ways for some formats):
  - A4 and letter must have the longer edge facing the document feeder (or left side of the glass).



  - Other formats must have the shorter edge facing the document feeder (or left side of the glass).



- **Size** - Size of the scanned input. It determines the size of the scanning area; therefore, it should correspond to the actual size of the scanned paper. You can select from the following options:
  - Automatic
  - A3
  - A4
  - A5

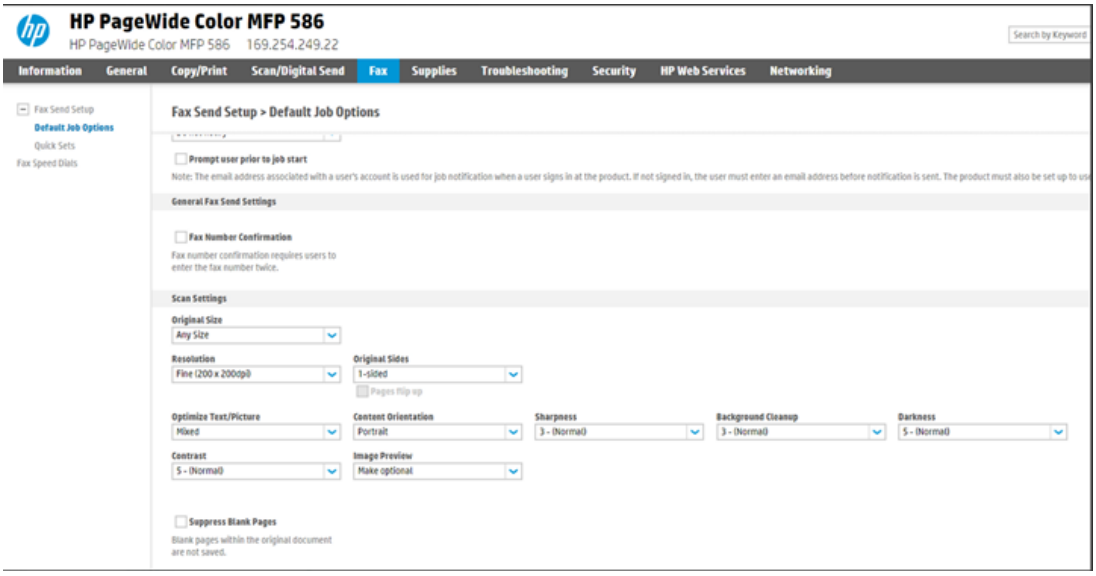
  - A6
  - Folio
  - Letter
  - Legal
  - Oficio II
- **Magnification** - With this parameter, you can determine the size of the copy. This way, you can make it smaller or larger than the original file. You can select from the following options:
  - Same as original
  - A3
  - A4
  - A5
  - A6
  - B5
  - Folio
  - Letter
  - Legal
- **Density** - Density of the picture in the outgoing file. The higher it is, the darker the resulting picture is. You can select from the following options:
  - Lowest
  - Lower
  - Low
  - Normal
  - High
  - Higher
  - Highest

9.7 Easy Fax

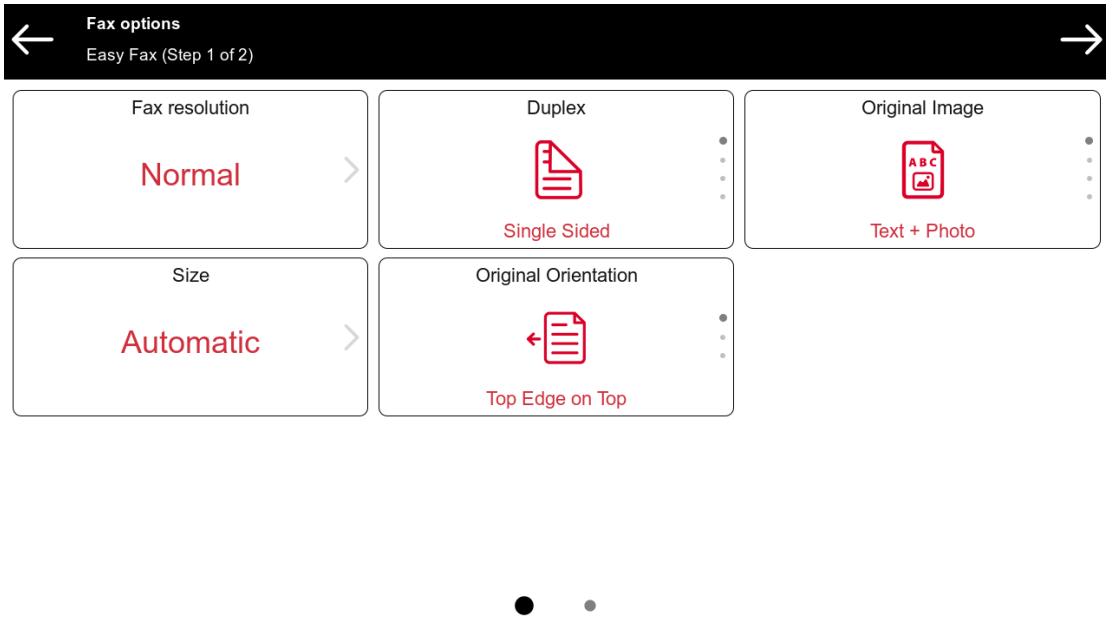
Two steps faxing. You can define the fax parameters in MyQ.

> For further information, check Easy Fax settings in the MyQ Print Server guide.

The Easy Fax default settings of the printing device can be configured in the HP Web UI, in **Fax > Fax Send Setup > Default Job Options** (supported from MyQ HP Embedded terminal 8.2 patch 3+). After changing the parameters in the device's web UI, the remote setup or a restart of the services is required for updating the default parameters.



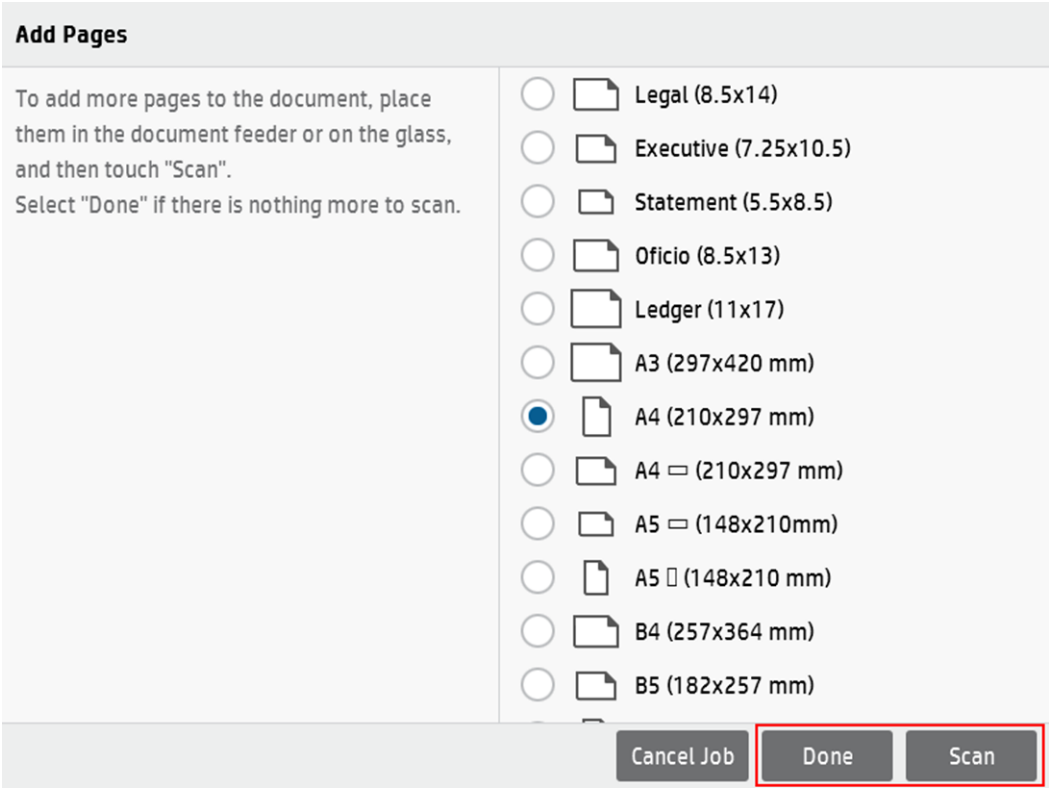
If the parameter's **Value** is set to *Default* in the MyQ web administrator interface, the terminal will replace it with the device's default value. If the device's default value cannot be mapped to MyQ, *Default* will be displayed.



9.7.1 Easy Fax Parameters

- **Fax resolution** - Resolution of the outgoing fax file. You can select from the following options:
  - Normal
  - Fine
  - Super Fine
  - Ultra Fine
  - Default

- **Duplex** - Simplex and Duplex scanning options. You can select from the following options:
  - Single Sided
  - Duplex - binding on top
  - Duplex - binding on side
  - 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
  - Text
  - Photo
  - Default
- **Size** - Size of the scanned input. It determines the size of the scanning area; therefore, it should correspond to the actual size of the scanned paper. You can select from the following options:
  - A3
  - A4
  - A5
  - A6
  - Folio
  - Letter
  - Legal
  - Oficio II
  - Default
- **Original Orientation** - Determines the page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
  - Top Edge on Top
  - Top Edge on Left
  - Default
- **Continuous scan** - With the continuous scan option *Enabled*, scan jobs are not sent until **Done** is tapped. After clicking **Scan**, the printing device scans another page. You can select from the following:
  - Disabled
  - Enabled



9.8 Panel Actions

9.8.1 Unlock Panel

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

9.8.2 Panel Copy

Opens the printing device's copy screen.

9.8.3 Panel USB

Opens the printing device's USB screen.

9.8.4 Panel Scan

This terminal action opens the printing device's scan screen.

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. To set up **Scan to Me**, go to the **Scanning & OCR** settings tab, under **General** and **Enable scanning**.

You can also change the subject and message of the email with the scanned document there. As the sender of the document, you can select either the email of the logged user or the default sender email set on the **Network** settings tab, under **Outgoing SMTP server**.

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

Set SMTP on the printing device

To enable the scanning function, take the following steps on the printing device web interface:

- Enable SMTP protocol.
- Enter the MyQ server IP address or hostname.
- 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.

Set the destinations for the MyQ users on the MyQ server

On the properties panel of each individual MyQ user, you can set the destinations using three options: **Sending scans to the user's primary email, Sending scans to other predefined emails, Storing scans to the user's scan folder**.

To provide a user with these options, set the appropriate fields on their properties panel.

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 the 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 User Interface.

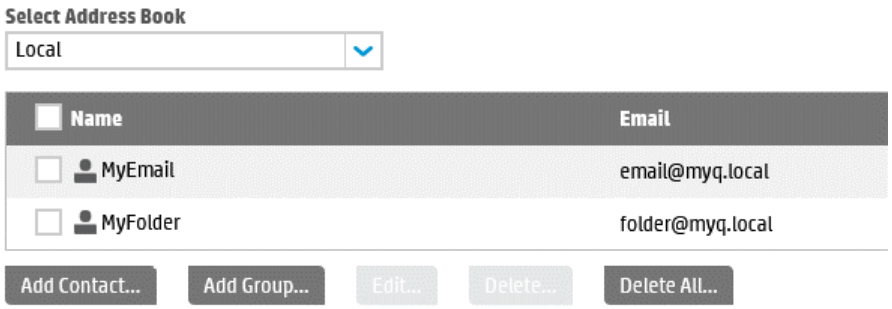
Email addresses for Scan to Me

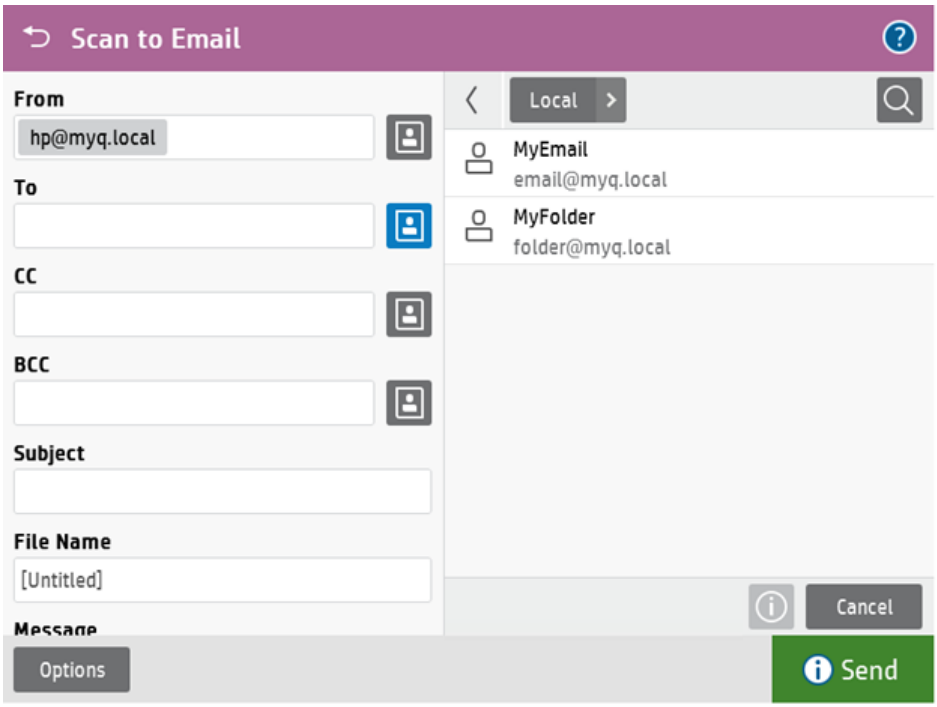
- **Sending scans to the user's primary email** - The scanned document is sent to the user email set in the email text box on the user properties panel.
  The receiver email address has to be *email@myq.local*.
- **Sending scans to other emails** - The scanned document is sent to all emails set in the **User's storage** text box (multiple emails should be 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 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, and the date and the time when the scan was sent.
  The receiver email address has to be *folder@myq.local*.

To enable MyQ to save the scan file in the user scan folder, you have to make sure that the folder is shared over your network and that the computer where you run MyQ has all the necessary access rights to this folder.

Predefined list of the MyQ destinations on the printing device

During the installation of the MyQ HP Embedded terminal, the **Scan to Me** destinations are saved in the device, but the shortcuts aren't created automatically. It is possible to create them manually in the device web UI, in **Device web UI, Scan/ Digital Send, Contacts**:

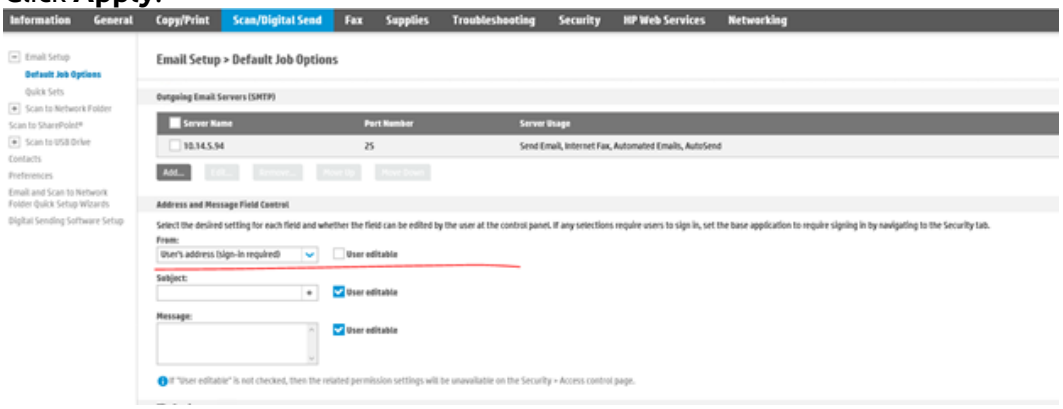




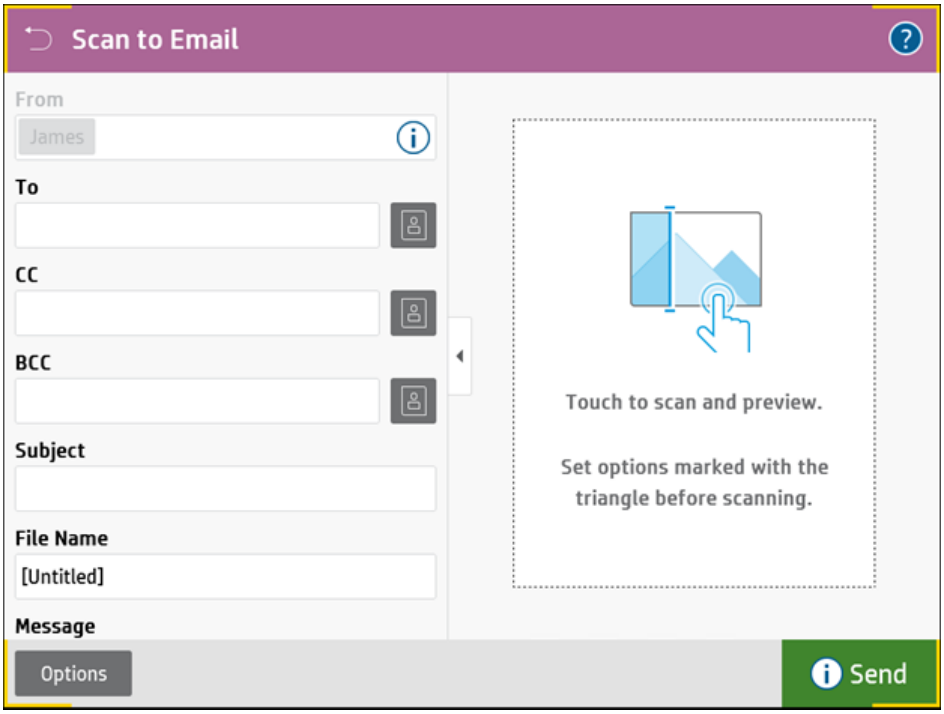
Using the user's email address as Sender address.

Another feature is using the user's email address as **Sender address**. For this to work, some settings are required in the device web UI:

1. Open the HP web UI and go to **Scan/Digital Send > Email Setup > Default Job Options**.
2. In the Address and Message Field Control section, set the **From** field to *User's address (sign-in required)*.
3. Uncheck the **User editable** option next to it/
4. Click **Apply**.

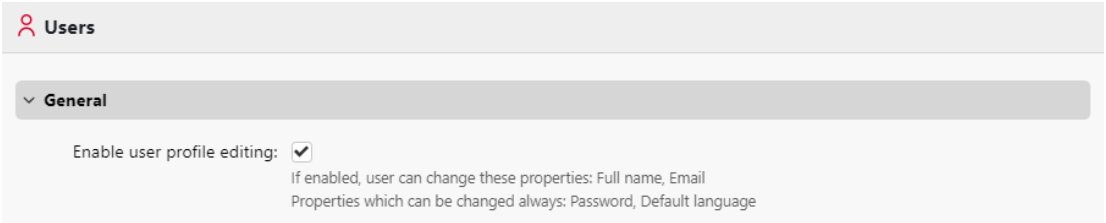


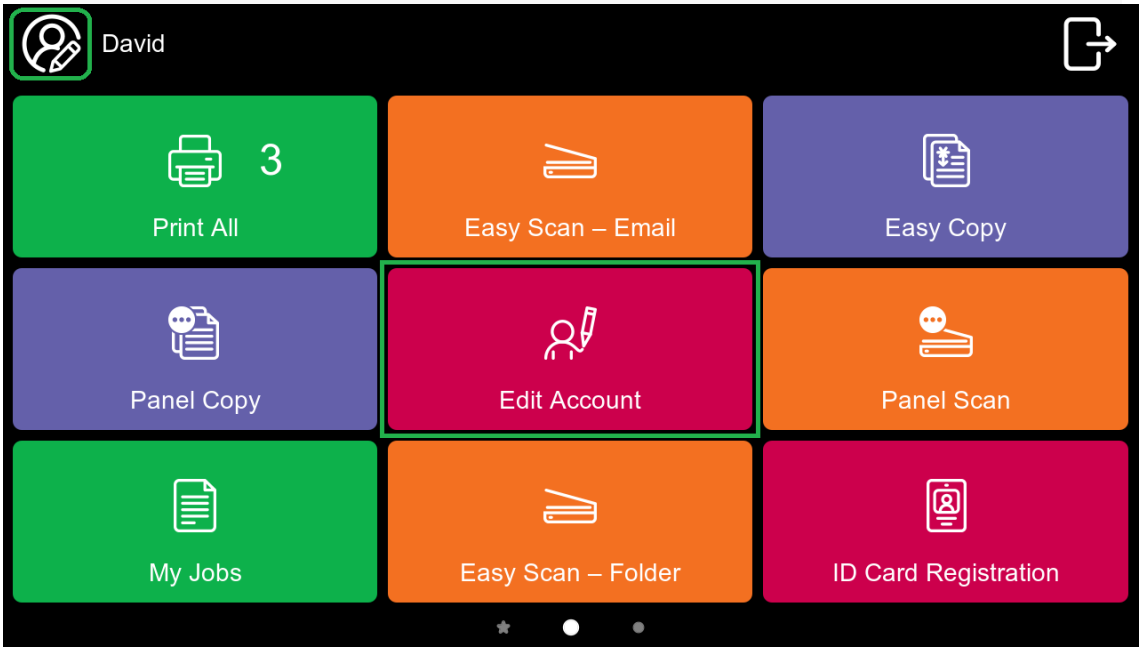
With this feature set up, when a user uses Panel Scan to Email, the **From** field is populated with the MyQ user's full name, and it is greyed out and not possible to edit.



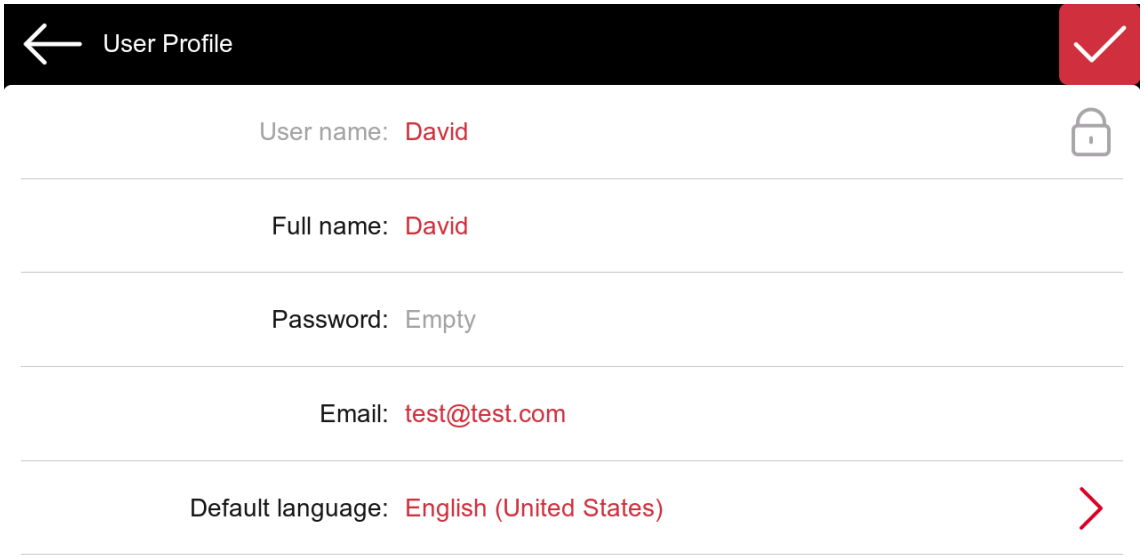
9.9 Edit Account

To be able to use all the features of this terminal action, go to the **Users** settings tab (**MyQ, Settings, Users**) and under **General**, select the **Enable user profile editing** option.



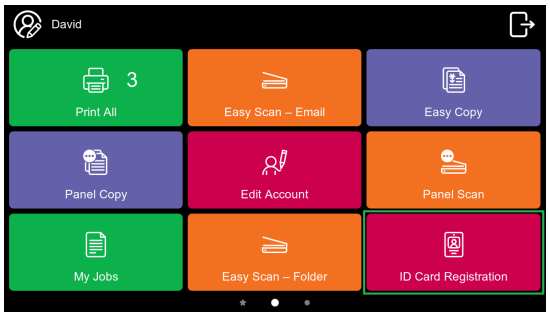


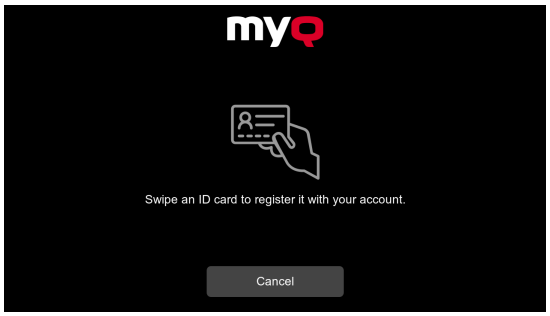
By tapping the **Edit account** action or their **User Icon**, the logged user can open their user profile screen, where they can change their **Full name**, **Password**, **Email** and **Default language**. After the change is submitted, the database entry is changed and the new values are set. The changes are applied the next time the user logs in.



9.10 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.

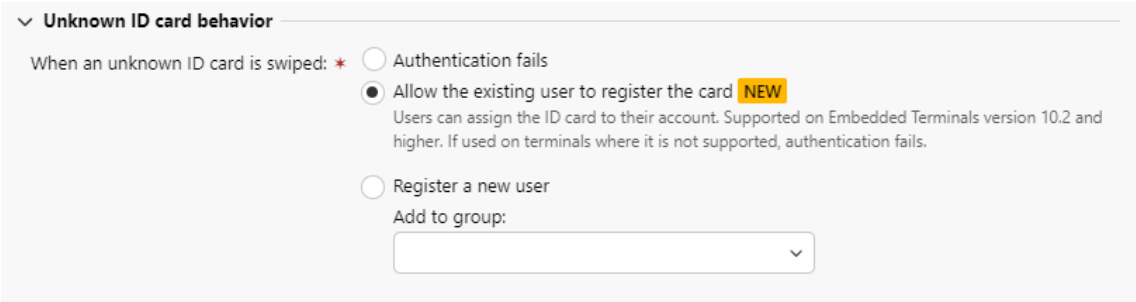




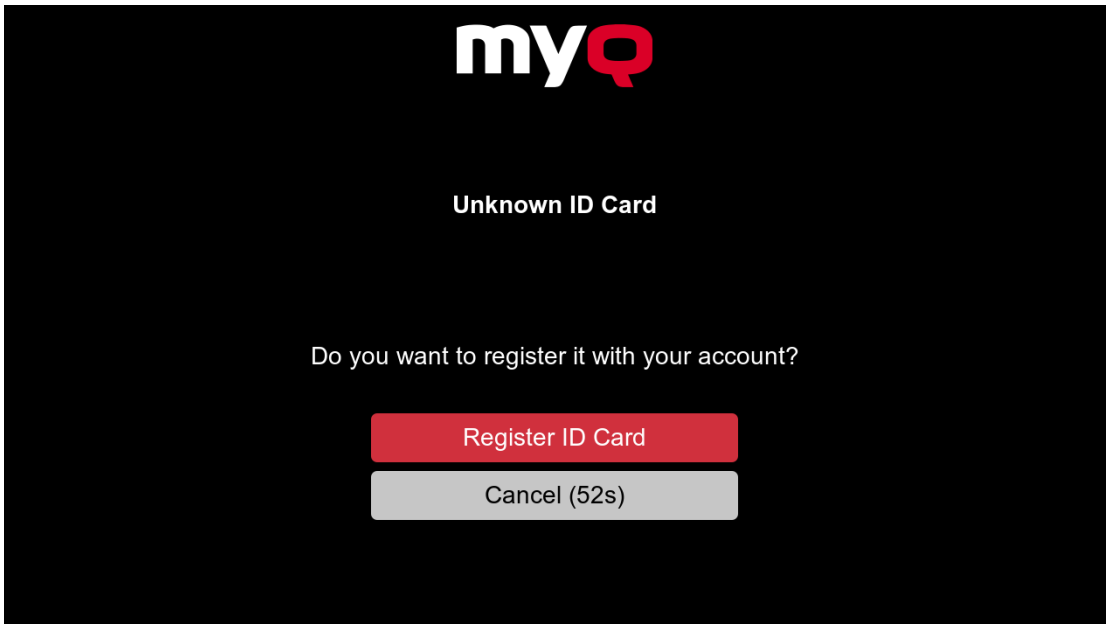
9.11 Unknown ID Card Registration

9.11.1 Register by Swiping an Unknown ID Card

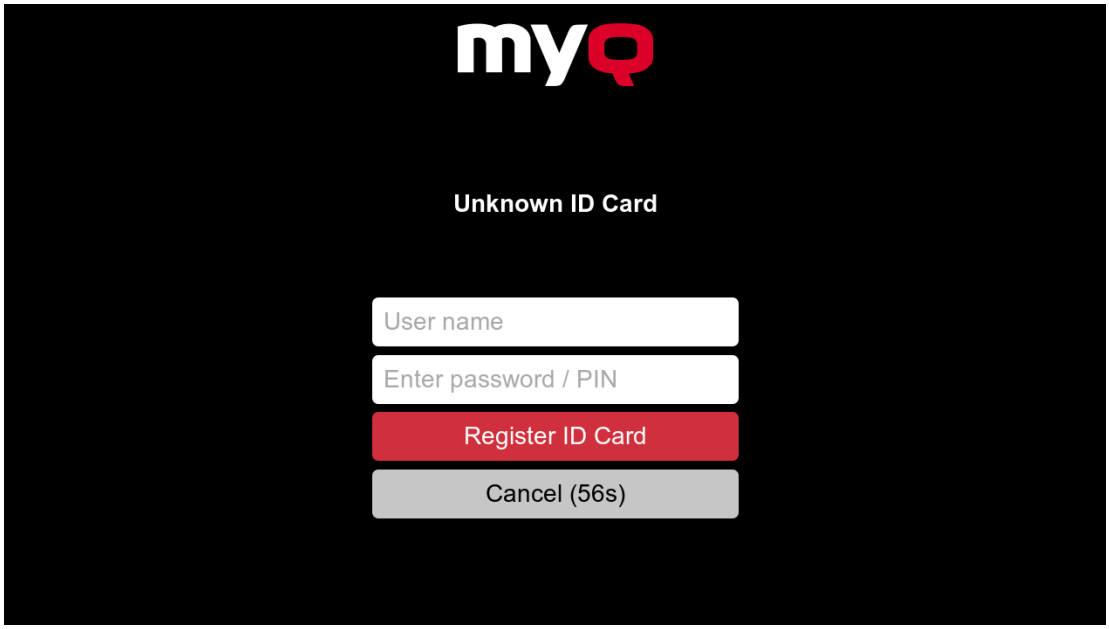
It is possible to register an unknown ID card and link it to a user account. In **Settings > Users > User Authentication > Cards** you can find the settings for **Unknown ID card behavior**.



When an unknown ID card is swiped, a message is displayed asking **Do you want to register the card with your account?**. If the user is inactive, this message will automatically close.



If the user proceeds, a prompt for their username and password is displayed. If the user is inactive, this screen will also be reset.



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

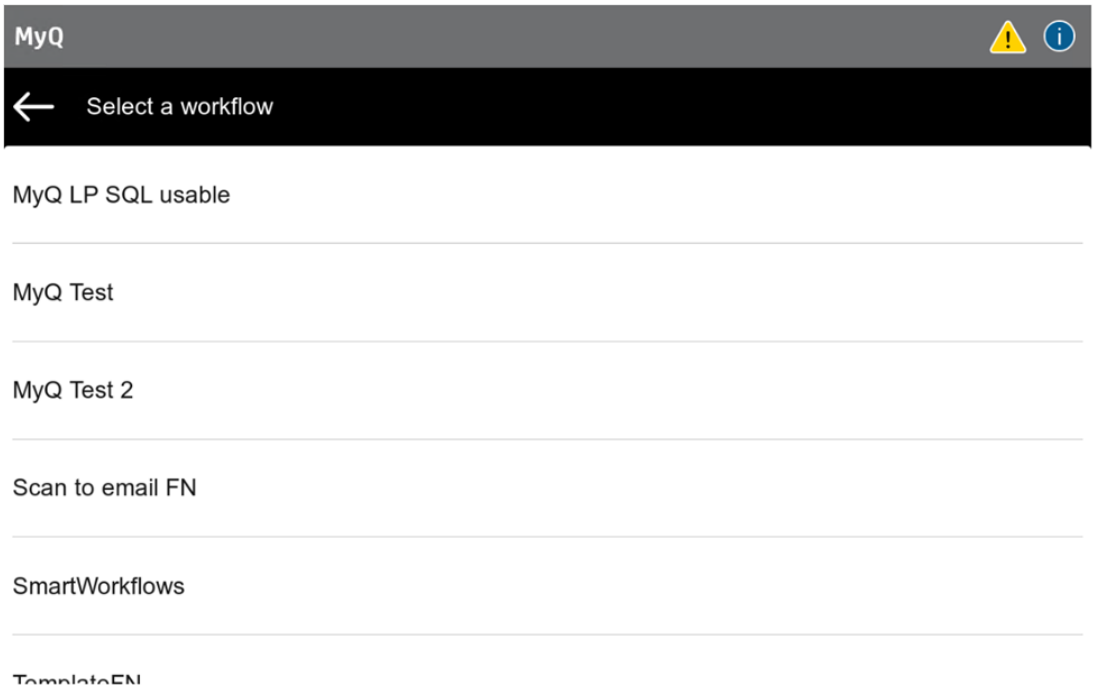
9.12 External Workflow

By tapping this terminal action, users are connected to external providers of workflows, such as ScannerVision. The workflow ensures that the user performs certain predefined actions before their document is scanned.

> ⚠ External Workflow requires MyQ Print server 10.2 patch 15+.

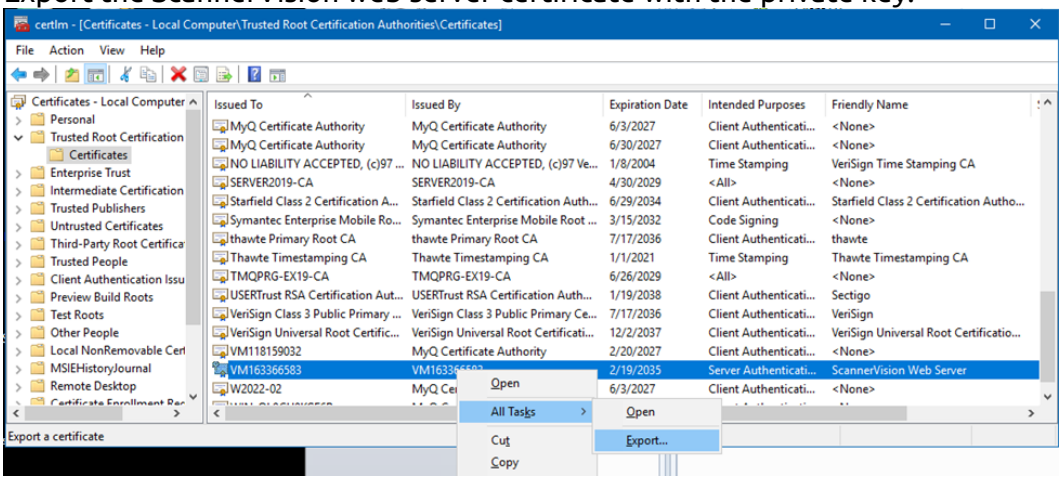
An external workflow enables a connection to external providers such as ScannerVision. The workflow is based on existing scan profile workflows, while processing moves from MyQ to an external server.

The external workflow can provide the embedded terminal with scan settings and metadata that need to be filled in before scan execution. The questions are shown to the user one by one and they are specifically set for every workflow.



Use ScannerVision as an External Workflow

1. Export the ScannerVision web server certificate with the private key.



2. Install the exported ScannerVision certificate on the system where the MyQ server is installed.
3. On the MyQ print server, run System Maintenance. Go to **Settings > Task Scheduler > System Maintenance**, and click **Run**.
4. Restart all MyQ services. Open **MyQ Easy Config**, go to **Services** and click **Restart All**.

9.12.1 Limitations

- The only supported authentication method for the Client on the ScannerVision server is **None**. MyQ Authentication method or ScannerVision method are not supported.

For more information, see MyQ Smart Workflows in the MyQ Print Server guide.

10 Accounting

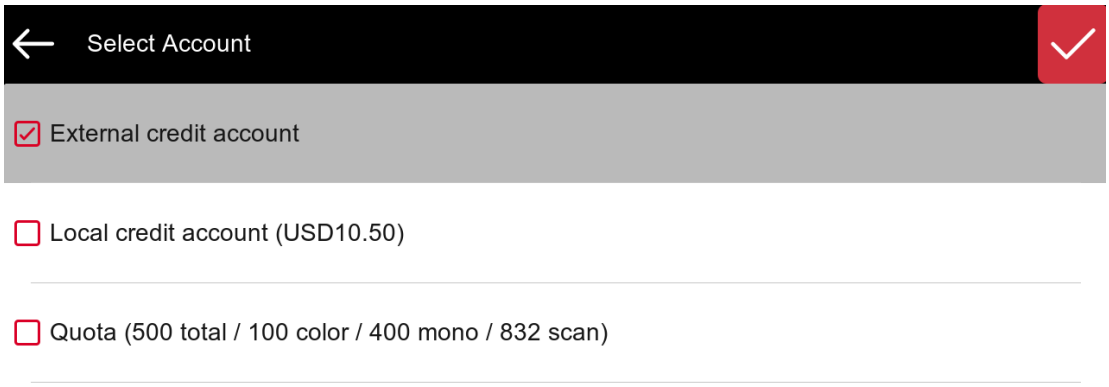
In the **Accounting** settings tab, in the **General** section, the MyQ administrator can set:

- 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

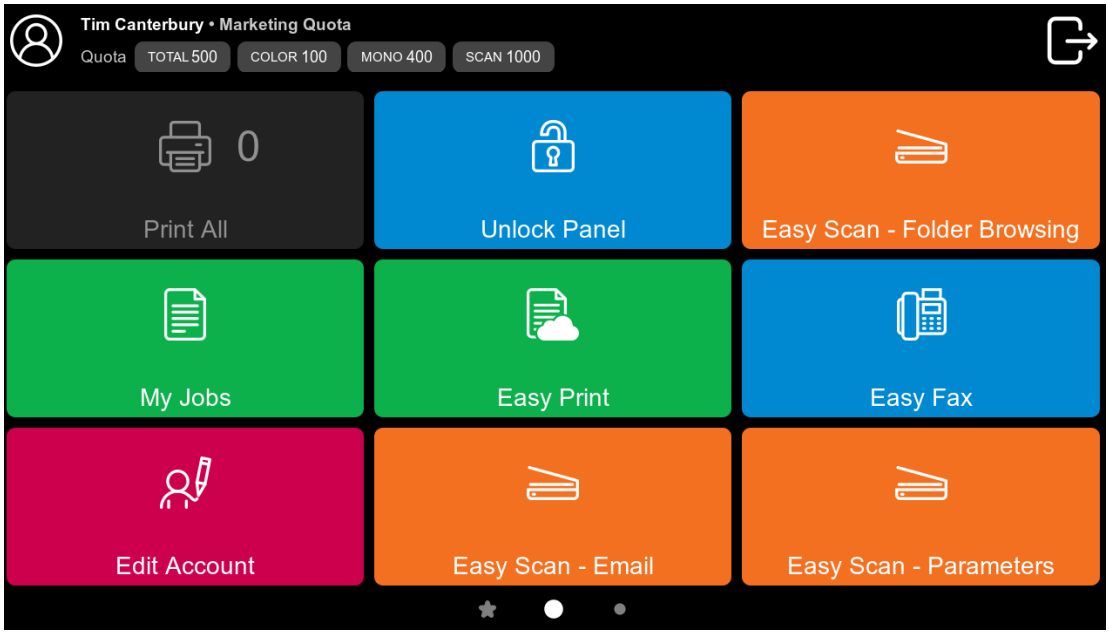
For further details, see Accounting Settings in the MyQ Print Server guide.

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.

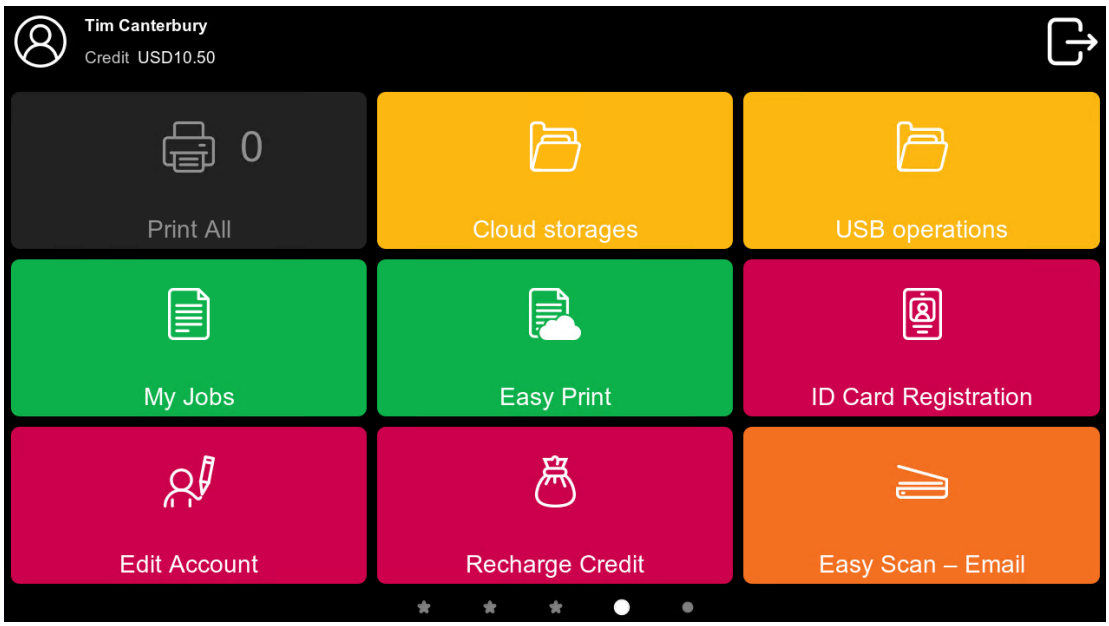


If the user only has one cost center, the selection screen is not displayed, and this cost center is automatically assigned to the user. The name of the assigned cost center is displayed next to the user's full name.



10.1 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.

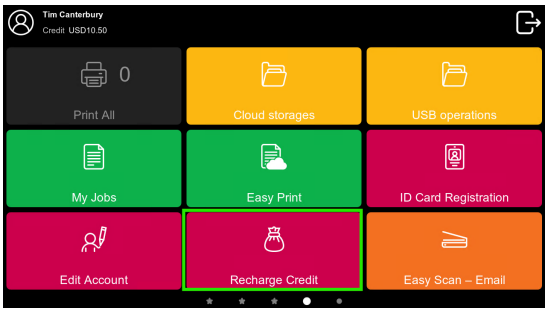


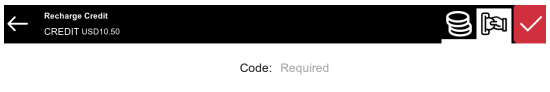
For more information, check Credit in the MyQ Print Server guide.

> ⚠ 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.

10.1.1 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.

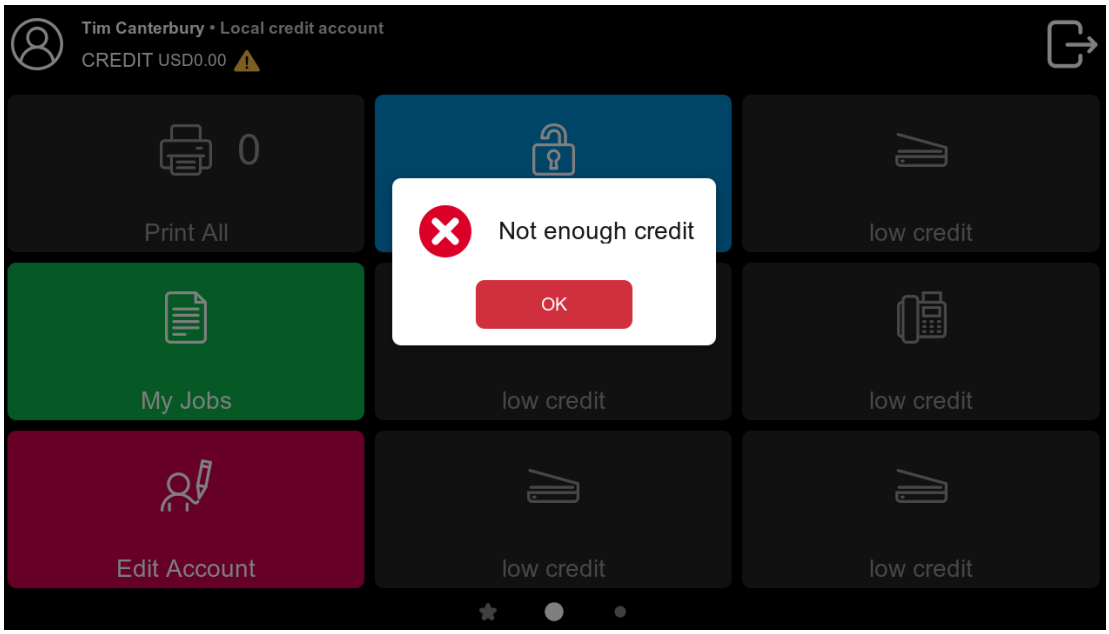
Paper Format: A4

	Simplex		Duplex	
	Black & White	Color	Black & White	Color
Print	1	2	1	2
Copy	1	2	1	2
Scan	0.5			

10.1.2 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.

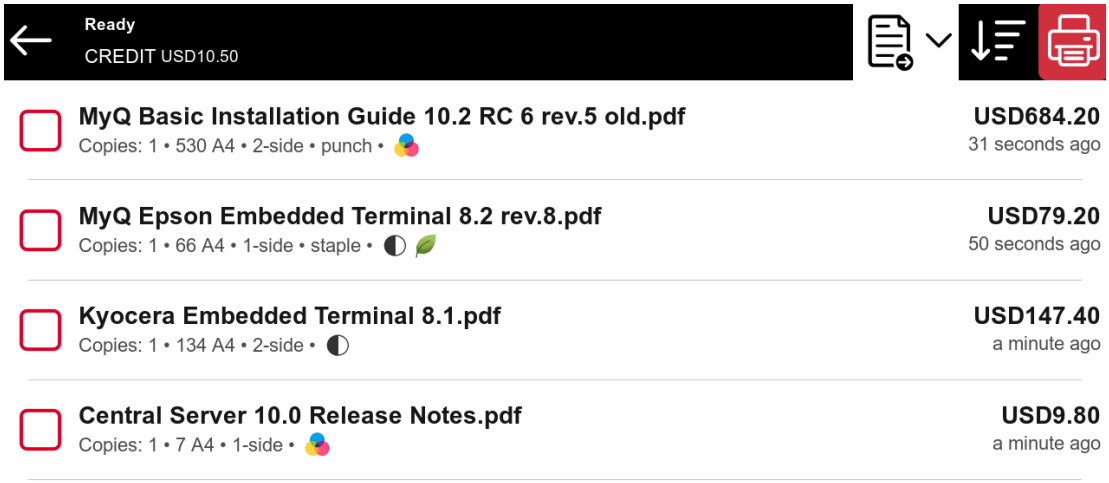
The first scan or fax job is always finished. The user can stay on the panel, but cannot use the panel action anymore.

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.

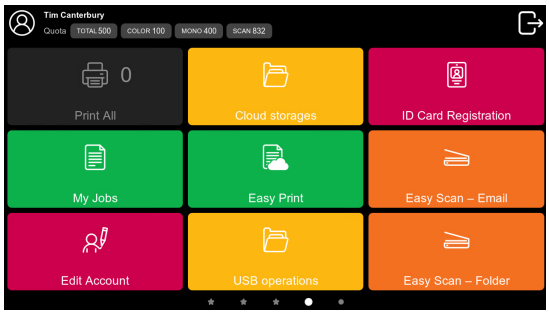
If a job does not include additional information from the job parser, users can start it as long as their credit is not equal to or below *0*.

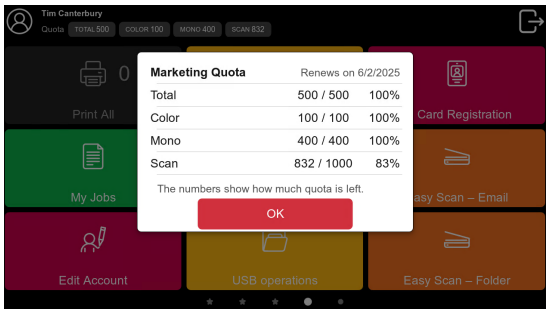


10.2 Quota

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 click on 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.

If a user initiates printing a job, which is then not printed (for example due to a lack of paper), the quota required for this job remains blocked. To unblock this portion of their quota, the user must log out of the terminal and log back in.

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.

For more information, check Quota in the MyQ Print Server guide.

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.

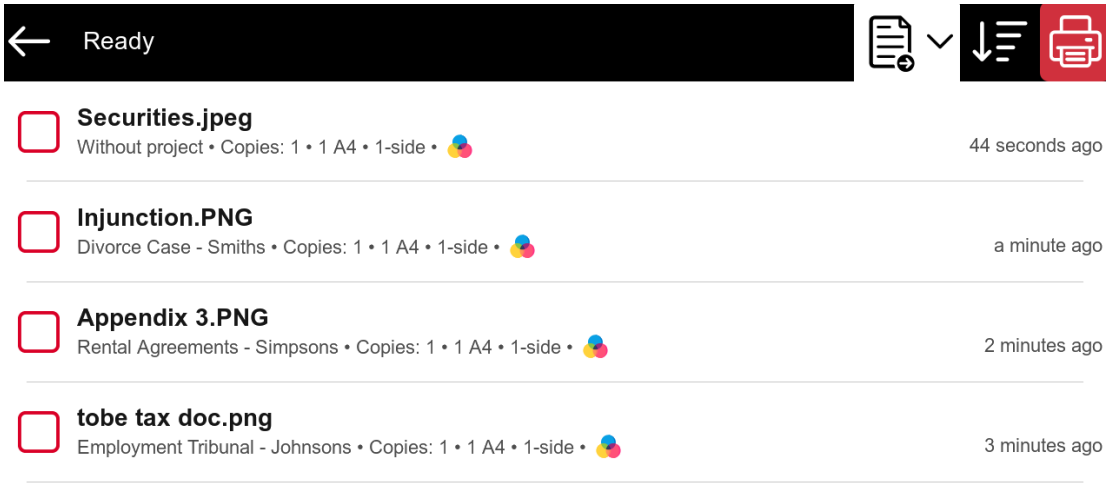
Print jobs with additional information from the job parser

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.

10.3 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, check Projects in the MyQ Print Server guide.

Limitations

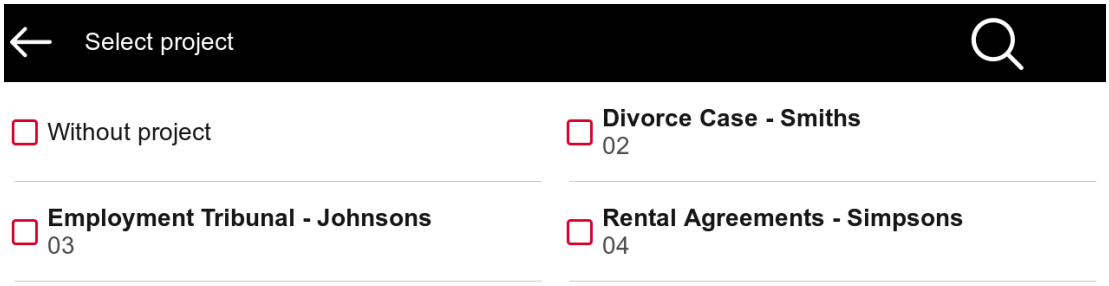
1. When the user logs in, the package has no information about the number of projects available to the user. If the user has no rights to use any projects (including the "no project" project), the behavior is as follows:
   a. On login, all actions are available to the user if credit/quota/rights conditions are met.
   b. A project is tried to be assigned when an action is executed as per regular workflow. If the user has no rights over any project, a pop-up with an error message is shown to the user.
   c. If the “no projects available” error message was displayed, the menu buttons are disabled showing the "No valid project” reason. My jobs is still available in this case, but it is not possible to print and the "No valid project" message is shown on the header.

10.3.1 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.

10.3.2 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.

10.3.3 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

10.3.4 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).

11 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.