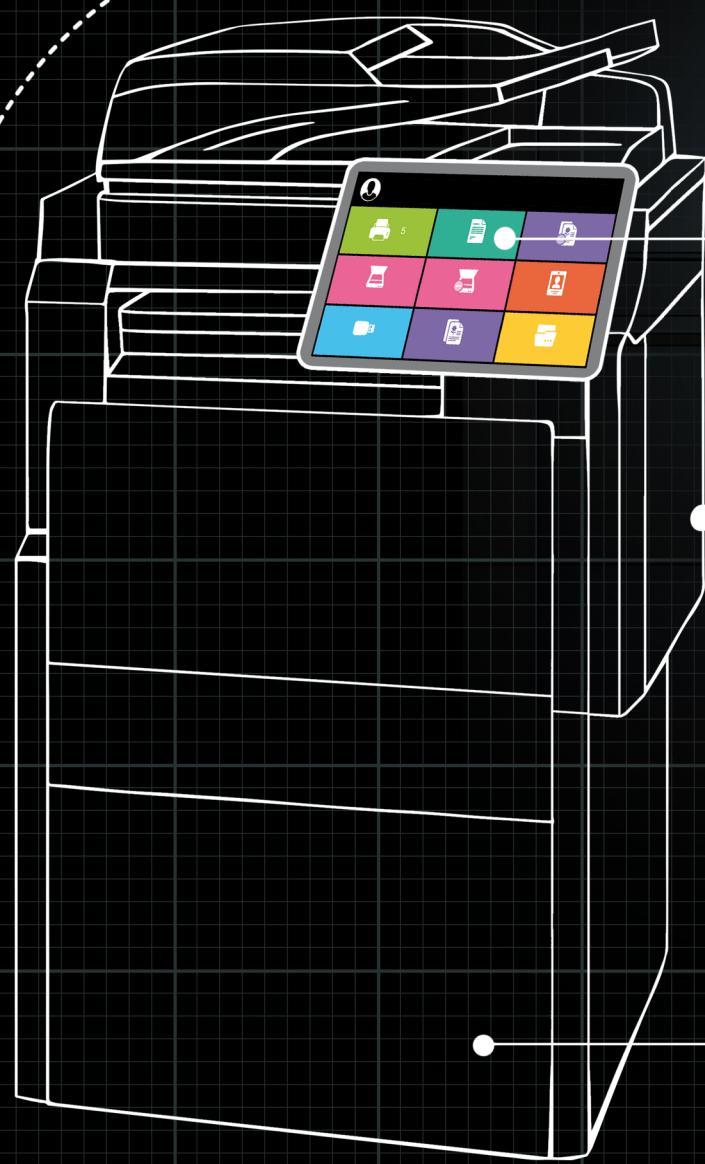




MyQ X Mobile Client 10.2



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The MyQ X Mobile Client is a modern application that give you touchless control of your MyQ-managed printing devices. It helps you print or manage your print jobs, with easy access to a range of MyQ features.

Check out the MyQ X Mobile Client and other solutions in our [showcase](#), and download it from your application store:

- [Google Play Store](#)
- [App Store](#)



For changes in this version, see [Release Notes](#).

To download this guide in PDF format, see [\(10.2\) Guides in PDF](#).

# 1 Release Notes

## 1.1 MyQ X Mobile Client 10.2

### Improvements

- Specify custom page ranges for print jobs.
- The Mobile Client splash screen now follows the "Show Avatars" setting that was introduced in Print Server 10.2 Patch 12.
- The user's credit account is preselected after they unlock a terminal. Note: this feature requires an updated terminal package.

### Changes

- "Send feedback" changed to "Rate on Play/App Store".

### Bug Fixes

- Fixed various issues with the "Print with MyQ X" option in the Share menus of third-party applications.
- Selecting "Open with MyQ" on files opens the MyQ app with no file preselected.
- (Android) Cut/Copy/Paste menu text is not visible in app when device theme is in light mode.
- (iOS) Account selection dialog appears with incorrect styling.
- A "No PHP session" error appears upon login after the user generated a new PIN.
- After a session timeout on a printing device, the app fails to prompt the user to scan the device QR code to log in again.
- Entra ID (Azure AD) application proxy forces the user to log in twice.
- Fixed visibility of some icons when app is in dark mode.
- In certain cases, scanning the QR code of an MFP on another server allows a job to be printed without logging in.
- The user is prompted to select their credit account twice when printing a saved job.
- Unable to print when quota is exhausted and the "Disable Operation"♦ setting is turned off.
- Under certain conditions, users could see print jobs belonging to another, previously logged-in user.
- User was prompted to re-upload attachment when reporting an issue even if there is no attachment
- When a user is logged in to a printer, they are unable to print with "Open with MyQ X".
- When connecting to a server using IP address instead of hostname, the app warns the user about printing to a different server.
- When entering a hostname or port that is longer than textbox, part of the text is not visible.
- When the server certificate is regenerated, the app prompts the user to accept the new certificate but fails to store it.

- When trying to log in to an Entra ID (Azure AD) application proxy after previously logging out, the message "Connection error, the request cannot be completed because of an unspecified error" appears.

## 2 Basic Information

The **MyQ X Mobile Client** brings you contactless print operations within the MyQ solution printing environment. It helps you manage your print jobs, with a range of printing options and MyQ features.

The MyQ X Mobile Client support these operations, among others:

- Unlock printing devices by scanning a QR code.
- Securely print files, documents, and photos directly from your mobile device.
- Manage print jobs, re-print already printed jobs, and charge jobs to accounting projects.
- Use biometrics for user authentication.
- View your quotas or recharge your credit.
- Edit your profile and generate a new PIN.

### 2.1 Communication Ports

The MyQ X Mobile Client connects with the MyQ Print Server over these ports:

- **TCP 8632** (default)  
AirPrint/MOPRIA protocol for print job transmission to the MyQ server.
- **TCP 443** (default)  
HTTP protocol for accessing MyQ web interface.

For more details, see [\(10.2\) Main Communication Ports](#) in the *MyQ Print Server* guide.

### 2.2 Enable Jobs via Mobile Devices

To enable printing with MyQ X Mobile Client, first enable jobs via mobile devices for the Default queue in the MyQ Web Interface.

1. Log in to the **MyQ Web Interface** as an administrator.
2. Go to **MyQ > Queues**, select the Default queue, and go to **Actions > Edit**.
3. On to the **Job receiving** tab, set **Jobs via mobile devices** to **Enabled**.
4. Click **Save**.

▼ **Jobs via mobile devices**

Only the following user detection methods can be used: Job sender.  
The queue will be available in the MyQ X Mobile Client and via the AirPrint and Mopria printing technologies. It can take several minutes for the changes to apply.

Enabled:

**■** Only the **Job Sender** user detection method can be used with this queue.

## 3 Installation and Setup

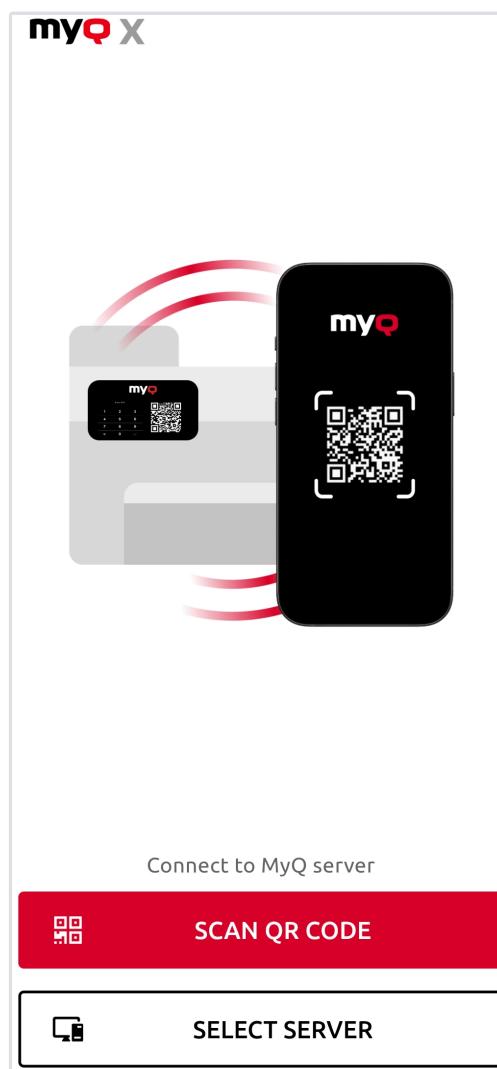
MyQ X Mobile Client is supported on these platforms:

- Android 7.0 (API 24)+
- iOS 16.0+

Install it free of charge, directly from your platform store – the App Store (for iOS devices) or Google Play Store (for Android and ChromeOS devices).

### 3.1 Connect to a MyQ Server

The first time you open the app you must connect it to a MyQ server.



You can connect in these ways, and for both you will need information from your MyQ administrator:

- **Scan QR Code**

Use your mobile device to scan a server-generated QR code.

You can often find this attached to a printing device. You can also view this in the MyQ Server Web UI.

- **Select Server**

Manually enter the hostname/IP address and port for your server.

After connecting the server, you then sign in with your MyQ credentials.

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### 3.1.1 Connect by Scanning a QR Code

When you use the MyQ X Mobile Client to scan the QR code from a printing device, the app automatically configures the server connection on your device.

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### 3.1.2 Connect Manually

Enter the following server information:

- **(Optional) Server name**

Enter a name to identify the Server/Location (if left blank, the server's hostname is used).

- **Hostname/IP Address**

Enter the hostname or IP address of your MyQ Print Server (disable if proxy URL is used).

- **Port**

Enter the port of your MyQ Print Server (default is 443).

- **(As applicable) Using proxy URL**

Enable this option if you want to use a proxy. This option is supported for MyQ Print Server version 10+. See [Using a Proxy URL](#).

- **(As applicable) URL address:** Enter the URL of your proxy.

Next, tap **ADD SERVER**. If you are using a proxy URL, you will be prompted to sign in to your Azure account. Login as your MyQ User.

### 3.1.3 Log in to the MyQ server

To log in to the MyQ server, type your MyQ credentials, and then tap **LOG IN**.

The app saves the connection settings for previously used servers. If you want to select one of the previously used servers, tap **SELECT FROM SAVED SERVERS**, then tap on the server where you want to connect. The login screen opens and you can log in.

### 3.1.4 Using a Proxy URL

Azure Active Directory includes an Application Proxy service that lets users access on-premises applications by signing in with their Azure AD account, even when they are not on the local network or connected to a Virtual Private Network (VPN).

**i** To learn how to prepare your environment for use with Application Proxy, see [What is App Proxy?](#). For information about how to configure your Application Proxy service, see [Add an on-premises application for remote access through application proxy in Microsoft Entra ID](#).

After preparing your environment, you can use the Azure AD admin center to add an on-premises application to your Azure tenant.

The screenshot shows the Azure AD admin center interface for managing applications. On the left, a sidebar lists various management options like Overview, Deployment Plan, and Application proxy. The Application proxy option is selected. The main pane shows a 'Test Application' configuration. It includes fields for Internal URL (https://myqserver:8090/), External URL (https://proxyurl.msappproxy.net/), Pre Authentication (set to Azure Active Directory), and Connector Group (Default - Europe).

MyQ supports these Pre Authentication options:

- Azure Active Directory  
Users adding the MyQ server must sign in with their Azure account in order to connect to the server and sign in with their MyQ account in the app.
- Passthrough  
Add the server without authenticating with your Azure account.

**⚠** With the **Passthrough** method, the **MyQ Web User Interface can be accessed anywhere from the internet** through the Application Proxy URL without authentication. Before using this method, consider whether this is in line with the security standards in your organization.

Whether you scanned the QR code or manually entered the information, you then get a prompt asking you to turn the safe mode on (required), which uses certificate verification against the server for a secure connection. Tap **TURN ON** to enable it:

**Turn on safe mode?**

In safe mode, it is possible to verify the validity of the certificate against the server.

**TURN ON**   **CANCEL**

As soon as safe mode is enabled, you are prompted to add the certificate to the trusted certificates. Tap **ADD**. The login screen opens, and you can log in.

### Untrusted certificate

This server's certificate is not authenticated. Do you want to add it to trusted certificates?

ADD CANCEL

- If the **Invalid SSL certificate** message appears, no trusted SSL certificate was found. In such cases, contact your network administrator.

## 4 Using the Mobile Client

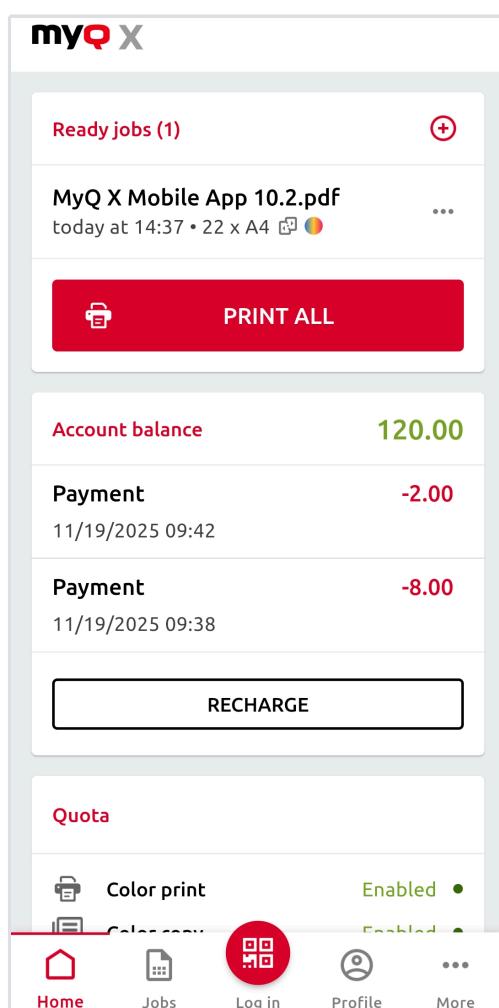
All features of the MyQ X Mobile Client can be accessed either from the **Home** screen, and from the navigation bar. You can also print directly from other mobile apps and from mobile Web browsers.

### 4.1 Navigation Bar



The app's navigation bar, accessible at the bottom of the screen, contains the following shortcuts:

- Home
- Jobs
- Log in
- Profile
- More

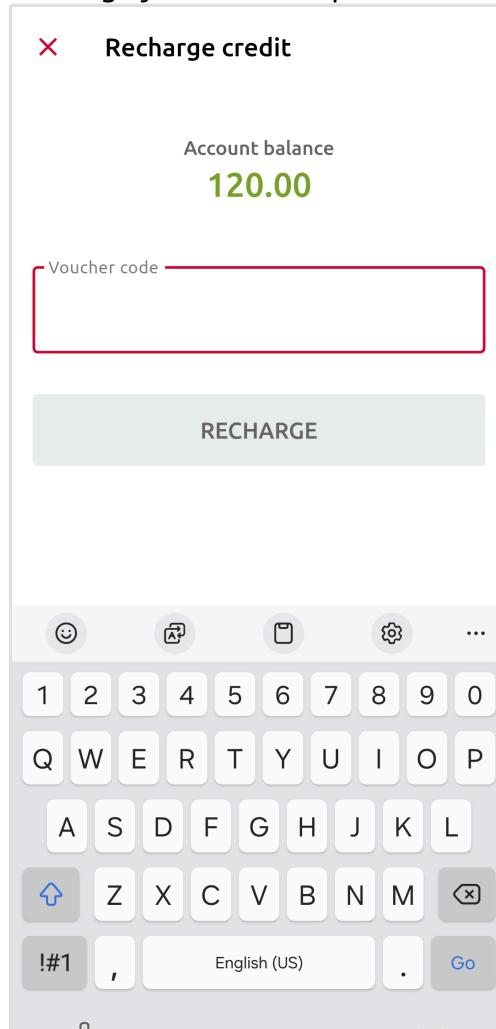


## 4.2 Home

On the **Home** screen, you can see your ready print jobs and release them by tapping **PRINT ALL**.

From the Home screen, you can also:

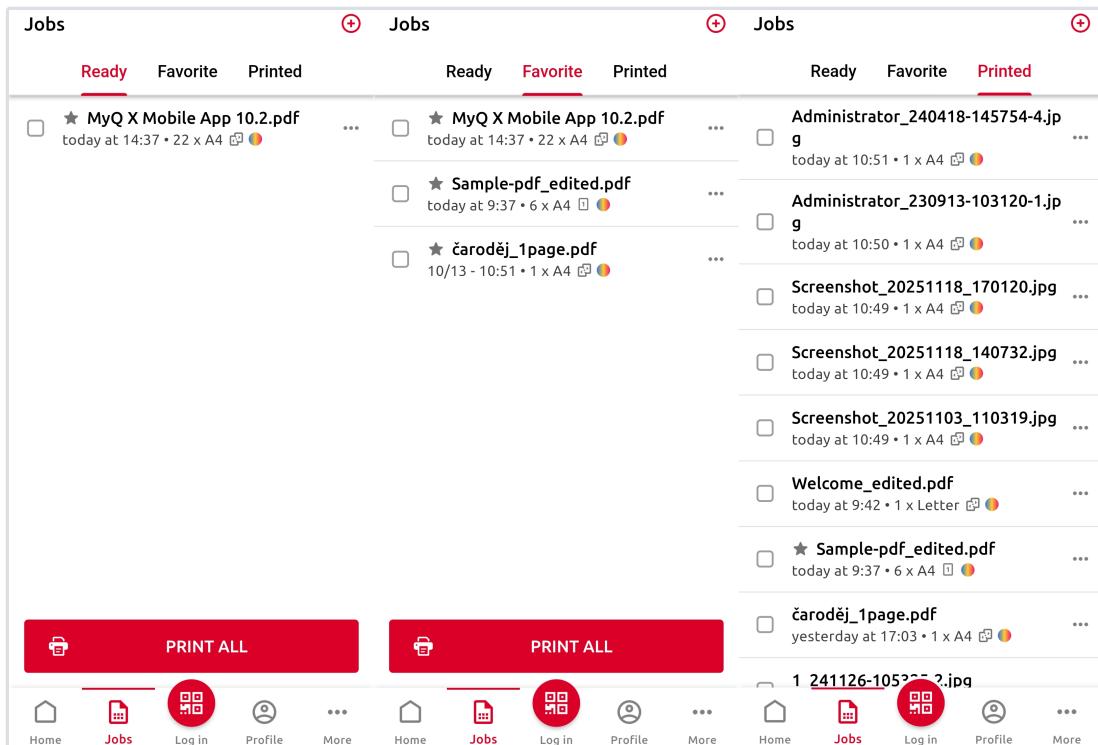
- Create new print jobs.  
Tap the **+** (plus) icon next to Ready jobs, select a file and print.
- View your account balance.  
Available if the Credit feature is activated on the MyQ server.
- Recharge your credit. Tap **RECHARGE** and enter your voucher code.



- View your quotas and their current status.  
Available if the Quota feature is activated on the MyQ Server.

## 4.3 Manage Jobs

Tap **Jobs** to view the Jobs screen, which contains the following tabs:



- **Ready**

A list of print jobs that you have saved but not yet released on a printer.

- **Favorite**

A list of jobs that you have marked as favorites. Jobs remain on the Favorite tab even after they are printed.

- **Printed**

A list of your printed jobs.

### 4.3.1 Print All Jobs

To print all ready jobs, tap **PRINT ALL**.

### 4.3.2 Print Selected Jobs

To print a selection of jobs, tap the checkbox to select each job, then tap **PRINT SELECTED**.

### 4.3.3 Add a Print Job

To add a new print job (from your device or cloud storage), tap the **+** plus icon at the top. Then set your printing options:

- Number of copies (1-99)
- B&W
- Duplex printing
- Toner saving (Eco mode)

- Finishing options
  - Staple
  - Punch

- Page Range

To print a selection of pages, tap the gear icon for the file. Then set the start and end of the page range, or toggle the pages that you want to print.

The image shows two screenshots of the MyQ X Mobile App. The left screenshot is the 'Add job' screen, which includes fields for 'Copies' (set to 99), 'Project' (set to 'HQ Backoffice'), and various print options like 'B&W', 'Duplex', and 'Toner saving'. It also features a 'Finishing options' section and two main buttons: 'PRINT NOW' (in red) and 'SAVE JOB'. The right screenshot shows a detailed view of the 'Page Range' settings for a file named 'MyQ X Mobile App 10.2.pdf'. It displays a range from page 1 to 3. Below this, there are six smaller preview cards for pages 1 through 6, each showing a QR code and a progress bar indicating the print status (e.g., 'Page 1/22', 'Page 2/22', 'Page 3/22', 'Page 4/22', 'Page 5/22', 'Page 6/22'). Each preview card also contains a small description of the page content.

If project accounting is enabled on the MyQ Server, you can assign a project to the job. You can also specify the job's queue:

- **Direct**

The job is immediately printed to the printer assigned to the queue.

- **Pull Print**

You are asked to scan the QR code of the printer where you want the job to be printed (Pull Print queues require MyQ embedded terminals).

If you select **PRINT NOW**, the QR Code scanner opens to let you unlock a terminal and release the job.

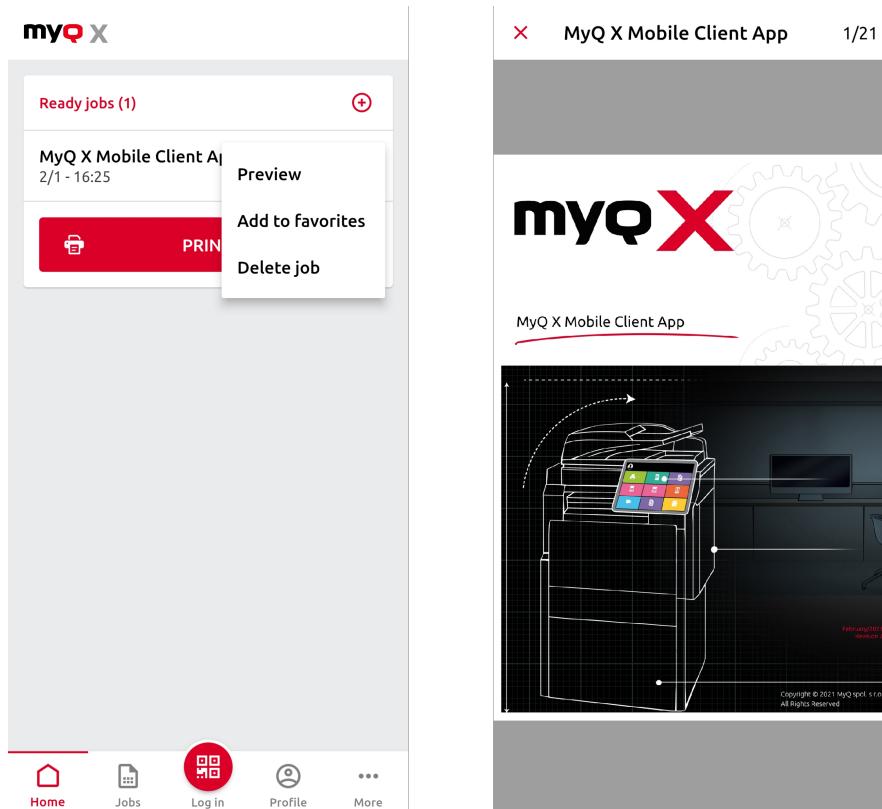
If you select **SAVE JOB**, the job is saved to your Ready jobs, and you can print it later.

#### 4.3.4 View Job Preview

The Job Preview feature must first be enabled in the MyQ Print Server (10.1+). Go to **MyQ > Settings > Jobs**, and set **Job Preview** to **Enabled**. You can also set the **Number of pages** that are shown in the preview.



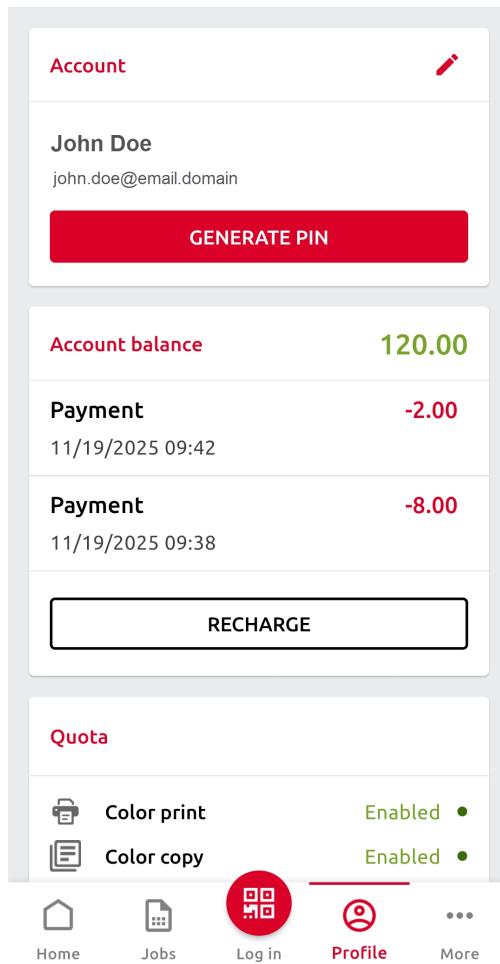
Once enabled, jobs waiting on the server can be previewed in the mobile application via the **•••** (three dots) menu for that job on the Jobs tab.



## 4.4 User Profile

The **Profile** shortcut opens the Profile screen, where you can see current information related to your account.

## Profile



In the **Account** section, to change the password and email address associated with your account, tap the **Edit (pencil)** icon.

← User Profile

User name\*  
**johndoe**

Full name\*  
**John Doe**

Password

Email  
**john.doe@email.domain**

**SAVE**

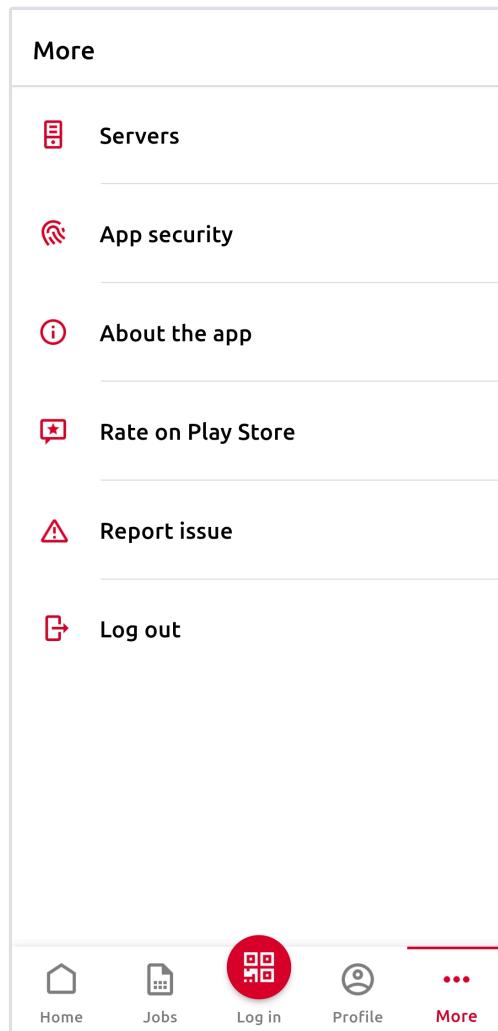
To generate a new PIN code, tap **GENERATE PIN**.

In the **Account balance** section, view your credit balance and tap **RECHARGE** to recharge your account.

In the **Quota** section, you can view the quotas assigned to you and their current status. This section is visible only if the Quota feature is enabled on the MyQ Server.

## 4.5 More Options

The following options are available on the More screen:



- **Servers**

View and manage your servers.

- **App security**

Enable or disable Biometrics – face and fingerprint recognition.

- **About the app**

- **Rate on AppStore/Play Store**

Send us your feedback, leave a rating, or get in touch directly.

- **Report issue**

If you think something is not working as it should, we'd love for you to let us know.

**Report issue**

Issue

Device Serial Number

Issue description

I want to be contacted back by my organization administrator

- **Log out**

Log out of the MyQ Mobile App.

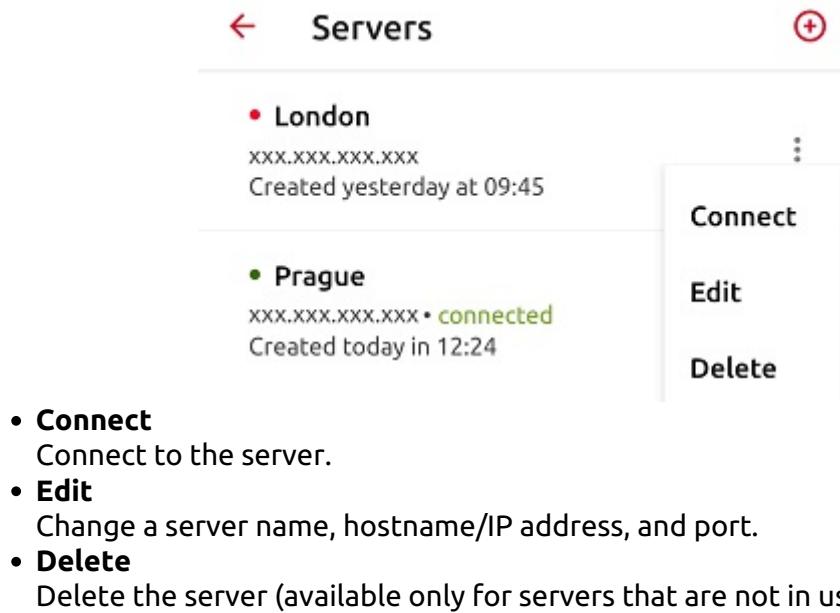
#### 4.5.1 Manage Servers

In Servers, you can view and manage MyQ servers.

<b>Servers</b>	
<input type="button" value="←"/>	<input type="button" value="⊕"/>
• London	<input type="button" value="..."/>
xxx.xxx.xxx.xxx	
Created yesterday at 09:45	
• Prague	<input type="button" value="..."/>
xxx.xxx.xxx.xxx • <span style="color: green;">connected</span>	
Created today in 12:24	

The currently used server is marked as **connected**. Other servers used in the past (or currently unreachable) are listed with a small **red dot** next to the server's name.

Tap the **three-dots** button at the right side of the server to display the following options:

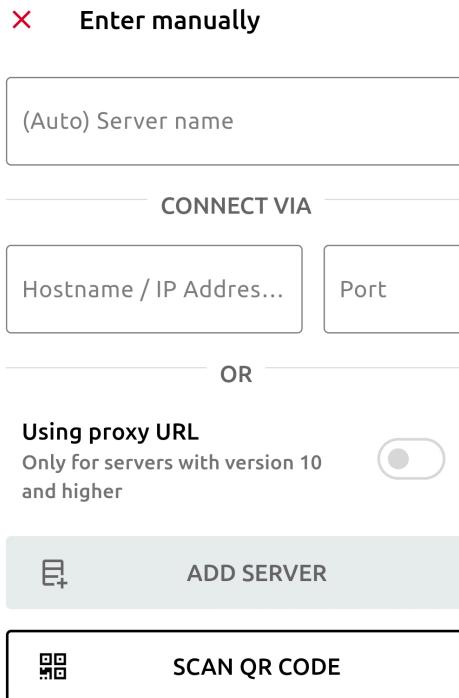


#### 4.5.2 Add a Server

To add a new server, you can either scan a QR Code (provided by your administrator), or enter the server details manually.

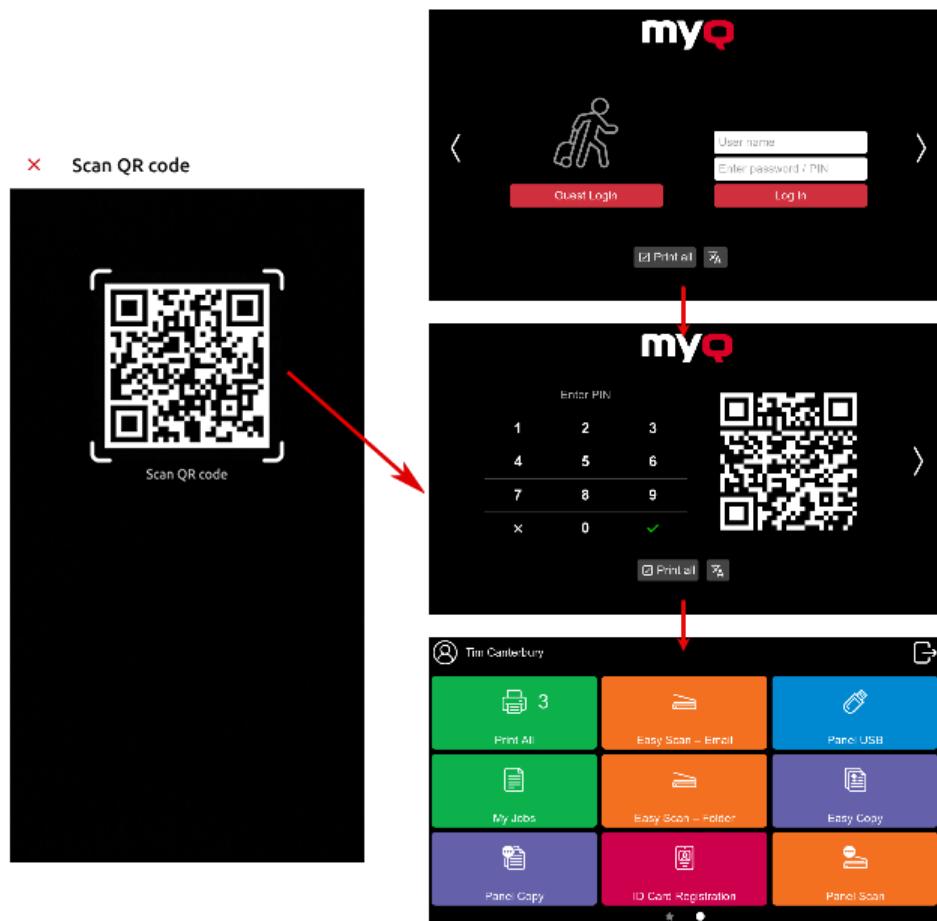
To add a new server, tap the **+** (plus) icon at the top.

Enter the new server's information (add a Server name, the IP Address, and Port) and tap **ADD SERVER**.



## 4.6 Device Login with QR Code

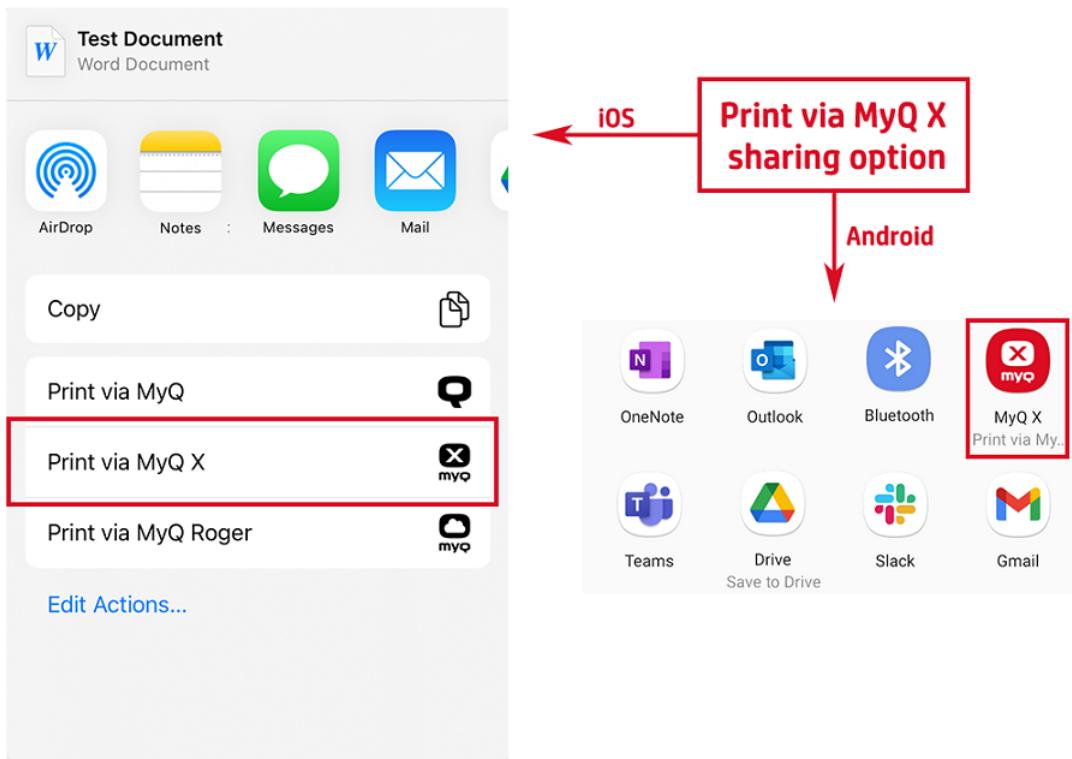
The **Log in** shortcut takes you to the Scan QR code screen. There, you can unlock a printing device by scanning the QR code displayed on the device's panel.



Point your phone towards the QR code as if you wanted to take a picture of it. Make sure that the QR Code is inside the square displayed in the middle of the screen. The application automatically scans the code and unlocks the device.

## 4.7 Print via MyQ X

You can print directly from mobile apps and from mobile web browsers. Share the file via the **Print via MyQ X** sharing option.



The print job management dialog box appears, where you can change the print job's properties (color/B&W, simplex/duplex, number of copies, page range, etc.), and then tap **PRINT** to send the print job to MyQ.

If project accounting is activated on the MyQ server, you can also assign a project to the print job. To assign a project, tap the field under **Project**, and then select the project from the list.

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

## 5 Business Contacts

<b>MyQ® Manufacturer</b>	<p><b>MyQ® spol. s r.o.</b>            Harfa Business Center, Ceskomoravska 2532/19b, 190 00            Prague 9, Czech Republic</p> <p>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®")</p>
<b>Business information</b>	<p><a href="http://www.myq-solution.com">http://www.myq-solution.com</a>  <a href="mailto:info@myq-solution.com">info@myq-solution.com</a></p>
<b>Technical support</b>	<p><a href="mailto:support@myq-solution.com">support@myq-solution.com</a></p>
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