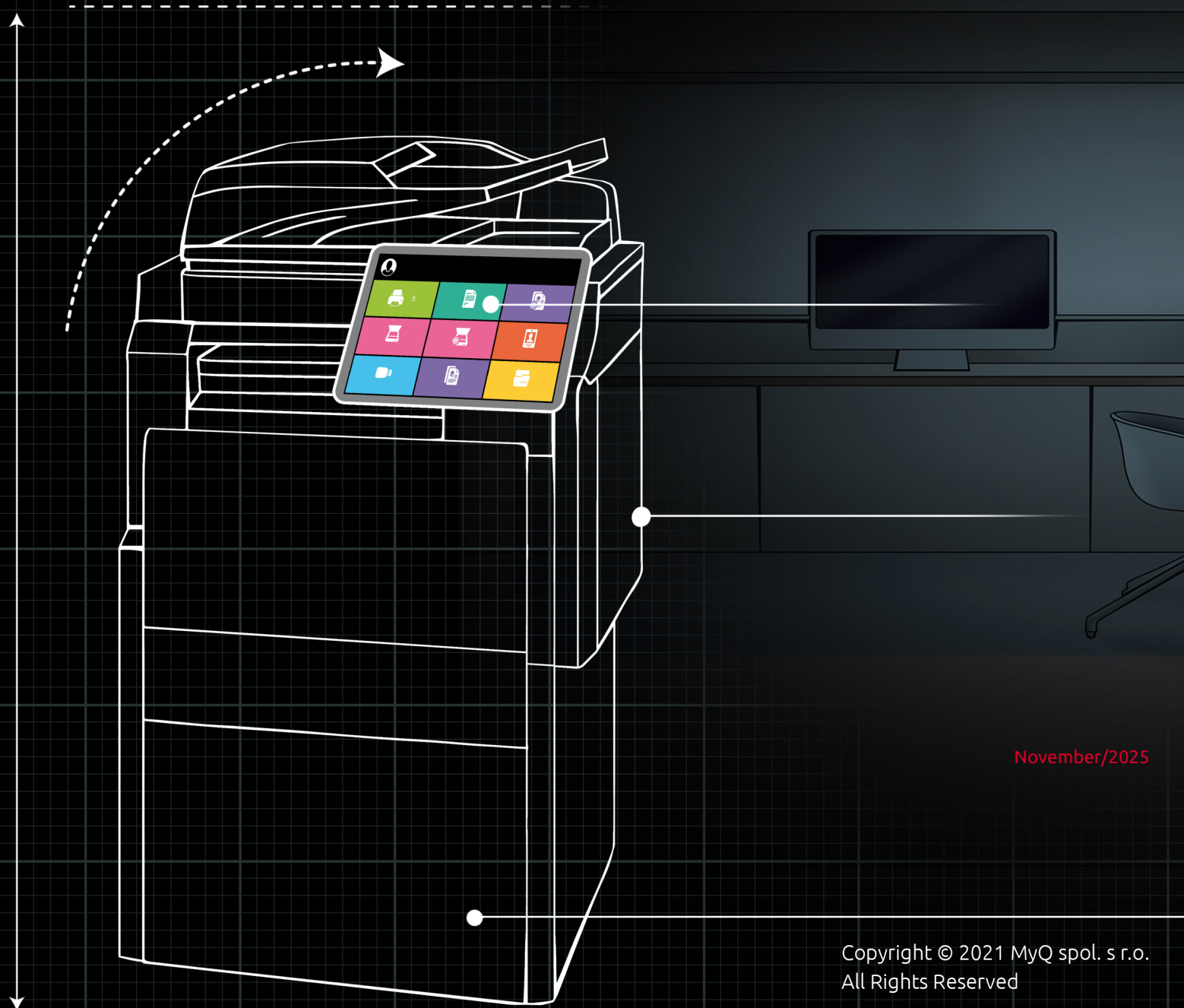




MyQ End-User Guide 8.2



November/2025

Table of Contents

1	About MyQ 8.2	4
2	MyQ methods of printing	5
3	MyQ Embedded Terminal.....	6
3.1	Logging in to the MyQ Embedded terminal	6
3.2	Terminal Actions.....	6
3.2.1	Print all	7
3.2.2	My Jobs	7
3.2.3	Easy Scan.....	10
3.2.4	Easy Copy.....	13
3.2.5	Easy Fax.....	15
3.2.6	Unlock Panel.....	15
3.2.7	Panel Copy	15
3.2.8	Panel Scan.....	15
3.2.9	Panel USB.....	15
3.2.10	ID Card Registration	15
3.2.11	Edit Account.....	15
3.2.12	Recharge Credit.....	16
3.2.13	Folder.....	17
3.2.14	Custom Box	17
3.2.15	ID Card Copy.....	17
3.2.16	USB Print.....	17
3.2.17	USB Scan	17
3.2.18	External Workflow	17
3.2.19	Application	18
4	MyQ Web User Interface	19
4.1	Logging in to your account on the MyQ Web User Interface.....	19
4.2	Home Dashboard.....	20
4.3	Jobs tab.....	22
4.3.1	Directly upload and print files.....	24
4.4	Reports tab.....	25
4.4.1	Creating a report.....	26
4.4.2	Editing a report.....	26
4.4.3	Generating reports	29
4.5	Credit Statement tab.....	30
5	Printing from mobile phones.....	31
5.1	MyQ X Mobile Client.....	31
5.1.1	Add and Print Jobs On-The-Go.....	32
5.1.2	Stay on top of Security.....	32
5.1.3	Manage your MyQ Account.....	32

5.1.4	Your Jobs, Your way	32
5.1.5	MyQ X Mobile Client Compatibility	32
5.1.6	Installation and Connection to a MyQ Server	32
5.1.7	Navigate the app	34
5.1.8	Print with the MyQ X app	44
5.2	AirPrint and Mopria	47
6	Business Contacts	48

1 About MyQ 8.2

MyQ is an award-winning solution designed to effectively manage and optimize your print environment, and streamline its processes. Depending on its implementation in your work environment, it can provide a wide variety of features such as scanning to multiple cloud destinations, job preview, etc.

You can access the options and features of the MyQ system on the MyQ Web Interface, after you log in to a printing device with a MyQ Embedded terminal, or using your mobile phone. Although they share some of the job management and account administration options, the three access points play different roles in MyQ.

This guide walks you through all three options and explains the available MyQ features.



The guide is also available in [PDF](#).

2 MyQ methods of printing

Depending on the setup done by your MyQ administrator, there are multiple methods of printing, from several devices, with varying printing options.

- **Direct printing** - This is the most basic method and works in the same way as common printing, where the job is sent directly to a selected printing device.
- **Pull Print printing** - With this method, you can send a print job to be held on the MyQ server for as long as you need, and select from a number of printing devices where it can be printed. To print the job, you just need to authenticate yourself on the printing device terminal. After the authentication, the job is either immediately printed or displayed on the terminal touch panel, where you can manage it. Depending on the type and settings of the terminal, you might have either one, or both of these options. To use this method, an [embedded terminal](#) or a hardware terminal is required.
- **Delegated printing** - The delegated printing feature is an extension of the pull print printing method that allows you to share your print jobs with a specified group of other users. These users can release the jobs on an embedded terminal in the same way they would release their own jobs.
- **Printing from email** - If this option is enabled by your administrator, you can print a document by attaching it to an email and sending it to a special email account dedicated to print. Jobs send via email are limited to *500MB* per email message, all attachments included. In addition, you can change the print job parameters by adding keywords to the email subject. You can choose from the following keywords: **#color** (color print), **#mono** (monochrome print), **#duplex** (print on both sides of a paper), **#simplex** (print on one side of a paper), **#ecoon** (toner-save print mode on), **#ecooff** (toner-save print mode off). They can be used as any part of the subject and do not have to be separated. For example, an email with the *MyPrintJob #mono#duplex* subject will force the job to be printed in monochrome and duplex.
- **Printing from the MyQ web user interface** - If this option is enabled by your administrator, you can [upload and print files directly in the MyQ web user interface](#).
- **Printing from your mobile phone** - You can [print from your mobile phone](#) using the MyQ X Mobile Client, the MyQ Mobile Printing Application, or via AirPrint and Mopria.

3 MyQ Embedded Terminal

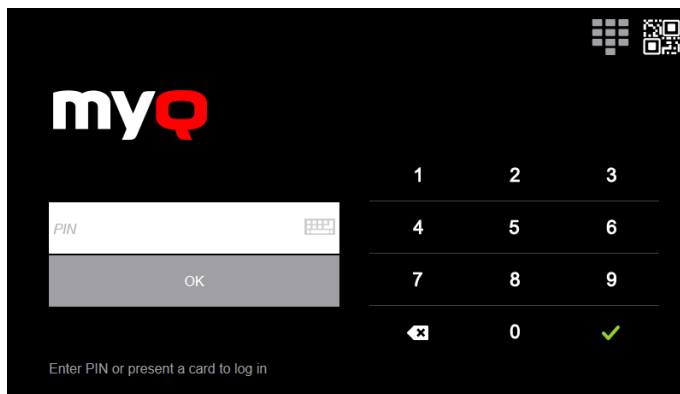
The MyQ Embedded Terminal is an interface installed on the control panel of the printing device. It simplifies operation of the device's basic functions and provides access to original features of MyQ, such as single tap copying or single tap scanning to cloud destinations.

This topic shows you how to log in to the embedded terminal and describes all actions of the terminal that are available in MyQ.

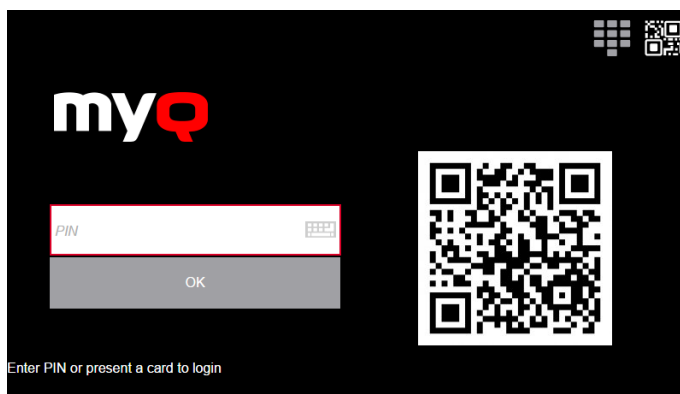
The actual combination of actions that you see on the embedded terminal on a particular printing device depends on the setup of the MyQ printing environment and on the options and configuration of the printing device.

3.1 Logging in to the MyQ Embedded terminal

To log in to a MyQ embedded terminal, you can either swipe your ID card at the card reader, or enter your credentials (PIN, or username and password), and then tap **OK**.




If you are accessing the terminal from your mobile phone, you can also use the QR login option, by tapping the QR icon on the upper-right side on the terminal and scanning the QR code with your phone.



3.2 Terminal Actions

Here you can find all the actions that may be available on MyQ embedded terminals.

 The availability and layout depend on your administrator's setup, the MyQ server version, the MyQ embedded terminal package version, and the printing device's brand.



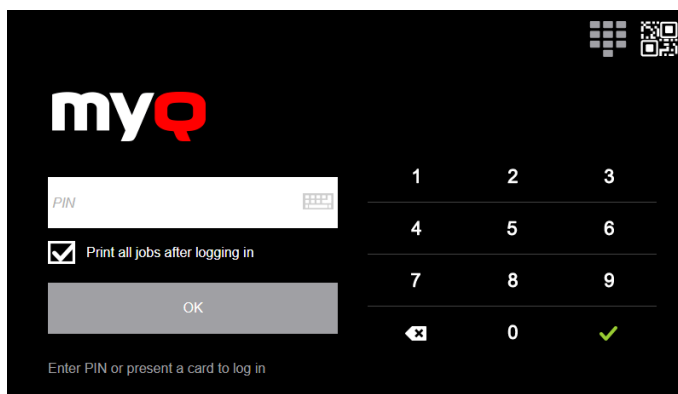
3.2.1 Print all

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

Print all jobs after logging in

As an alternative to the **Print All** terminal action, you can use the **Print all jobs after logging in** feature. If enabled by the administrator, all your jobs are printed immediately once you log in to an embedded terminal. This way, you do not have to tap the **Print all** button to print the jobs.

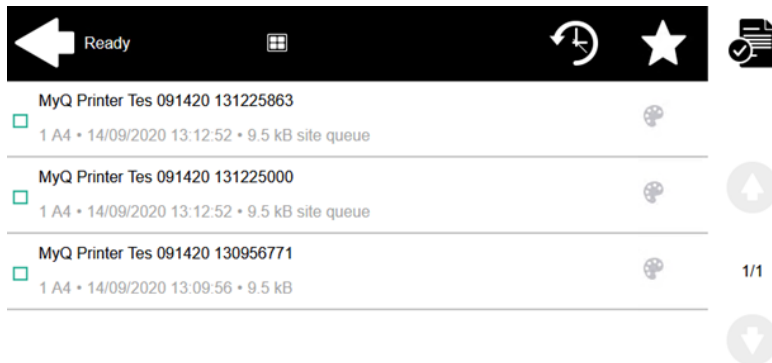
If you don't want to immediately print all your jobs, you can disable the feature on the embedded terminal by tapping on the checkbox next to **Print all jobs after logging in**, before you log in.



3.2.2 My Jobs

The **My Jobs** terminal action shows all the jobs that can be printed on the printing device. You can manage your ready, favorite, and printed jobs here.

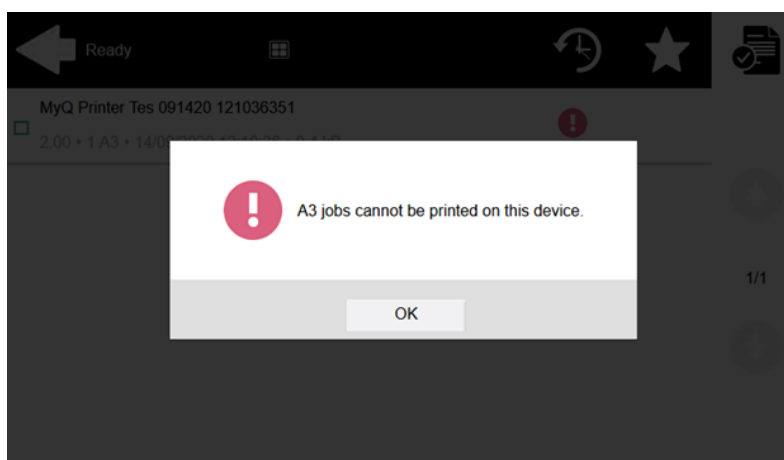
- **Ready jobs:** This is the initial tab of the **My Jobs** screen. It can be reopened by tapping the page icon at the upper-left corner of the screen. It contains jobs waiting in queue, ready to be printed.
- **Favorite jobs:** Favorite jobs can be displayed by tapping the **star** icon at the upper-left 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.



Job Filters

If a job is not allowed to be printed because the selected format/color is not supported by the device, there will be a red exclamation mark icon next to the job. Clicking the icon displays the reason for the error:

- *Color jobs cannot be printed on this device*, when a color job is spooled to a B&W printer.
- *A3 jobs cannot be printed on this device*, when an A3 job is spooled to an A4 printer.
- *Neither color nor jobs in this format can be printed on this device*, when an A3 and color job is spooled to an A4 and B&W printer.



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:

- **Print:** Tap the printer icon to print the selected jobs.
- **Edit:** Tap the edit icon to edit the print options of the selected jobs. In the **Print options** dialog box, depending on the permissions given by the administrator, you can select between color or B/W, toner saving options, simplex/duplex options, and change the number of copies. After changing the print options, tap **PRINT** to print the jobs.



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

Job Roaming

The Job Roaming feature enables you to transfer your jobs from one location to another: jobs sent to one Site can be printed on printing devices at any other Site.

A MyQ Central server with Site servers is required for this feature.

To print the jobs:

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, you can tap the **Print All** terminal action and all the jobs, remote and local, are printed.

3.2.3 Easy Scan

Scanning by a single touch. After you tap this action, the page is immediately scanned to a predefined destination. Your administrator can define multiple destinations where the scanned document is sent to by setting up multiple Easy Scan actions (e.g. *Easy Scan to Email*, *Easy Scan to Folder*, *Easy Scan to OneDrive*, etc.). The administrator can also set the scan's parameters, and may allow you to change them before scanning.

Some parameters (e.g. resolution, color) significantly influence the scanned file's size. For example, a combination of higher resolution and full color will dramatically increase the file size.



Easy Scan parameters

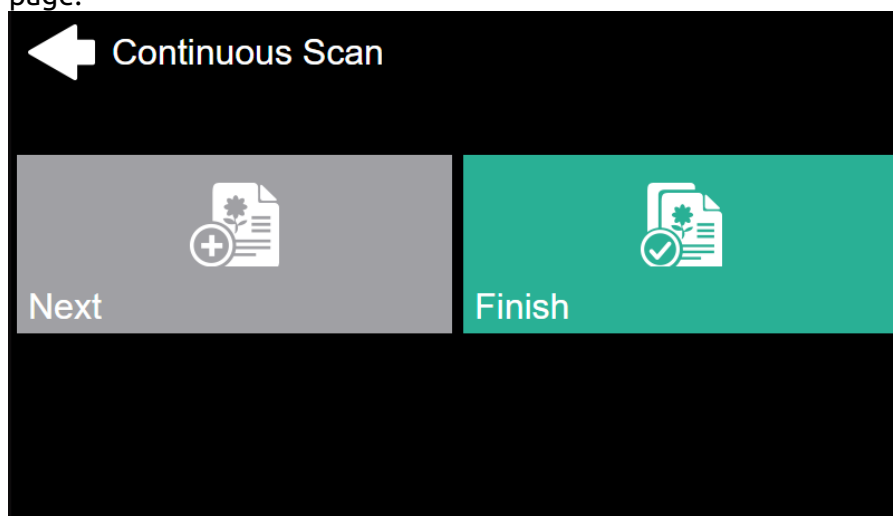
Each parameter has a *Default* option. If selected, the actual values are taken from the default scan settings of the printing device.

- **Resolution** - The outgoing file's resolution. You can select from the following options:
 - 100 dpi
 - 200 dpi
 - 300 dpi
 - 400 dpi
 - 600 dpi
 - 1200 dpi
 - Default
- **Color** - The outgoing file's color scale. You can select from the following options:
 - Color
 - Grayscale
 - B&W (two tones)
 - Automatic
 - Default
- **Format** - The outgoing file's format. You can select from the following options:

- PDF
- JPEG
- TIFF
- XPS
- HCPDF
- Default
- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
 - Single Sided
 - Duplex - binding on top
 - Duplex - binding on side
 - Booklet - binding on left
 - Booklet - binding on right
 - Default



- **Continuous scan** - With the continuous scan option *Enabled*, scan jobs are not sent until **Done** is tapped. After clicking **Scan**, the printing device scans another page.



You can select from the following:

- Disabled
- Enabled
- Default
- **Scan separation** - If a document with multiple pages is scanned, scanned pages can be stored either separately (each page in a separate file) or all together in one file. You can select from the following options:
 - All pages together
 - Separate each page
 - Default
- **Original Image** - Determines the way in which the printing device is going to process the scanned page. You can select from the following options:
 - Text + Photo
 - Photo
 - Text
 - Default
- **Original Orientation** - Determines the scanned page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
 - Top Edge on Top: The page is displayed in a horizontal position (top edge of the page opposite to the person)
 - Top Edge on Left: The page is displayed in a vertical position (top edge of the page on the left hand side of the person)
 - Default
- **Density** - The picture's density in the outgoing file. The higher it is, the darker the resulting picture is. You can select from the following options:
 - Automatic
 - Lowest
 - Lower
 - Low
 - Normal
 - High
 - Higher
 - Highest
 - Default
- **Size** - The scanned output's size. This determines the size of the scanning area, therefore it should correspond to the actual size of the scanned paper. You can select from the following options:
 - Automatic
 - A3
 - A4
 - A5
 - A6
 - Folio
 - Ledger
 - Letter
 - Legal
 - Oficio II
 - Statement

- Default
- **Skip blank pages** - With this parameter, you can select to skip blank pages in the scanned document. You can select from the following options:
 - Default
 - Yes
 - No

3.2.4 Easy Copy

With the Easy Copy feature, you do not have to go to the often complicated and confusing copy screen of the printing device — you can copy directly from the MyQ terminal home screen with a single touch. Upon tapping the button, MyQ can simply proceed copying using the default settings of the printing device, or you can modify the Easy Copy parameters before copying.

All parameters are dependent on the particular printing device type and the administrator's setup. Therefore, some values might not be available.

Easy Copy Parameters

- **Copies** - Predefine the number of copies to be available 1-99.
- **Color** - Color scale of the outgoing file. You can select from the following options:
 - Color
 - Monochrome
 - Automatic
 - Default
- **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
 - 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: The page is displayed in a horizontal position (top edge of the page opposite to the person)
 - Top Edge on Left: The page is displayed in a vertical position (top edge of the page on the left hand side of the person)
 - Default
- **Density** - 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:
 - Automatic
 - Lowest
 - Lower
 - Low
 - Normal
 - High

- Higher
- Highest
- 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:
 - Automatic
 - A3
 - A4
 - A5
 - A6
 - B4
 - B5
 - B6
 - Folio
 - Ledger
 - Letter
 - Legal
 - Statement
 - Oficio II
 - Default
- **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:
 - Default
 - Same as original
 - A3
 - A4
 - A5
 - A6
 - B4
 - B5
 - B6
 - Folio
 - Ledger
 - Letter
 - Legal
 - Statement
- **Skip blank pages** - With this parameter, you can select to skip blank pages in the copied document. You can select from the following options:
 - Default
 - Yes
 - No

3.2.5 Easy Fax

With the Easy Fax feature, you can fax your scanned documents in just two steps; all you need to do is tap the Easy Fax button on the embedded terminal, and then type the fax number (or if available, select the fax destination from the list).

3.2.6 Unlock Panel

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

3.2.7 Panel Copy

Opens the printing device's copy screen.

3.2.8 Panel Scan

Opens the printing device's scan screen.

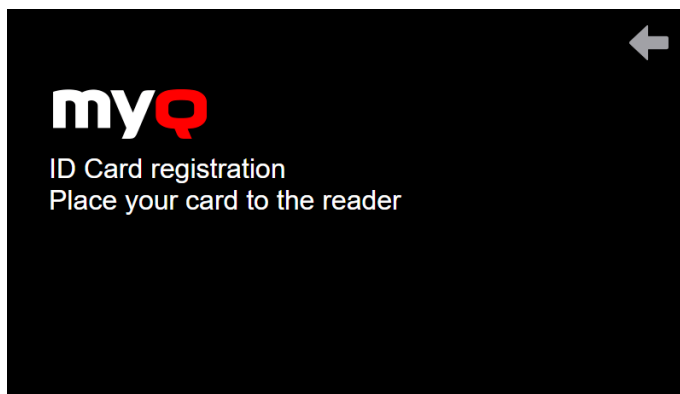
Depending on the device, and the administrator's setup, you are able to automatically send scanned documents to a specified folder or your email, with the **Scan to Me** feature.

3.2.9 Panel USB

Opens the printing device's USB screen.

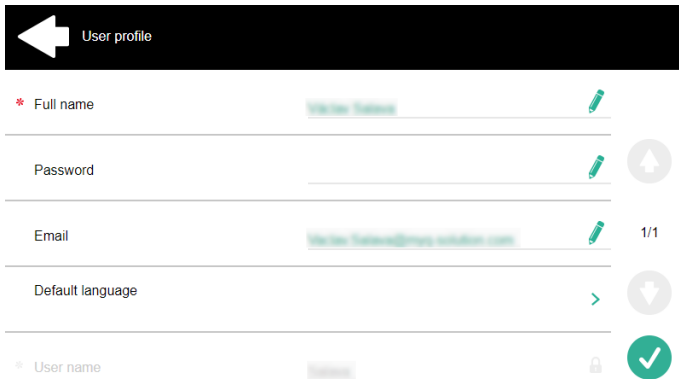
3.2.10 ID Card Registration

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



3.2.11 Edit Account

By tapping the **Edit account** action, you can open your user profile screen, where you can change your **Full name**, **Password**, **Email**, and **Default language**. The changes are applied the next time you log in.



← User profile

* Full name

Password

Email 1/1

Default language >

* User name ✓

3.2.12 Recharge Credit

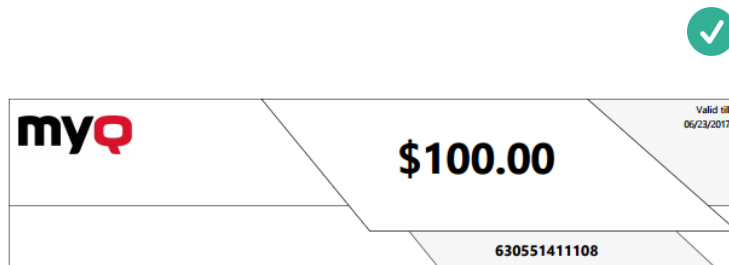
After tapping the **Recharge Credit** action, the Recharge Credit screen opens and you can enter the recharge code from your voucher.




← Recharge Credit
Credit: USD24.00000

Enter code



✓



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



Recharge Credit
 Credit: USD54.000 (minimum USD1.000)

Page prices, per page, format: A4 >

	1-sided		2-sided	
	B&W	Color	B&W	Color
Print	USD4.500	USD5.500	USD7.000	USD8.000
Copy	USD4.500	USD5.500	USD7.000	USD8.000
Scan	USD5.500			

3.2.13 Folder

Terminal actions can be put into folders. Folders can be used to optimize the layout of the terminal screen or to enable access a larger number of actions. For example, your administrator can place multiple Easy Scan actions with different destinations under one Easy Scan folder.

Tapping the Folder action shows you the terminal actions within the folder.

3.2.14 Custom Box

By tapping this action, you can access the custom box of the printing device.

3.2.15 ID Card Copy

By tapping this action, you can create a copy where both sides of an ID card are printed on a single page.

You can set the following parameters:

- **Copies** - Number of printed copies.
- **Color** - Select from color, monochrome or gray scale.

3.2.16 USB Print

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

3.2.17 USB Scan

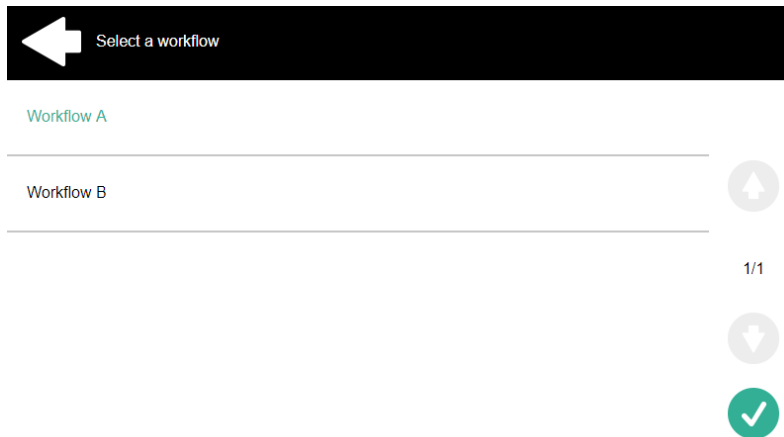
Opens the printing device's USB screen, where you can scan to a USB drive.

3.2.18 External Workflow

By tapping this terminal action, you are connected to external providers of workflows, such as ScannerVision. The workflow ensures that you perform certain predefined actions before your document is scanned.

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

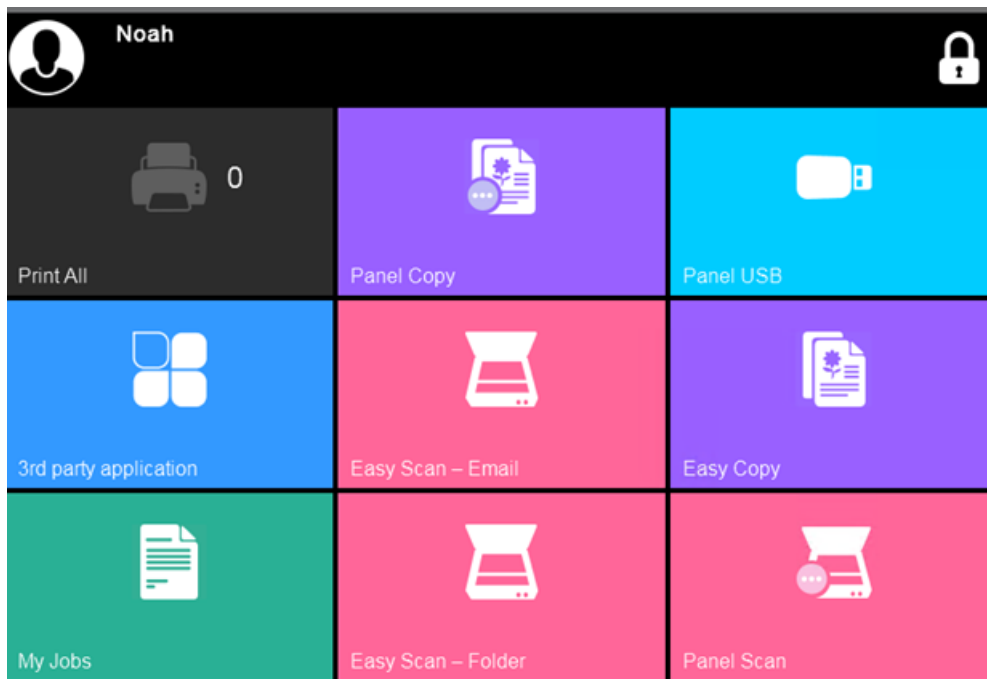
The external workflow can provide the embedded terminal with scan settings, and metadata that need to be filled in before scan execution.



3.2.19 Application

The **Application** terminal action enables users to directly access a third-party application.

The application's name depends on your administrator.



4 MyQ Web User Interface

On the MyQ Web User Interface, you can administrate your account, overview printing devices, manage print jobs, print to MyQ, generate reports, and eventually control the state of your credit or quotas.

This topic shows you how to log in to your account on the MyQ Web User Interface, and describes the standard options that might be available there.

The actual combination of options that you see on the Web User Interface depends on the setup of the MyQ printing environment; for information on the supported features, please ask your MyQ administrator.

4.1 Logging in to your account on the MyQ Web User Interface

To log in to your account on the MyQ Web User Interface, open the webpage of the MyQ Web User Interface, then enter your credentials (MyQ username and either PIN, or password), and click **Log in**.

Before logging in, you can change the web UI's language by selecting a different one from the **Language** drop-down.

If you have lost/forgotten your PIN, click **Lost PIN**.

In the Lost PIN window:

- If you don't have a PIN reset code, enter your email address in the **Email** field, and click **Send**. The PIN reset code will be sent to the specified email address.
- If you already have a PIN reset code, enter it in the **Code** field, and click **Send**.

myQ

Lost PIN

I have no PIN reset code – enter your email and the code will be sent to you.

Email

OR

I have the PIN reset code

Code

Send Cancel

[Log In](#)

MyQ 8.2 RC4

4.2 Home Dashboard

Once you successfully log in to the MyQ Web User Interface, you are on the **Home** dashboard of your MyQ account, where you can edit your account, and quickly access main settings and features.

Additional tabs with settings can be accessed via the **MyQ** menu at the upper-left corner of the page.

myQ Home

Refresh Log out

Quick links

Jobs Reports Settings

User profile

User name: Eliot Kate
Full name: Eliot Kate
Email: eliotkate@email.com
Default language: -

Edit Set password Generate PIN

Credit

Account balance: 25.00

Recharge Credit Credit Statement

Jobs

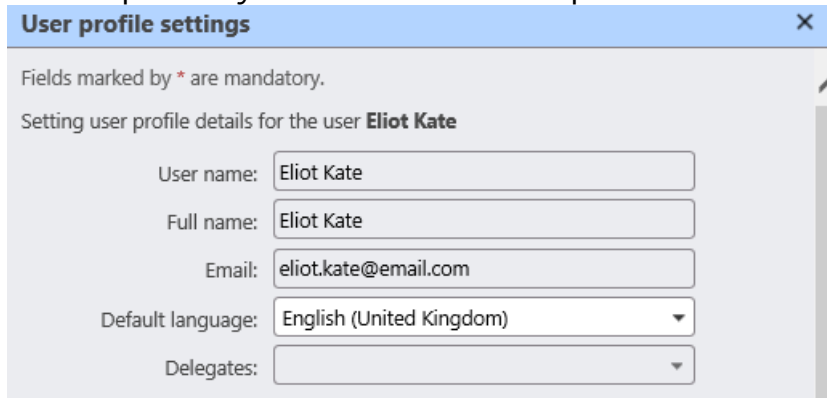
Ready jobs	Paused jobs	Favorite jobs
0	0	0

Add a new widget

Depending on the actual setup of the MyQ printing environment, you can view the following widgets:

- **Quick links:** These are links to tabs where you can manage MyQ features, such as print jobs or reports.
- **User profile:** Here you can edit your MyQ profile, set a new password, and generate a new PIN.

- **Edit** - In the User profile settings pop-up, you can edit your **User name**, **Full name**, **Email**, **Default language**, and **Delegates**, and click **OK**. The editable fields depend on your administrator's setup.



User profile settings [X]

Fields marked by * are mandatory.

Setting user profile details for the user **Eliot Kate**

User name:

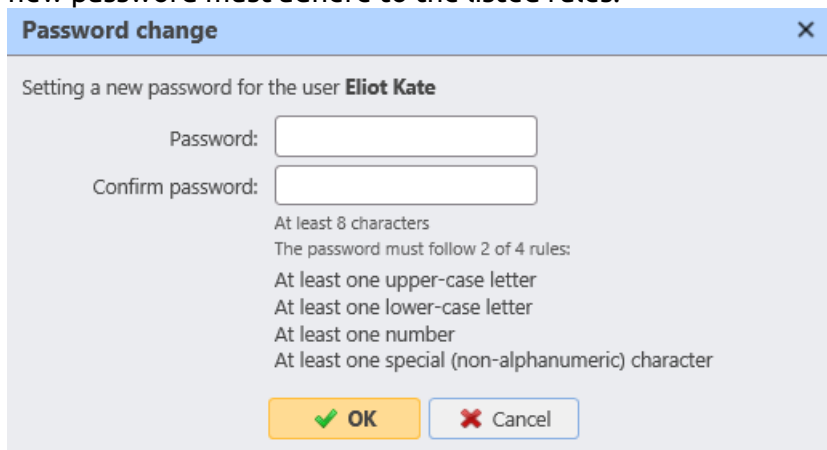
Full name:

Email:

Default language:

Delegates:

- **Set password** - In the Password change pop-up, type your new MyQ password in the **Password** and **Confirm password** fields, and click **OK**. The new password must adhere to the listed rules.



Password change [X]

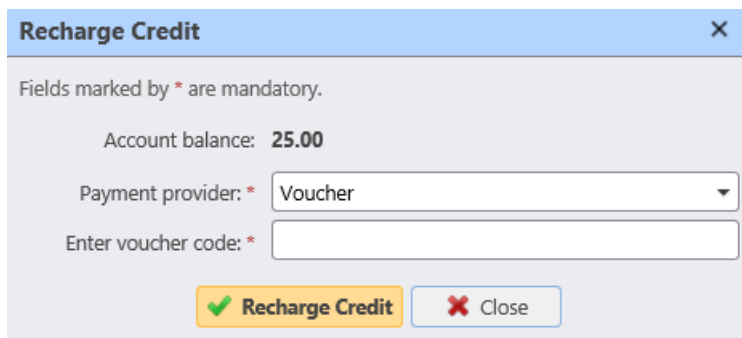
Setting a new password for the user **Eliot Kate**

Password:

Confirm password:

At least 8 characters
The password must follow 2 of 4 rules:
At least one upper-case letter
At least one lower-case letter
At least one number
At least one special (non-alphanumeric) character

- **Generate PIN** - Upon clicking the **Generate PIN** button, a confirmation dialog pops up, asking if you want MyQ to generate a new PIN. If you click **OK**, a new pop-up displays your new PIN.
- **Jobs**: Here you can overview the number of your ready, paused, and favorite jobs. Clicking on each of the links takes you to the **Jobs** overview tab.
- **Credit**: Here you can check the current amount of your credit, recharge your credit, and open the **Credit statement** tab that contains information about your credit history.
 - **Recharge Credit** - In the Recharge Credit pop-up you can view your **Account balance** and select the **Payment provider** you want to use to recharge your credit. The available payment providers depend on your administrator's setup. Choose one from the drop-down, fill any other mandatory fields, and click **Recharge Credit**.



Recharge Credit [X]

Fields marked by * are mandatory.

Account balance: **25.00**

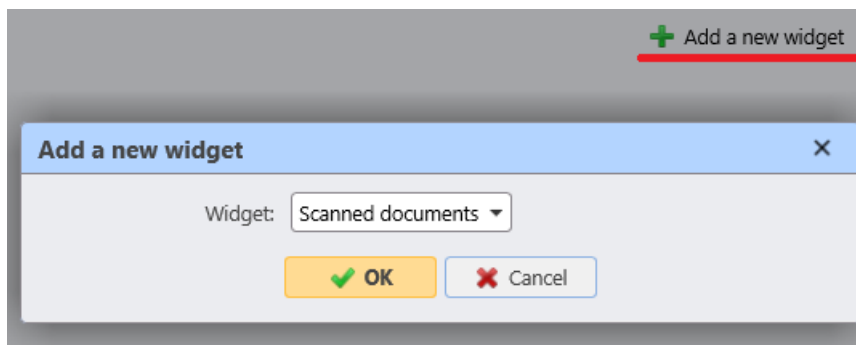
Payment provider: *

Enter voucher code: *

- **Scanned documents:** Here you can see links to your scanned documents that are stored on the MyQ server. These are scanned documents that were too large to be sent via email.

You can also add and remove any of those widgets from your dashboard.

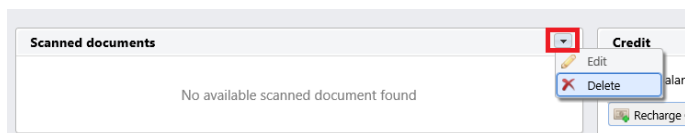
To add a widget, click on the **Add a new widget** button on the upper-right side. In the pop-up window, select the widget from the drop-down, and click **OK**.



Add a new widget [X]

Widget:

To remove a widget, click on the arrow on the upper-right side of the widget, and select **Delete**.



Scanned documents

No available scanned document found

[Dropdown Arrow]

- Edit
- Delete**
- Recharge Credit

In the upper-left corner of the screen, you can find the **Refresh** and **Log out** buttons.



myQ Home [X]

Home

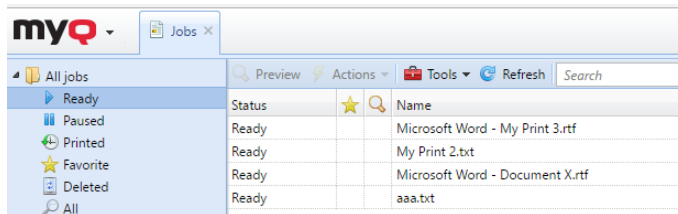
4.3 Jobs tab

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

1. Click **Jobs** on the **Quick links** widget.
2. Click on the **MyQ** menu, and select **Jobs**.

- Click on the **Ready jobs**, **Paused jobs**, or **Favorite jobs** links on the Jobs widget.

On the list of jobs on the **Jobs** overview tab, you can see all your print jobs and information about them.



On the left side of the **Jobs** tab, you can see the **All jobs** drop-down menu. On the menu you can select from the following options:

- **Ready** - Displays jobs ready to print, meaning that the job has been placed on a print queue and is waiting for you to authorize it, or for preceding jobs to finish.
- **Paused** - Displays paused jobs, meaning that the job has been paused by you or, automatically, by the MyQ system.
- **Printed** - Displays printed jobs, meaning that the job has been printed and is stored on the MyQ server.
- **Favorite** - Displays favorite jobs. All print jobs, except for the deleted ones, can be marked as **Favorite**.
- **Deleted** - Displays deleted jobs, meaning that the job has been deleted from the MyQ server.
- **All** - Displays all jobs.

To open a print job properties panel, double-click the job on the list (or select the job, then click **Actions** on the toolbar above, and then click **Edit** in the job action dialog box). The panel opens on the right side of the screen.

On the panel, you can see general information about the print job, such as its name and ID, size, its author and the IP address of the author's computer. If the **Jobs Parser** tool is used on the MyQ server, you can see additional data such as the B&W total, color copies, number of copies, paper format, duplex, toner saving, staple, punch, the printer language used, and the price of the job.

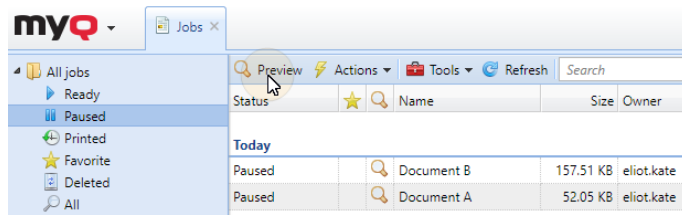
You can also change the print job's **Owner** and **Project** in their respective fields. Only an administrator and user group leaders can change the owner of a print job. If you change the job owner, the new owner has to have rights to the current queue and project. If you change the project, the current job owner has to have rights to the new project.

To delete selected jobs:

- On the jobs list, select the jobs that you want to delete, and then click **Actions**.
- In the Actions drop-down, select **Delete**. You can find the deleted jobs on the **Deleted** jobs list.

The jobs can be previewed before printing.

To preview a print job, select the job on the tab and click **Preview** at the left side of the toolbar. (Or right-click the job, and then click **Preview** on the shortcut menu.)

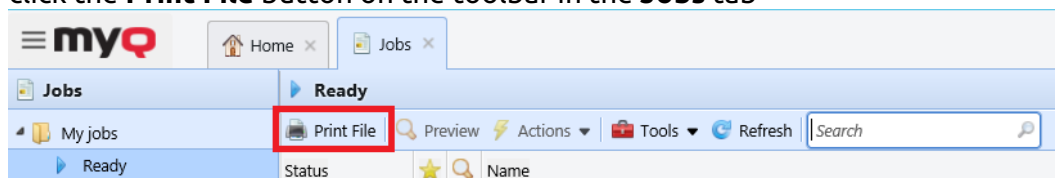


4.3.1 Directly upload and print files

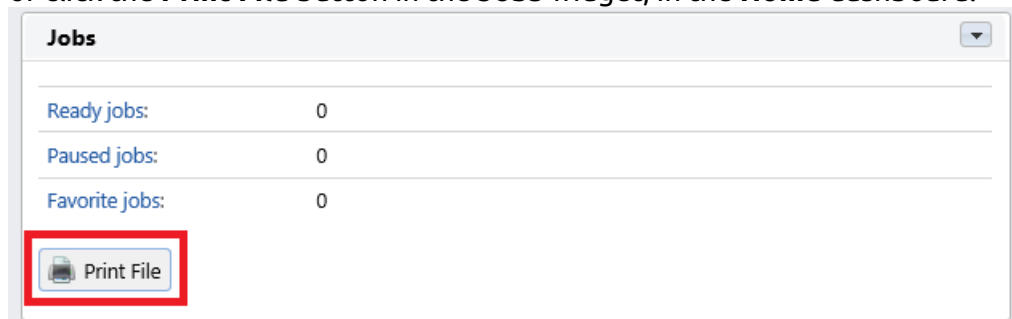
If enabled by your administrator, you have the option to upload files directly on the web user interface, and print them. The files are automatically assigned to the **Email_Web** queue and can be printed only on printing devices assigned to this queue.

To upload a file:

- click the **Print File** button on the toolbar in the **Jobs** tab



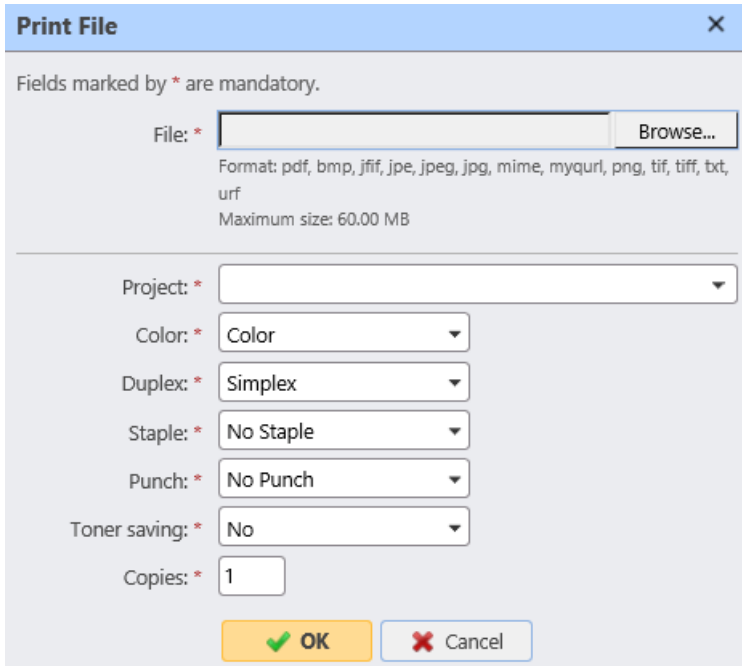
- or click the **Print File** button in the **Jobs** widget, in the **Home** dashboard.



The Print File options window opens with the following fields:

- **File** - Browse for the file you want to upload, select it, and click **Open**. The supported file formats are: *pdf, bmp, jfif, jpe, jpeg, jpg, mime, myqurl, png, tif, tiff, txt, urf*. The maximum size is *60.00MB*.
- **Project** - Only visible if project accounting is enabled on the server. Select a project from the drop-down.
- **Color** - Select if you want the job to be printed in *Color* or *B&W*.
- **Duplex** - Select between the *Simplex*, *Duplex long edge*, and *Duplex short edge* options.
- **Staple** - Select between the *No Staple*, *Upper left corner*, *Booklet*, and *Lower left corner* options.
- **Punch** - Select between the *No Punch*, *2 holes*, and *3/4 holes* options.
- **Toner saving** - Select *Yes* or *No*.

- **Copies** - Set the number of copies.



Print File [X]

Fields marked by * are mandatory.

File: * Browse...

Format: pdf, bmp, jfif, jpe, jpeg, jpg, mime, myqurl, png, tif, tiff, txt, urf
Maximum size: 60.00 MB

Project: *

Color: *

Duplex: *

Staple: *

Punch: *

Toner saving: *

Copies: *



Some of the options (*Duplex, Staple, Punch*), may not be supported by your printing device. If you are not sure, use the default options.

After setting the print options, click **OK**. The file is uploaded to MyQ and the job is displayed on the **Ready** jobs list, waiting to be printed.

4.4 Reports tab

You can open the **Reports** overview tab either by clicking on **Reports** in the **Quick links** widget, or by clicking on the **MyQ** menu and selecting **Reports**.

Here you can create and generate reports with a variety of data concerning your printing environment, depending on the rights granted by your administrator.

Reports in MyQ are divided into two main categories: **My Reports** and **Shared reports**. **My Reports** show

you reports created by you, while **Shared reports** show you reports created by your administrator or by other users.

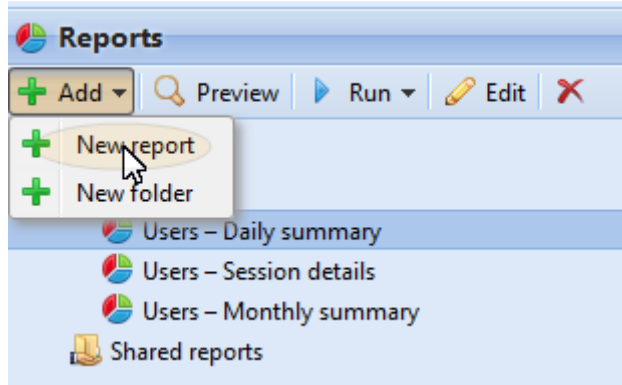
There are three default reports: **My daily summary**, **My sessions** and **My monthly summary**. These are displayed in the **Shared Reports** folder and cannot be changed in any way, as they are managed by your administrator.

Each report can be directly displayed on the web user interface and saved in any of the following formats: *PDF, CSV, XML, XLSX* and *ODS*. The reports can be automatically generated and stored in a predefined folder. There is no data limitation for the generated report, it includes all the data from the specified period.

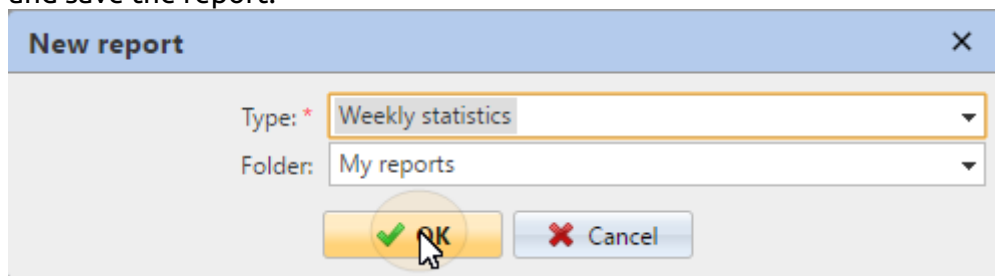
4.4.1 Creating a report

You can create a new report in a few steps:

1. At the top-right corner of the **Reports** main tab, click **+Add**, and then click **+New report**. The New report dialog box appears.



2. In the box, select the type of the new report and the folder to place it, and then click **OK**. The editing panel of the new report opens. On the panel, edit and save the report.



4.4.2 Editing a report

1. On the **General** sub-tab of the report's editing tab, you can change the report's **Name**, add a **Description**, select **Sharing** rights, meaning the users or groups who will have the rights to **Run** the report and those who will have the rights to **Edit** the report. You can also click **Schedule** to set its scheduled run. Once done, click **Design** to open the Design sub-tab of the report.

☒ Save |

Only you can see this report

General | Design

General

Name: * General – Weekly statistics
 Description:

Sharing

Run: Administrator
 Edit: Administrator

Scheduled run

This report is not scheduled.

- On the **Design** sub-tab, you can set the report's layout, select the items (Users, Printers, etc.) to be included in the report, add or remove columns and change their order.

Options

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

Options

Orientation: Portrait

Filters and parameters

Filters and parameters

User: All users

Accounting Group:

Printer:

Printer group: All printers

Period: * Last 7 days

Counter value: =0

Available filters and parameters differ depending on the report type. These are the main parameters available for most of the standard reports types:

- **User:** Select the users to be included in the report. If you select the **Me** option and share this report with all users, each user can only see just the data that concern themselves; this way you can make personalized reports for each user.
- **Accounting Group:** Select the accounting groups of users to be included in the report.
- **Printer:** Select the printers to be included in the report.
- **Printer group:** Select the groups of printers to be included in the report.
- **Period:** Select the time period to be covered by the report.

Table

Table				
<div> + Add Edit ↑ ↓ ✕ </div>				
Column	Width	Align	Summary	
User name	Auto	Auto	None	
Printer	Auto	Auto	None	
Full name	Auto	Auto	None	
Finish date	Auto	Auto	None	
B&W pages	Auto	Auto	Sum	
Color pages	Auto	Auto	Sum	
Total	Auto	Auto	Sum	
Scans	Auto	Auto	Sum	
Total price	Auto	Auto	Sum	

Here you can enable and disable the table option.

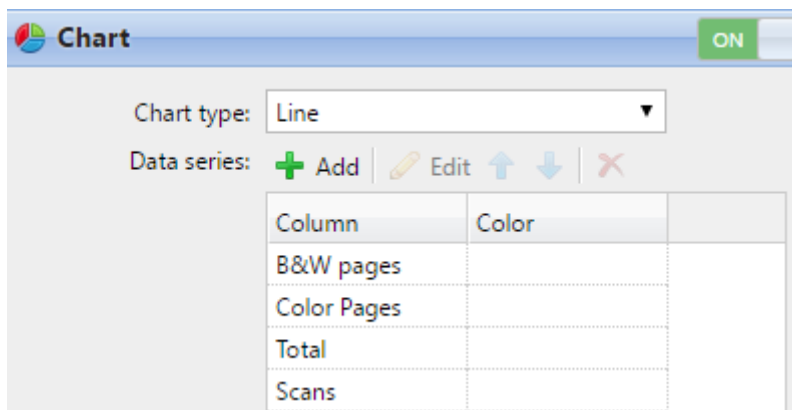
You can also add and remove columns to the table, edit them and change their order. For each column, you can change the width, alignment and the type of summary that will be shown on the final (bottom) row (Sum, Average or None).

To add a new column, click **+Add**. To open the editing options of an existing column, double-click it (or select it, and then click **Edit**). To remove a column, select it and click **X**. To move a column up or down the order, select it, and then use the up/down arrows.

Period	B&W pages	Color Pages	Total	Scans	Total price
2017-3	5,621	9,189	14,810	5,506	\$5,440,000
2017-4	1,211	569	1,780	1,234	\$7,072,000
Period	B&W pages	Color Pages	Total	Scans	Total price
	6,832	9,758	16,590	6,740	\$12,512,000

Some reports do not include the option to use tables and their data can be displayed only in the chart form.

Chart

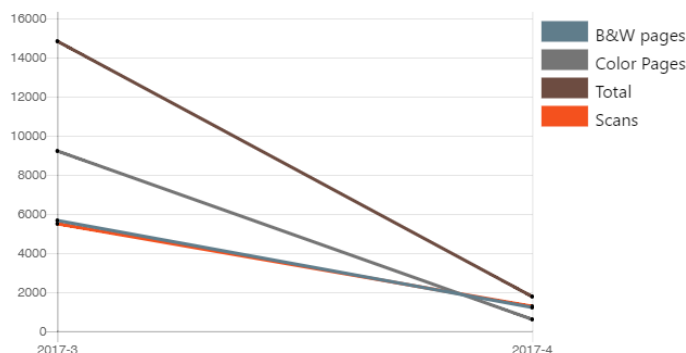


Here you can enable and disable the chart option.

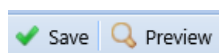
You can also select from the **Bar**, **Line**, **Pie** and **Doughnut** chart types. Furthermore, you can add and remove data types to be shown on the chart and select colors for each data type.

To add a data type, click **+Add**. To open editing options of a data type, double-click it (or select it, and then click **Edit**). To remove a data type, select it and click **X**. To move a data type up or down the order, select it, and then use the up/down arrows.

Some reports do not include the option to use charts and their data can be displayed only in the table form.



Designing your own reports can be a bit tricky, since it always depends on many factors - amount of data included (columns), length of column names and values, report orientation etc. To get the best result, you can click **Preview** anytime during the report's creation to check what the new design will look like. Only after you are satisfied with the layout, click **Save** to save the report.



4.4.3 Generating reports

To preview a report

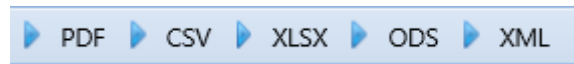
Select the report and click **Preview** (or right-click it and click **Preview** on its shortcut menu). The report is shown in HTML format and the number of included data is limited.

To run a report

Select the report and click **Run**. (Or right-click it and click **Run** on its shortcut menu). The report runs in the specified format (*PDF, CSV, XML, XLS* or *ODS*) with no data limitation.

To export the displayed report

After the report is generated, click one of the format buttons on the bar at the top of the report screen to download it.

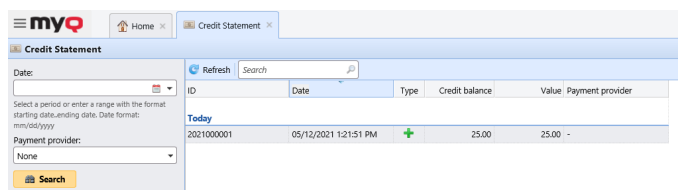


4.5 Credit Statement tab

You can open the **Credit Statement** tab either by clicking **Credit Statement** on the **Credit** widget, or by clicking on the **MyQ** menu, and selecting **Credit Statement**.

On the left side, you can set a specific **Date**, select a specific **Payment Provider**, and click **Search**, to search for specific credit transactions.

In the search results, you can view the **ID**, **Date**, **Type**, **Credit balance**, **Value**, and **Payment provider** used for the credit transaction.



5 Printing from mobile phones

MyQ offers two mobile printing applications that are multifunctional tools for simple management of tasks within the MyQ solution printing environment. They assist you anytime and anywhere you need to print or manage your print jobs, and provide you with simple access to a variety of MyQ features.

If you are using a MyQ Server 8.2+, and the embedded terminals version is compatible with MyQ Server 8.2+, you can use the **MyQ X Mobile Client**.

For any other MyQ Server version and embedded terminals combination, you can use the **MyQ Mobile Printing Application** (for further information, check the [MyQ Mobile Printing Application](#) guide).

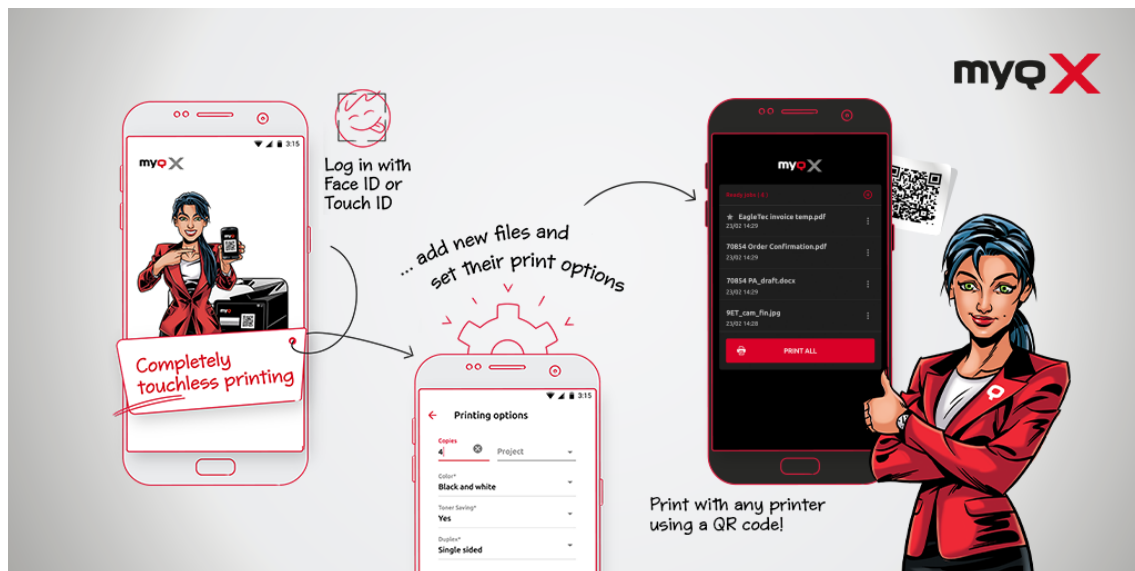
Both apps are available for free download in Google Play (Android and ChromeOS), and App Store (iOS).

If you are not certain about the versions, contact your MyQ administrator.

If enabled by your administrator, you can [print via AirPrint or Mopria](#), without the need of the MyQ mobile apps or additional drivers.

5.1 MyQ X Mobile Client

The **MyQ X Mobile Client** application is a multifunctional tool for simple and touchless task management within the MyQ solution printing environment. Printing options are managed quickly and intuitively from your mobile device.



5.1.1 Add and Print Jobs On-The-Go

MyQ X Mobile Client allows users to print and manage print jobs from their mobile devices, providing greater flexibility and convenience.

Users can print from anywhere at any time and manage print jobs on the go, ensuring they have complete control over their printing requirements.

5.1.2 Stay on top of Security

MyQ X Mobile Client provides a range of security features to ensure that mobile printing is secure.

These include secure login, secure pull printing, and the ability to print from zero-trust networks, ensuring that confidential documents remain confidential.

5.1.3 Manage your MyQ Account

Use your mobile device to check and recharge your credit, keep an eye on your quota, and assign projects to jobs before printing.

Edit your MyQ profile, generate PINs, and even register a server with a simple QR code.

5.1.4 Your Jobs, Your way

A few clicks will let you alter any job. Choose the number of copies, simplex or duplex, and finishing options.

Select the correct queue for your job, and choose to print now or save for later.

5.1.5 MyQ X Mobile Client Compatibility

The following mobile devices are supported:

- ✓
 - Smartphone/Mobile (**iOS** and **Android**)
 - iPads
 - Android Tablets
 - Chromebooks that support Android apps

MyQ X Mobile Client is available for free via the respective **iOS and Android app stores**.

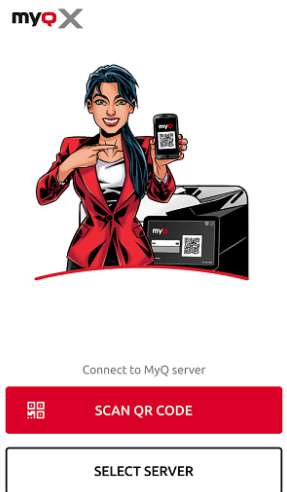
5.1.6 Installation and Connection to a MyQ Server

The MyQ X Mobile Client application can be installed directly from Google Play (Android and ChromeOS), or App Store (iOS). It is free and does not require any license.

The app requires Android version 4.4+, or iOS version 8.0+.

Connecting and logging on to a MyQ server

The first time you open the application, you need to connect it to a MyQ server. Usually, it is your company's MyQ server, or your branch's MyQ server.



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

After you log out from a server, the next time you log in, you can either connect to a new server, or you can select one of the previously used servers.


The easiest way to connect to the server is to scan a QR code that you can find on any of your company's printing devices. Usually, it is either printed on a sticker near the printing device panel or directly displayed on the panel. If you cannot use this option, you can ask your administrator for all the necessary information and manually connect to the server.

Connecting via a QR code

On the initial screen of the application, tap **SCAN QR CODE**, and then scan the QR code from the printing device. The application uses the information from the QR code to automatically set the IP address and other security settings. The login screen opens, and you can log in.

Connecting manually

On the initial screen of the application, tap **SELECT SERVER**. In the **Enter Manually** screen, add a Server name, type the MyQ server's IP address or hostname and port, and tap **ADD SERVER**.

 If the **Invalid ssl certificate** message appears, no trusted SSL certificate was found. In such cases, contact your administrator, or tap **CONTINUE** to use the application without a trusted certificate.

Logging in to the MyQ server

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

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

5.1.7 Navigate the app

All features of the MyQ X Mobile Client application can be accessed either from the app's navigation bar which is accessible at the bottom of the screen, and contains the following tabs:

- Home
- Jobs
- Log in
- Profile
- More

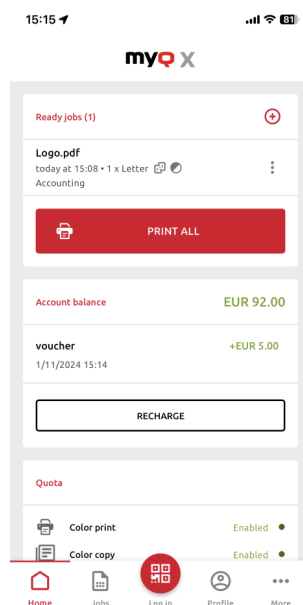


The app will be displayed in light mode or dark mode according to your mobile system settings.

Home screen

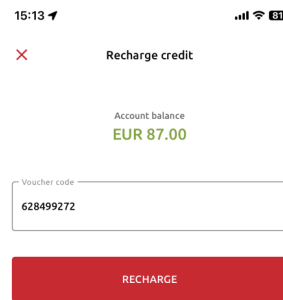
On the **Home** screen, you can see the state of your credit and quota (displayed only if activated on the current MyQ server), and all your ready jobs. You can also recharge credit, add new jobs, and print any jobs that are ready.

You can see all your ready jobs and print them by tapping **PRINT ALL**.




You can also add new jobs to the list, by tapping the + (plus) icon next to the Ready jobs.

By tapping **RECHARGE**, you can recharge your credit:



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

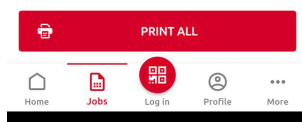
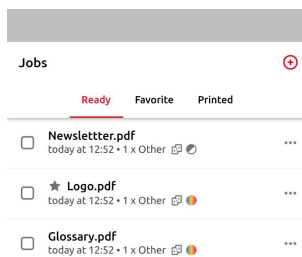
 Recharge and credit options are only visible if credit is enabled by your administrator.

Jobs

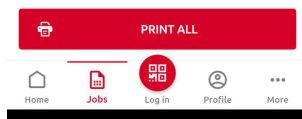
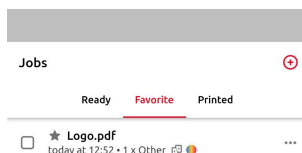
Job Navigation

The **Jobs** shortcut takes you to the Jobs screen, that contains the following tabs:

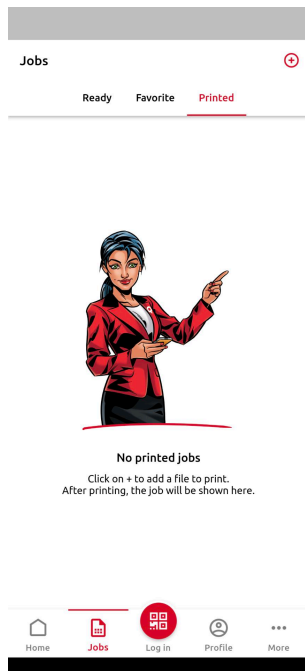
- **Ready** - A list of jobs that you have sent to be printed and are not printed yet. For each ready job, the *Print*, *Print all*, *Add to favorites*, and *Delete* options are available.



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



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



Job Options

Clicking the three-dot menu next to a specific job presents you with a set of options for that particular job:

- **Delete job** - deletes the job.
- **Add to favorites** - saves this job as a favorite job, this means it can be accessed again easily, and will never be automatically deleted under default settings (if a job is already a favorite, this option changes to **Remove from favorites**).

Printing Jobs

You can either tap **PRINT ALL** at the bottom of a **Jobs** tab, to print all the jobs, or mark the checkbox next to a job to select it, and then print it. You can also tap the **+** plus icon at the top, to add a new job (from your device's folders or cloud storage) to the list.

×

Add job

Copies

3

☐ B&W
 ☒ Duplex

☐ Toner saving

Finishing options

Staple

Do not change

Punch

No

PRINT NOW

SAVE JOB

Files

ADD FILE

Logo.pdf

You can then specify the number of copies, choose between monochrome (B&W) or color printing, and Simplex or Duplex. From this page you can also select **Finishing options** (such as stapling). If project accounting is enabled on the MyQ Server, you can assign a project to the job, tap the field under **Project**, and then select the project from the list.

15:08

×

Add job

Copies

1

Project

No Project

Accounting

Legal

Marketing

☐ B&W
 ☐ Toner saving

Finishing options

PRINT NOW

SAVE JOB


Files

ADD FILE

Logo.pdf

After clicking **PRINT NOW** or **SAVE JOB** you will need to specify the job's queue:

- **Direct type** - the job is immediately printed to the printer assigned to the queue.
- **Pull Print type** - you are asked to scan the QR code of the printer where you want the job to be printed (Pull Print queues require MyQ embedded terminals or MyQ TerminalPro).

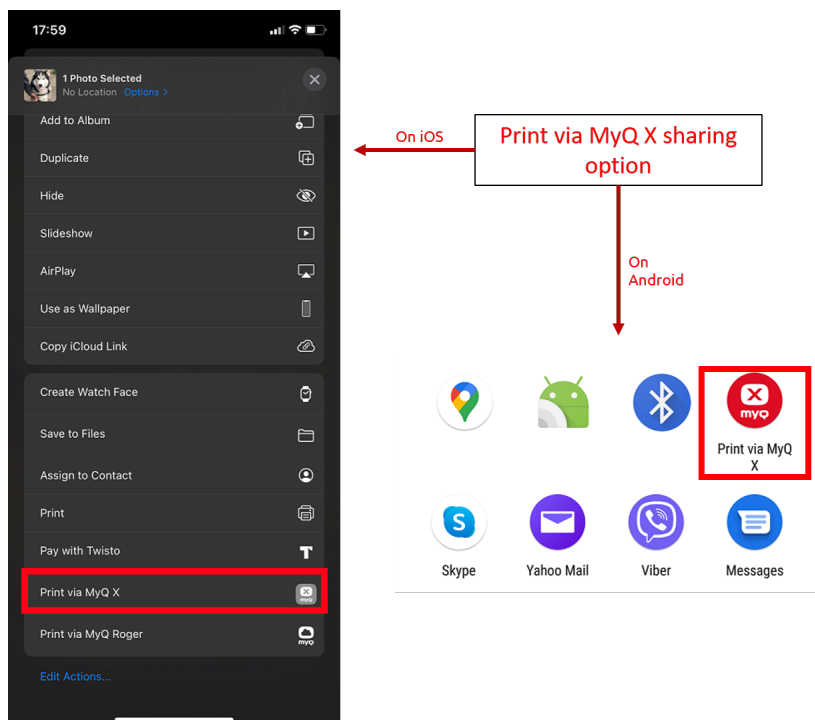
 The job queues available will not be labelled **Direct type** or **Pull Print type**, but rather with the name of the queue as assigned in your MyQ setup. The queue type can only be viewed in the MyQ Web UI. In addition, jobs you wish to **PRINT NOW** can be assigned to any queue type, whereas if you want to **SAVE JOB** you can only assign to a Pull Print type queue.


If you select **SAVE JOB**, the job is saved for printing at a later time.

Adding Jobs

There are two ways to add a job using your mobile phone:

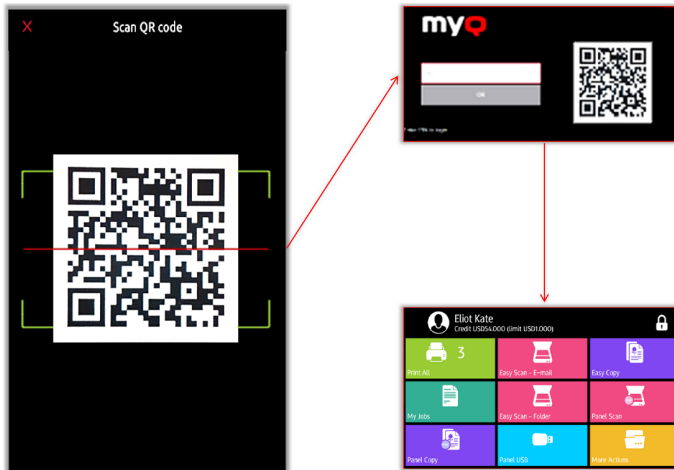
- From within the MyQ mobile app - from the **Home** or **Jobs** page of the app, click the **+** icon to add a new job. This will open your mobile's file picker, with any available options for cloud storage included.
- From a 3rd party app - use an app's option to share a file, picture, etc., and then select the **Print via MyQ X** option.




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

Log in

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

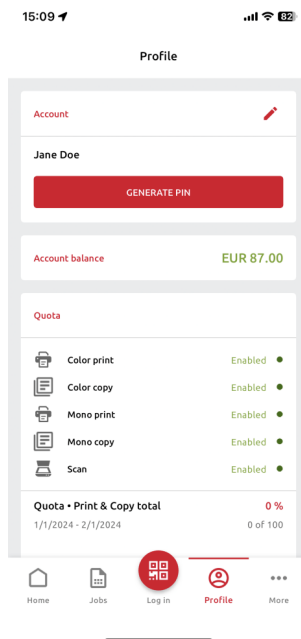


Point your phone towards the QR code as if you wanted to take a picture of it. Make sure that the QR Code is inside of the green rectangle displayed in the middle of the screen. The application automatically scans the code and unlocks the device providing access to all applicable [terminal actions](#).

 Login via QR code is only available if enabled by your administrator.

Profile

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



In the **Account** section, you can change the email address related to your account by tapping the edit icon next to it. You can also tap **GENERATE PIN** to generate a new PIN.

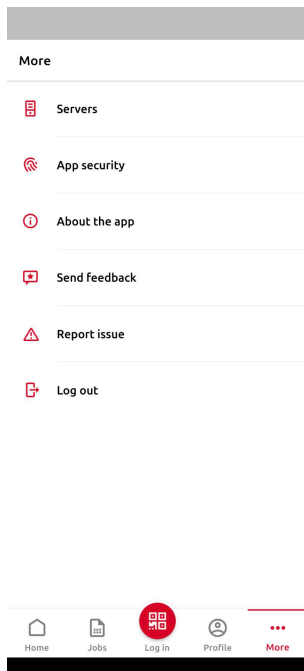
In the **Account balance** section, you can see your current account balance if enabled on the MyQ server.

If Quota is enabled on the MyQ Server, you can see all the quotas assigned to you and their current status in the **Quota** section.

More

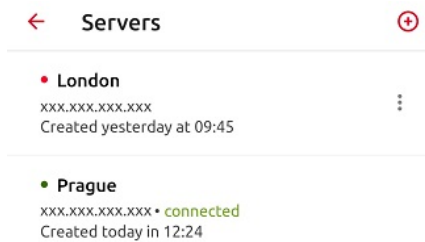
The **More** shortcut takes you to the more actions screen, where the following options are available:

- **Servers** - View and manage your servers.
- **App security** - enable or disable Biometrics (face and fingerprint recognition).
- **About the app** - view information about the application.
- **Send Feedback** - allows you to submit a survey on using the app, or rate on the applicable app store.
- **Report issue** - allows you to report an issue to your system administrator.
- **Log out** - Log out from the server.



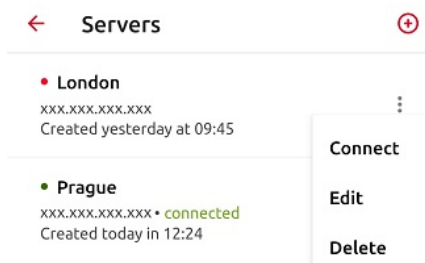
Servers

In Servers, you can view and manage your MyQ servers.



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

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



- **Connect** - Connect to the server.
- **Edit** - Change the server's name, IP address, or port.
- **Delete** - Delete the server (only available for servers that are not currently in use).

Logging out from a server

To log out from the server you are currently connected to select **Log out** from the **More** tab. To log out from any other server use the three-dot button next to that server and select **Edit**, then **Log out from server**.

Adding a new server

To add a new server, tap the **+** (plus) icon at the top. In the new window, you can either enter the new server's information manually (add a server name, the IP address, and port) and tap **ADD SERVER**, or you can tap **SCAN QR CODE**. An additional option is available if you are using a proxy URL.

✖ Enter manually

Server name
(Auto) Server's hostname

CONNECT VIA

IP address Port
8090


OR

Using proxy URL
Only for servers with version 10 and higher

ADD SERVER


SCAN QR CODE

Reporting an issue


 Report issue

Issue

Serial number of the printer



Issue description

 ADD PHOTO

☐ I want to be contacted back by my organization administrator

SEND

You can use this option to report an issue to your system administrator. The form on this page will prompt you to provide info on:

- **Issue** - select from a dropdown list of potential problems (printer does not print, out of paper or toner, etc.).
- **Serial number of the printer** - this can also be provided by scanning a QR code.
- **Issue description** - a text box to add details of the issue you are encountering.
- **Add photo** - (optional) space to attach a supplemental photo.

In addition, there is a checkbox to specify if you would like to be contacted in response to the issue you have reported. Clicking this checkbox will provide you with a space to provide your e-mail address.

5.1.8 Print with the MyQ X app

To print from the MyQ X mobile app it is necessary to add your document as a [job](#).

Printing Jobs

You can either tap **PRINT ALL** at the bottom of a **Jobs** tab, to print all the jobs, or mark the checkbox next to a job to select it, and then print it. You can also tap the **+** plus icon at the top, to add a new job (from your device's folders or cloud storage) to the list.

×

Add job

Copies

3

☐ B&W
 ☒ Duplex

☐ Toner saving

Finishing options

Staple

Do not change

Punch

No

PRINT NOW

SAVE JOB

Files

ADD FILE

Logo.pdf

You can then specify the number of copies, choose between monochrome (B&W) or color printing, and Simplex or Duplex. From this page you can also select **Finishing options** (such as stapling). If project accounting is enabled on the MyQ Server, you can assign a project to the job, tap the field under **Project**, and then select the project from the list.

15:08

×

Add job

Copies

1

No Project

Accounting

Legal

Marketing

☐ B&W
 ☐ Toner saving

Finishing options

PRINT NOW

SAVE JOB


Files

ADD FILE

Logo.pdf

After clicking **PRINT NOW** or **SAVE JOB** you will need to specify the job's queue:

- **Direct type** - the job is immediately printed to the printer assigned to the queue.
- **Pull Print type** - you are asked to scan the QR code of the printer where you want the job to be printed (Pull Print queues require MyQ embedded terminals or MyQ TerminalPro).

 The job queues available will not be labelled **Direct type** or **Pull Print type**, but rather with the name of the queue as assigned in your MyQ setup. The queue type can only be viewed in the MyQ Web UI. In addition, jobs you wish to **PRINT NOW** can be assigned to any queue type, whereas if you want to **SAVE JOB** you can only assign to a Pull Print type queue.


If you select **SAVE JOB**, the job is saved for printing at a later time.

To re-print a job, simply select it from the **Printed** tab of the **Jobs** page and click **Print selected**.

Supported Formats

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

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

 Please note that to print MS Office and LibreOffice documents: .doc, .docx, .xls, .xlsx, .ppt, .pptx, .odt, .ods, and .odp your administrator must have the corresponding suite installed on the server.

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

5.2 AirPrint and Mopria

AirPrint enables you to print photos and documents from your MacBook, iMac, iPhone, iPad, or iPod touch without having to install additional software (drivers).

Mopria Print Service does the same for Android smartphones or tablets. Android users must download the Mopria Print Service app from Google Play.

AirPrint and Mopria Print Service are working with MyQ by exposing MyQ print queues as AirPrint / Mopria Print Service printer devices. You connect to the company's Wi-Fi network, select the queue where you want to send the print job and authenticate yourself with your MyQ credentials. After the first authentication, the credentials are stored on the device. **Pull Print** and **Delegated printing** queues are displayed as available printers on your mobile device.

6 Business Contacts

MyQ® Manufacturer	<p>MyQ® spol. s r.o. 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>
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Technical support	<p>support@myq-solution.com</p>
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