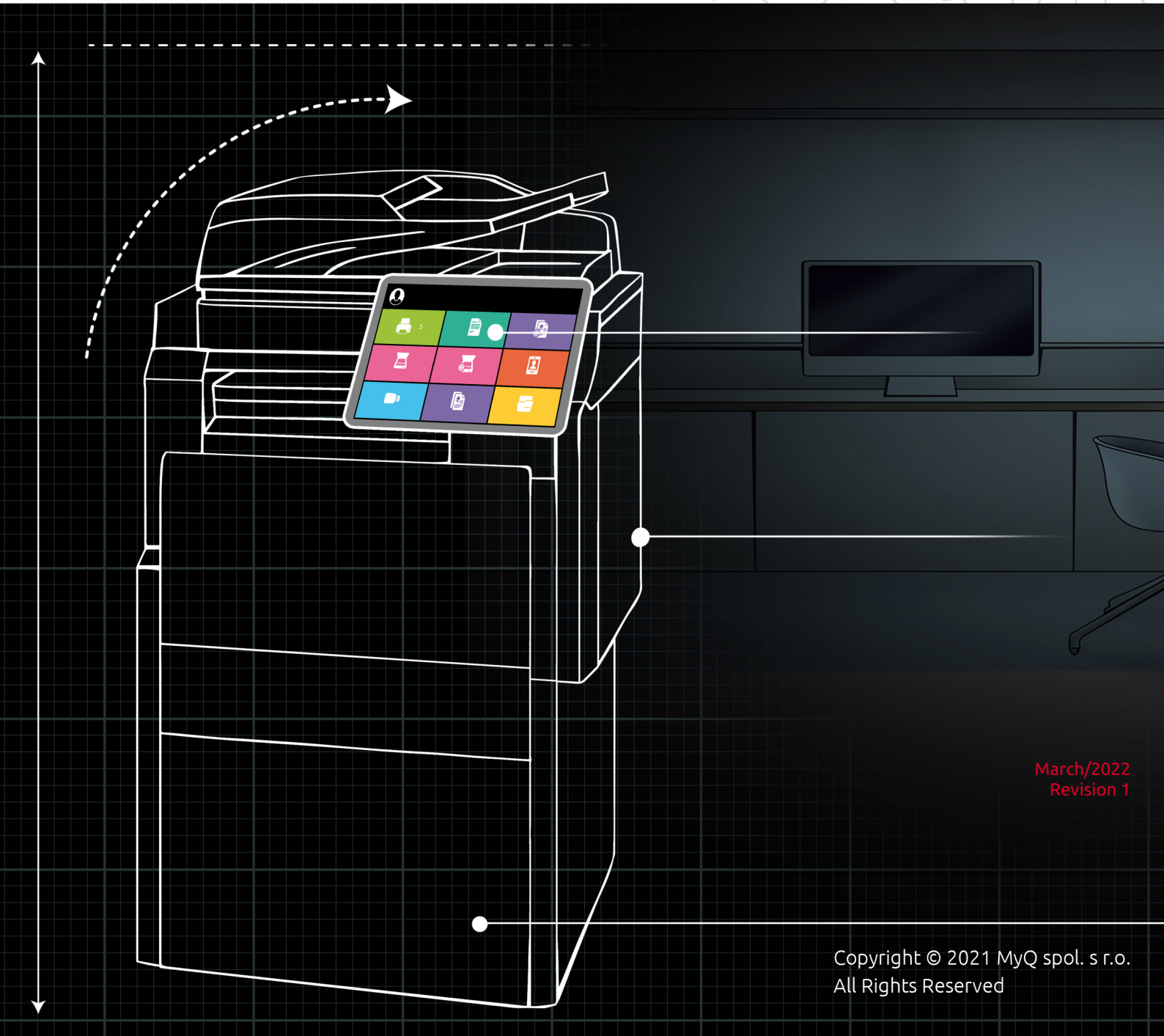
myQ X

Smart Print Services



March/2022
Revision 1

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MyQ Smart Print Services 8.2

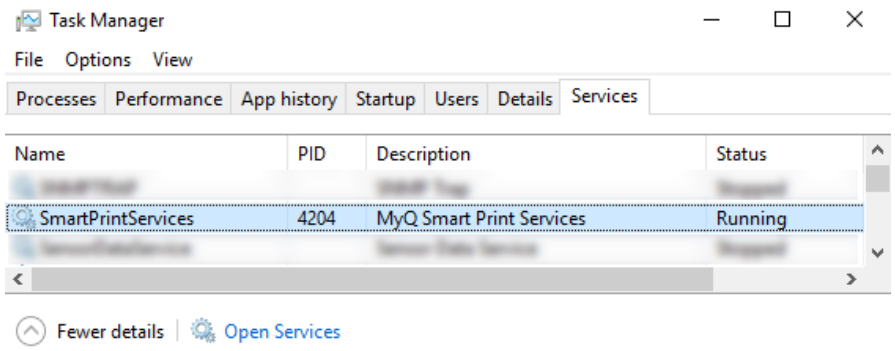
MyQ Smart Print Services is a Windows service that needs to be installed on MyQ users workstations to enable several optional features of the MyQ system, such as secure printing, alternative printing methods and monitoring of local printing devices.

All changes compared to the previous version are listed in the **change log**.

The guide is also available in **PDF**.

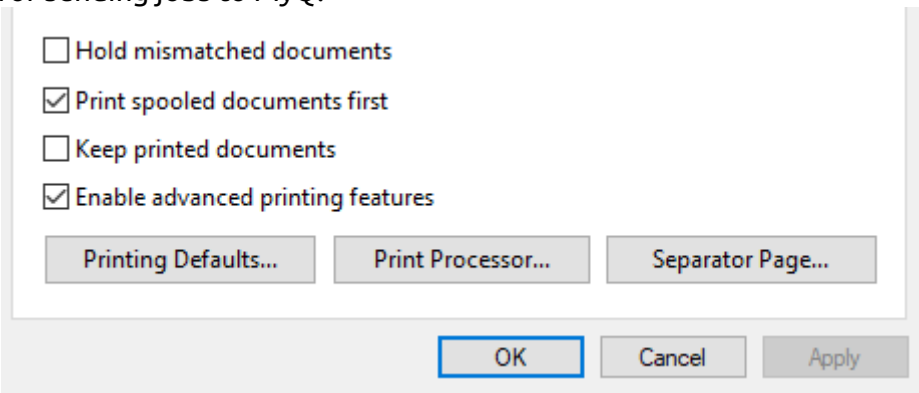
1 Basic Information

MyQ Smart Print Services is a Windows service that needs to be installed on MyQ users workstations to enable several optional features of the MyQ system, such as secure printing, alternative printing methods and monitoring of local printing devices.



1.1 Requirements on the client's workstation

- Supported OS: Windows 8+, Windows 10, Windows Server 2012, 2016, 2019.
- A trusted SSL certificate needs to be installed on the client PC and on the MyQ Print Server (since MyQ SPS 8.0+).
- .NET 4.7.2 or higher needs to be installed.
- To make sure that Smart Print Services works properly, deselect the **Keep printed documents** option on the **Advanced** tab of the print driver. It is used for sending jobs to MyQ.



1.2 Certificate requirements

A trusted SSL certificate has to be added on the client PC and on the MyQ Print Server.

To create a certificate on the MyQ web administrator interface:

1. Go to **MyQ, Settings, Network**.
2. In the **Communication Security** section, select the **Built-in Certificate Authority** mode.

3. Click **Generate new CA certificate**, and then click **Save**.
4. Once your changes are saved, click **Export CA Certificate**.
5. Copy and paste the exported certificate to the client PC, where SPS will be installed.
6. Double click on the certificate to install it.
7. Click **Install Certificate**.
8. Set **Store Location** to *Local Machine*.
9. Place all the certificates in the following store: **Trusted Root Certification Authorities**.
10. Click **Next**, and then **Finish**.
11. Install SPS using MyQ server's hostname, that can be found in **MyQ, Settings, Network, General**.

1.3 Limitations

- **Brands** - If you try to install a different brand on a computer that already has Smart Print Services, the installation will fail. You must uninstall the brand first, and then install the different brand.
- **Printing** - The only supported user detection method is **Job sender**.
- **Client spooling and local print monitoring** - Only a secure https port (default *8090*) supports these features.
- **Client spooling to Pull Print queue** - This setting works for Kyocera only with the embedded version and not with the embedded lite one.

Change user when SPS is running

It can happen that MyQ does not receive print jobs if SPS runs under another user. To change the user:

1. In **Task Manager, Services**, right-click **SmartPrintServices** and select **Open Services**. The Services window opens.
2. Right-click **MyQ Smart Print Services**, and click **Stop**.
3. Click **Properties**. The MyQ Smart Print Services Properties window opens.
4. Click **Log on**. You can change the user in this tab. The user will get temporary admin rights.
5. Click **Browse** to search and select another user, and then click **OK**.
6. Click **OK** in the MyQ Smart Print Services Properties window.
7. Log in as the user you set to run the MyQ Smart Print Services service.
8. Run the Command Prompt window as an administrator.
9. Change the path to *C:\Program Files\MyQ\Smart Print Services\bin.*
10. Run SmartPrintServices.exe encode.
11. Start the **SmartPrintServices** service by following steps 1 and 2, but click **Start** instead.
12. Remove the admin rights from the changed user.

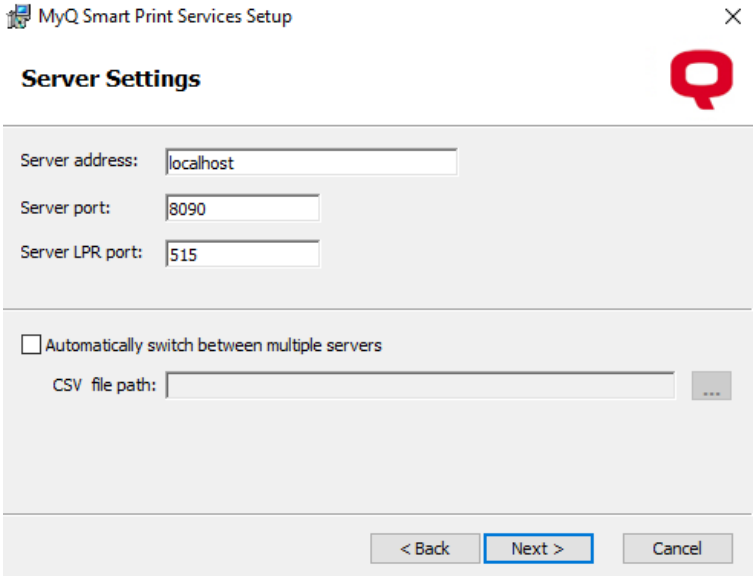
2 Installation

SPS can be installed either via an installation wizard or silently via the command line with parameters.

2.1 Installation via the installation wizard

To install MyQ Smart Print Services via the installation wizard:

1. Download the latest available version of the *.msi* installation file from the MyQ Community portal.
2. Run the file. The MyQ Smart Print Services installation dialog box opens.
3. In the dialog box, read the End-User License Agreement. Select **I accept the terms in the License Agreement**, and click **Next**.
4. Configure the Server Settings:

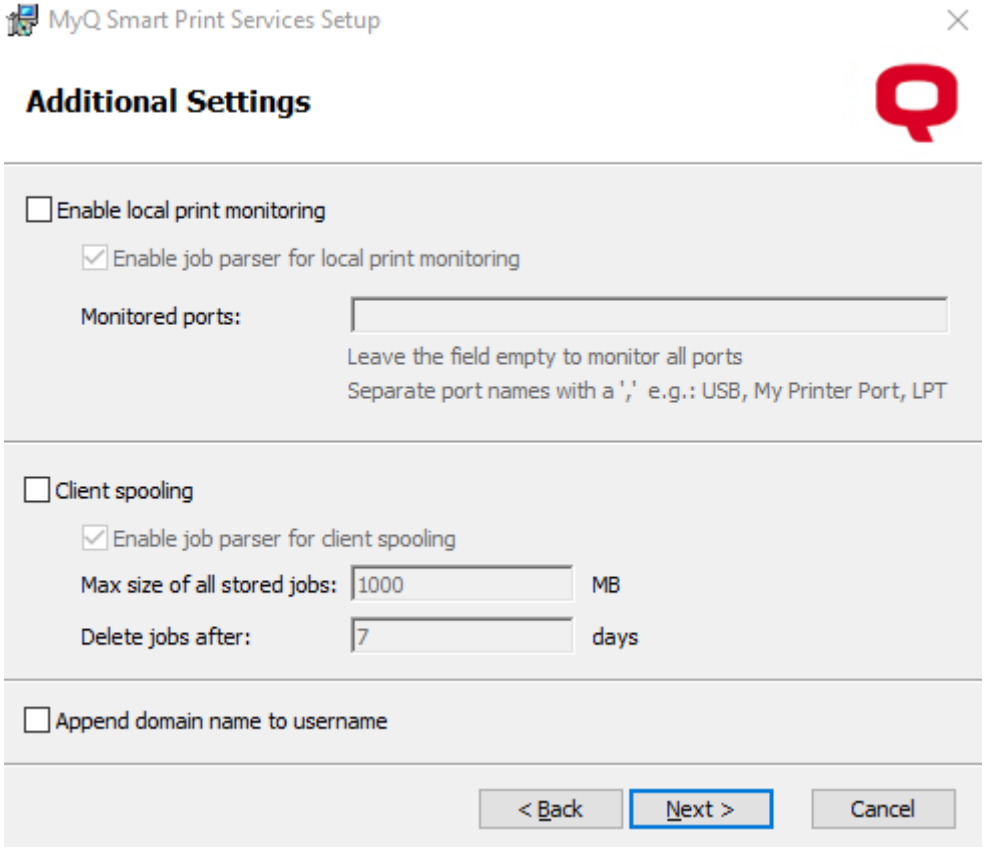


   a. **Server address**: Enter the IP address or hostname of the MyQ server.
   b. **Server port**: Enter the MyQ server's HTTPS port. You need to use the port for secure (SSL) connection; the default port is *8090*.
   c. **Server LPR Port**: Enter the LPR port of the MyQ server. This is the port that the MyQ Smart Print Services listens to and receives print jobs via the LPR protocol. The default port is *515*. Here MyQ SPS listens by default on the address 0.0.0.0 (IPv4) and address [::] (IPv6). These two addresses are "default route" addresses. This means that they can, compared to loopback interface e.g. 127.0.0.1/localhost, also accept communication from other computers on the network, unless this is, for example, blocked by the firewall.
   d. **Automatically switch between multiple servers**: Check the box if you wish SPS to automatically switch between multiple servers on an IP subnet. This is done by uploading a CSV file with the required information, by adding the exact path to the file in the **CSV file path** field, or by clicking **...** and browsing for the file. In case the configuration for the current subnet does not match or something is incorrect on the file or it can't be opened, SPS will

use the configuration for the connection from the registry, set during the installation. The CSV file's headers should be **subnet, serveraddress, serverport**, and **lprport**, as seen on the image below.

	A	B	C	D	E
1	**subnet**	**serveraddress**	**serverport**	**lprport**	
2	10.14.4.0/24	10.14.4.51	8090	515	
3	10.14.5.0/24	10.14.5.133	8090	515	
4	10.14.6.0/24	10.14.6.53	8090	515	
5					

5. Click **Next** once done. The Additional Settings window opens.
6. Configure the Additional Settings:

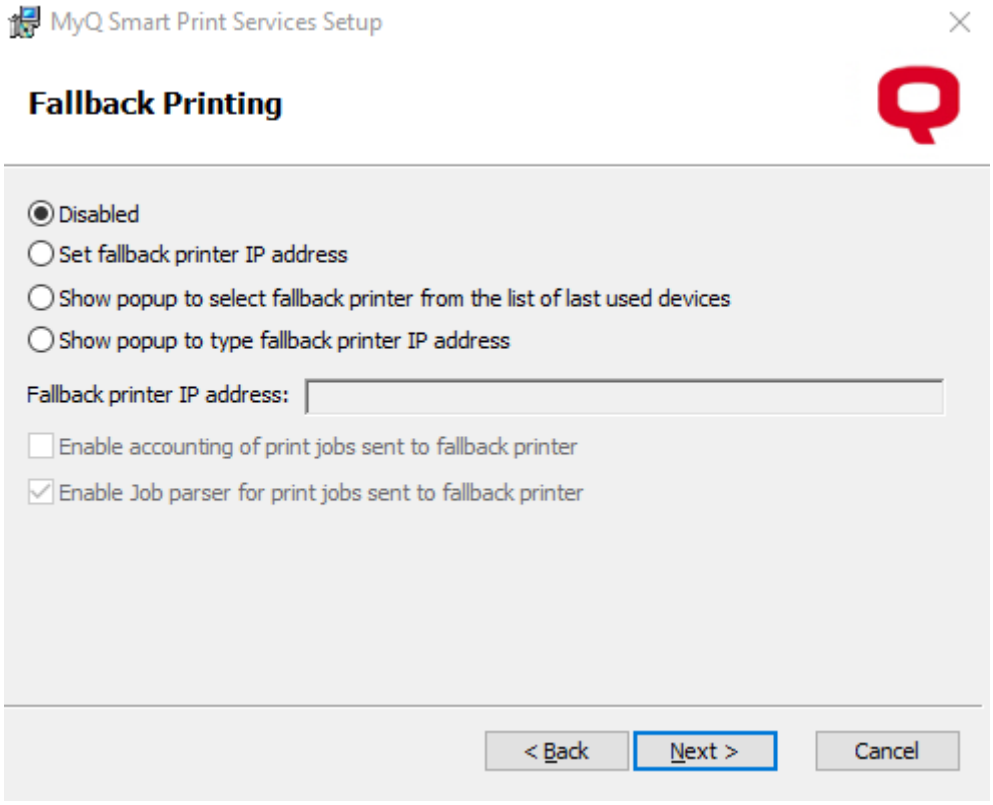


a. **Enable local print monitoring**: Check the box if you want to use this option.
   i. **Enable job parser for local print monitoring**: Check the box to enable it. Job properties that are parsed and reported: *job name, user, computer, job size, BW pages, color pages, copies, paper format, duplex, toner saving, staple, punch, printer language.* If the job parser is disabled, only the *job name, user, computer*, and *job size* are reported to the server.
   ii. **Monitored ports**: Enter the names of the ports that you want to monitor, separated by comma (,). You can use '*****' to monitor all the ports (i.e.: *USB** for ports *USB1*, *USB2*, etc.).

b. **Client spooling**: Check the box to enable it. This option sets the local storage for the jobs spooled on the user's computer. Add the desired values to the fields below:
   i. **Enable job parser for client spooling**: Check the box to enable it. Job properties that are parsed and reported: *job name, user, computer, job size, BW pages, color pages, copies, paper format, duplex, toner saving, staple, punch, printer language*. If the job parser is disabled, only the *job name, user, computer*, and *job size* are reported to the server.
   ii. **Max size of all stored jobs**: This is the limit of the local storage (in MB). After the maximum size of the job folder is reached, jobs will be deleted starting from the oldest one, until the size of all stored jobs is below the limit.
   iii. **Delete jobs after**: The spooled job is stored only for the duration of this period (in days).

c. **Append domain name to username**: Check the box if you want the jobs to be sent to the MyQ server, spooled as follows: **username@computerdomain** (*eliot.kate@companyx.com* instead of *eliot.kate*). This is an advanced option of the MyQ system. Use it only if you need the information about the computer's domain included in the job sender's name.

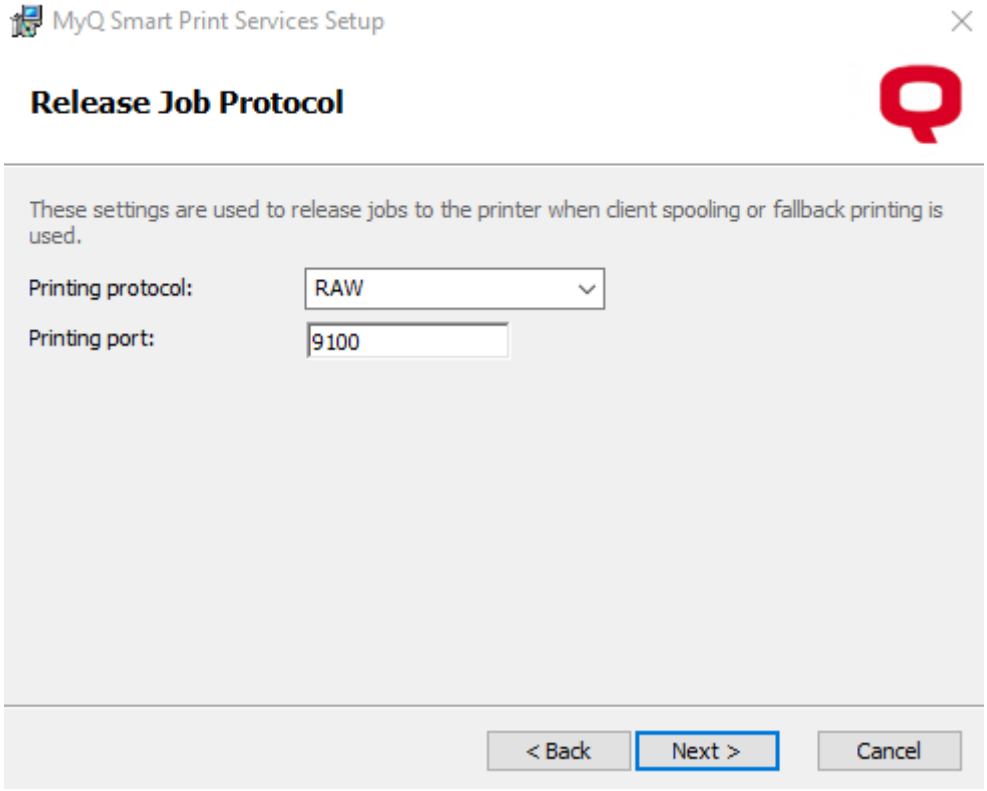
7. Click **Next**. The Fallback Printing window opens.
8. Configure the Fallback Printing settings:



a. **Disabled**: Select this if you don't want to enable fallback printing.
b. **Set fallback printer IP address**: Select this to enable fallback printing by setting the fallback printer's IP address to print jobs automatically.

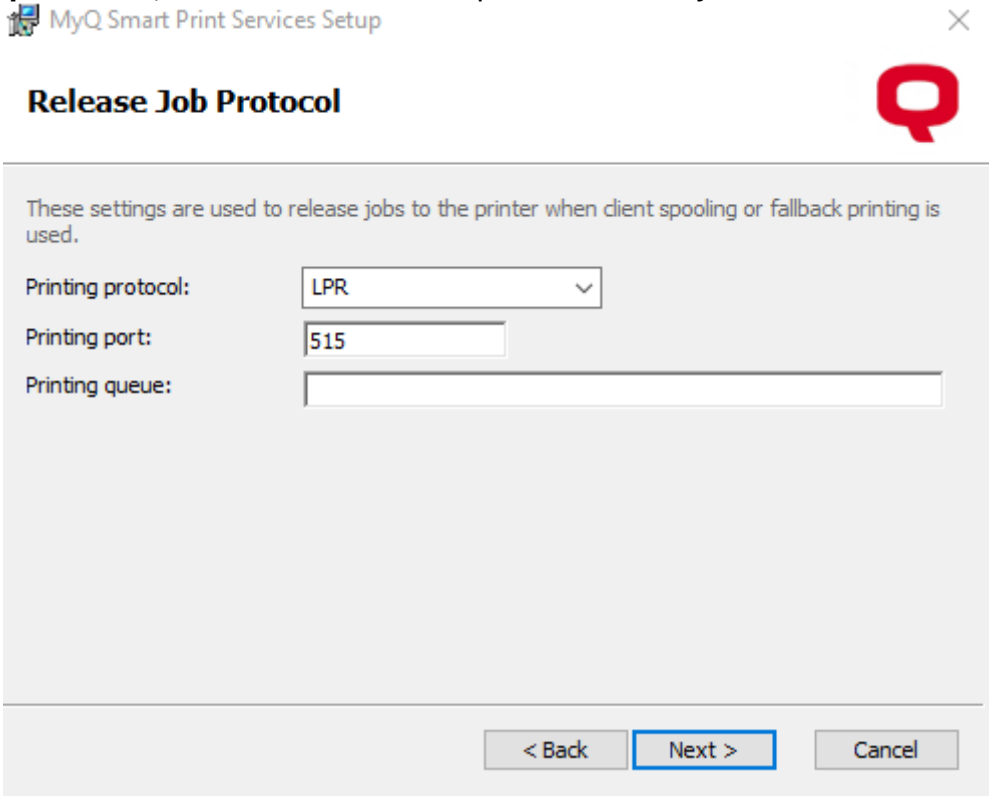
c. **Show popup to select fallback printer from the list of last used devices**: Select this to enable fallback printing by showing a pop-up to select the fallback printer from a list of the last used devices.
d. **Show popup to type fallback printer IP address**: Select this to enable fallback printing by showing a pop-up where you can type the fallback printer's IP address.
e. **Fallback Printer IP address**: Enter the IP address or hostname of the backup printing device that you want to use for the fallback printing.
f. **Enable accounting of print jobs sent to fallback printer**: Check the box to enable it (disabled by default). As soon as the connection to the MyQ server is re-established, the printer's properties and the print jobs metadata are sent to the MyQ server.
g. **Enable Job parser for print jobs sent to fallback printer**: Check the box to enable it (enabled by default). With the job parser enabled, additional job properties are parsed and reported to the MyQ server once the connection is re-established.

9. Click **Next**. The Release Job Protocol window opens.
10. Configure the Release Job Protocol settings, that are used in order to release jobs to the printer when client spooling or fallback printing is used:



a. **Printing protocol**: Select the printer protocol for sending the job to the backup printing device. After you change the protocol, the **Printing port** number automatically changes according to it. The following protocols can be used:
RAW (default port: *9100*): Basic printing protocol, set by default.

IPP (default port: *631*): Internet printing protocol, no port is used (or needed); all the information is inside the printer address.
IPPS (default port: *443*): Secure version of the IPP.
LPR: (default port: *515*): Line Printer Remote protocol. In the **Printing queue** field, enter the name of the queue where the jobs will be sent.



b. **Printing port**: Set the printing port according to the selected printer protocol. In case you want to use the client spooling feature on the printing device, select one of the following options:
10010: Client spooling port for direct print. The job is automatically printed after it is received by the printing device.
10011: Client spooling port for secured hold print. The job is spooled by the printing device and waits there until the user logs in and releases it. It is not possible to release this job on any other printing device.
10012: Client spooling port for pull-print. The job is spooled by the printing device. Once the user logs on any of the devices connected to the same subnet, information about this job is provided, the job is displayed in the list of the available jobs and can be released there.
10013: Client spooling port for delegated print. It works the same as Client spooling pull-print, except that the job can be released by delegates of the sending user.

11. Click **Next**. The Ready to Install window opens.
12. Click **Install** to begin the installation, **Back** to go back and modify your settings, or **Cancel** to exit the installation wizard.
13. Once the installation is done, click **Finish**.

2.2 Silent installation

- *Microsoft .NET Framework 4.7.2* needs to be installed before the silent installation.
- *Visual C++ Redistributable for Visual Studio 2015 Update 3* needs to be installed before the silent installation.

To silently install the application, download the latest available version of the *.msi* installation file from the MyQ Community portal, and run the following command as an administrator on the Windows command line:

msiexec /I *InstallationFile* /log "install_spslog.log" /qn *PARAMETERS*

The **msiexec /I** command executes the msi installer.

InstallationFile is the name of the installation file (for example *MyQ Smart Print Services 8.2.msi*).

The **/log** command creates a log of the installation.

PARAMETERS is a string consisting of the following parameters (in case you do not include a parameter in the command, its default value is used for the installation).

Example of the silent installation command:

msiexec /I MyQ Smart Print Services 8.2.msi /log "install_spslog.log" /qn SERVERADDRESS="myqhostname" SERVERPORT=8090 SERVERLPRPORT=515 CLIENTSPOOLING=0 LPMENABLED=1 LPMPORTS="USB" APPENDDOMAIN =0 FALLBACKPRINTING=1 FALLBACKPRINTERADDRESS="fallbackprinteripaddress" FALLBACKPRINTERPORT=9100 FALLBACKPRINTERPROTOCOL="RAW"

If you update a parameter after the installation, add **REINSTALL=ALL** to the command line.

Common parameters

- **APPDIR**: Use this parameter to change the folder where the application is installed (the default value is *C:\Program Files\MyQ\Smart Print Services*).
- **SERVERADDRESS**: MyQ Server's IP address or hostname (the default value is "*localhost*").
- **SERVERPORT**: MyQ server's HTTPS port. You need to use the port for secure (SSL) connection (the default value is *8090*).
- **SERVERLPRPORT**: The port number on which LPR jobs are sent to MyQ (the default value is *515*).

Parameters per feature

Secure printing

- **CLIENTSPOOLING**: *0* = Enabled, *1* = Disabled (the default value is *0*).

Automatically switch between multiple servers

- **ALTERSERVER**: Set to *1* to enable automatic switch between multiple servers.
- **CSVSERVERTABLEINFO**: File path where the information about sub networks can be found.

Local print monitoring

- **LPMENABLED**: Local Print Monitoring; *0* = Disabled, *1* = Enabled (the default value is *0*).
- **LPMPORTS**: Enter the names of the ports that you want to monitor. You can use a substring to monitor all local ports whose names contain the string, such as *USB* for the ports *USB1*, *USB2* etc. If you leave this setting empty, all local ports are monitored.
- **LPMJOBPARSERENABLED** : Configure if the job will be parsed (using MAKO) before it will be sent to the server. *0* = Disabled, *1* = Enabled (the default value is *1* - Mako parser is enabled).

Client spooling

- **CLIENTSPOOLING**: *0* = Disabled, *1* = Enabled (the default value is *0*).
- **MAXJOBFOLDERSIZE**: This is the limit (in MB) of the local storage for the **Client Spooling** feature. After the maximum size of job folder is reached, jobs will be deleted starting from the oldest one, until the size of all stored jobs is below the limit (the default value is *1000*).
- **JOBEXPIRATION**: The spooled job is stored only for the duration of this period. The period is set in days (the default value is *7*).
- **HEARTBEATTIMEOUT**: Sets how many seconds SPS will wait until it informs MyQ that the job has been printed. This only affects the **Client Spooling** configuration.
- **CSJOBPARSERENABLED** : Configure if the job will be parsed (using MAKO) before it will be sent to the server. *0* = Disabled, *1* = Enabled (the default value is *1* - Mako parser is enabled).

Append domain name to username

- **APPENDDOMAIN**: *0* = Disabled, *1* = Enabled (the default value is *0*). When this option is enabled, the jobs sent to the MyQ server are spooled as follows: **username@computerdomain** (*eliot.kate@companyx.com* instead of *eliot.kate*). Use it only if you need the information about the computer's domain included in the job sender's name.

Fallback printing

Parse and account the job to the server after was sent to Fallback printer

- **FBJOBACCOUNTING -** Enable accounting of print jobs sent to the fallback printer. *0* = Disabled, *1* = Enabled (the default value is *0*).
- **FBJOBPARSER -** Enable Job parser for print jobs sent to the fallback printer. *0* = Disabled, *1* = Enabled (the default value is *1).*

Set fallback printer IP address

- **FALLBACKPRINTING**: Fallback printing; *0* = Disabled, *1* = Enabled (the default value is *0*).

- **FALLBACKPRINTERADDRESS** : Enter the IP address of the backup printing device that you want to use for the fallback printing (the default value is an empty string).

Show popup to select fallback printer from the list of last used devices

- **FALLBACKPRINTING**: Fallback printing; *0* = Disabled, *1* = Enabled (the default value is *0*).
- **LASTNPRINTERUSED**: Number of printers listed in the fallback printer selection list; the recommended number to set is *5*, the maximum recommended number is *20*.

Show popup to type fallback printer IP address

- **FALLBACKPRINTING**: Fallback printing; *0* = Disabled, *1* = Enabled (the default value is *0*).
- **ALTERFALLBACKPRINT**: Enables pop-up windows for alternative printers. *1* = Enabled.

Port configuration

- **FALLBACKPRINTERPROTOCOL**: Select one of the following printer protocols (the default value is **"RAW"**).
  - **"RAW"** (default port: *9100*): Basic printing protocol; no extra information is required.
  - **"IPP"** (default port: *631*): Internet Printing Protocol, no port is used (or needed); all the information is inside the printer address.
  - **"IPPS"** (default port: *443*): Secure version of the IPP.
  - **"LPR"** (default port: *515*): Line Printer Remote protocol; it requires setting the queue's name where the jobs will be sent to.
    - **FALLBACKPRINTERQUEUE**: Enter the name of the Queue where jobs will be sent if the LPR protocol is used (the default value is an empty string).
- **FALLBACKPRINTERPORT**: Set the port number according to the selected printing protocol (the default value is *9100*).
  If you want to use the Client spooling feature on Kyocera devices, select one of the following options:
  - **10010**: Client spooling port for direct print. The job is automatically printed after it is received by the printing device.
  - **10011**: Client spooling port for secured hold print. The job is spooled by the printing device and waits there until the user logs in and releases it. It is not possible to release this job on any other printing device.
  - **10012**: Client spooling port for pull-print. The job is spooled by the printing device. Once the user logs on any of the devices connected to the same subnet, information about this job is provided and the job is displayed in the list of the available jobs and can be released there.
  - **10013**: Client spooling port for delegated print. It works the same as Client spooling pull-print, except that the job can be released by delegates of the sending user.

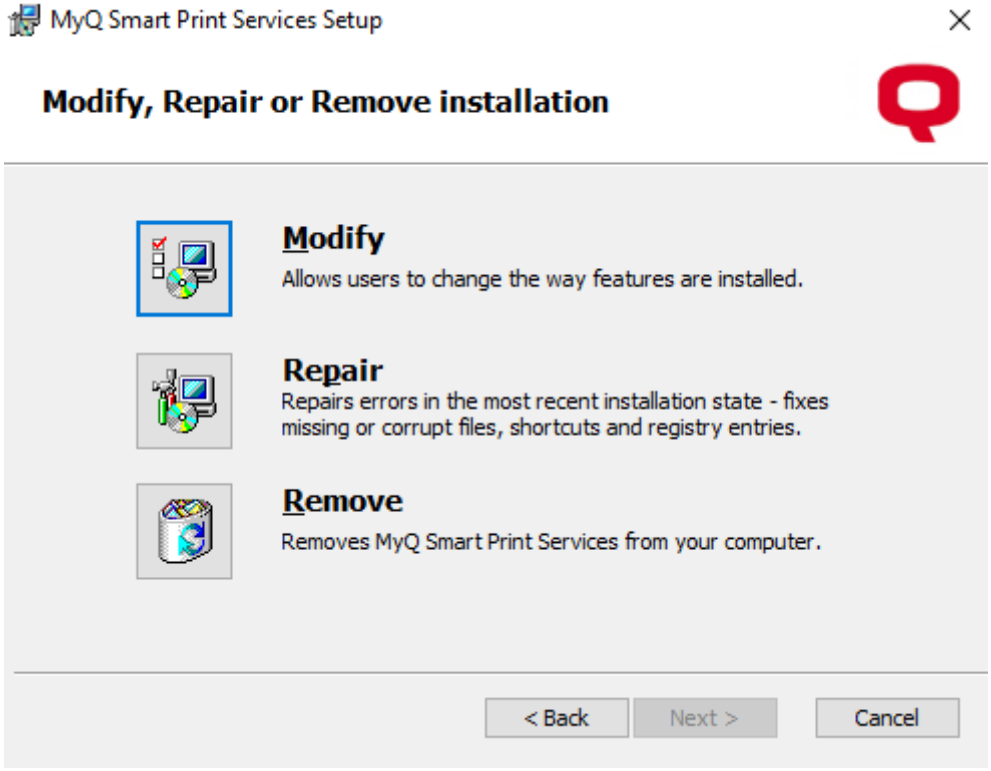
3 Modify Settings

The settings can be changed either via the installation wizard, or via the silent update command on the Windows command line. Use the same method that you used during the installation.

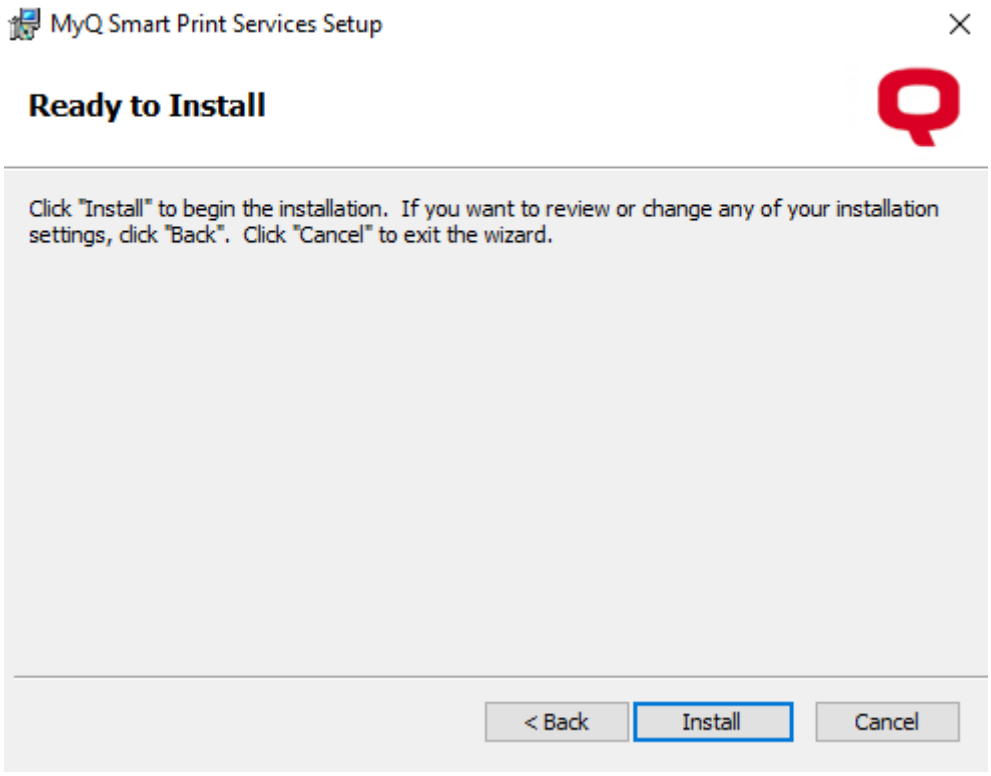
3.1 Modify settings via the installation wizard

To modify settings via the installation wizard:

1. Run the installation file. The MyQ Smart Services setup dialog box opens.
2. In the dialog box, select the **Modify** option, and click **Next**. The setup options window opens.



3. Modify the MyQ Smart Print Services settings.
4. Click **Next** as you go through the settings windows.
5. Click **Install**.



6. Once the installation is done, click **Finish** to exit the setup.

3.2 Modify settings via the silent setup

To modify the settings using the Windows command line, modify the parameters and add **REINSTALL=ALL** to the command line.

Example:

msiexec /I MyQ Smart Print Services 8.2.msi /log "install_spslog.log" /qn SERVERADDRESS="myqhostname" SERVERPORT=8090 SERVERLPRPORT=515 CLIENTSPOOLING=0 LPMENABLED=1 LPMPORTS="USB" APPENDDOMAIN =0 FALLBACKPRINTING=1 ALLBACKPRINTERADDRESS="fallbackprinteripaddress" FALLBACKPRINTERPORT=9100 FALLBACKPRINTERPROTOCOL="RAW" REINSTALL=ALL

4 MyQ SPS Features

MyQ Smart Print Services offers the following MyQ features:

Client Spooling

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

When a user prints their job while this feature is activated, only the print metadata are sent to the server and the actual print job does not leave the computer (in fact, it is stored there as a RAW file). It waits until the user is authenticated at a printing device and selects to print the job there. Then, the printing device notifies the server, the server notifies the computer, and the computer sends the job to the printing device where it is printed.

There is a dependency on queue types:

- A job from a Direct queue is printed immediately.
- A job from a Pull-Print and/or Delegated queue waits until the user has selected it.
- A job from a queue marked as private is deleted immediately after printing.

For further information, see **Client Spooling** in the *MyQ Print Server* guide.

Be aware that when SPS receives a job, only the metadata for this job are sent to MyQ.

The data file of the job is stored in SPS on the machine. There is a limitation that job parameters as *Color*, *Copies*, and *Format* are not transferred to MyQ.

- The protocol used for Client spooling is decided by the Protocol setting in the corresponding MyQ Queue. Supported protocols are RAW, LPR, IPP, and IPPS.
- Client spooling is not available on Kyocera Embedded Lite devices.

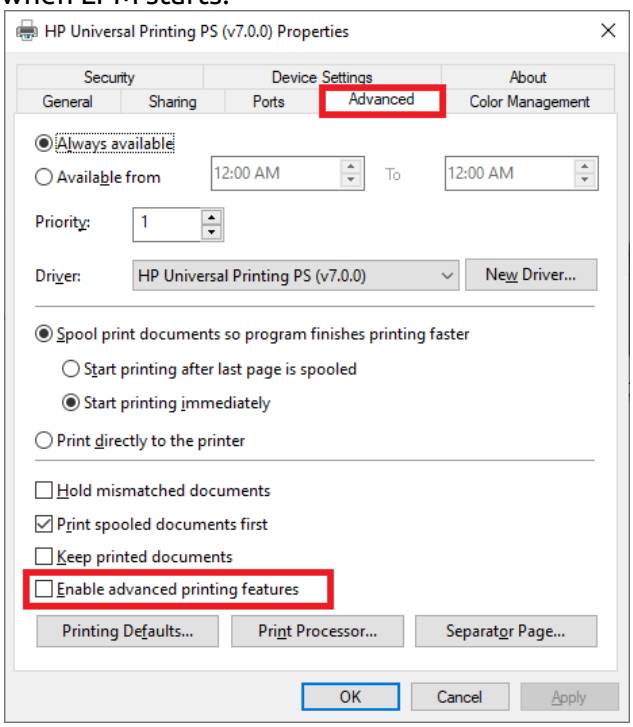
Local Print Monitoring

Besides monitoring network printing devices, MyQ is able to monitor the number of printed pages on devices connected locally via a parallel port or a USB port. In such cases, the number of printed pages is extracted from the print spooler as it is being processed by the print driver.

Known limitations:

- LPM is supported on LPT, USB, TCP/IP and IPP ports. Monitoring of other ports may work, but it is not guaranteed.
- LPM does not work properly with a printer that has the **Keep printed document** option enabled in the Advanced printer properties.

- LPM does not work properly with a printer that has the "**Enable advanced printing features**" option enabled in the Advanced printer properties. This option is automatically switched off (if possible) for all monitored printers when LPM starts.



For further information, see **Monitoring local printers** in the MyQ Print Server guide.

Fallback Printing

With MyQ Smart Print Services installed and running on the end user's workstation, you can set a backup printing device to be used for printing when the connection to the MyQ server is lost. The Fallback printing feature serves as an important backup tool in case of a server outage.

4.1 Fallback Printing

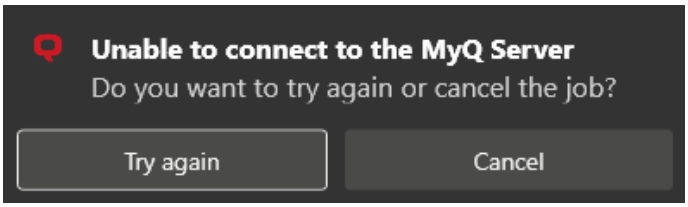
Fallback printing means that when a job cannot be spooled to MyQ, the job is spooled to a specified network printer. This can be a printer that has to be specified by an IP address or a hostname, a preset printer, or a printer from a printer list. Jobs are sent one by one with a 45 seconds delay where every job must be confirmed.

The following fallback printing workflows are available:

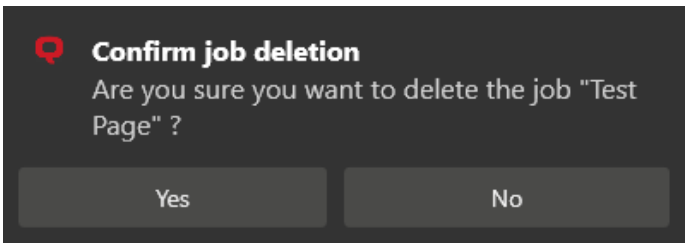
- Failing server with Fallback Printing disabled.
- Failing server with a preset IP address set as a fallback option.
- Failing server with printer selection set as a fallback option.
- Failing server with IP address/hostname set as a fallback option.

4.1.1 Fallback Printing disabled

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

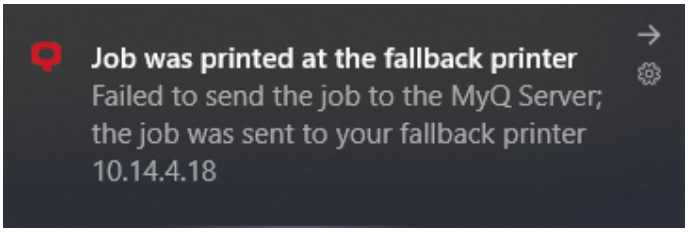


- Click **Try again** to check whether the server is now online.
- Click **Cancel** to delete the job, and click **Yes** in the next pop-up to confirm the deletion.



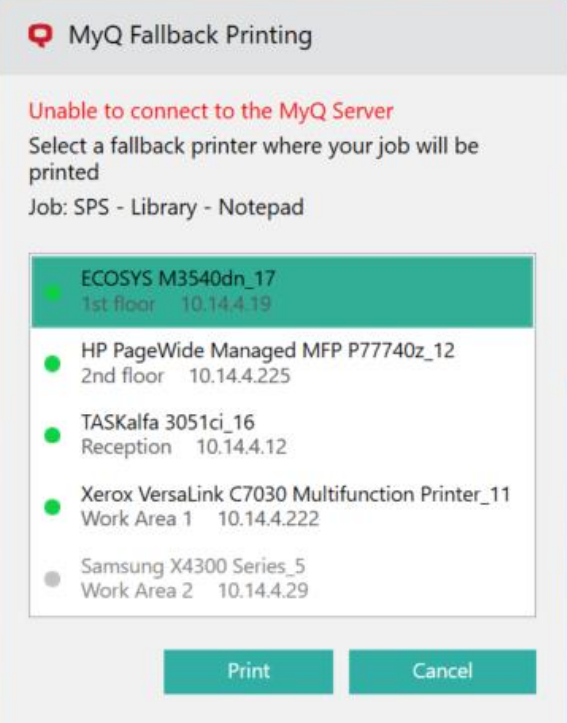
4.1.2 Preset IP address as fallback

If you want to print and the server is offline, and you have enabled the **Set fallback printer IP address** selected as the Fallback Printing option, the job is automatically sent to the specified printer. Once the job is printed, the following message is displayed:

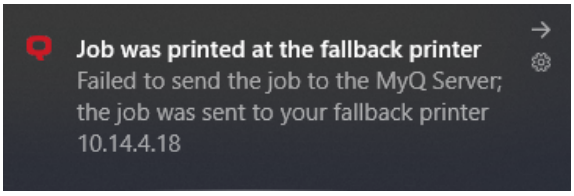


4.1.3 Printer selection as fallback

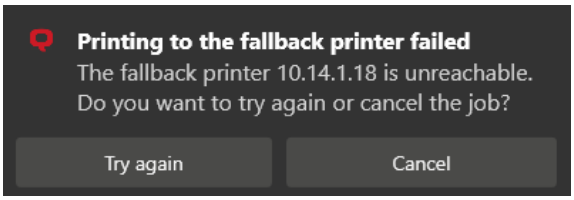
If you want to print and the server is offline, and you have selected the **Show popup to select fallback printer from the list of last used devices** as the Fallback Printing option, a pop-up with a list of printers to choose from is displayed:



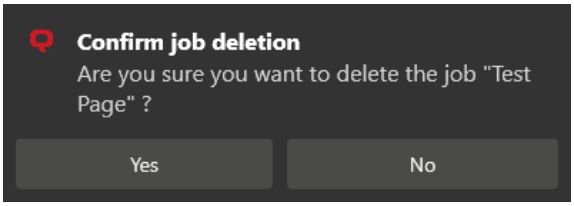
Select a printer from the list, and click **Print**. The job is printed and the following message is displayed, after which the job is deleted.



In case the job cannot be printed at the selected fallback printer, the following message is displayed:



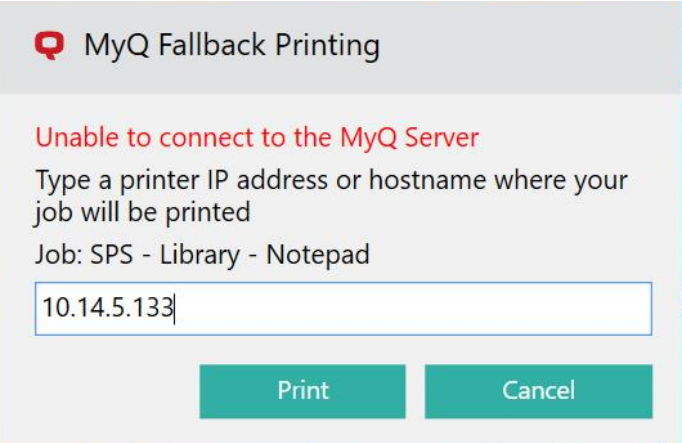
- Click **Try again** to return to the fallback printers list, to try another printer.
- Click **Cancel** to delete the job, and click **Yes** to confirm the job deletion.



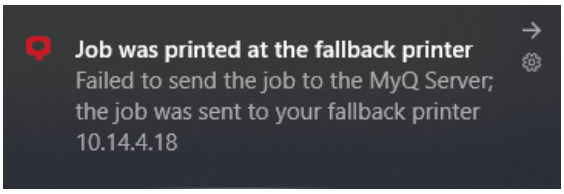
The displayed printers can be found in the *printers.csv* file, stored in the *C:\ProgramData\SPS\Users\ [username]* folder on the user's computer. The printers in this file are updated when the SPS service starts, the user logs in to their computer, the PC changes IP address, and once per day when the user is logged in.

4.1.4 IP address/hostname as fallback

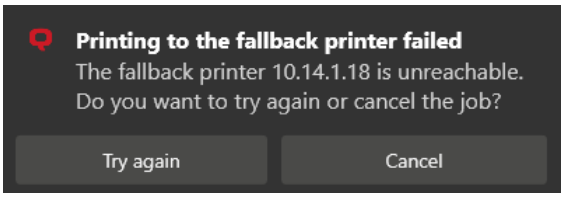
If you want to print and the server is offline, and you have selected the **Show pop-up to type fallback printer IP address** as the Fallback Printing option, a pop-up with job specifications and a field for entering an IP address/hostname is displayed:



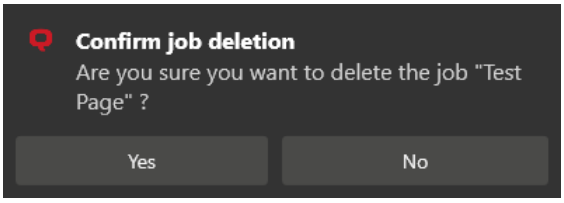
Enter the printer's IP address or hostname, and click **Print**. The job is printed and the following message is displayed, after which the job is deleted.



In case the job cannot be printed at the selected fallback printer, the following message is displayed:



- Click **Try again** to return to the fallback printers list, to try another printer.
- Click **Cancel** to delete the job, and click **Yes** to confirm the job deletion.


Confirm job deletion
Are you sure you want to delete the job "Test Page" ?
Yes
No

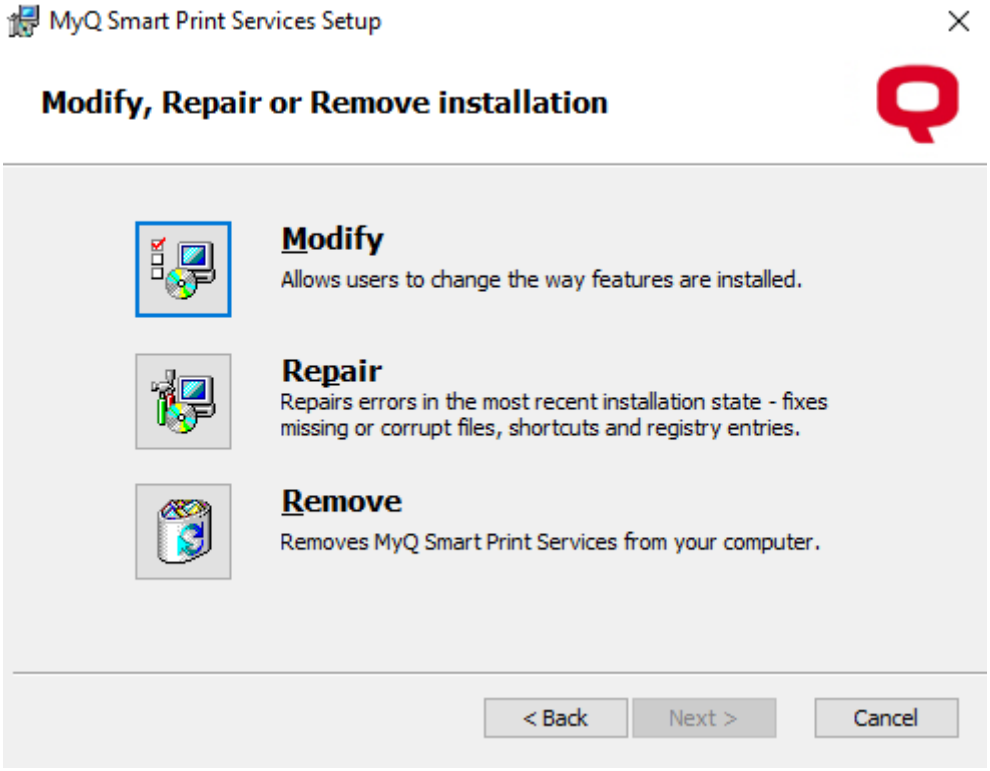
5 Uninstallation

MyQ SPS can be uninstalled either via the installation wizard or via the silent uninstallation command on the Windows command line. Use the same method that you used during the installation.

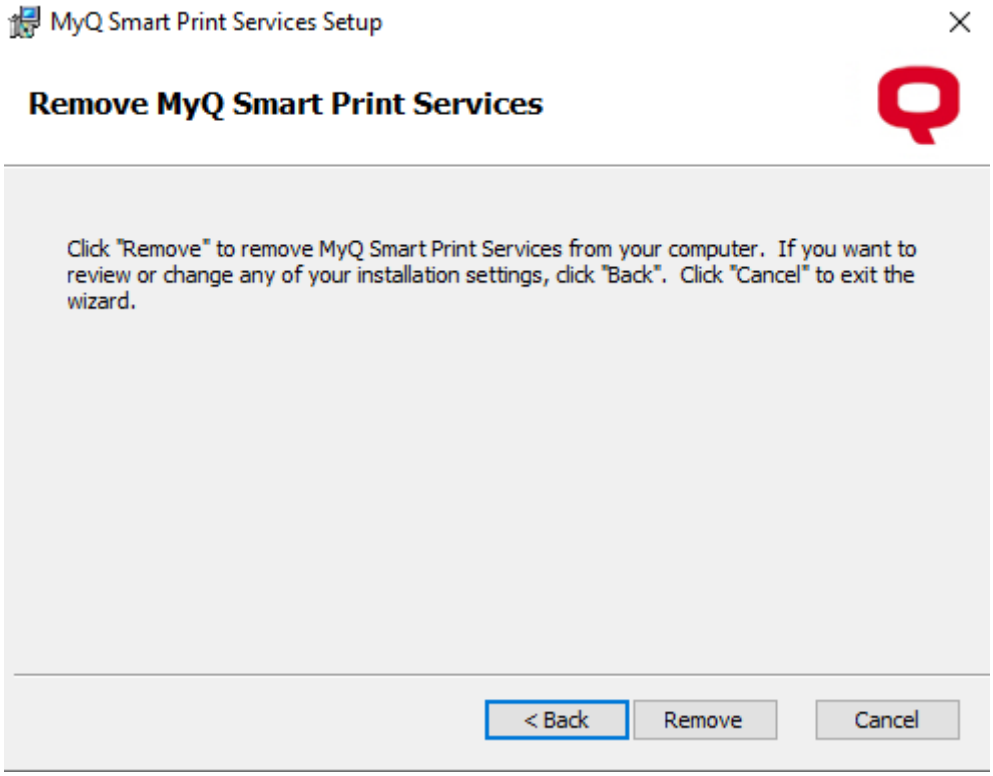
5.1 Uninstallation via the installation wizard

To uninstall MyQ Smart Print Services via the installation wizard:

1. Run the installation file. The MyQ Smart Services setup dialog box opens.
2. In the dialog box, select the **Remove** option, and click **Next**.



3. Click **Remove** to confirm the uninstallation.



4. Click **Finish** to exit the setup.

5.2 Silent uninstallation

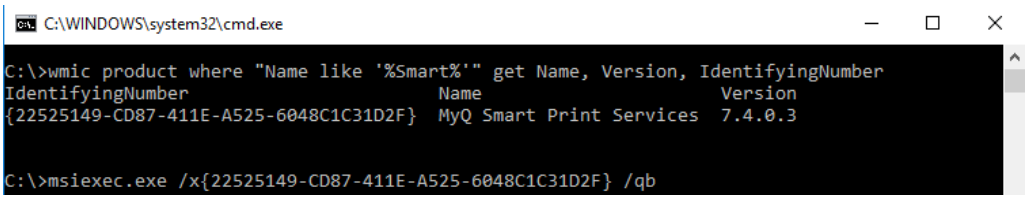
To silently uninstall the service, open the Windows command line and:

- Find the **Identifying Number** of the MyQ Smart Print Services application via the following command:

wmic product where "Name like '%Smart%'" get Name, Version, IdentifyingNumber

- Uninstall the application via the following command:

msiexec.exe /x *{IdNumber}* (where **{IdNumber}** is the **Identifying Number** of the application).



6 Change Log

6.1 Release notes from version 8.1 to 8.2

- Client ID and Client Secret information no longer needed.
- Option to enable the Job Parser for Local print monitoring, Client spooling, and jobs sent to fallback printers.
- Option to enable accounting of print jobs sent to fallback printers.

7 Business Contacts

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