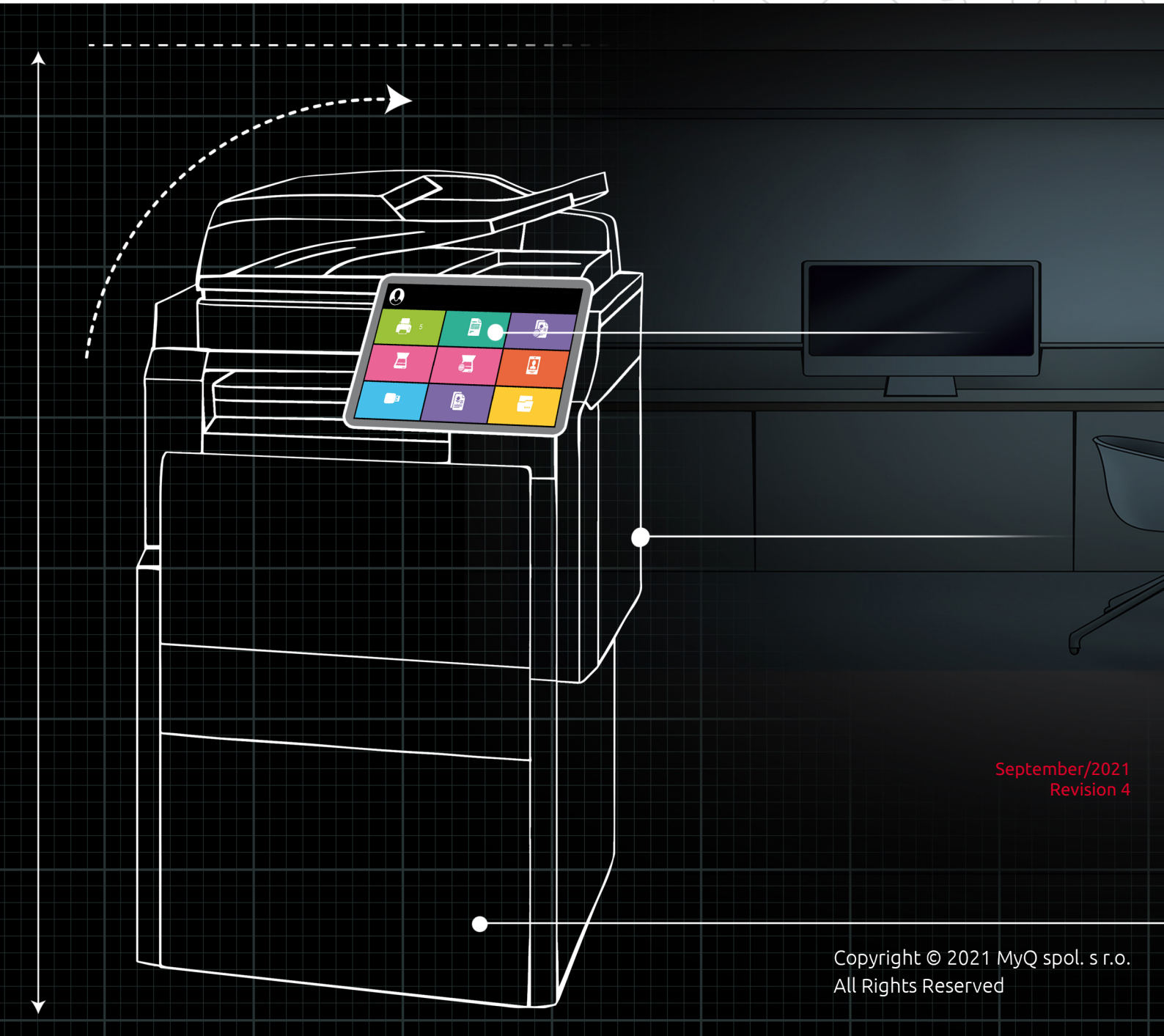
myQ X

Technical Brochure



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Revision 4

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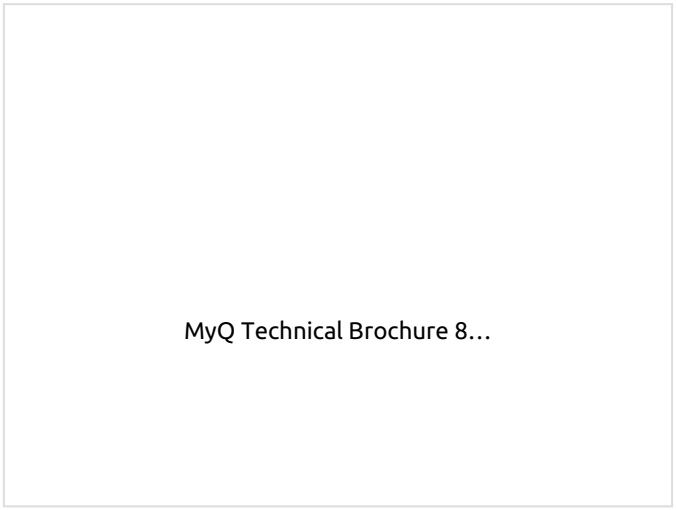
MyQ Technical Brochure 8.2

MyQ Technical Brochure provides an overview of the MyQ printing solution from a technical standpoint, along with the compatible devices and additional software and hardware.

It applies to the following MyQ products:

- MyQ Server 8.2+
- MyQ Kyocera Embedded Terminal 8.1+
- MyQ HP Embedded Terminal 8.2+
- MyQ Lexmark Embedded Terminal 8.1+
- MyQ Ricoh SmartSDK Embedded Terminal 7.5+
- MyQ Toshiba Embedded Terminal 8.1+
- MyQ Sharp Embedded Terminal 8.1+
- MyQ Xerox Embedded Terminal 7.5+
- MyQ Canon Embedded Terminal 8.2+
- MyQ Epson Embedded Terminal 8.1+

The brochure is also available in PDF



1 MyQ Overview

1.1 MyQ System Introduction

Complete solution for printing services

The main objective of the MyQ system is to offer a universal tool providing all services related to print, copy, and scan in one package. The flexibility of the MyQ system allows the customer to only use functions they currently need and expand it easily any time in the future, if required.

Easy installation and management

Integration of all monitoring and printing functions into a single unified system results in an easy and intuitive operation with minimal requirements for installation and system administration.

High compatibility

To fulfill real market requirements, MyQ assures the highest possible level of compatibility in all three of these related topics: IT environment, device equipment, and ID technology.

- Support for Hyper-V, Citrix or MS Terminal Server environments
- Support for MS Cluster
- Printing from Windows, Linux, and MAC OS, plus support of AS400 or SAP
- More than 3500 supported print/copy devices from more than 24 vendors
- Over 60 ID card technologies for user identification, and with easy customization it allows you to connect almost every reader available on the market.

1.2 MyQ Objectives

Complete monitoring of printing services

Having accurate information about the usage of print services is an implicit condition for monitoring and optimization. MyQ employs a unique combination of several methods of communication with print/copy devices and print spooler monitoring. This combination provides a very sophisticated system of acquiring precise counter statuses and generating transparent reports.

Print environment optimization

After all the data about the current print environment is known, optimization begins. MyQ can indicate which devices are not being used effectively; users printing more than expected as well as the printing costs of every user or department. MyQ can also monitor the service alerts from all the devices and detect the unreliable devices with high demand for service and support. Based on this information, a complete restructuring of the printing environment (including replacing old devices with new, more effective models), or just a simple rearrangement of existing devices can follow.

Security issues and user login

Based on the previous optimization, ineffective local personal printers can be replaced by a central corridor device, shared by several users from different offices. This increases the importance of security issues: an unauthorized person may get access to documents printed by another user on a shared corridor device. MyQ can simply avoid this situation by equipping every shared network device with the MyQ hardware
terminal which enables user login. The print jobs are then stored on the server and printed only if the user is correctly identified by PIN, ID card or ID tag.

MyQ allows connecting almost every identification technology available on the market. From simple PIN identification, followed by chip card and magnetic-strip card readers, to a wide portfolio of contactless readers. Selected print devices can be equipped with special MyQ Embedded terminals, providing many advanced functions and a very comfortable user interface.

Print, copy, and scan accounting

The next step of optimization is reducing the number of printed and copied pages. A very effective way is to monitor the number of pages printed and copied by every user, including monitoring the locally connected personal printers. Even better control is possible by setting quotas for each user and department, or running project accounting for monitoring the print costs of particular projects. Institutions providing commercial
print services to the public will appreciate the possibility of credit accounting when print functions are available only to users with prepaid credit. This method is often used at schools or libraries.

Job management/ Pull Print functionality/ Scan management

The user identification on the print and copy devices provides the ability to not only control or restrict usage, but to also manage print and scan jobs. After a user has logged onto the device, they can search through all their print jobs stored on the server and print, delete, reprint or mark them as “favorite.”

The print jobs are not fixed to one device, but are accessible from all the connected devices, depending on user rights. This means that any job sent to print can be printed on any device in the network, based on where the user logs in (Pull Print functionality). The result saves time for all the employees and increases their work efficiency.

User identification on multifunctional devices can also simplify the network scan process. By simply pressing just one button, the scanned document is sent to the user's email or a shared folder or other destinations. MyQ offers the unique feature of scanning profiles. The administrator may simply define various buttons with different functions, allowing them to significantly simplify the documents workflow, making the work of the end-user more efficient and less time consuming.

2 MyQ Main Functions

2.1 Printing Methods

MyQ offers multiple secure printing methods that can be combined according to your needs.

Direct queue

One of the most common printing methods is direct printing. A very straightforward method; on a user's workstation, the user selects a device to print a job and the document is printed on the selected device directly, without the need to authenticate.

The document goes through the MyQ server first to check the policies and rights applied to that user and printer (possibility for that user to use that printer, to print in color or force in B&W, duplex, toner saving mode etc.) and for accounting purposes.

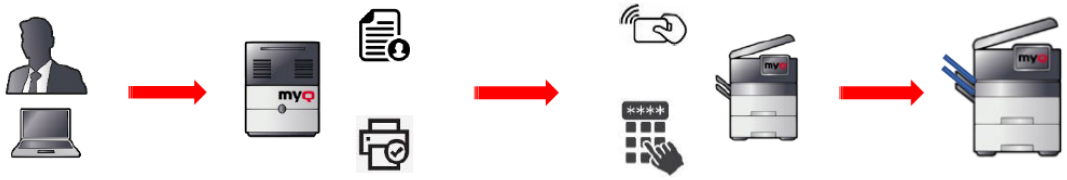
This method is appropriate for businesses that are not working with confidential documents and/or for small premises where they have a very limited number of devices.

Pull Print Queue

The most important feature that MyQ offers is the pull-print functionality, which offers several advantages: **flexibility**, **security**, and **simplicity**.

Usually in enterprise environments, printers installed on a user's workstation are those closest to them. Those devices are accessible by everybody and so are the printed documents, which can pose a security risk. In today's business, mobility matters and users need to be able to print a document as they are moving within their company premises.

The pull print queue addresses all these issues. Within the same site, a user will send a document for printing from their workstation to a pull print queue. If the queue contains multiple printers, this employee can then retrieve the document at the printer of their choice anywhere at the office, by logging on any device using the queue. The document is securely stored in the MyQ Server until the job owner's action. Compared to direct printing where the document stays unattended at the printer and where anybody can access it, the pull print solution is more suitable for sensitive document printing.



Tandem Queue

The Tandem queue is a special queue which works similarly to the Direct queue; jobs sent to this queue are automatically printed without any authentication. One of the differences is that multiple printers can be assigned to this queue.

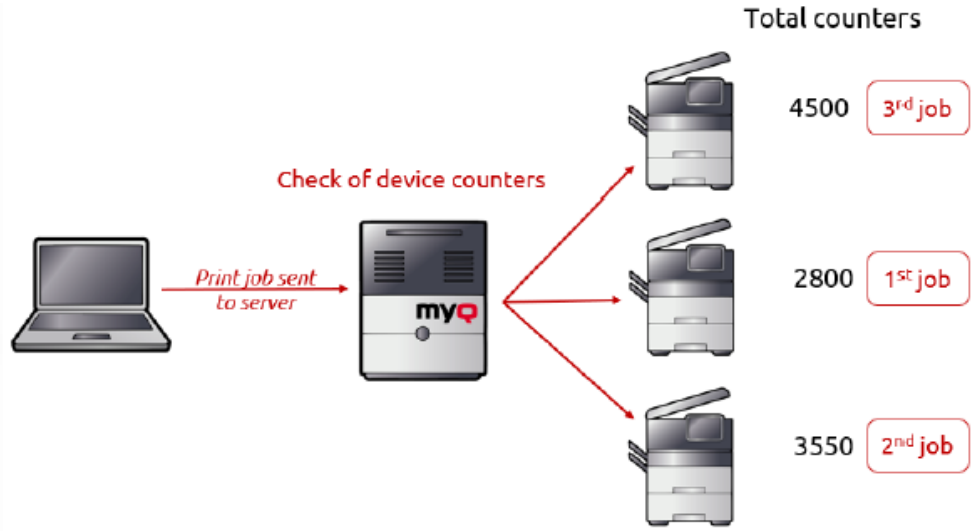
When a print job is sent to this queue, MyQ checks the counters and availability of the assigned devices and sends the job on the device with the lowest counters, if it's currently available. If the device is currently busy or unavailable, the print jobs are sent to the next device with the lowest counters etc.

Thanks to the Tandem queue, all jobs are evenly distributed between all devices assigned to this queue.

For example, three print jobs are sent on the Tandem queue. MyQ checks the counters and availability of the assigned devices. The first device has a counter of 4650 printed pages, the second one 2800 pages and third one 3550 pages.

- the 1st job is sent to the device with the lowest counters (2nd device)
- the 2nd job to the device with the next lowest counters (3rd device)
- the 3rd job is sent to the device with the highest counters (1st device)

As a result, all jobs are evenly distributed between all devices assigned to this queue.



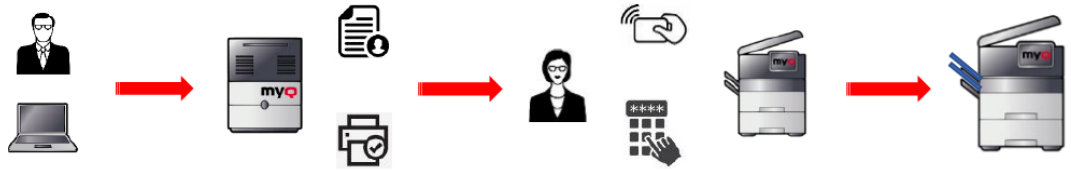
Delegated Printing Queue

The delegated printing feature allows users (and groups of users) to choose one or multiple delegates who can print the print jobs for them.

After a user (or group of users) sends a job to the Delegated printing queue, all delegates can see these jobs and print them for that user.

The Delegated printing queue type works in the same way as the pull print queue type, except it allows set users to print the print jobs of others.

The print job is accounted under the person who printed this job and not under the user who sent it.



2.2 Scanning

Scan Management

MyQ Scan Management provides the unique feature of scanning profiles. Thanks to this feature, the look and function of the embedded terminal action buttons can be configured and defined. Each button may have a different function, one or multiple and/or predefined parameters (such as resolution, color, duplex, orientation, size, etc.).

Users do not have to set those themselves. A simple tap on the scan button (which has been already set with parameters, destination, and functions) and the scanning process starts.

This considerably simplifies the network scanning on multifunctional print devices, as you can specify the scanning behaviors. These buttons can be set for specific printers and/or specific users (or group of users). MyQ can also limit users' access to the default device panel functions.

Thanks to special metadata that can be generated with the scanned file, the system may be connected to the document workflow system (DMS), the company may be using. Metadata is information about the document itself such as author, organization's name, version, parameters and more. As a result, different users with the same button can have a different, personalized output.

Scanning Profiles

MyQ offers various scanning profiles addressing the most essential destinations in today's business needs:

- **Folder**: A specific predefined folder or a choice of folders.
- **User's scan storage**: The scanned document is stored in the scan storage set in their MyQ user information.
- **User's email**: The scanned document is sent to the scanning user's email address.
- **Email**: The scanned document is sent to multiple recipients with a predefined or variable email subject & message.
- **Secured Link**: A unique MyQ feature, where the user receives a link via email to download the scanned document or simply download it from their MyQ web interface. Another use of this feature can be important in an environment

where the IT department has a set limit for email attachments; if this feature is set and the email attachment exceeds this limit, the scan is delivered as a secure link.
- **Cloud storage**: The scanned document can be stored to the most common public Clouds on the market: OneDrive, OneDrive Business, Google Drive, Box.com, Dropbox, SharePoint Online, Amazon S3
- A Custom destination, FTP and Fax Server are offered as additional possibilities to
cover business needs for IT teams.

To personalize the process, before scanning, users can easily change the parameters of:

- Resolution
- Color scale
- Format
- Duplex or Simplex scanning options
- Continuous scan (when enabled, scan jobs are not sent until “Finish” is tapped)
- Scan separation, each page in a separate file, or all together in one file
- Original image
- Original Orientation
- Level of density
- Size of the scanned output, such as A3, A4, B5, B6, Folio, etc.
- Mixed size for automatic paper size recognition
- Skip blank pages in the scanned document

Furthermore, the users can release the full potential of MyQ with custom scanning parameters. This customization can be very useful, e.g. the administrator enables their users to select the scan destination through a list of users. These parameters can be associated with:

- text parameter (multiple possibilities: file name, address, subject, etc.)
- password (to access their shared folder)
- answer to Yes/No (e.g.: the user can provide an answer if the scan is private or if it should be archived)
- MyQ Users (selecting scan recipients from a list of all MyQ users)
- Codebook (codebooks can be set to represent different options (e.g. list of departments, list of users, list of document types etc.) that user can select during scanning)
- user properties (email, phone number, etc.)
- device properties (Brand, model, etc.)

OCR

OCR (Optical Character Recognition) is a widespread technology used in order to recognize text inside images, such as scanned documents and photos. The OCR technology is used to convert virtually any kind of images containing written text (typed, handwritten, or printed) into machine-readable text data.

As standard, scanned documents by MyQ are converted to a searchable PDF, but editable format output is a functionality which might be purchased as part of the MyQ solution, or you can employ a third-party application.

- The integrated MyQ OCR engine, Tesseract, offers the traditional and universal PDF or PDF/A format, probably the most common format for exchanging documents on the Internet.
- With the optional ABBYY engine, you can extend the possibilities of recognition to more languages, more output formats such as office formats (docx, xls, xlsx, odt, pptx) on top of the PDF and PDF/A formats. ABBYY is recommended for demanding recognition environments, concerning speed of process, accuracy
(percentage of character recognition) and additional languages.
- MyQ also offers the option to use an external OCR engine, but it must be based on hot folders processing and should not change the document's name.

2.3 Copying

Easy Copy

MyQ further simplifies the common action of copying. Different parameters can be predefined to optimize a user's time and/or comply with a company's strategy.

Depending on the devices brands and models, some parameters can be enforced or left as default:

- Set number of copies
- Allow color, monochrome, auto or default
- Simplex (1 side), Duplex (2-sided), 1-side to 2-sides, 2-sides to 1-side
- Orientation (top edge on top, top edge on left)
- Density, 6 levels from the lowest to the highest, plus auto & default
- Size (e.g. A3 → A4), or auto & default.
- Magnification: Zoom function type with same values as "size" here above.
- Skip blank pages (yes or no)

ID Card Copy

MyQ offers a feature called **ID Card Copy**, which is very suitable for government and educational environments.

ID card copy allows users to easily create copies of both the front and back side of an identification card into an A4 page.

They can also choose the number of copies and if they will be in color or black & white.

This feature is currently supported only on Kyocera HyPAS, RICOH SmartSDK and Sharp.

2.4 BYOD and Driverless printing

MyQ offers various mobile printing options and simplified usage of printers for guests and visitors, who can directly print from their personal mobile devices (phone, tablet) at no extra cost, as this is integrated in the software.

Email Printing

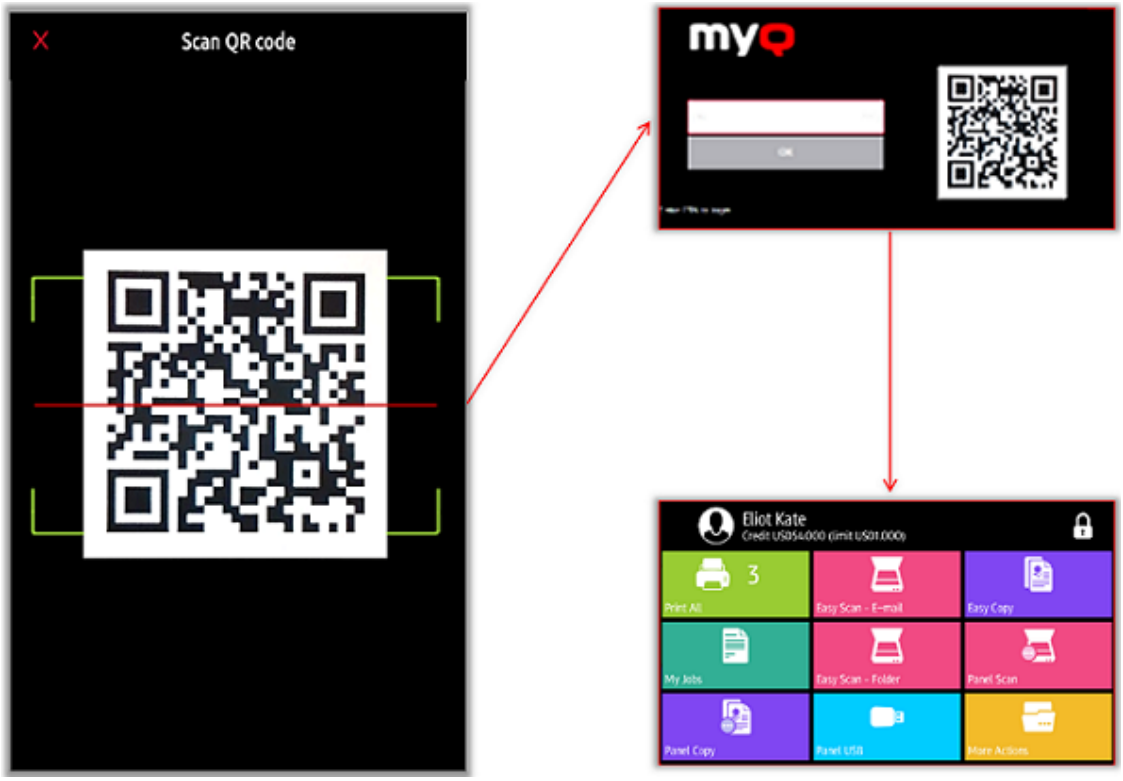
MyQ welcomes any guest users, while preserving the security of the printing infrastructure.

Email Printing is an ideal solution for visitors. With this functionality, guests can print without being previously registered. They can send an email to a dedicated email address, with the print job as an attachment. The MyQ server monitors this address and once something appears, it processes it. If a user does not already exist within MyQ, a new user is created with a generated PIN that is sent to them via email. Finally, the user can then go to the appropriate MFD and log in with this PIN code to print documents.

Mobile Printing and QR login

MyQ offers its own mobile application, **MyQ X Mobile Client**. Thanks to this application, users can simply print from a phone or tablet as they would from a workstation. The application is available on the Google Play Store or Apple store. It is completely free of charge and enables users to print on an MFD from their mobile phone/tablet.

It also offers QR code authentication. This is a great solution for colleagues visiting from other branches or when someone forgets their ID card.



AirPrint (Apple) and Mopria (Android)

MyQ supports native printing from Apple products using AirPrint and from Android devices using Mopria.

AirPrint is Apple's technology for printing via a wireless local network without the need to download or install drivers. For Apple users, it is easy to print any documents from a MacBook, iPhone, or iPad without having to install any additional software.

MyQ Mobile Print agent shows all the Pull Print and Delegated printing queues as a printers on Apple devices and in Mopria application on Android devices.

Users can select a job for printing on their device, select one of the queues displayed as printers, authenticate themselves and then log in to any printer and securely release the job.

Microsoft Universal Print

Microsoft Universal Print is a multi-tenant, cloud-based print service that enables cloud-only print solution for organizations.

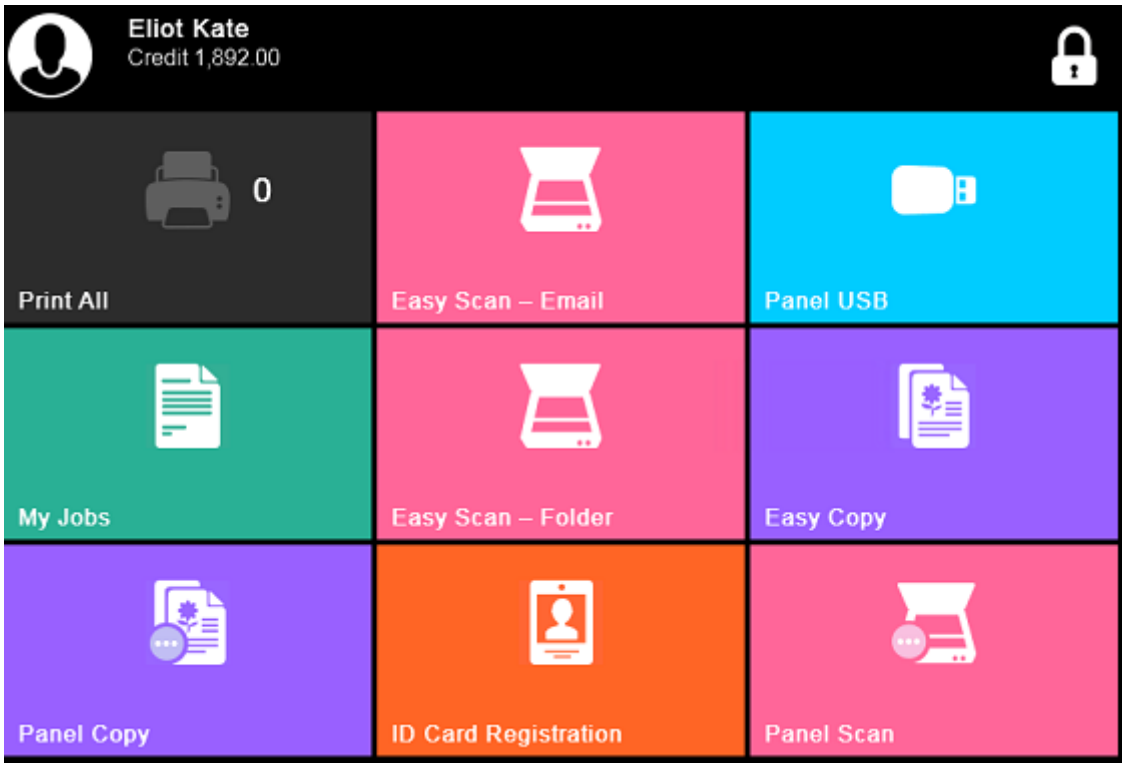
MyQ integrates MS Universal Print and allows administrators to create virtual printers in Microsoft Azure automatically. MyQ checks periodically if there are any new jobs to be downloaded and if yes, they are downloaded to the associated user and queue, and they are handled as normal jobs in MyQ.

2.5 Personalization

Whether a company has old SFDs or new MFDs, MyQ can be used with their fleet of devices. They can either enable print jobs management on a touchscreen display with several advanced features (Embedded) or enhance the functionality of the devices in the MyQ system (Lite) with print job release and scanning options.

Embedded and Embedded Lite terminals

The Embedded terminal offers the complete MyQ experience with a fully customizable interface and helps users navigate the otherwise complicated native device interfaces.



The Embedded Lite terminal, for low-end Kyocera devices, provides the option of secured print without the need of further installation of any software into the device.

It is a limited version of MyQ, however it enables user authentication on the device and provides additional options within user sessions, such as pull print or scanning directly to a user's folder or email.

As a result, even older MFD’s and SFDs can be integrated with MyQ.

Interface personalization

Thanks to MyQ personalization, you can fully customize the interface according to the internal organization requirements. Each button can be set with a certain behavior and be available only for specific users.

The interface is very easy to manage for administrators. They can simply reorganize the panel by drag n’ drop, switch the buttons, delete them or modify their behavior. This way, IT Admins can adapt the strategy of the company very easily.

The company's logo can also be imported on the interface and be used on various places, such as reports, vouchers, etc.; colors and icons can be changed as well.

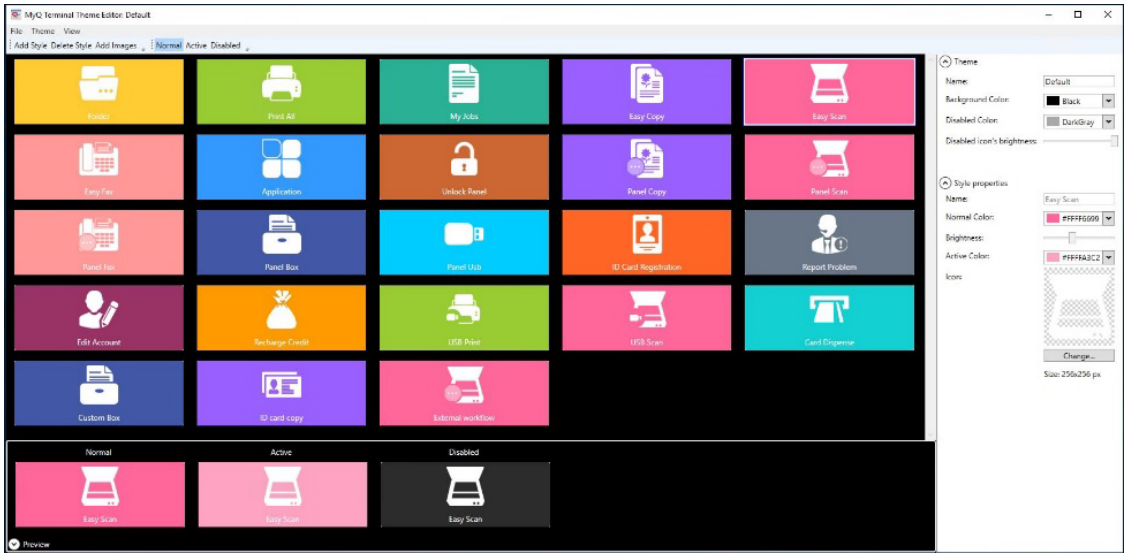
With over 30 languages supported, a specific language can be set for each user (predefined from the IT infrastructure during synchronization or decided by the user via the MyQ Web UI). They will have their buttons translated in their language.

MyQ Theme Editor

The MyQ Theme Editor is a standalone software client that creates embedded terminals themes which can then be uploaded on the MyQ Server.

Customers can generate terminal themes where styles can be edited or created (color & images) for the terminals and deliver their own complete design, look and feel to their company's terminals.

Themes are currently supported by Kyocera HyPAS, HP Enterprise, Sharp and Ricoh SmartSDK.



3 User Administration

Setup and management of users accounts is a big part of MyQ. You can create users accounts manually or import them from a synchronization source to maintain the company's organization structure. On top of that, the administrator can also grant rights, set specific rules and policies, set authentication methods and secure the MyQ users personal data.

3.1 User import and synchronization

MyQ provides automatic import of users and their attributes from different sources into the MyQ database: from an authentication server database or from a CSV file.

MyQ supports the following servers as synchronizations points: Microsoft Active Directory, Azure Active Directory, Novell eDirectory, Open LDAP, Lotus Domino. In multi-server scenarios ,MyQ also supports Google G-Suite. Radius servers can also be used as an authentication servers.

Once users are imported into MyQ, you can enable the synchronization to keep the users database updated. You can synchronize your users from one of the LDAP sources mentioned above, a CSV file or a custom script.

For small businesses without an LDAP server, the CSV file is the best way to import and synchronize users as it can also contain information such as: card numbers, user groups, user’s scan storage location, PIN code, managed groups by the user, phone number, and more.

To improve flexibility, a combination of importing sources is also possible (e.g. LDAP & CSV).

Once imported, users can authenticate against the LDAP or Radius server to verify their credentials.

In multi- server scenarios, the MyQ Central server is managing the users import: Users are synchronized on the Central server from the Site servers.

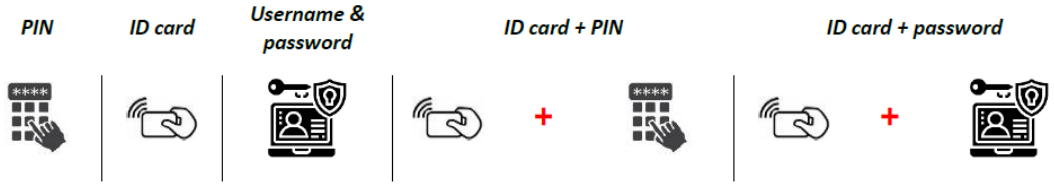
Because of MyQ's comprehensive structure, you can recreate your organization's structure within MyQ according to users attributes, security groups or from a specific division/department. This way, you can manage your groups as you manage them on your AD.

3.2 User Identification

Authentication on Printers

Depending on the setup by the administrator, MyQ users can authenticate themselves on MFDs with multiple method, that cn suit even the most demanding environments, such as health organizations.

For example: With a simple method (PIN, or ID card, or user name & password) or with 2-factor authentication (ID card + PIN, or ID card + password). A QR code can be used as well.



PIN codes can be generated randomly when imported (and are automatically sent via email). For security reasons, trivial PINs (such as 1111, 22222, etc.) are excluded from the automatic PIN generation process. A mandatory minimum PIN length can also be set.

The PIN code can also be added either as an extra source of synchronization with a CSV file or created manually in case of small structures.

MyQ offers the option to allow users to change their PIN code themselves or the administrator can force all users to change it.

New User Registration

Usually, only registered users can access the MyQ system. However, it is possible to enable automatic registration and thus provide all users with access to MyQ. Users can be automatically registered to the MyQ system in the following ways:

- They can register themselves on the MyQ Web User Interface or on an embedded terminal.
- They can be automatically registered after sending a job to MyQ from their computer or as an email attachment.
- They can register by swiping a new ID card.
- They can register by sending a job to MyQ from their workstation.

Each of these options allows to automatically add the new users to a specific group where the administrator can set appropriate rules (rights, policies, quota, pricelists, etc.).

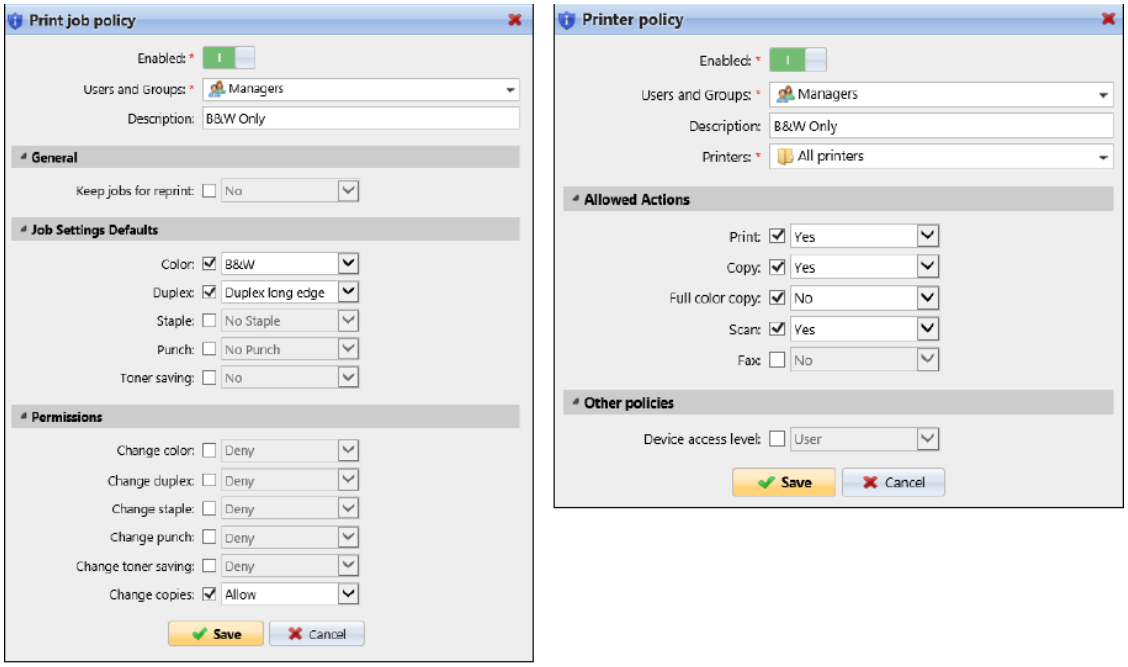
3.3 Users Rights and Policies

The administrator can set multiple rights and policies to users and groups of users and define which features may be available to which user and on which machine.

3.3.1 User Policies

There are two types of policies that can be applied to users:

- **Print Job policies** apply to all print jobs, all printers, and selected users (or groups of users). The administrator can decide whether to force the job in black & white, toner savings, duplex options, stapling and punching options, and allow job history and job modification.
- **Printer policies** apply to all print jobs, all queues, selected users (or groups of users) and selected printers. For each combination of user & printer, here you will define a *Yes* or *No* for printing, copying, full color copy, scanning or fax.



Every policy has a higher priority than all the policies below it (from top to bottom) so they can be rearranged to represent the companies hierarchy.

If two policies are in conflict, the policy that is higher on the list applies. The default policy has the lowest priority and is always at the bottom of the list; other policies can be moved up and down the list by clicking the up or down arrow buttons on the policies settings tab.

3.3.2 User Rights

You can provide users or groups of users with administrator rights or grant them rights to run one or more of the MyQ options. They can perform actions, change settings, or see information that are usually inaccessible under a standard user account.

4 Credit

Credit accounting is the ideal function for running printer devices in public places, like e.g. schools, libraries or copy centers. Costs are under permanent control. With the credit accounting feature activated, users can copy, print and scan only if they have enough credit on their MyQ account.

Printing is allowed only for print jobs that do not exceed the credit and copying is terminated immediately after the credit is exceeded. The credit system can be restricted to selected users and groups.

Price lists are necessary with credit accounting. Price lists are used to assess the price of each printing device operation. It is necessary to set prices for functions (print, copy, scan – B&W, color, etc.) on each printer and to use the MyQ Job parser to get the print job's metadata.

MyQ offers a user-friendly web & mobile interface, so users can view the current amount of credit on their account. If a printing device is equipped with an embedded terminal, after users log in they see the current value of their credit right on the terminal. Based on the remaining credit value, they can select specific jobs or modify them so that they do not exceed their credit.

The MyQ credit system is very flexible and can be combined with regular accounting. Once the credit limit is reached, the MyQ terminal no longer allows the users to operate on the printing device and the users must recharge their credit accounts. Based on the setup and properties of the printing environment, a variety of recharge methods may be employed. The MyQ administrator can manage credit options (reset/recharge) on
the MyQ Web Interface, and also provide the users with the option to recharge the credit themselves on embedded terminals, on recharging terminals, in the MyQ X Mobile Client app, via recharging vouchers, or via a third- party payment method, such as PayPal. The MyQ Administrator can also provide users with the rights to recharge credit for others, and authorized MyQ users can also reset the credit to a specific amount on the MyQ Web Interface.

MyQ offers credit accounting reports in two types:

- The **credit balance** type of reports contains information about the actual state of the credit balance of the selected users or groups.
- The **credit operations** type of reports shows all changes (who spent/ recharged, type of recharge method, number of used credit vouchers) of credit balance of the selected users or groups over a defined period.

In MyQ, you can also import a bulk of credit from a file. **Bulk Credit Recharge** provides a way for recharging credit to many (or all) users at a time, by loading the amounts from a bank statement in a GPC file or simply from a CSV file.

The **MyQ Recharge terminal** is an additional possibility: a touch screen device, intended to be used with MyQ credit accounting for recharging credit to user accounts; it can be placed anywhere with a power source and a network connection. It supports coins, banknotes, contains a card reader and a thermal bill printer.

4.1 Price List

Price lists are essential to credit accounting. Multiple price lists can be created to fully cover the entire MFD fleet.

Price lists can be attached to a printer device's configuration profile, so the setup of the MyQ installation is easier from the beginning and printers are ready to operate. Prices for print, copy, scan, paper format, and fax can be set, so everything from the MFD is accurately accountable. Within each type of job, you can extend the price calculation to reflect precise costs such as density, monochrome or color, color coverage, paper size, etc.

By default, users are applied the “User” type of price list, so they can see the estimated cost of their jobs. In order to represent real costs, setting the “Administrator” type of price list is the right thing to do. The Administrator version of the price list is not visible to any user, thereby, a comparison with reports using User price list and Administrator price list can give the customer the exact cost, in the case the MFD is rented for
example.

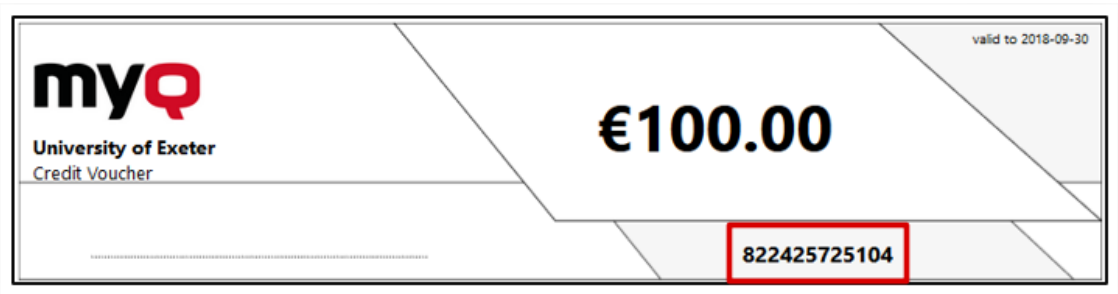
You can define discounts from the Price List for a user or a group of users so you can balance the cost within the population. Set in percent, they are applied to all price lists.

Within the discount, you can set a value for each price lists' item: print, copy, scan, or fax.

Usual discounts allow reduction on the price, but prices can also be increased with the discounts: The price of an action is increased by setting a negative discount for the item, for example a -15% discount can be applied to guest visitors and they will pay 15% more than the usual price list.

4.2 Vouchers

The MyQ administrator (and users authorized to manage vouchers) can generate and print any number of vouchers of a defined value to be distributed to users. The vouchers can be sold to MyQ users through any standard distribution channel. Once the user has the credit voucher, they can recharge their credit on their account on the MyQ Web Interface, on embedded terminals, on MyQ TerminalPro terminals, and in the MyQ
X Mobile Client application.



Before the vouchers are generated, it is necessary to set the format of the voucher's unique code and define the text printed on the voucher.

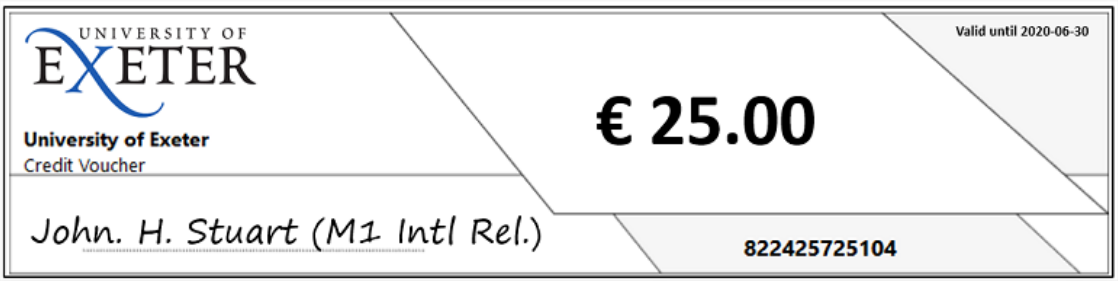
Keep in mind to avoid random guessing of codes and bypassing the system, which would mean a major security breach. It is necessary to:

- Set the code format according to to the number of users.
- Set the frequency of the voucher generating process to ensure enough variety of codes.

To generate the vouchers, a batch needs to be set with a quantity of vouchers, a price, and a validity date. Later they can be displayed, printed, or exported in a CSV file.

All generated and used vouchers are logged in the MyQ database, so this ensures full control and enables the administrator to prevent any possible misuse.

Vouchers can be personalized with the customer's own logo instead of the default MyQ logo.



4.3 External Payment Providers

Another way of recharging credit in MyQ is to let users directly buy the credit via external providers from the MyQ web interface.

So far, MyQ supports the common external providers such as: PayPal, WebPay, CASHNet, SnapScan and TouchNet Upay. Providers are regularly added. These providers depend on the geographic area and are also dependent on currency.

It is required to securely connect MyQ to the external provider (certificate and key) and provide a minimal amount to insert for recharge. Transactions will be then secured.

5 Quota

Reducing the cost of printing in a network environment is achieved with setting quotas. Implementing quotas can help encourage responsible use, restrict users to sensible usage, and benefit the environment by saving resources.

With the quota feature activated, you can set a limit to the usage of print related services. You can either limit on a unit-based (the number of printed or scanned pages) or set a money-based quota (an overall cost limit for all the services using prices from a price list).

The quota can apply to:

- a single user
- to users individually within a group
- to a cost center

A personalized warning email can be automatically sent to the user when it reaches the warning level and a notification can also be sent to another user or group for monitoring.

If the limit is exceeded, the user or the group of users receives a customized email and can be prevented from further printing, copying, scanning or using color. However, some flexibility can be offered to not terminate all the ongoing jobs instantly, but rather when the current job is finished (i.e. between a print job and a copy job) or when the current user session is finished (once they log out).

Each quota can monitor:

- The total number of pages (print & copy).
- The number of color pages (print & copy).
- The number of monochrome pages (print & copy).
- The total number of scanned pages.
- The overall cost of print services.

Quotas can be active for a specific period of time (day, week, month, quarter, half-year, year, last X days). Users can check their quota status on their MyQ web user interface, on MyQ embedded terminals, on MyQ Desktop Client, and in the MyQ X Mobile Client application.

Multiple quota rules can coexist, as quotas are independent of each other. Therefore, it is always the strictest quota that applies to a user or groups of users.

In situations when a user or a group of users have reached their quota and urgently need to print, an authorized user or administrator can boost the quota by a specific number of pages or by a specific amount. Quotas can be also boosted from the MyQ Web Interface.

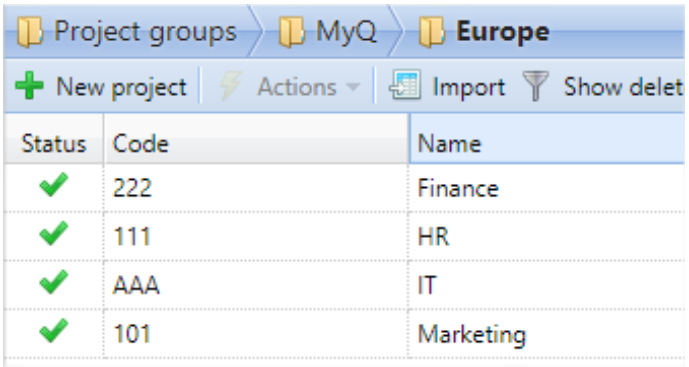
6 Projects

Project accounting is a very powerful tool for companies working on more projects for different customers. It enables responsible users to assign print, copy, and scan jobs to defined projects and consequently distribute the print cost among them and charge it to the appropriate customer. Project accounting can also be used as another independent level of internal accounting next to the devices, users, and department,
for example for accounting on users' private jobs.

Projects can be manually created on the MyQ web interface or imported from a CSV file, and later imported as a scheduled task.

Users or groups can be assigned one or multiple projects, and the MyQ system can force users to select at least one project.

Projects are then assigned when the job is released via the Embedded terminal. The user is prompted by a pop-up window on the MFD screen that allows them to assign a project to a print job, scan, or copy.



For workstations using MyQ Desktop Client, a prompt appears to offer the available projects to the user, so the projects can be preselected on the user's PC. This option is designed mainly for the project accounted for direct printing but can also be used with pull printing.

Assigning projects on the MyQ Web Interface and on the MyQ X Mobile Client app is also possible, so jobs which have not been assigned to a project will be pending to be assigned. It is therefore easy for users to solve it.

A tree structure of projects (group) up to five levels deep can be created depending on the type and set-up of the organization.

Administrators can generate reports for separate projects and sub-projects at any time, giving the accounting department a clean and transparent overview of print activity across the organization. As part of the reporting process, a preview option is available to get a better look and feel before running the report.

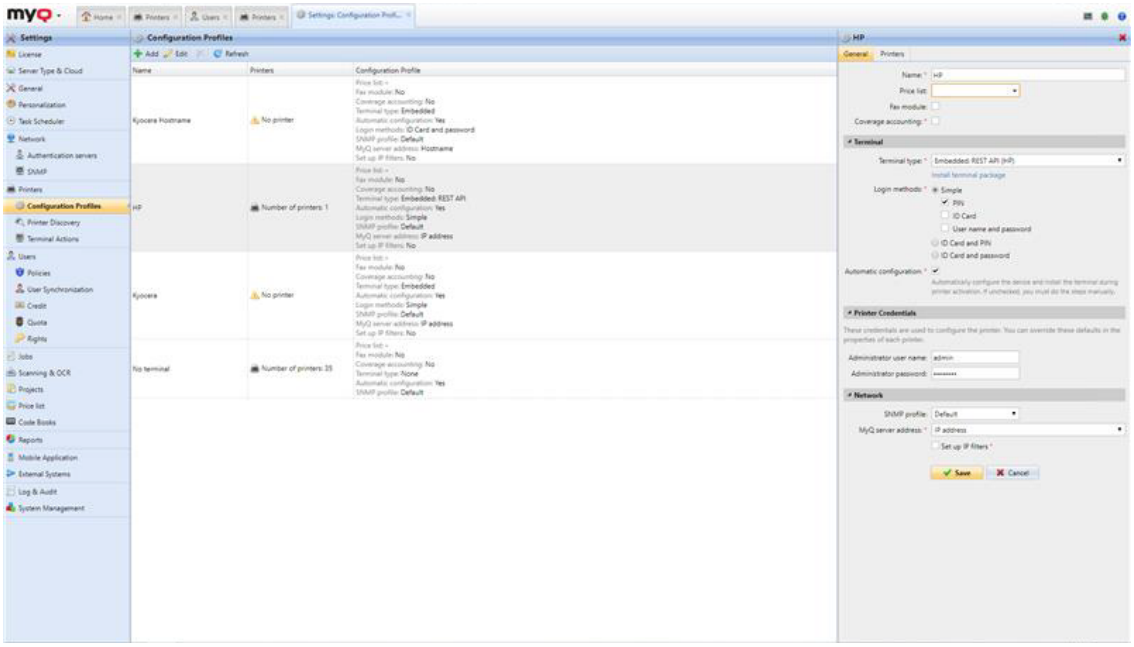
7 Printer Administration

7.1 Printer Discovery and Configuration Profiles

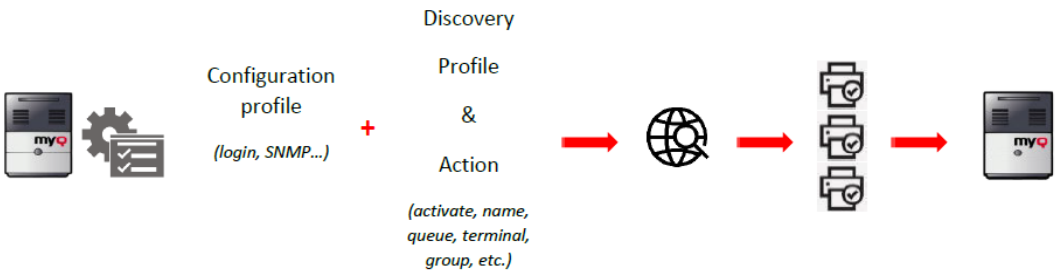
MyQ simplifies and automates the import, activation, configuration of printers and installation of embedded terminals.

It works in two simple steps:

1. The administrator creates a **configuration profile** in the MyQ Web Admin Interface. They can set a Price list, choose the embedded terminal type (none, embedded REST API, Lite, Android, etc.), the login method (PIN, ID card, 2-factor authentication, etc.), printer credentials (administrator username and password), and network information (SNMP). These profiles can be cloned to save time and multiply the possibility of discovery.
2. Then they create a **printer discovery profile**. They enable MyQ to discover the network or they can import their devices from a CSV file. With network discovery, they need to set rules to identify printers: select the printers network range, how to save it (by address, by name, etc.) and name it from a template (model, ID, serial number, etc.) or from a CSV file.



Actions can be added to discovery profiles, to fully automate the process: by pre-set filters (e.g. device model, type, etc.), MyQ can add the printer to a queue and a group, set a configuration profile, activate it automatically and eventually install a windows driver. The administrator simply launches the discovery profile and the software scans the network: the printers will be correctly identified on the network, and configured as set. This way, the MyQ system anticipates future printers installation and is ideal for remote sites where a technician can't intervene physically on short notice. Multiple configuration profiles can coexist (to reflect the brands and/or terminals i.e.) and multiple printer discovery profiles as well (to represent different sub-networks for example, such as branches, remote sites, etc.).



7.2 Printer Status Monitoring

MyQ device monitoring ensures and allows for maximum prediction to avoid possible downtime.

MyQ monitors and presents a complete overview of the current status of all printing devices on the network, to optimize work and time of employees with identification information, displaying their issues, allocated price lists, types of terminals, updated counters, and graphically displaying the actual toner status.

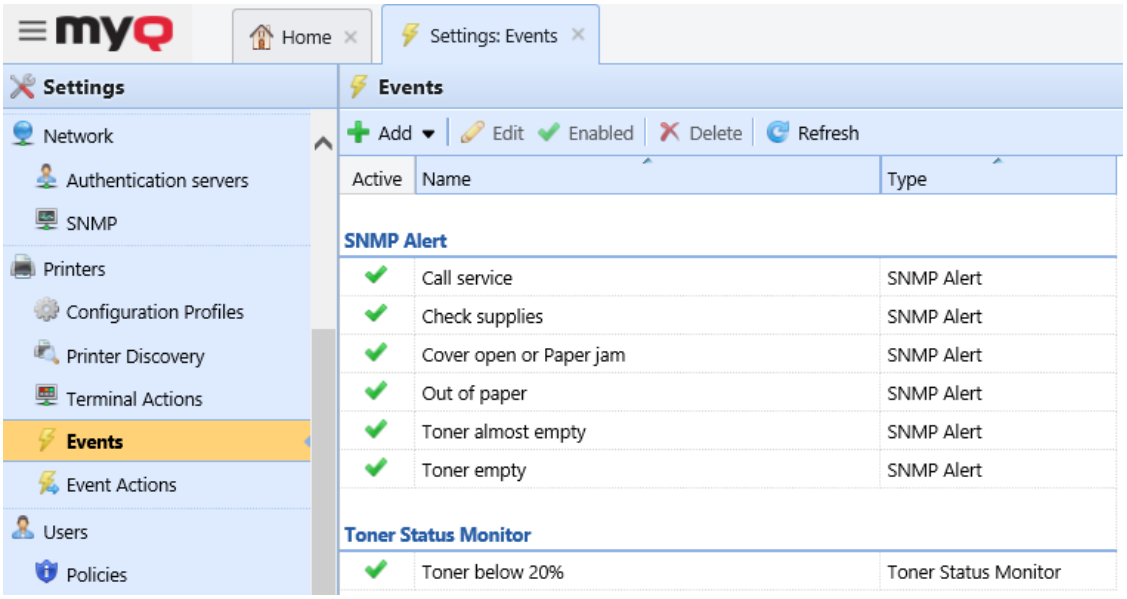
A special report with the history of all the error/warning messages, on selected printers or groups of printers during a certain period, is available (and can be scheduled), to give accurate information about device reliability.

Besides monitoring network printing devices, MyQ can monitor the number of printed pages on devices connected locally via parallel port or USB port to a Windows station. However, because of the nature of this one-sided and restricted communication, results can be inaccurate.

MyQ helps administrators prevent issues by notifications or trigger some actions. Event notifications are customizable actions initiated by specific events, which are based on alerts of printing devices. The notifications are set up by first defining the events and then selecting and setting the actions triggered by these events.

MyQ has integrated predefined events for the most common situations to be quickly operational, such as:

- Call service
- Check supplies
- Cover open or Paper jam
- Out of paper
- Toner almost empty
- Toner empty
- Toner below x%



There are two kinds of actions as a response to an event on a printing device: MyQ can send an email notification to one or more persons or it can terminate the user session on the embedded terminal.

7.3 Print Job Administration

MyQ allows job customization within the process.

7.3.1 Modification and adding commands

In certain print jobs it can be useful to modify the data. MyQ enables an easy addition of commands for stapling, duplex printing, setting the number of copies in print jobs, or creating a specific modification of print job via scripts.

7.3.2 Favorite vs Private

By default, already released print jobs are stored on the print server for a period defined by the MyQ administrator. This way, users can reprint documents without the need to resend them to the server and the administrator can overview printed jobs.

This is the **Favorite** option in MyQ: a document can be marked as favorite if it needs to be printed regularly. The user simply identifies themselves on the printer, clicks the “My Jobs” button and selects the favorite job presented in the list.

Although this is generally useful, the prolonged access period can be a security risk for documents that are confidential or contain sensitive information. For the users who print sensitive data, the function of automatic deletion from the server immediately after printing is available by disabling the **Keep jobs for reprint** option.

The MyQ administrator can enable users or departments to use this option in queues where print jobs are deleted immediately after they are released.

7.3.3 Prologue and epilogue

Available only for some selected devices, it is also possible to set prologue & epilogue with additional rules on specific printers brands to modify the output jobs, such as adding a custom header or footer to selected pages of a document or to the whole document.

In MyQ, these rules are part of the options available on properties panels of print queues. For each queue, you can create custom rules by importing a text file with a set of commands and selecting in which part of the printed document the commands should be applied.

Multiple rules can be defined for each queue. This feature is available only on selected device types.

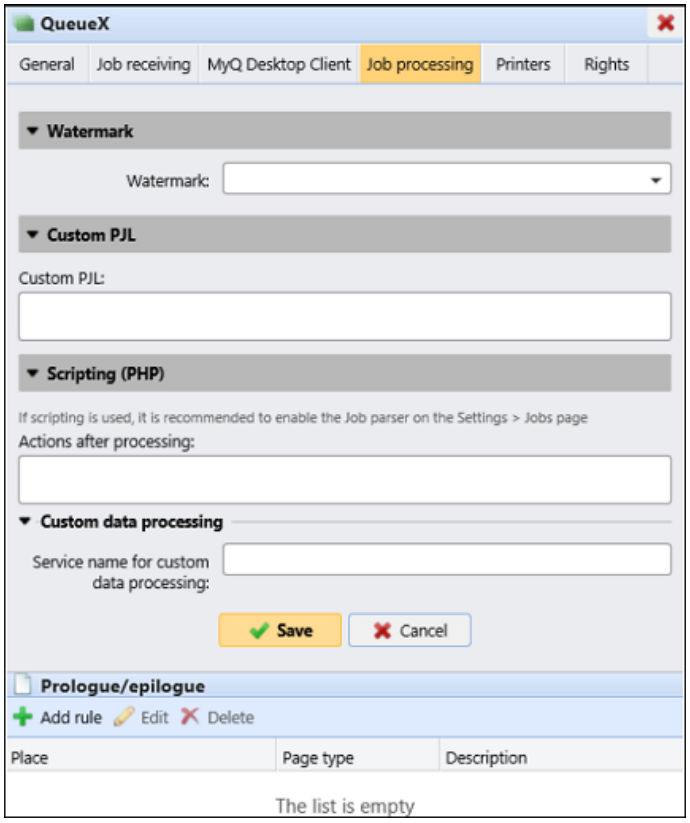
7.3.4 PJL commands and PHP scripts

For each queue, you can enable or disable to enforce additional job settings by selecting one or more of the predefined policies:

- **Color:** *Do not change, Color, B&W*
- **Duplex:** *Do not change, Simplex, Duplex long edge, Duplex short edge*
- **Staple:** *Do not change, No Staple, Upper left corner, Booklet, Lower left corner*
- **Punch:** *Do not change, No Punch, 2 holes, 3/4 holes*
- **Toner saving:** *Do not change, No, Yes*

You can also create one or multiple custom commands (PJL). The custom commands can enforce other actions or provide additional information to the MyQ server. For example, you can use a custom command to enforce the A4 paper format, or to provide the MyQ server with the information about the domain of the printing user.

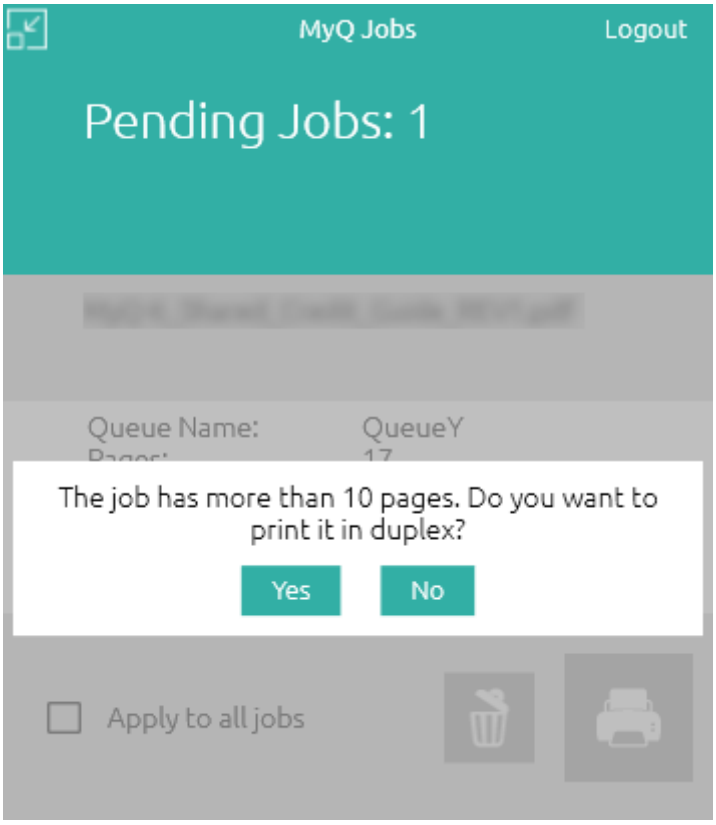
However, to be applied, the PJL command must be supported by the printing device where the job is released.



You can use PHP scripts to further process the job after it is received by the MyQ server. Together with the PJL options and customizable queues, the PHP scripting provides you with a large variety of job management options, for instance:

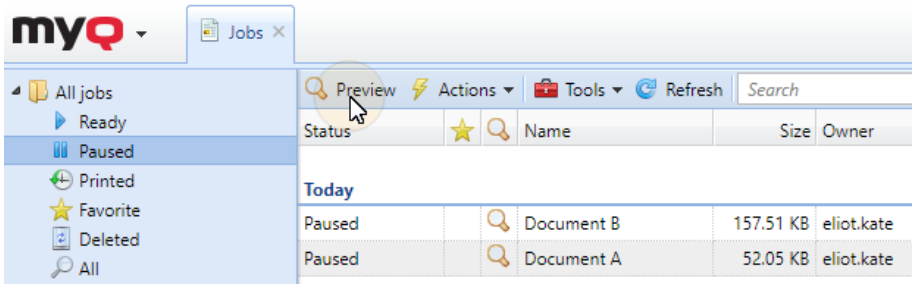
- Job forwarded to an MFD based on the data included in the job (high number of pages i.e.).
- Move jobs in Microsoft Word to a dedicated queue.
- Move color jobs to a more economic color queue.
- Move jobs with the A3 paper format to a dedicated queue.
- Delete oversized jobs.
- Automatically delete jobs sent from Facebook.
- Change the owner of a job.
- Or other more complex actions.

Furthermore, you can employ PHP scripts to set up interaction with MyQ users via a dialog box displayed in MyQ Desktop Client on their computer.



7.4 Jobs Preview

With MyQ's default software, MAKO, or a third-party job preview software installed on the MyQ server, you can enable MyQ users and the MyQ administrator to preview print jobs that are sent to MyQ in one of the three most common page description languages: PCL 5, PCL 6 and PostScript. After the feature is set up, both users and the administrator can open the job preview on the Jobs main tab in the MyQ Web Interface.



7.5 Watermarks

After a job is printed, it is impossible for a company to guarantee that it will not fall into the wrong hands. However, MyQ can help uncover a leaked document and identify the user responsible for printing it. By applying watermarks, MyQ enables administrators to add an overlay watermark which can identify the document as

confidential, add the print date, and/or include the name of the person printing the document.

You can create collections of watermarks and associate them with the queues where they will be used. Each collection can contain multiple watermarks. Jobs sent to a queue will have the watermarks of the associated collection printed in grey on each page. A watermark collection can be used in several queues and can contain several watermark definitions.

Individual text watermarks can have multiple positions to fit every customer’s needs: top, bottom, horizontal, diagonal, left, right, etc. The size of the text and the transparency can be adjusted.

You can also represent the text of the watermark as a QR code or a Bar code. Same as text, the customer can define the size and the position.

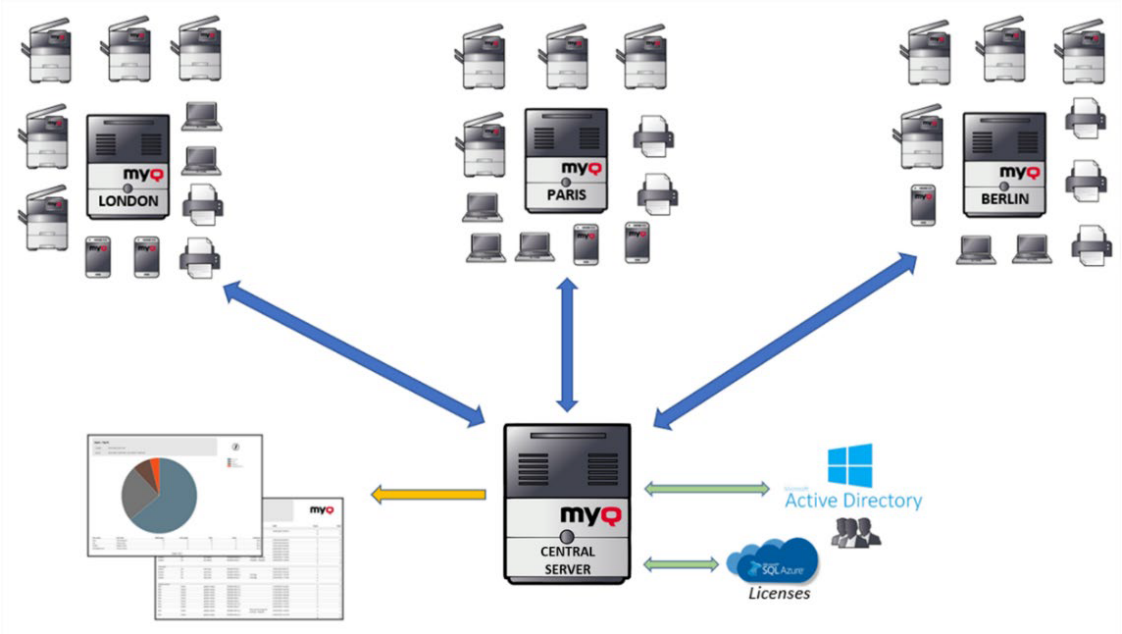
Multiple pieces of information can be included in the watermark using MyQ variables (e.g. full name, username, print date etc.).

8 Multi-server Architecture

An ideal solution for businesses with remote branches where administration is centralized and simplified, is to implement multi-server architecture. When MyQ is installed in several branches, collecting data by the MyQ Central server from MyQ Site servers in branches is very easy. This functionality is useful, especially for the customers who run several branch offices and want to have overall statistical information and one
administration console accessible from one place.

Thanks to MyQ, IT resources are consolidated in one single place and become more efficient.

As opposed to the Print Server (standalone) model, where all parts of the MyQ system run on one server, the multi-server model consists of one Central server and multiple site servers. All site servers are connected to the central one.



The MyQ Central Server's Role

The Central server represents the headquarters. It has three basic roles:

- License management for all Sites.
- User import and synchronization.
- Central replication server for statistical data so the administrator can run all the reports from this server.

The administrator of the MyQ Central server can access and manage all site servers from the MyQ Central Server web administrator interface.

The Central server cannot be used as a print server and its options are restricted solely to its central management role. Therefore, it is not possible to administer printing devices or print jobs there.

The MyQ Site Servers' Roles

The MyQ site server represents a branch. The site servers work as print servers and perform local management of printing devices and print jobs. Their function and management options are like those of a
standalone server. The sites synchronize the users with the Central server through secured communication.
Access to a site server is conveniently done through the MyQ Central server interface or remotely.

Job Roaming

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

The administrator can choose between a **Separate** and a **Shared** job list for remote jobs. If a Shared list is chosen, the remote jobs are automatically downloaded and are available in **My Jobs**, marked with the source server's IP address or hostname.

The job roaming feature does not have to be centrally managed: Job roaming between two locations depends exclusively on the settings of the site servers locations.

9 Security

9.1 Secure run of MyQ

MyQ provides a wide range of features to enhance the security of the company and the privacy of end users. Workflow security is a major concern for companies and individuals, regardless of whether documents are in physical or digital form. Misused or leaked data can result in substantial negative consequences for individuals and company performance.

MyQ offers a wide range of security features such as:

- secure printing at MFDs
- secure communications between the MyQ server and embedded terminals
- database encryption with certificates
- password protected databases
- password level complexity and PIN length
- two-factor authentication
- scheduled backups
- GDPR compliance
- audit log (to detect misuse of extended access rights)
- private queue option for automatic deletion from the server immediately after printing
- watermarks

9.2 System Health Check

The run itself of the MyQ server is also under surveillance with the System Health Check feature. A permanent follow-up can be done at any time with every error logged by severity level. It is ideal for administrators for preventive measures, as system health check performs registered checks which can return error messages with severity.

In case of critical severity, an email can be sent to the MyQ administrator and the MyQ service is automatically stopped for more security. For a healthy run of the system, system health check focuses on the following components:

- Main database health
- Log database health
- Disk space availability
- PIN length
- Time zone misconfiguration

9.3 Secure Communications

MyQ security enables the encryption of all user authentication data and the content of print files on the network. This includes all communication (TCP/IP) between individual components of MyQ, as well as all network connections to other services.

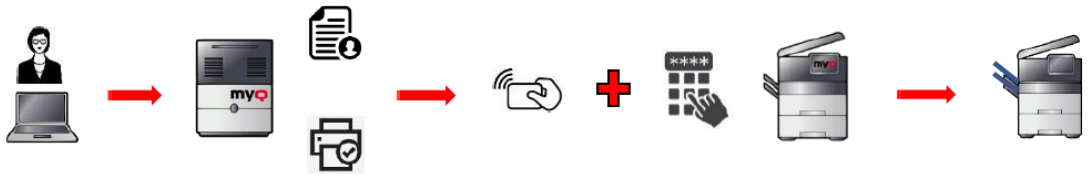
MyQ supports and uses the most recent protocols to ensure user security. Vulnerable protocols and ciphers are disabled.

Multiple communication protocols can be encrypted to ensure a fully secured transfer.

9.4 Two-factor authentication

For a higher level of security, you can set two-factor authentication for users at printing devices with Embedded terminals or devices equipped with the Terminal Pro.

The user must present their card and, only if this is authorized by the server, the authentication by PIN/password is allowed.



9.5 Device-based Failover

Traditionally, a user session on a printer requires a network connection to the MyQ server to be authenticated and MyQ endorses this role perfectly. However, it might be important to have a backup plan when the MyQ server becomes unavailable (network down i.e.).

MyQ offers availability and resiliency as a simple and out-of-the-box failover solution directly available on the MFD. It does not require any installation on the end-user's computer.

- **Offline login**: option to authenticate on an MFD without connection to MyQ, where the device automatically caches the user's last used login data (e.g. PIN or password).
- **Device spooling**: a feature that allows sending print jobs directly to the MFD, ignoring the standard workflow where the job is processed by the server first. Together with offline login, this feature allows you to use your MFD and have full accounting, even when the print server is temporarily unavailable.

Offline login

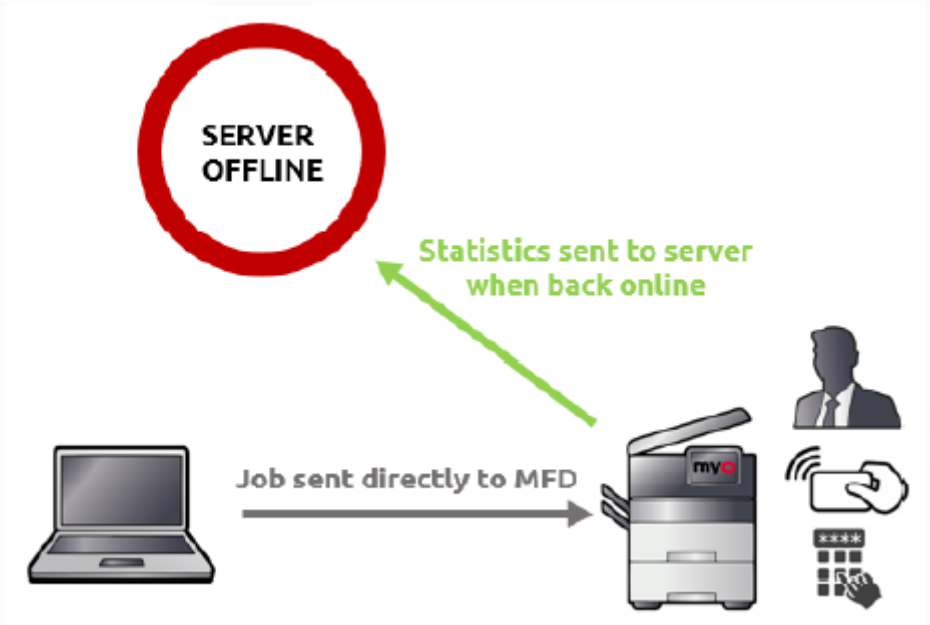
Offline Login is a feature allowing you to authenticate on a printer even if the MyQ server is unavailable. When combined with the device spooling feature, it offers a robust backup plan for server outages.

With this feature enabled, the MFD automatically starts caching the last used method of authentication that the user has used on it. The information is stored for a limited period on the encrypted HDD of the machine. The validity of the record is renewed every time the user logs on that machine again. In case the device is used in the offline pull print mode, it can share the information about users with other devices within the same subnet.

For selected devices, there is an option to synchronize the users accounts. Up to 100 users (per MFD, each MFD may get completely different set of users) can be synchronized per device, which is usually more than enough to cover emergency needs in multi-MFP environments.

When the server goes back online, the printer will send the statistics to the server MyQ.

⚠ In offline mode where the server is not reachable, credit, quota, projects, and policies are not available.



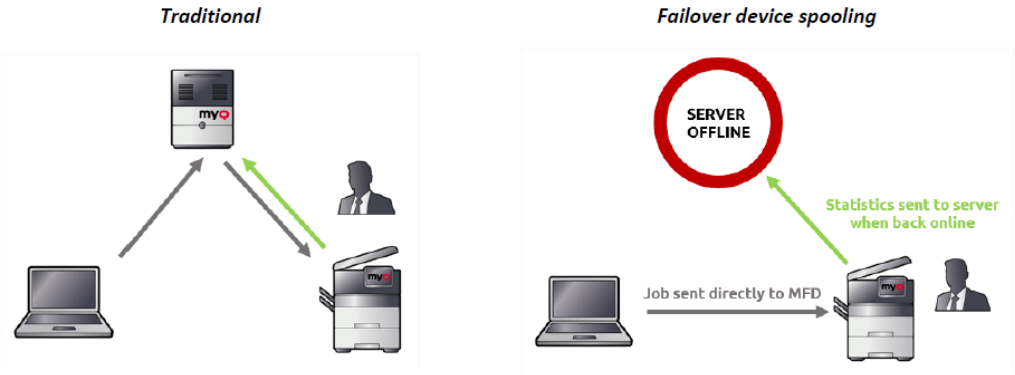
Device spooling

Normally, print jobs are sent to the MyQ server where they are processed, then forwarded to a queue, a printer, etc.

This scenario requires a connection, with good bandwidth, from the printer to the MyQ server. This can be a limitation for customers with printers scattered among many small branches where installation of a site server per branch is not a viable solution because of hardware and maintenance overhead.

Device Spooling is a feature that solves this problem. When enabled, print jobs are sent directly to a printer. In brief, it is a failover option that allows you to print even if the server is down. When used together with offline login, the device automatically

caches user credentials to be able to log-in. Full statistics are stored on the device's HDD/SSD and replicated to the server when it comes back online.



9.6 Server-based Failover

The most important thing that any Managed Print Solution needs to provide is access to services. The server- based failover from MyQ allows customers to have continuous access, even if something unexpected happens on the server, like a power or network outage.

MyQ can work in failover through a Microsoft Cluster Server.

The Microsoft Cluster Server (MSCS) allows server computers (nodes) to work together as a computer cluster. It provides high availability (HA), thus increases the availability in case of failover for applications such as databases, messaging, file or print servers. This cluster is used to reduce downtime and outages by allowing one server (node) to take over in the event of an outage of another server (node).

The MyQ MS Cluster consists of multiple nodes in active/passive configuration with the MyQ server installed on each node.

Typically, here you have two identical nodes with MyQ installed sharing one database and job storage on a shared drive. One server (node) is used as active with the option to switch to another one.

Once one of the active node is down, the other cluster node will take over and all the MyQ services will be up and running.

All the devices are communicating with the Cluster service, so it does not matter which node is the active one. MyQ spooler ensures that spooled jobs are available after switching. The MS Cluster with MyQ offers both automatic and manual switching between nodes.

The MyQ MS Cluster solution is supported by most of the server versions and editions in the market of the Windows Server, since Windows Server 2012 (Standard & Datacenter) until the very recent Windows Server 2019 (Standard & Datacenter).

9.7 MyQ Desktop Client

MyQ Desktop Client is a software client of the MyQ print server in the form of an interactive application. It is installed on the user's workstations (Windows or Mac) and enables user identification, user interaction, communication between the users and the server, accounting, secure printing, alternative printing methods, and monitoring of local printing devices.

The essential functions of the MyQ Desktop Client application are:

- **User Identification** - users are identified via multiple authentication methods.
- **User Account Information** - once authenticated, users can view their account information, along with their credit and quota status.
- **Job Management** - print jobs management related to payment accounts (credit, quota, cost center selection), project management, and user interaction via custom scripts.
- **Client Printing Options** - Client Spooling, Secure Printing, Local Print Monitoring, Fallback Printing, Offline Operation.

9.8 User Privacy

For companies needing a high level of personal data protection, MyQ can be switched to a special mode which does not save or display any personal data that would compromise the company's data protection policies. It requires the Job Privacy license.

In this mode, only the job owner can see the job name. The names of all other jobs are masked by ***. This rule is applied to all user roles, so that even the system administrators cannot see job names from other users.

When the Job Privacy License is active, MyQ limits to reporting to Printer and User Group related reports, disabling all print Job and User- based reports. User specific reports which show job name and costs or counts on user level, are not available and the user filter only has: groups, "All users" and "Me" option. The default reports "My daily summary", "My sessions" and "My monthly summary" show information about the
current logged user only and are always available (default reports are hidden for *admin and users with administrator rights).

Anonymizing / Job deletion

When a user is deleted from MyQ, they are removed from all classes (including All users) and moved to "Deleted". They can later be undeleted.

However, and in compliance with GDPR, a user can be anonymized after deletion.

After the anonymization, the user is completely removed from the system and is replaced by a randomly generated name in all the relevant MyQ reports. Reports will still show anonymous users, but user's data privacy is respected.

10 Accounting and Reporting

Accurate reports can save money, valuable time and help the environment.

With MyQ, you know what is happening at any time: Who prints what, where, what are the needs, etc. Furthermore, reports can be a great source before buying printing devices. With the MyQ reporting tools, customers will accelerate the return on investment.

Customers can create and generate reports from the available templates with a variety of data concerning the printing environment. The reports can be related to users, printing devices, print jobs etc. Reports in MyQ can be personal (created by the users themselves) or shared (reports created by the administrator or by other users).

10.1 Automatic reporting

The MyQ printing solution offers an automatic report to be sent for a chosen period. You get the exact data of all printing processes. A high level of details in report settings allow the administrator to send proper and concise information to individual users.

The default reports type will fit most of the customers needs: My daily summary, My sessions, My monthly summary, Top users, Top N printers, etc. They also cover specific requests for customers seeking compliance or an ultimate cost control with credit & quota, alerts & maintenance, environmental, etc.

These templates can be modified, deleted, or have their design changed and be customized according to the customers needs. An unlimited number of reports can be created and sorted into sub-folders.

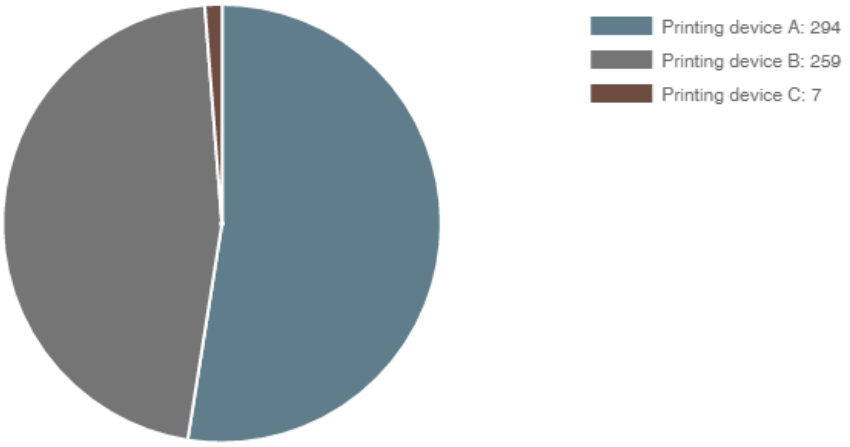
Customers can make their own reports using a variety of templates. In a few steps, they create the report by selecting the type, name, and filters.

Each report can be directly displayed on the web interface or saved in a standard format (PDF, CSV, HTML, XML, etc.) The reports can be regularly generated and sent via email or stored in a predefined folder.

Printers – Top N

Created 04/11/2017 5:57:16 AM

Period 04/05/2017 12:00:00 AM - 04/11/2017 11:59:59 PM



Printer	B&W Pages	Color Pages	Total	Scans	Total Price
Printing device A	294	209	503	141	$4,143.000
Printing device B	259	92	351	27	$2,630.000
Printing device C	7	9	16	0	
	560	**310**	**870**	**168**	**$6,773.000**
Printer	**B&W Pages**	**Color Pages**	**Total**	**Scans**	**Total Price**
	560	**310**	**870**	**168**	**$6,773.000**

10.2 BI Tools

Starting from version 8.1 (patch 2), MyQ Central Server exposes data to be analyzed with external BI tools (Business Intelligence tools).

Reports can be created according to each customer's specific requirements. It is possible to create the reports manually, or use the Power BI templates created by MyQ in order to generate reports quickly. There are two template versions, one to be used with an Embedded database and one to be used with an SQL server.

10.3 Coverage accounting

MyQ offers coverage accounting for print & copy.

A limited number of printing devices allow pricing according to coverage of paper. You can set prices for three states of coverage: Low, Medium, and High. For some devices, you might have to activate coverage accounting on the device as well.

Coverage is the amount of piece of paper that would be completely covered in ink if what you were printing was compacted into a block. As an example, "5% page coverage" means only 5% of the page has ink or toner on it.

This feature is available only for selected devices.

11 Compatibility and Specifications

11.1 Operating system

MyQ is designed for processing print jobs from any print environment: Windows, DOS, Linux, AS400, SAP, UNIX, and others.

MyQ can be installed on:

- Windows Server 2012/2012 R2/2016/2019/2022, with all the latest updates; only 64bit OS is supported.
- Windows 8.1/10/11, with all the latest updates; only 64bit OS is supported. Be aware of the connection limit of up to 20 clients.
- Microsoft .NET Framework 4.7.2 or higher is required.

For trouble-free running of the system, it is strongly recommended using a Windows Server operating system.

Installation in virtualized environments is supported.

MyQ should not be installed on a Domain Controller.

11.2 Devices

In cooperation with manufacturers and distributors, printing devices of the following brands are certified for supported MyQ Embedded terminals:

- HP and HP Pro
- Kyocera and their OEMs
- Ricoh and their OEMs
- Sharp
- Toshiba
- Xerox
- Lexmark
- Canon
- Epson

MyQ also supports other brands with monitoring using SNMP:

- Brother
- Dell
- Konica Minolta

11.3 Specifications

Server/PC

4 GB RAM and 4 CPU cores for a server with a low system load.

8 GB RAM and 8 CPU cores in any of the following cases:

- Print job spooling via Windows spooler or directly to MyQ print queue
- Integrated Firebird database - installed automatically

- Activated Job Parser
- Activated Credit Accounting
- Activated Quota
- Activated Job Archiving
- High number of Office documents printed via email/web/mobile
- Use of MyQ Desktop Client, or
  - Use of MyQ Smart Job Manager
  - Use of MyQ Smart Print Services
- Watermarks used in queues
- Heavy usage of MyQ API
- 170 users per device (up to 100 000 users total)
- Heavy printing
- 30% active user sessions at once
- Embedded terminal installed on all devices

3GB disk, plus additional storage for print/scan jobs, logs, history, backups. The recommended size of the disk is at least 100GB.

- A dedicated disk for the MyQ installation is recommended, with at least 100 IOPS
- +10 IOPS should be calculated per user session at the same time
- For systems with a large number of direct queues, it is strongly recommended using SSD.

Recommended no. of users and groups:

Users: up to 100,000 (30,000 - 60,000 per one synchronizing line). Depends on the length and number of fields for synchronization.
Groups: up to 40,000/10 tree levels (group in group in group). Each user can be in up to 50 groups.

Web browser:

- Microsoft Edge 17 or higher (Recommended)
- Google Chrome 72 or higher
- Opera 12 or higher
- Mozilla Firefox 65 or higher
- Safari 12 or higher
- Internet Explorer is no longer supported

MyQ Desktop Client:

If there are more than 100 client computers using MyQ Desktop Client (or MyQ Smart Job Manager and/or MyQ Smart Print Services), the MyQ Print Server requires 2+ CPU cores just for the MyQ Desktop Client operations. The recommended configuration may vary according to the system load.

11.4 MyQ Embedded terminal for Kyocera

Platform	Kyocera HyPAS

Format	Application software package
Installation	Remote setup initiated from the server with possibility to define the complete look of the terminal and behavior of all the buttons. Possibility of two-factor authentication.
Supported Models: Kyocera/ UTAX/ Triumph Adler/ Copystar/ Oliveti	For up-to-date information about supported devices, see the related manual in MyQ Docs.

11.5 MyQ Embedded terminal for HP

Platform	HP OXP
Format	Application software package
Installation	Remote setup initiated from the server with possibility to define the complete look of the terminal and behavior of all the buttons. Possibility of two-factor authentication.
Supported Models: HP FutureSmart 3, 4 HP PageWide Pro	For up-to-date information about supported devices, see the related manual in the MyQ Docs.

11.6 MyQ Embedded terminal for Lexmark

Platform	Java 1.8, Android UI
Format	Application software package
Installation	Remote setup initiated from the server. Possibility of two-factor authentication.
Supported Models: Lexmark	For up-to-date information about supported devices, see the related manual in the MyQ Docs.

11.7 MyQ Embedded terminal for Ricoh SmartSDK

Platform	RICOH SmartSDK
Format	Application software package
Installation	Remote setup initiated from the server with the possibility to define the complete look of the terminal and behavior of all the buttons. Possibility of two-factor authentication.
Supported Models: RICOH	For up-to-date information about supported devices, see the related manual in the MyQ Docs.

11.8 MyQ Embedded terminal for Sharp

Platform	SOAP HTTP API
Format	Application software package
Installation	Remote setup initiated from the server with the possibility to define the complete look of the terminal and behavior of all the buttons. Possibility of two-factor authentication.
Supported Models: Sharp	For up-to-date information about supported devices, see the related manual in the MyQ Docs.

11.9 MyQ Embedded terminal for Toshiba

Platform	e-BRIDGE Open
Format	Application software package
Installation	Remote setup initiated from the server. Possibility of two-factor authentication.
Supported Models:	For up-to-date information about supported devices, see the related manual in the MyQ Docs.

Toshiba SDK 3.x, 4.x	

11.10 MyQ Embedded terminal for Xerox

Platform	SOAP HTTP API
Format	Application software package
Installation	Remote setup initiated from the server. Possibility of two-factor authentication.
Supported Models: Xerox	For up-to-date information about supported devices, see the related manual in the MyQ Docs.

11.11 MyQ Embedded terminal for Canon

Platform	MEAP
Format	Application software package
Installation	Remote setup initiated from the server.
Supported Models: Canon	For up-to-date information about supported devices, see the related manual in the MyQ Docs.

11.12 MyQ Embedded terminal for Epson

Platform	Epson Open Platform
Format	Application software package
Installation	Remote setup initiated from the server.
Supported Models: Epson	For up-to-date information about supported devices, see the related manual in the MyQ Docs.

12 Additional Software and Hardware

12.1 Card Readers

MyQ offers a large variety of card readers supporting all the major technologies available on the market, including contactless RFID, smartcard, BLE.

12.2 MyQ TerminalPro

MyQ TerminalPro is a universal hardware terminal that can be used for the pull-print solution with MyQ, on devices that normally do not support a MyQ embedded terminal.

It can be used in two ways:

- The simple way is to use it just with a card reader. In this case, it serves as a straightforward pull-print solution – all print jobs of the system user are printed immediately after they authenticate themselves by swiping a card.
- The favorable way is to use it with the touchscreen display attached to it. The display, which is charged directly from the MyQ TerminalPro, provides users with a friendly environment where they can manage their print jobs, register ID cards, unlock the printing device's copy and scan panels, manage projects, view the actual state of their quotas and manage their credit.

12.3 MyQ Recharge Terminal

MyQ Recharge Terminal is a device designed as an extension of MyQ credit accounting.

The device provides MyQ users with the option to view and increase their credit balance and to register or purchase a card.

In the basic version, MyQ Recharge Terminal is equipped with a 19-inch full-color touch display and a small PC.

MyQ Recharge Terminal can be equipped with the following optional hardware:

- card reader
- coin detector with a self-locking coin bag
- bill reader
- card dispenser
- receipt printer
- vandal-proof display

12.4 MyQ X Mobile Client Application

It has never been easier to manage your jobs from your smartphone or tablet than it is with the MyQ X Mobile Client Application. The user may download the application from Google Play or the Apple App Store and start working with their jobs. The login to devices and server management can be done easily via scanning a QR code, which is placed on the front side of the printer. Thanks to this application, the user may also send the files for printing directly to MyQ and print them on a selected device.

13 Business Contacts

MyQ® Manufacturer	**MyQ® spol. s r.o.** Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic MyQ® Company is registered in the Companies register at the Municipal Court in Prague, division C, no. 29842
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