# MyQ Ricoh SmartSDK Embedded 10.1

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## MyQ Ricoh SmartSDK Embedded Terminal 10.1 RTM

The MyQ Ricoh SmartSDK Embedded terminal is a software application developed on the Ricoh SmartSDK platform. It enables simple management of print jobs on an Android touchscreen display, and offers a number of advanced features: multiple login options, scanning and copying by a single touch, credit, quota, project accounting, and many others. It can communicate with multiple types of USB card readers.

The application can be remotely installed on the printing device's Web User Interface.

You can also check the MyQ X Ricoh product sheet[1].

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

1. https://www.myq-solution.com/en/myqx-ricoh

# 1 What's New in 10.1

Here’s an overview of the new features included in MyQ 10.1

https://www.youtube.com/watch?v=tELIhICH3No

## 1.1 Highlights

### 1.1.1 Easy Print

This new terminal action brings the ease of **Easy Scan** and **Easy Copy** to Printing. It allows users to print files from cloud storages, network drives, and local drives **without sending them to MyQ first**.

You can define the available sources and print properties, allowing users to choose the file they need, and print it, with just a few clicks.

### 1.1.2 Job Preview on Embedded Terminals

Job preview is an essential feature in any printing environment, a last step on the printing journey **minimizing errors** and **saving paper**.

End users can now preview any job before printing directly on the embedded terminal, or in the MyQ mobile application, you simply need to click enable in your Job Settings.

### 1.1.3 Folder Browsing for Easy Scan

Simple scanning should not mean basic scanning, so we’ve added some new features.

Now you can specify the destination folder within your Cloud Storage (Google Drive, OneDrive, etc.) when scanning a document, and even edit the filename you’d like to save it as.

### 1.1.4 Finishing Options

With the power of a 10.1 terminal, you can complete and perfect your job right at the device.

Our new finishing options such as **punching** and **stapling** can be edited with a few clicks at the terminal, and voila, **the job is done**.

And so much more, find all the specific updates for this terminal in our 10.1 Release Notes.

# 2 Supported Printing Devices

Some models are not certified yet. A list of certified models can be found in **Certified Devices** on the MyQ Community portal[2]. If the requested device is not on the certified devices list but it is in the table below, please create a Device certification request.

| Model Name | Color/B&W | Device Type |
|---|---|---|
| IM C3010 / IM C3510 / IM C4510 / IM C5510 / IM C6010 / IM C2010 / IM C2510 Series | Color | Multifunction Printer |
| IM C7010 / IM C7010G | Color | Multifunction Printer |
| IM C401F / C401SRF | Color | Multifunction Printer |
| IM C3010SD / IM C3510SD / IM C4510SD / IM C6010SD | Color | Multifunction Printer |
| Pro 8400S / Pro 8410S / Pro 8420S | B&W | Multifunction Printer |
| Pro 8410 / Pro 8420 | B&W | Multifunction Printer |
| IM C6510 / IM C8010 / Pro C5400S / Pro C5410S / Pro C5400SL | Color | Multifunction Printer |
| IM 370F / IM 460F / IM 460FTL | B&W | Multifunction Printer |
| IM C320F | Color | Multifunction Printer |
| IP C8500 | Color | Multifunction Printer |

2. https://community.myq-solution.com/

| Model Name | Color/B&W | Device Type |
|---|---|---|
| IM 2500 / IM 3000 / IM 3500 /IM 4000 / IM 5000 / IM 6000 / IM 2509J / IM 3009J / IM 3509J | B&W | Multifunction Printer |
| IM C3000 Series | Color | Multifunction Printer |
| IM C3500 Series | Color | Multifunction Printer |
| IM C4500 Series | Color | Multifunction Printer |
| IM C5500 Series | Color | Multifunction Printer |
| IM C6000 Series | Color | Multifunction Printer |
| IM C2000 Series | Color | Multifunction Printer |
| IM C2500 Series | Color | Multifunction Printer |
| IM 550 / IM 600 Series | B&W | Multifunction Printer |
| IM C300 / IM C400 / IM C400SR | Color | Multifunction Printer |
| IM C6500 / IM C8000 | Color | Multifunction Printer |
| Pro C5300S / Pro C5310S | Color | Multifunction Printer |
| Pro C5300SL | Color | Multifunction Printer |
| IM 7000 / IM 8000 / IM 9000 | B&W | Multifunction Printer |
| IM CW2200 | Color | Multifunction Printer |
| IP CW2200 | Color | Multifunction Printer |
| IM 2702 | B&W | Multifunction Printer |
| IM C530FB / IM C530F | Color | Multifunction Printer |

| Model Name | Color/B&W | Device Type |
|---|---|---|
| Pro8300S / Pro8310S / Pro8320S | B&W | Multifunction Printer |
| Pro8310 / Pro8320 | B&W | Multifunction Printer |
| MP C306Z Series | Color | Multifunction Printer |
| MP C406Z Series | Color | Multifunction Printer |
| MP 305+ Series | B&W | Multifunction Printer |
| MP C3004 Series | Color | Multifunction Printer |
| MP C3504 Series | Color | Multifunction Printer |
| MP C4504 Series | Color | Multifunction Printer |
| MP C5504 Series | Color | Multifunction Printer |
| MP C6004 Series | Color | Multifunction Printer |
| MP C2004 Series | Color | Multifunction Printer |
| MP C2094SPJ | Color | Multifunction Printer |
| MP C2504 Series | Color | Multifunction Printer |
| MP C2594SPJ | Color | Multifunction Printer |
| MP C3004ex Series | Color | Multifunction Printer |
| MP C3504ex Series | Color | Multifunction Printer |
| MP C4504ex Series | Color | Multifunction Printer |
| MP C5504ex Series | Color | Multifunction Printer |
| MP C6004ex Series | Color | Multifunction Printer |
| MP C2004ex Series | Color | Multifunction Printer |
| MP C2094exSPJ | Color | Multifunction Printer |

| Model Name | Color/B&W | Device Type |
|---|---|---|
| MP C2504ex Series | Color | Multifunction Printer |
| MP C2594exSPJ | Color | Multifunction Printer |
| MP C501SP | Color | Multifunction Printer |
| MP 501 Series | B&W | Multifunction Printer |
| MP 601 Series | B&W | Multifunction Printer |
| MP CW2201 SP | Color | Multifunction Printer |
| MP 6503 SP | B&W | Multifunction Printer |
| MP 7503 SP | B&W | Multifunction Printer |
| MP 9003 SP | B&W | Multifunction Printer |
| MP 402SPF | B&W | Multifunction Printer |
| MP 2555 Series | B&W | Multifunction Printer |
| MP 2595SPJ | B&W | Multifunction Printer |
| MP 3055 Series | B&W | Multifunction Printer |
| MP 3095SPJ | B&W | Multifunction Printer |
| MP 3555 Series | B&W | Multifunction Printer |
| MP 3595SPJ | B&W | Multifunction Printer |
| MP 4055 Series | B&W | Multifunction Printer |
| MP 5055 Series | B&W | Multifunction Printer |
| MP 6055 Series | B&W | Multifunction Printer |
| MP C307 Series | Color | Multifunction Printer |
| MP C407 Series | Color | Multifunction Printer |
| MP C6503 SP | Color | Multifunction Printer |

| Model Name | Color/B&W | Device Type |
|---|---|---|
| MP C8003 SP | Color | Multifunction Printer |
| Pro C5200S | Color | Multifunction Printer |
| Pro C5210S | Color | Multifunction Printer |
| SP C840DN | Color | Multifunction Printer |
| SP C842DN | Color | Multifunction Printer |
| IM 350F | B&W | Multifunction Printer |
| IM 430Fb | B&W | Multifunction Printer |
| IM 430F | B&W | Multifunction Printer |

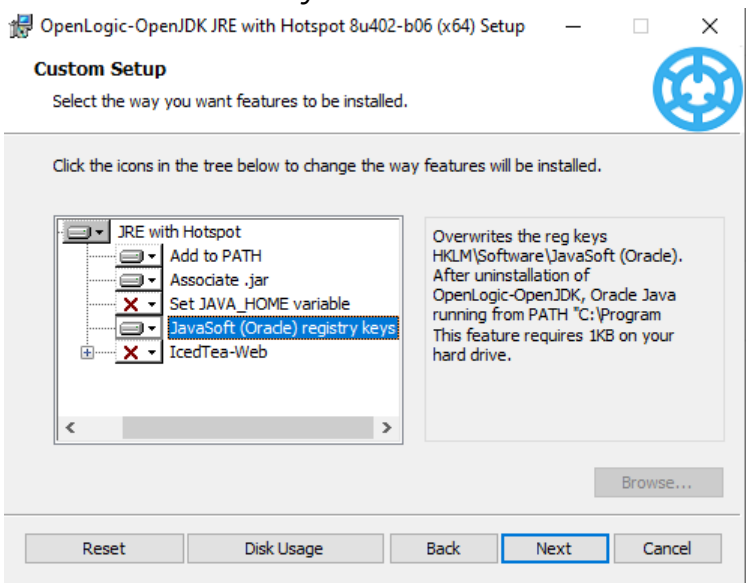
Make sure that the latest firmware and correct Java version are installed in your device.

# 3 Installation

## 3.1 Requirements

The proper function of the MyQ Ricoh SmartSDK embedded terminal depends on the following:

- MyQ Web Server port (by default 443 in new installations) has to be allowed in the Firewall by default.
- The latest firmware should be installed on the device.
- Every embedded terminal requires a valid license activated on the MyQ server.
- MyQ Ricoh SmartSDK Embedded terminal 10.1 is supported on MyQ Print server 10.1 and newer.
- Java 8 Runtime Environment (JRE) installed on the MyQ Server.
    - OpenJDK Java is strongly recommended, for example, this distribution from OpenLogic[3].
    - We do not recommend Oracle JRE (versions higher than 8u341 are not compatible with the Ricoh embedded installer).
    - It is necessary to enable installation of JavaSoft (Oracle) registry keys, which is not enabled by default.




When restarting the printing device, do not use the software restart option on the device's Web UI. It does not restart all components used by the MyQ Embedded application, which results in problems with the connection to the MyQ Server.

3. https://builds.openlogic.com/downloadJDK/openlogic-openjdk-jre/8u492-b09/openlogic-openjdk-jre-8u492-b09-windows-x64.msi

For information about communication protocols and ports, check the MyQ Print Server[4] guide.

## 3.2 Remote installation via Printer Discovery

The easiest way to install the MyQ Ricoh SmartSDK Embedded terminal is via remote installation from the MyQ Web administrator interface. This method is very simple, and it is preferable, especially when you need to install the terminal on a large number of printing devices, since you can install multiple devices in a batch.

You do this by creating separate printer discoveries and adding a configuration profile to any one of them. At the same time, you can assign the discovered printers to a group and/or queue. Another possibility is to create a remote installation for just one printer and place it in a direct queue.

Before the installation, make sure that the server hostname/IP address in **MyQ, Settings, Network** is correct. If it's not, which could happen after a license update or upgrade, the remote setup will fail.

| | |
|---|---|
| Activation failed | Error while getting MyQ server IP address. Check if the MyQ Server hostname in the Settings is set correctly. \| error=Socket: Windows Sockets error \| error=11001 |

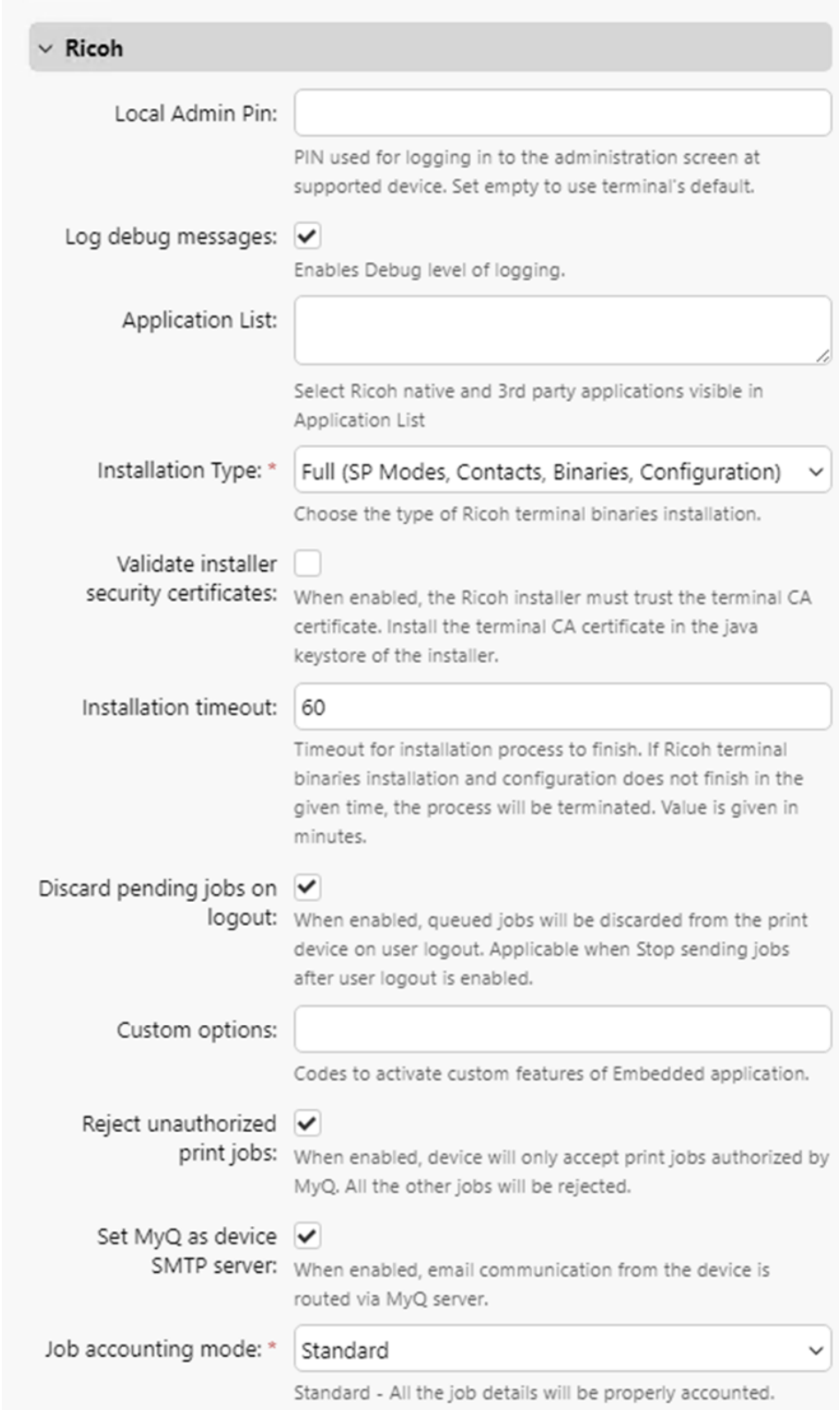
If the remote setup fails, make sure that the latest firmware and the correct Java version are installed on your device. If not, update them and run the remote setup again. If you don't know how to do that, contact Ricoh support.

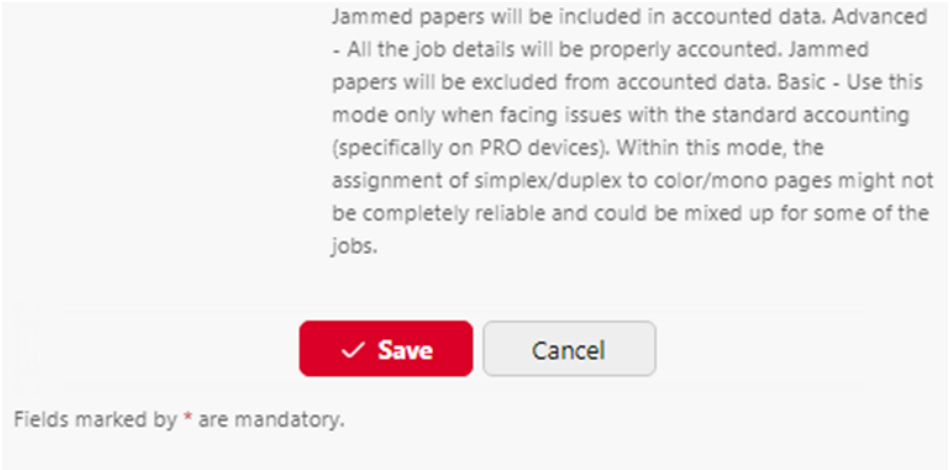
To remotely install the MyQ Ricoh SmartSDK Embedded terminal:

1. Follow the instructions in the MyQ Print Server guide to create and configure a Printer Discovery[5].
2. Then, you should create a configuration profile[6] to attach to your Printer Discovery.

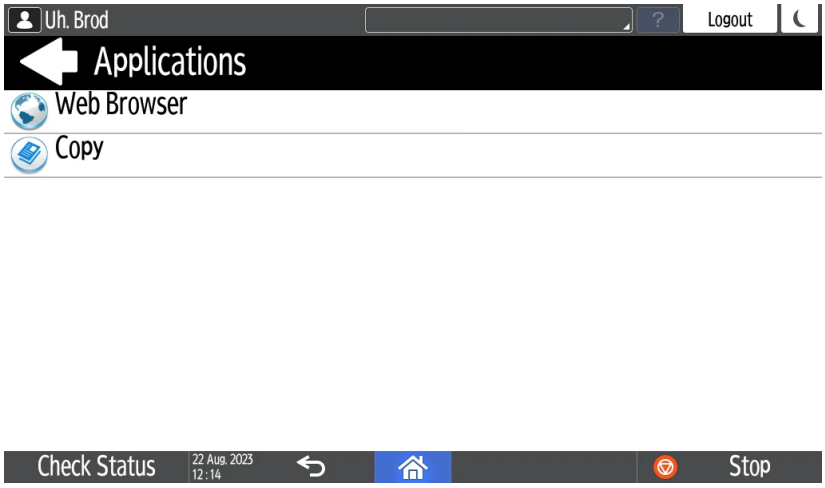
4. https://docs.myq-solution.com/en/print-server/10.1/main-communication-ports
5. https://docs.myq-solution.com/en/print-server/10.1/discovering-printing-devices
6. https://docs.myq-solution.com/en/print-server/10.1/configuration-profiles

3. The **Ricoh** section is displayed when the Ricoh terminal package is installed on the MyQ server. Applying the changes in the Ricoh section on the terminal requires a force remote configuration of the device.

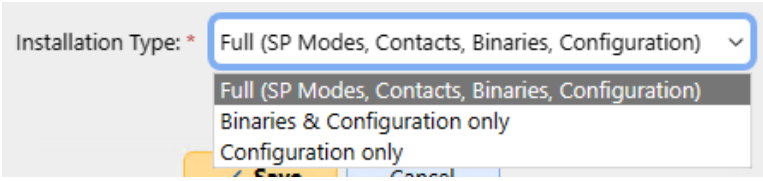





- It is possible to change the **Local Admin Pin**. When the field is empty, the default value **1087** is used.
- **Log debug messages** allows to enable/disable the Debug level of logging. If the setting is enabled, the terminal will generate additional log information for auditing and troubleshooting purposes.
- It is possible to specify the **Application List**, this allows you to edit the list of native application IDs that can be started from the Top Menu (Application List / Application Redirection) and Terminal Actions. Applications not added to this list will not be available on the terminal. In MyQ server 8.2, the list is delimited by commas, from MyQ server 10.0, each application should be listed on a single line. This list might be further filtered based on the logged-in user policies.

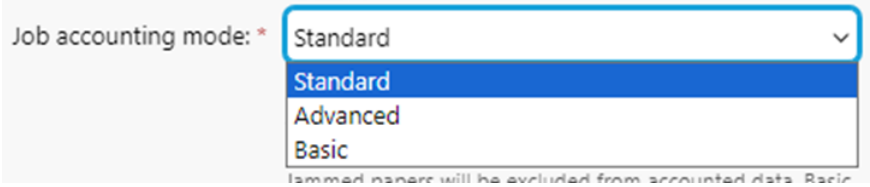



- It is possible to specify the **Installation type** - forces the type of the installation which is executed when activating the printer or forcing its configuration. For the proper terminal installation or terminal upgrade, the *Full* type of the installation is required. The other two types of installation should be used for debugging of issues. There are these options:




- *Full (SP Modes, Contacts, Binaries, Configuration)* - (default); performs a full installation including uninstallation of previous versions of the app (it also uninstalls the MyQ Roger app if present), settings SP modes, creating contacts, installing MyQ app binaries, and finally pushing the fresh configuration. May take around 5 mins; on certain very slow models (IM 2701), up to 20 mins.
- *Binaries & Configuration only* - it only uninstalls the previous version of the app (including MyQ Roger), installs new binaries, and pushes the fresh configuration. Useful for debugging purposes when MyQ has been already installed (SP modes are already set) and only the binaries are to be exchanged. May take around 3 mins. Slow models up to 10 mins.
- *Configuration only* - it only pushes the new configuration. Useful for debugging purposes when only configuration is to be refreshed. Takes only 5 seconds.

- **Validate installer security certificates** When enabled, the Ricoh installer must trust the terminal CA certificate. Install the terminal CA certificate in the java keystore of the installer.
- **Custom options** It is possible to specify Custom options. With this parameter, the administrator can unlock some hidden features of the terminal which are available only to specific customers and might require specific device/firmware.
- **Reject unauthorized print jobs** allows to enable/disable rejecting of unauthorized jobs. This option is enabled by default. If the option is enabled, the device will only accept print jobs authorized by MyQ, and all other jobs will be rejected. If the option is disabled, it is possible to print jobs for users who are not registered in MyQ. The printer driver has to be configured like direct print for local spool jobs.
- **Set MyQ as device SMTP server** allows to configure the MyQ IP address/ hostname as the device's SMTP server for Panel scan operation during the remote configuration. This option is enabled by default. If the option is disabled, the device's SMTP server is not configured during the remote configuration.
- **Job accounting mode** - the way how the terminal accounts for the finished jobs (concerns Print and Copy jobs only; Scan/Fax jobs are always accounted for in Standard mode).




- *Standard* - (default) - All the job details will be properly accounted for. Jammed papers will be included in the accounted data.
- *Advanced* - Advanced - All the job details will be properly accounted for. Jammed papers will be excluded from accounted data.
- *Basic* - Use this mode only when facing issues with the standard accounting (specifically on PRO devices). Within this mode, the assignment of simplex/duplex to color/mono pages might not be completely reliable and could be mixed up for some of the jobs.

## 3.3 Additional Configuration on the Device

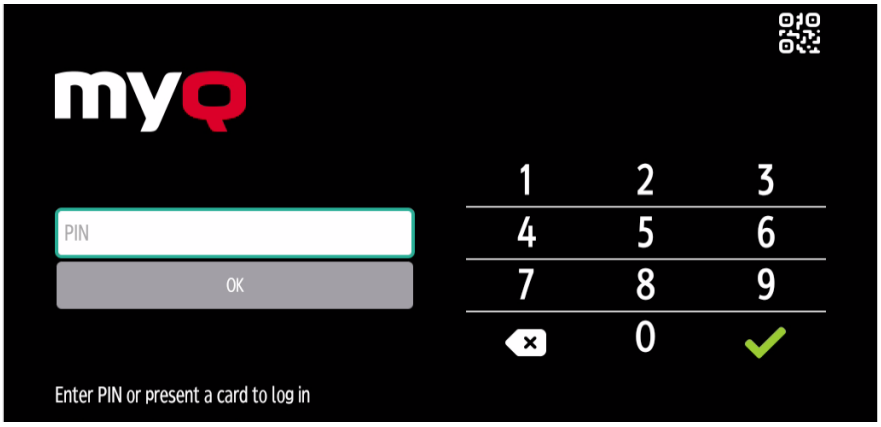
Before you can start using the terminal, you need to change the following settings on the printing device:

- Set the screen startup mode
- Set printing limits

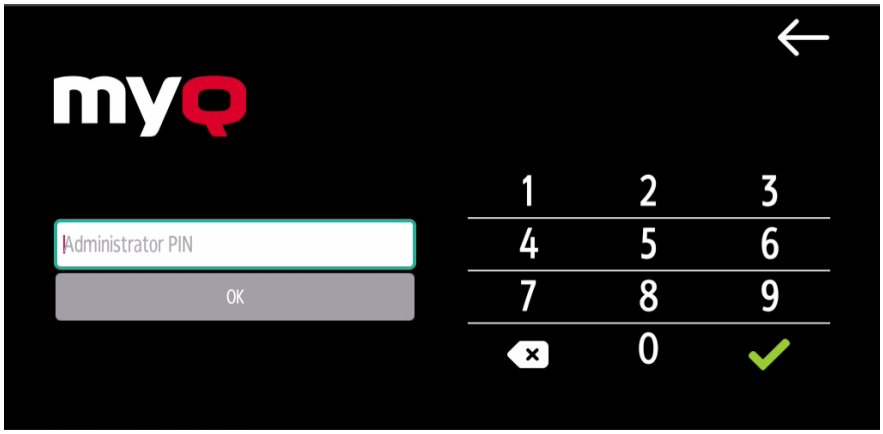
### 3.3.1 Setting the screen startup mode

To do this, you need to unlock the device's Android panel screen, open the printing device system settings and set the **Screen Startup Mode**.

1. On the initial screen of the MyQ Embedded application, tap **MyQ** to open the admin login screen.

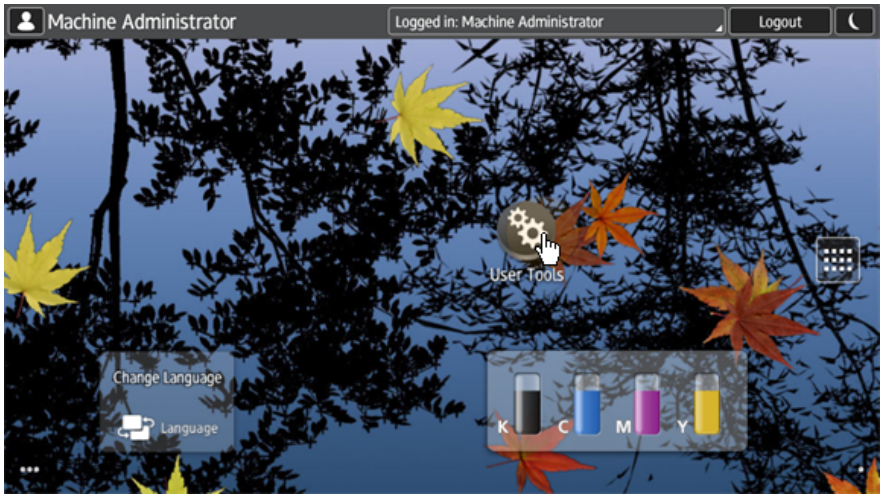


2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.

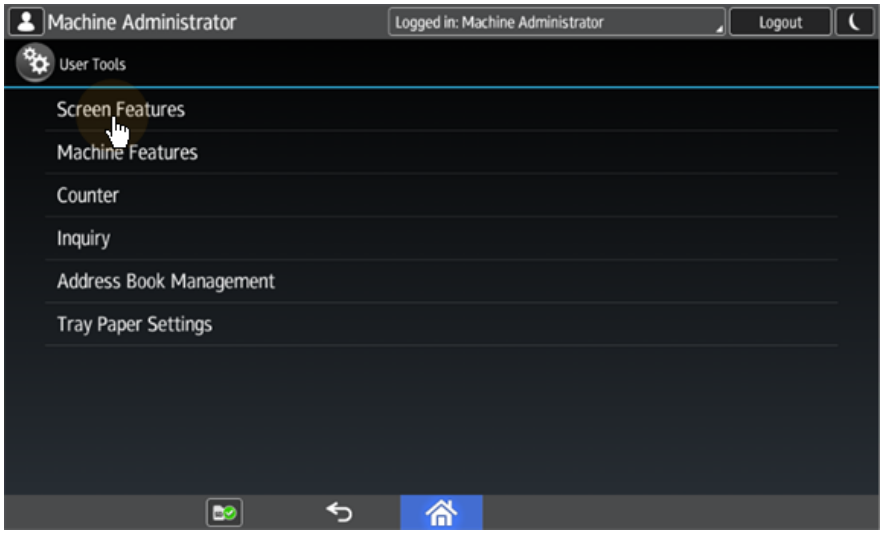



3. Tap **System settings** in the menu on the right side of the screen. The device's panel screen opens.

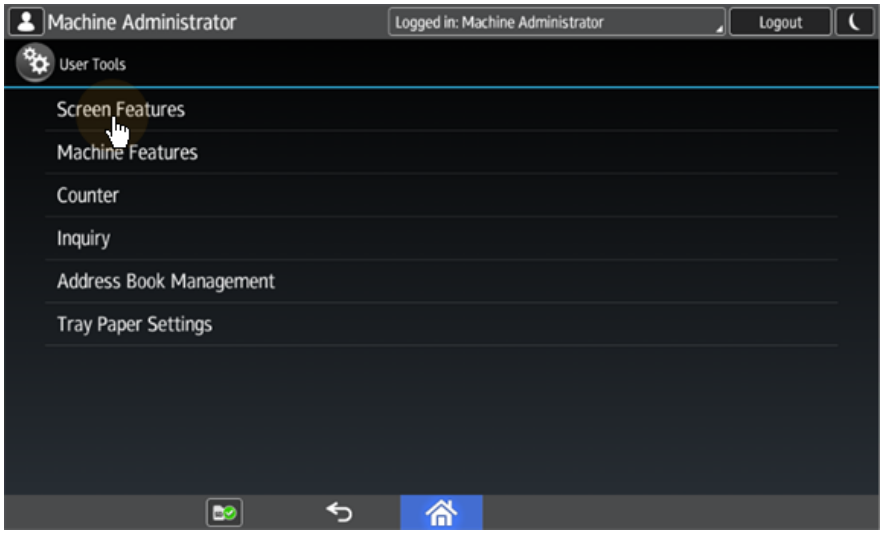
4. On the screen, tap **User Tools**. The User Tools screen opens.



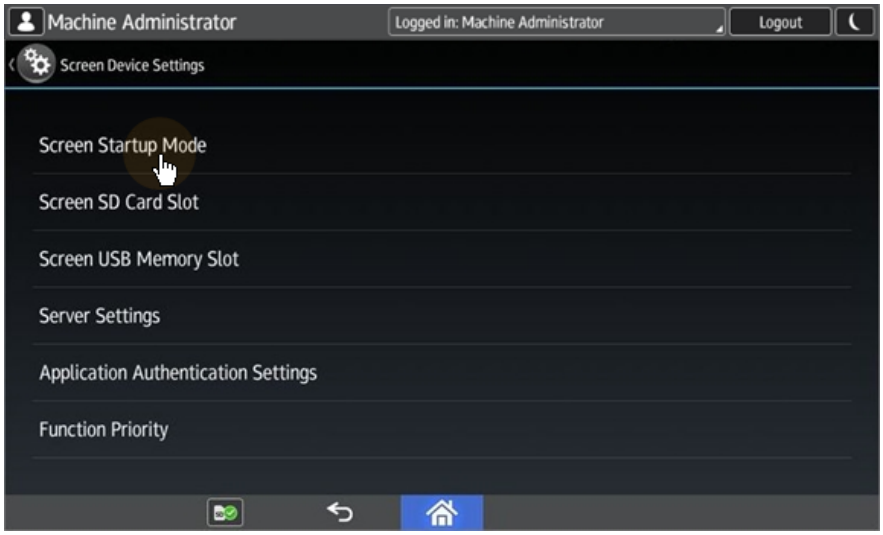

5. Tap **Screen Features**. The Screen Features screen opens.



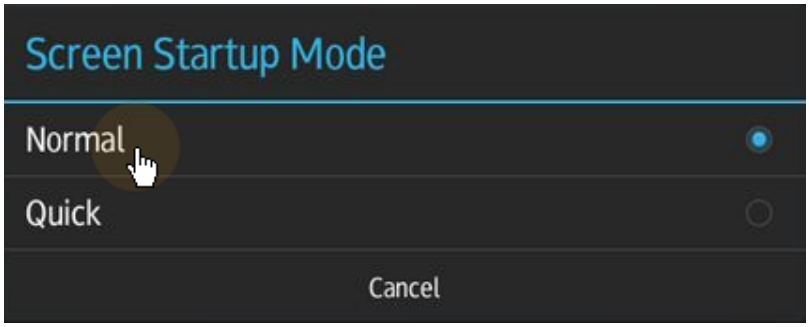

6. Tap **Screen Device Settings**. The Screen Device Settings screen opens.




7. Tap **Screen Startup Mode**. The Screen Startup Mode widget opens.



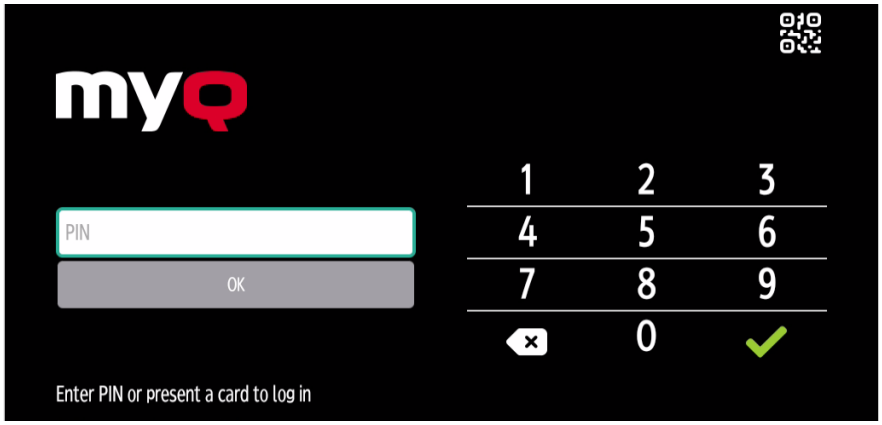

8. On the widget, tap **Normal**.



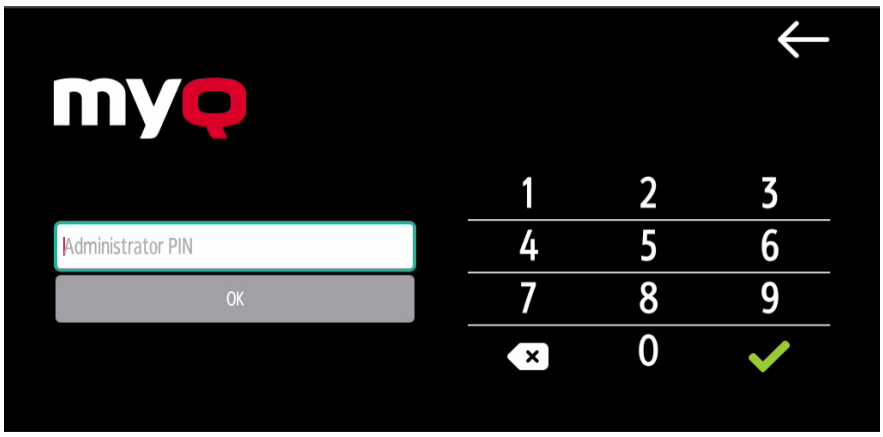
### 3.3.2 Setting printing limits

To do this, you need to unlock the device's Android panel screen, open the printing device system settings and change two settings there: the **Machine action when limit is reached** setting, and the **Enhanced Print Volume Use Limitation** setting.

1. On the initial screen of the MyQ Embedded application, tap **MyQ** to open the admin login screen.

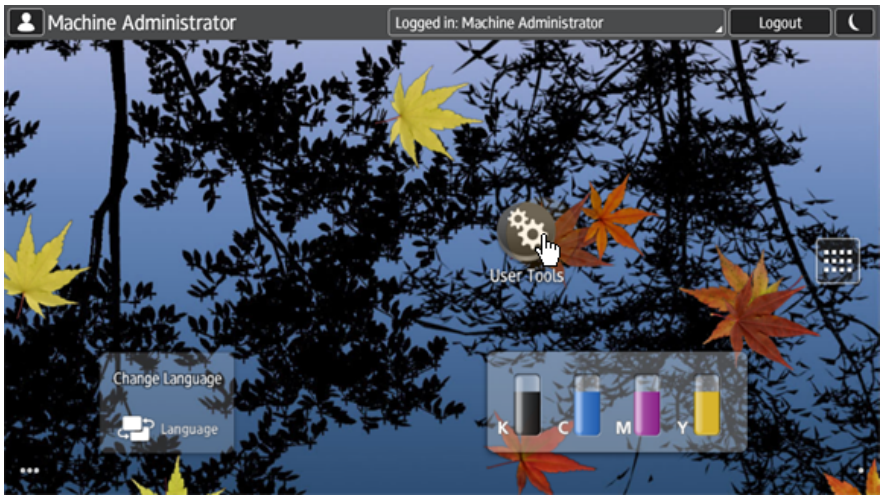



2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.

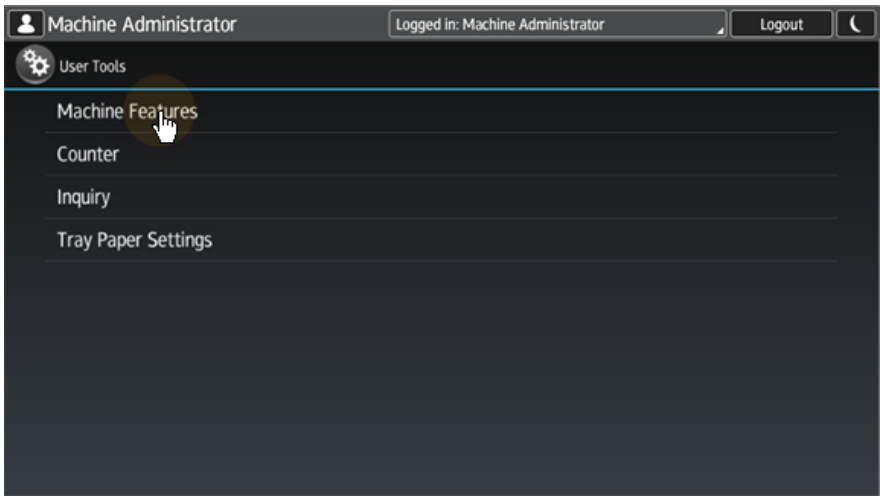



3. Tap **System settings** in the menu on the right side of the screen. The device's panel screen opens.

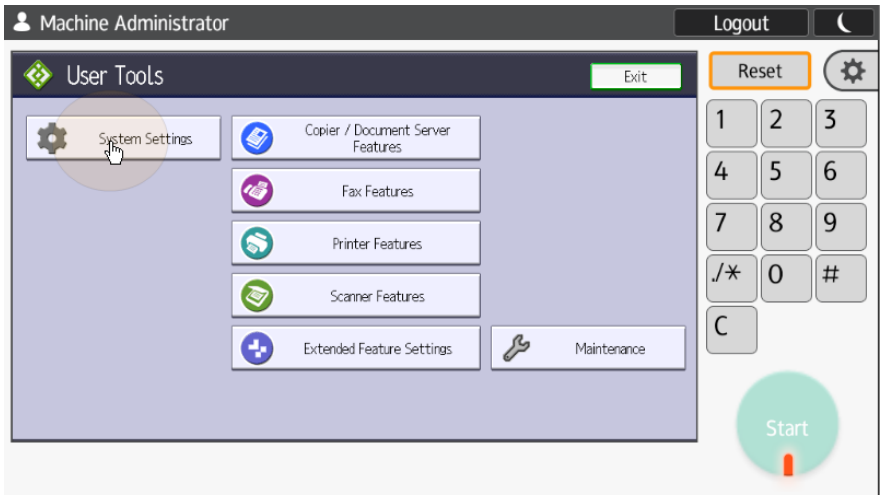
4. On the screen, tap **User Tools**. The User Tools screen opens.



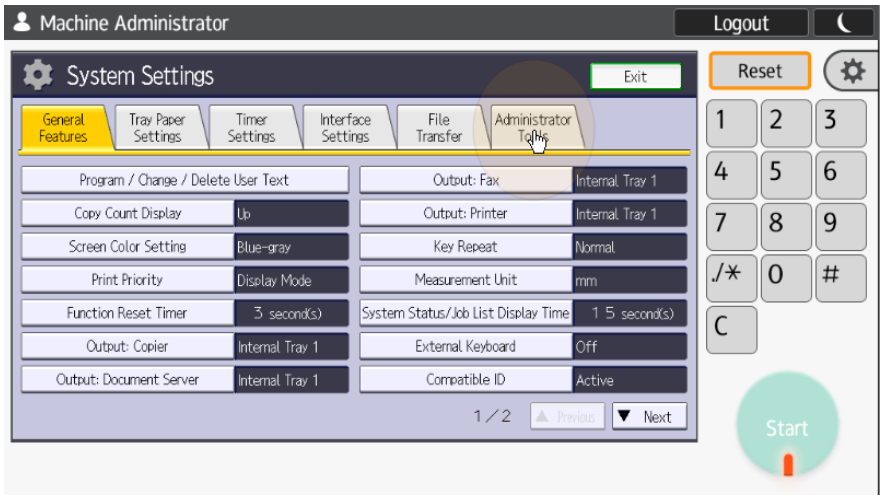

5. Tap **Machine Features**. The Machine Features screen opens.



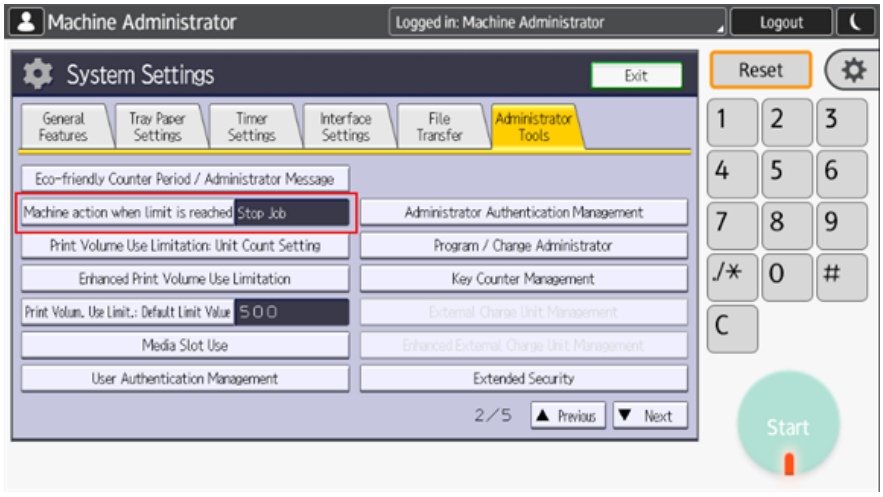
6. Tap **System Settings**. The System Settings screen opens.



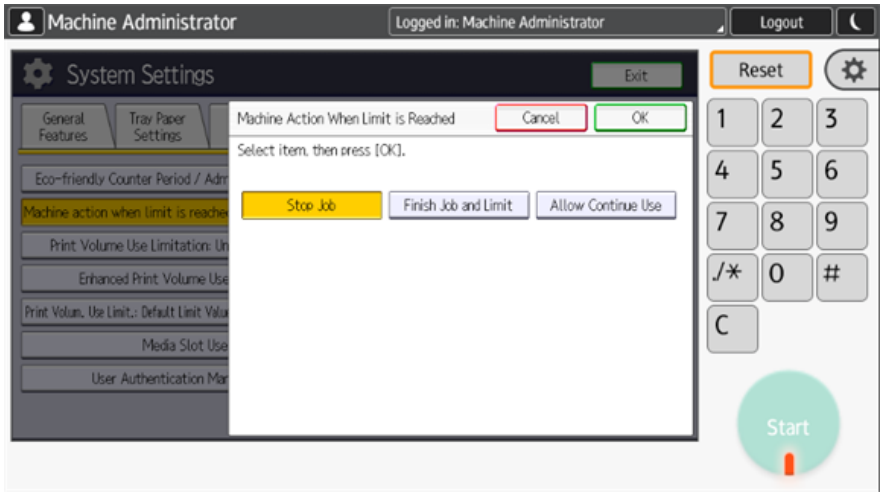

7. Tap **Administrator Tools**. The Administrator Tools tab opens.



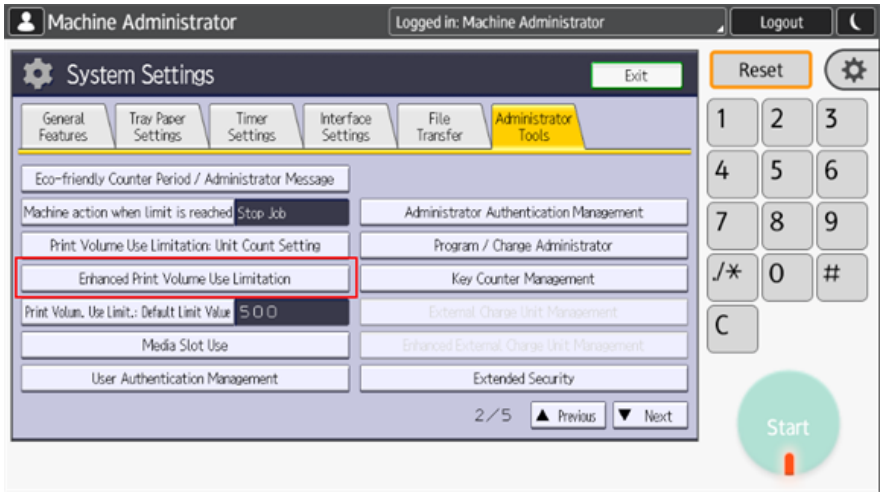

8. Tap **Machine action when limit is reached**. The Machine Action When Limit is Reached dialog box appears.



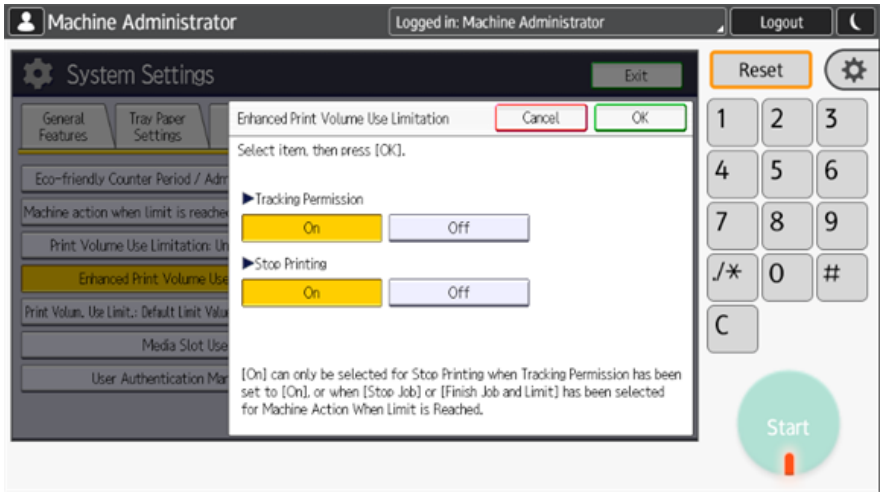

9. In the dialog box, select the **Stop Job** option, and then tap **OK** at the top-right corner of the screen. You are returned to the Administrator Tools tab.




10. On the tab, tap **Enhanced Print Volume Use Limitation**. The Enhanced Print Volume Use Limitation dialog box appears.




11. In the dialog box, set **Tracking permission** and **Stop Printing** to **On**, and then tap **OK** at the top-right corner.

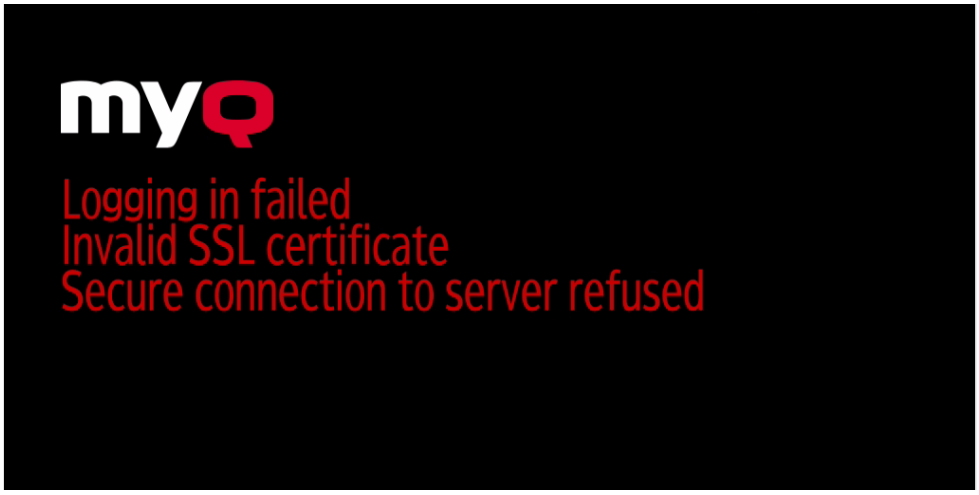



12. Restart the printing device.

## 3.4 Communication Security

The SSL certificate is installed automatically during the remote setup.

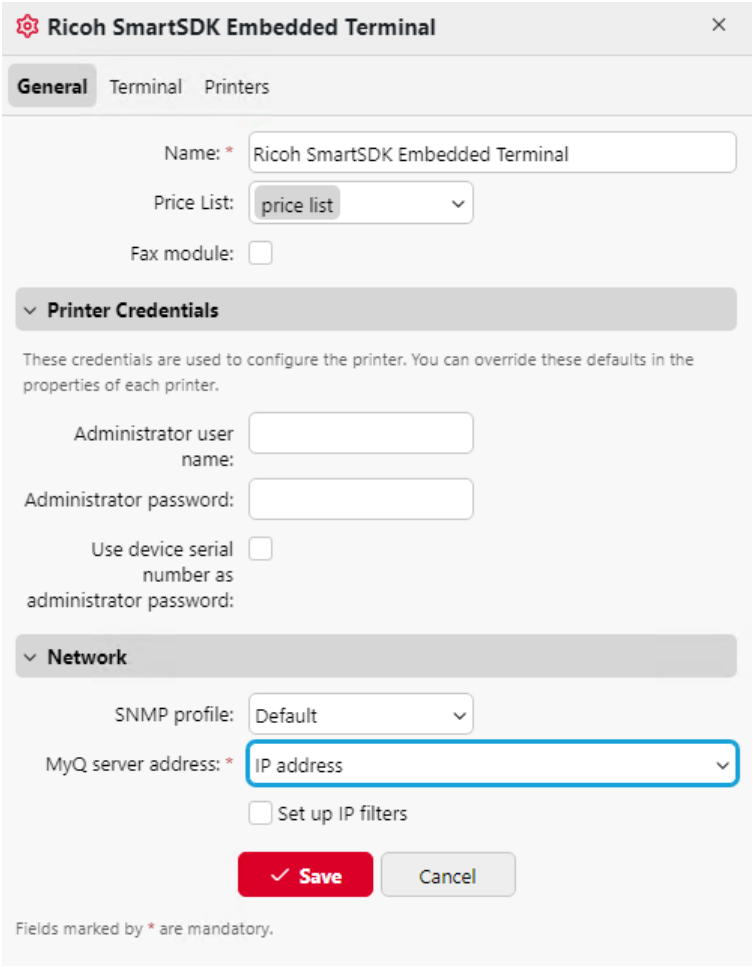
In the case that incorrect SSL certificates are used, the "*Logging in failed - Invalid SSL certificate - Secure connection to server refused*" message is displayed after a login attempt.



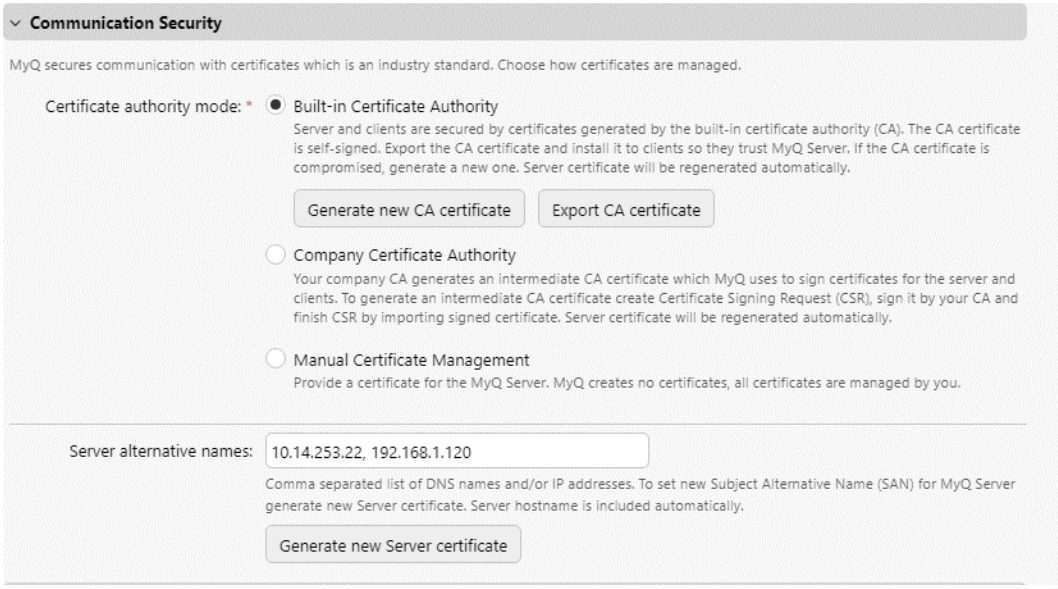

Once you change the certificate on the server, a force remote configuration is required. After the force reconfiguration, a device reboot might also be required.

> For proper behavior, it is important to configure time settings (time zone, and date and time settings) of the device to the same values as the server.

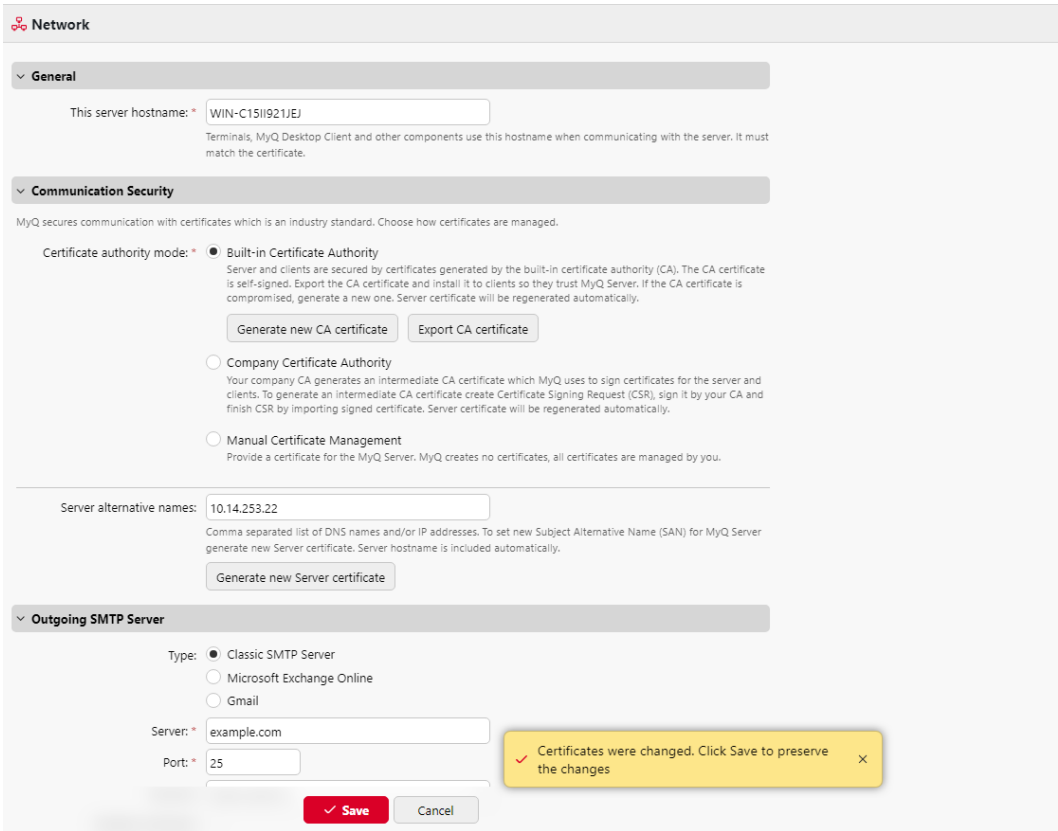
In the case that *IP address* is used for the terminal's installation instead of the *server's hostname* in your Configuration profile and **Allow unsecure communication** is disabled in MyQ Easy Config, the IP address of the server has to be added as a **Server alternative name** in the **Communication Security** settings in the MyQ web administrator interface:




1. In the MyQ web administrator interface, go to **Settings, Network, Communication Security**.
2. In the **Server alternative names** field, enter the IP address of the server and press **Generate new Server Certificate**.




3. Once the certificate is generated, you get the following message: *Certificates were changed. Click Save to preserve the changes.* Click the **Save** button.




4. After the changes are saved, a force configuration, printer re-activation, and a device reboot are required in order to apply the updated certificate.

## 3.5 Changing Login Methods

If you want to change login methods after the installation, you need to edit the configuration profile and reactivate your printer(s).

You can choose between two types of login: simple login and two-step authentication. With the simple login option, you can select up to three methods of login, and with the two-step authentication, you can select a combination of the login methods.

To change the login type:

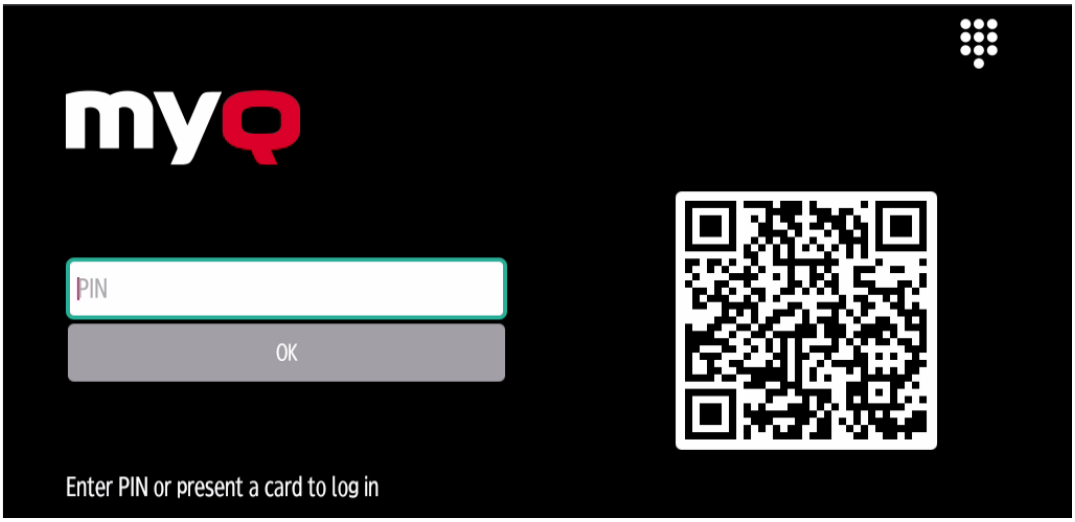
1. In the MyQ Web administrator interface, go to **MyQ, Settings, Configuration Profiles**.
2. Select the profile you want to change and click **Edit** on the main ribbon (or right-click and **Edit**, or double-click). Choose the login method in the pane to the right.
3. Click **Save**. A pop-up window tells you that you need to activate the printers again.
4. Click **OK** if you want to re-activate all the printers connected to this profile, or click **Skip** if you only want to change the settings for specific printers.
5. If you chose to skip, go to **MyQ, Printers** to open the **Printers** overview. Select the printer(s) to change, right-click and select **Activate**.
6. Restart the printing device(s).

### 3.5.1 Login via QR code

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

It is also possible to configure displaying a QR code on the terminal, instead of the numeric keyboard, by default. Mark the checkbox next to **Set QR code as default login method** and click **Save**.

After the confirmation, a QR code is displayed as the default login option on the terminal.




For more information, check Printing via the MyQ X Mobile Client app[7] in the MyQ Print Server guide and check the MyQ X Mobile Client App[8] guide.

## 3.6 Selecting Languages

The language selected as the default one on the MyQ server is also used on all the embedded terminals. You can change the language that will be used on individual user sessions on the terminals.

**The default language:**

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

**The user's language:**

You can set different languages for users by editing their properties panels on the **Users** main tab. These languages are then used on their user sessions on the embedded terminal. For more information, see *Editing user accounts* in the *MyQ Print Server guide*.

## 3.7 Activating Card Readers

To activate a USB card reader:

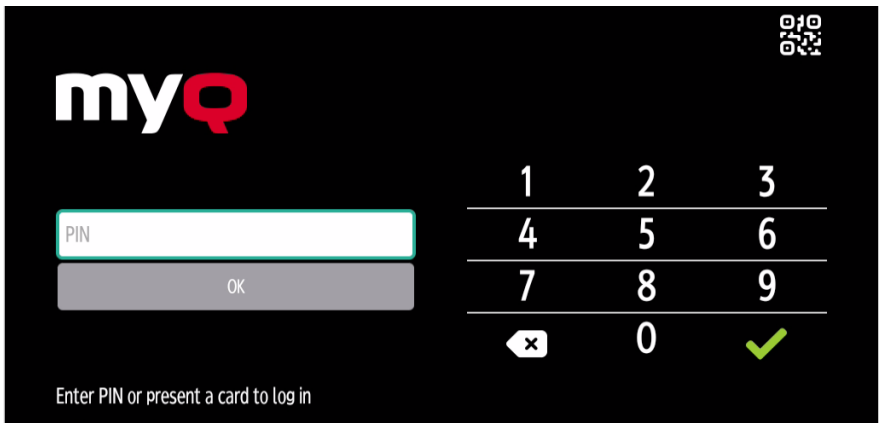
- Register it on the printing device's touch panel

7. https://docs.myq-solution.com/en/print-server/10.1/printing-via-the-myq-x-mobile-client-app
8. https://docs.myq-solution.com/en/mobile-app/

- Add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's Web UI.

### 3.7.1 Registering the card reader on the printing device's touch panel

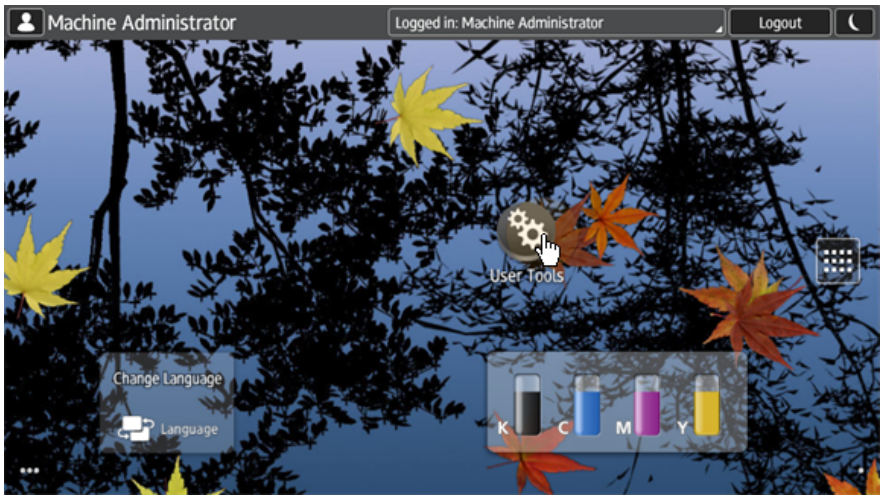
1. On the initial screen of the MyQ Embedded application, tap **MyQ** to open the admin login screen.



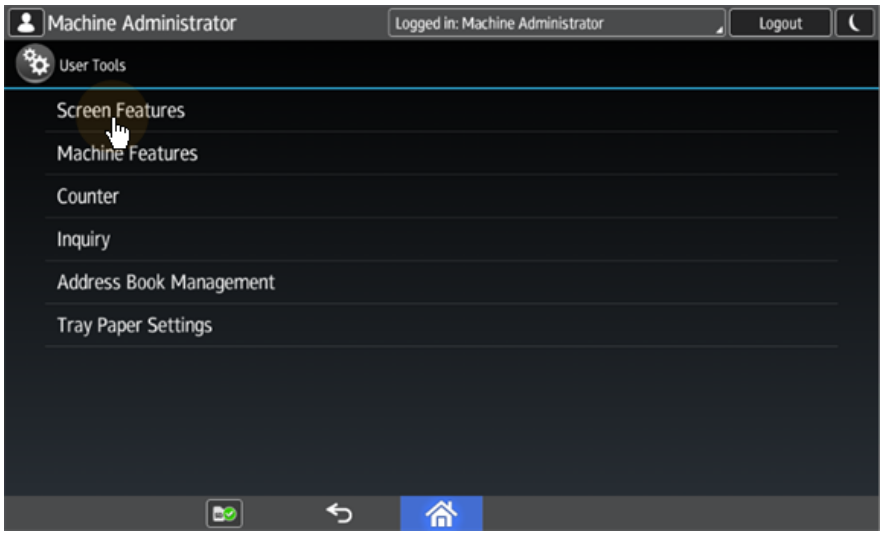

2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.

3. Tap **Admin Login** for opening the device's panel screen.

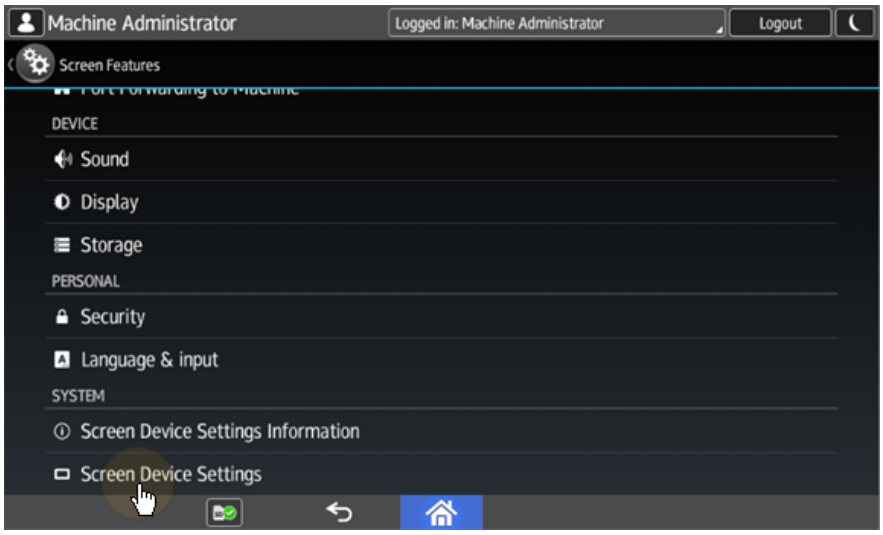
4. On the screen, tap **User Tools**. The User Tools screen opens.



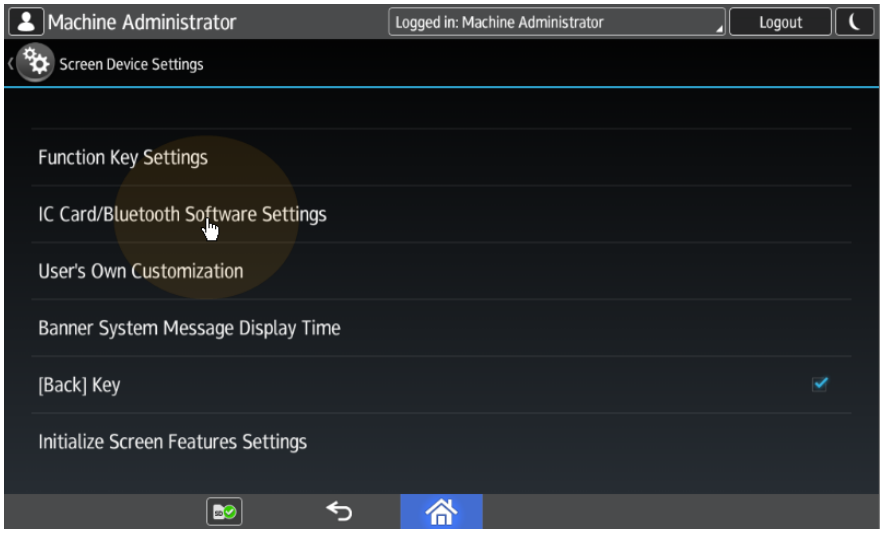

5. Tap **Screen Features**. The Screen Features screen opens.



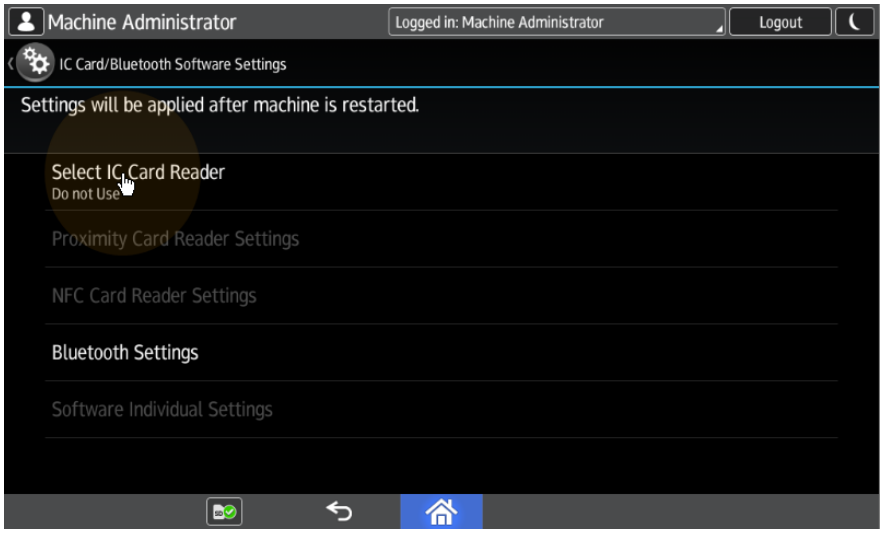
6. Tap **Screen Device Settings**. The Screen Device Settings screen opens.



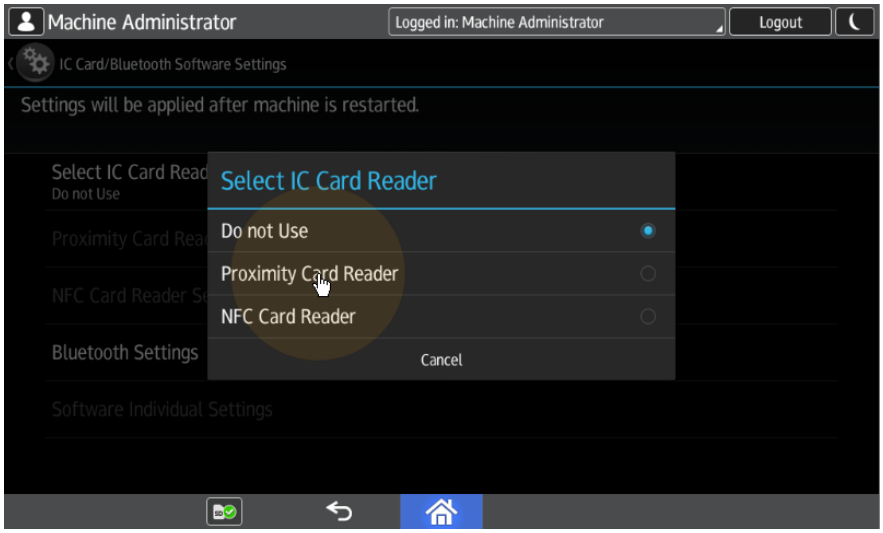

7. On the Screen device Settings screen, scroll down and tap **IC Card/Bluetooth Software Settings**. The IC Card/Bluetooth Software Settings screen opens.



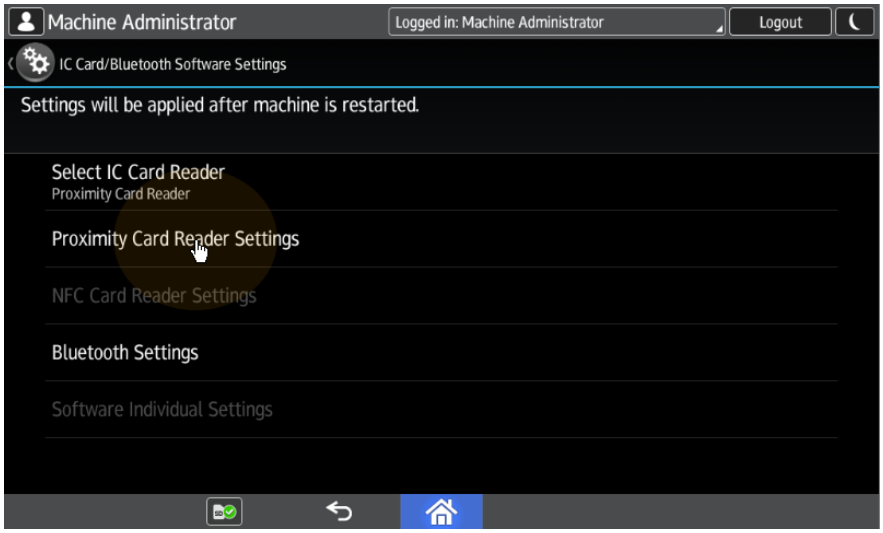

8. Tap **Select IC Card Reader**. The Select IC Card Reader dialog box appears.



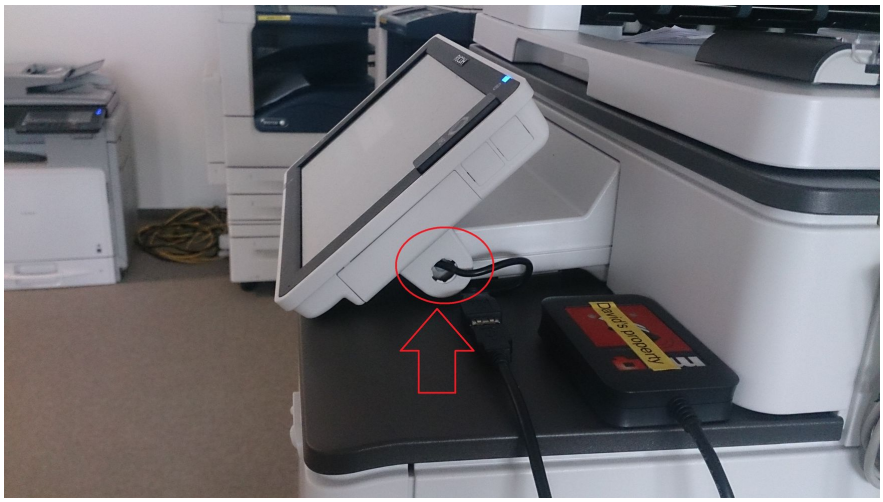

9. Tap **Proximity Card Reader**. The dialog box is closed.



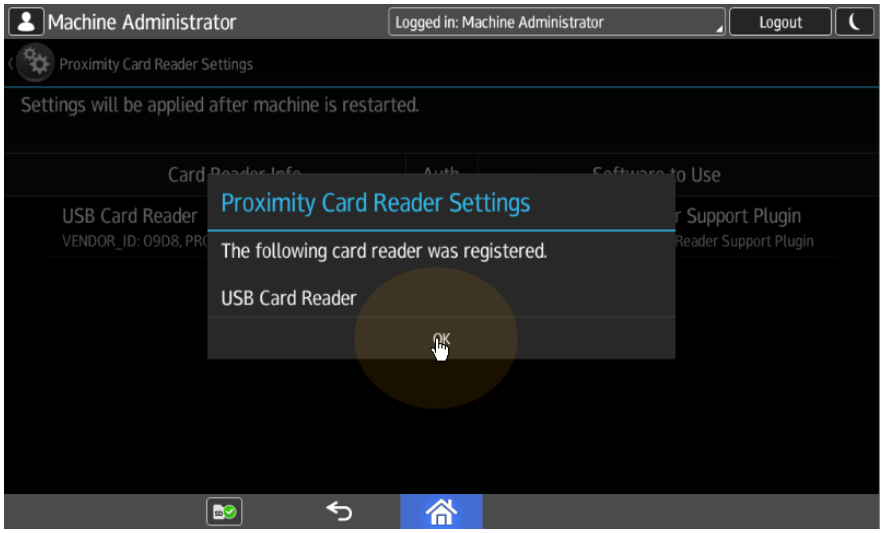

10. Back on the IC Card/Bluetooth Software Settings screen, tap **Proximity Card Reader Settings**. The Proximity Card Reader Settings screen opens.



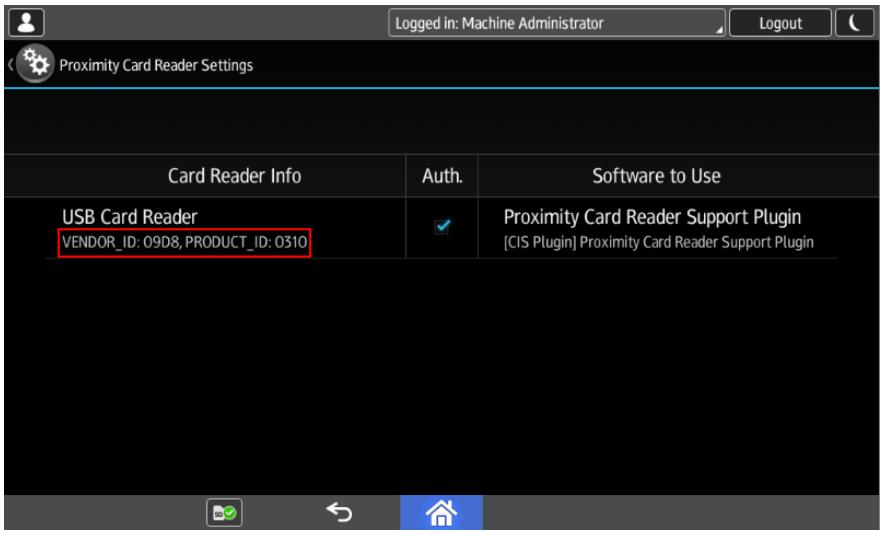

11. Plug in the card Reader to the Android panel via Mini USB — USB (female) reduction. The Proximity Card Reader Settings message box informs you that a USB card reader was registered.



12. Tap **OK** to close the Proximity Card Reader Settings message box.



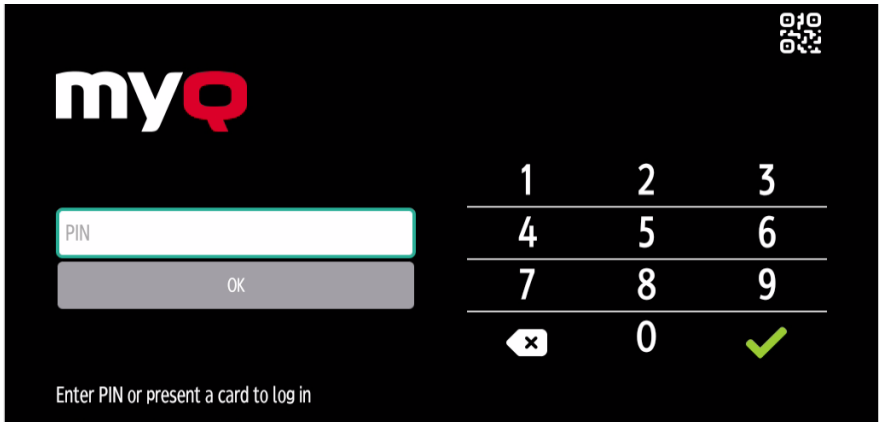

13. Back on the Proximity Card Reader Settings screen, remember (write down) the **VENDOR_ ID** number and the **PRODUCT_ ID** number displayed under **Card Reader Info**. These numbers have to be added to the printing device USB device list.




14. Exit the system settings.

For some newer devices, the system menu is different. Here are the steps in the updated system menu.

1. On the initial screen of the MyQ Embedded application, tap the **MyQ logo** to open the admin login screen.

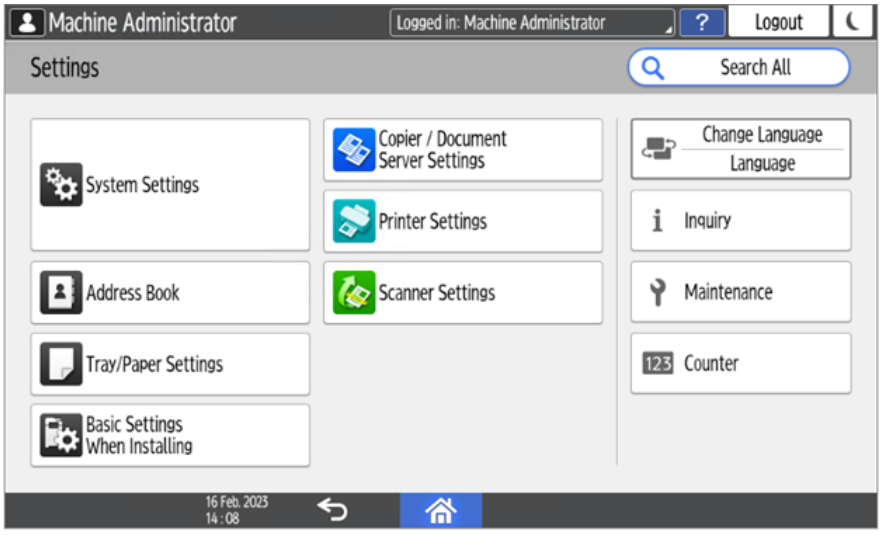



2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.

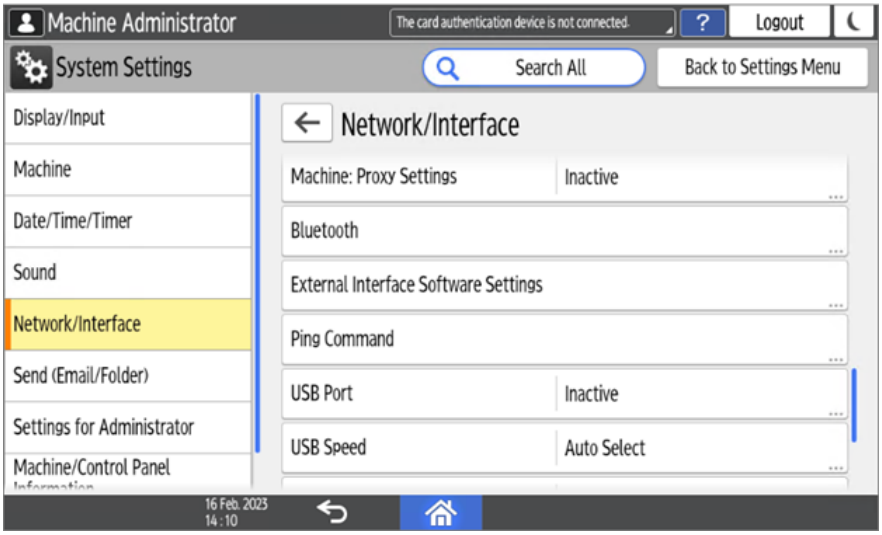
3. Tap **Admin Login** for opening the device's panel screen.

4. On the device panel, open **Settings**.

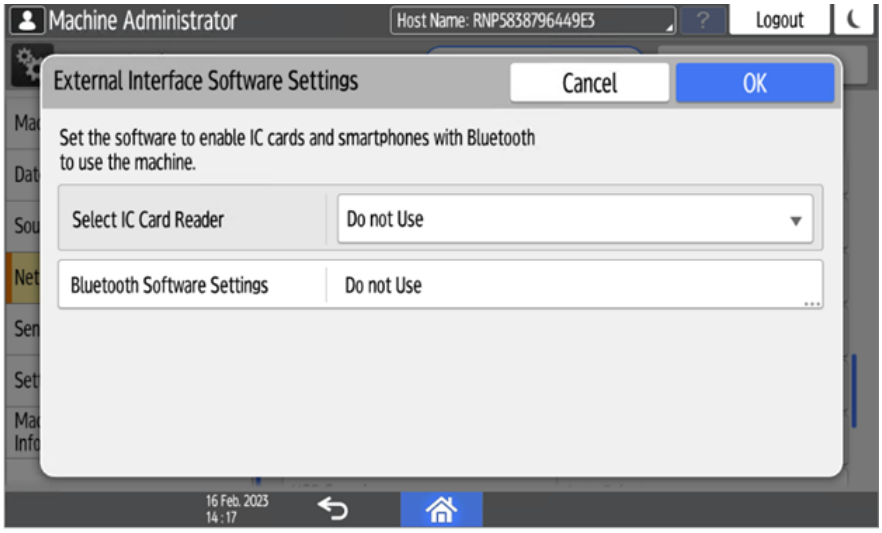
5. Tap **System settings**.



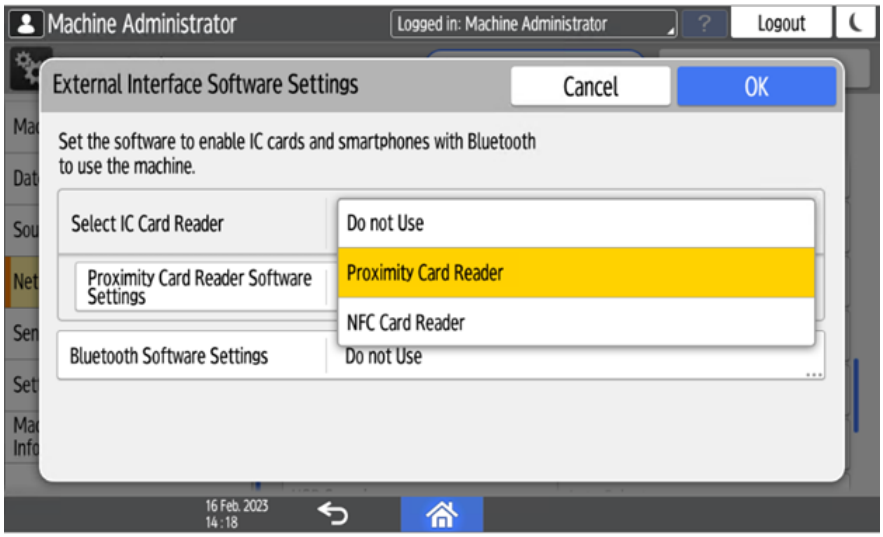

6. Open **Network/Interface** and then tap **External Interface Software Settings**.



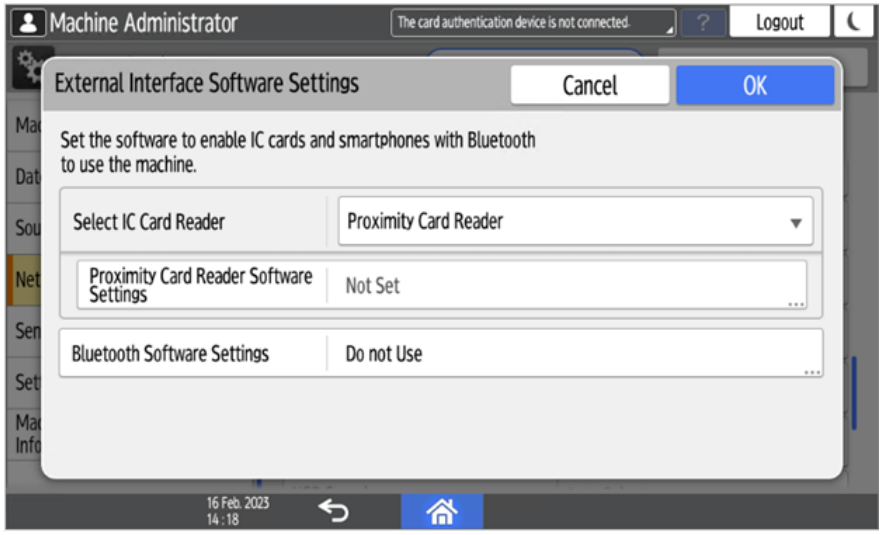

7. In the **Select IC Card Reader** field, tap on *Do not use*.



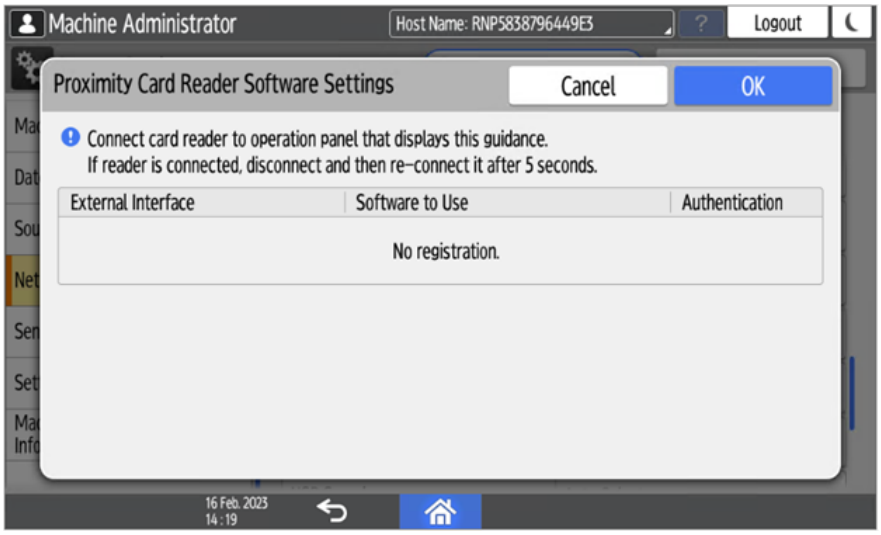

8. And then select *Proximity Card Reader*.



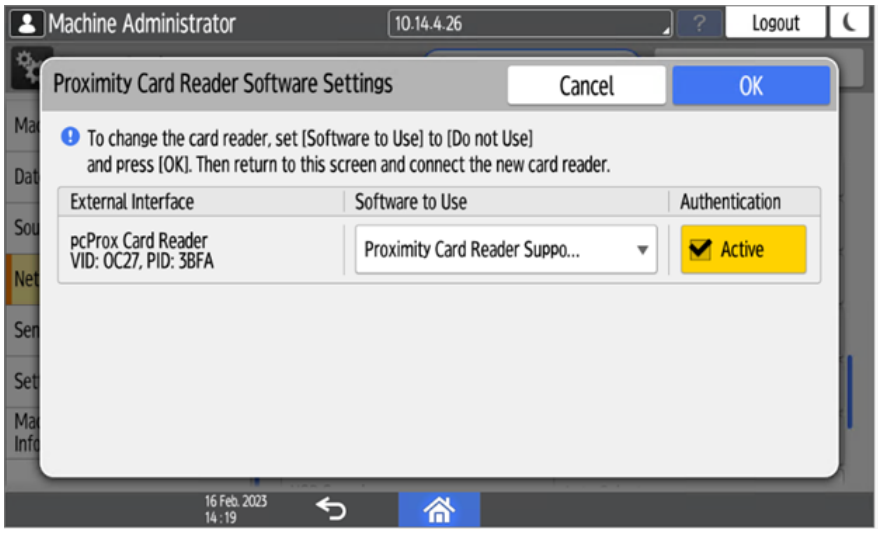

9. Select *Not Set* for **Proximity Card Reader Software Settings**.




10. Connect the card reader when this screen is displayed:




11. Confirm the settings.

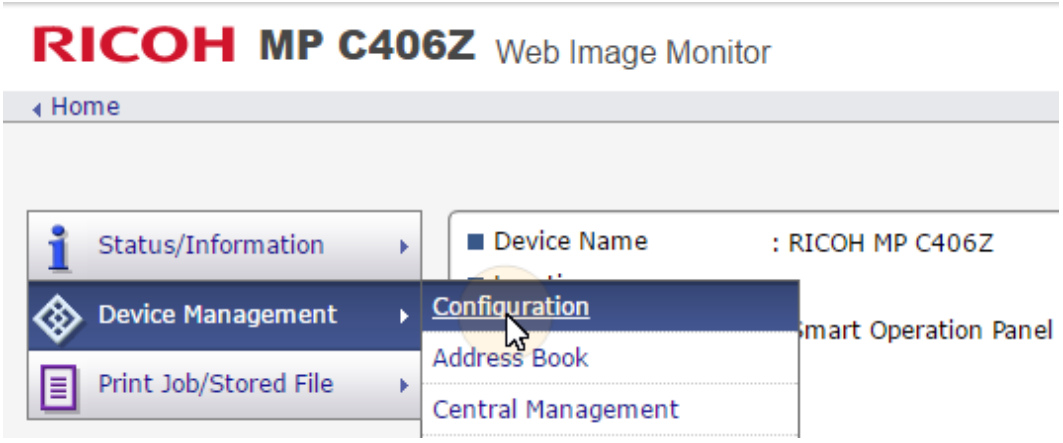



12. Restart the device.

### 3.7.2 Adding the Card Reader on the Device's Web UI

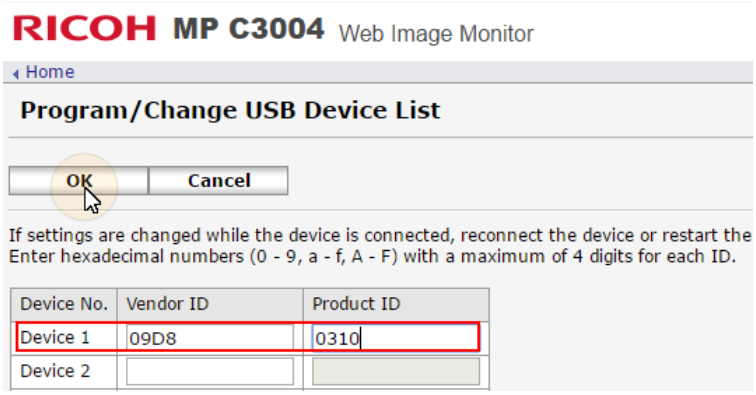
To add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's web UI:

1. On the menu on the left side of the device's web UI, point on **Device Management**, and then click **Configuration**. The Configuration tab opens.



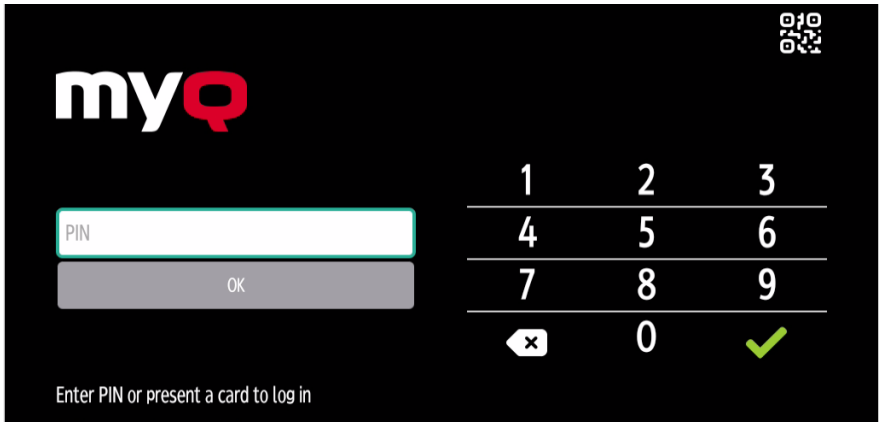

2. On the tab, under **Device Settings**, click **Program/Change USB Device List**. The Program/Change USB Device List tab opens.

3. On the Program/Change USB Device List tab, on the list of USB devices, enter the card reader's **Vendor ID** and **Product ID** that you wrote down during the registration, and then click **OK** at the top-left corner of the tab.




### 3.7.3 Deactivating Card Readers

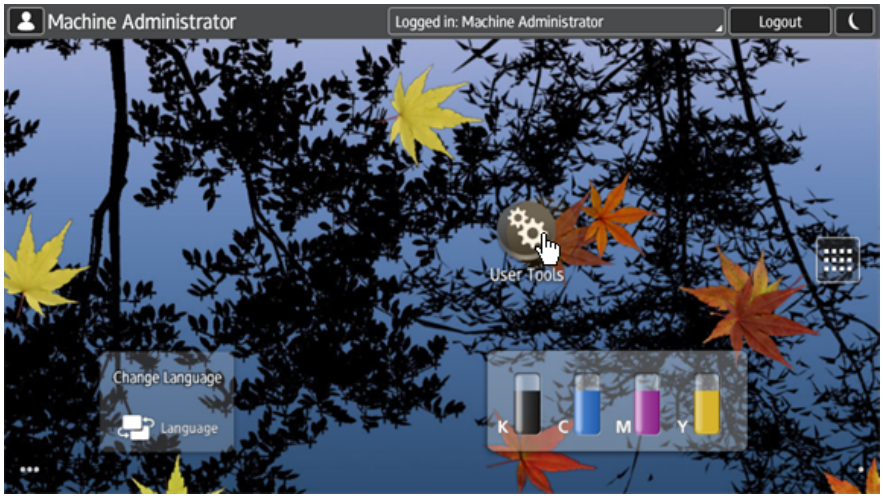
1. On the initial screen of the MyQ Embedded application, tap the **MyQ logo** to open the admin login screen.



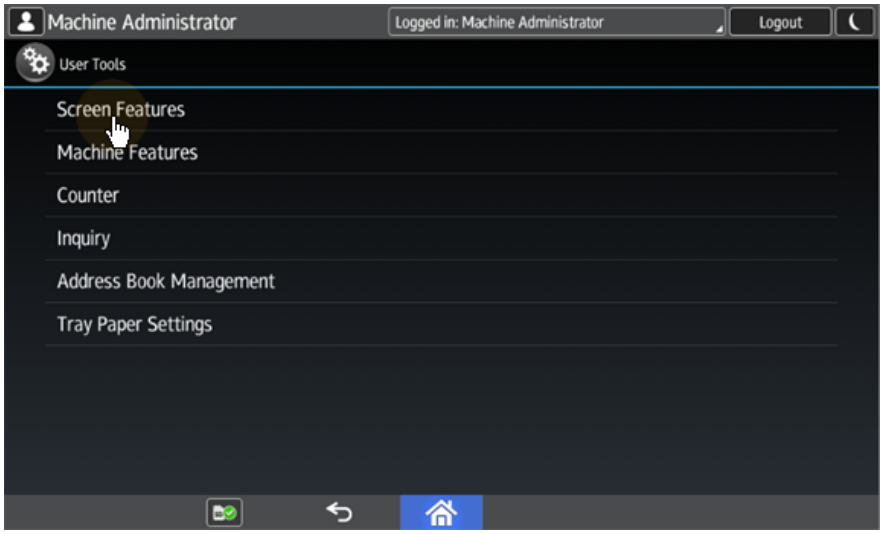

2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.

3. Tap **Admin Login** to open the device's panel screen.

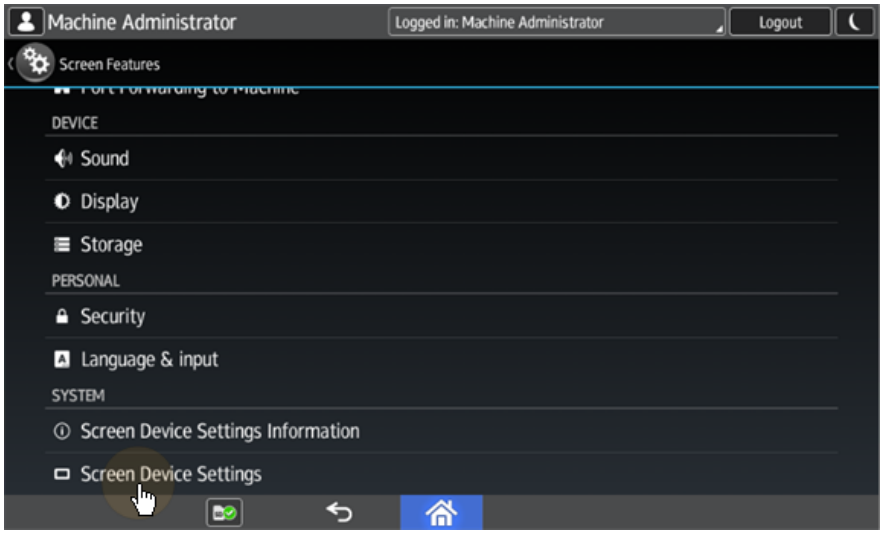
4. On the screen, tap **User Tools**. The User Tools screen opens.



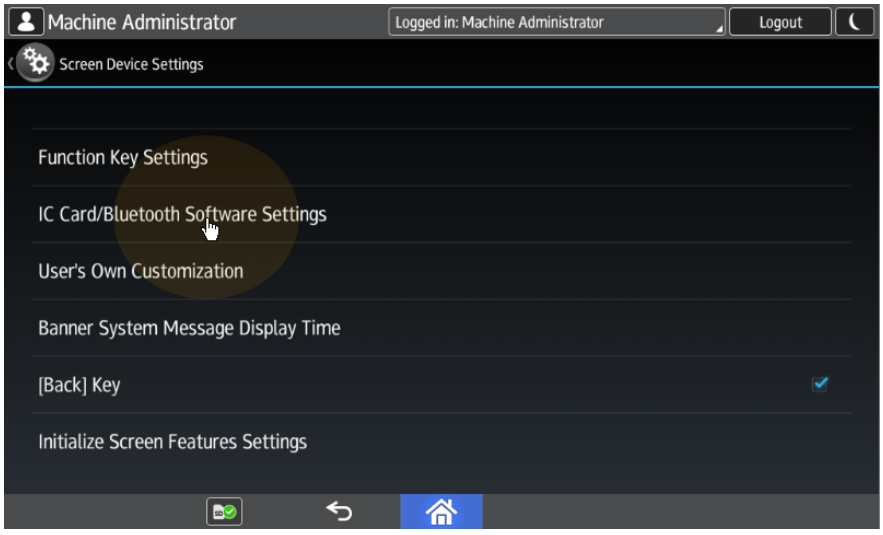

5. Tap **Screen Features**. The Screen Features screen opens.



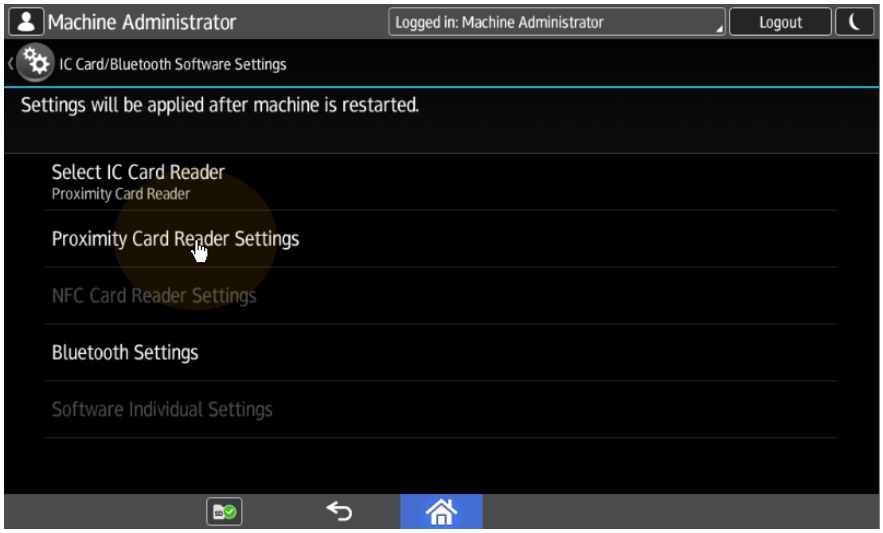

6. Tap **Screen Device Settings**. The Screen Device Settings screen opens.



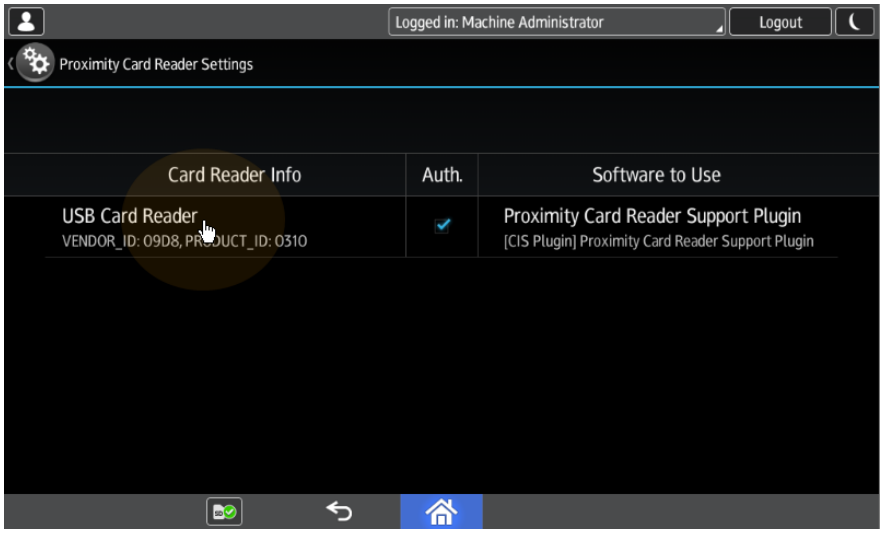

7. On the Screen device Settings screen, scroll down and tap **IC Card/Bluetooth Software Settings**. The IC Card/Bluetooth Software Settings screen opens.



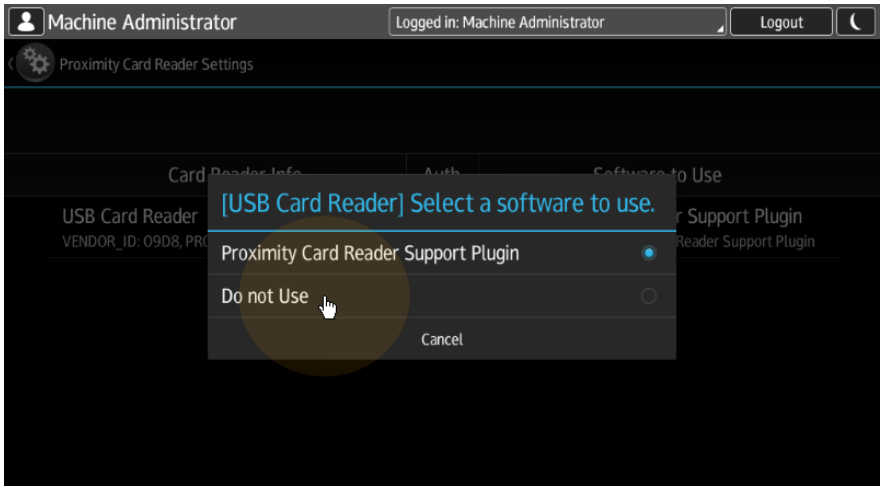

8. tap **Proximity Card Reader Settings**. The Proximity Card Reader Settings screen opens.




9. Tap the card reader. The [USB Card Reader] Select a software to use dialog box opens.



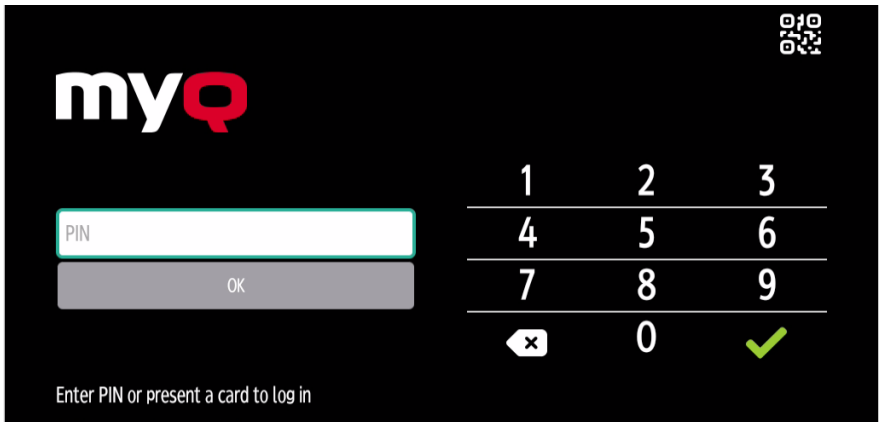

10. Tap **Do not Use**. The card reader is removed from the printing device.



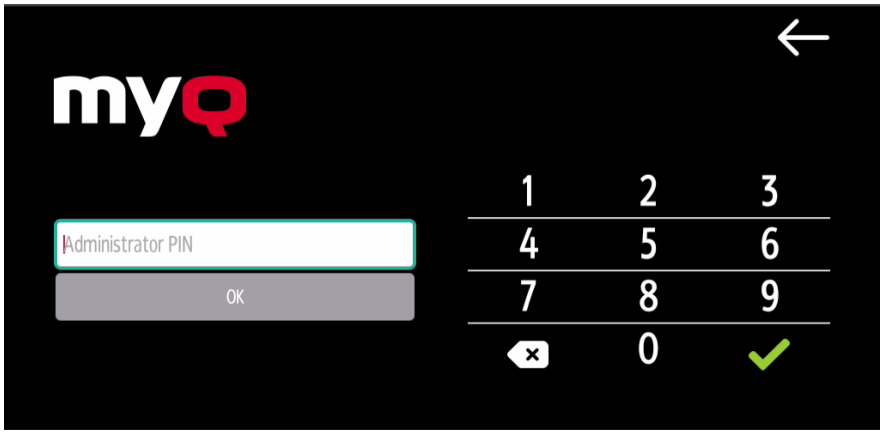

11. Perform a hard restart on the printing device (turn it Off and On again using the power button).

For some newer devices the system menu is different. Here are the steps in the updated system menu.

1. On the initial screen of the MyQ Embedded application, tap the **MyQ logo** to open the admin login screen.



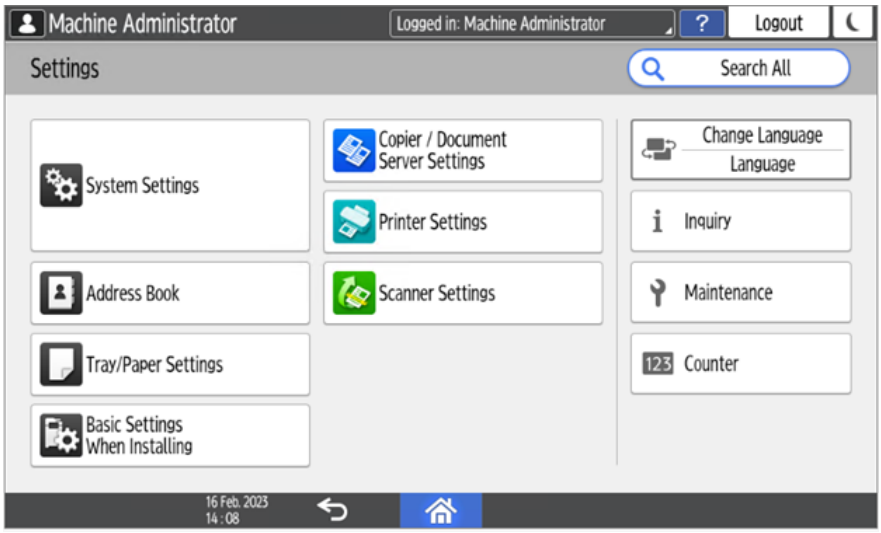

2. On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**. The Admin menu opens.



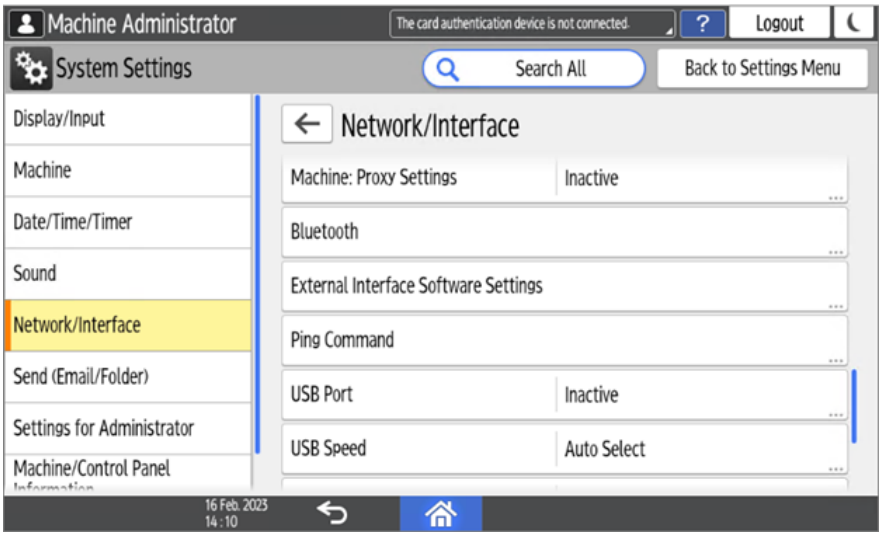

3. Tap **Admin Login** for opening the device's panel screen.

4. On the device panel, open **Settings**.

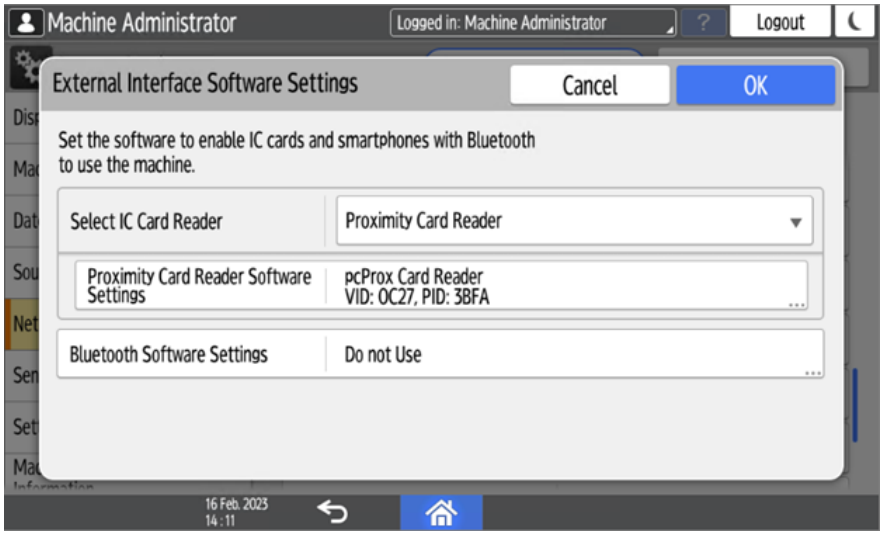
5. Tap **System settings**.



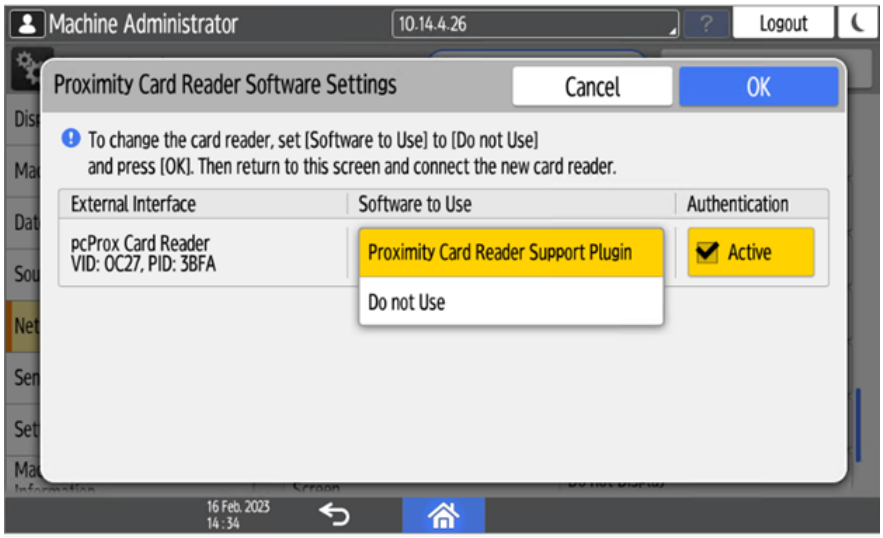

6. Open **Network/Interface** and then tap **External Interface Software Settings**.




7. Open the **Proximity Card Reader Software Settings**.

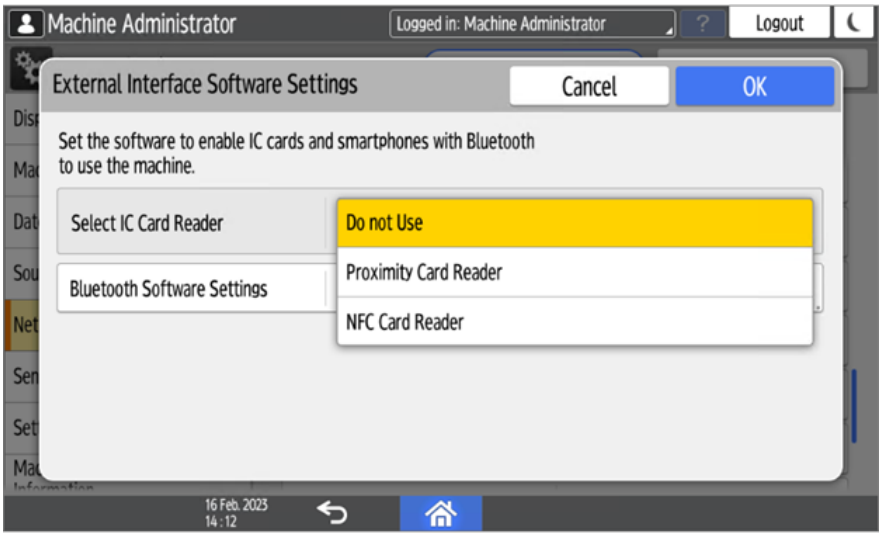



8. Set it on *Do not Use* and confirm the settings.




9. Open the Proximity Card Reader settings.

10. Select *Do not Use* and confirm the settings.




11. Restart the device.

### 3.7.4 Supported Card Readers

| Name | Vendor | Additional Information |
|---|---|---|
| MyQ-20-TR410U | Elatec | LF reader with standard formats (EM4102, Hitag, Tiris, Pyramid,...). |
| MyQ-20-TR411U | Elatec | LF reader with advanced formats (HID Prox, Cotag, Indala,...). |

| Name | Vendor | Additional Information |
|---|---|---|
| MyQ-20-TR420U | Elatec | HF reader with standard formats (Mifare, ISO14443, ISO15693, Felica,...). |
| MyQ-20-TR450U | Elatec | Dual reader with standard HF and LF formats, SmartCard. |
| MyQ-20-TR460U | Elatec | Dual reader with standard HF and LF formats. |
| MyQ-20-TR461U | Elatec | Dual reader with advanced formats (HID Prox, Cotag, Indala,...). |
| MyQ-20-TR462U | Elatec | Dual reader with advanced formats (HID Prox, Cotag, Indala,...). |
| MyQ-20-TR470U | Elatec | Dual reader with standard HF and LF formats, Legic Prime |
| MyQ-20-TR480U | Elatec | Dual reader with standard HF and LF formats, BLE |
| MyQ-20-TR520U | HID | HF reader with advanced formats (Mifare, ISO14443, ISO15693, iClass, Seos). |
| MyQ-20-TR530U | HID | Dual reader with advanced formats (HID prox, Indala, iClass, Seos), BLE, compact case. |
| MyQ-20-TR540U | HID | Dual reader with advanced formats (HID prox, Indala, iClass, Seos). |
| MyQ-20-TR541U | HID | Dual reader with advanced formats (HID prox, Indala, iClass, Seos), BLE. |
| MyQ-20-TR640U | RFIDeas | Dual reader with standard HF and LF formats. |
| MyQ-20-TR643U | RFIDeas | Dual reader with standard HF and LF formats, compact case. |
| Omnikey 5427 | HID | Dual frequency reader that supports iCLASS Seos®, iCLASS SE®, iCLASS®, MIFARE®, Indala Prox, and HID Prox. |

| Name | Vendor | Additional Information |
|---|---|---|
| Omnikey 5127 | HID | 125 kHz & 13.56 MHz Proximity Reader. |
| Omnikey 5027 | HID | High-frequency contactless reader that supports iCLASS Seos®, iCLASS SE®, MIFARE Classic® and MIFARE® DESFire® EV1/EV2 as well as NFC. |
| Inepro Omni reader - 1DA6 0110 | Inepro | RFID reader that supports all card technologies in both the 13,56 MHz and the 125 kHz range. |
| WAVE ID®Plus/ PcProx Plus (09D8 0410) | RFIDeas | A dual-frequency card reader. |
| WAVE ID® SP Plus/PcProx Plus SP | RFIDeas | A dual-frequency card reader. |
| PcSwipe (0C27 1000) | RFIDeas | A magnetic stripe card reader. |

Support for the listed card readers is dependent on the firmware installed on the printing device.

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

## 3.8 Update and Uninstallation

**Updating the terminal**

Updating the terminal is done on the MyQ web administrator interface.

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

If you are upgrading from version 7.5 to version 10.1 and you have previously configured PJL header parameters on your 7.5 installation, **remove the PJL configuration before upgrading to 10.1**. If not removed, your 10.1 installation will not work correctly.

For older MyQ Server or terminal packages versions, **Delete** the installed terminal package, and **+Add** the latest one.

### Uninstalling the terminal

MyQ embedded terminals can be uninstalled on the MyQ Web Administrator interface or by forcing a factory reset on the printing device. In the first case, even if the terminal is uninstalled, all of the device settings can be preserved for future use, whereas after a device reset, all the settings are lost and the device returns to its default factory state.

To remotely uninstall an embedded terminal from the MyQ Web administrator interface, follow the steps below. Before the uninstallation, make sure that the Ricoh installation package is uploaded on the server and the Ricoh service is running.

#### To Uninstall a Terminal Remotely

1. Go to **MyQ > Printers.**
2. Select the printer you want to uninstall and go to **Actions > Set Configuration Profile...**
3. Select **No terminal** and click **OK**. Confirm the change of the configuration profile and the uninstallation should start automatically.

# 4 Licenses

The total number of embedded terminals that can run at the same time is equal to the number allowed by the embedded terminal licenses. If the number of embedded licenses at the server is exhausted, the terminal is deactivated. As a result, users cannot log in to this terminal and the **Login failed/Access denied** message appears on the terminal.

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

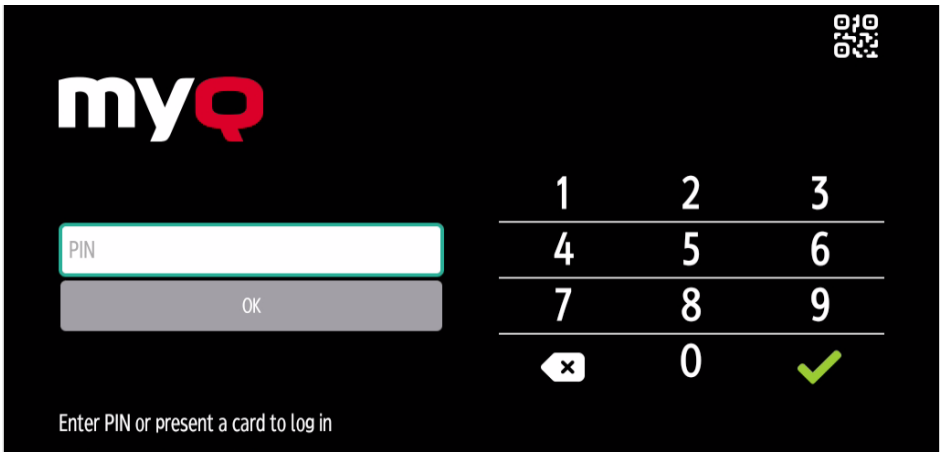
> For information on how to add embedded terminal licenses, activate them, and extend the software assurance period, see *Licenses*[9] in the *MyQ Print Server* guide.

9. https://docs.myq-solution.com/en/print-server/10.1/licenses

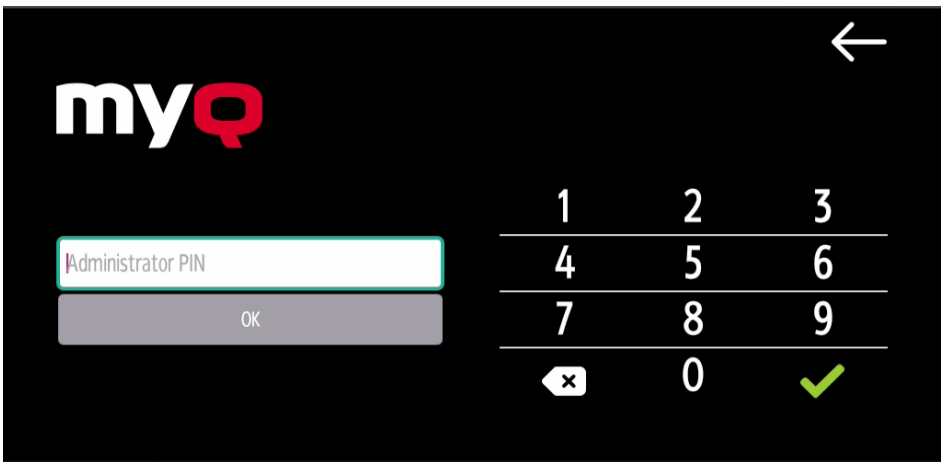
# 5 Admin Menu

From the terminal's **Admin Menu,** you can administer the terminal and the device. The available actions are **Admin Login**, **Store logs**, and **Reset the app**.

On the initial screen of the MyQ Embedded application, tap the **MyQ** logo to open the admin login screen.




On the admin login screen, enter the admin password (the default password is **1087**), and then tap **OK**.




The Admin menu opens.

**Server address**

**Server address** or **Server hostname** can be edited here. It’s recommended to change these settings via remote configuration only.

**Server Port**

**Server port** can be edited here. It’s recommended to change these settings via remote configuration only.

**Admin Login**

Unlocks the printing device’s panel; with the panel unlocked, the printing device's default screen opens, and all the device features are accessible. Pages printed and scanned in this mode are accounted to the ***unauthenticated** user.

Once the panel is unlocked, the device setup can be accessed by pressing the **System menu** button on the device's operation panel.

When you open the device's panel using the **Admin Login** button, you are automatically granted administrative rights to all its settings.

**Exporting the Log**

If MyQ Support asks you to provide the embedded terminal's log, you can do so using a USB Flash drive or the SD Card memory.

To export the terminal log, insert the USB Flash drive/SD Card on the device and tap **Store logs** on the Admin Menu.

The log file is exported and uploaded to the USB/SD Card.

# 6 Personalization

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

> Check the MyQ Print Server guide for Personalization Settings[10].

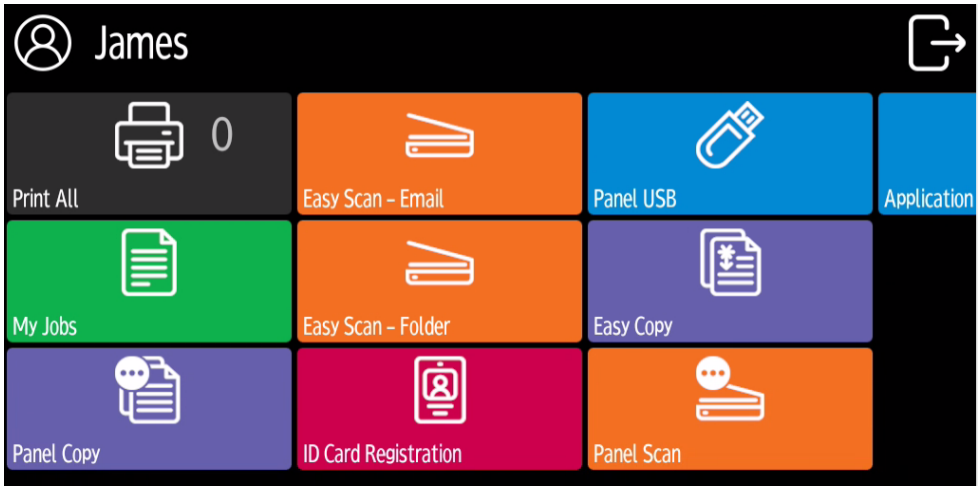
10. https://docs.myq-solution.com/en/print-server/10.1/personalization-settings

# 7 Terminal Actions

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

The default terminal actions are:

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




For information related to terminal action nodes management, check Terminal Actions Settings[11] on the MyQ Print Server guide.

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

11. https://docs.myq-solution.com/en/print-server/10.1/terminal-actions-settings

- Easy Fax
- Application list
- Panel Fax
- Panel Box
- Panel USB
- Edit Account
- Recharge Credit
- Folder
- ID Card Copy
- Easy Print

## 7.1 Print all

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

### 7.1.1 Print all jobs after logging in

As an alternative to the **Print All** terminal action, you can use the **Print all jobs after logging in** feature. Once enabled on the **Printers** settings tab, under **General**, all the user's jobs are printed immediately after they log in to an embedded terminal. This way, the user does not have to tap the **Print all** button to print the jobs.

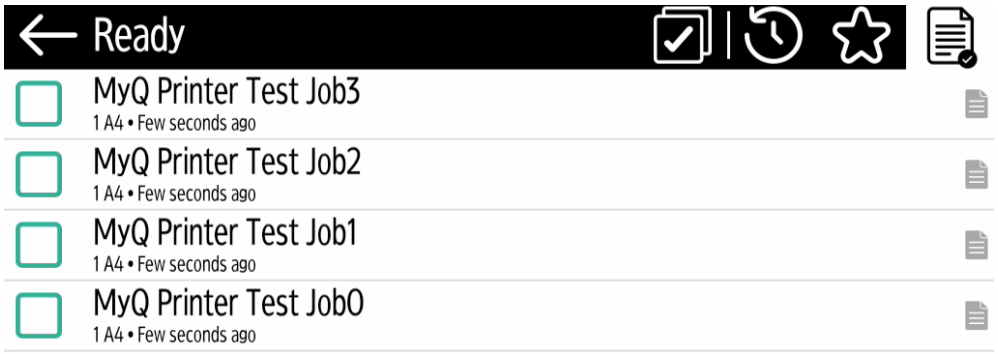
Even if the **Print all jobs after logging in** option is selected on the server, users can disable the feature on the embedded terminal before they log in. This way, each user can individually decide if they want to print the jobs automatically or manually via the **Print all** button.

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

## 7.2 My Jobs

This terminal action shows all the jobs that can be printed on the printing device. Users can manage their ready, favorite, and printed jobs here.

- **Ready jobs**: This is the initial tab of the **My Jobs** screen. It can be reopened by tapping the page icon at the upper-left corner of the screen. It contains jobs waiting in queue, ready to be printed.
- **Favorite jobs**: Favorite jobs can be displayed by tapping the **star** icon at the upper-left corner of the screen. It contains a list of jobs you have marked as favorites.
- **Printed jobs**: Printed jobs can be displayed by tapping the **clock** icon at the upper-left corner of the screen. It contains a history of your printed jobs.




**Job Filters**

In the MyQ Web administrator interface, in **MyQ, Settings, Printers & Terminals**, under the **General** section, it is possible to **Allow a color job on a B&W printer**, but the job is accounted as B&W. This option is disabled by default.

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

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

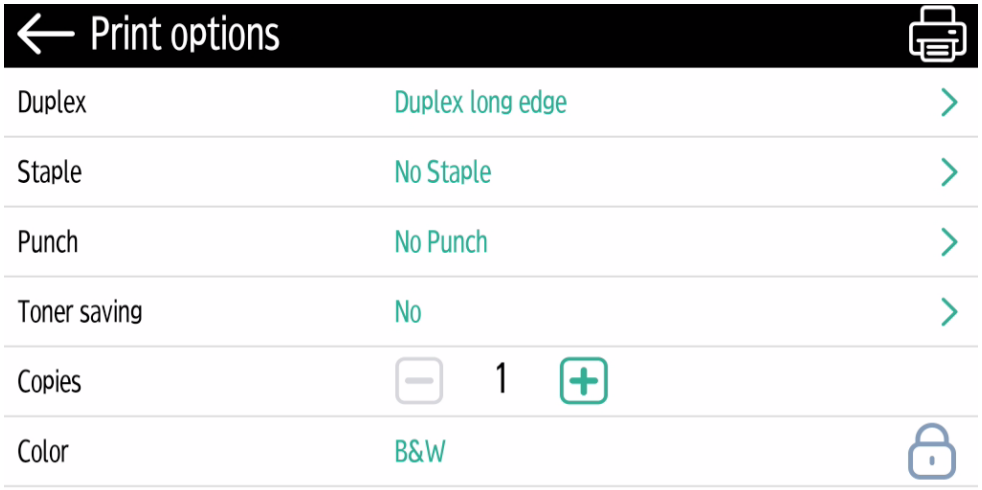
**Managing jobs on the My Jobs screen**

To display the available job management options, select the job from the list. The selected print jobs management bar opens at the top of the screen.

On the bar, you can select from the following options:

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

> In certain cases, you may see listed some print options that are not applicable due to the queue or printer being used. For example, you may see **Staple** options despite printing on a terminal with no stapling feature. In cases such as these, this command will be ignored.

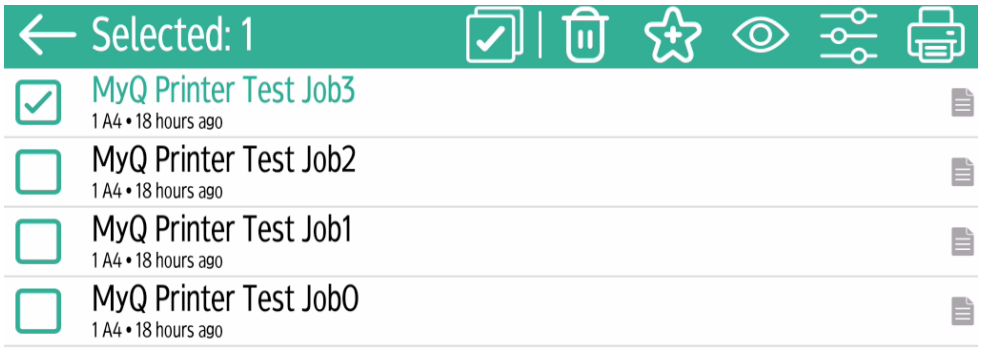



- **Job Preview**: Tap the eye icon to preview the selected jobs.
- **Add to favorites**: Tap the star-plus icon to add the selected jobs to your favorites (Visible on the Ready jobs tab and on the Printed jobs tab).
- **Delete from favorites**: Tap the star-minus icon to delete the selected jobs from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

**Job Preview**

The **Job Preview** feature is used to generate previews of jobs. To enable it, go to **MyQ, Settings, Jobs, Job Preview**. It is possible to limit the **Number of pages** to be generated (*1* by default) in the preview. To include all the pages, set the value to *0*.

Once enabled, the Job Preview (eye) button is visible on the terminal.




Tapping on it redirects to the Job Preview screen. The first page of the document is displayed by default in a thumbnail view, as the first page of the job preview.

Alongside the document's preview, you can also see the document's name in the lower-left corner, the number of pages in the lower-right corner, and the navigation menu to the right side.

In the navigation menu, you can use the back button to return to My Jobs, the forward and backwards buttons to preview more pages, the magnifying glass button to zoom in and out of the previewed page, the printer button to print the job or open the job's print options, and the three-dots button to expand the navigation menu. In the expanded menu, you can delete the job, add the job to your favorites, and print the job.

**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 user can download a job only to one site at the same time. A MyQ Central server with Site servers is required for this feature. For more information, see the *MyQ Central Server Installation* guide.

To print the jobs, the user has to take the following steps:

1. Log in to the embedded terminal.
2. Tap **My Jobs**. The My Jobs screen opens.
3. On the screen, tap the globe icon. The Remote tab opens.

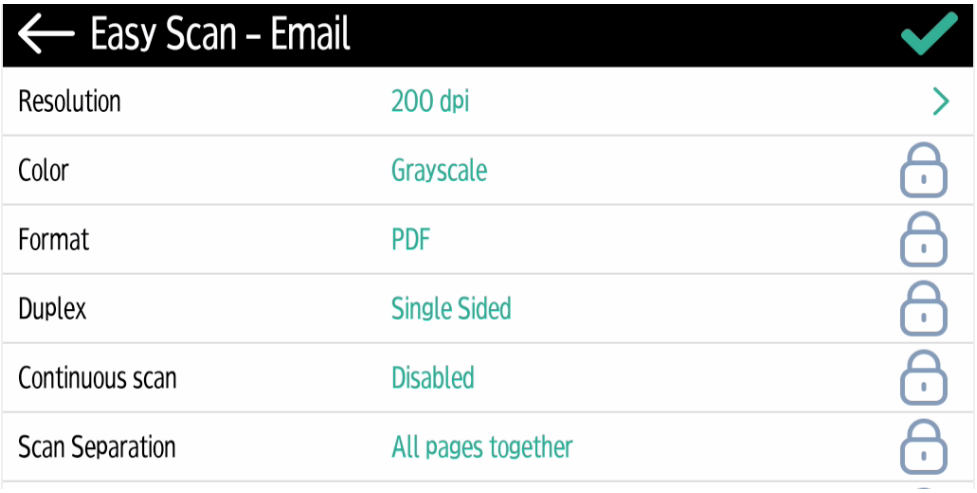
4. Select the jobs to be downloaded, and tap the download icon at the top-right corner of the tab. The jobs are downloaded and can be printed on the current printing device, as well as on any other printing device attached to the **Job Roaming** queue.

## 7.3 Easy Scan

Scanning by a single touch. After the user taps this action, the page is immediately scanned to a predefined destination. You can define multiple destinations where the scanned document is sent to, and set scan parameters in MyQ.

> For information on how to configure the **Easy Scan** action and define its destinations and parameters, check Easy Scan settings[12] in the MyQ Print Server guide.

- If enabled on the server, users can change their scan settings from the terminal screen.




- You can also create new custom parameters to be used in the scan metadata, or as parts of file names, addresses, subjects and email bodies, and as paths to folders, passwords to folders etc. You can find further details in Create custom parameters[13] on the MyQ Print Server guide.
- OCR (Optical Character Recognition) can be used with Easy Scan, by creating OCR profiles and enabling users to select them on the embedded terminal. You can find further details in OCR[14] on the MyQ Print Server guide.

12. https://docs.myq-solution.com/en/print-server/10.1/easy-scan-settings
13. https://docs.myq-solution.com/en/print-server/10.1/create-custom-parameters
14. https://docs.myq-solution.com/en/print-server/10.1/ocr

### 7.3.1 Easy Scan Parameters

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

> An exception for Ricoh devices are the following parameters, which have their Default state set by MyQ Embedded terminal, due to limitations:
> - Resolution - 200 dpi
> - Color - Greyscale

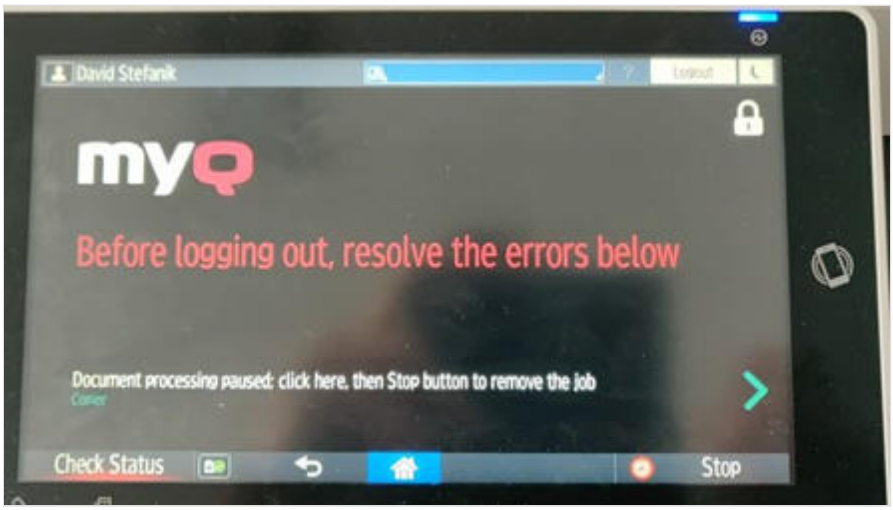
- **Resolution** - The outgoing file's resolution. You can select from the following options:
  - 100 dpi
  - 200 dpi
  - 300 dpi
  - 400 dpi
  - 600 dpi
- **Color** - The outgoing file's color scale. You can select from the following options:
  - Color
  - Grayscale
  - B&W (two tones)
  - Automatic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

- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
  - Single Sided
  - Duplex - binding on top
  - Duplex - Binding on side
  - Booklet - binding on left
- **Continuous scan** - With the continuous scan option *Enabled*, scan jobs are not sent until **Done** is tapped. After clicking **Scan**, the printing device scans another page.
  You can select from the following:
  - Disabled
  - Enabled
- **Scan separation** - If a document with multiple pages is scanned, scanned pages can be stored either separately (each page in a separate file) or all together in one file. You can select from the following options:
  - All pages together
  - Separate each page
- **Original Orientation** - Determines the scanned page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
  - Top Edge on Top: The page is displayed in a horizontal position (top edge of the page opposite to the person)
  - Top Edge on Left: The page is displayed in a vertical position (top edge of the page on the left-hand side of the person)
- **Density** - The picture's density in the outgoing file. The higher it is, the darker the resulting picture is. You can select from the following options:
  - Automatic
  - Lowest
  - Lower
  - Low
  - Normal
  - High
  - Higher
  - Highest
- **Size** - The scanned output's size. This determines the size of the scanning area, therefore it should correspond to the actual size of the scanned paper. You can select from the following options:
  - Automatic
  - A3
  - A4
  - A5
  - A6

    - Folio
    - Ledger
    - Letter
    - Legal
    - Oficio II
    - Statement
    - Default
- **Skip blank pages** - With this parameter, you can select to skip blank pages in the scanned document. You can select from the following options:
    - Default
    - Yes
    - No
- **Mixed size** - With this parameter user is able to scan Mixed size jobs.
    - On
    - Off

### 7.3.2 Logging out while scanning

1. Ricoh does not allow users to log out when a scanning or copying job is running.
2. When the user tries to log out, the scan job must be cancelled or finished first.
3. The same is true when a device error (like paper jam) occurs; the device error must be fixed first, the scan job cancelled or finished, and only then can the user log out.
4. In such cases, the following is displayed on the terminal's screen, in red: **Before logging out, resolve the errors below**.
5. The screen also displays a list of jobs along with their errors that need to be resolved first.
6. To resolve the error, one has to tap on the error message, and then tap on the **Stop** button (located in the right-bottom corner).
7. The user must not tap on the **Stop** button sooner nor later, and nothing should be tapped in-between.
8. Once the **Stop** button is tapped, follow the related instructions on the screen, for example, confirm cancelling the job.
9. Once the job is cancelled, the user can log out.
10. See the below video with an example of an error, how to stop the job, and then log out.

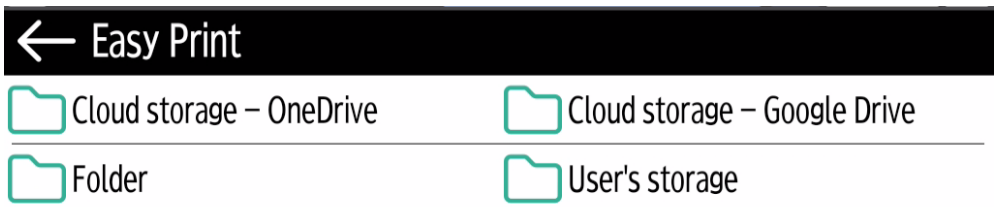



## 7.4 Easy Print

The Easy Print terminal action allows users to print files without sending them to MyQ first. These files can be printed from multiple destinations, like several cloud storages, network or local drives, and the user's default storage.

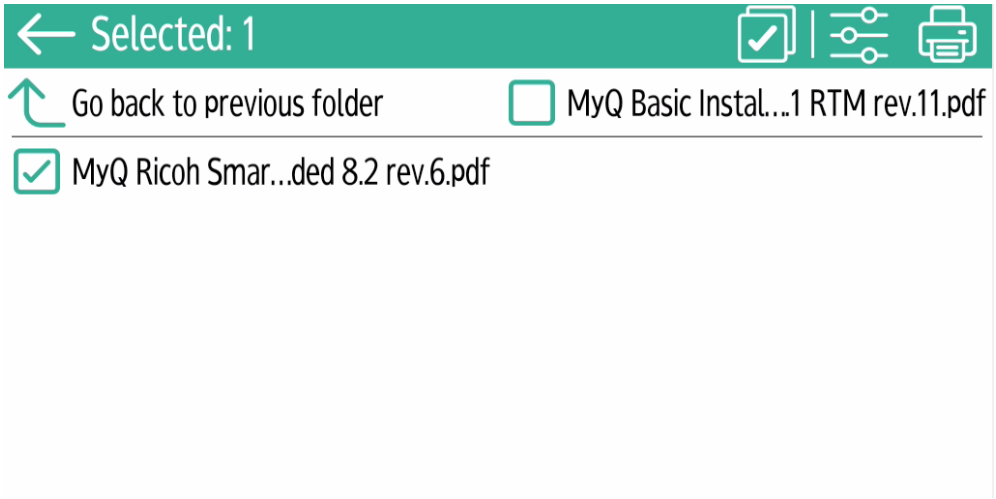
For information on how to configure the **Easy Print** action, check Easy Print settings[15] in the MyQ Print Server guide.

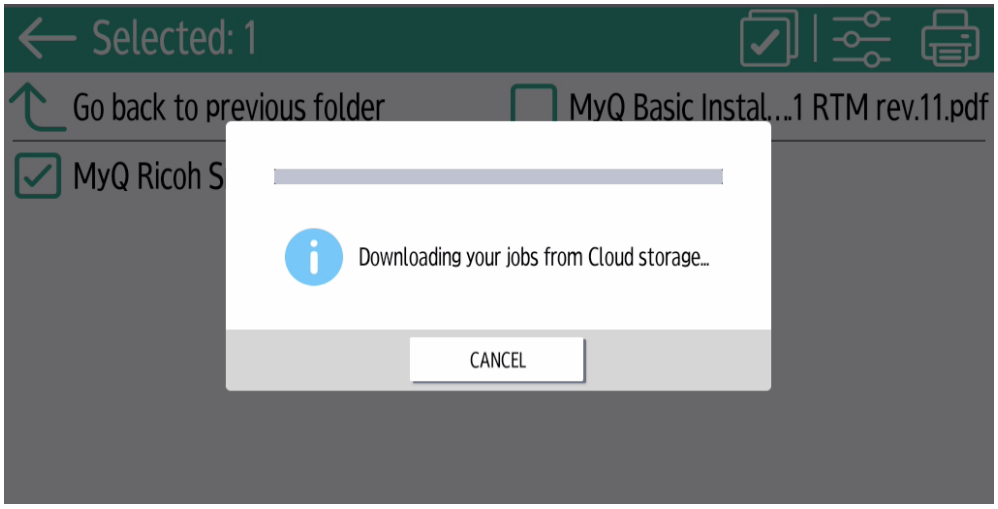
When Easy Print is used on the terminal, the user is presented with a list of possible destinations associated with this action (this is skipped in case of a single destination). After the destination is selected, the user can browse it and select files for printing.




15. https://docs.myq-solution.com/en/print-server/10.1/easy-print-settings

After pressing the print button, the files are downloaded from the destination to the server, processed through the default Easy Print queue, and released immediately to the printer without any further interaction. It is also possible to cancel the whole downloading and printing process. In this case, files that have already been downloaded, but not printed, are deleted from the server. Files that have already been printed remain on the server and it is possible to reprint them.




If the user does not have any Cloud storages connected, an information message appears on the terminal informing the user that there is no Cloud storage available but can be set up in the web UI.

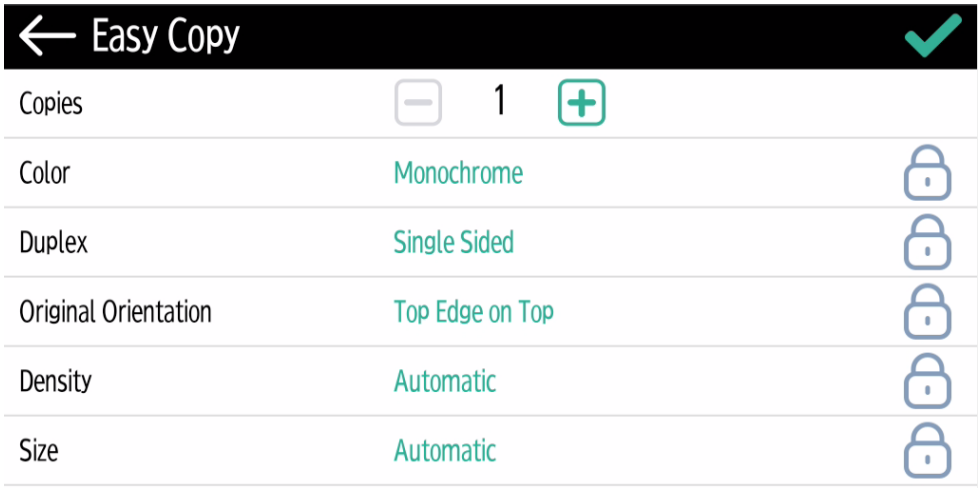
## 7.5 Easy Copy

One tap copying. After the user taps this action, the page is immediately copied.

> You can define the copy parameters in the MyQ web administrator interface, described in Easy Copy settings[16] in the MyQ Print Server guide.

> If a user's Credit or Quota is depleted during copying, the action stops. However, depending on the device speed, there may be an overflow of several pages.

If enabled on the server, users can change their copy settings from the terminal screen.




16. https://docs.myq-solution.com/en/print-server/10.1/easy-copy-settings

### 7.5.1 Easy Copy Parameters

- **Copies** - Predefine the number of copies to be available *1-99*.
- **Color** - Color scale of the outgoing file. You can select from the following options:
  - Color
  - Monochrome
  - Automatic
- **Duplex** - Simplex and Duplex scanning options. You can select from the following options:
  - Single Sided
  - Duplex
  - 1-sided to 2-sided
  - 2-sided to 1-sided
- **Original Orientation** - Determines the page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
  - Top Edge on Top: The page is displayed in a horizontal position (top edge of the page opposite to the person).
  - Top Edge on Left: The page is displayed in a vertical position (top edge of the page on the left-hand side of the person).
- **Density** - Density of the picture in the outgoing file. The higher it is, the darker the resulting picture is. You can select from the following options:
  - Automatic
  - Lowest
  - Lower
  - Low
  - Normal
  - High
  - Higher
  - Highest
- **Size** - Size of the scanned input. It determines the size of the scanning area; therefore, it should correspond to the actual size of the scanned paper. You can select from the following options:
  - Automatic
  - A3
  - A4
  - A5
  - A6
  - B4
  - B5
  - B6
  - Folio

    - Ledger
    - Letter
    - Legal
    - Statement
    - Oficio II
- **Magnification** - With this parameter, you can determine the size of the copy. This way, you can make it smaller or larger than the original file. You can select from the following options:
    - Same as original
    - A3
    - A4
    - A5
    - A6
    - B4
    - B5
    - B6
    - Ledger
    - Letter

## 7.6 Easy Fax

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

> For further information, check Easy Fax settings[17] in the MyQ Print Server guide.

### 7.6.1 Easy Fax Parameters

- **Fax resolution** - Resolution of the outgoing fax file. You can select from the following options:
    - Normal
    - Fine
    - Super Fine
- **Duplex** - Simplex and Duplex scanning options. You can select from the following options:
    - Single Sided
    - Duplex - Binding on side
    - Duplex - Binding on top
- **Original Image** - Determines the way in which the printing device is going to process the scanned page. You can select from the following options:
    - Text + Photo

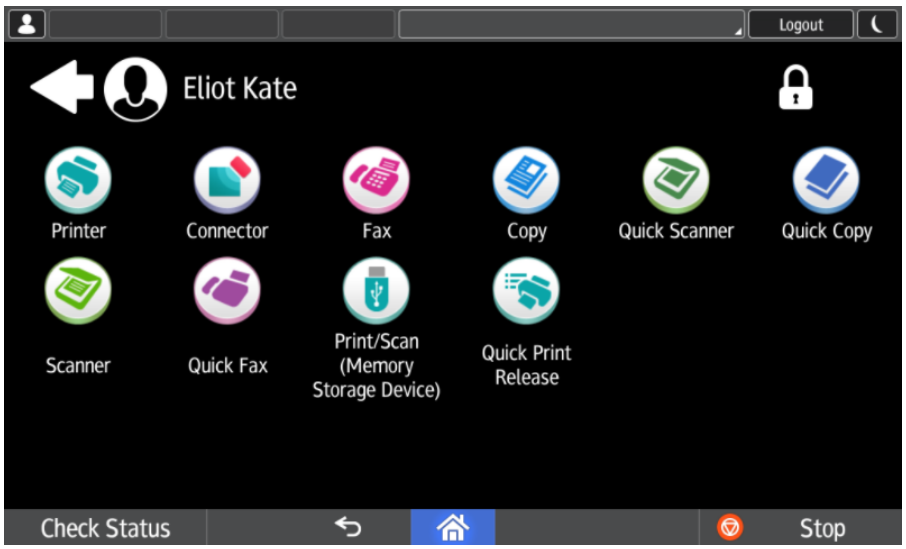
17. https://docs.myq-solution.com/en/print-server/10.1/easy-fax-settings

    - Photo
    - Text
- **Density** - Density of the picture in the outgoing file. The higher it is, the darker the resulting picture is. You can select from the following options:
    - Automatic
    - Lowest
    - Lower
    - Low
    - Normal
    - High
    - Higher
    - Highest

## 7.7 Application List

List of 3rd party Android applications.

Users can return to their home screen by tapping the home button on the bar at the bottom of the panel screen.




## 7.8 Panel Actions

### 7.8.1 **Panel Copy**

Opens the printing device's copy screen.

### 7.8.2 Panel Scan

Opens the printing device's scan screen.

Users can return to their home screen by taping the home button on the bar at the bottom of the panel screen.

> To enable scanning on the terminal, make sure that your MyQ server is set as the SMTP server on the printing device Web UI.

### 7.8.3 Panel Fax

Opens the printing device's fax screen.

Users can return to their home screen by taping the home button on the bar at the bottom of the panel screen.

> Faxes sent from Ricoh SmartSDK devices are not accounted in MyQ.

### 7.8.4 Panel Box

Opens the printing device's document box screen.

Users can return to their home screen by taping the home button on the bar at the bottom of the panel screen.

### 7.8.5 Panel USB

Opens the printing device's USB screen.

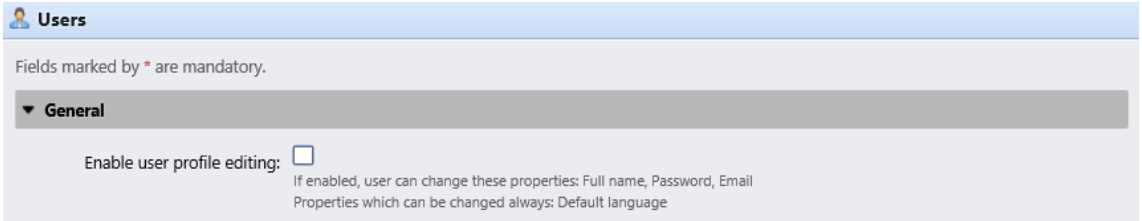
Users can return to their home screen by taping the home button on the bar at the bottom of the panel screen.

## 7.9 ID Card Registration

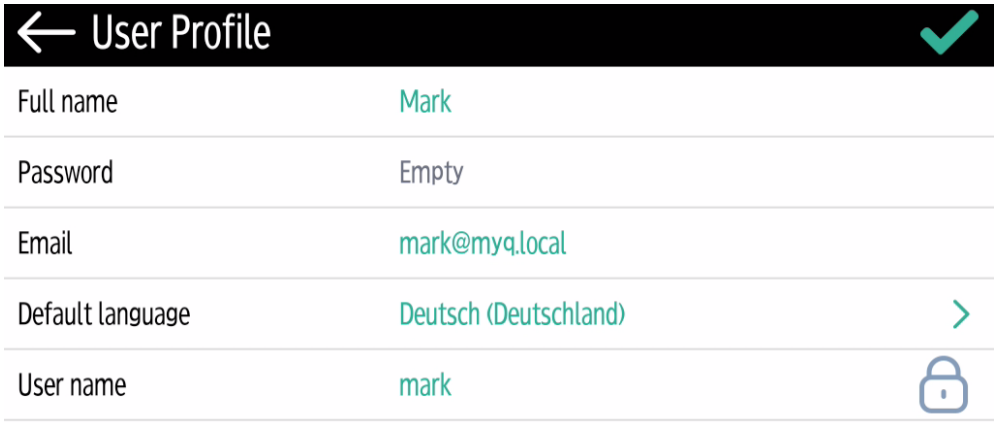
After tapping this action, the ID Card registration screen opens and the logged user can register their card by swiping it at the card reader.

## 7.10 Edit Account

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



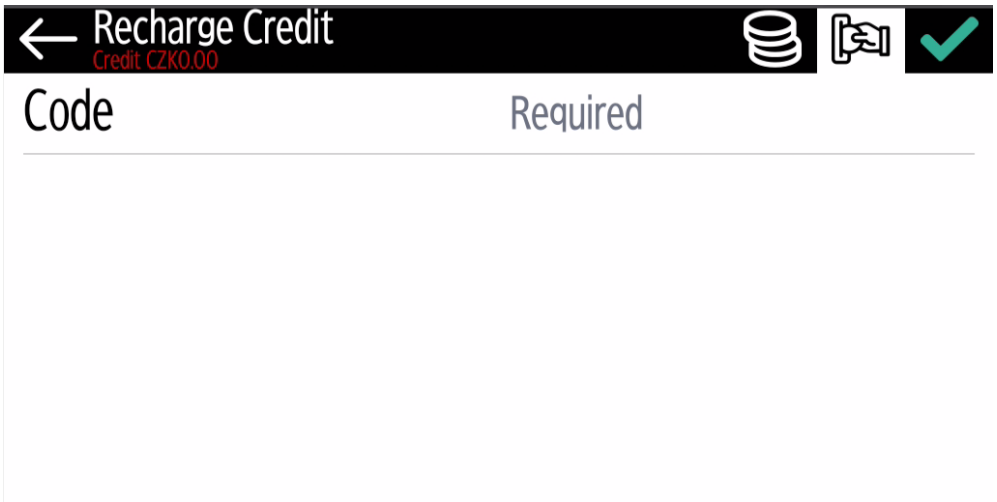

By tapping the **Edit account** action, the logged user can open their user profile screen, where they can change their **Full name**, **Password**, **Email**, and **Default language**. After the change is submitted, the database entry is changed and the new values are set. The changes are applied the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




## 7.11 Recharge Credit

This action enables recharging credit on the terminal.

After tapping the **Recharge Credit** action, the Recharge Credit screen opens and the logged user can enter a recharge code from their voucher.




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

## 7.12 Folders

Terminal actions can be put into folders. Folders can be used to optimize the layout of the terminal screen or to enable users to access a larger number of actions. For example, you can place multiple Easy Scan actions with different destinations under one Easy Scan folder. Another example is to leave the most important terminal actions on the home screen and place the rest into an *additional actions* folder.

Empty folders are not displayed on the terminal screen. If there is only one item in the folder, the item is displayed instead of the folder.

## 7.13 ID Card Copy

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

They can set the following parameters:

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

# 8 Accounting

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

- the **Accounting mode** MyQ will be using:
  - **Accounting Group** - This is selected by default. In this mode, all quotas are available and can be spent.
  - **Cost Center** - In this mode, only the selected (cost center) payment account is spent.
- the **Payment account priority**, which applies to terminals that don't support user selection of payment accounts, and to direct queues without the MyQ Desktop Client option. The payment account with the highest priority is always used in such cases:
  - Credit
  - Quota

For further details, check Accounting Settings[18] in the MyQ Print Server guide.

If a user's Credit or Quota is depleted during copying, the action stops. However, depending on the device speed, there may be an overflow of several pages.

## 8.1 Credit

With credit accounting activated, users must have a sufficient amount of credit on their account to be allowed to print, copy and scan. On their home screen on the embedded terminal, they can view their remaining credit. If the **Recharge Credit** action is available on the terminal, users can recharge their credit by entering a code from a recharging voucher directly on any embedded terminal.

If recharging credit by vouchers is enabled in MyQ, users without credit are asked to recharge after they log in. They are informed about the insufficient credit and automatically redirected to the **Recharge Credit** screen, where they can top up.

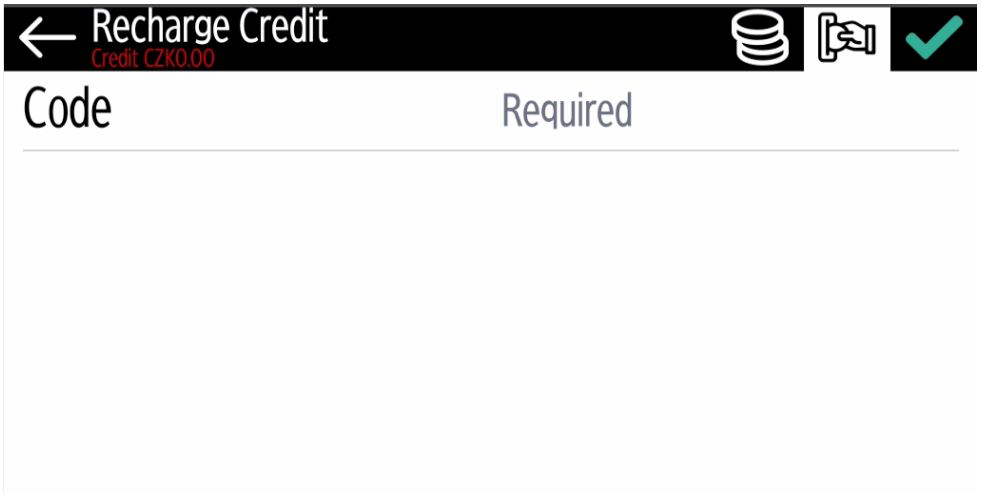
For more information, check Credit[19] in the MyQ Print Server guide.

18. https://docs.myq-solution.com/en/print-server/10.1/accounting-settings

> ⚠ If a user's Credit or Quota is depleted during copying, the action stops. However, depending on the device speed, there may be an overflow of several pages.

### 8.1.1 Recharging Credit

After tapping the **Recharge Credit** action, the Recharge Credit screen opens and the logged user can enter a recharge code from their voucher.



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

19. https://docs.myq-solution.com/en/print-server/10.1/credit

| | 1–sided | | 2–sided | |
|---|---|---|---|---|
| | Black & White | Color | Black & White | Color |
| Print | 1.00 | 3.00 | 1.00 | 3.00 |
| Copy | 1.00 | 3.00 | 1.00 | 3.00 |
| Scan | 0.00 | | | |

### 8.1.2 Using terminal actions with insufficient credit

If recharging credit by vouchers is enabled in MyQ, users can still see the actions that they do not have sufficient credit for. However, if they tap the particular action button, they are immediately redirected to the **Recharge Credit** screen.

If recharging credit by vouchers is disabled in MyQ and a user does not have sufficient credit, all actions requiring credit are unavailable, and their corresponding buttons are dimmed.

**Action taken when a user runs out of credit during scanning via Easy Scan**

The scan job is finished. The actual amount of credit is being updated throughout the scanning, and after the job is finished, no actions requiring credit can be used.

**Action taken when a user runs out of credit during copying via Easy Copy**

The copying is interrupted although a few more pages can be copied. The actual amount of credit is being updated throughout the copying and after the job is stopped, no actions requiring credit can be used.

**Action taken when a user runs out of credit during scanning on the printing device scan panel**

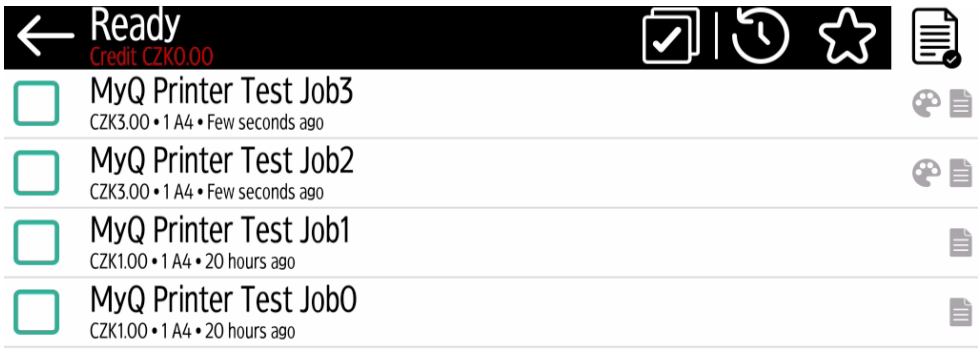
The user can scan as long as he or she stays on the scan panel. Once the panel is left, the actual amount of credit is shown and no actions requiring credit can be used.

**Action taken when a user runs out of credit during copying on the printing device copy panel**

The copying is interrupted although a few more pages can be copied. No more copies can be made on the panel and once it is left, the actual amount of credit is shown and no actions requiring credit can be used.

**Print jobs with additional information from the job parser**

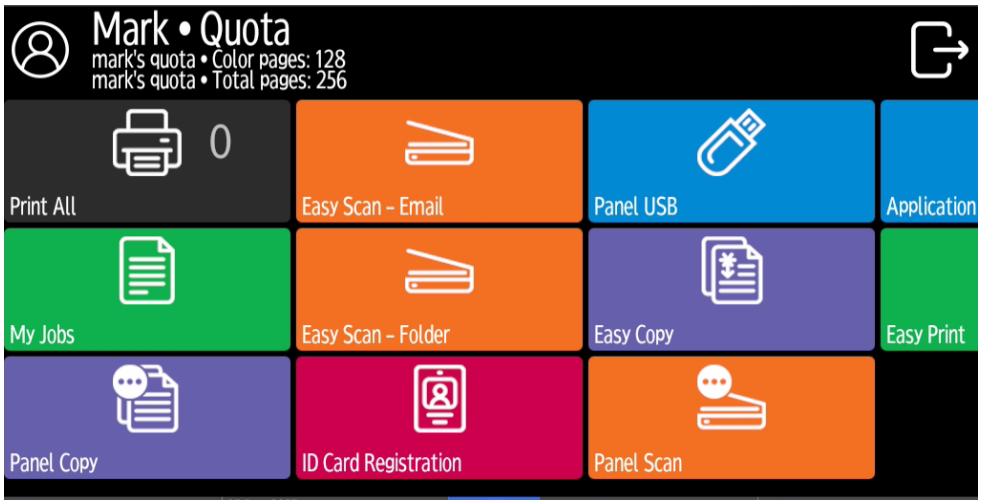
Print jobs received with the job parser activated, include additional information such as number of pages, color and price.

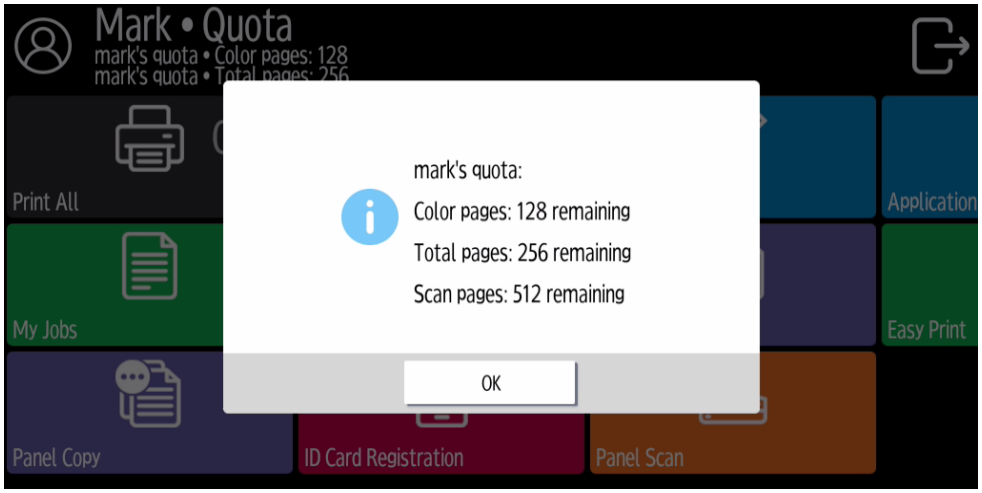



Priced jobs cannot be printed unless the users have a sufficient amount of credit. The users cannot use the **Print all** action when the overall price of all the priced print jobs is higher than their credit.

## 8.2 Quota

With the **Quota** feature activated, users cannot print, copy or scan after they reach or exceed their quota limit. They can view their current quotas on their session on the embedded terminal.




The embedded terminal's behavior depends on the quota settings in MyQ. When setting up **Quota** in the MyQ Web administrator interface, you can disable one or more operations after the quota is reached or exceeded:

- If the **Monitored value** is *Cost*, select them under **Disable operations**. The options are *Print, Copy, Color print* (on terminals 8.1 or newer), *Color copy* (on terminals 8.1 or newer), and *Scan*.
- If the **Monitored value** is *Pages*, mark the **Disable operation** checkbox and the operation that has reached the limit will be disabled.

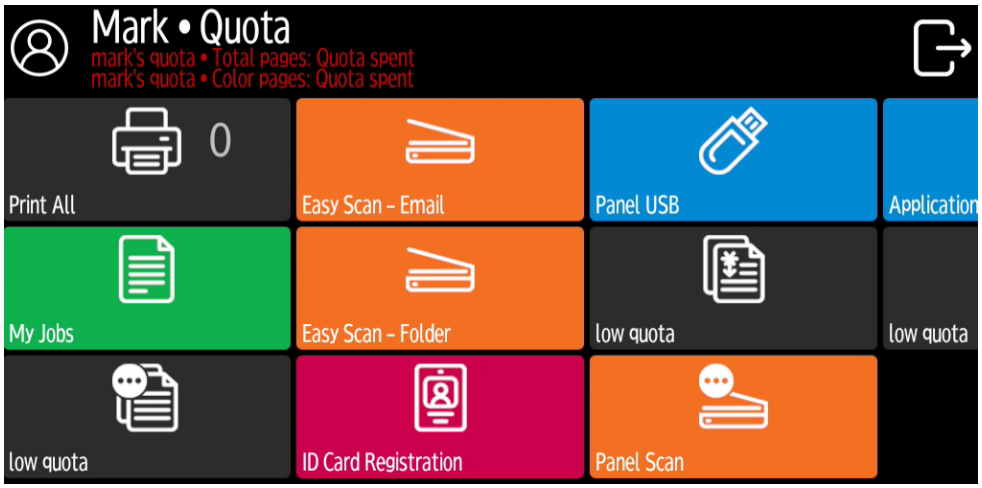
- Mark the **Terminate the current job when reached** checkbox if you want to interrupt the current job when the quota is reached. If both **Disable operation** and **Terminate the current job when reached** are checked, the job will be interrupted when the quota is reached and the user will be redirected to the MyQ home screen. If **Disable operation** is checked and **Terminate the current job when reached** is not, the current job will be finished and the user will be redirected to the MyQ home screen. The action is not supported by scan quota.
- Quotas that disable scanning cannot be applied immediately.

For more information, check Quota[20] in the MyQ Print Server guide.

If a user's Credit or Quota is depleted during copying, the action stops. However, depending on the device speed, there may be an overflow of several pages.

### Action taken when a user reaches a quota with immediate application

The current operation stops, although a few more pages can be printed or copied, depending on the printing device's speed. This applies to print and copy jobs only (including panel copy). Scan jobs are always finished.




### Print jobs with additional information from the job parser

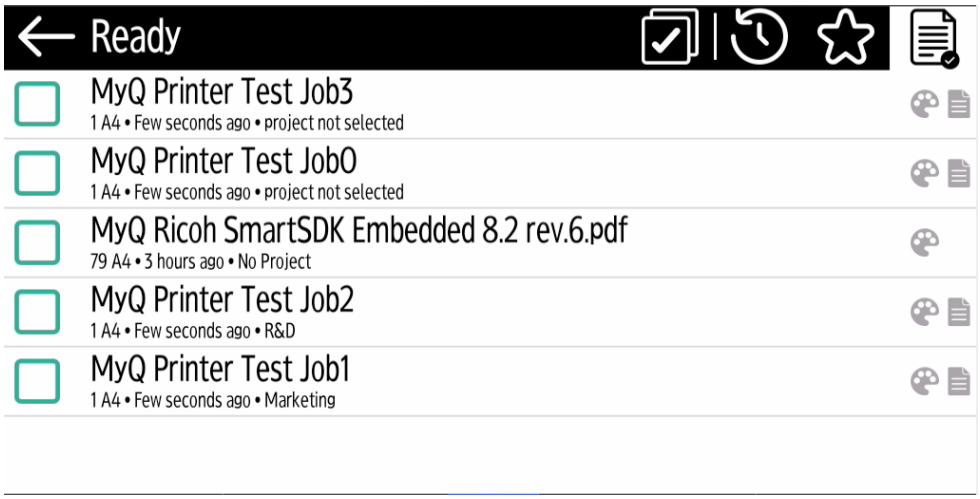
Print jobs received with the job parser activated, include additional information such as number of pages, color and price.

20. https://docs.myq-solution.com/en/print-server/10.1/quota

Jobs exceeding the quota cannot be printed. Users cannot use the **Print all** action as long as the overall size of all of the print jobs is larger than what is allowed by the quota.

## 8.3 Projects

With the project accounting feature activated, users can assign projects to print, copy and scan jobs directly on the embedded terminal screen. Projects can also be assigned to print jobs in the MyQ Desktop Client pop-up window, on the MyQ Web administrator interface, or in the MyQ X Mobile Client.




For more information, check Projects[21] in the MyQ Print Server guide.

### 8.3.1 Assigning projects to print jobs

**My Jobs**

If a user wants to print an unassigned job from the **My Jobs** list, they are immediately redirected to the Project selection screen and have to select one of the available projects (or the *Without project* option, if printing without project is allowed) to be allowed to print it.

21. https://docs.myq-solution.com/en/print-server/10.1/projects

Jobs with projects assigned to them are immediately printed.

**Print All**

If all the jobs waiting in queue have projects already assigned by MyQ Desktop Client, MyQ Web administrator interface or the MyQ X Mobile Client, printing starts immediately.

If there are any unassigned jobs, the user is redirected to the Project selection screen, immediately after tapping the **Print All** button. They have to select one of the available projects (or the *Without project* option, if printing without project is allowed) to be allowed to print the jobs. The selected project (or the *Without project* option) is assigned only to unassigned jobs; all other jobs keep their previously assigned projects.

**Assigning projects to Easy Copy jobs**

After tapping the **Easy Copy** button, the user is immediately redirected to the Project selection screen where they need to select the project (or the *Without project* option).

**Assigning projects to Easy Scan jobs**

After tapping the **Easy Scan** button, the user is immediately redirected to the Project selection screen where they need to select the project (or the *Without project* option) before the scan job is started.

### 8.3.2 Assigning projects on the Panel Copy screen

After tapping the **Copy** button on the **Panel Copy** screen, the user is immediately redirected to the Project selection screen, where they need to select a project (or the *Without project* option). The project is then assigned to all jobs copied on the panel.

### 8.3.3 Assigning projects on the Panel Scan screen

After tapping the **Scan** button on the **Panel Scan** screen, the user is immediately redirected to the Project selection screen, where they need to select a project (or the *Without project* option). The project is then assigned to all jobs scanned on the panel.

### 8.3.4 Assigning projects on the Panel Fax screen

After tapping the **Fax** button on the **Panel Fax** screen, the user is immediately redirected to the Project selection screen, where they need to select a project (or the *Without project* option).

# 9 Device Spooling

Under normal circumstances, print jobs are sent to the MyQ server where they are stored and wait for release. With Device Spooling enabled, a print job is sent directly to the device and saved to its hard disk. It waits there to be released in the standard way.

- Locally spooled color jobs are not displayed when color print is restricted.
- Even though it is possible for a user to use both print to server and Device Spool, this option is not recommended. The following problems may appear: jobs are not sorted and printed in the correct order, the terminal display might not be correctly refreshed.

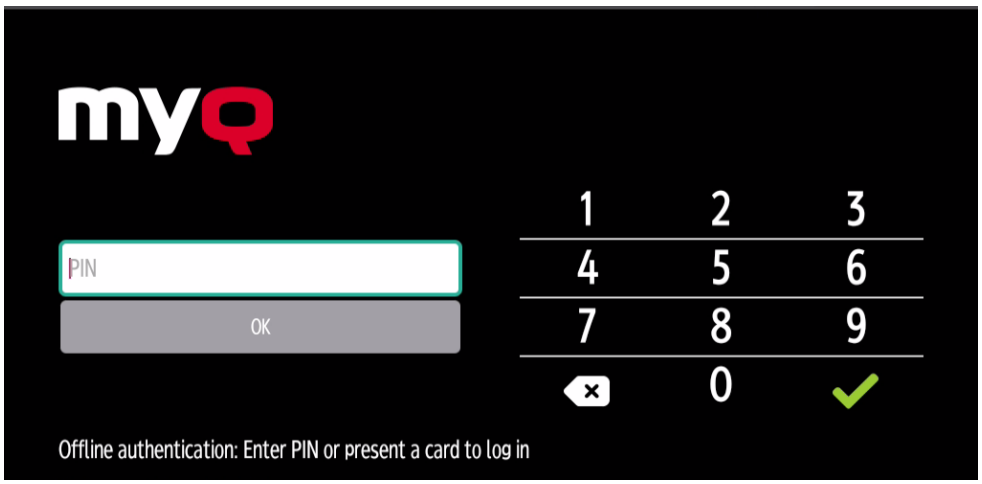
## 9.1 Setting up Device Spooling in MyQ

For details on enabling and configuring the feature, check Device Spooling[22] in the MyQ Print Server guide.

22. https://docs.myq-solution.com/en/print-server/10.1/device-spooling

# 10 Offline Login

For MyQ to operate properly, a 100% reliable network connection is necessary. Connection problems can lead to serious issues; for example, users may not be able to start their user sessions on the printing devices and perform any copy, print or scan actions. The **Offline Login** feature prevents such situations.




User information, including credentials, are cached at the device and if the server is unavailable, cached data are used for user authentication. Users can then log in and perform all the actions that do not require network access to the MyQ server.

When combined with Device Spooling, the offline login feature offers a robust backup plan for server outages.

**Requirements**

- UDP broadcasts have to be enabled on the network.
- For an optimal run of the Offline Login feature, SSL needs to be enabled on the server. SSL is set by default during the installation, however if you have changed it for any reason, you can set it again in MyQ Easy Config, in the **Settings** tab.

**Limitations**

- Credit is not supported
- Quota is not supported;
- Projects - print jobs are set to the *Without Project* option

For details on enabling and configuring the feature, check Offline Login[23] in the MyQ Print Server guide.

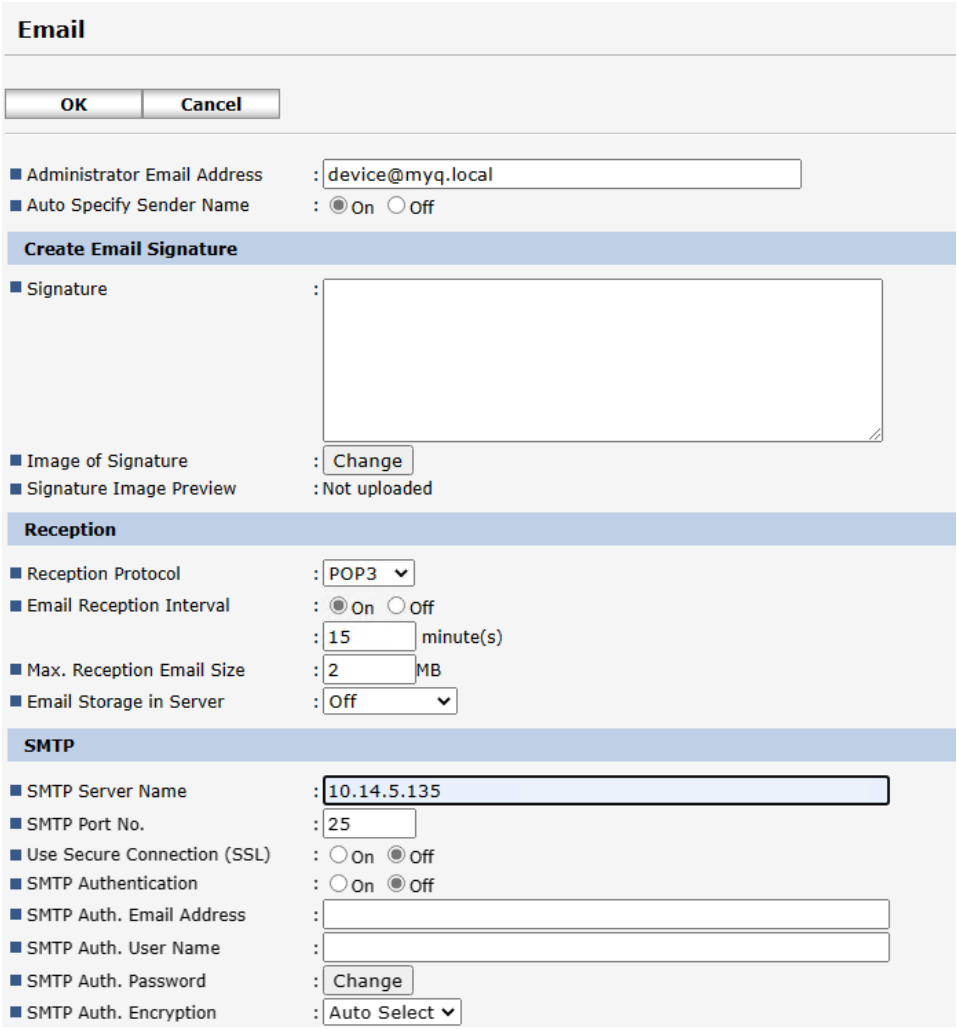
## 10.1 Scan to Email in Offline Login mode

You can enable users to scan to email even when the MyQ server is offline. In such cases, users can log in to the terminal in the Offline mode and use the **Panel Scan** action to scan to emails. The terminal remembers the outgoing SMTP server and sends all emails directly to this server. Scanning to email in the Offline mode is supported by all the models that support embedded terminals.

**To enable the feature:**

- Go to the printing device's Web UI and set your (customer) SMTP server's IP address in the **SMTP Server Name** field.

23. https://docs.myq-solution.com/en/print-server/10.1/offline-login




The *email@myq.local* and *root@myq.local* variables cannot be used in the Offline mode for scanning from the panel with these settings, because scanning is not done via the MyQ server.

# 11 Canceling Stuck Jobs

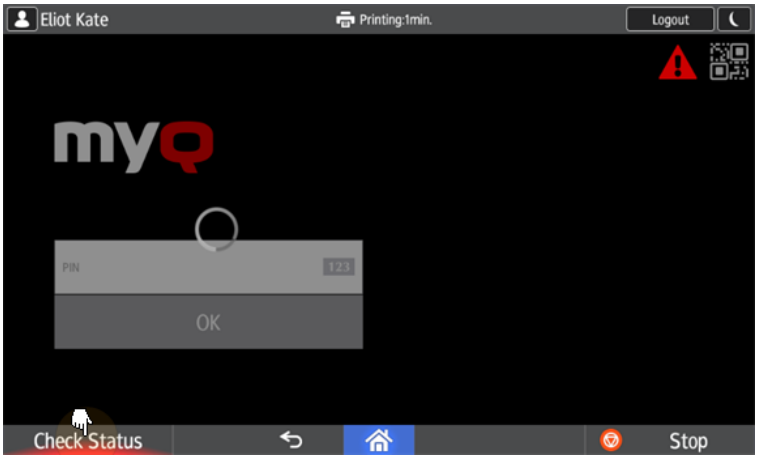
If a job gets stuck due to an error on the printing device, the user can still log off. The stuck job will prevent another user from logging in and will automatically finish after the error is removed. However, this may lead to security issues.

If a job is stuck, the **Check Status** control on the printing device's panel will glow red.

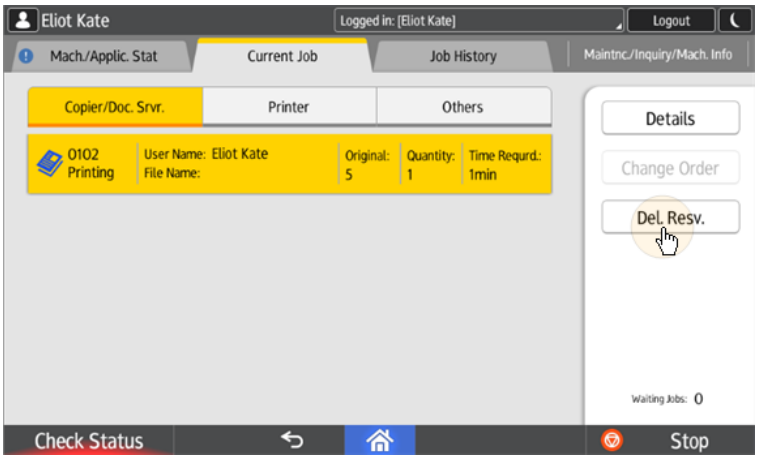
> If the **Keep printing after logging out** setting on the **Printers** settings tab is disabled, all jobs will be canceled after logging out.

To cancel stuck jobs:

1. On the login screen, tap the **Check Status** button. You are redirected to the printing device's native panel screen.




2. On the screen, select the **Current Job** tab. The Current Job tab opens.
3. On the tab, select all jobs by tapping on them. Tap the **Del. Resv.** button on the right side of the tab, and confirm by tapping **Delete** on the pop-up window.



4. To return to the MyQ login screen, tap the **Check Status** button in the lower-left corner of the screen.

# 12 Business Contacts

| | |
|---|---|
| **MyQ® Manufacturer** | **MyQ® spol. s r.o.**<br>Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic<br>ID no. 615 06 133<br>MyQ® spol. s r.o. is registered in the Commercial Register at the Municipal Court in Prague, file no. C 29842 (hereinafter as "MyQ®") |
| **Business information** | http://www.myq-solution.com<br>info@myq-solution.com[24] |
| **Technical support** | support@myq-solution.com[25] |
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24. mailto:info@myq-solution.com
25. mailto:support@myq-solution.com

| | |
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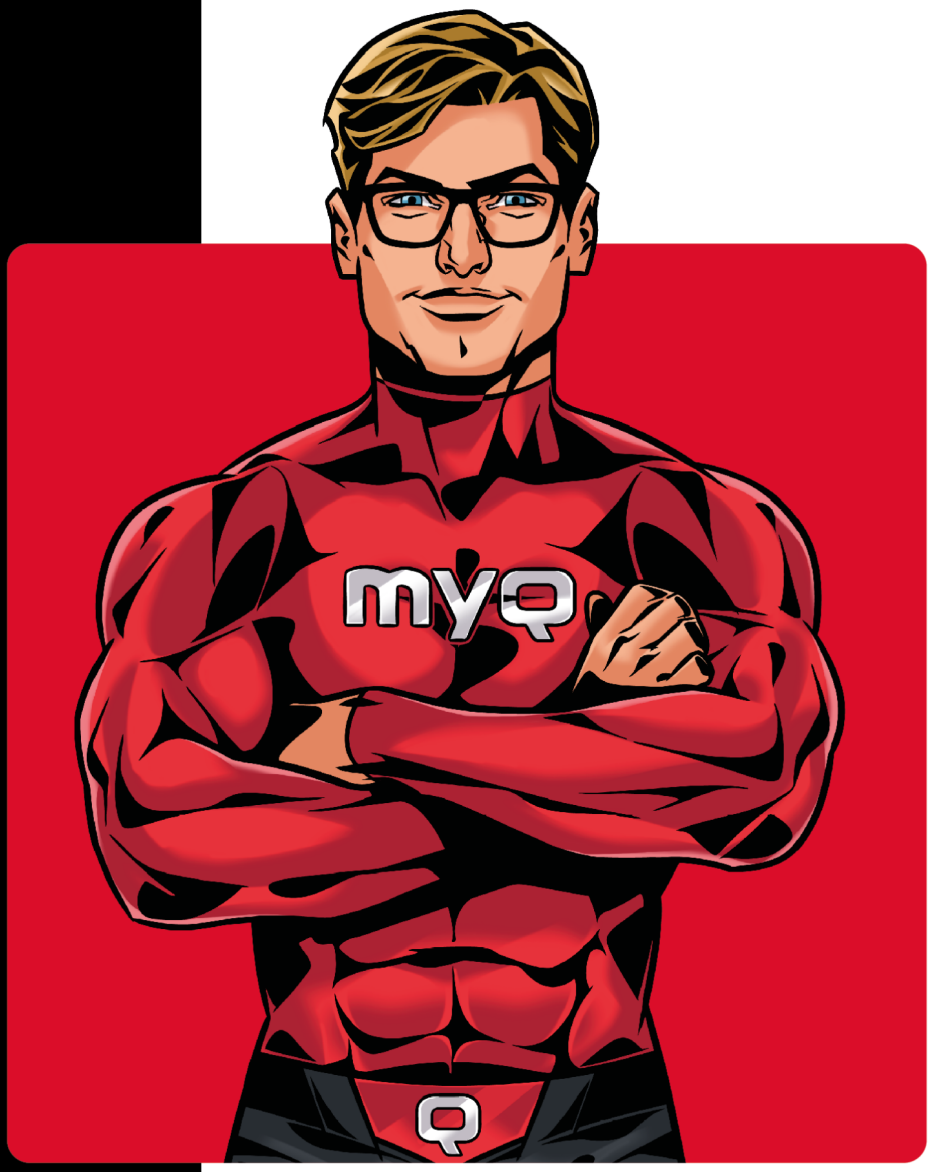
Operating in **140+** countries

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