

# myQ X



## MyQ X Mobile Client 10.1


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# 1 About MyQ X Mobile Client App 10.1

The MyQ X Mobile Client application is a modern printing app for completely touchless print control of printing devices connected to a MyQ server. It assists you anytime and anywhere you need to print or manage your print jobs and provides you with simple access to a variety of MyQ features.

Check the MyQ X Mobile Client app showcase [here](#)<sup>1</sup>.

 All changes compared to the previous versions are listed in the [release notes](#) (see page 4). For the technical change log, check the [Version History](#)<sup>2</sup>.

 The guide is also available in PDF, along with guides for older supported versions.

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1. <https://www.myq-solution.com/en/myq-x-8-2-mobile-app>

2. <https://apps.apple.com/cz/app/myq-x-mobile-client/id1550123583>

## 2 Release Notes

### MyQ X Mobile Client 10.1

#### 2.1 MyQ X Mobile Client 10.1.6

7 January, 2025

##### Improvements

- Enhanced **Add Server** dialogue for better usability.
- Document uploads enabled while logged in to a printer.

##### Bug Fixes

- **Generate PIN** button hidden when PIN changes are restricted.
  - Resolved occasional "Too many requests" error on 10.2 Server
- 

#### 2.2 MyQ X Mobile Client 10.1.5

4 September, 2024

##### Improvements

- Small improvements of the Report Issue dialogue.

##### Bug Fixes

- Printing to the MyQ X 10.2 Print Server might fail with an error "These jobs were not saved."
  - The application gets stuck when the scanning QR code screen is closed.
  - Fixed a couple of issues when adding and signing in to multiple servers.
  - The blue theme of the login page is displayed instead of the default one for MyQ 10.2.
- 

#### 2.3 MyQ X Mobile Client 10.1.4

29 April, 2024

##### Improvements

- Queues for direct print that do not have assigned printers are now hidden.
- Optimizations for iOS 17.

##### Bug Fixes

- When MFA is requested during sign-in with Microsoft, the login is closed after returning to the app, preventing login from being completed (iOS).

- Displayed prices for BW/color print do not reflect clicks for large formats.
  - Printing from the Share may ask for a QR login even when the user is already logged in on the device.
  - A document might not be possible to be uploaded on Samsung devices (Android).
  - The app might be stuck at loading when servers that do not exist are added.
  - My jobs are not automatically updated when the app is opened.
  - The login page might “flash” white when being loaded in dark mode.
  - The mobile app does not ask for the certificate again after it was changed on the server.
- 

## 2.4 MyQ X Mobile Client 10.1.3

15 August, 2023

### Bug Fixes

- User may be logged out from the app after 24 hours of inactivity.
  - When editing a server and saving without changes, a warning "Server already exists" is displayed.
- 

## 2.5 MyQ X Mobile Client 10.1.2

25 July, 2023

### Improvements

- **NEW FEATURE** Login experience: We optimized the app to prevent unexpected logouts due to inactivity.
- Names of Job properties unified with MyQ X Embedded Terminals.
- Report issue and Send feedback UI improvements.

### Bug Fixes

- User may be logged out from the app after 24 hours of inactivity.
  - Login using proxy URL is not working when URL starts with capital letter.
  - Same server can be added twice.
  - Print from the Share option may not work (Android only).
- 

## 2.6 MyQ X Mobile Client 10.1.1

### Improvements

- **NEW FEATURE** Sign in with Microsoft: Allows for a secure and convenient single sign-on experience using Azure AD credentials.
- Added support for Microsoft Application Proxy passthrough mode, allowing for easier login to MyQ X server.
- Job properties are now also displayed on the Home tab.
- Dialogues when user session on a device expires improved.
- Job Preview information screen improved.

### Bug Fixes

- Expiration of user token causing "invalid\_grant" error displayed.
  - Loading takes too long when connecting to an unreachable server.
  - Added server may be named "Unknown" instead of by its hostname.
  - Application proxy may not work if starting with a capital letter.
  - Login screen may be shown when selecting an unreachable server.
- 

## 2.7 MyQ X Mobile Client 10.1

### What's New

- Job Preview: Preview print jobs directly in the mobile app before printing.
- New Job Parameters: Eco mode (toner saving), punch, and staple options now available.

### Improvements

- **NEW FEATURE** Job Preview: Preview print jobs directly in the mobile app before printing.
- **NEW FEATURE** New Job Parameters: Eco mode (toner saving), punch, and staple options now available.
- Release Notes in the App: Stay up to date with the latest improvements and fixes right in the app.
- Improved Offline Behavior: The application now handles server offline situations better.
- Improved Login Dialogue: The dialogue after an unsuccessful login to a printer has been improved.
- Edit Server Details: You can now easily edit server details and log out in case your login credentials have changed.

### Bug Fixes

- Application Proxy Fix: An issue with the application proxy not loading the Microsoft login to access the app has been resolved.
-

### 3 Basic Information

The **MyQ X Mobile Client** application is a multifunctional tool for simple and touchless task management within the MyQ solution printing environment. It assists you anytime and anywhere you need to print or manage your print jobs, and provides you with simple access to a variety of MyQ features. Printing options are managed before printing as well. It also supports biometrics.

With the mobile app, you can perform the following operations:


- Print PDF files, Office documents, and photos directly from your device.
- Securely release your print jobs on a selected printing device.
- Manage print jobs, re-print already printed jobs, select projects.
- View and recharge MyQ credit.
- View quotas.
- Unlock printing devices via scanning a QR code.
- Register and setup a MyQ server via scanning a QR code.
- Edit your profile and generate new PIN.
- Preview your jobs (MyQ 10.1+).
- Login with SSO (MyQ 10.1+).

The MyQ X Mobile Client application uses the following ports to communicate with the MyQ Print server:

- **TCP 8632** (by default)  
AirPrint/MOPRIA protocol for print job transmission to the MyQ server.
- **TCP 8090** (by default)  
HTTP protocol for accessing MyQ web interface.

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

 A MyQ Server 8.2+ is required.

 Your embedded terminals version has to be compatible with MyQ Server 8.2+.

In order for a queue to be available in the MyQ X Mobile Client application, log in to the MyQ web administrator interface, go to **MyQ, Queues**, select the queue and click **Edit** (or right-click, Edit, or double-click), go to the **Job receiving** tab, and in the **Jobs via mobile devices** section set it to **Enabled**, and click **Save**.

▼ **Jobs via mobile devices**

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

Enabled:



Only the Job sender user detection method can be used with this queue.

## 4 Installation and Setup

### 4.1 Installation

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

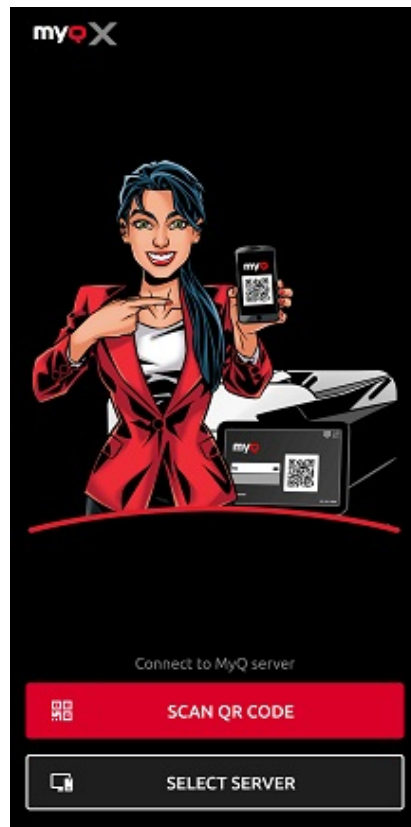
The app requires Android version 5.0+, or iOS version 11.0+.

### 4.2 Connecting and logging on to a MyQ server

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



The app is also available in Dark mode, which can be set in your phone settings.



Once the connection to the server is initiated, you are asked to enter your MyQ credentials to log in to the server. After logging in, you stay logged in until you log out from the server. Each time you open the application, you are automatically redirected to the home screen of the application, where you can access its features. After you log out from a server, the next time you log in, you can either connect to a new server, or you can select one of the previously used servers.

The easiest way to connect to the server is to scan a QR code that you can find on any of your company's printing devices. Usually, it is either printed on a sticker near the printing device panel or directly displayed on the panel. It can also be accessed on the Web UI. In case you cannot use these options, you can ask your administrator for all the necessary information and manually connect to the server.

#### 4.2.1 Connecting to a server

You can choose to connect to a server via **SCAN QR CODE** or **Enter Manually**.

If you scan the QR code from the printing device, the application uses the information from the QR code to automatically set the IP address and other security settings.

If you choose to manually enter the required server information, tap **SELECT SERVER**:

✕ Enter manually

(Auto) Server name

---

CONNECT VIA


Hostname / IP Address \*      Port


---

OR

**Using proxy URL**  
Only for servers with version 10 and higher

URL address \*

 ADD SERVER

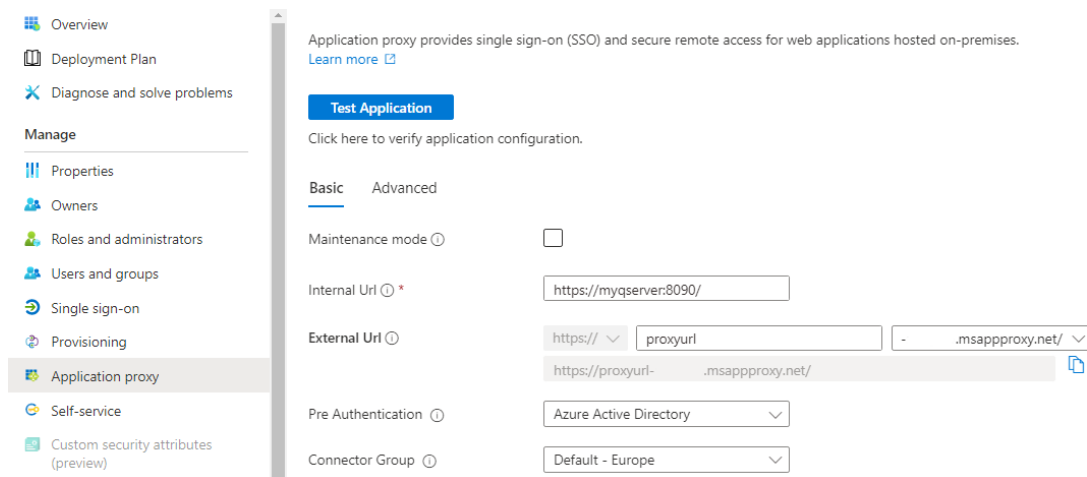
 SCAN QR CODE

- **Server name:** Add a name to identify the Server/Location (if left blank, the server's hostname is used).
- **IP Address:** Enter the IP address of your MyQ Print Server (not possible to fill if proxy URL is used).
- **Port:** Add the port of your MyQ Print Server, 8090 by default.
- **Using proxy URL:** Enable this option if you want to use a proxy (only available for servers with version 10 and higher).
  - **URL address:** Enter the URL of your proxy.

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

## 4.2.2 Using Proxy URL

Azure Active Directory (Azure AD) has an Application Proxy service that enables users to access on-premises applications by signing in with their Azure AD account. To learn more about Application Proxy, see [What is App Proxy?](#)<sup>3</sup> This tutorial prepares your environment for use with Application Proxy. Once your environment is ready, you can use the Azure portal to add an on-premises application to your Azure AD tenant.



The main benefit of using a proxy URL is that users would be able to access the MyQ Server via the application from anywhere outside the local network. This means that no VPNs would be required in order to use the MyQ X application.


### **i** Configure Application Proxy

Information on how to set up the proxy can be found here: [Add an on-premises application for remote access through application proxy in Microsoft Entra ID](#)<sup>4</sup>

Both Pre Authentication options are supported – Azure Active Directory and Passthrough. With the Azure AD method, users adding the MyQ server must sign in with their Azure (Microsoft) account in order to connect to the server and sign in with their MyQ account in the app. In the Passthrough mode, no authentication with a Microsoft account is needed to add the server.

3. <https://learn.microsoft.com/en-us/entra/identity/app-proxy/overview-what-is-app-proxy>

4. <https://learn.microsoft.com/en-us/azure/active-directory/app-proxy/application-proxy-add-on-premises-application>

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

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

#### Turn on safe mode?

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

TURN ON CANCEL

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

#### Untrusted certificate

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

ADD CANCEL



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

### 4.2.3 Logging in to the MyQ server

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

The app saves the connection settings for previously used servers. If you want to select one of the previously used servers, tap **SELECT FROM SAVED SERVERS**. The

Select a server screen opens. On the screen, tap on the server where you want to connect. The login screen opens and you can log in.

## 5 Using the Mobile App

All features of the MyQ X Mobile Client application can be accessed either directly from the app's **Home** screen, or from the navigation bar. In addition, the app enables you to directly print from other mobile apps and from mobile Web browsers.

### 5.1 Home screen

On the **Home** screen, you can see the state of your credit (displayed only if credit accounting is activated on the MyQ server), and all your ready jobs. You can also recharge credit, add new jobs, and print the ready jobs. Quota is also visible if activated on the MyQ server.

### 5.2 Navigation Bar

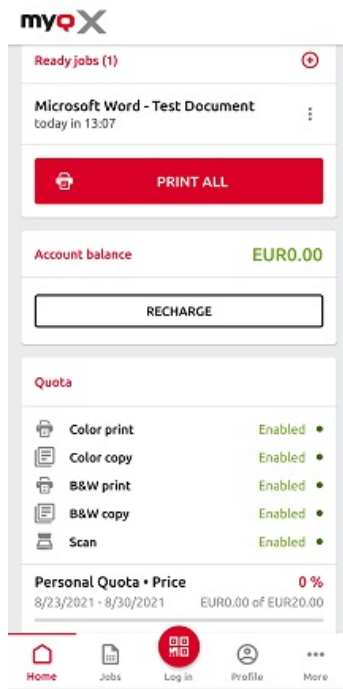
The app's navigation bar, accessible at the bottom of the screen, contains the following shortcuts:

- Home
- Jobs
- Log in
- Profile
- More

### 5.3 Home

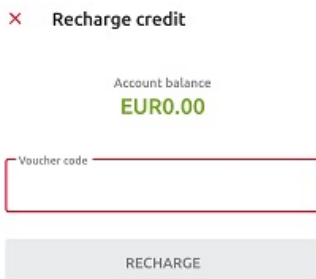
On the **Home** screen, you can see all your ready jobs and print them by tapping **PRINT ALL**.

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



2. You can see your account balance (displayed only if credit accounting is activated on the MyQ server).

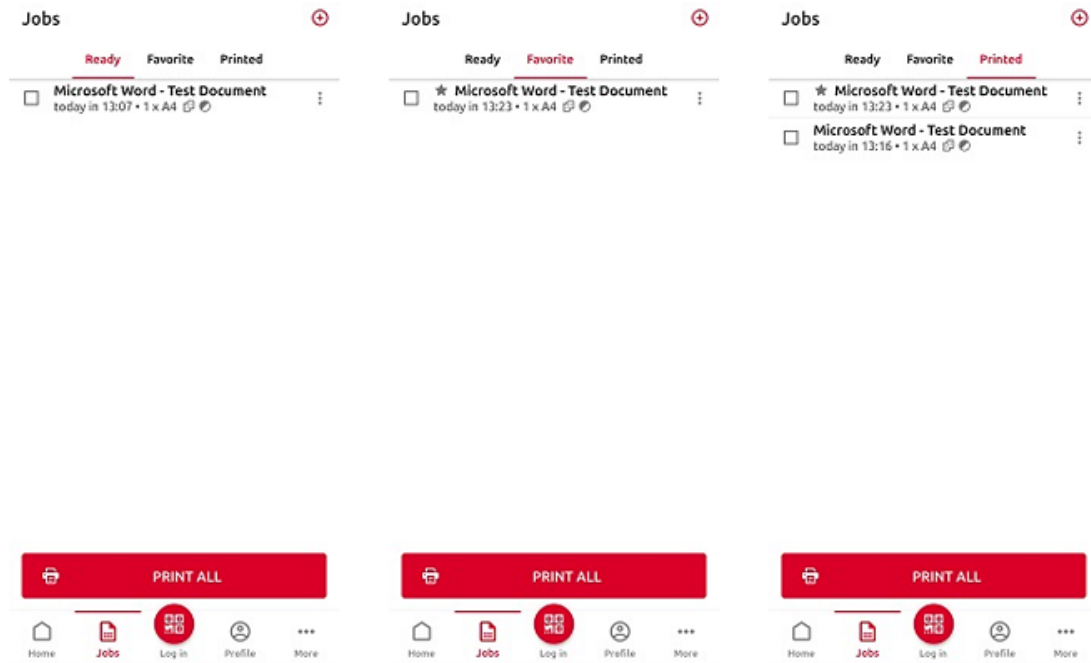
3. By tapping **RECHARGE**, you can recharge your credit:



4. Enter the code from your credit voucher, and then tap **RECHARGE**. If Quota is enabled on the MyQ Server, you can see all the quotas assigned to you and their current status in the **Quota** section.

## 5.4 Jobs

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



### 1 Ready, Favorite, and Printed tabs.

- **Ready** - A list of jobs that you have sent to be printed and are not printed yet. For each ready job, the Print, Print all, Preview, Add to favorites, and Delete options are available.
- **Favorite** - A list of jobs that you have marked as favorites. These jobs stay listed on the Favorite tab even after they are printed and are not removed from this tab unless you manually remove them. For each favorite job, the Print, Print all, Preview, and Remove from favorites options are available via the three-dots options menu.
- **Printed** - A list of all your printed jobs. For each printed job, the Print, Print all, Preview, and Add to favorites options are available via the three-dots options menu.

You can either tap **PRINT ALL** at the bottom, to print all the jobs, or mark the checkbox next to a job to select it and then print it. Before releasing the job, you can specify the number of copies, choose between monochrome (B&W) or color printing, Simplex or Duplex and from version 10.1 you can also select the Eco mode (toner saving), and Finishing (staple and punch) options. If project accounting is enabled on the MyQ Server, you can assign a project to the job.

You can also tap the **+** plus icon at the top, to add a new job (from your device's folders or cloud storage) to the list.

✕ Add job

Copies 99  
1  
2


Monochrome  Duplex


Eco mode

Finishing options —



Staple  
Do not change ▾

Punch  
Do not change ▾

 PRINT NOW

 SAVE JOB

Files ADD FILE

 scan\_2021-11-11T12-05.pdf 

You can then specify the number of copies, choose between B&W or color printing, Simplex or Duplex and from version 10.1 you can also select the Toner saving mode, and Finishing (staple and punch) options. If project accounting is enabled on the MyQ Server, you can assign a project to the job. You can also specify the job's queue:

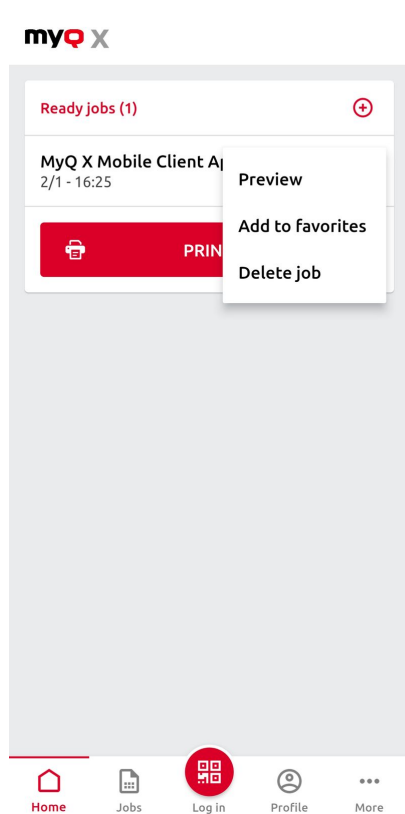
- **Direct type** - The job is immediately printed to the printer assigned to the queue.
- **Pull Print type** - You are asked to scan the QR code of the printer where you want the job to be printed (Pull Print queues require MyQ embedded terminals or a MyQ TerminalPro (hardware)).

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

From MyQ X Mobile Client app 10.1, **Job Preview** is available, which enables you to view a job before printing. To use the job preview feature, you first have to enable it on the MyQ web administrator interface (MyQ server 10.1+ is required). Go to **MyQ>Settings, Jobs**, and in the **Job Preview** section set it to **Enabled**. You can also set the **Number of pages** to be generated in the preview.

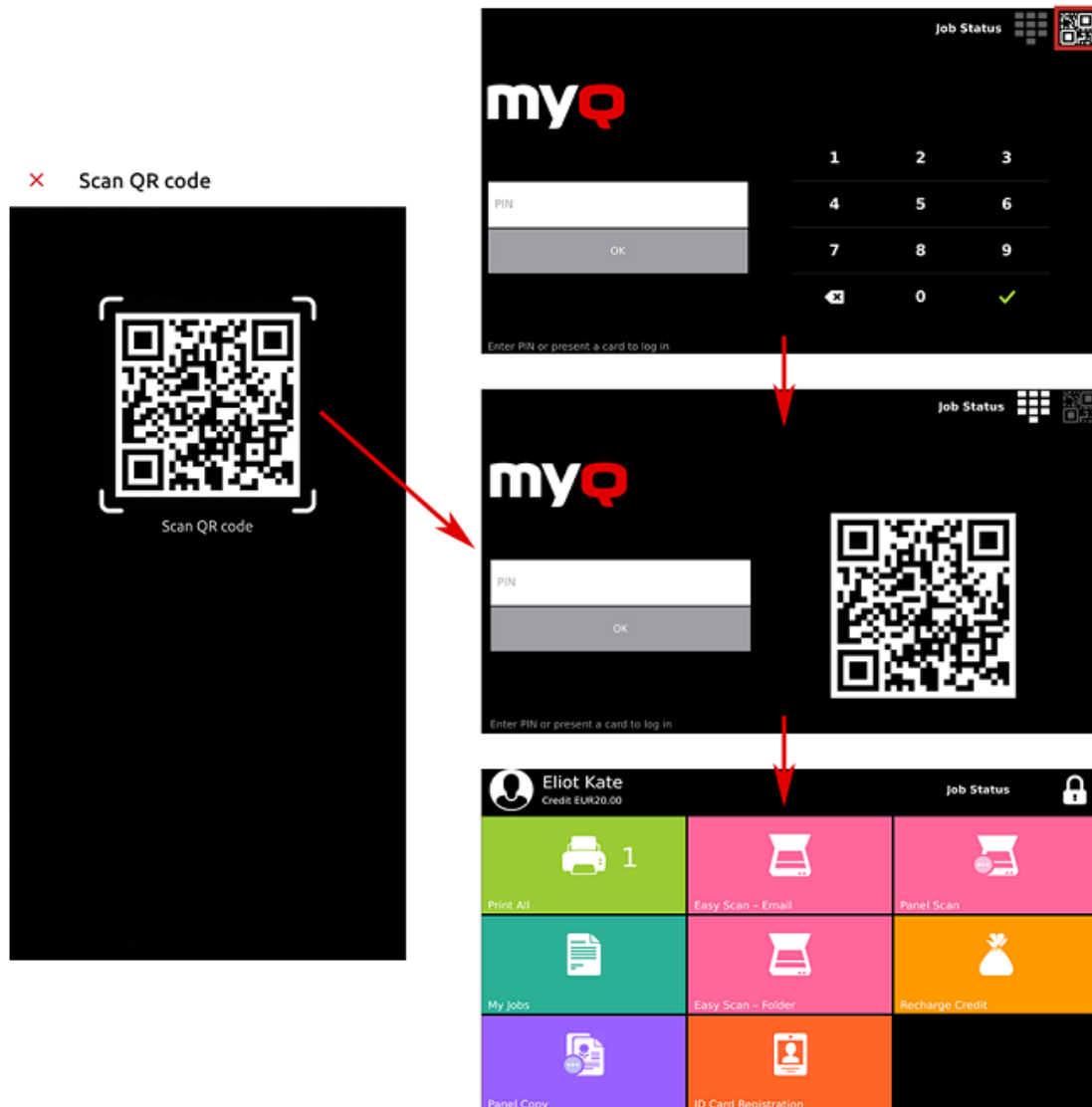


Once enabled, jobs waiting on the server can be previewed in the mobile application via the **⋮** (three dots) menu of that job on the Jobs tab.



## 5.5 Log in via QR Code

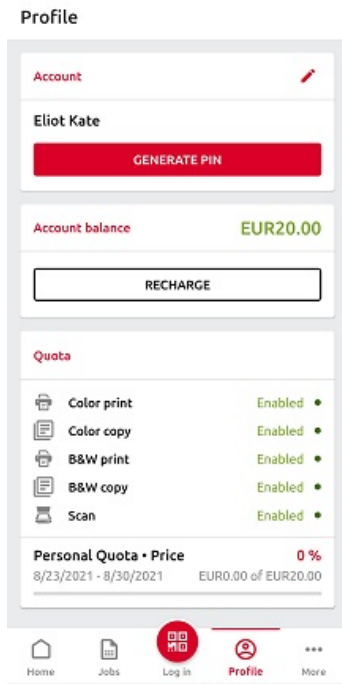
The **Log in** shortcut in the center of the navigation bar takes you to the Scan QR code screen. There, you can unlock a printing device by scanning the QR code displayed on the device's panel.



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

## 5.6 Profile

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



You can also tap **GENERATE PIN** to generate a new PIN.

In the **Account balance** section, you can see your current account balance and also recharge your credit by tapping **RECHARGE**.

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

In the **Account** section, you can change the password and email address related to your account by tapping the Edit (**pencil**) icon next to it.

← User profile

User name\*  
EliotKate

Full name\*  
Eliot Kate

Password

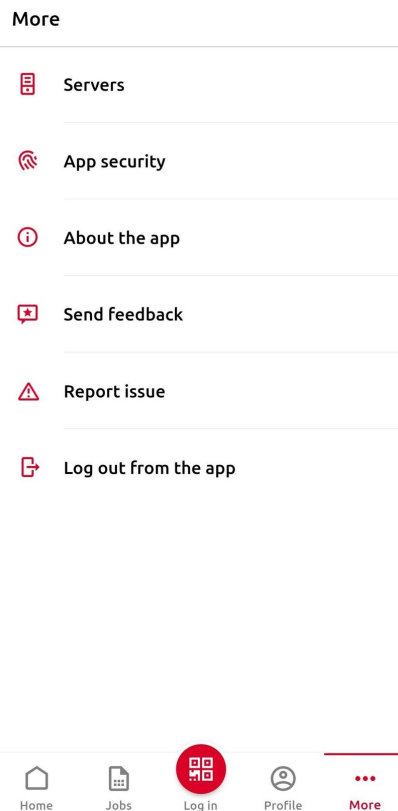
Email  
eliot.kate@myq-solution.com

SAVE

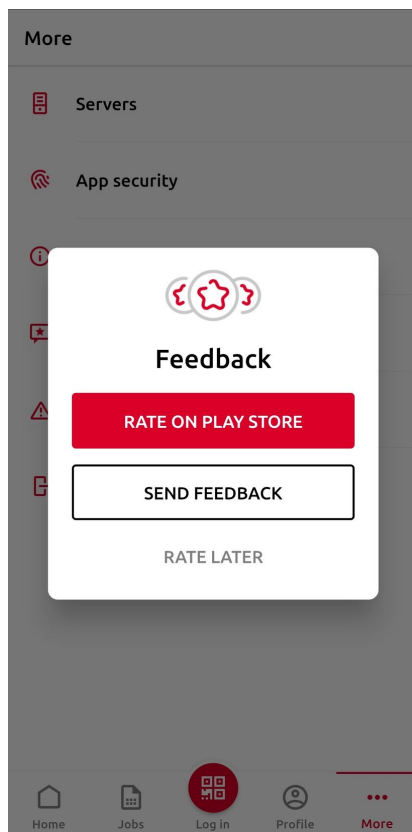
---

## 5.7 More Options

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




- **Servers** - View and manage your servers.
- **App security** - Enable or disable Biometrics (face and fingerprint recognition).
- **About the app** - View information about the application.
- **Send feedback** - Send us feedback on your experience with the application, give us a star rating and write a comment, leave us your email address if you wish to be contacted back, or give us a review on Google Play/App Store instead.




- **Report issue** - Report issues on devices such as hardware problems (print doesn't work, scan doesn't work, low paper or toner) or other issues (poor print/scan quality etc.) as well as problems within the mobile application itself.

✕ Report issue

Issue  
Printer issue ▼

Serial number of the printer 

Issue description

 ADD PHOTO

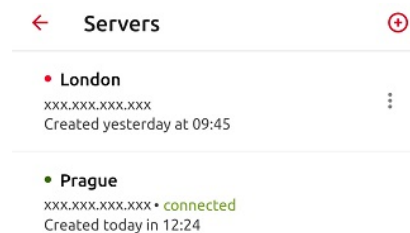
I want to be contacted back by my organization administrator

SEND

- **Log out from app** - Log out from the application.

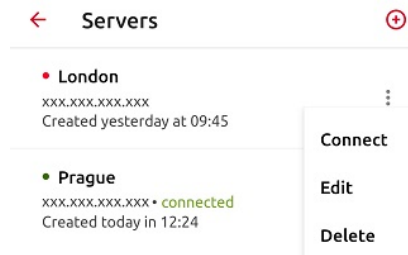
### 5.7.1 Servers

In Servers, you can view and manage MyQ servers.



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

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



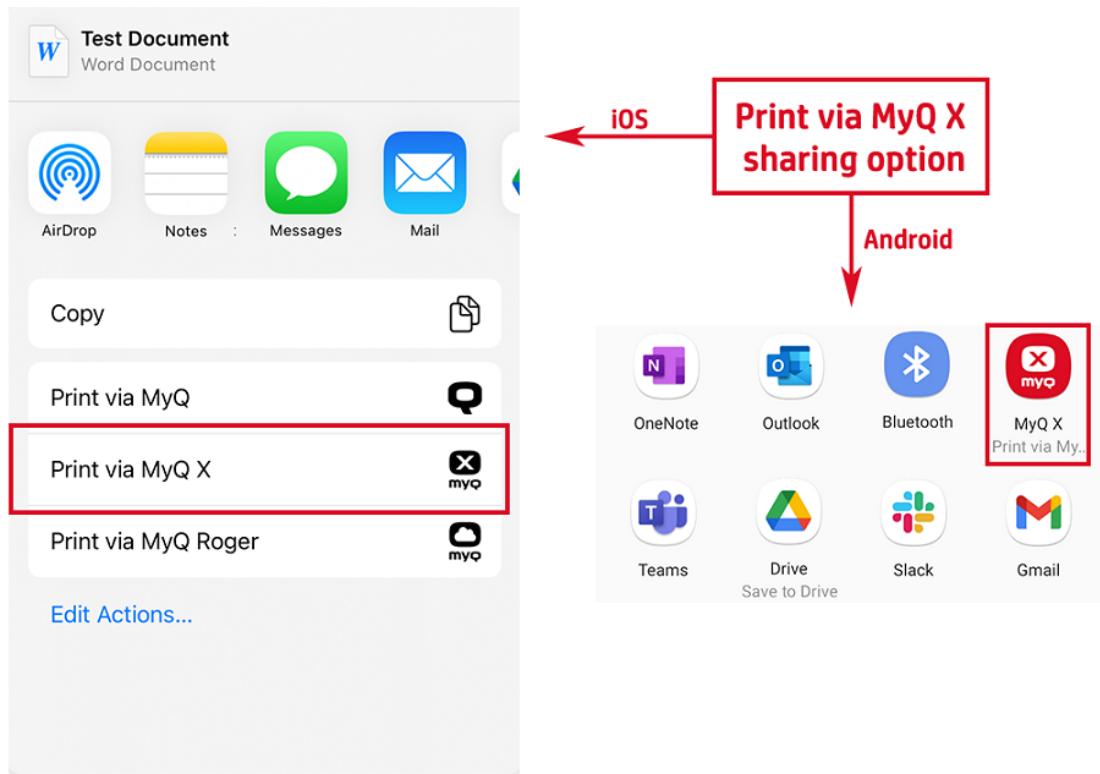
- **Connect** - Connect to the server.
- **Edit** - Change the server's name, IP address, port.
- **Delete** - Delete the server (available only for servers that are not currently used).

### 5.7.2 Adding a new server

To add a new server, tap the **+** (plus) icon at the top. In the new window, you can either enter the new server's information manually (add a Server name, the IP Address, and Port) and tap **ADD SERVER**, or you can tap **SCAN QR CODE**.

## 5.8 Print via MyQ X

You can print directly from mobile apps and from mobile Web browsers. To do so, select to share the file (picture, Web page, etc.) via the **Print via MyQ X** sharing option.



The print job management dialog box appears, where you can change the print job's properties (color/monochrome, simplex/duplex, number of copies, toner saving (MyQ 10.1+), punch (MyQ 10.1+), staple (MyQ 10.1+)), and then tap **PRINT** to send the print job to MyQ.

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

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

## 6 Business Contacts

<b>MyQ® Manufacturer</b>	<b>MyQ® spol. s r.o.</b> Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic  ID no. 615 06 133 MyQ® spol. s r.o. is registered in the Commercial Register at the Municipal Court in Prague, file no. C 29842 (hereinafter as "MyQ®")
<b>Business information</b>	<a href="http://www.myq-solution.com">http://www.myq-solution.com</a> <a href="mailto:info@myq-solution.com">info@myq-solution.com</a> <sup>5</sup>
<b>Technical support</b>	<a href="mailto:support@myq-solution.com">support@myq-solution.com</a> <sup>6</sup>
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5. <mailto:info@myq-solution.com>

6. <mailto:support@myq-solution.com>

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# myQ X

## SAVE TIME WITH **PERSONALIZED** PRINT SOLUTIONS

MyQ X is an award-winning on-premise or private cloud print management solution trusted by millions of users.

**50+ million**  
Trusted users

**1+ million**  
Active devices

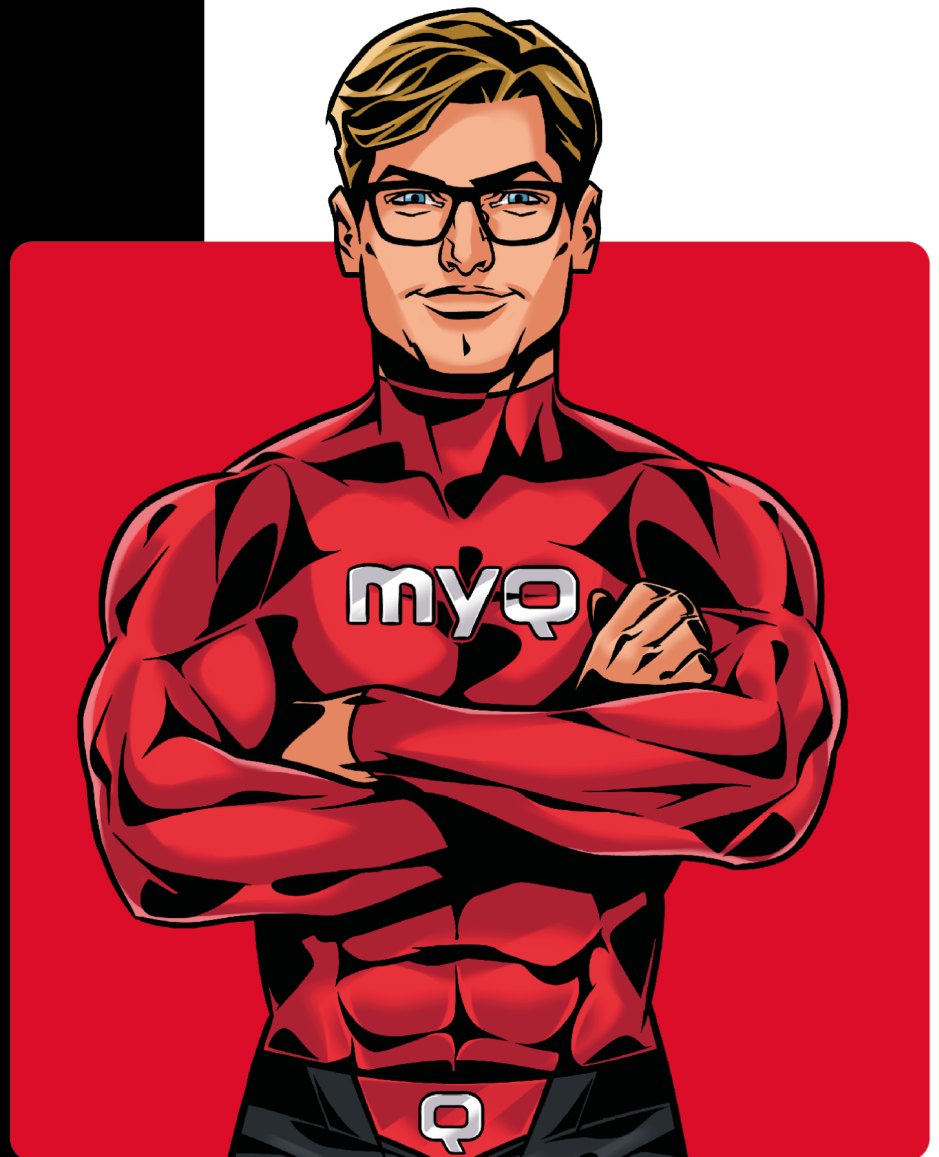
**26+**  
Brands supported

**1000+**  
Certified partners

Operating in **140+**  
countries

 [info@myq-solution.com](mailto:info@myq-solution.com)

 [myq-solution.com](http://myq-solution.com)



### Awarded and certified

