



# myQ X

## MyQ Toshiba Embedded 10.2

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## MyQ Toshiba Embedded Terminal 10.2

The MyQ Toshiba Embedded terminal is a web-based embedded terminal. No applications are running directly on the printing device; all files are saved in the MyQ directories and the device exchanges data with MyQ using XML. Web terminals are based on HTML, CSS, XML and JavaScript languages and communicate via HTTP or HTTPS.

The terminal enables simple management of print jobs on a touchscreen display and offers a number of advanced features, such as multiple login options or scanning by a single touch. It can communicate with multiple types of USB card readers.

You can also check the [MyQ X Toshiba product sheet](https://www.myq-solution.com/en/myqx-toshiba)<sup>1</sup>.



1. <https://www.myq-solution.com/en/myqx-toshiba>



All changes compared to the previous version are listed in the [release notes](#) (see page 6).

# 1 Release Notes

## MyQ Toshiba Embedded Terminal 10.2

- Minimum requested support date: **15 April, 2026**

### 1.1 MyQ Toshiba Embedded Terminal 10.2 RC

XXX October, 2026

#### Improvements

- **NEW FEATURE** New UI.
- **NEW FEATURE** Favorite Actions.
- **NEW FEATURE** Unknown Card Registration.
- **NEW FEATURE** Run multiple package versions concurrently (Print Server 10.2+).
- **NEW FEATURE** Easy Print now supported.
- **NEW FEATURE** Folder browsing for Easy Scan now supported.
- **NEW FEATURE** Folder browsing for printing now supported.
- **NEW FEATURE** Job Preview now supported.

#### Device Certification

- Older devices are not supported. For full list of supported devices, see [Supported Printing Devices \(see page 7\)](#).

## 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](https://community.myq-solution.com/)<sup>2</sup>. 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 |
|----------------------------------------------------------------------------------------------------------------------------|-----------|-------------|
| e-STUDIO5508A<br>e-STUDIO6508A<br>e-STUDIO7508A<br>e-STUDIO8508A                                                           | B&W       | MFP         |
| e-STUDIO5506AC<br>e-STUDIO6506AC<br>e-STUDIO7506AC                                                                         | Color     | MFP         |
| e-STUDIO2008A<br>e-STUDIO2508A<br>e-STUDIO3008A<br>e-STUDIO3508A<br>e-STUDIO4508A<br>e-STUDIO5008A                         | B&W       | MFP         |
| e-STUDIO2000AC<br>e-STUDIO2500AC<br>e-STUDIO2505AC<br>e-STUDIO3005AC<br>e-STUDIO3505AC<br>e-STUDIO4505AC<br>e-STUDIO5005AC | Color     | MFP         |
| e-STUDIO3508LP<br>e-STUDIO4508LP<br>e-STUDIO5008LP                                                                         | B&W       | MFP         |

---

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

|                                                                                                                            |       |     |
|----------------------------------------------------------------------------------------------------------------------------|-------|-----|
| e-STUDIO330AC<br>e-STUDIO400AC                                                                                             | Color | MFP |
| e-STUDIO2018A<br>e-STUDIO2518A<br>e-STUDIO3018A<br>e-STUDIO3518A<br>e-STUDIO4518A<br>e-STUDIO5018A                         | B&W   | MFP |
| e-STUDIO2010AC<br>e-STUDIO2510AC<br>e-STUDIO2515AC<br>e-STUDIO3015AC<br>e-STUDIO3515AC<br>e-STUDIO4515AC<br>e-STUDIO5015AC | Color | MFP |
| e-STUDIO5518A<br>e-STUDIO6518A<br>e-STUDIO7518A<br>e-STUDIO8518A                                                           | B&W   | MFP |
| e-STUDIO5516AC<br>e-STUDIO6516AC<br>e-STUDIO7516AC                                                                         | Color | MFP |
| e-STUDIO2525AC<br>e-STUDIO3025AC<br>e-STUDIO3525AC<br>e-STUDIO4525AC<br>e-STUDIO5525AC<br>e-STUDIO6525AC                   | Color | MFP |
| e-STUDIO2520AC                                                                                                             | Color | MFP |

|                                                                                   |       |     |
|-----------------------------------------------------------------------------------|-------|-----|
| e-STUDIO2528A<br>e-STUDIO3028A<br>e-STUDIO3528A<br>e-STUDIO4528A<br>e-STUDIO6528A | B&W   | MFP |
| e-STUDIO6526AC<br>e-STUDIO6527AC<br>e-STUDIO7527AC                                | Color | MFP |
| e-STUDIO6529A<br>e-STUDIO7529A<br>e-STUDIO9029A                                   | B&W   | MFP |
| e-STUDIO331AC<br>e-STUDIO401AC                                                    | Color | MFP |

### 3 Toshiba Service

The Toshiba service is an integral part of the embedded terminal's installation. It is added to Windows services within the upload of the Toshiba Embedded installation package to the MyQ server and remains there as long as the installation package stays uploaded on the server.

The service is necessary for the proper terminal functionality; if it is not running, the embedded terminal cannot communicate with the MyQ server. With disabled communications, users cannot log in and the terminal cannot be remotely set up (reinstalled, uninstalled).

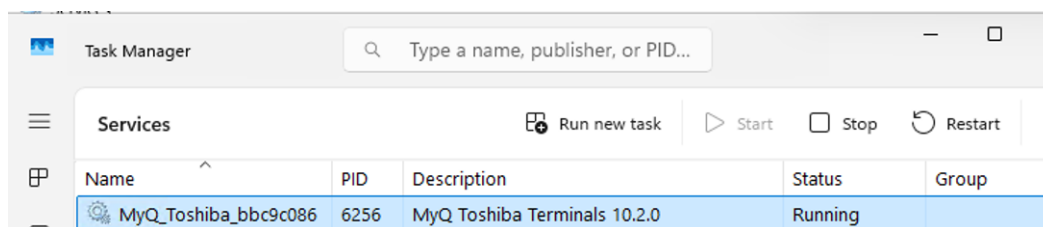
The service can be started and stopped on the **Services** tab of the MyQ Easy Config application, where it's called *MyQ Toshiba Terminals*. For details about the application, see **MyQ Easy Config** in the *MyQ Print Server* guide.

Toshiba Terminals 10.2.0

RUNNING



You can also check the current status of the service in Windows Task Manager, where it is called *MyQ\_Toshiba*.



## 4 Installation

### 4.1 Requirements

The proper function of the MyQ Toshiba embedded terminal depends on the below:

- .NET 4.8 or higher needs to be installed on the MyQ print server.
- The latest firmware needs to be installed on the printing device.
- The printing device's IP or Hostname must be valid.
- The correct time and date must be set on the printing device to avoid issues with the [Scan to Me](#)<sup>3</sup> functionality.
- MyQ Toshiba Embedded terminal 10.2 is supported on MyQ Print server 10.2 patch 15+ and newer.

 For information about communication protocols and ports, check the [MyQ Print Server](#)<sup>4</sup> guide.

Before installing the terminal, you need to enable a small number of settings on the printing device's panel. Once these settings are enabled, you can continue with the remote installation on the MyQ web administrator interface.

 It is strongly recommended to reset the printing device to its default factory state before proceeding with the installation, to ensure that no conflicting settings are in effect. After the reset, make sure that the correct time and date are set in the device.

### 4.2 Enable settings on the printing device's panel

You need to start the printing device in SERVICE MODE (for information about how to access the SERVICE MODE, please see the printing device's manual or ask your Toshiba provider) and access the 08 SETTING MODE to activate the Authentication of MDS system setting, set WS port for scanning, change the screen that is displayed after auto-clear and select an appropriate type of card reader. Each setting is accessed by typing a code.

1. Open the **SERVICE MODE**, tap **08 SETTING MODE**, and then tap **Next** in the bottom-right corner of the screen. The 08 SETTING MODE screen opens.

3. <https://docs.myq-solution.com/en/tosh-emb/8.2/setting-up-scan-to-me>

4. <https://docs.myq-solution.com/en/print-server/10.1/main-communication-ports>

2. On the screen, tap **Classic** near the upper-right corner to switch to the classic screen layout with a numeric touchpad, where you can write the codes.
3. On the device's numeric keypad, type **3640**, and then press the **Start** button. The screen changes to SYSTEM MODE.
4. Make sure that the value displayed at the upper-left corner of the screen is **1** (if not, type **1**), and then tap **OK**. The screen returns to TEST MODE.
5. On the device numerical keyboard, type **3760**, and then press the **Start** button. The screen changes to SYSTEM MODE.
6. Make sure that the value displayed at the upper-left corner of the screen is **50083** (if not, type **50083**), and then tap **OK**. The screen returns to TEST MODE.
7. On the device numerical keyboard, type **9132**, and then press the **Start** button. The screen changes to SYSTEM MODE.
8. Change the value displayed at the upper-left corner of screen to **7** for Toshiba SDK 3 and **99** for Toshiba SDK 4 (if not, type **7** or **99**), and then tap **OK**. The screen returns to TEST MODE.
9. On the device numerical keyboard, type **3500**, and then press the **Start** button. The screen changes to SYSTEM MODE.
10. Make sure that the value displayed at the upper-left corner of the screen is **90001** for the Elatec TWN3 card reader, and **60001** for Generic keyboard mode readers (if not, type **90001** or **60001**), and then tap **OK**. The screen returns to TEST MODE. Card readers provided by MyQ are supported by Toshiba printing devices. For information about card readers purchased from a different provider, contact MyQ support.
11. Restart the printing device

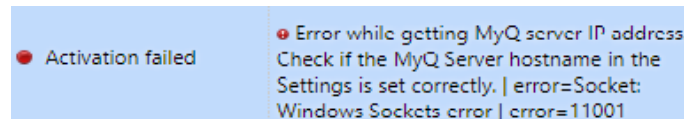
## 4.3 Remote installation via Printer Discovery

The easiest way to install the MyQ Toshiba 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.



To remotely install the MyQ Toshiba embedded terminal:

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

**⚠** Before starting the remote setup, please minimize any interaction with the device. Interacting with the device during installation may cause delays and extend the overall setup time. In some rare cases it may fail.

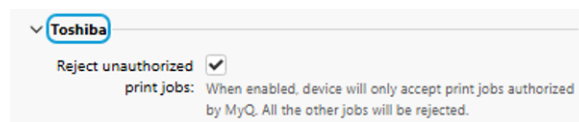
If this issue occurs the warning: "User operating panel. Waiting for 150 sec to try again." will be visible in the terminal logs.

## 4.4 Vendor Specific Options: Toshiba

After you install the terminal package on the Print Server, the following vendor-specific options are available in [Configuration Profiles](#)<sup>7</sup>:

- **Reject unauthorized print jobs**

When enabled, device will only accept print jobs authorized by MyQ. All the other jobs will be rejected.



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>

7. <https://docs.myq-solution.com/en/myq-x/10.2/print-server/configuration-profiles>

Applying the changes in the **Toshiba** section of a configuration profile requires a forced remote configuration of the device.

## 4.5 Communication Security

MyQ runs with secure communication (SSL) by default, but also offers three different certificate authority modes, that can be modified in **MyQ, Settings, Network**.

Toshiba devices require an SSL certificate for the specific **Fully Qualified Domain Name (FQDN)**. Wildcards or Subject Alternative Name (SAN) cannot be used.

If the certificate is invalid, events, e.g. card reading or job notifications, will not work.

The error log can be viewed in the Toshiba Web UI, in Logs > View Logs > Message Log:

*Error: Failed to establish the TLS session (unknown CA)*

The screenshot displays the configuration interface for MyQ Toshiba Embedded, specifically the 'General' and 'Certificates' sections.

**General Section:**

- Minimum TLS version:** 1.2. A note states: "This affects MyQ communication (HTTP proxy, SMTP, IPPS, LPR). In case of communication problems, you can decrease the minimum TLS version by editing the configuration file. See the documentation for details."
- This server hostname:** VM181884910.dev.myq.cz. A note states: "Terminals, MyQ Desktop Client and other components use this hostname when communicating with the server. It must match the certificate."

**Certificates Section:**

- Certificate authority mode:**
  - ☒ **Built-in Certificate Authority**: Server and clients are secured by certificates generated by the built-in certificate authority (CA). The CA certificate is self-signed. Export the CA certificate and install it to clients so they trust MyQ Server. If the CA certificate is compromised, generate a new one. Server certificate will be regenerated automatically.
    - Buttons: Generate new CA certificate, Export CA certificate
  - ☐ **Company Certificate Authority**: Your company CA generates an intermediate CA certificate which MyQ uses to sign certificates for the server and clients. To generate an intermediate CA certificate create Certificate Signing Request (CSR), sign it by your CA and finish CSR by importing signed certificate. Server certificate will be regenerated automatically.
  - ☐ **Manual Certificate Management**: Provide a certificate for the MyQ Server. MyQ creates no certificates, all certificates are managed by you.
- Server alternative names:** 10.14.17.224. A note states: "Comma separated list of DNS names and/or IP addresses. To set new Subject Alternative Name (SAN) for MyQ Server generate new Server certificate. Server hostname is included automatically."
  - Button: Generate new Server certificate

MyQ distinguishes between two modes: **Automatic (Built-in Certificate Mode & Company Certificate Authority)** and **Manual Certificate Mode**.

### MyQ Built-in Certificate Mode

- **Automatic Certificate Management:**

When MyQ is set to **Automatic**, the package automatically handles the import, and removal of the server certificate from the device used for secure communication. Administrators do not need to perform any manual actions related to the server certificate in this mode.

- Uploaded Certificate is named **ca-myq.crt**

### **Manual Certificate Mode**

- **No Automatic Certificate Actions:**

If **Manual Certificate Mode** is enabled, MyQ does not install, update, or delete any server certificates. All aspects of certificate management—including installation, renewal, and removal—are the sole responsibility of the system administrator.

- **Administrator Responsibility:**

- Administrators must ensure that a valid server certificate is installed and maintained.
- MyQ will not interfere with or modify certificates in this mode.

Certificate Management can be found under *Administration* → *Security* → *Certificate management*.

TopAccess

Device

Job Status

Logs

Registration

Counter

User Management

Administration

-Setup

-Security

-Maintenance

-Registration

-AirPrint

-Application

-License

My Account

Certificate Management

Device Certificate

self-signed certificate

Installed

CreateExport

Import

Not Installed

Choose FileNo file chosen

SCEP(Automatic)

Not Installed

UploadDelete

CA Server Address (Primary) :

CA Server Address (Secondary) :

MFP's Address in Common Name in the Certificate : IP Address

Timeout : 10 Second(s) (1-120)

CA Challenge

(note: If successful adds CA certificate automatically)

SAN :

Ex:  
DNS=prod1.example.com|DNS=prod2.example.com||IP=2.2.2.2||URI=http://example.com|  
Email=user@example.com|OID=2.5.29.70=examplePrinters -- where | is the separator

Signature Algorithm 

SHA1

MD5

Poll Interval: 1 Minute

Maximum Poll Duration: 8 Hours

RequestDelete

Client Certificate

Not Created

Create

Certificate Setting

Signature Algorithm: SHA256

Public Key: RSA2048

CA certificate

CA Certificate(PEM)

Choose FileNo file chosen

CA certificate (DER)

Choose FileNo file chosen

UploadDelete

Certificate Files

ca-myq.crt

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**TopAccess**

Device | Job Status | Logs | Registration | Counter | User Management | **Administration** | My Account

**Security**

Authentication | **Certificate Management** | Password Policy | Security Stamp

Save Cancel

---

**Device Certificate**

☒ self-signed certificate Installed Create Export

☐ Import Not Installed Browse... No file selected.

☐ SCEP(Automatic) Upload Delete

Not Installed

CA Server Address (Primary) :

CA Server Address (Secondary) :

MFP's Address in Common Name in the Certificate :  IP Address

Timeout :  10 Second(s) (1-120)

CA Challenge :

(note: If successful adds CA certificate automatically)

SAN :

Ex: DNS=prod1.toshibatec.com|DNS=prod2.toshibatec.com|IP=2.2.2.2|URI=http://toshibatec.com|Email=user@toshibatec.com|OID=2.5.29.70=toshibatecPrinters --where | is the separator

Signature Algorithm ☐ SHA1 ☒ MD5

Poll Interval:  1 Minute

Maximum Poll Duration:  8 Hours

Request Delete

---

**Client Certificate**

Not Created Create

---

**Certificate Setting**

Signature Algorithm :  SHA256

Public Key :  RSA2048

---

**CA certificate**

☒ CA Certificate(PEM) Browse... No file selected.

☐ CA certificate (DER) Browse... No file selected.

Upload Delete

---

**Certificate Files**

☒  ca-myq.crt

### 4.5.1 Troubleshooting

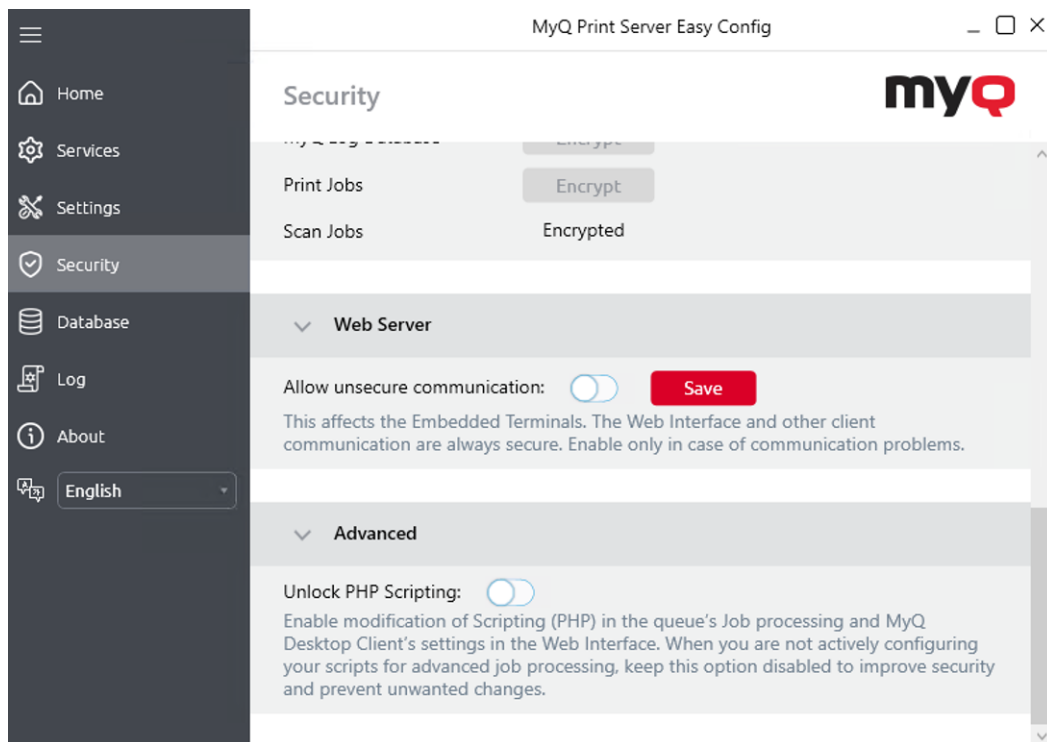
In cases that the *Request host is not allowed* warning message is displayed after a user logs in to the terminal, or the *Access denied* error message is displayed after a user is trying to use panel operations (Panel Copy or Panel Scan), an invalid certificate is used (**a valid certificate has to be created for the specific FQDN**).

For correct use of the certificates, the reversal DNS lookup has to be enabled on the server.

Reversal DNS lookup has to be enabled also for the cluster server address in cases that the MS Cluster high-availability solution is used.

Enable unsecure communication

If SSL communication is not required, you can enable unsecure communication (not recommended) in MyQ Easy Config. Go to the **Security** tab, under **Web Server**, enable **Allow unsecure communication**, and click **Save**.



## 4.6 Device Date and Time Configuration

During remote configuration, the time of the device is automatically synchronized with the time of the MyQ Print Server. This happens if the device has disabled SNTP in the device web UI.

See Device web UI -> Setup -> General -> SNTP Service.

| SNTP Service           |              |
|------------------------|--------------|
| Enable SNTP            | Disable ▾    |
| Primary SNTP Address   | pool.ntp.org |
| Secondary SNTP Address |              |
| Scan Rate              | 24 Hour(s)   |
| Port Number            | 123          |
| NTP Authentication     | Disable ▾    |

## 4.7 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.

myQ

Enter PIN

123

456

789

✕0✓



>

 Job Status

☒ Print all



Enter PIN, name and password, or present a card to log in

myQ

<



>

User name

Enter password / PIN

Guest Login

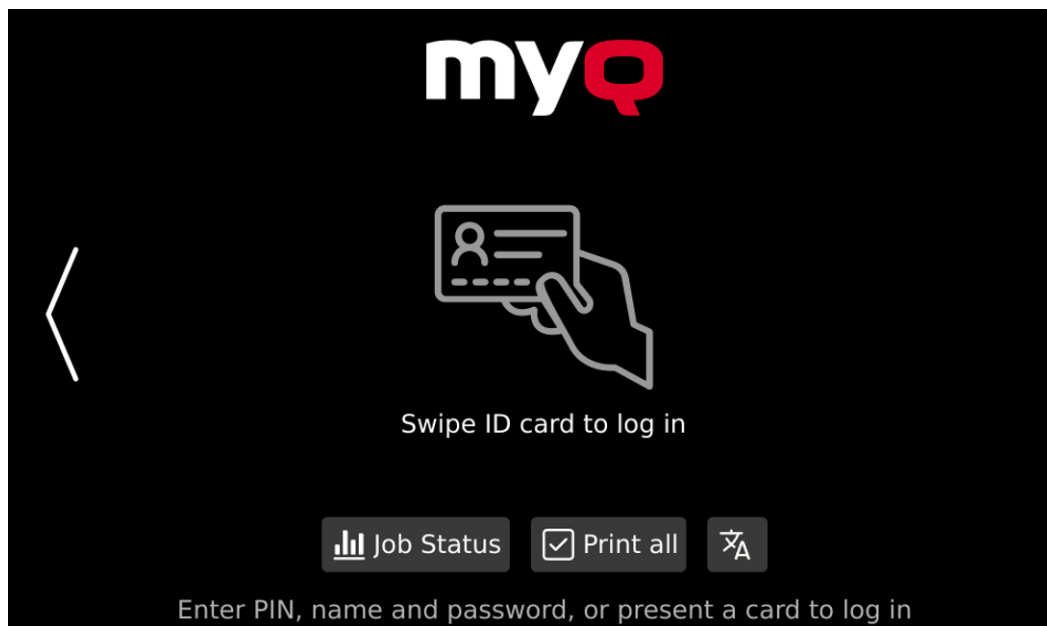
Log in

 Job Status

☒ Print all



Enter PIN, name and password, or present a card to log in



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**.

#### 4.7.1 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.



For more information, check [Printing via the MyQ X Mobile Client app](#)<sup>8</sup> in the MyQ Print Server guide and check the [MyQ X Mobile Client App](#)<sup>9</sup> guide.

## 4.8 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.

### 4.8.1 Default Language

The default language of the terminal is the default language set on the **General** settings tab. For more information, see [General Settings](#)<sup>10</sup> in the *MyQ Print Server guide*.

### 4.8.2 User 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](#)<sup>11</sup> in the *MyQ Print Server guide*.

### 4.8.3 Device Screen Language

The user can select the language shown on the device screen before logging in.

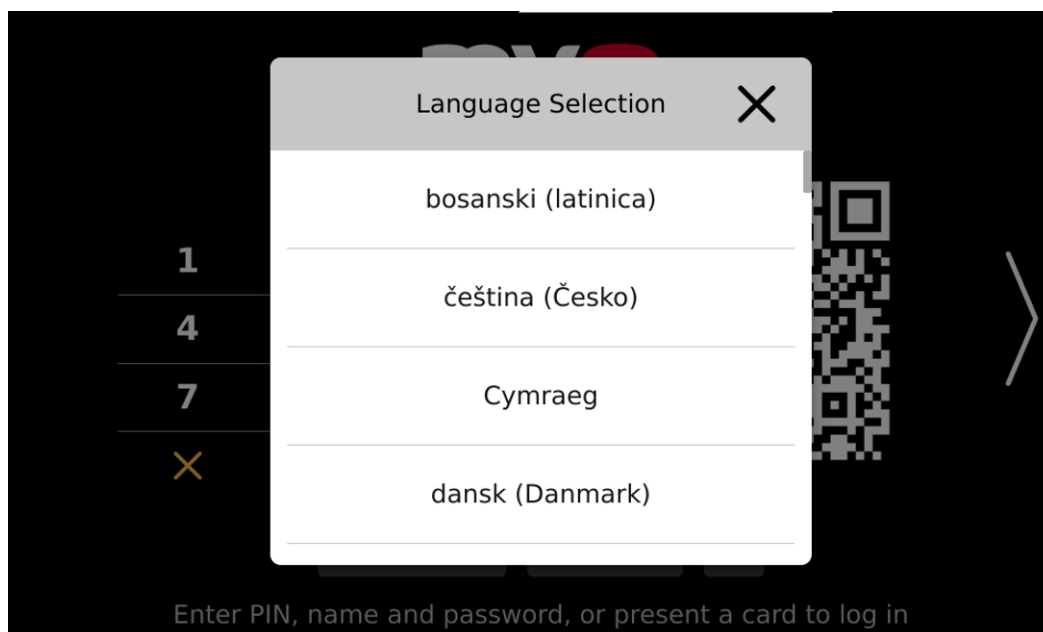
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8. <https://docs.myq-solution.com/en/print-server/10.1/printing-via-the-myq-x-mobile-client-app>

9. <https://docs.myq-solution.com/en/mobile-app/>

10. <https://docs.myq-solution.com/en/myq-x/10.2/print-server/general-settings>

11. <https://docs.myq-solution.com/en/myq-x/10.2/print-server/editing-user-accounts>



## 4.9 Update and Uninstallation

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

Check [Terminal packages](#)<sup>12</sup> in the MyQ Print Server guide for further details.

### 4.9.1 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 Toshiba installation package is uploaded on the server and the Toshiba service is running.

### 4.9.2 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...**

---

12. <https://docs.myq-solution.com/en/print-server/10.1/printers-and-terminals-settings>

3. Select **No terminal** and click **OK**. Confirm the change of the configuration profile and the uninstallation should start automatically.

For information about resetting the printer to the factory default state, please see the printing device's manual or ask your Toshiba provider.

### 4.9.3 Disable settings on the printing device's panel

After uninstallation of the application the device still has configuration which has to be disabled manually

You need to start the printing device in SERVICE MODE (for information about how to access the SERVICE MODE, please see the printing device's manual or ask your Toshiba provider)

1. Open the **08 SETTING MODE**, and then tap **Classic** near the upper-right corner of the screen to switch to the classic screen layout with a numeric touchpad, where you can write the codes. For information about accessing the 08 SETTING MODE, please see the printing device's manual or ask your Toshiba provider.
2. On the device's numeric touchpad, type **3640**, and then press the **Start** button. The screen changes to SYSTEM MODE.
3. Change the value displayed at the upper-left corner of the screen to *0* (type *0*), and then tap **OK**. The screen returns to TEST MODE.
4. On the device's numeric touchpad, type **9132**, and then press the **Start** button. The screen changes to SYSTEM MODE.
5. Change the value displayed at the upper-left corner of the screen to *6* (type *6*), and then tap **OK**. The screen returns to TEST MODE.
6. Restart the printing device.
7. Reset the printing device to its factory default state. For information about resetting the printer to the factory default state, please see the printing device's manual or ask your Toshiba provider.

## 5 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 **User session not loaded** 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<sup>13</sup>](#) in the *MyQ Print Server* guide.

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13. <https://docs.myq-solution.com/en/print-server/10.1/licenses>

## 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](#)<sup>14</sup>.

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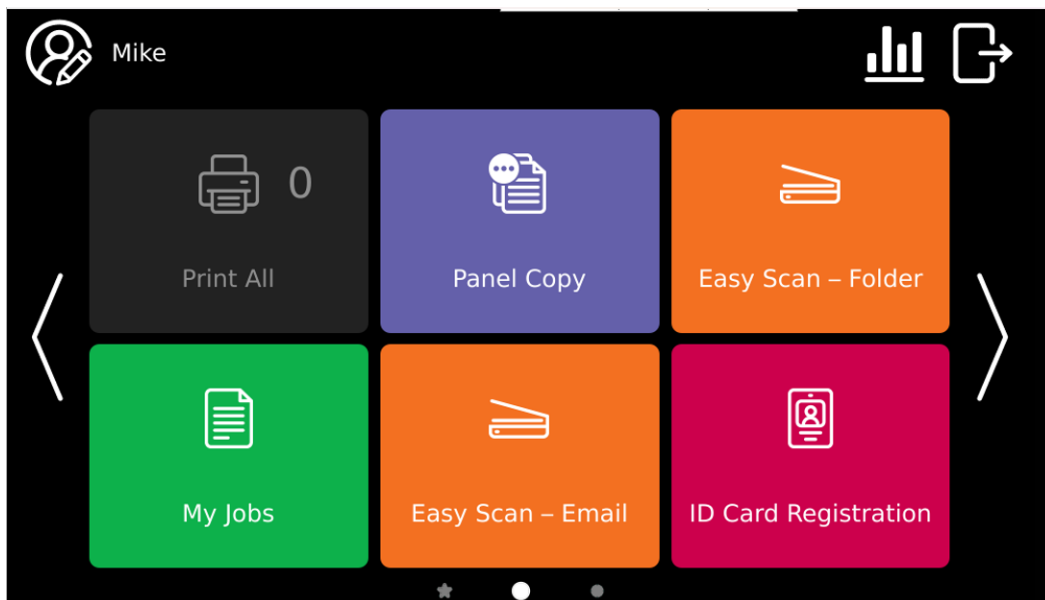
14. <https://docs.myq-solution.com/en/myq-x/10.2/print-server/personalization-settings>

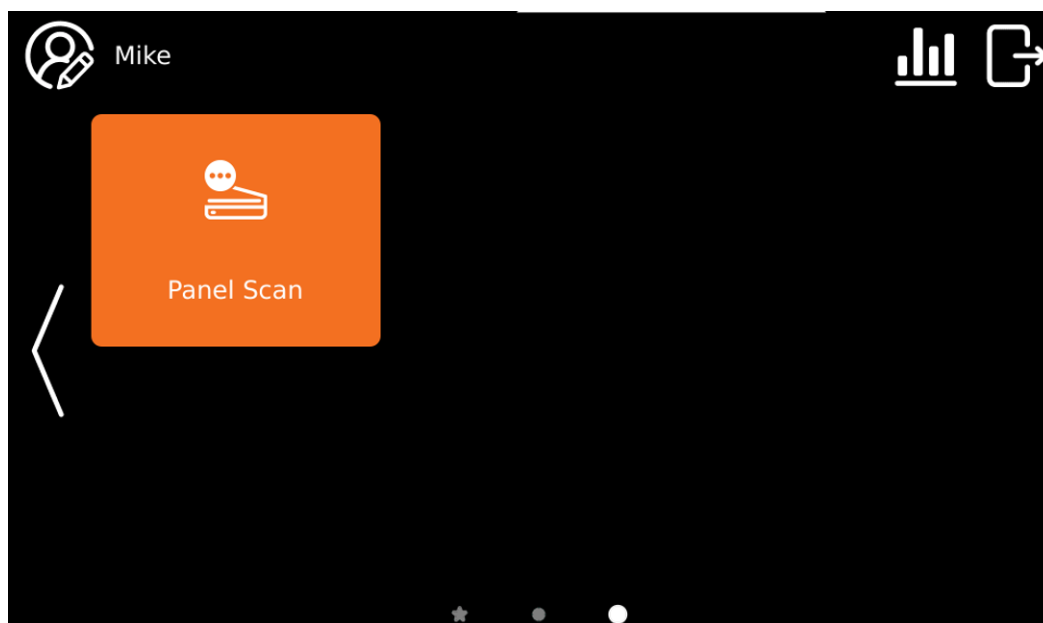
## 7 Terminal Actions

This topic discusses terminal actions on the MyQ Toshiba 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 Scan





**i** For information related to terminal action nodes management, check [Terminal Actions Settings<sup>15</sup>](#) on the MyQ Print Server guide.

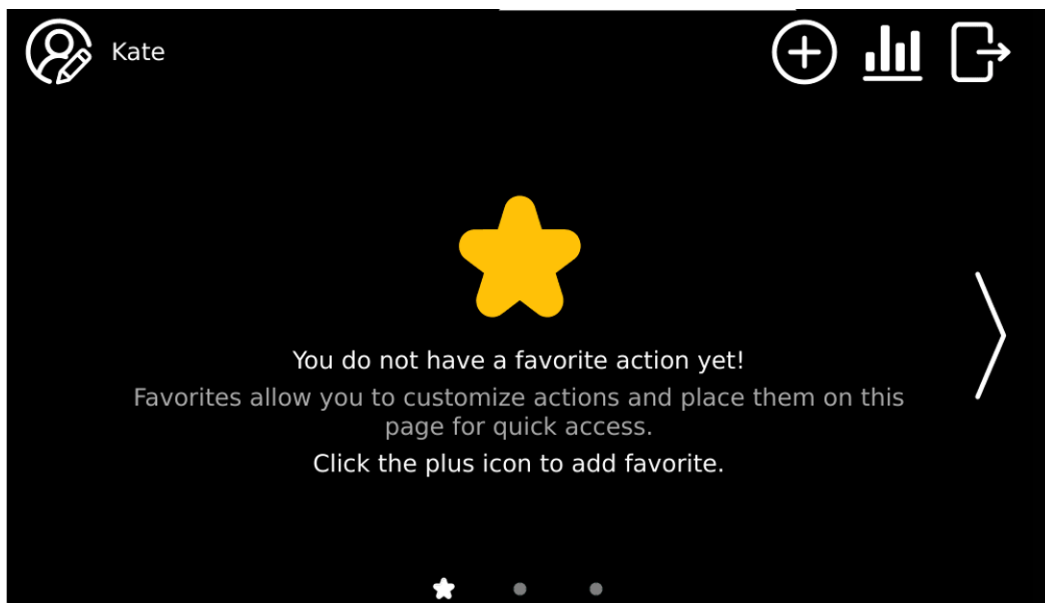
The other available terminal action nodes that can be used on the MyQ Toshiba Embedded terminal, apart from the default ones mentioned above, are:

- Panel Fax
- Recharge Credit
- Folder
- Unlock Panel
- Easy Print

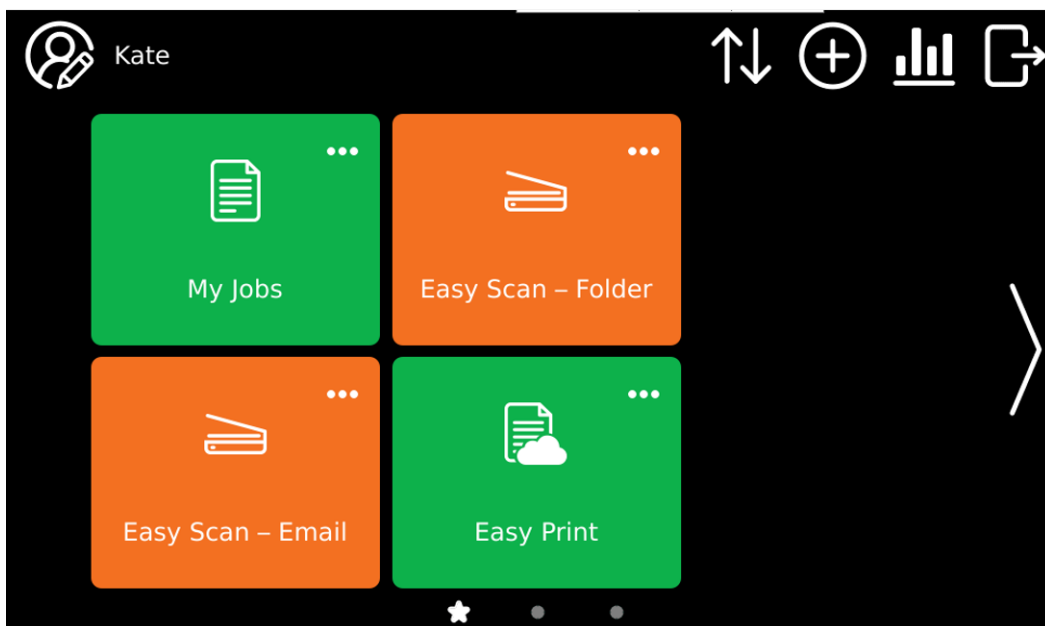
## 7.1 Favorite Actions

The **Favorite Actions** feature allows you to save and quickly access frequently used actions, allowing you to complete common tasks like printing with predefined settings, scanning to particular destinations, or copying without navigating through long menus. With your most important actions always at your fingertips, it helps manage printing tasks more efficiently, making it perfect for high-volume or specialized printing environments where critical functions need to be readily accessible.

<sup>15</sup>. <https://docs.myq-solution.com/en/print-server/10.1/terminal-actions-settings>



The terminal screens that contain favorite actions are indicated by a Star icon, if more favorite actions are added than will fit on one screen, multiple star icons will indicate multiple pages.



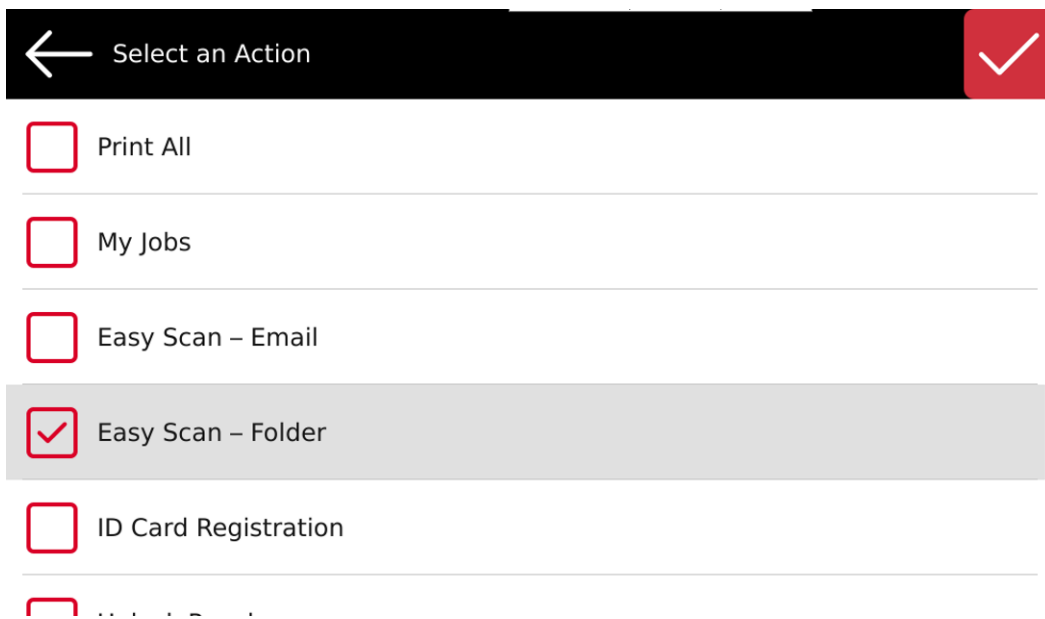
### 7.1.1 Add a Favorite Action

- This option is enabled by default.
- You can add only the actions supported by the device.
- Each user can only see the operations they have the right to use.

Only Easy Actions, Print All, My Jobs, and ID Card Registration can be added as Favorite Actions.

To add a favorite terminal action:

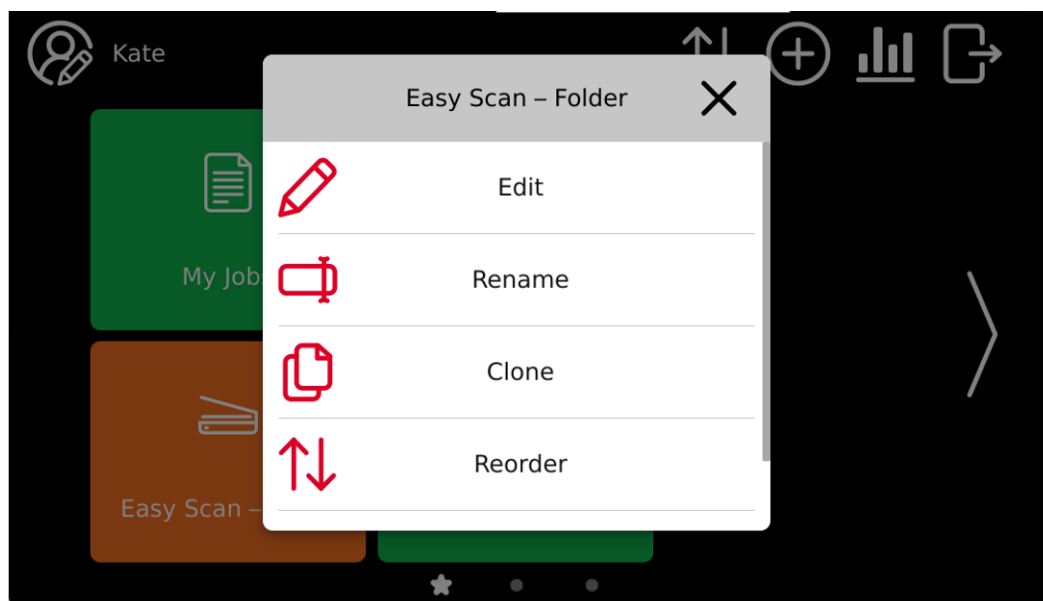
1. Log in to the terminal
2. Tap the Star icon at the bottom of the screen.
3. Tap the Plus icon on the top right, select an action, and then press the red tick button.



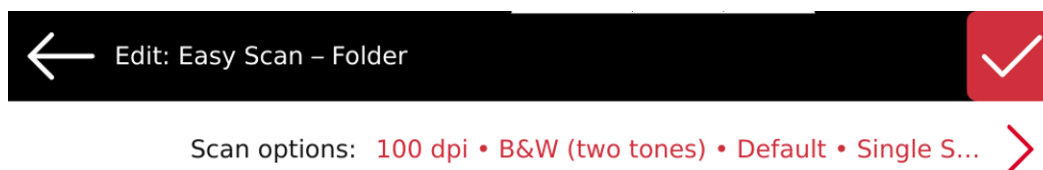
### 7.1.2 Edit a Favorite Action

This operation and its options are accessible only if the administrator has granted the user the necessary permissions.

You can edit the actions by tapping the action menu on the action and then **Edit**.



**Easy Scan** and **Easy Copy** favorite actions can be edited, allowing a user to change the scan or copy parameters.

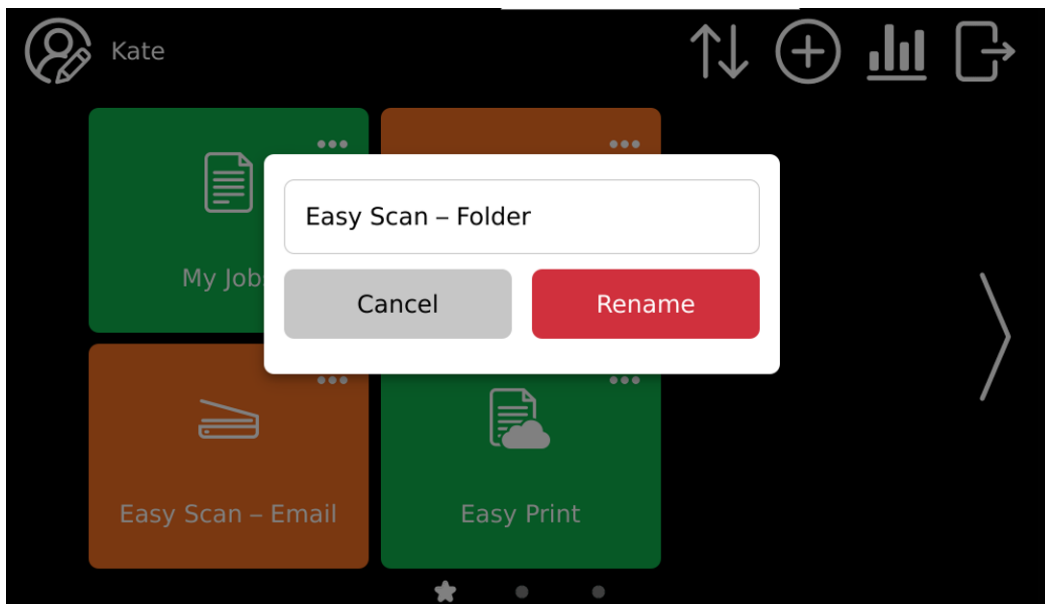


If a parameter of a particular action has been marked **Read Only** in the MyQ Web UI, that parameter will be visible but not editable in this menu.

### 7.1.3 Rename a Favorite Action

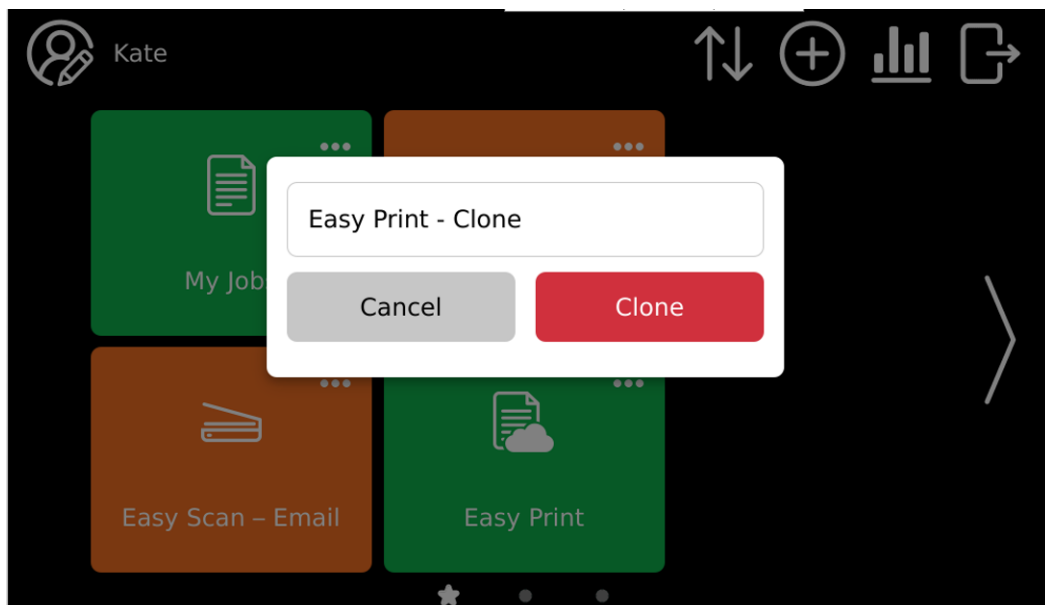
You can rename the actions by tapping the action menu on the action and then **Rename**.

Type in your new action name and save it.



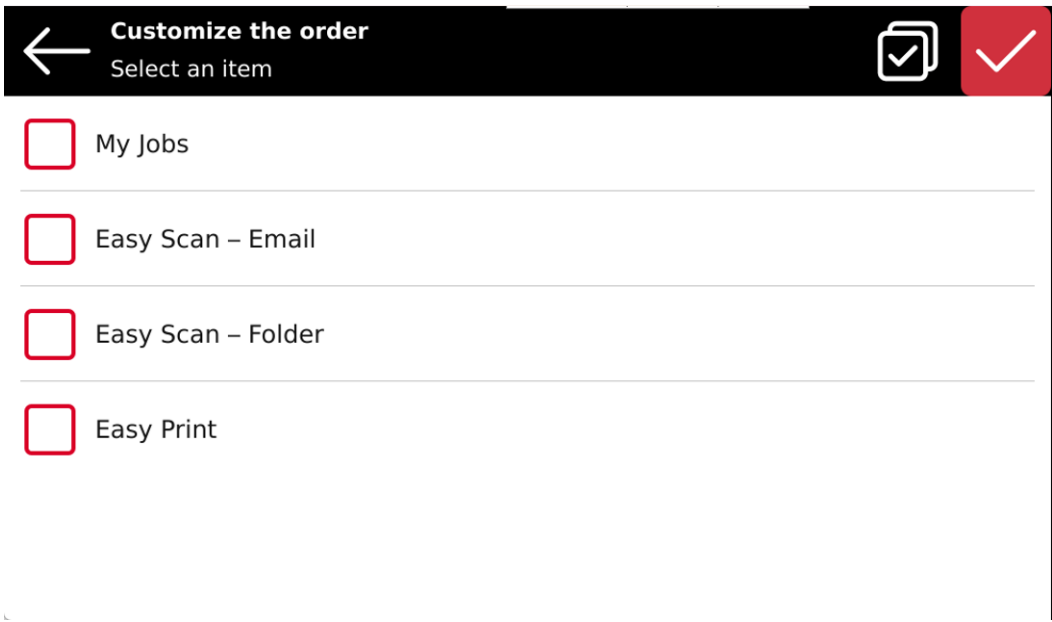
### 7.1.4 Clone a Favorite Action

You can clone the actions by tapping the action menu on the action and then **Clone**.

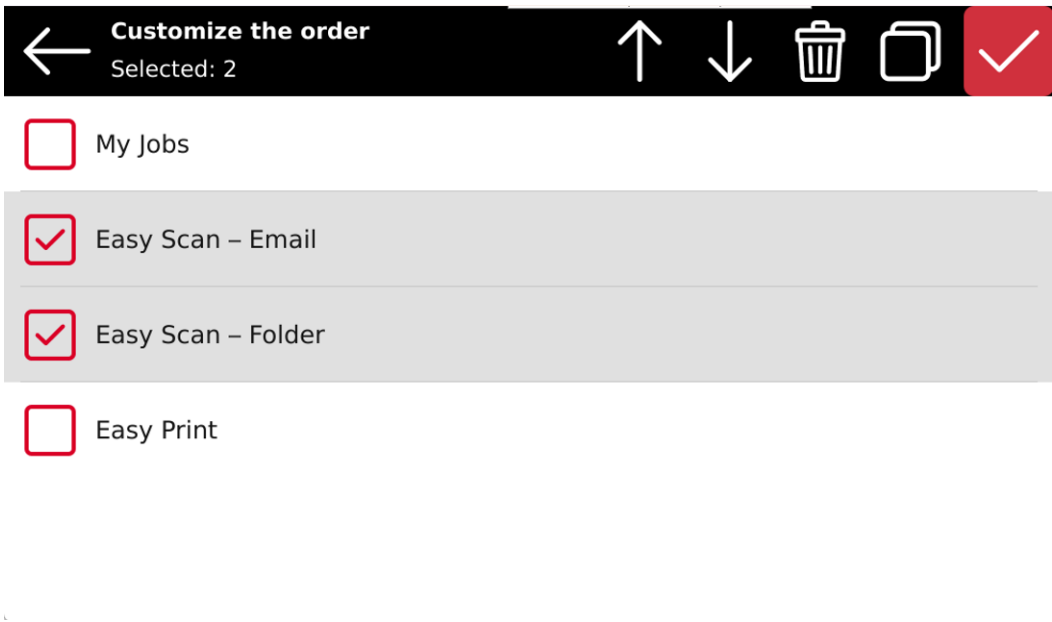


### 7.1.5 Reorder your Favorite Actions

Tap the action menu on a Favorite Action and select **Reorder** or use the arrow icons in the top menu.



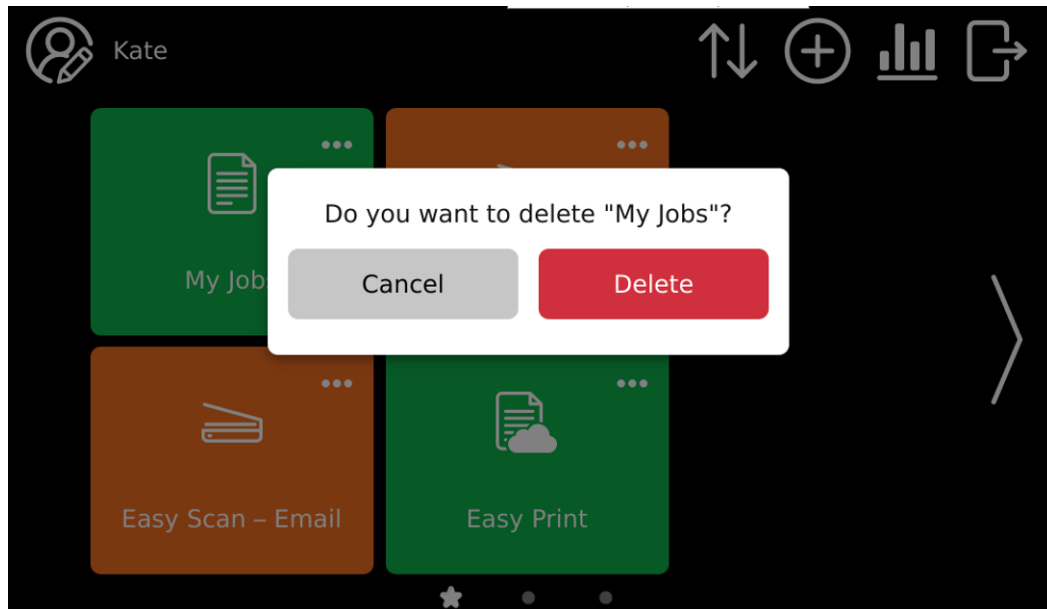
An ordered list of all favorite actions is displayed; users can select one or more actions and reorder them using up and down arrows.



In the reorder window, users can also **Delete** selected Favorite actions. The reorder screen also labels Favorite actions which are **incompatible** with the current device. The **Delete**, **Reorder** and **Select/Unselect All** options are only shown when a Favorite action is selected.

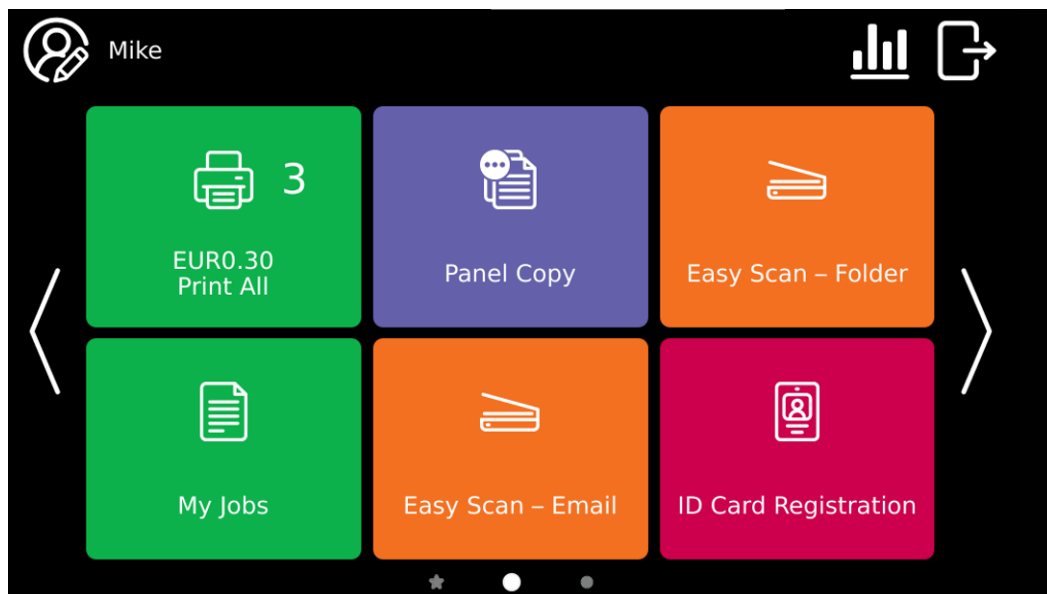
### 7.1.6 Delete a Favorite Action

You can delete the actions by tapping the action menu on the action and then **Delete**.



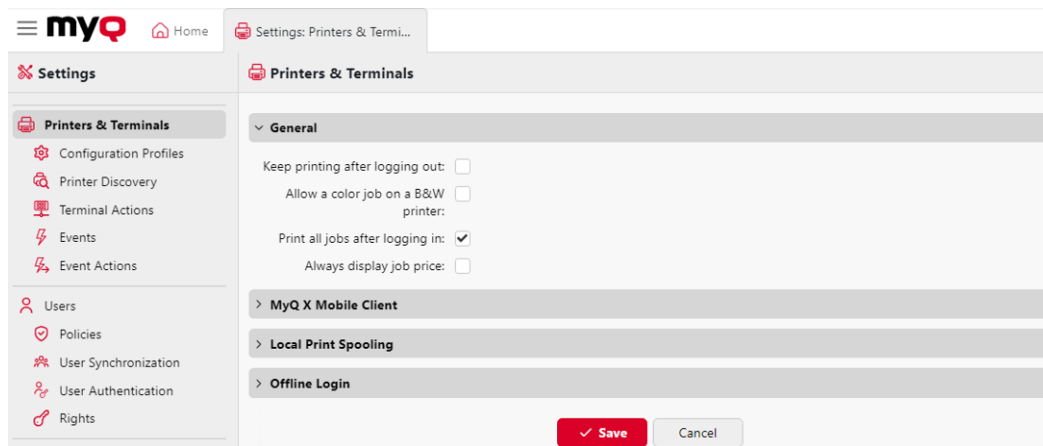
## 7.2 Print All

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



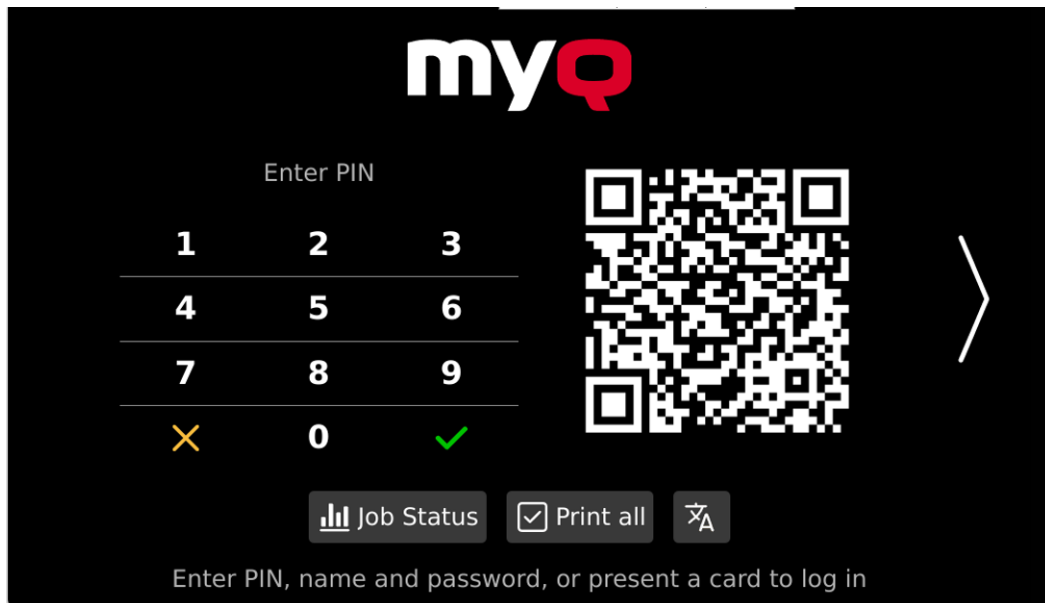
## 7.2.1 Print all jobs after logging in

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 & Terminals** 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.



## 7.3 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.

|  <b>Ready</b><br>Cost EUR0.00                   |                                                  |                  |      |  |  |
|----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| <input type="checkbox"/>                                                                                                         | <b>MyQ X 10.2 Print Server Release Notes.pdf</b> | <b>EUR27.40</b>  |                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |
| Copies: 1 • 106 A4 • 2-side • punch • staple •  |                                                  |                  | 2 minutes ago                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |
| <input type="checkbox"/>                                                                                                         | <b>MyQ X 10.2 Central Server.pdf</b>             | <b>EUR79.50</b>  |                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |
| Copies: 1 • 277 A4 • 2-side • punch • staple •  |                                                  |                  | 2 minutes ago                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |
| <input type="checkbox"/>                                                                                                         | <b>MyQ X 10.2 Print Server.pdf</b>               | <b>EUR186.10</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |
| Copies: 1 • 645 A4 • 2-side • punch • staple •  |                                                  |                  | 3 minutes ago                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |

### 7.3.1 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.

### 7.3.2 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 (from left to right):

- **Delete:** Tap the bin icon to delete 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).
- **Job Preview:** Tap to enter **Job Preview**.
- **Alter Parameters:** Tap to change the job parameters.
- **Select All:** Tap to select all jobs.
- **Print:** Tap the printer icon to print the selected jobs.

### 7.3.3 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. Besides 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 (from top to bottom):

- **Go back:** Returns to the previous screen.

- **Turn a page:** Go forwards or backwards one page in multi-page documents.
- **Zoom:** Magnify the size of the preview.
- **Print:** Print the previewed job.
- **Alter Parameters:** Tap to change the job parameters.
- **Add to Favorites:** Adds the previewed job to favorite jobs.
- **Delete:** Deletes the previewed job.

### 7.3.4 Job Roaming

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

The administrator can choose between a **Separate** and a **Shared** job list for the remote jobs, by going to **MyQ, Settings, Jobs** in the Job **Roaming** section. A MyQ Central server with Site servers is required for this feature.

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. The remote jobs are automatically downloaded and are marked with the source server's IP address or hostname. Select them and tap **Print**.

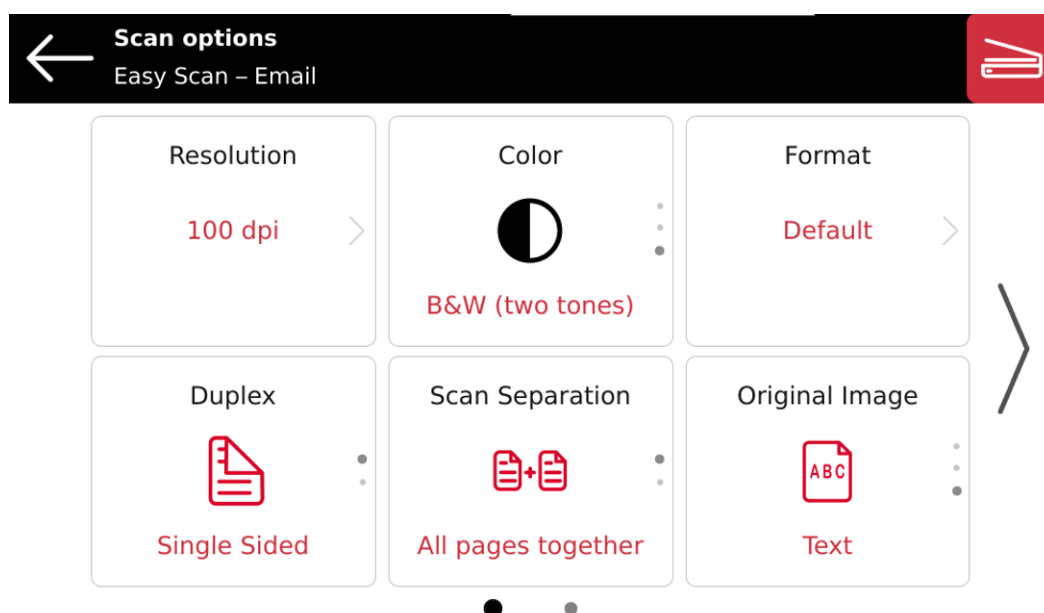
If a **Shared** job list is used and the **Print remote jobs within Print All** is selected, the user can tap the **Print All** terminal action and all the jobs, remote and local, are printed.

## 7.4 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 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](#)<sup>16</sup> 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](#)<sup>17</sup> on the MyQ Print Server guide.

### 7.4.1 Filter Storage Locations

When using Easy Scan to scan to a storage location, a filter option is available to assist in locating files or folders. The filter only returns results for the current folder level that is selected, the contents of parent or child folders will not be queried. This feature is available when using Print Server 10.2 patch 23+.

### 7.4.2 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. If you change the scan parameters, you can reuse them for another scan. The parameters are reset only when you return to the Top Menu.

16. <https://docs.myq-solution.com/en/print-server/10.1/create-custom-parameters>

17. <https://docs.myq-solution.com/en/print-server/10.1/ocr>

- **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)
- **Format** - The outgoing file's format. You can select from the following options:
  - PDF
  - JPEG
  - TIFF
  - XPS
  - HCPDF
  - Default
- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
  - Single Sided
  - Duplex - binding on side
- **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 Image** - Determines the way in which the printing device is going to process the scanned page. You can select from the following options:
  - Text + Photo
  - Photo
  - Text
- **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)

- **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
  - B4
  - B5
  - Folio
  - Ledger
  - Letter
  - Legal
  - Statement

## 7.5 Easy Print

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

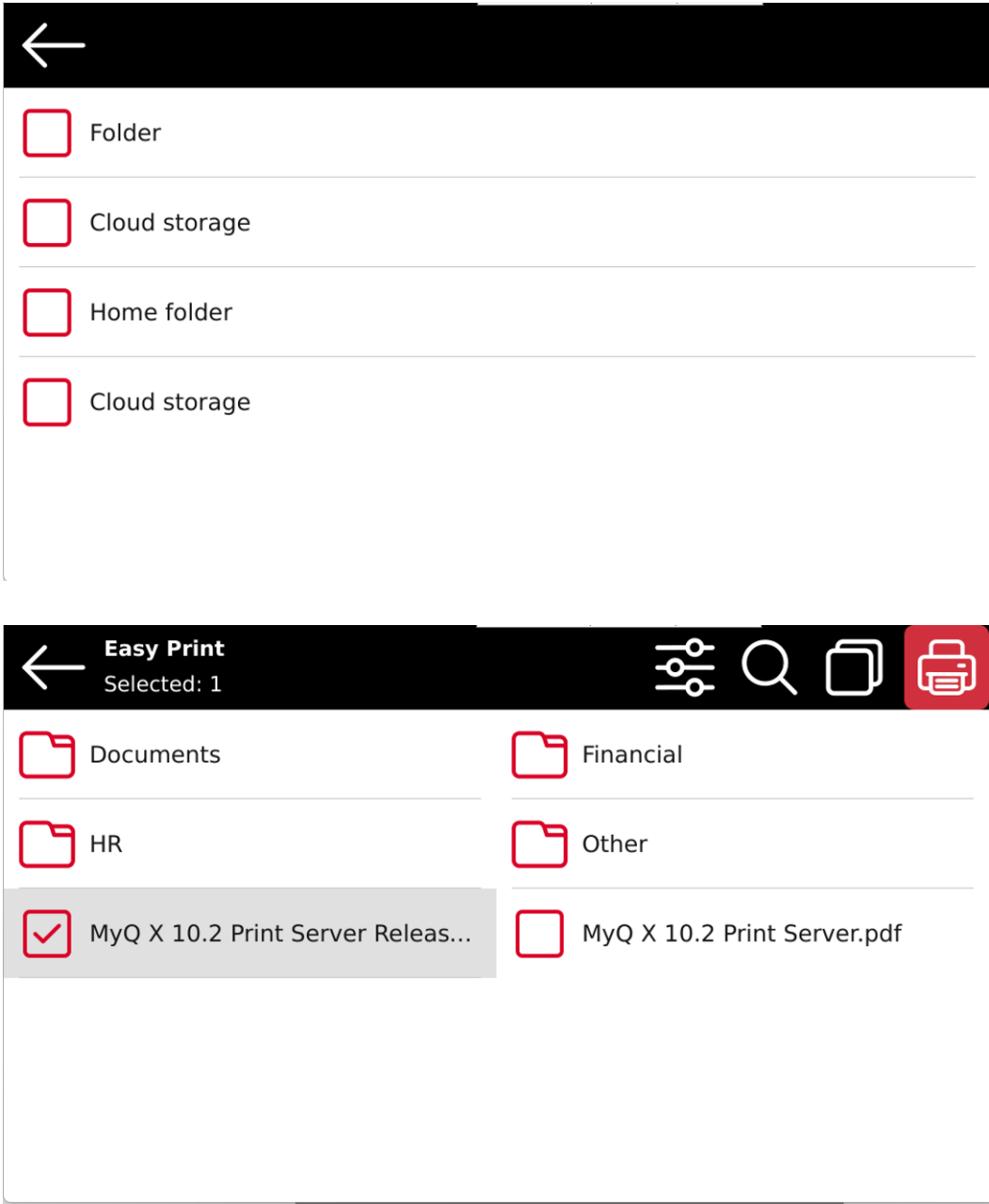
 For information on how to configure the **Easy Print** action, check [Easy Print settings](#)<sup>18</sup> in the MyQ Print Server guide.

If **Stop sending jobs after user logout** is disabled in the MyQ Web Interface under **Settings > Printers & Terminals**, this setting is not applied to Easy Print jobs. Therefore, if a user logs out while printing a number of jobs using Easy Print, no more jobs will be sent.

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.

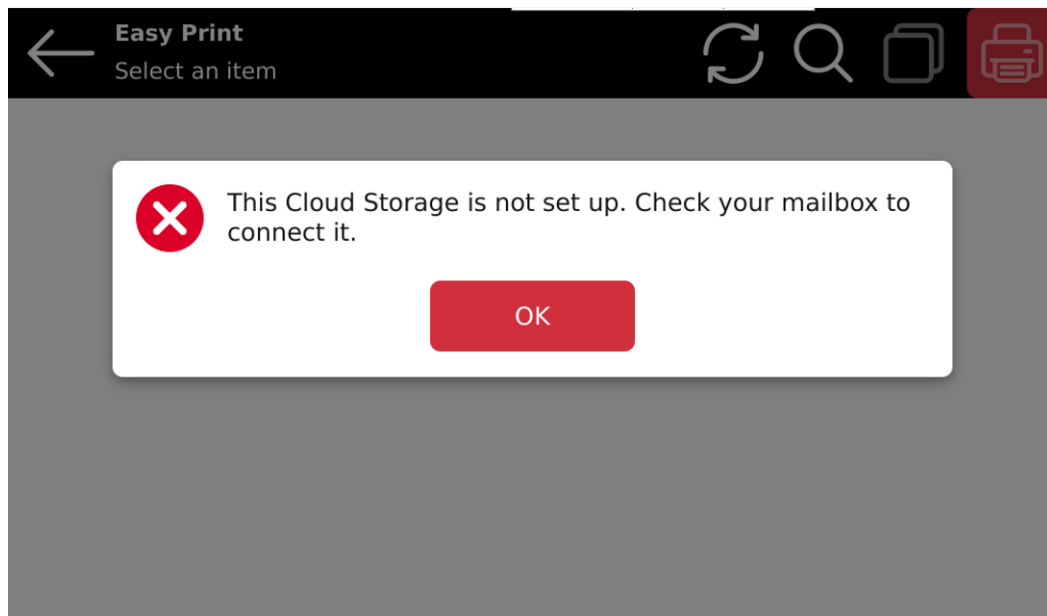
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18. <https://docs.myq-solution.com/en/myq-x/10.2/print-server/easy-print-settings>



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 error message appears on the terminal informing the user that there is no Cloud storage available, but it can be connected via an email.



If a job cannot be printed, the *"The job did not pass the job filter"* error appears on the terminal.

## 7.6 Panel Actions

### 7.6.1 Unlock Panel

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

### 7.6.2 Panel Copy

Opens the printing device's copy screen.

### 7.6.3 Panel Scan

This terminal action opens the printing device's scan screen.

MyQ is able to automatically send scanned documents to a specified folder or email belonging to the scanning user, with the **Scan to Me** feature. To set up **Scan to Me**, go to the **Scanning & OCR** settings tab, under **General** and **Enable scanning**.

You can also change the subject and message of the email with the scanned document there. As the sender of the document, you can select either the email of the logged user or the default sender email set on the **Network** settings tab, under **Outgoing SMTP server**.

The scanning function requires enabling the SMTP protocol, setting the SMTP server address and entering a sender email on the printing device web interface. For information about how to enter the printing device web interface and find the particular settings, see the printing device manual.

## Set SMTP on the printing device

To enable the scanning function, take the following steps on the printing device web interface:

- Enable SMTP protocol.
- Enter the MyQ server IP address or hostname.
- Ensure that the SMTP port is the same as the SMTP port in the **Network** settings tab, under MyQ SMTP server. The default port in MyQ is 25.
- Enter sender email address. The address value is arbitrary.

## Set the destinations for the MyQ users on the MyQ server

On the properties panel of each individual MyQ user, you can set the destinations using three options: **Sending scans to the user's primary email**, **Sending scans to other predefined emails**, **Storing scans to the user's scan folder**.

To provide a user with these options, set the appropriate fields on their properties panel.

To send the email to the desired destination, the scan needs to be directed to a specific receiver email address. There are two options to enable the MyQ users to send the scans there: provide them with the respective receiver email address, or predefine these email addresses on the printing device's Web User Interface.

## Email addresses for Scan to Me

- **Sending scans to the user's primary email** - The scanned document is sent to the user email set in the email text box on the user properties panel.  
The receiver email address has to be *email@myq.local*.
- **Sending scans to other emails** - The scanned document is sent to all emails set in the **User's storage** text box (multiple emails should be separated by commas) on the user properties panel.  
The receiver email address has to be *folder@myq.local*.

- **Storing scans to the user's scan folder** - You have to create a shared folder and ensure that MyQ has access to this folder. After this, enter the folder's location to the **User's storage** text box. The scanned document is sent to MyQ, and then stored in the shared folder via the SMB protocol. The stored document file name consists of the user account name, and the date and the time when the scan was sent.

The receiver email address has to be *folder@myq.local*.

To enable MyQ to save the scan file in the user scan folder, you have to make sure that the folder is shared over your network and that the computer where you run MyQ has all the necessary access rights to this folder.

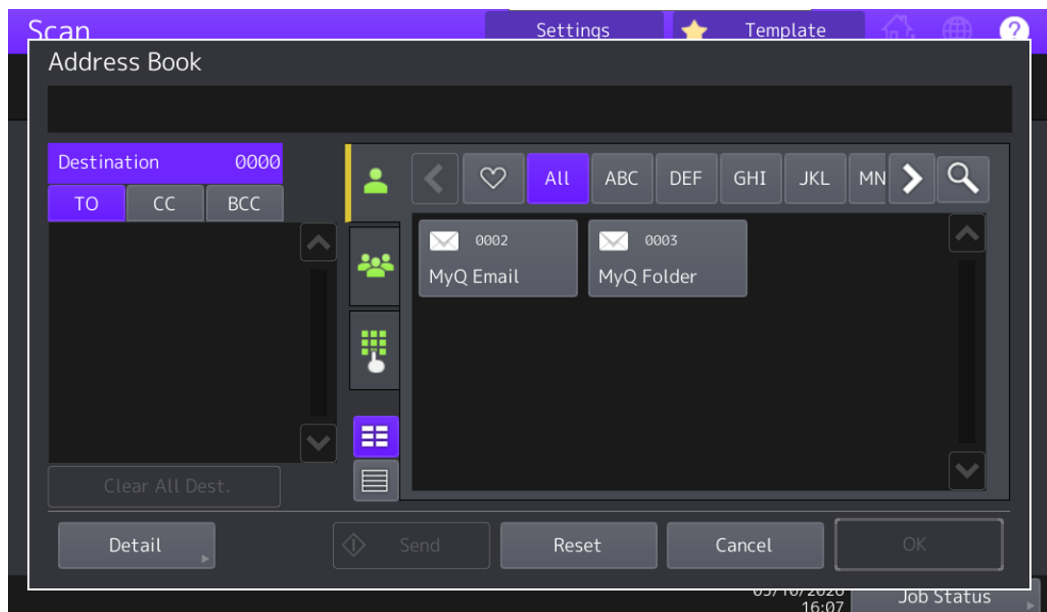
## List of the MyQ destinations on the printing device

Default addresses for the e-mail destination (*email@myq.local*) and the folder destination (*folder@myq.local*) must be registered via the device's web UI > Registration > Address Book, in order to be accessible.

| Device                                                                                                                                                                                                   | Job Status | Logs                                                   | Registration | Counter    | User Management | Administration | My Account |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------------------------------------------|--------------|------------|-----------------|----------------|------------|
| Template                                                                                                                                                                                                 |            |                                                        | Address Book |            |                 |                |            |
| Address Book                                                                                                                                                                                             |            |                                                        |              |            |                 |                |            |
| <a href="#">Contacts</a>   <a href="#">Favorite Contact</a>   <a href="#">Groups</a>   <a href="#">Favorite Group</a>   <a href="#">Shared Setting</a>   <a href="#">Import</a>   <a href="#">Export</a> |            |                                                        |              |            |                 |                |            |
| <input type="button" value="Add Address"/> <input type="button" value="Search"/>                                                                                                                         |            |                                                        |              |            |                 |                |            |
| Group <span>All Groups ▼</span>                                                                                                                                                                          |            |                                                        |              |            |                 |                |            |
| << Previous Page < 1 > Next Page >>                                                                                                                                                                      |            |                                                        |              |            |                 |                |            |
| ▲ID                                                                                                                                                                                                      | Name       | Email Address                                          | Favorite     | Fax Number | Favorite        |                |            |
| 2                                                                                                                                                                                                        | MyQ Email  | <a href="mailto:email@myq.local">email@myq.local</a>   |              |            |                 |                |            |
| 3                                                                                                                                                                                                        | MyQ Folder | <a href="mailto:folder@myq.local">folder@myq.local</a> |              |            |                 |                |            |

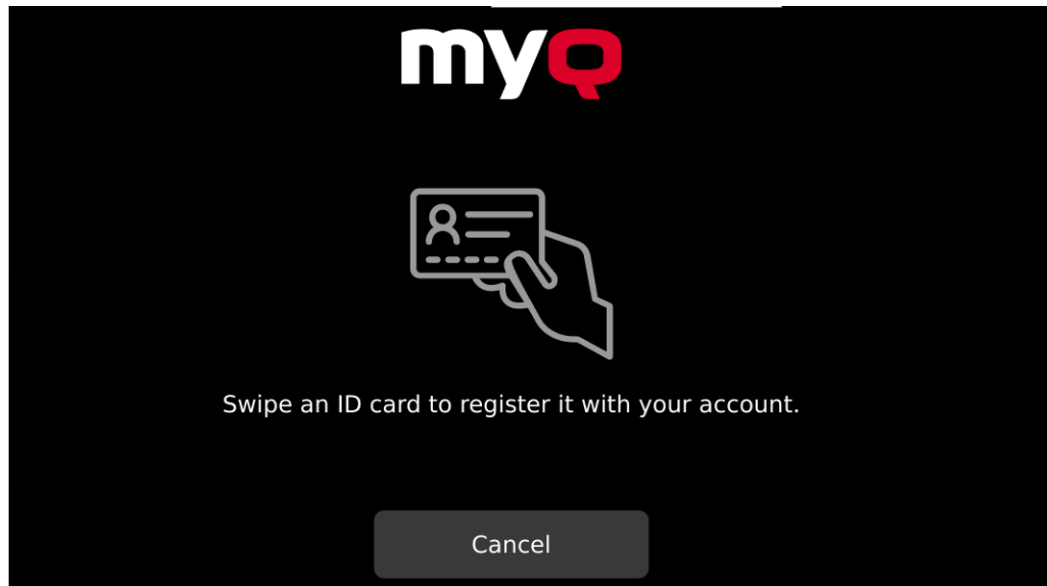
Once added, you can see the following destinations on the terminal:

- **MyQ Email** is a shortcut for scanning to *email@myq.local*.
- **MyQ Folder** is a shortcut for scanning to *folder@myq.local*.



## 7.7 ID Card Registration

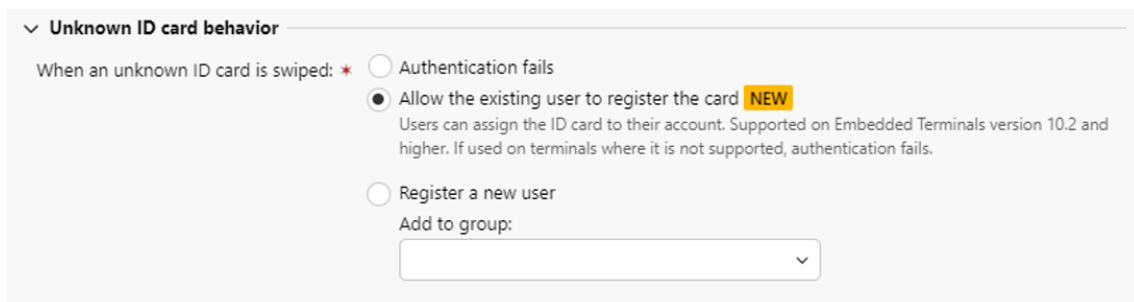
After tapping this action, the ID Card registration screen opens and the logged user can register their card by swiping it at the card reader.



## 7.8 Unknown ID Card Registration

### 7.8.1 Register by Swiping an Unknown ID Card

It is possible to register an unknown ID card and link it to a user account. In **Settings > Users > User Authentication > Cards** you can find the settings for **Unknown ID card behavior**.

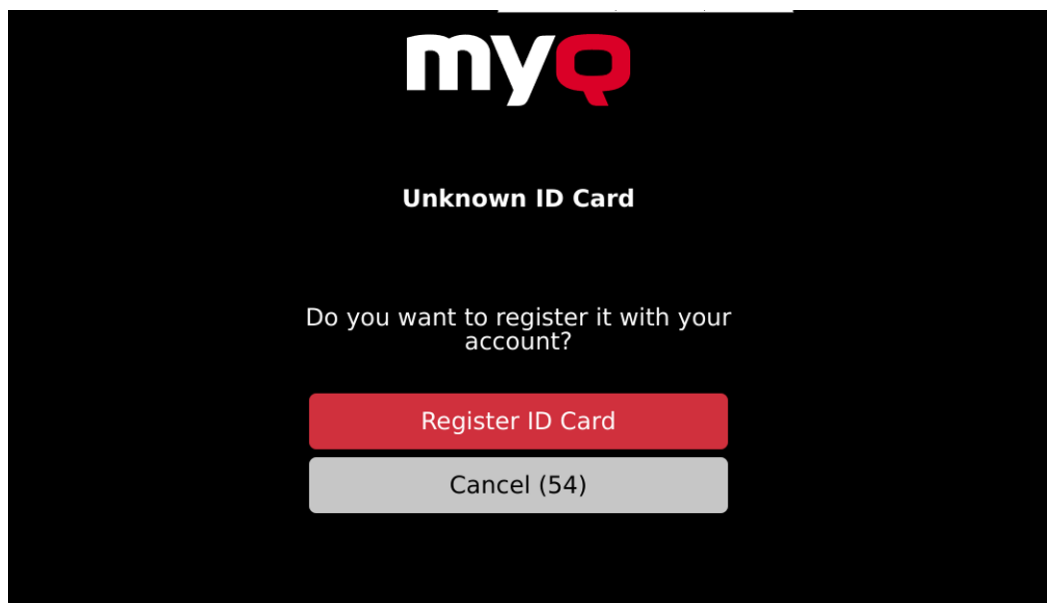


Unknown ID card behavior

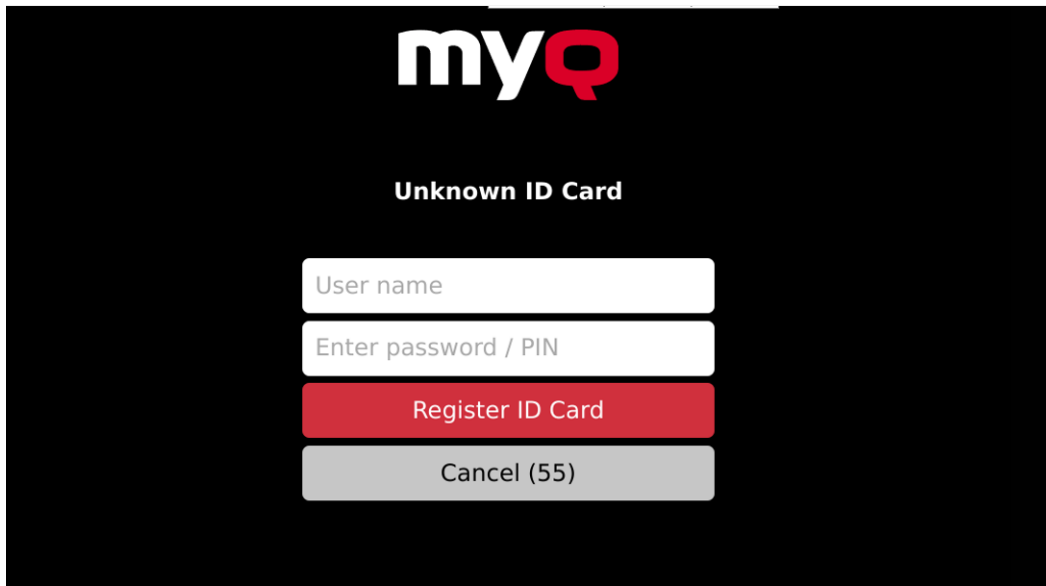
When an unknown ID card is swiped: \*

- ☐ Authentication fails
- ☒ Allow the existing user to register the card **NEW**  
Users can assign the ID card to their account. Supported on Embedded Terminals version 10.2 and higher. If used on terminals where it is not supported, authentication fails.
- ☐ Register a new user  
Add to group:

When an unknown ID card is swiped, a message is displayed asking **Do you want to register the card with your account?** If the user is inactive, this message will automatically close.



If the user proceeds, a prompt for their username and password is displayed. If the user is inactive, this screen will also be reset.



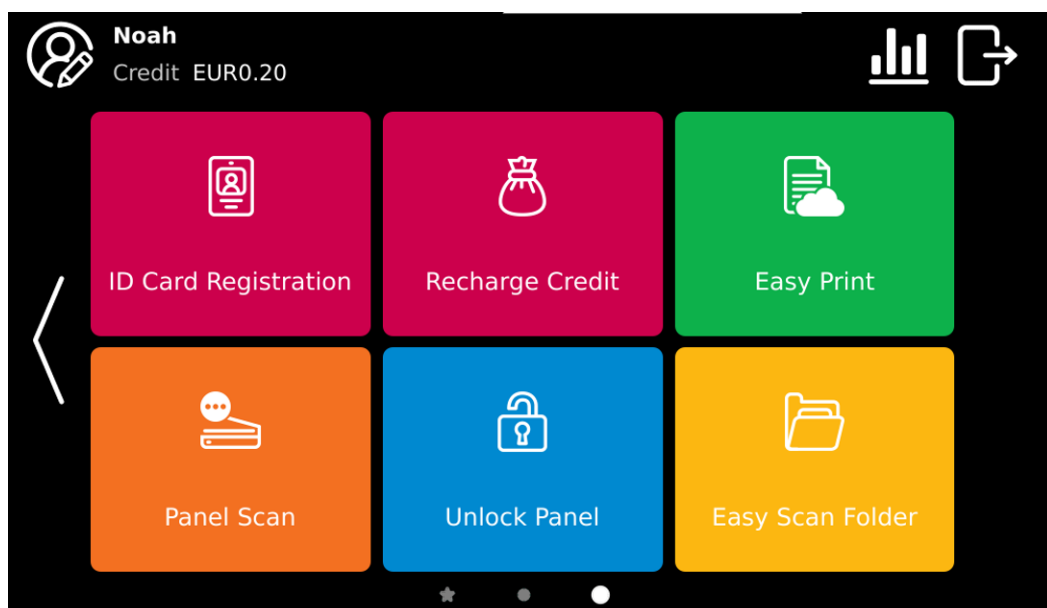
The image shows a black screen with the 'myQ' logo at the top. Below the logo, the text 'Unknown ID Card' is centered. There are two white input fields: the first is labeled 'User name' and the second is labeled 'Enter password / PIN'. Below these fields are two buttons: a red button labeled 'Register ID Card' and a grey button labeled 'Cancel (55)'.

Once the user credentials are successfully validated, the ID card is assigned to the user, and the Top Menu is displayed as usual.

## 7.9 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.





Code: Required

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



Paper Format: **A4**

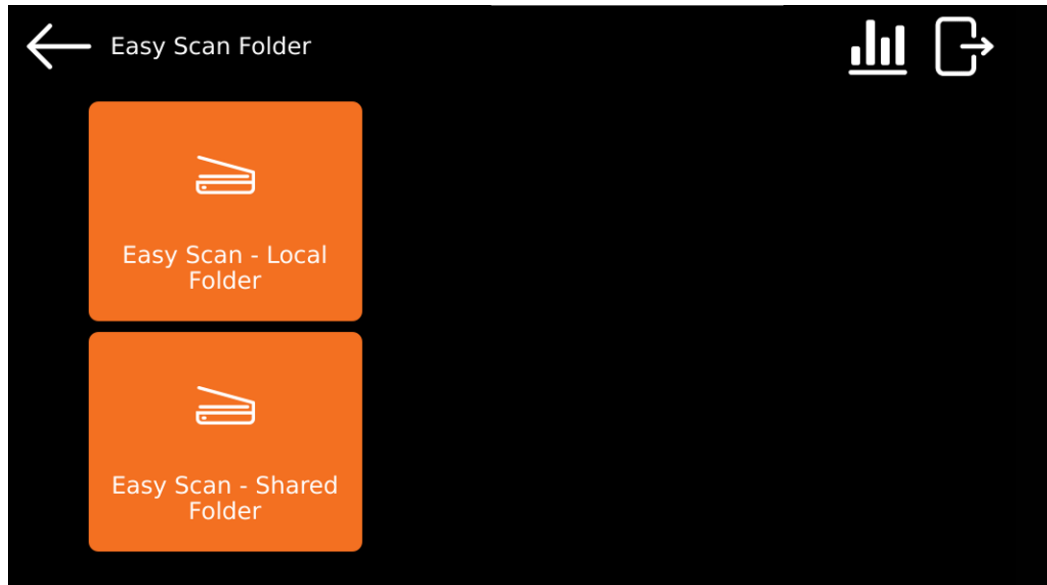


|       | Simplex       |       | Duplex        |       |
|-------|---------------|-------|---------------|-------|
|       | Black & White | Color | Black & White | Color |
| Print | 0.1           | 0.3   | 0.1           | 0.3   |
| Copy  | 0.1           | 0.3   | 0.1           | 0.3   |
| Scan  | 0.1           |       |               |       |

## 7.10 Folder

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

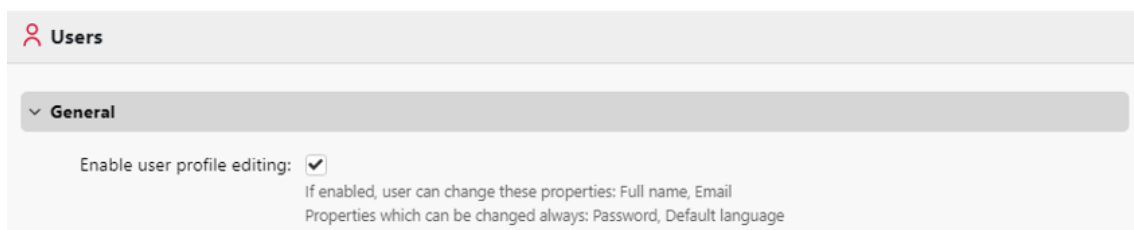
one Easy Scan folder. Another example is to leave the most important terminal actions on the home screen and place the rest into an *additional actions* folder.

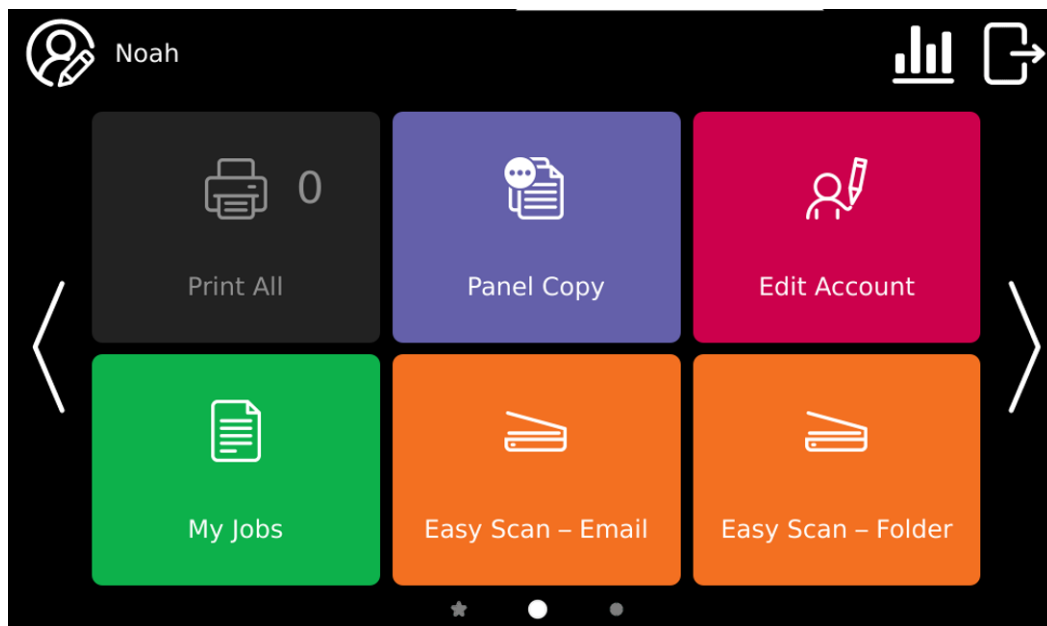


Empty folders are not displayed on the terminal screen. If there is only one item in the folder, the item is displayed instead of the folder.

## 7.11 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 or their **User Icon**, 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.

User Profile

User name: noah

Full name: Noah

Password: Empty

Email: noah@myq.local

Default language: Empty

## 8 Scan to Me

MyQ is able to automatically send scanned documents to a specified folder or email belonging to the scanning user, with the **Scan to Me** feature.

With the feature enabled, MyQ serves as an email server — it receives a scanned job from printing devices via the SMTP protocol, detects the device where the job is sent from, finds the user that is currently logged on the device, and sends the job to their folder or email (depends on the user's settings).

First, you need to set up the feature on the MyQ server and on the printing device to enable the MyQ users to use all of the scanning options. After that, you need to provide the users with receiver email addresses, where they can direct the scanned documents.

### 8.1 Setting up Scan to Me

The setup of the **Scan to Me** feature consists of the following consecutive steps:

- Enable and set up scanning on the MyQ server.
- Set SMTP on the printing device.
- Set the destinations for the MyQ users on the MyQ server.

#### 8.1.1 Enable and set up scanning on the MyQ server

 For details, check [Scan to Me](#)<sup>19</sup> on the MyQ Print Server guide.

#### 8.1.2 Set SMTP on the printing device

The scanning function requires enabling the SMTP protocol, setting the SMTP server address and entering a sender email on the printing device's web interface. For information about how to enter the printing device web interface and find the particular settings, see the printing device's manual.

To enable the scanning function, take the following steps in any order on the printing device's web interface:

- Enable SMTP protocol.
- Enter the MyQ server IP address or host name.
- Ensure that the SMTP port is the same as the SMTP port in the **Network** settings tab, under **MyQ SMTP server**. The default port in MyQ is 25.
- Enter sender email address. The address value is arbitrary.

<sup>19</sup>. <https://docs.myq-solution.com/en/print-server/10.1/scan-to-me>

### 8.1.3 Set the destinations for the MyQ users on the MyQ server

 For details, check [Set the destinations for the MyQ users on the MyQ Server](#)<sup>20</sup> on the MyQ Print Server guide.

## 8.2 Using Scan to Me

To send the email to the desired destination, the scan needs to be directed to a specific receiver email address. There are two options to enable MyQ users to send the scans there: provide them with the respective receiver email address, or predefine these email addresses on the printing device's Web UI.

### Email addresses for Scan to Me

- **Sending scans to the user's primary email** - The scanned document is sent to the user email set in the email text box on the user properties panel. The receiver email address has to be *email@myq.local*.
- **Sending scans to other emails** - The scanned document is sent to all emails set in the **User's scan storage** text box (multiple emails are separated by commas) on the user properties panel. The receiver email address has to be *folder@myq.local*.
- **Storing scans to the user's scan folder** - You have to create a shared folder and ensure that MyQ has access to this folder. After this, enter the folder's location to the **User's scan storage** text box. The scanned document is sent to MyQ, and then stored in the shared folder via the SMB protocol. The stored document file name consists of the user account name, the date, and the time when the scan was sent.  
The receiver email address has to be *folder@myq.local*.

### Predefined list of the MyQ destinations on the printing device

During the installation of the MyQ Toshiba embedded terminal, two shortcuts are automatically created for using the **Scan to Me** feature. These shortcuts are available if the user taps the **Panel Scan to Email** action.

- **MyQ Email** is a shortcut for scanning to *email@myq.local*.
- **MyQ Folder** is a shortcut for scanning to *folder@myq.local*.

<sup>20</sup>. <https://docs.myq-solution.com/en/print-server/10.1/scan-to-me>

## 9 Canceling Stuck Jobs

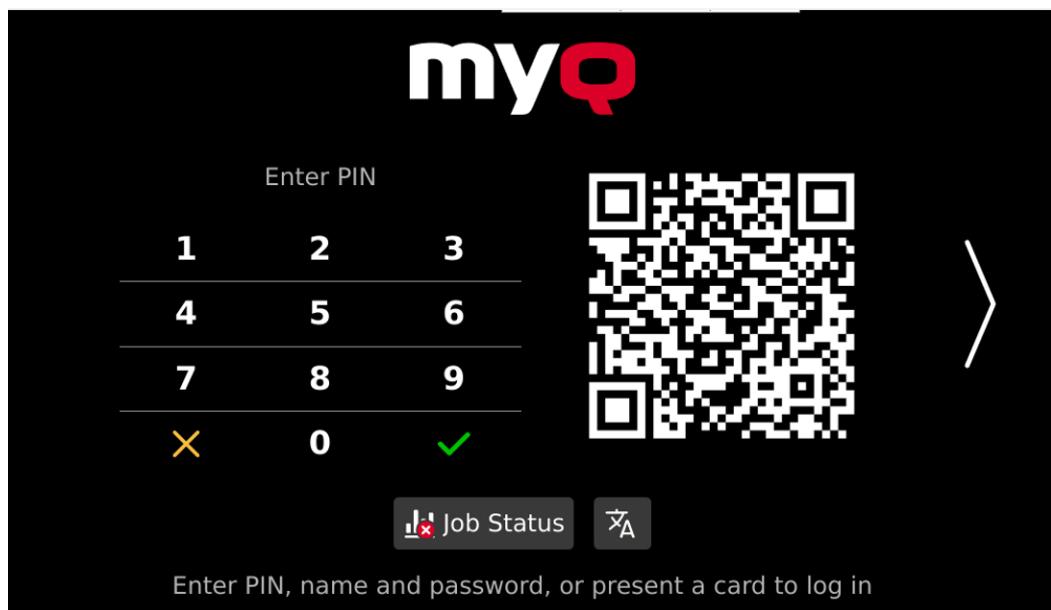
If a job gets stuck due to an error on the printing device, the user can still log off. The stuck job will prevent another user from logging in and will automatically finish after the error is removed. However, this may lead to security issues.



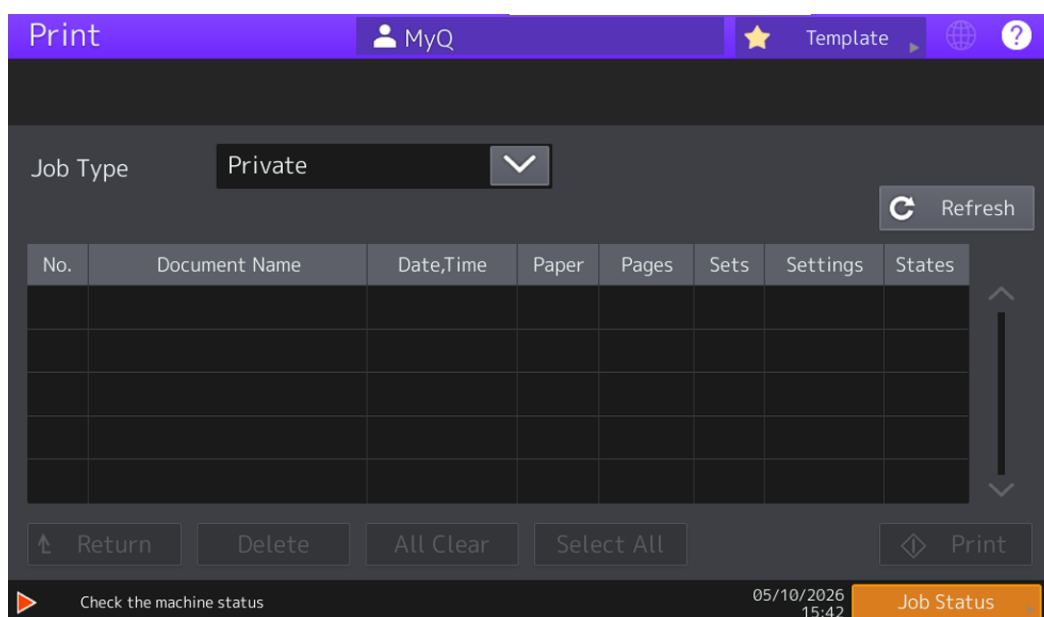
If the **Keep printing after logging out** setting on the **Printers** settings tab is disabled, all jobs will be canceled after logging out.

To cancel stuck jobs:

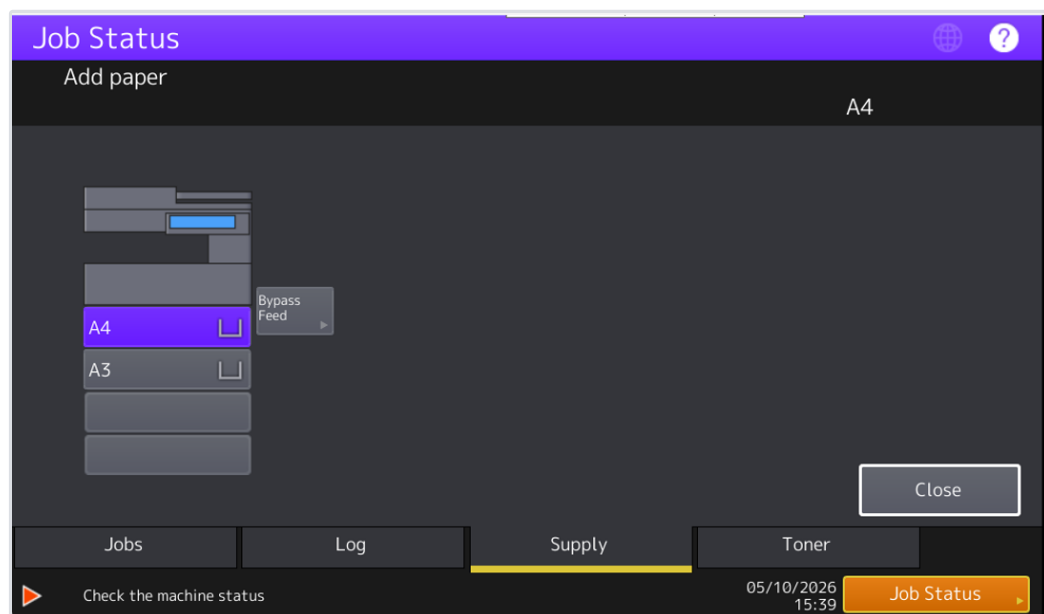
1. On the login screen, tap the **Job Status** button. The **Print** screen of the printing device's native panel opens.



2. On the screen, tap the **Job Status** button in the bottom-right corner. The Job Status screen opens.



3. On the screen, tap the **Jobs** tab in the bottom-left corner. The Jobs tab opens.



4. On the tab, select all jobs by tapping on them. Tap the **Delete** button in the bottom of the tab and confirm by tapping **Delete** on the info pop-up window.
5. In order to return to the MyQ home screen, press the **HOME** button on the printing device's operation panel, and then tap the MyQ home button on the home screen of the panel.

## 10 Accounting

In the MyQ web administrator interface, 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

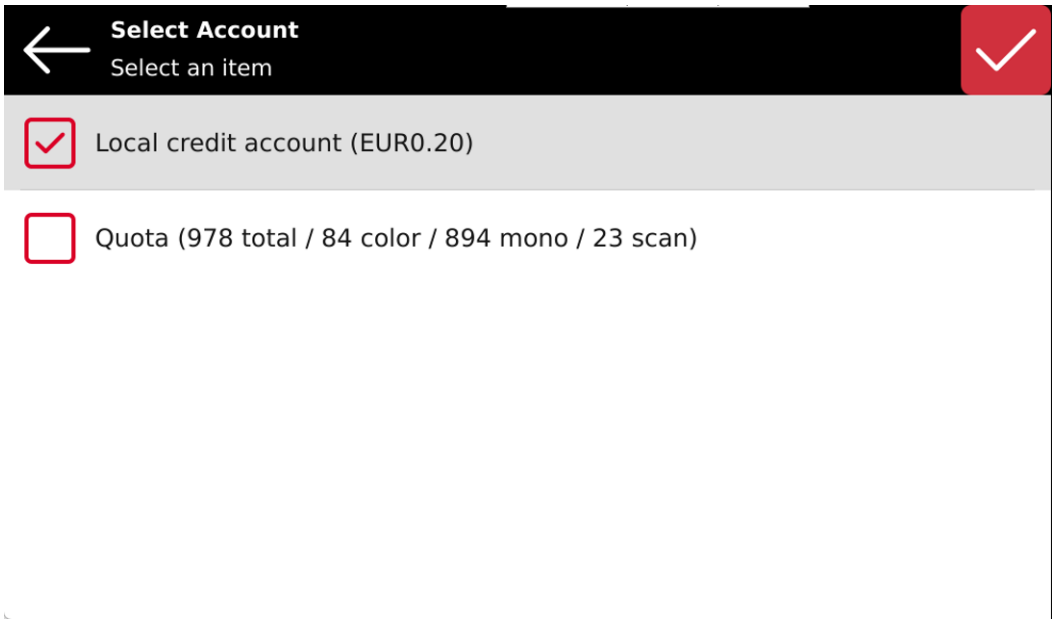
 For further details, check [Accounting Settings](#)<sup>21</sup> in the MyQ Print Server guide.

 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.

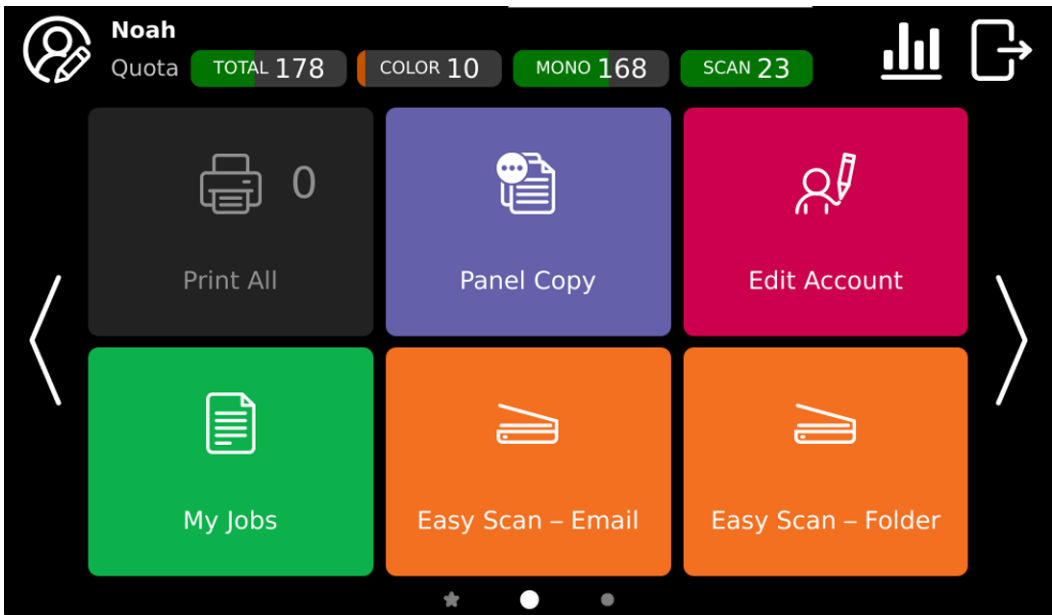
If the **Cost Center** mode is enabled, a cost center selection screen is displayed if more than one cost centers are assigned to the user.

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21. <https://docs.myq-solution.com/en/print-server/10.1/accounting-settings>



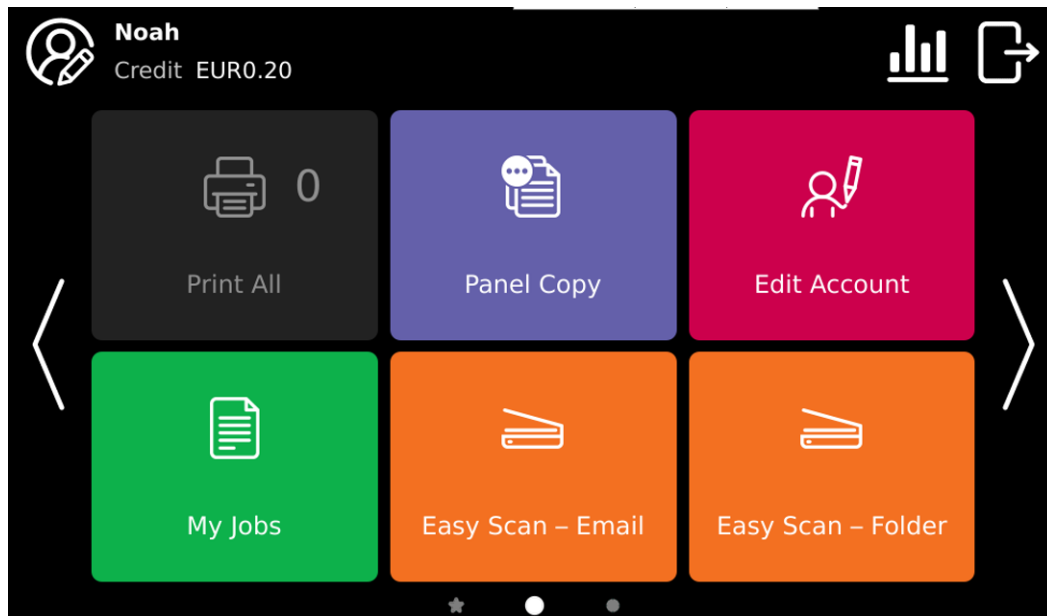
If the user only has one cost center, the selection screen is not displayed and this cost center is automatically assigned to the user. The name of the assigned cost center is displayed next to the user's full name.



## 10.1 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.



**i** For more information, check [Credit<sup>22</sup>](#) 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.

### 10.1.1 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.

22. <https://docs.myq-solution.com/en/print-server/10.1/credit>



Code: Required



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



Paper Format: A4

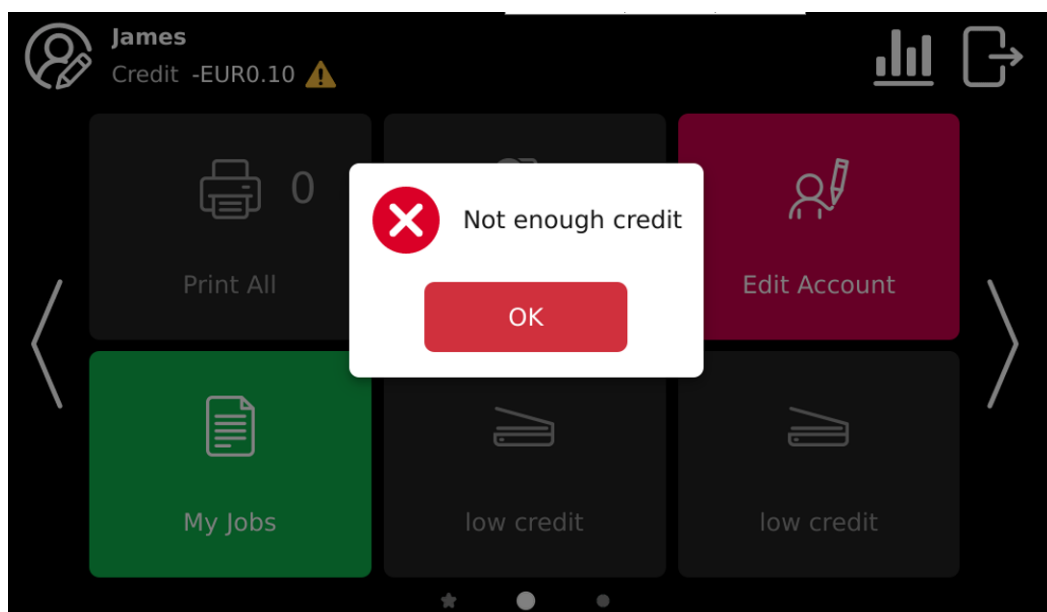


|       | Simplex       |       | Duplex        |       |
|-------|---------------|-------|---------------|-------|
|       | Black & White | Color | Black & White | Color |
| Print | 0.1           | 0.3   | 0.1           | 0.3   |
| Copy  | 0.1           | 0.3   | 0.1           | 0.3   |
| Scan  | 0.1           |       |               |       |

### 10.1.2 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, in addition after logging into the terminal a “Not enough credit” warning is shown.



#### Action taken when a user runs out of credit during copying, scanning or faxing

The copy action stops, although a few more pages can be printed or copied, depending on the printing device's speed. The user can stay on the panel, but cannot use the panel copy action anymore.

The first scan or fax job is always finished. The user can stay on the panel, but cannot use the panel action anymore.

#### 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.

If a job does not include additional information from the job parser, users can start it as long as their credit is not equal to or below 0.



**Ready**  
Credit EUR50.60

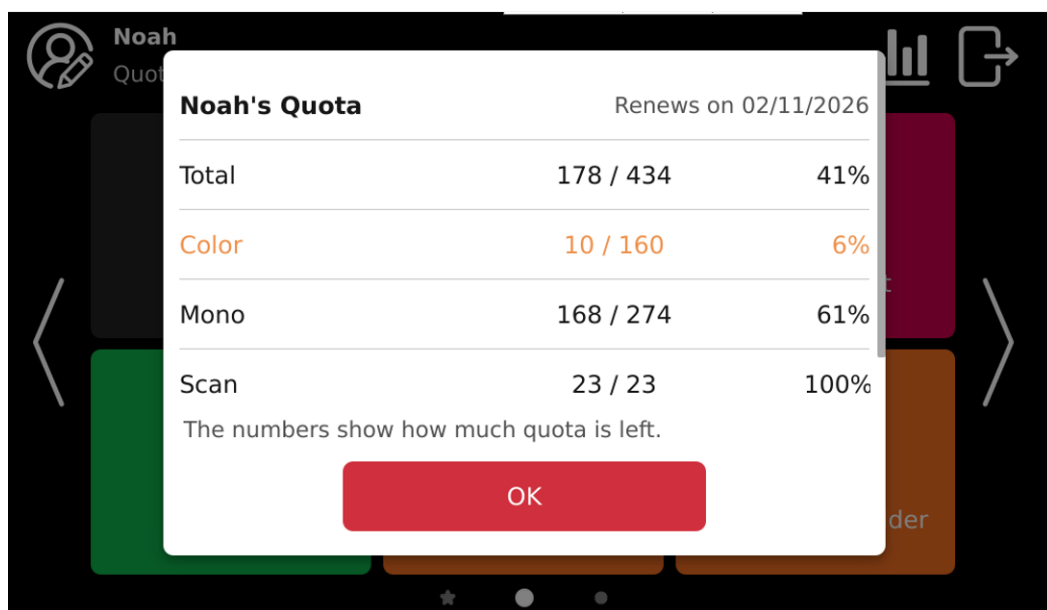
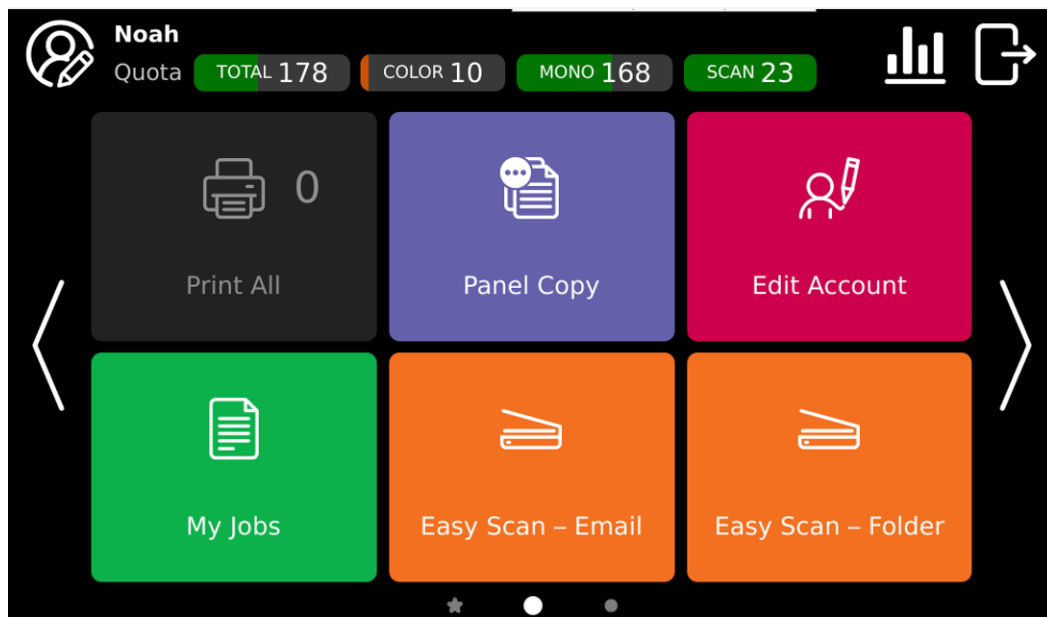


|                          |                                                                                                                                                                                      |                                 |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| <input type="checkbox"/> | <b>MyQ X 10.2 Print Server Release Notes.pdf</b><br>Copies: 1 • 106 A4 • 2-side • punch • staple •  | <b>EUR27.40</b><br>an hour ago  |
| <input type="checkbox"/> | <b>MyQ X 10.2 Central Server.pdf</b><br>Copies: 1 • 277 A4 • 2-side • punch • staple •              | <b>EUR79.50</b><br>an hour ago  |
| <input type="checkbox"/> | <b>MyQ X 10.2 Print Server.pdf</b><br>Copies: 1 • 645 A4 • 2-side • punch • staple •                | <b>EUR186.10</b><br>an hour ago |

## 10.2 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 users can click on the quotas displayed on the terminal, and a pop-up window opens with detailed information about all the quotas assigned to them.



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.

If a user initiates printing a job, which is then not printed (for example due to a lack of paper), the quota required for this job remains blocked. To unblock this portion of their quota, the user must log out of the terminal and log back in.

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.

For more information, check [Quota](#)<sup>23</sup> in the MyQ Print Server guide.

### 10.2.1 Limitation

Panel Scan/Panel Fax cannot be blocked by quotas.

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

The copy action stops, although a few more pages can be printed or copied, depending on the printing device's speed. The user can stay on the panel, but cannot use the **Panel Copy** action anymore. The first scan or fax job is always finished. The user can stay on the panel, but cannot use the panel actions anymore.

#### 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.

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.

## 10.3 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

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23. <https://docs.myq-solution.com/en/myq-x/10.2/print-server/quota>

assigned to print jobs in the MyQ Desktop Client pop-up window, on the MyQ Web administrator interface, or in the MyQ mobile application.



For more information, check [Projects](#)<sup>24</sup> in the MyQ Print Server guide.

### 10.3.1 Limitations

1. When the user logs in, the package has no information about the number of projects available to the user. If the user has no rights to use any projects (including the "no project" project), the behavior is as follows:
  - a. On login, all actions are available to the user if credit/quota/rights conditions are met.
  - b. A project is tried to be assigned when an action is executed as per regular workflow. If the user has no rights over any project, a pop-up with an error message is shown to the user.
  - c. If the "no projects available" error message was displayed, the menu buttons are disabled showing the "No valid project" reason. My jobs is still available in this case, but it is not possible to print and the "No valid project" message is shown on the header.

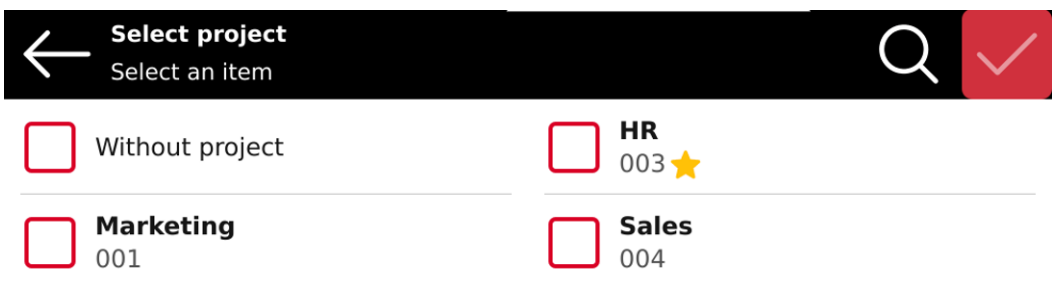
24. <https://docs.myq-solution.com/en/print-server/10.1/projects>

### 10.3.2 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.

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 mobile application, 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 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.

## 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.

## 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 the project (or the *Without project* option).

## 11 Business Contacts

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MyQ®<br/>Manufacturer</b>    | <b>MyQ® spol. s r.o.</b><br>Harfa Business Center, Ceskomoravska 2532/19b, 190 00<br>Prague 9, Czech Republic<br><br>ID no. 615 06 133<br>MyQ® spol. s r.o. is registered in the Commercial Register at<br>the Municipal Court in Prague, file no. C 29842 (hereinafter as<br>"MyQ®")                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Business<br/>information</b> | <a href="http://www.myq-solution.com">http://www.myq-solution.com</a><br><a href="mailto:info@myq-solution.com">info@myq-solution.com</a> <sup>25</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Technical support</b>        | <a href="mailto:support@myq-solution.com">support@myq-solution.com</a> <sup>26</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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25. <mailto:info@myq-solution.com>

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

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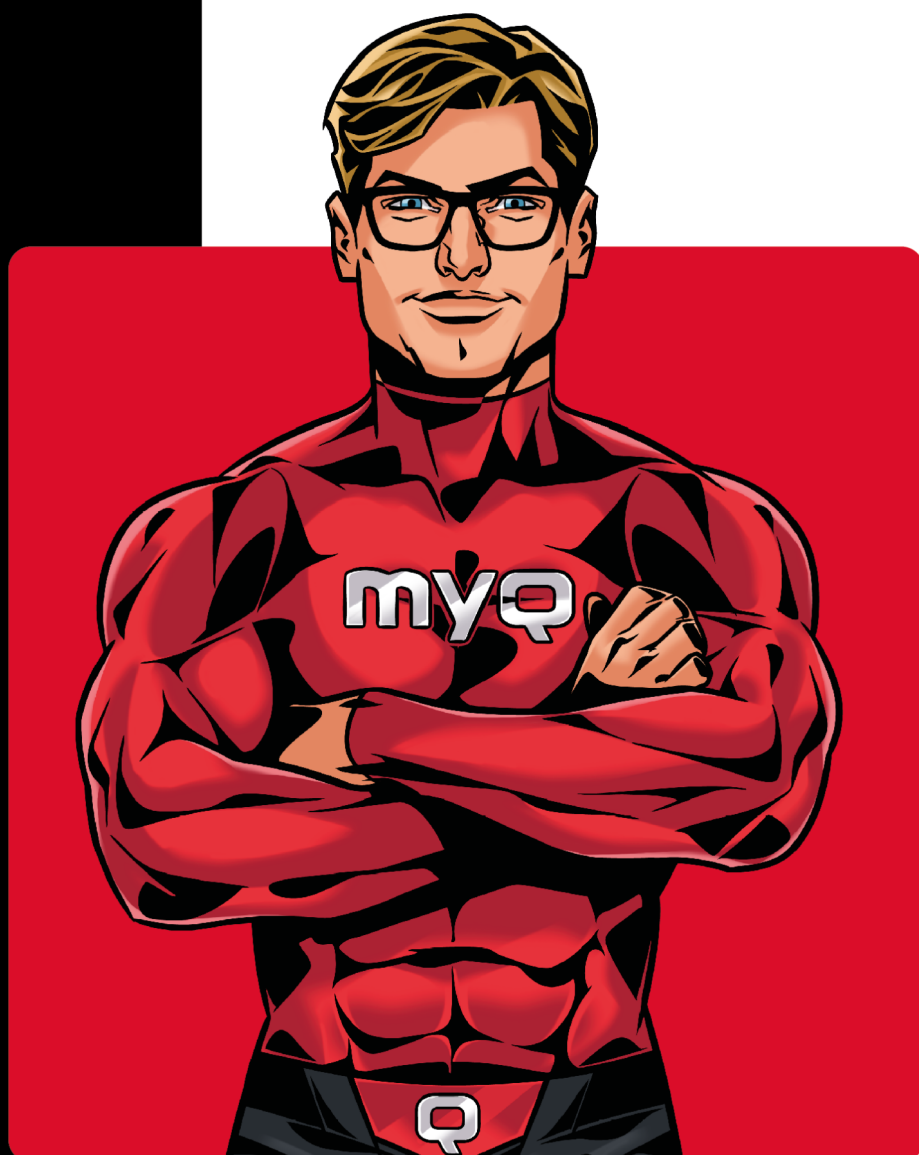
**50+ million**  
Trusted users

**1+ million**  
Active devices

**26+**  
Brands supported

**1000+**  
Certified partners

Operating in **140+**  
countries



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