MyQ Toshiba Embedded 8.2

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Table of Contents

1 Release Notes 5
1.1 MyQ Toshiba Embedded Terminal 8.2 (patch 21) 5
1.2 MyQ Toshiba Embedded Terminal 8.2 (patch 20) 5
1.3 MyQ Toshiba Embedded Terminal 8.2 (patch 19) 5
1.4 MyQ Toshiba Embedded Terminal 8.2 (patch 18) 5
1.5 MyQ Toshiba Embedded Terminal 8.2 (patch 17) 6
1.6 MyQ Toshiba Embedded Terminal 8.2 (patch 16) 6
1.7 MyQ Toshiba Embedded Terminal 8.2 (patch 15) 7
1.8 MyQ Toshiba Embedded Terminal 8.2 (patch 14) 7
1.9 MyQ Toshiba Embedded Terminal 8.2 (patch 13) 7
1.10 MyQ Toshiba Embedded Terminal 8.2 (patch 12) 7
1.11 MyQ Toshiba Embedded Terminal 8.2 (patch 11) 7
1.12 MyQ Toshiba Embedded Terminal 8.2 (patch 10) 8
1.13 MyQ Toshiba Embedded Terminal 8.2 (patch 9) 8
1.14 MyQ Toshiba Embedded Terminal 8.2 (patch 8) 9
1.15 MyQ Toshiba Embedded Terminal 8.2 (patch 7) 9
1.16 MyQ Toshiba Embedded Terminal 8.2 (patch 6) 9
1.17 MyQ Toshiba Embedded Terminal 8.2 (patch 5) 9
1.18 MyQ Toshiba Embedded Terminal 8.2 (patch 4) 9
1.19 MyQ Toshiba Embedded Terminal 8.2 (patch 3) 10
1.20 MyQ Toshiba Embedded Terminal 8.2 (patch 2) 10
1.21 MyQ Toshiba Embedded Terminal 8.2 (patch 1) 10
1.22 MyQ Toshiba Embedded Terminal 8.2 LTS 10
1.23 MyQ Toshiba Embedded Terminal 8.2 BETA3 11
1.24 MyQ Toshiba Embedded Terminal 8.2 BETA2 11
1.25 MyQ Toshiba Embedded Terminal 8.2 BETA 11
2 Supported Printing Devices 13
3 Toshiba Service 19
4 Installation 20
4.1 Requirements 20
4.2 Enable settings on the printing device's panel 20
4.3 Remote installation via Printer Discovery 21
4.4 Communication Security 22

4.5 Device Date and Time Configuration 25
4.6 Changing Login Methods 25
4.7 Selecting languages 27
4.8 Update and Uninstallation 27
5 Licenses 30
6 Terminal Actions 31
6.1 Print All 32
6.2 My Jobs 32
6.3 Easy Scan 35
6.4 Panel Copy 37
6.5 Panel Scan 38
6.6 Panel Fax 39
6.7 ID Card Registration 40
6.8 Recharge Credit 40
6.9 Folder 41
7 Scan to Me 42
7.1 Setting up Scan to Me 42
7.2 Using Scan to Me 43
8 Canceling Stuck Jobs 44
9 Accounting 46
9.1 Credit 47
9.2 Quota 51
9.3 Projects 53
10 Business Contacts 56

MyQ Toshiba Embedded Terminal 8.2

The MyQ Toshiba SDK3.x and SDK 4.x 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[1].

All information in this manual apply to models with the SDK 3.x and SDK 4.x platforms.

All changes compared to the previous version are listed in the **release notes** (see page 5).

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

1 Release Notes

MyQ Toshiba Embedded Terminal 8.2

- Minimum requested support date: **15 January 2021**

1.1 MyQ Toshiba Embedded Terminal 8.2 (patch 21)

5 November, 2025

Bug Fixes

- Users are not able to access panel actions on 4515c devices.

1.2 MyQ Toshiba Embedded Terminal 8.2 (patch 20)

30 April, 2025

Improvements

- Home Data List handling improved.

Bug Fixes

- Statistics are not calculated properly for some jobs.

1.3 MyQ Toshiba Embedded Terminal 8.2 (patch 19)

20 September, 2024

Bug Fixes

- Not supported types of parameters for Easy operations block usage of Easy operations.
- Duplex Easy Scan for multi-page scans is not delivered correctly from some devices.
- Login is not possible in the case an empty folder is available in Terminal actions for the user.

1.4 MyQ Toshiba Embedded Terminal 8.2 (patch 18)

11 July, 2024

Improvements

- Duplex Easy scan is possible only from ADF. If the user tries to use Easy scan with duplex from the glass the message "Insert documents into ADF and try again." is displayed.
- Now it is possible to specify if the MyQ server address is set as SMTP server on the print device during remote setup (Print server 10.2+ is required).

Bug Fixes

- Credit stays blocked when scanning didn't start because of the paper jam.
- Credit stays blocked when the panel scan is canceled.
- User is not able to reach Panel actions because of the "Access Denied" error message when the Quota is enabled.

1.5 MyQ Toshiba Embedded Terminal 8.2 (patch 17)

10 May, 2024

Improvements

- The device's date and time are synchronized with the MyQ server during remote setup. For project accounting, it is recommended that SNTP be enabled on the device Web UI (see page 25).

Bug Fixes

- Accounting is not reported properly to the server.
- Panel operations are incorrectly accounted to the previous user. Improvement - MyQ needs the device time to be the same as the server time for accurate project accounting. That's why MyQ sets the device time during Remote Setup. However, it is highly recommended that you enable the time server on the device so that the time never slips. See Device date and time (see page 25).
- "Unable to connect to server" error displayed when logging out of Toshiba e-Studio 330AC.

1.6 MyQ Toshiba Embedded Terminal 8.2 (patch 16)

28 March, 2024

Bug fixes

- Credit payment session doesn't close properly after printing from USB drive. LIMITATION If the job printed from the USB drive is canceled due to insufficient resources during printing, it will be charged twice.
- "Unable to connect to server" error displayed when logging out of Toshiba e-Studio 330AC.

1.7 MyQ Toshiba Embedded Terminal 8.2 (patch 15)

5 January, 2024

Bug fixes

- Quota session isn't finished after cancelling the Proof Copy of Panel Copy.
- Top menu terminal action names are not fully displayed with enabled quota with two monitored values.

1.8 MyQ Toshiba Embedded Terminal 8.2 (patch 14)

24 November, 2023

Bug Fixes

- In rare circumstances, the user may see incorrect jobs in the job list.

1.9 MyQ Toshiba Embedded Terminal 8.2 (patch 13)

25 October, 2023

Bug Fixes

- Printing from My Jobs wasn't possible if "Keep jobs for reprint" was set to "No" in MyQ Print Server Settings.

1.10 MyQ Toshiba Embedded Terminal 8.2 (patch 12)

25 August, 2023

Bug Fixes

- User sessions have been mixed if the operations were accounted on the server after a network interruption.

1.11 MyQ Toshiba Embedded Terminal 8.2 (patch 11)

26 June, 2023

Improvements

- Size of the Easy Scan files was improved.

Bug Fixes

- Duplex for printing was accounted incorrectly.
- It wasn't possible to display Job properties in My jobs with Print server 10.2.
- Panel operations weren't available for the Guest user. Pop-up window with message "Access denied" was displayed if Guest user tried to use Panel Copy or Panel Scan.
- Print button was displayed in Job properties on the list of changed options (i.e. in the list of Duplex options).

1.12 MyQ Toshiba Embedded Terminal 8.2 (patch 10)

7 June, 2023

Improvements

- Confusing message "Log in to machine not possible: Waiting for MFP idle state" was displayed if there were any postponed jobs on the device (f.e. because on non available paper size). Now user is able to login if there are any postponed jobs but the printing operation will start after solving the issue of the postponed jobs.
- Improved behavior of projects when there are no projects available for the user.

Bug Fixes

- "Bad request" error message is displayed if user tries to use Job properties in My jobs.
- If user selects the "No" option while reassigning a project in My jobs > Printed jobs or Favorite jobs, the project is set to No project even if the job was originally printed with a project.
- Incorrect icon is used in Job filters for jobs which cannot be printed on the device.
- Login via mobile application is not possible if credit or quota is enabled.

1.13 MyQ Toshiba Embedded Terminal 8.2 (patch 9)

24 February, 2023

Improvements

- Improved UI of the terminal.
- Starting of MyQ Toshiba Terminal has been improved.

1.14 MyQ Toshiba Embedded Terminal 8.2 (patch 8)

Improvements

- A3 and Ledger formats are doubled in the terminal price list for the final price.
- Show default parameter in Easy actions.
- NEW FEATURE Print options displaying Job Cost.

Bug Fixes

- The print button is active in job properties when the user doesn´t have a credit.
- Toshiba services crashed when is disabled MyQ SMTP server port.

1.15 MyQ Toshiba Embedded Terminal 8.2 (patch 7)

Improvements

- Logs from the Toshiba Embedded terminal are logged to the main server log using the "Toshiba Terminal" subsystem.

Bug Fixes

- Easy scan parameter Original orientation was not properly rotated.
- Fixed issue with number of printed pages in report on devices with enabled service email notifications.
- Long Terminal action's folder name broke the displaying of the embedded terminal.

1.16 MyQ Toshiba Embedded Terminal 8.2 (patch 6)

Bug Fixes

- Easy scan is working on devices without ADF.

1.17 MyQ Toshiba Embedded Terminal 8.2 (patch 5)

Bug Fixes

- Panel operations weren't available if the Quota or Credit have been enabled.

1.18 MyQ Toshiba Embedded Terminal 8.2 (patch 4)

Bug Fixes

- Panel operations weren't available if the Quota or Credit have been enabled.
- Panel operations locked in MS Cluster environment.
  For using hostnames in cluster environment the reverse DNS lookup for the cluster IP address has to be enabled.

1.19 MyQ Toshiba Embedded Terminal 8.2 (patch 3)

Bug Fixes

- Incorrect number of rows of projects have been displayed after removing search term from search input.
- Internal device scan and print logs are deleted automatically during remote setup only.
- Fixed error in remote setup installation on Toshiba e-STUDIO 306/307.

1.20 MyQ Toshiba Embedded Terminal 8.2 (patch 2)

Bug Fixes

- Toshiba service was crashing.

1.21 MyQ Toshiba Embedded Terminal 8.2 (patch 1)

Improvements

- NEW FEATURE Scan statistics improved. It is possible to recognize f.e. BW/color, duplex/simplex, formats of scan.

Bug Fixes

- Improved behavior of the Job status button in Top menu.

1.22 MyQ Toshiba Embedded Terminal 8.2 LTS

Bug Fixes

- Panel scan failed when SMTP server address was set in the device web UI as SMTP address.
- Panel scan was cancelled if MyQ server was used as SMTP address in device.

1.23 MyQ Toshiba Embedded Terminal 8.2 BETA3

Bug Fixes

- Image of Ready jobs in My jobs has been centered.
- Job status started to blinking red when the print on Toshiba started.
- Job Status has been moved on login screen.
- Sleep timer was changed to 1 minute during remote setup.
  LIMITATION: Sleep timer is used for Idle logout, in case that sleep timer will be set to f.e. 10 minutes, user will be logged out by Idle logout after 10 minutes.

Limitations

- Panel operations aren't accessible if remote setup is installed to device host name. Toshiba isn't supporting host names. Panel operations are accessible via device host name in case that host name is FQDN and SSL certificates are properly set.
- Toshiba doesn't work with Subject Alternative Name (SAN) and wildcard certificates. The certificate must be issued to a specific host name in FQDN. In case that incorrect certificate is used card readers may not work properly.
- Toshiba doesn't support Quota "Disable operation" without "Terminate the current job when reached". If "Disabled operation" is checked, Toshiba will always terminate the current job when quota is reached.

1.24 MyQ Toshiba Embedded Terminal 8.2 BETA2

Bug Fixes

- Terminal wasn't displayed when Theme with white background was set.
- Changing values in Edit profile on device panel displayed error message.
- Quota title with Cost centers improved.

1.25 MyQ Toshiba Embedded Terminal 8.2 BETA

Improvements

- NEW FEATURE Panel scan User detection is implemented.
- NEW FEATURE Cost centers (see page 46) are supported.
- NEW FEATURE Information about trial license (see page 30) is displayed on the login screen.
- NEW FEATURE Refreshing of the My jobs is improved.
- NEW FEATURE QR code (see page 25) is displayed as default option for login instead of keyboard.

- NEW FEATURE Information about Education or Government license (see page 30) edition is displayed on the login screen.

Bug Fixes

- Incorrect value name of price list was displayed on the terminal.

Limitations

- It is possible to display max 2 digits after decimal point in Price list on the device panel despite the settings on the MyQ server.

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2 Supported Printing Devices

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

Model Name	Platform	Color/B&W	Device Type
e-STUDIO205L	Toshiba SDK 3.x	B&W	MFD
e-STUDIO206L	Toshiba SDK 3.x	B&W	MFD
e-STUDIO207L	Toshiba SDK 3.x	B&W	MFD
e-STUDIO255	Toshiba SDK 3.x	B&W	MFD
e-STUDIO256	Toshiba SDK 3.x	B&W	MFD
e-STUDIO257	Toshiba SDK 3.x	B&W	MFD
e-STUDIO305	Toshiba SDK 3.x	B&W	MFD
e-STUDIO306	Toshiba SDK 3.x	B&W	MFD
e-STUDIO307	Toshiba SDK 3.x	B&W	MFD
e-STUDIO355	Toshiba SDK 3.x	B&W	MFD
e-STUDIO356	Toshiba SDK 3.x	B&W	MFD
e-STUDIO357	Toshiba SDK 3.x	B&W	MFD
e-STUDIO455	Toshiba SDK 3.x	B&W	MFD
e-STUDIO456	Toshiba SDK 3.x	B&W	MFD
e-STUDIO457	Toshiba SDK 3.x	B&W	MFD
e-STUDIO477S	Toshiba SDK 3.x	B&W	MFD
e-STUDIO477SL	Toshiba SDK 3.x	B&W	MFD

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

Model Name	Platform	Color/B&W	Device Type
e-STUDIO506	Toshiba SDK 3.x	B&W	MFD
e-STUDIO507	Toshiba SDK 3.x	B&W	MFD
e-STUDIO527S	Toshiba SDK 3.x	B&W	MFD
e-STUDIO555	Toshiba SDK 3.x	B&W	MFD
e-STUDIO556	Toshiba SDK 3.x	B&W	MFD
e-STUDIO557	Toshiba SDK 3.x	B&W	MFD
e-STUDIO655	Toshiba SDK 3.x	B&W	MFD
e-STUDIO656	Toshiba SDK 3.x	B&W	MFD
e-STUDIO657	Toshiba SDK 3.x	B&W	MFD
e-STUDIO755	Toshiba SDK 3.x	B&W	MFD
e-STUDIO756	Toshiba SDK 3.x	B&W	MFD
e-STUDIO757	Toshiba SDK 3.x	B&W	MFD
e-STUDIO855	Toshiba SDK 3.x	B&W	MFD
e-STUDIO856	Toshiba SDK 3.x	B&W	MFD
e-STUDIO857	Toshiba SDK 3.x	B&W	MFD
e-STUDIO2020C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2040C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2050C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2051C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2055C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2330C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2540C	Toshiba SDK 3.x	Color	MFD

Model Name	Platform	Color/B&W	Device Type
e-STUDIO2550C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2551C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2555C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2820C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2830C	Toshiba SDK 3.x	Color	MFD
e-STUDIO287CS	Toshiba SDK 3.x	Color	MFD
e-STUDIO3040C	Toshiba SDK 3.x	Color	MFD
e-STUDIO3055C	Toshiba SDK 3.x	Color	MFD
e-STUDIO347CS	Toshiba SDK 3.x	Color	MFD
e-STUDIO3520C	Toshiba SDK 3.x	Color	MFD
e-STUDIO3530C	Toshiba SDK 3.x	Color	MFD
e-STUDIO3540C	Toshiba SDK 3.x	Color	MFD
e-STUDIO3555C	Toshiba SDK 3.x	Color	MFD
e-STUDIO407CS	Toshiba SDK 3.x	Color	MFD
e-STUDIO4520C	Toshiba SDK 3.x	Color	MFD
e-STUDIO4540C	Toshiba SDK 3.x	Color	MFD
e-STUDIO4555C	Toshiba SDK 3.x	Color	MFD
e-STUDIO5055C	Toshiba SDK 3.x	Color	MFD
e-STUDIO5520C	Toshiba SDK 3.x	Color	MFD
e-STUDIO5540C	Toshiba SDK 3.x	Color	MFD
e-STUDIO5560C	Toshiba SDK 3.x	Color	MFD
e-STUDIO6520C	Toshiba SDK 3.x	Color	MFD

Model Name	Platform	Color/B&W	Device Type
e-STUDIO6530C	Toshiba SDK 3.x	Color	MFD
e-STUDIO6540C	Toshiba SDK 3.x	Color	MFD
e-STUDIO6550C	Toshiba SDK 3.x	Color	MFD
e-STUDIO6560C	Toshiba SDK 3.x	Color	MFD
e-STUDIO6570C	Toshiba SDK 3.x	Color	MFD
e-STUDIO2008A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO2018A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO2508A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO2518A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO3008A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO3508A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO3018A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO3518A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO4508A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO4518A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO5008A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO5018A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO5508A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO5518A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO6508A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO6518A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO7508A	Toshiba SDK 4.x	B&W	MFD

Model Name	Platform	Color/B&W	Device Type
e-STUDIO7518A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO8508A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO8518A	Toshiba SDK 4.x	B&W	MFD
e-STUDIO2000AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO2010AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO2500AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO2505AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO2510AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO2515AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO3005AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO3015AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO3505AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO4505AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO4515AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO5005AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO5015AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO5505AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO5506AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO5516AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO6506AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO6516AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO7506AC	Toshiba SDK 4.x	Color	MFD

Model Name	Platform	Color/B&W	Device Type
e-STUDIO7516AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO 330AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO 400AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO 3515AC	Toshiba SDK 4.x	Color	MFD
e-STUDIO 3508AG	Toshiba SDK 4.x	B&W	MFD
e-STUDIO 4508AG	Toshiba SDK 4.x	B&W	MFD

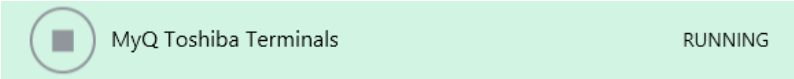
Support of the MyQ Toshiba embedded terminals might slightly differ between regions. Please ask your regional MyQ distributor for information concerning particular models.

3 Toshiba Service

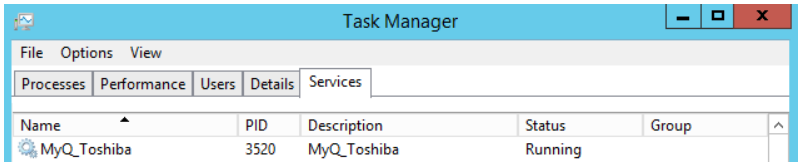
The Toshiba service is an integral part of the embedded terminal's installation. It is added to Windows services within the upload of the Toshiba Embedded installation package to the MyQ server and remains there as long as the installation package stays uploaded on the server.

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.



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 4.7.2 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 (see page 42) functionality.
- MyQ Toshiba Embedded terminal 8.2 is supported on MyQ Print server 8.2 and newer.

For information about communication protocols and ports, check the MyQ Print Server[3] 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.
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. https://docs.myq-solution.com/en/print-server/10.1/main-communication-ports

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.

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

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[4].
2. Then, you should create a configuration profile[5] to attach to your Printer Discovery.

4.4 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:

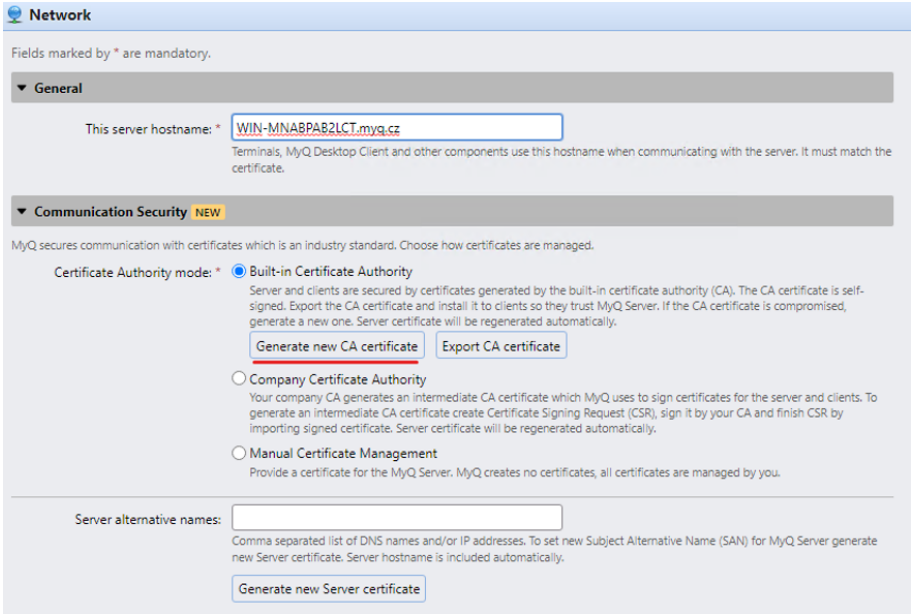
Error: Failed to establish the TLS session (unknown CA)

4.4.1 Built-in Certificate Authority

When using this mode (default), it is required to **Generate new CA certificate** after the configuration of the server hostname to FQDN on the MyQ web administrator interface, in Settings, Network, Communication Security.

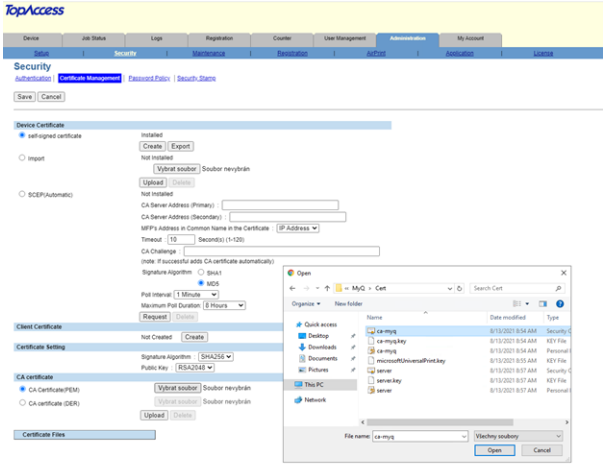
4. https://docs.myq-solution.com/en/print-server/10.1/discovering-printing-devices

5. https://docs.myq-solution.com/en/print-server/10.1/configuration-profiles



Install the generated **ca-myq.crt** certificate from *C:\ProgramData\MyQ\Cert* to Trusted Root Certification Authorities on the server.

Upload the generated **ca-myq.crt** certificate from *C:\ProgramData\MyQ\Cert* on the Toshiba device Web UI, in Administration > Security > Certificate Management as CA Certificate (PEM).



4.4.2 Using custom certificates

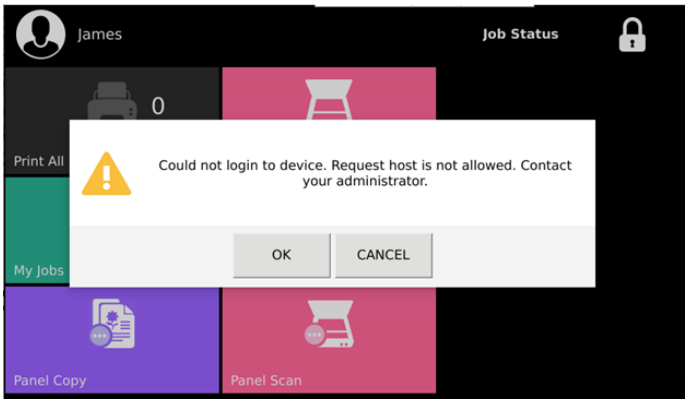
In case a custom SSL certificate is uploaded in MyQ, the certificate should also be installed in device web UI and in the Trusted Root Certification Authorities on the server.

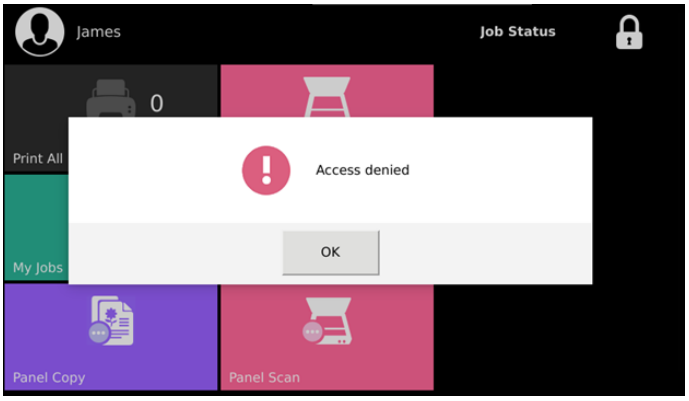
4.4.3 Troubleshooting

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.

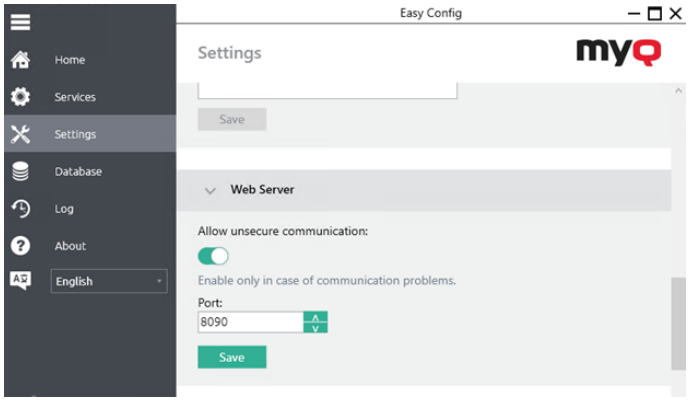
Reversal DNS lookup has to be enabled also for the cluster server address in cases that the MS Cluster high-availability solution is used.





4.4.4 Enable unsecure communication

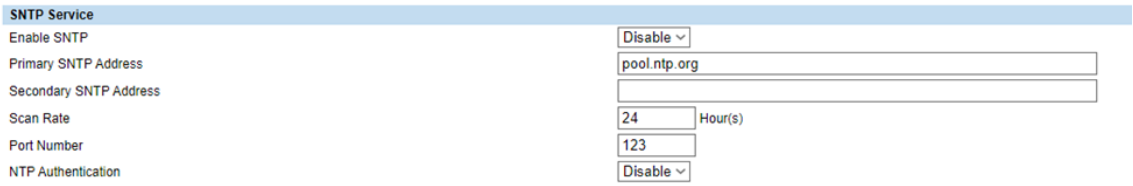
If SSL communication is not required, you can enable unsecure communication (not recommended) in MyQ Easy Config. Go to the **Settings** tab, under **Web Server**, enable **Allow unsecure communication**, and click **Save**.



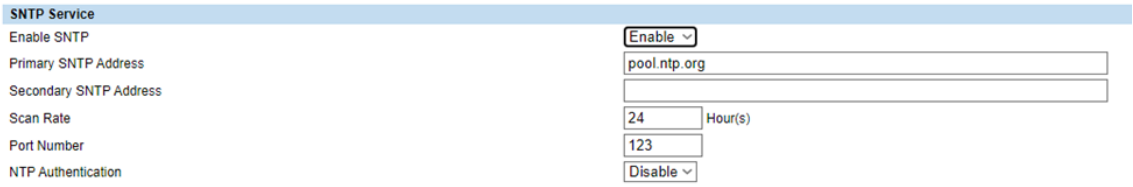
4.5 Device Date and Time Configuration

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`.



In some cases, accounting could be incorrect because it is possible to set the time of the device in the format HH:MM, but it is not possible to set seconds. This can happen especially when accounting projects for Panel operations (Panel Copy, Panel Scan, etc.). If using projects, it is strongly recommended to enable SNTP in the device Web UI.



4.6 Changing Login Methods

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

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

To change the login type:

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

4.6.1 Login via QR code

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

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

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

> For more information, check Printing via the MyQ X Mobile Client app[6] in the MyQ Print Server guide and check the MyQ X Mobile Client App[7] guide.

4.7 Selecting languages

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

The default language:

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

The user's language:

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

4.8 Update and Uninstallation

Updating the terminal

Updating the terminal is done on the MyQ web administrator interface. MyQ Server 8.2 patch 6 or higher is required.

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

Check Terminal packages[8] in the MyQ Print Server guide for further details.

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.

To Uninstall a Terminal Remotely

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

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

4.8.1 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

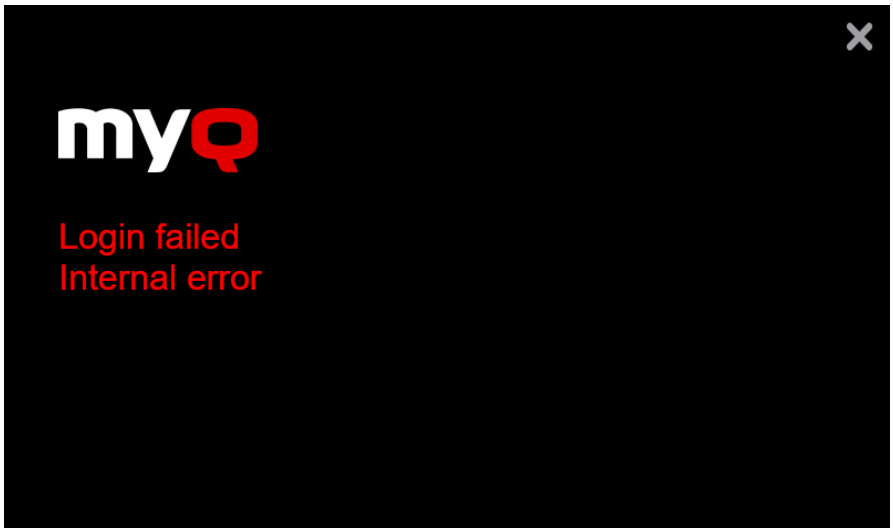
8. https://docs.myq-solution.com/en/print-server/10.1/printers-and-terminals-settings

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 **Login failed/Internal error** message appears on the terminal.



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

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

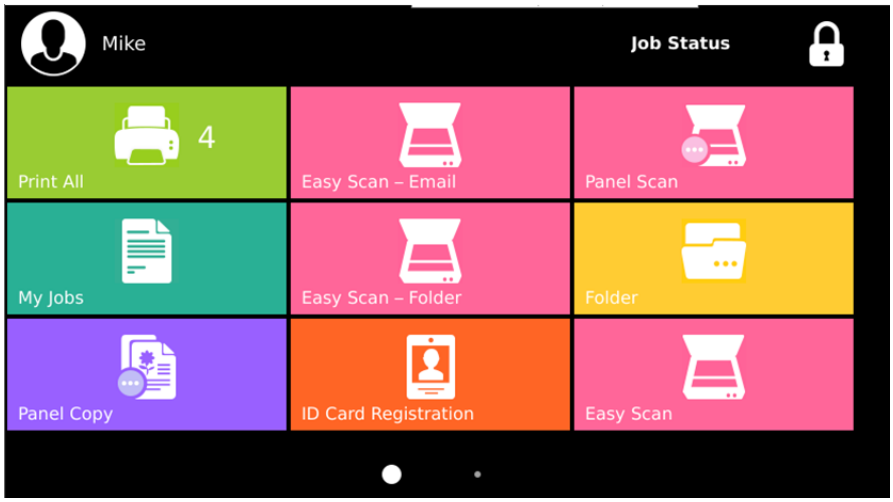
9. https://docs.myq-solution.com/en/print-server/10.1/licenses

6 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
- More Actions



> For information related to terminal action nodes management, check Terminal Actions Settings[10] 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

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

6.1 Print All

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

6.1.1 Print all jobs after logging in

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

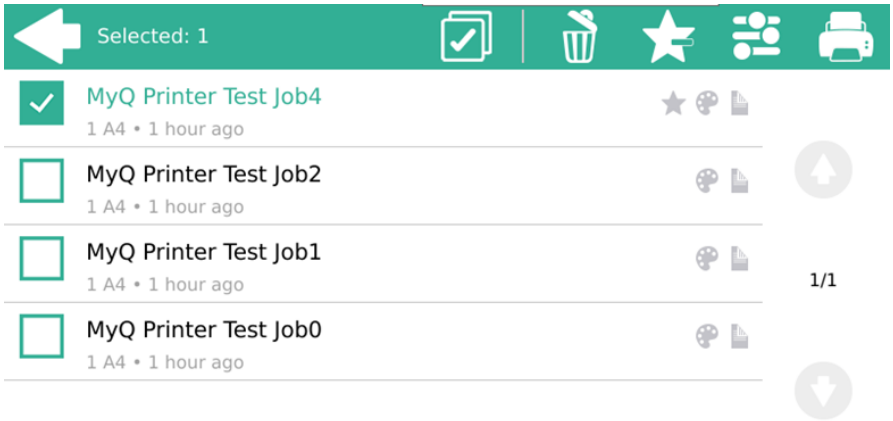
Even if the **Print all jobs after logging in** option is selected on the server, users can disable the feature on the embedded terminal before they log in. This way, each user can individually decide if they want to print the jobs automatically or manually via the **Print all** button.

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

6.2 My Jobs

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

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

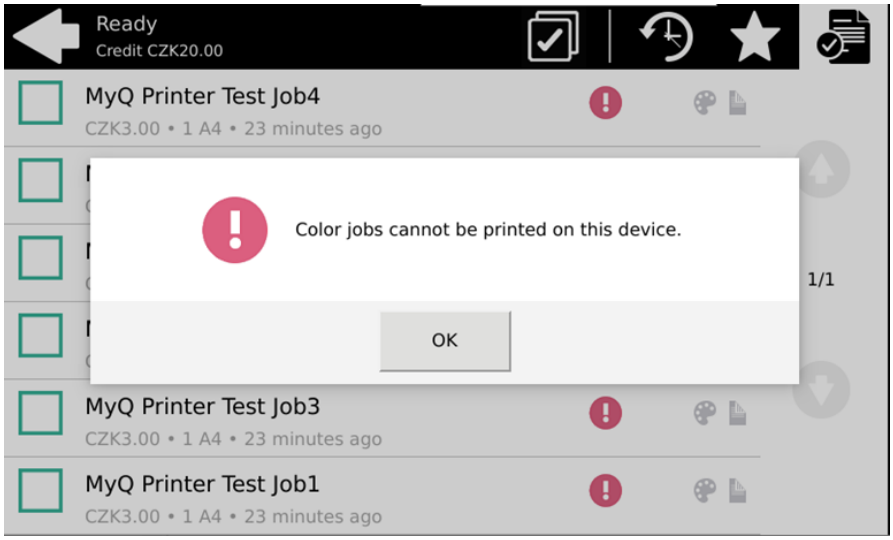


Job Filters

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

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

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



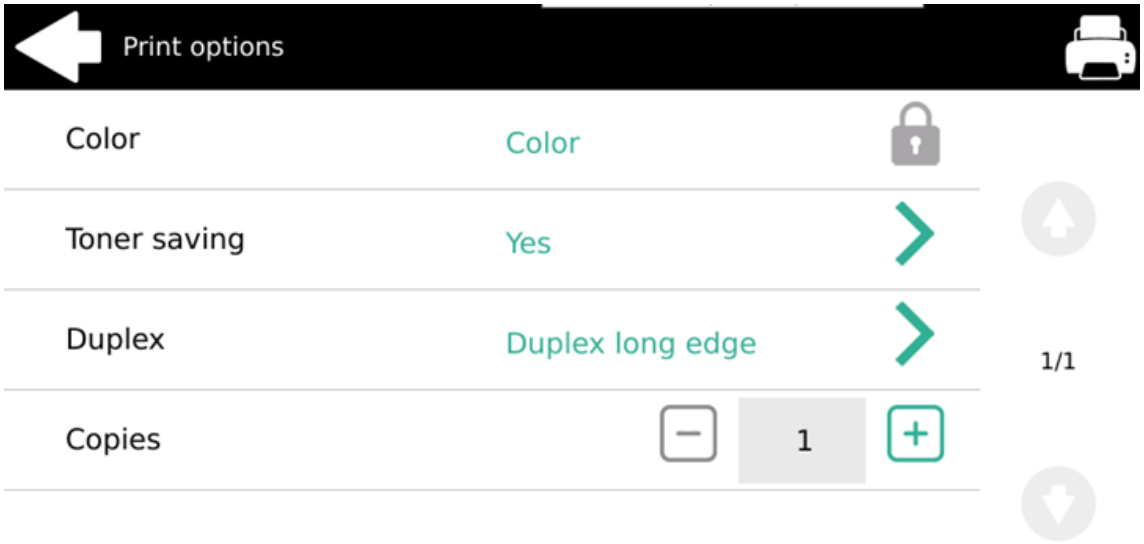
Managing jobs on the My Jobs screen

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

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

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

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



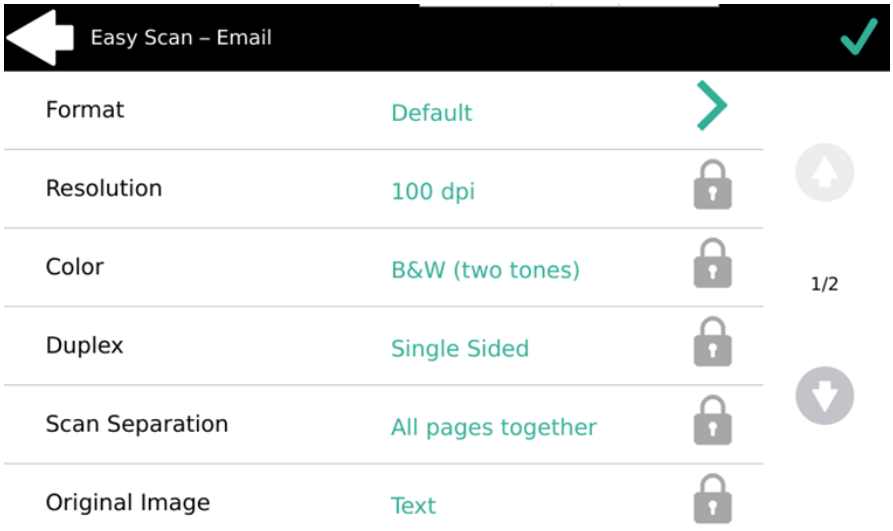
- **Add to favorites**: Tap the star-plus icon to add the selected jobs to your favorites (Visible on the Ready jobs tab and on the Printed jobs tab).
- **Delete from favorites**: Tap the star-minus icon to delete the selected jobs from your favorites (Visible on the Favorite jobs tab).
- **Delete**: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

6.3 Easy Scan

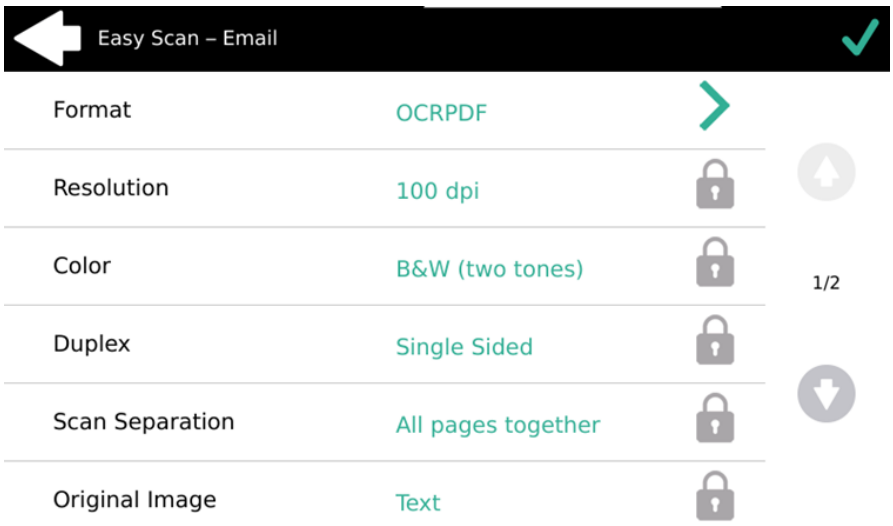
Scanning by a single touch. After the user taps this action, the page is immediately scanned to a predefined destination. You can define multiple destinations where the scanned document is sent to, and set scan parameters in MyQ.

> For information on how to configure the **Easy Scan** action and define its destinations and parameters, check Easy Scan settings 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[11] 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[12] on the MyQ Print Server guide.



11. https://docs.myq-solution.com/en/print-server/10.1/create-custom-parameters
12. https://docs.myq-solution.com/en/print-server/10.1/ocr

6.3.1 Easy Scan Parameters

- **Resolution** - The outgoing file's resolution. You can select from the following options:
  - 100 dpi
  - 200 dpi
  - 300 dpi
  - 400 dpi
  - 600 dpi
  - 1200 dpi
- **Color** - The outgoing file's color scale. You can select from the following options:
  - Color
  - Grayscale
  - B&W (two tones)
  - Automatic
- **Format** - The outgoing file's format. You can select from the following options:
  - PDF
  - JPEG
  - TIFF
  - XPS
  - HCPDF
- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
  - Single Sided
  - Duplex
- **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

6.4 Panel Copy

Opens the printing device's copy screen.

The copy screen is displayed in the language used on the user session terminal screen, unless the language on the terminal is not supported by the printing device.

Leaving the panel

For Toshiba SDK 4.x devices, in order to return to the MyQ home screen, users have to 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.

For Toshiba SDK 3.x devices, users have to press the **Menu** button on the printing device's operation panel and then tap **Extension**.

> ⚠ When a user has reached their quota limit, even if the option **Disable operation** is disabled in the quota settings on the Print Server, the device blocks further copying with the warning **USER Quota exceeded. Contact the Administrator**.

6.5 Panel Scan

Opens the printing device's scan screen.

The scan screen is displayed in the language used on the user session terminal screen, unless the language on the terminal is not supported by the printing device.

Leaving the panel

For Toshiba SDK 4.x devices, in order to return to the MyQ home screen, users have to 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.

For Toshiba SDK 3.x devices, users have to press the **Menu** button on the printing device's operation panel and then tap **Extension**.

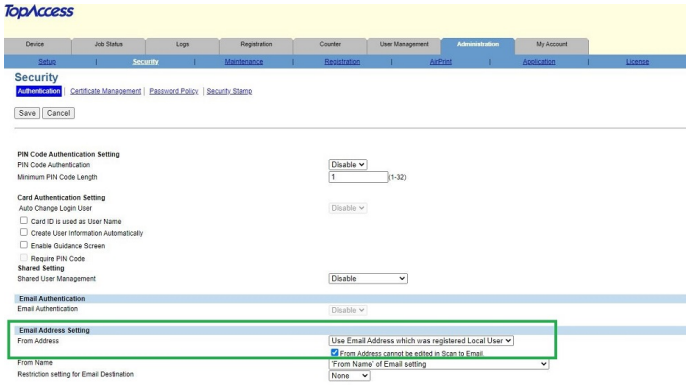
Panel Scan Additional Settings

Sender email matching is used in order to ensure correct scan delivery. Therefore, the Panel Scan to Email functionality is dependent on these settings:

If MyQ SMTP is used by the device, the **Email Address Setting** in Toshiba TopAccess in **Administration > Security > Authentication**, must be like this:

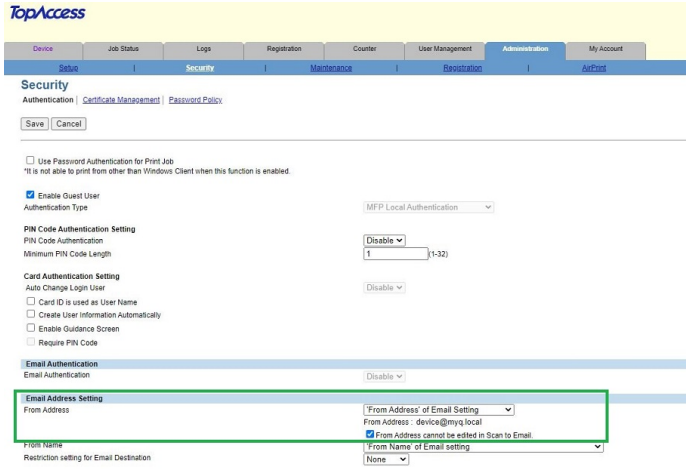
- **From Address**: *Use Email Address which was registered Local User.*
- The option **From Address cannot be edited in Scan to Email** must be checked.

The settings will be configured automatically during printer activation (remote setup).



If there is no *Use Email Address which was registered Local User* option (not supported by the device) for the **From Address** setting, the option *"From Address" of Email Setting* must be selected. The option **From Address cannot be edited in Scan to Email** must be checked.

In this case, the SDK doesn't support configuring via remote setup and the settings must be manually configured in Toshiba TopAccess.



6.6 Panel Fax

Opens the printing device's fax screen.

The fax screen is displayed in the language used on the user session terminal screen, unless the language on the terminal is not supported by the printing device.

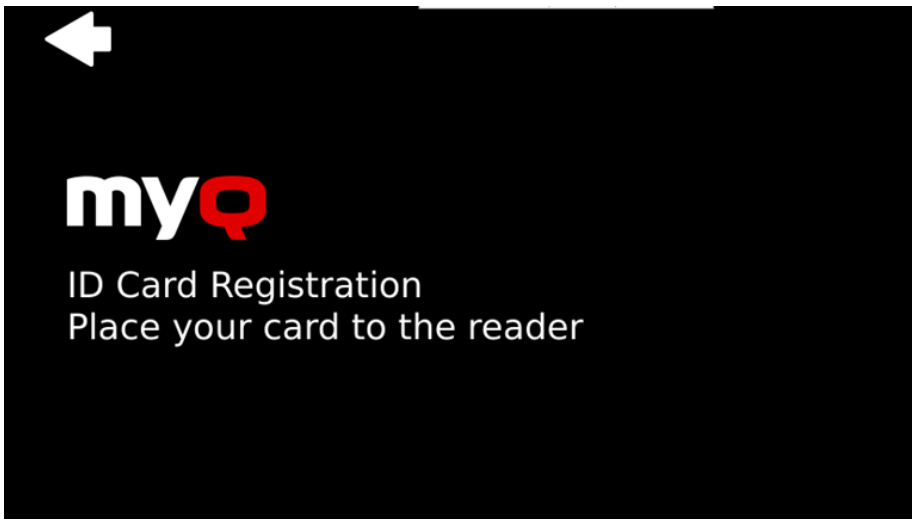
Leaving the panel

For Toshiba SDK 4.x devices, in order to return to the MyQ home screen, users have to 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.

For Toshiba SDK 3.x devices, users have to press the **Menu** button on the printing device's operation panel and then tap **Extension**.

6.7 ID Card Registration

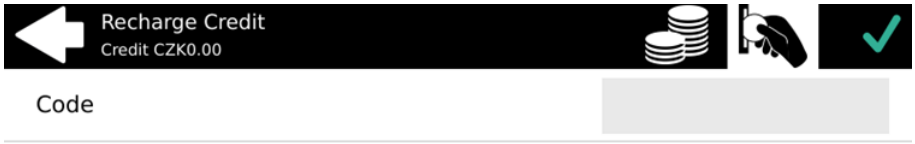
After tapping this action, the ID Card registration screen opens and the logged user can register their card by swiping it at the card reader.



6.8 Recharge Credit

This action enables recharging credit on the terminal.

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



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

6.9 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 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.

7.1 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.

7.1.1 Enable and set up scanning on the MyQ server

For details, check Scan to Me[13] on the MyQ Print Server guide.

7.1.2 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.

13. https://docs.myq-solution.com/en/print-server/10.1/scan-to-me

7.1.3 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[14] on the MyQ Print Server guide.

7.2 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*.

14. https://docs.myq-solution.com/en/print-server/10.1/scan-to-me

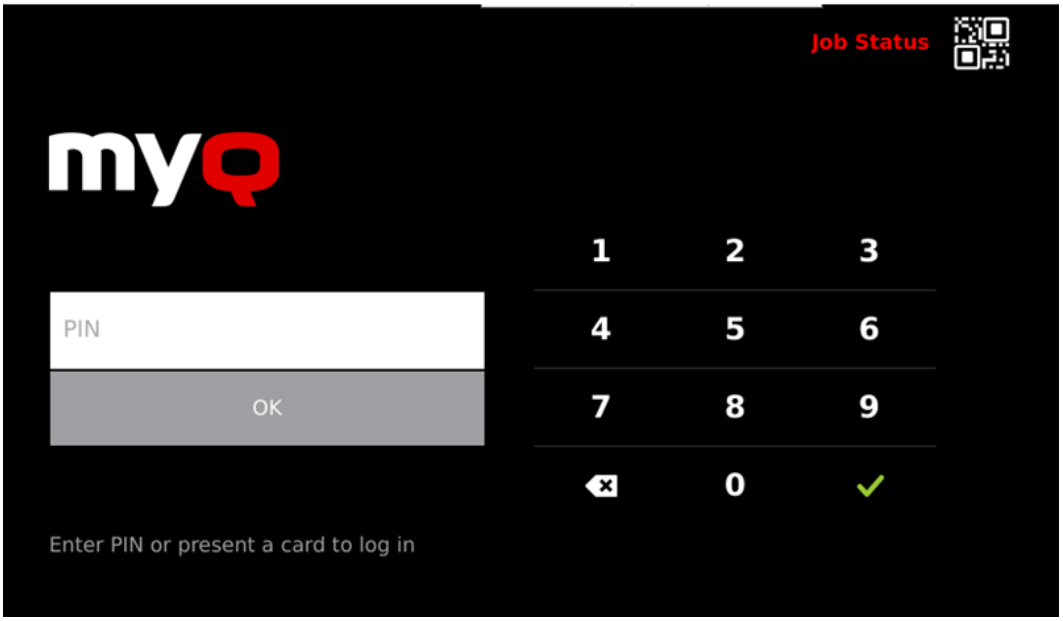
8 Canceling Stuck Jobs

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.

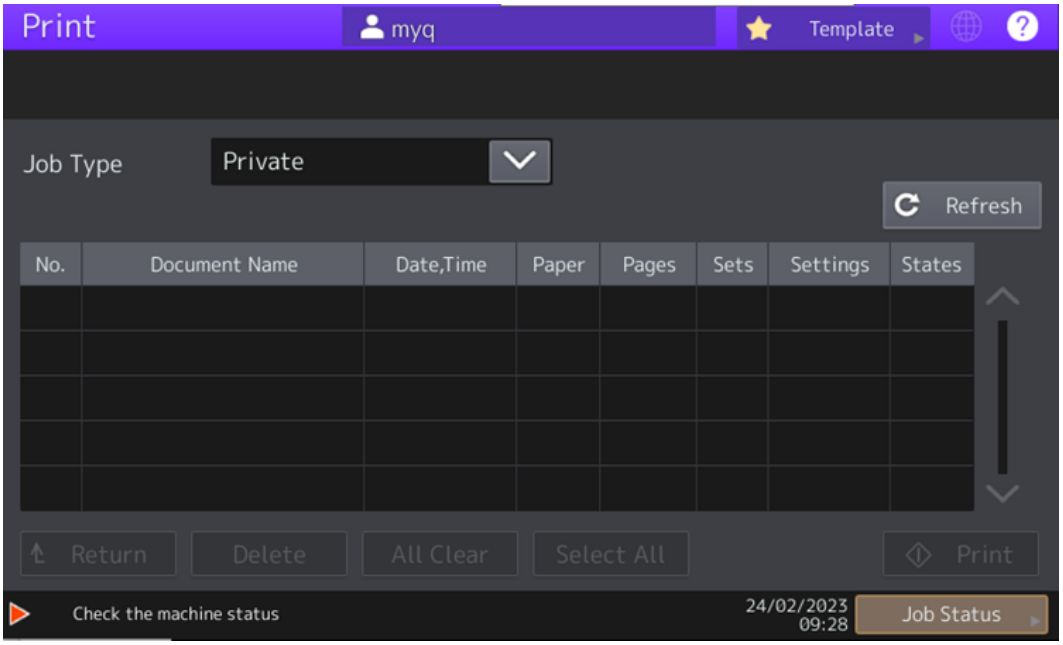
> If the **Keep printing after logging out** setting on the **Printers** settings tab is disabled, all jobs will be canceled after logging out.

To cancel stuck jobs:

1. On the login screen, tap the red blinking **Job Status** button. The **Print** screen of the printing device's native panel opens. In case you are redirected to **User Authentication**, tap the blinking info icon "**i**" in the top-right corner of the screen. The **Job Status** screen opens and you can continue to step 3.



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.

   If you are using a Toshiba SDK 3.x device, finally tap **Close** in the bottom-right corner of the tab.

5. For Toshiba SDK 4.x devices, 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.

   For Toshiba SDK 3.x devices, press the **Menu** button on the printing device's operation panel and then tap **Extension**.

9 Accounting

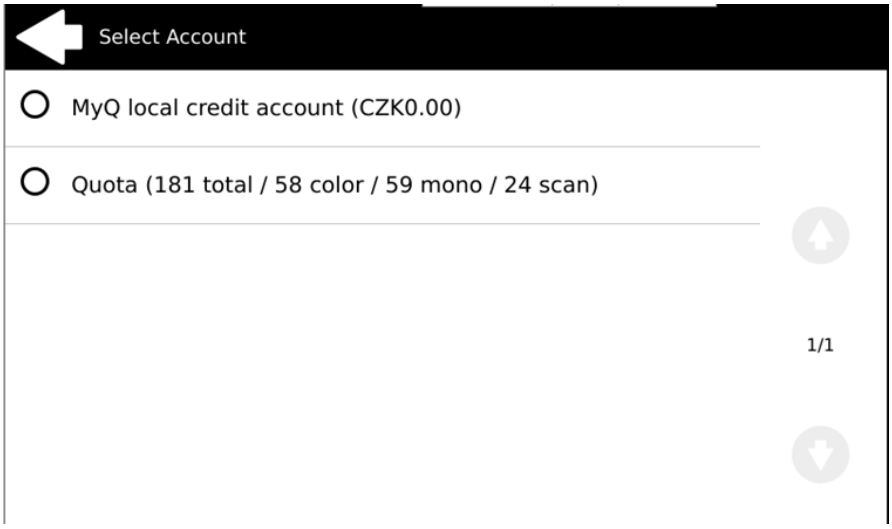
In the MyQ web administrator interface, in the **Accounting** settings tab, in the **General** section, the MyQ administrator can set:

- 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[15] 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.

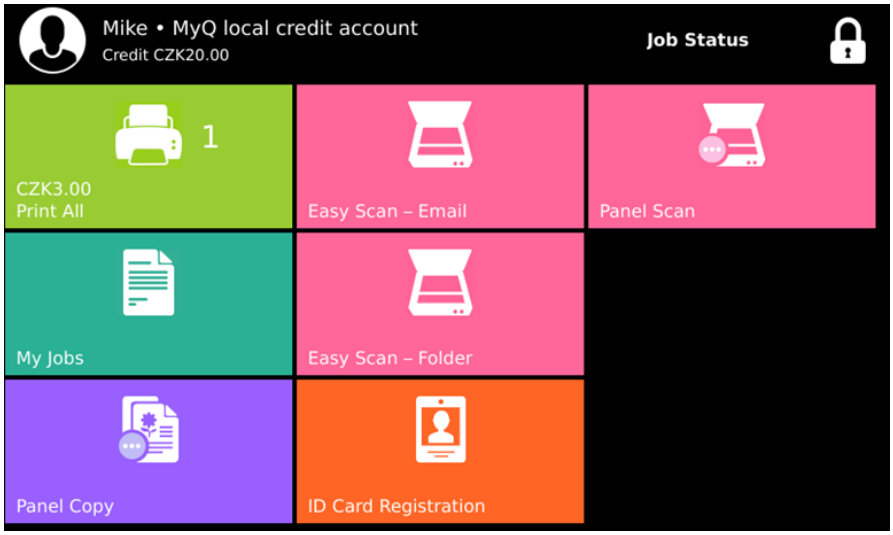


15. https://docs.myq-solution.com/en/print-server/10.1/accounting-settings

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.

9.1 Credit

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



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

For more information, check Credit[16] in the MyQ Print Server guide.

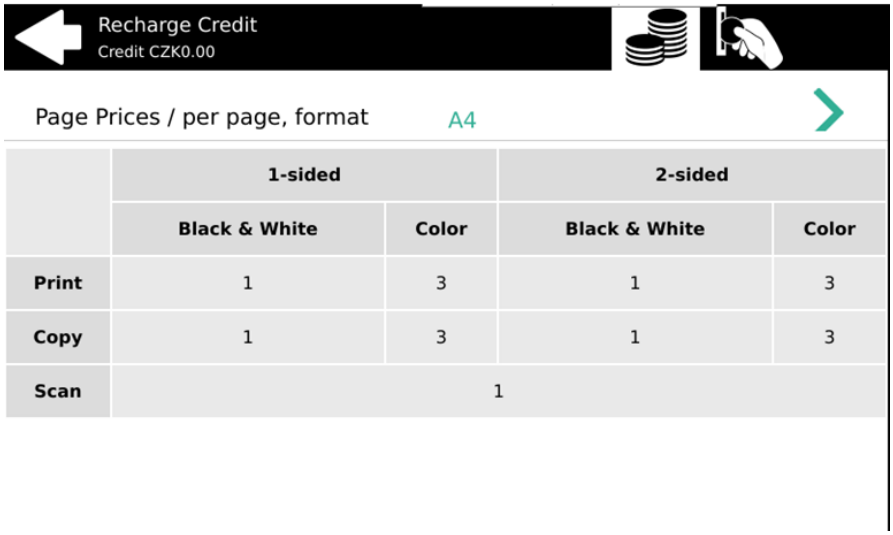
If a user's Credit or Quota is depleted during copying, the action stops. However, depending on the device speed, there may be an overflow of several pages.

9.1.1 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.

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

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

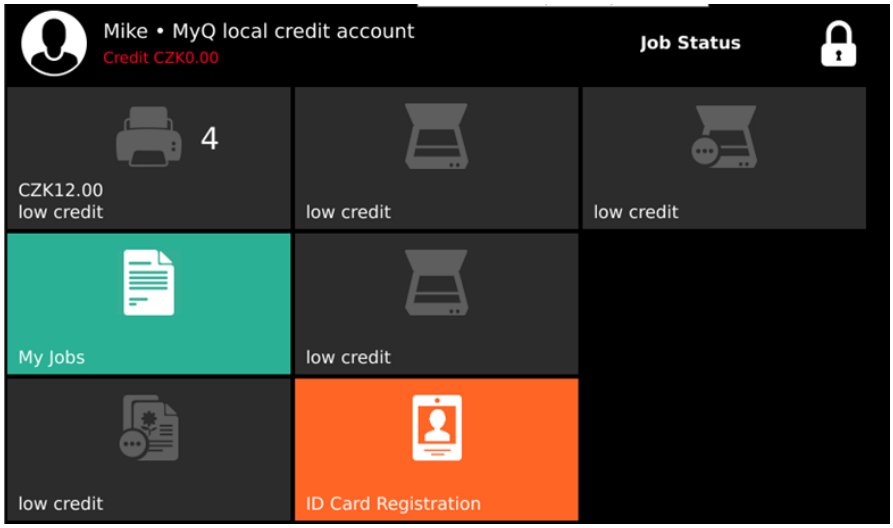


	1-sided		2-sided	
	Black & White	Color	Black & White	Color
Print	1	3	1	3
Copy	1	3	1	3
Scan	1			

9.1.2 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.



Actions taken when a user runs out of credit during scanning via Easy scan

The scan job is finished. After this, if recharging credit via vouchers is enabled, the user is automatically redirected to the **Recharge Credit** screen, where they can recharge their credit. If recharging credit via vouchers is disabled, the user is redirected back to the MyQ home screen.

Actions taken when a user runs out of credit during scanning via Panel Scan

The user can scan as long as they stay on the scan panel. If recharging credit via vouchers is enabled, the user is automatically redirected to the **Recharge Credit** screen after they leave the panel. If recharging
credit via vouchers is disabled, after the user leaves the panel, they can see their negative credit and cannot use any credit requiring actions.

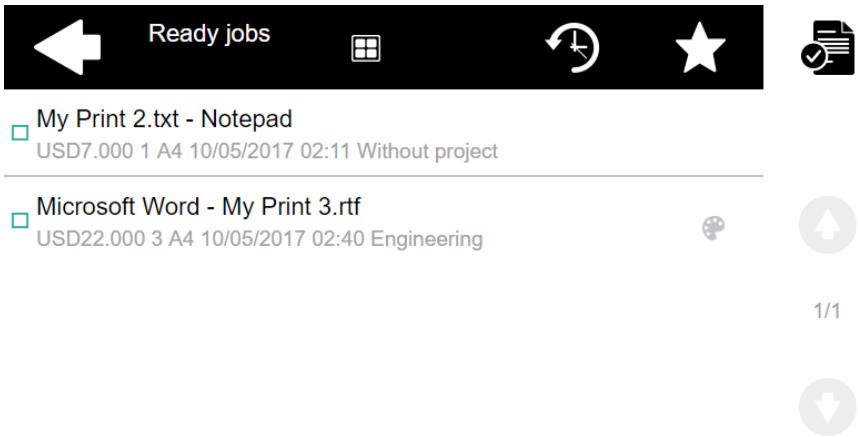
Actions taken when a user runs out of credit during copying via Panel Copy

The user can copy as long as they stay on the copy panel. If recharging credit via vouchers is enabled, the user is automatically redirected to the **Recharge Credit**

screen after they leave the panel. If recharging
credit via vouchers is disabled, after the user leaves the panel, they can see their negative credit and cannot use any credit requiring actions.

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.

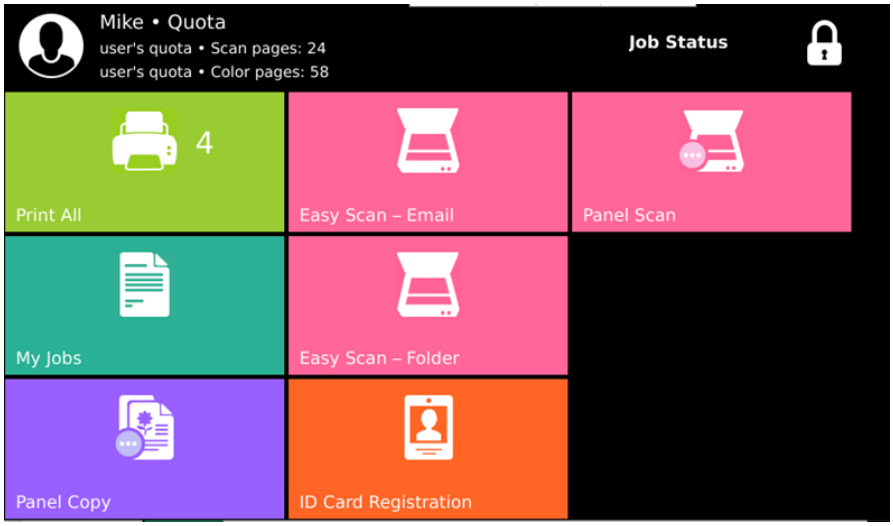


Priced jobs cannot be printed unless the users have a sufficient amount of credit. The users cannot use the **Print all** action when the overall price of all the priced print jobs is higher than their credit.

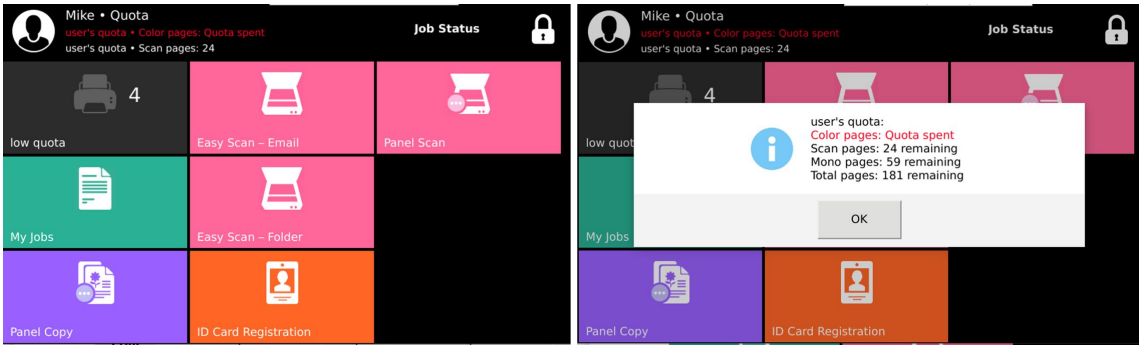
If a job does not include additional information from the job parser, users can start it as long as their credit is not equal to or below *0*.

9.2 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.

For more information, check Quota[17] 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.

Reaching a quota with immediate application during scanning via Easy Scan

The scan job is finished. After this, the respective actions are taken (actions set within the quota configuration). If scanning is disabled as a result of these actions, the user is redirected back to the MyQ home screen.

Reaching a quota with immediate application during scanning via Panel Scan

The user can scan as long as they stay on the scan panel. Once the panel is left, the quota is exceeded and the respective actions are taken.

Reaching a quota with immediate application during copying via Panel Copy

The first panel copy job is finished. Other jobs are restricted and the *USER Quota exceeded. Contact the administrator.* internal warning message appears on the panel.

Print jobs with additional information from job parser

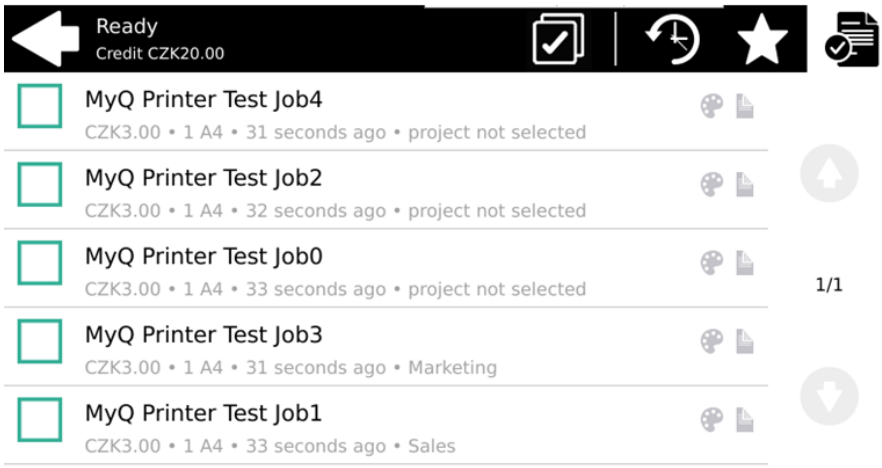
Print jobs received with the job parser activated, include additional information such as number of pages, color and price.

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.

9.3 Projects

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

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

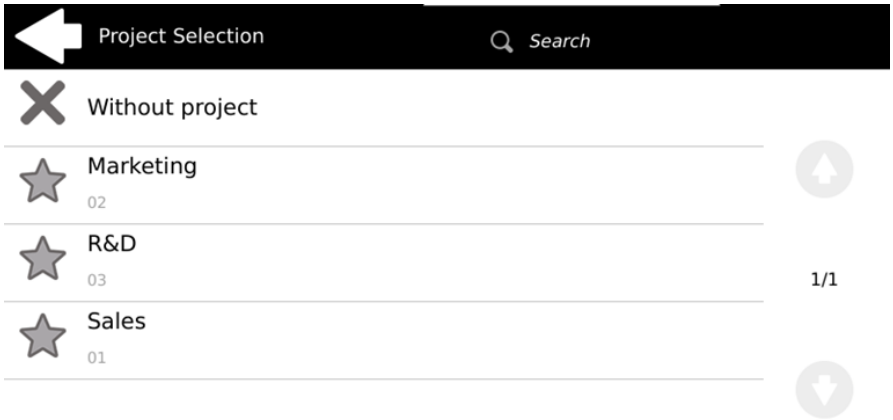


For more information, check Projects[18] in the MyQ Print Server guide.

9.3.1 Assigning projects to print jobs

My Jobs

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



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

Jobs with projects assigned to them are immediately printed.

Print All

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

9.3.2 Assigning projects on the Panel Copy screen

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

9.3.3 Assigning projects on the Panel Scan screen

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

10 Business Contacts

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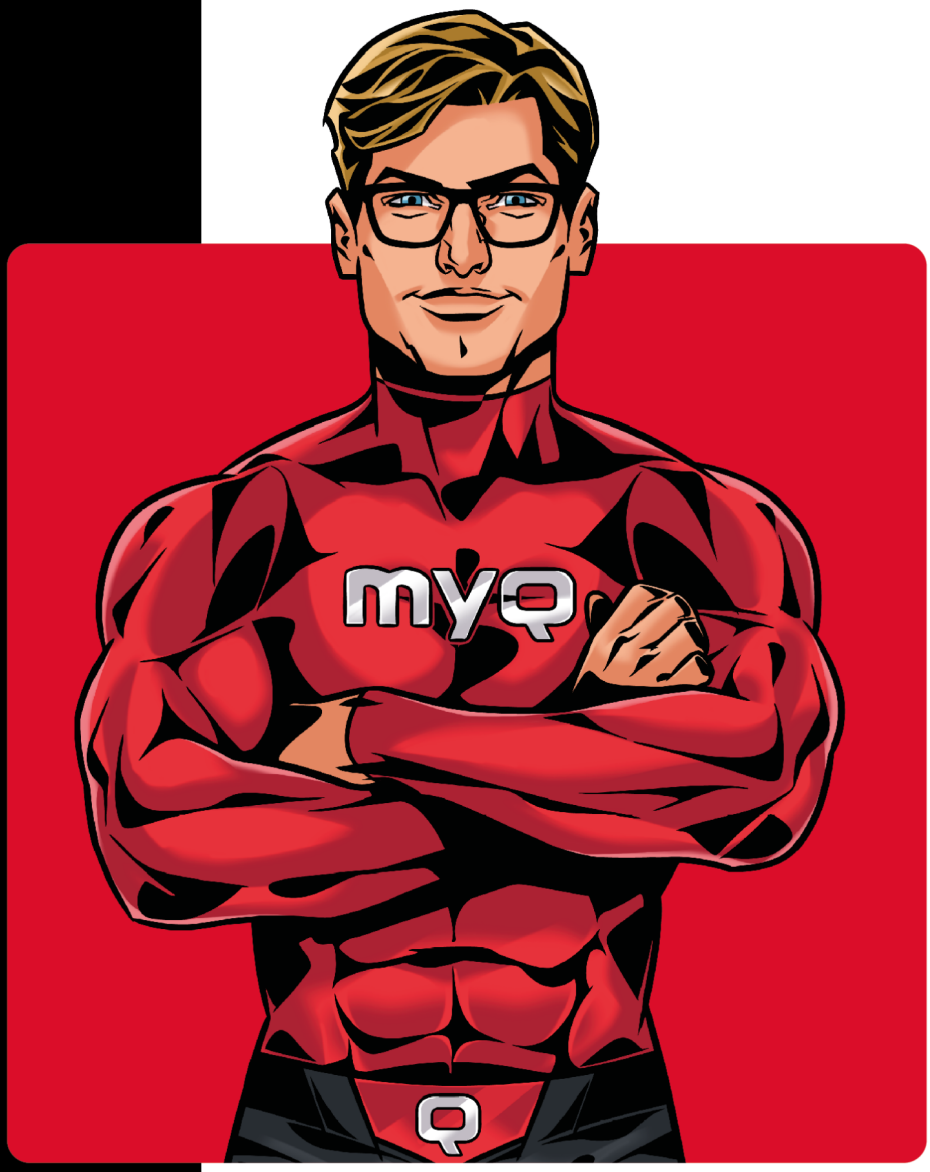

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