MyQ Sharp Luna Embedded 8.1

ENGLISH

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MyQ Sharp Luna Embedded Terminal 8.1

The MyQ Sharp Luna Embedded terminal is a web-based embedded terminal. No applications are running directly on the printing device; all files are saved in the MyQ directory and the device exchanges data with MyQ via the HTTP protocol.

1 Supported Printing Devices

The table below lists the supported printing devices. These models meet the technical requirements of the MyQ embedded terminal, such as the device platform and its version. Supported models are expected to work but have not necessarily been tested by MyQ.

A certified device is a model that MyQ has tested and added to MyQ's device definitions. You can find the list of certified models in **Certified Devices** on the MyQ Community portal[1].

If the device you need is in the table below but not on the certified devices list, please create a **Device certification request**. MyQ will test the model, including the embedded terminal, and add it to the certified list.

Model Name	Color/B&W	Device Type
Sharp MX-C428P	Color	Printer
Sharp MX-C528P	Color	Printer
Sharp MX-C407P	Color	Printer
Sharp MX-C507P	Color	Printer
Sharp MX-C607P	Color	Printer
Sharp MX-B707P	B&W	Printer
Sharp MX-B557P	B&W	Printer
Sharp MX-C358F	Color	MFP
Sharp MX-C428F	Color	MFP
Sharp MX-C528F	Color	MFP
Sharp MX-C407F	Color	MFP
Sharp MX-C507F	Color	MFP

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

Model Name	Color/B&W	Device Type
Sharp MX-C357F	Color	MFP
Sharp MX-C557F	Color	MFP
Sharp MX-B468F	B&W	MFP
Sharp MX-B557F	B&W	MFP
Sharp MX-B707F	B&W	MFP
Sharp MX-B467F	B&W	MFP

2 Supported Card Readers

Name	Vendor	Additional Information
MyQ-20-TR461U	Elatec	Dual reader with advanced formats (HID Prox, Cotag, Indala,...).
MyQ-20-TR462U	Elatec	Dual reader with advanced formats (HID Prox, Cotag, Indala,...).
MyQ-20-TR470U	Elatec	Dual reader with standard HF and LF formats, Legic Prime
MyQ-20-TR480U	Elatec	Dual reader with standard HF and LF formats, BLE
MyQ-20-TR520U	HID	HF reader with advanced formats (Mifare, ISO14443, ISO15693, iClass, Seos).
MyQ-20-TR530U	HID	Dual reader with advanced formats (HID prox, Indala, iClass, Seos), BLE, compact case.
MyQ-20-TR540U	HID	Dual reader with advanced formats (HID prox, Indala, iClass, Seos).
MyQ-20-TR541U	HID	Dual reader with advanced formats (HID prox, Indala, iClass, Seos), BLE.
MyQ-20-TR640U	RFIDeas	Dual reader with standard HF and LF formats.
MyQ-20-TR643U	RFIDeas	Dual reader with standard HF and LF formats, compact case.
MyQ-20-TR660U	RFIDeas	Dual reader with standard HF and LF formats, BLE.
MyQ-20-TR690U	RFIDeas	Magstripe reader.
SONY RC-S380/s	Sony	Read/Write capability with FeliCa card/FeliCa-compatible devices and ISO/IEC 14443 Type A/Type B cards.

Name	Vendor	Additional Information
Inepro Omni reader - 1DA6 0110	Inepro	RFID reader that supports all card technologies in both the 13,56 MHz and the 125 kHz range.
WAVE ID®Plus/ PcProx Plus (09D8 0410)	RFIDeas	A dual-frequency card reader.
WAVE ID® SP Plus/PcProx Plus SP	RFIDeas	A dual-frequency card reader.
PcSwipe (0C27 1000)	RFIDeas	A magnetic stripe card reader.

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

3 Installation

3.1 Requirements

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

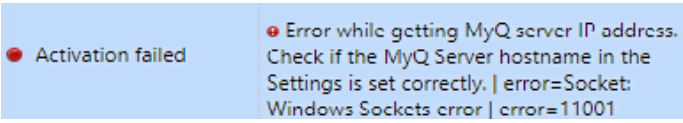
- .NET 4.7.2 or newer, or .netcore 2.1 needs to be installed on the MyQ Print server.
- The administrator's password has to be set on the printing device.
- The IP or Hostname of the printing device has to be valid.
- The correct time and date must be set on the printing device to avoid issues with the Scan to Me functionality.
- MyQ Sharp Luna Embedded terminal 8.1 is supported on MyQ Print Server 8.2 patch 40+, 10.1 patch 6+ and 10.2 RC4+.

While it is possible to install and use other applications (such as Cloud Connector) on your device alongside MyQ, MyQ must be installed first to prevent issues during remote installation.

The easiest way to install the MyQ Sharp Luna 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.



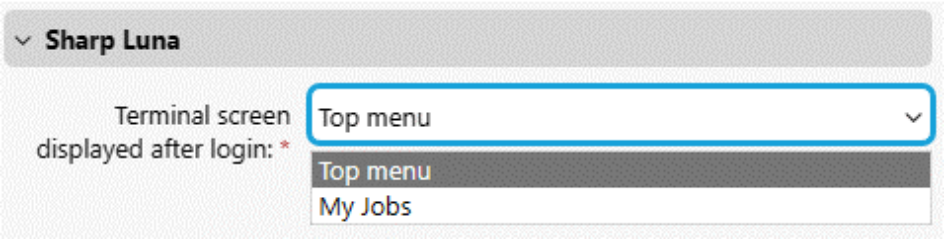
3.2 Remote installation via Printer Discovery

1. Follow the instructions in the MyQ Print Server guide to create and configure a Printer Discovery[2].
2. Then, create a configuration profile[3] to attach to your Printer Discovery.
3. The **Sharp Luna** section is displayed when the Sharp Luna terminal package is installed on the MyQ server.

3.3 Vendor-Specific Options: Sharp Luna

After you install the terminal package on the Print Server, the following vendor-specific options are available in Configuration Profiles:

- **Terminal screen displayed after login**
  Select the screen that appears on the terminal after user login. Available options are:
  - Top Menu (default)
  - My Jobs



> Applying changes in the **Sharp Luna** section on the terminal requires a force remote configuration of the device.

3.4 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.

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

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

With the simple login option, you can select up to three methods of login.

With the two-step authentication, you can select a combination of the login methods.

To change the login type:

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

3.5 Selecting languages

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

The default language:

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

The user's language:

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

3.6 Accessing the Terminal via the MyQ Mobile App

You can enable the printing device management via a mobile application, in MyQ (**MyQ, Settings, Mobile Application**) and users will be able to unlock terminals and release their print jobs on printing devices via the MyQ mobile application. The easiest way to log in to the terminal using the mobile application is to scan the QR code displayed on the embedded touch panel.

While the feature is enabled, two small icons are displayed at the top-right corner of the embedded terminal login screen: a keyboard icon and a QR code icon. By tapping the two icons, users can switch between the software keyboard and the QR code.

The QR code includes all the necessary information to identify the printing device and the MyQ server where the device is connected to.

The MyQ mobile application is available for free, both for mobile phones with Android and iOS.

If the Sharp Luna web service is restarted on a device without an HDD, the QR code is not immediately displayed; it is displayed after a few seconds.

3.7 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*).

Check Terminal packages[4] in the MyQ Print Server guide for further details.

Uninstalling the terminal

MyQ embedded terminals can be remotely uninstalled on the MyQ web administrator interface.

- Go to **MyQ, Settings, Configuration Profiles**.
- Choose the profile and click **Edit** (or double-click, or right click and **Edit**).
- The properties panel opens on the right side. In the **General** tab, under **Terminal**, change the **Terminal type** to *No Terminal*.
- Click **Save**.

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

4 Licenses

The total number of embedded terminals that can run at the same time is equal to the number allowed by the embedded terminal licenses. If the number of embedded licenses at the server is exhausted, the terminal is deactivated. As a result, users cannot log in to this terminal.

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*[5] in the *MyQ Print Server* guide.

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

5 Personalization

On the **Personalization** settings tab in the MyQ Web administrator interface, under **Terminal personalization**, you can customize the overall appearance of the Embedded terminal.

By a few simple steps, you can upload your personal logo or change the color and graphical design of the terminal's actions by importing themes.

If the Sharp Luna web service is restarted on a device without an HDD, the custom logo is not immediately displayed; It is displayed after a few seconds.

Check the MyQ Print Server guide for Personalization Settings[6].

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

6 Terminal Actions

This topic discusses basic features of the terminal called actions and can be accessed from action nodes on the terminal.

The default terminal actions are:

- Print All
- My Jobs
- Unlock Panel
- ID Card Registration (only visible if ID Card is selected as a login method)

For information related to terminal action nodes management, check Terminal Actions Settings[7] on the MyQ Print Server guide.

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.

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

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 & 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.

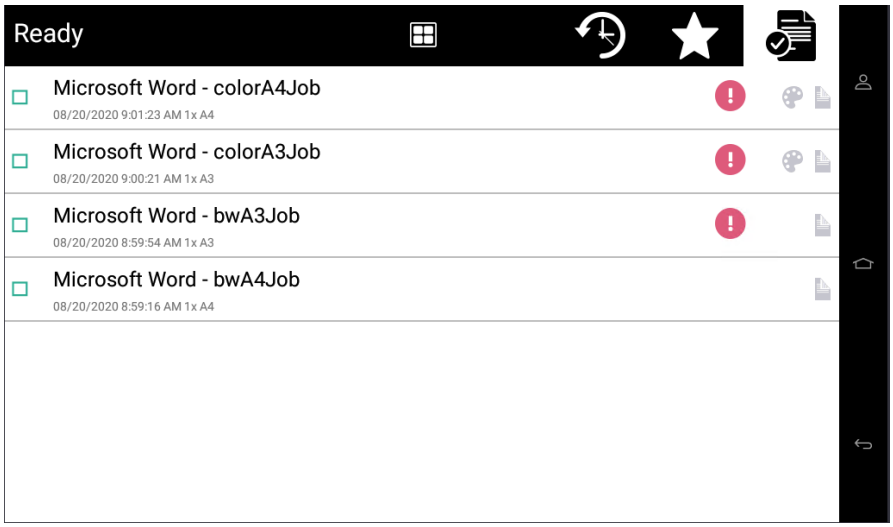
Even if the **Print all jobs after logging in** option is selected on the server, users can disable the feature on the embedded terminal before they log in. This way, each user can individually decide if they want to print the jobs automatically or manually via the **Print all** button.

If the user disables the feature on the terminal and does not log in 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.

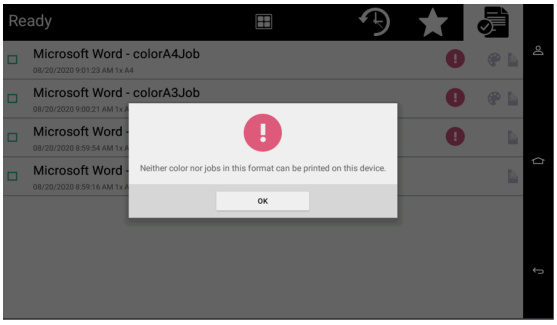


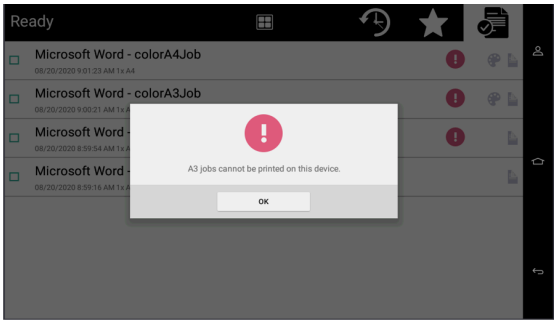
6.2.1 Job Filters

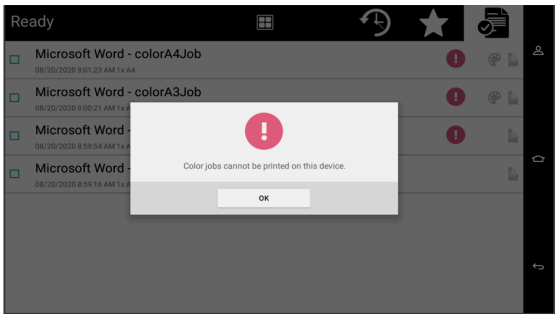
In the MyQ Web administrator interface, in **MyQ, Settings, Printers & Terminals** , under the **General** section, it is possible to **Allow a color job on a B&W printer**, but the job is accounted as B&W. This option is disabled by default.

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.







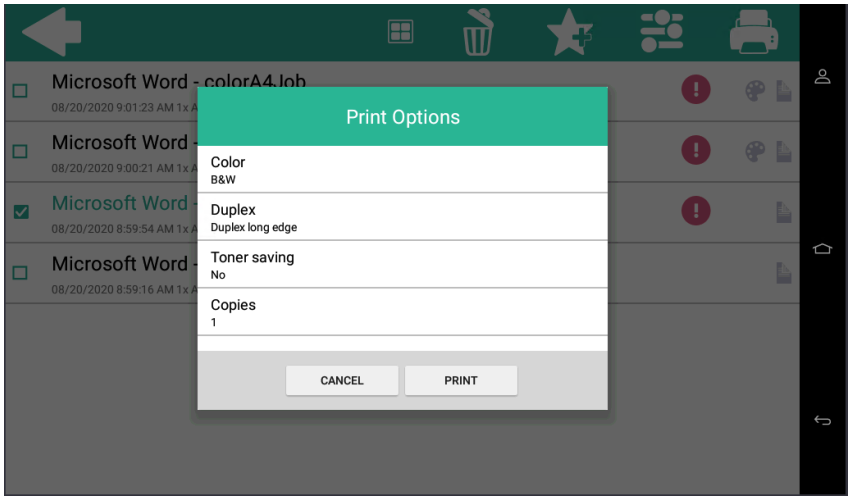
6.2.2 Managing jobs on the My Jobs screen

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:

- **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 change 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.

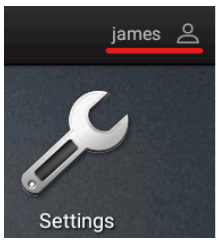


- **Add to favorites**: Tap the star-plus icon to add the selected jobs to your favorites (Visible on the Ready jobs tab and on the Printed jobs tab).
- **Delete from favorites**: Tap the star-minus icon to delete the selected jobs from your favorites (Visible on the Favorite jobs tab).
- **Delete**: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

6.3 Unlock Panel

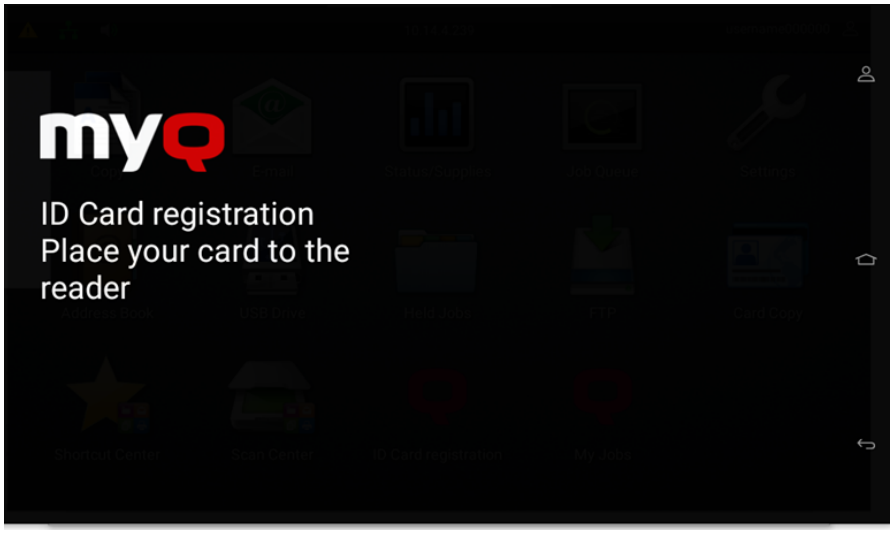
Unlocks the printing device's panel and opens the native device screen. Here it is possible to use panel operations like Panel Copy, Panel Scan or USB operations.

To return to the Top menu, it is possible to use the MyQ icon on the device panel. To log out from the native panel, the user has to press the username in the upper-right corner.



6.4 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. There is **no back button** on the ID card registration screen. To exit the ID card registration screen, use the **Home** button.



If the ID card registration was successful, you will see the "*ID Card registration successful*" message on the terminal.

If the ID card registration was not successful, you will see the "*ID card registration failed. Please contact the administrator*" message on the terminal.

myQ
ID card registration failed
Please contact the
administrator

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.

Scan to Me is a feature that allows users to send scan files to their e-mail address, registered in the Address Book.

7.1 Setting up Scan to Me

The setup of the **Scan to Me** feature consists of the following 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[8] on the MyQ Print Server guide.

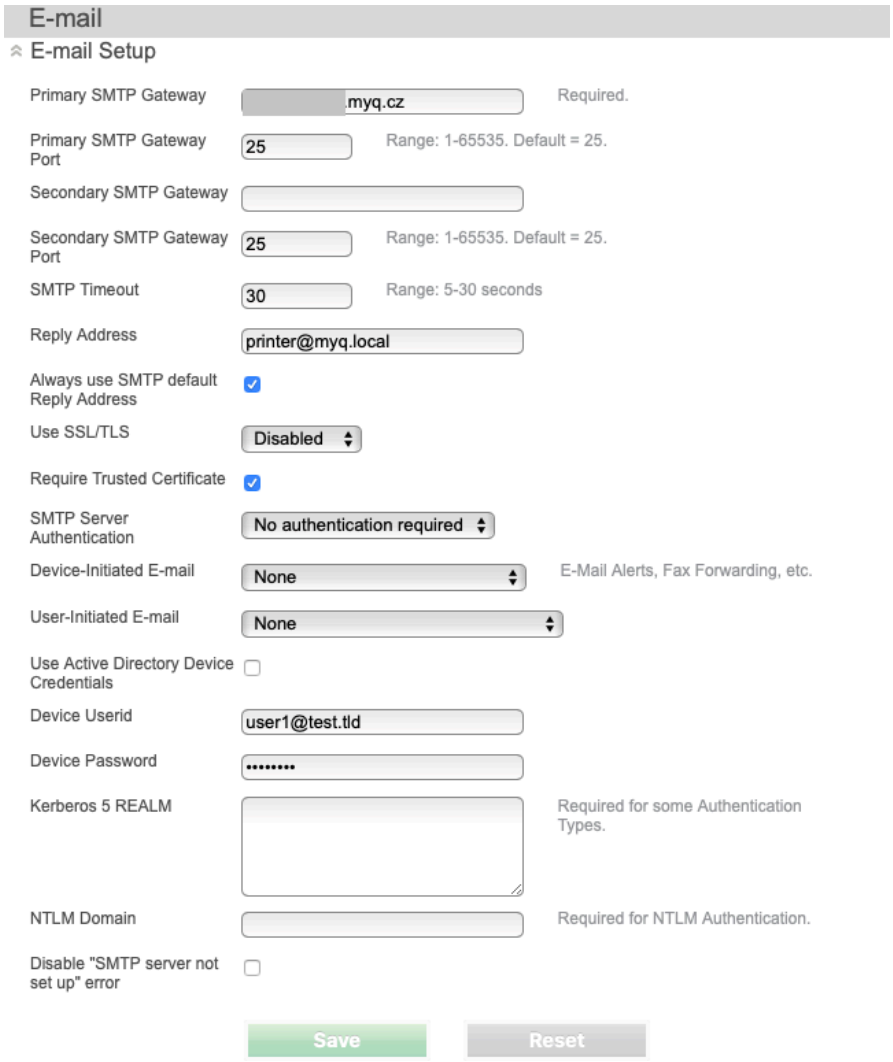
7.1.2 Set SMTP on the printing device

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 setup the email connection in the **Admin menu**:

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

1. Login to the **Admin menu**.
2. Select **Settings - Email**.
3. Use the settings as shown in the picture below where you have to replace the **Primary SMTP Gateway** with your own server.



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[9] 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.

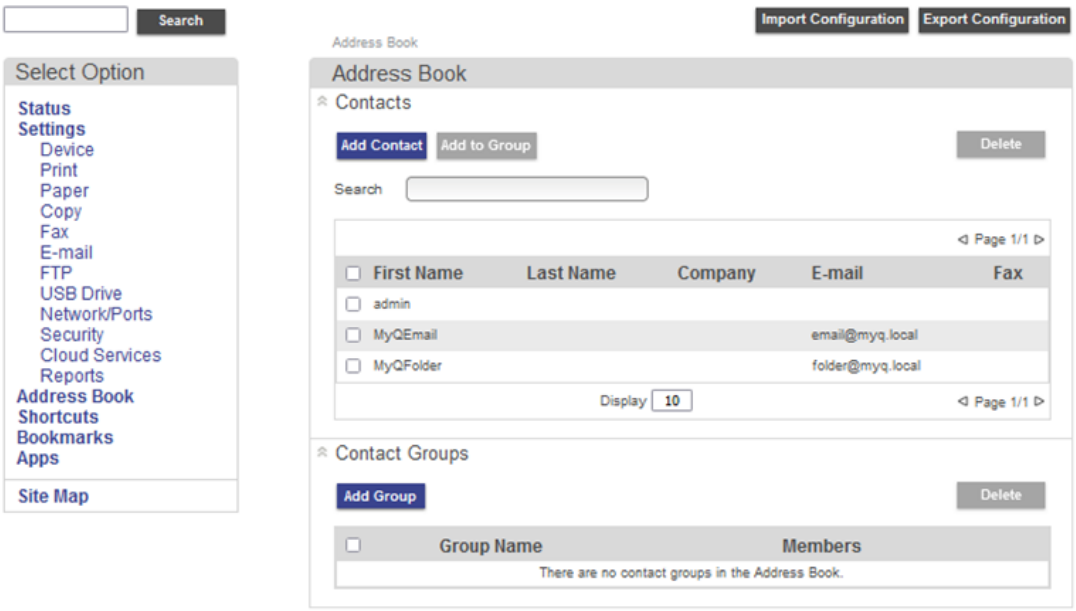
Email addresses for Scan to Me

- **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*.

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 > Address Book, in order to be accessible.

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


Search
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Settings
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Contacts
Add Contact
Add to Group
Delete
Search
Page 1/1
First Name
Last Name
Company
E-mail
Fax
admin
MyQEmail
email@myq.local
MyQFolder
folder@myq.local
Display 10
Page 1/1
Contact Groups
Add Group
Delete
Group Name
Members
There are no contact groups in the Address Book.

8 Business Contacts

MyQ® Manufacturer	**MyQ® spol. s r.o.** Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic ID no. 615 06 133 MyQ® spol. s r.o. is registered in the Commercial Register at the Municipal Court in Prague, file no. C 29842 (hereinafter as "MyQ®")
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10. mailto:info@myq-solution.com
11. mailto:support@myq-solution.com

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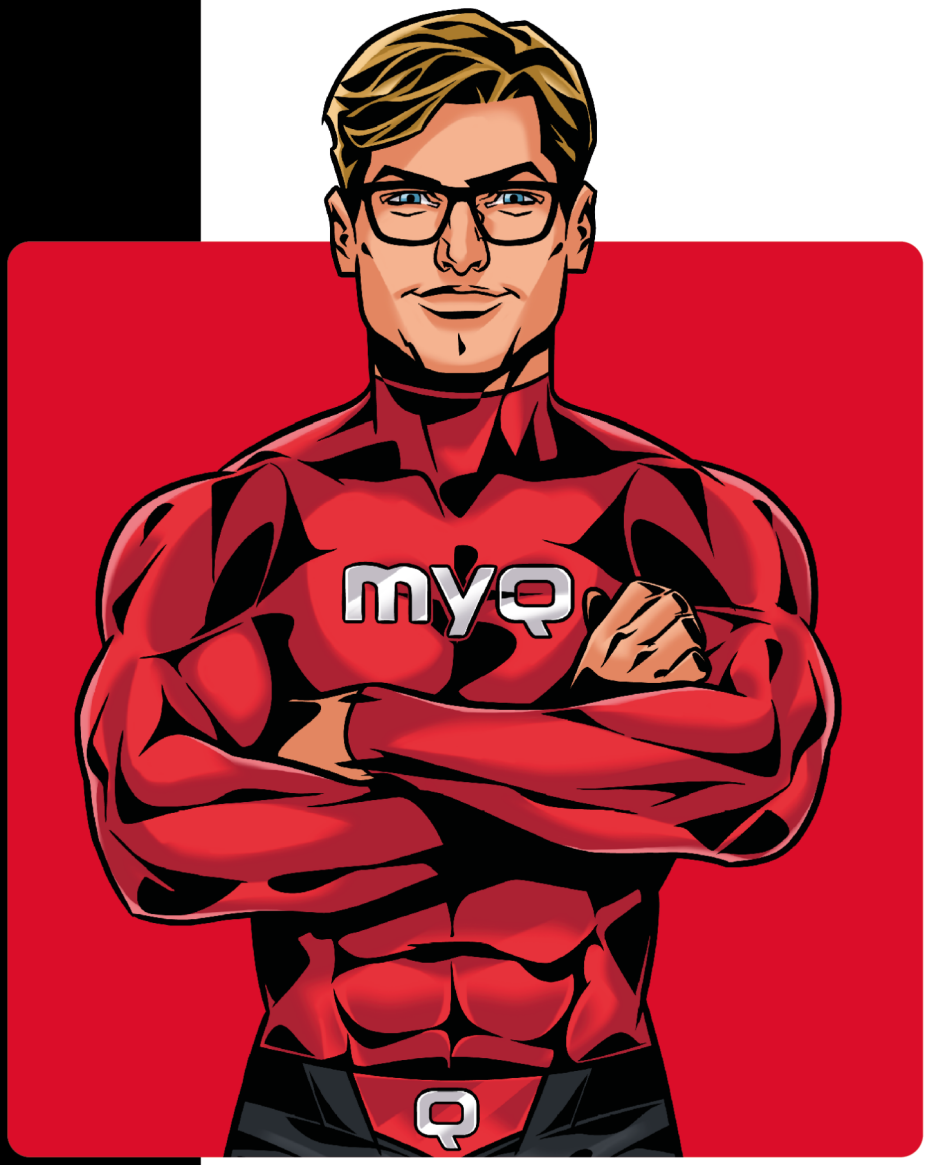

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