



myQ X

MyQ Sharp Luna Embedded 10.1

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MyQ Sharp Luna Embedded Terminal 10.1

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

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

1 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/)¹. 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
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
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

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

Model Name	Color/B&W	Device Type
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 10.1 is supported on MyQ Print server 10.1 and newer

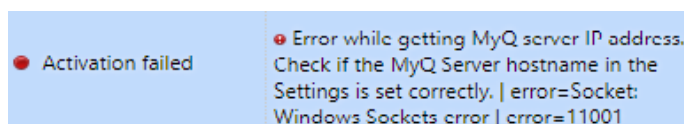


While it is possible to install and use other applications (such as Cloud Connector) on your device alongside MyQ, MyQ must be installed first to prevent issues during remote installation.

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.

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 (10.2) 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
 - Native Screen
- **Local Admin Pin**
Set the PIN number that is used to log in to the terminal as an administrator.



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

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>

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.

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.



Check [Terminal packages](https://docs.myq-solution.com/en/print-server/10.1/printers-and-terminals-settings)⁴ in the MyQ Print Server guide for further details.

Uninstalling the terminal

To Uninstall a Terminal Remotely

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

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

3.8 Troubleshooting

If you receive the error “Email SMTP server not set up. Contact system administrator.” in the **Device Web UI** go to **Settings > Device > Notifications > Email Alerts Setup** and **Enable** the setting **Disable “SMTP server not set up” error**.

Email Alerts Setup

Email Setup

For more information on setting up Email, go to the [Lexmark Information Center](#).

Primary SMTP Gateway Required.

Primary SMTP Gateway Port Range: 1-65535. Default = 25.

Secondary SMTP Gateway

Secondary SMTP Gateway Port Range: 1-65535. Default = 25.

SMTP Timeout Range: 5-30 seconds

Reply Address

Always use SMTP default Reply Address ☐

Use SSL/TLS Disabled ▾

Require Trusted Certificate ☒

SMTP Server Authentication No authentication required ▾ For OAuth 2.0, go to Set Up OAuth 2.0 to complete registration.

Device-Initiated Email None ▾ Required for sending email alerts and forwarding faxes.

User-Initiated Email None ▾

Use Active Directory Device Credentials ☐

Device Userid

Device Password

Kerberos 5 Realm Required for some Authentication Types.

NTLM Domain Required for NTLM Authentication.

Disable "SMTP server not set up" error ☒

Test Connection

Connection test supports device-based authentication.

Recipient Email Address Required to Test Connection.

Send Test Email to Recipient ☐ Test email supports device-initiated emails only.

4 Admin Menu

From the terminal's **Admin Menu**, you can administer the terminal and change its settings.

Admin Menu	
Server address:	10.0.0.13
Server port:	[-] [+]
Serial Number:	
Admin Login	

The **Admin Login** action unlocks the printing device panel. With the panel unlocked, the printing device's default screen opens, and all the device features are accessible. Pages printed and scanned in this mode are accounted to the ***unauthenticated** user. Once the panel is unlocked, the device setup can be accessed. When you open the device's panel using the **Admin Login** button, you are automatically granted administrative rights to all its settings.

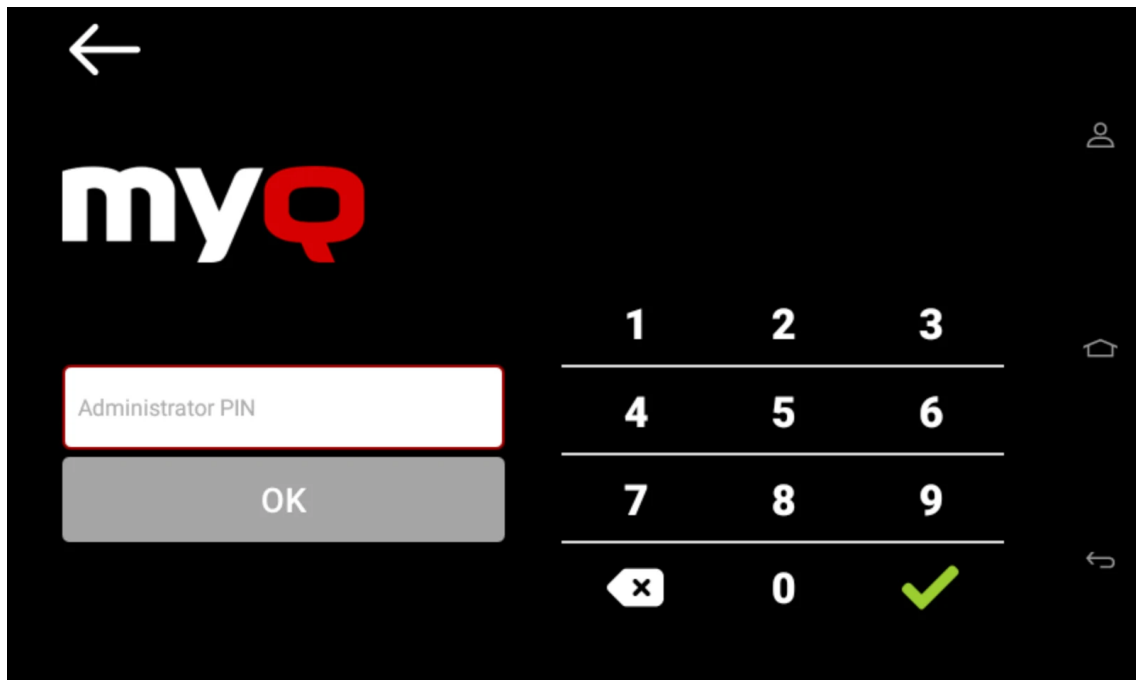
The **Server address** displays the address of the server machine is connected to, it is not possible to change it, **Server port** can be edited.

The **Serial number** displays serial number of the device.

The **Admin Login** will unlock the native panel.

4.1 Entering the Admin Menu

To access the terminal's admin menu, tap the MyQ logo (or custom logo) in the upper-left corner of the panel, and enter the **Administrator PIN**. The default admin PIN is *1087*.



You can change the admin PIN in the printer's configuration profile in the MyQ Web administrator interface.

1. 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).
3. Change the admin PIN in the **Printer Credentials** section, in the **Administrator password** field.
4. Click **Save**. A pop-up window informs you that you need to activate the printer(s) again.

 **Configuration Profile: Profile 1** 

General Terminal Printers

Name: *

Price List:

Fax module: ☐

 **Printer Credentials**

These credentials are used to configure the printer. You can override these defaults in the properties of each printer.

Administrator user name:

Administrator password:

Use device serial number as administrator password: ☐

> Network

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.

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 [Licenses⁵](#) in the *MyQ Print Server* guide.

5. <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 to the embedded terminal.



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

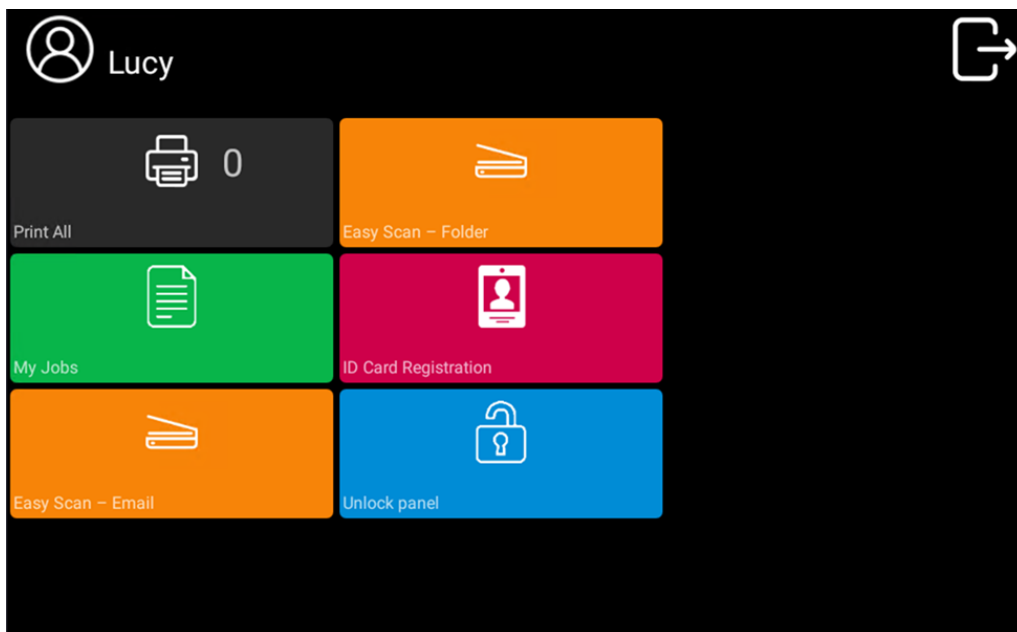
6. <https://docs.myq-solution.com/en/print-server/10.1/personalization-settings>

7 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
- Easy Scan – Email
- Easy Scan – Folder
- ID Card Registration (only visible if ID Card is selected as a login method)
- Unlock Panel



You can also configure the following terminal action nodes:

- Easy Print
- Easy Fax
- Easy Copy
- Recharge Credit
- External Workflow
- Folders

i For information related to terminal action nodes management, check [Terminal Actions Settings](https://docs.myq-solution.com/en/print-server/10.1/terminal-actions-settings)⁷ on the MyQ Print Server guide.

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

7.1 Print All

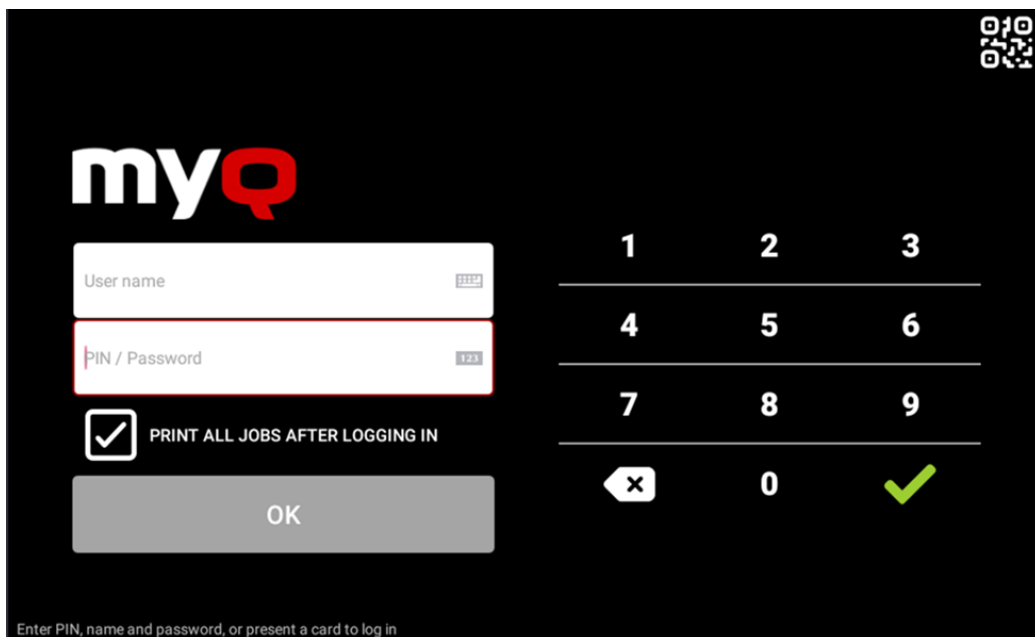
This action prints all jobs that are waiting in queue in the Ready and Paused states, including jobs delegated by other users.

7.1.1 Print all jobs after logging in

As an alternative to the **Print All** terminal action, you can use the **Print all jobs after logging in** feature. Once enabled on the **Printers & 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.

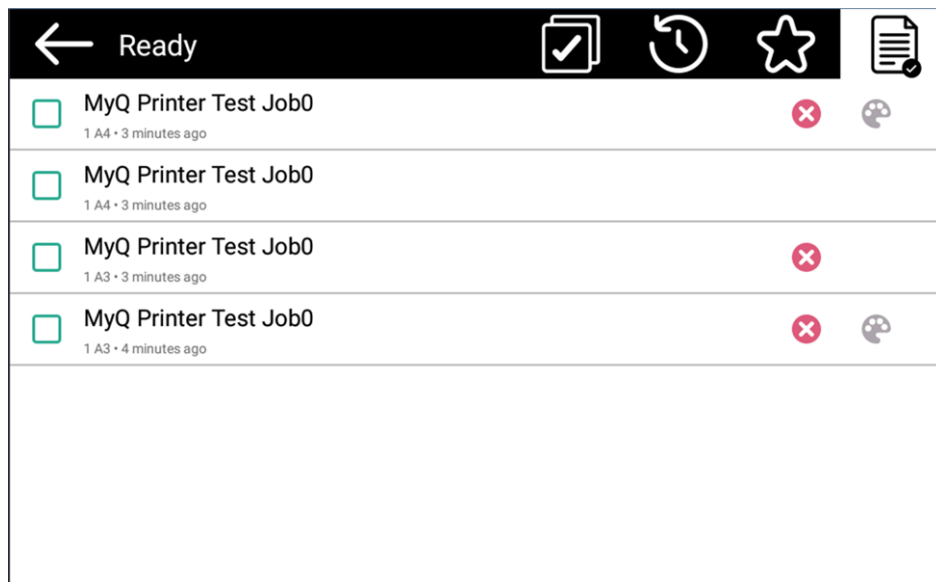


Currently, the same setting on the MyQ Web administrator UI, in **MyQ, Settings, Printers** under the **General** section, is being ignored by the terminal.

7.2 My Jobs

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

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



7.2.1 Job Filters

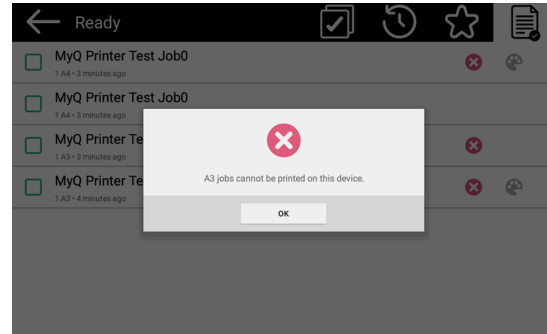
In the MyQ Web administrator interface, in **MyQ, Settings, Printers & Terminals**, under the **General** section, it is possible to **Allow a color job on a B&W printer**, but the job is accounted as B&W. This option is disabled by default.

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.*



7.2.2 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.

i 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.

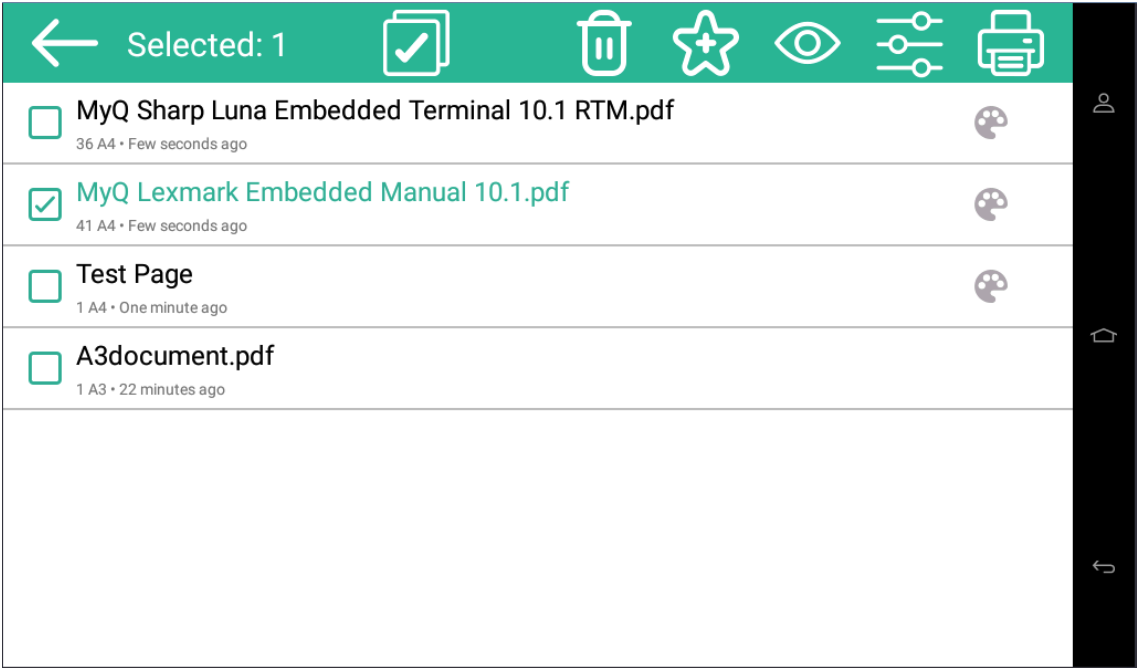
← Print Options 		
Toner saving	No	>
Duplex	Simplex	>
Staple	Unknown	>
Copies	 1 	
Color	B&W	
Punch	Unknown	

- **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.

7.2.3 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 use the back button to return to My Jobs, the forward and backwards buttons to preview more pages, the magnifying glass button to zoom in and out of the previewed page, open the job's print options, and print the job.

7.2.4 Job Roaming

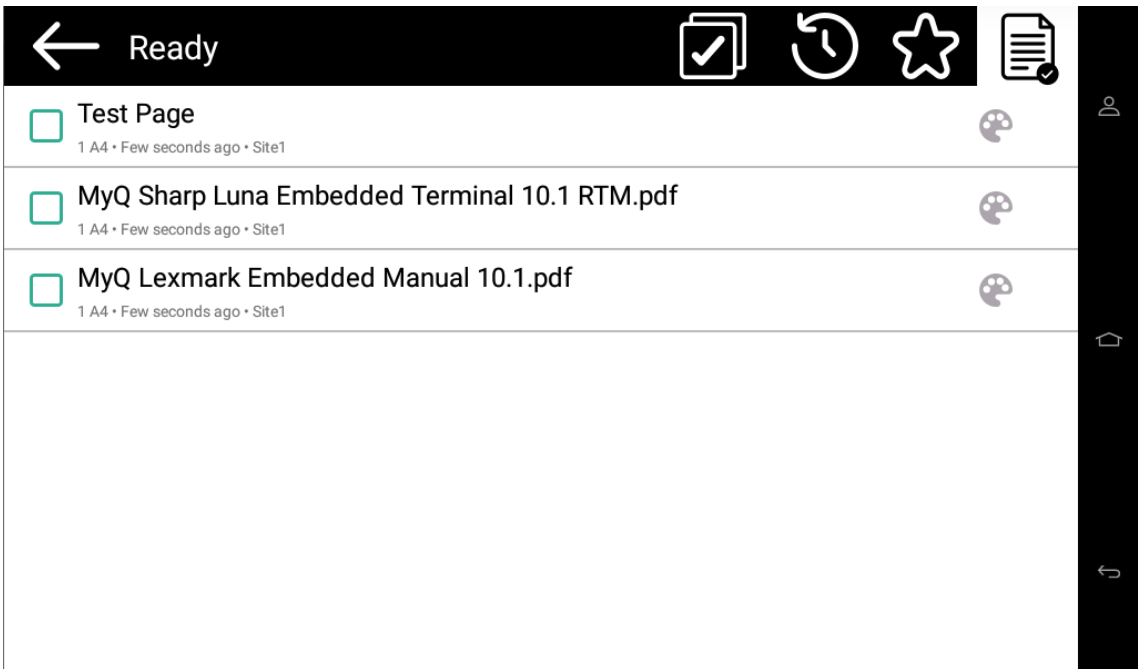
The Job Roaming feature enables users to transfer their jobs from one location to another: jobs sent to one Site can be printed on printing devices at any other Site.

The administrator can choose between a **Separate** and a **Shared** jobs 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.

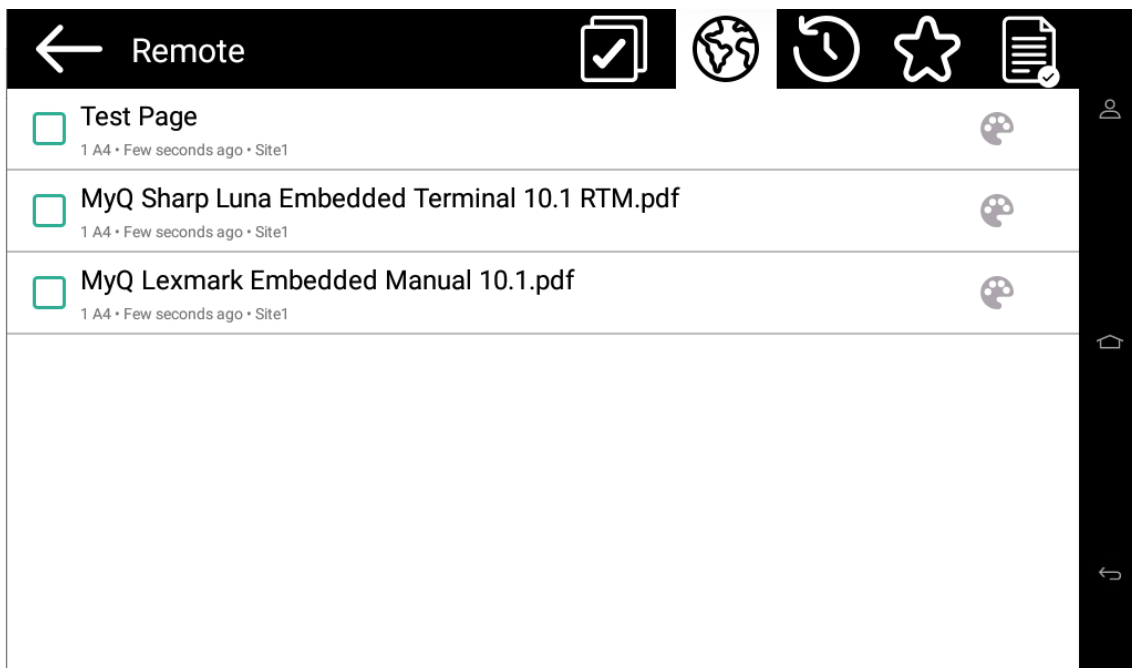
To print the jobs when using a **Shared** jobs list, the user has to take the following steps:

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**.



To print the jobs when using a **Separate** jobs list, the user has to take the following steps:

1. Log in to the embedded terminal.
2. Tap **My Jobs**. The My Jobs screen opens.
3. On the screen, tap the globe icon. The Remote tab opens.
4. The remote jobs are automatically downloaded and can be printed on the current printing device as well as on any other printing device attached to the **Job Roaming** queue.



7.3 Easy Scan

Easy Scan provides scanning with 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 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](https://docs.myq-solution.com/en/print-server/10.1/easy-scan-settings)⁸ in the MyQ Print Server guide.

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

8. <https://docs.myq-solution.com/en/print-server/10.1/easy-scan-settings>

← Easy Scan – Folder ✓		
Resolution	300 dpi	>
Format	PDF	>
Color	Automatic	🔒
Duplex	Single Sided	🔒
Continuous scan	Disabled	🔒
Original Image	Text + Photo	🔒
Original Orientation	Top Edge on Top	🔒

- 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](https://docs.myq-solution.com/en/print-server/10.1/create-custom-parameters)⁹ 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](https://docs.myq-solution.com/en/print-server/10.1/ocr)¹⁰ on the MyQ Print Server guide.

7.3.1 Easy Scan Parameters

Each parameter has a *Default* option. If selected, the actual values are taken from the default scan settings of the printing device and are displayed on the terminal. If the device's default values cannot be mapped to the MyQ scan profile value, *Default* will be displayed.

- **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

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

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

- B&W (two tones) -This is available for the TIFF format only; TIFF is scanned as B&W every time.
 - Automatic
- **Format** - The outgoing file's format. You can select from the following options:
 - PDF
 - JPEG
 - TIFF
- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
 - Single Sided
 - Duplex - binding on top
 - Duplex - binding on side
- **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 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).
- **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
 - Default

Only TIFF format is supported when using Scan separation.

- **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

- Letter
- Legal
- Statement
- Officio II
- **Mixed size** - This parameter enables automatic paper size recognition when different sizes of paper are used during scanning. To be able to use the **Mixed size** setting, the *A4*, *A3*, *Ledger* or *Letter* option must be selected in the **Size** setting. You can select from the following options:
 - On: The **Size** parameter is ignored, and the size of each scanned image is recognized by the printing device.
 - Off: The **Size** parameter is used to decide the size of the scanned image.
- **Continuous scan** - With the continuous scan option *Enabled*, scan jobs are not sent until **Done** is tapped. After clicking **Scan**, the printing device scans another page. You can select from the following:
 - Disabled
 - Enabled

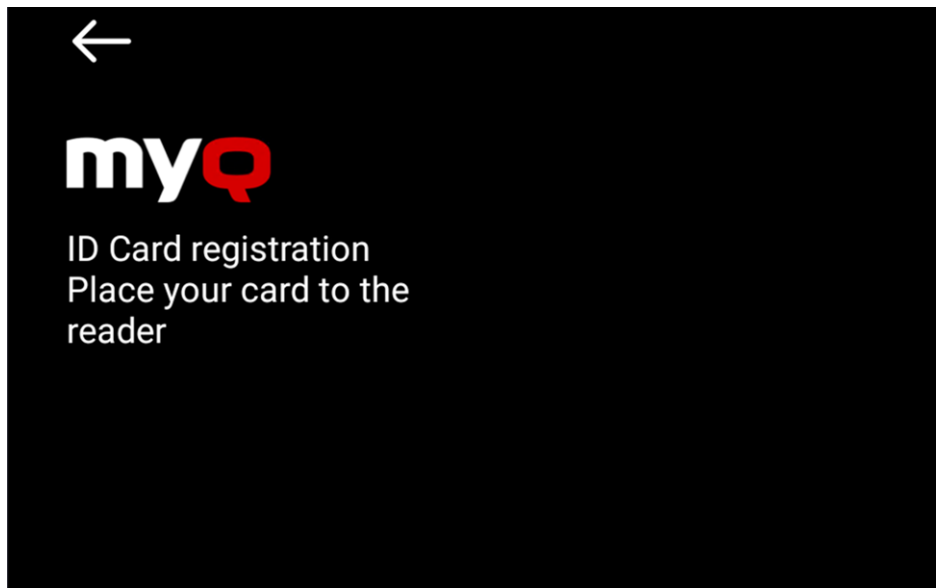


Only PDF format is supported when using continuous scan.

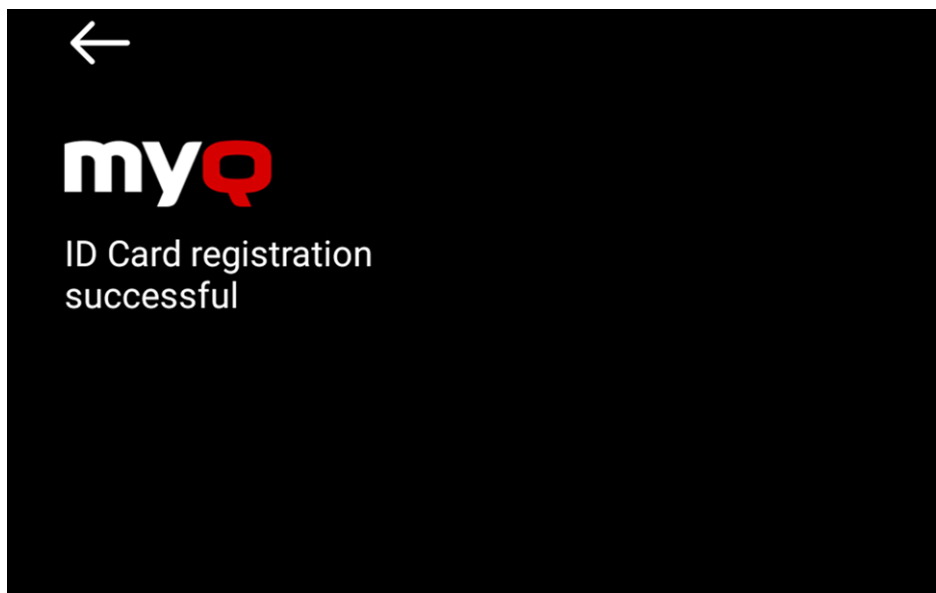
- **Skip blank pages** - With this parameter, you can select to skip blank pages in the scanned document. You can select from the following options:
 - Yes
 - No

7.4 ID Card Registration

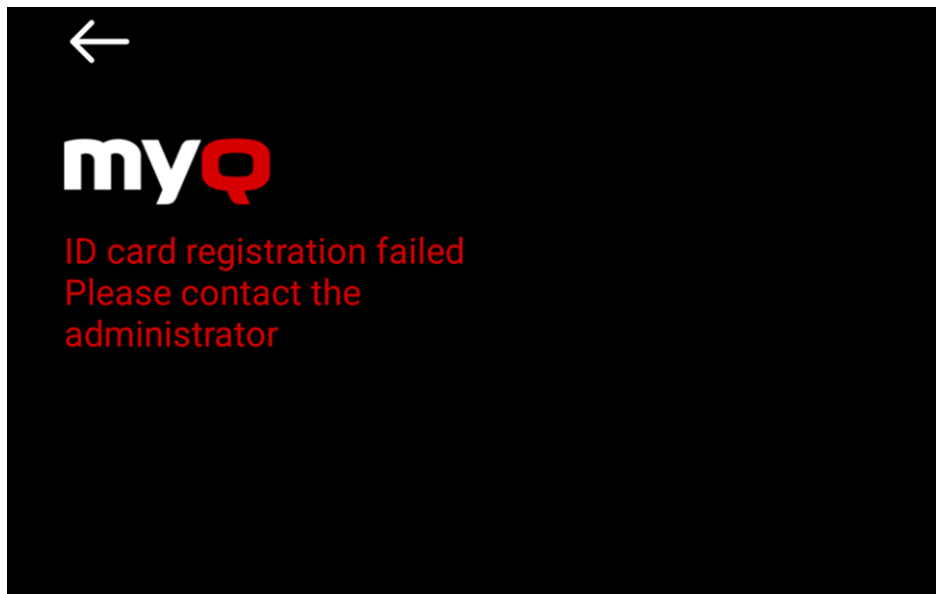
After tapping this action, the ID Card registration screen opens, and the logged user can register their card by swiping it at the card reader. There is **no back button** on the ID card registration screen. To exit the ID card registration screen, use the **Home** button.



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.



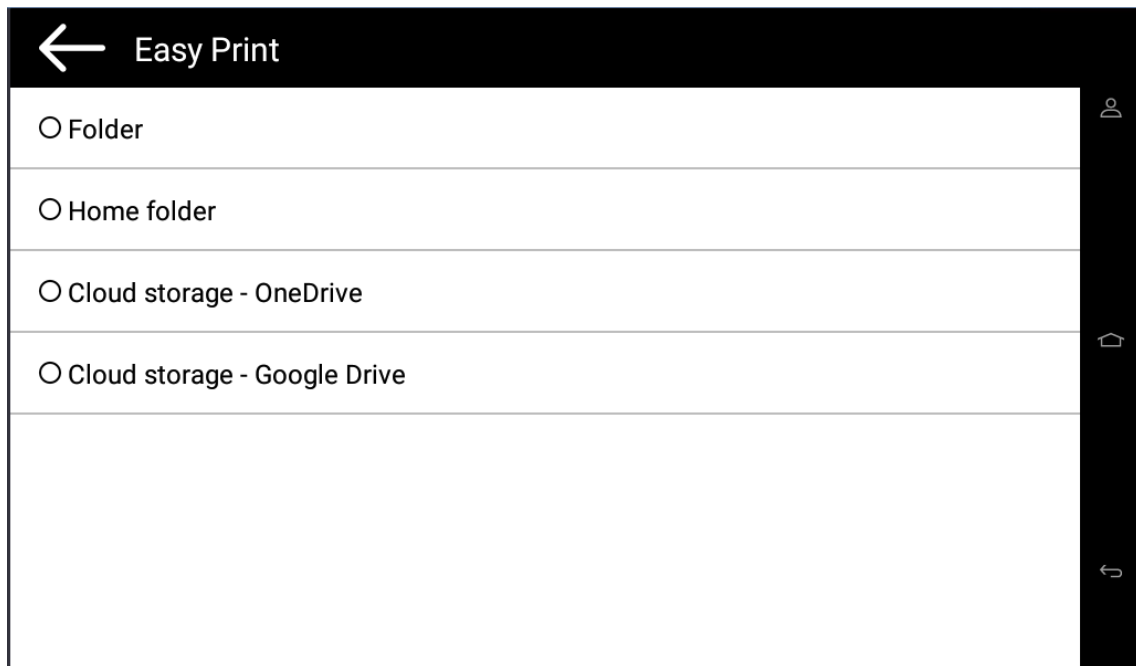
7.5 Easy Print

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

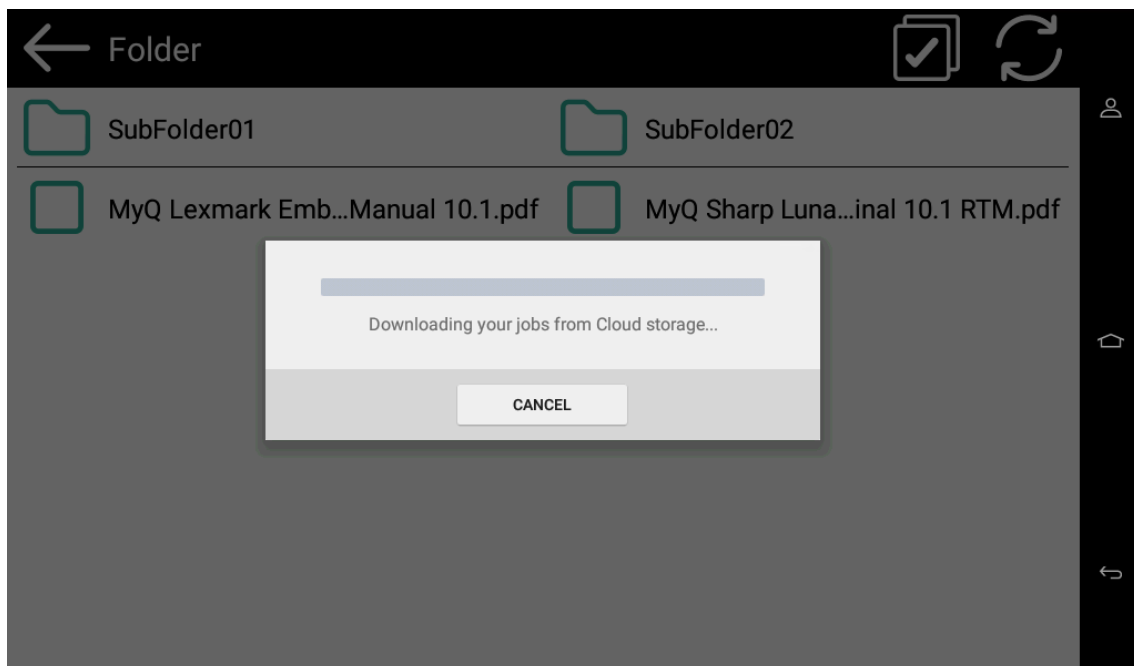
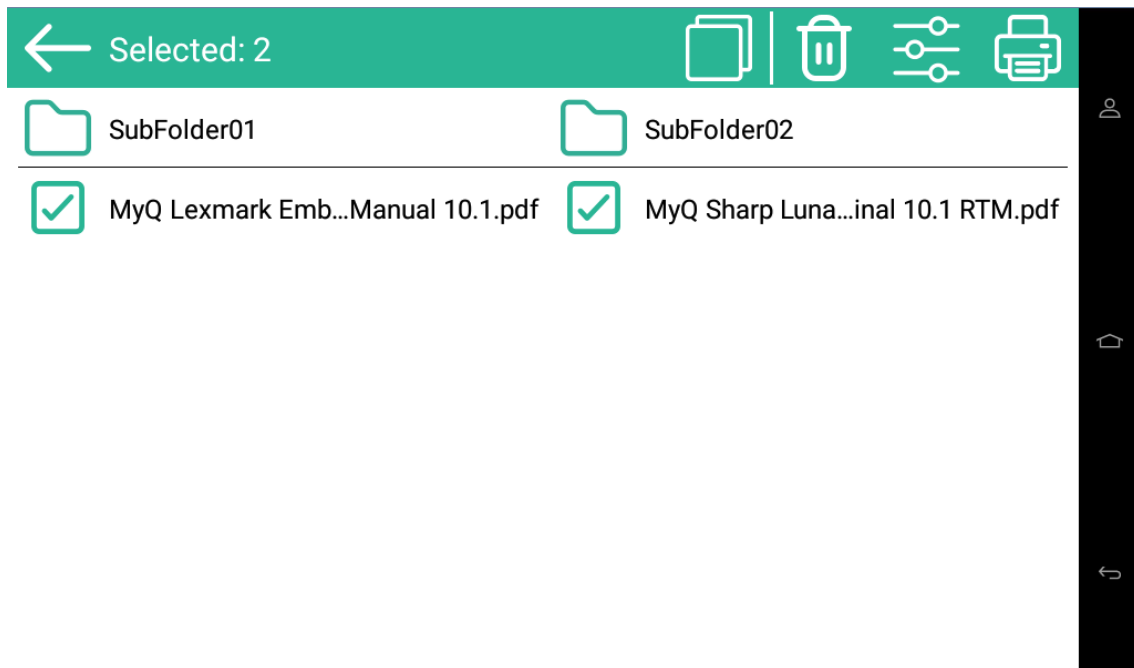
i For information on how to configure the **Easy Print** action, check [Easy Print settings](#)¹¹ in the MyQ Print Server guide.

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

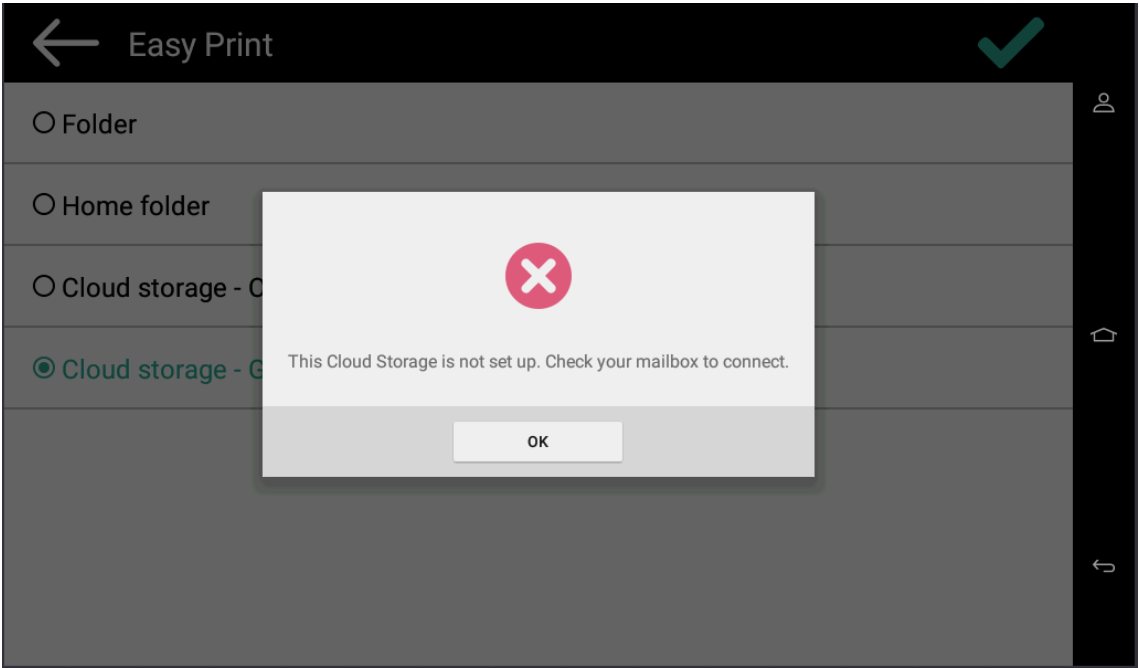
11. <https://docs.myq-solution.com/en/print-server/10.1/easy-print-settings>



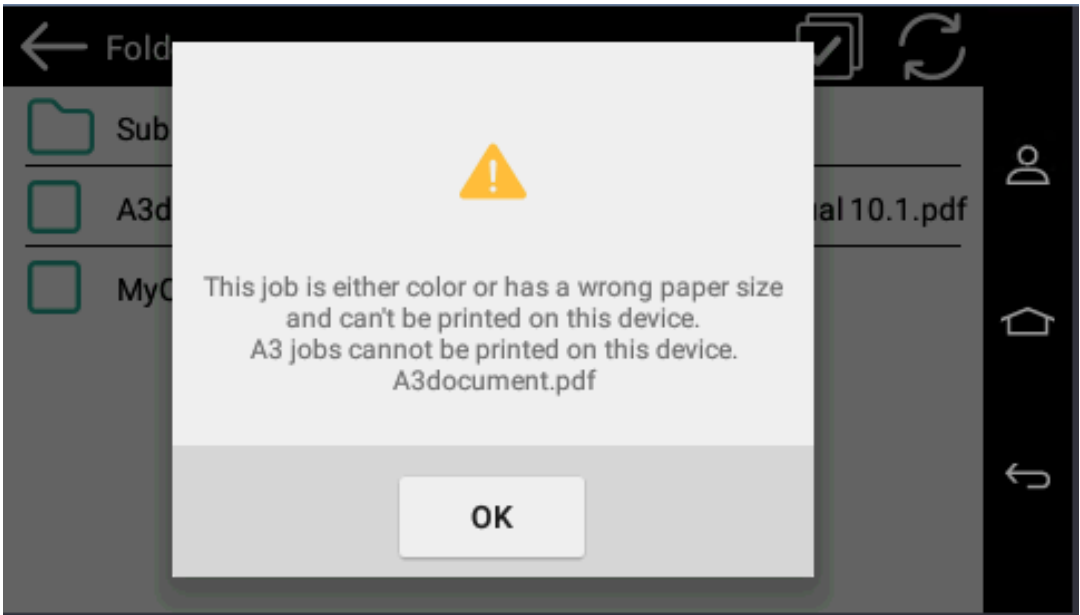
After pressing the print button, the files are downloaded from the destination to the server, processed through the default Easy Print queue, and released immediately to the printer without any further interaction. It is also possible to cancel the whole downloading and printing process. In this case,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



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



If a job cannot be printed, the error message with the explanation appears on the terminal.



7.6 Easy Copy

The Easy Copy terminal action allows you to copy with one click. After the user taps this action, the page is immediately copied.

 You can define the copy parameters in the MyQ web administrator interface, described in [Easy Copy settings](#)¹² in the MyQ Print Server guide.

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

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

7.6.1 Easy Copy Parameters

← Easy Copy

✓

Copies	− 1 +	
Color	Automatic	
Duplex	Single Sided	
Original Orientation	Top Edge on Top	
Size	Automatic	
Mixed size	On	
Skip Blank Pages	No	



- **Copies** - Predefine the number of copies to be available 1-99.
- **Color** - Color scale of the outgoing file. You can select from the following options:
 - Color
 - Monochrome

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

- Automatic
- **Duplex** - Simplex and Duplex scanning options. You can select from the following options:
 - Single Sided
 - Duplex
 - 1-sided to 2-sided
 - 2-sided to 1-sided
- **Original Orientation** - Determines the page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
 - Top Edge on Top: The page is displayed in a horizontal position (top edge of the page opposite to the person).
 - Top Edge on Left: The page is displayed in a vertical position (top edge of the page on the left-hand side of the person).
- **Size** - Size of the scanned input. It determines the size of the scanning area; therefore, it should correspond to the actual size of the scanned paper. You can select from the following options:
 - Automatic
 - A3
 - A4
 - A5
 - A6
 - B4
 - B5
 - Letter
 - Legal
 - Statement
 - Oficio II
- **Skip blank pages** - With this parameter, you can select to skip blank pages in the copied document. You can select from the following options:
 - Default
 - Yes
 - No
- **Mixed size** - This parameter enables automatic paper size recognition when different sizes of paper are used during copying.
 - Yes: The output paper size parameter will be ignored and be decided by the device itself depending on the scanned image size.
 - No: The output paper size must be set (everything but Auto) and the image will be zoomed and scanned to the same size.
 - Default

i Easy Copy has limitation in Sharp Luna and that is, that the Easy Copy is counted in machine counters as scan + print. In MyQ X, the job is accounted as Copy.

7.7 Easy Fax

Two-step faxing. You can define the fax parameters in MyQ.

With the Easy Fax feature, users can fax their scanned documents in just two steps; all they need to do is tap the Easy Fax button on the home screen of the embedded terminal and then type the fax number.

By adding multiple Easy Fax action nodes and giving rights to different users or groups, you can create a variety of faxing options for the selected users and groups.

On the **Parameters** tab, you can select from a number of options for each parameter. All parameters are dependent on the particular printing device type capabilities. Therefore, some values might not be available on specific machines.

7.7.1 Easy Fax Parameters

- **Fax resolution** - Resolution of the outgoing fax file. You can select from the following options:
 - Normal
 - Fine
 - Super Fine
 - Ultra Fine
- **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
- **Density** - Density of the picture in the outgoing file. The higher the value is, the darker the resulting picture is. You can select from the following options:
 - Automatic
 - Lowest
 - Lower
 - Low
 - Normal
 - High
 - Higher
 - Highest

- **Size** - Size of the scanned input. It determines the size of the scanning area; therefore, it should correspond to the actual size of the scanned paper. You can select from the following options:
 - A3
 - A4
 - A5
 - A6
 - B4
 - B5
 - B6
 - Ledger
 - Letter
 - Legal
 - Statement
 - Oficio II
 - Automatic
- **Original Orientation** - Determines the page's orientation in the outgoing file. The paper's position is relative to the person standing at the printing device. You can select from the following options:
 - Top Edge on Top
 - Top Edge on Left

7.7.2 Limitations

- Continuous scan is possible and automatically selected from flatbed only with native UI dialogs. It is not available on ADF.
- Easy Fax supports Single Sided mode only. Duplex Easy Fax is not possible.

Prevent unwanted behavior when telephone line is not connected

Use the following procedure to prevent unwanted behavior when the telephone line is not connected.

1. Go to **Device Web UI > Settings > Fax > Fax Setup** and configure these settings:
 - **Enable Line Connected Detection:** Enabled
 - **Fax Transport:** Analog
2. Go to **Device web UI > Settings > Fax > Fax Setup > Fax Log Settings** and configure these settings:
 - **Receive Error Log:** Print on Error

Settings > Fax > Fax Setup

Fax Setup

General Fax Settings

Fax Name	29	
Fax Number	2000000000	Valid Characters: 0-9, +, and space.
Fax ID	Fax Name	
Memory Use	Equal	
Cancel Faxes	Allow	
Fax Number Masking	Off	When number masking is on, the Redial button is disabled.
Digits to Mask	0	Range: 0-58
Enable Line Connected Detection	☒	
Optimize Fax Compatibility	Start	
Fax Transport	Analog	A fax card must be installed to use Analog Fax. The etherFAX option requires subscription.

Fax Log Settings

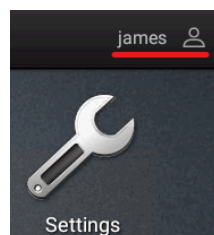
Transmission Log Frequency	Never
Receive Error Log	Print on Error
Auto Print Logs	☒
Log Paper Source	Tray 1
Logs Display	Remote Fax Name
Enable Job Log	☒
Enable Call Log	☒
Log Output Bin	Standard Bin

7.8 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.



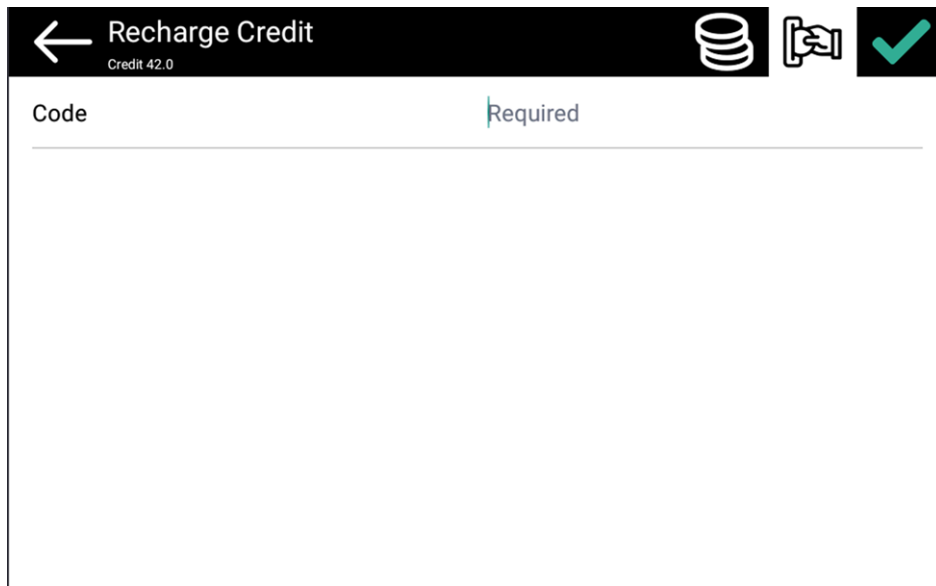
To return to the Top menu, it is possible to use the MyQ icon on the device panel. To log out from the native panel, the user has to press the username in the upper-right corner.



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.



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

7.10 Folders

Terminal actions can be put into folders. Folders can be used to optimize the layout of the terminal screen or to enable users to access a larger number of actions. For example, you can place multiple Easy Scan actions with different destinations under one Easy Scan folder.

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

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

7.11 External Workflow

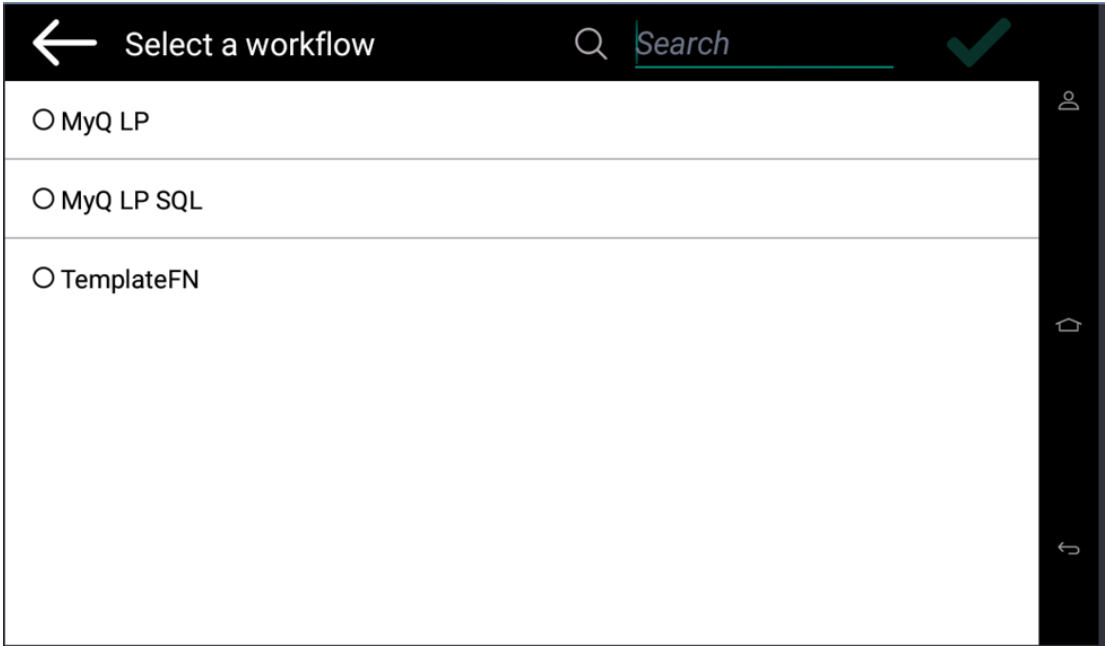
By tapping this terminal action, users are connected to external providers of workflows, such as ScannerVision. The workflow ensures that the user performs certain predefined actions before their document is scanned.



External Workflow requires MyQ Print server 10.2 patch 10 or later.

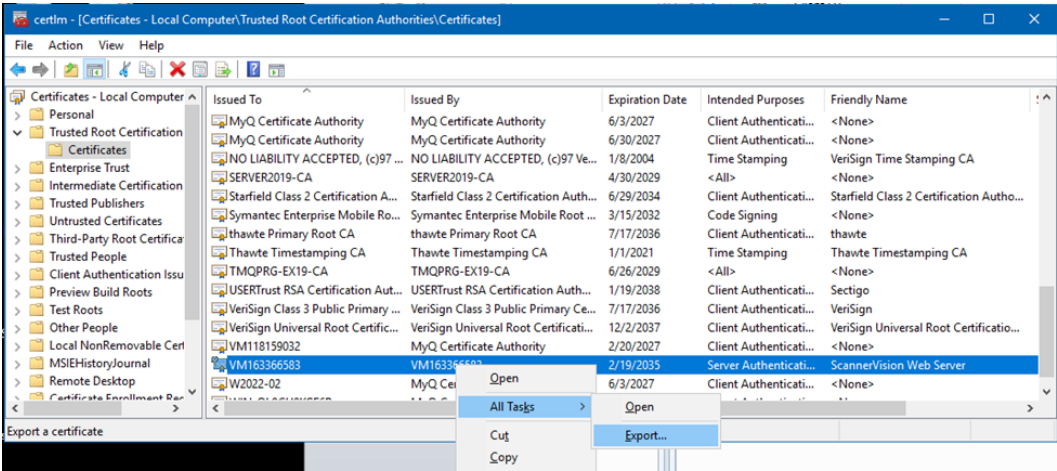
An external workflow enables a connection to external providers such as ScannerVision. The workflow is based on existing scan profile workflows, while processing moves from MyQ to an external server.

The external workflow can provide the embedded terminal with scan settings and metadata that need to be filled in before scan execution. The questions are shown to the user one by one and they are specifically set for every workflow.



7.11.1 Use ScannerVision as an External Workflow

- 1. Export the ScannerVision web server certificate with the private key.



- 2. Install the exported ScannerVision certificate on the system where the MyQ server is installed.

- 3. On the MyQ print server, run System Maintenance. Go to **Settings > Task Scheduler > System Maintenance**, and click **Run**.
- 4. Restart all MyQ services. Open **MyQ Easy Config**, go to **Services** and click **Restart All**.

7.11.2 Limitations

- The only supported authentication method for the Client on the ScannerVision server is **None**. MyQ Authentication method or ScannerVision method are not supported.

For more information, see (10.2) MyQ Smart Workflows in the MyQ Print Server guide.

7.12 ID Card Copy

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

The following parameters can be set:

- **Copies** - Number of printed copies.
- **Color** - Select from color, monochrome or gray scale.
- **Size** – Select from A4, A5 and Letter.

← ID Card Copy

✓

Copies	− 1 +
Color	Auto >
Size	A4 >

Place the front of the ID card to the platen

When you copy an ID card using the Embedded Terminal, the front and back images are printed side by side in landscape orientation and aligned to the right.

The layout may differ from ID card copies made using the native panel.

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.

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

8.1 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.

8.1.1 Enable and set up scanning on the MyQ server

 For details, check [Scan to Me](#)¹³ 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 setup the email connection in the **Admin menu**:

13. <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.

E-mail

⌕ E-mail Setup

Primary SMTP Gateway Required.

Primary SMTP Gateway Port Range: 1-65535. Default = 25.

Secondary SMTP Gateway

Secondary SMTP Gateway Port Range: 1-65535. Default = 25.

SMTP Timeout Range: 5-30 seconds

Reply Address

Always use SMTP default Reply Address ☒

Use SSL/TLS Disabled ▾

Require Trusted Certificate ☒

SMTP Server Authentication No authentication required ▾

Device-Initiated E-mail None ▾ E-Mail Alerts, Fax Forwarding, etc.

User-Initiated E-mail None ▾

Use Active Directory Device Credentials ☐

Device Userid

Device Password

Kerberos 5 REALM Required for some Authentication Types.

NTLM Domain Required for NTLM Authentication.

Disable "SMTP server not set up" error ☐

Save
Reset

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

i For details, check [Set the destinations for the MyQ users on the MyQ Server](#)¹⁴ on the MyQ Print Server guide.

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

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*.

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.

Search

Select Option

Status

Settings

Device

Print

Paper

Copy

Fax

E-mail

FTP

USB Drive

Network/Ports

Security

Cloud Services

Reports

Address Book

Shortcuts

Bookmarks

Apps

Site Map

Import Configuration

Export Configuration

Address Book

Address Book

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.		

9 Accounting

For the users accounting settings, 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.

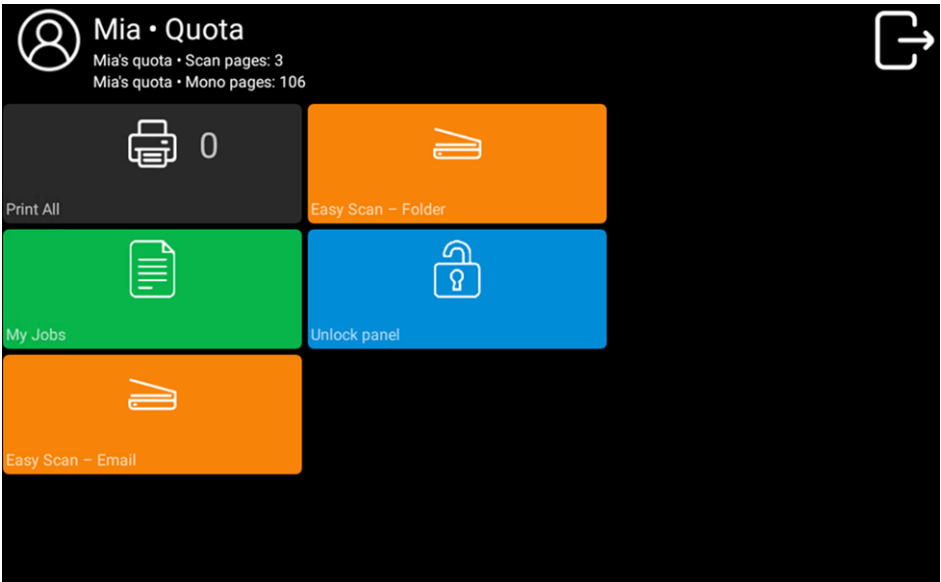

Select Account

☐ Local credit account (3.4)

☐ Quota (10648 total / 35 color / 106 mono / 3 scan)

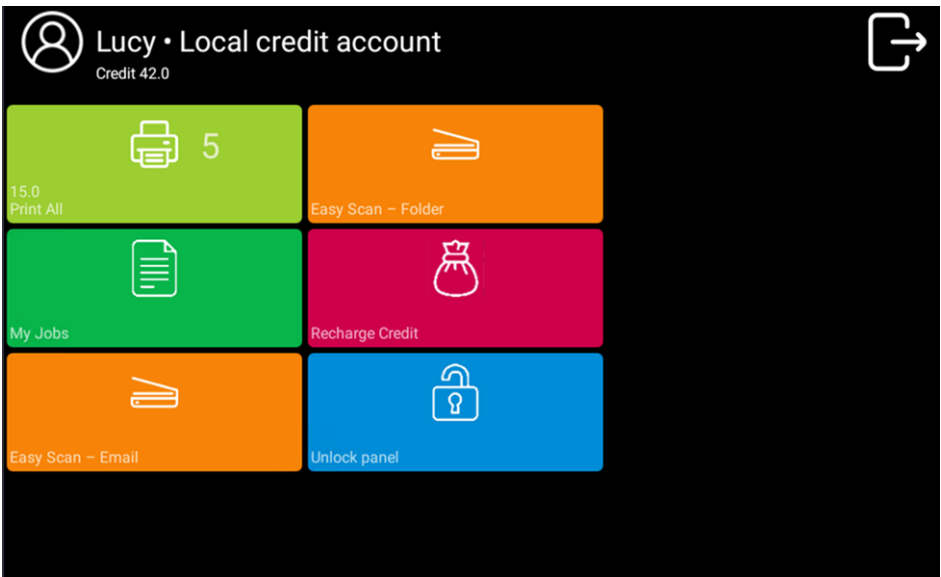
15. <https://docs.myq-solution.com/en/print-server/10.1/accounting-settings>

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.

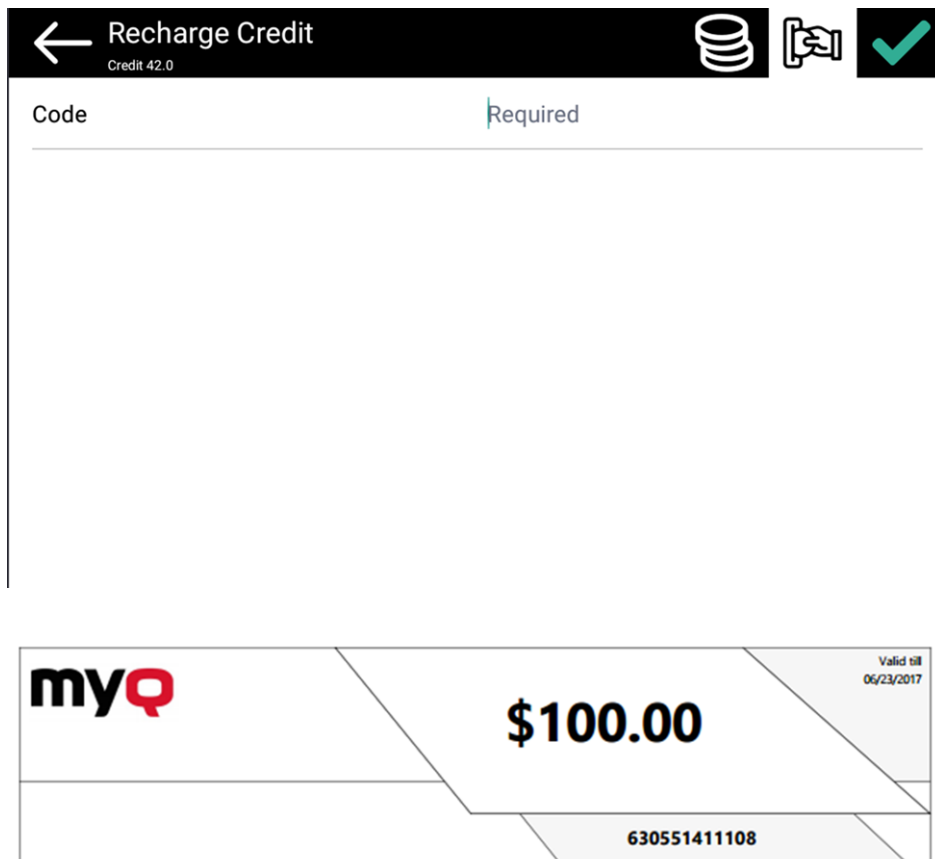


 For more information, see [Credit¹⁶](#) in the MyQ Print Server guide.

 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.



The screenshot shows the 'Recharge Credit' screen with a back arrow, the title 'Recharge Credit', and a 'Credit 42.0' status. In the top right corner, there are icons for a coin, a hand holding a coin, and a green checkmark. Below the title is a text input field labeled 'Code' with a 'Required' hint. Below the screen, a sample voucher is shown with the 'myQ' logo, a value of '\$100.00', a validity date of 'Valid till 06/23/2017', and a code '630551411108'.

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

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

←

Recharge Credit

Credit 42.0

Page Format

A4

>

	1-sided		2-sided	
	Black & White	Color	Black & White	Color
Print	1.0	3.0	1.0	3.0
Copy	1.0	3.0	1.0	3.0
Scan	1.0			

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.

Tom • Local credit account

Credit 0.0

5

15.0

low credit

low credit

My Jobs

Unlock panel

low credit

53



9.1.3 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.

9.1.4 Print jobs with additional information from the job parser

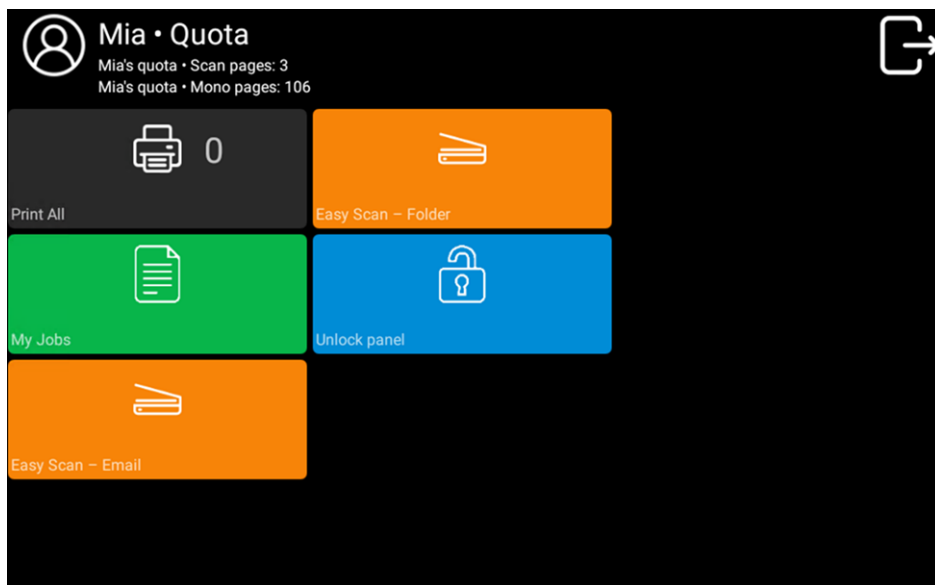
Print jobs received with the job parser activated, include additional information such as number of pages, color and price.

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.

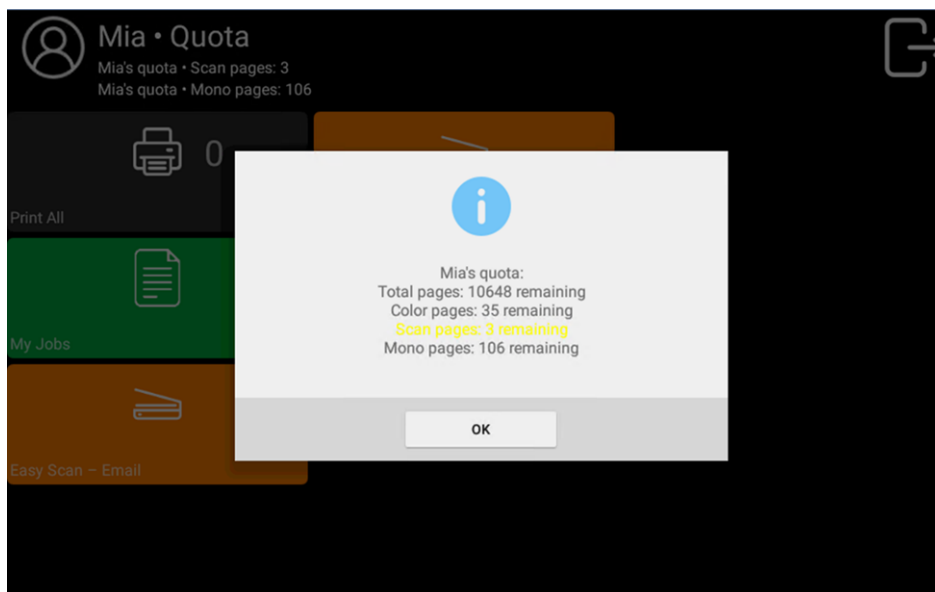
If a job does not include additional information from the job parser, users can start it as long as their credit is not equal to or below 0.

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*, *Color copy*, 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, see [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.

9.2.1 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.

9.2.2 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.

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 X Mobile Client application.

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

Ready

MyQ Printer Test Job4

1 A4 • One minute ago • Project 1

MyQ Printer Test Job1

1 A4 • One minute ago • Project 2

MyQ Printer Test Job2

1 A4 • One minute ago • No Project

MyQ Printer Test Job3

1 A4 • One minute ago • project not selected

MyQ Printer Test Job0

1 A4 • One minute ago • project not selected

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

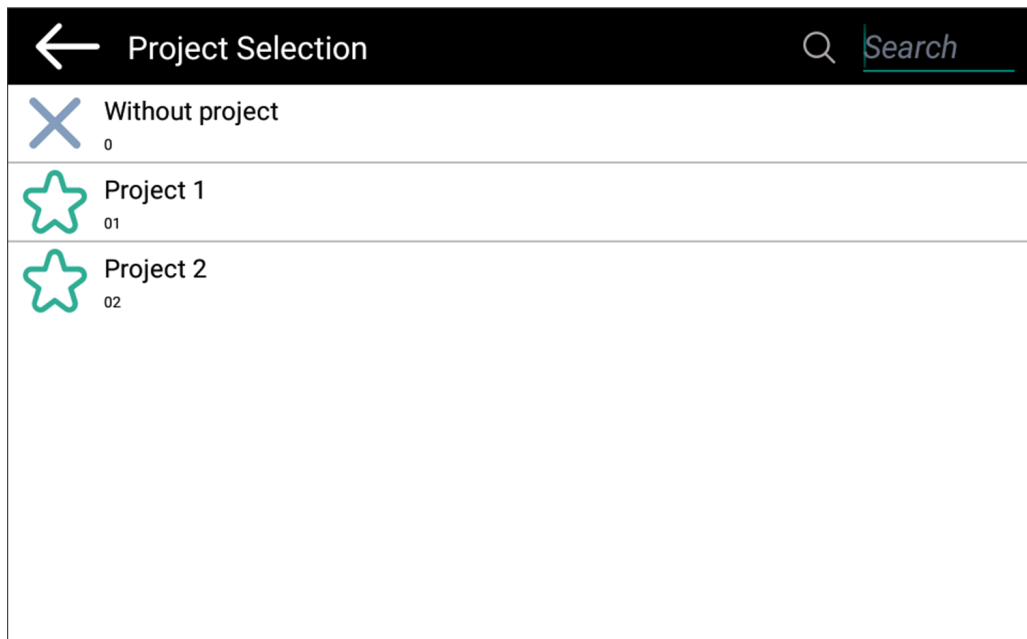
9.3.1 Assigning projects to print jobs

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 *No project* option, if printing without project is allowed) to be allowed to print it.

Jobs with projects assigned to them are immediately printed.

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



Print All

If all the jobs waiting in queue have projects already assigned by MyQ Desktop Client, MyQ Web administrator interface or the MyQ X Mobile Client 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 *No project* option, if printing without project is allowed) to be allowed to print the jobs. The selected project (or the *No 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 *No 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. The project is then assigned to all jobs scanned on the panel.

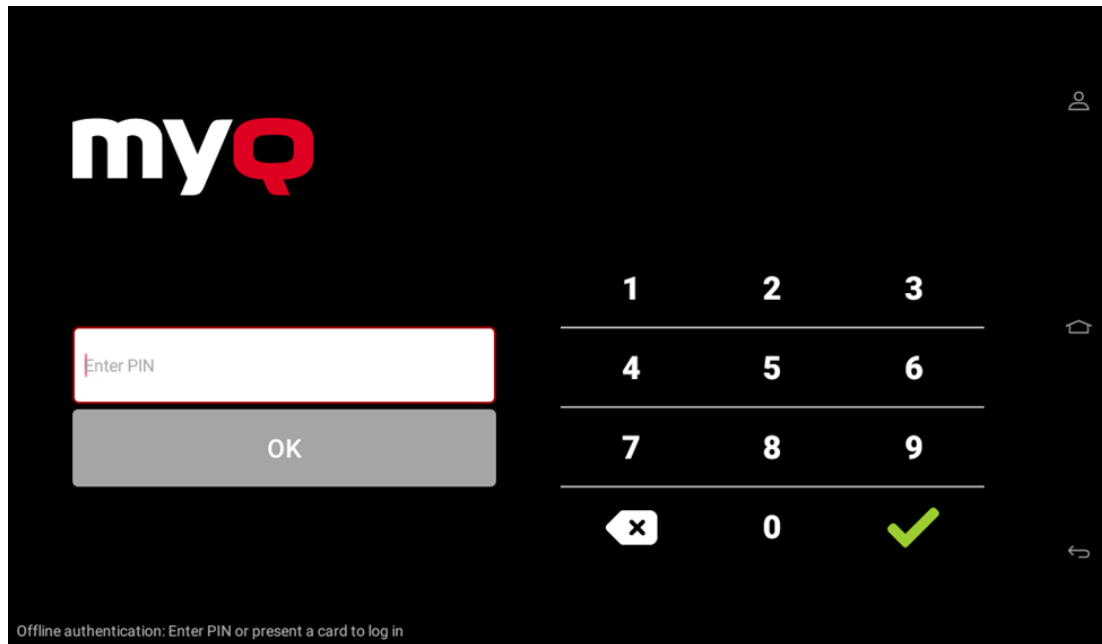
The **Scan without project** feature is supported for Easy Scan only. It is not supported for Panel Scan.

Assigning projects on the Panel Fax screen

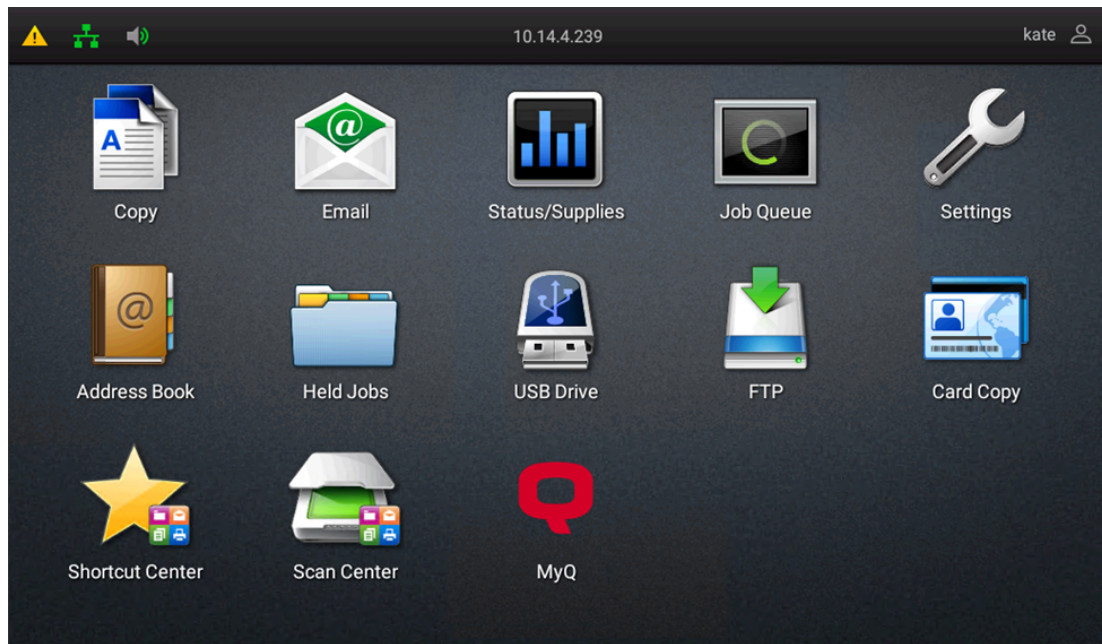
After tapping the **Fax** button on the **Panel Fax** screen, the user is immediately redirected to the Project selection screen where they need to select the project (or the *No project* option).

10 Offline Login

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



User information, including credentials, are cached on the device and if the server is unavailable, the cached data is used for user authentication. Users can then log in and perform all native device actions. The device native screen is displayed when an offline user session is starts.



10.1 Requirements

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

10.2 Limitations

- Only native panel operations are available (Panel Copy, Panel Scan, USB Print, USB Scan, Panel Fax).
- Printing via MyQ and Print All after login are not supported.
- Credit is not supported.
- Quota is not supported.
- Projects are not supported.

For details on enabling and configuring this feature, see [Offline Login](#)¹⁹ in the MyQ Print Server guide.

10.2.1 Scan to Email in Offline Login mode

You can allow users to Scan to Email even when the MyQ server is offline. In such cases, users can log in to the terminal in the Offline mode and use the **Panel Scan** action to scan to emails. The terminal remembers the outgoing SMTP server

¹⁹. <https://docs.myq-solution.com/en/print-server/10.1/offline-login>

and sends all emails directly to this server. Scanning to email in Offline mode is supported by all models that support embedded terminals.

To enable this feature, configure the device to use your SMTP server IP address or hostname.

1. Go to the device Web UI by accessing *http://*deviceIPaddress*/*.
2. Log in and go to **Settings > Email > Email Setup**.
3. Enter the SMTP Server IP address or host name in the **Primary SMTP Gateway** field.
4. Click **Save** to apply your changes.



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

11 Cancelling Stuck Jobs

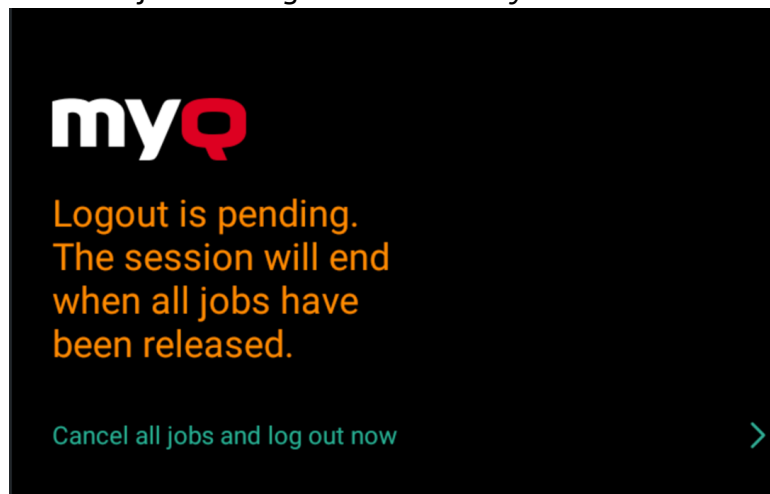
If a job gets stuck due to an error on the printing device, the current user is still able to log out. The stuck job will prevent another user from logging in and will automatically print once the cause of the error is corrected. However, this can cause a security issue if the original user is no longer present to collect their documents.

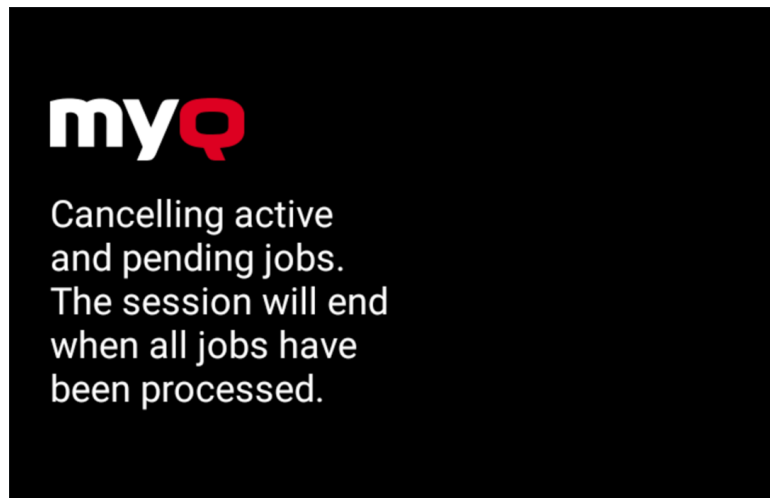
11.1 Discard Jobs on User Logout

In **Settings > Configuration profile > Terminal > Sharp Luna**, the option Discard pending jobs on logout can be found, see more in [Installation \(see page 9\)](#). This option allows for cancelling all jobs in progress during logout. For security reasons this option is enabled by default.

When this feature is enabled, the behavior for discarding jobs after logout is:

- **Device initiated logout** (automatic logout when **Copier operation panel idle time** is reached, or the user presses a logout button on the device or screen):
 - If there are still active jobs on the device, a special screen is displayed to inform the user of the pending logout which gives them the option to cancel all jobs and log out immediately.





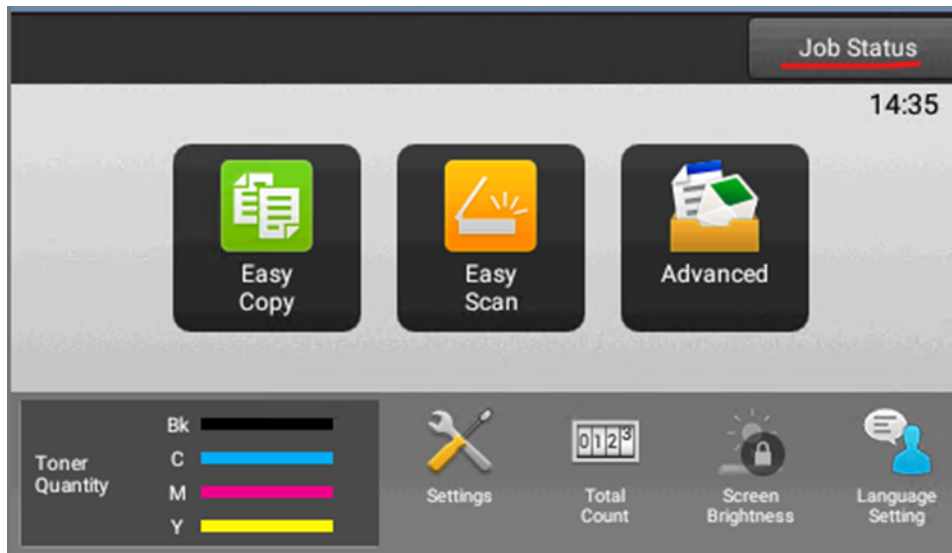
- If the user doesn't interact, this screen is displayed until all jobs are printed, then the user is logged out and the MyQ login screen is displayed.
- **Manual logout with the MyQ logout button:**
 - A popup message is activated reading *If you log out now, all pending jobs will be discarded. Do you really want to logout? Yes/No* is displayed.
- **Manual logout by swiping ID card:**
 - A popup message is activated reading *If you log out now, all pending jobs will be discarded. Do you really want to logout? Yes/No* is displayed.
- **Logout with the MyQ Mobile Client:**
 - A popup message is activated reading *If you log out now, all pending jobs will be discarded. Do you really want to logout? Yes/No* is displayed.
- **Paper jam/Out of paper/Device error:**
 - When a paper jam, out-of-paper, or other error occurs on the device, the user is not automatically logged out until the issue is resolved. The user can still access the MyQ home screen from the system menu and logout using the terminal logout button or by swiping their ID card, in these cases, the action is completed according to each logout method as described above.
 - Logout is automatically initiated when the Event Action **Log out user** is configured on the server, and pending jobs are canceled.

11.2 Limitations

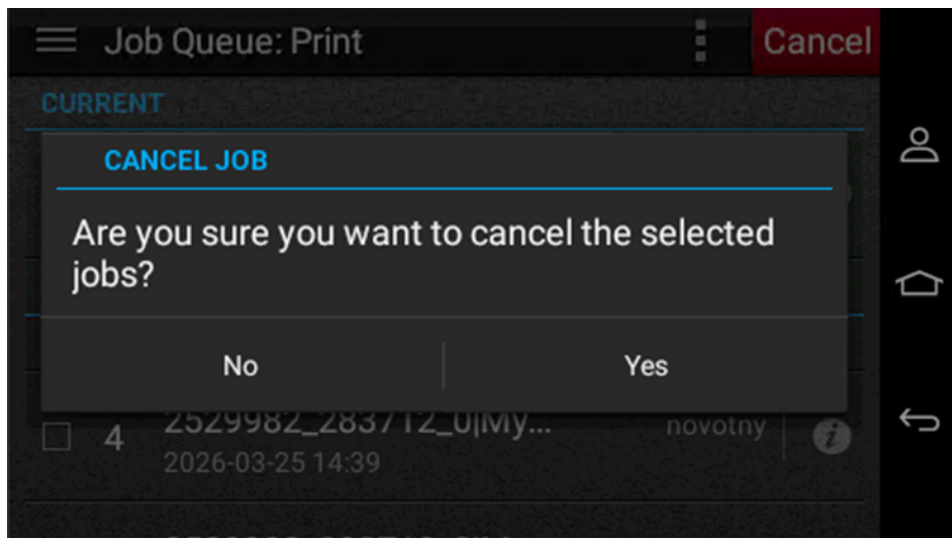
- All jobs will be canceled including jobs from other users.
- This functionality is not supported in offline mode.

11.3 Manually Cancel Jobs via Job Status Button

It is possible to cancel all running jobs on the Job Status screen. This is accessed via the Job status on the device native screen.



Pressing this button opens the status screen on the embedded terminal where you can select and cancel pending jobs. To access this screen users must [Unlock panel](#) (see page 41) or use [Admin Login](#) (see page 15).



Once you select a job and press **Cancel**, a dialogue box will be opened asking you to confirm the cancellation of the job. Select **Yes** and the job is cancelled.

12 Business Contacts

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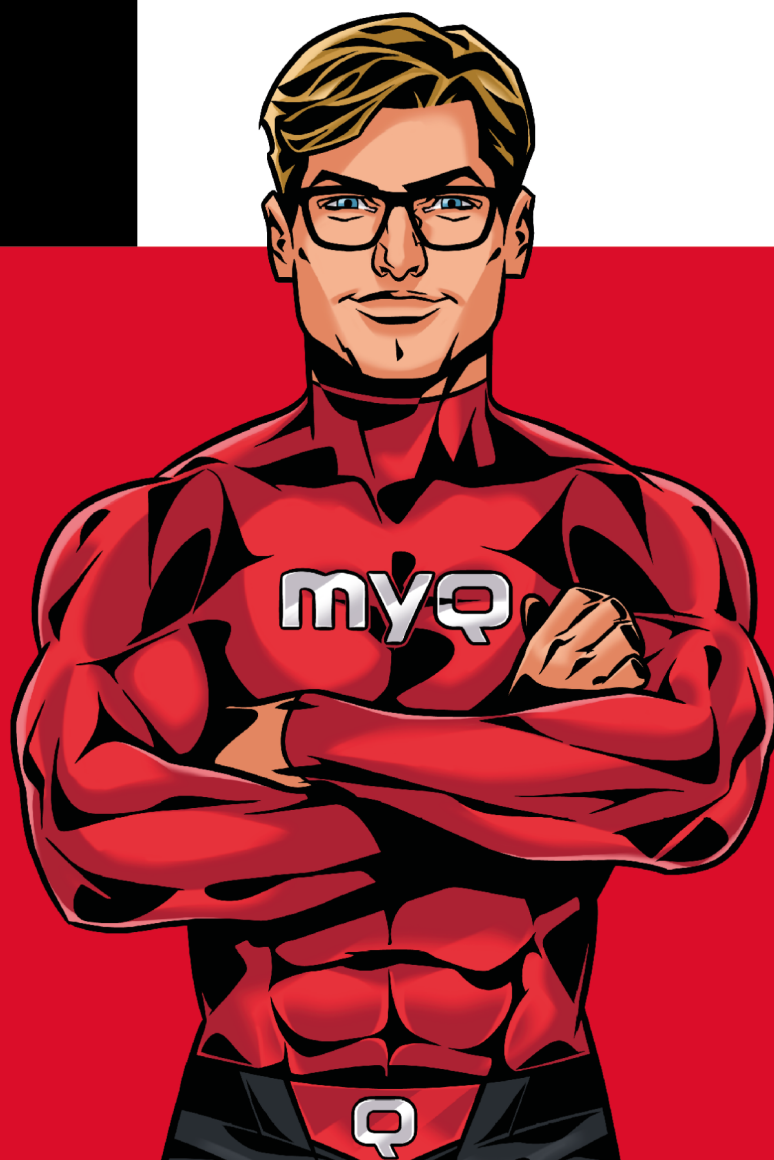
50+ million
Trusted users

1+ million
Active devices

26+
Brands supported

1000+
Certified partners

Operating in **140+**
countries



Awarded and certified

