

myQ X



MyQ HP Embedded 10.1

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MyQ HP Embedded Terminal 10.1 RTM

The MyQ HP Embedded terminal is a web based embedded terminal; no applications are running directly on the printing device, all files are stored in the MyQ directory, and the device exchanges data with MyQ via the HTTPS protocol.

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 with a single touch. It can also communicate with multiple types of USB card readers.

You can also check the [MyQ X HP product sheet](#)¹.



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

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

1 What's New in 10.1

Here's an overview of the new features included in MyQ 10.1

<https://www.youtube.com/watch?v=tELihICH3No>

1.1 Highlights

1.1.1 Easy Print

This new terminal action brings the ease of **Easy Scan** and **Easy Copy** to Printing. It allows users to print files from cloud storages, network drives, and local drives **without sending them to MyQ first**.

You can define the available sources and print properties, allowing users to choose the file they need, and print it, with just a few clicks.

1.1.3 Folder Browsing for Easy Scan

Simple scanning should not mean basic scanning, so we've added some new features.

Now you can specify the destination folder within your Cloud Storage (Google Drive, OneDrive, etc.) when scanning a document, and even edit the filename you'd like to save it as.

1.1.2 Job Preview on Embedded Terminals

Job preview is an essential feature in any printing environment, a last step on the printing journey **minimizing errors** and **saving paper**.

End users can now preview any job before printing directly on the embedded terminal, or in the MyQ mobile application, you simply need to click enable in your Job Settings.

1.1.4 Finishing Options

With the power of a 10.1 terminal, you can complete and perfect your job right at the device.

Our new finishing options such as **punching** and **stapling** can be edited with a few clicks at the terminal, and voila, **the job is done**.

✔ And so much more, find all the specific updates for this terminal in our [10.1 Release Notes](#) (see page 6).

2 Release Notes

MyQ HP Embedded Terminal 10.1 (HP FutureSmart platform)

- Minimum requested support date: **01 February 2023**

2.1 What's new in 10.1

Click to see a list of new features available in version 10.1

- Easy Print is supported.
- Folder browsing for Easy Scan is supported.
- Folder browsing for printing is supported.
- Job preview is supported.
- Standalone HP scanners are supported.

2.2 MyQ HP Embedded Terminal 10.1 (patch 8)

25 July, 2025

Bug Fixes

- ScannerVision Built-in environment variable USERMAIL is not correctly used in the External Workflow action.
 - Some printed jobs are accounted to *unauthenticated user.
-

2.3 MyQ HP Embedded Terminal 10.1 (patch 7)

30 April, 2025

Bug Fixes

- Changed parameters for Easy Scan are remembered only for one reiteration
 - Limitation: Feature is not applicable when Folder Browsing is enabled
 - The user session does not finish correctly because of a faulty Print Job.
 - User session ends immediately after user logs in.
-

2.4 MyQ HP Embedded Terminal 10.1 (patch 6)

6 December, 2024

Bug Fixes

- Changed parameters for Easy Scan located in the folder required Force configuration for applying.
 - The user session does not finish correctly because of faulty Print Job.
 - Failed printed jobs are still displayed in My Jobs but it is not possible to print them.
 - Unsupported types of parameters for Easy operations blocks usage of Easy operations.
-

2.5 MyQ HP Embedded Terminal 10.1 (patch 5)

26 June, 2024

Bug Fixes

- Easy scan to MyQ Users is greyed out and not possible to use after the scan attempt with empty recipient.
 - Jobs that were not printed because the printing of the jobs was stopped after logging off cannot be reprinted during the next user session.
 - "404 Not Found" error message is displayed when user tries to print some number of the jobs from My Jobs.
-

2.6 MyQ HP Embedded Terminal 10.1 (patch 4)

28 March, 2024

Improvements

- Setup made easier and more secure by not requiring these device settings to be enabled: Allow firmware update, Allow installation of legacy packages, Enable PDL drive access, Enable PS drive access.

Bug Fixes

- Easy scan to OneDrive fails if the folder name contains "&" character.
 - Scan is occasionally not delivered.
 - Terminal stops working if the user session is longer than 30 minutes. **LIMITATION**
MyQ Print Server 10.1 patch 10 and newer is required.
-

2.7 MyQ HP Embedded Terminal 10.1 (patch 3)

15 December, 2023

Improvements

- Easy Scan: If you change the scan parameters, you can reuse them for another scan. The parameters are reset only when you return to the Top Menu.

Bug Fixes

- Easy print: Job options are not translated, the options are displayed in English language only.
 - When the terminal is installed, the Supplies screen is not accessible on the device panel.
 - Easy Print: User is not automatically redirected to the Top menu if cloud storage is not connected.
-

2.8 MyQ HP Embedded Terminal 10.1 (patch 2)

21 July, 2023

Bug Fixes

- Incorrect error message is displayed if user doesn't have rights for using any projects and tries to use Easy Print.
-

2.9 MyQ HP Embedded Terminal 10.1 (patch 1)

6 June, 2023

Improvements

- Improvement of contacting Quota server.
- Romanian language is supported. Print server 10.2 Beta 2 or newer is required.
- Warning is displayed in the server log if the server certificate could not be imported to the device automatically during remote configuration and the certificate has to be uploaded manually.

Bug Fixes

- HP native pop-up window with the message "Ready" was displayed during the whole Easy copy operation until all papers were printed on devices with HP FutureSmart 5.5+ firmware.
-

2.10 MyQ HP Embedded Terminal 10.1 RTM

Improvements

- It is possible to [disable the Connection to the Quota server](#) (see page 28) to improve the speed of Panel and Easy operations. **LIMITATION**: Accounting accuracy is affected.

Bug Fixes

- Default option is listed instead of the actual value for some Easy Copy and Easy Scan operations.
- Job Preview function buttons are incorrectly displayed on some devices with big display.
- Print from Cloud HP native function isn't removed after terminal uninstallation.
- Text fields on login screen aren't rounded when using white themes.

2.11 MyQ HP Embedded Terminal 10.1 RC

Improvements

- Displaying of the QR code on the login screen improved.
- **NEW FEATURE** Standalone HP scanners are supported.

Bug Fixes

- Bad request was displayed if user try to mark job as favorite if he didn't have rights for using the Project.
- Easy Print was not displayed in Exploded mode. Now it is displayed in Print from Cloud.
- Job Properties in Job Preview on small screen's weren't displayed.
- Options in Job Preview on the device panel was displayed incorrectly.

Limitations

- For login via card in Exploded mode with using Credit, Quota or Cost centers the MyQ Login screen has to be active. It is not possible to login from the Sign-in screen or if the device is sleeping.

2.12 MyQ HP Embedded Terminal 10.1 BETA1

Improvements

- Improved behavior of projects when there are no projects with rights available for the user.
- Improved the projects assigning when user has no rights for the project anymore.
- UI improved.
- **NEW FEATURE** [Easy Print](#) (see page 75) is supported.

- **NEW FEATURE** Folder browsing for Easy Scan is supported.
- **NEW FEATURE** Folder browsing for printing is supported.
- **NEW FEATURE** [Job preview \(see page 61\)](#) is supported.

Bug Fixes

- Custom logo is not displayed correctly on devices with small screen display.
 - QR code is visible in the 2nd screen of 2-factor login and in Admin Login.
-

3 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/)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	Color/B&W	Device Type
Color LaserJet E78523	Color	Copier
Color LaserJet E78528	Color	Copier
Color LaserJet E78625	Color	Copier
Color LaserJet E78630	Color	Copier
Color LaserJet E78635	Color	Copier
Color LaserJet E87740	Color	Copier
Color LaserJet E87750	Color	Copier
Color LaserJet E87760	Color	Copier
Color LaserJet E87770	Color	Copier
Color LaserJet Enterprise MFP M480	Color	Copier
Color LaserJet Enterprise MFP M480f	Color	Copier
Color LaserJet Enterprise MFP M577	Color	Copier
Color LaserJet Enterprise MFP M577 MFP	Color	Copier
Color LaserJet Enterprise MFP M680	Color	Copier

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

Model Name	Color/B&W	Device Type
Color LaserJet Enterprise MFP M681	Color	Copier
Color LaserJet Enterprise MFP M682	Color	Copier
Color LaserJet Enterprise MFP M776	Color	Copier
Color LaserJet Flow E57540	Color	Copier
Color LaserJet Flow E67550	Color	Copier
Color LaserJet Flow E67560	Color	Copier
Color LaserJet Flow E67650	Color	Copier
Color LaserJet Flow E67660	Color	Copier
Color LaserJet Flow E77822	Color	Copier
Color LaserJet Flow E77825	Color	Copier
Color LaserJet Flow E77830	Color	Copier
Color LaserJet Flow E78323	Color	Copier
Color LaserJet Flow E78325	Color	Copier
Color LaserJet Flow E78330	Color	Copier
Color LaserJet Flow E78523	Color	Copier
Color LaserJet Flow E78528	Color	Copier
Color LaserJet Flow E78625	Color	Copier
Color LaserJet Flow E78630	Color	Copier
Color LaserJet Flow E78635	Color	Copier
Color LaserJet Flow E87640	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet Flow E87650	Color	Copier
Color LaserJet Flow E87660	Color	Copier
Color LaserJet Flow E87740	Color	Copier
Color LaserJet Flow E87750	Color	Copier
Color LaserJet Flow E87760	Color	Copier
Color LaserJet Flow E87770	Color	Copier
Color LaserJet flow M880	Color	Copier
Color LaserJet flow MFP M880	Color	Copier
Color LaserJet FlowMFP M577	Color	Copier
Color LaserJet FlowMFP M578	Color	Copier
Color LaserJet FlowMFP M681	Color	Copier
Color LaserJet FlowMFP M682	Color	Copier
Color LaserJet FlowMFP M776	Color	Copier
Color LaserJet Managed MFP E47528	Color	Copier
Color LaserJet Managed MFP E47528f	Color	Copier
Color LaserJet Managed MFP E57540	Color	Copier
Color LaserJet Managed MFP E67550	Color	Copier
Color LaserJet Managed MFP E67550dh	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet Managed MFP E67560	Color	Copier
Color LaserJet Managed MFP E67650	Color	Copier
Color LaserJet Managed MFP E67660	Color	Copier
Color LaserJet Managed MFP E77422	Color	Copier
Color LaserJet Managed MFP E77428	Color	Copier
Color LaserJet Managed MFP E778	Color	Copier
Color LaserJet Managed MFP E78223	Color	Copier
Color LaserJet Managed MFP E78228	Color	Copier
Color LaserJet Managed MFP E78323	Color	Copier
Color LaserJet Managed MFP E78325	Color	Copier
Color LaserJet Managed MFP E78330	Color	Copier
Color LaserJet Managed MFP E876	Color	Copier
Color LaserJet MFP E47528	Color	Copier
Color LaserJet MFP E47528f	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet MFP E57540	Color	Copier
Color LaserJet MFP E67550	Color	Copier
Color LaserJet MFP E67560	Color	Copier
Color LaserJet MFP E67650	Color	Copier
Color LaserJet MFP E67660	Color	Copier
Color LaserJet MFP E77422	Color	Copier
Color LaserJet MFP E77428	Color	Copier
Color LaserJet MFP E77822	Color	Copier
Color LaserJet MFP E77825	Color	Copier
Color LaserJet MFP E77830	Color	Copier
Color LaserJet MFP E78223	Color	Copier
Color LaserJet MFP E78228	Color	Copier
Color LaserJet MFP E78323	Color	Copier
Color LaserJet MFP E78325	Color	Copier
Color LaserJet MFP E78330	Color	Copier
Color LaserJet MFP E78523	Color	Copier
Color LaserJet MFP E78528	Color	Copier
Color LaserJet MFP E78625	Color	Copier
Color LaserJet MFP E78630	Color	Copier
Color LaserJet MFP E78635	Color	Copier
Color LaserJet MFP E87640	Color	Copier
Color LaserJet MFP E87650	Color	Copier

Model Name	Color/B&W	Device Type
Color LaserJet MFP E87660	Color	Copier
Color LaserJet MFP E87740	Color	Copier
Color LaserJet MFP E87750	Color	Copier
Color LaserJet MFP E87760	Color	Copier
Color LaserJet MFP E87770	Color	Copier
Color LaserJet MFP M480	Color	Copier
Color LaserJet MFP M480f	Color	Copier
Color LaserJet MFP M577	Color	Copier
Color LaserJet MFP M578	Color	Copier
Color LaserJet MFP M680	Color	Copier
Color LaserJet MFP M681	Color	Copier
Color LaserJet MFP M682	Color	Copier
Color LaserJet MFP M776	Color	Copier
LaserJet 500 MFP M525	B&W	Copier
LaserJet 700 Color MFP M775	Color	Copier
LaserJet Color MFP M775	Color	Copier
LaserJet E73025	B&W	Copier
LaserJet E73030	B&W	Copier
LaserJet E73130	B&W	Copier
LaserJet E73135	B&W	Copier
LaserJet E73140	B&W	Copier
LaserJet E82650	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet E82660	B&W	Copier
LaserJet E82670	B&W	Copier
LaserJet Enterprise Flow MFP M633	B&W	Copier
LaserJet Enterprise 500 Color MFP M575	Color	Copier
LaserJet Enterprise 700 Color MFP M775	Color	Copier
LaserJet Enterprise flow M880	B&W	Copier
LaserJet Enterprise Flow MFP M631	B&W	Copier
LaserJet Enterprise Flow MFP M632	B&W	Copier
LaserJet Enterprise Flow MFP M634	B&W	Copier
LaserJet Enterprise Flow MFP M635	B&W	Copier
LaserJet Enterprise Flow MFP M636	B&W	Copier
LaserJet Enterprise M605	B&W	Printer
LaserJet Enterprise M606	B&W	Printer
LaserJet Enterprise MFP M430	B&W	Copier
LaserJet Enterprise MFP M430f	B&W	Copier
LaserJet Enterprise MFP M431	B&W	Copier
LaserJet Enterprise MFP M431f	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet Enterprise MFP M630	B&W	Copier
LaserJet Enterprise MFP M631	B&W	Copier
LaserJet Enterprise MFP M632	B&W	Copier
LaserJet Enterprise MFP M633	B&W	Copier
LaserJet Enterprise MFP M634	B&W	Copier
LaserJet Enterprise MFP M635	B&W	Copier
LaserJet Enterprise MFP M636	B&W	Copier
LaserJet Enterprise MFP M725	B&W	Copier
LaserJet Flow MFP E52545	B&W	Copier
LaserJet Flow MFP E52645	B&W	Copier
LaserJet Flow MFP E62555	B&W	Copier
LaserJet Flow MFP E62565	B&W	Copier
LaserJet Flow MFP E62575	B&W	Copier
LaserJet Flow MFP E62655	B&W	Copier
LaserJet Flow MFP E62665	B&W	Copier
LaserJet Flow MFP E62675	B&W	Copier
LaserJet Flow MFP E73025	B&W	Copier
LaserJet Flow MFP E73030	B&W	Copier
LaserJet Flow MFP E73130	B&W	Copier
LaserJet Flow MFP E73135	B&W	Copier
LaserJet Flow MFP E73140	B&W	Copier
LaserJet Flow MFP E82540	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet Flow MFP E82550	B&W	Copier
LaserJet Flow MFP E82560	B&W	Copier
LaserJet Flow MFP E82650	B&W	Copier
LaserJet Flow MFP E82660	B&W	Copier
LaserJet Flow MFP E82670	B&W	Copier
LaserJet flow MFP M525	B&W	Copier
LaserJet Flow MFP M527	B&W	Copier
LaserJet Flow MFP M528	B&W	Copier
LaserJet Flow MFP M630	B&W	Copier
LaserJet Flow MFP M631	B&W	Copier
LaserJet Flow MFP M632	B&W	Copier
LaserJet Flow MFP M633	B&W	Copier
LaserJet Flow MFP M634	B&W	Copier
LaserJet Flow MFP M635	B&W	Copier
LaserJet Flow MFP M636	B&W	Copier
LaserJet M605	B&W	Printer
LaserJet M606	B&W	Printer
LaserJet Managed MFP E42540	B&W	Copier
LaserJet Managed MFP E42540f	B&W	Copier
LaserJet Managed MFP E52645	B&W	Copier
LaserJet Managed MFP E62555	B&W	Copier
LaserJet Managed MFP E62565	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet Managed MFP E62575	B&W	Copier
LaserJet Managed MFP E62655	B&W	Copier
LaserJet Managed MFP E62665	B&W	Copier
LaserJet Managed MFP E62675	B&W	Copier
LaserJet Managed MFP E72425	B&W	Copier
LaserJet Managed MFP E72430	B&W	Copier
LaserJet Managed MFP E725	B&W	Copier
LaserJet Managed MFP E72525	B&W	Copier
LaserJet Managed MFP E72530	B&W	Copier
LaserJet Managed MFP E72535	B&W	Copier
LaserJet Managed MFP E72825	B&W	Copier
LaserJet Managed MFP E72830	B&W	Copier
LaserJet Managed MFP E72835	B&W	Copier
LaserJet Managed MFP E825	B&W	Copier
LaserJet MFP E42540	B&W	Copier
LaserJet MFP E42540f	B&W	Copier
LaserJet MFP E52545	B&W	Copier
LaserJet MFP E52645	B&W	Copier
LaserJet MFP E62555	B&W	Copier
LaserJet MFP E62565	B&W	Copier
LaserJet MFP E62575	B&W	Copier
LaserJet MFP E62655	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet MFP E62665	B&W	Copier
LaserJet MFP E62675	B&W	Copier
LaserJet MFP E72425	B&W	Copier
LaserJet MFP E72430	B&W	Copier
LaserJet MFP E72525	B&W	Copier
LaserJet MFP E72530	B&W	Copier
LaserJet MFP E72535	B&W	Copier
LaserJet MFP E72825	B&W	Copier
LaserJet MFP E72830	B&W	Copier
LaserJet MFP E72835	B&W	Copier
LaserJet MFP E73025	B&W	Copier
LaserJet MFP E73030	B&W	Copier
LaserJet MFP E73130	B&W	Copier
LaserJet MFP E73135	B&W	Copier
LaserJet MFP E73140	B&W	Copier
LaserJet MFP E82540	B&W	Copier
LaserJet MFP E82550	B&W	Copier
LaserJet MFP E82560	B&W	Copier
LaserJet MFP E82650	B&W	Copier
LaserJet MFP E82660	B&W	Copier
LaserJet MFP E82670	B&W	Copier
LaserJet MFP M430	B&W	Copier

Model Name	Color/B&W	Device Type
LaserJet MFP M430f	B&W	Copier
LaserJet MFP M431	B&W	Copier
LaserJet MFP M431f	B&W	Copier
LaserJet MFP M525	B&W	Copier
LaserJet MFP M527	B&W	Copier
LaserJet MFP M528	B&W	Copier
LaserJet MFP M630	B&W	Copier
LaserJet MFP M631	B&W	Copier
LaserJet MFP M632	B&W	Copier
LaserJet MFP M633	B&W	Copier
LaserJet MFP M634	B&W	Copier
LaserJet MFP M635	B&W	Copier
LaserJet MFP M636	B&W	Copier
LaserJet MFP M725	B&W	Copier
LaserJet MFP Managed E52545	B&W	Copier
Officejet Color FlowMFP X585	Color	Copier
Officejet Color MFP X585	Color	Copier
Officejet Enterprise Color MFP X585	Color	Copier
PageWide Color E58650	Color	Copier
PageWide Color Flow E58650	Color	Copier
PageWide Color Flow E77650	Color	Copier

Model Name	Color/B&W	Device Type
PageWide Color Flow E77660	Color	Copier
PageWide Color Flow MFP 586	Color	Copier
PageWide Color Flow MFP 785	Color	Copier
PageWide Color Flow MFP E77660	Color	Copier
PageWide Color MFP 586	Color	Copier
PageWide Color MFP 779	Color	Copier
PageWide Color MFP 780	Color	Copier
PageWide Color MFP 785	Color	Copier
PageWide Color MFP E58650	Color	Copier
PageWide Color MFP E77650	Color	Copier
PageWide Color MFP E77660	Color	Copier
PageWide Color MFP P77940	Color	Copier
PageWide Color MFP P77950	Color	Copier
PageWide Color MFP P77960	Color	Copier
PageWide Flow MFP E77650	Color	Copier
PageWide Managed Color MFP E77650	Color	Copier
PageWide Managed Color MFP E77660	Color	Copier

4 Supported Printing Devices with a 4.3" display

The devices listed in the table are supported since MyQ 8.1+ and MyQ HP Embedded terminal 8.1.1+.

Exploded mode is supported as well.

Model Name	Color/B&W	Device Type
Color LaserJet E55040	Color	Printer
Color LaserJet E65060	Color	Printer
Color LaserJet E65150	Color	Printer
Color LaserJet E65160	Color	Printer
Color LaserJet E85055	Color	Printer
Color LaserJet Enterprise M651	Color	Printer
Color LaserJet Enterprise M653	Color	Printer
Color LaserJet Enterprise M855	Color	Printer
Color LaserJet Enterprise M856	Color	Printer
Color LaserJet M651	Color	Printer
Color LaserJet M830	Color	Printer
Color LaserJet M855	Color	Printer
Color LaserJet M856	Color	Printer
Color LaserJet Managed E55040	Color	Printer

Model Name	Color/B&W	Device Type
Color LaserJet Managed E65060	Color	Printer
Color LaserJet Managed E65150	Color	Printer
Color LaserJet Managed E65160	Color	Printer
Color LaserJet Managed E85055	Color	Printer
LaserJet E50045	B&W	Printer
LaserJet E50145	B&W	Printer
LaserJet E60075	B&W	Printer
LaserJet E60155	B&W	Printer
LaserJet E60165	B&W	Printer
LaserJet E60175	B&W	Printer
LaserJet Enterprise flow MFP M830	B&W	Copier
LaserJet Enterprise M608	B&W	Printer
LaserJet Enterprise M609	B&W	Printer
LaserJet Flow MFP M830	B&W	Copier
LaserJet M608	B&W	Printer
LaserJet M609	B&W	Printer
LaserJet M806	B&W	Printer
LaserJet Managed E50045	B&W	Printer
LaserJet Managed E50145	B&W	Printer

Model Name	Color/B&W	Device Type
LaserJet Managed E60075	B&W	Printer
LaserJet Managed E60155dn	B&W	Printer
LaserJet Managed E60165dn	B&W	Printer
LaserJet Managed E60175dn	B&W	Printer
OfficeJet Enterprise Color X555	Color	Printer
PageWide Color 556	Color	Printer
PageWide Color 755	Color	Printer
PageWide Color 765	Color	Printer
PageWide Color E55650dn	Color	Printer
PageWide Color E75160	Color	Printer
PageWide Color MFP 774	Color	Copier
PageWide Color MFP P77440	Color	Copier
PageWide Color P75250	Color	Printer
PageWide Enterprise Color 556	Color	Printer
PageWide Enterprise Color 765	Color	Printer
PageWide Managed Color E55650dn	Color	Printer
PageWide Managed Color E75160	Color	Printer
PageWide Managed Color P75250	Color	Printer

5 HP Service

The HP service is an integral part of the embedded terminal's installation. It is added to Windows services within the upload of the HP 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 HP Terminals*. For details about the application, see [MyQ Easy Config³](#) in the MyQ Print Server guide.

HP Terminals

RUNNING



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

Name	PID	Description	Status	Group
MyQ_HP	5620	MyQ HP Terminals	Running	


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

6 Installation

6.1 Requirements

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


- .NET 4.7.2 or higher needs to be installed on MyQ Print server.
- The latest firmware needs to be installed on the printing device.
- The administrator's password has to be set on the printing device.
- The printing device's IP or Hostname must be valid.
- The server must be reachable in the network through network names.
- The correct time and date must be set on the printing device to avoid issues with the [Scan to Me](#) (see page 85) functionality.
- HP devices with the firmware version FutureSmart 3 are not compatible with MyQ Embedded terminal 7.5; you can use FutureSmart 4.0 instead. FutureSmart 3 is only compatible with MyQ Embedded terminal 7.1. You need FutureSmart 4.10 to use MyQ Embedded terminal 8.0 or higher.
- MyQ HP Embedded terminal 10.1 is supported on MyQ Print server 10.1 and newer.


 For information about communication protocols and ports, check the MyQ Print Server guide.

The easiest way to install the MyQ HP 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

6.2 Remote installation via Printer Discovery

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

6.3 Remote installation via manual setup

The terminal is automatically assigned within the remote installation on the MyQ Web Administrator interface, but if you perform a manual installation instead, you have to assign the terminal to the printing device on the device's properties panel on the **Printers** main tab. This needs to be done for each printing device separately.

- Go to **MyQ, Printers**. The printers overview tab opens.
- Right-click on a printer and select **Set configuration profile**. The set configuration profile window opens.
- Select a configuration profile from the drop-down.
- Click **OK**. The profile is added to the properties. You can check it when you right-click the printer and select **Properties**.
- Right-click the printer and select **Activate**.

6.4 Vendor-Specific Options: HP

After you install the terminal package on the Print Server, the following vendor-specific options are available in (10.2) Configuration Profiles :

- **Local Admin Pin**
Set the PIN number that is used to log in to the terminal as an administrator. When the field is empty, the default value **1087** is used.
- **Mode**
The available options are *Kiosk* and *Exploded* mode. *Kiosk* is a classical MyQ style. *Exploded* is a style inspired by HP.
- **Don't connect to Quota server**
Prevents the terminal from connecting to the Quota server. In some scenarios this can lead to spending more resources than available and credit and/or quota status go to negative values. Do not use this feature if the credit or quota functionality is enabled.

- **Configure HP readers by MyQ**

When enabled, settings from HP Package Manager are applied to the HP Card Reader settings. If this option is disabled, the settings from HP Package Manager are ignored during remote configuration and the HP card readers configuration is not changed. This option is applied on HP card readers only.

- **Change settings of HP readers**

This link opens the HP Package Manager, where you can configure HP card readers.

- **Manage supported card readers**

This link opens the HP Package Manager, where you can manage supported card readers.

HP

Local Admin Pin:

PIN used for logging in to the administration screen at supported device. Set empty to use terminal's default.

Mode: *

Allows to select terminal layout mode. "Kiosk" is a classical MyQ style, "Exploded" is HP-inspired style

Don't connect to Quota

server: When enabled, terminal won't connect to Quota server to control the resources (credit, quota). In some scenarios it can lead to spending more resources than available and credit and/or quota status go to negative values

Configure HP readers

by MyQ: Allows overriding card reader setting by settings setup in MyQ card reader management page. Links below

[Change settings of HP readers](#)

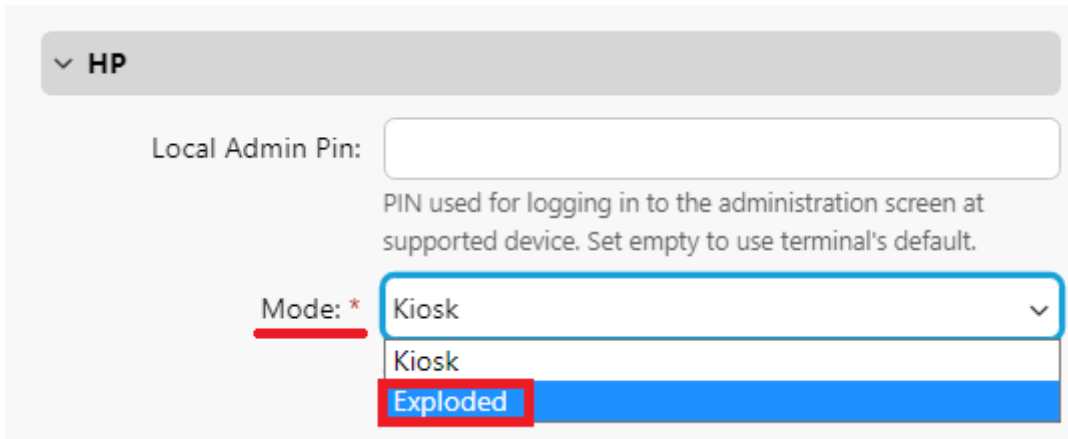
[Manage supported card readers](#)



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

6.5 Exploded Mode

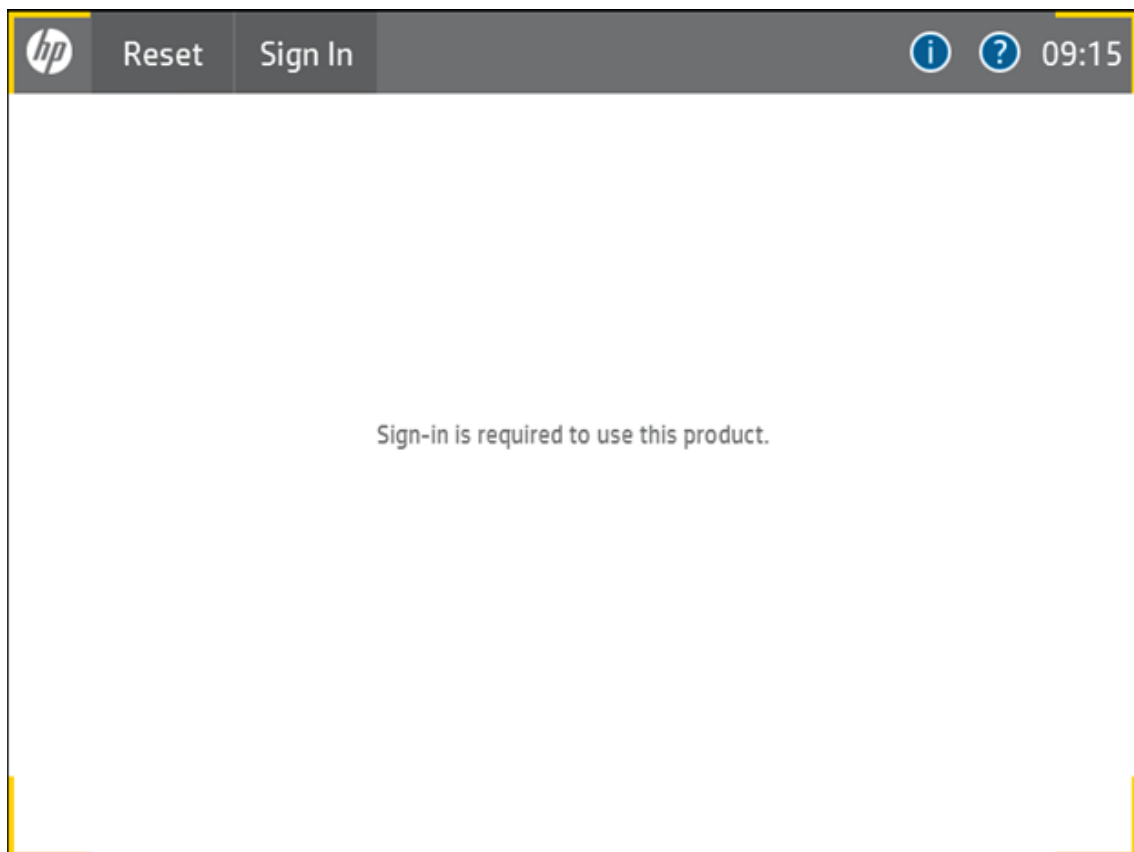
You can select the Exploded mode for your terminal in the terminal's configuration profile, in **MyQ, Settings, Configuration Profile**, in the **Terminal** tab.



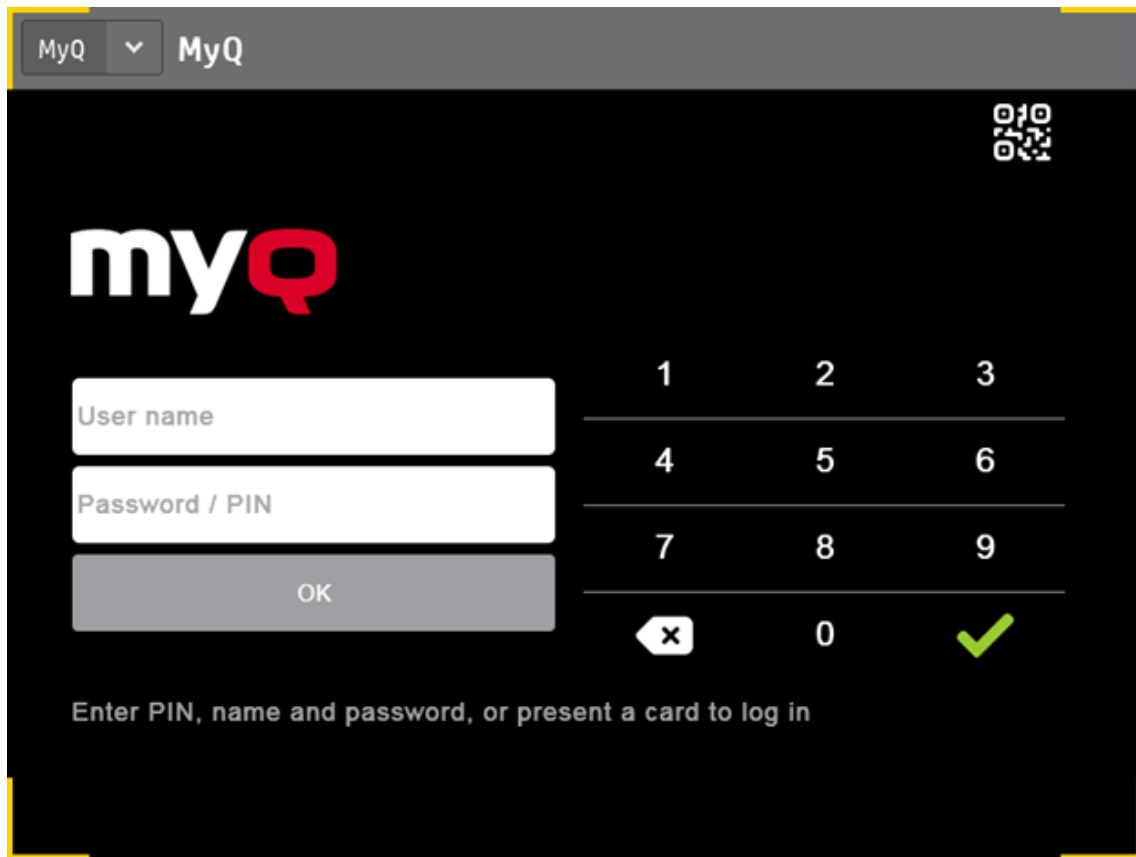
The screenshot shows a configuration window with a grey header bar containing a dropdown arrow and the text "HP". Below the header, there is a "Local Admin Pin:" label followed by an empty text input field. Underneath the input field is a descriptive text: "PIN used for logging in to the administration screen at supported device. Set empty to use terminal's default." Below this, the "Mode: *" label is underlined in red. To its right is a dropdown menu with a blue border. The menu is open, showing two options: "Kiosk" and "Exploded". The "Exploded" option is highlighted with a blue background and is also enclosed in a red rectangular box.

For applying this setting, force remote configuration is required.

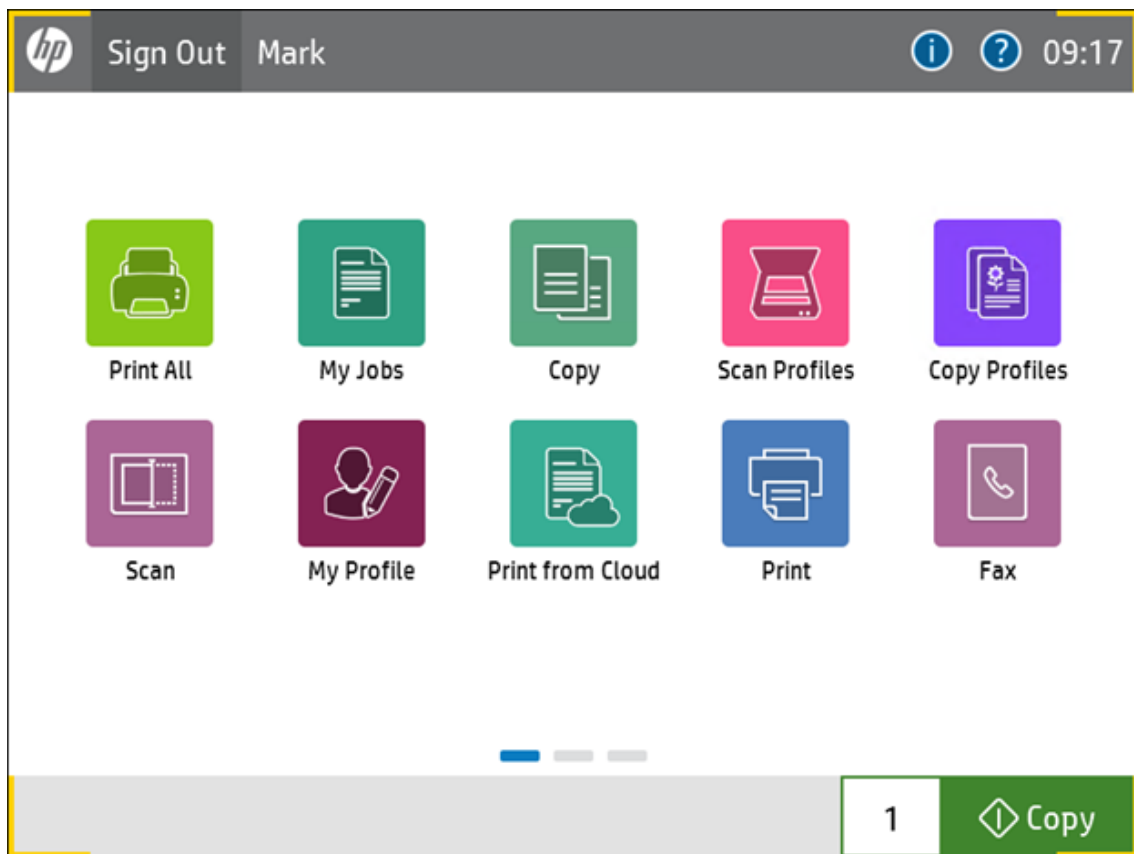
If the Exploded mode is enabled, the HP native screen is displayed on the embedded terminal.



Users can sign in using their MyQ account credentials. Then the MyQ screen is displayed, where they can log in using their MyQ account again.



Once logged in, they can see and use the available terminal actions.



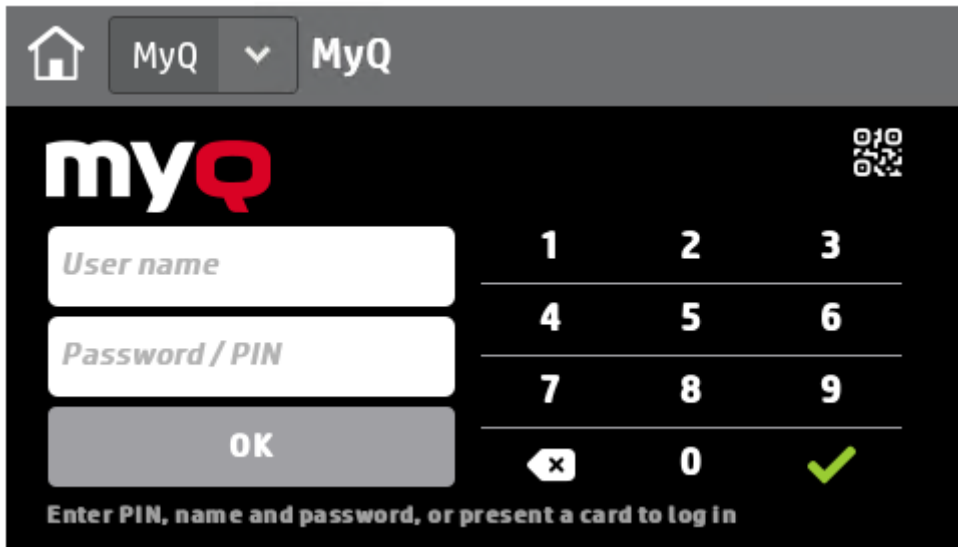
Exploded mode is also supported in devices with a 4.3" display:

Sign in on a 4.3" display in exploded mode

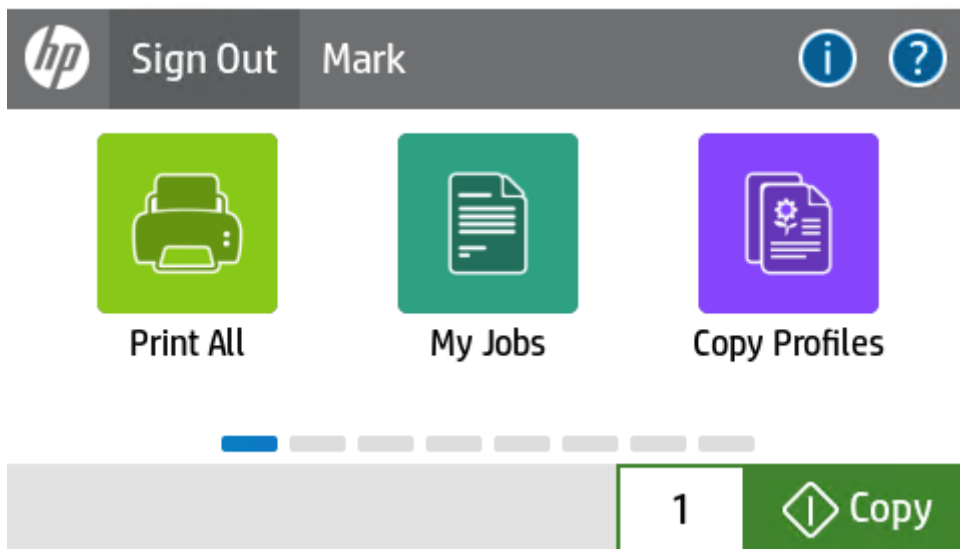


Sign-in is required to use this product.

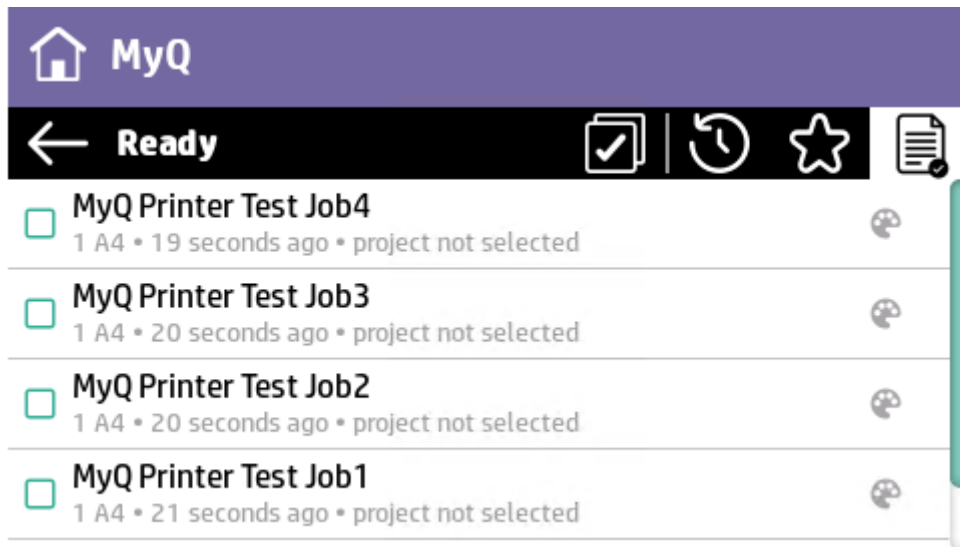
MyQ log in on a 4.3" display in exploded mode



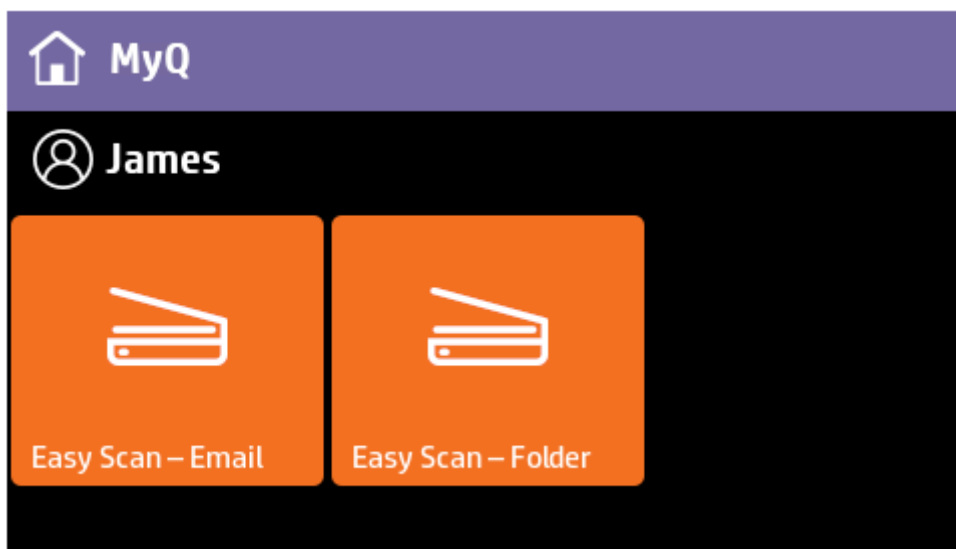
Terminal Actions on a 4.3" display in exploded mode



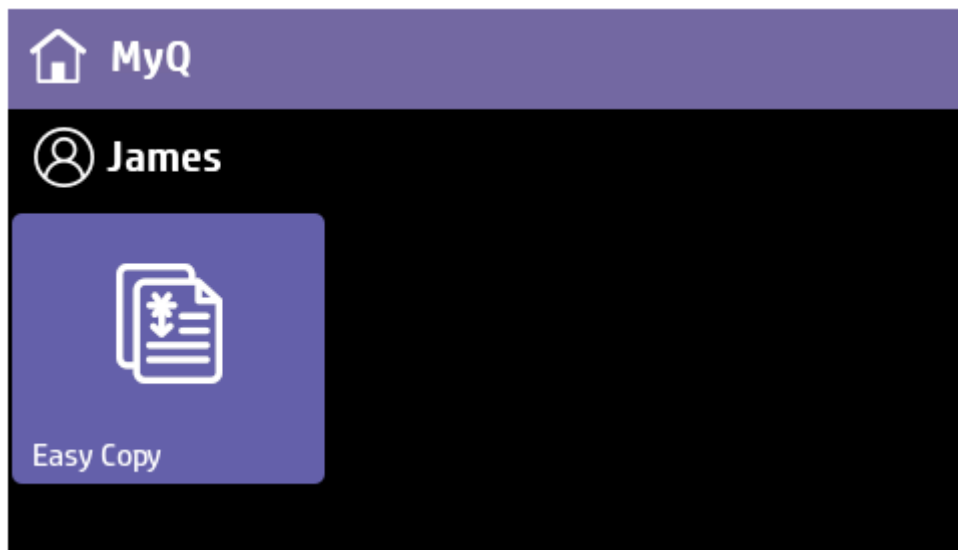
My Jobs on a 4.3" display in exploded mode



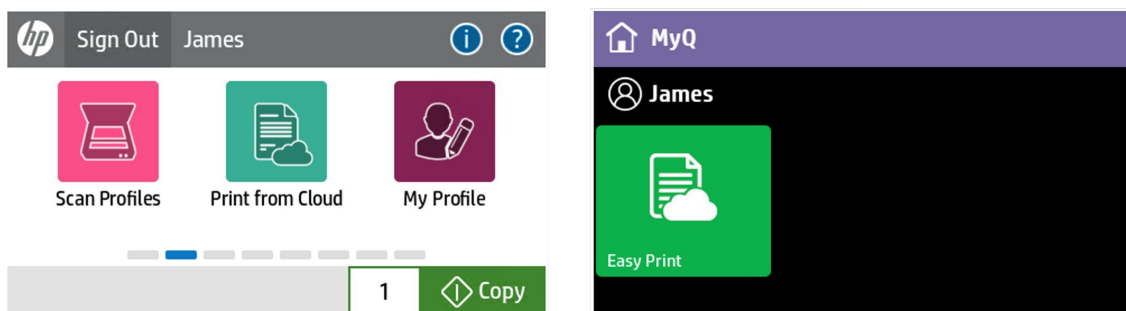
Easy Scan Profiles on a 4.3" display in exploded mode



Easy Copy profiles on a 4.3" display in exploded mode



Easy Print (Print from Cloud) on a 4.3" display in exploded mode



6.6 Settings on the HP Web UI

To ensure the smooth installation and run of the embedded terminals, additional configuration is needed in the device's web user interface.

6.6.1 Home Screen Customization

When an HP device is disconnected from the network or the MyQ server is offline, an error message (*OXPd application error*) is displayed on the terminal. To be able to dismiss this error message and login to the terminal's Admin Menu, the **Enable HP home screen if OXPd app fails to load** parameter must be enabled.

- Log in as administrator in the device's web user interface.
- Go to the **General** tab, in the **Control Panel Customization** section, to **Home Screen Customization**.
- Mark the checkbox (enable) next to the **Enable HP home screen if OXPd app fails to load** parameter.

HP PageWide Color MFP 586
HP PageWide Color MFP 586 192.168.1.234

User: Administrator Sign Out

Information General Copy/Print Scan/Digital Send Fax Supplies Troubleshooting Security HP Web Services Networking

Control Panel Customization
Display Settings
Home Screen Customization
Control Panel Language and Keyboard Layouts
Quick Sets
Alerts
Control Panel Settings App
General Settings
AutoSend
Edit Other Links

Control Panel Customization > Home Screen Customization

The operation was completed successfully.

Home Screen App
MyQ Apply

Enable HP home screen if OXPd app fails to load

6.6.2 Block Unauthenticated Access

To prevent any unauthenticated users from viewing device information, you must block their access.

- Log in as administrator in the device's web user interface.
- Go to the **Security** tab, in the **Access Control** section.
- Make sure that all the checkboxes under **Device Guest** are marked as **"Requires Sign In"**.

Information General Copy/Print Scan/Digital Send Fax Supplies Troubleshooting Security HP Web Services Networking

General Security
Account Policy
Access Control
Protect Stored Data
Manage Remote Apps
Certificate Management
Email Domain Restriction
Web Service Security
Security Log
Self Test

Access Control

EWS	Device Guest	Device Administrator	Device User	Sign-In Method
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Local Device
Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Use Default
General	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Use Default
Copy/Print	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Use Default
Scan/Digital Send	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Use Default
Fax	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Use Default
Supplies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Use Default
Troubleshooting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Use Default
Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Use Default
HP Web Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Use Default
Networking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Use Default

Manage Permission Sets... Manage Future Installations...

Access Granted Requires Sign-In Full Access Access Den

6.6.3 Enabling the Virtual Keyboard

Some devices without an external hardware keyboard may have the Virtual Keyboard disabled preventing the user from filling text fields (i.e. login via username and password, login as device administrator, entering email addresses).

Enabling the virtual keyboard is required on devices without an external hardware keyboard and optional on devices with an external hardware keyboard.

- Open the web UI of the device.
- Log in as an administrator.
- Open **General > Control Panel Customization > Control Panel Language and Keyboard Layouts**.
- **Enable Virtual Keyboard**.

Information **General** Copy/Print Scan/Digital Send Fax Supplies Troubleshooting Security HP Web Services Networking


Control Panel Customization
 Display Settings
 Home Screen Customization
Control Panel Language and Keyboard Layouts
 Quick Sets
 Alerts
 Control Panel Settings App
 General Settings
 AutoSend
 Edit Other Links
 Ordering Information
 Device Information
 Language
 Firmware Upgrade
 Date/Time Settings
 Energy Settings
 Back up and Restore
 Import/Export
 Reset Factory Settings
 Solution Installer
 Job Statistics Settings
 Quota Settings


Control Panel Customization > Control Panel Language and Keyboard Layouts Help

Control Panel Language and Keyboard Layouts

Select the default language for control panel messages and specify the default keyboard layout for each language. When changes are applied, the selected language will be set as default on control panel and all keyboard layout changes will be saved.

Language	Keyboard Layout
<input type="radio"/> Magyar	Hungarian (QWERTZ)
<input type="radio"/> Ελληνικά	Greek
<input type="radio"/> Hrvatski	Croatian
<input type="radio"/> Română	Romanian

 Allow users to choose another language for their session

 Show alternate keyboard button on keyboard screens

All selected keyboard layouts will be available at the control panel when the alternate keyboard button is touched.

Keyboard Layout

Arabic

Belgian (Comma)

Belgian (Period)

Bulgarian

Enable Virtual Keyboard

Apply Cancel

6.7 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**.

Communication Security

MyQ secures communication with certificates which is an industry standard. Choose how certificates are managed.

Certificate authority mode: *

Built-in Certificate Authority
 Server and clients are secured by certificates generated by the built-in certificate authority (CA). The CA certificate is self-signed. Export the CA certificate and install it to clients so they trust MyQ Server. If the CA certificate is compromised, generate a new one. Server certificate will be regenerated automatically.

Company Certificate Authority
 Your company CA generates an intermediate CA certificate which MyQ uses to sign certificates for the server and clients. To generate an intermediate CA certificate create Certificate Signing Request (CSR), sign it by your CA and finish CSR by importing signed certificate. Server certificate will be regenerated automatically.

Manual Certificate Management
 Provide a certificate for the MyQ Server. MyQ creates no certificates, all certificates are managed by you.

Server alternative names:

Comma separated list of DNS names and/or IP addresses. To set new Subject Alternative Name (SAN) for MyQ Server generate new Server certificate. Server hostname is included automatically.

6.7.1 Built-in Certificate Authority

When using this mode (default), the *MyQ Certificate Authority* certificate is automatically installed to the device during the remote setup.

If the remote setup has finished successfully but the device still doesn't recognize the certificate, it could be because:

- Uploading CA fails. If this happens, the remote setup will not fail. In the terminal log, there will be an error like "*Error in certificate setup*". The administrator needs to upload CA manually to the machine (described below).
- Uploading CA succeeds (no error in the terminal log), but the certificate can't be found in the HP web UI settings. The administrator needs to upload CA manually to the machine.
- Duplicate CA in the machine. If this happens, remove all the MyQ certificates and run the remote setup again.

If the certificate could not be installed automatically during the remote configuration, a warning is displayed in the server log and also in the device's activation information. In this case, the certificate has to be installed manually to the device. It is usually related to the usage of custom certificates.

Text

Activation finished successfully

Attachments

```


2023-06-05 16:12:34 Info Detecting the model
2023-06-05 16:12:34 Info Detected model HP PageWide Color MFP P77440
2023-06-05 16:12:34 Info Reading the serial number
2023-06-05 16:12:34 Info Reading the MAC address
2023-06-05 16:12:34 Info Reading the total counters
2023-06-05 16:12:35 Info Reading the supplies
2023-06-05 16:12:40 Info Reading the idle status
2023-06-05 16:12:40 Info Reading alerts
2023-06-05 16:12:41 Info No terminal to uninstall
2023-06-05 16:12:41 Info Installing the terminal | type=Embedded: REST API
2023-06-05 16:12:41 Info Server's hostname [redacted] was resolved to [redacted]
2023-06-05 16:13:26 Info - Discovering Features
2023-06-05 16:13:26 Info - Starting certificate setup
2023-06-05 16:13:26 Info - Warning in certificate setup: Could not install certificate on the device, it might be necessary to install it manually
2023-06-05 16:13:26 Info - Starting UI setup
2023-06-05 16:13:26 Info - Finished UI setup
2023-06-05 16:13:26 Info - Starting authentication setup
2023-06-05 16:13:26 Info - Finished authentication setup
2023-06-05 16:13:26 Info - Starting authorization setup
2023-06-05 16:13:26 Info - Finished authorization setup
2023-06-05 16:13:26 Info - Starting accessories setup
2023-06-05 16:13:26 Info - Finished accessories setup
2023-06-05 16:13:26 Info - Starting quota setup
2023-06-05 16:13:26 Info - Finished quota setup
2023-06-05 16:13:26 Info - Starting statistics setup
2023-06-05 16:13:26 Info - Finished statistics setup
2023-06-05 16:13:26 Info - Installation Done
2023-06-05 16:13:26 Info - Terminal capabilities: {"fwVersion": "10.1.1.20", "buildDate": "2023-02-01", "interactive": true, "panelLock": true, "serverLogout": true,
2023-06-05 16:13:26 Info - Compatibility mode: false
2023-06-05 16:13:26 Info The terminal installed successfully
2023-06-05 16:13:26 Debug Communicating with the license server

```

Warning HP Terminal [redacted] Could not install certificate on the device, it might be necessary to install it manually

6.7.2 Using custom certificates

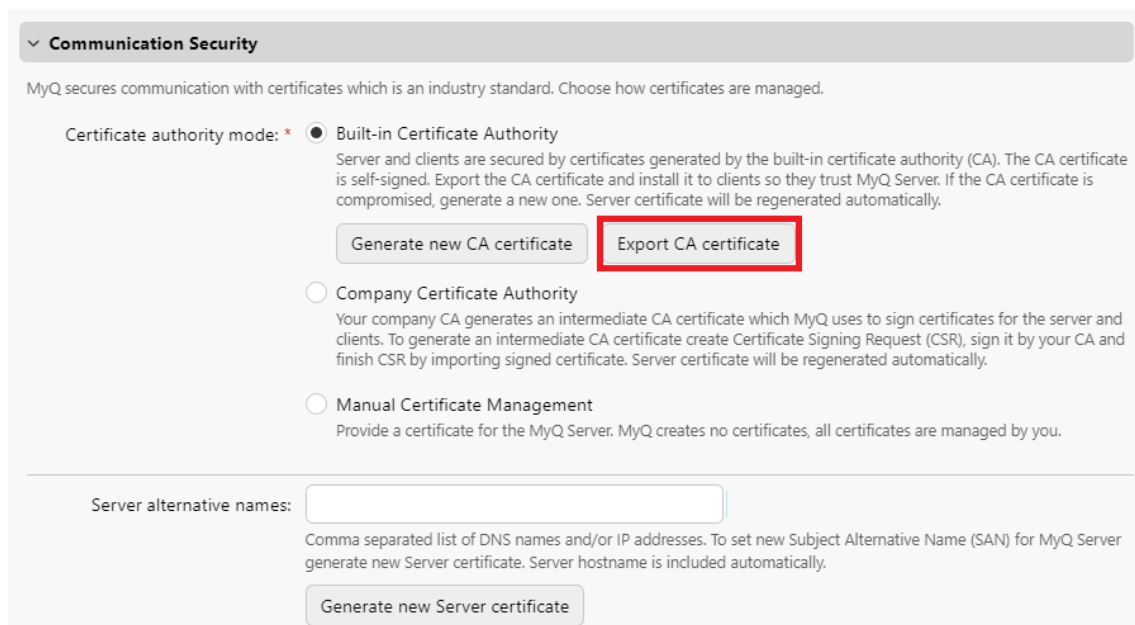
In case a custom SSL certificate is uploaded in MyQ, the certificate should also be installed in device web UI and in the Trusted Root Certification Authorities on the server.



The screenshot shows the HP PageWide Color MFP 586 web interface. The top navigation bar includes 'Information', 'General', 'Copy/Print', 'Scan/Digital Send', 'Fax', 'Supplies', 'Troubleshooting', 'Security', and 'HP Web Services'. The 'Security' tab is active. On the left, a sidebar lists various security settings, with 'Certificate Management' highlighted. The main content area is titled 'Certificate Management' and contains a section for 'CA Certificates'. It includes a text block explaining the purpose of CA certificates, a 'Choose File' button, and an 'Install' button. Below these, it lists accepted file formats: ".der", ".cer", ".pem", and ".p7b".

6.7.3 Manual certificate management

In case Uploading CA fails or your device doesn't recognize the certificate, export the certificate from the MyQ web administrator interface (**MyQ, Settings, Network - Communication Security - Export CA certificate**) and install the exported certificate in the device web UI.



The screenshot shows the 'Communication Security' settings page. The page title is 'Communication Security'. Below the title, there is a description: 'MyQ secures communication with certificates which is an industry standard. Choose how certificates are managed.' The 'Certificate authority mode' is set to 'Built-in Certificate Authority'. Under this mode, there are two buttons: 'Generate new CA certificate' and 'Export CA certificate', with the latter highlighted by a red box. Below this, there are two other modes: 'Company Certificate Authority' and 'Manual Certificate Management'. At the bottom, there is a field for 'Server alternative names' and a 'Generate new Server certificate' button.

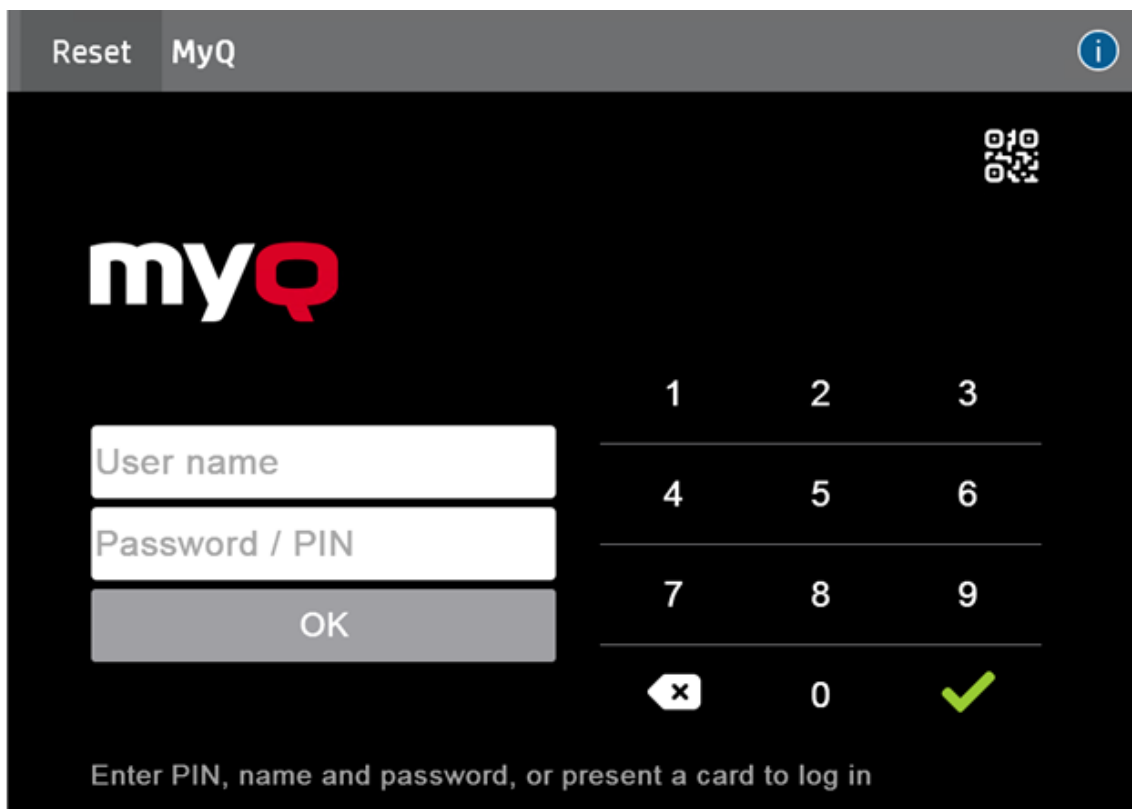
The screenshot shows the HP PageWide Color MFP 586 web interface. The top navigation bar includes tabs for Information, General, Copy/Print, Scan/Digital Send, Fax, Supplies, Troubleshooting, Security (highlighted), and HP Web Services. The left sidebar lists various security settings, with Certificate Management selected. The main content area is titled 'Certificate Management' and contains a section for 'CA Certificates'. It explains that a CA certificate is used to validate server authenticity and provides a 'Choose File' button to upload a certificate. Below the button, it lists accepted formats: ".der", ".cer", ".pem", and ".p7b".

6.8 Changing login methods

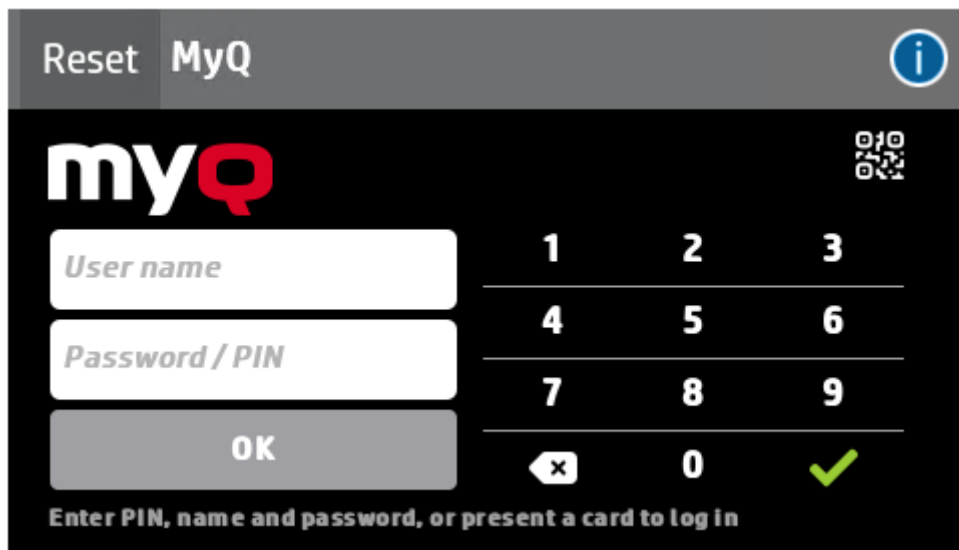
If you want to change login methods after the installation, you need to edit the configuration profile and reactivate your printer(s).

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

MyQ Log in on a normal screen



MyQ Log in on a 4.3" screen



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).

6.8.1 Login via QR code

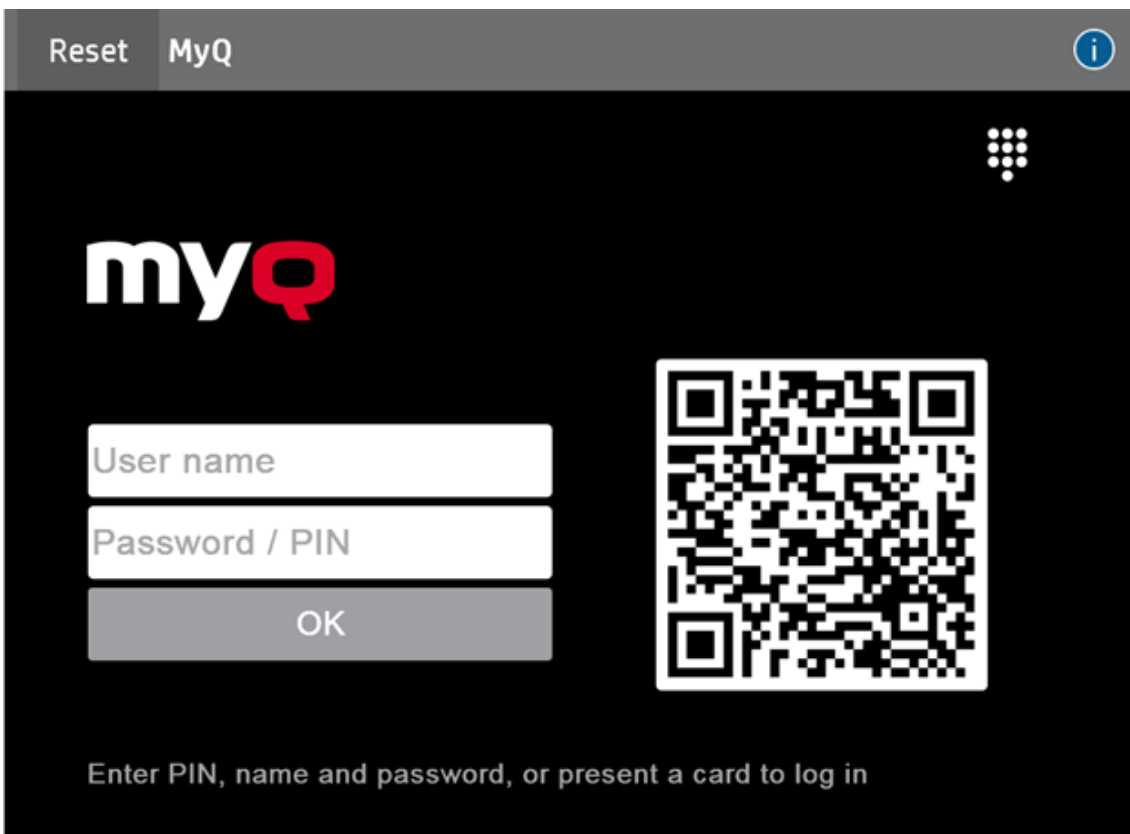
In **MyQ, Settings, Printers & Terminals**, in the **Mobile Application** section, you can **Enable login by QR code on terminal login screen**. Once enabled, a switch for changing between the QR code and the keyboard is displayed on the terminal screen.

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**.

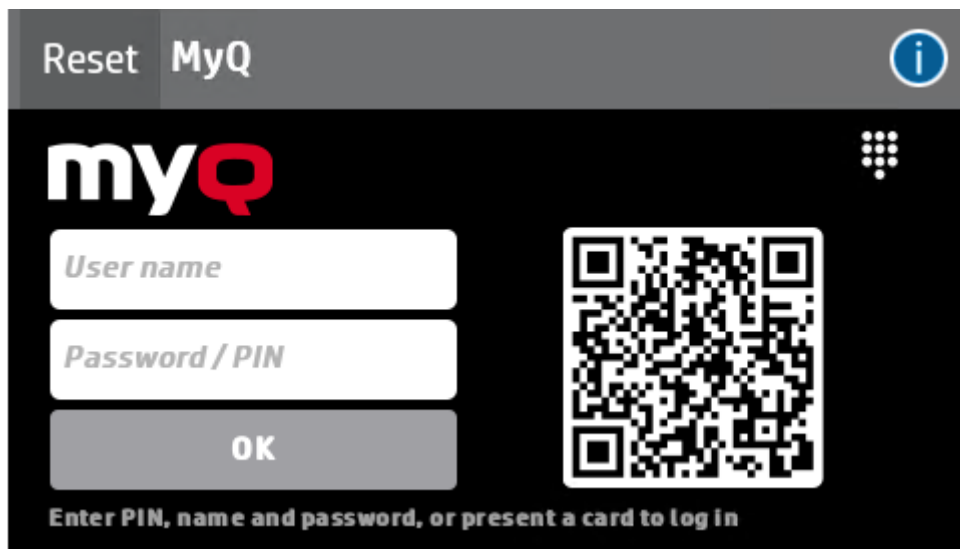


After the confirmation, a QR code is displayed as the default login option on the terminal.

Login via QR code on a normal screen



Login via QR code on a 4.3" screen



i For more information, check [Printing via the MyQ X Mobile Client app⁴](#) in the MyQ Print Server guide and check the [MyQ X Mobile Client App⁵](#) guide.

6.9 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*.

6.10 Device Settings on the Terminal

The administrator can modify the printing device's settings, such as display brightness, language, sounds, etc., directly on the terminal.

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

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

To do that, they first need to setup a new **Printer Policy** on the MyQ Web administrator interface.

- Go to **MyQ, Settings, Policies**, click **Add**, and **Add Printer Policy**.
- A new Printer Policy panel opens on the right side. Make sure that the policy is **Enabled**.
- Select the administrator's account from the drop-down in **Users and Groups**. Add an optional **Description** and then, from the drop-down menu, select the **Printers** you want the policy to apply to.
- Select the desired **Allowed Actions** by marking the checkbox next to them and choosing *Yes* or *No* from the drop-down menu. The available actions are *Print, Copy, Full color copy, Scan* and *Fax*.
- Finally, make sure to set the **Device access level** to the administrator by marking the checkbox and selecting *Administrator* from the drop-down menu.
- Click **Save**. Your new printer policy is now visible on the policies list.

Printer policy ✕

Enabled: *

Users and Groups: * ▼

Description:

Printers: * ▼

Allowed Actions

Print: ▼

Copy: ▼

Full color copy: ▼

Scan: ▼

Fax: ▼

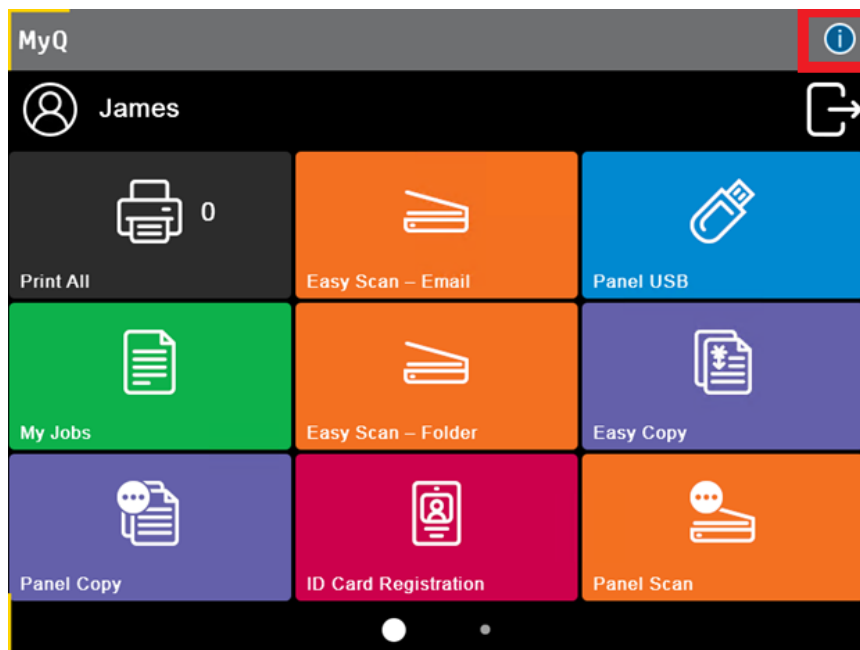
Other policies

Device access level: ▼

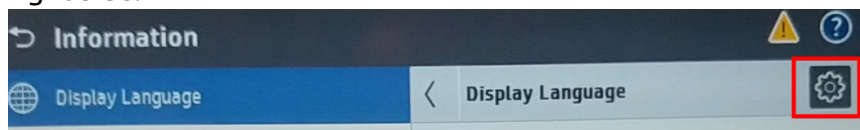
Fields marked by * are mandatory.

Once this is done, the administrator can now log in to the embedded terminal and modify the device settings.

- Once logged in, click on the information icon (i) on the top right side of the terminal.



- Depending on the device, you can now choose the session's language and see related information. To modify the settings, click on the gear icon on the top right side.



6.11 HP Package Manager

In the HP Package Manager website, you can find the **Card Readers** page where you can manage and configure card readers.

Web Browser requirements

- Google Chrome 63 or higher (Recommended)
- Mozilla Firefox 57 or higher (Recommended)
- Internet Explorer 11 or higher
- Microsoft Edge 14 or higher
- Safari 10 or higher

Older versions of web browsers will not work as required.

Signing in to HP Package Manager

To sign in to HP Package Manager, type the following address into your web browser:

"<https://<hostname>:<numberOfServerPort>/package/hp/admin"

where <hostname> is the hostname/IP address of your MyQ server, and <numberOfServerPort> is the MyQ Server port (8090 by default).

Access is also possible via the links in the **MyQ, Settings, Configuration Profile** panel, in the **Terminal** tab.

Local Admin Pin:
PIN used for logging in to the administration screen at supported device. Set empty to use terminal's default.

Mode: *
Allows to select terminal layout mode. "Kiosk" is a classical MyQ style, "Exploded" is HP-inspired style

Configure HP readers by
MyQ: Allows overriding card reader setting by settings setup in MyQ card reader management page. Links below

[Change settings of HP readers](#)

[Manage supported card readers](#)

You will be prompted to sign in by typing the password to your admin account. After that, click **Sign in** and HP Package Manager opens.

Sign in to start your session

Remember Me

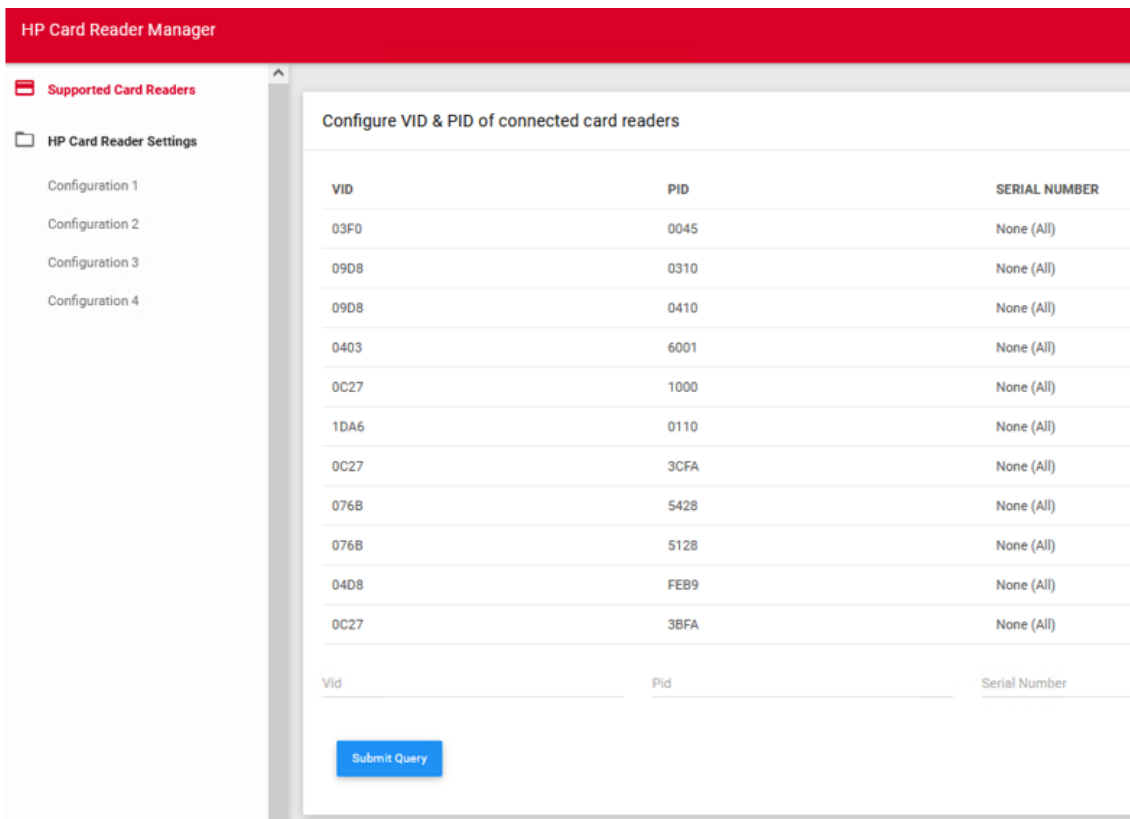
To sign out of HP Package Manager, click the exit icon in the upper-right corner of the screen.

Card Readers

On the Card Readers page, you can find two sections with card reader settings: the **Card Reader Settings**, and the **HP Card Reader Settings**.

Card Reader Settings


Here you can connect new types of card readers by adding the card reader's IDs and serial number. To connect a new type of card reader to your printing device, enter the **VID**, the **PID**, and optionally the **serial number**. Click **Submit Query** to add the setting. Added settings can be deleted by clicking the trash icon in the **Actions** column. After adding new types of card readers, you have to run the **Remote setup** of the HP Embedded terminals to apply the changes.



The screenshot shows the 'HP Card Reader Manager' interface. On the left, there is a sidebar with 'Supported Card Readers' and 'HP Card Reader Settings' (Configuration 1-4). The main area is titled 'Configure VID & PID of connected card readers' and contains a table with the following data:

VID	PID	SERIAL NUMBER
03F0	0045	None (All)
09D8	0310	None (All)
09D8	0410	None (All)
0403	6001	None (All)
0C27	1000	None (All)
1DA6	0110	None (All)
0C27	3CFA	None (All)
076B	5428	None (All)
076B	5128	None (All)
04D8	FEB9	None (All)
0C27	3BFA	None (All)

Below the table, there are input fields for 'Vid', 'Pid', and 'Serial Number', and a 'Submit Query' button.

 MyQ does not guarantee that the newly added card reader types will be compatible with the HP printing devices or that they will properly read your currently used ID cards.

HP Card Reader Settings

These settings are activated by enabling the **Configure HP readers by MyQ** option in **MyQ, Settings, Configuration Profile** panel, in the **Terminal** tab.

▼ **HP**

Local Admin Pin:

PIN used for logging in to the administration screen at supported device. Set empty to use terminal's default.

Mode: * Kiosk ▼

Allows to select terminal layout mode. "Kiosk" is a classical MyQ style, "Exploded" is HP-inspired style

Configure HP readers by

MyQ: Allows overriding card reader setting by settings setup in MyQ card reader management page. Links below

[Change settings of HP readers](#)
[Manage supported card readers](#)

You can configure up to four technologies (*Card Settings 1 – 4*) for the HP Universal card reader. Each technology can be set on its individual **Card Setting** tab. After setting the card reader, click **Submit Query**. Changes are applied immediately; the **Remote setup** of the HP Embedded terminals is not required. This setting is applied to all HP printing devices equipped with the HP Universal card reader.

HP Card Reader Manager

Configure HP Card reader technologies and its settings
Card Reader Settings - Only for HP X3D03A Card Reader

Configuration #1

Card Type
HID Prox

Parity Settings

Strip Leading Bits: 1
Strip Trailing Bits: 1

FAC Settings

Send FAC Send FAC as HEX

FAC Digits: 3
FAC/ID Delimiter: :

ID Settings

Send ID Send ID as HEX

ID Bit Count: 16
ID Digits: 5

Other Settings

Force Data to length
 64Bit Math
 Read Only Card Size

Card Size: 26

Weigand Settings


Invert Data Reverse Bits Reverse Bytes

Version: 8.2.5.7 [Submit Query](#)

6.11.1 Supported Card Readers

Name	Vendor	Additional Information
HP Universal USB Proximity X3D03A	HP	Dual-frequency card reader.
Omnikey 5427	HID	Dual frequency reader that supports iCLASS Seos®, iCLASS SE®, iCLASS®, MIFARE®, Indala Prox, and HID Prox.
Omnikey 5127	HID	125 kHz & 13.56 MHz Proximity Reader.


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)	RFID EAS	Dual-frequency card reader.
WAVE ID® SP Plus/PcProx Plus SP	RFID EAS	Dual-frequency card reader.
PcSwipe (0C27 1000)	RFID EAS	Magnetic stripe card reader.

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

6.12 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](#)⁶ 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 HP installation package is uploaded on the server and the HP service is running.

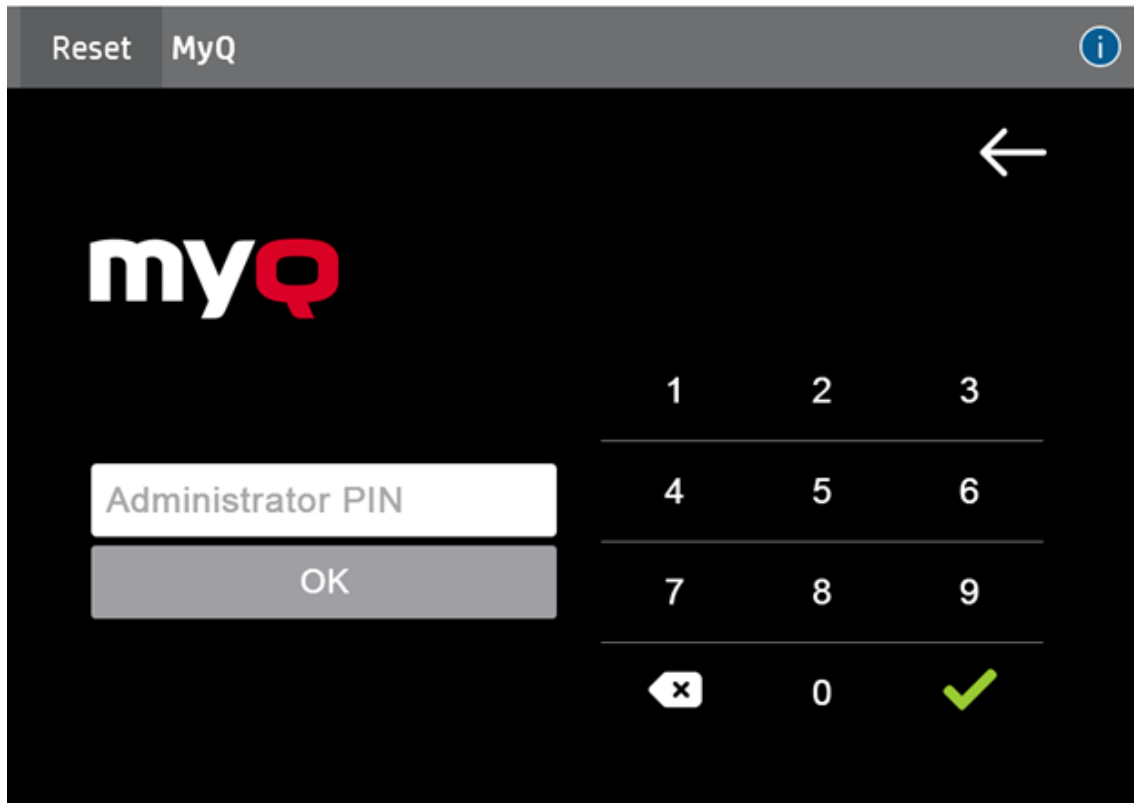
6. <https://docs.myq-solution.com/en/print-server/10.1/printers-and-terminals-settings>

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 **Terminal** tab, change the **Terminal type** to *None*. Click **Save**.

i As long as the HP terminal package is uploaded on the MyQ server, the HP service remains in Windows and is visible in the MyQ Easy Config application. If you do not run any HP Embedded terminals on the server and want to remove the service, **Delete** the HP installation package from the **Printers & Terminals** settings tab in the MyQ Web administrator interface (**MyQ, Settings, Printers & Terminals**).

7 Admin Menu

To access a terminal's admin menu, tap the 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. Go to the **Terminal** tab, and in the **HP** section, you can change the **Local Admin PIN** (*1087* if left empty).
4. Click **Save**. A pop-up window informs you that you need to activate the printer(s) again.

After logging in the terminal as an administrator, the device's login screen is displayed. To sign in, select *Administrator Access Code* in the **Access Type** drop-down, and type the *Local Admin PIN* in the **Access Code** field.

Local Device Sign In

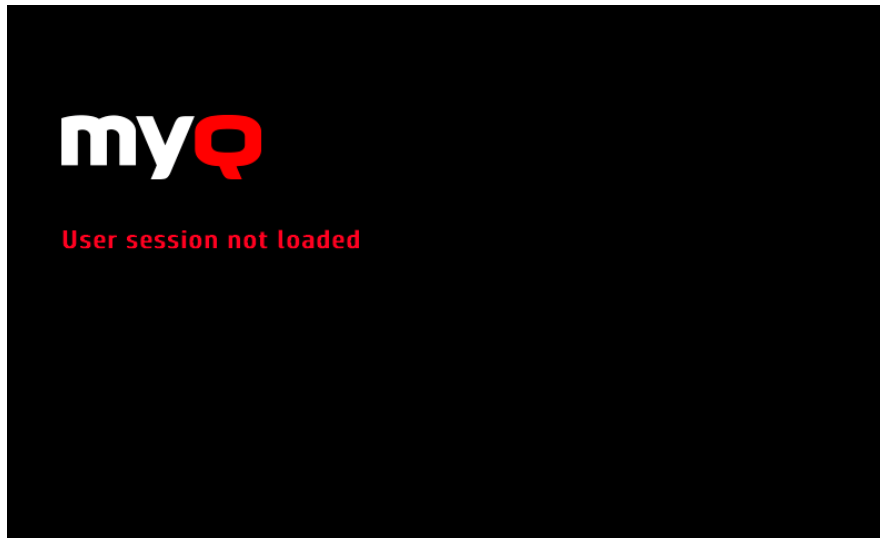
Access Type
Administrator Access Code

Access Code

q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m ↵
123? @ . ← → ↶ Sign In

8 Licenses

The total number of embedded terminals that can run at the same time is equal to the number allowed by the embedded terminal licenses. If the number of embedded licenses at the server is exhausted, the terminal is deactivated. As a result, users cannot log in to this terminal and the **User session not loaded** message appears on the terminal.




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

i For information on how to add embedded terminal licenses, activate them, and extend the software assurance period, see [Licenses⁷](#) in the *MyQ Print Server* guide.

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

9 Personalization

On the **Personalization** settings tab in the MyQ Web administrator interface, under **Terminal personalization**, you can add a **Custom Logo** and select a different **Theme** to change the overall appearance of your Embedded terminal.

 Check the MyQ Print Server guide for [Personalization Settings](#)⁸.

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

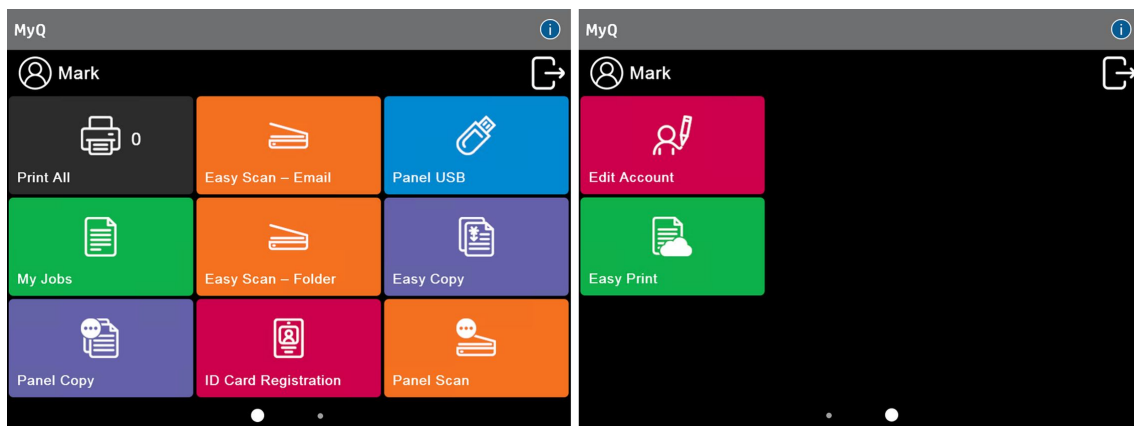
10 Terminal Actions

This topic discusses terminal actions on the MyQ HP Embedded terminal and their features.

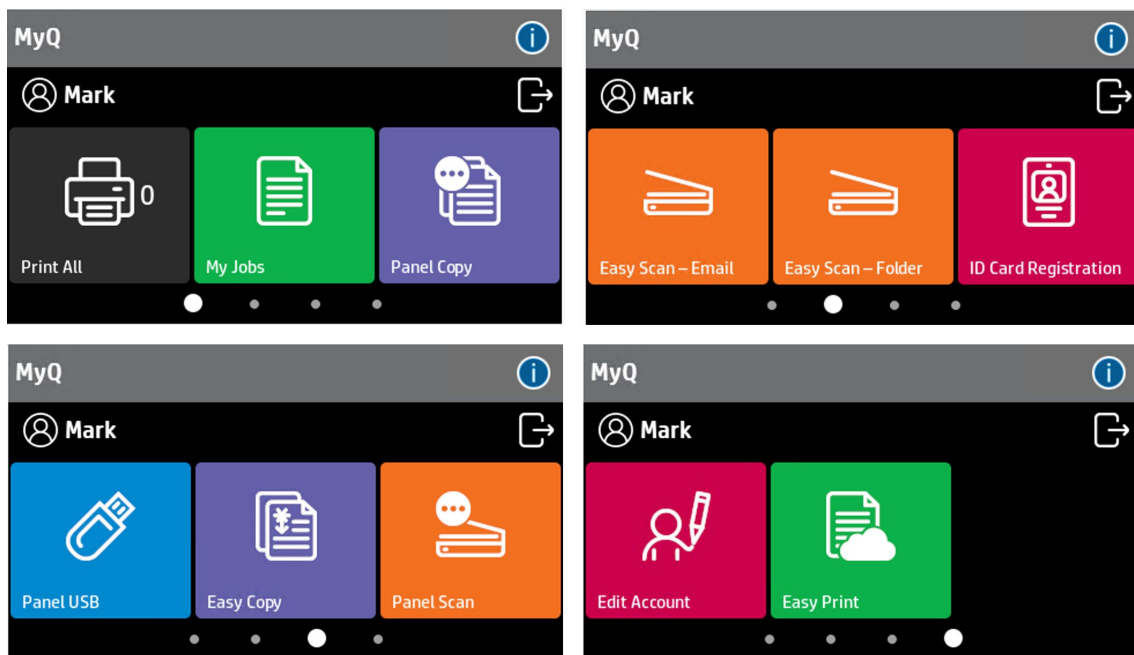
The default terminal actions are:

- 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 USB
- Easy Copy
- Panel Scan
- External Workflow

Terminal Actions on a normal screen



Terminal Actions on 4.3" screen



You can swipe left or right to switch between screens, or tap on the dots at the bottom of the screen.

i For information related to terminal action nodes management, check [Terminal Actions Settings](#)⁹ on the MyQ Print Server guide.

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

- Easy Fax
- Unlock Panel
- Edit Account
- Application
- Easy Print

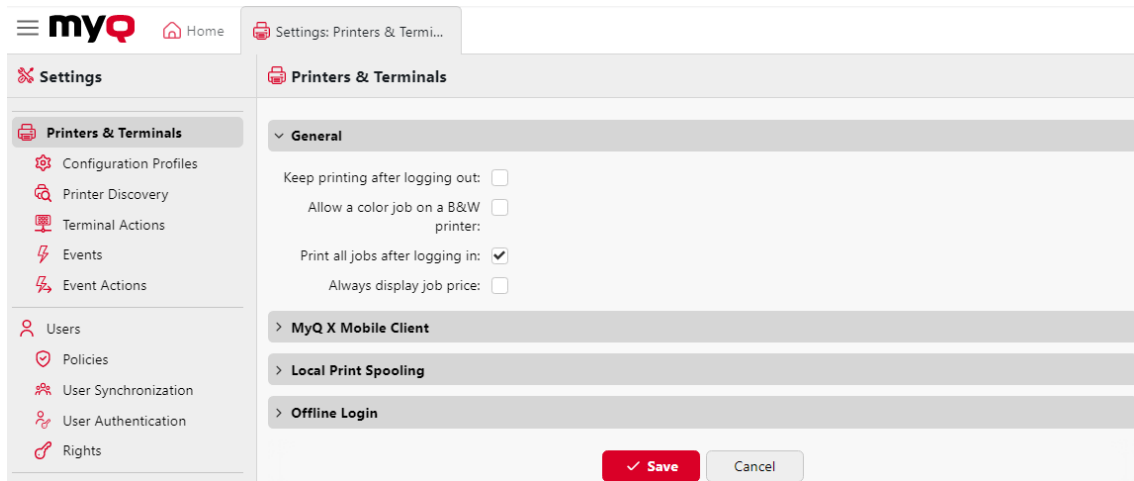
10.1 Print all

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

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

10.1.1 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 login in 30 seconds, the terminal screen refreshes with the **Print all jobs after logging in** option selected.

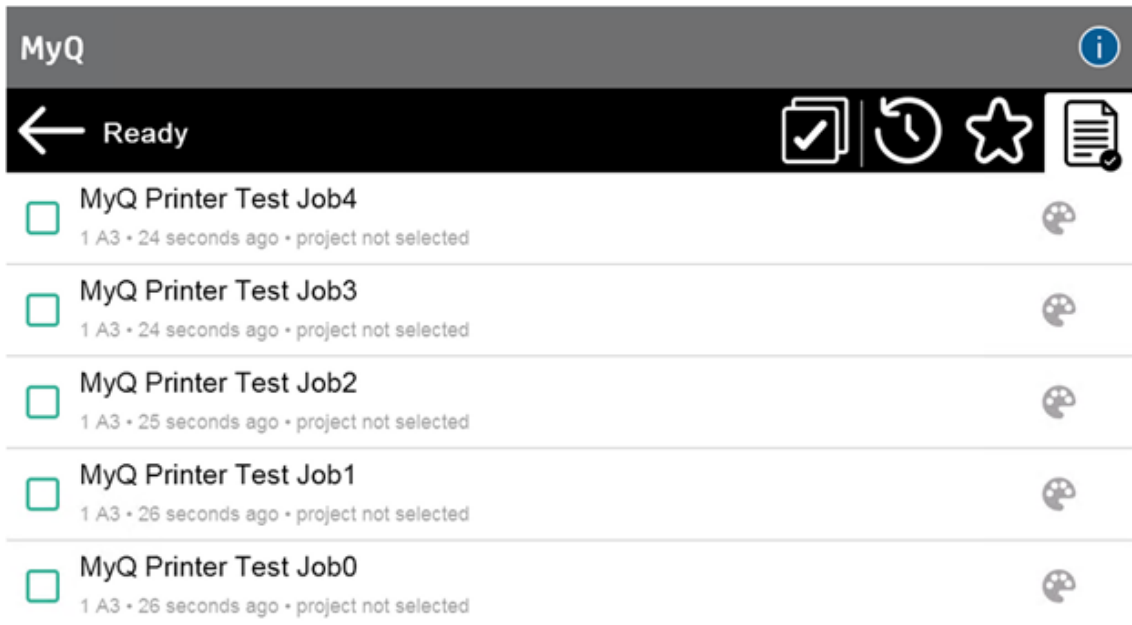
Print all jobs after logging in checkbox on a normal screen

Print all jobs after logging in checkbox on a 4.3" screen

10.2 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.



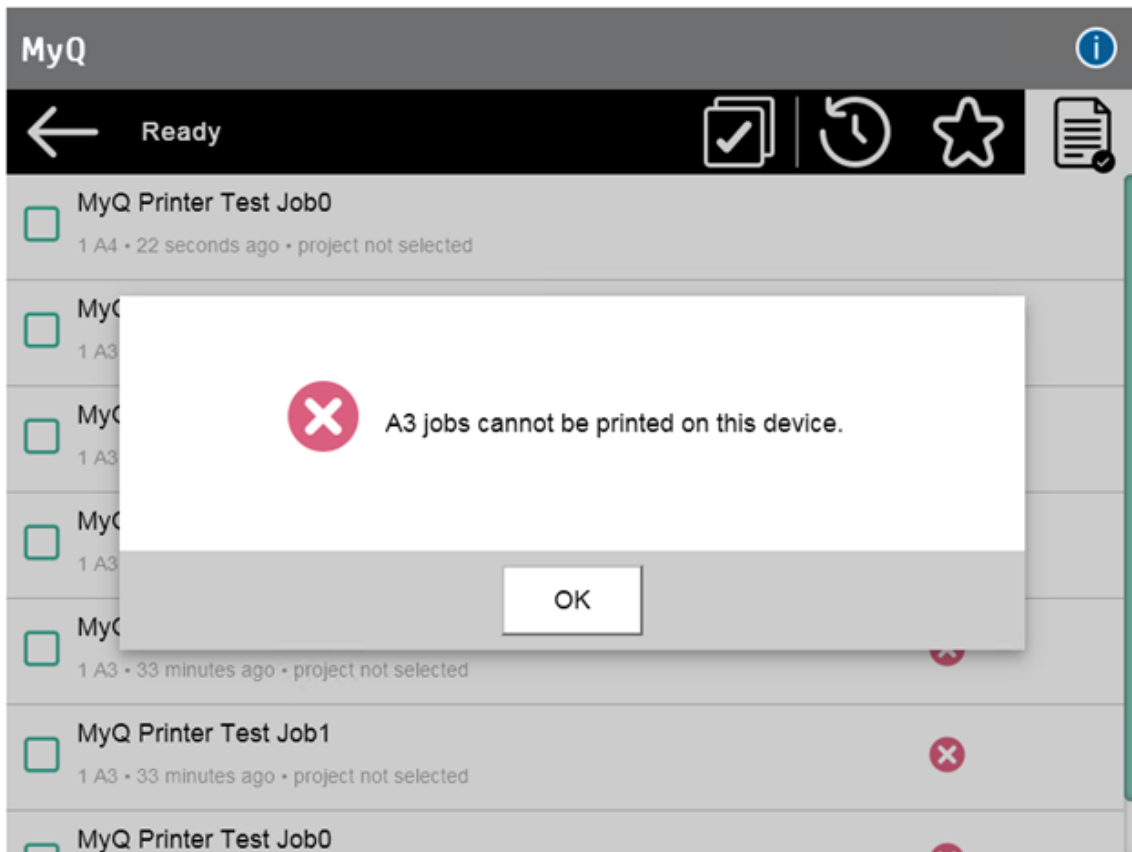
10.2.1 Job Filters

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 X 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.*



10.2.2 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.



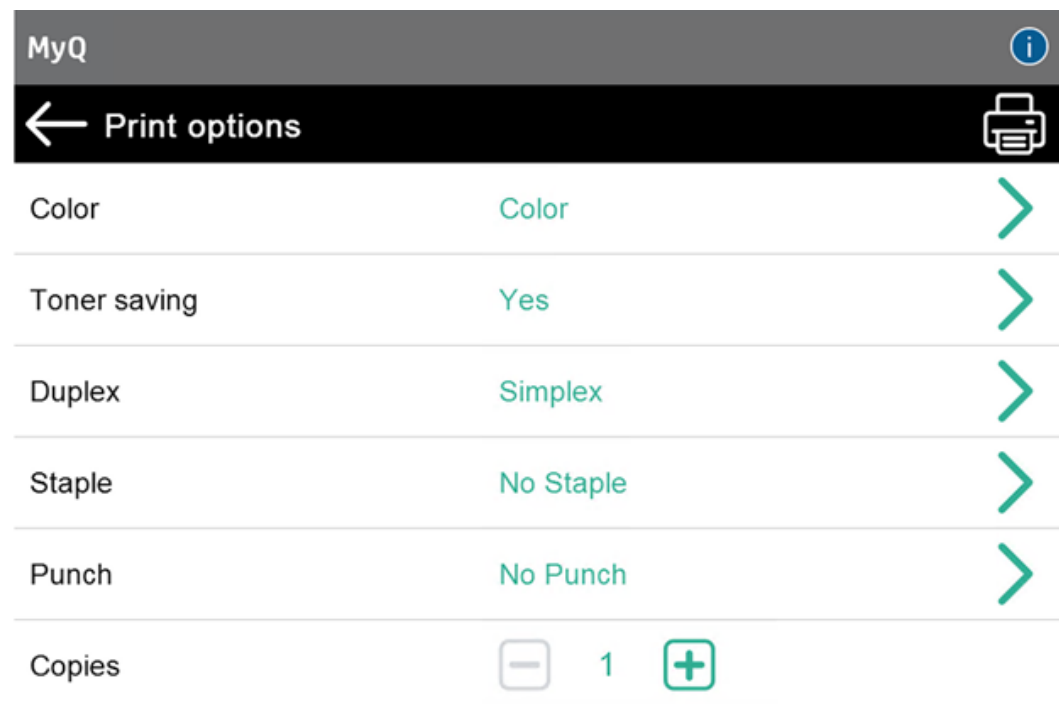
On the bar, you can select from the following options:

- **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. **LIMITATION:** Since version 8.2 patch 10, Staple and Punch are shown on all devices regardless of

the device being able to perform the actions.

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.



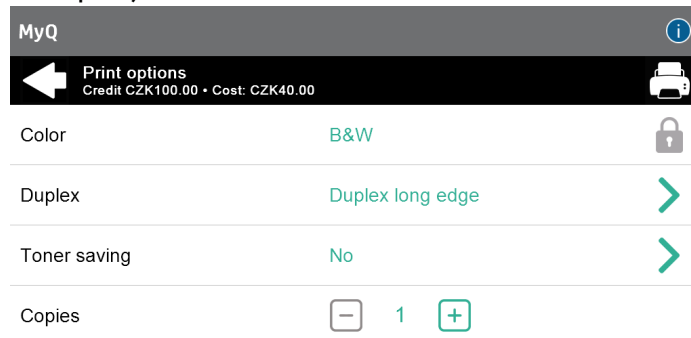
- **Job Preview:** Tap the eye icon to preview the selected jobs.
- **Add to favorites:** Tap the star-plus icon to add the selected jobs to your favorites (Visible on the Ready jobs tab and on the Printed jobs tab).
- **Delete from favorites:** Tap the star-minus icon to delete the selected jobs from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

Job cost in Print options

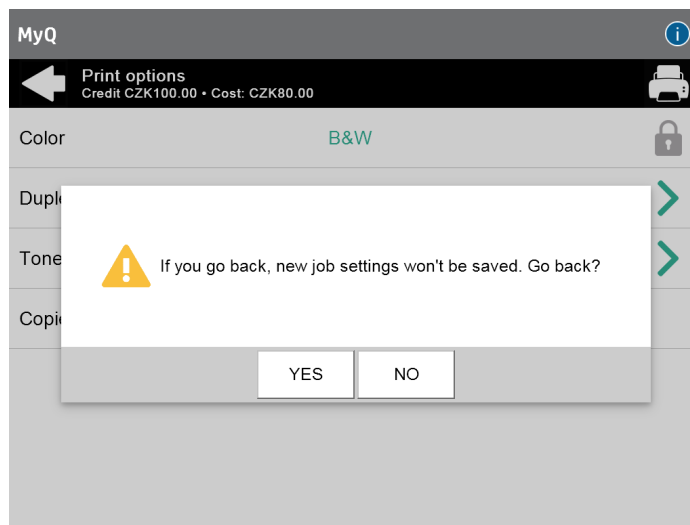
This feature allows to view the cost of a job changing dynamically in the Print options screen, depending on the new job settings set.

- When the job's cost is lower than the user's credit:

- The job's cost and the current available user's Credit are displayed in the header of the Print options screen. The job cost changes itself dynamically according to options selected in each chargeable print option, using prices set in the price list (including number of copies). The cost updating happens after a change of each value; afterwards, the user is redirected to the Print options screen (except for "Copies". In this case, the price updating happens after each increase/decrease in the number of copies).

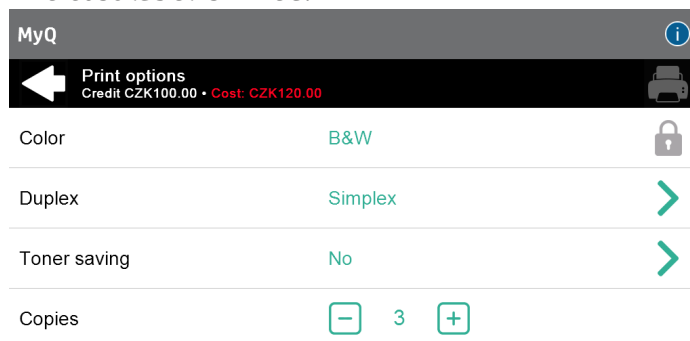


- If the Print button is pressed, the print job is executed with the finally set up job's cost in the Print options screen and the user's Credit is updated accordingly.
- If the Back button is pressed, a warning pop-up is displayed. If "No" is pressed, the user stays on the Print options screen. If the user pressed "Yes", the user is moved to the My Jobs screen, the new setup of the print jobs is not kept, and the selected-to-be-modified job displays the original cost, not the one calculated in Print options screen after modifying job settings.

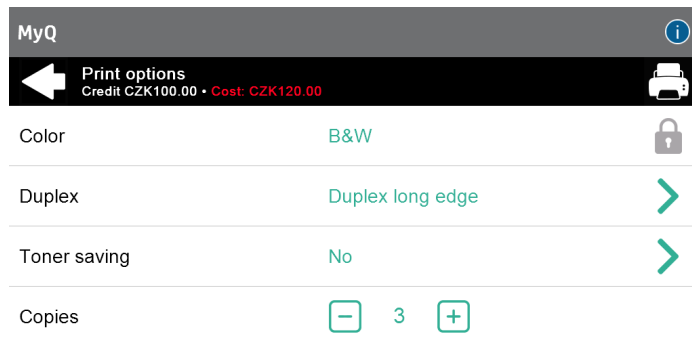


In case nothing was changed, no pop-up is shown and the user is redirected to the previous screen directly. A pop-up is shown only when the user has changed any setting in the Print options screen.

- When the job's cost is higher than the user's credit:
 - If Recharge credit is off and the modified job's cost is higher than the available credit, the Print button becomes greyed out. If the modified job's cost is lower than the available credit, the Print button is enabled. The cost label is in red.



- If Recharge credit is on and the modified job's cost is higher than the available credit, the user is redirected to the Recharge Credit screen after pressing the Print button. If the recharge is successful and the user's credit is enough to execute the job, the job is executed. If the user presses the Back button in the recharge screen, the user is redirected to the Print options screen.

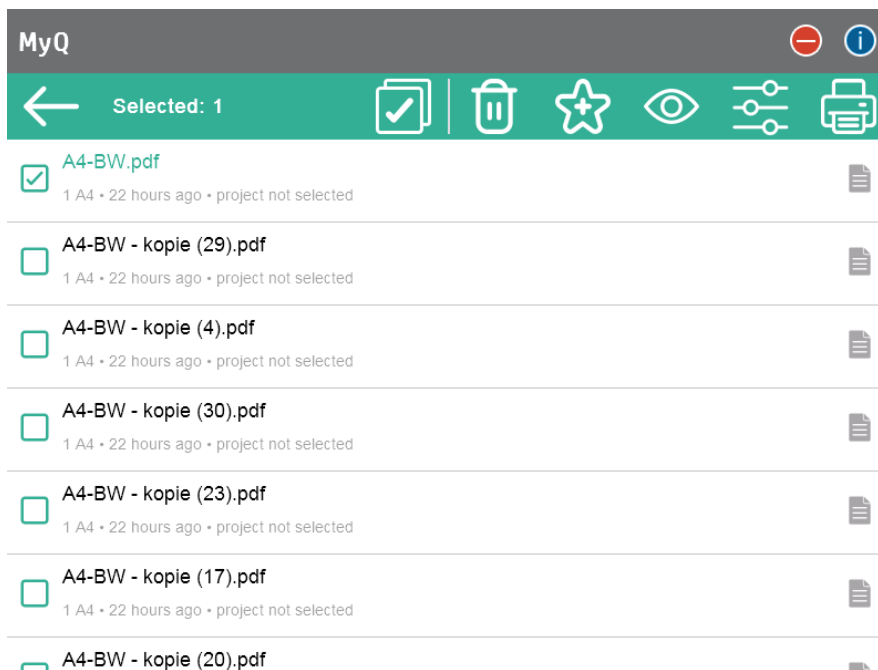


- Always display job price:
 - When the “Always display job price” setting is enabled and the price list is connected to a terminal, the Cost part will be displayed and dynamically updated. A pop-up about saving settings is shown only when Credit is enabled.



10.2.3 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.

10.2.4 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** job list for the remote jobs, by going to **MyQ, Settings, Jobs** in the **Job Roaming** section. A MyQ Central server with Site servers is required for this feature.


To print the jobs, the user has to take the following steps:

1. Log in to the embedded terminal.
2. Tap **My Jobs**. The My Jobs screen opens.
3. The remote jobs are automatically downloaded and are marked with the source server's IP address or hostname. Select them and tap **Print**.

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

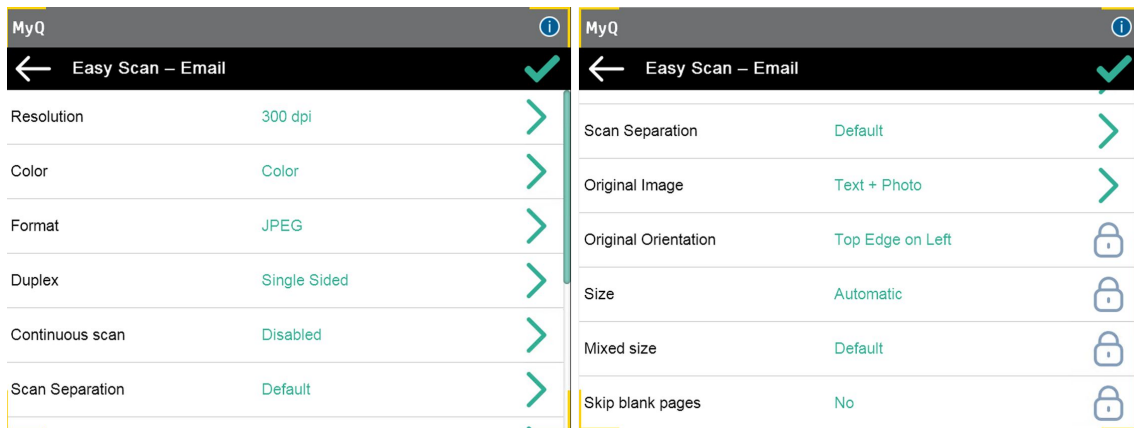
10.3 Easy Scan

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.

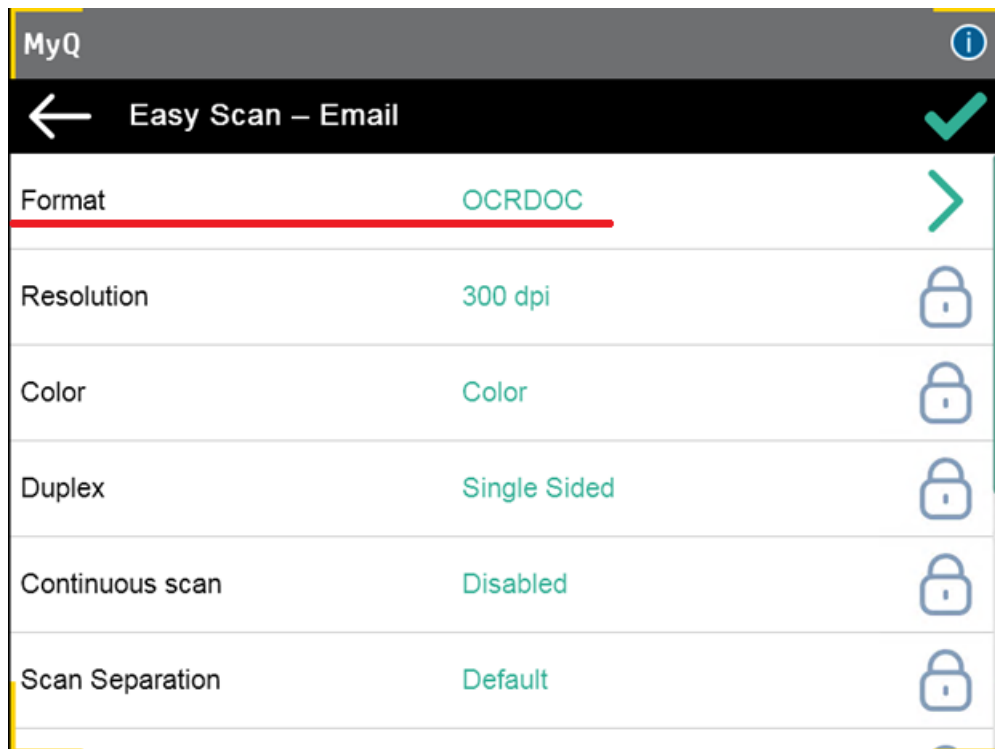
 For information on how to configure the **Easy Scan** action and define its destinations and parameters, check [Easy Scan settings](#)¹⁰ in the MyQ Print Server guide.

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

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



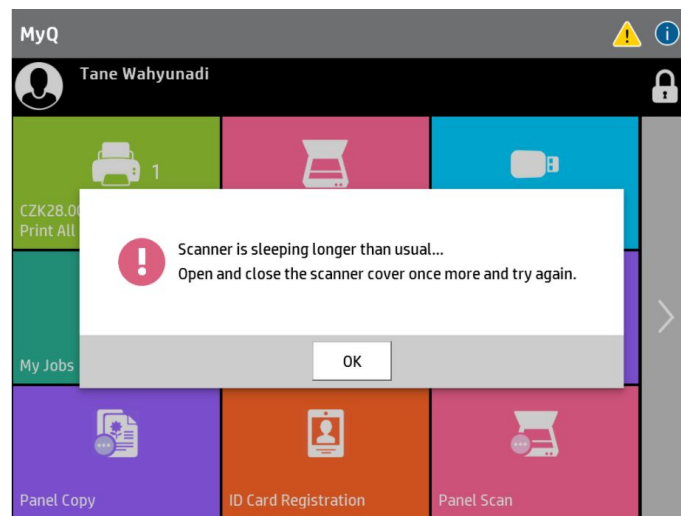
- You can also create new custom parameters to be used in the scan metadata, or as parts of file names, addresses, subjects and email bodies, and as paths to folders, passwords to folders etc. You can find further details in [Create custom parameters](#)¹¹ on the MyQ Print Server guide.
- OCR (Optical 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.



- If a user executes an Easy Scan action quickly after the device waking up, the scanner might still be in the offline state. The *"Scanner is sleeping longer than usual... Open and close the scanner cover once more and try again."* error message is displayed. The scanner waking up speed varies between devices.

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>



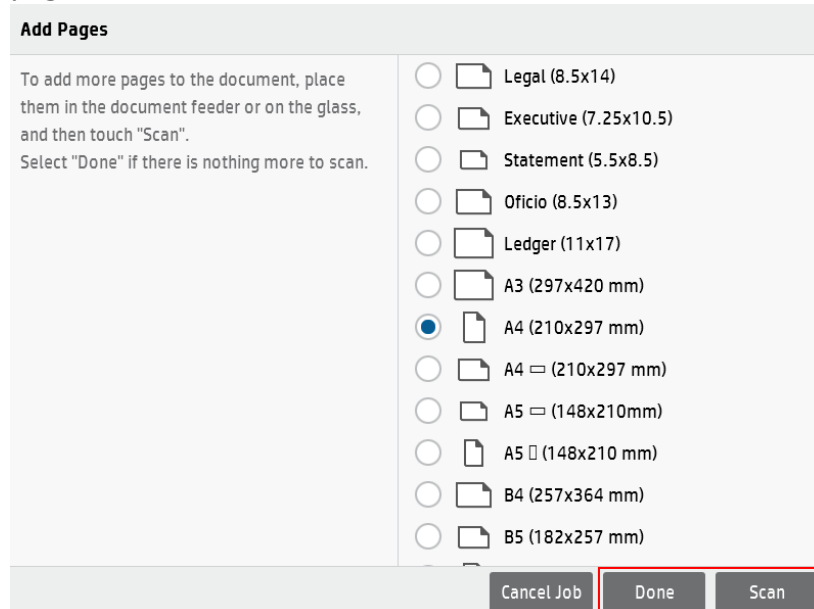
10.3.1 Easy Scan Parameters

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 (supported from MyQ HP Embedded terminal 8.2 patch 3+). If the device's default values cannot be mapped to the MyQ scan profile value, *Default* will be displayed. It is not possible to modify the default values for Easy scan parameters in the device's web UI, as these parameters are fixed.

i If you alter the parameters before performing a scan, once the scan is complete you will be directed back to these parameters so they can be reused to scan other documents immediately.

- **Resolution** - The outgoing file's resolution. You can select from the following options:
 - 200 dpi
 - 300 dpi
 - 400 dpi
 - 600 dpi
 - 1200 dpi
 - Default
- **Color** - The outgoing file's color scale. You can select from the following options:
 - Color
 - Grayscale

- B&W (two tones) -This is available for all the **Format** options except for *JPEG*. If *JPEG* is selected, the **Color** setting will be automatically changed to *Grayscale*.
- Automatic
- Default
- **Format** - The outgoing file's format. You can select from the following options:
 - PDF
 - JPEG
 - TIFF
 - XPS
 - HCPDF
 - Default
- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
 - Single Sided
 - Duplex - binding on top
 - Duplex - binding on side
 - Default
- **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.



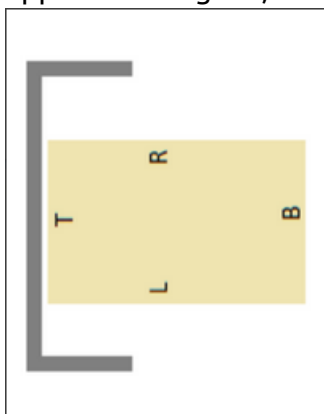
- You can select from the following:
- Disabled
 - Enabled
 - Default

- **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 - This is available for all the **Format** options except for *XPS*. If *XPS* is selected, the scanned pages will be stored in one file.
 - Default
- **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
 - Default
- **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).
 - Default

Limitations:

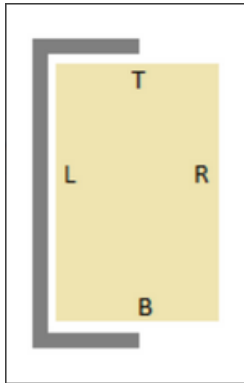
Small printers (A4)

- Size can be set to auto when the originals are put in the printer as described in the next point but setting the page size manually is recommended.
- Original orientation works as intended by MyQ settings only when the shorter edge of the page is facing the document feeder. The same orientation also applies to the glass, for all formats.

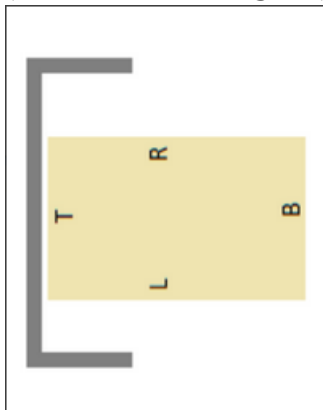


Large printers (A3)

- The resulting image can be cropped or have wrong orientation if the size is set to auto, but it works for the A4 format when is oriented as described below.
- Original orientation works as intended by MyQ settings when the original document is put in the printer as described (due to HP considering the top edge in different ways for some formats):
 - A4 and letter must have the longer edge facing the document feeder (or left side of the glass).



- Other formats must have the shorter edge facing the document feeder (or left side of the glass).




- **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
 - Folio
 - Ledger
 - Letter
 - Legal
 - Statement
 - Default

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

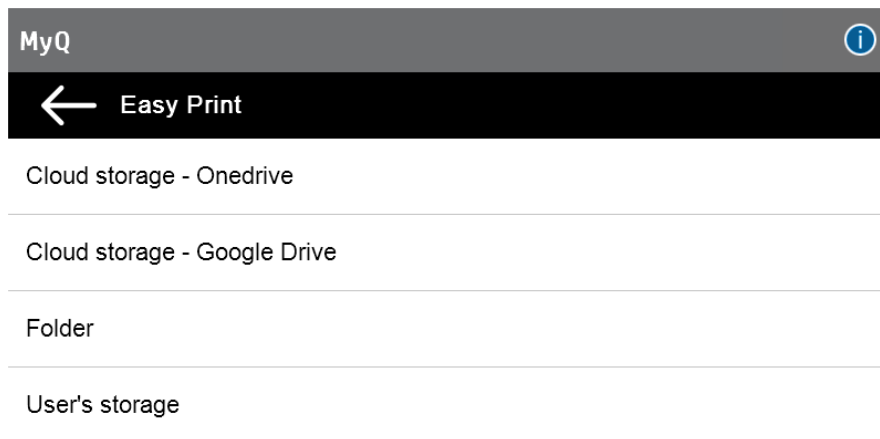
10.4 Easy Print

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

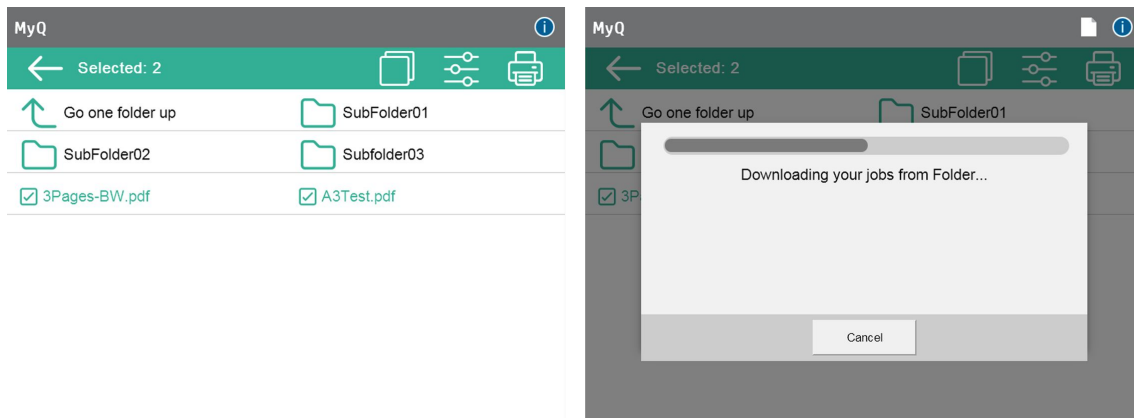
 For information on how to configure the **Easy Print** action, check [Easy Print settings](#)¹³ in the MyQ Print Server guide.

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.

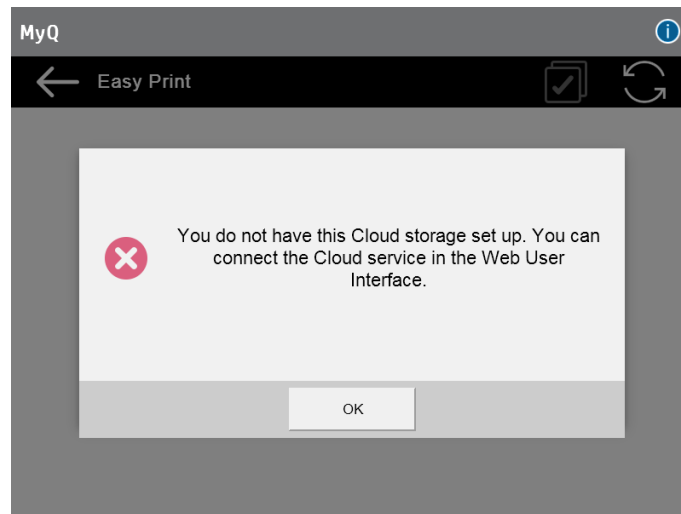
13. <https://docs.myq-solution.com/en/print-server/10.1/easy-print-settings>



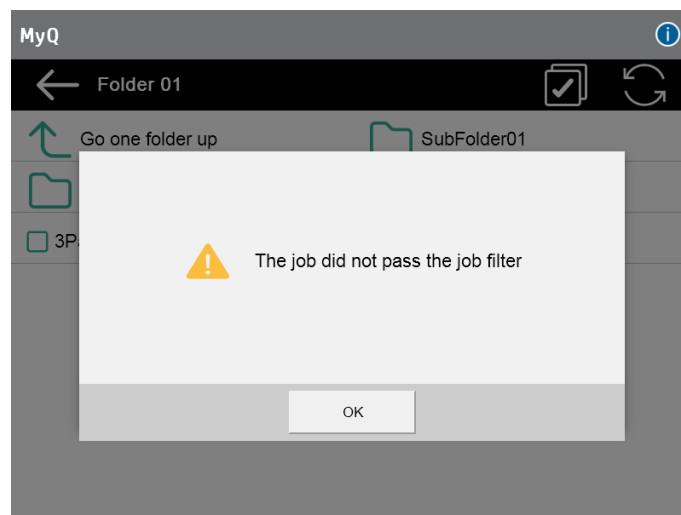
After pressing the print button, the files are downloaded from the destination to the server, processed through the default Easy Print queue, and released immediately to the printer without any further interaction. It is also possible to cancel the whole downloading and printing process. In this case, 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 *"The job did not pass the job filter"* error appears on the terminal.



10.5 Easy Copy

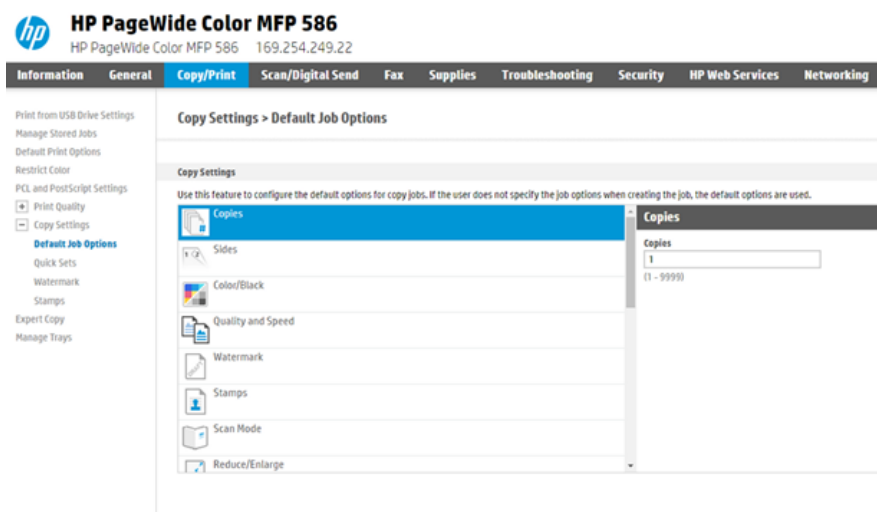
One tap copying. After the user taps this action, the page is immediately copied. You can define the copy parameters in MyQ.

i For further information, check [Easy Copy settings](#)¹⁴ in the MyQ Print Server guide.

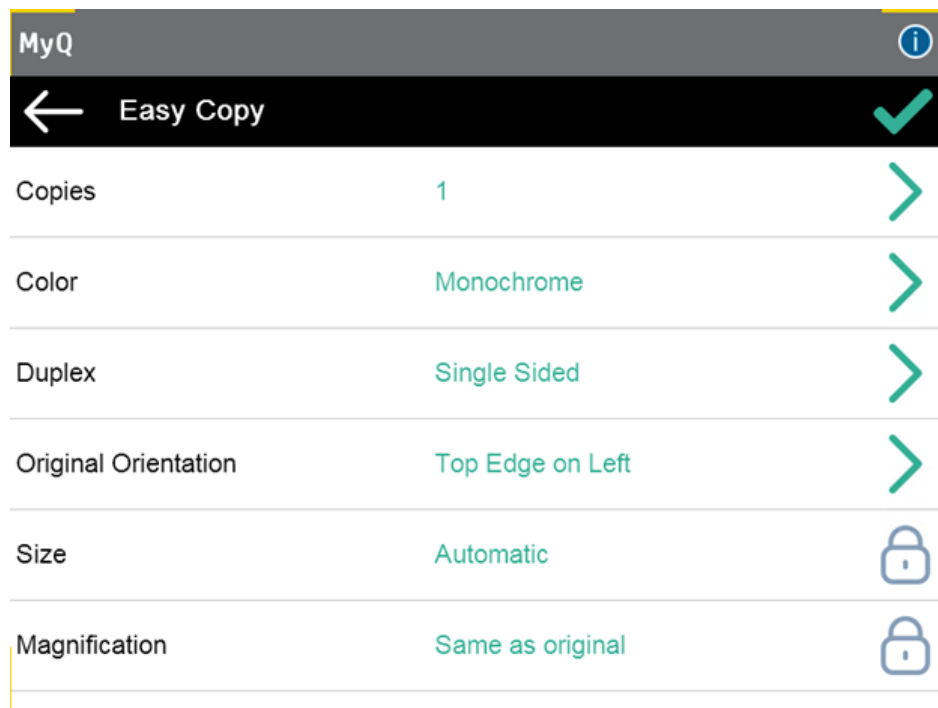
14. <https://docs.myq-solution.com/en/print-server/10.1/easy-copy-settings>

⚠ 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.

The Easy Copy default settings of the printing device can be configured in the HP Web UI, in **Copy/Print > Copy Settings > Default Job Options** (supported from MyQ HP Embedded terminal 8.2 patch 3+). After changing the parameters in the device's web UI, the remote setup or a restart of the services is required for updating the default parameters.



If the parameter's **Value** is set to *Default* in the MyQ web administrator interface, the terminal will replace it with the device's default value. If the device's default value cannot be mapped to MyQ, *Default* will be displayed.



10.5.1 Easy Copy Parameters

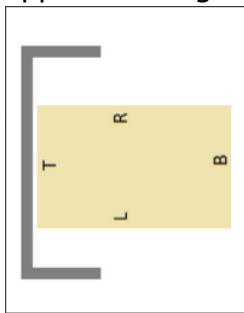
- **Copies** - Predefine the number of copies to be available 1-99. **LIMITATION**: If the device default is set to more than 99, the terminal will override it to 1 (MyQ default).
- **Color** - Color scale of the outgoing file. You can select from the following options:
 - Color
 - Monochrome
 - Automatic
 - Default
- **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
 - Default
- **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).
- Default

Limitations:

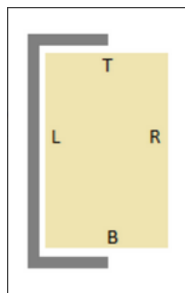
Small printers (A4)

- Size can be set to auto when the originals are put in the printer as described in the next point but setting the page size manually is recommended.
- Original orientation works as intended by MyQ settings only when the shorter edge of the page is facing the document feeder. The same orientation also applies to the glass, for all formats.

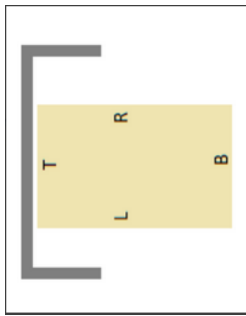


Large printers (A3)

- The resulting image can be cropped or have wrong orientation if the size is set to auto, but it works for the A4 format when is oriented as described below.
- Original orientation works as intended by MyQ settings when the original document is put in the printer as described (due to HP considering the top edge in different ways for some formats):
 - A4 and letter must have the longer edge facing the document feeder (or left side of the glass).



- Other formats must have the shorter edge facing the document feeder (or left side of the glass).



- **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
 - B6
 - Folio
 - Ledger
 - Letter
 - Legal
 - Statement
 - Oficio II
 - Default
- **Magnification** - With this parameter, you can determine the size of the copy. This way, you can make it smaller or larger than the original file. You can select from the following options:
 - Default
 - Same as original
 - A3
 - A4
 - A5
 - A6
 - B4
 - B5
 - B6
 - Folio
 - Ledger
 - Letter
 - Legal

- Statement



It is recommended to specify the **Magnification** parameter and the **Size** parameter to specific values instead of using the *Default* value. **Size** is the parameter for the size of the original, **Magnification** is the size of the output.

- **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

10.6 Easy Fax

Two steps faxing. You can define the fax parameters in MyQ.



For further information, check [Easy Fax settings](#)¹⁵ in the MyQ Print Server guide.

The Easy Fax default settings of the printing device can be configured in the HP Web UI, in **Fax > Fax Send Setup > Default Job Options** (supported from MyQ HP Embedded terminal 8.2 patch 3+). After changing the parameters in the device's web UI, the remote setup or a restart of the services is required for updating the default parameters.

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

HP PageWide Color MFP 586
HP PageWide Color MFP 586 169.254.249.22

Information General Copy/Print Scan/Digital Send **Fax** Supplies Troubleshooting Security HP Web Services Networking

Fax Send Setup
Default Job Options
Quick Sets
Fax Speed Dials

Fax Send Setup > Default Job Options

Prompt user prior to job start
Note: The email address associated with a user's account is used for job notification when a user signs in at the product. If not signed in, the user must enter an email address before notification is sent. The product must also be set up to use this feature.

General Fax Send Settings

Fax Number Confirmation
Fax number confirmation requires users to enter the fax number twice.

Scan Settings

Original Size: Any Size
Resolution: Fine (200 x 200dpi)
Original Sides: 1-sided
Pages flip up:

Optimize Text/Picture: Photo
Content Orientation: Portrait
Sharpness: 3 - (Normal)
Background Cleanup: 3 - (Normal)
Darkness: 5 - (Normal)
Contrast: S - (Normal)
Image Preview: Make optional

Suppress Blank Pages
Blank pages within the original document are not saved.

If the parameter's **Value** is set to *Default* in the MyQ web administrator interface, the terminal will replace it with the device's default value. If the device's default value cannot be mapped to MyQ, *Default* will be displayed.

MyQ

← Easy Fax

Fax resolution	Super Fine	>
Duplex	Single Sided	🔒
Original Image	Text + Photo	🔒
Size	Automatic	🔒
Original Orientation	Top Edge on Top	🔒
Continuous scan	Disabled	🔒

10.6.1 Easy Fax Parameters

- **Fax resolution** - Resolution of the outgoing fax file. You can select from the following options:
 - Normal
 - Fine
 - Super Fine
 - Default
- **Duplex** - Simplex and Duplex scanning options. You can select from the following options:
 - Single Sided
 - Duplex
 - Default
- **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
 - Default
- **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
 - Folio
 - Ledger
 - Letter
 - Legal
 - Statement
 - Oficio II
 - Default
- **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
 - Default
- **Density** - Density of the picture in the outgoing file. The higher it is, the darker the resulting picture is. You can select from the following options:

- Automatic
- Lowest
- Lower
- Low
- Normal
- High
- Higher
- Highest
- Default

10.7 Panel Actions

10.7.1 Unlock Panel

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

10.7.2 Panel Copy

Opens the printing device's copy screen.

10.7.3 Panel USB

Opens the printing device's USB screen.

10.7.4 Panel Scan

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

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

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

The scanning function requires enabling the SMTP protocol, setting the SMTP server address and entering a sender email on the printing device web interface. For

information about how to enter the printing device web interface and find the particular settings, see the printing device manual.

Set SMTP on the printing device

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

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

Set the destinations for the MyQ users on the MyQ server

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

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

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

Email addresses for Scan to Me

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

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

Predefined list of the MyQ destinations on the printing device

During the installation of the MyQ HP Embedded terminal, the **Scan to Me** destinations are saved in the device, but the shortcuts aren't created automatically. It is possible to create them manually in the device web UI, in **Device web UI, Scan/Digital Send, Contacts:**

Select Address Book

Local ▼

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	MyEmail	email@myq.local
<input type="checkbox"/>	MyFolder	folder@myq.local

← Scan to Email ?

From: hp@myq.local 👤

To: 👤

CC: 👤

BCC: 👤

Subject:

File Name: [Untitled]

Message:

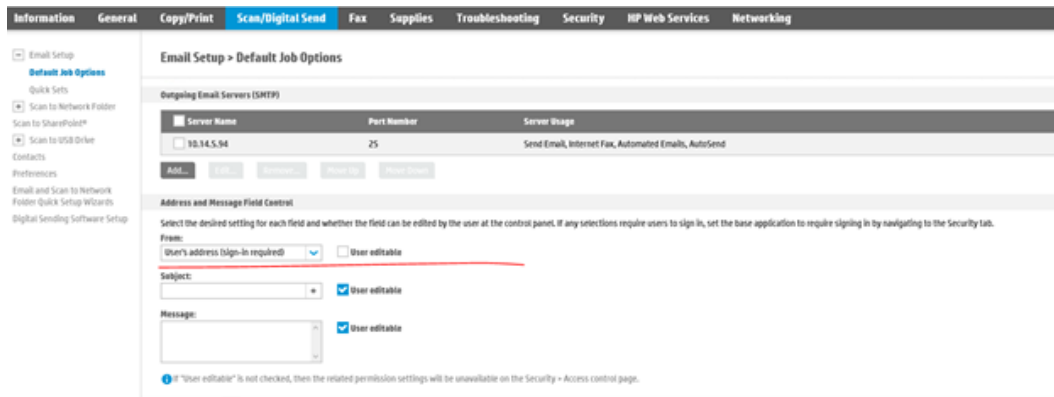
Local 🔍

- MyEmail
email@myq.local
- MyFolder
folder@myq.local

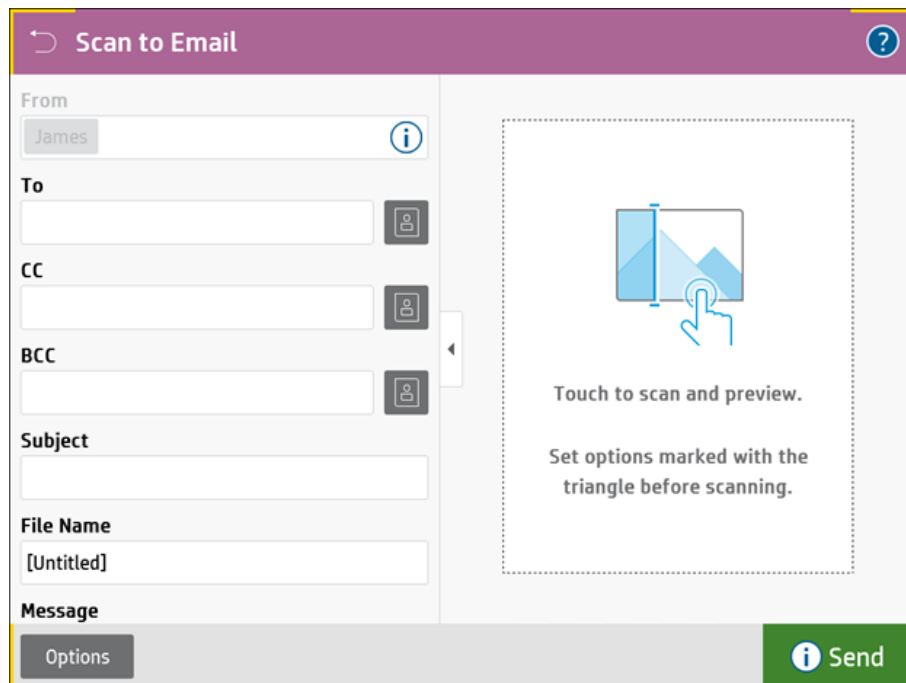
Using the user's email address as **Sender address**.

Another feature is using the user's email address as **Sender address**. For this to work, some settings are required in the device web UI:

1. Open the HP web UI and go to **Scan/Digital Send > Email Setup > Default Job Options**.
2. In the Address and Message Field Control section, set the **From** field to *User's address (sign-in required)*.
3. Uncheck the **User editable** option next to it/
4. Click **Apply**.

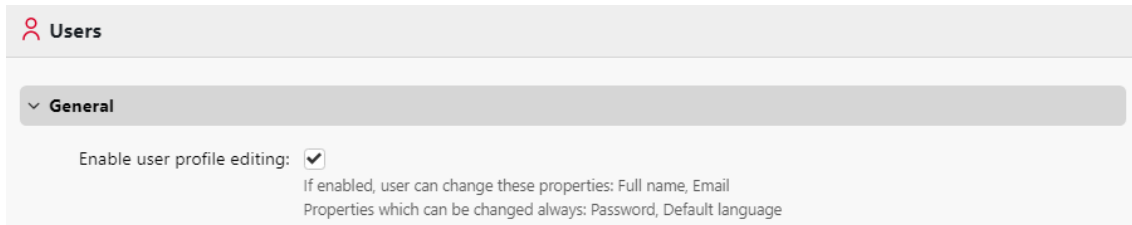


With this feature set up, when a user uses Panel Scan to Email, the **From** field is populated with the MyQ user's full name, and it is greyed out and not possible to edit.



10.8 Edit Account

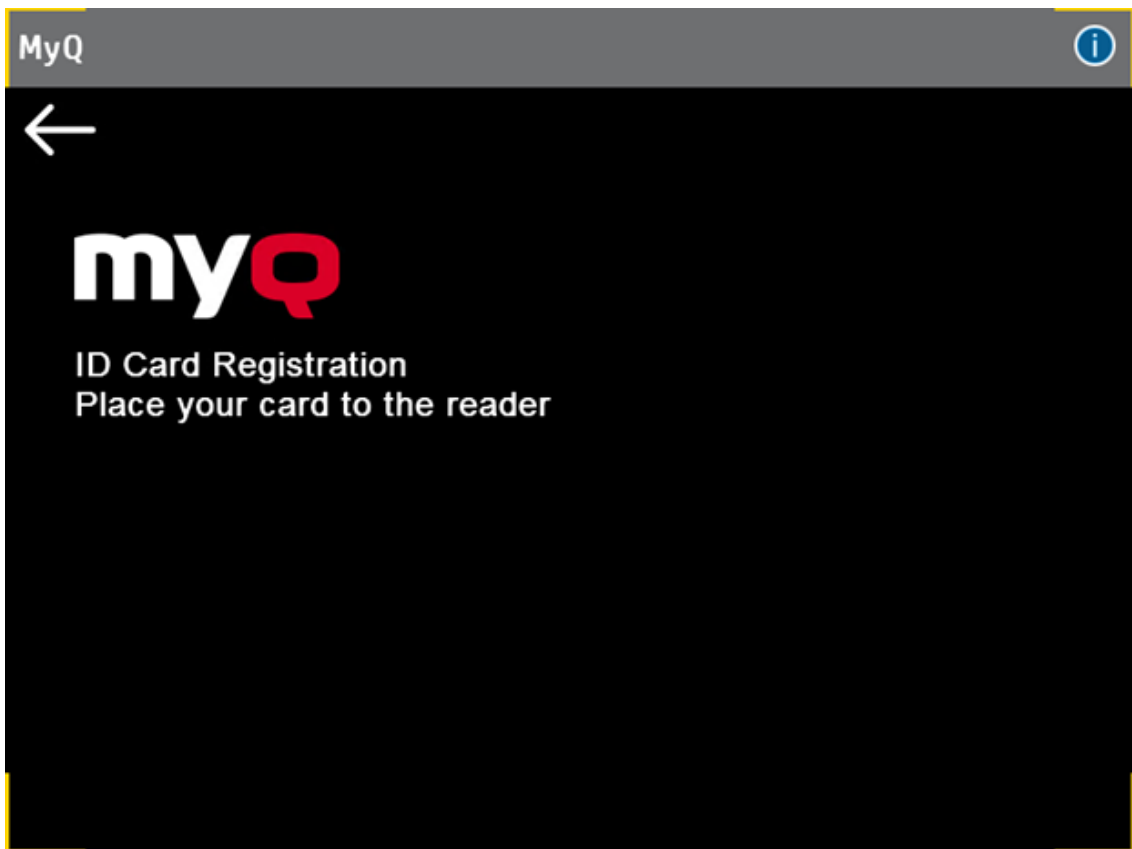
To be able to use all the features of this terminal action, go to the **Users** settings tab (**MyQ, Settings, Users**) and under **General**, select the **Enable user profile editing** option.



By tapping the **Edit account** action, the logged user can open their user profile screen, where they can change their **Full name, Password, Email** and **Default language**. After the change is submitted, the database entry is changed and the new values are set. The changes are applied the next time the user logs in.

10.9 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.




10.10 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.

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

The external workflow can provide the embedded terminal with scan settings and metadata that need to be filled in before scan execution.

 For more information, check [MyQ Smart Workflows¹⁶](#) on the MyQ Print Server guide.

10.11 Application

The **Application** terminal action node enables users to directly access a third-party application.

- FutureSmart 4.10 or newer is required.
- Not available in Exploded mode. To use a third party application in Exploded mode, see the alternative method via the Unlock Panel terminal action, described below.
- After installation/uninstallation of the third-party application into device, the remote setup of the MyQ HP embedded terminal is required.

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

Tools Refresh 3rd party application

General

Enabled:

Title: en 3rd party application

Printers: * All printers

Rights: * All users

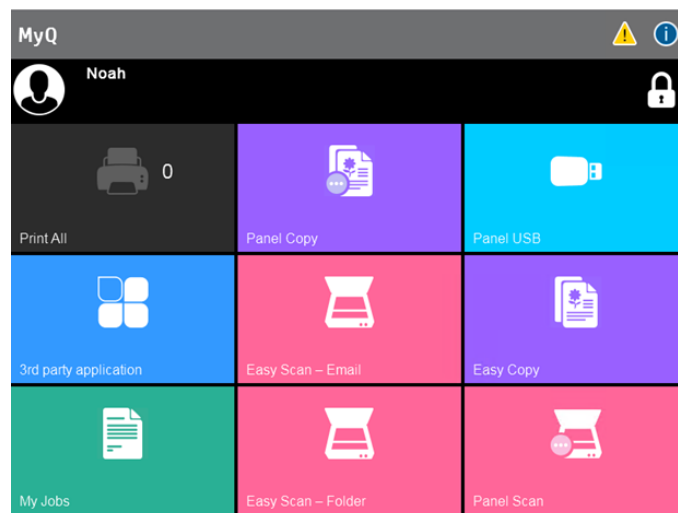
Style: * Application

Reference: *

Save Cancel

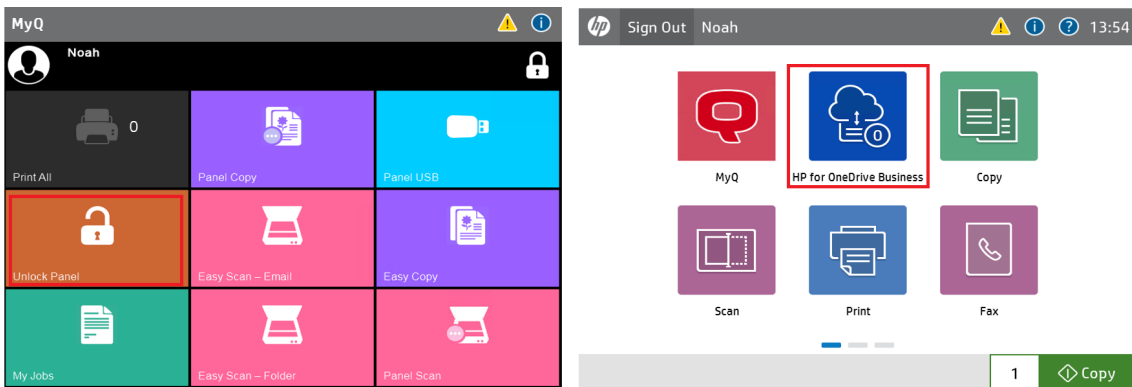
Fields marked by * are mandatory.

After creating the action node, type the application **Title** that you want to be displayed on the screen, set **Rights**, and type its reference name (its specific ID) to the **Reference** text box.



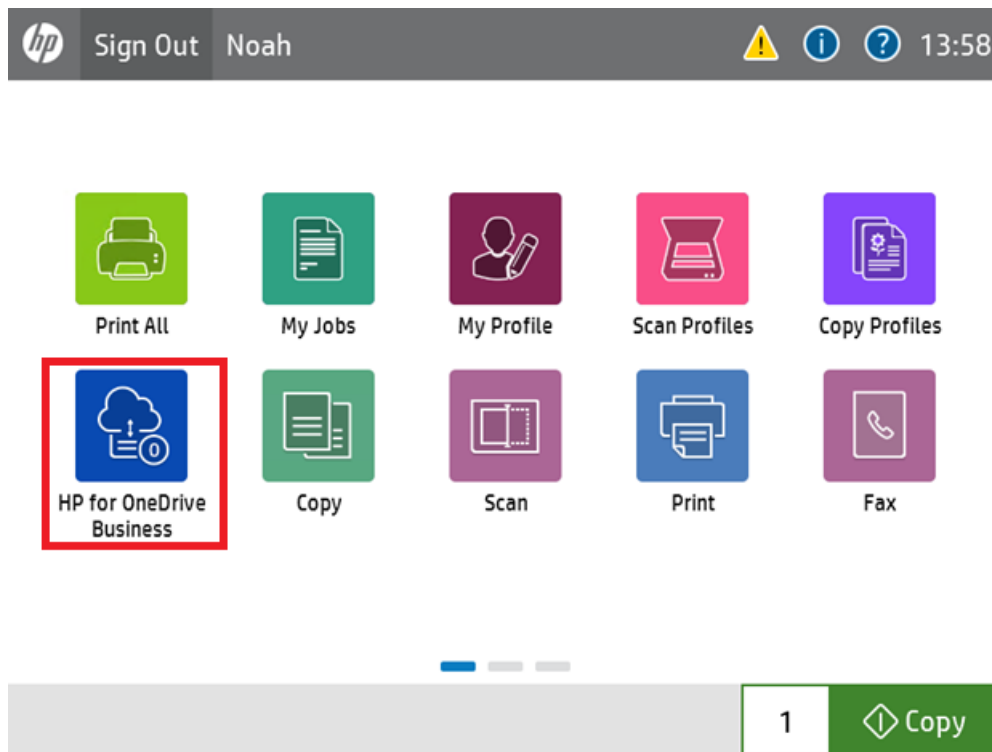
Accessing third party applications via Unlock Panel


If the application's reference number is not available, you can still use applications installed in the printing device by using the **Unlock Panel** terminal action.



It is possible to use redirection to applications from HP Command Center to OXPd based apps only. It is not possible to use a third party application from HP Command Center, because applications from HP Command Center are based on OXPd SDK.

This is also available in Exploded mode:




 All installed applications are displayed on the device's native panel. If you don't want the users to access them, you can restrict their access to the Unlock Panel terminal action.

11 Accounting

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

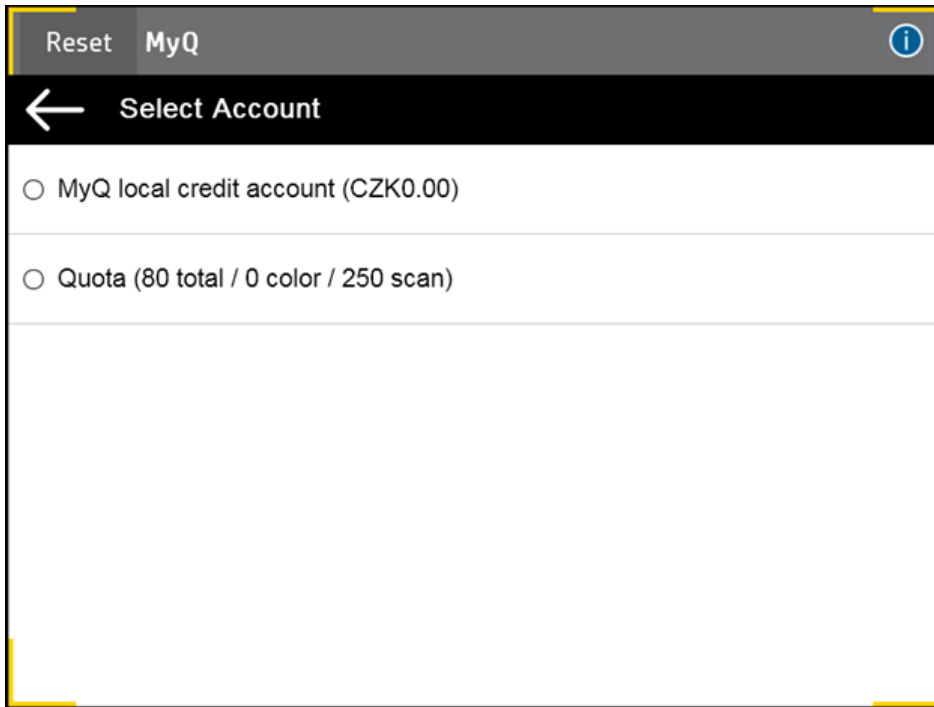
- the **Accounting mode** MyQ will be using:
 - **Accounting Group** - This is selected by default. In this mode, all quotas are available and can be spent.
 - **Cost Center** - In this mode, only the selected (cost center) payment account is spent.
- the **Payment account priority**, which applies to 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](#)¹⁷ in the MyQ Print Server guide.

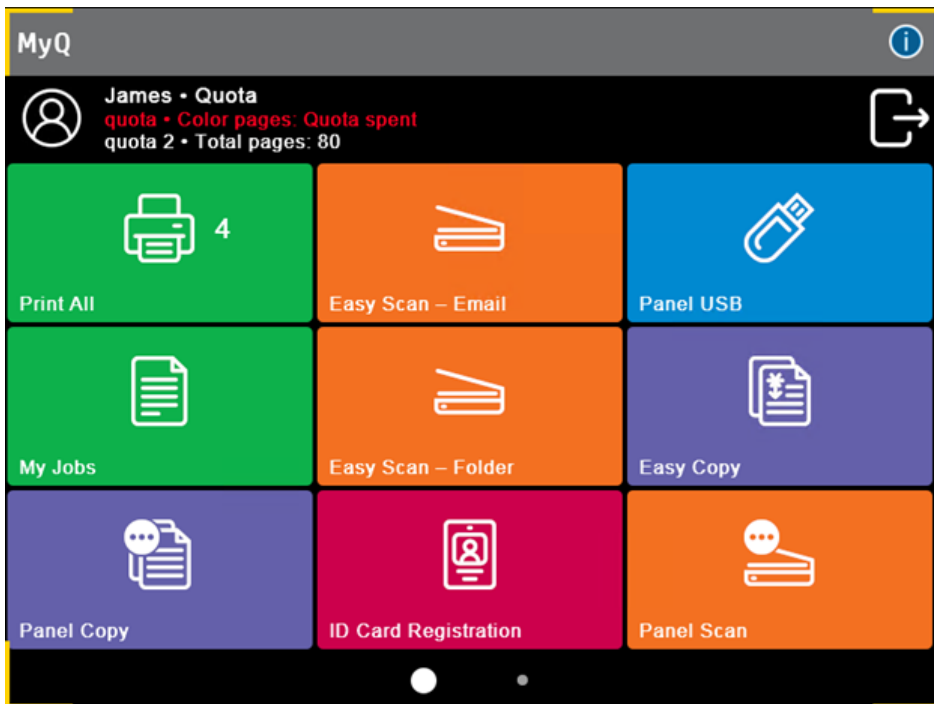
 If a user's Credit or Quota is depleted during copying, the action stops. However, depending on the device speed, there may be an overflow of several pages.

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.

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

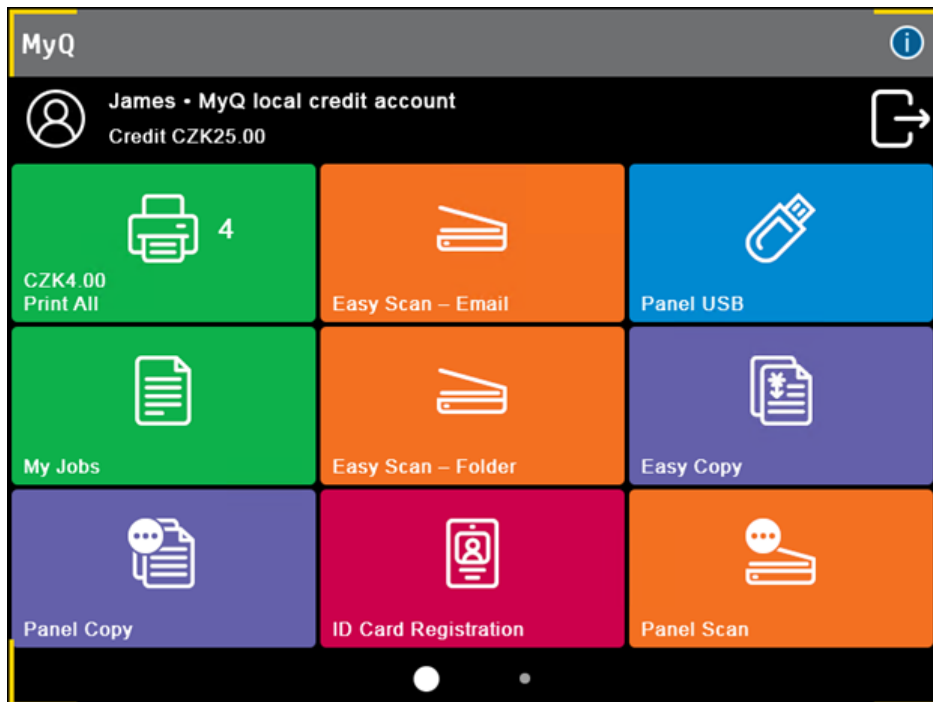


If the user only has one cost center, the selection screen is not displayed and this cost center is automatically assigned to the user. The name of the assigned cost center is displayed next to the user's full name.



11.1 Credit

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



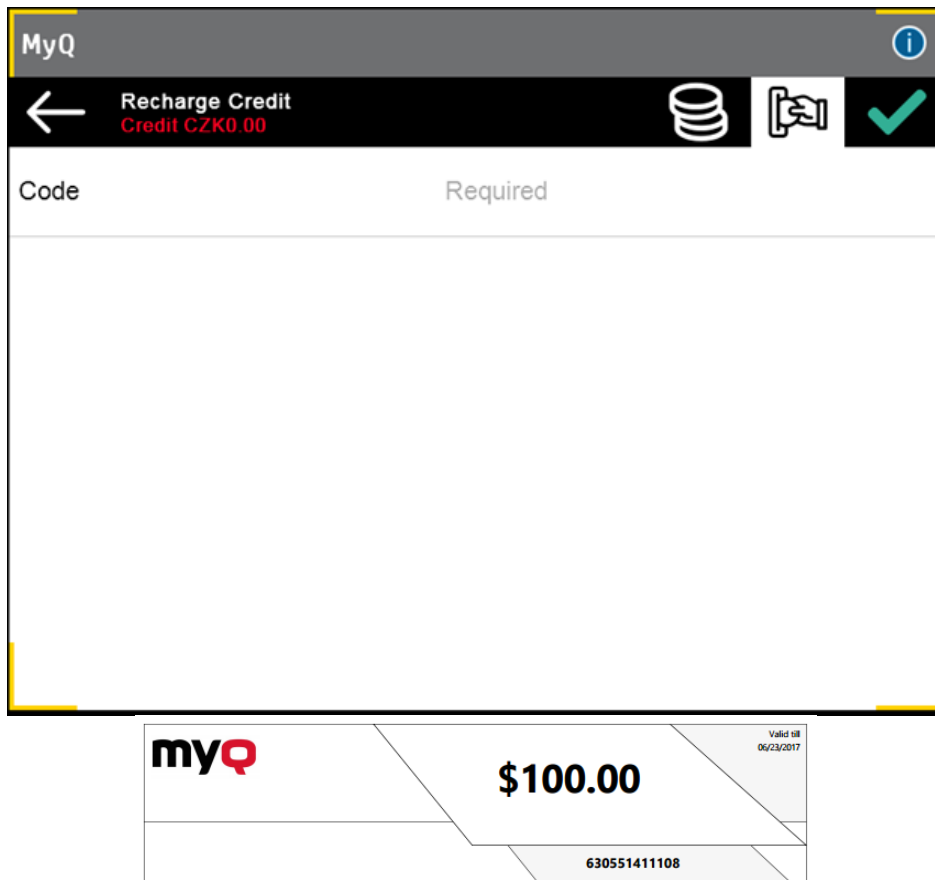
i For more information, check [Credit¹⁸](#) in the MyQ Print Server guide.

⚠ 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.

11.1.1 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.

18. <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.

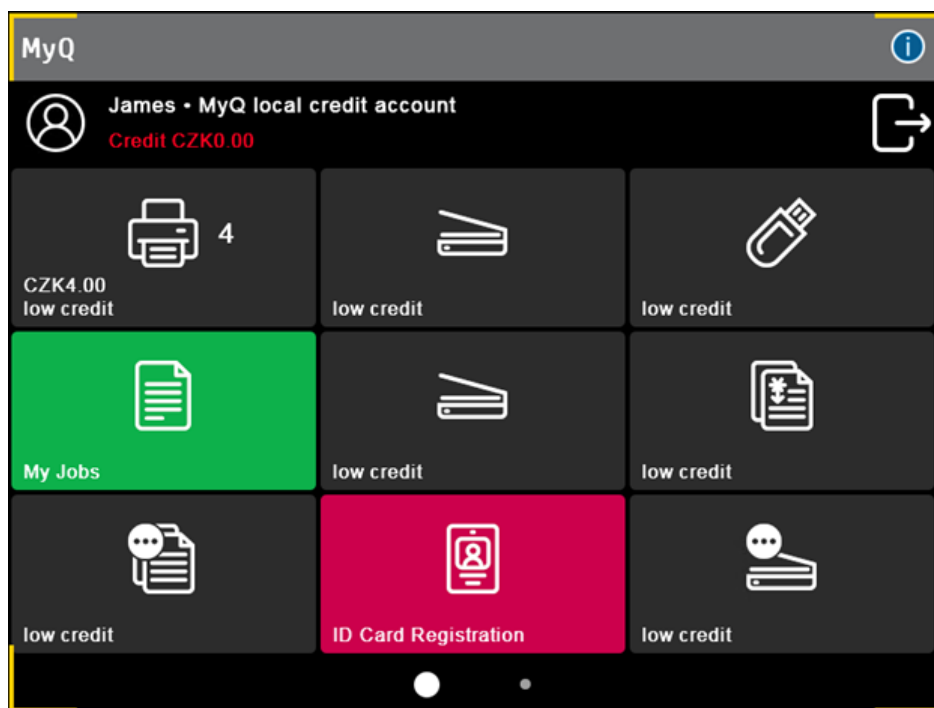
The screenshot shows the 'Recharge Credit' interface with the 'Coins' icon selected. The screen displays 'Paper Format' and 'A4'. Below this is a table showing prices for different configurations. The table has columns for 'Simplex' and 'Duplex', each with sub-columns for 'Black & White' and 'Color'. The rows represent 'Print', 'Copy', and 'Scan' operations.

	Simplex		Duplex	
	Black & White	Color	Black & White	Color
Print	1	3	1	3
Copy	1	3	1	3
Scan	1			

11.1.2 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.



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

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

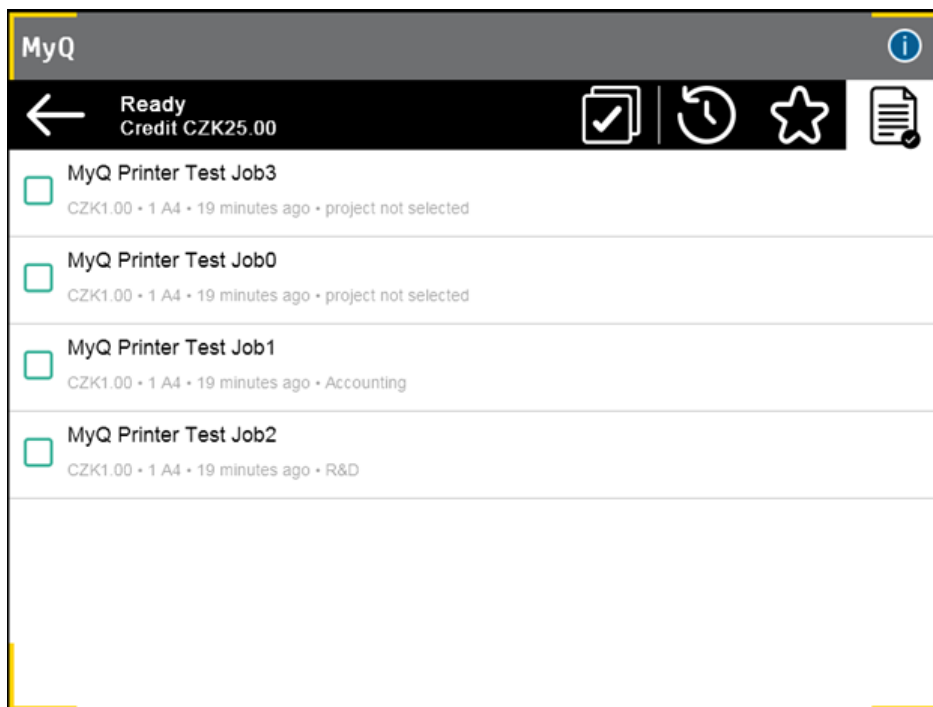
The first scan or fax job is always finished. The user can stay on the panel, but cannot use the panel action anymore.

Print jobs with additional information from the job parser

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

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

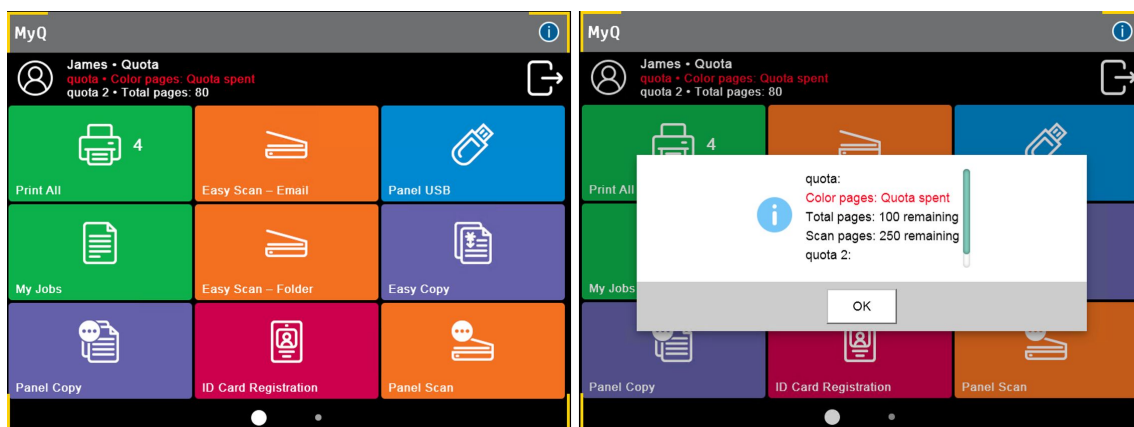
If a job does not include additional information from the job parser, users can start it as long as their credit is not equal to or below 0.



11.2 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](#)¹⁹ 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.

Action taken when a user reaches a quota with immediate application

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

Print jobs with additional information from the job parser

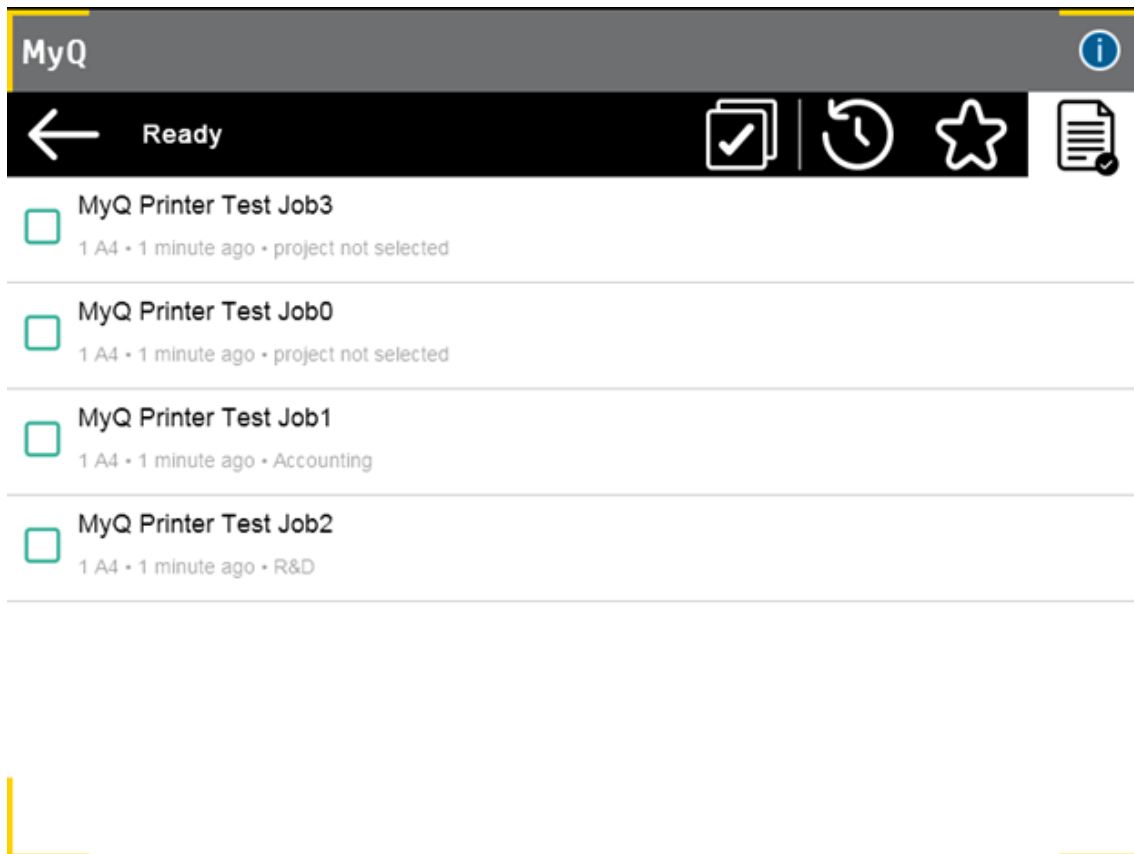
Print jobs received with the job parser activated, include additional information such as number of pages, color and price.

Jobs exceeding the quota cannot be printed. Users cannot use the **Print all** action as long as the overall size of all of the print jobs is larger than what is allowed by the quota.

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

11.3 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.



 For more information, check [Projects](#)²⁰ in the MyQ Print Server guide.

Limitations

1. When the user logs in, the package has no information about the number of projects available to the user. If the user has no rights to use any projects (including the "no project" project), the behavior is as follows:
 - a. On login, all actions are available to the user if credit/quota/rights conditions are met.

²⁰. <https://docs.myq-solution.com/en/print-server/10.1/projects>

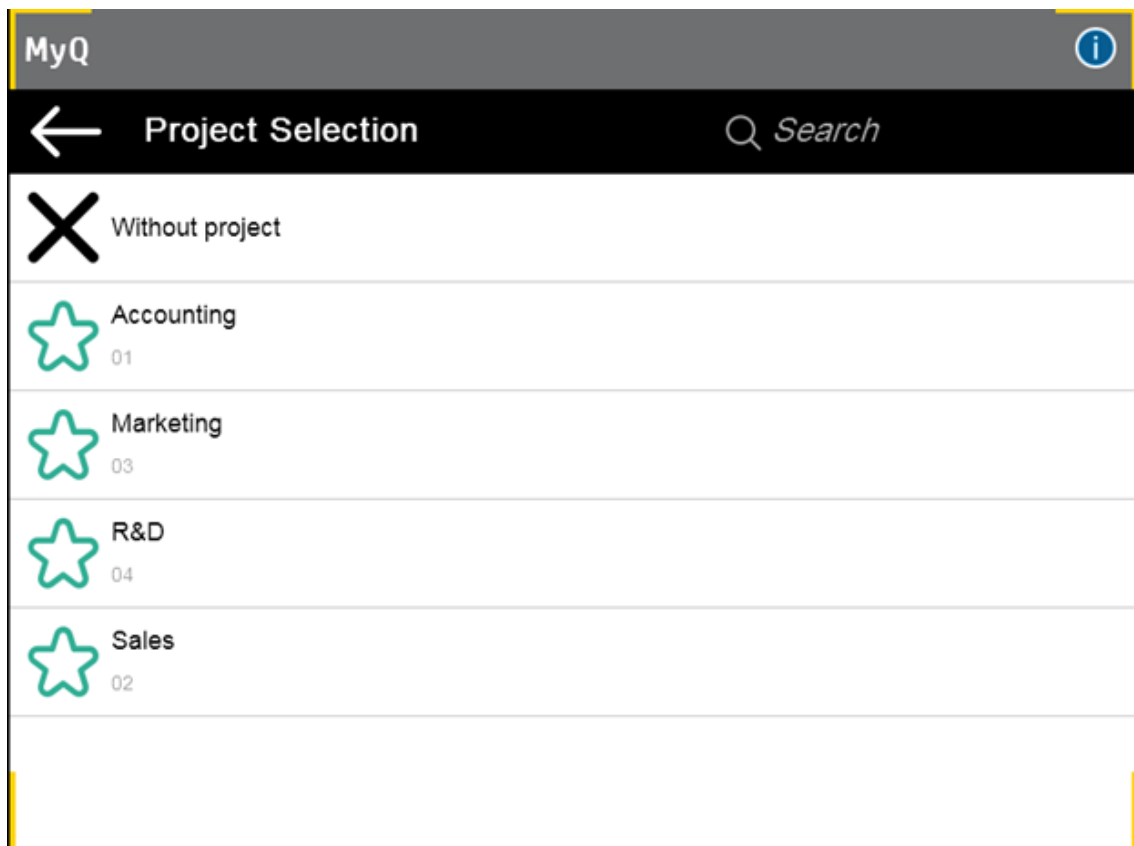
- b. A project is tried to be assigned when an action is executed as per regular workflow. If the user has no rights over any project, a pop-up with an error message is shown to the user.
- c. If the “no projects available” error message was displayed, the menu buttons are disabled showing the "No valid project" reason. My jobs is still available in this case, but it is not possible to print and the "No valid project" message is shown on the header.

11.3.1 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.

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.

11.3.2 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.

11.3.3 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.

11.3.4 Assigning projects on the Panel Fax screen

After tapping the **Fax** button on the **Panel Fax** screen, the user is immediately redirected to the Project selection screen where they need to select the project (or the *Without project* option).

12 Business Contacts

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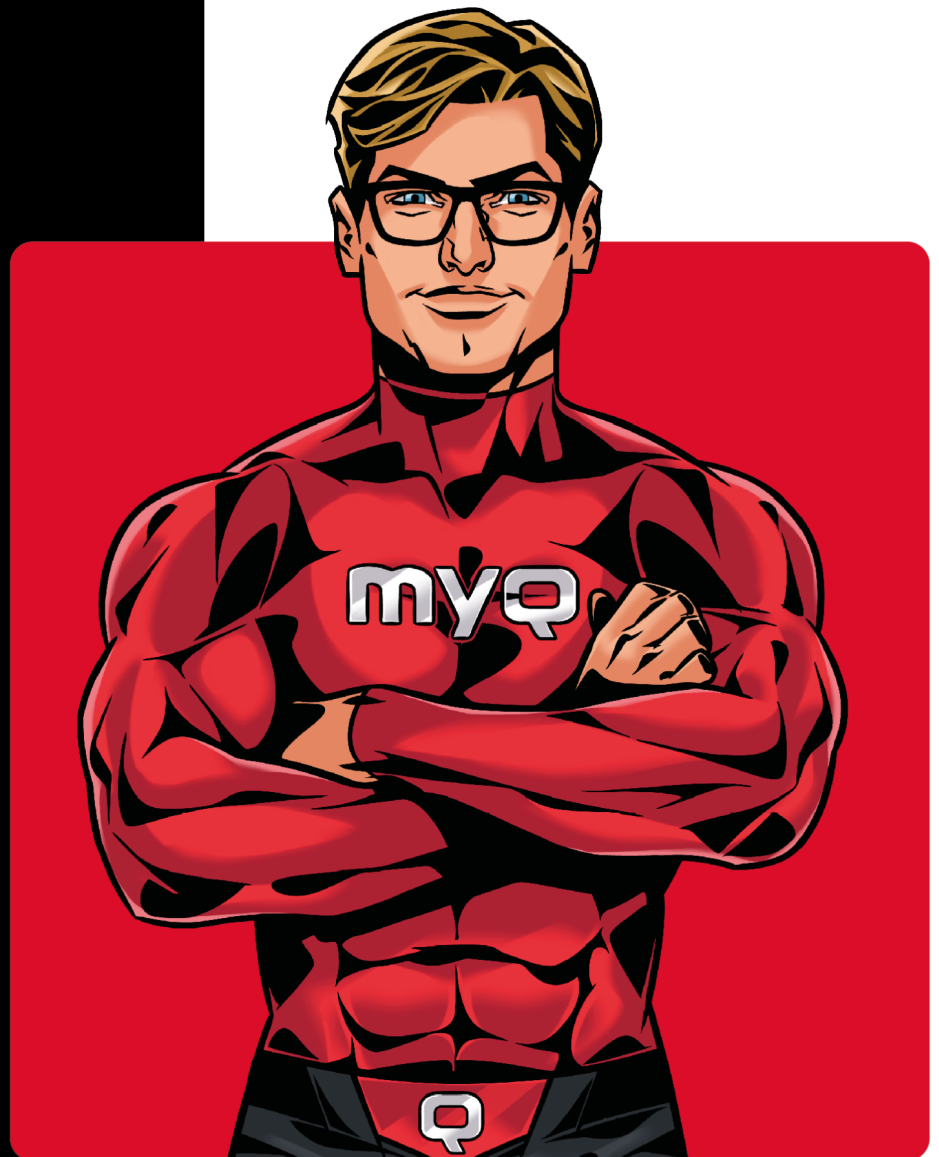
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