

myQ X



MyQ Xerox Embedded 7.6

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MyQ Xerox Embedded Terminal 7.6

This guide contains information about the Xerox platforms EIP 3.7, and 4.0. Devices with EIP 3.5 and lower platforms are not officially supported in MyQ Xerox Embedded Terminal 7.6. The installation of the application is possible, but some functions may be limited.

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

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



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

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

1 Release Notes

MyQ Xerox Embedded Terminal 7.6

1.1 MyQ Xerox Embedded Terminal 7.6.15

23 June, 2025

Bug Fixes

- Remote control panel can't be used on some devices.
-

1.2 MyQ Xerox Embedded Terminal 7.6.14

13 May, 2024

Bug Fixes

- Easy Scan - text field doesn't open the Xerox native keyboard.
-

1.3 MyQ Xerox Embedded Terminal 7.6.13

20 March, 2025

Improvements

- EIP 5.2 support added.

Bug Fixes

- Improvements in terminal behaviour when device Altalink 82xx series is used.
-

1.4 MyQ Xerox Embedded Terminal 7.6.12

22 October, 2024

Bug Fixes

- Automatic Background Suppression (ABS) is not applied for Easy Copy.
-

1.5 MyQ Xerox Embedded Terminal 7.6.11

15 July, 2024

Bug Fixes

- Scanned pages have poor quality because of applying Automatic Background Suppression (ABS). Automatic Background Suppression will be now applied only when Density parameter is set to Lowest, Lower or Low.
-

1.6 MyQ Xerox Embedded Terminal 7.6.10

26 June, 2024

Bug Fixes

- "File Access" error message is displayed after the logout of the user on Xerox Altalink devices.
-

1.7 MyQ Xerox Embedded Terminal 7.6.9

17 May, 2024

Bug Fixes

- Easy Copy has a background tint when using ECO paper.
-

1.8 MyQ Xerox Embedded Terminal 7.6.8

1 March, 2024

Improvements

- Improved communication efficiency and process management during user login.

Bug Fixes

- Use of embedded is not possible on devices with new EIP 5.1, especially on devices upgraded from EIP 3.7.
 - Only one external application can be displayed as Terminal action in the Top menu.
 - Some users are unable to log in.
 - The default quality of Easy Copy is lower than the default quality of Panel Copy.
-

1.9 MyQ Xerox Embedded Terminal 7.6.7

23 November, 2023

Improvements

- **NEW FEATURE** [Application Terminal Action](#) (see page 41) is supported.
- New configuration profile option to disable the Job Limits service. Only use if you have compatibility issues with other applications running on the device.
- Xerox Terminal Package now using default MyQ Web server port for communication. MyQ Print server 8.2 patch 40+ or MyQ Print server 10.1 patch 7+ is required.

Bug Fixes

- Remote configuration completes successfully, but the device isn't configured correctly if the SNMP settings are incorrect.
-

1.10 MyQ Xerox Embedded Terminal 7.6.6

14 August, 2023

Improvements

- Xerox EIP 3.7 devices are automatically restarted after Remote setup.
-

1.11 MyQ Xerox Embedded Terminal 7.6.5

18 July, 2023

Bug Fixes

- User can not login to device in some cases due to hanging user session on EIP 3.7 devices.
 - Login via Mobile application is not working properly.
-

1.12 MyQ Xerox Embedded Terminal 7.6.4

19 May, 2023

Improvements

- Stability of the package has been improved.
- Compatibility with 3rd generation web browsers added.

Bug Fixes

- Text box on Recharge credit screen is displayed incorrectly.
-

1.13 MyQ Xerox Embedded Terminal 7.6.3

6 April, 2023

Bug Fixes

- Panel copy has been accounted to *unauthenticated user on some models.

Limitations

- SNMP on the server and in the device has to be configured manually to the same values for proper installation. It is possible to use SNMPv1, SNMPv2c or SNMPv3.
-

1.14 MyQ Xerox Embedded Terminal 7.6.2

10 March, 2023

Improvements

- Logging to terminal log has been improved.
- Stability of Xerox Terminal service has been improved.

Changes

- Devices with EIP 3.5 and lower platforms are not officially supported in MyQ Xerox Embedded Terminal 7.6. The installation of the application is possible, but some functions may be limited.

Bug Fixes

- Improved start of Easy copy.
 - Improved start of Easy scan.
 - Search of codebook values was not updated if the search result was empty.
-

1.15 MyQ Xerox Embedded Terminal 7.6.1

Improvements

- Searching is started after pressing the button for search.

Bug Fixes

- Remote configuration was not set with SNMPv3.
-

1.16 MyQ Xerox Embedded Terminal 7.6.0

Bug Fixes

- Long text overflows to other displayed rows in MyQ users.
 - Long user's full name wasn't truncated in Top menu.
 - Xerox Terminal service wasn't started when server was booting up.
-

1.17 MyQ Xerox Embedded Terminal 7.6.0 BETA

Improvements

- Manual installation of the script with server certificate is not required before the [installation](#) (see page 12) of the Xerox embedded package on MyQ server. SSL only is still required.
- **NEW FEATURE** [Easy Copy](#) (see page 38) is supported.
- **NEW FEATURE** [Failover printing](#) (see page 53) from MyQ Desktop Client is supported. Limitations of this feature on Xerox embedded:
 - Manual settings of configuration in device web UI for each device using Failover printing via MyQ Desktop Client is required.
 - With these manual settings Top menu/My jobs header with credit/quota limits aren't refreshed automatically, user has to log out and log in to refresh the values.
 - All jobs printed via Failover printing from MyQ Desktop Client are accounted to *unauthenticated.
- **NEW FEATURE** It is possible to use username + password login method or PIN [login method](#) (see page 23) at the same time. **LIMITATION** Xerox cannot show custom login screen or more than one input field at a time. When combination of username and password or PIN is used, the user is going to be asked for username which can be left blank to enter PIN instead of password.
- **NEW FEATURE** Scan to Fax server is implemented.
- **NEW FEATURE** Themes are supported.

Bug Fixes

- Xerox service failed to start after change of the server default port.

Limitations

- Text field for entering the PIN or username is displayed if user swipe the card and ID card login method is not enabled. User is not logged in by swiping the card if ID card login method is not enabled.
-

2 Supported Printing Devices

Some models are not certified yet. A list of certified models can be found in **Certified Devices** on the [MyQ Community portal](https://community.myq-solution.com/)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	EIP	Color/B&W	Device Type
VersaLink B7025	3.7	B&W	Multifunction printer
VersaLink B7030	3.7	B&W	Multifunction printer
VersaLink B7035	3.7	B&W	Multifunction printer
VersaLink B405	3.7	B&W	Multifunction printer
VersaLink B415	3.7	B&W	Multifunction printer
Versalink C405DN	3.7	Color	Multifunction printer
Versalink C7025	3.7	Color	Multifunction printer
VersaLink C7030	3.7	Color	Multifunction printer
Versalink B605	3.7	B&W	Multifunction printer
Versalink B615	3.7	B&W	Multifunction printer

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

Model Name	EIP	Color/B&W	Device Type
Versalink C7020	3.7	Color	Multifunction printer
Versalink C605	3.7	Color	Multifunction printer
Versalink B400	3.7	B&W	Printer
Versalink C400	3.7	Color	Printer
Altalink B8045	4.0	B&W	Multifunction printer
Altalink B8055	4.0	B&W	Multifunction printer
Altalink B8065	4.0	B&W	Multifunction printer
Altalink B8075	4.0	B&W	Multifunction printer
Altalink B8090	4.0	B&W	Multifunction printer
AltaLink C8030	4.0	Color	Multifunction printer
AltaLink C8035	4.0	Color	Multifunction printer
AltaLink C8045	4.0	Color	Multifunction printer
AltaLink C8055	4.0	Color	Multifunction printer
AltaLink C8070	4.0	Color	Multifunction printer

3 Installation

Here you can find the installation steps for the Xerox (EIP 3.7, 4.0) embedded terminal.

You can also find information about steps required before the installation, additional configuration needed based on the EIP version, and troubleshooting steps.



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

3.1 Requirements

- .NET 4.7.2 or newer needs to be installed on the MyQ Print server.
- Credit has to be enabled on the MyQ Print server before the installation of the embedded terminal (Xerox EIP 4.0).
- The latest firmware needs to be installed on the printing device.
- The IP or Hostname of the printing device has to be valid.
- The correct time and date must be set on the printing device to avoid issues with the [Scan to Me](#) (see page 43) functionality.
- Only devices with EIP 3.7 and 4.0 are supported. Devices with EIP 3.5 and lower platforms are not officially supported in MyQ Xerox Embedded Terminal 7.6.
- MyQ Xerox Embedded terminal 7.6 is supported on MyQ Print server 8.2 and newer.



For information about communication protocols and ports, check the [MyQ Print Server³](#) guide.

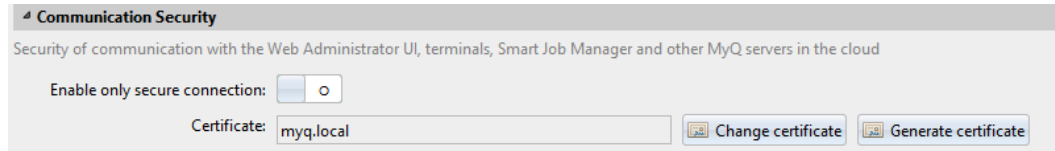
3.2 Enabling secure connection

Xerox 7.5.0+ only works with an enabled secure connection. For Xerox 7.6.0+, the certificate installation using the PowerShell script is not required.

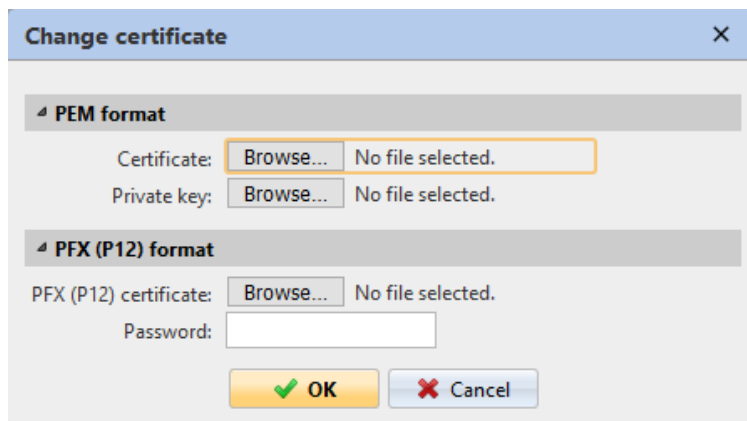
3. <https://docs.myq-solution.com/en/print-server/10.1/main-communication-ports>

3.2.1 MyQ 8.1 and lower

1. Download the Xerox terminal installation package from the MyQ Community portal.
2. Open the MyQ web administrator interface, and go to **MyQ, Settings, Network**.
3. Under **Communication Security**, set **Enable only secure connection** to enabled.



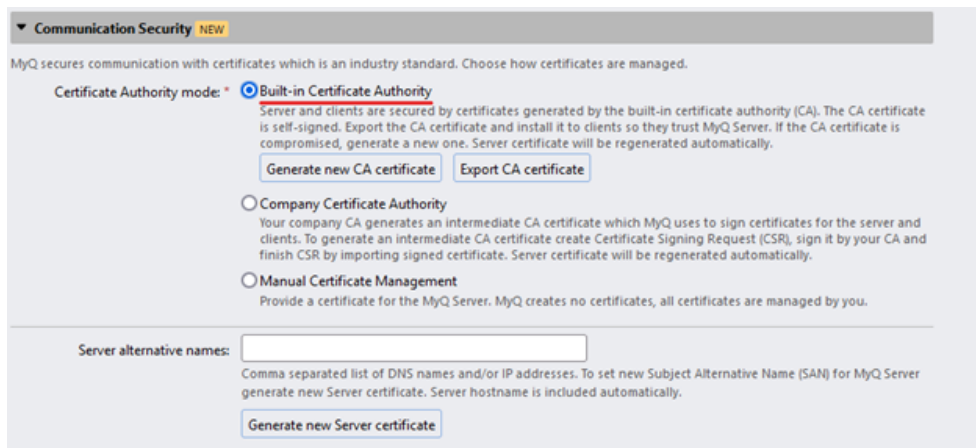
4. Upload the certificate by clicking **Change certificate** (proceed to step 5 if you want to use your own certificate. Skip to step 7 to use the default MyQ certificate). The Change certificate window opens.



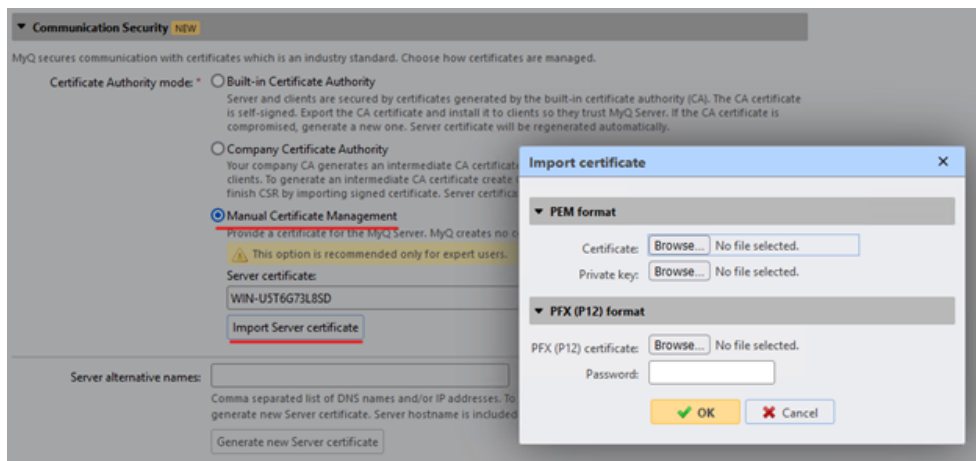
5. Browse for the certificate and select it when found.
6. Enter the Password connected to the certificate and click **OK**.
7. Install the MyQ Xerox embedded package to the server in **MyQ, Settings, Printers**.

3.2.2 MyQ 8.2 and newer

1. Download the Xerox terminal installation package from the MyQ Community portal.
2. Open the MyQ web administrator interface, and go to **MyQ, Settings, Network**.
 - a. It is possible to use **Built-in Certificate Authority** in the **Communication Security** section. In this case no change is required; these are the default settings after the server's installation.

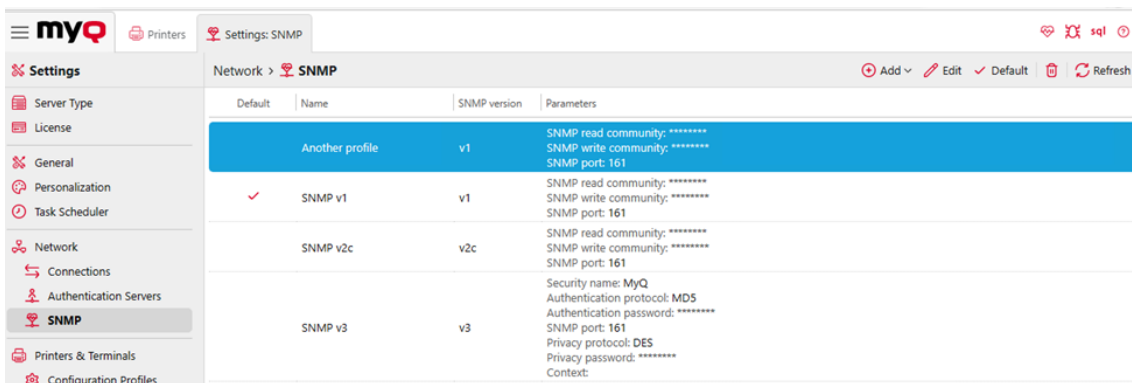


b. Or it is possible to use custom certificates. In the **Communication Security** section, set **Manual Certificate Management** and import your certificates.



3. Install the MyQ Xerox embedded package to the server in **MyQ, Settings, Printers & Terminals**.

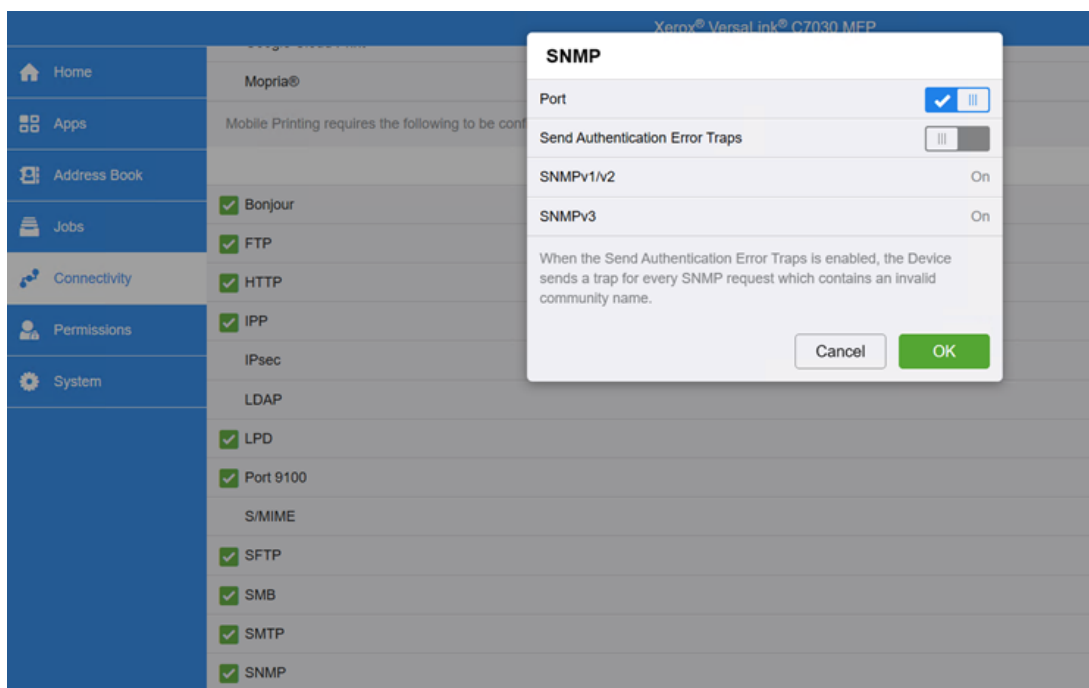
For correct installation, it is required to configure SNMP on the MyQ server and in the device web UI. The same values have to be used on the server and on the device. It is recommended to use **SNMP v3** but it is also possible to use other versions of SNMP. Go to the MyQ web administrator interface, in **MyQ, Settings, Network, SNMP** to configure SNMP on your MyQ server.



If SNMP v1 or SNMP v2c is used, SNMP read community has to be set to **public** and SNMP write community has to be set to **private**.

If SNMP v3 is used, the configuration on the server side has to be the same as the configuration on the device.

To set up SNMP on **EIP 3.7** devices, go to the **device web UI, Connectivity, SNMP**.



If SNMP v1/v2 is used, Community Name Read Only has to be set to **public** and Community Name Read/Write has to be set to **private**.

SNMPv1/v2

Enable (Read) |||

Write |||

Community Names

Community Name Read Only

Community Name Read/Write

Default Trap Community Name

The Default Trap Community Name specifies the default community name for all traps that this Device generates. The Trap Community Name specified for each individual trap destination address can override the Default Trap Community Name. The trap community name for one address cannot be the same as the trap community name specified for another address.

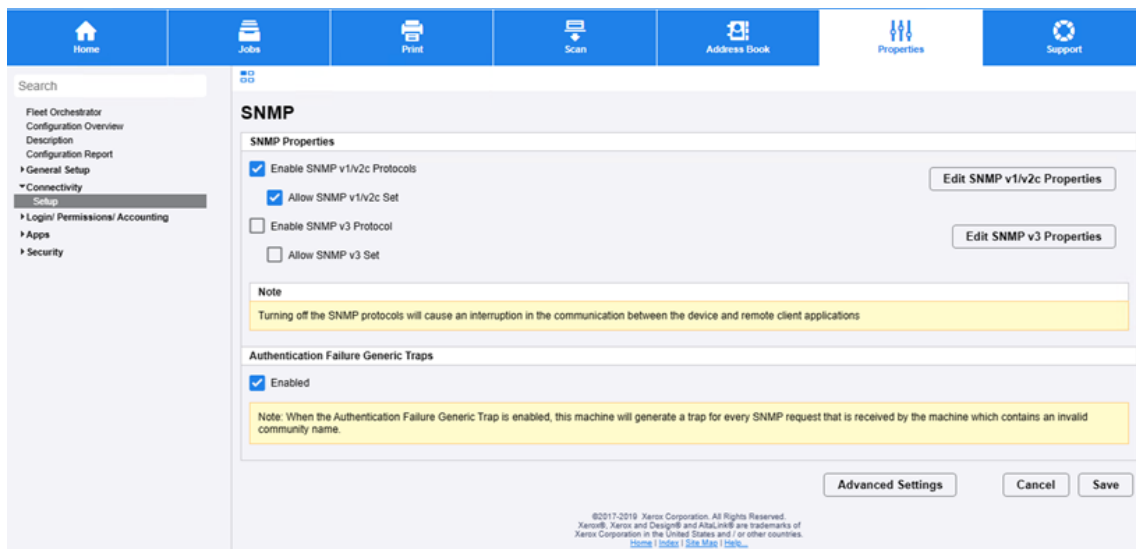
System Administrator Login ID

Trap Destination

1. (Available)

If SNMP v3 is used, the configuration on the server side has to be the same as the configuration on the device.

To set up SNMP on **EIP 4.0** devices, go to the **device web UI, Properties, Connectivity, Setup, SNMP**.



If SNMP v1/v2 is used, GET Community Name has to be set to **public** and SET Community Name and Confirm SET Community Name has to be set to **private**.

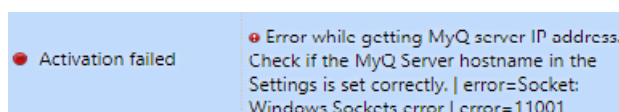
If SNMP v3 is used, the configuration on the server side has to be the same as the configuration on the device.


3.3 Remote installation via Printer Discovery

The easiest way to install the MyQ Xerox 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.



 For Xerox EIP 3.0 or lower, follow [these steps](#) (see page 22) **before** the installation.

To remotely install the MyQ Xerox embedded terminal:

1. Follow the instructions in the MyQ Print Server guide to [create and configure a Printer Discovery](#)⁴.
2. Then, you should [create a configuration profile](#)⁵ to attach to your Printer Discovery.

3.4 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**.

3.5 Configuration on the Device Web UI

Once the embedded terminal is installed, you must disable a few settings on the device Web UI. These settings are **Print banner sheet** and **Allow the print driver to override**. Disabling these settings prevents the terminal from printing an extra page after every job.

Adding the server's SMTP address must also be done manually.

3.5.1 For Xerox EIP 3.7

Disable settings

1. Log in as an admin to the device Web UI.

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

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

2. Click **System** in the left pane.
3. Click the **Defaults and Policies** icon in the right pane. A pop-up with the same name opens.
4. In the **Printer** section, click **Print Banner Pages**. A pop-up with the same name opens.

Print Banner Pages	
Print Banner Pages	Off
Set Banner Page Offset	<input type="range"/>
Paper Tray	Tray 1
Allow Print Driver to Override	<input type="checkbox"/>
Detect Client Banner Pages	<input type="checkbox"/>
<input type="button" value="Cancel"/> <input type="button" value="OK"/>	

5. Click **Print Banner Pages** and select *Off*.
6. Set **Allow Print Driver to Override** as deactivated.
7. Click **OK**, and then **Close** in the previous window.

Add SMTP settings

1. Log in as an admin to the device Web UI.
2. Click **Connectivity** in the left pane. The connectivity options become visible in the right pane.
3. Find and click **SMTP**. A pop-up with this name opens.

SMTP	
Email Submission	<input checked="" type="checkbox"/>
Email Notification	<input checked="" type="checkbox"/>
Device Email	
<input type="text" value="device@myq.local"/>	
SMTP Server	
Server Address	10.14.4.72
Outgoing SMTP Port Number	1-65535 <input type="text" value="25"/>

4. Set a **Device Email**, a **Server Address**, and an **Outgoing SMTP Port Number**. The last one is standard 25.
5. If needed, set **Connection Security** and/or the **Outgoing SMTP** authentication for more security.

6. Click **OK**.

Login without a card setting

1. Log in as an admin to the device Web UI.
2. Click **Permissions** in the left pane.
3. Click the **Login/Logout Settings** icon. The settings become visible.
4. In the **Login Method** section find **Convenience**.
5. Click the **Select** or **Edit** button. A Convenience Login window opens.

Alternate Login

Allow users to log in without their card?

Yes

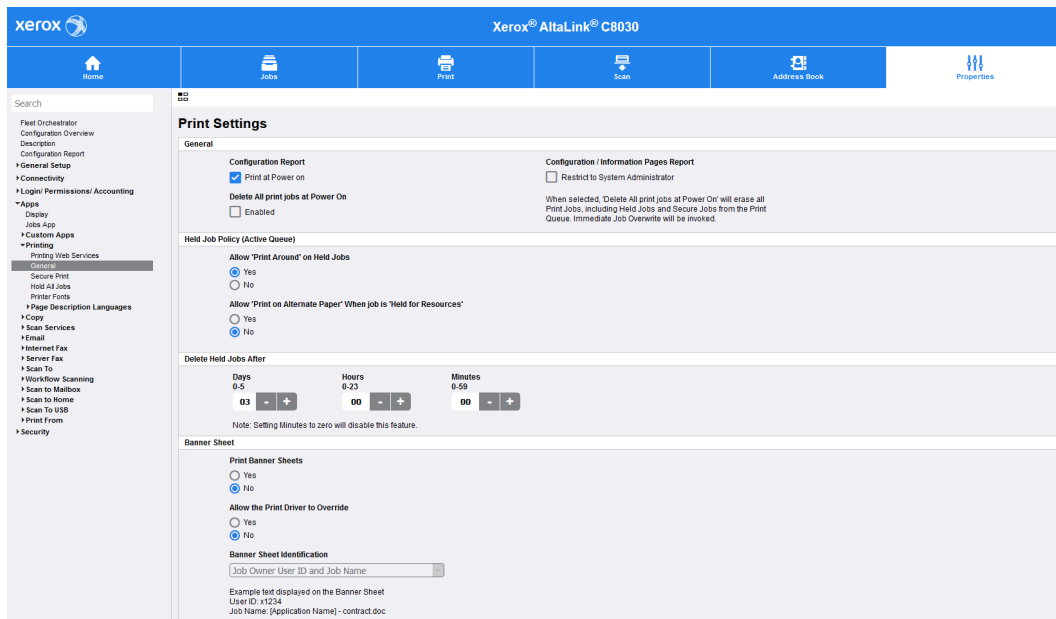
No

6. Set **Allow Users to login without a card** to *Yes*.
7. Click **OK**.

3.5.2 For Xerox EIP 4.0

Disable settings

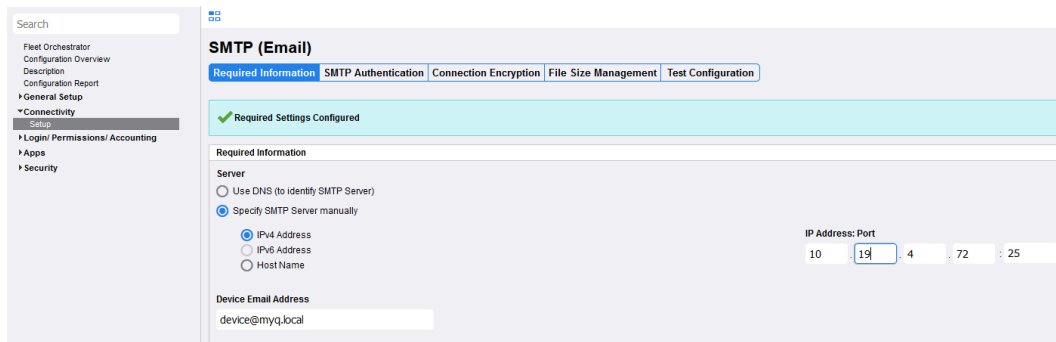
1. Login to the Web UI of the terminal as an admin.
2. Click **Properties**.
3. In the left pane click **Apps - Printing - General**.
4. In the right pane, in the **Banner Sheet** section, set both **Print Banner Sheets** and **Allow the Print Driver to Override** to *No*.



Add SMTP settings

In order to make **Panel Scan** work, you need to set an SMTP address for proper communication.

1. Log in as an admin
2. Click **Properties**.
3. In the left pane click **Connectivity - Setup**.
4. In the right pane, find **SMTP (Email)** in the **Protocol** section and click **Edit** at the end of the line. The settings pane opens.

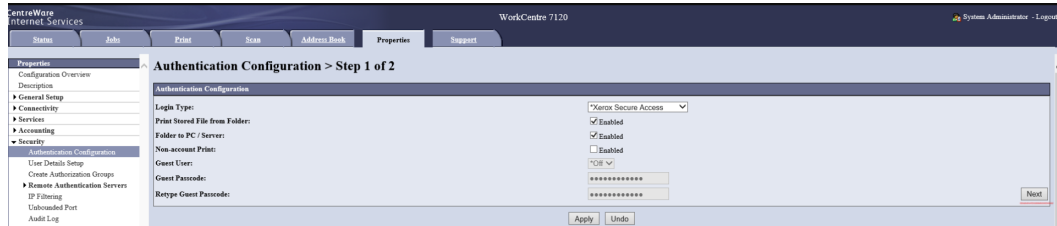


5. Fill out the information under the **Required information** and **SMTP Authentication** tab.
6. Click **Test Configuration**.
7. Type an email address, then click **Send email** to test your settings.
8. Click **Apply** to save the settings.

3.5.3 Configuration on Xerox EIP 3.0 or Lower

For Xerox EIP 3.0 or lower, the following steps have to be done before proceeding to the remote installation of the terminal.

1. Open the device Web UI (Internet Explorer is recommended).
2. Go to **Properties, Security, Authentication Configuration** and set the **Login Type** to **Xerox Secure Access*. Click **Next**.



3. In Step 2 of **Authentication Configuration**, click **Configure** next to **Device Access**.



4. Set *Locked* in all the pathways (**Services Pathway**, **Job Status Pathway**, **Machine Status Pathway**) and click **Apply**.



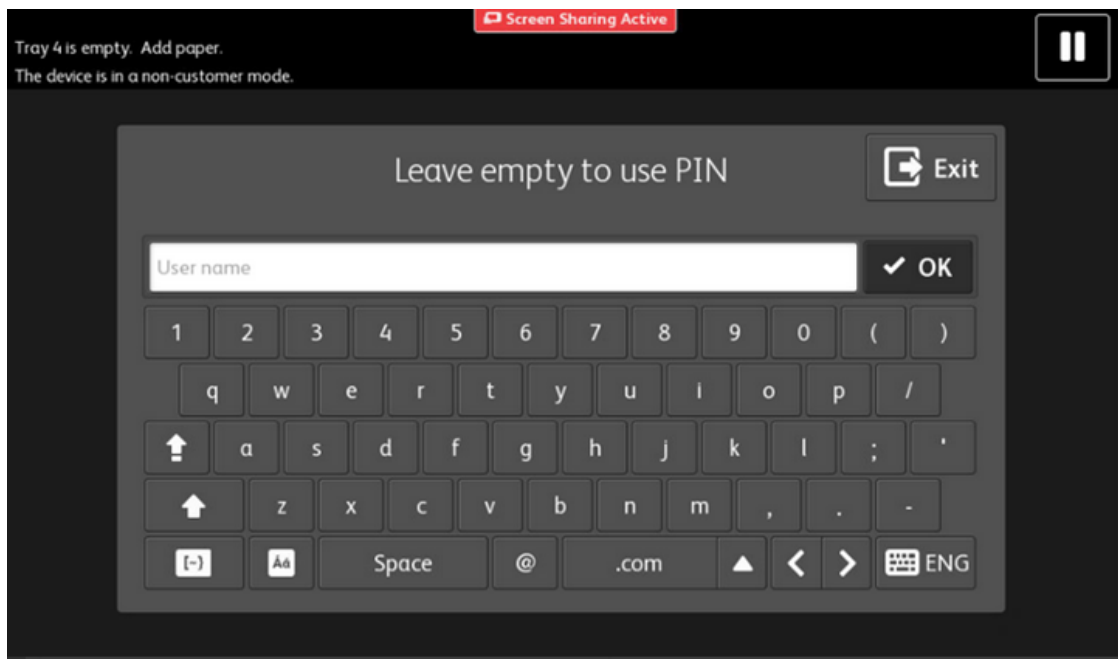
5. Proceed with the remote installation of the terminal.

3.6 Changing Login Methods

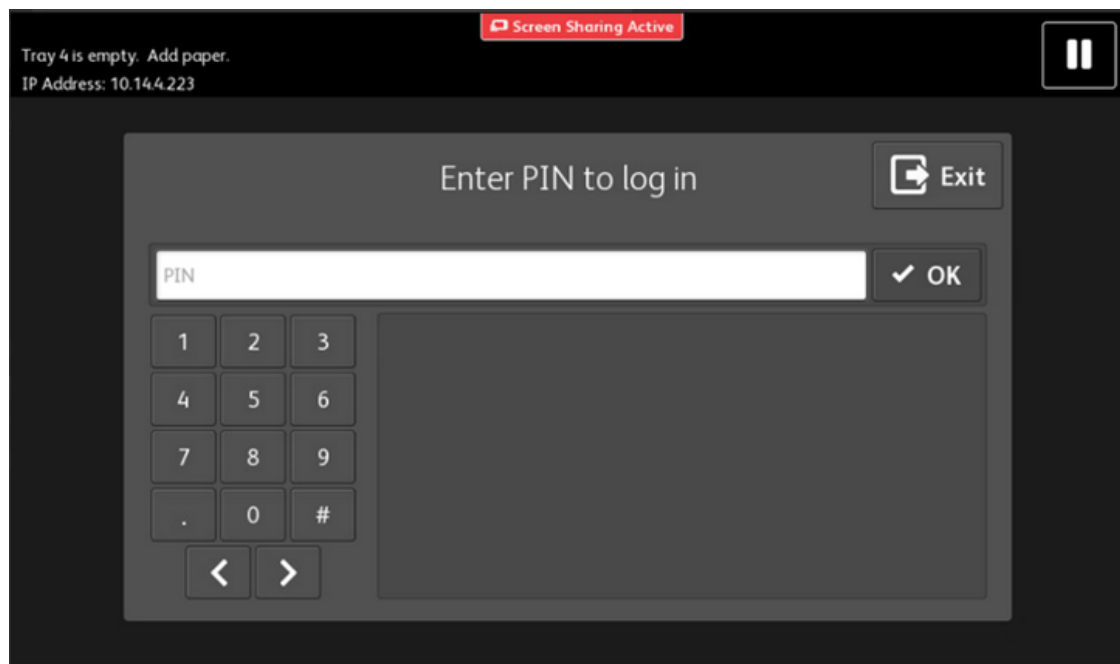
If you want to change login methods after the installation, you need to edit the configuration profile and reactivate your printer(s).

You can choose between two types of login: simple login and two-step authentication. With the simple login option, you can select up to three methods of login, and with the two-step authentication, you can select a combination of the login methods. On Xerox embedded terminals, it is not possible to use login by PIN and login by Username + Password at the same time. If both login methods are set, PIN login method can be used.

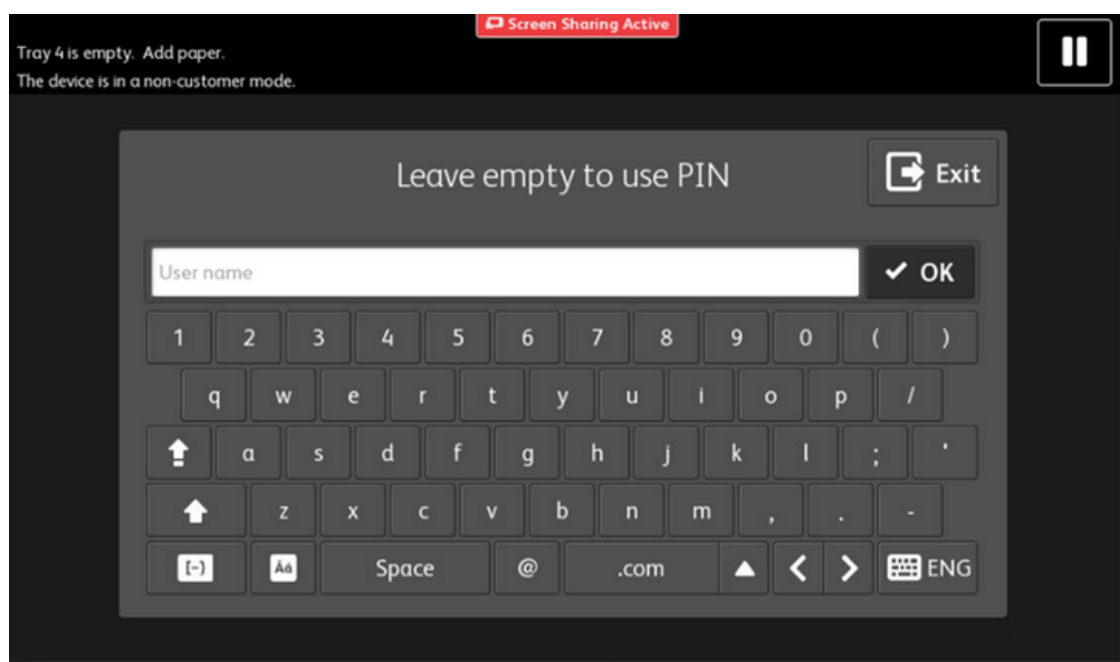
When using the PIN login method, leave the User name empty, and tap **OK**:



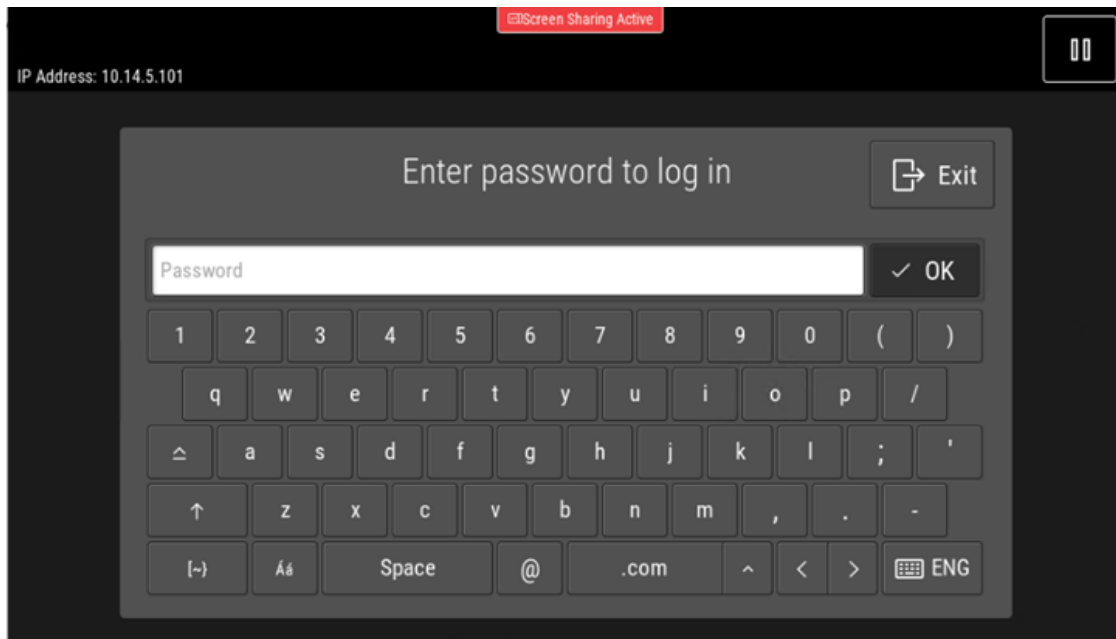
On the next screen, enter the PIN, and tap **OK**:



When using the Username + Password login method, enter the User name and tap **OK**:



On the next screen, enter the Password, and tap **OK**:



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 on the Terminal tab in the pane to the right.
3. Click **Save**. A pop-up window tells you that you need to activate the printers again.
4. Click **OK** if you want to re-activate all the printers connected to this profile or click **Skip** if you only want to change the settings for specific printers.
5. If you chose to skip, go to **MyQ, Printers** to open the **Printers** overview. Select the printer(s) to change, right-click and select **Activate**.
6. Restart the printing device(s).

3.7 Selecting Languages

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

The default language:

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

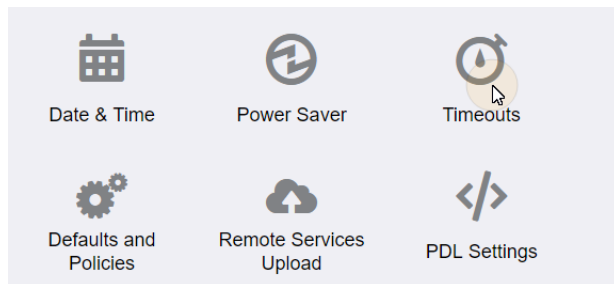
The user's language:

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

3.8 Setting Idle Logout on Xerox EIP 3.7

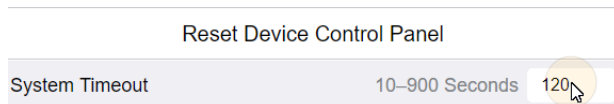
The idle logout period can be changed on the device Web UI. The time before the logout depends on the **Touch User Interface System Timeout** setting on the printing device's web user interface. Every touch of the device touch panel display prolongs this timeout.

1. Log on to the printing device's web user interface as an administrator.
2. On the **System** tab, click **Timeouts**. The Timeouts dialog box opens.



3. Under **Reset Device Control Panel**, set **System Timeout** to the preferred value (between 10 and 900 seconds), and click **OK**.

Timeouts



3.9 Logging in to the Embedded Terminal

To log in to a Xerox EIP 3.7 or a Xerox EIP 4.0 terminal, users can either swipe their ID card at the card reader or tap the keyboard button at the top-right corner of the terminal screen and enter their credentials.

MyQ Login screen on Xerox EIP 3.7



MyQ Login screen on Xerox EIP 4.0



Once logged in, the users are redirected to the MyQ screen of the MyQ embedded terminal, where they can access all the embedded terminal features.

3.10 Troubleshooting

Depending on the device model, **Accounting methods** may not be correctly configured during the remote setup. In case of issues, check the below settings in the device Web UI:

For Xerox EIP 3.7:

In the device Web UI, go to **Permissions > Accounting methods > Network**.

- Under **Limits**, type the **Server URL** in the following format:
https://myqServerIpAddress:port/soap/job-limits
Replace *myqServerIpAddress* and *port* with the real values that correspond to the MyQ server IP address and the Terminal Package port.
- Under **What to limit**, make sure that **Copies, Prints, Scans, and Emails** are enabled. If not, enable them and click **OK**.

Limits

Limits Server

Server URL*

Timeout (10–180 Seconds)

What to Limit

Copies	<input checked="" type="checkbox"/> <input type="checkbox"/>
Prints	<input checked="" type="checkbox"/> <input type="checkbox"/>
Scans	<input checked="" type="checkbox"/> <input type="checkbox"/>
Emails	<input checked="" type="checkbox"/> <input type="checkbox"/>

- Under **Tracking information**, make sure that **Ask User ID** and **Ask Account ID** are disabled. If not, disable them and click **OK**.

Tracking Information

User ID	
Default Label	<input type="text" value="UserID"/>
Default Value	<input type="text"/>
Ask Users	<input type="checkbox"/>

Account ID	
Default Label	<input type="text" value="AccountID"/>
Default Value	<input type="text"/>
Ask Users	<input type="checkbox"/>

For Xerox EIP 4.0:

In the device Web UI, go to **Properties > Login/Permissions/Accounting > Accounting methods.**

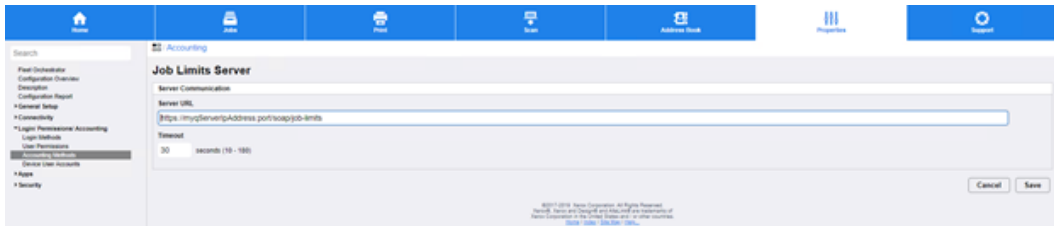
- Make sure that the **Method** is set to *Network Accounting*. If not, change it and click **Save**.



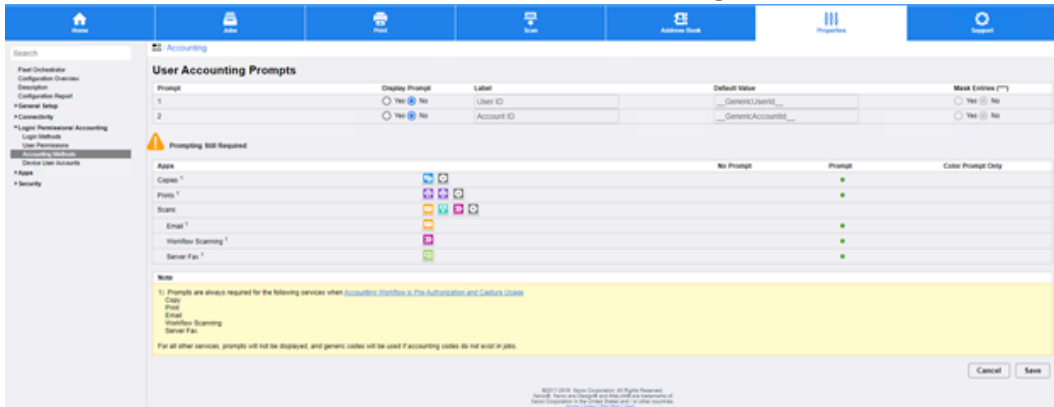
- Under **Accounting Workflow**, make sure that **Copy jobs**, **Print jobs**, **Scan jobs**, and **Email jobs** are set to *Pre-Authorization and Capture Usage*. If not, change them and click **Save**.



- Under **Job Limits Server**, type the **Server URL** in the following format:
`https://myqServerIpAddress:port/soap/job-limits`
 Replace *myqServerIpAddress* and *port* with the real values that correspond to the MyQ server IP address and the Terminal Package port.

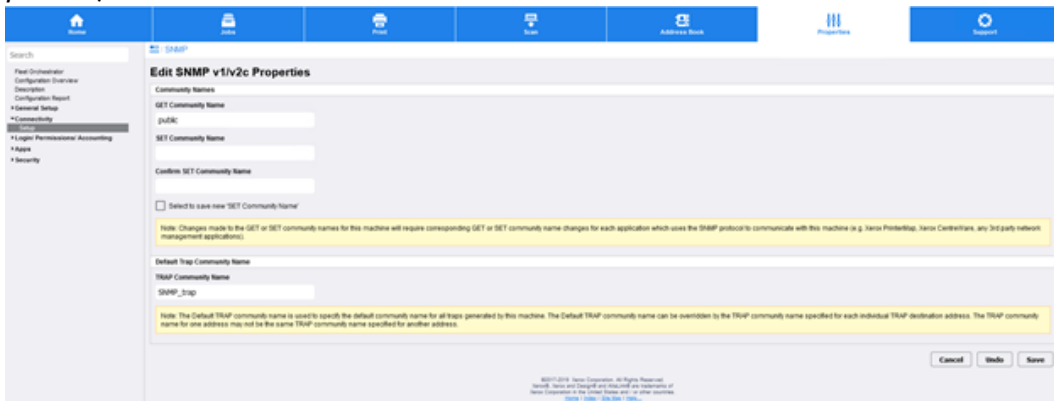


- Under **User Accounting Prompts**, make sure that the **Display Prompt** options for **User ID** and **Account ID** are set to *No*. If not, change them and click **Save**.



Go to **Properties > Connectivity > Setup > SNMP > Edit SNMP v1/v2c Properties**.

- Under **SET Community Name** and **Confirm SET Community Name**, type *private*, and click **Save**.



Sometimes after a device factory reset, this setting is changed, the remote setup is failing, and the device configuration isn't changed. After setting SNMP here, the remote setup should configure the device correctly.

3.11 Update and Uninstallation

Updating the terminal

Updating terminals is identical to installing new terminals. You need to delete the old package and install the newer installation package (*.pkg). The older version of the MyQ Embedded terminal is automatically updated and all its settings are kept.

To update the Embedded terminal:

1. Open the **Printers** settings tab (**MyQ, Settings, Printers**)
2. On the tab under **Terminal packages, Delete** the old Embedded terminal package and **Add** the new one.
3. Open the **Printers** main tab (**MyQ, Printers**).
4. Re-activate all the devices.



To upgrade from version 6.2.0, you need to change two settings from the previous setup on the printing device's Web UI:

- Properties > Login/Permissions/Accounting > Accounting Methods > Validation Policies / Print Job Exceptions: set Enablement to Disable.
- Properties > Login/Permissions/Accounting > Accounting Methods > Accounting Workflow : set Print Jobs to Pre- Authorization and Capture Usage.

To upgrade from versions older than 6.2.0, reset the printing device to its factory default state, and then do the full installation of the new version.



If you have MyQ Server 8.2 patch 6 or higher, updating the terminal is done on the MyQ web administrator interface, 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

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

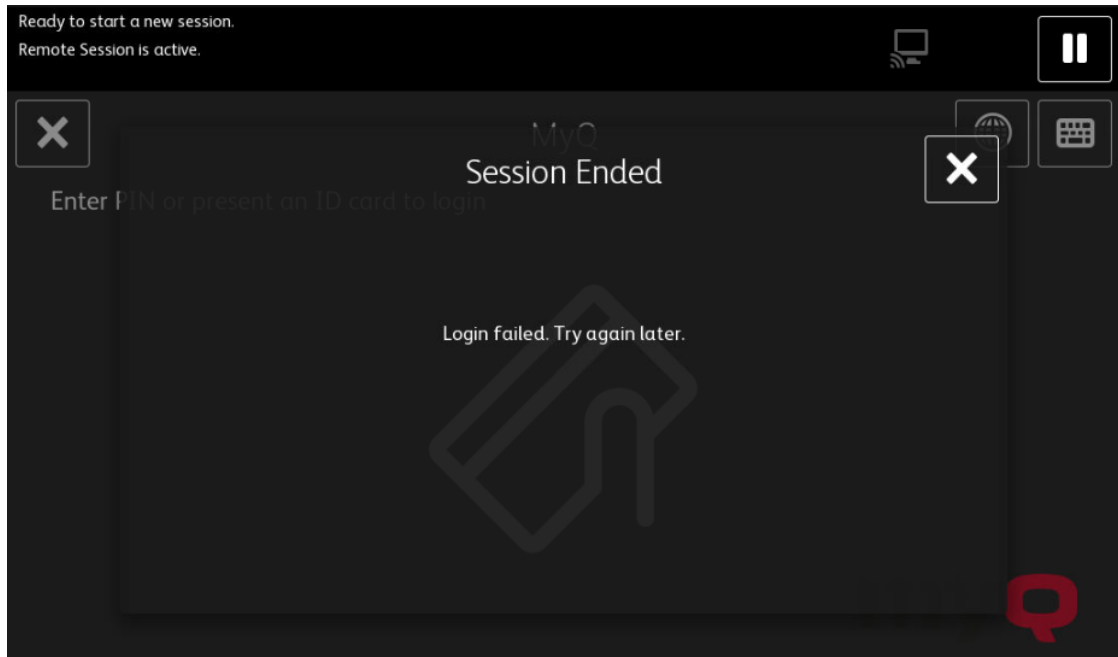
Xerox installation package is uploaded on the server and the Xerox service is running. For this option to work, however, it is required to set printer credentials to the printer properties in MyQ or to the configuration profile during the remote installation. It isn't possible to uninstall the Xerox embedded terminal without the credentials.

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**.

 For Xerox EIP 3.0 and lower, it is also necessary to manually disable the login methods on the device web user interface.

4 Licenses

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



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

- i For information on how to add embedded terminal licenses, activate them, and extend the software assurance period, see [Licenses⁷](https://docs.myq-solution.com/en/print-server/10.1/licenses) in the *MyQ Print Server* guide.

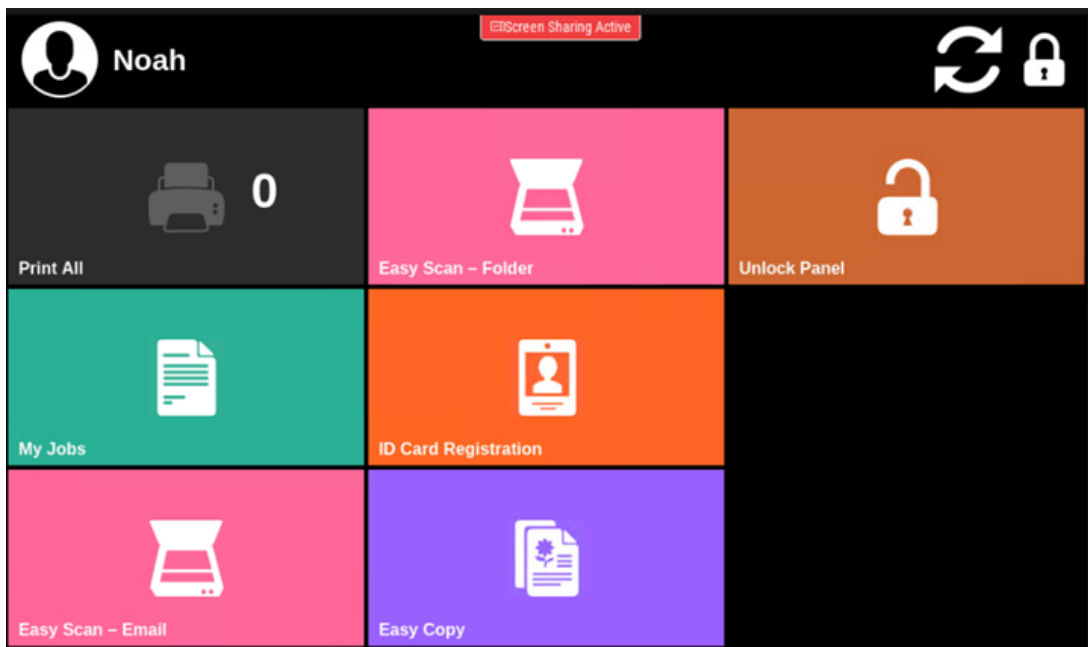
7. <https://docs.myq-solution.com/en/print-server/10.1/licenses>

5 Terminal Actions

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

The default terminal actions are:

- Print All
- My Jobs
- Easy Scan - E-mail
- Easy Scan - Folder
- Easy Copy
- Unlock
- ID Card Registration



i For information related to terminal action nodes management, check [Terminal Actions Settings](#)⁸ on the MyQ Print Server guide.

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

- Recharge Credit
- Folder
- Application

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

Limitations

- It is not possible to update the top menu, the user must tap on the refresh button to update the information.

5.1 Print All

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

5.1.1 Print all jobs after logging in (only available on Xerox EIP 3.0 or lower)

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

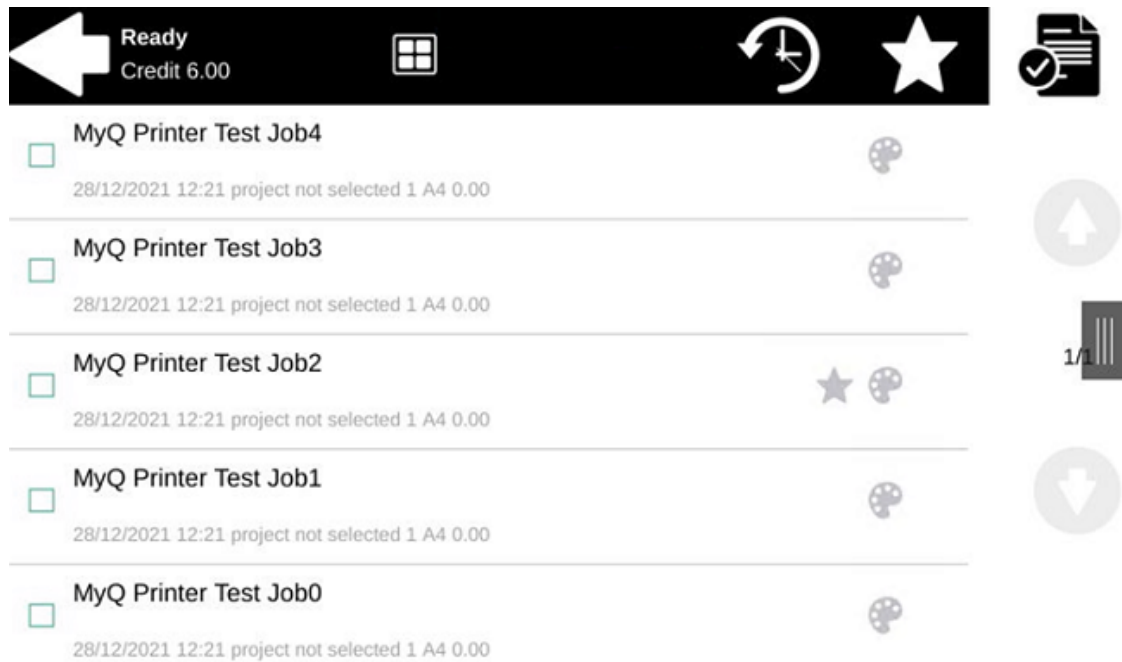
Even if the **Print all jobs after logging in** option is selected on the server, users can disable the feature on the embedded terminal before they log in. This way, each user can individually decide if they want to print the jobs automatically or manually via the **Print all** button.

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

5.2 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.



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.
- **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

5.3 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.

i For information on how to configure the **Easy Scan** action and define its destinations and parameters, check Easy Scan settings in the MyQ Print Server guide.

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



- 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 [OCR⁹](#) on the MyQ Print Server guide.




5.3.1 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.

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

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

 The combination JPEG with color Automatic or B&W is not valid. Just as TIFF with Automatic. The terminal will sent a PDF in case an invalid parameter combination is used.

- **Duplex** - Simplex and Duplex scanning options. You can select from the following:
 - 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
 - Text
 - Default

5.4 Easy Copy

One tap copying. After the user taps this action, the page is immediately copied.

i You can define the copy parameters in the MyQ web administrator interface, described in [Easy Copy settings](#)¹⁰ in the MyQ Print Server guide.

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

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



5.4.1 Easy Copy Parameters

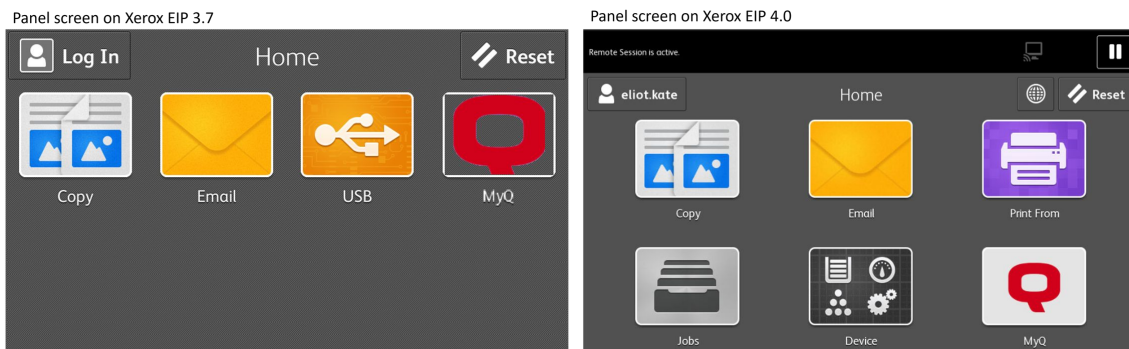
- **Copies** - Predefine the number of copies to be available 1-99.
- **Color** - Color scale of the outgoing file. You can select from the following options:
 - Color
 - Monochrome
 - Automatic
 - Default
- **Duplex** - Simplex and Duplex scanning options. You can select from the following options:

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

- 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

5.5 Unlock

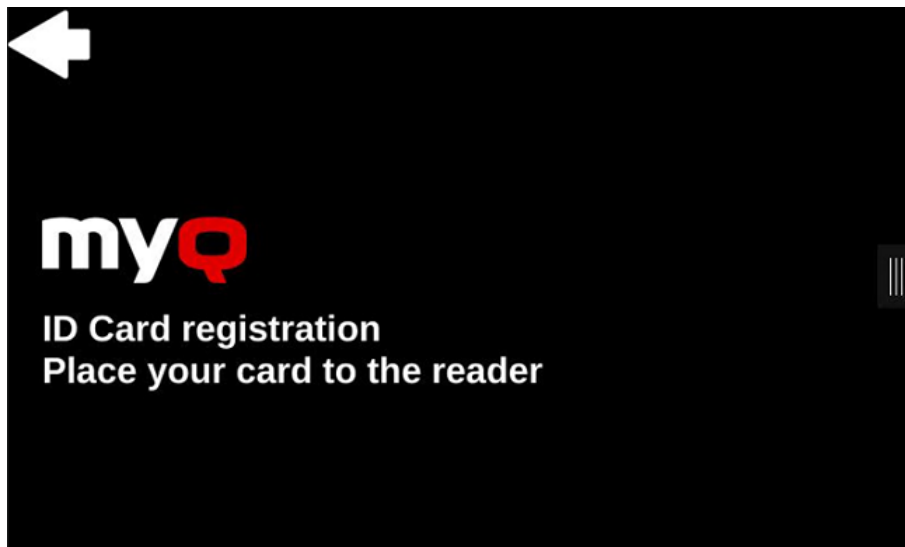
Unlocks the Panel screen of the printing device. On the panel, you can access the **Copy, Email (Panel Scan)**, and other features, depending on the printing device.



To return to the MyQ screen, tap the MyQ button on the panel screen.

5.6 ID Card Registration

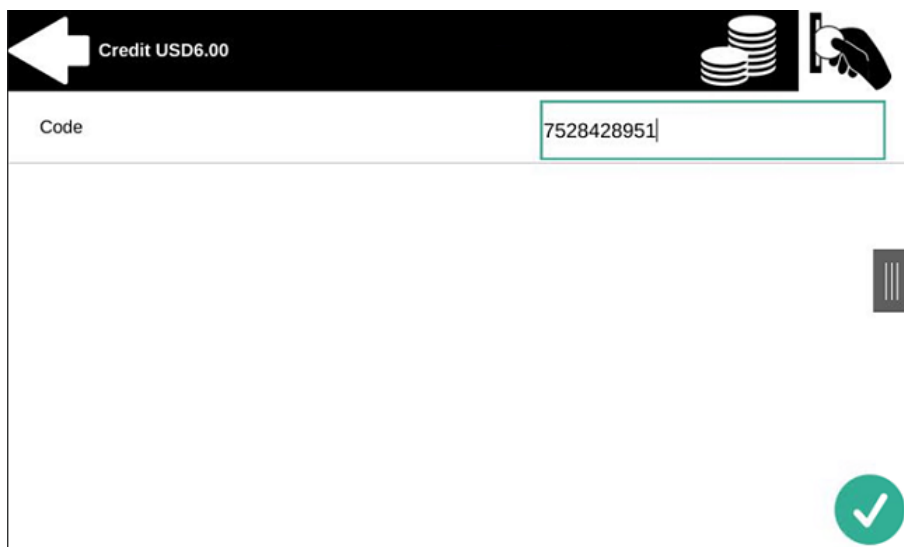
After tapping this action, the ID Card registration screen opens and the logged user can register their card by swiping it at the card reader.



5.7 Recharge Credit

This action enables recharging credit on the terminal.

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



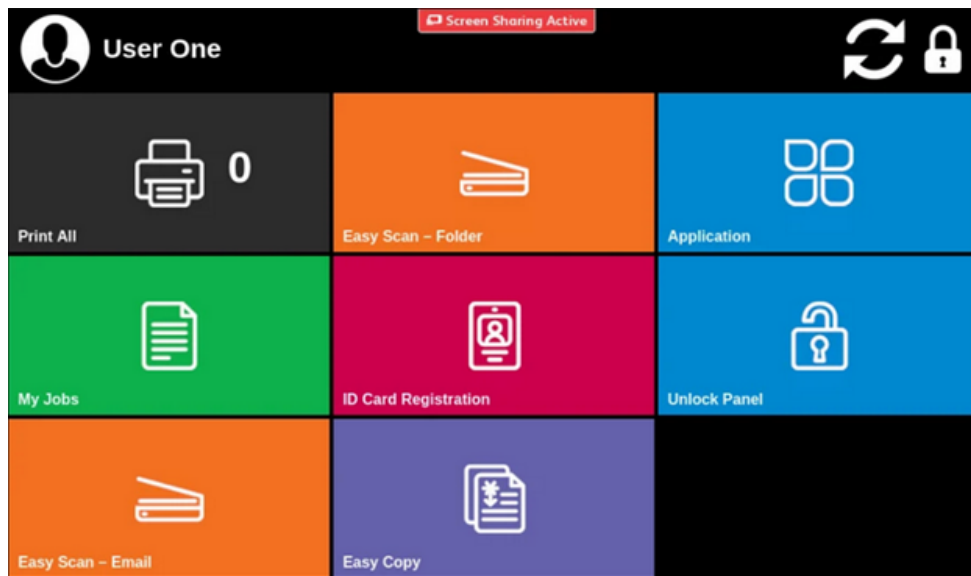
5.8 Folder

Terminal actions can be put into folders. Folders can be used to optimize the layout of the terminal screen or to enable users to access a larger number of actions. For example, you can place multiple Easy Scan actions with different destinations under one Easy Scan folder. Another example is to leave the most important terminal actions on the home screen and place the rest into an *additional actions* folder.

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

5.9 Application

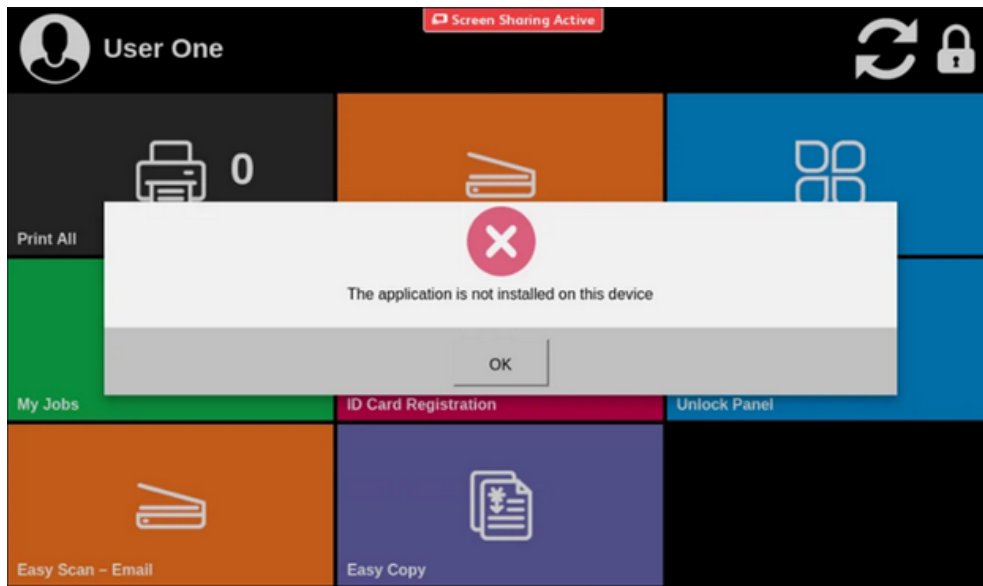
The Application terminal action node *tries* to launch another EIP application installed on the device. To do so, the MyQ app searches for any application whose name matches the reference configured in the Print Server's web UI.



If the application is not found on the device, an error message is displayed.

It is not possible to launch native applications.

If the application is found but it cannot be launched, no error message will be displayed.



- [-]** A note about the application name: According to the Xerox's SDK documentation, each application registered (installed) on the device must provide a name "for display to a system administrator by multiple device UIs and offline tools", so this name should be visible on those UIs and tools (the device's web UI, for example) and must be used as the reference when configuring the application action on the print server.

⚠ Limitations

- It is not possible to launch native applications.
- The application being launched must be compatible with the browser version MyQ is running on.
- When the launched application finishes, the user is redirected to the device's panel. It is not possible to return to MyQ's top menu.
- If the application cannot be launched, it is not possible to show any error messages.

6 Scan to Me

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

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

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

6.1 Setting up Scan to Me

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

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

6.1.1 Enable and set up scanning on the MyQ server

 For details, check [Scan to Me](#)¹¹ on the MyQ Print Server guide.

6.1.2 Set SMTP on the printing device

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


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

- Go to the printer's web UI by accessing *http://*IP address of the printer*/*
- Provide your credentials, and click **Log In**.
- Go to **Properties > Connectivity > Setup > SMTP (email)**.
- Enter the MyQ server IP address or host name as **SMTP Server address**.

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

- Enter the **Device Email Address**.
- Click **OK**, and then click **Apply Setting Changes**.

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

 For details, check [Set the destinations for the MyQ users on the MyQ Server¹²](#) on the MyQ Print Server guide.

6.2 Using Scan to Me

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

Email addresses for Scan to Me

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

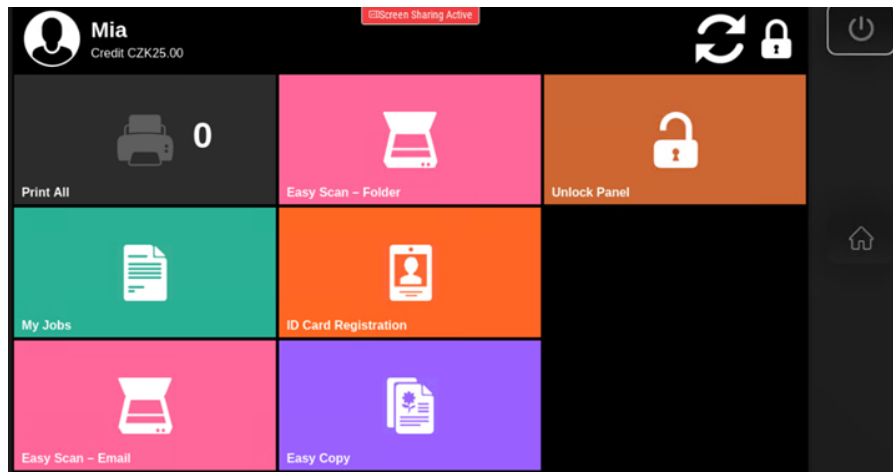
Predefined list of the MyQ destinations on the printing device

You can define two shortcuts for using the addresses *email@myq.local* and *folder@myq.local* for **Scan to Me**. To do so, add them manually into your Address book. These shortcuts are then available if the user taps the **Scan and Send** action.

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

7 Credit

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



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

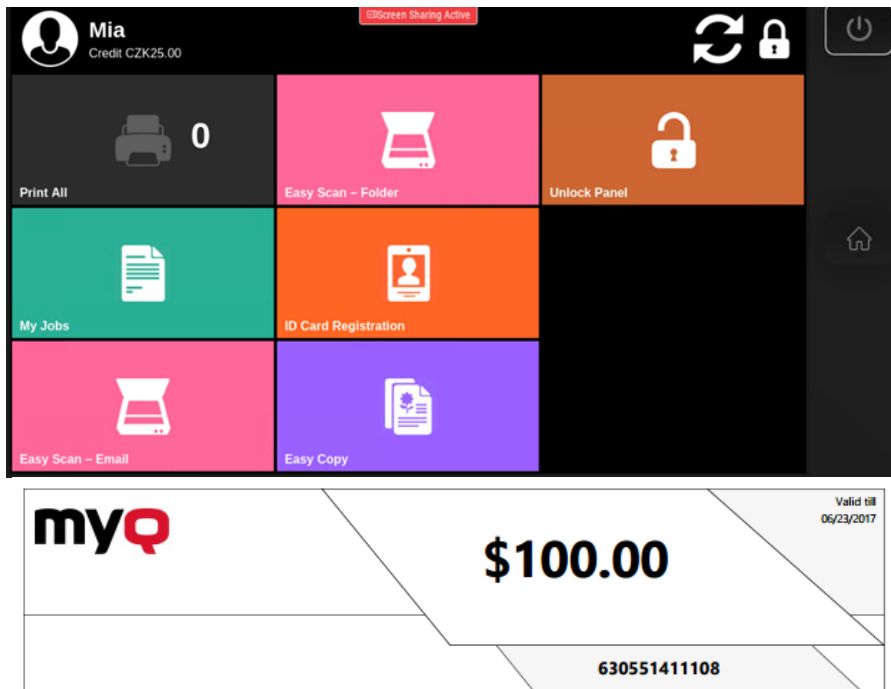
[i] For more information, check [Credit¹³](#) in the MyQ Print Server guide.

[!] 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.

7.1 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.

13. <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.

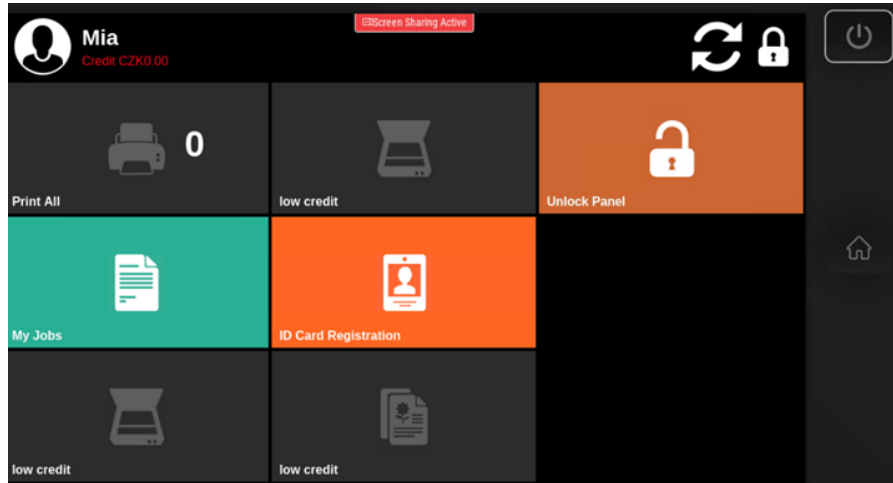
The screenshot shows the 'Prices per page A4' screen with a credit balance of USD6.00. The table below details the prices for different configurations:

	1-sided		2-sided	
	Black & White	Color	Black & White	Color
Print	1	3	1	3
Copy	1	3	1	3
Scan	0			

7.2 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 scanning via Easy scan

The scan job is finished. After this, the credit turns below zero and the user cannot use any actions requiring credit.

Action taken when a user runs out of credit during scanning on the printing device scan panel

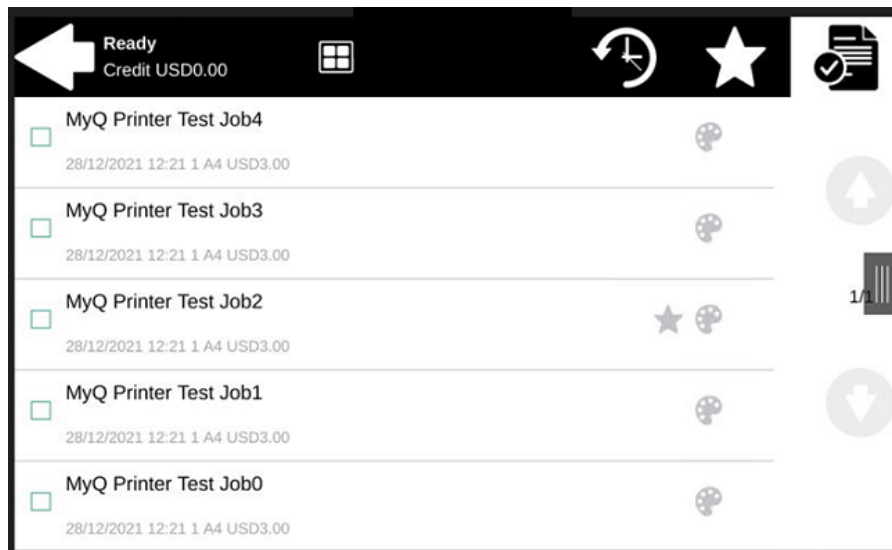
If the user does not have enough credit for the total amount of pages they want to scan, the job is canceled and they are informed that they do not have enough resources for the operation.

Action taken when a user wants to start a copy job exceeding their credit

If the user does not have enough credit for the total amount of pages they want to copy, the job is canceled and they are informed that they do not have enough resources for the operation.

Print jobs with additional information from the job parser

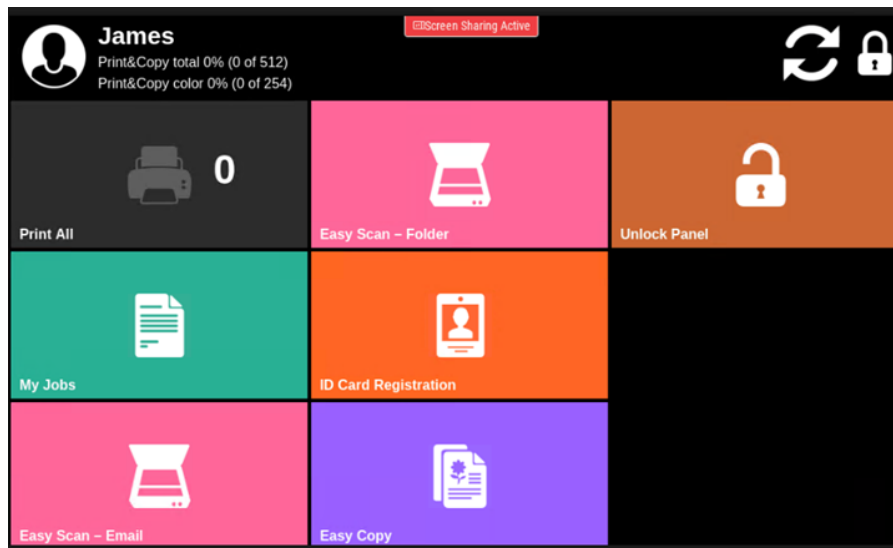
Print jobs received with the job parser activated, include additional information such as number of pages, color and price.



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.

8 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.



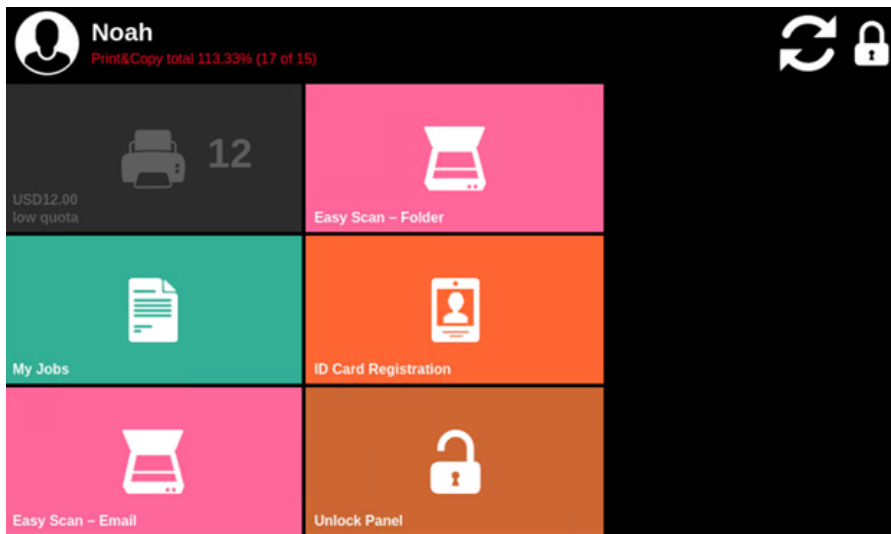
The embedded terminal's behavior depends on the quota settings in MyQ. When setting up **Quota** in the MyQ Web administrator interface, you can disable one or more operations after the quota is reached or exceeded.

i For more information, check [Quota](#)¹⁴ 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 a quota is reached or exceeded, the corresponding action appears dimmed on the terminal.

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



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

If the copy job would exceed the quota, it is canceled and the user is informed that they do not have enough resources for the operation.

- If a job does not include additional information from the job parser, users can start it as long as no quotas disabling print are already reached, although it may be stopped half-way through.
- Scan jobs are always finished before the action is taken.

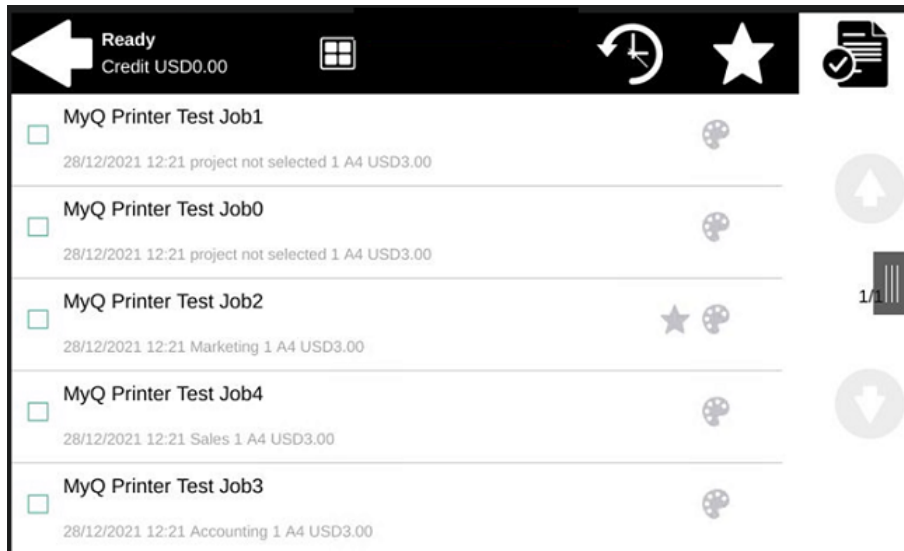
Print jobs with additional information from the job parser

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

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

9 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.



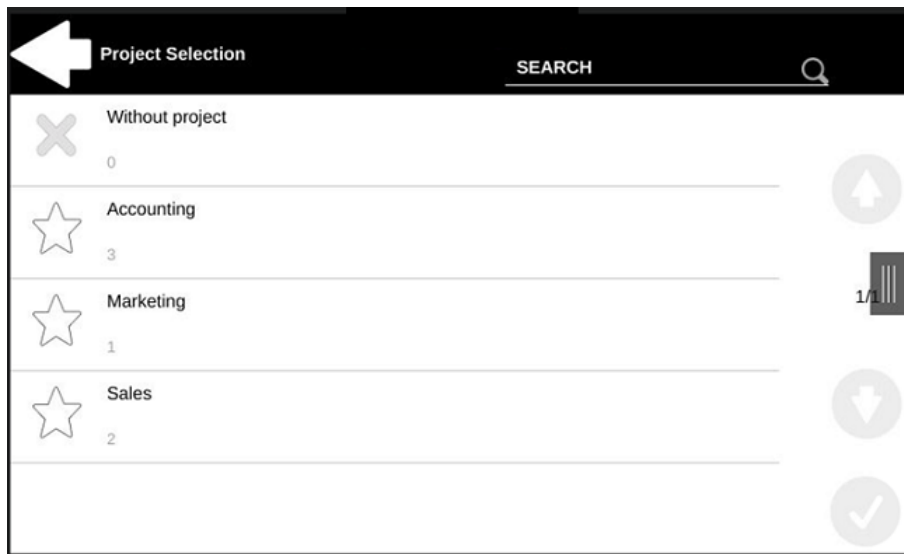
i For more information, check [Projects¹⁵](#) in the MyQ Print Server guide.

9.1 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.

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



Jobs with projects assigned to them are immediately printed.

Print All

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

If there are any unassigned jobs, the user is redirected to the Project selection screen, immediately after tapping the **Print All** button. They have to select one of the available projects (or the *Without project* option, if printing without project is allowed) to be allowed to print the jobs. The selected project (or the *Without project* option) is assigned only to unassigned jobs; all other jobs keep their previously assigned projects.

9.2 Assigning projects on the Panel Copy screen

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

9.3 Assigning projects on the Panel Scan screen

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

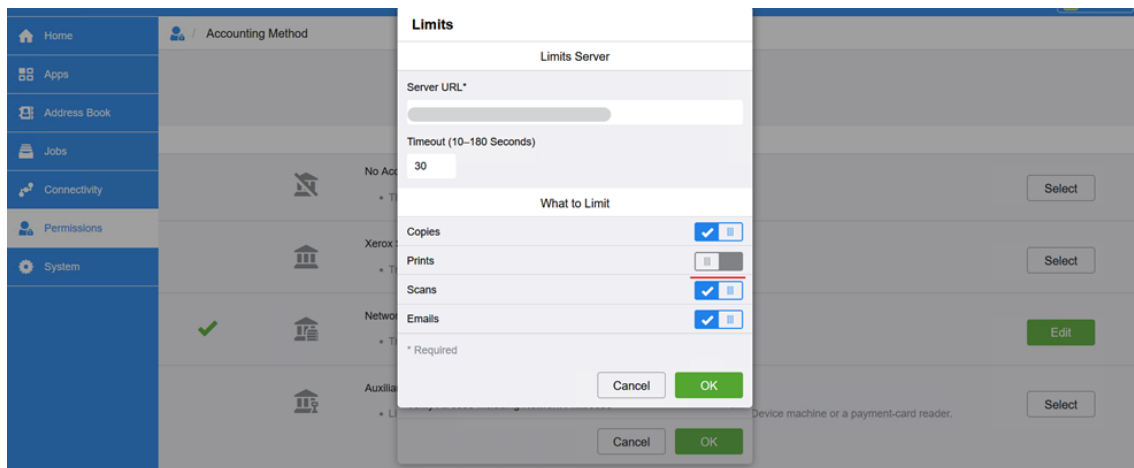
10 Fallback Printing via MDC

For configuring MDC and using Fallback printing please check the [MyQ Desktop Client¹⁶](#) guide.

In order to use Fallback Printing via MDC on Xerox Embedded terminals, the following settings must be manually changed in the device's web UI for each Xerox device:

For Xerox EIP 3.7

Login to the Web UI of the terminal as an admin and go to Permissions, Accounting method. Edit Network accounting method when you Setup Limits, **set Prints to disabled**, and click **OK**.



For Xerox EIP 4.0

Login to the Web UI of the terminal as an admin and go to Properties, Login/Permissions/Accounting, Accounting Methods, Accounting Workflow. In Print Jobs, select **Capture Usage** from the drop-down and click **Save**.

16. <https://docs.myq-solution.com/mdc-win/>

The screenshot displays the 'Accounting Workflow' configuration page in the MyQ Xerox Embedded 7.6 interface. The page is organized into three main columns: 'Job Types', 'Impacted Apps', and 'Accounting Workflow'. The 'Job Types' column lists various job types such as Copy Jobs, Print Jobs, Scan Jobs, Email Jobs, Server Fax Jobs, Scan To, Internet Fax Send Jobs, and Internet Fax Receive Jobs. The 'Impacted Apps' column shows icons representing the applications affected by each job type. The 'Accounting Workflow' column contains dropdown menus for configuring accounting settings, with options like 'Pre-Authorization and Capture Usage' and 'Capture Usage'. The interface includes a top navigation bar with icons for Home, Jobs, Print, Scan, Address Book, Properties, and Support, and a user profile 'admin' in the top right. A sidebar on the left provides navigation options, including 'Logon/Permissions/Accounting'. At the bottom right, there are 'Cancel' and 'Save' buttons. At the bottom center, there is a 'Help' button and a copyright notice for Xerox Corporation.

Limitations

- All jobs printed using Fallback Printing via MDC are accounted as *unauthenticated.
- If the Pre-authorization for Print jobs/Limits for Print jobs is disabled, the header status with credit/quota limits in the terminal's Top menu/My jobs isn't refreshed automatically. Users must log out and log in in order to refresh the values.

11 Business Contacts

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

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

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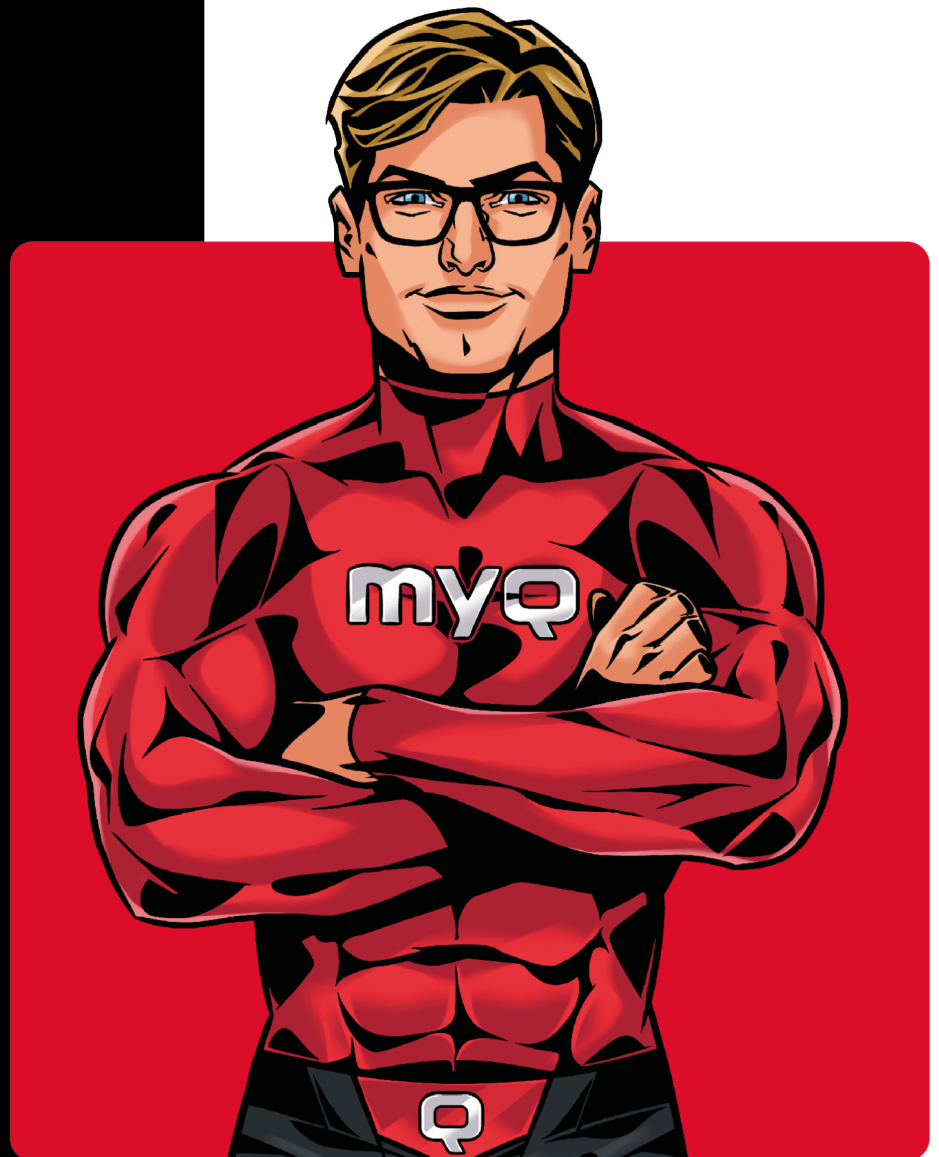
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