

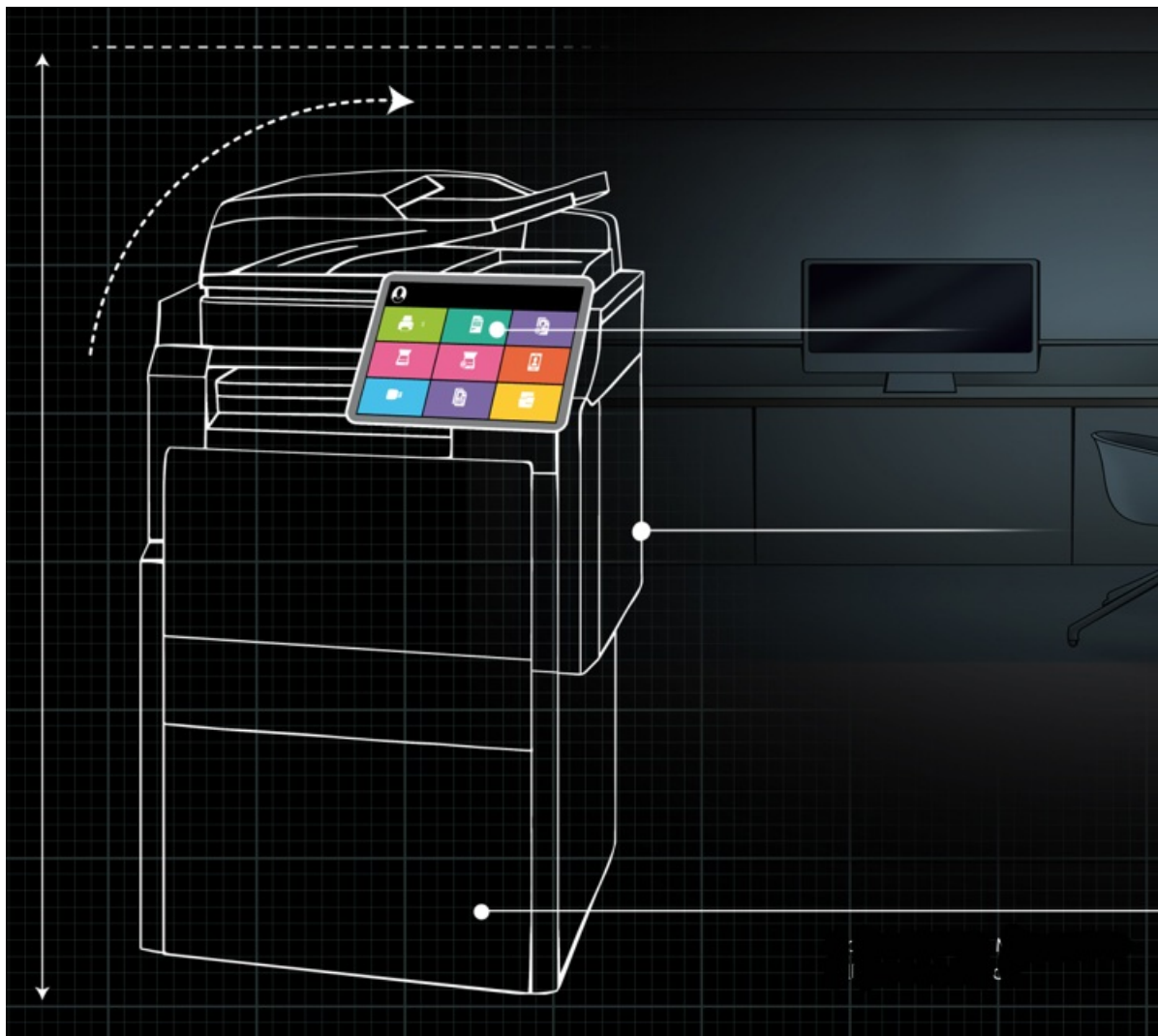


## myQ Mobile Client App User Guide

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MyQ X Mobile Client App  
User Guide



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## About MyQ X Mobile Client App 8.2

The MyQ X Mobile Client application is a modern printing app for completely touchless print control of printing devices connected to a MyQ server.

It assists you anytime and anywhere you need to print or manage your print jobs and provides you with simple access to a variety of MyQ features.



All changes compared to the previous versions are listed in the change log.



The guide is also available in PDF, along with guides for older supported versions.

## Basic Information

The MyQ X Mobile Client application is a multifunctional tool for simple and touchless task management within the MyQ solution printing environment. It assists you anytime and anywhere you need to print or manage your print jobs and provides you with simple access to a variety of MyQ features. Printing options are managed before printing as well. It also supports biometrics.

With the mobile app, you can perform the following operations:


- Print PDF files, Office documents, and photos directly from your device.
- Securely release your print jobs on a selected printing device.
- Manage print jobs, re-print already printed jobs, and select projects.
- View and recharge MyQ credit.
- View quotas.
- Unlock printing devices by scanning a QR code.
- Register and set up a MyQ server via scanning a QR code.
- Edit your profile and generate a new PIN.

The MyQ X Mobile Client application uses the following ports to communicate with the MyQ Print server:

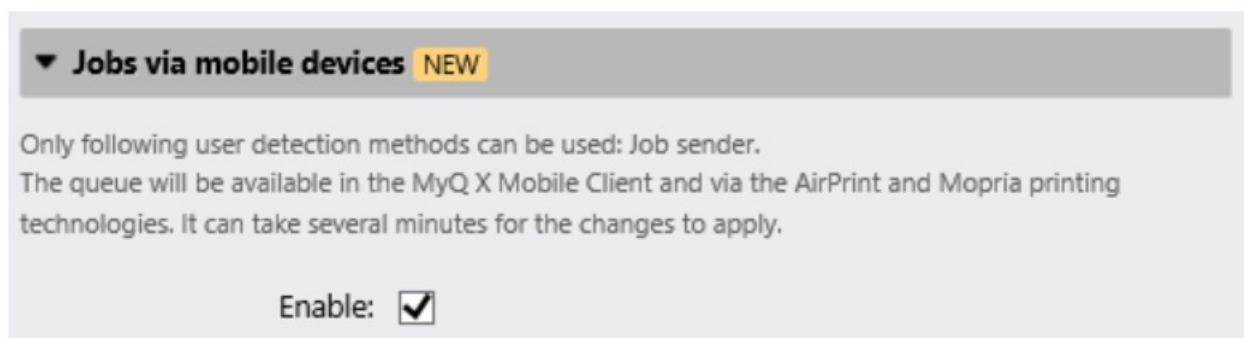
- TCP 8632 (by default)  
AirPrint/MOPRIA protocol for print job transmission to the MyQ server
- TCP 8090 (by default)  
HTTP protocol for accessing the MyQ web interface.


For more details, see the main communication ports in the MyQ Print Server guide.

 A MyQ Server 8.2+ is required.

 Your embedded terminals version has to be compatible with MyQ Server 8.2+.

In order for a queue to be available in the MyQ X Mobile Client application, log in to the MyQ web administrator interface, go to MyQ, Queues, select the queue and click Edit (or right-click, Edit, or double-click), go to the Job receiving tab, and in the Jobs via mobile devices section, mark the Enable checkbox, and click Save.



 Only the Job sender user detection method can be used with this queue.

## Installation and setup

### 3.1 Installation

The MyQ X Mobile Client application can be installed directly from Google Play (Android and ChromeOS), or App Store (iOS). It is free and does not require any license.

The app requires Android version 5.0+, or iOS version 11.0+.

### 3.2 Connecting and logging on to a MyQ server

The first time you open the application, you need to connect it to a MyQ server.

Usually, it is your company's MyQ server or your branch's MyQ server.



Connect to MyQ server

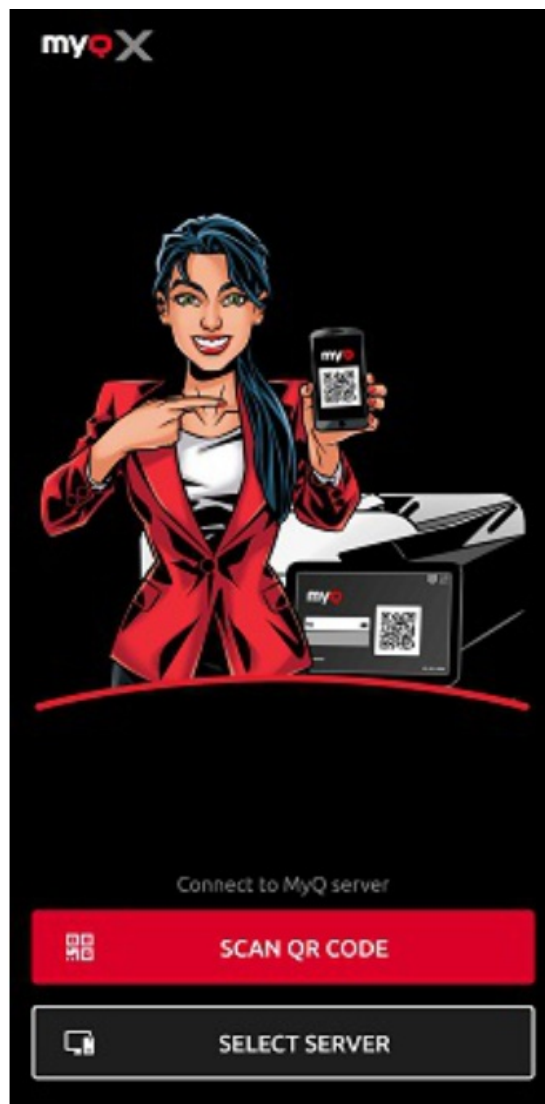


SCAN QR CODE



SELECT SERVER

The app is also available in Dark mode, which can be set in your phone settings.



Once the connection to the server is initiated, you are asked to enter your MyQ credentials to log in to the server. After logging in, you stay logged in until you log out from the server. Each time you open the application, you are automatically redirected to the home screen of the application, where you can access its features.

After you log out from a server, the next time you log in, you can either connect to a new server, or you can select one of the previously used servers.

The easiest way to connect to the server is to scan a QR code that you can find on any of your company's printing devices. Usually, it is either printed on a sticker near the printing device panel or directly displayed on the panel. It can also be accessed on the Web UI. In case you cannot use these options, you can ask your administrator for all the necessary information and manually connect to the server.

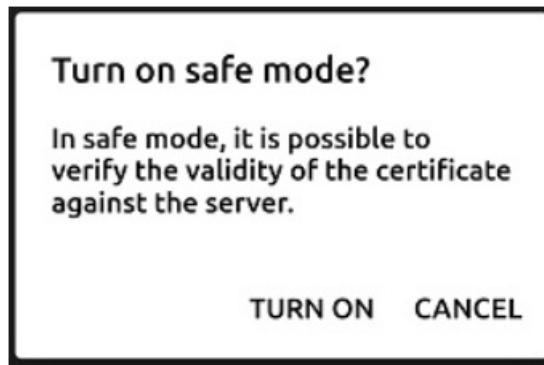
#### **Connecting to a server**

You can choose to connect to a server via SCAN QR CODE or Enter Manually.

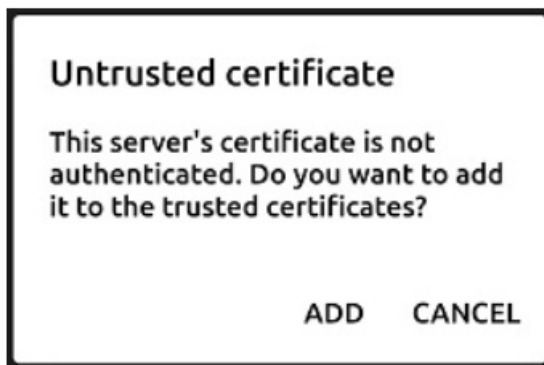
If you scan the QR code from the printing device, the application uses the information from the QR code to automatically set the IP address and other security settings.


If you choose to manually enter the required server information, add a Server name, type the MyQ server's IP address or hostname and port, and tap ADD SERVER.

In both cases, you then get a prompt asking you to turn the safe mode on (required), which uses certificate verification against the server for a secure connection. Tap TURN ON to enable it:



As soon as the safe mode is enabled, there is another prompt asking you to add the certificate to the trusted certificates. Tap ADD. The login screen opens and you can log in.



 If the Invalid SSL certificate message appears, no trusted SSL certificate was found. In such cases, contact your network administrator.

### 3.3 Logging into the MyQ server

To log in to the MyQ server, type your MyQ credentials, and then tap login.

The app saves the connection settings for previously used servers. If you want to select one of the previously used servers, tap SELECT FROM SAVED SERVERS. The Select a server screen opens. On the screen, tap on the server where you want to connect. The login screen opens and you can log in.

## Using the mobile app

All features of the MyQ X Mobile Client application can be accessed either directly from the app's Home screen, or from the navigation bar. In addition, the app enables you to directly print from other mobile apps and from mobile Web browsers.

### Home screen

On the Home screen, you can see the state of your credit (displayed only if credit accounting is activated on the MyQ server), and all your ready jobs. You can also recharge credit, add new jobs, and print the ready jobs. Quota is also visible if activated on the MyQ server.

### Navigation Bar

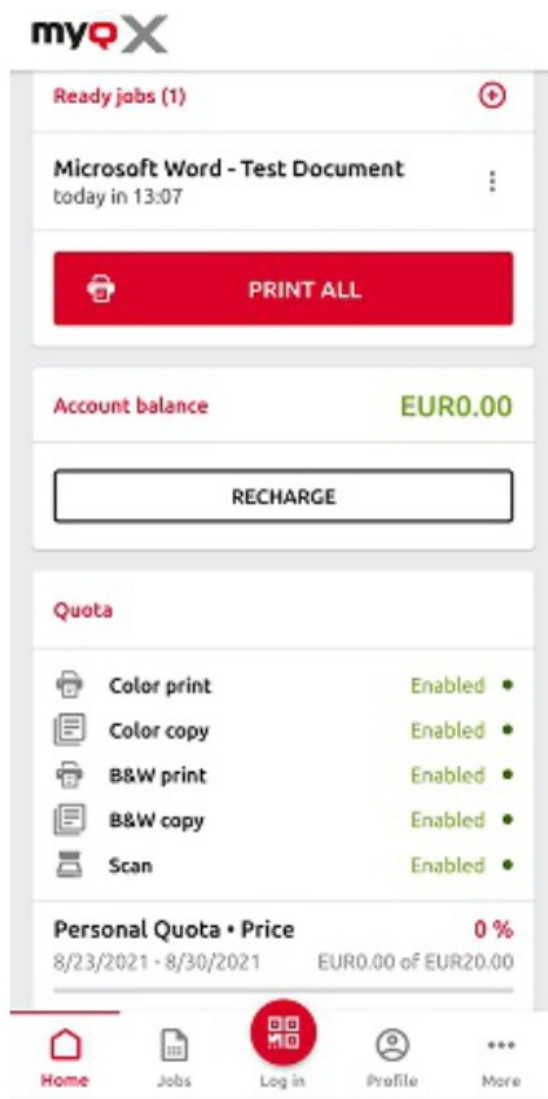
The app's navigation bar, accessible at the bottom of the screen, contains the following shortcuts:

- Home
- Jobs
- Log in
- Profile
- More

### 4.1 Home

On the Home screen, you can see all your ready jobs and print them by tapping PRINT ALL.

You can also add new jobs to the list, by tapping the + (plus) icon next to Ready jobs.



You can see your account balance (displayed only if credit accounting is activated on the MyQ server). By tapping RECHARGE, you can recharge your credit:

### ✗ Recharge credit

Account balance  
**EURO0.00**

Voucher code

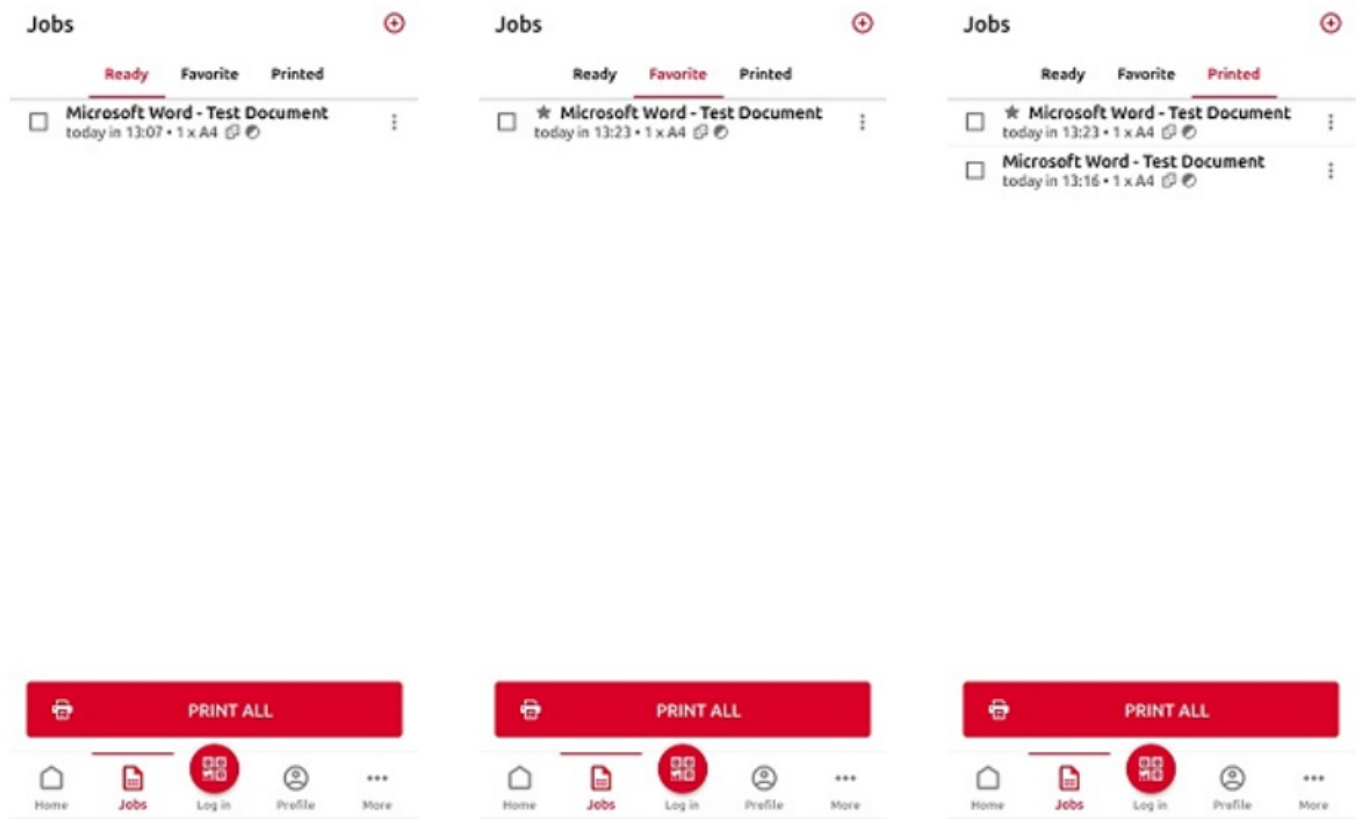
RECHARGE

Enter the code from your credit voucher, and then tap RECHARGE.

If Quota is enabled on the MyQ Server, you can see all the quotas assigned to you and their current status in the Quota section.

## 4.2 Jobs

The Jobs shortcut takes you to the Jobs screen, which contains the following tabs:



- **Ready** – A list of jobs that you have sent to be printed and are not been printed yet.  
For each ready job, the Print, Print all, Add to favorites, and Delete options are available.
- **Favorite** – A list of jobs that you have marked as favorites. These jobs stay listed on the Favorite tab even after they are printed, and are not removed from this tab unless you manually remove them. For each favorite job, the Print, Print all, and Remove from favorites option is available via the three-dots options menu.
- **Printed** – A list of all your printed jobs. For each printed job, the Print, Print all, and Add to favorites option is available via the three-dots options menu.

You can either tap PRINT ALL at the bottom, to print all the jobs, or mark the checkbox next to a job to select it, and then print it. Before releasing the job, you can specify the number of copies, choose between monochrome (B&W) or color printing, and Simplex or Duplex. If project accounting is enabled on the MyQ Server, you can assign a project to the job.

You can also tap the + plus icon at the top, to add a new job (from your device's folders or cloud storage) to the list.



×

Add job

Copies 99  
1  
2


Print queue  
Default

☐


Monochrome

☒

Duplex




PRINT NOW



SAVE JOB

Files

ADD FILE



Test Document.docx

✕

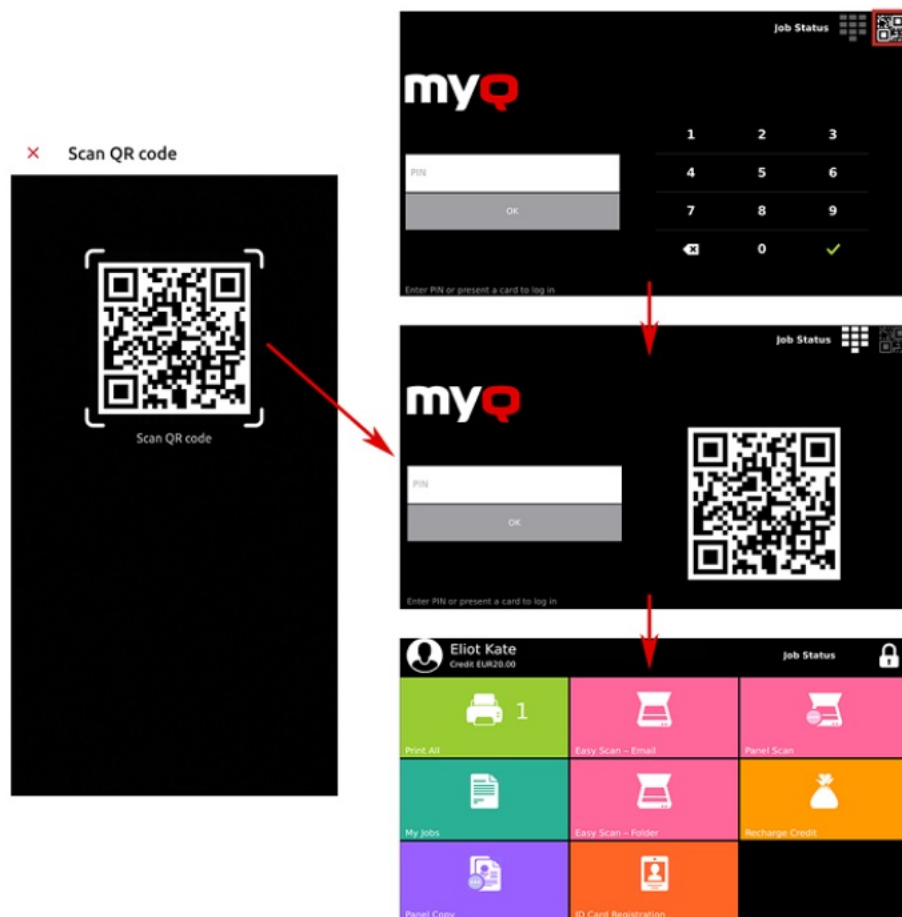
You can then specify the number of copies, choose between monochrome (B&W) or color printing, and Simplex or Duplex. If project accounting is enabled on the MyQ Server, you can assign a project to the job. You can also specify the job's queue:

- **Direct type** – the job is immediately printed to the printer assigned to the queue.
- **Pull Print type** – you are asked to scan the QR code of the printer where you want the job to be printed (Pull Print queues require MyQ embedded terminals or a MyQ TerminalPro (hardware)).

If you select SAVE JOB, the job is saved for printing at a later time.

#### 4.3 Log in via QR code

The Log in shortcut in the center of the navigation bar takes you to the Scan QR code screen. There, you can unlock a printing device by scanning the QR code displayed on the device's panel.




Point your phone towards the QR code as if you wanted to take a picture of it. Make sure that the QR Code is inside the square displayed in the middle of the screen. The application automatically scans the code and unlocks the device.

#### 4.4 Profile

The Profile shortcut opens the Profile screen, where you can see current information related to your account.

## Profile

**Account** 






Eliot Kate

GENERATE PIN

**Account balance** **EUR20.00**






RECHARGE

**Quota**

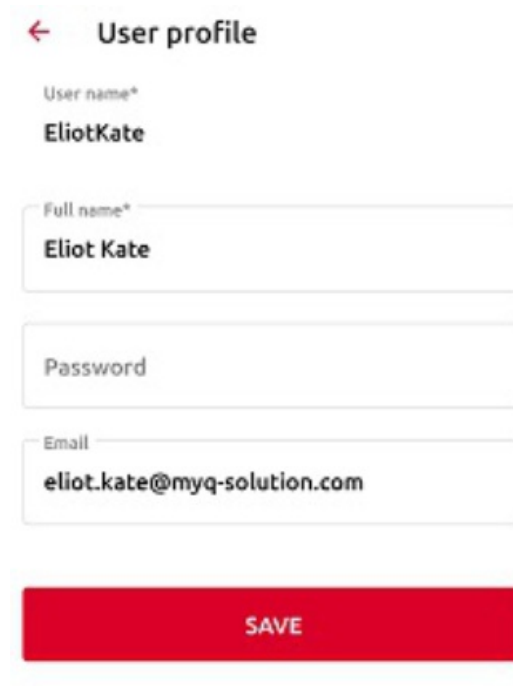
	Color print	Enabled •
	Color copy	Enabled •
	B&W print	Enabled •
	B&W copy	Enabled •
	Scan	Enabled •

**Personal Quota • Price** **0 %**

8/23/2021 - 8/30/2021 **EUR0.00 of EUR20.00**

 Home  Jobs  Log in  **Profile**  More

In the Account section, you can change the email address and password related to your account by tapping the edit icon next to it.

A screenshot of a mobile application's 'User profile' screen. At the top, there is a red back arrow and the title 'User profile'. Below the title, there are four input fields: 'User name\*' with the value 'EliotKate', 'Full name\*' with the value 'Eliot Kate', 'Password' (empty), and 'Email' with the value 'eliot.kate@myq-solution.com'. At the bottom of the form is a large red button with the text 'SAVE' in white capital letters.

← User profile

User name\*  
EliotKate

Full name\*  
Eliot Kate

Password

Email  
eliot.kate@myq-solution.com

SAVE

You can also tap GENERATE PIN to generate a new PIN.

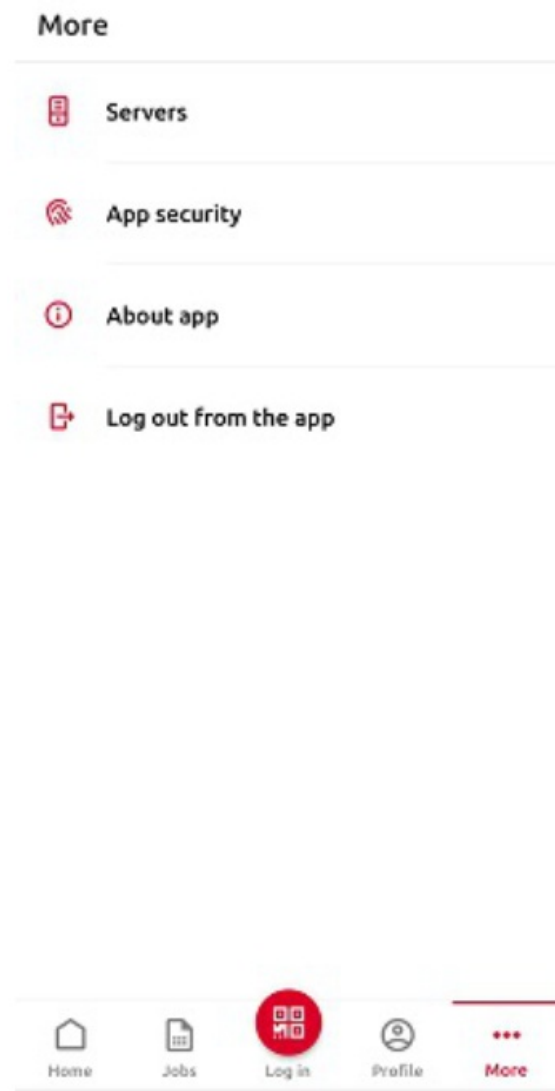
In the Account balance section, you can see your current account balance and also recharge your credit by tapping RECHARGE.

If Quota is enabled on the MyQ Server, you can see all the quotas assigned to you and their current status in the Quota section.

#### **4.5 More options**

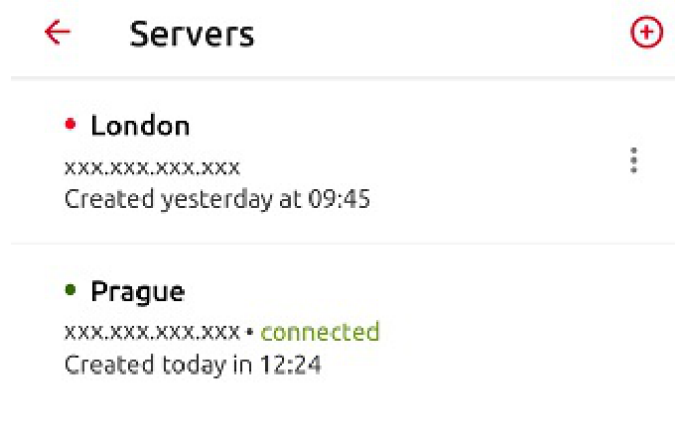
The More shortcut takes you to the more actions screen, where the following options are available:

- Servers – View and manage your servers.
- App security – Enable or disable Biometrics (face and fingerprint recognition).
- About the app – View information about the application.
- Log out from the app – Log out from the application.



#### 4.5.1 Servers

In Servers, you can view and manage MyQ servers.



The currently used server is marked as connected. Other servers used in the past (or currently unreachable) are listed with a small red dot next to the server's name.

Tap the three-dots button on the right side of the server to display the following options:

←

Servers

+

• London

xxx.xxx.xxx.xxx

Created yesterday at 09:45

• Prague

xxx.xxx.xxx.xxx • connected

Created today in 12:24

⋮

Connect

Edit

Delete

- Connect – Connect to the server.
- Edit – Change the server's name, IP address, and port.
- Delete – Delete the server (available only for servers that are not currently used).

#### Adding a new server

To add a new server, tap the + (plus) icon at the top. In the new window, you can either enter the new server's information manually (add a Server name, the IP Address, and Port) and tap ADD SERVER, or you can tap SCAN QR CODE.

×

Enter manually

Server name

New server

Address

Port

8090

+

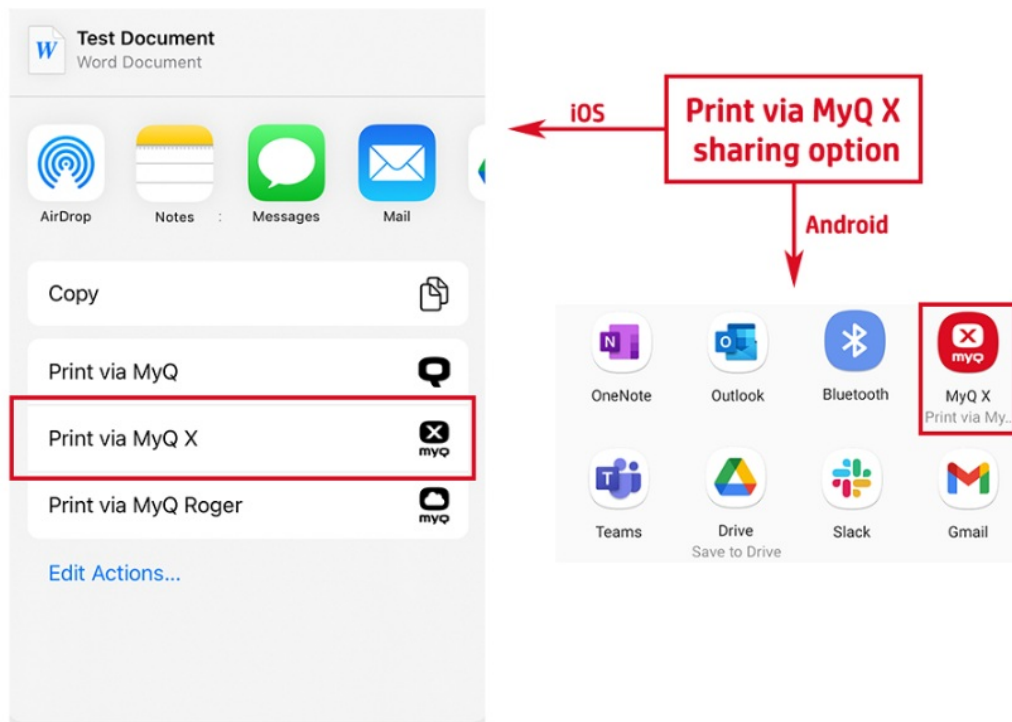
ADD SERVER

+

SCAN QR CODE

#### 4.6 Print via MyQ X

You can print directly from mobile apps and from mobile Web browsers. To do so, select to share the file (picture, Web page, etc.) via the Print via MyQ X sharing option.



The print job management dialog box appears, where you can change the print jobs properties (color/monochrome, simplex/duplex, number of copies), and then tap PRINT to send the print job to MyQ. If project accounting is activated on the MyQ server, you can also assign a project to the print job. To assign a project, tap the field under Project, and then select the project from the list.

⚠ On iOS devices, you have to enable the Print via MyQ X sharing option under More, Activities.

## Change Log

- Brand new MyQ X Mobile Client application.


## Business Contacts

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Business Information	<a href="http://www.myq-solution.com">www.myq-solution.com</a> <a href="mailto:info@myq-solution.com">info@myq-solution.com</a>
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 October/2021  
 Revision 9

## Documents / Resources



	<p><a href="#">myQ Mobile Client App</a> [pdf] User Guide Mobile Client App, Mobile Client, App</p>
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## References

-  [solution.com is for sale | www.oxley.com](#)
-  [MyQ Print Management Solution | Security | Productivity | Efficiency](#)
-  [MyQ Print Management Solution | Security | Productivity | Efficiency](#)

Manuals+.