



MyQ Roger Mobile App Installation Guide

[Home](#) » [myQ](#) » MyQ Roger Mobile App Installation Guide 

MyQ Roger Mobile App



Contents

- [1 Introduction](#)
- [2 Basic Information](#)
- [3 MyQ Roger mobile app installation](#)
 - [3.1 Android Installation](#)
 - [3.2 iOS Installation](#)
- [4 MyQ Roger mobile app setup](#)
- [5 How to use the mobile app](#)
 - [5.1 Home tab](#)
 - [5.2 Jobs tab](#)
 - [5.3 Print Options](#)
 - [5.4 Actions tab](#)
 - [5.5 More options tab](#)
- [6 Using MyQ Roger via the MFD](#)
- [7 Business Contacts](#)
- [8 Documents / Resources](#)
 - [8.1 References](#)
- [9 Related Posts](#)

Introduction

MyQ Roger is a full-fledged public cloud solution, designed to increase any person's productivity, and efficiency. No matter if they work in an office environment or from home.

Capture documents with your mobile phone, multifunctional printer or from your email inbox. Store them locally or in your personal cloud. Trigger advanced workflows. Transform documents to editable formats or electronic data

that can be processed automatically by your integrated applications. Set up your own quick actions, or just use suggestions created by the system.

Benefit from MyQ Roger's top Performance, High Availability, and Multitenancy. The main benefit of MyQ Roger is that it is a serverless solution. Customers don't have to maintain any hardware for the application to work.

With MyQ Roger, you get a unique virtual experience of collaboration at work and document management – your brand-new **Smart Digital Workplace Assistant**. Enjoy the simplicity of its **fully personalized UI**, use OneDrive or another cloud storage to print and scan your documents **with a single click**, and keep your digital office in your pocket at home, on the move, or at the office.



Basic Information

The guide is intended for MyQ Roger users. It describes the MyQ Roger mobile application installation and usage, as well as how to work with MyQ Roger Embedded terminals.

Prerequisites:

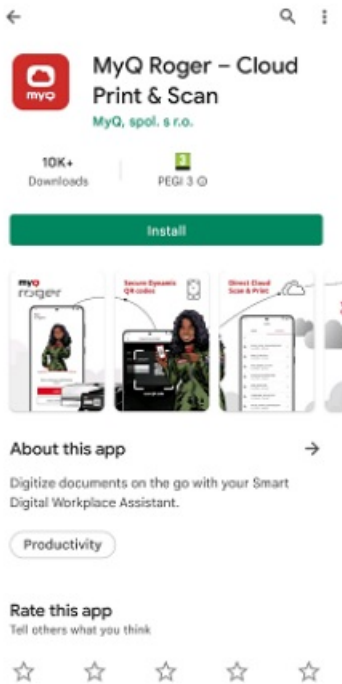
- **Download and install** the free MyQ Roger mobile app on your device.
- Valid MyQ Roger credentials (MyQ Roger tenant name, username, password provided by your administrator).
- MyQ Roger compatible printing devices (managed by your administrator).

MyQ Roger mobile app installation

The MyQ Roger mobile application can be used both on iOS and Android devices, including Chromebook devices, and it is available for free download in the App Store and in Google Play.

Android Installation

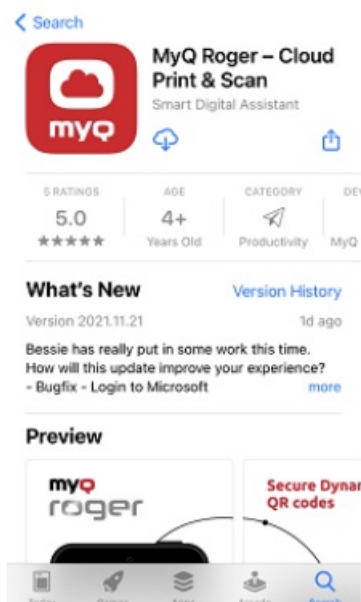
In your Android device:



- Open the Google Play Store application.
- Search for **MyQ Roger – Cloud Print & Scan**.
- Select **MyQ Roger – Cloud Print & Scan**.
- Tap **Install**.
- Once the installation is complete, tap **Open**.

iOS Installation

In your iOS device:

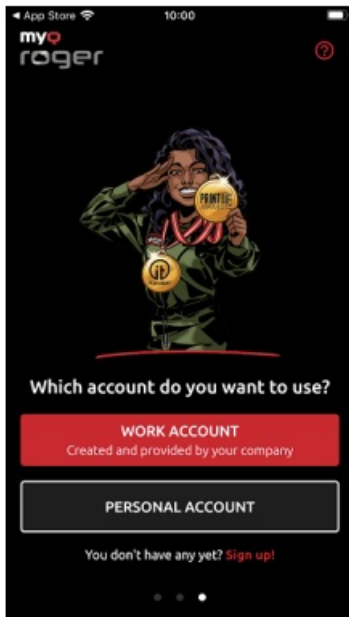


- Open the App Store application.
- Click on Search on the bottom-right and search for **MyQ Roger – Cloud Print & Scan**.
- Select **MyQ Roger – Cloud Print & Scan**.
- Tap **Get**.

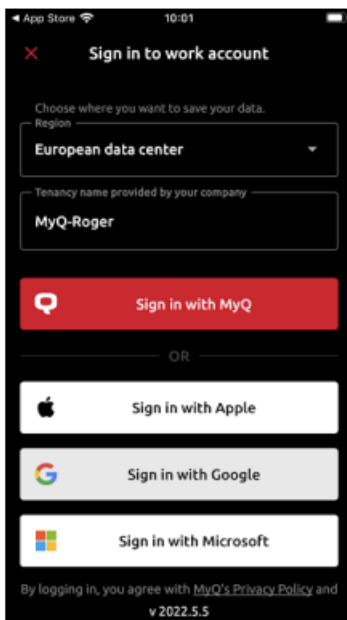
- Once the installation is complete, tap **Open**.

MyQ Roger mobile app setup

After the download and installation of the app, tap the MyQ Roger app icon to open it. Go through the mini welcome guide, and then choose the account you want to use from the **WORK ACCOUNT** or the **PERSONAL ACCOUNT** options.



By choosing **WORK ACCOUNT**, you can log in to the MyQ Roger tenant created and provided by your company, with multiple sign in options:



In the **Region** field, choose where you want your data to be saved: European data center or American data center.

In the **Tenancy name field**, type the name of your tenant. Then choose one of the available sign in options:

- **Sign in with MyQ** – Type your MyQ Roger credentials and tap **SIGN IN**.

← Sign in to your work account

Username / E-mail address

Password

SIGN IN

- Username / E-mail address – Your MyQ Roger user name or email address.
- **Password** – your MyQ Roger password.
- **Sign in with Apple** – You are redirected to log in to your Apple account.
- **Sign in with Google** – You are redirected to log in to your Google account.
- **Sign in with Microsoft** – You are redirected to log in to your Microsoft account.

By choosing **PERSONAL ACCOUNT**, you can use a personal MyQ, Apple, Google or Microsoft account to use the app.

✗ Sign in to personal account

Choose where you want to save your data.

Region

European data center

Sign in with MyQ

OR

Sign in with Apple

Sign in with Google

Sign in with Microsoft

By logging in, you agree with [MyQ's Privacy Policy](#) and with processing of data for business and marketing purposes by MyQ spol. s.r.o. and its regional branches.

v 2022.5.5

If you don't have an account related to MyQ Roger, you can tap **Sign up!** and create a new personal account either in MyQ, Apple, Google or Microsoft. Fill in the mandatory fields, First name, Last name, E-mail address, Country, Password, and Confirm password, mark that you agree with MyQ Roger processing your data and tap **SIGN UP**.

← Sign up to your personal account

First name *

Last name *

E-mail address *

Country * ▼

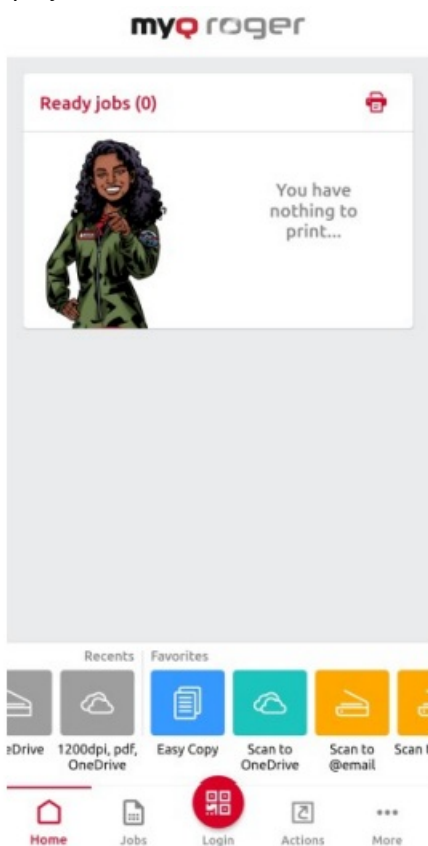
Password

Confirm password

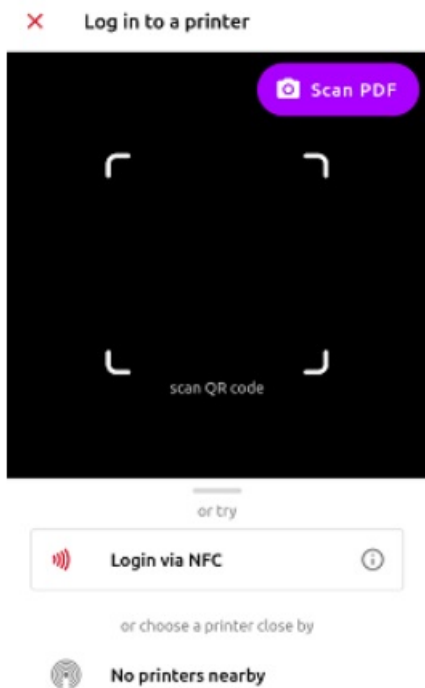
☐ I agree with the processing of the above data for business and marketing purposes by MyQ spol. s.r.o. and its regional branches. [More about MyQ's Privacy Policy here.](#)


SIGN UP

Once logged in to the app, simply use the **Login** button at the bottom-center of the screen to scan the QR code displayed on the **MFD**.

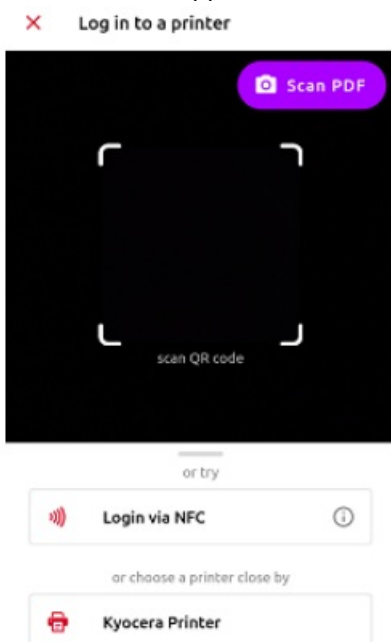


You can also log in via NFC, if the device has already been paired by the administrator and if the **NFC** is supported by your phone. Tap the **Login** button and select **Login via NFC**. Move your phone close to the NFC tag on the MFD. Once your phone reads the tag, you are logged in to the MFD.



 Only an administrator can pair an NFC tag to an MFD. Tap the Login button and then tap the **Login via NFC** option. Tap **Pair new tag**. Bring the phone close to the printer and tap **Write to NFC tag**. Once done, scan the QR code on the printer to finish the device pairing. It might be needed to format the NFC tag first with a third-party application.

Another option is to log in to an MFD paired via Bluetooth. Tap the **Login** button and select one of the paired printers from the list. If there are no printers on the list, select **Discover printers via Bluetooth**. Once an unknown device appears on the list, tap on it and scan the QR code to pair it.



If you see a request for device pairing, or if you are having issues with logging in, contact your administrator.

How to use the mobile app

What you see on the MyQ Roger mobile app is connected to your MyQ Roger tenant setup and your MFDs. However, some basic actions are always present:

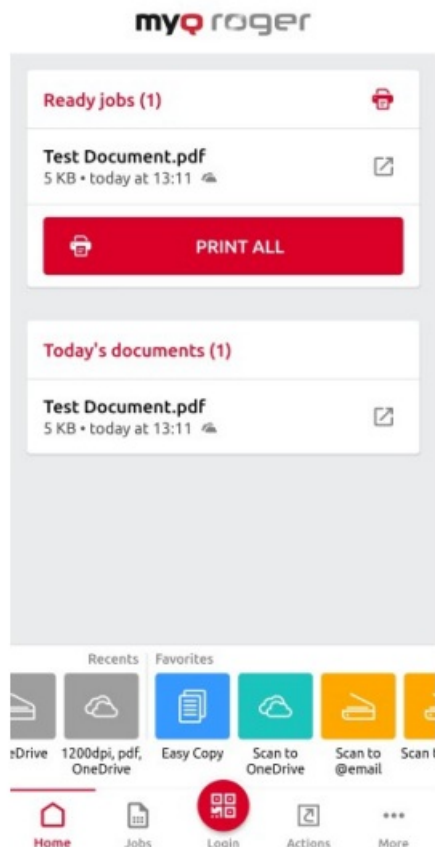
- **Home** tab – The app's home tab, with an overview of your ready jobs, favorite actions, etc.
- **Jobs** tab – All your jobs, divided into the **Ready** sub-tab and the **Cloud services** sub-tab.
- **Login** button – Use this button to scan the QR code on the MFD to log in.
- **Actions** tab – List of the preset favorite actions and a possibility to add more actions.
- **More** options – Information about your MyQ Roger profile, the app, and the option to log out.



Home tab

The home tab consists of 3 different sections:

- **Ready jobs** – A list of your ready jobs, with the option, located on the top-right, to print all jobs.
- **Today's documents** – Today's Ready jobs, scans from SCAN PDF and Android PDF documents from Downloads folder.
- **Recent/Favorites** bar – All your favorite actions and any recent actions taken.

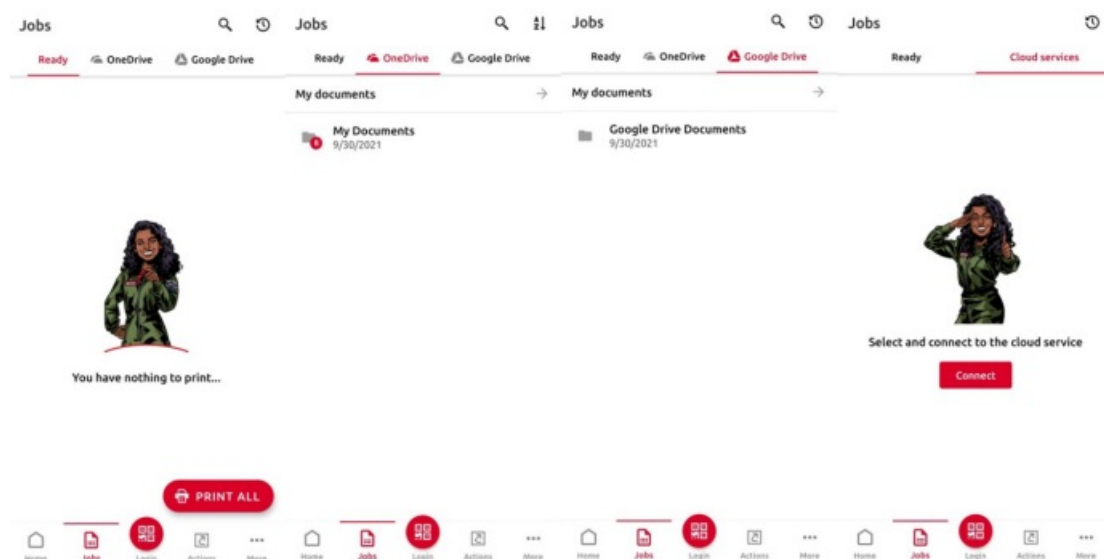


You can tap **PRINT ALL** to print all the jobs, or you can use swipe commands to print or delete the listed jobs:

- Swipe the job from the left to the **right** to print it.
- Swipe the job from the right to the **left** to delete it.

Jobs tab

The **Jobs** tab consists of the **Ready** sub-tab, and the **Cloud services** sub-tab(s).



In the **Ready** sub-tab, you can find all the jobs reported by a printer.

In the **Cloud Services** sub-tabs, you can find the jobs from your preferred cloud services (jobs listed in the Apps/MyQRoger/Print cloud services folder). If Cloud Services are not connected, tap **Connect**. You are redirected to your profile page where you are able to select between OneDrive and Google Drive. Once you make your selection, you are redirected to a Google or Microsoft login page. Enter your credentials to connect your cloud service to MyQ Roger.

You can tap **PRINT ALBL** to print all the jobs, or you can use swipe commands to print or delete the jobs listed in the sub-tabs:

Swipe the job from the left to the **right** to print it.

Swipe the job from the right to the **left** to delete it.

If a job is stored on the MFD, it is immediately deleted after printing. Jobs stored on the MFD also have an expiration time due to limited storage space. If they are not printed in 3 hours, they are deleted.

If a job is stored on cloud storage, you can either delete the job after printing, don't delete the job, or move it to the Printed folder.

Print Options

You can specify the following parameters before printing a job:

- Number of copies
- Paper size:
 - A4
 - A3
 - Other
 - A5
 - B4
 - B5
 - Folio

- Ledger
- Legal
- Letter
- Statement
- Color or B&W
- Duplex options
- Collation
- Ncombination:
- 1in1
- 2in1
- 4in1
- 8in1
- 16in1



Some of the options may not be available depending on your MFD model.



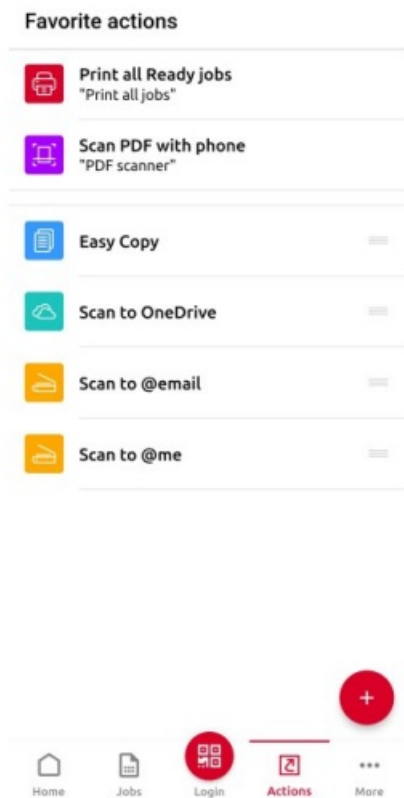
If you are sending a job from the MyQ Roger mobile app to a HyPAS device, it can only be printed on the A4 paper size format.

If you want to print other formats on HyPAS devices, it is recommended to use MyQ Roger Desktop Client. Contact MyQ Support for more information.

Actions tab

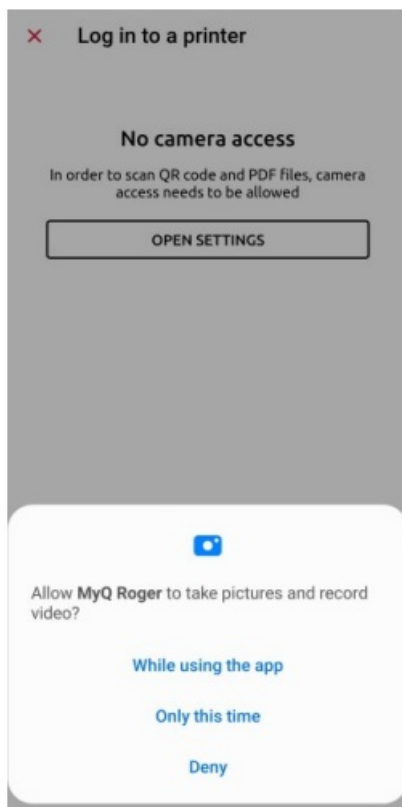
In the Actions tab, you can view a list of all MyQ Roger favorite actions (preset and custom):

- **Print all Ready jobs** – Tap to print all your ready jobs.
- **Scan PDF with Phone** – Tap to scan documents with your phone's camera to print or save to phone, cloud storage, or send via email.
- **Easy Copy** – Tap to copy a job.
- **Scan to OneDrive** – Tap to scan a job and store it in your OneDrive.
- **Scan to @email** – Tap to scan a job and send it to an email address.
- **Scan to @me** – Tap to scan a job and send it to your email address.



Operations

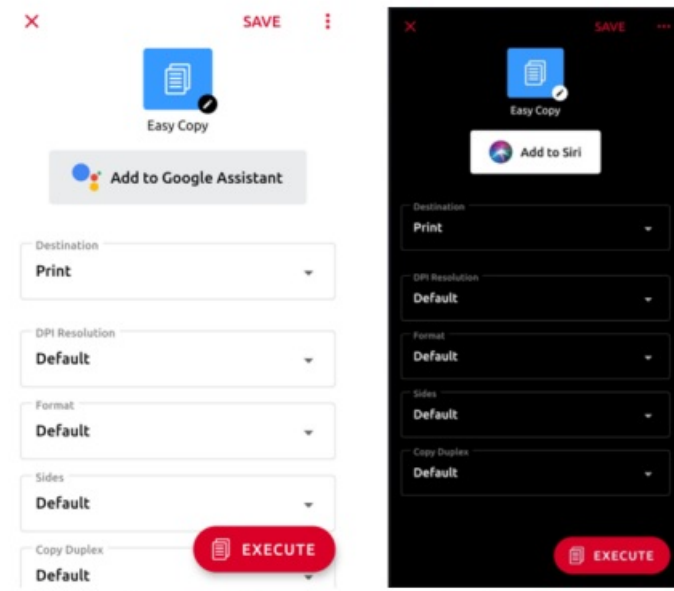
- It is possible to perform any of the actions by tapping on them, so long as you are logged in to a printer, and you have given the necessary permissions for the MyQ Roger app (camera access) on your device. If not, a warning screen is displayed, informing the reason the action cannot be completed.



- It is possible to rearrange the order of the actions by dragging and dropping them to the desired position. This

also affects the order the actions appear in, in the Home tab, on the **Favorites** bar.

- It is possible to delete and edit any of the listed actions (except for the Print **all Ready jobs** and **Scan PDF with phone actions**). Tap and hold (long press) an action to open its settings. You can then modify any of the action's settings, tap Execute to perform the action, tap **Save** to save your changes, tap on the three dots for the **Delete** and **Duplicate** options, tap **Add to Google Assistant/Add to Siri** to add the action to your voice commands, or tap **X** to discard any changes.



- It is possible to create a new favorite action by tapping the plus (+) button.



Enter a Name for the new action, select a color for the action's icon, select an icon for your action from the list, and tap **Continue**. The new action's settings tab opens with the following options:

- **Add to Google Assistant/Add to Siri** – Tap on the button to add the action to your voice commands.
- **Destination** – select the job's destination from the list:
 - Email
 - OneDrive
 - Google Drive
 - USB Storage
 - Print
- **Email address** – Type the email address where you want the job to be sent (only visible if the Email

destination is chosen). Your email address is set by default.

- **DPI Resolution** – Choose the DPI for the job's resolution:

- 100
- 200
- 300
- 400
- 600
- 1200
- Default

- **Color** – Choose the job's color:

- Full
- Gray
- Mono
- Auto
- Default

- **Format**- Choose the desired format for the file:

- PDF
- JPEG
- TIFF
- XPS
- HCPDF
- Default

- **Sides** – Choose a duplex/simplex option from the list:

- One sided
- Two sided
- Default
- Two sided SE
- Two sided LE

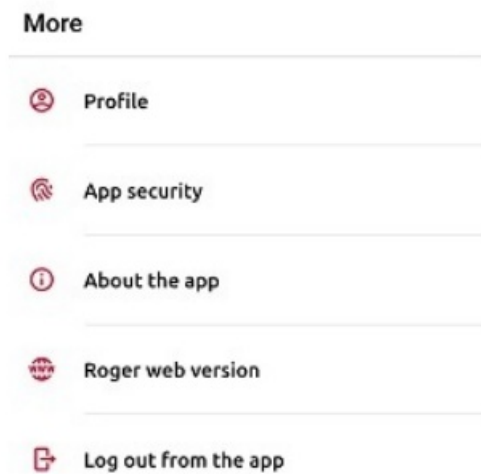
- **Copy Duplex** – Choose a duplex/simplex option for Copy from the list:

- One sided
- Two sided
- Default
- Two sided SE
- Two sided LE
- Scan Size
- A3
- A4
- A5
- A6
- Auto
- B4
- B5
- B6


- Executive
- Folio
- Ledger
- Legal
- Letter
- Mixed
- Oficio II
- Statement

More options tab


In the **More** options tab, you can see the Profile section, the **App Security** section, the **About the app** section, the **Roger webversion** link, and the **Logout from the app** button.





If you tap on **Profile**, you can see information about your MyQ Roger account, add a photo to your profile, view your username, tenancy name, tenant, edition, tap **Generate** PIN to generate a new PIN for your account, and tap Show my PIN to view your current PIN.



Profile



Account



John Doe

John.doe@myq-solution.com

Username

Tenancy name

Tenant


Edition

Standard

GENERATE PIN

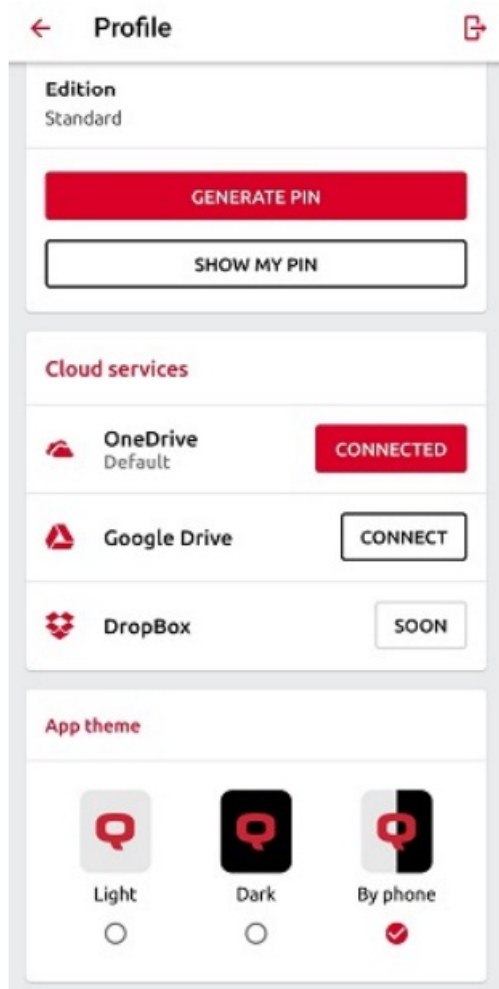
SHOW MY PIN

Cloud services

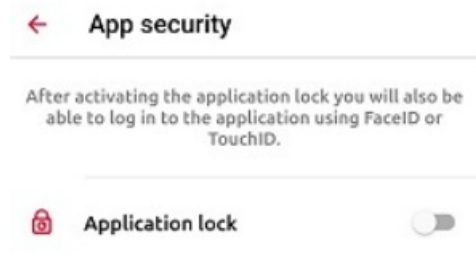
 OneDrive
Default

CONNECTED

There is also the **Cloud services** section, where you can connect your OneDrive or Google Drive to MyQ Roger. You can also see that DropBox will be available soon. At the App theme section, you can select between the **Light** or **Dark** theme for the app, or select **By phone** to use the theme set in your phone's settings.



If you tap on **App Security**, there is the option to activate **Applicationlock**. If enabled, you are able to use biometric options (FaceID, TouchID, etc.) when logging in to the MyQ Roger app.



If you tap on **About the app**, you can see the MyQ Roger app's version. You can tap on **Release notes** to view the latest changes on the app, and you can tap **Privacy Policy** to view MyQ Roger's **privacy policy**.



v 2021.9.22

RELEASE NOTES

PRIVACY POLICY

If you tap on **Roger web version** you are redirected to the Roger web server administrator page.
If you tap **Logout from the app**, you are asked to confirm the logout request. Click **LOGOUT** to log out or **STAY** to stay logged in.

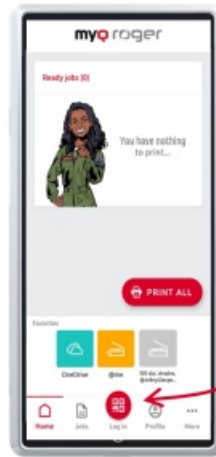
Using MyQ Roger via the MFD

After the connection between MyQ Roger, the MFD, and your smart phone is established, you can immediately use MyQ Roger, either via your smart phone (recommended), or via the MFD panel.

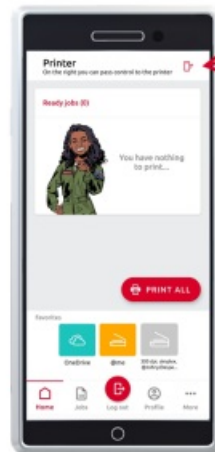
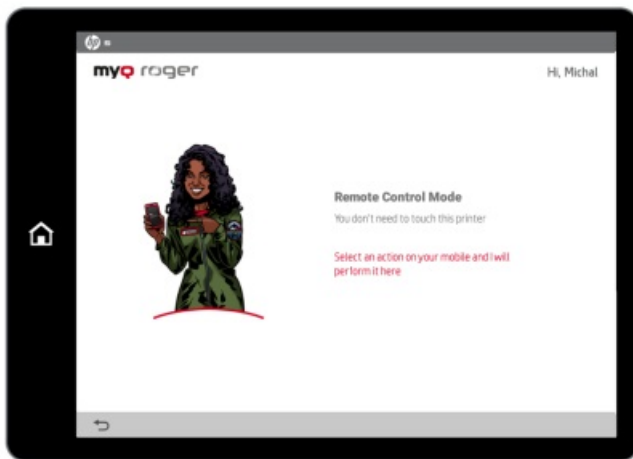
Log in

Depending on the administrator's setup, there are multiple login options available on the device panel:

- **Username and password** – Type your MyQ Roger username and password.
- **Username and PIN** – Type your MyQ Roger username and PIN.
- **ID Card** – Swipe your ID Card.
- **PIN** – Type your MyQ Roger PIN.
- **QR code** – Scan the QR code with your smart phone via the MyQ Roger mobile app (recommended).
- **NFC tag** – Move your phone close to the MFD so it can read the tag. (The NFC has to be previously paired by the administrator for this option to be available.)
- **Bluetooth** – Choose the printer from the list or select **Discover printers via**
- **Bluetooth** and scan the QR code to pair it and log in.



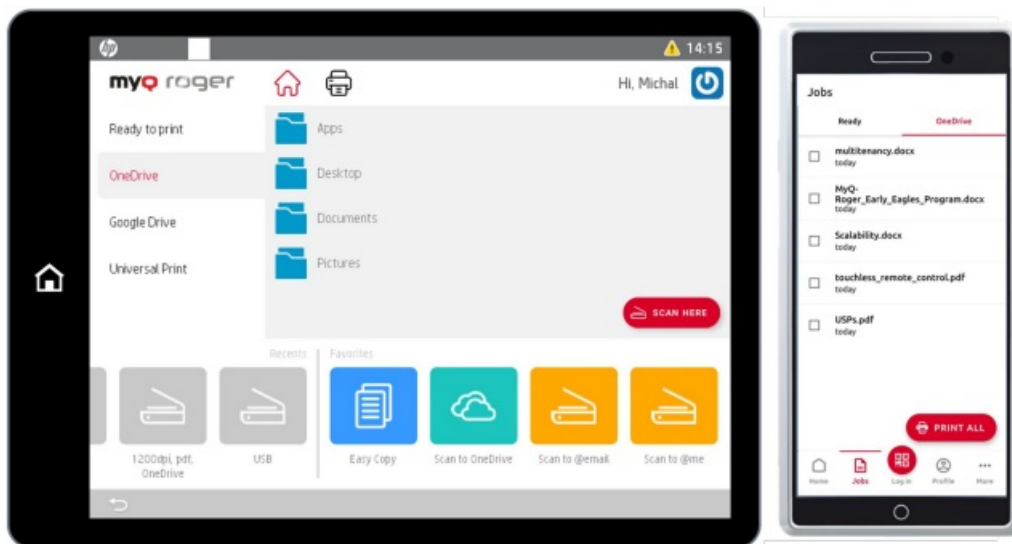
In Workpath devices, if you log in by scanning the QR with your smart phone, you can manage everything via the MyQ Roger app. You cannot use the device panel unless you pass the control to the printer, via the button on the top-right corner in the MyQ Roger mobile app Home tab. If you use a different log in method, you can manage everything directly from the MFD.



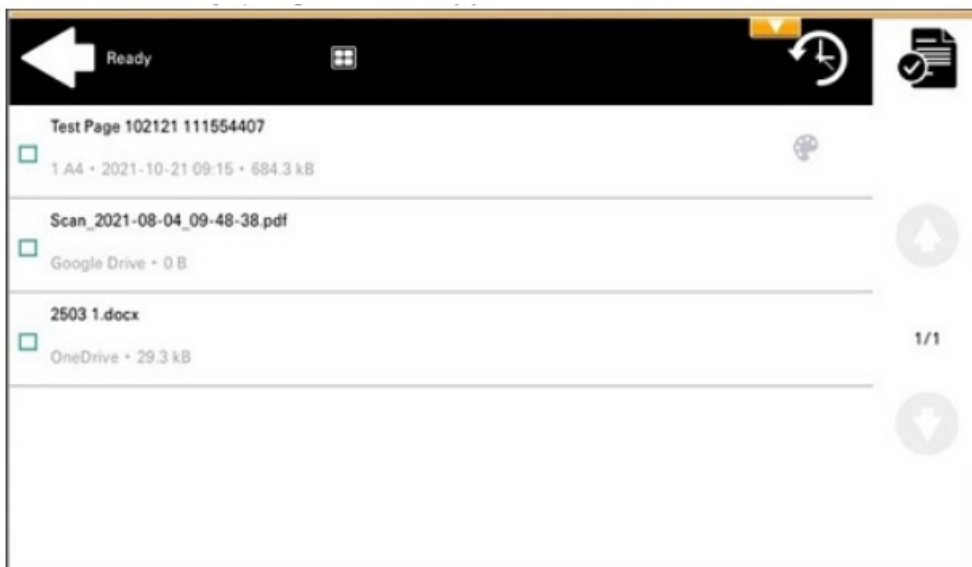
MyQ Roger available actions

Depending on your MyQ Roger tenant settings, the administrator's setup, and the MFD's brand, the available actions on the MFD are:

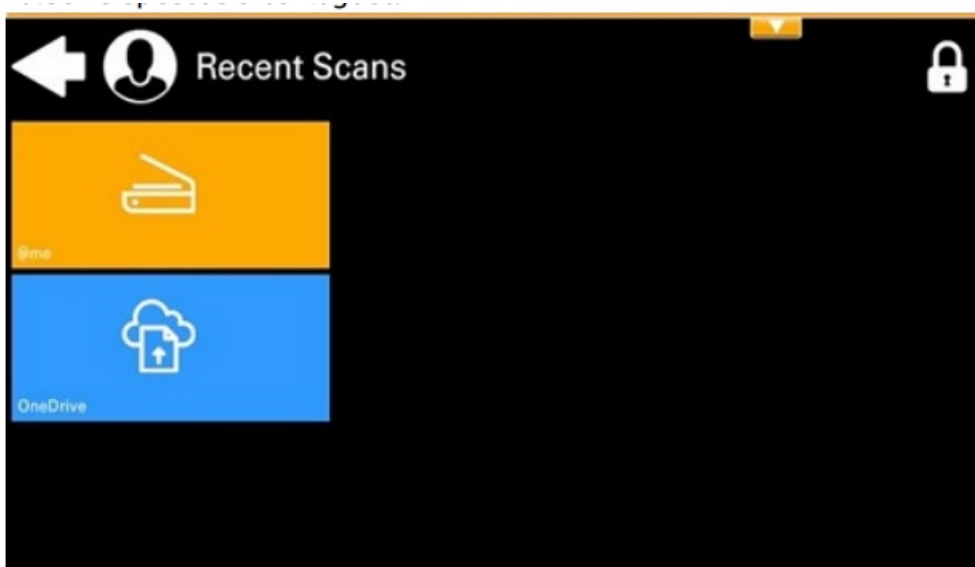
- **Print All** – this action prints all jobs that are waiting in queue in the Ready and Paused states.
- **Ready to print** – This action shows all the jobs that are in the ready state. Select a job or multiple jobs and swipe from left to right to print it or swipe all the way for printing options.
- **OneDrive** – This action shows all the jobs that can be printed, stored on **OneDrive**. Select a job and swipe from left to right to print it or just tap on the job to edit the job options. There is also the Scan here feature, that scans your documents and saves the scans to **OneDrive**.



- **Google Drive** – This action shows all the jobs that can be printed, stored on Google Drive. Select a job and swipe from left to right to print it or just tap on the job to edit the job options. There is also the **Scan here** feature, that scans your documents and saves the scans to **Google Drive**.
- **Universal Print** – This action shows all the jobs that can be printed from Universal Print.
- **My Jobs** – this action shows all the jobs that can be printed. You can select the jobs and print them. Information about the jobs is also displayed (if the job is local or from cloud storage). Jobs from cloud storage have to be spooled to the server via the MyQ Roger mobile application.



- **Recent Scans** – this action contains a folder with the settings from the last used scan profiles. It is not available when no scan profiles have been used. The folder is updated after logout.



- **Scan to @me** – scan to your email address.
- **Scan to @email** – scan to an email address.
- **Scan to OneDrive** (OneDrive has to be connected to your tenant) – scan to OneDrive.
- **Scan to GoogleDrive** (GoogleDrive has to be connected to your tenant – scan to GoogleDrive.
- **Easy Copy** – after you tap this action, the page is immediately copied.
- **Panel Copy** – use the device's Panel Copy action.
- **Panel Scan** – use the device's Panel Scan action.
- **Panel USB** – use the device's Panel USB action.
- **ID Card Registration** – register an ID card.
- **Print from USB** (if supported by the device) – print from a USB connected to the MFD.
- **Add new** – Add a new scan profile.




Most of the above actions (unless panel-specific) are available in the MyQ Roger mobile app and it is recommended to use them from the app.

Business Contacts

MyQ® Manufacturer	<p>MyQ® spol. s r.o. Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic MyQ® Company is registered in the Companies register at the Municipal Court in Prague, division C, no. 29842</p>
Business information	<p>www.myq-solution.com info@myq-solution.com</p>
Technical support	<p>support@myq-solution.com</p>
Notice	<p>MANUFACTURER WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY INSTALLATION OR OPERATION OF THE SOFTWARE AND HARDWARE PARTS OF THE MyQ® PRINTING SOLUTION.</p> <p>This manual, its content, design and structure are protected by copyright. Copying or other reproduction of all or part of this guide, or any copyrightable subject matter without the prior written consent of MyQ® Company is prohibited and can be punishable.</p> <p>MyQ® is not responsible for the content of this manual, particularly regarding its integrity, currency and commercial occupancy. All the material published here is exclusively of informative character.</p> <p>This manual is subject to change without notification. MyQ® Company is not obliged to make these changes periodically nor announce them, and is not responsible for currently published information to be compatible with the latest version of the MyQ® printing solution.</p>
Trademarks	<p>MyQ®, including its logos, is a registered trademark of MyQ® company. Microsoft Windows, Windows NT and Windows Server are registered trademarks of Microsoft Corporation. All other brands and product names might be registered trademarks or trademarks of their respective companies.</p> <p>Any use of trademarks of MyQ® including its logos without the prior written consent of MyQ® Company is prohibited. The trademark and product name is protected by MyQ® Company and/or its local affiliates.</p>



 The image shows the cover of a guide titled 'myQ Roger Mobile App Installation and Usage'. It features a woman in a green jumpsuit holding a smartphone, with a small drone flying above her. The text 'myQ roger' is at the top left, and 'MyQ Roger Mobile App Installation and Usage' is written vertically on the left side.	<p>MyQ Roger Mobile App [pdf] Installation Guide Roger, Roger Mobile App, Mobile App</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------

References

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