MyQ Technical Brochure

REVISION 3

MyQ Server 7.2

MyQ Kyocera Embedded Terminal 7.2

MyQ Ricoh SDKJ Embedded Terminal 6.0

MyQ Ricoh SmartSDK Embedded Terminal 6.2

MyQ Samsung SmartUX Embedded Terminal 5.10

MyQ Toshiba Embedded Terminal 6.2

MyQ OKI Embedded Terminal 7.2

MyQ HP Embedded Terminal 7.1

MyQ Sharp Embedded Terminal 7.1

MyQ Xerox Embedded Terminal 7.2

Table of Contents

1. MyQ Functionality Overview

1.1. MyQ System Introduction

1.1.1. Complete solution for printing services

The main objective of the MyQ system is to offer a universal tool providing all services related to print, copy and scan in one package. The flexibility of the MyQ system allows the customer to only use functions they currently need and expand it easily any time in the future if required.

1.1.2. Easy installation and management

Integration of all monitoring and printing functions into a single unified system results in an easy and intuitive operation with minimal requirements for installation and system administration.

1.1.3. High compatibility

To fulfill the real market requirements, MyQ assures the highest possible level of compatibility in all three of these related topics: IT environment, device equipment and ID technology.

- Support for Citrix or MS Terminal Server environments
- Support for MS Cluster (it's also possible to use the built-in MyQ Easy Cluster)
- Printing from Windows, Linux and MAC OS plus support of AS400 or SAP
- More than 2000 supported print/copy devices from more than 26 vendors
- Over 60 ID card technologies for user identification are supported, and with easy customization, it allows you to connect almost every reader available on the market.

1.2. MyQ Basic objectives step by step

1.2.1. Complete monitoring of printing services

Having accurate information about the usage of print services is an implicit condition for monitoring and optimization. MyQ employs a unique combination of several methods of communication with print/copy devices and print spooler monitoring. This combination provides a very sophisticated system of acquiring precise counter statuses and generating transparent reports.

1.2.2. Print environment optimization

After all the data about the current print environment is known, the optimization is started. MyQ can indicate which devices are not being used effectively; users printing more than expected as well as the printing costs of every user or department. MyQ can also monitor the service alerts from all the devices and detect the unreliable devices with high demand for service and support. Based on this information, a complete restructuring of the printing environment (including replacing old devices by new, more effective models), or just a simple rearrangement of existing devices can follow.

1.2.3. Security issues and user login

Based on the previous optimization, ineffective local personal printers can be replaced by a central corridor device shared by several users from different offices. This increases the importance of security issues: an unauthorized person may get access to documents printed by another user on a shared corridor device. MyQ can simply avoid this situation by equipping every shared network device with the MyQ hardware terminal which enables user login. The print jobs are then stored on the server and printed only if the user is correctly identified by PIN, ID card or ID tag.

MyQ allows connecting almost every identification technology available on the market. From simple PIN identification, followed by chip card and magnetic-strip card readers, to a wide portfolio of contactless readers. Selected print devices can be equipped with special MyQ Embedded terminals, providing many advanced functions and a very comfortable user interface.

1.2.4. Print, copy and scan accounting

The next step of optimization is reducing the number of printed and copied pages. A very effective way is to monitor the number of pages printed and copied by every user, including monitoring the locally connected

personal printers. Even better control is possible by setting the quotas for each user and department, or running project accounting for monitoring print costs of particular projects.

Institutions providing commercial print services to the public will appreciate the possibility of credit accounting when print functions are available only to users with prepaid credit. This method is often used at schools or libraries.

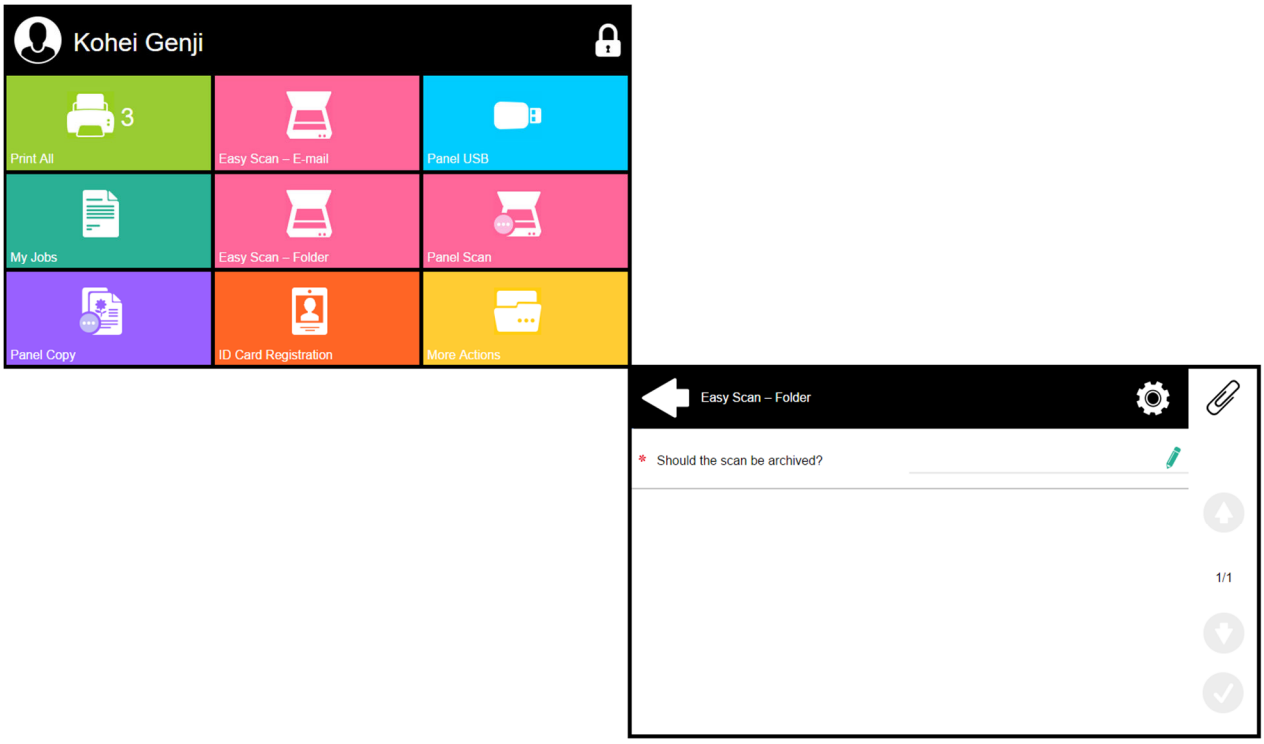
1.2.5. Job management / Follow Me functionality / Scan management

The user identification on the print and copy devices brings the ability to not only control or restrict usage, but it also brings the possibility of managing print and scan jobs. After the user has logged onto the device, they can search through all their print jobs stored on the server and print, delete, reprint or mark them as "favorite."

The print jobs are not fixed to one device, but are accessible from all the connected devices, depending on user rights. It means that any job sent to print can be printed on any device in the network based on where the user logs on (Follow Me functionality). The result saves time for all the employees and increases their work efficiency.

User identification on multifunctional devices can also simplify the network scan process. By simply pressing just one button, the scanned document is sent to the email or shared folder of the user that is currently logged in.

MyQ offers you the unique feature of scanning profiles. The administrator may simply define various buttons with different functions, allowing them to significantly simplify the workflow of documents, making the work of the end user more efficient and less time-consuming.



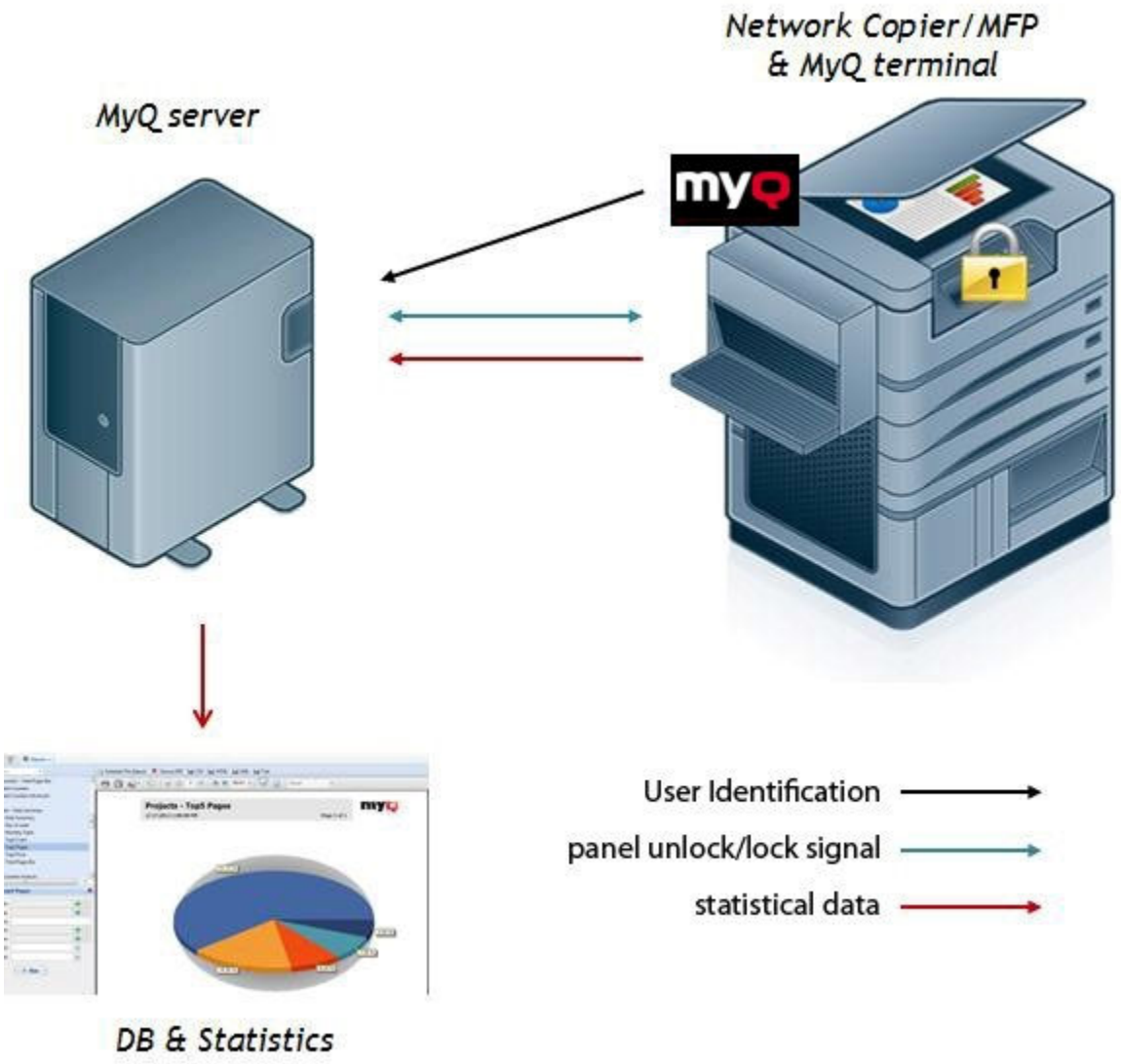
Picture 1-1

2. MyQ Functions description

2.1. Main functions

2.1.1. Secured copying

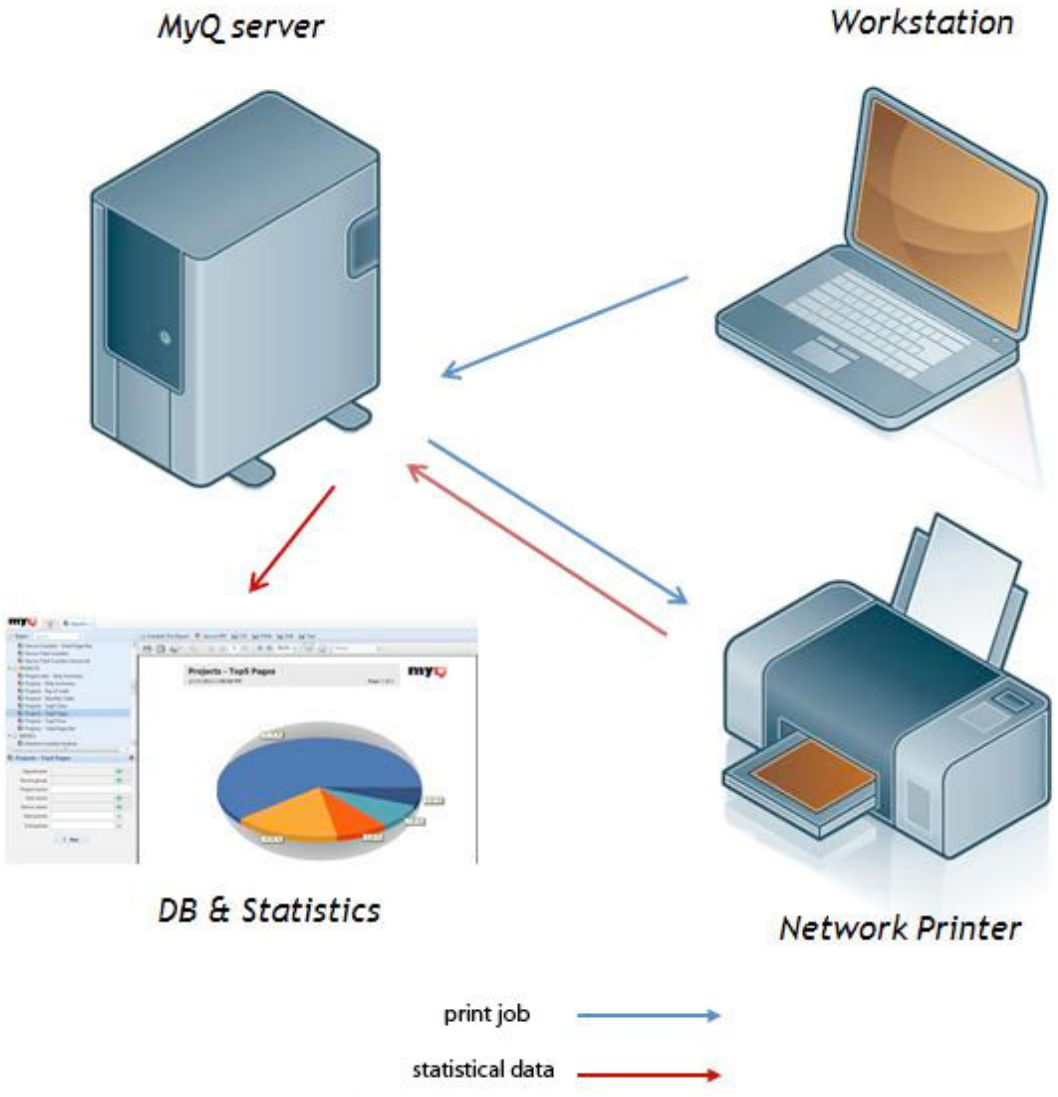
The dashboard of the copy machine, by default, is locked. After login through a valid identification item the panel is unlocked and the copy function is enabled. When the user completes the copying process, they log out by swiping their identification card again, or by selecting the button to logout on the control panel. The number of copied pages is counted in the system. If the user forgets to logout, the system will automatically log them out after a certain time of inactivity.



Picture 2-1

2.1.2. Direct printing

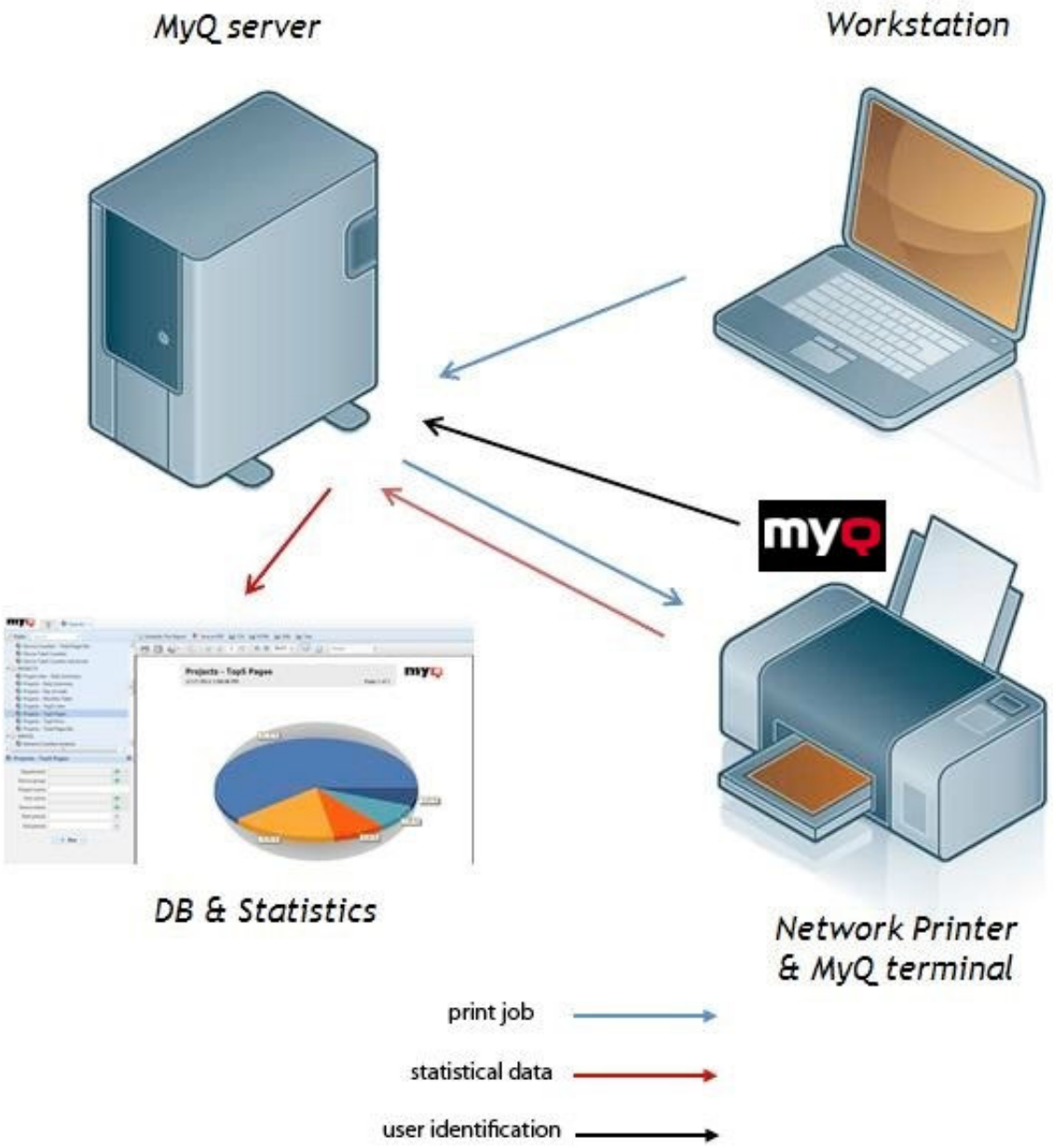
The user sends a job to print. The job is processed by the system and is immediately sent to an appropriate printer. After the print job is done, the number of printed pages is added on the user's account. Direct printing serves only for the control of print volume and does not feature any other advanced functions such as secure or postponed printing. With the direct printing function, no terminal is needed for the user's identification.



Picture 2-2

2.1.3. Secured printing

The user sends a job to print. The job is processed by the system and is stored on the server. After the user logs in on one of the printing devices, the job is sent to this printer device. The secured printing function enables users to print on any associated printer regardless of the place from where the job was printed (so called *Follow Me* function).

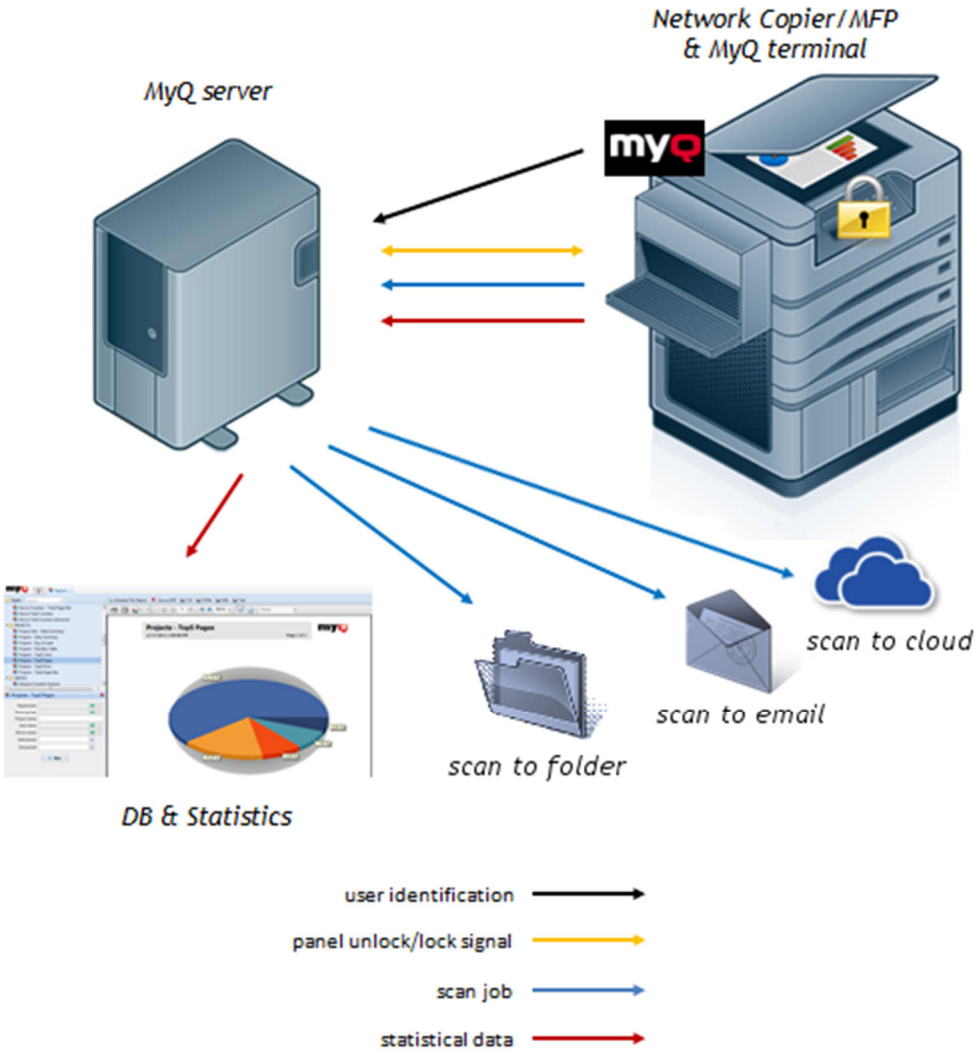


Picture 2-3

2.1.4. Scan management and Scanning profiles

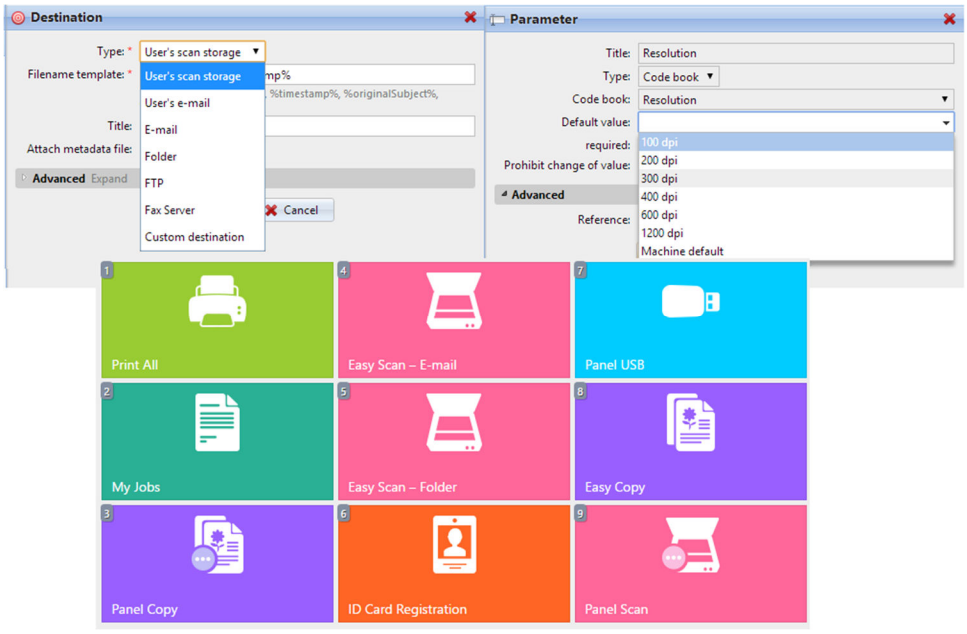
This function considerably simplifies the network scanning role on multifunctional print devices. After login by the ID card, all the scanned jobs are automatically sent to a shared folder, or to the email of the currently logged-in user. The user does not need to set any destination folder or to select an email address. Users can also directly send their scanned documents to fax server, FTP server and the following cloud destinations: OneDrive, OneDrive Business, Google Drive, Box.com, OneDrive Business, Dropbox and SharePoint Online.

Furthermore, the scanned documents can be converted to a searchable and editable format, such as an MS Word document or a searchable PDF, via the OCR service (Optical Character Recognition). In older versions of MyQ, you needed to use a third-party application to employ this service. Beginning with the 6.2 version, you can use the MyQ OCR server, which can be purchased as a part of the MyQ solution.



Picture 2-4

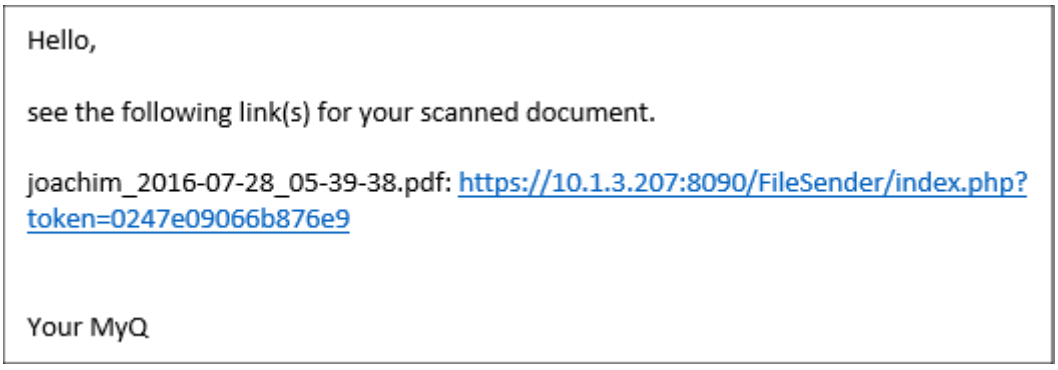
MyQ scan management also provides you the completely unique feature of scanning profiles. Thanks to this feature, you may define the complete look and functions of your embedded terminal. You can create multiple buttons with different functions, destinations and parameters predefined in such a way as to enable the user to scan documents by a single click. The system will automatically store the file according to the settings. Thanks to special metadata files that can be automatically generated with the scanned file, you may connect the system to the document workflow software in your office.



Picture 2-5

2.1.5. Scanning: send an email with a download link for scans larger than a specific limit

Due to email size restrictions on some email servers, users might not be able to send scans exceeding a certain size in their emails. To prevent such situations, you can set the maximum size of emails with scans on the MyQ Web Interface. Emails exceeding the limit are then replaced by emails with a secured link to the scan file, which is saved on the MyQ print server.



Picture 2-6

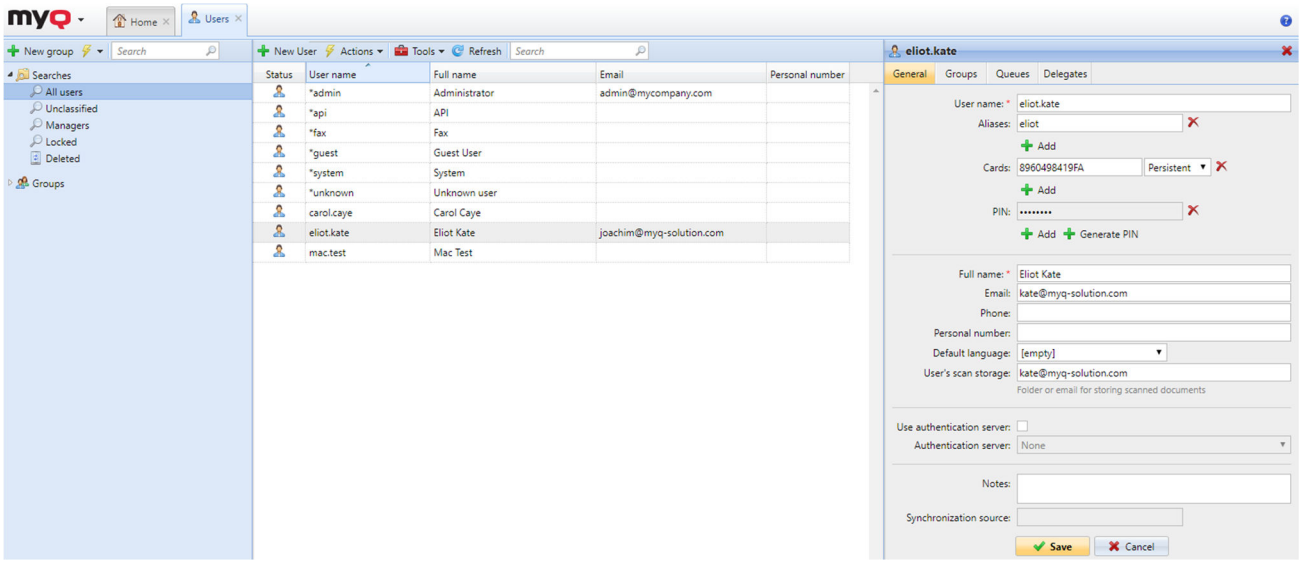
2.1.6. Driverless and Email printing

MyQ allows printing PDF, Word, Excel, PowerPoint documents and JPEG pictures by directly sending an email to the
MyQ server and from the user's MyQ web interface without installing any print driver or other application. It gives MyQ users great flexibility for printing documents from any PC on the network, retaining the high level of security and the advantage of Follow Me printing.

2.2. User administration

2.2.1. User import

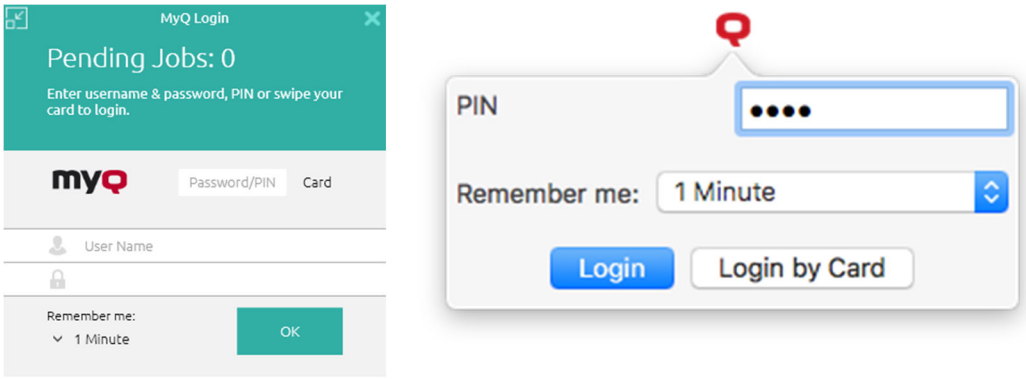
MyQ allows for an automatic import of users from MS Active Directory, Novell eDirectory, Open LDAP, Lotus Domino or CSV file. With many options for user import settings, we are ensuring a correct loading of all necessary data. The user import function also enables us to combine an import from AD and CSV when, for example, card numbers are not stored in AD and it is therefore necessary to load them from a different database. During user import, random PIN numbers can be automatically generated for every user and sent to their email. Users can change their PIN any time from the MyQ web interface.



Picture 2-7

2.2.2. User identification

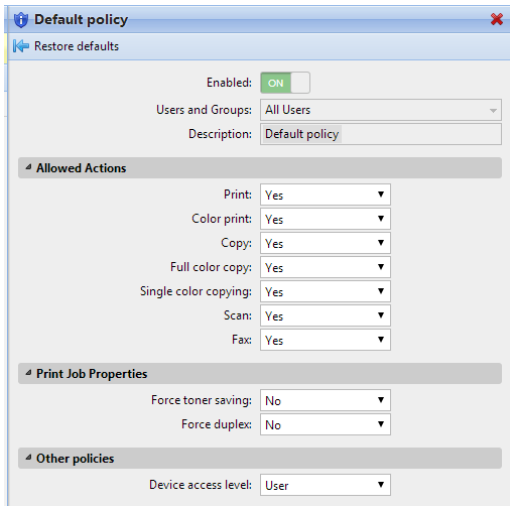
By default, the user is automatically identified from the OS login name. For special cases, when more users are sharing the same PC, or for printing from a computer not connected to the domain, the user can identify themselves by typing a PIN number or username and password for every print, or selecting from a list of users from a pop up window.



Picture 2-8

2.2.3. User rights through policies

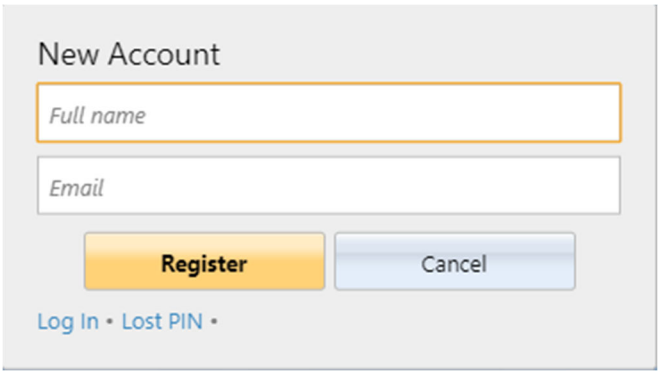
User policies and print policies enable the administrator to define access to print, copy and scan related features. The administrator can set the policies both for users and for printing devices.



Picture 2-9

2.2.4. User registration

Users may register into the system via the web interface of MyQ. If allowed, the user may register by adding their name and email into the MyQ system, then the system will generate the PIN and register them into the system. The users may also be registered via Email printing, LPR or by swiping an unknown card over the reader (an anonymous account is created).



Picture 2-10

2.2.5. Password complexity and account lock

MyQ administrator can enhance the security of user accounts by setting the minimal complexity of password and the number of attemps before lockout. This way the company can make sure that its security policies are met.

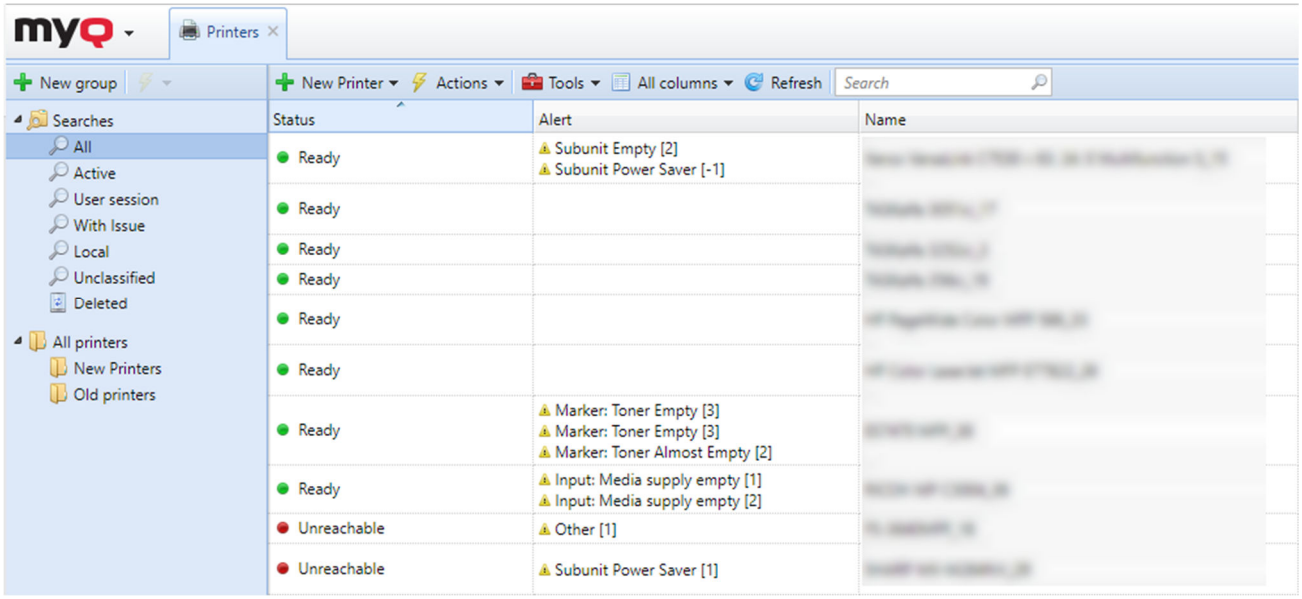
2.3. Printer device administration

2.3.1. Printer device searching and automatically driver installation

Printer devices can be easily searched and automatically activated in the MyQ system. It is possible to search in different subnets based on the network architecture. MyQ also allows fully automatic Windows driver installations by set rule (IP range, model, type of the device etc.).

2.3.2. Printer device status monitoring

MyQ monitors the current status of all printing devices, display error/warning messages and graphically displays the actual toner status. Furthermore, it regularly updates counters for all the functions. A special report with the history of all the error/warning messages is available to give accurate information about device reliability.



Picture 2-11

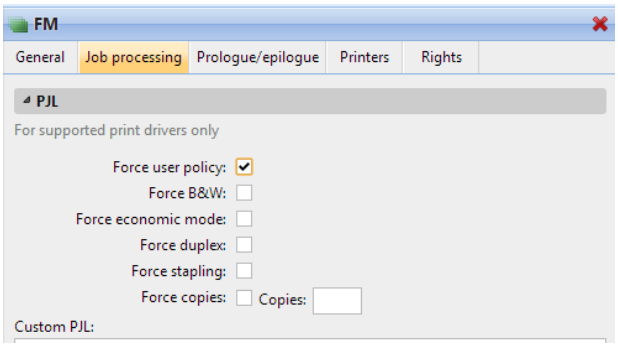
2.3.3. Failover Printing

With the MyQ Easy Job Manager application installed on the end user's workstation, they can select a backup printing device to be used to print when connection to the MyQ print server is lost. The Failover Printing feature serves as an important backup tool in case of server outage. Furthermore, it can be combined with the Device Spool feature on MyQ embedded terminals to enable using the hold print, follow me print and delegated print on the printing device.

2.4. Print job administration

2.4.1. Print job modification

In certain print jobs, it can be useful to modify the data. MyQ enables an easy addition of commands for stapling, duplex printing, setting the number of copies in print jobs, and even allows for a specific modification of print jobs via scripts.



Picture 2-12

2.4.2. Job Preview

This feature enables displaying the content of print jobs, scans or faxes using the MyQ WEB interface of the user or administrator. The preview is stored in PDF format and can be displayed in case it is needed. Print jobs are first converted to PDF format and then displayed by the WEB browser, Acrobat Reader or other compatible PDF viewers. PDF files are saved in the job folder and are automatically deleted within a predefined period or with an additional license; for job archiving (see chapter 2.9.3), it can be stored in a desired folder. The MyQ installation package doesn't contain software for PDF conversion, therefore, third party software must be installed to get Job Preview working. Various software can be used for different PDL (PostScript, PCL5, PCL6/XL). A wide variety of PDF convertors are supported.

2.4.3. Print job rules

Jobs can be automatically deleted, paused or forwarded to more efficient or more economic devices based on the data included (size of the job, number of pages, source application, or job name).

2.4.4. Private queues

For the users who print sensitive data, the function of automatic deletion from the server immediately after printing is available. Private queue is often used for prints of financial and wage departments or company management.

2.4.5. Delegated Printing

The delegated printing feature allows users to send jobs to a certain queue that will allow other specific users (the delegates) to release the print job. For example, a manager can send a document to the delegate queue and this will allow the manager's associates to release the print job at the printer.

The administrator can specify delegates either for individual users, or for entire groups. MyQ users can select their delegates in the profile settings on their accounts on the MyQ Web User Interface. The process is very simple and it enables the users to instantly add or remove the delegates without the need to contact the administrator.

2.4.6. Email Printing

Email printing is a feature that allows users to send documents attached to emails to a certain email address (setup within MyQ) and can then later release these documents from a printer. An example of where this feature will come in handy is if a customer wishes to allow new users to print, but wants to do it as autonomously as possible. In this example, we will enable the system to be able to register new users via email, so when the new user sends the document, it will be queued to print and they will receive an

automated email with a new pin so they can log into the printer. This is useful because no drivers will need to be installed on the user's computer, and they do not even need to be on the same printer/server network. They simply need to be able to send an email. This feature can also be setup to print the body of the email, if desired. It supports all major document format types.

2.4.7. Local Follow-Me

Local Follow-Me is a new feature that allows the Follow-Me functionality to continue to work if the MyQ server is offline. While this is active, users will send jobs to a specified printing device. The user can then go to any other compatible printing device on the same local network, log in, and print the job that was submitted. This feature is dependent on having compatible embedded terminals as well as offline login.

2.4.8. Client spooling

User print jobs are not sent to the MyQ server, but stay stored at a user workstation. After the user authenticates themselves and selects the job to be printed, the job is released from the workstation directly to a print device. This method dramatically decreases traffic to the MyQ server and is especially suitable for small offices with limited network connection to the MyQ server.

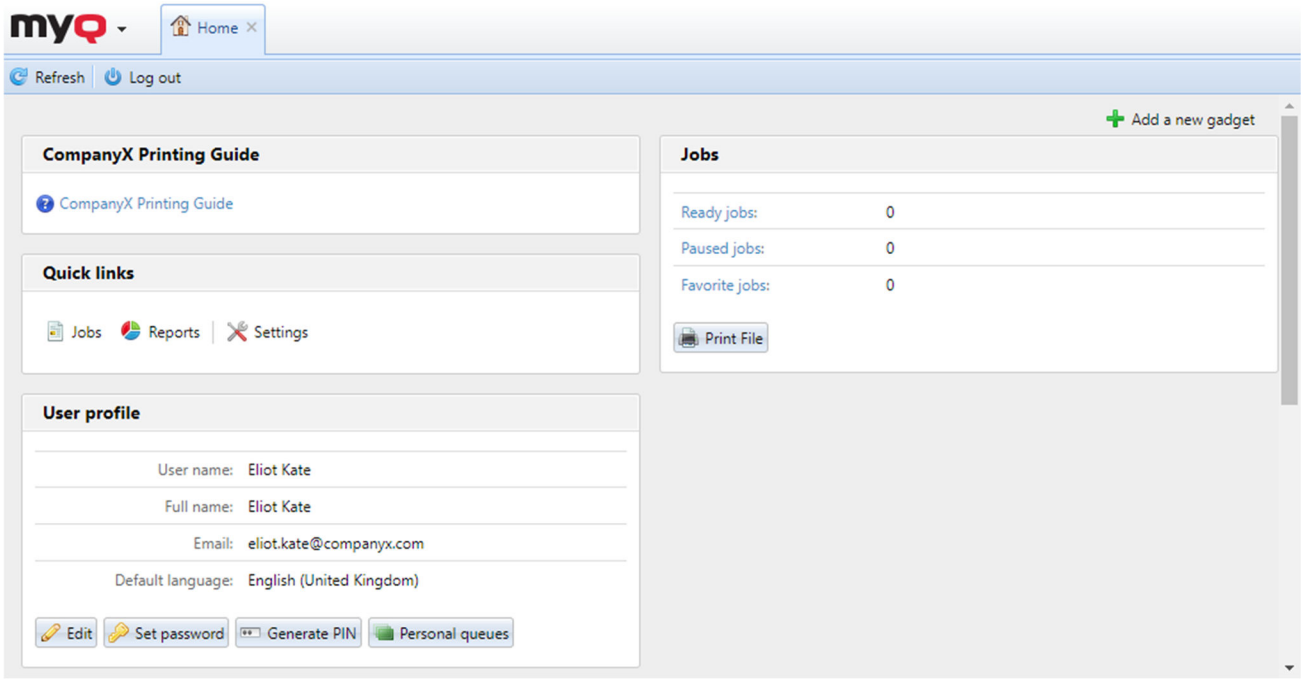
2.4.9. Personal print queues

Users can select their personal follow me queue with a backup option (alternative direct queue and/or follow me queue). This way, each user can adjust the MyQ print environment according to their preferences.

2.5. User access

2.5.1. Web interface

The users' Home dashboard on the MyQ Web Interface is fully adjustable; it consists of multiple building blocks
(gadgets) that can be added and removed from the screen. MyQ users can use the blocks to customize both layout and functionality of their dashboard. The MyQ administrator can provide responsible users with rights to recharge credit, display and manage the devices, display, manage and schedule reports etc.



Picture 2-13

2.5.2. Devices and terminals

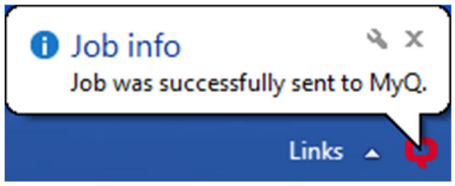
User can manage their print jobs stored on the MyQ server directly from the MyQ terminal after login on any connected devices. The authentication is possible via card, PIN, password or by a combination of credentials. The Embedded terminal provides the user with the user-friendly environment which significantly simplifies the daily work and improves the work efficiency in the office.

2.5.3. Pop-up user notifications

Users are automatically notified by a pop-up message in case a job they send to MyQ is refused for some reason, e.g., if the job was sent to the wrong queue or if the user is denied printing by a MyQ policy.

Using PHP scripting commands, you can create your own notifications with custom text, such as "Job was successfully sent to MyQ."

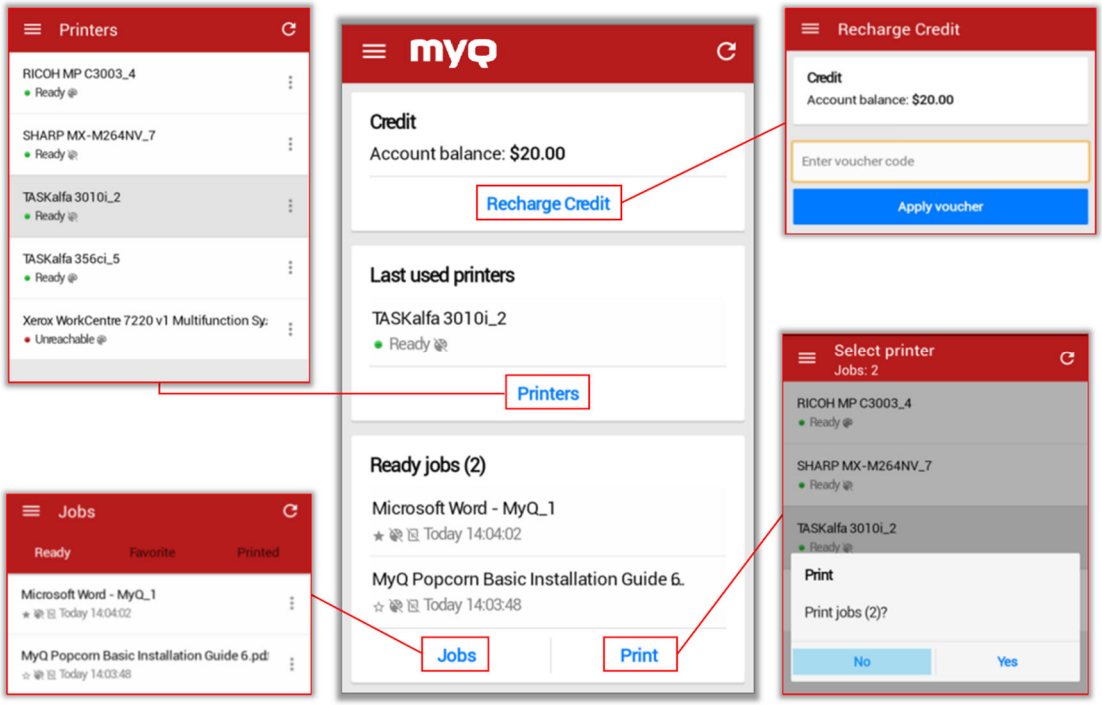
This feature requires MyQ Easy Job Manager installed on the user's computer.



Picture 2-14

2.5.4. MyQ Mobile Applications

It has never been easier to manage your jobs from your smartphone or tablet than it is with the MyQ. The user may download the MyQ Mobile Application from Google Play or the Apple App Store and start working with their jobs. The login to devices and server management can be done easily via scanning a QR code, which is placed on the front side of the printer. Thanks to this application the user may also send the files for print via this application directly to MyQ and print them on a selected device.



Picture 2-15

2.6. Accounting and reports

2.6.1. Detailed monitoring

The MyQ system provides detailed monitoring of an entire print network and is able to acquire information to optimize the work and time of employees. The MyQ system can create a summary report among users or groups that allows managers to detect private prints and reveal a lack of efficiency in printing company emails and other documents. With these powerful filters, managers are able to calculate a precise print cost distribution of individual cost centers. The MyQ system also can generate reports based on individual printer devices. This will help to reveal the relative loads of each printer to help optimize their placement and utilization.

2.6.2. Automatic reporting

The MyQ printing solution offers an automatic report to be sent in a chosen period of time. You get the exact data of all printing processes. A high level of details in report settings allow the administrator to send proper and concise information to individual users.

You can make your own reports using a variety of templates. In a few steps, you create the report by selecting its type, name and filters. The MyQ Custom Report Creating Tool provides users with an unlimited number of reporting options while it simplifies the management of reports by reducing their actual number on the Reports screen.

Each report can be directly displayed on the web interface or saved in any of the following formats: PDF, CSV, HTML, XML, XLS, XLSX and ODS. The reports can be regularly generated and sent to email or stored in a predefined folder.

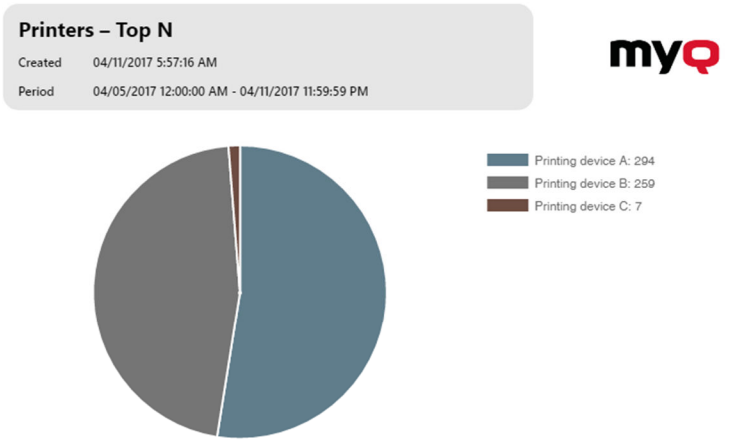
Printers – Total counters by period

Created 05/02/2017 2:57:39 AM

Period 04/01/2017 12:00:00 AM – 04/30/2017 11:59:59 PM

Printer	IP address	Terminal ID	B&W print	Color print	B&W copy	Color copy	Scans	Fax
Printer A	10.14.4.11	0017C828AB9B	25	45	0	10	28	0
Printer B	10.14.4.18		249	57	10	35	27	0
Printer C	10.14.4.57	760207066141	7	9	0	0	0	0
Printer	**IP address**	**Terminal ID**	**B&W print**	**Color print**	**B&W copy**	**Color copy**	**Scans**	**Fax**
			281	**111**	**10**	**45**	**55**	**0**

Picture 2-16

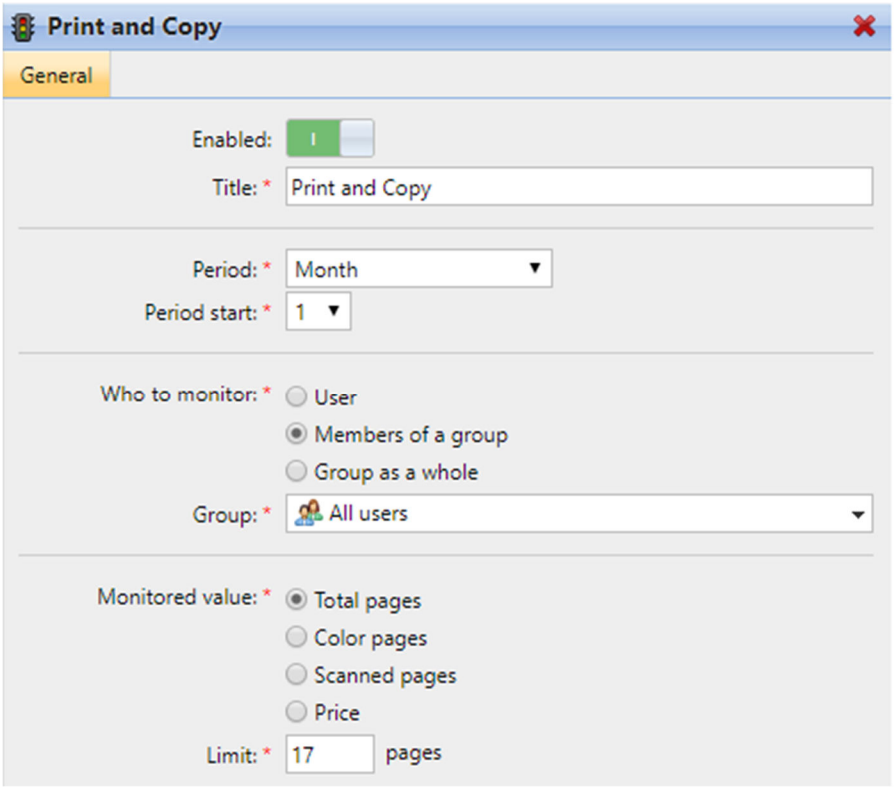


Printer	B&W Pages	Color Pages	Total	Scans	Total Price
Printing device A	294	209	503	141	$4,143.000
Printing device B	259	92	351	27	$2,630.000
Printing device C	7	9	16	0	
	560	**310**	**870**	**168**	**$6,773.000**
Printer	**B&W Pages**	**Color Pages**	**Total**	**Scans**	**Total Price**
	560	**310**	**870**	**168**	**$6,773.000**

Picture 2-17

2.6.3. Setting quotas for printing and copying

Quotas for printing and copying protect from the misuse of print services by users. For each user, a quota (limit) can be set with a flexible or repeated time period. If the limit is exceeded, the system enables, or disables, printer operations according to available options. The quotas can be set according to total number of pages, color pages or price of prints for a certain period. Quotas can also be classified by monochrome or color. Another possibility is to set the automatic sending of a notification when the warning level and quota is reached.



Picture 2-18

2.6.4. Credit accounting

Credit accounting is a function that is necessary for running printer devices in public places, e.g., schools, libraries, or bureaus. Every user can buy the identification card charged with credit which can be used for printing, copying, and for network scanning until the credit runs out. After that the MyQ terminal no longer allows them to login on a printing device and the user must recharge the identification card. The MyQ credit system can be combined with the regular account. The card of every user or group can be preset for either credit accounting, or regular accounting. A typical example can be a multifunctional device in a public library. Members can use credit accounting and therefore have to recharge their card, while employees of the library use a regular accounting system without a credit subtraction.

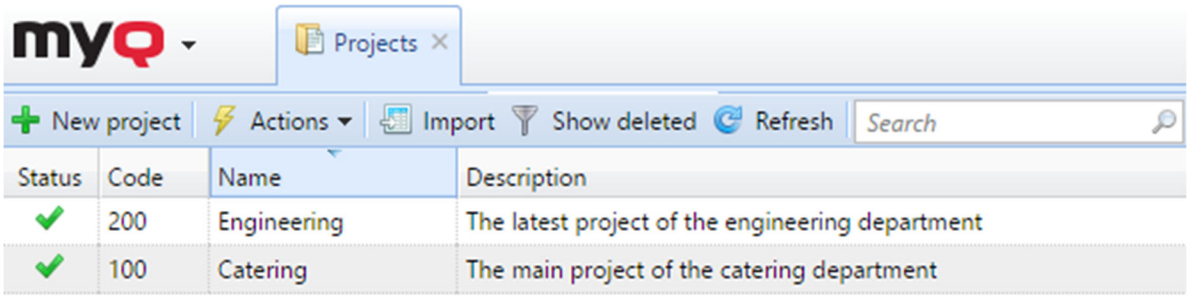
Credit recharging is possible directly through the MyQ WEB interface by an authorized person, or by buying a recharged coupon with a pre-set amount. After the user buys the coupon, they can either log into the web interface or use the embedded terminal to apply the credit.

Another possibility is to use external payment providers, such as PayPal. More payment providers are possible to implement upon a customization request.

There is also a possibility to recharge credit via a special MyQ Recharge terminal. This full-color 19inch touch screen device is intended to be used with MyQ credit accounting for recharging money to user accounts. This device can also be used as a MyQ server.

2.6.5. Project accounting

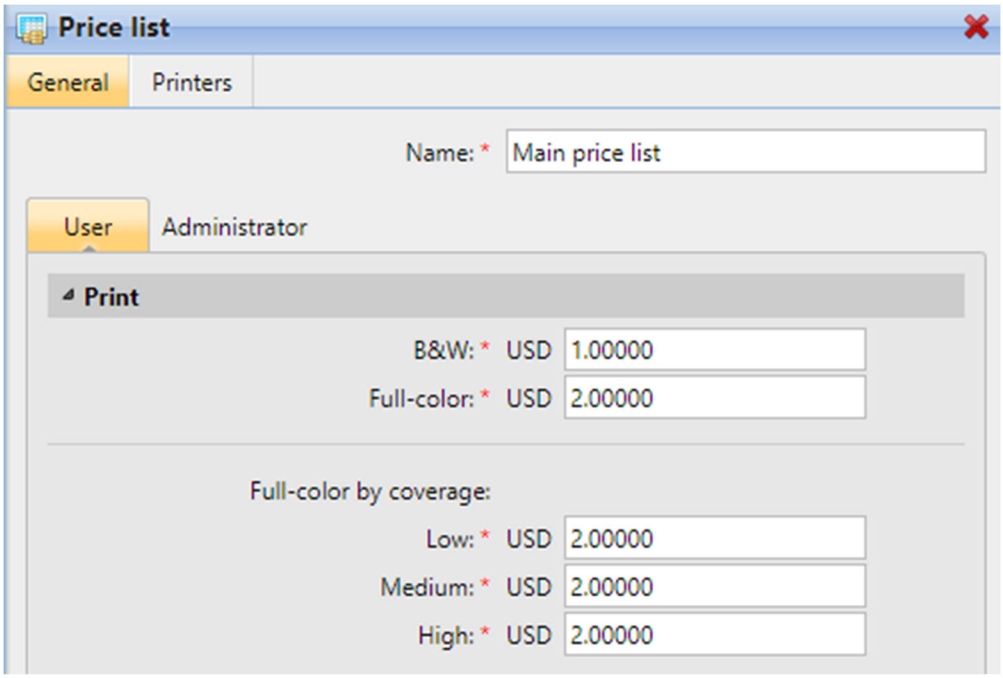
Project accounting is a very powerful tool for companies working on more projects for different customers. It enables employees to assign print, copy and scan jobs to particular projects, and consequently distributes the print cost among them and charges it to the appropriate customer. Project accounting can also be used as another independent level of internal accounting next to the devices, users and department, for accounting on users' private jobs. Project accounting functioning on embedded terminals allows assigned print project for data coming from any OS without the need of any additional application.



Picture 2-19

2.6.6. Coverage accounting

The MyQ system now has the ability, with select printer models, to charge for pages printed or copied in color according to three preset coverage levels.

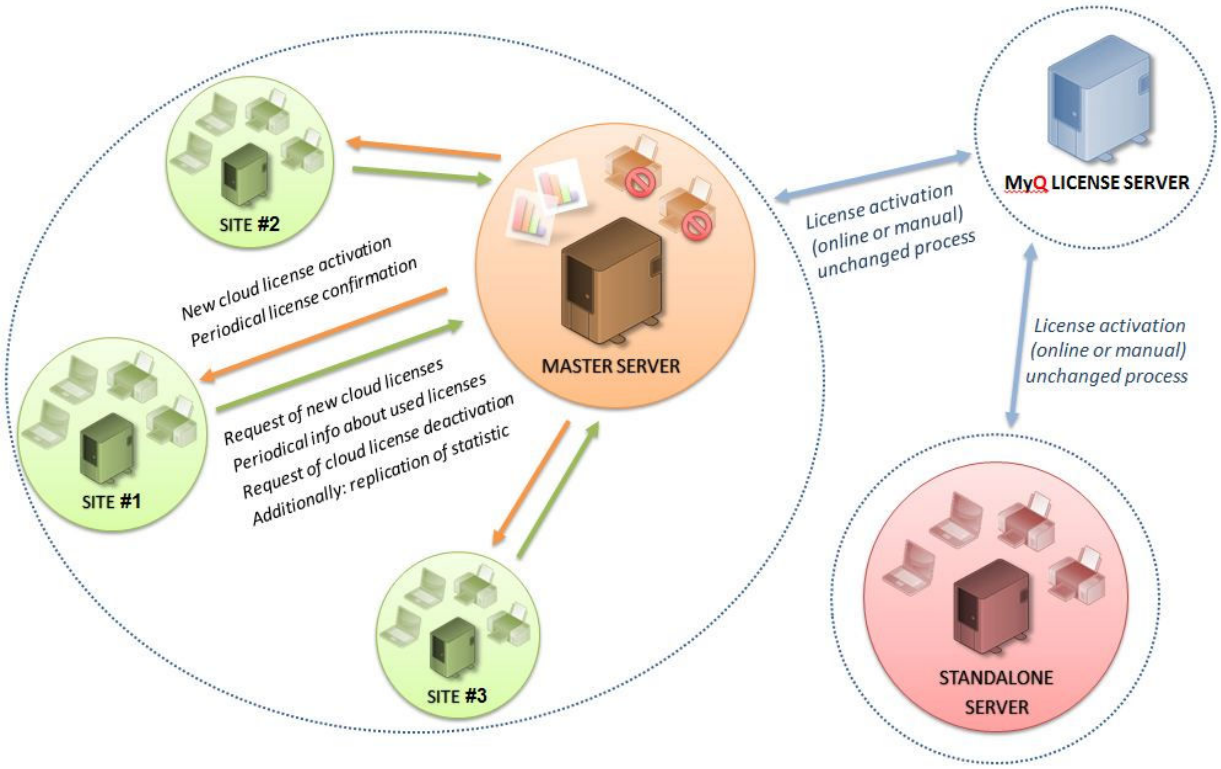


Picture 2-20

2.7. Multiple MyQ server support (branch offices interconnection)

2.7.1. Cloud licensing

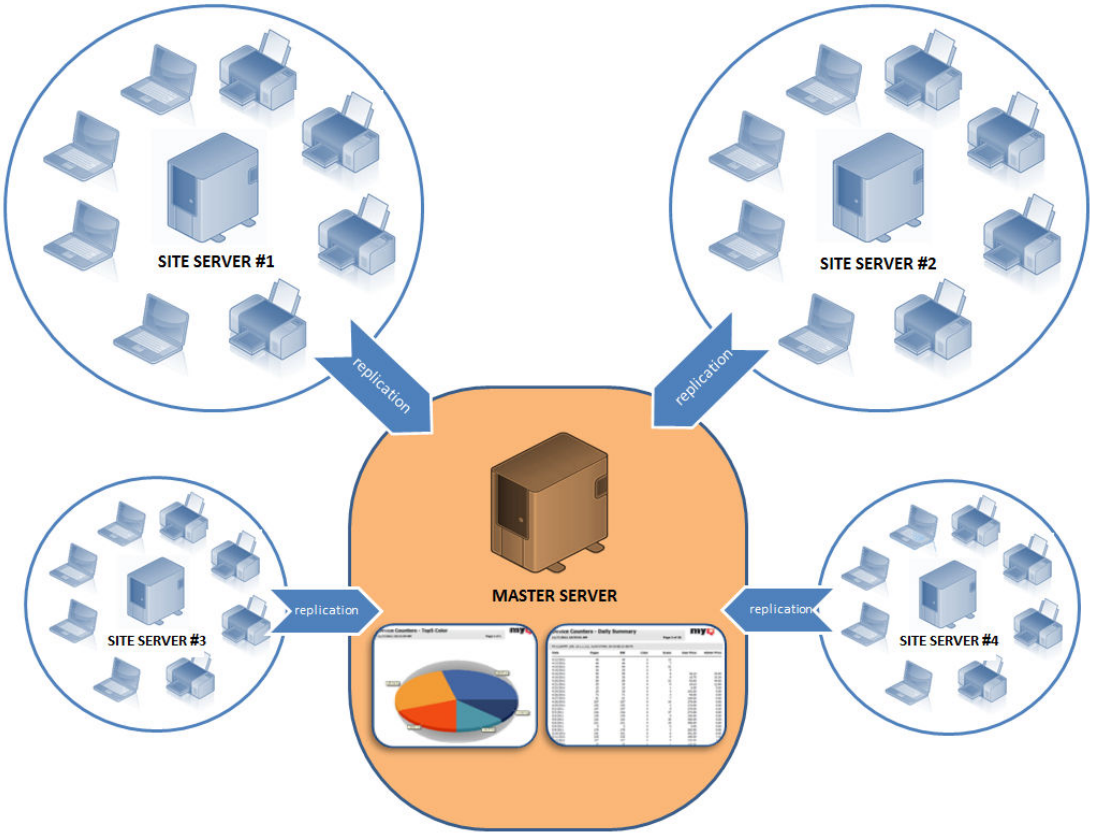
The cloud licensing feature is useful for companies with more than one branch as one license code can be used across all MyQ servers in the cloud (the volume can be split and shared between branches). MyQ can be set up as the Master server which manages licenses for printing devices and terminals on the site servers (and fulfills other cloud functions), but cannot be used as a print server. Site servers download a required number of printers and terminals from the Master server.



Picture 2-21

2.7.2. Master server for reporting

If MyQ is installed to more branches, collecting data from branch MyQ servers, displaying it on the master server is possible. This functionality is useful especially for the users who run several branch offices and want to have overall statistical information accessible from one place.



Picture 2-22

2.7.3. Job roaming

Users travelling between more branch offices can also transfer their jobs from one location to another. After login on the embedded terminal, and on the MyQ WEB interface, these users can check their jobs available on other branches, select the ones which they want to print, and move them to the branch where they are currently located.

2.8. MyQ Easy Cluster

The role of the Easy Cluster is to switch between the active MyQ server and the backup sever in the case of unexpected malfunction. To use the Easy Cluster application, you need to install the MyQ active server and backup server on two different physical servers with correct parameters.

In the case of an active server malfunction (if the interval of malfunction is longer than interval set up), the MyQ backup server will start under one of the following circumstances:

- The role of the Easy Cluster is to switch between the active MyQ server and the backup sever in the case of unexpected malfunction. In order to use the Easy Cluster application, you need to install the MyQ active server and backup server on two different physical servers with correct parameters.
- The backup server automatically sends notification to the system administrator and awaits their manual approval. After the approval, the backup server starts the same actions at the first point.

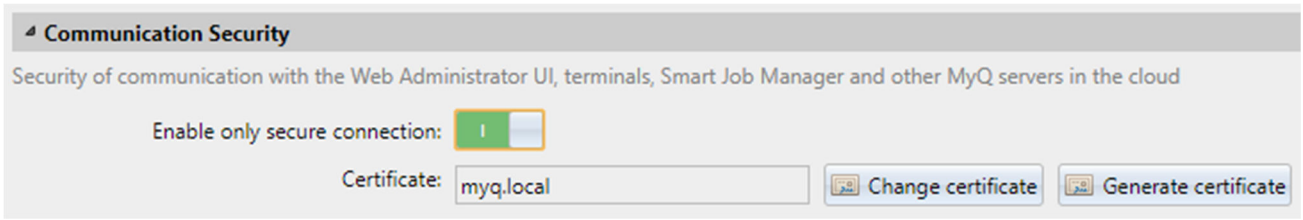
The system administrator is informed about all these actions. They may repair the active server and confirm its function. With this confirmation available, the backup server automatically restarts all the functions of the main MyQ server.

The server on which the backup MyQ server is installed should not be appointed to any other application than MyQ.

2.9. Secured run of MyQ system

2.9.1. Secured communication by certificate

MyQ is possible to configure for secure communication. MyQ applications and functions such as the Embedded Terminal, Easy Job Manager, Mobile Terminal, printing jobs and cloud licensing now fully support secure communication. You can easily upload your security certificate through the MyQ Easy Config for HTTPS communications. This secured communication uses the port 8090 instead of standard 8080 for web access. For print, the IPP and IPPs protocols can be used.



Picture 2-23

2.9.2. Two factor authentication

For a higher level of security, you can set the two-factor authentication for users at printing devices with Embedded or devices equipped with the Android terminal. The user must present their card/chip and, only if this is authorized by the server, the authentication by PIN/password is allowed.

2.9.3. Jobs archiving

Security enhancement allows you to monitor all documents that are printed, copied, scanned or faxed from your devices. Copies of all the documents are sent to the server and archived in the special folder for further analysis.

3. Compatibility and Specifications

3.1. Compatibility

3.1.1. Operating system

MyQ print solution is designed for processing print jobs from any print environment – Windows, DOS, Linux, AS400, SAP, UNIX and others. MyQ must be installed on Windows 2008 Server or higher. Installation in virtualized environments is supported.

3.1.2. Devices

MyQ print solution supports many manufacturers and printer devices of various types as standard. In cooperation with manufacturers and distributors, printer devices of the following brands are certified:

Brother, Canon, Copystar, Dell, Develop, Epson, Gestetner, HP, Konica Minolta, Kyocera, Lanier, Lexmark, Lomond, Nashuatec, OCÉ, OKI, Olivetti, Rex Rotary, Ricoh, Samsung, Sharp, Toshiba, Triumph-Adler, Utax, Xerox, Panasonic.

3.1.3. Identification technologies

MyQ print solution hardware enables the user to login on a printing device through a large number of identification technologies: PIN on a keyboard, contact chips, or various technologies of contactless cards.

Contact technologies:

MyQ supports a wide range of card reader technologies (about 60 RFID technologies + Smart Card)

In case of special requirements for unique technology, MyQ support team is able to customize the Card Reader hardware and connect almost any ID technology on the market.

3.2. Specifications

3.2.1. MyQ requirements

<table>
<tr><td>Server HW
without parsing</td><td>RAM 4GB*
Number of printers (per server): CPU Cores (2GHz):
Up to 100 2
Up to 400 4
Up to 600 8
For systems with large number of direct queues</td></tr>
<tr><td>Server HW
with parsing</td><td>RAM 4GB*
Minimum requirements with activated parser:
4 CPU Cores (2GHz) or more (depends on the size of installation)</td></tr>
<tr><td>Storage space</td><td>Volume 500,000 pages per month: 4 pages per job, 6250 jobs per business day
Application files: 150 MB
Log: 100 MB (14 days)
Accounting records: 6GB (4 year history)
Print jobs: Depends on the amount of print</td></tr>
<tr><td>Server Operating System</td><td>Windows Server 2008 R2 / 2012 / 2012r2 / 2016, with all the latest updates
Windows Vista / 7 / 8 / 8.1**, 10, with all the latest updates
supported by 32bit and 64bit OS</td></tr>
<tr><td>User Operating System
(standard printing)</td><td>Windows – all versions
Linux – all distribution
MAC OS – all versions
ERP and other systems supporting LPR</td></tr>
<tr><td>User Operating System
(projects, local monitoring)</td><td>Windows 7 and higher</td></tr>
<tr><td>Web browser</td><td>Google Chrome 41 and higher versions (Recommended)
Mozilla Firefox 38 and higher versions (Recommended)
Internet Explorer 10 and higher versions
Microsoft Edge
*older version of web browsers may not work properly</td></tr>
</table>

** recommended configuration depends on a measure of system load; for detailed information please contact MyQ support team*

*** for trouble-free running of machine, we strictly recommend a server operating system; running non-server systems may cause overflow of network sessions; for detailed information please contact MyQ support team*

3.2.2. MyQ software specifications

The installation file contains, besides the MyQ system itself, the installation of the Firebird database server, Apache web server and the PHP application. The system must be used with **Microsoft .NET Framework 4.0**

Client Profile. With the Scan Management function activated, the MyQ system uses its proper SMTP server. If other systems using database, web interface, PHP, or email server are running on the server, a system collision may appear, causing malfunction in one of the systems. Therefore, we recommend you install MyQ on the server with a newly installed operating system. The installation of MyQ can be done easily through a virtual server.

3.2.3. MyQ software components and ports

MyQ server consists of the following components:

MyQ Print Server	Key component of MyQ system incl. LPD server and SMTP server
Firebird Database Server	DB service for the MyQ system
Apache WEB Server	WEB service for the MyQ system
PHP-cgi.exe	PHP runtime for the MyQ WEB interface and scripts
Kyocera Provider	Serves for remote setup of Kyocera devices
MyQ Easy Config	Application for basic system configuration and device searching
Terminal Manager	Tool for management of MyQ terminals

MyQ client
(not mandatory, necessary only for advanced MyQ features) consist of following components:

MyQ LPMS service	Service collecting data for local devices monitoring and offline accounting
MyQ Smart Job Manager	Application for job and project management
MyQ Print Services	MyQ Windows services for monitoring and failover actions

The MyQ system uses following ports for communication:

TCP Port 25	SMTP protocol used with Scan Management function
TCP Port 515	LPR protocol for print job transmission to the MyQ server
TCP Port 8080	HTTP Alternative protocol for an access to the web interface
TCP Port 8090	HTTP Alternative protocol for an access to the web interface, 8090 is used for the communication secured by the security certificate.
UDP Port 161	SNMP protocol serves for communication with printer devices
UDP Ports 11108	Port for communication with terminals
UDP Port 11112	Port for communication with LPM
TCP Port 9090 - 91 **TCP Port 9093 - 95** **TCP Port 9097 - 99**	Communication ports for the Kyocera Provider. Port 9094 used for communication with devices cannot be changed.

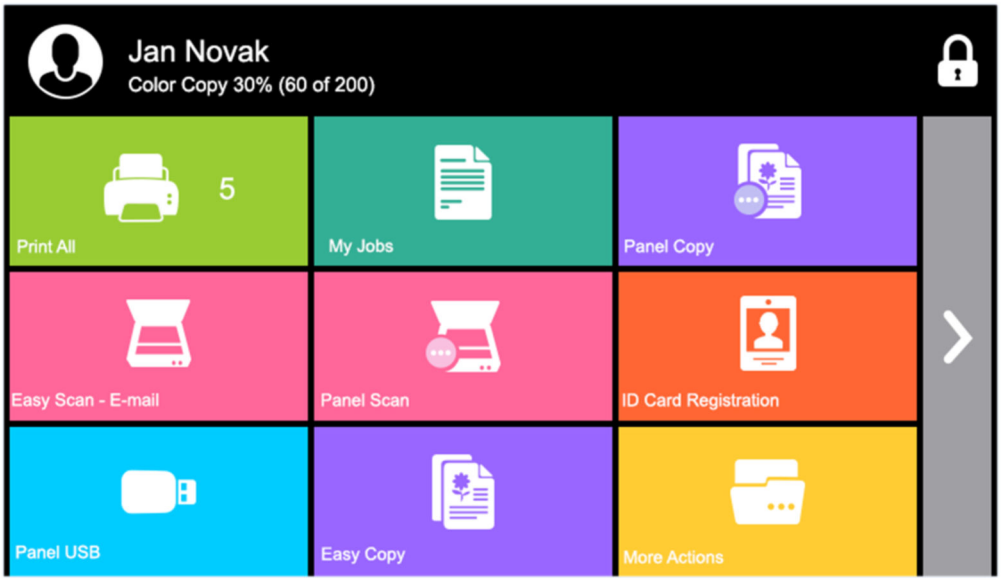
Additional protocols needed for function of the system

ICMP protocol	Must be allowed for proper communication with the devices. If not allowed, the device will stay in status Unreachable.

3.2.4. MyQ Embedded terminal for Kyocera specifications

Embedded terminal version for Kyocera devices:

Platform	Kyocera HyPAS
Format	Application software package
Installation	Remote setup initiated from the server with possibility to define complete look of the terminal and behavior of all the buttons. Possibility of two factor authentication.
Supported models Kyocera / UTAX / Triumph Adler	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.



Picture 3-1

3.2.5. MyQ Embedded terminal for OKI specifications

Embedded terminal version for OKI devices.

Platform	e-BRIDGE Open
Format	Application software package
Installation	Remote setup initiated from the server. Possibility of two factor authentication.
Supported devices OKI*	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.6. MyQ Embedded terminal for Ricoh SDKJ specifications

Embedded terminal version for RICOH devices.

Platform	RICOH JAVA application
Format	Application software package
Installation	Remote setup initiated from the server with possibility to define complete look of the terminal and behavior of all the buttons. Possibility of two factor authentication.
Supported devices RICOH	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

Picture 3-2

3.2.7. MyQ Embedded terminal for Ricoh SmartSDK specifications

Embedded terminal version for Ricoh SmartSDK devices.

Platform	Ricoh SmartSDK
Format	Application software package
Installation	Remote setup initiated from the server with possibility to define complete look of the terminal and behavior of all the buttons. Possibility of two factor authentication.
Supported series Ricoh SmartSDK	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.8. MyQ Embedded terminal for HP FutureSmart 3 specifications

Embedded terminal version for HP FutureSmart 3 devices.

Platform	HP OXP
Format	Application software package
Installation	Remote setup initiated from the server with possibility to define complete look of the terminal and behavior of all the buttons. Possibility of two factor authentication.
Supported devices HP FutureSmart 3	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.9. MyQ Embedded terminal for HP FutureSmart 4 specifications

Embedded terminal version for HP FutureSmart 4 devices.

Platform	HP OXP
Format	Application software package
Installation	Remote setup initiated from the server with possibility to define complete look of the terminal and behavior of all the buttons. Possibility of two factor authentication.
Supported devices HP FutureSmart 4	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.10. MyQ Embedded terminal for HP PageWide Pro specifications

Embedded terminal version for HP PageWide Pro devices.

Platform	HP OXP (limited)
Format	Application software package
Installation	Remote setup initiated from the server. Possibility of two factor authentication.
Supported devices HP PageWide Pro	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.11. MyQ Embedded terminal for Samsung SmartUX specifications

Embedded terminal version for Samsung SmartUX devices.

Platform	Samsung SmartUX
Format	Application software package
Installation	Files are uploaded to the device via device WEB UI. Possibility to define complete look of the terminal and behavior of all the buttons. Possibility of two factor authentication.
Supported devices SAMSUNG SmartUX	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.12. MyQ Embedded terminal for Sharp specifications

Embedded terminal version for SHARP devices.

Platform	SOAP HTTP API
Format	Application software package
Installation	Remote setup initiated from the server with possibility to define complete look of the terminal and behavior of all the buttons. Possibility of two factor authentication.
Supported devices SHARP	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.13. MyQ Embedded terminal for Toshiba SDK 3.x

Embedded terminal version for Toshiba SDK 3.x devices.

Platform	e-BRIDGE Open
Format	Application software package
Installation	Remote setup initiated from the server. Possibility of two factor authentication.
Supported device TOSHIBA SDK 3.x	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.14. MyQ Embedded terminal for Toshiba SDK 4.x

Embedded terminal version for Toshiba SDK 4.x devices.

Platform	e-BRIDGE Open
Format	Application software package
Installation	Remote setup initiated from the server. Possibility of two factor authentication.
Supported device TOSHIBA SDK 3.x	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.15. MyQ Embedded terminal for Xerox specifications

Embedded terminal version for XEROX devices.

Platform	SOAP HTTP API
Format	Application software package
Installation	Remote setup initiated from the server. Possibility of two factor authentication.
Supported devices XEROX	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.16. Embedded terminal Lite

This function provides the option of secured print function without the need of further installation of any software into the device.

Platform	Kyocera
Format	Settings of the device with MyQ license
Installation	Remote setup initiated from the server. Possibility of two factor authentication.
Supported models Kyocera / UTAX / Triumph Adler	For up-to-date information about supported devices, see the MyQ Helpdesk portal on *partners.myq-solution.com*.

3.2.17. MyQ standard internal / external terminal specifications

Platform	Standalone network device
Power source	24V external or KeyCounter
MFP communication	Key Counter panel locking
Reader communication	RS232, Wiegand Universal
Supported readers	All MyQ USB Card Readers are supported (about 60 RFID technologies + Smart Card), multiple technologies incl. PIN and LCD reader
Supported devices	Universal HW for all vendors and models

Picture 3-3

3.2.18. MyQ Android terminal specifications

Platform	Standalone network device
Description	Full-color touch screen device, can be attached with the card reader, key-counter cable
Power source	5V external
MFP communication	Key Counter panel locking, SW panel locking
Supported readers	All MyQ USB Card Readers are supported (about 60 RFID technologies + Smart Card), multiple technologies incl. PIN which is the part of the terminal
Supported devices	Universal HW for all vendors and models

Picture 3-4

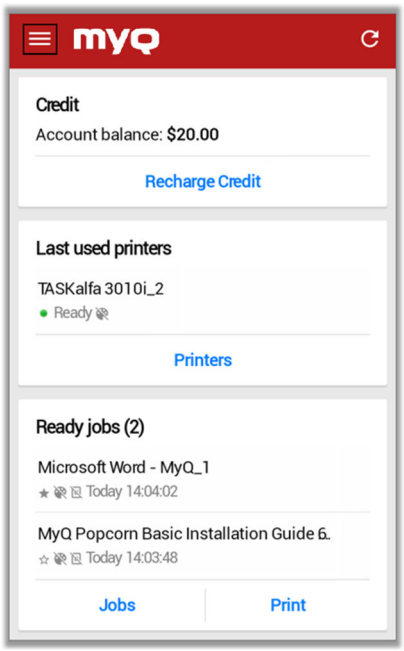
3.2.19. MyQ EasyBox

Platform	MyQ Easy Box is standalone server with pre-installed MyQ inside intended for fast deployment at customers using up to 10 printing devices.
Description	Small server with preinstalled OS and MyQ inside.
HW configuration	▪ CPU: Intel Dual Core Celeron 2,41 GHz ▪ RAM: 4GB ▪ Storage: 128GB SSD ▪ SDHC: 8GB (serves for backup of the database) ▪ MS Windows Embedded 8.1 Industry PRO
Power source	230V external
Peripherals	▪ LAN ▪ HDMI ▪ VGA ▪ 6 USB Ports (4 USB v2.0, 2 USB v3.0) ▪ COM Port ▪ MS/SD/MMC Reader ▪ Audio 3,5mm Input/Output.

Picture 3-5

3.2.20. MyQ Mobile Print Application

Platform	Available for iOS and Android based mobile phones and tablets
Description	Application for job and printer management with possibility of direct print from the mobile device. The information about the available servers and login can be done by scanning the QR code which is placed on the front side of the printer.
Installation	By download from Apple App Store or Google Play
Supported devices	Devices with OS version: ▪ Android version 4.4 and higher ▪ iOS version 8.0 and higher



Picture 3-6

3.2.21. MyQ Recharge Terminal

Platform	Standalone network device with MS Windows OS and MyQ application; can be used as MyQ server.
Description	Full-color 19inch touch screen device intended to be used with MyQ credit accounting for recharging money to user accounts
Power source	230V external
Peripherals	Coin selector, banknote acceptor, card reader, thermal bill printer. Additional HW peripherals can be added on request.
Supported readers	All MyQ USB Card Readers are supported (about 60 RFID technologies + Smart Card), multiple technologies incl. PIN which is the part of the terminal

Picture 3-7

4. Business contact

MyQ Headquarters	**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
Business information	www.myq-solution.com info@myq-solution.com
Technical support	support@myq-solution.com
Notice	MANUFACTURER WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY INSTALLATION OR OPERATION OF THE SOFTWARE AND HARWARE PARTS OF THE MyQ® PRINTING SOLUTION. 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. MyQ is not responsible for information content of this manual, particularly regarding its integrity, currency and commercial occupancy. All the material published here is exclusively of informative character. 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.
Trademarks	MyQ® including its logos is registered trademark of MyQ company. Microsoft Windows, Windows NT and Windows Server are registered trademarks of Microsoft Corporation. All other brand and product names might be registered trademarks or trademarks of their respective companies. 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.