# myQ roger

# MyQ Roger Mobile App Installation and Usage

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**MyQ Roger** is a cloud-native printing and document workflow solution designed to increase productivity in office and remote work environments.

Users can capture documents via mobile devices, multifunction printers, or email. Files can be stored locally or in personal cloud storage services, including OneDrive and Google Drive. Advanced workflows automate document conversion and routing, turning scanned images into editable formats or structured data for downstream processing.



MyQ Roger is a fully serverless platform – there is no infrastructure to maintain. It offers high availability, multitenancy, and enterprise-grade performance by design.

With a personalized user interface and built-in smart actions, MyQ Roger simplifies printing and scanning from anywhere. Whether you're working from home, on the go, or at the office, it helps keep your digital workspace connected and efficient.

# 1  Release Notes

The MyQ Roger Mobile app's release notes can be found in https://roger.myq.cloud/en/changelog.

They are also available in the Google store and the App store.

# 2  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 (see page 6) 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).

> ℹ️ The communication protocols and ports used can be found in the MyQ Roger Server Administration guide.

# 3  MyQ Roger Mobile Application 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.

## 3.1  Android Installation

On your Android device:
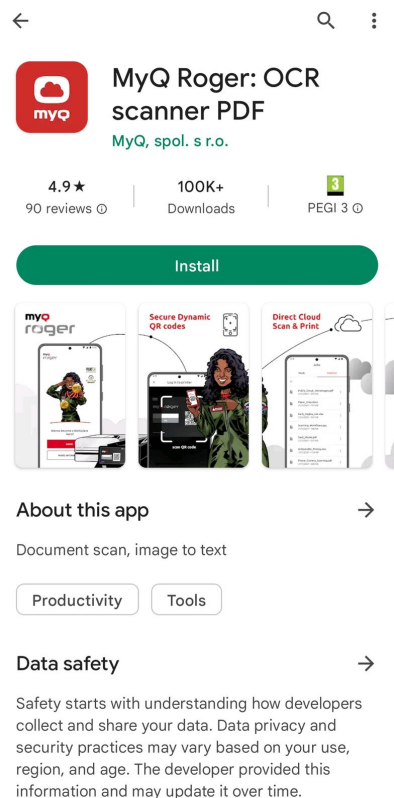


- Open the Google Play Store application.
- Search for **MyQ Roger: OCR scanner PDF**.
- Select **MyQ Roger: OCR scanner PDF**.
- Tap **Install**.
- Once the installation is complete, tap **Open**.

## 3.2  iOS Installation

On your iOS device:
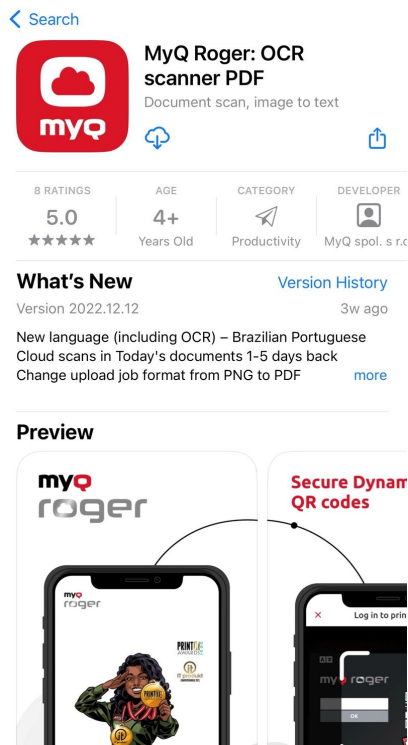
- Open the App Store application.
- Click on Search on the bottom-right and search for **MyQ Roger: OCR scanner PDF**.
- Select **MyQ Roger: OCR scanner PDF**.
- Tap **Get**.
- Once the installation is complete, tap **Open**.

# 4  MyQ Roger Mobile Application 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 you are then taken to the home screen where you can use some basic features without signing in.
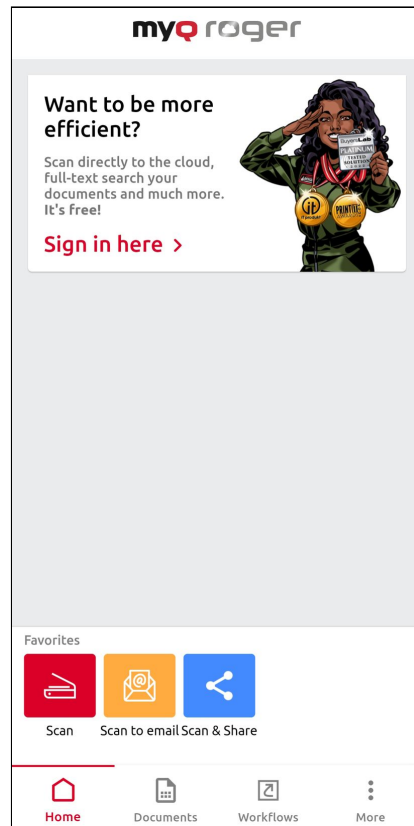


Alternatively, you can choose to sign in to your account. Select the type of account you want to use from the **WORK ACCOUNT** or the **PERSONAL ACCOUNT** options. In case you do not have an account, you are able to sign up for one.
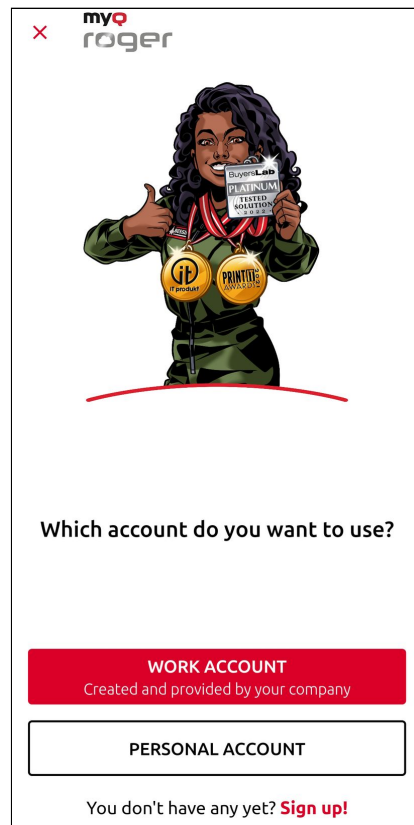
## 4.1  Work Account

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 the region where your tenant is located: *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 HERE**.
  - **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 (only available on iOS).
- **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.

## 4.2  Personal Account

By choosing **PERSONAL ACCOUNT**, you can use a personal MyQ, Apple (only available on iOS), Google, or Microsoft account to use the app.

## 4.3  Sign up

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 (only available on iOS), 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**.

## 4.4 Signed In

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.
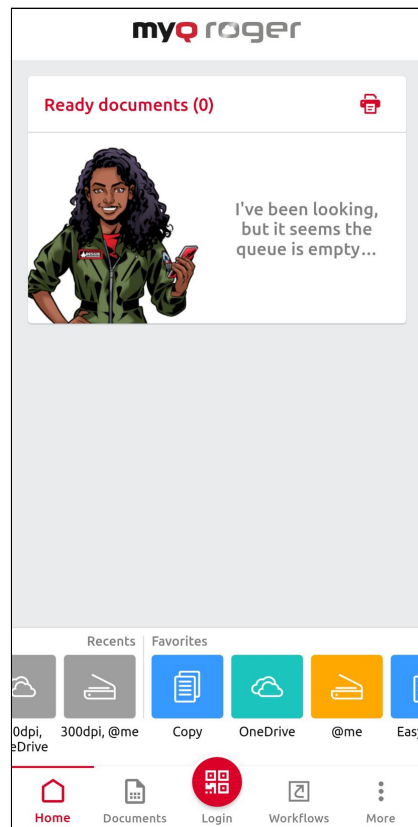
When using the button for the first time after the app's installation, it asks you what should happen when you scan the QR code on the printer. Manage documents either from "my phone" or "from the printer":
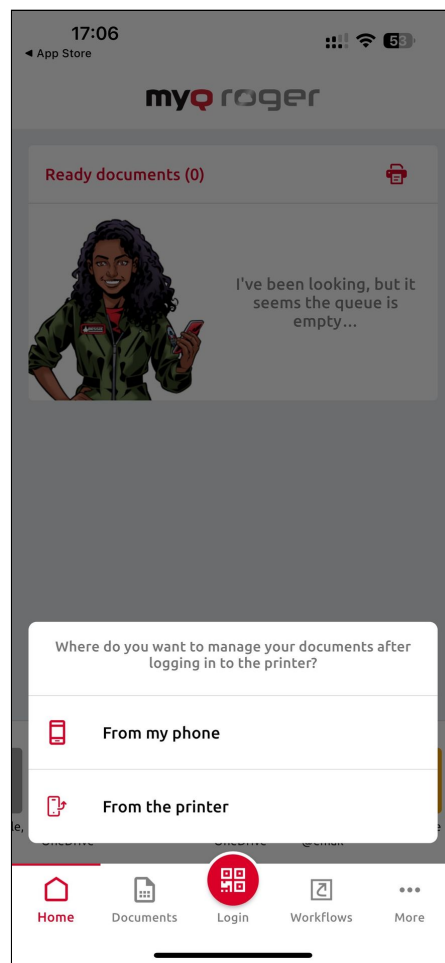
1. **From my phone** - After scanning the QR code, you are logged into the printer and you can only manage your documents (send documents to print or do scans, etc.) from the MyQ Roger mobile app.
2. **From the printer** - After scanning the QR code, you are logged into the printer and the MyQ Roger mobile app passes the control to the printer. You are not able to send files to print from the mobile app now, you are just logged into the printer and have to control everything from there.

You are able to change these settings anytime by long-pressing the login button.
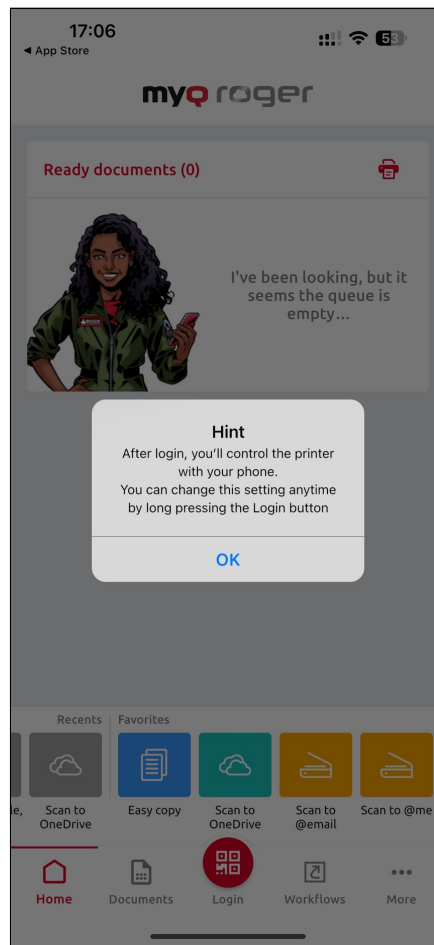
### 4.4.1 NFC Login

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.
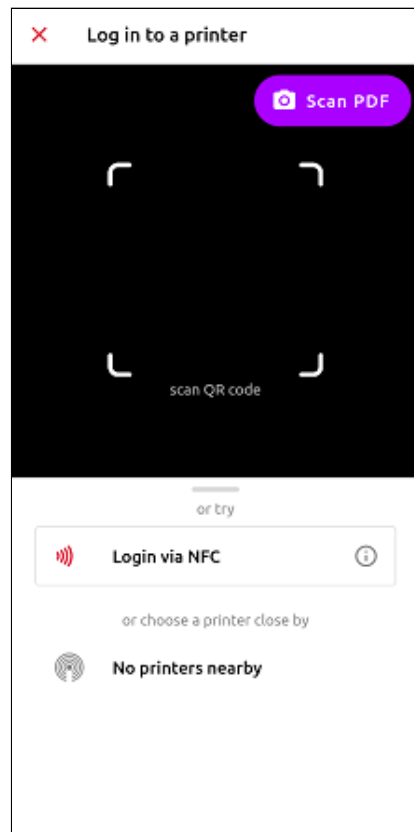
Only an administrator can pair an NFC tag to an MFD. Tap the **Login** button and then tap the **Login via NFC** option. Tap **Pair new tag**. Bring the phone close to the printer and tap **Write to NFC tag**. Once done, scan the QR code on the printer to finish the device pairing.

It might be needed to format the NFC tag first with a third-party application.

## 4.4.2  Bluetooth Login

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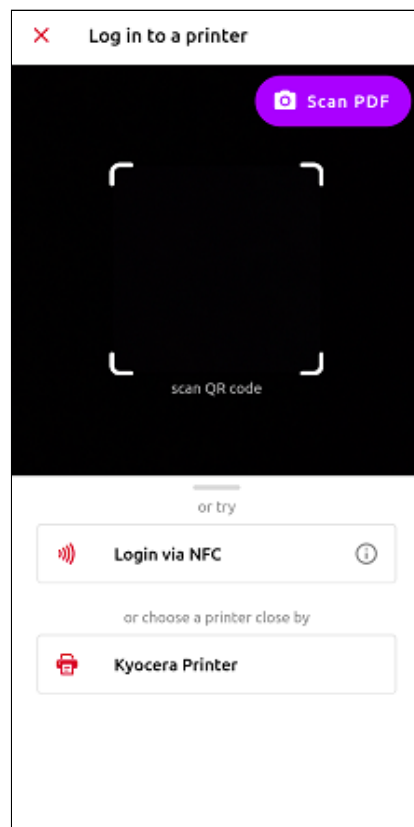
⚠️ If you see a request for device pairing, or if you are having issues with logging in, contact your administrator.

# 5  How to Use the Mobile Application

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.
- **Documents** tab - All your jobs, divided into the **Ready** sub-tab and the **Cloud services** sub-tabs.
- **Login** button - Use this button to scan the QR code on the MFD to log in.
- **Workflows** tab - List of the preset favorite actions and a possibility to add more actions.
- **More** options - Information about your MyQ Roger profile, Personal Reports, Settings, About the app, Sending feedback, Help, MyQ Roger web version, and the option to log out.



## 5.1  Home Tab

The home tab consists of 3 different sections:

- **Ready documents** - 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 the Downloads folder.
    - if you scan on Google drive/ OneDrive / box/ Dropbox with the SCAN PDF action, you will see the document in Today's documents.
    - on iOS, it is also supported to scan to the MyQ Roger folder. You can see documents from the last 5 days.
- **Recent/Favorites bar** - All your favorite actions and any recent actions taken.
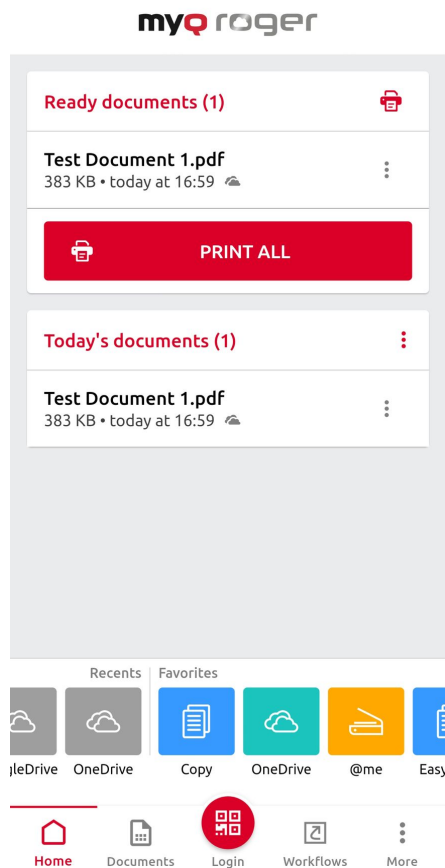
You can tap **PRINT ALL** to print all the jobs, or you can use swipe commands to print or delete the listed jobs:

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

## 5.2  Documents Tab

The **Documents** tab consists of the **Ready** sub-tab, and the **Cloud services** sub-tab(s).
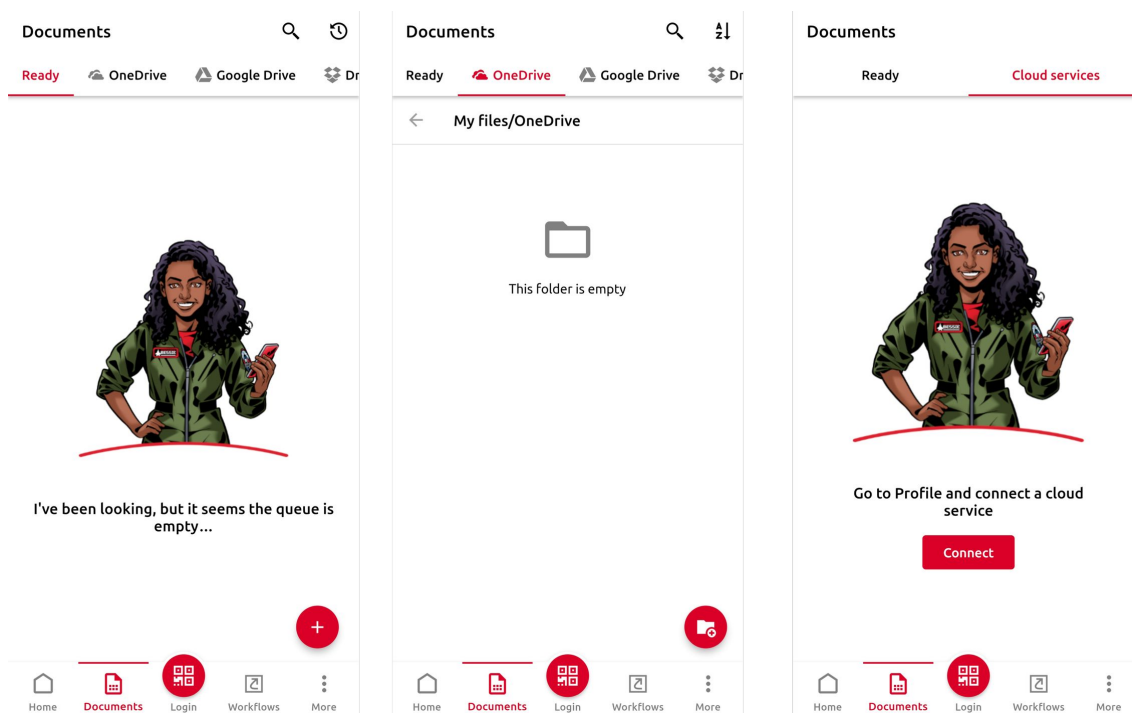
In the **Ready** sub-tab, you can find all the jobs reported by a printer.

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, Google Drive, Dropbox, and Box.com. Once you make your selection, you are redirected to the respective login page. Enter your credentials to connect your cloud service to MyQ Roger.

You can tap **PRINT ALL** 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.

## 5.2.1  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 Client.

In the tables below, you can view what format combinations can be printed from multiple sources. It is recommended to use MyQ Roger Client (MRC), as most formats are supported there.

|  | A3 | | | | | | A4 | | | | | | A5 | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | Portrait | | | Landscape | | | Portrait | | | Landscape | | | Portrait | | | Landscape | | |
|  | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh |
| Mobile app - OneDrive | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Device Spool | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| MRC | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |

|  | A4->A3 | | | A4->A5 | | | A3->A4 | | | A5->A4 | | | A3->A5 | | | A5->A3 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh |
| Mobile app - OneDrive | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Device Spool | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| MRC | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |

Check the table below to see which file types are supported for printing from OneDrive and Google Drive on the mobile app.

| | JPEG | | | PNG | | | MS Office | | | Google Docs | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh | Workpath | HyPAS | Ricoh |
| Mobile app - OneDrive | | | | ctpdf | ctpdf | | | | | * | * | * |
| Mobile app - Google Drive | | | | ctpdf | ctpdf | | | | | | | |

- *ctpdf* means that the file is converted to PDF.
- The supported MS Office file types are *docx*, *xlsx*, and *pptx*.
- * -> Printed from Google Drive app (Select Google document and press "Open In").
- The supported Google Docs file types are *Doc*, *Table*, and *Presentation*.

## 5.3  Workflows Tab

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

- **Print all Ready documents** - 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 (in order to use scanning to e-mail, the user must have at least one e-mail client set up on their phone).
- **Scan to @me** - Tap to scan a job and send it to your email address.
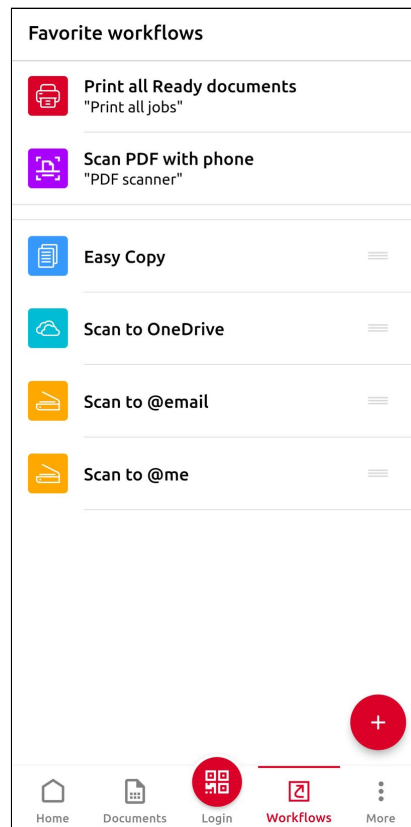
**Operations**

- 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.
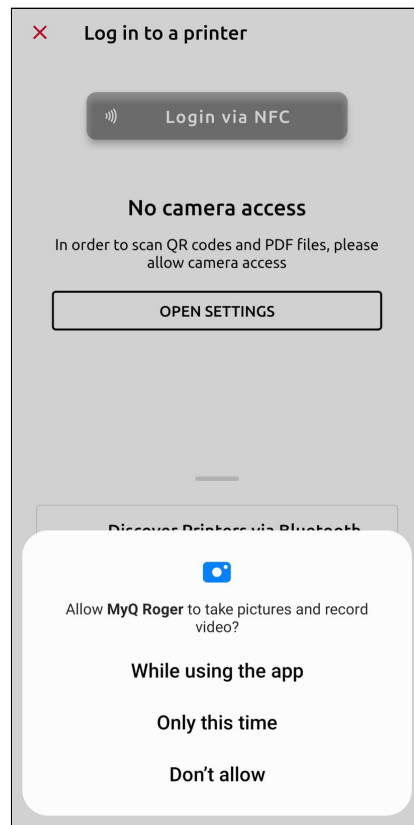
- It is possible to rearrange the order of the actions by dragging and dropping them to the desired position. This also affects the order the actions appear in, in the **Home** tab, on the **Favorites** bar.
- It is possible to delete and edit any of the listed actions (except for the **Print all Ready documents** 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.
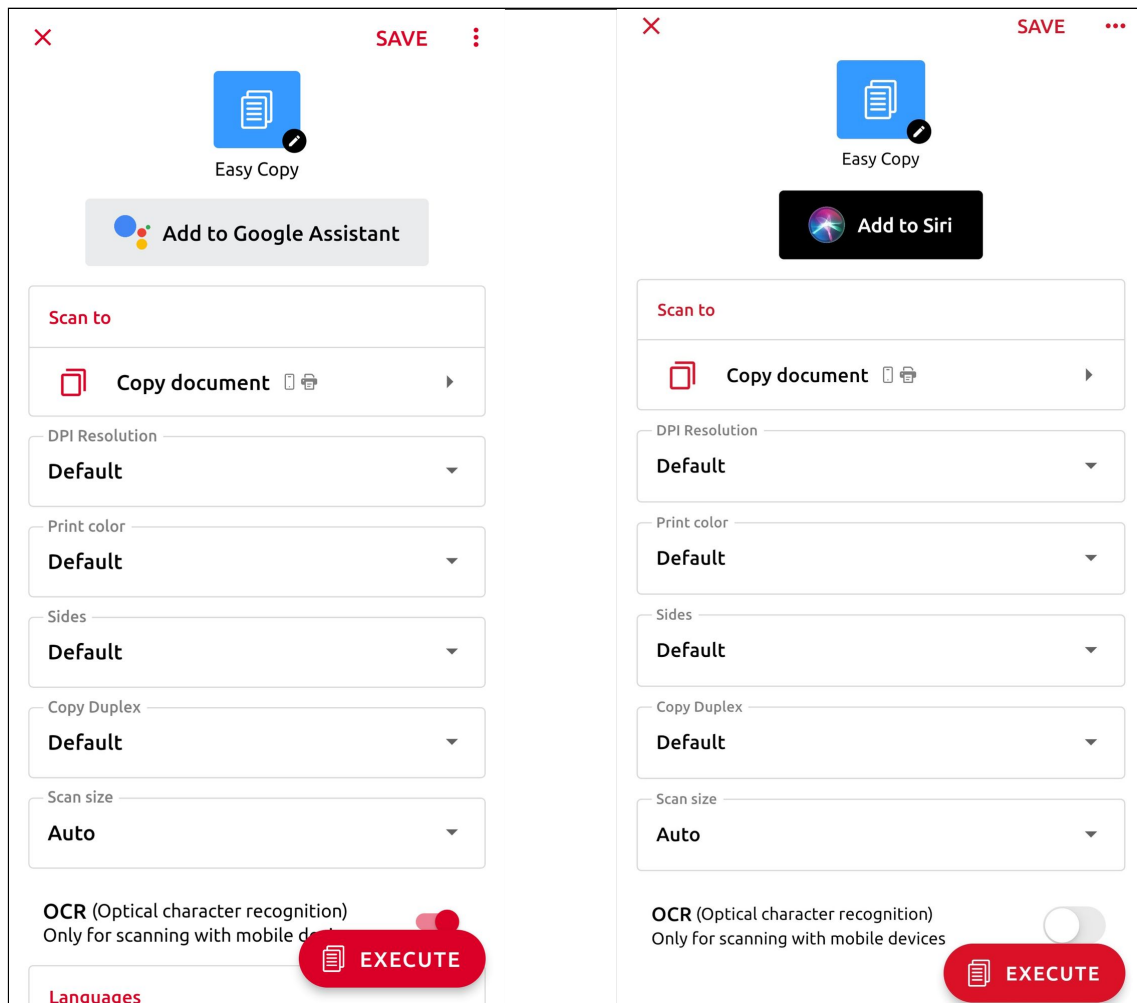
- It is possible to create a new favorite action by tapping the plus (+) button.

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.
    - **Scan to** - select the job's destination from the list:
        - My phone
        - Email
            - **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.
        - OneDrive
        - Google Drive
        - DropBox
        - Box
        - USB Storage
        - Copy document
        - Share
- **DPI Resolution** - Choose the DPI for the job's resolution:
    - 100
    - 200

- 300
- 400
- 600
- 1200
- Default
- **Print 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
  - 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
- **Copy Duplex** - Choose a duplex/simplex option for Copy from the list:
  - One-sided

- ○ Default
- ○ Two-sided SE
- ○ Two-sided LE
- **OCR** (Optical Character Recognition) - Only for scanning with mobile devices.
  - ○ Languages:
    - English (Default)
    - Czech
    - French
    - German
    - Polish
    - Portuguese
    - Spanish

## 5.4  More Options Tab

In the **More** options tab, you can see the following sections: **Profile**, **Personal reports**, **Settings**, **About the app**, **Send feedback**, **Help**, **MyQ Roger web version**, **Log out from the app**.

More

Profile

Personal reports

Settings

About the app

Send feedback

Help

MyQ Roger web version

Log out from the app

Home    Documents    Login    Workflows    More
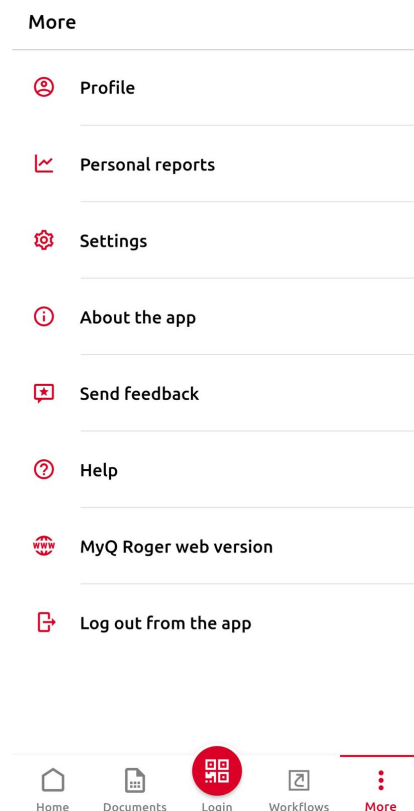
## 5.4.1  Profile

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, region, tap **GENERATE PIN** to generate a new PIN for your account, and tap **SHOW MY PIN** to view your current PIN.

There is also the **Cloud services** section, where you can connect your OneDrive, Google Drive, DropBox, and Box to MyQ Roger.



## 5.4.2  Personal Reports

If you tap on **Personal reports**, you are able to see all the data from previous months. You can see the prices of prints, color or mono jobs, and the type of paper used. You can also see a list of your printed documents and a list of printers used.
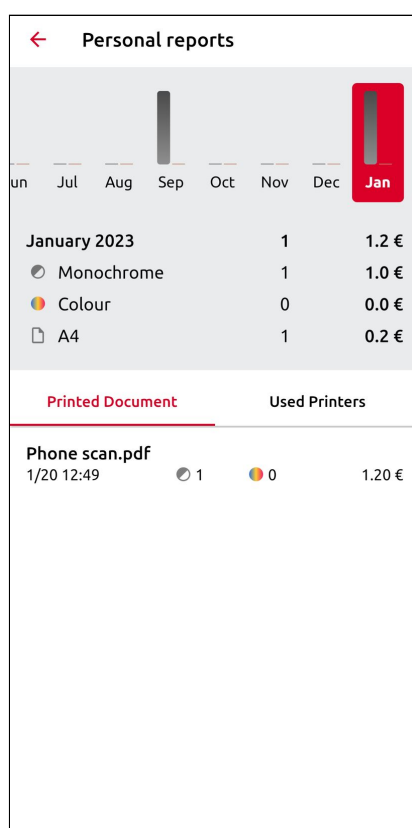
### 5.4.3  Settings

If you activate **Application lock**, you are able to use biometric options (FaceID, TouchID, etc.) when logging in to the MyQ Roger app.

In 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.

In the **OCR** section, you can enable or disable this feature and you are also able to select the **Default language** (the available languages are *English, Czech, French, German, Polish, Portuguese, Spanish*).

In the **Native system print** section, you can choose to allow notifications from MyQ Roger. If allowed, you will be able to open a document on your phone, press print and have the option to select MyQ Roger.
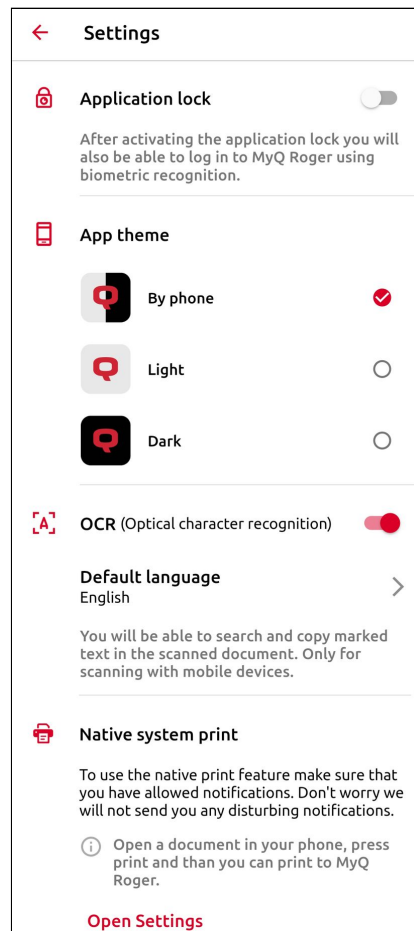
### 5.4.4  About the App

If you tap on **About the app**, you can see the MyQ Roger app's version. You can tap on **Release Notes**[1] to view the MyQ Roger changelog, and you can tap **Privacy Policy** to view MyQ Roger's privacy policy.

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1. https://roger.myq.cloud/en/changelog
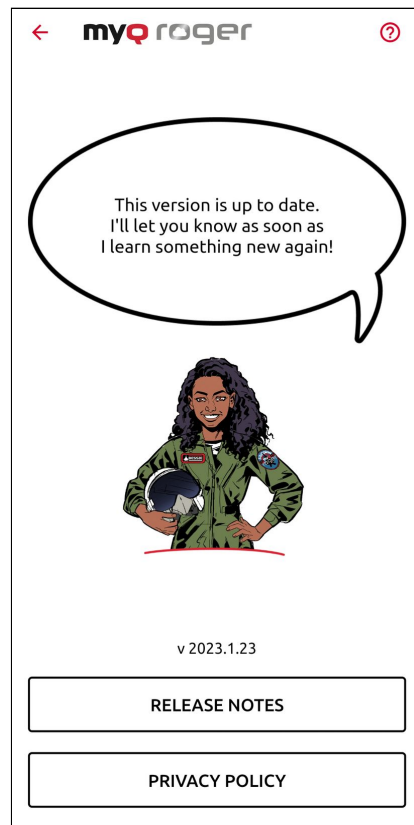
## 5.4.5  Send Feedback

In the **Send feedback** section, you can leave your feedback about the MyQ Roger app and also let us know if there is something you wish us to implement.
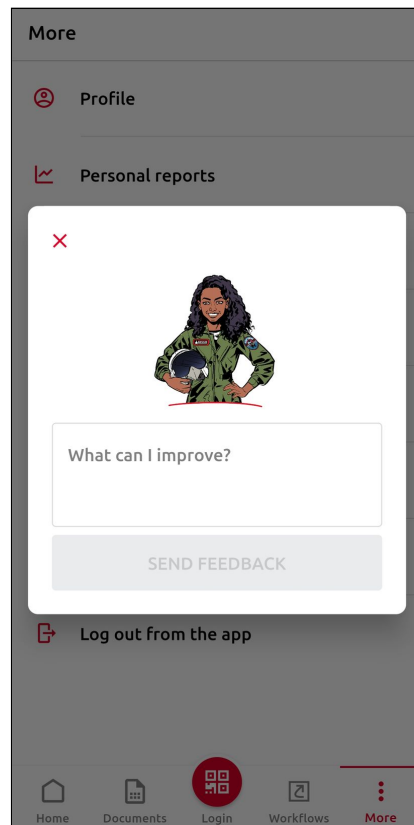
### 5.4.6  Help

The **Help** button will redirect you to the MyQ Roger Documentation for quick access to help if you are unsure about something.

### 5.4.7  MyQ Roger Web Version

If you tap on **MyQ Roger web version**, you are redirected to the Roger web server administrator page.

### 5.4.8  Log out from the App

If you tap **Log out from the app**, you are asked to confirm the logout request. Click **LOGOUT** to log out or **STAY** to stay logged in.

# 6  Using MyQ Roger via the MFD

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

## 6.1  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 smartphone 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 smartphone, 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 login method, you can manage everything directly from the MFD.
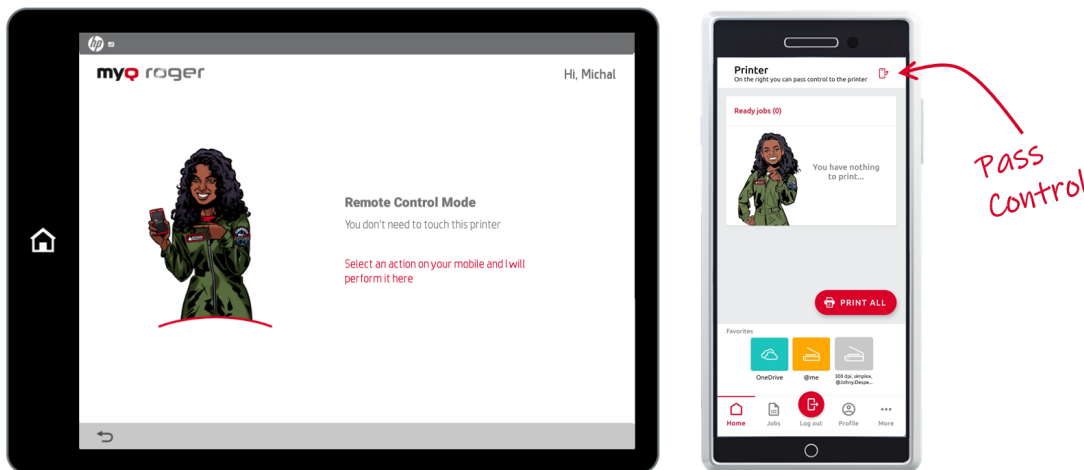
## 6.2  MyQ Roger Available Actions

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 the 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, and 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**.
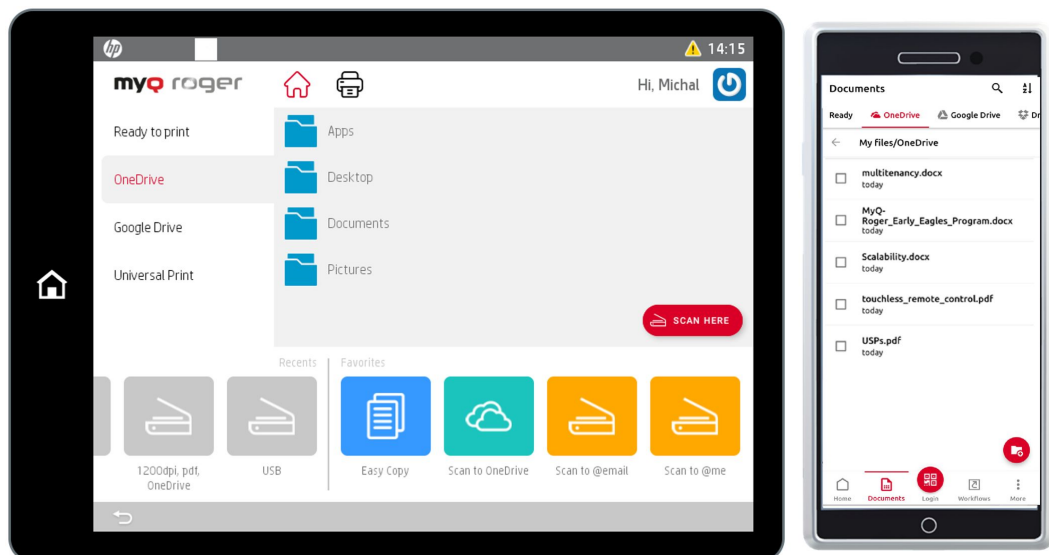


- **Google Drive** - This action shows all the jobs that can be printed, and stored on **Google Drive**. Select a job and swipe from left to right to print it or just tap on

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.
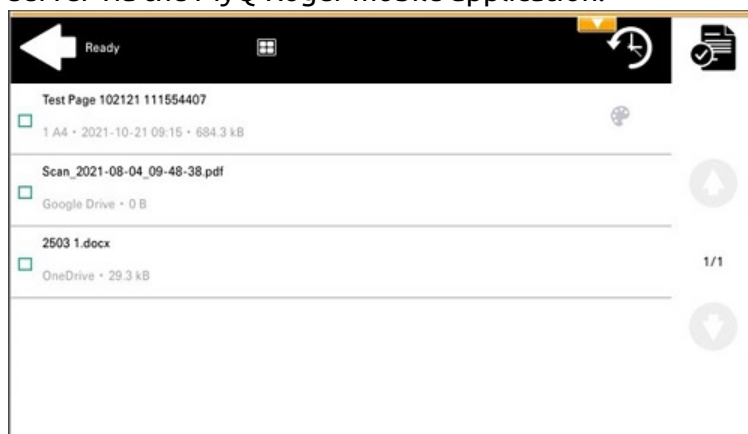


- **Recent Scans** - this action contains a folder with the settings from the last used scan profiles. It is not available when no scan profiles have been used. The folder is updated after logout.
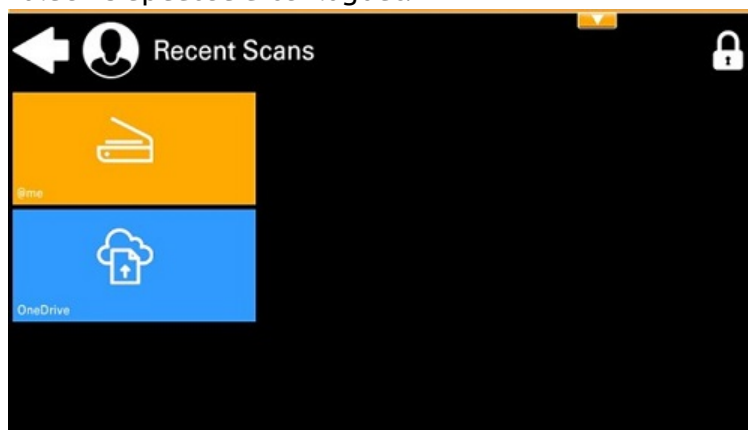


- **Scan to @me** - scan to your email address.
- **Scan to @email** - scan to an email address.
- **Scan to OneDrive** (OneDrive has to be connected to your tenant) - scan to OneDrive.
- **Scan to GoogleDrive** (Google Drive has to be connected to your tenant - scan to Google Drive.
- **Scan to SharePoint** - (SharePoint requires a paid license and has to be connected to your tenant) - scan to SharePoint.
- **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.

# 7 Business Contacts

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| **MyQ® Manufacturer** | **MyQ® spol. s r.o.**<br>Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic<br>MyQ® Company is registered in the Companies register at the Municipal Court in Prague, division C, no. 29842 |
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