



MyQ Roger Ricoh Installation and Usage





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1 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 e-mail 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

With MyQ Roger, you get a unique virtual experience of collaboration at work and document management – your brandnew **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.

2 Release Notes

2.1 MyQ Roger terminal for Ricoh 24.1.5(131) beta

12 June, 2024 - version valid until 11 August, 2024

Bug Fixes

• MS Universal Print jobs are not possible to print via Print all button.

2.2 MyQ Roger terminal for Ricoh 24.1.4(124) beta

24 April, 2024 - version valid until 22 June, 2024

Bug Fixes

- ID Card login is not possible in some cases.
- Idle logout is not applied.

2.3 MyQ Roger terminal for Ricoh 24.1.3(118) beta

25 March, 2024 - version valid until 21 May, 2024

Bug Fixes

• Error 404 is displayed during printing the jobs from Ready jobs.

2.4 MyQ Roger terminal for Ricoh 24.1.2(115) beta

13 March, 2024 - version valid until 11 May, 2024

Bug Fixes

• Job list isn't automatically refreshed after deletion of the job.

2.5 MyQ Roger terminal for Ricoh 24.1.1(113) beta

22 January, 2024 - version valid until 22 March, 2024

Bug Fixes

• Only 9 workflow templates are displayed on the terminal.

2.6 MyQ Roger terminal for Ricoh 24.1.0(109) beta

11 January, 2024 - version valid until 11 March, 2024

Bug Fixes

- The icon of the first scan workflow in the list is always a scanner, although it should depend on the type of destination.
- Unlock Panel action removed, will be reintroduced in the next version.

2.7 MyQ Roger terminal for Ricoh 2023.12.20(100) beta

29 December, 2023 - version valid until 18 February, 2024

Bug Fixes

- MyQ Roger Ricoh terminal is not possible to use on Ricoh G3 devices.
- Card reader is not working on the device with MyQ Ricoh Roger terminal.

2.8 MyQ Roger terminal for Ricoh 2022.12.07(96) RC

24 January, 2023

In this version there are no changes against the released 2022.11.29(93) version; the only difference is this version doesn't expire.

2.9 MyQ Roger terminal for Ricoh 2022.11.29(93)

30 November, 2022 - version valid until 28 January, 2023

Improvements

- Printing via IPP/IPPS is available.
- Printing via RDC is available.

Bug Fixes

- Operations were not accounted on the server in Jobs.
- Logout using Logout button in Unlock panel was not working.
- Logout using card wasn't working.

2.10 MyQ Roger terminal for Ricoh 2022.09.05(40)

5 September, 2022 - version valid until 4 November, 2022

This version doesn't have any changes compared to the previously released version (2022.06.22(38)). The only difference is its validity.

2.11 MyQ Roger terminal for Ricoh 2022.06.22(38)

22 June, 2022 - version valid until 21 August, 2022

Limitations

- Print via IPP will be finished in the next version.
- It isn't possible to use automatic configuration of the tenant during the installation for US tenants. The installation for US tenants stops when the Roger terminal is installed to the device. It is required to change the region from EU to US manually on the device panel and use the Configure Roger option in Roger Ricoh Installer or use MyQ Roger mobile application.

3 Basic Information

The guide is intended for administrators and describes the MyQ Roger application installation and usage on Ricoh Smart SDK devices.

The basic prerequisites before the installation are:

- Setup of the MyQ Roger tenant (described in the MyQ Roger Server Administration guide).
- Latest FW is recommended.
- OneDrive and Google Drive should be connected to your tenant and the device.

(i) The communication protocols and ports used can be found in the MyQ Roger Server Administration guide.

3.1 Supported Devices	
Operation Panel	Product
Smart Operation Panel G3 (10.1 inch)	IM C3010 / IM C3510 / IM C4510 / IM C5510 / IM C6010 / IM C2010 / IM C2510 Series
	IM 2500 / IM 3000 / IM 3500 /IM 4000 / IM 5000 / IM 6000 / IM 2509J / IM 3009J / IM 3509J
	IM C3000 Series
	IM C3500 Series
	IM C4500 Series
	IM C5500 Series
	IM C6000 Series
	IM C2000 Series
Smart Operation Panel G2.5 (10.1 inch)	IM C2500 Series
	IM 550 / IM 600 Series
	IM C300 / IM C400 / IM C400SR
	IM C6500 / IM C8000
	Pro C5300S / Pro C5310S
	Pro C5300SL
	IM 7000 / IM 8000 / IM 9000
	IM CW2200
Smart Operation Panel G2 (17inch)	Pro8300S / Pro8310S / Pro8320S

Basic Information– 7

	D 0040 / D 0000
	Pro8310 / Pro8320
	MP C306Z Series
	MP C406Z Series
	MP 305+ Series
	MP C3004 Series
	MP C3504 Series
	MP C4504 Series
	MP C5504 Series
	MP C6004 Series
	MP C2004 Series
	MP C2094SPJ
	MP C2504 Series
	MP C2594SPJ
	MP C3004ex Series
Smart Operation Panel G2 (10.1 inch)	MP C3504ex Series
	MP C4504ex Series
	MP C5504ex Series
	MP C6004ex Series
	MP C2004ex Series
	MP C2094exSPJ
	MP C2504ex Series
	MP C2594exSPJ
	MP C501SP
	MP 501 Series
	MP 601 Series
	MP CW2201 SP
	MP 6503 SP
	MP 7503 SP
	MP 9003 SP

MP 402SPF
MP 2555 Series
MP 2595SPJ
MP 3055 Series
MP 3095SPJ
MP 3555 Series
MP 3595SPJ
MP 4055 Series
MP 5055 Series
MP 6055 Series
MP C307 Series
MP C407 Series
MP C6503 SP
MP C8003 SP
Pro C5200S
Pro C5210S
SP C840DN
SP C842DN
SP 8400DN
IM 350F
IM 430Fb
IM 430F

4 Pre-installation steps

4.1 Configuration of the device

4.1.1 Configure SMTP and scanning options

This setting is required for using scan to @me, scan to @email, and Panel Scan operations.

- Open the web UI of the device.
- Login as administrator.
- Go to Device Management > Configuration > Device Settings: Email

Configure SMTP Server Name, SMTP Port No. and SMTP authentication:

SMTP	
SMTP Server Name	
SMTP Port No.	
Use Secure Connection (SSL)	: On Off
SMTP Authentication	: ○On මOff
SMTP Auth. Email Address	
SMTP Auth. User Name	
SMTP Auth. Password	: Change
SMTP Auth. Encryption	: Auto Select V

4.2 Printing related settings

Printing via MyQ Roger is possible using these methods:

- **Printing from USB** The USB drive has to be connected to the device with the file for printing. It is only possible to print *pdf* and *jpg* files from USB.
- Printing from Cloud The Cloud storage has to be connected to the account. Currently it isn't possible to browse Cloud storages from the device panel; printed files have to be uploaded via the mobile device. It is only possible to print *pdf* and *jpg* files from Cloud storage.
- **Printing from the mobile application** For printing from the mobile application at least one Cloud storage has to be connected to the account for storing the jobs.
- **Printing via MyQ Roger Desktop Client** No special settings needed on the terminal side. For the MRC configuration, check the MyQ Roger Client for Win manual.
- **Printing via Universal Print** No special settings needed on the terminal side. For the Universal Print configuration, check the MyQ Roger Server Administration manual, chapter 3.4 Universal Print.
- **Printing via IPP/IPPS** For spooling jobs from the computer, it is possible to use printing via IPP/IPPS. Spooled jobs via IPP/IPPS are displayed in the **Ready to Print** action.

4.2.1 IPP Configuration

٠

- In Windows, go to Control panel > Hardware and Sound > Devices and Printers.
- Click Add a printer, and then click The printer that I want isn't listed.
- Choose Select a shared printer by name and enter the URL: http:// hostNameOfTheDevice/rws/sop/roger/ipp

🖺 🔶 🖶 Add Printer			×
Find a printer by	other options		
⊖ My printer is a little	e older. Help me find it.		
Select a shared print	nter by name		
http://hostNa	meOfTheDevice/rws/sop/roge	er/ipp	Browse
	nputername\printername or ername/printers/printername/	.printer	
⊖ Add a printer using	g a TCP/IP address or hostnam	e	
⊖ Add a Bluetooth, v	vireless or network discoverabl	le printer	
○ Add a local printer	or network printer with manu	al settings	
		Next	Cancel
		INEXT	Calicel
	had deliver		
pecify the prir	iter driver		×
			~
add Printer			
Add Printer			
Find a printer by o	ther options		
	ther options		
Find a printer by o	ther options	×	
Find a printer by o	lows Printer Installation	×	
Find a printer by o My printer is a Select a shared Cor	lows Printer Installation	×	
Find a printer by o	lows Printer Installation	×	? X
Find a printer by o My printer is a Select a shared http://10. Example: \	lows Printer Installation mecting to Add Printer Wizard Select the manufa	scturer and model of your printer. If you	r printer came with
Find a printer by o My printer is a Select a shared http://10. Example: \\ http://com	Iows Printer Installation Intercting to Add Printer Wizard Select the manufa an installation disk		r printer came with
Find a printer by o My printer is a Select a shared http://10. Example: \	Iows Printer Installation Intercting to Add Printer Wizard Select the manufa an installation disk	cturer and model of your printer. If you , click Have Disk. If your printer is not	r printer came with
Find a printer by o My printer is a Select a shared http://10. Example: \\ http://com	Nows Printer Installation	icturer and model of your printer. If you , click Have Disk. If your printer is not tion for a compatible printer.	r printer came with
Find a printer by o My printer is a Select a shared http://10: Example: \\ http://com Add a printer u	Nows Printer Installation Connecting to Add Printer Wizard Select the manufa an installation disk printer documenta Manufacturer	icturer and model of your printer. If you , click Have Disk. If your printer is not tion for a compatible printer.	r printer came with listed, consult your
Find a printer by o My printer is a My printer is a Select a shared http://10. Example: \\ http://com Add a printer u Add a Bluetootn, wrea	Iows Printer Installation Inter Mizard Select the manufa an installation disk printer documenta Manufacturer Generic Microsoft	icturer and model of your printer. If you , click Have Disk. If your printer is not tion for a compatible printer.	r printer came with listed, consult your
Find a printer by o My printer is a My printer is a Select a shared http://10. Example: \\ http://com Add a printer u Add a Bluetootn, wrea	Nows Printer Installation Content of the manufa an installation disk printer documenta Manufacturer Generic	cturer and model of your printer. If you , click Have Disk. If your printer is not tion for a compatible printer. Printers Printers Printers	r printer came with listed, consult your
Find a printer by o My printer is a My printer is a Mine Select a shared http://10. Example: \\ http://com Add a printer u Add a Bluetootn, wrea	Iows Printer Installation Inter Mizard Select the manufa an installation disk printer documenta Manufacturer Generic Microsoft	Inclurer and model of your printer. If you , click Have Disk. If your printer is not tion for a compatible printer. Printers Printers PCL6 V4 Driver for Universal RICOH PCL6 V4 Universal pred. Workness Under	r printer came with listed, consult your
Find a printer by o My printer is a My printer is a Mino Select a shared http://10. Example: \\ http://com Add a printer u Add a Bluetootn, wrea	Add Printer Installation Add Printer Wizard Select the manufa an installation disk printer documenta Manufacturer Generic Microsoft RICOH This driver is digitally sig	Inclurer and model of your printer. If you , click Have Disk. If your printer is not tion for a compatible printer. Printers Printers PCL6 V4 Driver for Universal RICOH PCL6 V4 Universal pred. Workness Under	r printer came with listed, consult your I Print kiver V4.16

• The printer is added and ready to use



4.2.2 IPPS Configuration

- Open the device web UI.
- Log in as administrator.
- Go to **Device Management > Configuration > Security: Device certificate**.
- **Export** the certificate.

Selection	Certificate No.	Issued to	Issued by	Validity Period	Certificate Status
۲	Certificate1	/C=gb/CN=	/C=gb/CN=	09/11/2023 00:00:00	Installed
0	Certificate2				None
0	Certificate3				None
0	Certificate4				None
0	Certificate5				None
0	Certificate6				None
0	Certificate7				None

• Install the downloaded certificate to **Third-Party Root Certification Authorities**.

÷	ਓ Certificate Import Wizard	×
	Certificate Store Certificate stores are system areas where certificates are kept.	
	Windows can automatically select a certificate store, or you can specify a location for the certificate.	
	 Place all certificates in the following store Certificate store: 	
	Third-Party Root Certification Authorities Browse	
	Select Certificate Store	
	Select the certificate store you want to use.	
		-
	Show physical stores Vext Cance Verinters (28)	

- In Windows, go to Control panel > Hardware and Sound > Devices and Printers.
- Click Add a printer, and then click The printer that I want isn't listed
- Choose Select a shared printer by name and enter the URL: https:// fullHostnameFromTheCertificate/rws/sop/roger/ipp

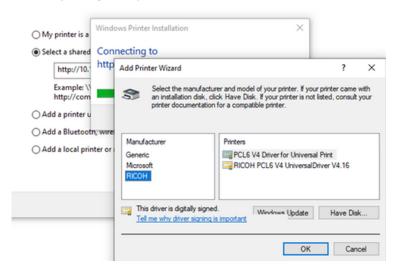
<i>_</i>	Add Printer	
•	itter Add Printer	
	Find a printer by other options	
	○ My printer is a little older. Help me find it.	
	Select a shared printer by name	
	https://fullHostnameFromTheCertificate/rws/sop/roger/ipp Browse.	
	Example: \\computername\printername or http://computername/printers/printername/.printer	
	○ Add a printer using a TCP/IP address or hostname	
	O Add a Bluetooth, wireless or network discoverable printer	
	○ Add a local printer or network printer with manual settings	
	Next Can	cel

• Specify the printer driver

×

🔶 📾 Add Printer

Find a printer by other options



• The printer is added and ready to use.



Roger IPPS on https://

5 MyQ Roger Ricoh Installer

The MyQ Roger app can be installed on Ricoh MFDs by installing the MyQ Roger Ricoh Installer in your computer. Then, using the MyQ Roger Installer, you can discover Ricoh printers, and install and configure the MyQ Roger app.

5.1 Installing MyQ Roger Ricoh Installer

To install the MyQ Roger Ricoh Installer, run it, select a destination folder, click **Next**, and wait for the installation to finish.

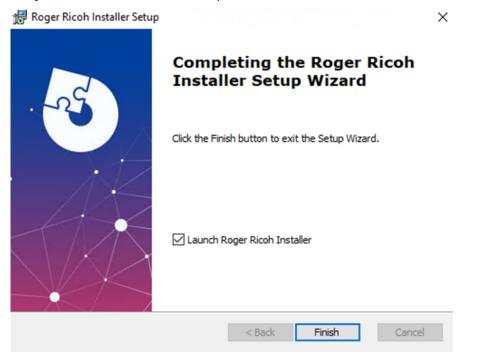
🔀 Roger Ricoh Installer Setup	-		×
Select Installation Folder		5	Ve
This is the folder where Roger Ricoh Installer will be installed.		X	
To install in this folder, dick "Next". To install to a different folder, e "Browse".	enter it be	elow or clic	k
<u>F</u> older:			
C:\Program Files\MyQ\Roger Ricoh Installer\		Browse	•
Advanced Installer			
< Back Next	t >	Can	cel

You can run the file again if you want to **Modify**, **Repair** or **Remove** MyQ Roger Ricoh Installer.

😹 Roger Ricoh Installer	Setup	×
Modify, Repair or Re Select the operation		3
ı İ	<u>Modify</u> Allows users to change the way features are installed.	
1	Repair Repairs errors in the most recent installation state - fixes missing or corrupt files, shortcuts and registry entries.	
8	<u>Remove</u> Removes Roger Ricoh Installer from your computer.	
Advanced Installer	< Back Next > Cance	el

5.2 Using MyQ Roger Ricoh Installer

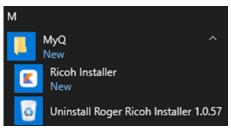
Once MyQ Roger Ricoh Installer is installed, you can select to **Launch Roger Ricoh Installer** automatically after you click **Finish** on the Setup Wizard.



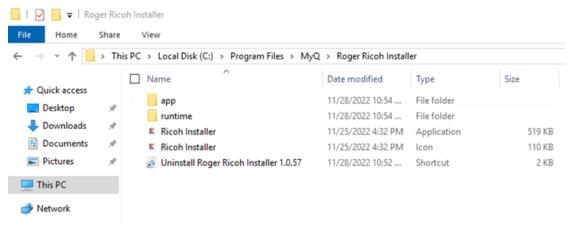
You can also double-click on the Desktop Shortcut:



Access it from the Windows Start Menu:

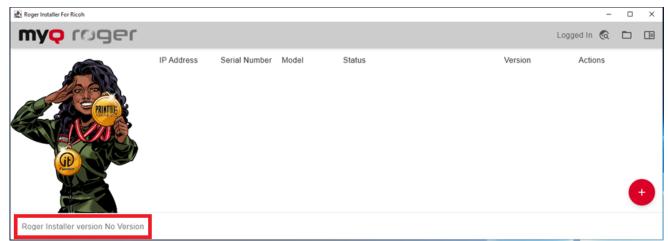


Or go to the *C*:*Program Files**MyQ**Roger Ricoh Installer* folder (if the folder wasn't changed during the installation) and run the **Ricoh Installer** application as an administrator.



5.2.1 Adding the installation package to installer

The installer is installed without a package. The installation package must be manually added in order to install the terminal. Information about the current installation package version is displayed at the bottom left corner.



To add the installation package to the installer, it should be possible to use drag-and-drop and move the installation package to the installer. If the installation package is correctly used, its version is displayed at the bottom left corner.

Roger Installer For Ricoh							-	×
myo roger						Logged In		
	IP Address	Serial Number	Model	Status	Version	Actio	ns	+
Roger Installer version 2022.11.24 (39)							

The next time you use the installer, there is no installation package, and you must drag-and-drop it to the installer again.

In some cases, drag-and-drop cannot be used. A second way to add the package is to open the folder *C*:*Program Files**MyQ**Roger Ricoh Installer**app**resources* and place the installation package there. The installer has to be opened after adding the package to the folder. If this method is used, the installer is opened with the package in the next run of the installer.

If a different version of the installation package than the one in the installer is used, the steps as for adding the installation package to empty installer is possible to use.

If you want to use a different version of the installation package than the one in the installer, you can either drag-and-drop it to the installer or place it in the above-mentioned folder.

If the package is replaced by drag-and-drop, the change is used only for the current run of the installer. The previously used version of the installation package is used in the next run of the installer.

If the package is replaced by adding the installation package to the folder, the previous version of the installation package must be deleted from the folder.

5.2.2 Log in

In the app, click on the login arrow button in the upper-right corner to log in to your tenant. Fill in the **Select Region**, **Tenant**, **Username**, and **Password** fields and click **Confirm**.

🛃 Roger Installer For Ricoh			-		×
myo roger			D		
Roger Installer version	P Address Serial	ur Login Version Select Region Tenant Username Password Confirm	Actions	•	

5.2.3 Printer Discovery

You can discover available printers in the two following ways:

• Click on the globe icon in the upper-right corner. Optionally add the printer's administrator credentials (**Username**, **Password**). Click **Discover devices**.

& Roger Installer For Ricoh		-		×
myo roger	-) [ରି ।		
IP Address Serial Number Model Status Version Username Password Dismiss Discover devices	Actions	S	•	
Roger Installer version				

 Click on the red plus sign button in the lower-right corner. Add a printer's IP Address to discover a specific device. If left empty, all the available devices will be discovered. Optionally add the printer's administrator credentials (Username, Password). Click Discover devices.

Roger Installer For Ricoh						-	×
myo roger					→]	6	
	IP Address	Serial Nur	IP Address (empty to discover) Username Password Dismiss Discover devices	Version	Actio	ons	
Roger Installer version							

After you click **Discover devices**, you can see the printer discovery progress. To stop it, click **Stop Discovery** in the lower-left corner.

🛃 Roger Installer For Ricoh						-		×	
myq	roger					⇒]	\$		
IP Address 10.14.4.23	Serial Number	Model	Status Checking		Version	Actio C	t J	ĿŌ	
10.14.4.24 10.14.4.26 10.14.4.29			Checking Checking Checking				t J	と 亡 と 亡	×
	ery		Checking			G	ţ	εō	>
Stop Discove	ery		-			_			
									+
									Ľ
Roger Install	er version								

Once the printer discovery is finished, you can view all the available devices information: their **IP Address**, **Serial Number**, **Model**, **Status**, **Version** (if MyQ Roger is already installed on the device), and available **Actions**.

🛃 Roger Installer Fo	Roger Installer For Ricoh							×
myq	roger			⇒]	Ø			
IP Address 10.14.4.23	Serial Number	Model	Status Version Ready		ions <u>1</u>	Ŧ	Ō	×
10.14.4.24		COULD AND	Ready	G	ţ	₹	Ô	×
10.14.4.29			Ready 2022.11.07 (83)	G	t	₹	Ō	×
10.14.4.235			Ready	G	ţ	₹	Ō	×
10.14.4.231			Ready 2022.11.07 (83)	G	ţ	≚	Ô	×
10.14.4.26			Ready 2022.09.17 (1)	С	ţ	₹	Ô	×
							E	
Roger Install	er version							

(i) If you haven't added the printer's administrator credentials before the discovery, the printer's **Status** is *Password required for setup*.

5.2.4 Available Actions

There are five available actions for each discovered device:

1. Check Device - click to manually refresh the device's status in the app.

Actions C <u>1</u> <u>L</u> <u>1</u> X Check Device

It it possible to cancel this by clicking on **Checking** under **Status**.

Status

Checking

2. Full Install Roger - click to install MyQ Roger on the device.



It is possible to cancel the installation by clicking **Setting SP Modes** under **Status**.

Status Setting SP Modes

3. Download Logs - click to download the device logs.

Actions C t ± ₫ × Download Logs

4. **Remove Roger** - click to remove MyQ Roger from the device.

Actions C <u>t</u> ± T × Remove Roger

It is possible to cancel the removal by clicking **Removing Apps** under **Status**.

Status

Version

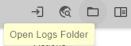
Removing Apps

5. **Remove Device from List** - click to remove the device from the list of devices in Roger Installer for Ricoh.



Other available actions in the app are:

• Click on the folder icon in the upper-right corner to open the logs folder.



• Click on the Log Window for displaying the live log of the installer.



5.3 Installation on Ricoh MFDs

To install the MyQ Roger app on your Ricoh MFDs:

- Run the Roger Ricoh Installer app as an administrator.
- After discovering printers, select the device where you want to install MyQ Roger and click the **Full Install Roger** action.



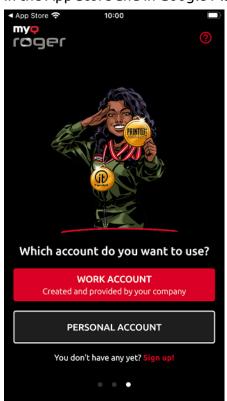
If you are logged in to your tenant in the Roger Ricoh Installer app before installing Roger on a device, once the installation is finished, <u>the device is paired to your tenant and ready</u> <u>to use</u> (no need to register the device via the MyQ Roger mobile app).

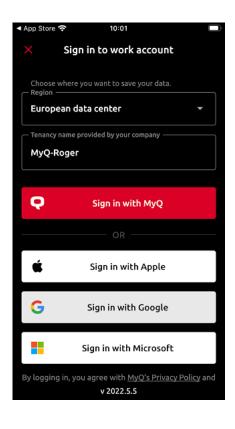
6 MyQ Roger mobile app setup

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.

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-ma	il 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.

No SIM 奈	10:05
× s	ign in to personal account
Choose w Region —	where you want to save your data.
Europe	an data center 👻
Q	Sign in with MyQ
	OR
ú	Sign in with Apple
G	Sign in with Google
	Sign in with Microsoft
with proc	in, you agree with <u>MyQ's Privacy Policy</u> and essing of data for business and marketing y 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

Last name *

First name *

4

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. <u>More about MyQ's Privacy Policy here</u>.

SIGN UP

Ready jobs (0) You have nothing to print Vou have nothing to print You have nothing to print Recents Favorites Image: Construction of the print	
Recents Favorites	
Drive 1200dpi, pdf, Easy Copy Scan to Scan to Scan to OneDrive @email	ican t
Home Jobs Login Actions More	

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.

)	×	Log in to	o a printer		
				O Scar	PDF
		٢		٦	
		L	scan QR code	L	
			_		
			or try		
	11)	Login	via NFC		6
		or cha	oose a printer clo:	se by	
	0	No pri	inters nearby		

Only an administrator can pair an NFC tag to an MFD. Tap the Login button and then tap the information button i next to 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.

If you would like to add a new printer to your tenant, follow the installation instructions above, to install the terminal package on the printing device. Once installed, open your MyQ Roger mobile app and use the **Log in** button at the bottom-center of the screen to scan the QR code displayed on the MFD.

This way, the connection between your MyQ Roger tenant, your MFD, and your smart phone is established. After choosing the region and scanning the QR code, you see the **Printer successfully paired** notification on your mobile, and the MyQ Roger log in-screen on your MFD.

There are more possible scenarios when scanning the QR code on the printer, that are also dependent on the user's permissions:

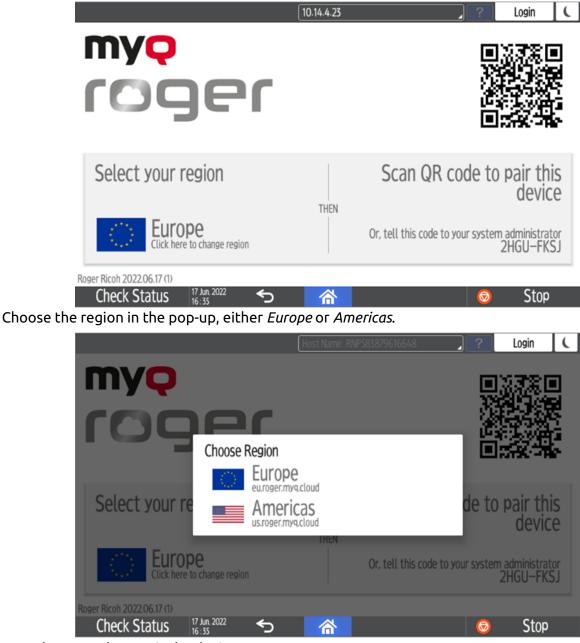
- 1. The printer has not been registered yet with any tenant:
 - a. If the user has standard permissions (print, scan, etc.), they cannot pair the device. It fails and an error message is displayed on the mobile phone.
 - b. If the user has admin permissions (device pairing), they are able to pair the device with a tenant. The new record of the printer is created under the tenant, and the printer is immediately active. A new QR code is displayed and any user on that tenant is able to log in.
- 2. The printer is registered (paired with the same tenant as the user):

- a. The user (with standard and/or admin permissions) is logged in to the printer and can control it via their mobile phone.
- 3. The printer is registered with a different tenant:
 - a. Since the printer is paired with a different tenant, it cannot be used, and an error message is displayed on the mobile phone.
- (i) It's not possible to bring up the registration screen (with the QR code) on a device once it has been paired to a tenant. The administrator should either release the pairing on the server, or do a fresh re-installation of the embedded application (delete it from the device, and then re-install it).
- A If you see a request for device pairing, or if you are having issues with logging in, contact your administrator.

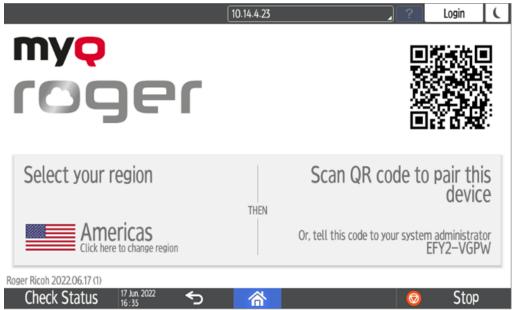
7 Registration of MyQ Roger to the tenant

To register a printing device to your tenant, you must first select your region on the MFD, and then use the MyQ Roger mobile app to scan the QR code displayed on the MFD.

In the MyQ Roger screen on the MFD, tap on the flag in the lower-left corner to select your region.



Scan the QR code to pair the device.



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

It is possible to use the MyQ Roger Ricoh Installer for the tenant registration, as described in the Installation on Ricoh MFDs.

7.1 Information about terminal version and connected tenant

It is possible to display information about the terminal version and information about the connected tenant on the device panel.

- Display the MyQ Roger login screen.
- Press the MyQ Roger logo.
- Information about the terminal version and information about the connected tenant is displayed.

		Host Name:	2 ?	Login	(
my <mark>q</mark> (09	Device Identifier:				
PIN	Tenant Name:	ine mua dau	1 4 7	2 3 5 6 8 9	
Enter your PIN, plac	ce your card or scan (QR code to log in	$\overline{\mathbf{X}}$	0	
Check Status	D	谷	0	Stop	

8 Activating card readers

To activate a USB card reader:

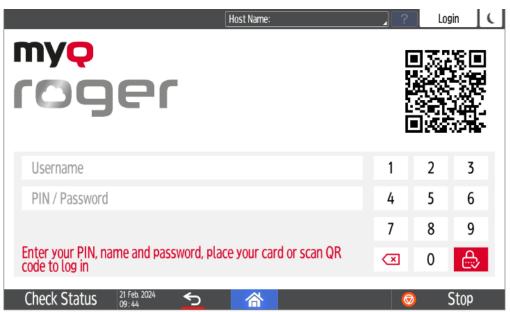
- Register it on the printing device's touch panel.
- Add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's Web UI.

The Ricoh system menu differs between older and newer models. You can find instructions for both further below.

8.1 Registering the card reader in older devices

To register a USB card reader on the printing device's touch panel:

1. On the MyQ Roger login screen press the **Back** button at the bottom of the screen.



2. Find the **Settings** button on the Ricoh screen and press it to open the settings.



3. On the settings screen, tap **Machine Features Settings**. The Machine Feature Settings screen opens.

	Host Name: 🖉 🧣	(
*‡	E Settings	
	Machine Features Settings Each application's settings and system settings of the machine can be set.	
	Counter The total amount of printed paper can be displayed and printed out.	
	Inquiry The contact information for maintenance can be displayed and printed out.	
	Tray Paper Settings Settings for the paper tray, paper type and its size, can be made.	
	21 Feb. 2024 ← ▲	

4. Tap **Login** at the top of the screen.

				?	C
🚸 Settings		Login	Exit	Reset	\$
System Settinas	Copier / Document Server Settings Printer Settings Scarner Settings	M	aintenance	1 2 4 5 7 8 J* 0 C _{clear} Star	3 6 9 # Enter
	Feb. 2024 1:46			💿 St	0p

5. On the pop-up message, press **Login**.

			_	?	C
🚸 Settings		Login	Exit	Reset	
*	Press [Login], then enter login password.	r login user name and		1 2 4 5 7 8 /* 0 C	3 6 9 # Enter
	Cancel	Login	rance	Clear	art
Check Status	21 Feb. 2024 09 : 47			0	Stop

6. Enter the device administrator's username and press **OK**.

		Host Name:	?	(
! Enter the user name, then press [OK].					
	User Name				
, in the second s					
	Cancel		ОК		
Check Sta	1tus 21 Feb. 2024 09 : 48	合	o	Stop	

7. Enter the device administrator's password and press **OK**.

]?	C
Enter the password, then press [OK].						
	Password					
	Cancel			_	OV	_
	Cancel	_			OK	
Check St	atus 21 Feb. 202 09 : 48	•			\odot	Stop

8. In the next screen, press **OK**.

				Host Name:	_	?	(
0							
				L.			
	Canc	el				OK	
			,				
Check Sta	atus	21 Feb. 2024 09 : 49		合		Ø	Stop

9. Press the **Home** button at the bottom of the screen.

Machine Administrato)r		? Logout	
🚸 Settings		Exit	Reset	\$
System Settings	Copier / Document Server Settings		1 2 4 5	3
	Printer Settings		7 8	9
	Scamer Settings	_	·/* 0	# Enter
		& Maintenance	Clear	
			Start	
Check Status	eb. 2024 49	0	💿 Sto)p

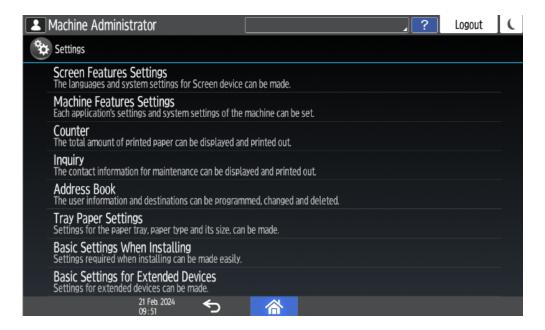
10. You are now back on the MyQ Roger login screen. Press the **Back** button at the bottom of the screen.

Host Name:			
Username	1	2	3
PIN / Password	4	5	6
	7	8	9
Enter your PIN, name and password, place your card or scan QR code to log in	×	0	æ
Check Status 21 Feb. 2024 🕤 🗥			Stop

11. Find the **Settings** button on the Ricoh machine administrator screen and press it.

Machine Administrator	•	2 Logout 🕻	
User Guide	Address Book		
V Printer		>	
Change Language			
Language			
Check Status 21 Feb. 2 09:50	⁰²⁴ 5 🕋 🔅	🧔 Stop	

12. On the settings screen, tap **Machine Features Settings**. The Machine Feature Settings screen opens.



13. Tap Screen Device Settings. The Screen Device Settings screen opens.

	lachine Administrator	Logged in: Machine A	dministrator	2?	Logout	(
\sim	creen Features Settings					
•	DISHIQA					
	Storage & USB					
Perso	nal					
•	Security					
A	Language & input					
Syste	m					
0	Screen Device Settings Information					
•	Screen Device Settings					
	21 Feb. 2024 52	合	\$			

14. On the Screen Device Settings screen, scroll down and tap **External Interface Software Settings**. The External Interface Software Settings screen opens.

Machine Administrator	Host Name: I	_	?	Logout	(
← Screen Device Settings					
External Interface Software Settings					
User's Own Customization					
System Bar Settings (Top / Bottom of Screen)				
Support Settings					
[Back] Key Enable/Disable [Back] Key.					
Install Settings					
Display Information Screen Automatically					
21 Feb. 2024	⋒				

15. In the **Select IC Card Reader** field, tap on *Do not use* to open the drop-down menu.

2	Machine Administrator	Host Name:		?	Logout	(
Ŷ	External Interface Software Set	tings	Cancel		OK	
Mac Dat	Set the software to enable IC cards a to use the machine.	nd smartphones with Blueto	oth			
Sou	Select IC Card Reader	Do not Use			•	
Net	Bluetooth Software Settings	Do not Use				
Sen						
Set						
Info						J
	16 Feb. 2023 14 : 17	₅ 🕅				

16. And then select *Proximity Card Reader* from the drop-down.

1	Machine Administrator	Logged in: Machine	e Administrator	?	Logout	C
*	External Interface Software Settin	ngs	Cancel		ОК	
Maa Dat	Set the software to enable IC cards and to use the machine.	I smartphones with Blueto	oth			
Sou	Select IC Card Reader	Do not Use				
Net	Proximity Card Reader Software Settings	Proximity Card Reader				
Sen Set	Bluetooth Software Settings	NFC Card Reader Do not Use				1
Mac						
	16 Feb. 2023 🗲 14 : 18	⊃ 🗥				

17. In **Proximity Card Reader Software Settings**, select *Not Set*.

Machine Administrator	The card authentication	n device is not connected.	?	Logout	(
External Interface Software Set	tings	Cancel		ОК	
Mat Set the software to enable IC cards at to use the machine.	nd smartphones with Blueto	ooth			
Sou Select IC Card Reader	Proximity Card Reader			•	
Net Proximity Card Reader Software Settings	Not Set				
Sen Bluetooth Software Settings	Do not Use				1
Mac					
16 Feb. 2023 . 14 : 18	5 🗥				

18. Connect the card reader when this screen is displayed:

2	Machine Administrator	Host Name:		?	Logout	(
*	Proximity Card Reader Software	Settings	Cancel		ОК	
Mar Dat	Connect card reader to operation If reader is connected, disconnect					
	External Interface	Software to Use		Auther	ntication	
Sou Net		No registration.				
Sen						
Set						1
Mac						
	16 Feb. 2023 4 14 : 19	চ 🗥				

19. Confirm the settings and tap **OK**.

1	Machine Administrator			?	Logout	(
Ŷ	Proximity Card Reader Software Set	ttings	Cancel		ОК	
Mac Dat	To change the card reader, set [Softw and press [OK]. Then return to this sci					l
	External Interface	Software to Use		Authen	tication	
Sou Net	pcProx Card Reader VID: OC27, PID: 3BFA	Proximity Card Read	er Suppo 🔻	M N	ctive	
Sen						
Set						1
Mac Info						
	16 Feb. 2023	合				

- 20. Restart the device.
- 21. Add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's Web UI.

8.2 Registering the card reader in newer devices

To register a USB card reader on the printing device's touch panel:

1. On the MyQ Roger login screen press the **Back** button at the bottom of the screen.

Host Name:) ? [] [] [] []		
Username	1	2	3
PIN / Password	4	5	6
	7	8	9
Enter your PIN, name and password, place your card or scan QR code to log in	×	0	₿
Check Status 21 Feb. 2024 🕤 🗥			Stop

2. Find the **Settings** button on the Ricoh screen and press it to open the settings.

				?	Ĺ
			Settings		
<	Printer				>
	Change Language				
	Language				
Ch	neck Status 21 Feb. 2024 09:46	∱	\$	$\overline{\mathbf{O}}$	Stop

3. Tap **Login** at the top of the screen.

	[_	?	Login	(
Settings			Q	S	earch All	
System Settings			i 123			
21 Feb. 2024 09 : 13	∽	谷				

4. Enter the device administrator's username and password and tap **Login**.

		Login		?	Login
Enter user nan	ne and password	I to log in.			
User Name)	Log	ain
Password					
)		
	ie Language				
	21 Feb. 2024	合			

5. Tap System settings.

Machine Administrator	Logged in: Machine Administrator	_	?	Logout	(
Settings		Q	S	earch All	\mathbf{D}
System Settings	Copier / Document Server Settings			nge Language Language	_
System Settings	Printer Settings	i	Inquiry		
Address Book	Scanner Settings	Ŷ	Mainte	nance	
Tray/Paper Settings		123	Counte	r	
Basic Settings When Installing					
16 Feb. 2023 14 : 08	<u>ት</u>				

6. Select **Network/Interface** on the left-side menu and then tap **External Interface Software Settings**.

Machine Administrator	The card authentica	tion device is not connected.	?	Logout	(
System Settings	Q	Search All	Back to Se	ettings Men	u
Display/Input	← Network/Interfa	ice			
Machine	Machine: Proxy Settings	Inactive			
Date/Time/Timer	Bluetooth				-
Sound	External Interface Software S	ettings			-
Network/Interface	Ping Command				-
Send (Email/Folder)	USB Port	Inactive			
Settings for Administrator	USB Speed	Auto Select			
Machine/Control Panel		Auto Select			
16 Feb. 202 14 : 10	፤ 🕤 🗥				

7. In the **Select IC Card Reader** field, tap on *Do not use* to open the drop-down menu.

1	Machine Administrator	Host Name:		?	Logout	C
Ŷ	External Interface Software Set	tings	Cancel		ОК	
Mac Dat	Set the software to enable IC cards ar to use the machine.	nd smartphones with Blueto	oth			
Sou	Select IC Card Reader	Do not Use			•	
Net	Bluetooth Software Settings	Do not Use				
Sen						
Set Mac Info						
	16 Feb. 2023 - 14 : 17	∽ ☆				

8. And then select *Proximity Card Reader* from the drop-down.

1	Machine Administrator	Logged in: Machin	e Administrator	?	Logout	(
*	External Interface Software Settin	ngs	Cancel		ОК	
Mac Dat	Set the software to enable IC cards and to use the machine.	I smartphones with Blueto	ooth			
Sou	Select IC Card Reader	Do not Use				
Net	Proximity Card Reader Software Settings	Proximity Card Reader				
Sen Set	Bluetooth Software Settings	NFC Card Reader Do not Use				1
Mac Info						J
	16 Feb. 2023 🗲 14 : 18	⊃ 🗥				

9. In **Proximity Card Reader Software Settings**, select *Not Set*.

Machine Administrator	The card authentication	n device is not connected.	?	Logout	(
External Interface Software Setting	gs	Cancel		ОК	
Mat Set the software to enable IC cards and s to use the machine.	smartphones with Blueto	ooth			
Sou Select IC Card Reader	Proximity Card Reader			•	ĺ
Setungs	Not Set				
Sen Bluetooth Software Settings	Do not Use				1
Mat					
16 Feb. 2023 ←					

10. Connect the card reader when this screen is displayed:

1	Machine Administrator	Host Name:		?	Logout	C	
*	Proximity Card Reader Software Se	ttings	Cancel		ОК		
Mac Dat	Connect Card reader to operation panel that displays this guidance. If reader is connected disconnect and then re-connect it after 5 seconds						
	External Interface	Software to Use		Auther	ntication		
Sou Net		No registration.					
Sen							
Set							
Mac							
	16 Feb. 2023 🥌						

11. Confirm the settings and tap **OK**.

1	Machine Administrator			?	Logout	C
Ŷ	Proximity Card Reader Software	Settings	Cancel		ОК	
Mac Dat	To change the card reader, set [So and press [OK]. Then return to this					
	External Interface	Software to Use		Auther	ntication	
Sou Net	pcProx Card Reader VID: OC27, PID: 3BFA	Proximity Card Read	er Suppo 🔻		Active	
Sen						
Set						1
Mac Info						
	16 Feb. 2023 - 14 : 19	5 🗥				

- 12. Restart the device.
- 13. Add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's Web UI.

8.3 Adding the card reader on the device's web UI

To add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's web UI:

- 1. Log in to the printing device's web UI.
- 2. On the left-side menu, point on **Device Management**, and then click **Configuration**. The Configuration tab opens.

RICOH MP C406Z Web Image Monitor						
∢ Home						
1 Status/Information	Device Name	: RICOH MP C406Z				
Device Management	Configuration	mart Operation Panel				
Print Job/Stored File	Address Book Central Management					

2. On the tab, under **Device Settings**, click **Program/Change USB Device List**. The Program/ Change USB Device List tab opens.



3. On the Program/Change USB Device List tab, on the list of USB devices, enter the card reader's **Vendor ID** and **Product ID**, and then click **OK** at the top-left corner of the tab.

RICOH MP C3004 Web Image Monitor								
Home								
Program/Change USB Device List								
OK Cancel								
			connect the device or restart the aximum of 4 digits for each ID.					
Device No.	Vendor ID	Product ID						
Device 1	09D8	0310						
Device 2								

8.4 Deactivating card readers

8.4.1 Deactivating card readers in older devices

To deactivate the card reader, follow the activation steps from 1 to 14. Then, in the External Software Settings screen, open the **Proximity Card Reader Software Settings**.

Machine Administrator	Logged in: Machine	e Administrator	?	Logout	(
External Interface Software Sett	tings	Cancel		ОК	
Dist Set the software to enable IC cards ar Mat to use the machine.	nd smartphones with Blueto	oth			
Dat Select IC Card Reader	Proximity Card Reader			•	
Sou Proximity Card Reader Software Settings	pcProx Card Reader VID: OC27, PID: 3BFA				
Net Bluetooth Software Settings	Do not Use				
Set					
Mat					
16 Feb. 2023 4 14 : 11	ち ち 👘 👘 👘 👘				

Set it on *Do not Use* and click **OK** to confirm the settings.

2	Machine Administrator			2?	Logout	C
Ŷ	Proximity Card Reader Software Se	ettings	Cancel		ОК	
Dise	To change the card reader, set [Soft and press [OK]. Then return to this so					
Dat	External Interface	Software to Use		Authe	ntication	
Sou	pcProx Card Reader VID: OC27, PID: 3BFA	Proximity Card Read		Active		
Net		Do not Use				
Sen						
Set						
Ma	restion Scroon		DO NOT DISPLA			
	16 Feb. 2023					

In the **Select IC Card Reader** field, tap on *Proximity Card Reader* to open the drop-down menu.

External Interface Software Settin	NOC.			
	192	Cancel	0	K
Set the software to enable IC cards and to use the machine.	smartphones with Bluetoo	th		
Select IC Card Reader	Proximity Card Reader			•
Proximity Card Reader Software Settings	Not Set			
Bluetooth Software Settings	Do not Use			

Select *Do not Use* and tap **OK** to confirm the settings.

1	Machine Administrator	Logged in: Machine	e Administrator	?	Logout	C	
*	External Interface Software Setti	ings	Cancel		ОК		
Dist	Set the software to enable IC cards and to use the machine.	d smartphones with Blueto	oth				
Dat	Select IC Card Reader	Do not Use					
Sou	Bluetooth Software Settings	Proximity Card Reader					
Net		NFC Card Reader					
Sen						1	
Set							
Ma	16 Feb. 2023	5 🔗		-			

Restart your device.

8.4.2 Deactivating card readers in newer devices

To deactivate the card reader, follow the activation steps from 1 to 6. Then, in the External Software Settings screen, open the **Proximity Card Reader Software Settings**.

Machine Administrator	Logged in: Machine	e Administrator	?	Logout	(
External Interface Software Sett	tings	Cancel		ОК	
Dist Set the software to enable IC cards ar Mat to use the machine.	nd smartphones with Blueto	oth			
Dat Select IC Card Reader	Proximity Card Reader			•	
Sou Proximity Card Reader Software Settings	pcProx Card Reader VID: OC27, PID: 3BFA				
Net Bluetooth Software Settings	Do not Use				
Set					
Mat					
16 Feb. 2023 4 14 : 11	ち ち 👘 👘 👘 👘				

Set it on *Do not Use* and click **OK** to confirm the settings.

1	Machine Administrator			2?	Logout	C
Ŷ	Proximity Card Reader Software Softwa	ettings	Cancel		ОК	
Dise	To change the card reader, set [Soft and press [OK]. Then return to this s					
Dat	External Interface	Software to Use		Authe	ntication	
Dat	pcProx Card Reader VID: OC27, PID: 3BFA	Proximity Card Read		Active		
Net		Do not Use				
Sen						
Set						
Ma	mation Croon		001101015-00			J.
	16 Feb. 2023 🗲 14 : 34	2				

In the **Select IC Card Reader** field, tap on *Proximity Card Reader* to open the drop-down menu.

External Interface Software Settin	NOC.			
	192	Cancel	0	K
Set the software to enable IC cards and to use the machine.	smartphones with Bluetoo	th		
Select IC Card Reader	Proximity Card Reader			•
Proximity Card Reader Software Settings	Not Set			
Bluetooth Software Settings	Do not Use			

Select *Do not Use* and tap **OK** to confirm the settings.

1	Machine Administrator	Logged in: Machine	e Administrator	?	Logout	C
4	External Interface Software Settin	ngs	Cancel		ОК	2
Dist	Set the software to enable IC cards and to use the machine.	I smartphones with Blueto	oth			
Dat	Select IC Card Reader	Do not Use				1
Sou	Bluetooth Software Settings	Proximity Card Reader			ĥ	
Net		NFC Card Reader				1
Sen						1
Set						
Ma	rmation			_		
	16 Feb. 2023	つ 谷				

Restart your device.

9 Using MyQ Roger

9.1 Usage of the terminal

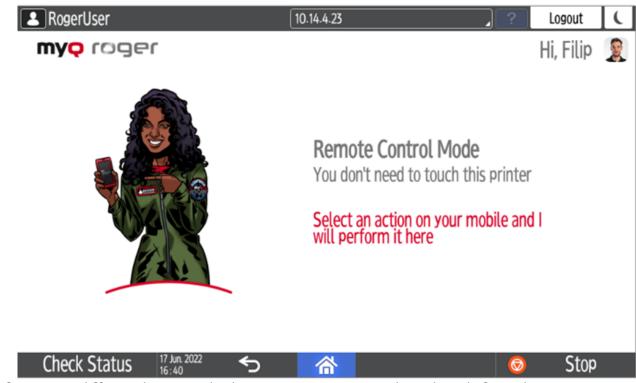
9.1.1 Log in

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 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).

	?	Login	C
myo roger			
Username	1	2	3
PIN / Password	4	5	6
	7	8	9
Enter your PIN, name and password, place your card or scan QR code to log in	×	0	<u>e</u>
Check Status 17 Jun 2022 5 (16:39	6	Sto)p

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.

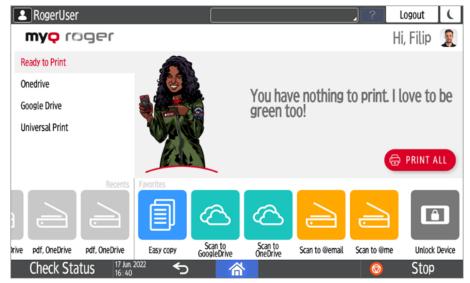


If you use a different log in method, you can manage everything directly from the MFD.

9.1.2 MyQ Roger available actions

Depending on your MyQ Roger tenant settings, as well as the administrator's setup, the available actions are:

Ready to print - This action shows all the jobs that are in the ready state.



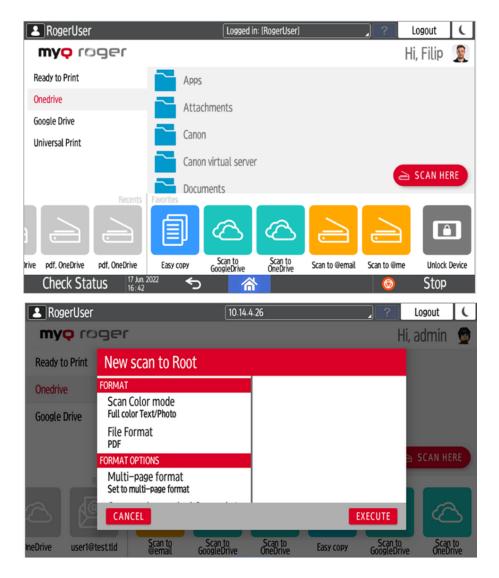
If the control is to the printer, select a job or multiple jobs and swipe from left to right to print it or swipe all the way for printing options.

RogerUse	r		10.14.4	4.26		?	Logout	(
my <mark>ę</mark> re	oger					ł	li, admin	
Ready to Print	2023	06091057	3221-001.jp	g				
Onedrive	COPIES							
onconto	Copie	S						
Google Drive	1							
	SETTINGS							
Drop Box	Print Full Co	Color Mode lor					🗟 PRINT A	u
		Saving Saving is enabled						
	CAN	CEL		1		XECUTE	C.	5
			_	_	_			
1@test.tld C	Ору	Scan to @email	Scan to GoogleDrive	Scan to OneDrive	Easy copy	Scan to GoogleDr	ve Scan t	to ive

If you swipe from right to the left, the job is deleted. If it's on the mobile app, you have the same swiping options or else select the job/s and tap **Print** or **Print All**.

OneDrive - This action shows all the jobs that can be printed, stored on **OneDrive**. If the control is to the printer, 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**.



If the control is on the mobile app, select the job (listed in the **OneDrive** tab) and tap **Print** or **Print All**. It is possible to print files in *pdf* and *jpg* formats only on Ricoh.

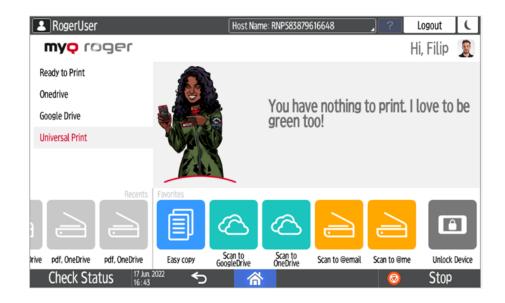
RogerUser Logged in: [RogerUser] Logout Google Drive - This action shows all the jobs that myo roger Hi, Filip 🧕 👮 can be printed, stored on Ready to Print Ø 2022022214551319-001.pdf Google Drive. If the Onedrive control is to the printer, Scan_20220617013541773.pdf 0 **Google Drive** select a job and swipe Scan_20220617104823378.pdf Ø Universal Print from left to right to print Scan_2022-05-26_08-16-07.pdf 0 it or just tap on the job to 🖹 SCAN HERE edit the job options. <u>ה</u> Scan_2022-05-31_16-52-59.pdf Α Scan to GoogleDrive Scan to OneDrive pdf. OneDrive pdf. OneDrive Easy copy Scan to @email Scan to @me Unlock Device Irive **Check Status** Stop ∽ There is also the Scan RogerUser Logout (**here** feature, that scans myo roger Hi, admin 🛛 🎯 your documents and Ready to Print New scan to Root saves the scans to **Google** FORMAT Drive. Onedrive Scan Color mode Full color Text/Photo Google Drive File Format PDF FORMAT OPTIONS Multi-page format Set to multi-page format CANCEL EXECUTE

If the control is on the mobile app, select the job (listed in the **Google Drive** tab) and tap **Print** or **Print All**. It is possible to print files in *pdf* and *jpg* formats only on Ricoh.

user1@test.tld

Easy copy

Universal Print - This action shows all the jobs that can be printed from Universal Print.



9.1.3 User workflows

At the bottom of the screen there are the **Recent** and **Favorite** actions. The recent actions are the last actions performed on MyQ Roger, and the favorite actions can be edited on the MyQ Roger mobile app.

• Easy Copy - Tap to copy a job.

RogerUser	r					?	Logout	(
	oger					Hi,	admin	
Ready to Print	Easy cop	у						
Onedrive	COPIES							
Google Drive	Copies 1					_ 1		
	SETTINGS							
	Color mod Paper Size					Л	SCAN HE	RE
	T UP CT DILC					- 1		_
	CANCEL			_	EXE	CUTE		
Easy copy	Scan to GoogleDrive	Scan to OneDrive	Easy copy	scan to onedrive	Scan to Gemail	Scan to @r	me Tes	t mail

• Scan to OneDrive - Tap to scan a job and store it in your OneDrive.

RogerUse	r			_	? Logou	ıt 🕻
	oger				Hi, adm	nin 👲
Ready to Print	Scan to OneDriv	'e				
Onedrive	FORMAT					
Google Drive Drop Box	Scan Color mode Full color Text/Photo File Format PDF					
	FORMAT OPTIONS				🖶 PRI	NT ALL
	Multi-page format Set to multi-page format	t				
	CANCEL			EXEC	UTE	
OneDrive us	ser1@test.tld Scan to @email	Scan to GoogleDrive	Scan to OneDrive	Easy copy	Scan to GoogleDrive	Scan to OneDrive

• Scan to Google Drive - Tap to scan a job and store it in your Google Drive.

2 RogerUser				?	Logout	C
my <mark>o</mark> ra	ger				Hi, admin	
Ready to Print	Scan to GoogleDrive					
Onedrive	FORMAT					
Google Drive	Scan Color mode Full color Text/Photo					
Drop Box	File Format PDF					
	FORMAT OPTIONS				🖶 PRINT	ALL
	Multi-page format Set to multi-page format					
	CANCEL			EXECUTE		
OneDrive use	r1@test.tld Scan.to @email Go	Scan to ogleDrive	Scan to OneDrive	Easy copy Go	Scan to bogleDrive	Scan to DneDrive

• Scan to @me - Tap to scan a job and send it to your email address.

RogerUser				?	Logout	C
my <mark>q</mark> ra	ger				Hi, admin	
Ready to Print	Scan to @me					
Onedrive	DESTINATION					
Google Drive	Email address					
	FORMAT					
	Scan Color mode Full color Text/Photo				🖻 SCAN HE	RE
	File Format PDF					
5	CANCEL			EXECUTE		Æ
to Scan to OneDrive	Easy copy scan to onedrive	Sca @er	n to nail Scan to @me	Test mail	Blunt the knives	easy workfl

• Scan to @email - Tap to scan a job and send it to an email address.

RogerU:	ser		10.14.4	4.26		?	Logout	(
myq	roger					Hi,	admin	
Ready to Pri	nt <mark>Scan</mark>	to @email						
Onedrive	DESTINA Email	TION address						
Google Drive		0001035						
	Scan	Color mode lor Text/Photo					B SCAN HE	RE
	R File Fo	ormat						
2	CAN	CEL			E	KECUTE	C	2
neDrive use	r1@test.tld	Scan to Gemail	Scan to GoogleDrive	Scan to OneDrive	Easy copy	Scan to GoogleDrive	Scan OneDr	to ive

• Add new - Add a new scan profile.

9.1.4 Supported Paper Formats

Check the table below to see which paper formats can be printed from multiple sources. It is recommended to use MyQ Roger Client, as most formats are supported there.

	Mobile app - OneDrive	Device Spool	MRC
A3	0	Ø	0
A4	Ø	Ø	Ø
A5			

	Mobile app - OneDrive	Device Spool	MRC
A4->A3		0	0
A4->A5		0	0
A3->A4		0	0
A5->A4		I	0
A3->A5		v	0
A5->A3		v	0

- The following file types are supported when printing from the mobile app from OneDrive and Google Drive:
 - MS Office (docx, xlsx, pptx)
 - Google Docs (Doc, Table, Presentation)

10 Obtain Logs

When you contact MyQ Support to investigate any issues with MyQ Roger, you should specify:

- Your MyQ Roger **Tenant name**. The Tenant name can be found:
 - In the MyQ Roger mobile app, go to More Profile Tenant name.
 - In MyQ Roger Client (MRC), it's visible in the top-center.
 - In the terminal, tap the MyQ Roger logo on the login screen.
- The **username** (email) where the issue occurred.
- The exact **time** of the issue.
- A detailed **description** of the issue.
- Logs of any MyQ Roger products you currently use.

10.1 MyQ Roger Ricoh logs

To obtain logs from a MyQ Roger Ricoh device, download them using the Roger Ricoh Installer.

You can download the Roger Ricoh Installer from the MyQ Partner Portal along with the embedded terminal installation package.

If not previously done, add the device by the red plus (+) button, fill in the device's IP address/ hostname, the administrator username and password, and then click **Add Device**.

	Version	Actions
- IP Address (empty to discover)		
10.14.4.23		
- Username		
admin		
Password		

Click the **Download Logs** action in the upper-right corner.

🏖 Roger Installer Fo	r Ricoh			- C	X
myq	roger			-) 🔇 🗖	
IP Address 10.14.4.23	Serial Number Model	Status Checking	Version	Actions C 1 ± 1	jχ
			[Download Logs	

Wait for the status to change from *Checking* to *Downloading* to *Done*.

Click on **Open Logs Folder** in the top ribbon.

myq	roger			→J	6	2		□
IP Address	Serial Number M	Serial Number Model Status Version		Open Logs Folder			ler	
10.14.4.23		Done	2023.12.15 (99)	G	ţ	₹	Ô	×

The folder with the logs opens. The file you need will contain the device's IP address in the file's name.

10.14.4.23-1705656797522.zip

Attach the logs .zip file to your helpdesk case.

10.2 MyQ Roger Client logs

The default location of the MyQ Roger Client logs is in the following two directories:

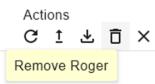
- 1. C:\ProgramData\MyQ\Desktop Client\logs
- 2. %userprofile%\AppData\Local\MyQ\Desktop Client\logs

Store all the files and folders from both directories in a .zip file, and attach it to your helpdesk case.

11 Uninstallation

To uninstall the MyQ Roger app from your Ricoh MFDs:

- Run the Roger Ricoh Installer app as an administrator.
- Select the device where you want to uninstall MyQ Roger and click the **Remove Roger** action:



It is possible to cancel the removal by clicking **Removing Apps** under **Status**.

Status Removing Apps

12 Availability Monitoring

You can view the real-time status of MyQ Roger components in MyQ Roger Status.

You can check live and historical data related to the MyQ Roger system's performance, see if there is a planned or unplanned outage or scheduled maintenance.

All Systems Operational		
	Uptime ov	er the past 90 days. View historical uptime
FrontPage		Operational
90 days ago —	99.88 % uptime	Today
EU DataCenter		Operational
90 days ago	99.99 % uptime	Today
EU2 DataCenter		Operational
90 days ago	100.0 % uptime	Today
⊞ US DataCenter		Operational
90 days ago		Today

12.1 Current Status

There is information about the uptime of each datacenter (EU, EU2, US) and its components in the last 90 days.

You can select your corresponding datacenter and click the plus (+) sign next to its name to expand it and view each component.

If there was downtime, it will be marked in a color other than green (which means that all services are operational). You can click on the different color and see information about the outage.



If it was planned, there will be information about the start, progress, and end of the outage.

Planned server update window				
Scheduled	Maintenance Report for MyQ Roger			
Completed	The scheduled maintenance has been completed.			
	Posted 4 days ago. May 27, 2024 - 18:00 UTC			
In progress	Scheduled maintenance is currently in progress. We will			
	provide updates as necessary.			
	Posted 4 days ago. May 27, 2024 - 15:00 UTC			
Scheduled	We will be deploying server updates during this time.			
	Monday 27th May 17:00 CEST - 20:00 CEST (15:00 UTC - 18:00 UTC)			
	We do not expect any downtime or interruption to the service.			
	Posted 4 days ago. May 27, 2024 - 13:59 UTC			
This scheduled maint (Web Site, API).	enance affected: EU DataCenter (Web Site, API) and US DataCenter			

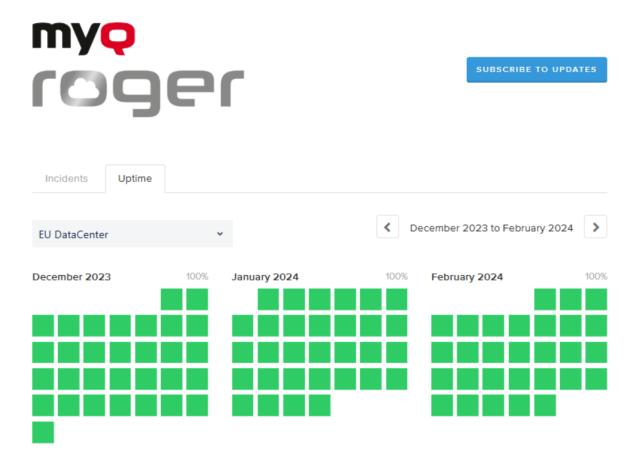
← Current Status

Powered by Atlassian Statuspage

You can also check the uptime's history by clicking **View historical uptime** at the top of the table.

Choose the datacenter or datacenter's component from the drop-down to the left and set the three-month period you want to view on the right.

If there was downtime, it will be marked in a color other than green (which means that all services are operational). You can click on the different color and see information about the outage.



12.2 Past Incidents

Below the real-time status tables, there is a daily feed of past incidents. If the date you are looking for is not listed, you can click **Incident History** at the end of the page. You can now see an overview of past incidents for the last three months. You can change the three-month period on the top-right.

Incidents	Uptime	
		March 2024 to May 2024
May 20	24	
[Scheduled	I] Planned server update window	
The schedule	d maintenance has been completed.	
May 27, 15:00 - 1	18:00 UTC	

[Scheduled] Planned re-configuration The scheduled maintenance has been completed. May 17, 18:00 - 20:00 UTC

April 2024

No incidents reported for this month.

March 2024

No incidents reported for this month.

12.3 Subscribe to Updates

Click **Subscribe to Updates** to receive a notification any time there is an update. You can get updates via email, Slack, and Atom Feed or RSS Feed.

myç				
roger		**		X
All Systems Operational		lates or re	s whenever M esolves an in	
	su	BSCRIBE	E VIA EMAI	L
	This site is prote Privacy Policy a Uptime over the	nd Terms of		-

13 Business Contacts

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