



# 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 24.3.2(105) RTM

#### 5 December, 2024

#### **Bug Fixes**

- Printing is stuck after releasing more jobs via Mobile application using Print all button.
- Login via card is possible in the case Card login method is disabled on the server.
- Azure UPN is not possible to use for MS Universal Print user identification.
- User permission for displaying/hiding Card registration isn't applied.
- Device settings aren't removed completely after terminal uninstallation.

#### 2.2 MyQ Roger terminal for Ricoh 24.3.1(88) beta

4 October, 2024 (version valid until 2 December, 2024)

#### **Bug Fixes**

• Change of copies on the device panel isn't applied.

### 2.3 MyQ Roger terminal for Ricoh 24.3.0(85) beta

2 October, 2024 (version valid until 1 December, 2024)

#### Improvements

- **NEW FEATURE** Login to device administration is possible via Admin PIN.
- **NEW FEATURE** SharePoint cloud storage browser is available.
- **NEW FEATURE** ID Card registration is available on the device panel.
- **NEW FEATURE** It is now possible to download the debug log from the device via Roger web UI.
- The Unlock panel button is available.
- **NEW FEATURE** It is possible to display the Unlock Panel button if the user has the permissions to display it.

#### **Bug Fixes**

- Too many recent workflows are available on the device panel. Now the limit for recent workflows is 2.
- The version in Roger Ricoh installer is not automatically updated after installation/ uninstallation.
- Cloud jobs are not possible to print from Ready jobs.
- No message is displayed on the device panel if the user tries to log in with an unregistered card.
- Deleted folders in Google Drive are still visible on the terminal.

### 2.4 MyQ Roger terminal for Ricoh 24.1.6(133) beta

6 August, 2024 (version valid until 04 October, 2024)

There are no changes between version 24.1.5(131) and this version, it was released to prolong validity until the 4th of October, 2024.

### 2.5 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.

#### 2.6 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.

### 2.7 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.

### 2.8 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.

#### 2.9 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.

### 2.10 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.

### 2.11 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.

#### 2.12 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.

### 2.13 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.

### 2.14 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.

### 2.15 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.

• 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

	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 Off
SMTP Auth. Email Address	
SMTP Auth. User Name	
SMTP Auth. Password	Change
SMTP Auth. Encryption	Auto Select V

#### 4.1.2 Automatic User Logout Timer

To set up a timer for automatic user logout:

- 1. Log in to the device's web UI.
- 2. Go to **Device Management > Configuration**.

	000 Web Image Monitor				Q,   ?   i   →J Log
TIONE					English v Switch @Refresh ?
1 Status/Information	Device Name	: RICOH IM C3000	Comment	:	
🐼 Device Management	, Configuration	Second Committee Description	Host Name	:	
	Address Book	smart Operation Panel			
Print Job/Stored File	Central Management				
Convenient Links	Main Power Off				
gr conveniencenno	Reset Printer Job				
	Reset the Machine				
	Screen Monitoring				
	Remote Panel Operation		0		
	Alert		Status		
	Alert		System	Status OK	
	Messages (1item(s))		Toner	🔝 Status OK	
			Waste Toner Bottle	🖬 Status OK	
			Input Tray	L Status OK	
			Output Tray	J Status OK	
					Check Details

3. Under Device Settings, select Timer.



4. Enable the Auto Logout Timer option if it is not already enabled, set the timer in seconds, and click **OK** to save your settings.

	Web Image Monitor
∢ Home	
OK Cancel	
Sleep Mode Timer	: 5 minute(s)
System Auto Reset Timer	: 🔍 On 🔿 Off

RICOH IM C3000 Web Image Monitor

	51
Sleep Mode Timer	: 5 minute(s)
System Auto Reset Time	er : 🖲 On 🔿 Off
	60 seconds
Copier/Document Serve Auto Reset Timer	r : ● On ○ Off
	60 seconds
Scanner Auto Reset Tim	er : 🖲 On 🔿 Off
	60 seconds
Printer Auto Reset Time	r : 🖲 On 🔿 Off
	60 seconds

Auto Logou	it Timer : On Off	onds			
Fusing Unit	: Off Mode On/Off : On Off				
Fusina Ur	nit Off Mode Timer : 0 minute	(s) 30 seconds (10seconds~24	0minutes)		
Exit Fusir	ng Unit Off Mode : On Printing	On Operating Control Panel			
	5				
Weekly Tin	ner:				
Weekly Tim	ner : Inactive 🗸 🗸				
	When [Active (Daily)] or [Activ	'e (Day of the Week)] is selected, so	ome functions will not be available.		
* Time format	t: (hh:mm)				
	Weekly Timer 1	Weekly Timer 2	Weekly Timer 3	Weekly Timer 4	
	Active	Active	Active	Active	
Daily	None ~	None ~	None ~	None	
	00 : 00	00 : 00	00 : 00	00 : 00	
	Active	Active	Active	Active	
Monday	None 🗸	None 🗸	None ~	None	
	00 : 00	00 : 00	00 : 00	00 : 00	
	Active	Active	Active	Active	
Tuesday	None ~	None	None ~	/ailable.         Weekly Timer 4         Active         None         00 : 00         Active         None         00 : 00	
	00 : 00	00 : 00	00 : 00	00 : 00	
	Active	Active	Active	Active	
Wednesday	None ~	None ~	None ~	None	
	00 : 00	00 : 00	00 : 00	00 : 00	
	Active	Active	Active	Active	
Thursday	None ~	None	None	None	
	00 : 00	00 : 00	00 : 00	00 : 00	
	Active	Active	Active	Active	
Friday	None 🗸	None	None 🗸	None	
	00 : 00	00 : 00	00 : 00	00 : 00	
	Active	Active	Active	Active	
Saturday	None ~	None ~	None 🗸	None	
	00 : 00	00 : 00	00 : 00	00 : 00	
	Active	Active	Active	Active	
Sunday	None ~	None Y	None V	None	
	ggout Timer       ::::::::::::::::::::::::::::::::::::				
Main Powe	r On Timer Suspension Period : 🔘	Active 🔍 Inactive 👘 day	month year $\sim$ da	month	
Weekly Tir	ner Code : 🔿	On 🖲 Off	(0~99999999)		
OK	Cancel				

### 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

- 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

<b>r</b> ~	🖶 Add Printer	×
	Find a printer by other options	
	○ My printer is a little older. Help me find it. ● Select a shared printer by pame	
	http://hostNameOfTheDevice/rws/sop/roger/ipp Browse	
	Example: \\computername\printername or http://computername/printers/printername/.printer	
	○ Add a printer using a TCP/IP address or hostname	
	○ Add a Bluetooth, wireless or network discoverable printer	
	○ Add a local printer or network printer with manual settings	
	Next Canc	el

• Specify the printer driver

×

🔶 🖶 Add Printer

Find a printer by other options



• 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.

Home Device	Certificate	_				
ОК	te	+2	Request 🕑 Install Inter	mediate Certificate	ort	
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
Explana	tion : Create: C Upload: U Request: Install Int Delete: D	ploa Requ erme elete	es a self-signed certificate. ds a certificate. Jests a signed certificate from ediate Certificate: Installs an s an installed certificate.	n a Certificate Authority. intermediate certificate.		

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

 $\times$ 

÷	🖗 Certificate Import Wizard	
	Certificate Store Certificate stores are system areas where certificates are kept.	
	Windows can automatically select a certificate store, or you can sp the certificate.	ecify a location for
	Automatically select the certificate store based on the type of     Place all certificates in the following store	of certificate
	Certificate store:	
	Third-Party Root Certification Authorities	Browse
	Select Certificate Store	
	Select the certificate store you want to use.	
	Third-Party Root Certification Authorities     Trusted People     Client Authentication Issuers     Preview Build Roots     Test Roots     esim Certification Authorities	
	Show physical stores	Next Cancel

- 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

 $\times$ 

~	🖶 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	
	○ Add a Bluetooth, wireless or network discoverable printer	
	O Add a local printer or network printer with manual settings	
	Ne	xt Cancel

- Specify the printer driver
  - 🔶 🖶 Add Printer

Find a printer by other options

O wy printer is a				
Select a shared Con	necting to			
http://10. http	Add Printer Wizard		?	>
Example: \\ http://com	Select the manufa an installation dis	acturer and model of your printer. If your pr c, click Have Disk. If your printer is not list tion for a compatible printer	inter came ed, consult	with your
🔿 Add a printer u	printer obcarrier at	autori tor a companye princer.		
Add a Bluetootn, wire				
Add a local printer or	Manufacturer	Printers		
	Generic	PCL6 V4 Driver for Universal Print		
		PICOU PCI C V/ Universil Drive	or VA 16	
	RICOH	Ricon Pees v4 onversabling	61 V4.10	
	RICOH	aned. Mintowe Update	Have Dis	k

• 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.

记 Roger Ricoh Installer Setup	-		×
Select Installation Folder		5	Ve
This is the folder where Roger Ricoh Installer will be installed.			
To install in this folder, click "Next". To install to a different folder, o "Browse".	enter it be	elow or clic	k
<u>F</u> older:			
C:\Program Files\MyQ\Roger Ricoh Installer\		Browse	•
Advanced Testaller			
< Back Nex	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	move installation you wish to perform.	3
ı.	<u>Modify</u> Allows users to change the way features are installed.	
1	<b>Repair</b> 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 the 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.

Roger Installer For Ricoh							-	×
<b>my</b> ç roger						→]	6	
	IP Address	Serial Number	Model	Status	Version	Acti	ons	+
Terminal Package Version: No Versio	on			Roger Installer Version: 1.0.1				

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 🤇	(d	
	P Address	Serial Number	Model	Status	Version	Actions	ŝ	+
Roger Installer version 2022.11.24 (89)								

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, it is possible to use the steps for adding the installation package to the empty installer.

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					-	×
myç roger					▶ 🚳	
Roger Installer version	IP Address	Serial Nur	Login Select Region Tenant Username Password Confirm	Version	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	→]	ବ		
IP Address       Serial Number       Model       Status       Version         Username       Username       Password       Username       Usernam       Usernam       Usern	Action	ns	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					⇒]	\$	
	IP Address	Serial Nur		Version	Acti	ons	
			IP Address (empty to discover)				
			Username				
			Password				
			Dismiss Discover devices				Ð
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				-		×
my <mark>q</mark> roger			→J	6		
IP Address         Serial Number         Model           10.14.4.23         10.14.4.24         10.14.4.26           10.14.4.29         Stop Discovery         10.14.4.29	Status Checking Checking Checking	Version	Actio C C C		7 7 7 7 0 7 0	× × × ×
Roger Installer 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 For Ricoh			-	. 🗆	×
my <mark>q</mark> roger		⇒]	\$		
IP Address Serial Number Model	Status V Ready	'ersion Ac C	tions <u>1</u>	± ī	jх
10.14.4.24	Ready	G	t	±ī	i ×
10.14.4.29	Ready 2	022.11.07 (83) C	t	±ΰ	i ×
10.14.4.235	Ready	G	t	±ī	X
10.14.4.231	Ready 2	022.11.07 (83) C	t	±ΰ	i ×
10.14.4.26	Ready 2	022.09.17 (1) C	t	ΨĒ	i ×
					÷
Roger Installer version					

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></u> × 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.



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



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

Status 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 to display 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 Application 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-n	nail 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 穼	10:05	ĥ			
×	Sign in to personal account				
Choose Region -	where you want to save your data.	٦			
European data center 👻					
Q	Sign in with MyQ				
	OR				
É	Sign in with Apple				
G	Sign in with Google				
	Sign in with Microsoft				
By logging with pro purposes	g in, you agree with <u>MyQ's Privacy Policy</u> an cessing of data for business and marketing by MyQ spol. s.r.o. and its regional branches	d 5.			
	v 2022.5.5				

\*

If you don't have an account related to MyQ Roger, you can tap **Sign up!** and create a new personal account either in MyQ, Apple, Google or Microsoft.

Fill in the mandatory fields, First name, Last name, E-mail address, Country, Password, and Confirm password, mark that you agree with MyQ Roger processing your data and tap **SIGN UP**.

# Sign up to your personal account First name \*

Last name \*

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



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 a pri	nter			
			Ø	Scan	PDF	
		ſ		٦		
		scan Q	R code			
or try						
	n))	Login via NF	c		<b>(</b> )	
		or choose a p	rinter close t	уy		
	0	No printers r	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.
- 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.



Choose the region in the pop-up, either Europe or Americas.



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 the 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.

E, Admin. is operating remotely	?	Login	(
myç			
109	- XB		5
Device Identifier:	Ē	la siste	L.
Username	2	3	
PIN / Password	5	6	
Universal Print:	8	9	
Enter your PIN, name and password, place your card or scan QR code to log in	0		
Check Status 09 5e9. 2024 ← 🖌	Ø	Stop	
# 8 Admin Menu

## 8.1 Accessing the Device System Menu

It is possible to login to the device system menu as the device administrator using a PIN. The Admin PIN is generated randomly and after connecting the device to the tenant, the Admin PIN can be changed. The Admin PIN can be found in the MyQ Roger Server tenant settings, in **Printer Configurations**>Actions>Edit in the Login tab under Admin Mode. This is also where to change the Admin PIN.

roger «		Edit: Default printer configuration
Home	Printer Configurations Manage your printer configurations	
SUPERVISION		General Login Ready To Print SNMP Job Release Scanning Miscellaneous Kyocera
Reports	Soarch	
🖒 Ready To Print		Allowed Login Methods Admin Mode
Printers	Actions Default Name	PIN PIN
Printer Groups	Actions - O Default printer configuration	Cards* Administrative PIN to open the Admin Mode at devices
Desktop Clients		QR code*     Default screen on
Notifications	Total 1	*Select at least one option terminals
WORKFLOWS		Choose which login screen will be shown on terminal by
Sector Templates		dafault
ORGANIZATION		
🕰 Usors		
ᄵ옵 User Groups		Cancel 🔒 Save
Cost Centers		
Rolos		
ADMINISTRATION		
C Subscription		
📆 User Synchronization		
Price Lists		
🖽 Universal Print by Microsoft		
Printer Configurations		
😂 My Settings		
👸 Sottings		
SYSTEM		
Audit Logs		
About		

To enter the system menu, use the PIN and hold the MyQ Roger logo, the device will be unlocked, and the Device System settings will be reachable.

	🔄 Admin. is operating remotely	2 Login
my <del>ç</del> roger		
Username		
Enter your name and password, place your o	card or scan QR code to log in	
Check Status $14 \text{ Nov. 2024} $	合 Eg Deny admin.'s operation, tap here	Stop
	Settings	
V Printer		>
Change Language		
Check Status	8 <b>0</b>	Stop

In order to enter the **User Credentials** (username and password) or **PIN**, these login methods must be enabled on the Tenant, if only **QR code** or **Card** login are enabled, it will not be possible to login.

Edit: snmp3	×
General Login Ready To Print SNMP	Job Release Scanning Miscellaneous
Allowed Login Methods	<b>Admin Mode</b> PIN
PIN*	478563
Cards*	Administrative PIN to open the Admin Mode at devices
QR code* *Select at least one option	Default screen on terminals
User Credentials	QR code 🗸
	Choose which login screen will be shown on terminal by default.

Cancel 🔒 Save

# 9 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.

### 9.1 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: 🖉 🧣	(
<b>*‡</b>	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	 Mai	ntenance	1 2 4 5 7 8 J* 0 C <sub>Clear</sub> Star	3 6 9 # <sub>Enter</sub>
Check Status 21 F	1eb. 2024			🧔 St	0 <b>p</b>

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

			_	?	C
🚸 Settings		Login	Exit	Reset	*
<b>*</b>	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	lance	Clear	art
Check Status	21 Feb. 2024 09 : 47			<b>©</b>	Stop

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

	Host Name:	<b>_</b> ?	(
	Enter the user name, then press [OK].		
	User Name		
			_
	Cancel	ОК	
Check St	atus <sup>21 Feb. 2024</sup>	Ø	Stop

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

				4	?	C
•	Enter the pass	word, then p	press [OK].			
	Password					
	Cancel				OK	
Check St	atus 21 Feb. 2024 09 : 48		谷		Ø	Stop

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

			ŀ	lost Name:	_	?	(
				- Li			
	Canc	el				OK	
Check Sta	atus	21 Feb. 2024 09:49		谷		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	<b>3</b>
	Printer Settings		7 8	9
	Scanner 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:	_ ?	Login	
my <del>o</del> 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	<b>A</b>
Check Status 21 Feb. 2024 🕤 🗥	0	Sto	)p

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

Machine Administrator	·	?	Logout (
User Guide	Address Book		
V Printer			>
Change Language			
Language			
Check Status 21 Feb. 2 09:50	<sup>004</sup> 🕤 🗥 🌣	0	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.

<b>2</b> M	lachine Administrator	Logged in: Machine A	dministrator	2?	Logout	(
<b>*</b> \$	creen Features Settings					
•	DISHIQA					
8 8 8	Storage & USB					
Perso	nal					
•	Security					
A	Language & input					
Syste	m					
0	Screen Device Settings Information					
•	Screen Device Settings					
	21 Feb. 2024 09 : 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				
<b>[Back] Key</b> 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	∽ 🗥				

16. 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	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	<u>ታ</u>				

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

2	Machine Administrator	Host Name:		?	Logout	C			
*	Proximity Card Reader Software Se	ttings	Cancel		ОК	$\mathbf{F}$			
Ma	Connect card reader to operation pan If reader is connected, disconnect an	el that displays this guid d then re-connect it afte	lance. er 5 seconds.			I			
Dat	External Interface	Software to Use		Auther	ntication				
Sou	No registration.								
Sen									
Set						1			
Mai						ľ			
	16 Feb. 2023								

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

1	Machine Administrator			2 Logout	C
Ŷ	Proximity Card Reader Software Se	ttings	Cancel	ОК	
Mac Dat	To change the card reader, set [Softward and press [OK]. Then return to this sc	vare to Use] to [Do not L reen and connect the ne	Jse] ew card reader.		I
	External Interface	Software to Use		Authentication	
Sou	pcProx Card Reader VID: OC27, PID: 3BFA	Proximity Card Read	er Suppo 🔻	Active	
Sen					
Set					1
Mac					
	16 Feb. 2023				

- 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.

### 9.2 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:	_ ?	Login	
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>B</u>
Check Status 21 Feb. 2024 🕤 🗥	0	Sto	р

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

				2	Ĺ
			Settings		
<	Printer				>
	Change Language				
	Language				
Ch	neck Status 21 Feb. 2024 09 : 46	ち 🕋	<b>\$</b>	Ø	Stop

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

Settings Q Search All	
System Settings	90
21 Feb. 2024	

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

				.?	Login	
		Lo	ogin	 	(	×
Enter user nar	ne and passw	ord to log i	n.			
User Name					ain	
Password					5111	
	ge Language	)				
	21 Feb. 2024	<b>D</b>	谷			

5. Tap System settings.

Machine Administrator	Logged in: Machine Administrator		?	Logout	(
Settings		Q	S	earch All	
System Settings	Copier / Document Server Settings	P	Cha	nge Language Language	_
System Settings	Printer Settings	i	Inquiry		
Address Book	Scanner Settings	Ŷ	Mainte	enance	
Tray/Paper Settings		123	Counte	er	
Basic Settings When Installing					
16 Feb. 2023 14 : 08	5 🗥				

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	C		
System Settings	Q	Search All	Back to S	Settings Men	u		
Display/Input	← Network/Interfa	се					
Machine	Machine: Proxy Settings	Inactive					
Date/Time/Timer	Bluetooth				Ĩ		
Sound	External Interface Software S	External Interface Software Settings					
Network/Interface	Ping Command				-		
Send (Email/Folder)	USB Port	Inactive			<u> </u>		
Settings for Administrator	USB Speed	Auto Select					
Machine/Control Panel		hato Scient					
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:		? Logou	tί
Ŷ	External Interface Software Set	tings	Cancel	OK	
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					4
Set Mac Info					
	16 Feb. 2023 - 14 : 17	<b>∽ ☆</b>			

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

1	Machine Administrator	Logged in: Machin	e Administrator	?	Logout	(
Ŷ	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	⊃ 🗥				

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

1	Machine Administrator	The card authentication	n device is not connected.	]?	Logout	C
<b>*</b>	External Interface Software Sett	ings	Cancel		ОК	
Mac Dat	Set the software to enable IC cards an to use the machine.	d smartphones with Blueto	ooth			
Sou	Select IC Card Reader	Proximity Card Reader			•	ĺ
Net	Proximity Card Reader Software Settings	Not Set				
Sen	Bluetooth Software Settings	Do not Use				1
Mac						
	16 Feb. 2023 4 14 : 18	5 🗥				

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	Connect card reader to operation pan If reader is connected, disconnect and	el that displays this guid d then re-connect it afte	lance. er 5 seconds.			l
C	External Interface	Software to Use		Auther	ntication	
Sou		No registration.				
Sen						
Set						
Mac						
	16 Feb. 2023 🥌					

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

1	Machine Administrator			?	Logout	(
Ŷ	Proximity Card Reader Software S	ettings	Cancel		ОК	
Mac Dat	To change the card reader, set [Soft and press [OK]. Then return to this s	tware to Use] to [Do not l screen and connect the n	Use] ew card reader.			l
-	External Interface	Software to Use		Auther	ntication	
Sou Net	pcProx Card Reader VID: OC27, PID: 3BFA	Proximity Card Read	er Suppo 🔻		Active	
Sen						
Set						
Mac Info						ľ
	16 Feb. 2023 🗲 14 : 19					

- 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.

### 9.3 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									
ок	Cancel								
If settings ar Enter hexade	e changed while the d ecimal numbers (0 - 9,	evice is connected, rec , a - f, A - F) with a ma	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									

## 9.4 Deactivating Card Readers

### 9.4.1 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	
Set the software to enable IC cards an May 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				
Sen Bluetooth Software Settings	Do not Use				
Set					
Mai					
16 Feb. 2023 4 14 : 11	<b>う </b>				

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

1	Machine Administrator			2?	Logout	C
4	Proximity Card Reader Software Se	ettings	Cancel		ОК	
Dist	To change the card reader, set [Soft and press [OK]. Then return to this s	ware to Use] to [Do not l creen and connect the n	Use] ew card reader.			
Dat	External Interface	Software to Use		Authe	ntication	
Sou	pcProx Card Reader VID: OC27, PID: 3BFA	Proximity Card Read	er Support Plugin		Active	
Net		Do not Use				
Sen						
Set						
Ma	emation Coroon		DO HOLDISPUS			J.
	16 Feb. 2023	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: Machin	e Administrator	?	Logout	C
Ŷ	External Interface Software Setti	ings	Cancel		ОК	
Disp	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			ī	
Net		NFC Card Reader				
Sen						1
Set						
Ma	16 Feb. 2023			_		

Restart your device.

### 9.4.2 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					
Disc Set the software to enable IC cards and smartphones with Bluetooth Mac to use the machine.									
Dat Select IC Card Reader	Proximity Card Reader			•					
Sou Proximity Card Reader Software Settings	Proximity Card Reader Software Settings PcProx Card Reader VID: 0C27, PID: 3BFA								
Sen Bluetooth Software Settings	Do not Use								
Set									
Mai									
16 Feb. 2023 4 14 : 11	<b>う </b>								

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				
Dist To change the card reader, set [Software to Use] to [Do not Use] and press [OK]. Then return to this screen and connect the new card reader.									
Dat	External Interface	Software to Use	Authentication						
Sou	pcProx Card Reader VID: OC27, PID: 3BFA	Proximity Card Read	er Support Plugin	Active					
Net		Do not Use							
Sen									
Set									
Ma	reading Scroon		DO INC DISPLU						
	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.			
	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	Cancel		ОК	2				
Set the software to enable IC cards and smartphones with Bluetooth to use the machine.									
Dat	Select IC Card Reader	Do not Use				1			
Sou	Bluetooth Software Settings	Proximity Card Reader							
Net		NFC Card Reader							
Sen						1			
Set									
Ma	rmation			_					
	16 Feb. 2023	つ 谷							

Restart your device.

# 10 Using MyQ Roger

## 10.1 Usage of the Terminal

#### 10.1.1 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 smartphone via the MyQ Roger mobile app (recommended).

Admin. is operating remote	ly 🖌	?	Login (
my <del>o</del> 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	æ
Check Status 09 Sep. 2024 🕤 🔿		$\odot$	Stop

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.



The currently running operation is displayed on the MFD's display if the device is managed via the MyQ Roger app.



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

### 10.1.2 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.

RogerUser			ē, Den	y admin.'s operation, tap here	2?	Logout (
<b>my</b> ç roger						Hi, admin 🛛 🗕 👰
Ready to Print	ŧ	Print		bwA4Job.docx		
ConeDrive		Test file.doc				
C SharePoint		carodej.pdf				
Google Drive						
පට Assign card						
Unlock Panel						
Scan/Copy Workflows					(	PRINT ALL
Check Status 09 Sep. 10:48	2024	<b>*</b> >	合		0	Stop

You can also swipe all the way for printing options.



If you swipe from right to left, the job is deleted.

RogerUser	E.	?	Logout 🕻
<b>my</b> ç roger			Hi, admin 🛛 🙍
Ready to Print			Delete
ConeDrive	Carodej.pdf		
C SharePoint			
Google Drive			
Second Assign card			
Unlock Panel			
Scan/Copy Workflows			PRINT ALL
Check Status 09 Sep.	<sup>2024</sup> <b>5</b> 🗥	0	Stop

If it's on the mobile app, you have the same swiping options, or else you can select the job(s) and tap **Print** or **Print All**.

**OneDrive** - This action shows all the jobs that can be printed, and 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.

RogerUser	🕞 Deny admin.'s operation, tap here	C Logout
<b>myç</b> röger		Hi, admin 🛛 👮
Ready to Print	← Parent Directory	
C OneDrive	bwA4Job.docx	
C SharePoint	Carodej.pdf	
Google Drive	čaroděj.png	
Carl Assign card	Čaroděj.tiff	
Unlock Panel	Custom Report logo.jpg	
Scan/Copy Workflows	Test file.doc	
Check Status 09 Sep.		💿 Stop

It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently, there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method only. Login via username and password, card, or mobile device is working without any limitations.

- 1. An information message is displayed after opening the OneDrive storage. After pressing OK on this message, the OneDrive storage is displayed and it is possible to browse the OneDrive folders and files.
- 2. OneDrive storage files are not displayed at all.



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, JPG, MS Office, and Google Docs formats only



on Ricoh from OneDrive storage.

• SharePoint - This action is displayed if SharePoint is connected or if no cloud storage is connected at all. This action shows all the jobs that can be printed, and stored on SharePoint. 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.



It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently, there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method only. Login via username and password, card, or via mobile device is working without any limitations.

- An information message is displayed after opening the SharePoint storage. After pressing OK on this message, the SharePoint storage is displayed and it is possible to browse the SharePoint folders and files.
- 2. SharePoint storage files are not displayed at all.



 There is also the Scan
 here feature, which scans your documents and saves the scans to SharePoint. If the control is on the mobile app, select the job (listed in the SharePoint tab) and tap Print or Print All. It is possible to print files in PDF, JPG, MS Office, and Google Docs formats only on Ricoh from Sharepoint storage.



**Google Drive** - This action shows all the jobs that can be printed, and stored on **Google Drive**. 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.



It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently, there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method only. Login via username and password, card, or mobile device is working without any limitations.

- An information message is displayed after opening the Google Drive storage. After pressing OK on this message, the Google Drive storage is displayed and it is possible to browse the Google Drive folders and files.
- 2. Google Drive storage files are not displayed at all.



There is also the **Scan here** feature, which scans your documents and saves the scans to **Google Drive**. 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 format only on Ricoh from Google Drive.



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

Swipe operations are also available in Universal Print for Printing and Displaying of the job options. Swipe operations for deleting jobs are not available. Job options are also displayed after clicking a job.



RogerUser 🖻	Deny admin.'s operation, tap here	Z Cogout	(
<b>myç</b> roger	Hi, filip.novotn	y@myq-solution.com	
$\widehat{\mathbf{G}}$ $ imes$ Cancel		Execute	
Copies			
Copies # 1			
Settings			
Print Color mode			
Paper Size Letter: 8.5 inches (horizontal) x 11 inches (verti			
Collate/Stack			
Scan/Copy Workflows			
Check Status 18 Sep. 2024		🧔 Stop	

- **Assign card** After tapping this action, the ID Card registration screen opens and the logged user can register their card by swiping it at the card reader.
- **Unlock Panel** After tapping this action, the device panel is unlocked and it is possible to use Ricoh native applications.

#### 10.1.2.1 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 or by pressing the action on the device panel.

• Easy Copy - Tap to copy a job or press to display the parameters.

L	RogerUser				<u> </u>	dmin. is operat	ing remotely		?	Logout	(
m	ŊQ	roger								Hi, admin	
ĥ	X	Cancel							Ex	ecute 🚍	
2			Copies								
	#	Copies 1									
			Settings								
	. •	Print Color B&W	mode								
وت		Paper Size <b>a4</b>	)								
		Document One sided	side								
arepoi test	nt	Easy copy	Easy copy	Scan to @email	Go	Scan to ogleDrive	Scan to OneDrive	share te	epoint est	Easy copy	y s
С	heck	Status	09 Sep. 2024 12 : 41	<	1	*			0	Stop	

• Scan to OneDrive - Tap to scan a job and store it in your OneDrive or press to display the parameters.

	Roger	User		E	Ę <b>,</b>			_ ?	Logout	(
n	nyę	roger	r						Hi, admin	
ĥ	×	Cancel						E	xecute 🚍	
2			Format							
		Scan Color B&W (binary)	r mode ) Text/Drawing							
	?	File Forma <b>PDF</b>	it							
		Fo	ormat Options							
م	÷	Compress Do not comp	ion method (G <b>ress</b>	rayscale/Full						
	+ Ot	Compress MMR	ion method (B	&W)						
arepo test	int	Easy copy	Easy copy	Scan to @email	So Goo	can to gleDrive	Scan to OneDrive	sharepoint test	Easy cop	y s
(	Check	Status	09 Sep. 2024 12 : 42	∽	谷	·		0	Stop	

• Scan to Google Drive - Tap to scan a job and store it in your Google Drive or press to display the parameters.

2	Roger	User		<u> </u>	<b>≩</b> ,			_ ?	Logout	(
n	ιy <mark></mark>	roge	r						Hi, admin	
ĥ	X	Cancel						E	xecute 🚍	
æ			Format							
	. 9	Scan Colo B&W (binary	r mode ) Text/Drawing							
	?	File Forma PDF	at							
		F	ormat Options							
وت	*	Compress Do not comp	ion method (G <b>ress</b>	rayscale/Full						
2	+ <b>●</b> +	Compress MMR	ion method (B	&W)						
arepoi test	int	Easy copy	Easy copy	Scan to @email	S Goo	can to ogleDrive	Scan to OneDrive	sharepoint test	Easy cop	y <sup>s</sup>
(	heck	Status	09 Sep. 2024 12 : 42	<b>5</b>		-		0	Stop	

• Scan to @me - Tap to scan a job and send it to your email address or press to display the parameters.
2	Rogerl	Jser	E2			?	.ogout	C
n	ny <mark>q</mark>	roger				Hi	, admin	
ĥ	$\times$	Cancel				Execu	ite 🚍	
2		Destination						
	P	Email address						
		Scan Color mode B&W (binary) Text/Drawing						
	?	File Format <b>PDF</b>						
		Format Options						圁
JI	+	Compression method (Grayso	ale/Full					
t S	harepo Test CF	oint Scan to Scan to PM GoogleDrive OneDrive	Easy cop	y scan to onedrive	Scan to @email	Scan @me	to	test1
(	Check	Status 09 Sep. 2024		*		0	Stop	

• Scan to @email - Tap to scan a job and send it to an email address or press to display the parameters.

	Roger	User			Ξ, D	eny admin.'s ope	eration, tap here	2 ?	Log	out	(
n	ŊQ	roger	r.						Hi, a	dmin	
ĥ	X	Cancel							Execute	Ē	
æ			Destination								
	P	Email addr	ress								
		Scan Color B&W (binary)	r mode ) Text/Drawing								
وتا	?	File Forma <b>PDF</b>	it								
$\geq$			ormat Options								
	+	Compress	ion method (G	rayscale/Full							
arepoi test	int	Easy copy	Easy copy	Scan to @email	Go	Scan to ogleDrive	Scan to OneDrive	sharepo test	oint Ea	asy copy	, 5
C	heck	Status	09 Sep. 2024 12 : 43	∽	1	*			0	Stop	

• Add new - Add a new scan profile.

#### 10.1.2.2 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
А3		•	

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

# 11 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.

## 11.1 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**.

		→〕	6	
	Version	Actio	ons	
- IP Address (empty to discover)				
10.14.4.23				
Username				
admin				
Password				
				+
Dismiss Add Device				

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

🏩 Roger Installer Fo	er Ricoh						-		$\times$
myq	roger					⇒	Q		
IP Address 10.14.4.23	Serial Number	Model	Status Checking		Version	Acti C	ons 1 J	ĿŌ	×
						Download L	ogs		

Wait for the status to change from *Checking* to *Downloading* to *Done*. Click on **Open Logs Folder** in the top ribbon.



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



Attach the logs .zip file to your helpdesk case.

## 11.2 Logs from Server Web UI

Another option is to download logs directly from the server web UI.

Log into Roger web UI with rights for managing printers, open **Printers**, select the device, press **Actions**, and **Request Log Download**.

٦	Actions -	0	Printer 020	Ricoh	3939PA00020	24.3.0 (62)	•	RICOH IM C300	ricime300-01		10.14.4.53	11 🚣 🔎 🖽	۰	10%	40%	10%	100%	32	8	115
	View Edit																1		10	<u>_</u>
	Deactivate																			
	Doloto																			
	Request Log Dov	wnload																		
Α	fter a	fe	w sec	onds	s, ther	e is th	e opti	on to	Downlo	ad Log	in Ac	tions.								
	D Actions -		Printer 005	Ricch	21018810326	24.3.0 (64)		RICOH IM C3000	RNP583870616648	-	10 14 4 23	11 <b>1. P</b> (0)	•	90%	005	90%	005	34		
	View					a.a							-							

Viow Edit	Printer 013	Ricoh	3299M920337	۰	RICOH IM 2702	RNP5838792D1E0E	10.14.4.231	11 <b>11</b> P 10	۰	0%	0%	0%	100%	0	\$
Deactivate	Printer 014	Ricoh	G586P100002	۰	RICOH MP 305+	RNP00267384D11D	10.14.4.229	11 🚣 🖊 😳	٥	0%	0%	0%	100%	0	4
Doloto Regularit Log Doublood	Printer 015	Ricoh	9253P900222	۰	RICOH IM 370	RNP58387996A899	10.14.5.47	II 🕹 🖊 団	۰	0%	0%	0%	100%	0	
Download Log	Printer 018	Ricoh	C507P201928	۰	RICOH MP C307	RNP002673D988D4	10.14.4.27	11 🚣 🖊 🗵	•	40%	100%	90%	52.5	1238	211

### 11.2.1 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.

# 12 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

# 13 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		
	Uptin	ne over the past 90 days. View historical uptime
FrontPage	opun	Operational
90 days ago	99.00 % upume	loday
EU DataCenter		Operational
90 days ago ———————————————————————————————————	—— 99.99 % uptime ———	Today
EU2 DataCenter		Operational
90 days ano	100.0 % untime	Today
US DataCenter		Operational
90 days ago —	— 100.0 % uptime —	Today

## 13.1 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.

Planne	ed 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.



### 13.2 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.

Uptime		
	K March 2024 to May 2024	
24		
I] Planned server update window		
d maintenance has been completed. 18:00 UTC		
	24 ] Planned server update window d maintenance has been completed. 18:00 UTC	Vptime  March 2024 to May 2024

[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.

# 13.3 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.

myQ				
		SUBS	CRIBE TO	UPDATES
IOGEI			2	x
	Get email no creates, upd Email addre	tifications ates or re ess:	whenever N esolves an ine	lyQ Roger cident.
All Systems Operational				
	SUI	BSCRIBE	VIA EMAI	L
	This site is prote Privacy Policy an	cted by reC nd Terms of	APTCHA and the Service apply.	e Google
	Uptime over the p	past 90 d	ays. View hist	torical uptime.

# 14 Business Contacts

MyQ® Manufacturer	<b>MyQ® spol. s r.o.</b> 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 HARDWARE PARTS OF THE MyQ® PRINTING SOLUTION.
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	MyQ® is not responsible for the content of this manual, particularly regarding its integrity, currency and commercial occupancy. All the material published here is exclusively of informative character.
	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 a registered trademark of MyQ® company. Microsoft Windows, Windows NT and Windows Server are registered trademarks of Microsoft Corporation. All other brands and product names might be registered trademarks or trademarks of their respective companies. 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.