

# myQ roger



## MyQ Roger HyPAS Application Installation and Usage



May/2024  
Revision 15

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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.**

The main benefit of MyQ Roger is that it is a serverless solution. Customers don't have to maintain any hardware for the application to work.

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



## 2 Release Notes

### 2.1 MyQ Roger terminal for Kyocera 24.1.4.3

23, April 2024

#### Improvements

- **NEW FEATURE** : Terminal logging has been further limited with disabled debug mode, to ease stress on device storage when run on a device with an SD card.
- **NEW FEATURE** : Using the newly created user rights, it is possible to disable unlock panel and panel operations for users. MyQ Roger Server 2.11 is required.
- **NEW FEATURE** : With sufficient user rights, the user can log in to the terminal as device administrator. MyQ Roger Server 2.11 is required.

#### Bug fixes

- Scan to SharePoint folder is not delivered to the folder specified by the user, but to the predefined default folder. MyQ Roger Server 2.11 is required.

### 2.2 MyQ Roger terminal for Kyocera 24.1

19 January, 2024

#### Improvements

- **NEW FEATURE** : Support for scanning to SharePoint added.

#### Bug Fixes

- Login became very slow after server was upgraded to 2.10.

### 2.3 MyQ Roger terminal for Kyocera 2023.11.20.2

22 November, 2023

#### Bug Fixes

- Device counters and toner levels were not reported by terminal to server.
- Device spool printed jobs were still visible in mobile application.
- Sleep mode was not possible to use on the devices with installed terminal.
- Terminal is not unregistered if the application was updated by application for a different datacenter.

### 2.4 MyQ Roger terminal for Kyocera 2023.10.18.4

24 October, 2023

#### Improvements

- The printed jobs tab was removed as it's only usable for device spooled jobs.
- Stability improvement for Kyocera Ecosys M3860idnf.

## 2.5 MyQ Roger terminal for Kyocera 2023.6.28.2

17 July, 2023

### Bug Fixes

- The number of ready jobs on the Print All button wasn't displayed if the job initialization finished faster than the displaying of Top Menu.
- Scan to @email didn't request the entering of the email address on the device panel if the terminal action was configured to "Ask me every time before scan" in the Mobile application.
- Some languages were duplicated in the Select language feature.

## 2.6 MyQ Roger terminal for Kyocera 2023.5.29.2

7 June, 2023

### Bug Fixes

- Device spooled jobs weren't displayed on the terminal if the alias was used instead of username.
- The loading of Ready jobs wasn't finished if Universal Print was configured and the terminal was in offline mode.

## 2.7 MyQ Roger terminal for Kyocera 2023.3.28.5

12 April, 2023

### Improvements

- Speed of login via Mobile application has been improved.
- Updated supported devices and devices with full screen support.
- Attributes for Universal Print jobs are displayed in My jobs.
- The Media Type attribute is recognized for Universal Print jobs.

### Bug Fixes

- Color counters were not set if the Coverage accounting has been enabled on the device.
- Counters in MyQ Roger web UI were not updated after operations via Mobile application.
- Loading of the jobs was stacked if the Universal Printer was deleted without unregistering it from the tenant.
- The page size parameter for cloud jobs was ignored.

### Limitations

- The page size parameter in the Mobile application can only be used with files in pdf format on the Kyocera terminal.

## 2.8 MyQ Roger terminal for Kyocera 2023.1.19.2

24 January, 2023

**Bug Fixes**

- Terminal installation failed on BW devices.
- 

**2.9 MyQ Roger terminal for Kyocera 2023.1.10.1**

11 January, 2023

**Improvements**

- Debug log mode is enabled by default.
- Full screen mode for the Iris 2020 model line is supported.
- Toner status and Counters are reported to the Roger Web UI > Printers.

**Bug Fixes**

- Fixed renewal of aliases.
- 

**2.10 MyQ Roger terminal for Kyocera 2022.11.10.15**

9 December, 2022

**Bug Fixes**

- Universal Print jobs weren't visible.
  - Login on Personal tenant failed.
- 

**2.11 MyQ Roger terminal for Kyocera 2022.11.10.13**

5 December, 2022

**Improvements**

- The language of the login screen is set by the Roger server default language (server release is required for this feature).
- Displaying of the Login screen was improved on Kyocera Iris 2020 devices.
- MS Universal Print is supported.
- Loading is displayed on the Print all button until all jobs aren't initialized yet.
- It is possible to set the expiration of locally spooled jobs (server release is required for this feature).

**Bug Fixes**

- Incorrect job type was displayed for the jobs spooled via MyQ Roger Client.
- Fixed renewal of aliases.

**Limitations**

- It is possible to display maximally 100 jobs in the Job list.
- 

**2.12 MyQ Roger terminal for Kyocera 2022.10.15.2**

19 October, 2022

### Improvements

- Improved the speed of login/logout.
- Printing via MyQ Roger Client is supported.

### Bug Fixes

- Idle logout behavior has been fixed for operating the terminal from the mobile application.
- Job size for printed jobs was reported as 0 for Cloud print jobs and Local print jobs.
- Login from the terminal UI showed the remote-control screen if the previous login was from mobile.
- Not printed jobs were deleted if user logged out during the printing.
- Reprints of Local spooled jobs weren't accounted.
- Terminal hangs if user logs out while more different print job types wait for printing.
- User sees no jobs after logout and login during printing.

## 2.13 MyQ Roger terminal for Kyocera 2022.08.17.3

22 August, 2022

### Improvements

- Customized icons and colors for Top menu actions from mobile application are used on the terminal.
- The language set as default on the MyQ Roger web UI is set as the default language of the Top menu operations.
- The user's profile picture is displayed in the Top menu header.

## 2.14 MyQ Roger terminal for Kyocera 2022.07.19.1

15 July, 2022

### Bug Fixes

- User wasn't able to login by card, username or via mobile application if their PIN was empty.

## 2.15 MyQ Roger terminal for Kyocera 2022.06.24.8

28 June, 2022

### Improvements

- It is possible to display information about region and tenant where the device is connected in terminal's Admin menu.
- It is possible to unregister the device from the tenant in the terminal's Admin menu.

### Bug Fixes

- Local spooled jobs have been visible in the server web UI or in the mobile application after Wiping jobs in Admin menu.
- Printing and scanning didn't work in device connected via Wi-Fi.
- Recent scan Terminal actions didn't make anything.

- Scan to Google drive/OneDrive wasn't possible as jpg.
- 

## 2.16 MyQ Roger terminal for Kyocera 2022.05.24.3

26 May, 2022

### Improvements

- Remote operation in progress is displayed on the device panel instead of terminal if user is logged via mobile application.

### Bug Fixes

- ID Card registration text has been displayed on 1 line only.
  - Spooled jobs via alias weren't displayed in the remote printer until user logged on the printer where job has been sent.
- 

## 2.17 MyQ Roger terminal for Kyocera 2022.04.27

3 May, 2022

### Bug Fixes

- Fixed issue with finishing user session.
- 

## 2.18 MyQ Roger terminal for Kyocera 2022.03.31

5 April, 2022

### Bug Fixes

- Job received under alias before logging wasn't displayed.
- 

## 2.19 MyQ Roger terminal for Kyocera 2022.3.3

11 March, 2022

### Improvements

- It is possible to use Aliases for spooling jobs.
- 

## 2.20 MyQ Roger terminal for Kyocera 2022.1.6

3 March, 2022

### Improvements

- It is possible to change the region using a different version of the application.
- Accounting information to finished jobs is reported to server.

### Bug Fixes

- User's credentials weren't stored in the device for Offline login when user was logged in via Mobile application only.

- PIN Keypad wasn't displayed instead of the QR code when the device went to offline mode.
  - Usernames for login and device spooling are not case sensitive.
- 

## 2.21 MyQ Roger terminal for Kyocera 8.2.3.2

20 August, 2022

### Improvements

- Print and Scan from Google Drive is supported.
- 

## 2.22 MyQ Roger terminal for Kyocera 8.2.2.1

14 June, 2022

### Bug Fixes

- Easy scan or Easy copy from the glass failed.
- 

## 2.23 MyQ Roger terminal for Kyocera 8.2.1.6

27 May, 2022

### Improvements

- It is possible to change the Local admin PIN on the Tenant.
- It is possible to use alphanumeric values for the Admin PIN.
- Printing jobs from OneDrive is supported.

### Bug Fixes

- User was logged out during return from panel operations.

### Limitations

- It isn't possible to print JPG, TIFF and PNG files from OneDrive.
- 

## 2.24 MyQ Roger terminal for Kyocera 8.2.0.32

1 April, 2022

### Bug Fixes

- Device registration or login via QR code wasn't possible after 1 hour.

## 3 Basic Information

The guide is intended for administrators. Here you can find information about installing the MyQ Roger application on HyPAS MFDs, downloading and installing the MyQ Roger mobile app, and using MyQ Roger on HyPAS devices via the embedded terminals or via the mobile app.

The basic prerequisites before the installation are:

- Setup of the MyQ Roger tenant (described in the *MyQ Roger Server Administration* guide).
- The MFD should be on the list of [supported devices](#).
- The MFD should use TLS HyPAS 1.2 or newer.
- The MFD's display size should be 7" or larger.
- An SSD/HDD is required
  - Some models do not have SDD or HDD by default.
  - For SSD, custom FW might be necessary.
- The MFD should support the Device Spool feature.

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

### 3.1 Supported Devices

Vendor	Model Name	TLS Version (HyPAS)	Display Size	HDD/SSD	Full Screen Support
<b>Kyocera</b>	TASKalfa 6052ci	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 5052ci	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 4052ci	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 3552ci	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 3252ci	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 2552ci	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 6002i	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 5002i	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 4002i	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 3511i	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 3011i	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 8052ci	1.2	9"	HDD	

<b>Kyocera</b>	TASKalfa 7052ci	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 8002i	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 7002i	1.2	9"	HDD	
<b>Kyocera</b>	ECOSYS P8060cdn	1.2	9"	HDD	
<b>Kyocera</b>	ECOSYS M6230cidn	1.2	7"	SSD	
<b>Kyocera</b>	ECOSYS M6630cidn	1.2	7"	SSD	
<b>Kyocera</b>	ECOSYS M6235cidn	1.2	7"	SSD	
<b>Kyocera</b>	ECOSYS M6635cidn	1.2	7"	SSD	
<b>Kyocera</b>	TASKalfa 308ci	1.2	7"	SSD (must be installed)	
<b>Kyocera</b>	TASKalfa 351ci	1.2	7"	SSD	
<b>Kyocera</b>	TASKalfa 4012i	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 3212i	1.2	9"	HDD	
<b>Kyocera</b>	ECOSYS M3660idn	1.2	7"	SSD	
<b>Kyocera</b>	ECOSYS M3655idn	1.2	7"	SSD	
<b>Kyocera</b>	ECOSYS M3145idn	1.2	7"	SSD	
<b>Kyocera</b>	ECOSYS M3645idn	1.2	7"	SSD	
<b>Kyocera</b>	TASKalfa 9002i	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 6053ci	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 5053ci	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 4053ci	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 3553ci	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 3253ci	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 2553ci	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 6003i	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 5003i	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 4003i	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 358ci	1.2	7"	HDD	
<b>Kyocera</b>	TASKalfa 408ci	1.2	7"	HDD	
<b>Kyocera</b>	TASKalfa 508ci	1.2	7"	HDD	

<b>Kyocera</b>	TASKalfa 8353ci	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 7353ci	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 9003i	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 8003i	1.2	10.1"	HDD	
<b>Kyocera</b>	TASKalfa 7003i	1.2	10.1"	HDD	
<b>Kyocera</b>	ECOSYS M3860idnf	1.2	7"	HDD	
<b>Kyocera</b>	ECOSYS M3860idn	1.2	7"	SSD or HDD	
<b>Kyocera</b>	ECOSYS P4060dn	1.2	9"	HDD	
<b>Kyocera</b>	TASKalfa 352ci	1.2	7"	SSD	
<b>Kyocera</b>	TASKalfa MZ4000i	1.3	10.1"	SSD	Yes
<b>Kyocera</b>	TASKalfa MZ3200i	1.3	10.1"	SSD	Yes
<b>Kyocera</b>	ECOSYS MA3500cix	1.3	7"	SSD or HDD	Yes
<b>Kyocera</b>	ECOSYS MA3500cifx	1.3	7"	SSD or HDD	Yes
<b>Kyocera</b>	ECOSYS MA4000cix	1.3	7"	SSD or HDD	Yes
<b>Kyocera</b>	ECOSYS MA4000cifx	1.3	7"	SSD or HDD	Yes
<b>Kyocera</b>	TASKalfa MA3500ci	1.3	7"	SSD or HDD	Yes
<b>Kyocera</b>	TASKalfa MA4500ci	1.3	7"	SSD or HDD	Yes
<b>Kyocera</b>	TASKalfa 7054ci	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	TASKalfa 6054ci	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	TASKalfa 5054ci	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	TASKalfa 4054ci	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	TASKalfa 3554ci	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	TASKalfa 2554ci	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	TASKalfa 7004i	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	TASKalfa 6004i	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	TASKalfa 5004i	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	TASKalfa 4004i	1.3	10.1"	HDD	Yes
<b>Kyocera</b>	ECOSYS MA4500ix	1.3	7"	HDD	Yes
<b>Kyocera</b>	ECOSYS MA6000ifx	1.3	7"	HDD	Yes

<b>Kyocera</b>	ECOSYS MA5500ifx	1.3	7"	HDD	Yes
<b>Kyocera</b>	ECOSYS MA4500ifx	1.3	7"	HDD	Yes
<b>Copystar</b>	CS 6052ci	1.2	9"	HDD	
<b>Copystar</b>	CS 5052ci	1.2	9"	HDD	
<b>Copystar</b>	CS 4052ci	1.2	9"	HDD	
<b>Copystar</b>	CS 3552ci	1.2	9"	HDD	
<b>Copystar</b>	CS 3252ci	1.2	9"	HDD	
<b>Copystar</b>	CS 2552ci	1.2	9"	HDD	
<b>Copystar</b>	CS 6002i	1.2	9"	HDD	
<b>Copystar</b>	CS 5002i	1.2	9"	HDD	
<b>Copystar</b>	CS 4002i	1.2	9"	HDD	
<b>Copystar</b>	CS 3511i	1.2	9"	HDD	
<b>Copystar</b>	CS 3011i	1.2	9"	HDD	
<b>Copystar</b>	CS 8052ci	1.2	9"	HDD	
<b>Copystar</b>	CS 7052ci	1.2	9"	HDD	
<b>Copystar</b>	CS 8002i	1.2	9"	HDD	
<b>Copystar</b>	CS 7002i	1.2	9"	HDD	
<b>Copystar</b>	CS 4012i	1.2	9"	HDD	
<b>Copystar</b>	CS 3212i	1.2	9"	HDD	
<b>Copystar</b>	CS 9002i	1.2	9"	HDD	
<b>Copystar</b>	CS 6053ci	1.2	10.1"	HDD	
<b>Copystar</b>	CS 5053ci	1.2	10.1"	HDD	
<b>Copystar</b>	CS 4053ci	1.2	10.1"	HDD	
<b>Copystar</b>	CS 3553ci	1.2	10.1"	HDD	
<b>Copystar</b>	CS 3253ci	1.2	10.1"	HDD	
<b>Copystar</b>	CS 2553ci	1.2	10.1"	HDD	
<b>Copystar</b>	CS 6003i	1.2	10.1"	HDD	
<b>Copystar</b>	CS 5003i	1.2	10.1"	HDD	
<b>Copystar</b>	CS 4003i	1.2	10.1"	HDD	

<b>Copystar</b>	CS 358ci	1.2	7"	HDD	
<b>Copystar</b>	CS 408ci	1.2	7"	HDD	
<b>Copystar</b>	CS 508ci	1.2	7"	HDD	
<b>Copystar</b>	CS 8353ci	1.2	10.1"	HDD	
<b>Copystar</b>	CS 7353ci	1.2	10.1"	HDD	
<b>Copystar</b>	CS 9003i	1.2	10.1"	HDD	
<b>Copystar</b>	CS 8003i	1.2	10.1"	HDD	
<b>Copystar</b>	CS 7003i	1.2	10.1"	HDD	
<b>Copystar</b>	CS MZ4000i	1.3	10.1"	SSD	Yes
<b>Copystar</b>	CS MZ3200i	1.3	10.1"	SSD	Yes
<b>Copystar</b>	CS MA4500ci	1.3	7"	SSD or HDD	Yes
<b>Copystar</b>	CS 7054ci	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 6054ci	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 5054ci	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 4054ci	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 3554ci	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 2554ci	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 7004i	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 6004i	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 5004i	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 4004i	1.3	10.1"	HDD	Yes
<b>Copystar</b>	CS 308ci	1.2	7"	SSD (must be installed)	
<b>UTAX &amp; TA</b>	6006ci	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	5006ci	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	4006ci	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	3206ci	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	2506ci	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	6056i	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	5056i	1.2	9"	HDD	

<b>UTAX &amp; TA</b>	4056i	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	3561i	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	3061i	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	8006ci	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	7006ci	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	8056i	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	7056i	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	P-C6080DN	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	P-C3062i MFP(ECOSYS)	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	P-C3066i MFP(ECOSYS)	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	P-C3562i MFP(ECOSYS)	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	P-C3566i MFP(ECOSYS)	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	356ci	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	4062i	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	3262i	1.2	9"	HDD	
<b>UTAX &amp; TA</b>	P-6036i MFP	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	P-5536i MFP	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	P-4531i MFP	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	P-4536i MFP	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	6007ci	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	5007ci	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	4007ci	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	3207ci	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	2507ci	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	6057i	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	5057i	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	352ci	1.2	7"	HDD	
<b>UTAX &amp; TA</b>	402ci	1.2	7"	HDD	
<b>UTAX &amp; TA</b>	502ci	1.2	7"	HDD	

<b>UTAX &amp; TA</b>	8307ci	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	7307ci	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	8057i	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	7057i	1.2	10.1"	HDD	
<b>UTAX &amp; TA</b>	P-6038if MFP	1.2	7"	HDD	
<b>UTAX &amp; TA</b>	P-6038i MFP	1.2	7"	SSD or HDD	
<b>UTAX &amp; TA</b>	357ci	1.2	7"	SSD	
<b>UTAX &amp; TA</b>	4063i	1.3	10.1"	SSD	Yes
<b>UTAX &amp; TA</b>	3263i	1.3	10.1"	SSD	Yes
<b>UTAX &amp; TA</b>	P-C3563i MFP	1.3	7"	SSD or HDD	Yes
<b>UTAX &amp; TA</b>	P-C3567i MFP	1.3	7"	SSD or HDD	Yes
<b>UTAX &amp; TA</b>	P-C4063i MFP	1.3	7"	SSD or HDD	Yes
<b>UTAX &amp; TA</b>	P-C4067i MFP	1.3	7"	SSD or HDD	Yes
<b>UTAX &amp; TA</b>	358ci	1.3	7"	SSD or HDD	Yes
<b>UTAX &amp; TA</b>	458ci	1.3	7"	SSD or HDD	Yes
<b>UTAX &amp; TA</b>	7008ci	1.3	10.1"	HDD	Yes
<b>UTAX &amp; TA</b>	6008ci	1.3	10.1"	HDD	Yes
<b>UTAX &amp; TA</b>	5008ci	1.3	10.1"	HDD	Yes
<b>UTAX &amp; TA</b>	4008ci	1.3	10.1"	HDD	Yes
<b>UTAX &amp; TA</b>	3508ci	1.3	10.1"	HDD	Yes
<b>UTAX &amp; TA</b>	2508ci	1.3	10.1"	HDD	Yes
<b>UTAX &amp; TA</b>	7058i	1.3	10.1"	HDD	Yes
<b>UTAX &amp; TA</b>	6058i	1.3	10.1"	HDD	Yes
<b>UTAX &amp; TA</b>	5058i	1.3	10.1"	HDD	Yes
<b>UTAX &amp; TA</b>	P-4532i MFP	1.3	7"	HDD	Yes
<b>UTAX &amp; TA</b>	P-6039i MFP	1.3	7"	HDD	Yes
<b>UTAX &amp; TA</b>	P-5539i MFP	1.3	7"	HDD	Yes
<b>UTAX &amp; TA</b>	P-4539i MFP	1.3	7"	HDD	Yes
<b>UTAX &amp; TA</b>	302ci	1.2	7"	SSD (must be installed)	

<b>Olivetti</b>	d-COLOR MF3253	1.2	9"	HDD	
<b>Olivetti</b>	d-COLOR MF2553	1.2	9"	HDD	
<b>Olivetti</b>	d-COPIA 6000MF	1.2	9"	HDD	
<b>Olivetti</b>	d-COPIA 5000MF	1.2	9"	HDD	
<b>Olivetti</b>	d-COPIA 4000MF	1.2	9"	HDD	
<b>Olivetti</b>	d-COPIA 3502MF plus	1.2	9"	HDD	
<b>Olivetti</b>	d-COPIA 3002MF plus	1.2	9"	HDD	
<b>Olivetti</b>	d-COPIA 8001MF	1.2	9"	HDD	
<b>Olivetti</b>	d-COPIA 7001MF	1.2	9"	HDD	
<b>Olivetti</b>	d-COLOR MF3023	1.2	7"	SSD	
<b>Olivetti</b>	d-COLOR MF3024	1.2	7"	SSD	
<b>Olivetti</b>	d-COPIA 4001MF	1.2	9"	HDD	
<b>Olivetti</b>	d-COPIA 3201MF	1.2	9"	HDD	
<b>Olivetti</b>	d-COPIA 6014MF	1.2	7"	SSD	
<b>Olivetti</b>	d-COPIA 5514MF	1.2	7"	SSD	
<b>Olivetti</b>	d-COPIA 4513MF plus	1.2	7"	SSD	
<b>Olivetti</b>	d-COPIA 4514MF plus	1.2	7"	SSD	
<b>Olivetti</b>	d-COLOR MF3254	1.2	10.1"	HDD	
<b>Olivetti</b>	d-COLOR MF2554	1.2	10.1"	HDD	
<b>Olivetti</b>	d-COPIA 6001MF	1.2	10.1"	HDD	
<b>Olivetti</b>	d-COPIA 5001MF	1.2	10.1"	HDD	
<b>Olivetti</b>	d-COPIA 8002MF	1.2	10.1"	HDD	
<b>Olivetti</b>	d-COPIA 7002MF	1.2	10.1"	HDD	
<b>Olivetti</b>	d-COPIA 400xMF	1.3	10.1"	SSD	
<b>Olivetti</b>	d-COPIA 320xMF	1.3	10.1"	SSD	
<b>Olivetti</b>	d-COPIA 4002MF	1.3	10.1"	HDD	Yes
<b>Olivetti</b>	d-COPIA 3202MF	1.3	10.1"	HDD	Yes
<b>Olivetti</b>	d-COPIA 6002MF	1.3	10.1"	HDD	Yes
<b>Olivetti</b>	d-COPIA 5002MF	1.3	10.1"	HDD	Yes

<b>Olivetti</b>	d-COLOR MF3555	1.3	10.1"	HDD	Yes
<b>Olivetti</b>	d-COLOR MF2555	1.3	10.1"	HDD	Yes

## 4 Installation on HyPAS MFDs

The MyQ Roger app can be installed on HyPAS MFDs as a standard application. It is done via uploading the installation file from a USB flash drive and installing the application on the device's system menu.

1. Save the installation file (***KyoEmbedded\_2023.xx.xx.x\_Roger\_EU.pkg for the EU region or KyoEmbedded\_2023.xx.xx.x\_Roger\_US.pkg for the US region***) to the root directory of a USB Flash drive.
2. Install the file on the printing device:
  - a. On the device operation panel, press the **System Menu** button (or **System Menu/Counter** button on some devices). The *System Menu* opens.
  - b. On the *System Menu*, find and tap **Application (Favorites/Application** on some devices). You are prompted to log in as an administrator.
  - c. Log in as the administrator. The **Application** menu (or **Favorites/Application** menu) opens. If there is a card reader connected to the device and activated, you are asked to use your ID card. In such cases, tap **Menu** at the bottom-left corner of the screen, and then tap **keyboard login**. If the **Menu** button is not displayed, press the **System Menu** button (or **System Menu/Counter**) on the device operation panel; the terminal screen refreshes with the button displayed. In case you are asked to select between the **Local login** and the **Network login**, select **Local** before entering the credentials.
  - d. On the **Application** menu (or **Favorites/Application** menu), tap **Application**. The Application sub-menu opens.
  - e. Insert the USB Flash drive with the uploaded installation file, and then tap the plus sign (+) (or **Add** on some devices) at the upper-right corner of the screen. A dialog box appears, informing about the number of applications that can be installed.
  - f. Tap **OK**. The Add-Application menu opens with the MyQ Roger item displayed.
  - g. Select the MyQ Roger item, tap **Install** at the bottom-left corner of the screen, and then tap **Yes** to confirm the installation. The **Completed** message appears and the Add - Application menu is empty. You can tap **Remove Memory** at the bottom of the screen to safely remove your USB flash drive.
  - h. Back on the Add - Application menu, tap **End**.
3. To activate the application, go back to the **Application** menu, select the MyQ Roger item, and then tap **Menu** at the bottom-left corner. The application menu opens.
  - a. On the menu, tap **Activate**, and then tap **Yes** to confirm the activation. The QR code is displayed on the device panel.



⚠ Most printing devices cannot read flash drives formatted in the NTFS file system. Therefore, it might be necessary to use a USB flash drive formatted to FAT32.

## 4.1 Additional settings

After the installation, there are some additional settings to be done in the device's web UI, some mandatory and some optional.

### 4.1.1 Energy Saver settings

⚠ The energy saver settings are mandatory. If they are not set correctly, the app will not work properly.

There should not be any sleep and/or power off timer rule activated for the network and the application.

To make the application work properly, the settings should be set according to the screenshot below.

- Log in to the device's web UI.
- Go to **Device Settings, Energy Saver/Timer Settings**.
- Set the **Energy Saver Settings** and **Timer Settings** according to the screenshot (most of the options should be set to **Off**).

Energy Saver/Timer Settings

---

Energy Saver Settings

Sleep Rule :

Network :  On  Off

USB Cable :  On  Off

Card Reader :  On  Off

Application :  On  Off

Sleep Timer :  minutes

Low Power Timer :  minutes

Energy Saver Recovery Level :

Power Off Timer :

Power Off Rule :

Network :  On  Off

USB Cable :  On  Off

USB Host :  On  Off

Application :  On  Off

---

Timer Settings

Auto Panel Reset :  On  Off

Panel Reset Timer :  seconds

Interrupt Clear Timer :  seconds

WSD Scan Timer :  seconds

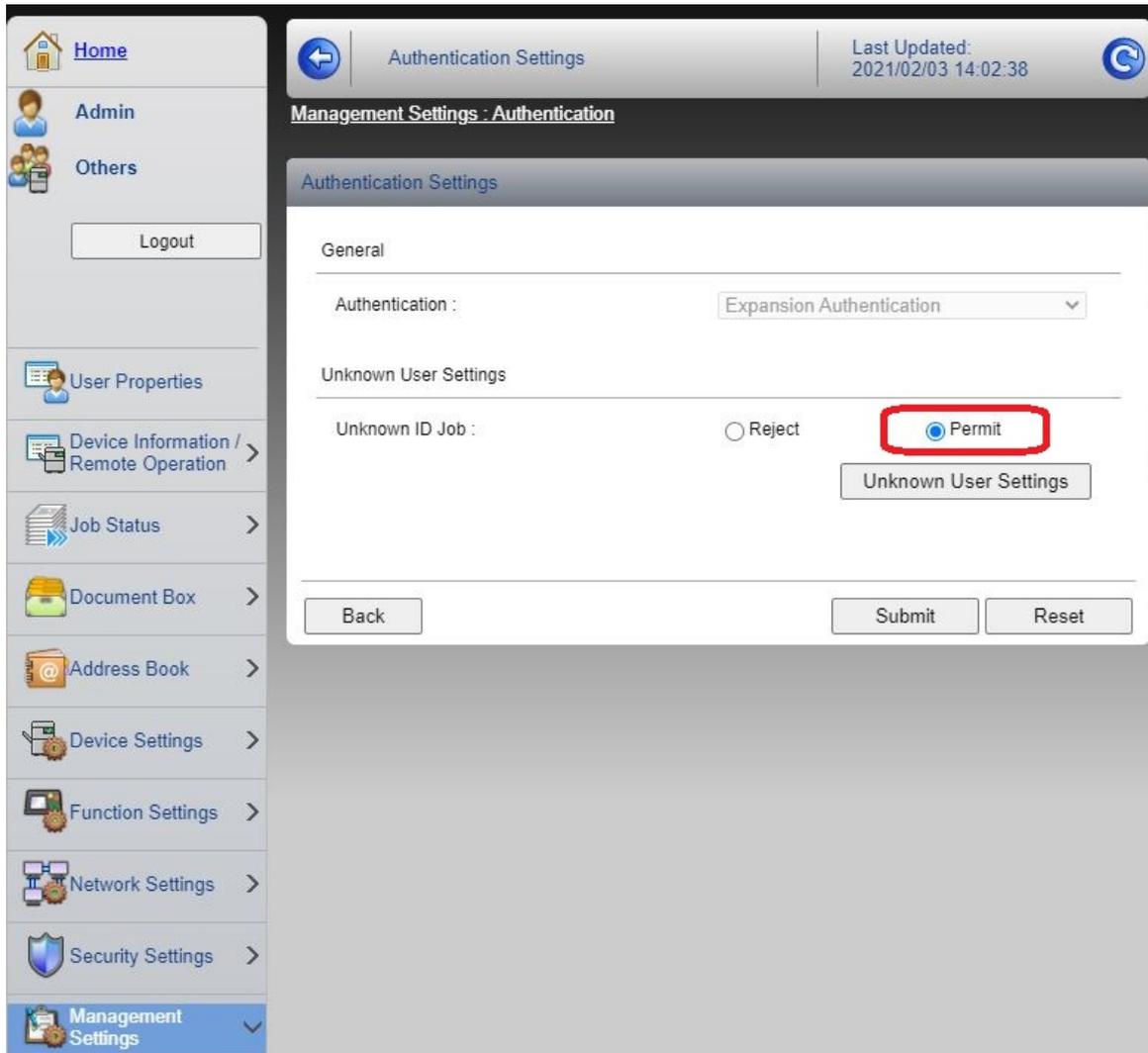
Weekly Timer :  On  Off

Auto File Deletion Time(Custom Box) :  :

### 4.1.2 Unknown ID Job settings

To avoid authentication errors, you should permit jobs with an unknown ID to be printed. This is usually set by default, however, on newer HyPAS devices it is not. It is recommended to check if this is correctly set regardless of the device model.

- Log in to the device's web UI.
- Go to **Management Settings, Job Accounting, Settings, Authentication Settings**.
- In the **Unknown User Settings** section, set the **Unknown ID Job** to *Permit*.



### 4.1.3 SMTP settings

If you are planning on using scan to email, the SMTP server must be set on the device.

- Log in to the device's web UI.
- Go to **Function settings, E-mail, SMTP**.
- Type the SMTP server's IP address or hostname in the **SMTP Server Name** field.

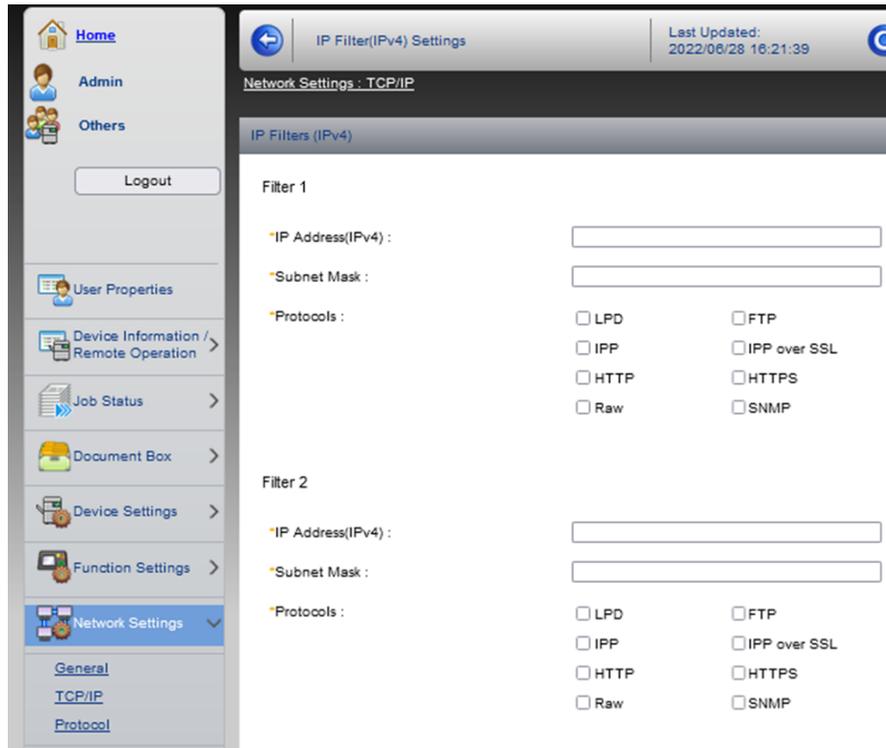
The screenshot displays the 'Function Settings : E-mail' page in the MyQ Roger web interface. The left sidebar contains navigation options: Home, Admin, Others, Logout, User Properties, Device Information, Job Status, Document Box, Address Book, Device Settings, and Function Settings (selected). Below these are links for Common/Job Defaults, Copy, Printer, E-mail, and Scan to Folder. The main content area is titled 'E-mail Settings' and shows the following configuration:

- SMTP Protocol :** On
- SMTP Server Name :** 10.14.9.45
- SMTP Port Number :** 25 (1 - 65535)
- SMTP Server Timeout :** 60 seconds
- Authentication Protocol :** On
- Authentication as :** Other
- Login User Name :** user1
- Login Password :** [Redacted]
- SMTP Security :** Off
- Connection Test :** Test
- Domain Restriction :** Off

Notes and additional elements include a 'Domain List' button, a 'Last Updated: 2020/09/14 10:46:30' timestamp, and several informational notes regarding SMTP settings and DNS server configuration.

#### 4.1.4 Blocking of printing outside MyQ Roger

Printing outside of MyQ Roger could be blocked. On the device level, it is possible to specify a host or a network of hosts that are allowed to access the printing system using the IP Filters in the web UI of the printer.



To ensure the proper function of the Device spool feature, you have to turn off IP filters or set a new IP filter which includes all the IP addresses of the printing devices, where the pull print jobs can be stored. If the IP filters are not set, printing outside MyQ Roger will not be blocked.

## 4.2 Printing related settings

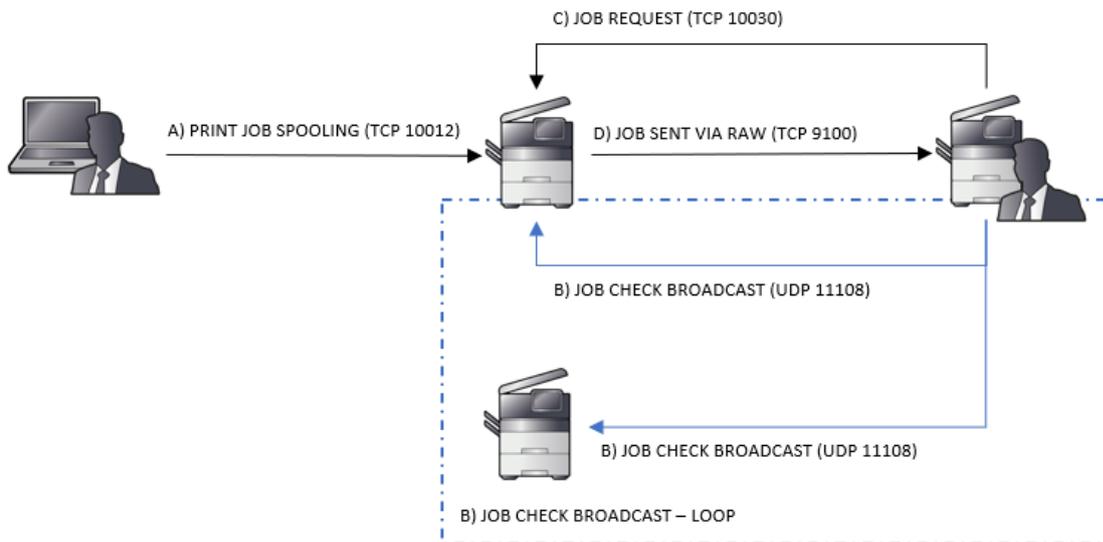
Printing via MyQ Roger is possible using these methods:

- **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. The Size parameter can be used in the Mobile app only for *pdf* files.
- **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. The Size parameter can be used in the Mobile app only for *pdf* files.
- **Printing via MyQ Roger Client** – No special settings needed on the terminal side. For the MyQ Roger Client 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. It is not possible to set paper size for Universal Print jobs. The *Cassette 1* paper size is used for Universal Print jobs.
- **Printing via Device Spool** – where all jobs are stored on the device's HDD. Jobs sent to one printing device can be printed on any other printing device connected to the same local area

network. If there are more mutually connected devices at the branch, the jobs spooled on the devices can be shared between them. In such cases, jobs sent to one device are displayed on the list of print jobs and can be printed on other devices.

Once the user logs on any of the devices connected to the same subnet, information about this job is provided and the job is displayed in the list of the available jobs and can be printed.

### MyQ Device spooling & pull print (simplified)



#### 4.2.1 Windows settings

You have to create a new print driver port, and set the port protocol and port number.

- Go to Windows **Control Panel** and open **Devices and Printers**. On the top ribbon, click **Add a printer**.
- Windows automatically search for devices, however, click **The Printer that I want isn't listed** instead.
- In the *Add Printer* window, select **Add a local printer or network printer with manual settings**, and click **Next**.
- Under *Choose a printer port*, select **Create a new port**, in the **Type of port** select **Standard TCP/IP Port**, and click **Next**.

✕

←  Add Printer

### Choose a printer port

A printer port is a type of connection that allows your computer to exchange information with a printer.

Use an existing port: LPT1: (Printer Port) ▾

Create a new port:

Type of port: Standard TCP/IP Port ▾

Next Cancel

- In the next window, type the **Hostname or IP address** of the printing device, and on the **Port Name**, add a name for the port. Make sure that the **Query the printer and automatically select the driver to use** option is unchecked, and click **Next**.
- Wait for the detection to fail, and in the next window, select **Custom** and click **Settings**.

✕

←  Add Printer

### Additional port information required

The device is not found on the network. Be sure that:

1. The device is turned on.
2. The network is connected.
3. The device is properly configured.
4. The address on the previous page is correct.

If you think the address is not correct, click Back to return to the previous page. Then correct the address and perform another search on the network. If you are sure the address is correct, select the device type below.

Device Type

Standard Generic Network Card ▾

Custom Settings...

Next Cancel

- In the *Printer Name or IP Address* field, set the **hostname or IP address** of the printing device in your network.

- When configuring the port, use the **Raw** protocol and the **10012** port for pull printing (\*\* check the full list of communication protocols and ports below).

- Once you configure the *Port Settings*, click **OK**, and then click **Next**.
- Select your printer driver based on your printer model or use the printer's CD/DVD setup kit. After that, click **Next**.
- If you already had this printer driver, you are asked whether you want to replace it. Select **Replace the current driver**, and click **Next**.
- Add a **Printer name**, and click **Next**.
- In the *Printer Sharing* window, choose whether you want to share this printer or not, and click **Next**.
- Mark the **Set as the default printer** checkbox if you want to make this the default printer, and click **Finish**.

## 4.2.2 macOS settings

1. Navigate to the CUPS web UI: <http://localhost:631>
  - a. If disabled, you need to enable it by entering "**cupctl WebInterface=yes**" to the terminal on your Mac.

```
Last login: Thu May 5 11:33:05 on ttys006
➔ ~ cupctl WebInterface=yes
➔ ~ █
```

2. On the CUPS web UI, go to **Administration** in the top bar, and click **Add Printer**.

CUPS.org Home **Administration** Classes Help Jobs Printers

## Administration

### Printers

**Add Printer** Find New Printers Manage Printers

### Classes

Add Class Manage Classes

### Jobs

Manage Jobs

3. On this page, ignore any discovered printers, select the **LPD/LPR Host or Printer** option, and click **Continue**.

**Other Network Printers:**

- Internet Printing Protocol (https)
- LPD/LPR Host or Printer**
- Internet Printing Protocol (ipp)
- Windows printer via spoolss
- Internet Printing Protocol (http)
- Internet Printing Protocol (ipp)
- AppSocket/HP JetDirect

Continue

4. In **Connection**, type: **socket://[hostnameOrIP]:10012** (where *[hostnameOrIP]:port* set the **hostname or IP address** of the printing device in your network and the port you want to use, e.g. *socket://10.14.4.25:10012*), and click **Continue** (\*\* check the full list of communication protocols and ports below).

### Add Printer

#### Add Printer

**Name:**   
(May contain any printable characters except "/", "#", and space)

**Description:**   
(Human-readable description such as "HP LaserJet with Duplexer")

**Location:**   
(Human-readable location such as "Lab 1")

**Connection:**

**Sharing:**  Share This Printer

Continue

5. In the next page, fill in the **Name** and **Location** information, and click **Continue**.
6. Select the Kyocera Driver for the given model, and click **Continue**.

## Add Printer

### Add Printer

**Name:** KyoceraRoger  
**Description:**  
**Location:**  
**Connection:** socket://kyoceralP:10012  
**Sharing:** Do Not Share This Printer  
**Make:** Kyocera Select Another Make/Manufacturer  
**Model:**

- Kyocera ECOSYS M2035dn (KPDLL) (en)
- Kyocera ECOSYS M2040dn (KPDLL) (en)
- Kyocera ECOSYS M2135dn (KPDLL) (en)
- Kyocera ECOSYS M2235dn (KPDLL) (en)
- Kyocera ECOSYS M2530dn (KPDLL) (en)
- Kyocera ECOSYS M2535dn (KPDLL) (en)
- Kyocera ECOSYS M2540dn (KPDLL) (en)
- Kyocera ECOSYS M2540ciw (KPDLL) (en)
- Kyocera ECOSYS M2635dn (KPDLL) (en)
- Kyocera ECOSYS M2635dw (KPDLL) (en)

**Or Provide a PPD File:** Choose File no file selected

7. On the next page, fill in the default options for the given model, and click **Set default options**.
8. The printer is now available in your printers list as a standard printer.

#### 4.2.2.1 \*\* Full list of communication protocols and ports

Protocol	Port	Description
TCP (IN/OUT)	11108	TCP link to device. Usage: Receive requests from Package.
TCP (IN)	10040	Usage: Use printer as a proxy for TCP communication.
UDP (IN)	11108	UDP Link to device. Multipurpose. It dispatches all the received UDP packages. Usage: Receive requests to get local jobs.
UDP (OUT)	11108	Send broadcast to printers. GetJobs (Local Spooling)
TCP (IN/OUT)	10030	TCP link to device. Usage: Receive requests or responses from other devices.
TCP (IN)	10011	Usage: Receive raw data of print jobs for local hold job. The job is spooled by the printer and waits there until the user logs in and prints it. It is not possible to print this job on any other than this particular printing device.
TCP (IN)	10013	Usage: Receive raw data of print jobs for local delegated job.
TCP (IN)	10020	Usage: Receive raw data of print jobs for local LPR jobs.
TCP (IN)	10012	Usage: Receive raw data of print jobs for local pull print jobs (Pull Print).

**Note:** Other ports used by the printer (common for all printers. Eg. 9100 for raw printing, etc.).

### 4.2.3 Expiration period for Device Spooled jobs

It is possible to specify the expiration period for Device spooled jobs. In the MyQ Roger server web UI, go to **Administration - Device Settings**. In the Ready To Print tab, set the **Expiration Period** in minutes and click **Save all**. The default value is 240 minutes.

Device Settings Manage Device Settings. Save all

Login Ready To Print PIN

**Device Spooled Jobs Settings**

Expiration Period:

240 Minutes

The expiration period for jobs spooled by a device before they are deleted

Open Device Code Page

## 4.3 Language settings

### 4.3.1 Language of the application

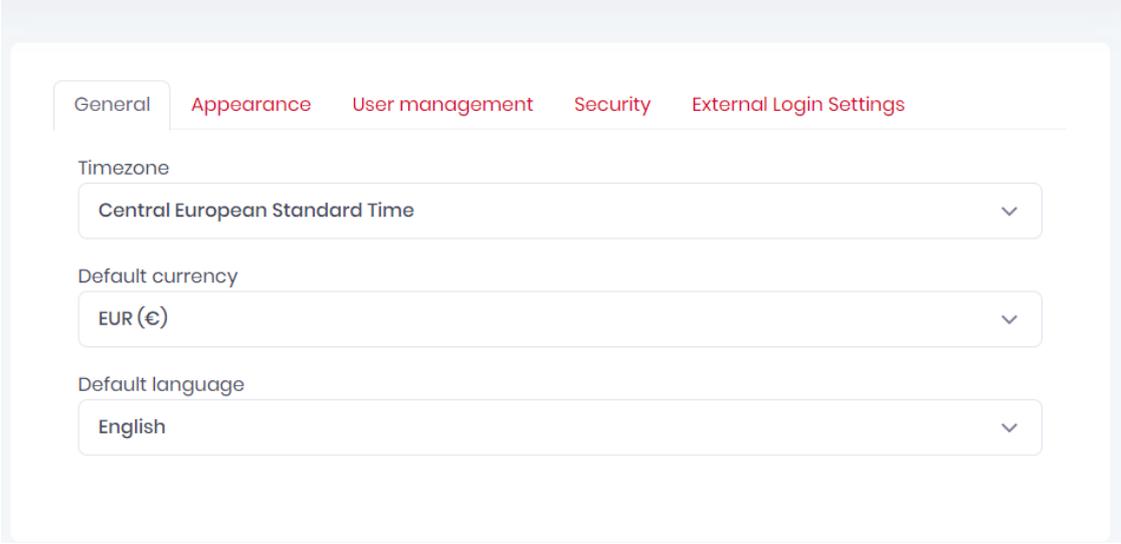
It is possible to change the language of the MyQ Roger application to several languages.

The language of the login screen and Top menu is set by the language in the MyQ Roger server web UI.

This setting is available in the MyQ Roger server web UI, in **Administration - Settings** in the General tab, Default language.

**Settings** Show and change application settings.

 **Save all**



General Appearance User management Security External Login Settings

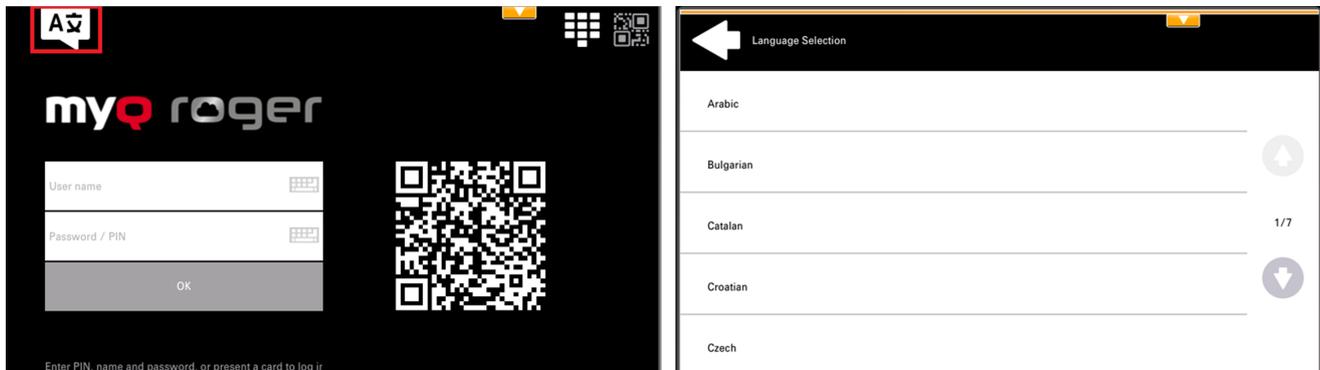
Timezone  
Central European Standard Time

Default currency  
EUR (€)

Default language  
English

### 4.3.2 Language Selection feature

There is also one exception. With the **Language Selection** feature, it is possible to change the language of the login screen and the language of the Top menu for the next user session. The language is set back to the default one for the login screen and for the application when the user session is finished.

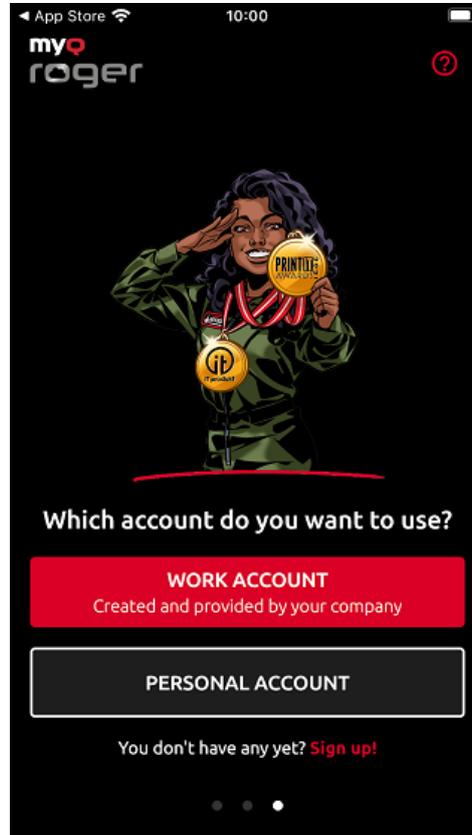


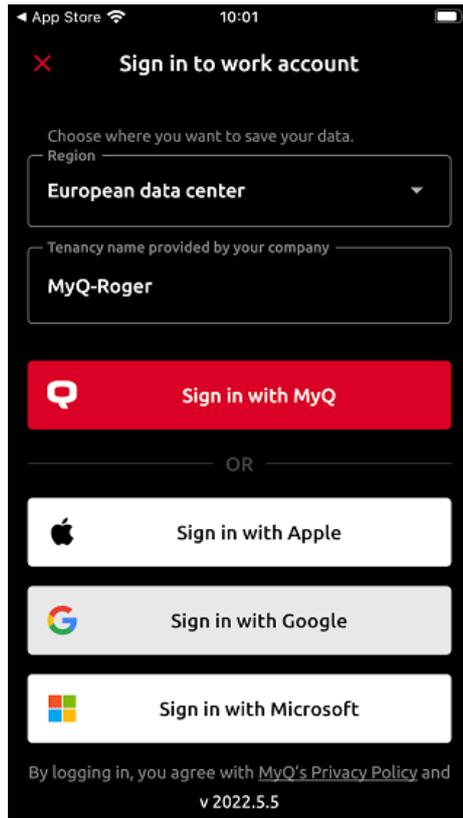
## 5 MyQ Roger mobile app setup

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-mail address

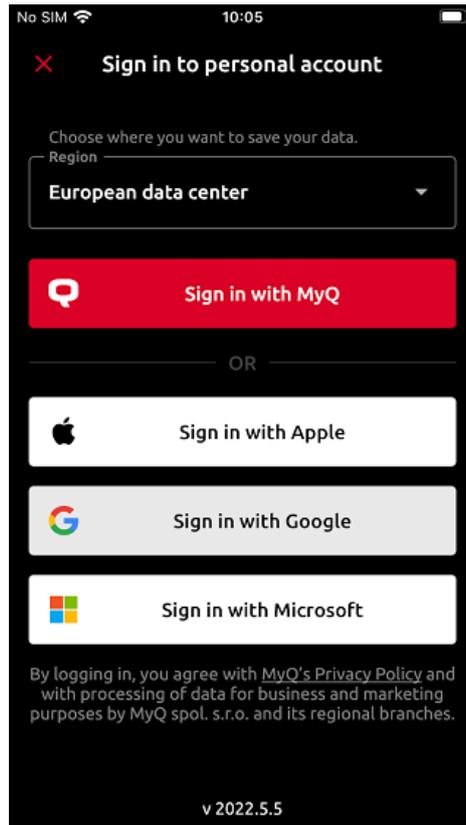
|

Password

SIGN IN

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

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



← Sign up to your personal account

First name \*

Last name \*

E-mail address \*

Country \* ▼

Password

Confirm password

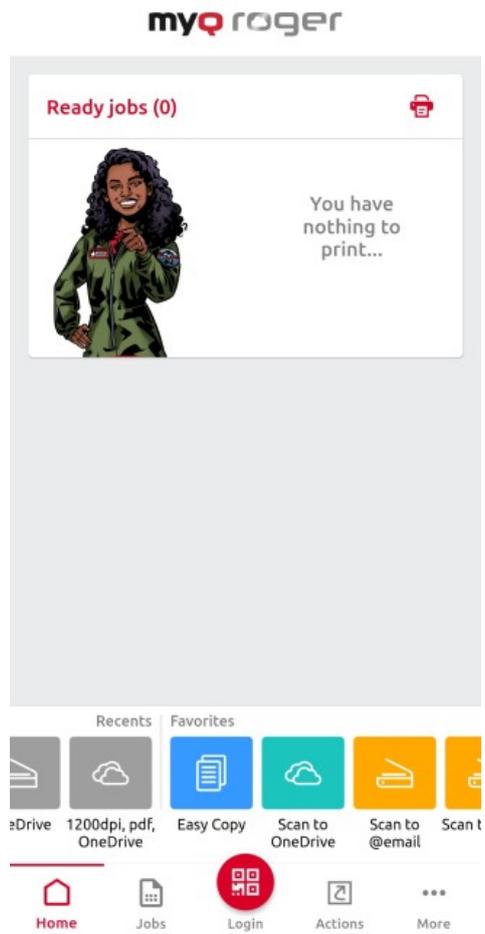
I agree with the processing of the above data for business and marketing purposes by MyQ spol. s.r.o. and its regional branches. [More about MyQ's Privacy Policy here.](#)

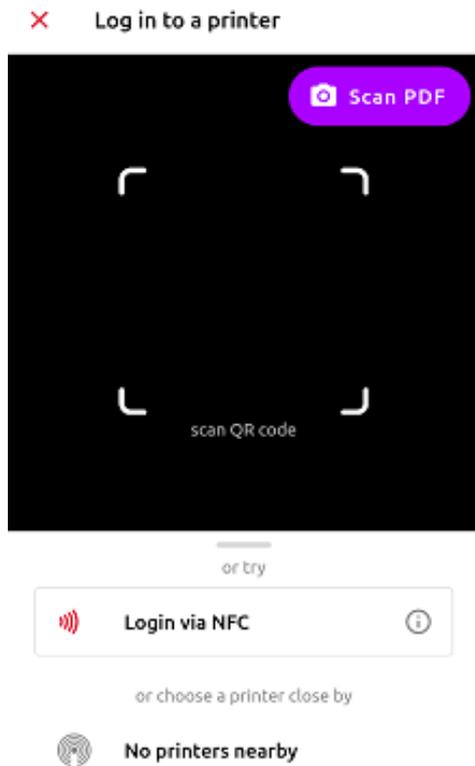
SIGN UP

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**.

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





You can also log in via NFC, if the device has already been paired by the administrator and if the NFC is supported by your phone.

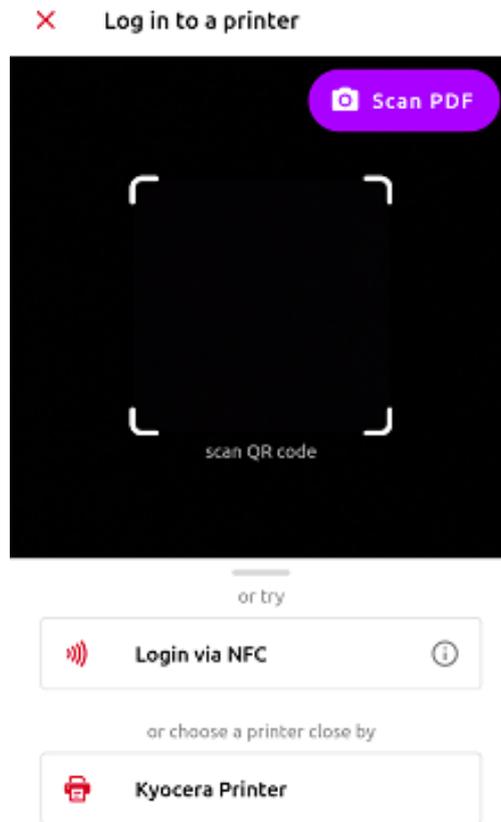
Tap the **Login** button and select **Login via NFC**. Move your phone close to the NFC tag on the MFD. Once your phone reads the tag, you are logged in to the MFD.

- Only an administrator can pair an NFC tag to an MFD. Tap the **Login** button and then tap the 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.

Another option is to log in to an MFD paired via Bluetooth.

Tap the **Login** button and select one of the paired printers from the list. If there are no printers on the list, select **Discover printers via Bluetooth**.

Once an unknown device appears on the list, tap on it and scan the QR code to pair it.



If you 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).

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

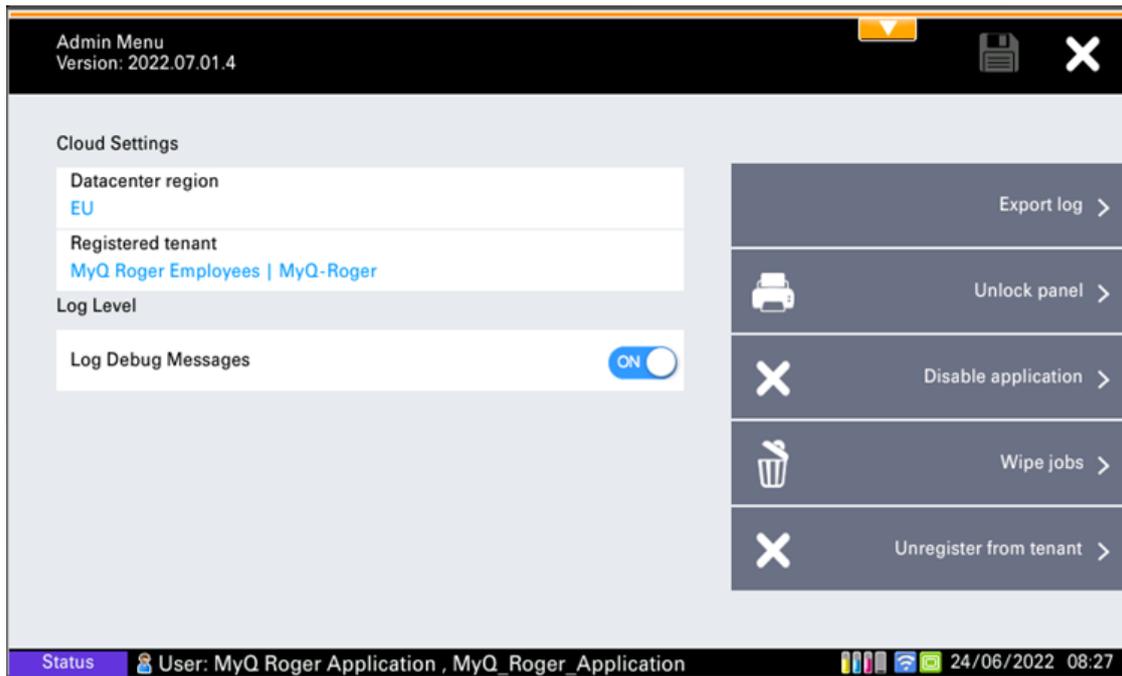
## 6 Registration of MyQ Roger to the tenant

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



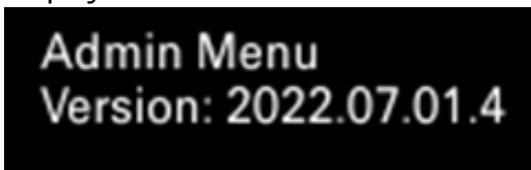
## 7 Admin Menu

It is possible to log in to the device's Admin Menu from the screen for registration of the device to the tenant when the device is disconnected from the network or when the device is registered to the tenant. Tap the MyQ icon, and then log in as the MyQ administrator (the default administrator's PIN of an unassigned terminal to a tenant is **1087**. For newly created tenants, the Admin PIN is generated randomly and after connecting the device to the tenant, the Admin PIN can be changed. The value of the Admin PIN can be found in the MyQ Roger Server tenant settings, in **Administration - Device Settings**, in the General tab under Admin Mode. The Admin PIN can be changed there.)

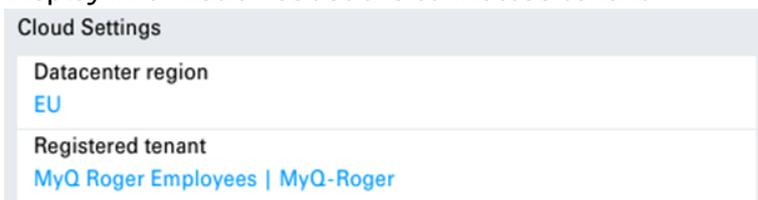


The available actions in the Admin Menu of the MyQ Roger terminal for Kyocera are:

- Display information about the terminal's version



- Display information about the connected tenant



- Enable Log Debug Messages



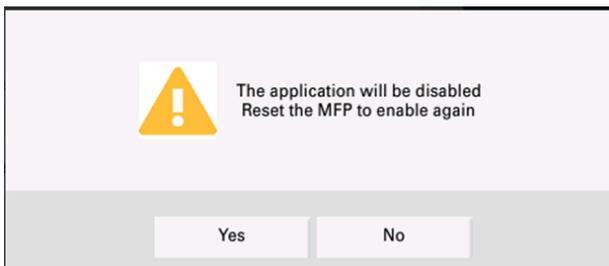
- Export logs to USB (USB has to be connected before exporting the logs)



- Unlock panel for managing the printer settings or update/uninstall the MyQ Roger terminal for Kyocera



- Disable application – the application is disabled on the device, the device is unlocked for using.



The application is enabled after restarting the MFP.

- Wipe jobs – Delete all local spooled jobs from the printer



- Unregister from tenant – The device is unregistered from the tenant; all users and local spooled jobs are deleted from the device; the screen for registration of the device to the tenant is displayed after logging out of the Admin Menu



## 8 Using MyQ Roger

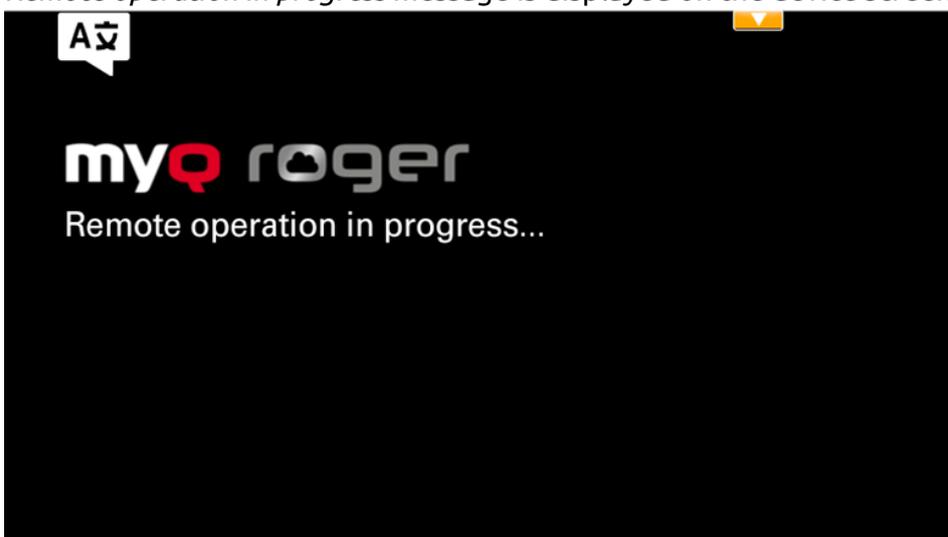
### 8.1 Usage of the terminal

#### 8.1.1 Log in

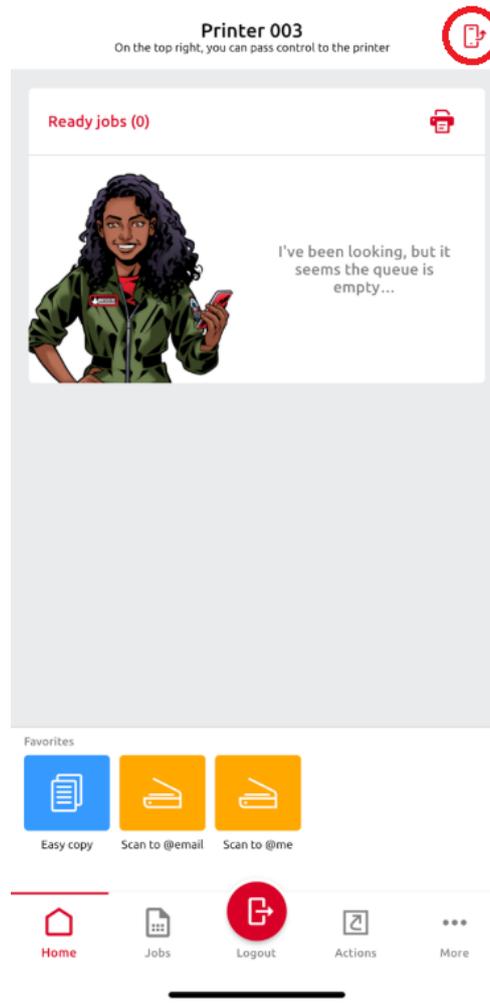
Depending on the administrator's setup, there are multiple login options available on the device panel:



- **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.
- **QR code** - Scan the QR code with your smart phone via the MyQ Roger mobile app (recommended). If the user is logged in via the mobile application, the Top menu isn't displayed. If the user is using the mobile application for controlling the panel operations, the *Remote operation in progress* message is displayed on the device screen.

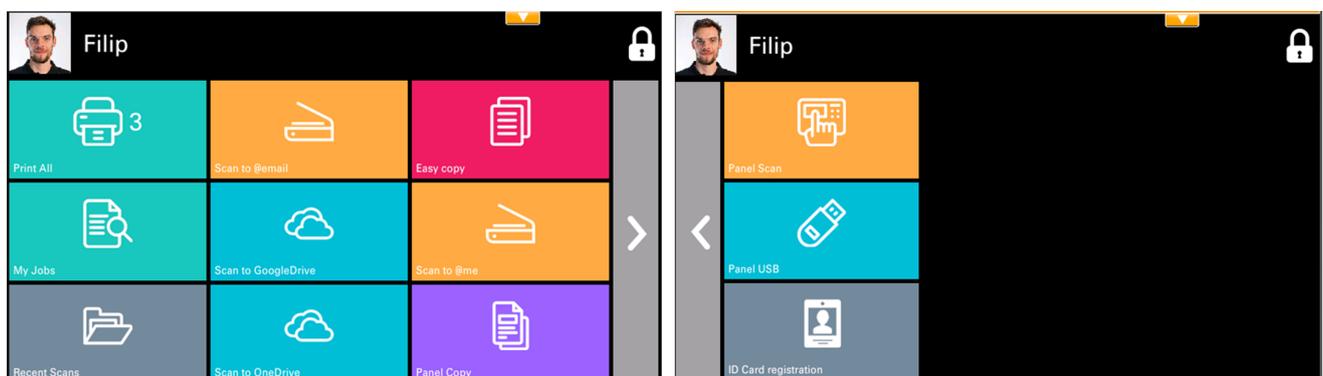


In order to display the Top menu from this screen, it is possible to **Pass control to the printer** in the Mobile application using the red button on the upper-right corner or by pressing **Logout** in the mobile application.

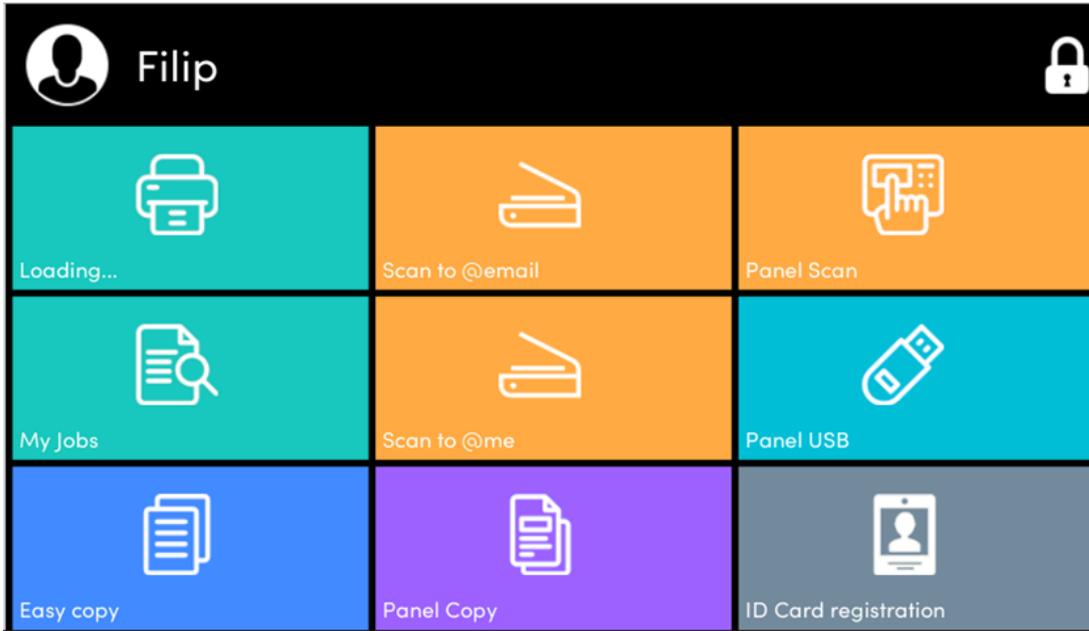


### 8.1.2 MyQ Roger available actions

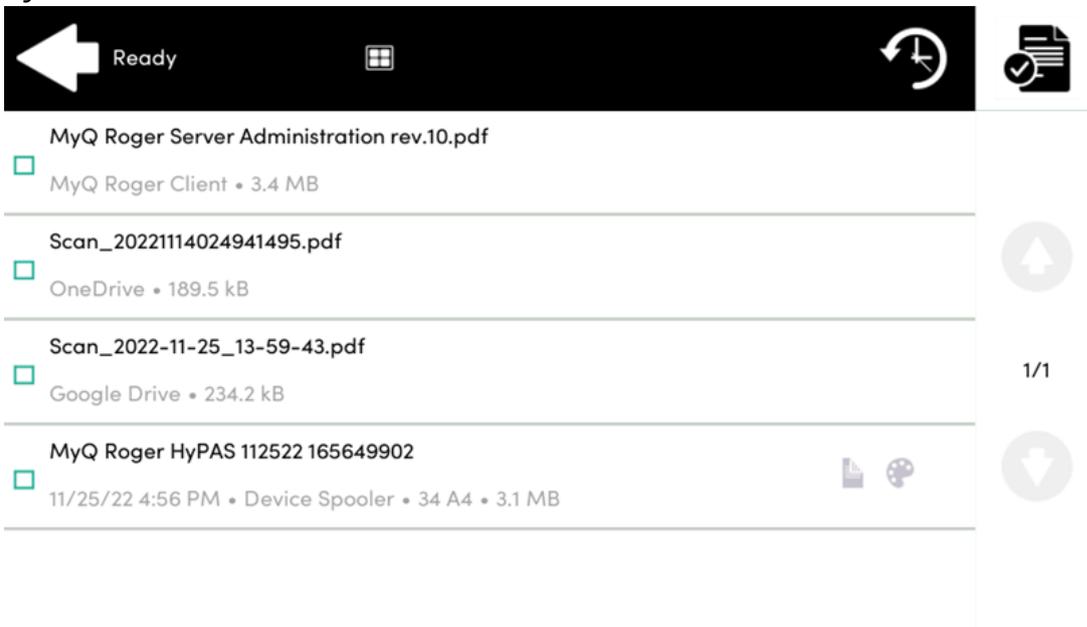
Depending on your MyQ Roger tenant settings, as well as the administrator's setup, the available actions are:



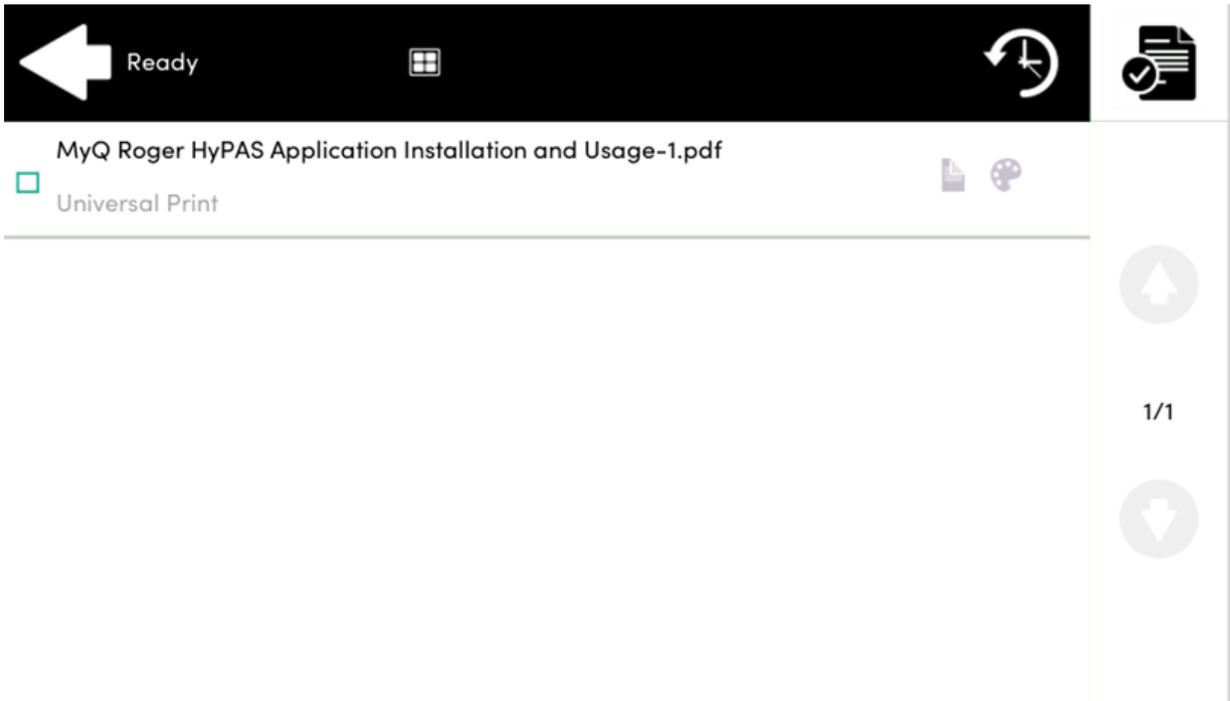
- **Print All** - this action prints all jobs that are waiting in queue in the Ready and Paused states. In case there are Microsoft Universal Print jobs present, **Loading...** is displayed on the Print All button after login until the Microsoft Universal Print jobs aren't loaded.



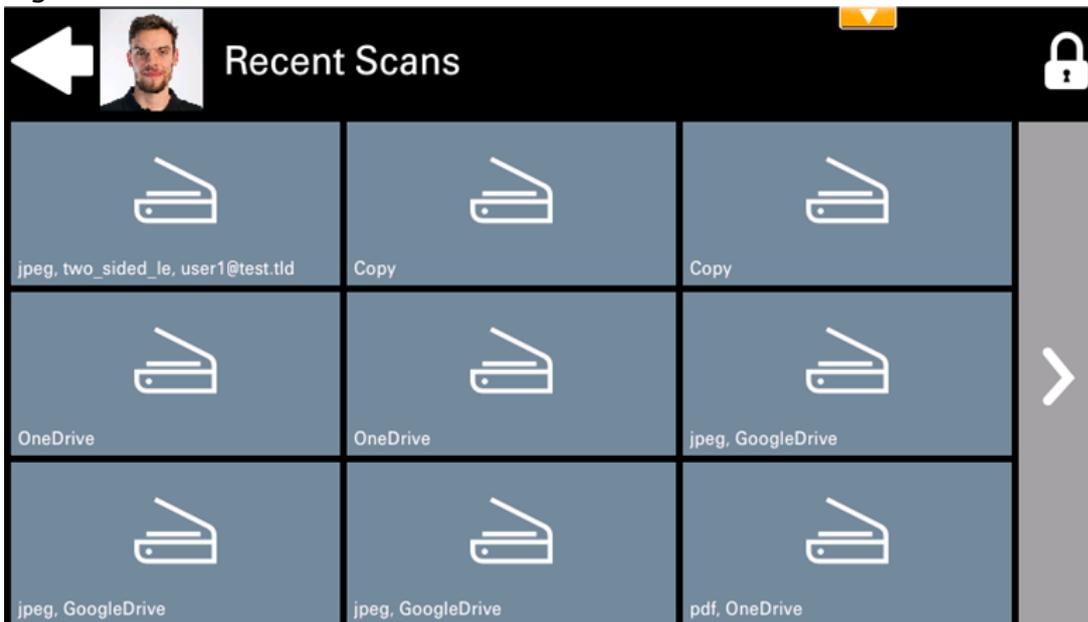
- **My Jobs** - this action shows all the jobs that can be printed. You can select the jobs and print them. Information about the jobs is also displayed (if the job is local or from cloud storage). Jobs from cloud storage have to be spooled to the server via the MyQ Roger mobile application. It is possible to print files in pdf and jpg formats only from cloud storage on Kyocera.



It is not possible to set paper size for Universal Print jobs. Paper size of Cassette 1 is used for the Universal Print jobs.



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



- **Scan to @me** - scan to the user's email address.
- **Scan to @email** - scan to an email address.
- **Scan to OneDrive** (OneDrive has to be connected to your tenant) - scan to OneDrive.
- **Scan to GoogleDrive** (Google Drive has to be connected to your tenant) - scan to Google Drive.
- **Easy Copy** - after the user taps this action, the page is immediately copied.
- **Panel Copy** - use the device's Panel Copy action.

- **Panel Scan** - use the device's Panel Scan action.
- **Panel USB** - use the device's Panel USB action.
- **ID Card Registration** - register an ID card.
- **Print from USB** (if supported by the device) - print from a USB connected to the MFD.
- **Scan to SharePoint** - (SharePoint requires a paid license and has to be connected to your tenant) - scan to SharePoint.

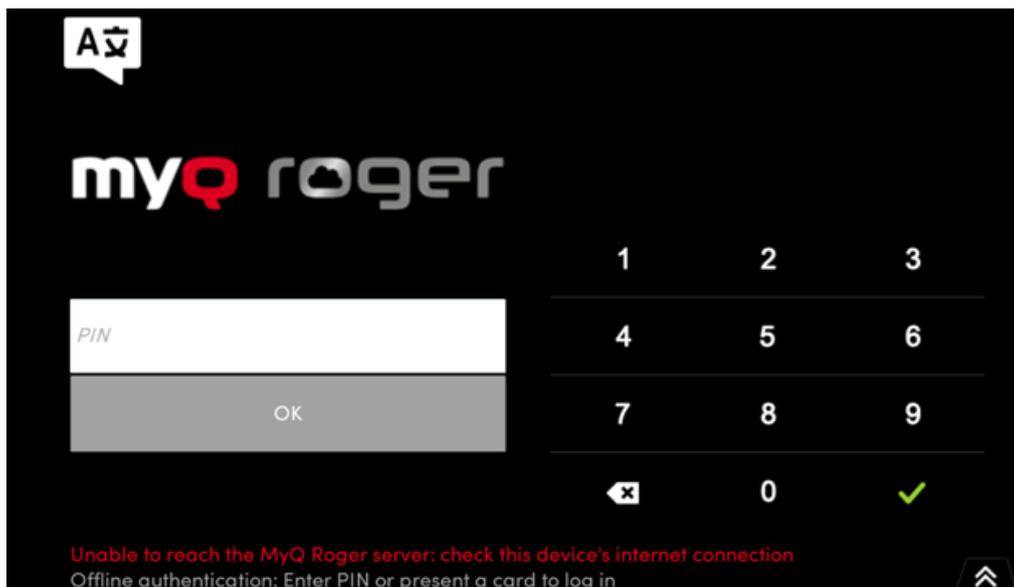
☰ If you are sending a job from the MyQ Roger mobile app to a HyPAS device, it is possible to change the paper size format for *pdf* files only. Other types of files can only be printed on the A4 paper size format. If you want to print other formats on HyPAS devices, it is recommended to use MyQ Roger Client, where all formats are supported.

☰ The following file types are supported when printing from the mobile app from OneDrive and Google Drive:

- JPEG (only from OneDrive)
- PNG (the file is converted to PDF and printed)
- MS Office (docx, xlsx, pptx)
- Google Docs (Doc, Table, Presentation)

## 8.2 Using MyQ Roger in Offline mode

If the device's network or the server is unavailable, it is possible to use **Offline mode**. Users can log in and perform actions that do not require network access.

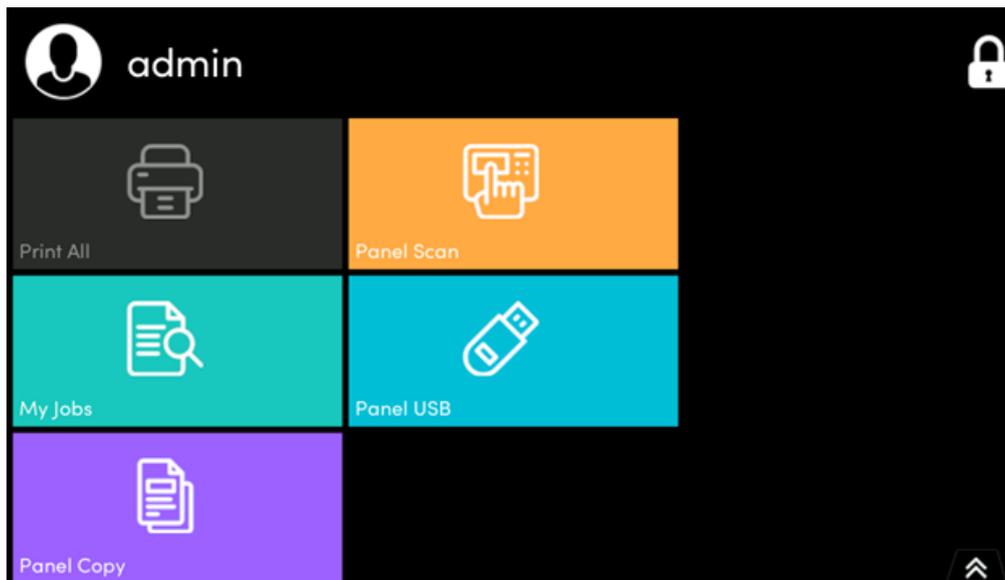


Login is only possible using PIN or ID card. Username and password or login via the mobile application are not available in Offline mode.

The user has to log in using their credentials when the device is online at least once before the terminal reaches Offline mode. The device remembers the credentials for 3 days; after this period ends, the user cannot log in in Offline mode anymore.

### 8.2.1 Available actions in Offline mode

The available actions in Offline mode are:



- **Print All**
- **My Jobs** - it is only possible to print jobs spooled via Device Spool. Spooled jobs from Cloud storages, the MyQ Roger mobile application, MyQ Roger Client or Microsoft Universal Print cannot be printed in Offline mode.
- **Panel Copy**
- **Panel Scan** - Panel scan cannot be used if the network interruption is on the device side.
- **Panel USB**

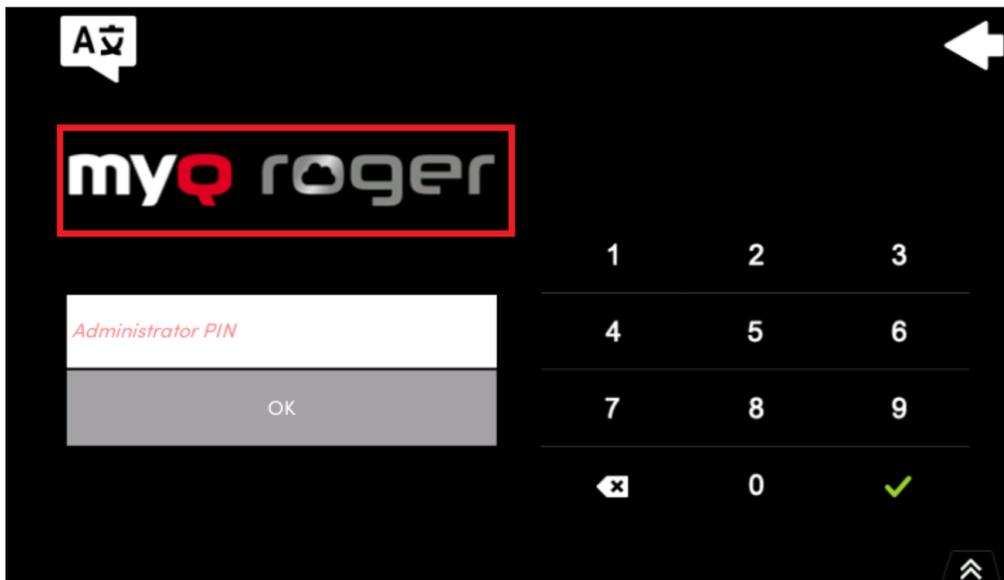
## 9 Obtain Logs

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

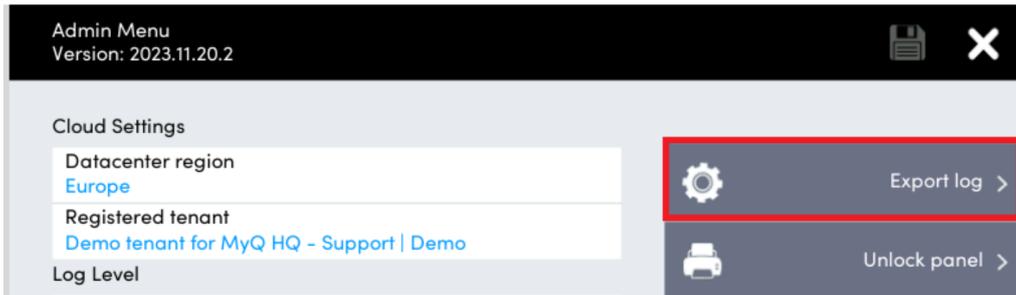
- Your MyQ Roger **Tenant name**. The Tenant name can be found:
  - In the MyQ Roger mobile app, go to More - Profile - Tenant name.
  - In MyQ Roger Client (MRC), it's visible in the top-center.
  - In the terminal, in the Admin Menu under Registered tenant.
- The **username** (email) where the issue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

### 9.1 MyQ Roger HyPAS terminal logs

To obtain logs from a MyQ Roger HyPAS device, tap the MyQ Roger logo on the terminal's screen and then log in as an administrator (the default administrator's PIN of an unassigned terminal to a tenant is **1087**. For newly created tenants, the Admin PIN is generated randomly and after connecting the device to the tenant, the Admin PIN can be changed. The value of the Admin PIN can be found in the MyQ Roger Server tenant settings, in **Administration - Device Settings**, in the General tab under Admin Mode.)



Once logged in to the Admin Menu, connect a USB drive to the device (the USB should be formatted to FAT32) and then tap **Export log** in the Admin Menu.



Lastly, attach the exported logs files to your helpdesk case.

## 9.2 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.

## 10 Uninstallation

If your device is successfully paired with MyQ Roger, the MyQ Roger embedded app can be uninstalled or deactivated on the Application menu of the printing device's panel. If you choose to deactivate it, you can later reactivate it with its settings restored. The uninstallation (or deactivation) consists of two steps: you have to unlock the panel and then delete (or deactivate) the MyQ application on the Application menu.

1. On the terminal's login screen, tap the MyQ icon, and then log in as the MyQ administrator (the default administrator's PIN is **1087** and can be changed in the MyQ Roger Server tenant settings, in Administration > Device Settings > Admin Mode).
2. On the Admin Menu screen, tap the **Unlock Panel** button. The printing device's default screen opens.
3. At the upper-left corner of the device panel, press the **System menu** button (or the **System Menu/Counter** button on some devices). The System Menu opens.
4. On the System Menu, find and tap **Application** (or **Favorites/Application** on some devices).
5. On the Application menu (or Favorites/Application menu), tap **Application**. The Application sub-menu opens.
6. On the menu, select the MyQ Embedded application, and then tap **Menu** at the bottom-left corner of screen. The application menu opens.
7. On the menu, tap **Delete** (or **Deactivate**), and then tap **Yes** to confirm the action. The application is deleted (or deactivated) and the MFP Panel default screen opens.

Uninstallation of the MyQ Roger embedded application is also possible remotely via Kyocera Net Admin or the Kyocera Net Viewer application.

If your device is not paired with MyQ Roger, but the MyQ Roger embedded app is installed on the device (the registration QR code is displayed on the terminal), unplug the network cable or disable the Wi-Fi connection to the device. Then log in to the device's Admin Menu and follow the uninstallation/deactivation steps above.

## 11 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

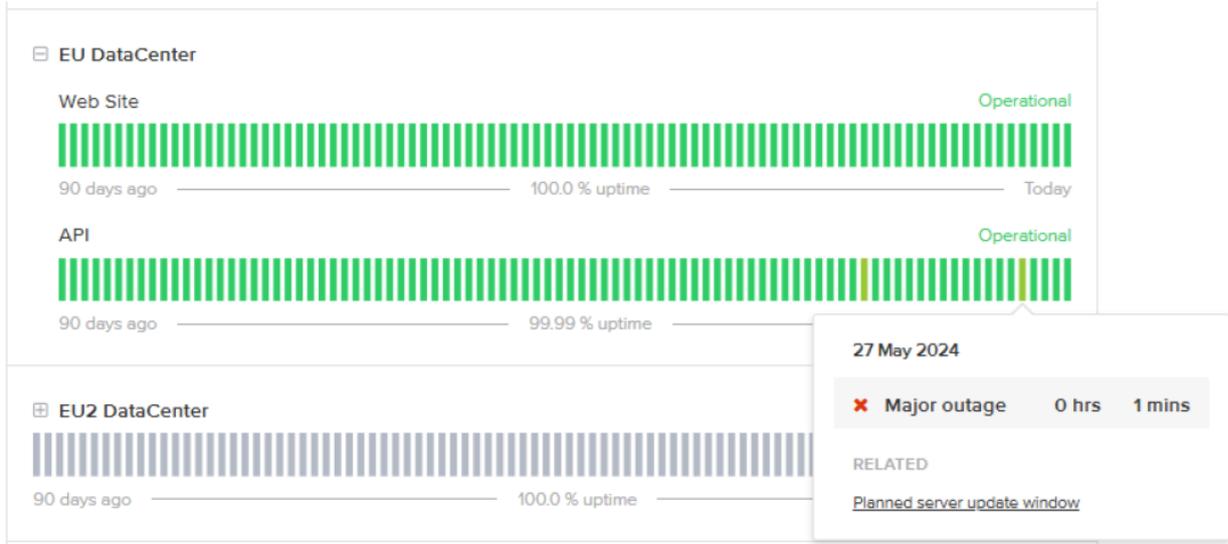


### 11.1 Current Status

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 maintenance affected: EU DataCenter (Web Site, API) and US DataCenter (Web Site, API).

[← Current Status](#)

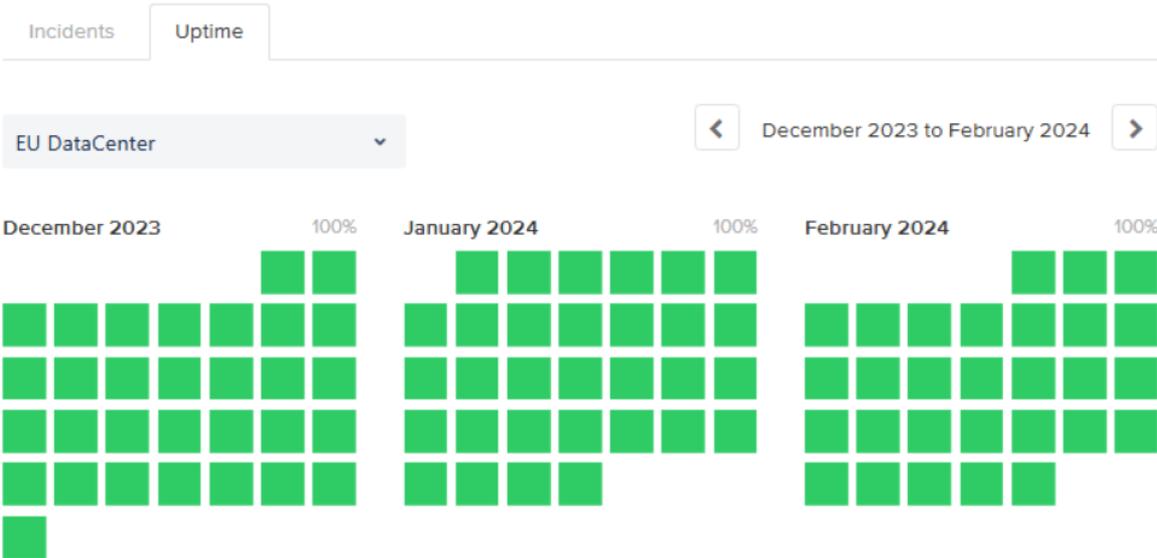
Powered by Atlassian Statuspage

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.



SUBSCRIBE TO UPDATES



## 11.2 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 2024

**[Scheduled] Planned server update window**  
The scheduled maintenance has been completed.  
May 27, 15:00 - 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.

## 11.3 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.



All Systems Operational

SUBSCRIBE TO UPDATES

✉️ ⚙️ 📡 ✕

Get email notifications whenever MyQ Roger **creates, updates** or **resolves** an incident.  
**Email address:**

SUBSCRIBE VIA EMAIL

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Uptime over the past 90 days. [View historical uptime.](#)

## 12 Business Contacts

<b>MyQ® Manufacturer</b>	<p><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</p>
<b>Business information</b>	<p><a href="http://www.myq-solution.com">www.myq-solution.com</a>  <a href="mailto:info@myq-solution.com">info@myq-solution.com</a></p>
<b>Technical support</b>	<p><a href="mailto:support@myq-solution.com">support@myq-solution.com</a></p>
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