



# 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.

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. MyQ Roger offers top performance, high availability, and multitenancy.

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 Ricoh 24.3.2(105)

### 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 SmartSDK devices.

The basic prerequisites before the installation are:

- Setup of the MyQ Roger tenant (described in the MyQ Roger Server Administration guide).
- Latest Firmware 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<br>C2010 / IM C2510 Series         |
|  | IM 2500 / IM 3000 / IM 3500 /IM 4000 / IM 5000 / IM 6000 / IM<br>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   |
| Sinart Operation Panet G2 (17mCn)      | Рго8310 / Рго8320  |

|                                      | 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 |
|                                      | MP C3504ex Series |
| Smart Operation Panel G2 (10.1 inch) | 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:

- 1. Open the web UI of the device and login as Administrator.
- 2. Go to Device Management>Configuration>Device Settings: Email
- 3. Configure SMTP Server Name, SMTP Port No. and SMTP authentication.

| TP Port No.       :         Secure Connection (SSL)       :         On        Off         TP Authentication       :         On        Off         TP Auth. Email Address       :         TP Auth. User Name       :         TP Auth. Password       : | SMTP                        |                 |
|---|-----------------------------|-----------------|
| Secure Connection (SSL)       : On Off         IP Authentication       : On Off         IP Auth. Email Address       :         IP Auth. User Name       :         IP Auth. Password       :   | SMTP Server Name            | :               |
| IP Authentication     : On @ Off       IP Auth. Email Address     :       IP Auth. User Name     :       IP Auth. Password     : Change   | MTP Port No.                |                 |
| IP Auth. Email Address     Image: Change       IP Auth. Password     Image: Change  | Use Secure Connection (SSL) | : On Off        |
| IP Auth. User Name     :       IP Auth. Password     :  | ISMTP Authentication        | : On Off        |
| P Auth. User Name :<br>P Auth. Password :<br>Change   | SMTP Auth. Email Address    |                 |
|   | SMTP Auth. User Name        |                 |
| P Auth. Encryption : Auto Select V  | 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**.

| RICOH IM C300           | 0 Web Image Monitor    |                       |                    |             |           |        | ?   i  <br>⊥ | →) Logout |
|-------------------------|------------------------|-----------------------|--------------------|-------------|-----------|--------|--------------|-----------|
| Home                    |                        |                       |                    |             |           |        | 1 U          |           |
|                         |                        |                       |                    |             | English 🗸 | Switch | Refresh      | ?         |
| 1 Status/Information    | Device Name :          | RICOH IM C3000        | Comment            | :           |           |        |              |           |
| 🐼 Device Management 🕠   | Configuration          | Smart Operation Panel | Host Name          | 1           |           |        |              |           |
|                         | Address Book           | man operation Panel   |                    |             |           |        |              |           |
| Print Job/Stored File + | Central Management     |                       |                    |             |           |        |              |           |
| Convenient Links        | Main Power Off         |                       | -                  |             |           |        |              |           |
|                         | Reset Printer Job      |                       |                    |             |           |        |              |           |
|                         | Reset the Machine      |                       |                    |             |           |        |              |           |
|                         | Screen Monitoring      |                       | 00                 |             |           |        |              |           |
|                         | Remote Panel Operation |                       | 00                 |             |           |        |              |           |
|                         |                        |                       | 00                 |             |           |        |              |           |
|                         |                        |                       |                    |             |           |        |              |           |
|                         | 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 Detai  | ils       |

3. Under Device Settings, select Timer.



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

### RICOH IM C3000 Web Image Monitor

| ∢ Home                                     |               |
|--|---------------|
| OK Cancel                                  |               |
|  |               |
| Sleep Mode Timer                           | : 5 minute(s) |
| System Auto Reset Timer                    | : On Off      |
|  | 60 seconds    |
| Copier/Document Server<br>Auto Reset Timer | : On Off      |
|  | 60 seconds    |
| Scanner Auto Reset Timer                   | : On Off      |
|  | 60 seconds    |
| Printer Auto Reset Timer                   | : On Off      |
|  | 60 seconds    |

| Auto Logou    | it Timer :  OI 30        |             | onds                       |                |                             |          |                |  |
|---------------|--------------------------|-------------|----------------------------|----------------|-----------------------------|----------|----------------|--|
| Fusing Unit   | : Off Mode On/Off : O    | n Off       |                            |                |                             |          |                |  |
| Fusing Ur     | nit Off Mode Timer : 0   | minute      | (s) 30 seconds (10sec      | onds $\sim$ 24 | 0minutes)                   |          |                |  |
|               |                          |             | On Operating Control P     |                |                             |          |                |  |
| Weekly Tin    | ner:                     |             |                            |                |                             |          |                |  |
| Weekly Tim    | ner : Inactive           | ~           | ſ                          |                |                             |          |                |  |
|               | When [Active (Daily)     | ] or [Activ | e (Day of the Week)] is se | lected, so     | me functions will not be av | ailable. |                |  |
| * Time format | t: (hh:mm)               |             |                            |                |                             |          |                |  |
|               | Weekly Timer 1           |             | Weekly Timer 2             |                | Weekly Timer 3              |          | Weekly Timer 4 |  |
|               | Active                   |             | Active                     |                | Active                      |          | Active         |  |
| Daily         | None                     | $\sim$      | None                       | $\sim$         | None                        | $\sim$   | None           |  |
|               | 00 : 00                  |             | 00 : 00                    |                | 00 : 00                     |          | 00 : 00        |  |
|               | Active                   |             | Active                     |                | Active                      |          | Active         |  |
| Monday        | None                     | $\sim$      | None                       | $\sim$         | None                        | $\sim$   | None           |  |
|               | 00 : 00                  |             | 00 : 00                    |                | 00 : 00                     |          | 00 : 00        |  |
|               | Active                   |             | Active                     |                | Active                      |          | Active         |  |
| Tuesday       | None                     | $\sim$      | None                       | $\sim$         | None                        | $\sim$   | None           |  |
|               | 00 : 00                  |             | 00 : 00                    |                | 00 : 00                     |          | 00 : 00        |  |
|               | Active                   |             | Active                     |                | Active                      |          | Active         |  |
| Wednesday     | None                     | $\sim$      | None                       | $\sim$         | None                        | $\sim$   | None           |  |
|               | 00 : 00                  |             | 00 : 00                    |                | 00 : 00                     |          | 00 : 00        |  |
|               | Active                   |             | Active                     |                | Active                      |          | Active         |  |
| Thursday      | None                     | $\sim$      | None                       | $\sim$         | None                        | $\sim$   | None           |  |
|               | 00 : 00                  |             | 00 : 00                    |                | 00 : 00                     |          | 00 : 00        |  |
|               | Active                   |             | Active                     |                | Active                      |          | Active         |  |
| Friday        | None                     | $\sim$      | None                       | $\sim$         | None                        | $\sim$   | None           |  |
|               | 00 : 00                  |             | 00 : 00                    |                | 00 : 00                     |          | 00 : 00        |  |
|               | Active                   |             | Active                     |                | Active                      |          | Active         |  |
| Saturday      | None                     | $\sim$      | None                       | $\sim$         | None                        | $\sim$   | None           |  |
|               | 00 : 00                  |             | 00 : 00                    |                | 00 : 00                     |          | 00 : 00        |  |
|               | Active                   |             | Active                     |                | Active                      |          | Active         |  |
| Sunday        | None                     | $\sim$      | None                       | $\sim$         | None                        | $\sim$   | None           |  |
|               | 00 : 00                  |             | 00 : 00                    |                | 00 : 00                     |          | 00 : 00        |  |
|               |                          |             |                            |                |                             |          |                |  |
| Main Powe     | r On Timer Suspension Pe | riod : 🔾    | Active 🔍 Inactive          | day            | month year $\sim$           | da       | y month        |  |
| Weekly Tir    | mer Code                 | : 0         | On 🖲 Off                   |                | (0~99999999)                |          |                |  |
|               |                          |             |                            |                |                             |          |                |  |
|               |                          |             |                            |                |                             |          |                |  |
| ОК            | Cancel                   |             |                            |                |                             |          |                |  |

### 4.1.3 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.

### 4.1.4 IPP Configuration

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

| 🖶 🖶 Add Printer   |      |        |
|---|------|--------|
| Find a printer by other options   |      |        |
| ⊖ My printer is a little older. Help me find it.  |      |        |
| Select a shared printer by name   |      |        |
| http://hostNameOfTheDevice/rws/sop/roger/ipp  |      | Browse |
| Example: \\computername\printername or<br>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 setting                                | gs   |        |
|   |      |        |
|   |      |        |
|   | Next | Cancel |

4. Specify the **printer driver** 

×

🔶 🖶 Add Printer

Find a printer by other options



5. The printer is added and ready to use.



### 4.1.5 IPPS Configuration

- 1. Open the device web UI and log in as Administrator.
- 2. Go to Device Management>Configuration>Security: Device certificate.
- 3. **Export** the certificate.

| OK         Cancel           Create         Creat         Creat |   |                                 |  |           |                     |                    |  |
|---|---|---------------------------------|--|-----------|---------------------|--------------------|--|
| 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   | Upload: U<br>Request:<br>Install Int<br>Delete: D | lpload<br>Requ<br>erme<br>elete | s a self-signed certificate.<br>ds a certificate.<br>ests a signed certificate from a Certific<br>diate Certificate: Installs an intermedia<br>s an installed certificate.<br>a certificate. |           |                     |                    |  |

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

| ←  | ×      |
|--|--------|
| Certificate Store<br>Certificate stores are system areas where certificates are kept.  |        |
| Windows can automatically select a certificate store, or you can specify a location the certificate.                           | for    |
| Place all certificates in the following store     Certificate store:     Third-Party Root Certification Authorities     Browse |        |
| Select Certificate Store X<br>Select the certificate store you want to use.  |        |
|  | Cancel |
| Show physical stores OK Cancel   |        |

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

|     |   | <br>- |        |   |
|-----|---|-------|--------|---|
| _   |   |       |        | × |
| ∎ ← | 🖶 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<br>http://computername/printers/printername/.printer |       |        |   |
|     | ○ Add a printer using a TCP/IP address or hostname  |       |        |   |
|     | $\bigcirc$ Add a Bluetooth, wireless or network discoverable printer                        |       |        |   |
|     | $\bigcirc$ Add a local printer or network printer with manual settings                      |       |        |   |
|     |   |       |        |   |
|     |   |       |        |   |
|     |   | Next  | Cance  | ł |

8. Specify the **printer driver** and click **OK**.

×

```
🔶 📾 Add Printer
```

Find a printer by other options



The printer is added and ready to use.



Roger IPPS on https://

# 5 MyQ Roger Ricoh Installer

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

## 5.1 Installing MyQ Roger Ricoh Installer

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

| 🛃 Roger Ricoh Installer Setup  | -          |             | ×   |
|--|------------|-------------|-----|
| Select Installation Folder   |            | <           |     |
| This is the folder where Roger Ricoh Installer will be installed.                        |            |             |     |
| To install in this folder, dick "Next". To install to a different folder, e<br>"Browse". | nter it be | low or clic | k   |
| <u>F</u> older:  |            |             |     |
| C:\Program Files\MyQ\Roger Ricoh Installer\  |            | Browse      |     |
|  |            |             |     |
|  |            |             |     |
|  |            |             |     |
|  |            |             |     |
| Advanced Installer   |            |             |     |
| < Back Next  | >          | Can         | cel |

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

| 🙀 Roger Ricoh Installe                      | r Setup X  |
|---|--|
| Modify, Repair or R<br>Select the operation | emove installation<br>you wish to perform.   |
|   | <u>Modify</u><br>Allows users to change the way features are installed.  |
| 1   | <b>Repair</b><br>Repairs errors in the most recent installation state - fixes<br>missing or corrupt files, shortcuts and registry entries. |
|   | <u>Remove</u><br>Removes Roger Ricoh Installer from your computer.   |
| Advanced Installer                          |  |
|   | < Back Next > Cancel   |

# 5.2 Using MyQ Roger Ricoh Installer

## 5.2.1 Automatic Launching of Roger Ricoh Installer

Once MyQ Roger Ricoh Installer is installed,

1. You can select to **Launch Roger Ricoh Installer** automatically before you click **Finish** on the Setup Wizard.

| 🔀 Roger Ricoh Installer Setup |  | $\times$ |
|-------------------------------|--|----------|
| 29                            | Completing the Roger Ricoh<br>Installer Setup Wizard |          |
|                               | Click the Finish button to exit the Setup Wizard.    |          |
|                               | ☑ Launch Roger Ricoh Installer                       |          |
|                               | < Back Finish Cancel                                 |          |

2. You can also double-click on the **Richo Installer** desktop shortcut.



3. You can access the **Richo Installer** option from the Windows Start Menu.



4. You can 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.

| → × ↑ 📙      | > This P | PC > Local Disk (C:) > Program Files > M | MyQ > Roger Ricoh Install | ler         |        |
|--------------|----------|--|---------------------------|-------------|--------|
|              | C        | Name                                     | Date modified             | Туре        | Size   |
| Quick access |          | app                                      | 11/28/2022 10:54          | File folder |        |
| Desktop      | *        |  | 11/28/2022 10:54          | File folder |        |
| 🖊 Downloads  | *        | Kicoh Installer                          | 11/25/2022 4:32 PM        | Application | 519 KE |
| 🔮 Documents  | *        | Kicoh Installer                          | 11/25/2022 4:32 PM        | lcon        | 110 KE |
| Pictures     | *        | Uninstall Roger Ricoh Installer 1.0.57   | 11/28/2022 10:52          | Shortcut    | 2 KE   |

## 5.2.2 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                   |            |               |       |                                |         | →]    | \$  |   |
|                                     | IP Address | Serial Number | Model | Status                         | Version | Actio | ons | + |
| Terminal Package Version: No Versio | n          |               |       | 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            |            |               |       |        |         |           | -  | × |
|--|------------|---------------|-------|--------|---------|-----------|----|---|
| myq roger                              |            |               |       |        |         | Logged In | \$ |   |
| Roger Installer version 2022.11.24 (8) | IP Address | Serial Number | Model | Status | Version | Actio     | ns | + |

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.

## 5.2.3 Log in

In the app,

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

| Roger Installer For Ricoh |            |            |                        |         | -       | × |
|---------------------------|------------|------------|------------------------|---------|---------|---|
| myo roger                 |            |            |                        |         | ∍ 🤇     |   |
|                           | IP Address | Serial Nur | Login<br>Select Region | Version | Actions |   |
|                           |            |            | Tenant                 |         |         |   |
|                           |            |            | Username               |         |         |   |
|                           |            |            | Password               |         |         |   |
|                           |            |            | Confirm                |         |         | + |
| Roger Installer version   |            |            |                        |         |         |   |

### 5.2.4 Printer Discovery

You can discover available printers using either of these two methods:

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

| Roger Installer For Ricoh |            |               |  |        |         |      | _        | × |
|---------------------------|------------|---------------|--|--------|---------|------|----------|---|
| <b>myo</b> roger          |            |               |  |        |         | ⇒]   | <u>@</u> |   |
|                           | IP Address | Serial Number | Model<br>Username<br>Password<br>Dismiss | Status | Version | Acti | ions     | + |
| Roger Installer version   |            |               |  |        |         |      |          |   |

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

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

6. After clicking **Discover devices**, the printer discovery progress displays. To stop it, click **Stop Discovery** in the lower-left corner.

|                            | ⇒        | 6                        | C   | 5   |   |
|----------------------------|----------|--------------------------|---|---|---|
|                            |          |                          |   |   |   |
| Status Version<br>Checking | Action   |                          | ¥   | Ō   | ×   |
| Checking                   | C        | t                        | Ł   | Ô   | ×   |
| Checking                   | C        | t                        | Ł   | Ô   | ×   |
| Checking                   | C        | +                        |   | ÷   | ~   |
|                            | Checking | Checking C<br>Checking C | Checking         C         I           Checking         C         I | Checking     C     t     ±       Checking     C     t     ± | Checking     C t ± 0       Checking     C t ± 0 |

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             |               |       |   |    | - | - 0        | ı ×        |
|---|---------------|-------|---|----|---|------------|------------|
| myq                                     | roger         |       |   | →〕 | 6 |            |            |
| IP Address<br>10.14.4.23<br>10.14.4.24  | Serial Number | Model | Status Version<br>Ready   | G  |   | 土 ī<br>土 ī |            |
| 10.14.4.24<br>10.14.4.29<br>10.14.4.235 |               |       | Ready         2022.11.07 (83)           Ready         2022.11.07 (83) | G  | ţ |            | jΧ         |
| 10.14.4.231<br>10.14.4.26               |               |       | Ready         2022.11.07 (83)           Ready         2022.09.17 (1)  |    |   | Ψĺ         | j ×<br>j × |
|   |               |       |   |    |   |            | Ŧ          |
| Roger Install                           | er version    |       |   |    |   |            |            |

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

### 5.2.5 Available Actions

There are five available actions for each discovered device:

• Check Device - Click to manually refresh the device's status in the app.



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

Status

Checking

• 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

• Download Logs - Click to download the device logs.



• **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

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



## 5.2.6 Other Available Actions

Other available actions in the app include:

• **Open Logs Folder** - Click on the folder icon in the upper-right corner to open the logs folder.



• Log Window - 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 Multi-Function Devices (MFDs):

- 1. Run the Roger Ricoh Installer app as an Administrator.
- 2. After discovering printers, select the **device** where you want to install MyQ Roger.
- 3. Click the Full Install Roger action.

| Versio | n Acti             | ons |   |   |          |
|--------|--------------------|-----|---|---|----------|
|        | G                  | Ť   | 坐 | Ō | $\times$ |
|        | Full Install Roger | r   |   |   |          |

Figure 1 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, the device is paired to your tenant and ready to use (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,

- 1. Tap the **MyQ Roger** app icon to open it.
- 2. Go through the mini welcome guide and then choose the account you want to use from the **WORK ACCOUNT** or the **PERSONAL ACCOUNT** options.



3. By choosing **WORK ACCOUNT**, you can log in to the MyQ Roger tenant created and provided by your company, with multiple sign-in options:



- 4. In the **Region** field, choose where you want your data to be saved: *European data center* or *American data center*.
- 5. In the **Tenancy name provided by your company** field, type the **name of your tenant**.

Then choose one of the available sign-in options:

- Sign in with MyQ
- Sign in with Google
- Sign in with Microsoft

## 6.1 Sign in with MyQ

- 1. Type your MyQ Roger credentials
  - a. Username / E-mail address Your MyQ Roger Username or Email address.
  - b. Password

Your MyQ Roger Password.

| <ul> <li>Sign in to your work ac</li> </ul> | count |
|---|-------|
| Username / E-mail address                   |       |
| I   |       |
|   |       |
| Password                                    |       |
|   |       |
| SIGN IN                                     |       |
|   |       |

2. Tap **SIGN IN**.

## 6.2 Sign in with Apple

You are redirected to log in to your Apple account.

## 6.3 Sign in with Google

You are redirected to log in to your Google account.

## 6.4 Sign in with Microsoft

You are redirected to log in to your Microsoft account.

## 6.5 Sign in to Personal 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   |  |  |  |
|--|---|--|--|--|
|  | Sign in to personal account                     |  |  |  |
|  |   |  |  |  |
| Choose<br>— Region   | e where you want to save your data.             |  |  |  |
| Europ  | bean data center 👻 👻                            |  |  |  |
|  |   |  |  |  |
|  |   |  |  |  |
| Ŷ  | Sign in with MyQ                                |  |  |  |
|  | OR  |  |  |  |
|  |   |  |  |  |
| Ś  | Sign in with Apple                              |  |  |  |
| _  |   |  |  |  |
| G  | Sign in with Google                             |  |  |  |
| -  |   |  |  |  |
|  | Sign in with Microsoft                          |  |  |  |
|  |   |  |  |  |
| By logging in, you agree with <u>MyQ's Privacy Policy</u> and<br>with processing of data for business and marketing<br>purposes by MyQ spol. s.r.o. and its regional branches. |   |  |  |  |
| parposes   | a by high sponsition and its regional branches. |  |  |  |
|  |   |  |  |  |
|  | v 2022.5.5                                      |  |  |  |

- 1. 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.
- 2. Fill in the mandatory fields, **First name**, **Last name**, **E-mail address**, **Country**, **Password**, and **Confirm password**.
- 3. Mark the **check box** that you agree with MyQ Roger processing your data and tap **SIGN UP**.

| ÷   | Sign up to your personal<br>account  |
|-----|--|
| Fir | st name *  |
| Las | st name *  |
| E-n | nail address *   |
| Co  | untry *  |
| Pa  | ssword   |
| Co  | nfirm password   |
|     | I agree with the processing of the above data for business<br>and marketing purposes by MyQ spol. s.r.o. and its regional<br>branches. <u>More about MyQ's Privacy Policy here</u> . |
|     | SIGN UP  |
|     |  |
|     |  |

4. 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 Multi-Function Device MFD.

| myo                                       | roger                                      |
|---|--|
| Ready jobs (0)                            | <del>0</del>                               |
|   | You have<br>nothing to<br>print            |
|   |  |
|   |  |
|   |  |
| Recents Favorites                         |  |
| eDrive 1200dpi, pdf, Easy Cop<br>OneDrive | oy Scan to Scan to Scan<br>OneDrive @email |
|   |  |
|   |  |

## 6.6 NFC Login

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

- 1. Tap the **Login** button and select **Login via NFC**.
- 2. Move your phone close to the NFC tag on the MFD.

| × Log in to a pr | inter            |
|------------------|------------------|
|                  | Scan PDF         |
| ſ                | Г                |
|                  |                  |
|                  |                  |
| L                | L L              |
| scan             | QR code          |
|                  | or try           |
| 🔌 Login via N    |                  |
| or choose a      | printer close by |
| No printers      | nearby           |
|                  |                  |
|                  |                  |

Once your phone reads the tag, you are logged in to the MFD.

Conly an administrator can pair an NFC tag to an MFD. Tap the **Login** button and then tap the information button **1** 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.

## 6.7 Bluetooth Login

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

- 1. Tap the **Login** button and select one of the paired printers from the list.
- 2. If there are no printers on the list, select **Discover printers via Bluetooth**.
- 3. Once an unknown device appears on the list, tap on it and scan the QR code to pair it.

| ×ı | og in to a printer      |          |
|----|-------------------------|----------|
|    |                         | Scan PDF |
|    | ſ                       | Г        |
|    |                         |          |
|    |                         |          |
|    | L                       | J        |
|    | scan QR code            |          |
|    |                         |          |
| 3) | or try                  | 0        |
|    | or choose a printer clo | _        |
| æ  | Kyocera Printer         |          |
|    |                         |          |
|    |                         |          |
|    |                         |          |

## 6.8 Adding a New Printer

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:

- The printer has not been registered yet with any tenant:
  - 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.
  - 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.
- The printer is registered (paired with the same tenant as the user):

- The user (with standard and/or admin permissions) is logged in to the printer and can control it via their mobile phone.
- The printer is registered with a different tenant:
  - 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 Multi-Function Device (MFD), and then use the MyQ Roger mobile app to scan the QR code displayed on the MFD.

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





3. 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.

- 1. 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  | )<br>A |       | 5  |
| Device Identifier:   | Ē      | 15555 | Ł. |
| 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      | æ     |    |
| Check Status 09 5€0. 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.

| nger «                         | Edit: Default printer configuration X   |
|--------------------------------|---|
| Homo                           | Printer Configurations Manage your printer configurations                                     |
| SUPERVISION                    | General Login Ready To Print SNMP Job Release Scanning Miscellaneous Kyocera                  |
| Reports                        |   |
| 🏷 Roady To Print               | Search Allowed Login Methods Admin Mode   |
| e Printors                     | Actions Default Name PIN*   |
| Printer Groups                 | Cards* Administrative PN to open the Admin Mode at devices                                    |
| Desktop Clients                | QR code* Default screen on  |
| Diffications                   | *Select at least one option terminals Total: 1 User Credentials QR code                       |
| WORKFLOWS                      | Total: 1 Vsor Credentials QR code V<br>Choose which login screen will be shown on terminal by |
| S Templates                    | default   |
| ORGANIZATION                   |   |
| 😤 Usors                        |   |
| <b>然</b> User Groups           | Cancel 🔒 Save   |
| Cost Centers                   |   |
| nolos                          |   |
| ADMINISTRATION                 |   |
| C Subscription                 |   |
| 📆 User Synchronization         |   |
| Price Lists                    |   |
| 🖽 Universal Print by Microsoft |   |
| Printer Configurations         |   |
| 0 My Settings                  |   |
| 🚯 Settings                     |   |
| 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>o</del><br>roger             |                                     |         |
| Username                             |                                     |         |
|                                      |                                     |         |
|                                      |                                     |         |
| Enter your name and password, place  | your card or scan QR code to log in |         |
| Check Status 14 Nov. 2024<br>15 : 40 | <u>ት</u>                            | 💿 Stop  |
|                                      | Deny admin.'s operation, tap here   | e , ?   |
|                                      | Settings                            |         |
| V Printer                            |                                     | >       |
| Change Language                      |                                     |         |
| Language                             |                                     |         |
|                                      |                                     |         |

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.

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

Cancel 🔒 Save

# 9 Activating Card Readers

To activate a USB card reader:

- 1. Register it on the printing device's touch panel.
- 2. 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. Log in as an admin, go to **Printer Configurations** then **Actions>Edit>Login** to find the **Admin PIN** in the MyQ Roger Web UI.

| myo<br>roger «                 |                           |                      |                               | Edit: Default printer configuration  | ×  |
|--------------------------------|---------------------------|----------------------|-------------------------------|--------------------------------------|--|
| Home                           | Printer Configurations Ma | anage your printer c | onfigurations                 |                                      |  |
| SUPERVISION                    |                           |                      |                               | General Login Ready To Print SNMP J  | lob Release Miscellaneous  |
| Reports                        | - Averat                  |                      |                               |                                      |  |
| 🕒 Ready To Print               | Search                    |                      |                               | Allowed Login Methods                | Admin Mode   |
| Printers                       | Actions                   | Default              | Name                          | PIN*                                 | PIN<br>1087  |
| Printer Groups                 | Actions -                 | 0                    | Default printer configuration | Cards*                               | Administrative PIN to open the Admin Mode at devices               |
| Desktop Clients                |                           |                      |                               | QR code* *Select at least one option | Default screen on<br>terminals                                     |
| Notifications                  | Total: 1                  |                      |                               | User Credentials                     | QR code v  |
| WORKFLOWS                      |                           |                      |                               |                                      | Choose which login screen will be shown on terminal by<br>default. |
| S Templates                    |                           |                      |                               |                                      |  |
| ORGANIZATION                   |                           |                      |                               |                                      |  |
| 있 Users 생활 User Groups         |                           |                      |                               |                                      | Cancel 🔒 Save  |
| Cost Centers                   |                           |                      |                               |                                      |  |
| Roles                          |                           |                      |                               |                                      |  |
| ADMINISTRATION                 |                           |                      |                               |                                      |  |
| C Subscription                 |                           |                      |                               |                                      |  |
| 👸 User Synchronization         |                           |                      |                               |                                      |  |
| Price Lists                    |                           |                      |                               |                                      |  |
| 🖽 Universal Print by Microsoft |                           |                      |                               |                                      |  |
| e Printer Configurations       |                           |                      |                               |                                      |  |
| 🖲 My settings                  |                           |                      |                               |                                      |  |
| 😥 Settings                     |                           |                      |                               |                                      |  |
| SYSTEM                         |                           |                      |                               |                                      |  |
| Audit Logs                     |                           |                      |                               |                                      |  |
| About                          |                           |                      |                               |                                      |  |

- 2. Enter the Admin PIN on the terminal and then press and hold the MyQ Roger logo.
- 3. Find the **Settings** button on the Ricoh screen and tap it to open the settings.

|    |                                  |                | ?                       | Ĺ    |
|----|----------------------------------|----------------|-------------------------|------|
|    |                                  | * <b>*</b>     |                         |      |
|    |                                  | Settings       |                         |      |
| 1  |                                  |                |                         | >    |
| 1  | Printer                          |                |                         | /    |
|    | Change Language                  |                |                         |      |
|    | Language                         |                |                         |      |
| Cł | neck Status 21 Feb. 202<br>09:46 | <sup>™</sup> 5 | $\overline{\mathbf{O}}$ | Stop |

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

|          | Host Name:  | C |
|----------|---|---|
| <b>*</b> | Settings  |   |
|          | Machine Features Settings<br>Each application's settings and system settings of the machine can be set. |   |
|          | Counter<br>The total amount of printed paper can be displayed and printed out.                          |   |
|          | Inquiry<br>The contact information for maintenance can be displayed and printed out.                    |   |
|          | Tray Paper Settings<br>Settings for the paper tray, paper type and its size, can be made.               |   |
|          |   |   |
|          |   |   |
|          |   |   |
|          |   |   |
|          | 21 Feb. 2024 🕤 🗥  |   |

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

1

|                 |                                      |       |             | ?                  | C          |
|-----------------|--------------------------------------|-------|-------------|--------------------|------------|
| 🚸 Settings      |                                      | Login | Exit        | Reset              | *          |
| System Settings | Copier / Document Server<br>Settings |       |             | 1 2                | 3          |
|                 | Printer Settings                     | ]     |             | 4 5                | 6          |
|                 | Scanner Settings                     | -     |             | 7 8                | 9          |
|                 |                                      | _     |             | <u>/</u> * 0       | #<br>Enter |
|                 |                                      | ß M   | laintenance | C <sub>Clear</sub> |            |
|                 |                                      |       |             |                    |            |
|                 |                                      |       |             | Star               |            |
|                 |                                      |       |             |                    |            |
|                 | Feb. 2024<br>: 46                    |       |             | 💿 St               | 0 <b>p</b> |

#### 6. On the pop-up message, tap **Login**.

|   |                        |       | <u>f</u>                  |             |             |
|---|------------------------|-------|---------------------------|-------------|-------------|
| 🚸 Settings                                | Login                  | Exit  | Re                        | set         | \$          |
| Press [Login], then enter login password. | er login user name and |       | 1<br>4<br>7               | 2<br>5<br>8 | 3<br>6<br>9 |
| Cancel                                    | Login                  | iance | ./*<br>C <sub>Clear</sub> | 0<br>Start  | #<br>Enter  |
| Chack Ctatus 21 Feb 2024                  |                        |       |                           | 1           |             |
| Check Status 21 Feb. 2024<br>09:47        |                        |       | $\odot$                   | Sto         | 1<br>U      |

7. Enter the device administrator's username and tap **OK**.

|                              | Host Name:                  | 2          | (    |
|------------------------------|-----------------------------|------------|------|
| <b>!</b> Enter the           | user name, then press [OK]. |            |      |
| User Name                    |                             |            |      |
|                              |                             |            |      |
| Cancel                       |                             | ОК         |      |
| Check Status 21 Feb<br>09:48 | 2024                        | <b>©</b> S | Stop |

8. Enter the device administrator's password and tap **OK**.

|           |                              |            |          |      | _ | ?  |      |
|-----------|------------------------------|------------|----------|------|---|----|------|
| •         | Enter the passv              | vord, then | press [( | OK]. |   |    |      |
|           | Password                     |            | 1        |      |   |    |      |
|           |                              |            |          |      |   |    |      |
|           |                              |            |          |      |   |    |      |
|           | Cancel                       |            |          |      |   | OK |      |
| Check Sta | atus 21 Feb. 2024<br>09 : 48 |            | 谷        |      |   | Ø  | Stop |

9. On the next screen, tap **OK**.

|          |      |                         | [ | Host Name: | 4 | ?  | (    |
|----------|------|-------------------------|---|------------|---|----|------|
|          |      |                         |   |            |   |    |      |
| 9        |      |                         |   |            |   |    |      |
|          |      |                         |   |            |   |    |      |
|          |      |                         |   |            |   |    |      |
|          |      |                         |   |            |   |    |      |
|          | Cano | el                      |   |            |   | OK |      |
| Check St | atus | 21 Feb. 2024<br>09 : 49 |   | 谷          |   | Ø  | Stop |

#### 10. Tap the **Home** button at the bottom of the screen.

| Machine Administrator         |                                      | _ ?           | Logout          | (          |
|-------------------------------|--------------------------------------|---------------|-----------------|------------|
| 🚸 Settings                    |                                      | Exit          | Reset           | \$         |
| System Settings               | Copier / Document Server<br>Settings |               | 1 2 3           |            |
|                               | S Printer Settings                   |               | 4 5 6<br>7 8 9  |            |
|                               | Scanner Settings                     |               | 7 8 9<br>/* 0 # |            |
|                               |                                      |               |                 | +<br>Enter |
|                               |                                      | & Maintenance | Clear           |            |
|                               | _                                    |               |                 |            |
|                               |                                      |               | Start           |            |
| Check Status 21 Feb.<br>09:49 | 2024                                 | Q             | Stop            |            |

You are now back on the MyQ Roger login screen.

11. Use the Admin **PIN** and press and hold the **logo** again.

| Host Name:   | _ ? | Logi | n ( |
|--|-----|------|-----|
| my <del>o</del><br>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 21 Feb. 2024 🕤 🗥  | Ø   | S    | top |

12. Find the **Settings** button on the Ricoh machine administrator screen and tap it.

| Machine Administrator            | ,<br>,       | _ ? | Logout |   |
|----------------------------------|--------------|-----|--------|---|
| User Guide                       | Address Book |     |        |   |
| V Printer                        |              |     |        | > |
| Change Language                  |              |     |        |   |
| Check Status 21 Feb. 20<br>09:50 | ⁴ ད ⇮ ♥      | 0   | Stop   |   |

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

| 2  | Machine Administrator   | ( |
|----|---|---|
| ¢¢ | Settings  |   |
|    | Screen Features Settings<br>The languages and system settings for Screen device can be made.            |   |
|    | Machine Features Settings<br>Each application's settings and system settings of the machine can be set. |   |
|    | Counter<br>The total amount of printed paper can be displayed and printed out.                          |   |
|    | Inquiry<br>The contact information for maintenance can be displayed and printed out.                    |   |
|    | Address Book<br>The user information and destinations can be programmed, changed and deleted.           |   |
|    | Tray Paper Settings<br>Settings for the paper tray, paper type and its size, can be made.               |   |
|    | Basic Settings When Installing<br>Settings required when installing can be made easily.                 |   |
|    | Basic Settings for Extended Devices<br>Settings for extended devices can be made.                       |   |
|    | 21 Feb. 2024 🕤 🗥  |   |

#### 12. Tap Screen Device Settings.

The Screen Device Settings screen opens.

| Machine Administrator                | Logged in: Machine Administrator | _ ? | Logout | ( |
|--------------------------------------|----------------------------------|-----|--------|---|
| 😵 Screen Features Settings           |                                  |     |        |   |
|                                      |                                  |     |        |   |
| ≡ Storage & USB                      |                                  |     |        |   |
| Personal                             |                                  |     |        |   |
| Security                             |                                  |     |        |   |
| 🖪 Language & input                   |                                  |     |        |   |
| System                               |                                  |     |        |   |
| • Screen Device Settings Information |                                  |     |        |   |
| Screen Device Settings               |                                  |     |        |   |
| 21 Feb. 2024<br>09:52                | A 🗘                              |     |        |   |

13. 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><br>Enable/Disable [Back] Key. |              |   | <b>~</b> |   |
| Install Settings                                |              |   |          |   |
| Display Information Screen Automatically        |              |   |          |   |
| 21 Feb. 2024<br>09:52                           |              |   |          |   |

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

| 1           | Machine Administrator                                       | H          | lost Name:      |        | _ ? | Logout | ( |
|-------------|---|------------|-----------------|--------|-----|--------|---|
| Ŷ           | External Interface Software Setti                           | ngs        |                 | Cancel |     | ОК     |   |
| Mac<br>Dat  | Set the software to enable IC cards and to use the machine. | d smartpho | nes with Blueto | ooth   |     |        |   |
| Sou         | Select IC Card Reader                                       | Do not U   | Jse             |        |     | •      |   |
| Net         | Bluetooth Software Settings                                 | Do not U   | lse             |        |     |        |   |
| Sen         |   |            |                 |        |     |        |   |
| Set         |   |            |                 |        |     |        |   |
| Mac<br>Info |   |            |                 |        |     |        | ľ |
|             | 16 Feb. 2023 🗲<br>14 : 17                                   | 5          | 谷               |        |     |        |   |

15. Then select **Proximity Card Reader** from the drop-down.

|                    | Machine Administrator                                       | Logged in: Machine            | e Administrator | ? | Logout | ( |
|--------------------|---|-------------------------------|-----------------|---|--------|---|
| Ŷ                  | External Interface Software Settin                          | ngs                           | Cancel          |   | ОК     |   |
| Mac<br>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<br>Settings                  | Proximity Card Reader         |                 |   |        |   |
| Sen                | Bluetooth Software Settings                                 | NFC Card Reader<br>Do not Use |                 |   |        |   |
| Set<br>Mac<br>Info |   |                               |                 |   |        |   |
|                    | 16 Feb. 2023  | ⊃ 🗥                           |                 |   |        |   |

16. In Proximity Card Reader Software Settings, select Not Set.

| 1                  | Machine Administrator                                      | The card authentication   | n device is not connected | ? | Logout | C |
|--------------------|--|---------------------------|---------------------------|---|--------|---|
| Ŷ                  | External Interface Software Sett                           | ings                      | Cancel                    |   | ОК     |   |
| Mac<br>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     |                           |   | •      |   |
| Net                | Proximity Card Reader Software<br>Settings                 | Not Set                   |                           |   |        |   |
| Sen                | Bluetooth Software Settings                                | Do not Use                |                           |   |        | 1 |
| Set<br>Mac<br>Info |  |                           |                           |   |        |   |
|                    | 16 Feb. 2023 4<br>14 : 18                                  | চ 🗥                       |                           |   |        |   |

17. Connect the card reader when this screen is displayed.

| 1           | Machine Administrator  | Host Name:       |        | ?      | Logout    | C |
|-------------|--|------------------|--------|--------|-----------|---|
| *           | Proximity Card Reader Softwar  | re Settings      | Cancel |        | ОК        |   |
| Mac         | Connect card reader to operation<br>If reader is connected, disconne |                  |        |        |           | I |
|             | External Interface   | Software to Use  |        | Auther | ntication |   |
| Sou         |  | No registration. |        |        |           |   |
| Net         |  |                  |        |        |           |   |
| Sen         |  |                  |        |        |           |   |
| Set         |  |                  |        |        |           | 1 |
| Mac<br>Info |  |                  |        |        |           | 1 |
|             |  |                  |        | _      | _         |   |
|             | 16 Feb. 2023<br>14 : 19  | <b>∱ </b>        |        |        |           |   |

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

| 2           | Machine Administrator   |                    |             | . ?    | Logout   | C |
|-------------|---|--------------------|-------------|--------|----------|---|
| Ŷ           | Proximity Card Reader Software  | Settings           | Cancel      |        | ОК       |   |
| Mac<br>Dat  | • To change the card reader, set [So<br>and press [OK]. Then return to this |                    |             |        |          |   |
| -           | External Interface  | Software to Use    |             | Authen | tication |   |
| Sou<br>Net  | pcProx Card Reader<br>VID: OC27, PID: 3BFA                                  | Proximity Card Rea | der Suppo 🔻 | M 🗹    | ctive    |   |
| Sen         |   |                    |             |        |          |   |
| Set         |   |                    |             |        |          | 1 |
| Mac<br>Info |   |                    |             |        |          | J |
|             | 16 Feb. 2023 4<br>14 : 19   | <u>ና</u>           |             |        |          |   |

- 19. Restart the device.
- 20. 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. Log in as an admin, go to **Printer Configurations** then **Actions>Edit>Login** to find the **Admin PIN** in the MyQ Roger Web UI.

| oger «                         |                            |                      |                               | Edit: Default printer configuration  | ×  |
|--------------------------------|----------------------------|----------------------|-------------------------------|--------------------------------------|--|
| Home                           | Printer Configurations Mai | nage your printer co | onfigurations                 |                                      |  |
| SUPERVISION                    |                            |                      |                               | General Login Ready To Print SNMP Jo | b Release Miscellaneous  |
| Reports                        |                            |                      |                               |                                      |  |
| 🏷 Ready To Print               | Search                     |                      |                               | Allowed Login Methods                | Admin Mode   |
| Printers                       | Actions                    | Default              | Name                          | PIN*                                 | PIN 1087   |
| O Printer Groups               | Actions -                  | 0                    | Default printer configuration | Cards*                               | Administrative PIN to open the Admin Mode at devices               |
| Desktop Clients                |                            |                      |                               | "Select at least one option          | Default screen on<br>terminals                                     |
| Notifications                  | Total: 1                   |                      |                               | User Credentials                     | QR code ~  |
| WORKFLOWS                      |                            |                      |                               |                                      | Choose which login screen will be shown on terminal by<br>default. |
| S Templates                    |                            |                      |                               |                                      |  |
| ORGANIZATION                   |                            |                      |                               |                                      |  |
| 🕰 Users                        |                            |                      |                               |                                      | Cancel B Save  |
| 光 User Groups                  |                            |                      |                               |                                      | Cancel Save  |
| Cost Centers                   |                            |                      |                               |                                      |  |
| Roles                          |                            |                      |                               |                                      |  |
| ADMINISTRATION                 |                            |                      |                               |                                      |  |
| C Subscription                 |                            |                      |                               |                                      |  |
| User Synchronization           |                            |                      |                               |                                      |  |
| Price Lists                    |                            |                      |                               |                                      |  |
| 🖽 Universal Print by Microsoft |                            |                      |                               |                                      |  |
| Printer Configurations         |                            |                      |                               |                                      |  |
| ©⊜ My settings                 |                            |                      |                               |                                      |  |
| 🔞 Settings                     |                            |                      |                               |                                      |  |
| SYSTEM                         |                            |                      |                               |                                      |  |
| P Audit Logs                   |                            |                      |                               |                                      |  |
| ? About                        |                            |                      |                               |                                      |  |

- 2. Enter the Admin PIN on the terminal and then press and hold the MyQ Roger logo.
- 3. Find the **Settings** button on the Ricoh screen and tap it to open the settings.

|                             |          | ?      | - |
|-----------------------------|----------|--------|---|
|                             | Settings |        |   |
| V Printer                   |          | >      |   |
| Change Language             |          |        | 3 |
| Check Status 21 Feb. 2024 🕤 | ☆        | 💿 Stop |   |

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

|                         |   |   | _        | ? | Login     | ( |
|-------------------------|---|---|----------|---|-----------|---|
| Settings                |   |   | Q        | S | earch All |   |
| System Settings         |   |   | i<br>125 |   |           |   |
| 21 Feb. 2024<br>09 : 13 | ∽ | 谷 |          |   |           |   |

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

|                 |                   | [          |         |  | .?  | Login |   |
|-----------------|-------------------|------------|---------|--|-----|-------|---|
|                 |                   |            | Login   |  |     | (     | × |
| Enter user name | and pas           | sword to l | .og in. |  |     |       |   |
| User Name       |                   |            |         |  | Log | ain   |   |
| Password        |                   |            |         |  |     | 2111  |   |
|                 |                   |            |         |  |     |       |   |
|                 |                   |            |         |  |     |       |   |
|                 | Language          |            |         |  |     |       | l |
|                 | Feb. 2024<br>: 14 | €          | 合       |  |     |       | - |

5. Tap System settings.

| Machine Administrator             | Logged in: Machine Administrator     | _   | ?       | Logout                 | ( |
|-----------------------------------|--------------------------------------|-----|---------|------------------------|---|
| Settings                          |                                      | Q   | Se      | arch All               |   |
| System Settings                   | Copier / Document<br>Server Settings | P   |         | ge Language<br>anguage | _ |
| System settings                   | Printer Settings                     | i   | Inquiry |                        |   |
| Address Book                      | Scanner Settings                     | Ŷ   | Mainter | nance                  |   |
| Tray/Paper Settings               |                                      | 123 | Counter | r                      |   |
| Basic Settings<br>When Installing |                                      |     |         |                        |   |
| 16 Feb. 2023<br>14 : 08           | 5 🗥                                  |     |         |                        |   |

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

| Machine Administrator                               | The card authentication de         | evice is not connected. | ? Logout            | C  |
|---|------------------------------------|-------------------------|---------------------|----|
| System Settings                                     | Q s                                | earch All               | Back to Settings Me | nu |
| Display/Input                                       | ← Network/Interface                |                         |                     |    |
| Machine   | Machine: Proxy Settings            | Inactive                |                     |    |
| Date/Time/Timer                                     | Bluetooth                          |                         |                     |    |
| Sound   | External Interface Software Settin | 195                     |                     |    |
| Network/Interface                                   | Ping Command                       |                         |                     |    |
| Send (Email/Folder)                                 | USB Port                           | Inactive                |                     |    |
| Settings for Administrator<br>Machine/Control Panel | USB Speed                          | Auto Select             |                     |    |
| 16 Feb. 2023<br>14 : 10                             | <sup>5</sup> 5 🗥                   |                         |                     |    |

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

| Machine Administrator   | Host Name:                |        | ? Logoi | ıt ( |
|---|---------------------------|--------|---------|------|
| External Interface Software Settin                                    | ngs                       | Cancel | ОК      |      |
| Mai<br>Set the software to enable IC cards and<br>to use the machine. | I smartphones with Blueto | oth    |         |      |
| Sou Select IC Card Reader   | Do not Use                |        | ,       | -    |
| Net Bluetooth Software Settings                                       | Do not Use                |        |         |      |
| Set   |                           |        |         | 1    |
| Mat   |                           |        |         |      |
| 16 Feb. 2023  | ⊃ 🗥                       |        |         |      |

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

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

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

| Machine Administrator   | The card authentication   | device is not connected. | 2? | Logout | ( |
|---|---------------------------|--------------------------|----|--------|---|
| External Interface Software Setti                               | ings                      | Cancel                   |    | ОК     |   |
| Mat Set the software to enable IC cards and to use the machine. | d smartphones with Blueto | oth                      |    |        |   |
| Sou Select IC Card Reader                                       | Proximity Card Reader     |                          |    | •      |   |
| Net Proximity Card Reader Software Settings                     | Not Set                   |                          |    |        |   |
| Sen<br>Bluetooth Software Settings                              | Do not Use                |                          |    |        | 1 |
| Mat<br>Info   | - ·                       |                          |    |        |   |
| 16 Feb. 2023  | <b>ら 谷</b>                |                          |    |        |   |

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

| Ł           | Machine Administrator  | Host Name:       |        | ?      | Logout    | ( |
|-------------|--|------------------|--------|--------|-----------|---|
| Ŷ           | Proximity Card Reader Software Se  | ettings          | Cancel |        | ОК        |   |
| Mac<br>Dat  | Connect card reader to operation parallel<br>If reader is connected, disconnect an |                  |        |        |           | l |
|             | External Interface   | Software to Use  |        | Auther | ntication |   |
| Sou<br>Net  |  | No registration. |        |        |           |   |
| Sen         |  |                  |        |        |           |   |
| Set         |  |                  |        |        |           |   |
| Mac<br>Info |  |                  |        |        |           |   |
|             | 16 Feb. 2023   |                  |        |        |           |   |

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

| 2           | Machine Administrator  |                     |            | 2?     | Logout    | ( |
|-------------|--|---------------------|------------|--------|-----------|---|
| *           | Proximity Card Reader Software   | Settings            | Cancel     |        | ОК        |   |
| Ma          | To change the card reader, set [So and press [OK]. Then return to this |                     |            |        |           | I |
|             | External Interface   | Software to Use     |            | Auther | ntication |   |
| Sou         | pcProx Card Reader<br>VID: OC27, PID: 3BFA                             | Proximity Card Read | er Suppo 🔻 | · 🖌    | Active    |   |
| Sen         |  |                     |            |        |           |   |
| Set         |  |                     |            |        |           | 1 |
| Mai<br>Info |  |                     |            |        |           |   |
|             | 16 Feb. 2023   | 6                   |            |        |           |   |
|             | 14:19  | ち 🗥                 |            |        |           |   |

- 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 |          |                      |     |                      |  |  |
|----------------------------------|----------|----------------------|-----|----------------------|--|--|
| I Home                           |          |                      |     |                      |  |  |
|                                  |          |                      |     |                      |  |  |
|                                  |          |                      |     |                      |  |  |
| 1 Status/Information             |          | Device Name          | : F | RICOH MP C406Z       |  |  |
|                                  |          | Carlandian           |     |                      |  |  |
| Device Management                | •        | <u>Configuration</u> |     | mart Operation Panel |  |  |
| Print Job/Stored File            |          | Address Book         |     |                      |  |  |
|                                  | <u> </u> | Central Management   |     |                      |  |  |
|                                  |          |                      |     |                      |  |  |

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



4. 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 tap **OK** at the top-left corner of the tab.

| RICO                  | H MP C300   | 4 Web Image Mo            | onitor                         |  |  |  |  |  |
|-----------------------|---|---------------------------|--------------------------------|--|--|--|--|--|
| Home                  |   |                           |                                |  |  |  |  |  |
| Progran               | Program/Change USB Device List  |                           |                                |  |  |  |  |  |
| OK<br>If settings are | OK Cancel<br>If settings are changed while the device is connected, reconnect the device or restart the |                           |                                |  |  |  |  |  |
| Enter hexade          | ecimal numbers (0 - 9   | , a - f, A - F) with a ma | ximum 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,

1. Open the **Proximity Card Reader Software Settings**.

| Machine Administrator  | Logged in: Machin                          | e Administrator | 2? | Logout | C |
|--|--|-----------------|----|--------|---|
| External Interface Software Setti                                      | ings                                       | Cancel          |    | ОК     |   |
| Dist<br>Set the software to enable IC cards and<br>to use the machine. | d smartphones with Blueto                  | oth             |    |        |   |
| Dat Select IC Card Reader  | Proximity Card Reader                      |                 |    | •      |   |
| Sou Proximity Card Reader Software Settings                            | pcProx Card Reader<br>VID: OC27, PID: 3BFA |                 |    |        | ļ |
| Bluetooth Software Settings  | Do not Use                                 |                 |    |        |   |
| Set  |  |                 |    |        |   |
| Mai  |  |                 |    |        |   |
| 16 Feb. 2023 4<br>14 : 11  | চ 🗥  |                 |    |        |   |

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

| 1    | Machine Administrator  |                     |                   | . ?    | Logout    | C |
|------|--|---------------------|-------------------|--------|-----------|---|
| Ŷ    | Proximity Card Reader Software Softwa | ettings             | Cancel            |        | ОК        |   |
| Disk | To change the card reader, set [Soft<br>and press [OK]. Then return to this s  |                     |                   |        |           |   |
| Dat  | External Interface   | Software to Use     |                   | Auther | ntication |   |
| Sou  | pcProx Card Reader<br>VID: OC27, PID: 3BFA   | Proximity Card Read | er Support Plugin |        | Active    |   |
| Net  |  | Do not Use          |                   |        |           |   |
| Sen  |  |                     |                   |        |           |   |
| Set  |  |                     |                   |        |           |   |
| Mai  | renation Crroon  |                     | DO HOL DISPLO     |        |           | 1 |
|      | 16 Feb. 2023 🗲<br>14 : 34  | o                   |                   |        |           |   |

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

| 1          | Machine Administrator                                      |                           |                | ? | Logout | (  |
|------------|--|---------------------------|----------------|---|--------|----|
| <b>*</b>   | External Interface Software Sett                           | ings                      | Cancel         |   | ОК     |    |
| Disp       | Set the software to enable IC cards an to use the machine. | d smartphones with Blueto | ooth           |   |        |    |
| Dat        | Select IC Card Reader                                      | Proximity Card Reader     | •              |   | •      | ł  |
| Sou<br>Net | Proximity Card Reader Software<br>Settings                 | Not Set                   |                |   |        |    |
| Sen        | Bluetooth Software Settings                                | Do not Use                |                |   |        | ¢. |
| Set        |  |                           |                |   |        |    |
| Mac        | 16 Feb. 2023   | 5 <u></u>                 | Do Hot Dispta) |   |        |    |

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

| Machine Administrator  | Logged in: Machin         | e Administrator | ? | Logout | C |
|--|---------------------------|-----------------|---|--------|---|
| External Interface Software Settin                                     | ngs                       | Cancel          |   | ОК     |   |
| Dist<br>Set the software to enable IC cards and<br>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  |                           |                 |   |        |   |
| Mai<br>Information<br>16 Feb 2023                                      |                           |                 |   | _      |   |
| 14:12  |                           |                 |   |        |   |

5. 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,

1. Open the **Proximity Card Reader Software Settings**.

| Machine Administrator   | Logged in: Machin                          | e Administrator | ? | Logout | ( |
|---|--|-----------------|---|--------|---|
| External Interface Software Sett  | ings                                       | Cancel          |   | ОК     |   |
| Dist<br>Set the software to enable IC cards an<br>Mac to use the machine. | d smartphones with Blueto                  | oth             |   |        |   |
| Dat Select IC Card Reader   | Proximity Card Reader                      |                 |   | •      |   |
| Sou Proximity Card Reader Software Settings                               | pcProx Card Reader<br>VID: OC27, PID: 3BFA |                 |   |        |   |
| Bluetooth Software Settings   | Do not Use                                 |                 |   |        |   |
| Set   |  |                 |   |        | 4 |
| Mai   |  |                 | _ |        |   |
| 16 Feb. 2023 4<br>14 : 11   | চ 🗥  |                 |   |        |   |

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

| 1           | Machine Administrator   |                     |                   | . ?    | Logout    | C            |
|-------------|---|---------------------|-------------------|--------|-----------|--------------|
| Ŷ           | Proximity Card Reader Software Se   | ettings             | Cancel            |        | ОК        | $\mathbb{P}$ |
| Dist<br>Mat | To change the card reader, set [Softward press [OK]. Then return to this set in the set of the s |                     |                   |        |           |              |
| Dat         | External Interface  | Software to Use     |                   | Auther | ntication |              |
| Sou         | pcProx Card Reader<br>VID: OC27, PID: 3BFA  | Proximity Card Read | er Support Plugin |        | Active    | 1            |
| Net         |   | Do not Use          |                   |        |           |              |
| Sen         |   |                     |                   |        |           |              |
| Set         |   |                     |                   |        |           |              |
| Mac         | matian I Scroon   |                     |                   |        |           | 1            |
|             | 16 Feb. 2023 🗲  |                     |                   |        |           |              |

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

| Machine Administrator   |                            |        | ? | Logout | C |
|---|----------------------------|--------|---|--------|---|
| External Interface Software Sett  | tings                      | Cancel |   | ОК     |   |
| Dist<br>Set the software to enable IC cards an<br>Mac to use the machine. | nd smartphones with Blueto | ooth   |   |        |   |
| Dat Select IC Card Reader   | Proximity Card Reader      | •      |   | •      | ł |
| Sou Proximity Card Reader Software Settings                               | Not Set                    |        |   |        | ł |
| Sen Bluetooth Software Settings   | Do not Use                 |        |   |        | 1 |
| Set   |                            |        |   |        |   |
| 16 Feb. 2023<br>14 : 35   | う<br>合                     |        |   |        |   |

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

|      | Machine Administrator                                       | Logged in: Machin         | e Administrator | ? | Logout | C |
|------|---|---------------------------|-----------------|---|--------|---|
| 2    | External Interface Software Setti                           | ngs                       | Cancel          |   | ОК     |   |
| Disp | Set the software to enable IC cards and to use the machine. | d smartphones with Blueto | ooth            |   |        |   |
| Dat  | Select IC Card Reader                                       | Do not Use                |                 |   |        | 1 |
| Sou  | Bluetooth Software Settings                                 | Proximity Card Reader     |                 |   |        |   |
| Net  |   | NFC Card Reader           |                 |   | •      |   |
| Sen  |   |                           |                 |   |        | 1 |
| Set  |   |                           |                 |   |        |   |
| Mac  | mation  |                           |                 | _ |        |   |
|      | 16 Feb. 2023 ┥<br>14 : 12                                   | 5 🕋                       |                 |   |        |   |

5. Restart your device.

# 10 Using MyQ Roger Ricoh

## 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).



If you log in by scanning the QR with your smartphone, you can manage everything via the MyQ Roger app. You cannot use the device panel unless you **pass the control to the printer**, via the button on the top-right corner in the MyQ Roger mobile app **Home** tab.



If you use a different login method, you can manage everything directly from the Multi-Function Device (MFD).



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

### 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
- OneDrive and Scan Here (OneDrive)
- SharePoint and Scan Here (SharePoint)
- Google Drive
- Universal Print
- Assign Card
- Unlock Panel

#### • User Workflows

#### 10.1.2.1 Ready to Print

This action shows all the jobs that are in the ready state.

| RogerUser                       |      | <u>F</u>          | Deny admin.'s or       | eration, tap here   | ?                  | Logout        |  |
|---------------------------------|------|-------------------|------------------------|---------------------|--------------------|---------------|--|
| myç roger                       |      |                   |                        |                     |                    | Hi, admin 🛭 🐧 |  |
| Ready to Print                  |      | bwA4Job.docx      |                        |                     |                    |               |  |
| ConeDrive                       |      | Test file.doc     |                        |                     |                    |               |  |
| C SharePoint                    |      | carodej.pdf       |                        |                     |                    |               |  |
| Google Drive                    |      |                   |                        |                     | Ē                  |               |  |
| Concerning Assign card          |      |                   |                        |                     |                    |               |  |
|                                 |      | Ø                 |                        |                     | l J                |               |  |
| arepoint<br>test Easy copy Easy | сору | Scan to<br>@email | Scan to<br>GoogleDrive | Scan to<br>OneDrive | sharepoint<br>test | Easy copy     |  |
| Check Status 09 Sep.<br>10:47   | 2024 | ←                 | 谷                      |                     | $\odot$            | Stop          |  |

• If the control is to the printer, select a job or multiple jobs and swipe from left to right to print it..

| RogerUser                  |              | Deny admin.'s operation, tap here | 2 Logout        |
|----------------------------|--------------|-----------------------------------|-----------------|
| <b>my</b> ç roger          |              |                                   | Hi, admin 🛛 🗕 👰 |
| Ready to Print             | 🕞 Print      | bwA4Job.docx                      |                 |
| C OneDrive                 | Test file.do | DC                                |                 |
| C SharePoint               | Carodej.pdf  | f                                 |                 |
| Google Drive               |              |                                   |                 |
| Carl Assign card           |              |                                   |                 |
| Unlock Panel               |              |                                   |                 |
| Scan/Copy Workflows        |              |                                   | PRINT ALL       |
| Check Status 09 Sep. 10:48 |              |                                   | 💿 Stop          |

• You can also swipe all the way for printing options.

| RogerUser                    | E, Deny admin.'s operation,    | tap here 🦼 🕐 Logout 🕻 |
|------------------------------|--------------------------------|-----------------------|
| <b>my</b> ç roger            |                                | Hi, admin 🛛 👮         |
| Ready to Print               | Coptions                       | Test file.doc         |
| ConeDrive                    | Carodej.pdf                    |                       |
| C SharePoint                 |                                |                       |
| Google Drive                 |                                |                       |
| Card Assign card             |                                |                       |
| Unlock Panel                 |                                |                       |
| Scan/Copy Workflows          |                                | PRINT ALL             |
| Check Status 09 Sep<br>10:49 | 2024 5 🗥                       | 📀 Stop                |
| If you swipe from ri         | ght to left, the job is delete | ed.                   |
| RogerUser                    | <u>E</u>                       | 2 Logout              |
| my <mark>q</mark> roger      |                                | Hi, admin 🛛 🙍         |
| Ready to Print               |                                | Delete 🗍              |
| ConeDrive                    | □ carodej.pdf                  |                       |
| C SharePoint                 |                                |                       |

• 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**.

PRINT ALL

Stop

#### 10.1.2.2 OneDrive

Google Drive

Unlock Panel

Scan/Copy Workflows

Check Status 09 Sep. 2024 10:49

•

This action shows all the jobs that can be printed and stored on OneDrive.

5

• 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 | Cogout C      |
|------------------------------|-----------------------------------|---------------|
| <b>myo</b> roger             |                                   | Hi, admin 🛛 🎯 |
| Ready to Print               | ← Parent Directory                |               |
| ConeDrive                    | bwA4Job.docx                      |               |
| C SharePoint                 | Carodej.pdf                       |               |
| Google Drive                 | Čaroděj.png                       |               |
| Second Assign card           | Čaroděj.tiff                      |               |
| Unlock Panel                 | Custom Report logo.jpg            |               |
| Scan/Copy Workflows          | Test file.doc                     |               |
| Check Status 09 Sep<br>12:27 |                                   | 💿 Stop        |

Currently, there are two possibilities of behavior after login related to settings on the MyQ Roger Web UI. When using the PIN login method, OneDrive storage files are not displayed on the device panel due to security reasons. When any other Login method is used, (username and password, card, or mobile device), there are no OneDrive storage file display limitations.

• The following OneDrive Access message displays after trying to open the OneDrive storage when the PIN Login method was used.

| RogerUser          | _                         | E                 | Deny admin.'s op       | eration, tap here   | 2 ?                | Logout (      |
|--------------------|---------------------------|-------------------|------------------------|---------------------|--------------------|---------------|
| <b>myo</b> roge    | יר                        |                   |                        |                     |                    | Hi, admin 🛛 👮 |
| Ready to Print     | 🗆 Те                      | st file.doc       |                        |                     |                    |               |
| ConeDrive          |                           | rodei ndf         |                        |                     |                    |               |
| C SharePoint       |                           | OneD              | rive Access            |                     |                    |               |
| Google Drive       | Please avoid us content.  | sing PIN Logi     | n Method to ac         | cess OneDrive       |                    | PRINT ALL     |
| C Assign card      |                           |                   |                        | 0                   |                    |               |
| a a                |                           | Ø                 | ŝ                      |                     | l v                | 1             |
| arepoint Easy copy | Easy copy                 | Scan to<br>@email | Scan to<br>GoogleDrive | Scan to<br>OneDrive | sharepoint<br>test | Easy copy     |
| Check Status       | 09 Sep. 2024 4<br>12 : 26 | <b>5</b>          | 谷                      |                     | 0                  | Stop          |

After pressing **OK** on this message, use any other Login method, other than PIN. The OneDrive storage folders and files will then be displayed.

• If the PIN Login method was used, OneDrive storage folders and files are not displayed at all.



10.1.2.2.1 Scan Here (OneDrive)

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**. On Ricoh devices, it is possible to print files in PDF, JPG, MS Office, and Google Docs formats from OneDrive storage.



#### 10.1.2.3 SharePoint

This action is displayed if SharePoint is connected or if no cloud storage is connected at all.

1. 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.

| RogerUser                    | 🖳 Admin. is operating remotely | Cogout C      |
|------------------------------|--------------------------------|---------------|
| <b>my</b> ç roger            |                                | Hi, admin 🛛 👰 |
| Ready to Print               | ← Parent Directory             |               |
| ConeDrive                    | bwA4Job.docx                   |               |
| C SharePoint                 | Carodej.pdf                    |               |
| Google Drive                 | Custom Report logo.jpg         |               |
| Second Second Assign Card    | čaroděj.png                    |               |
| Unlock Panel                 | čaroděj.tiff                   |               |
| Scan/Copy Workflows          | Test file.doc                  | SCAN HERE     |
| Check Status 09 Sep<br>12:29 |                                | 🥺 Stop        |

Currently, there are two possibilities of behavior after login related to settings on the MyQ Roger Web UI. When using the PIN login method, SharePoint storage files are not displayed on the device panel due to security reasons. When any other Login method is used, (username and password, card, or mobile device), there are no SharePoint storage file display limitations.

• The following OneDrive Access message displays after trying to open the SharePoint storage when the PIN Login method was used.

| RogerUser         | 🚌 Deny admin.'s operation, tap here 💦                                | ? | Logout    | (  |
|-------------------|--|---|-----------|----|
| <b>my</b> ç roge  | r  |   | Hi, admin |    |
| Ready to Print    | Parent Directory   |   |           |    |
| C OneDrive        | bw44 lob door  |   |           |    |
| C SharePoint      | SharePoint Access  |   |           |    |
| Google Drive      | Please avoid using PIN Login Method to access SharePoint<br>content. |   |           |    |
| C Assign card     | ок   |   |           |    |
| 🛄 Unlock Panel    | Custom Report logo.jpg   |   |           |    |
| Scan/Copy Workflo | ws Test file.doc   | 4 | 🖹 SCAN HE | RE |
| Check Status      | 09 Sep. 2024 ← ▲   | 0 | Stop      |    |

After pressing **OK** on this message, use any other Login method, other than PIN. The SharePoint storage folders and files will then be displayed.

• If the PIN Login method was used, SharePoint storage folders and files are not displayed at all.



10.1.2.3.1 Scan Here (SharePoint)

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.

#### 10.1.2.4 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.



Currently, there are two possibilities of behavior after login related to settings on the MyQ Roger Web UI. When using the PIN login method, Google Drive storage files are not displayed on the device panel due to security reasons. When any other Login method is used, (username and password, card, or mobile device), there are no Google Drive storage file display limitations.

• The following Google Drive Access message displays after trying to open the Google Drive storage when the PIN Login method was used.

| RogerUser          | 🖳 Admin. is operating remotely                                      | ? | Logout    | C  |
|--------------------|---|---|-----------|----|
| <b>myę</b> roge    | r   |   | Hi, admin |    |
| Ready to Print     | ← Parent Directory  |   |           |    |
| C OneDrive         | bw44 lob docy   |   |           |    |
| C SharePoint       | Google Drive Access   |   |           |    |
| Google Drive       | Please avoid using PIN Login Method to access Google Drive content. |   |           |    |
| C Assign card      | ок  |   |           |    |
| 🛄 Unlock Panel     | Čaroděj.tiff  |   |           |    |
| Scan/Copy Workflor | Test file.odt   | 2 | SCAN HE   | RE |
| Check Status       | 09 Sep. 2024 5 🗥  | 0 | Stop      |    |

After pressing **OK** on this message, use any other Login method, other than PIN. The Google Drive storage folders and files will then be displayed.

• If the PIN Login method was used, Google Drive storage folders and 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.

#### 10.1.2.5 Universal Print

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

| RogerUser            |      | E.             | Admin. is   | operating remotely | ?           | L         | ogout   | ( |
|----------------------|------|----------------|-------------|--------------------|-------------|-----------|---------|---|
| <b>my</b> ç roger    |      |                |             | Hi, filip.         | novotny@myd | q-solutio | on.com  |   |
| Ready to Print       |      | MyQ Roger Rico | oh Installa | tion and Usage     |             |           |         |   |
| Call Universal Print |      |                |             |                    |             |           |         |   |
| Second Assign card   |      |                |             |                    |             |           |         |   |
| Unlock Panel         |      |                |             |                    |             |           |         |   |
|                      |      |                |             |                    |             |           |         |   |
|                      |      |                |             |                    |             |           |         |   |
|                      |      |                |             |                    |             | ē         | PRINT A |   |
| Scan/Copy Workflows  |      |                |             |                    |             |           |         |   |
| Check Status         | 2024 | <>>            | 合           |                    | 6           | 2         | Stop    |   |

• 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.



#### 10.1.2.6 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.

#### 10.1.2.7 Unlock Panel

After tapping this action, the device panel is unlocked, and it is possible to use Ricoh native applications.

#### 10.1.3 User Workflows

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

- Easy Copy
- Scan to OneDrive
- Scan to Google Drive
- Scan to @me or @email
- Add New

#### 10.1.3.1 Easy Copy

Tap to copy a job or press to display the parameters.

| RogerUser                      |                         |                   | 🛐 Admin. is operat     | ting remotely       | ⊿ ?                | Logout (      |
|--------------------------------|-------------------------|-------------------|------------------------|---------------------|--------------------|---------------|
| myo roge                       | r                       |                   |                        |                     |                    | Hi, admin 🛛 🗕 |
| $\widehat{\Pi}$ $	imes$ Cancel |                         |                   |                        |                     | Exe                | cute 🚍        |
| æ                              | Copies                  |                   |                        |                     |                    |               |
| Copies                         |                         |                   |                        |                     |                    |               |
|                                | Settings                |                   |                        |                     |                    |               |
| Print Colo<br>B&W              | r mode                  |                   |                        |                     |                    |               |
| Paper Size                     | 2                       |                   |                        |                     |                    |               |
| Document<br>One sided          | side                    |                   |                        |                     |                    |               |
| arepoint Easy copy             | Easy copy               | Scan to<br>@email | Scan to<br>GoogleDrive | Scan to<br>OneDrive | sharepoint<br>test | Easy copy     |
| Check Status                   | 09 Sep. 2024<br>12 : 41 | <>                | 合                      |                     | 0                  | Stop          |

#### 10.1.3.2 Scan to OneDrive

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



#### 10.1.3.3 Scan to Google Drive

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



#### 10.1.3.4 Scan to @me or @email

Tap to scan a job and send it to your email address or another email address or press to display the parameters.



#### 10.1.3.5 Add new

Add a new scan profile.

### 10.1.4 Supported Paper Formats

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

| Paper Format | Mobile app - OneDrive | Device Spool | MRC |
|--------------|-----------------------|--------------|-----|
| A3           | 0                     | 0            | 0   |
| A4           | ٥                     | Ø            | Ø   |
| A5           |                       |              |     |
| A4->A3       |                       | 0            | 0   |
| A4->A5       |                       | 0            | 0   |
| A3->A4       |                       | 0            | 0   |
| A5->A4       |                       | 0            | 0   |
| A3->A5       |                       | 0            | 0   |
| A5->A3       |                       | 0            | Ø   |

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,

1. Add the device using the red plus (+) button, fill in the device's IP address/hostname, the administrator username and password, and then click **Add Device**.

|                                  | Version  | Actions |
|----------------------------------|----------|---------|
| - IP Address (empty to discover) | V6151011 | Actions |
| 10.14.4.23                       |          |         |
| Username                         |          |         |
| admin                            |          |         |
| Password                         |          |         |
|                                  |          |         |
|                                  |          | -       |
| Dismiss Add Device               |          |         |

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

| 🛃 Roger Installer Fo     | r Ricoh       |       |                    |         |            | -              |     | × |
|--------------------------|---------------|-------|--------------------|---------|------------|----------------|-----|---|
| myq                      | roger         |       |                    |         | ⇒]         | 6              |     |   |
| IP Address<br>10.14.4.23 | Serial Number | Model | Status<br>Checking | Version | Actio<br>C | ns<br><u>t</u> | L Ō | × |
|                          |               |       |                    | D       | ownload L  | ogs            |     |   |

- 3. Wait for the status to change from *Checking* to *Downloading* to *Done*.
- 4. 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.



5. 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.

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

| 🌣 Actions 🝷 🔗        | Printer 020 | Ricoh | 3939PA00020 | 24.3.0 (62) | ۰ | RICOH IM C300 | ricime300-01 | 14.4.53 | iii 🚣 🔎 団 | • | 10% | 40% | 10% | 100% | 3258 | 115 |
|----------------------|-------------|-------|-------------|-------------|---|---------------|--------------|---------|-----------|---|-----|-----|-----|------|------|-----|
| View                 |             |       |             |             |   |               |              |         |           |   |     |     |     |      |      |     |
| Edit                 |             |       |             |             |   |               |              |         |           |   |     |     |     | 1    | » 10 | • ~ |
| Doactivato           |             |       |             |             |   |               |              |         |           |   |     |     |     |      |      |     |
| Delete               |             |       |             |             |   |               |              |         |           |   |     |     |     |      |      |     |
| Request Log Download |             |       |             |             |   |               |              |         |           |   |     |     |     |      |      |     |

2. After a few seconds, there is the option to **Download Log** in Actions.

| 🗘 Actions 🔹 🥥        | Printer 006 | Ricoh | 3101R810326 | 24.3.0 (64) | • | RICOH IM C3000 | RNP583879616648 | 10.14.4.23  | iii 🚣 🔑 💷          | • | 90% | 90%  | 90% | 90%  | 34   | 1   |
|----------------------|-------------|-------|-------------|-------------|---|----------------|-----------------|-------------|--------------------|---|-----|------|-----|------|------|-----|
| View<br>Edit         | Printer 013 | Ricoh | 3299M920337 |             | ۰ | RICOH IM 2702  | RNP5838792D1E0E | 10.14.4.231 | = 14 P 🖂           | • |     | 0%   |     |      | 0    | 5   |
| Deactivate           | Printer 014 | Ricoh | G586P100002 |             | 0 | RICOH MP 305+  | RNP002673840110 | 10.14.4.229 | # 14 P 🖾           | • | 0%  | 0%   | 0%  | 100% | 0    | 4   |
| Delete               | Printer 015 | Ricch | 9253P900222 |             | ۰ | RICOH IM 370   | RNP583879964899 | 10.14.5.47  | 11 <b>24 P</b> (2) | 0 | 0%  | 0%   | 0%  | 100% | 0    |     |
| Request Log Download | Printer 018 | Ricoh | C507P201928 |             | 0 | RICOH MP C307  | RNP002673D988D4 | 10.14.4.27  | = 11 P (2)         | 0 | 40% | 100% | 90% | 50%  | 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:

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



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

| Status        |
|---------------|
| Removing Apps |

# 13 Business Contacts

| MyQ® Manufacturer    | <b>MyQ® spol. s r.o.</b><br>Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic<br>MyQ® Company is registered in the Companies register at the Municipal Court in<br>Prague, division C, no. 29842  |
|----------------------|---|
| Business information | www.myq-solution.com<br>info@myq-solution.com   |
| Technical support    | support@myq-solution.com  |
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