MyQ Roger Ricoh Installation and Usage

1.0

February/2026

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

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

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

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

1 Release Notes

1.1 MyQ Roger terminal for Ricoh 26.1

23 February, 2026

Improvements

- Added PrintSharing support.
- Added support for page Quotas.
- Implemented sending scans to e-mail over cloud REST API.
- Support for MyQ Cloud Spooling.
- Introduced new scan parameters on the terminal and in workflows.
- Added Logout button.
- The terminal menu now only displays cloud storage services that are connected, hiding any unconnected options.
- Added support for Ricoh devices compliant with the updated Radio Equipment Directive (RED), ensuring full functionality in environments with disabled insecure protocols (HTTP, Port 9100, SNMP v1/v2) and enforced security settings.
- Added support for Ricoh sGW models (e.g., IM 370, IM C320F), with unsupported cloud storage options automatically hidden from the terminal menu due to hardware limitations.

Bugs

- Fixed "Scan to email" failures on Ricoh devices.

1.2 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.

1.3 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.

1.4 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.

1.5 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.

1.6 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.

1.7 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.

1.8 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.

1.9 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.

1.10 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.

1.11 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.

1.12 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.

1.13 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.

1.14 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.

1.15 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.

1.16 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.

2 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.

2.1 Supported Devices

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

	IM 7000 / IM 8000 / IM 9000
	IM CW2200
Smart Operation Panel G2 (17inch)	Pro8300S / Pro8310S / Pro8320S
	Pro8310 / Pro8320
Smart Operation Panel G2 (10.1 inch)	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
	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

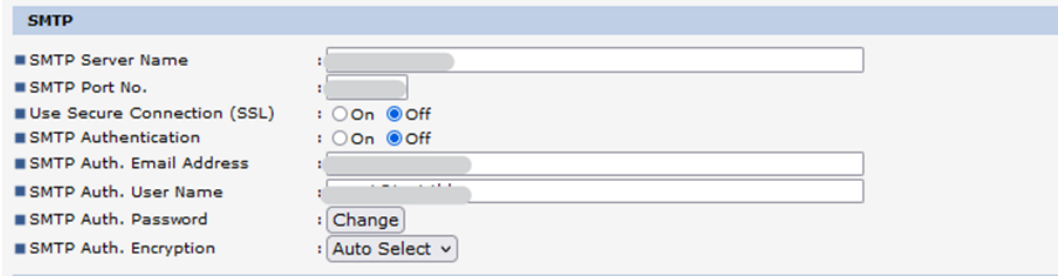
3 Pre-installation Steps

3.1 Configuration of the Device

3.1.1 Configure SMTP and Scanning Options

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

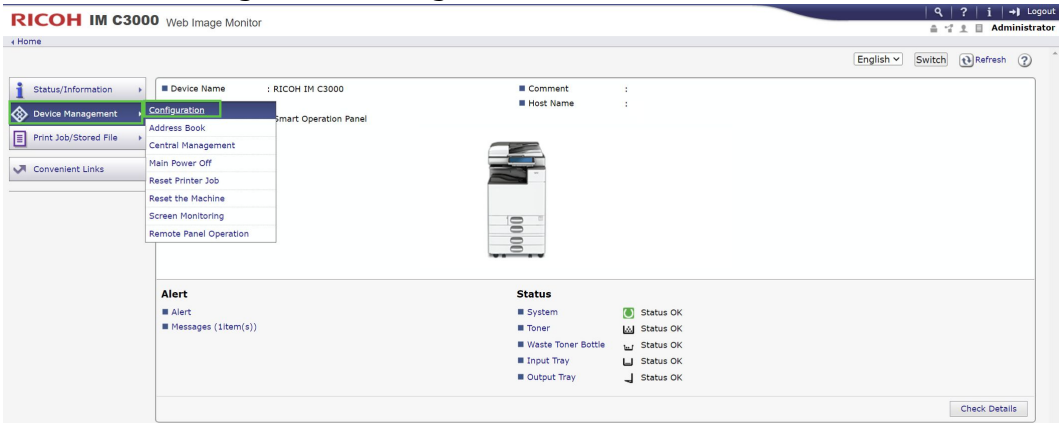
1. Open the web UI of the device and login as Administrator.
2. Go to **Device Management > Configuration > Device Settings: Email**
3. Configure **SMTP Server Name**, **SMTP Port No.** and **SMTP authentication**.



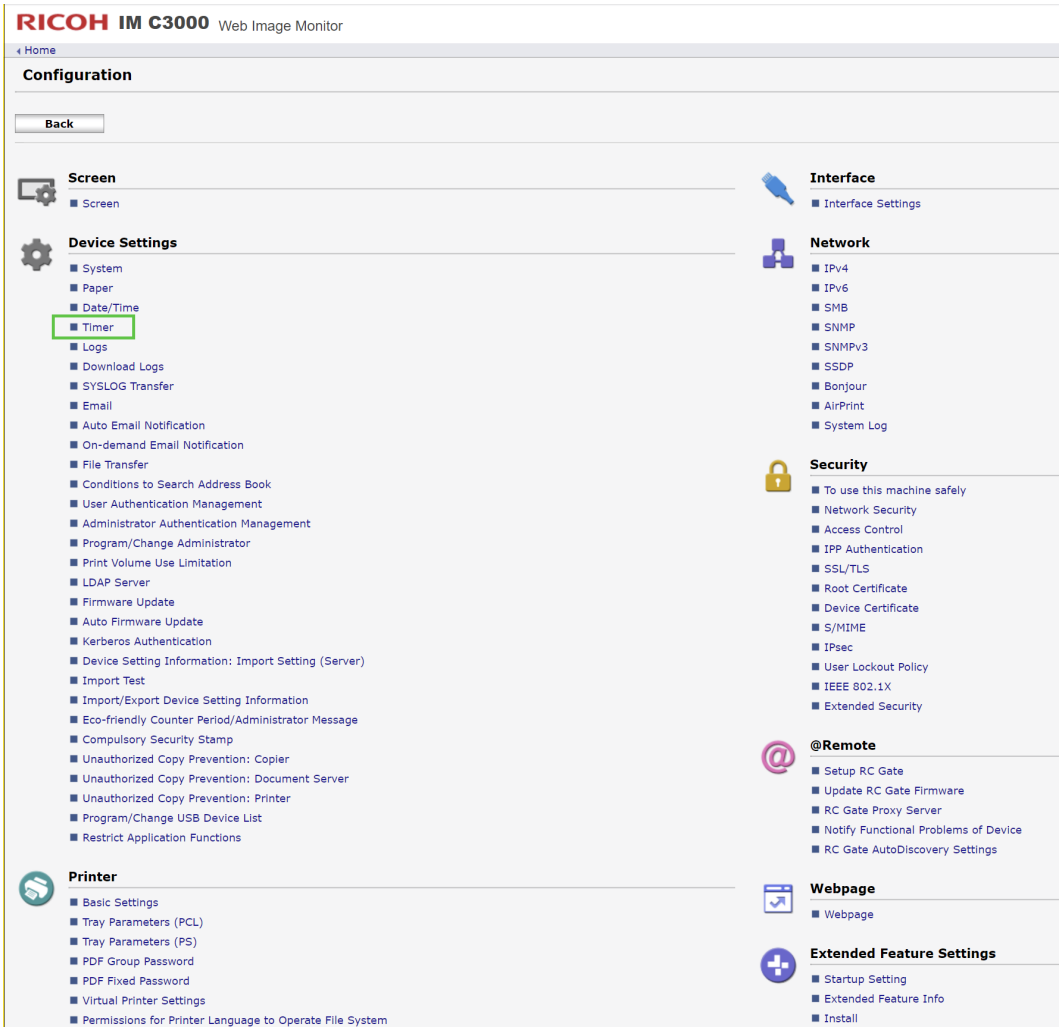
3.1.2 Automatic User Logout Timer

To set up a timer for automatic user logout:

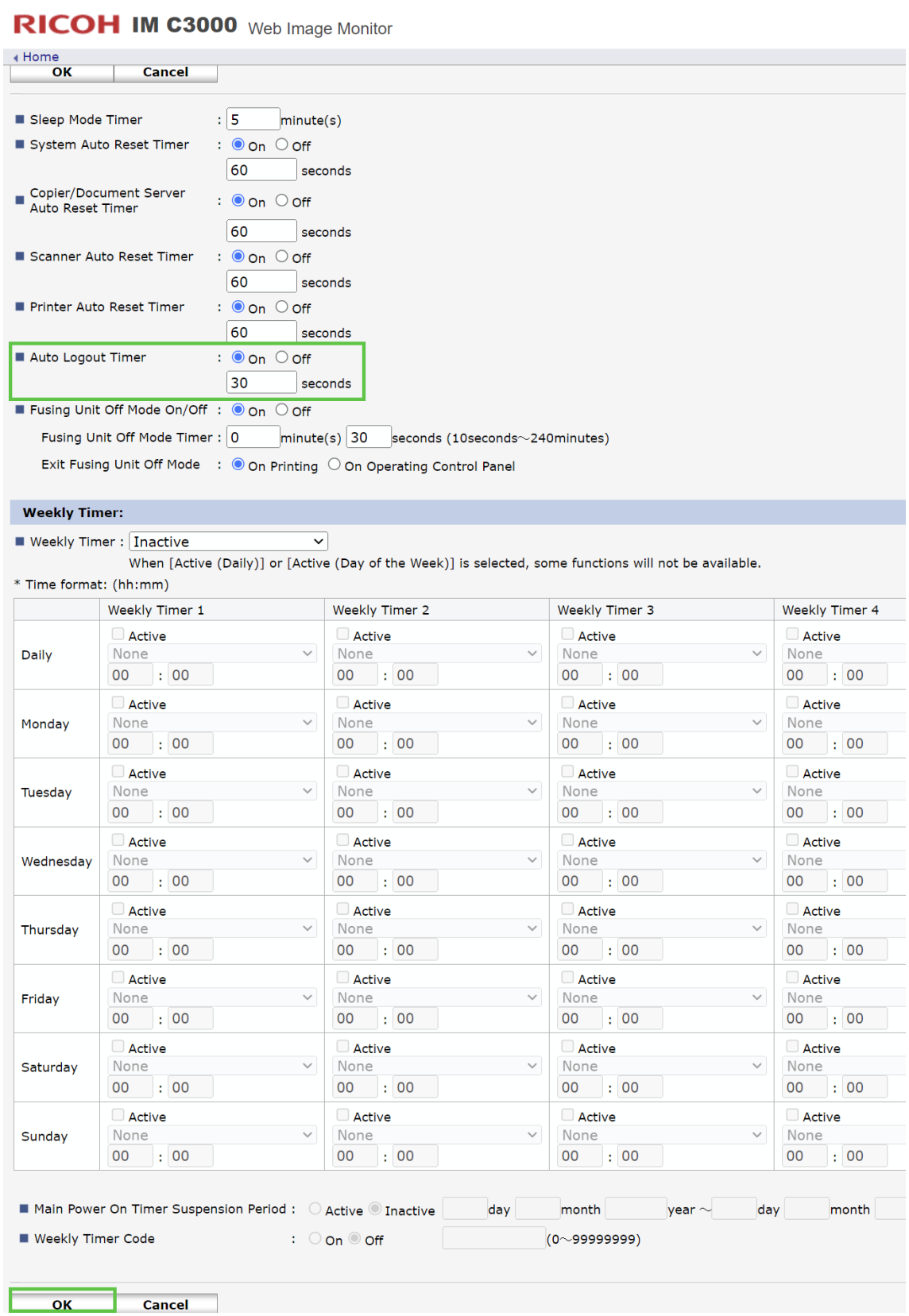
1. Log in to the device's web UI.
2. Go to **Device Management > Configuration**.



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 Auto Reset Timer : On Off
60 seconds
Scanner Auto Reset Timer : On Off
60 seconds
Printer Auto Reset Timer : On Off
60 seconds
Auto Logout Timer : On Off
30 seconds
Fusing Unit Off Mode On/Off : On Off
Fusing Unit Off Mode Timer : 0 minute(s) 30 seconds (10seconds~240minutes)
Exit Fusing Unit Off Mode : On Printing On Operating Control Panel
Weekly Timer:
Weekly Timer : Inactive
When [Active (Daily)] or [Active (Day of the Week)] is selected, some functions will not be available.
* Time format: (hh:mm)
Weekly Timer 1
Weekly Timer 2
Weekly Timer 3
Weekly Timer 4
Daily
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Active
None
00 : 00
Main Power On Timer Suspension Period : Active Inactive day month year ~ day month
Weekly Timer Code : On Off (0~99999999)
OK
Cancel

3.1.3 Printing Related Settings

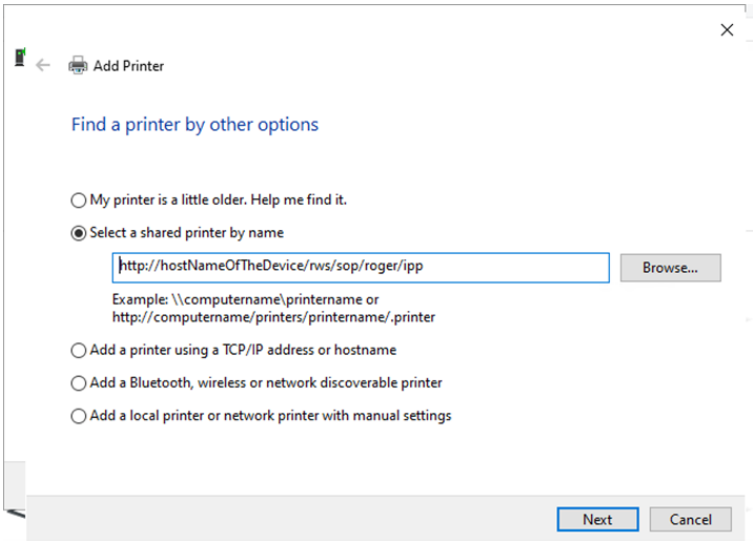
Printing via MyQ Roger is possible using these methods:

- 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.

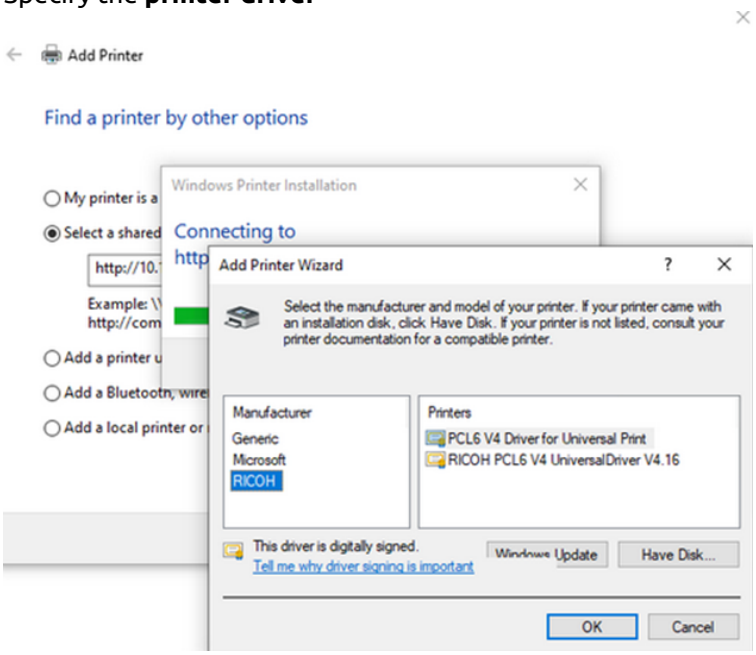
3.1.4 IPP Configuration

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[1]

1. http://hostnameofthedevice/rws/sop/roger/ipp



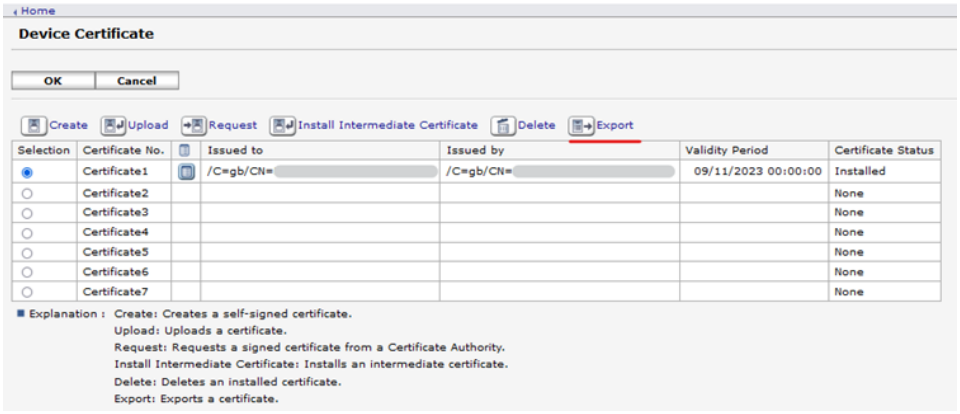
4. Specify the **printer driver**



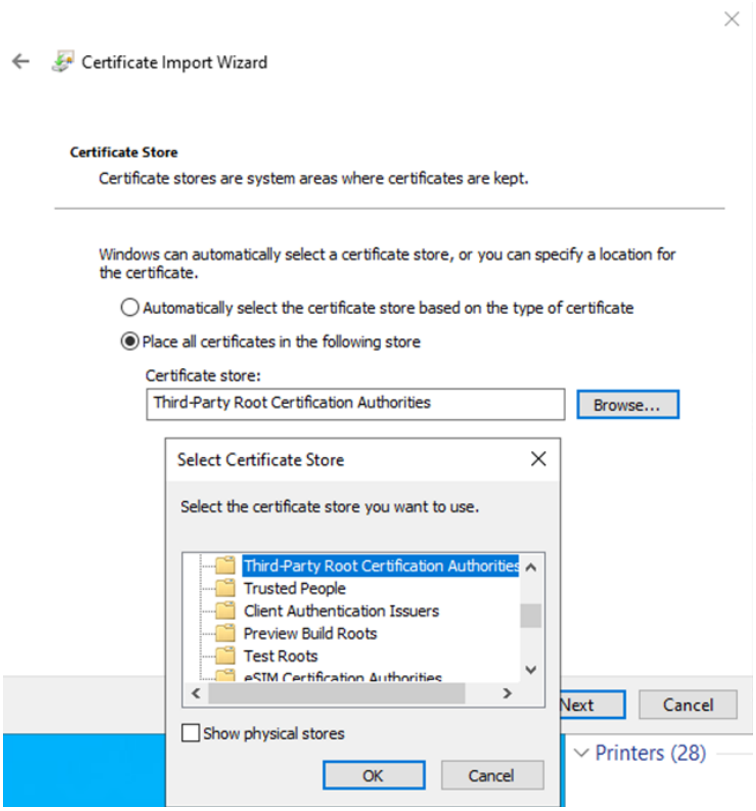
5. The printer is added and ready to use.

3.1.5 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.

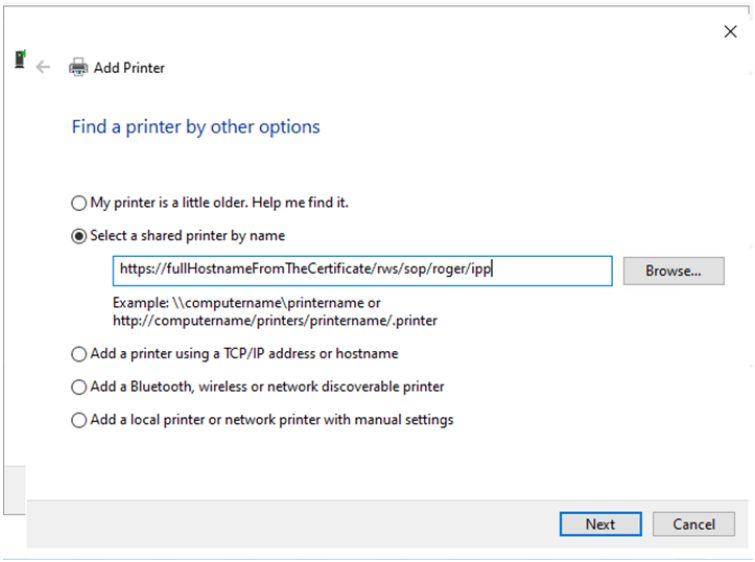


4. Install the downloaded certificate to **Third-Party Root Certification Authorities**.

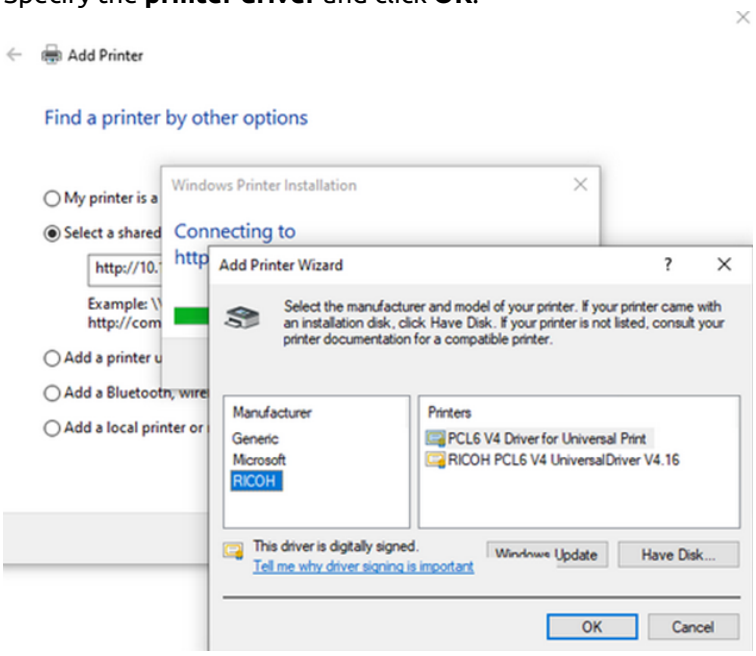


5. In Windows, go to **Control panel > Hardware and Sound > Devices and Printers**.
6. Click **Add a printer**, and then click **The printer that I want isn't listed**.
7. Choose **Select a shared printer by name** and enter the URL: https://fullHostnameFromTheCertificate/rws/sop/roger/ipp[2]

2. https://fullhostnamefromthecertificate/rws/sop/roger/ipp



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



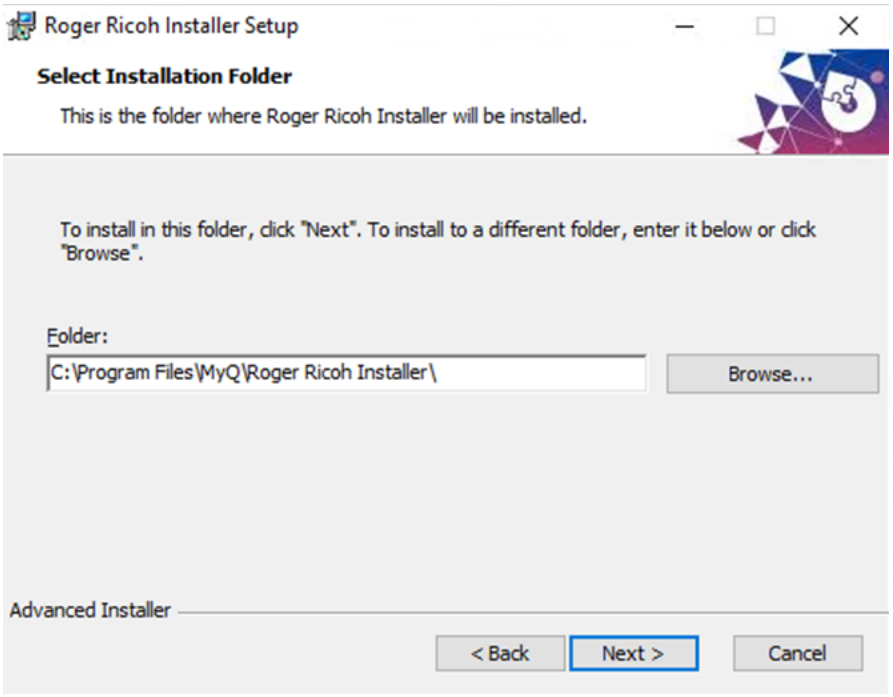
The printer is added and ready to use.

4 MyQ Roger Ricoh Installer

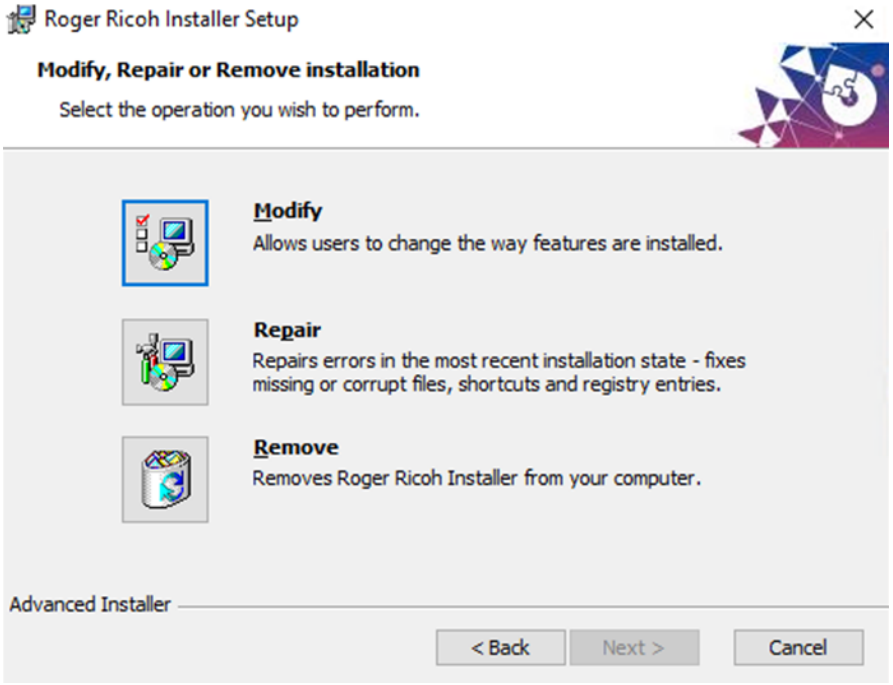
The MyQ Roger app can be installed on Ricoh MFDs by installing the MyQ Roger Ricoh Installer in your computer. Then, using the MyQ Roger Installer, you can discover Ricoh printers, and install and configure the MyQ Roger app.

4.1 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.



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

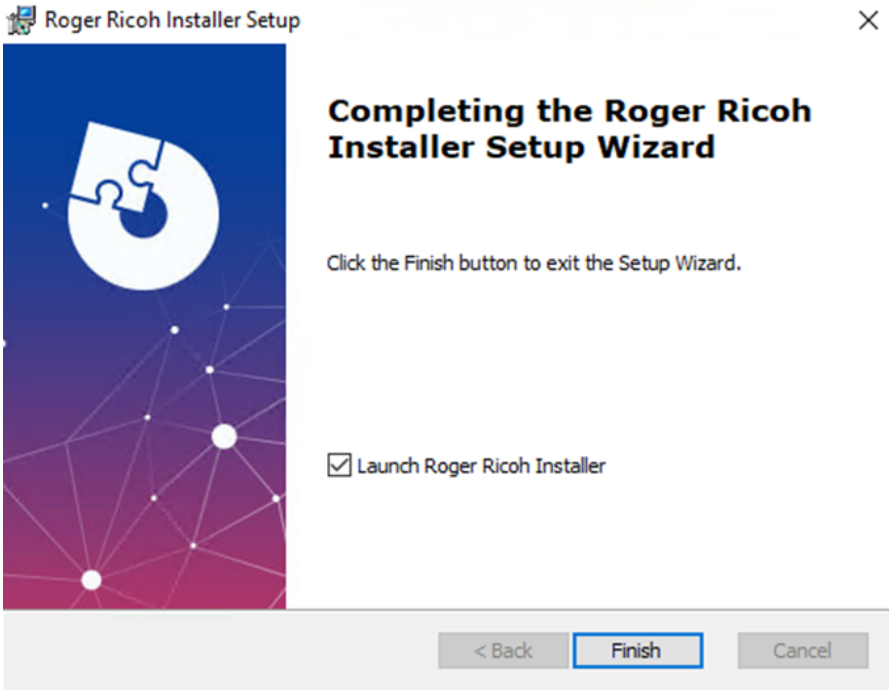


4.2 Using MyQ Roger Ricoh Installer

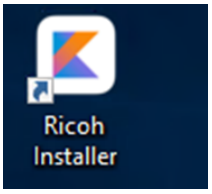
4.2.1 Automatic Launching of Roger Ricoh Installer

Once MyQ Roger Ricoh Installer is installed,

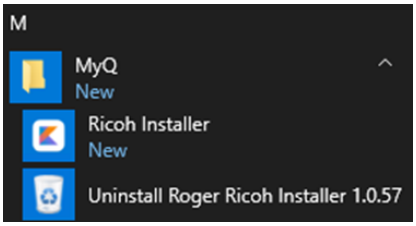
1. You can select to **Launch Roger Ricoh Installer** automatically before you click **Finish** on the Setup Wizard.



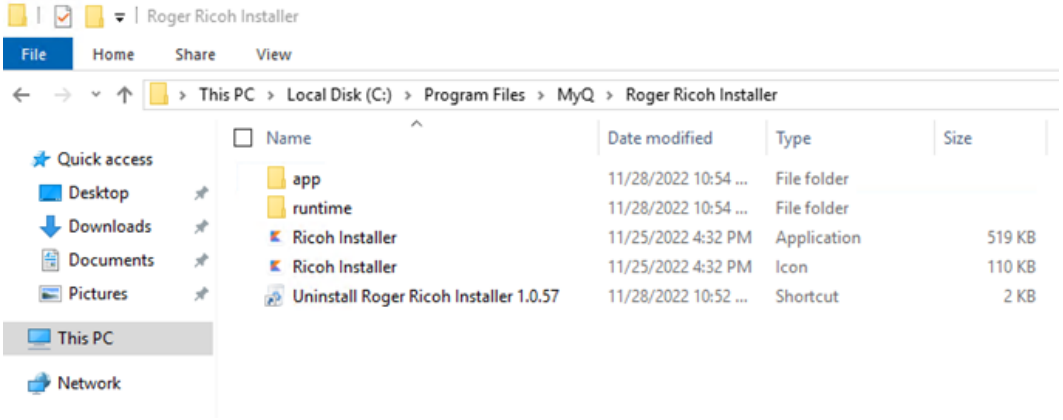
2. You can also double-click on the **Richo Installer** desktop shortcut.



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

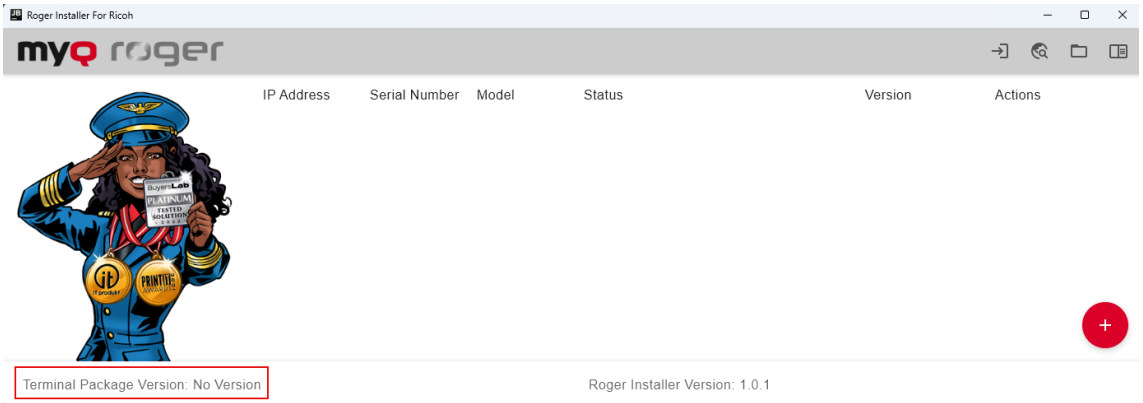


4. You can go to the `C:\Program Files\MyQ\Roger Ricoh Installer` folder (if the folder wasn't changed during the installation) and run the **Ricoh Installer** application as an Administrator.

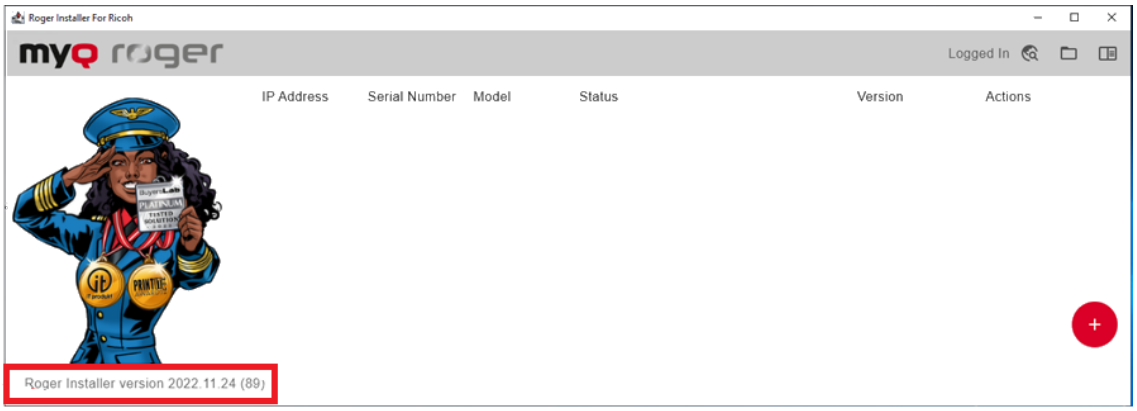


4.2.2 Adding the Installation Package to the Installer

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.



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.



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.

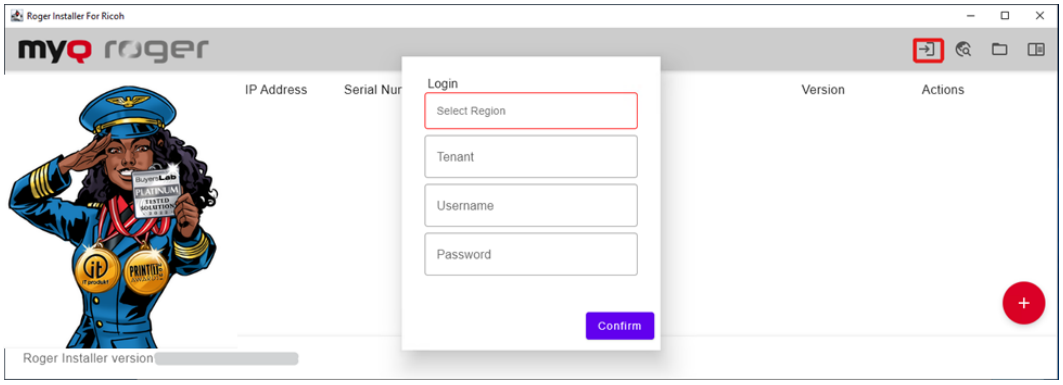
If the package is replaced by drag-and-drop, the change is used only for the current run of the installer. The previously used version of the installation package is used in the next run of the installer.

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.

4.2.3 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**.

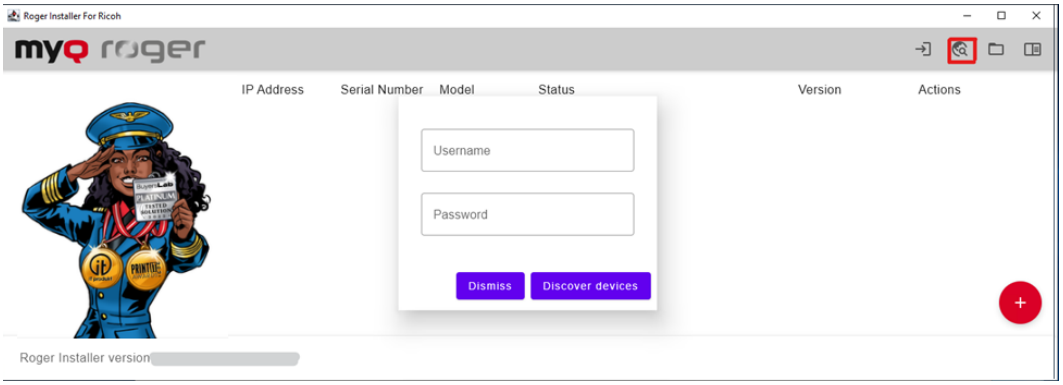


When logging in, if a user has rights to manage printers and then performs an installation, the installed terminal will be automatically registered to the tenant.

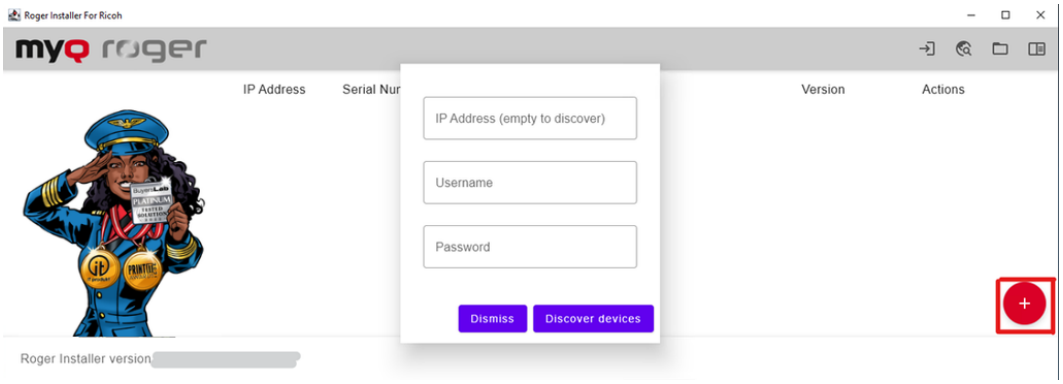
4.2.4 Printer Discovery

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

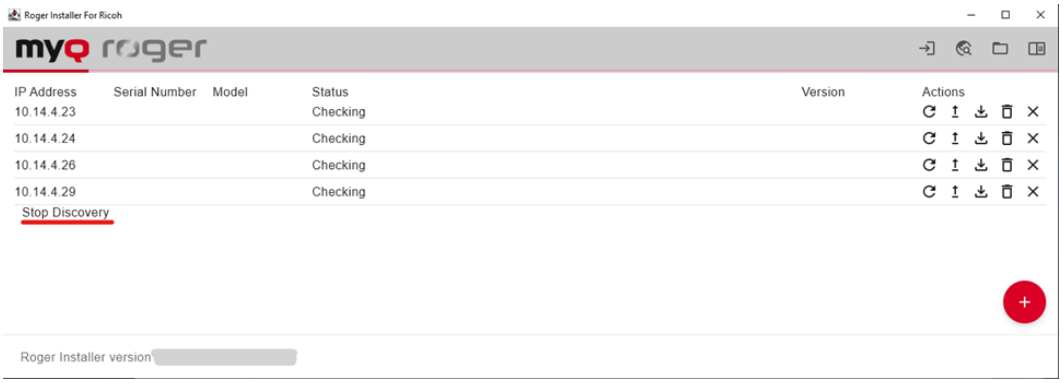
1. Click on the **globe icon** in the upper-right corner.
2. Optionally add the printer's administrator credentials (**Username**, **Password**). Click **Discover devices**.



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**.



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



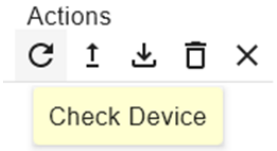
Once the printer discovery is finished, you can view all the available devices information: their **IP Address**, **Serial Number**, **Model**, **Status**, **Version** (if MyQ Roger is already installed on the device), and available **Actions**.

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

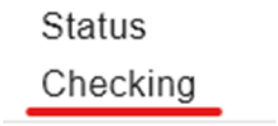
4.2.5 Available Actions

There are five available actions for each discovered device:

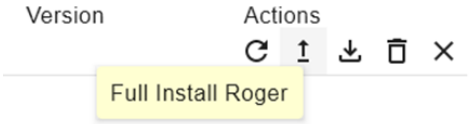
- **Check Device** - Click to manually refresh the device's status in the app.



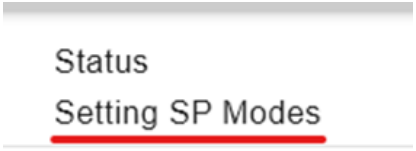
It is possible to cancel this by clicking on **Checking** under **Status**.



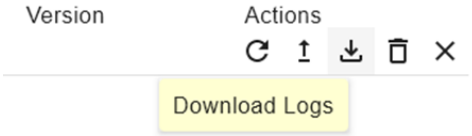
- **Full Install Roger** - Click to install MyQ Roger on the device.



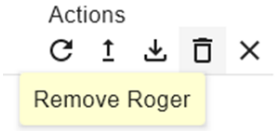
It is possible to cancel the installation by clicking **Setting SP Modes** under **Status**.



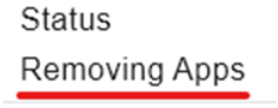
- **Download Logs** - Click to download the device logs.



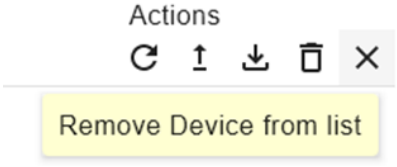
- **Remove Roger** - Click to remove MyQ Roger from the device.



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



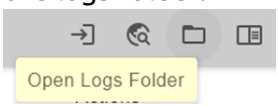
- **Remove Device from List** - Click to remove the device from the list of devices in Roger Installer for Ricoh.



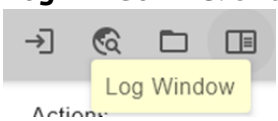
4.2.6 Other Available Actions

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.



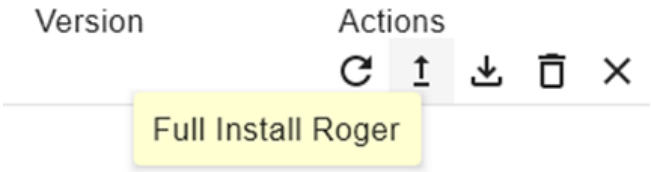
- **Log Window** - Click on the Log Window to display the live log of the installer.



4.3 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.



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).

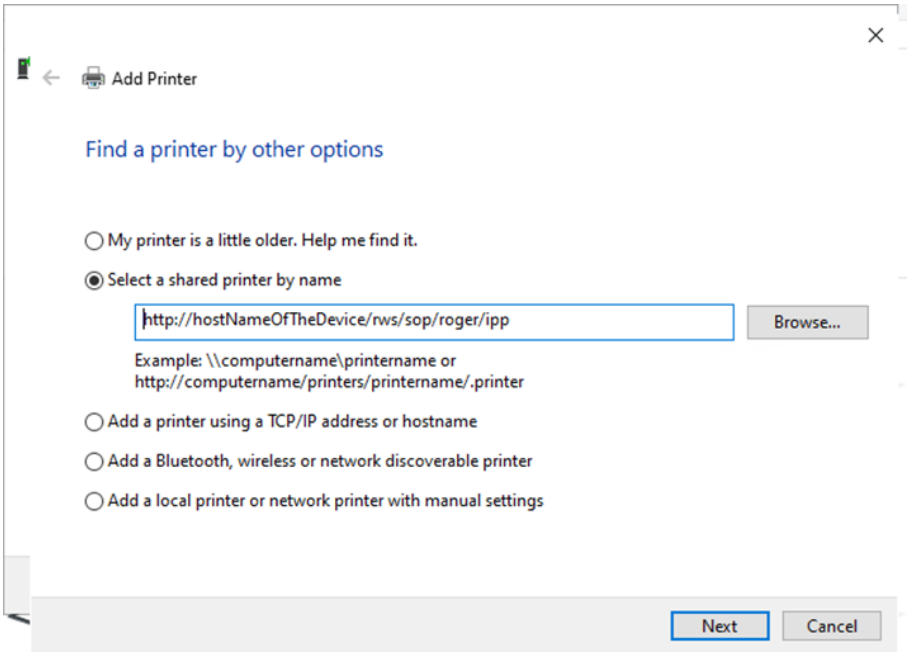
4.4 Device Spooling

Device Spooling is a feature that saves your print jobs directly onto the device's hard drive.

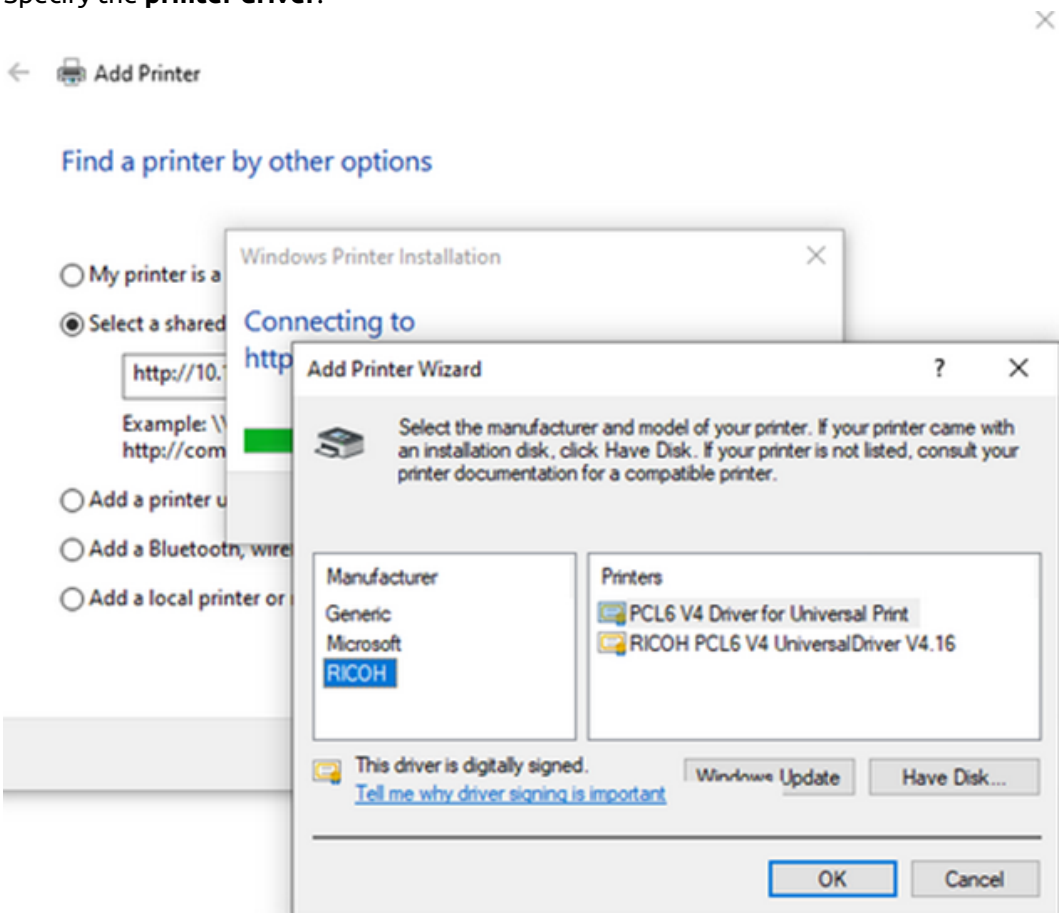
This gives you the freedom to release your documents at any time, even if the computer you printed from is turned off, asleep, or disconnected from the network. It's the most reliable way to print from a PC, and because the job is stored locally, the release is instant.

4.4.1 IPP Configuration

1. Go to Windows **Control Panel** and open **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[3].



4. Specify the **printer driver**.

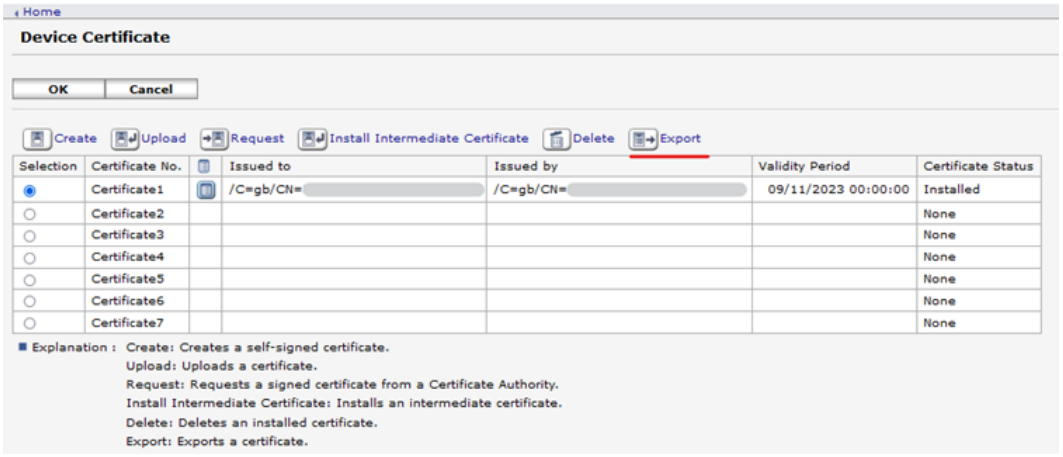


5. The printer is added and ready to use.

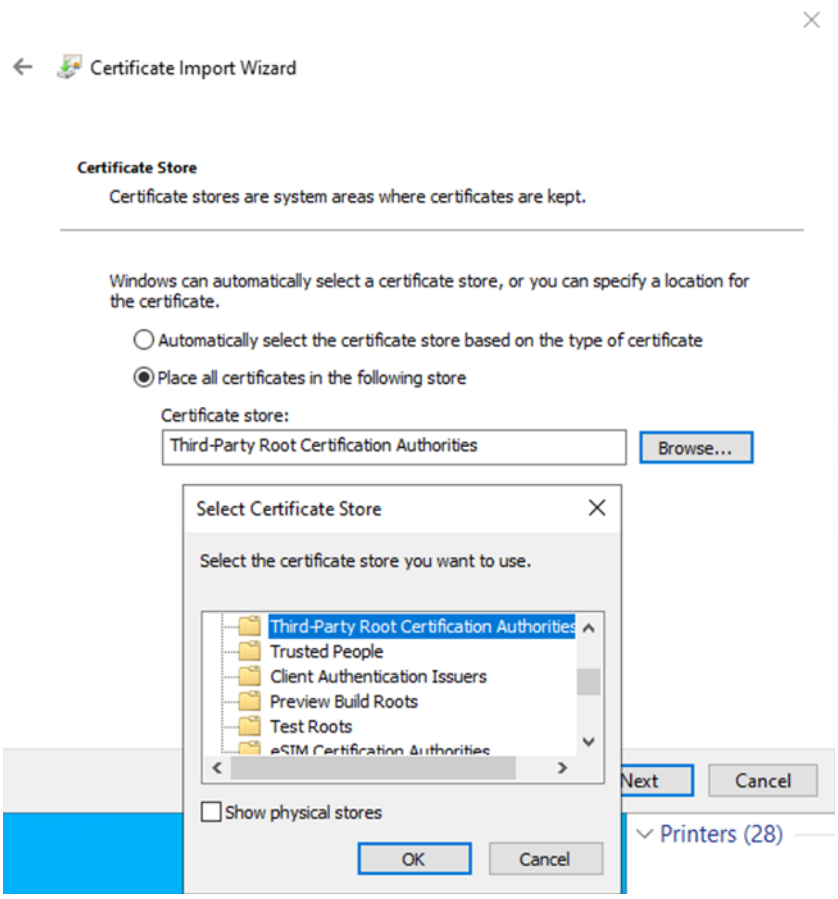
3. http://hostnameofthedevice/rws/sop/roger/ipp

4.4.2 IPPS Configuration

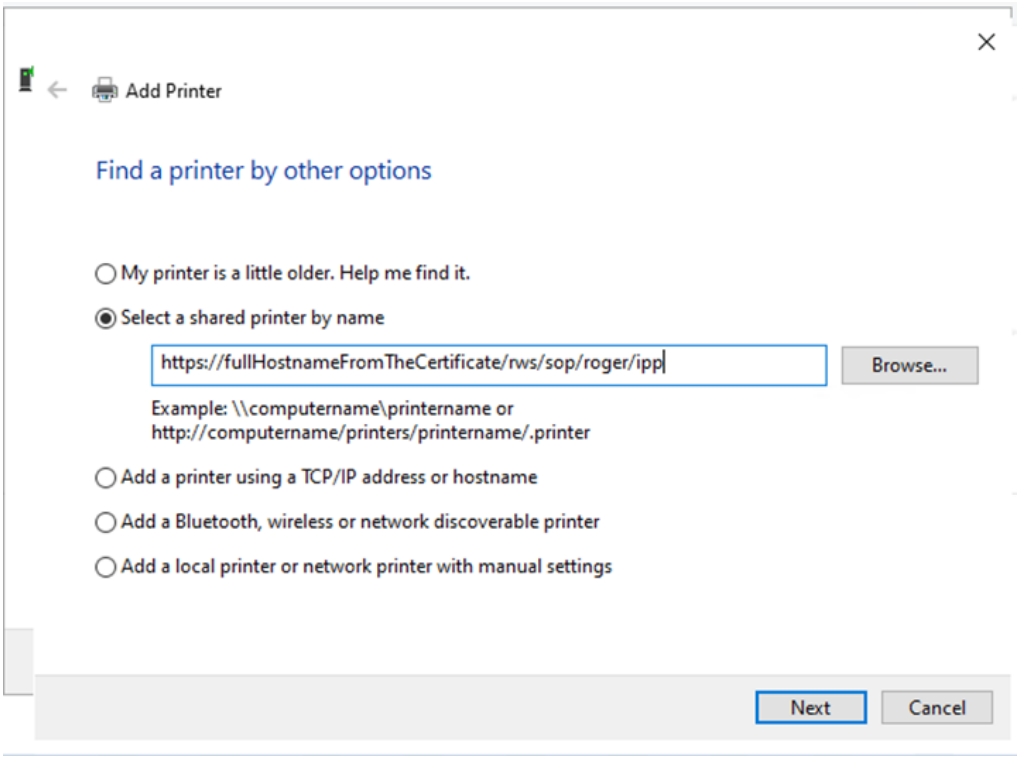
1. Open the device web UI and log in as **Administrator**.
2. Go to **Device Management > Configuration > Security: Device certificate**.
3. **Export** the certificate.



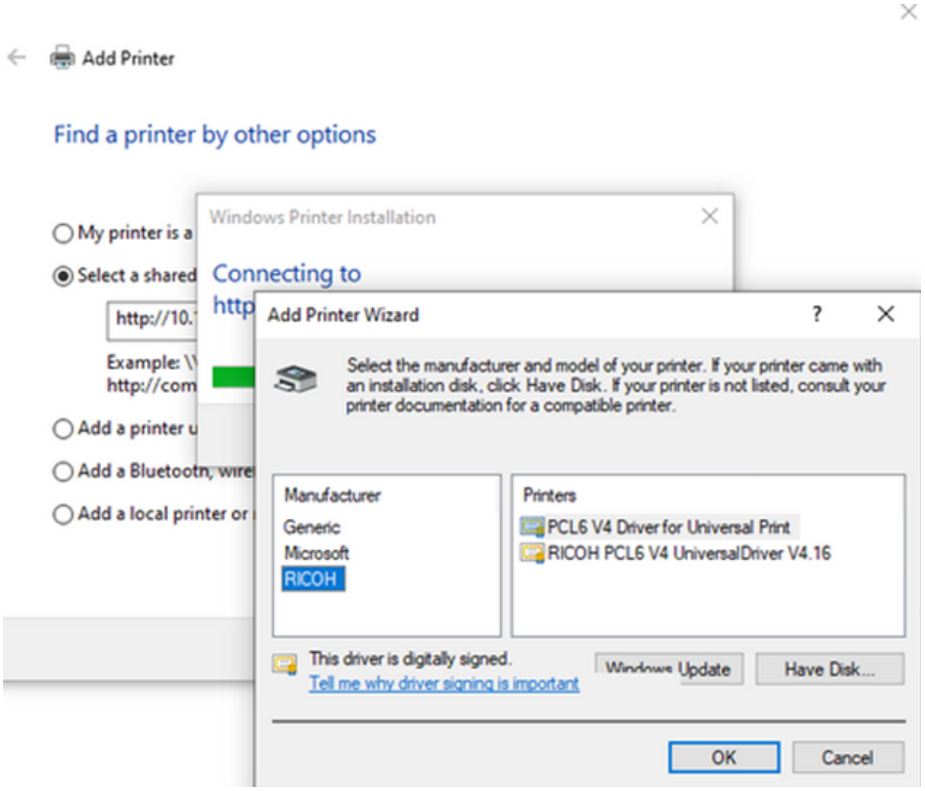
4. Install the downloaded certificate to **Third-Party Root Certification Authorities**.



5. Go to Windows **Control Panel** and open **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[4].



8. Specify the **printer driver** and click **OK**. The printer is added and ready to use.



4. https://fullhostnamefromthecertificate/rws/sop/roger/ipp

4.4.3 Roger User Aliases

Once above configuration is set, the Device user name must be added to user aliases of the user which will be matched with RAW jobs.

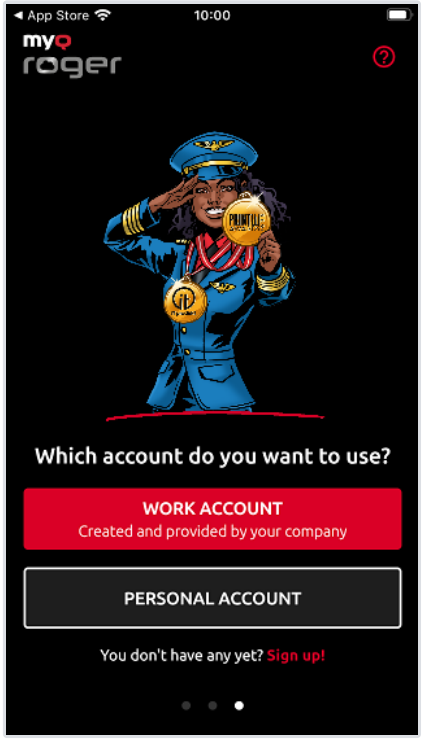
1. Log in to **MyQ Roger** as an admin user (or user with permissions to modify tenant users).
2. Go to **Users** and click **Actions > Edit** on a user that needs to be matched.
3. Add Device user name to user aliases.

5 MyQ Roger Mobile Application Setup

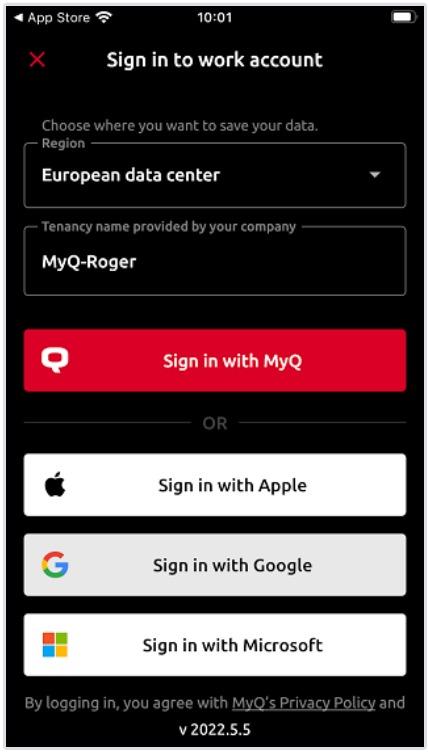
The MyQ Roger mobile application can be used both on iOS and Android devices, including Chromebook devices, and it is available for free download in the App Store and in Google Play.

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:



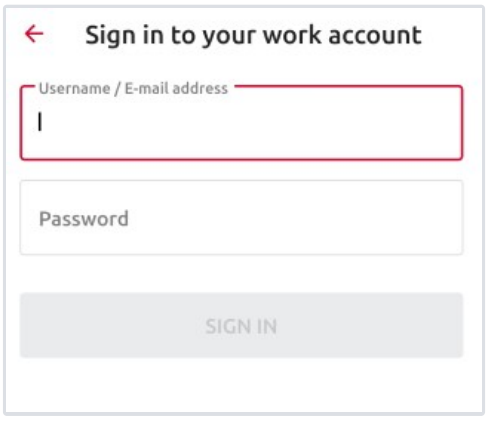
4. In the **Region** field, choose where you want your data to be saved:
   European data center or *American data center*.
5. In the **Tenancy name provided by your company** field, type the **name of your tenant**.

Then choose one of the available sign-in options:

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

5.1 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.



2. Tap **SIGN IN**.

5.2 Sign in with Apple

You are redirected to log in to your Apple account.

5.3 Sign in with Google

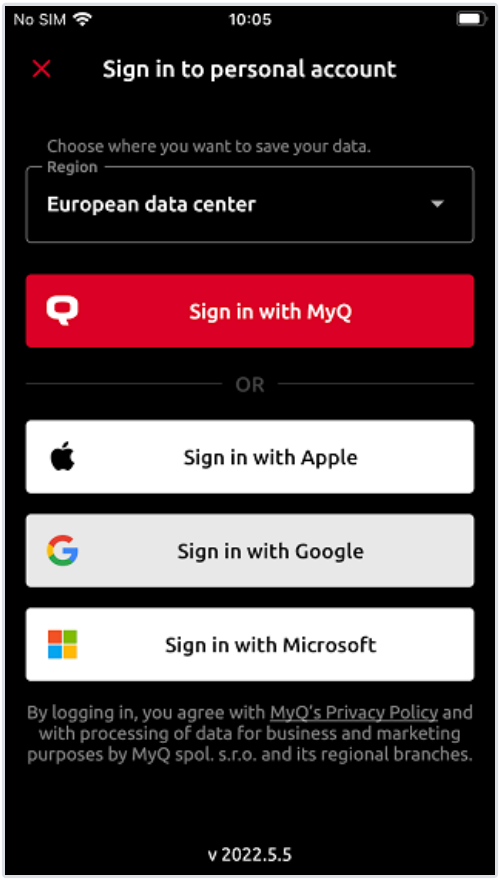
You are redirected to log in to your Google account.

5.4 Sign in with Microsoft

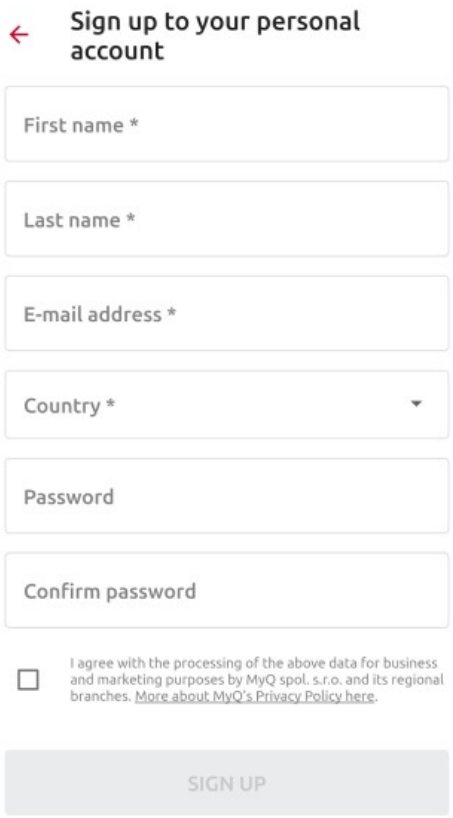
You are redirected to log in to your Microsoft account.

5.5 Sign in to Personal Account

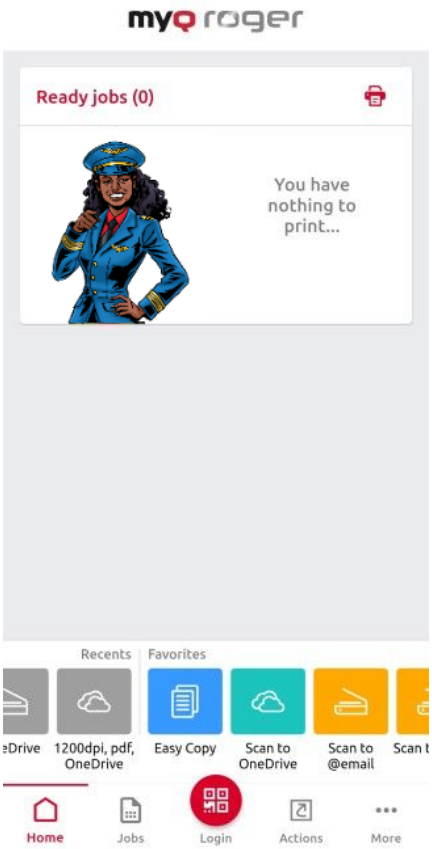
By choosing **PERSONAL ACCOUNT**, you can use a personal MyQ, Apple, Google or Microsoft account to use the app.



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**.



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.



5.6 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.

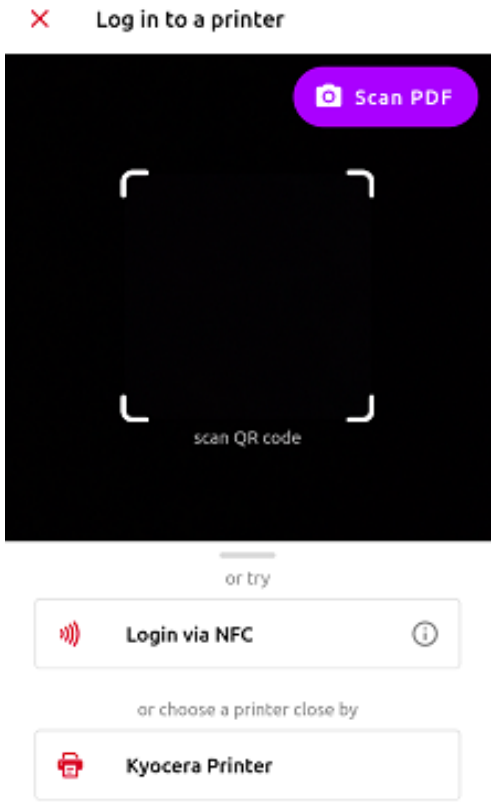
Once your phone reads the tag, you are logged in to the MFD.

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

5.7 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.



5.8 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.

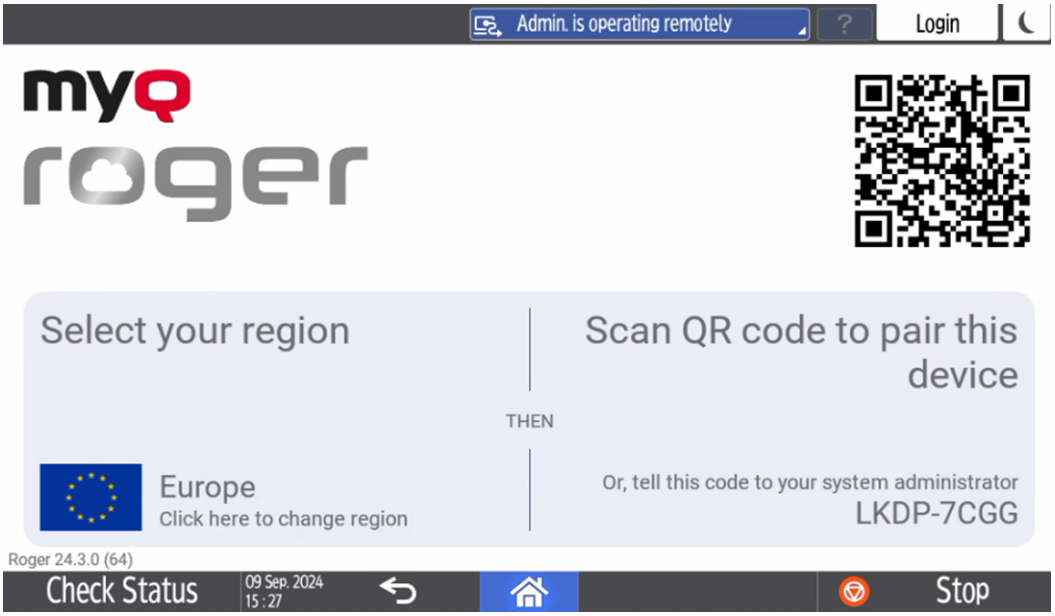
It's not possible to bring up the registration screen (with the QR code) on a device once it has been paired to a tenant. The administrator should either release the pairing on the server or do a fresh re-installation of the embedded application (delete it from the device and then re-install it).

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

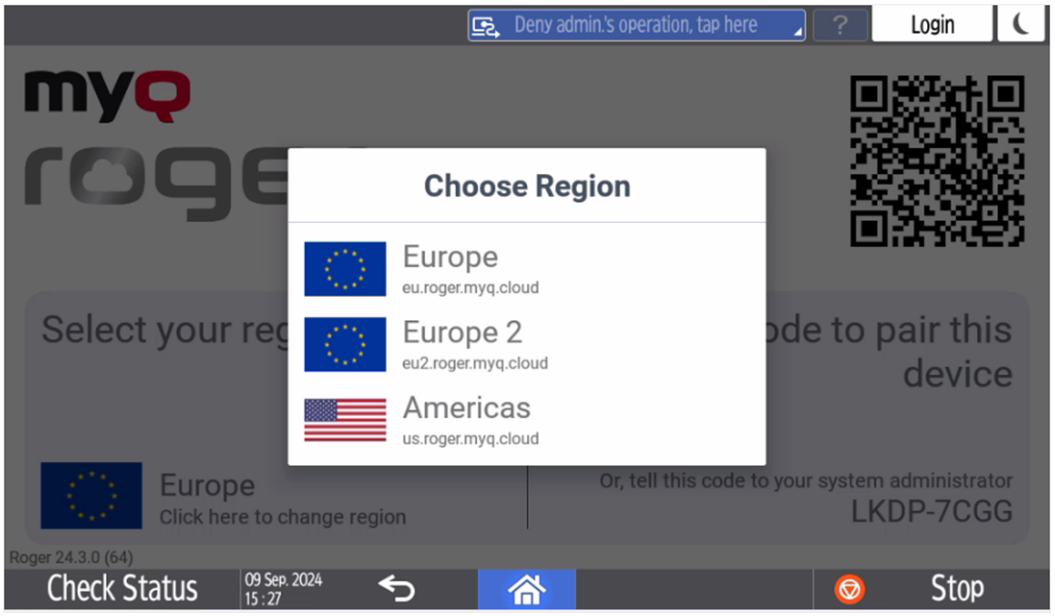
6 Registration of MyQ Roger to the Tenant

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.

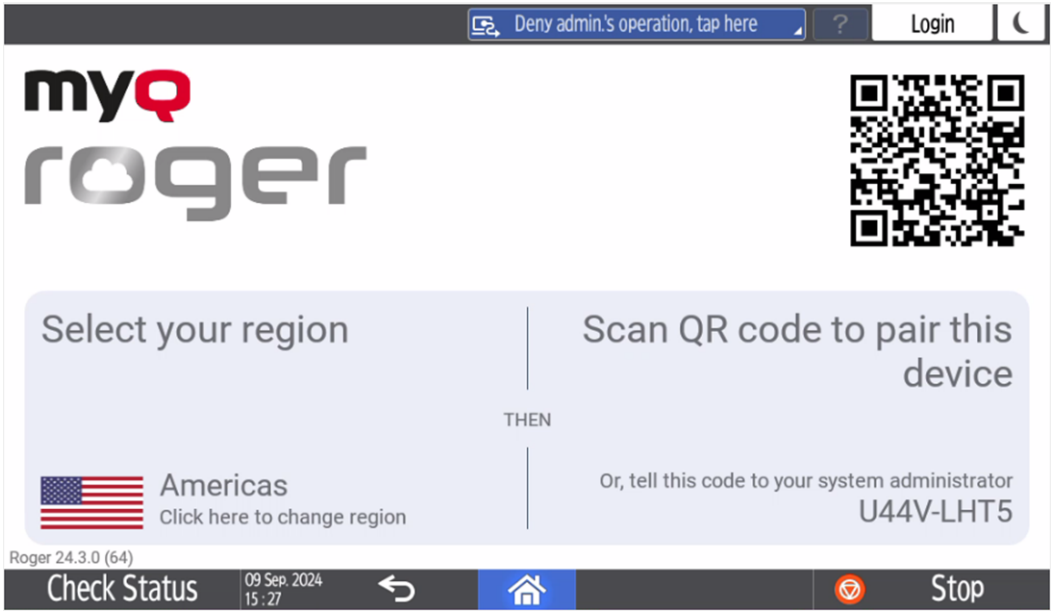
1. In the MyQ Roger screen on the MFD, tap on the **flag** in the lower-left corner to select your region.



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



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.

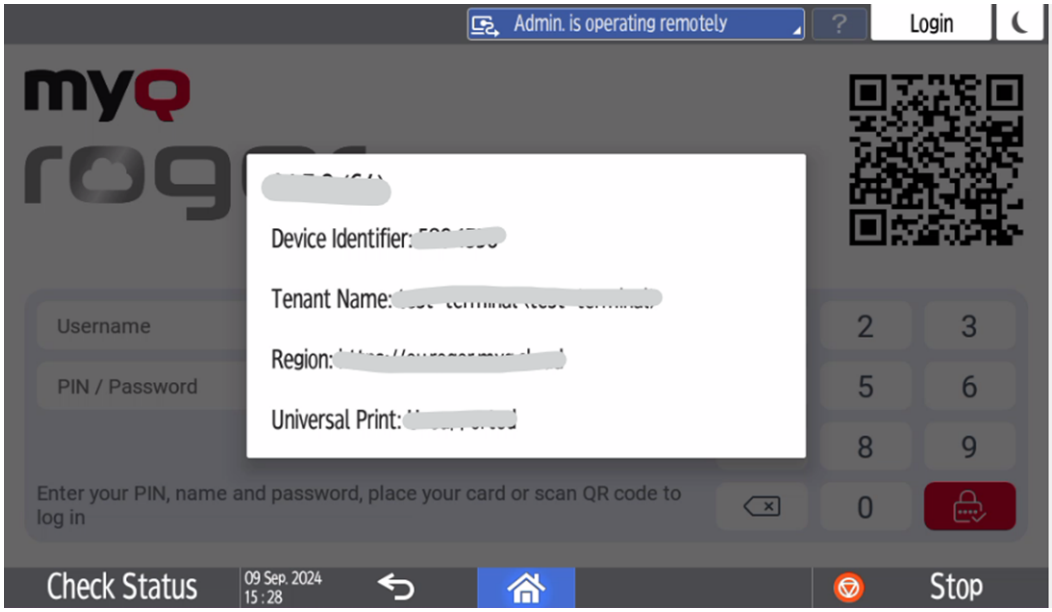
6.1 Tenant Registration via the MyQ Roger Ricoh Installer

When logging into the MyQ Roger Ricoh Installer (see page 23), if a user has rights to manage printers and then performs an installation, the installed terminal will be automatically registered to the tenant.

6.2 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.
2. Press the **MyQ Roger** logo.
   Information about the terminal version and information about the connected tenant is displayed.


Admin. is operating remotely
Login
Device Identifier:
Tenant Name:
Region:
Universal Print:
Username
PIN / Password
Enter your PIN, name and password, place your card or scan QR code to log in
2
3
5
6
8
9
0
Check Status
09 Sep. 2024
15 : 28
Stop

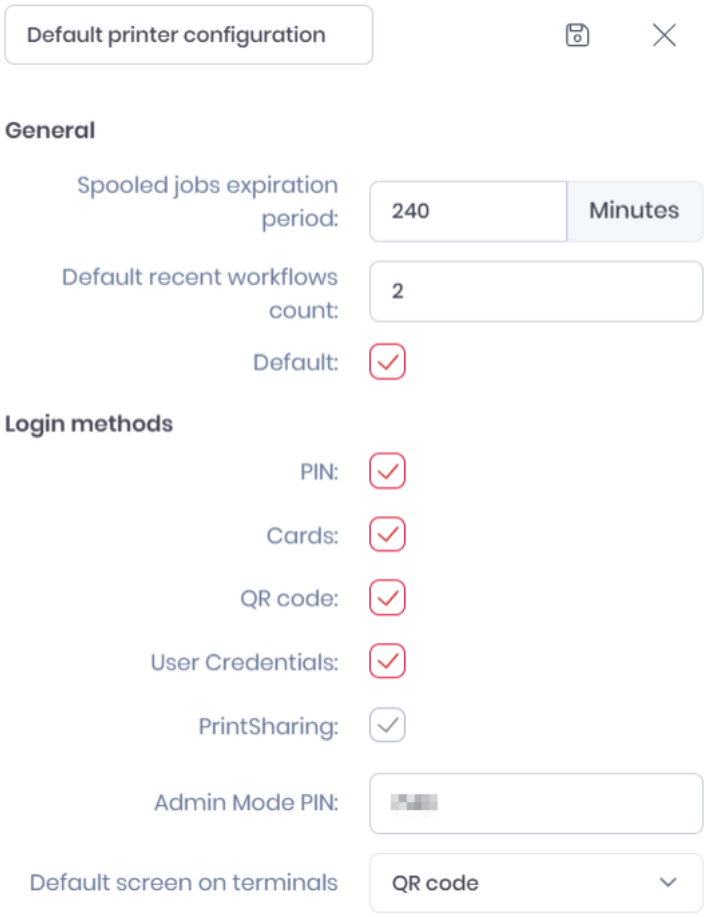
7 Admin Menu

Device administrators can access the system menu using an Admin PIN. This PIN is generated automatically when the device connects to a tenant and can be changed at any time.

7.1 Finding and Changing the Admin PIN

To locate or modify the Admin PIN in MyQ Roger Server:

1. Navigate to **Printer Configurations > Actions > Edit.**
2. Select the **Login** tab.
3. Locate the PIN field under **Admin Mode.**

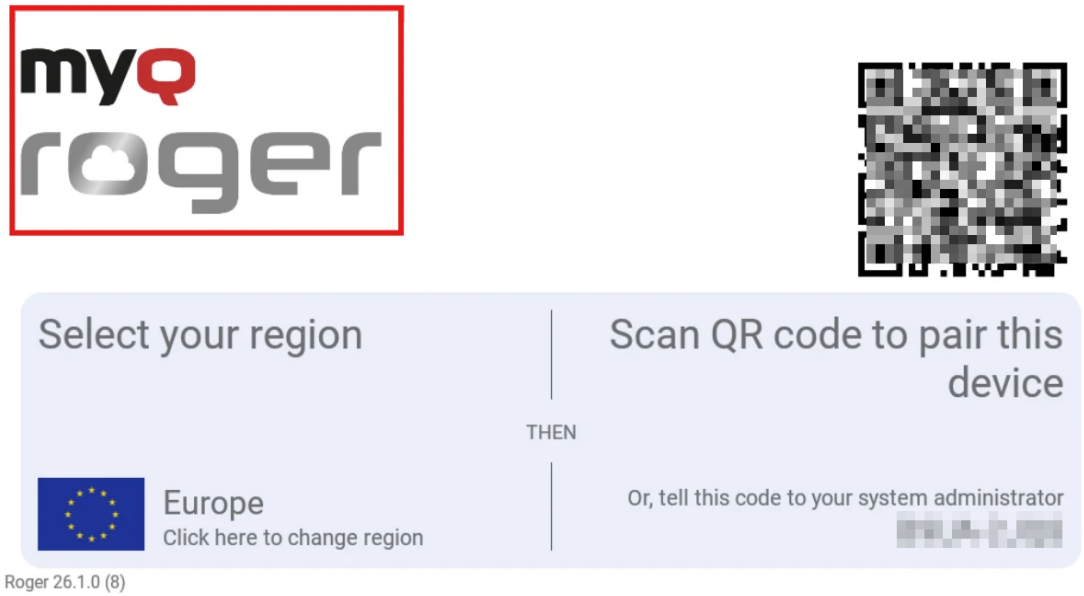


7.2 Accessing Admin Mode

The method for accessing the terminal panel depends on the device state and the login methods enabled for your tenant.

7.2.1 Option 1: Device Not Yet Paired

If the terminal has not been paired with a tenant, long-press the **MyQ Roger logo** on the registration screen to access the admin panel.



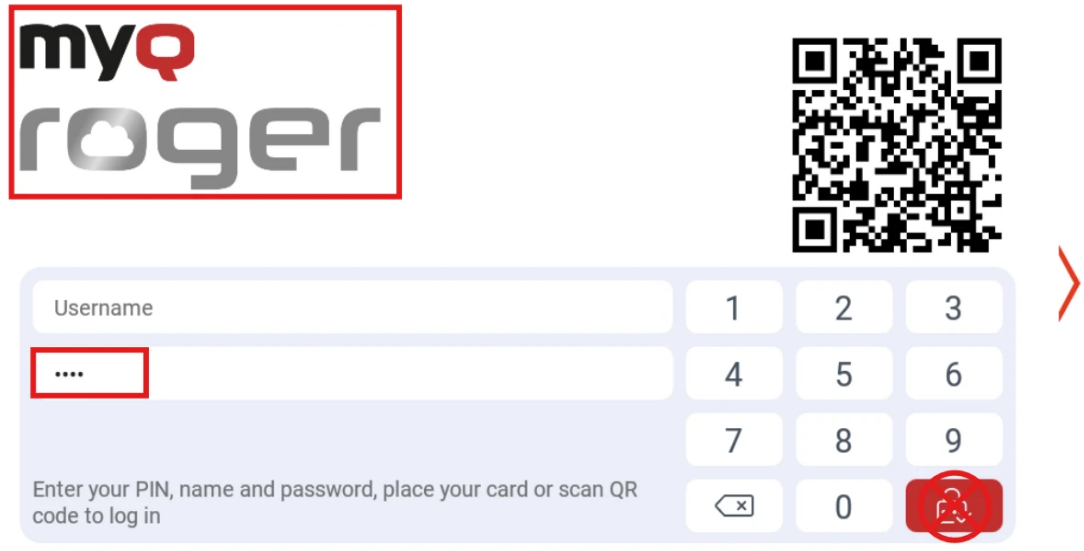
7.2.2 Option 2: Device Already Paired

For paired devices, follow one of the methods below based on your enabled login methods.

Method A: PIN or User Credentials Login Enabled

1. Enter the **Admin PIN** in the PIN field (do not press the login button).
2. Long-press the **MyQ Roger Logo** in the top-left corner.

The device unlocks and displays the system settings.

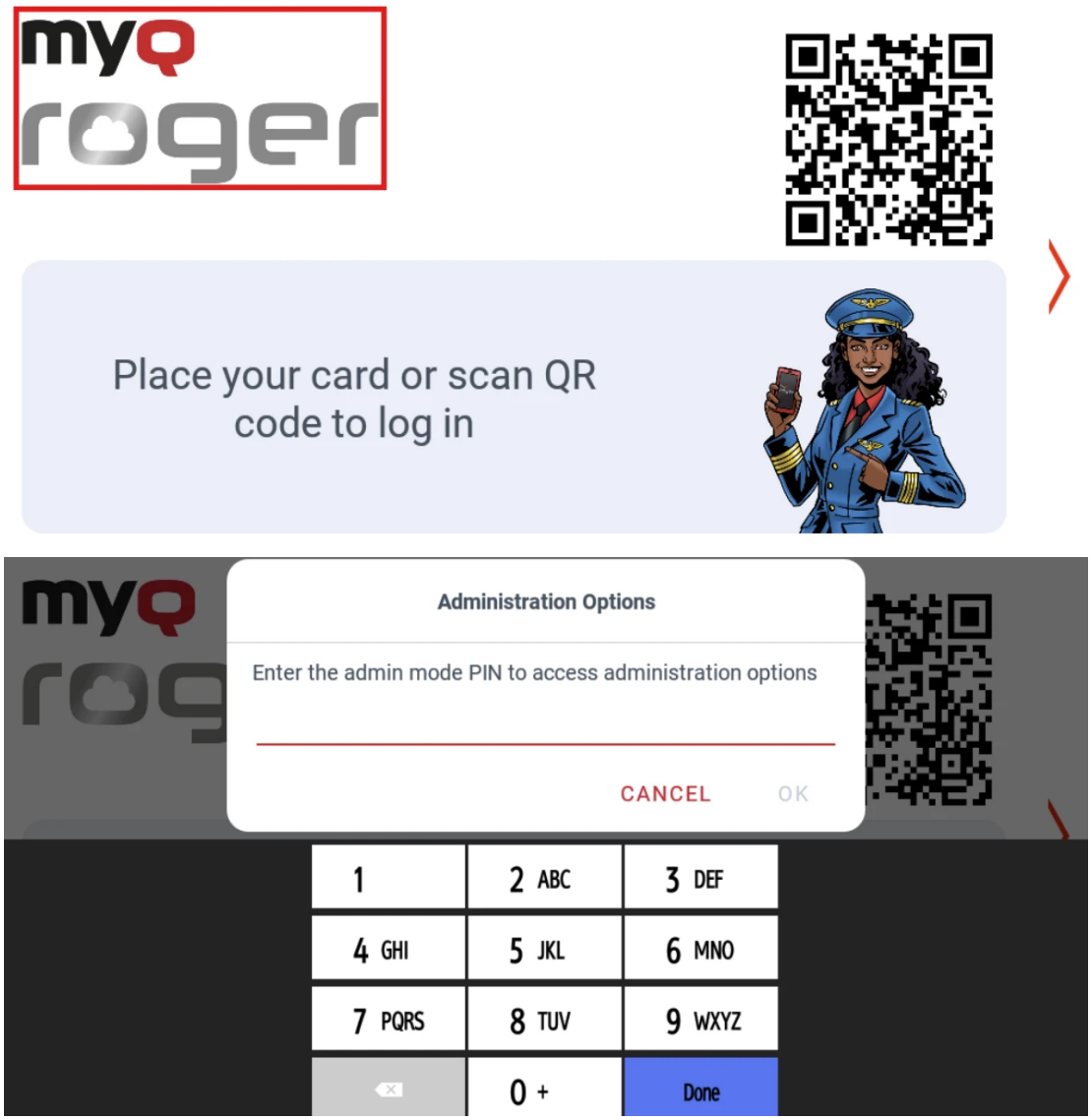


Method B: PIN and User Credentials Login Disabled

Use this method if only QR code or card login is enabled.

1. Long-press the **MyQ Roger logo** to open the Administration Options dialog.
2. Enter the **Admin PIN** when prompted.
3. Scroll down and tap **Unlock Panel.**

The device unlocks and displays the system settings.



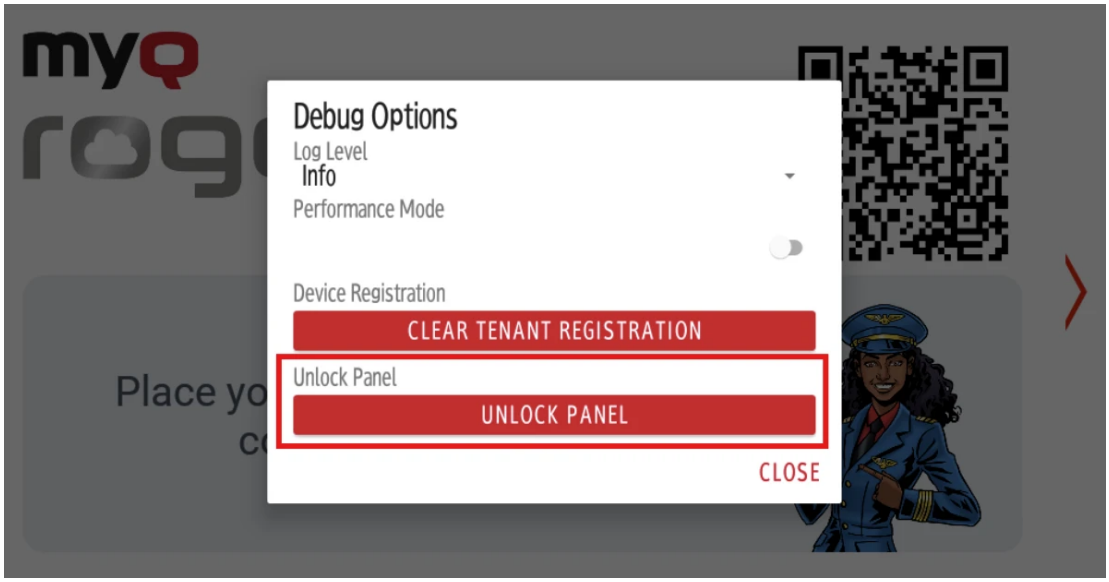
7.3 Available Options

Once unlocked, the following options are available:

- **Settings**
  Access device system settings.
- **Printer**
  Configure printer-specific options.
- **Language**
  Change the display language.

Additional debug options may be available depending on the build type:

- **Log Level**
  Adjust logging verbosity (Info, Debug, etc.).
- **Performance Mode**
  Enable/disable performance optimizations.
- **Clear Tenant Registration**
  Remove the device from the current tenant.
- **Unlock Panel**
  Access the underlying device panel.


Debug Options
Log Level
Info
Performance Mode
Device Registration
CLEAR TENANT REGISTRATION
Unlock Panel
UNLOCK PANEL
CLOSE

8 Activating Card Readers

To activate a USB card reader:

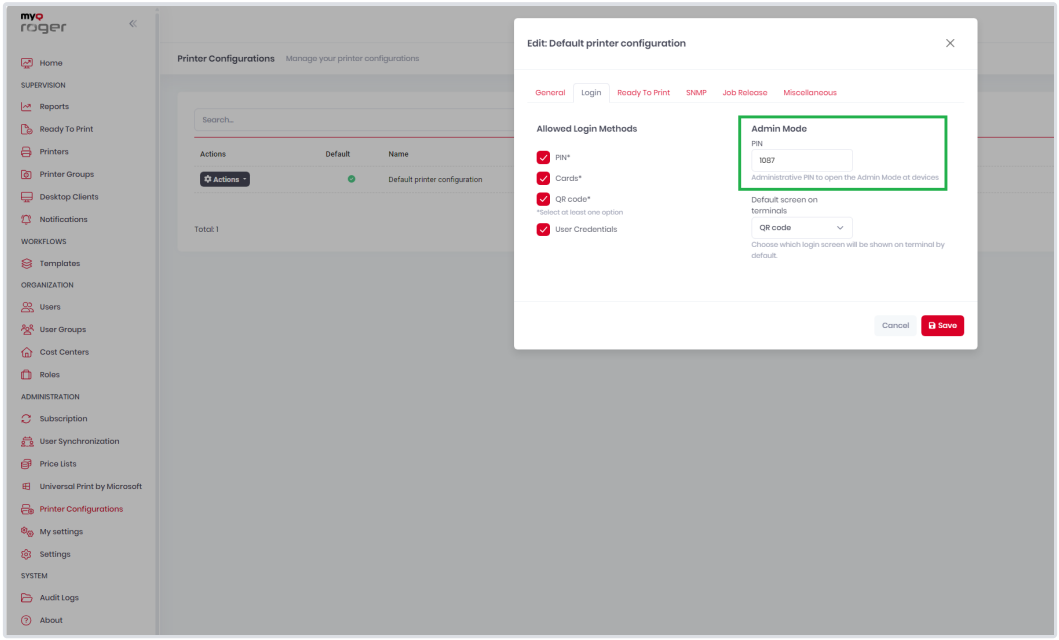
1. Register it on the printing device's touch panel.
2. Add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's Web UI.

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

8.1 Registering the Card Reader in Older Devices

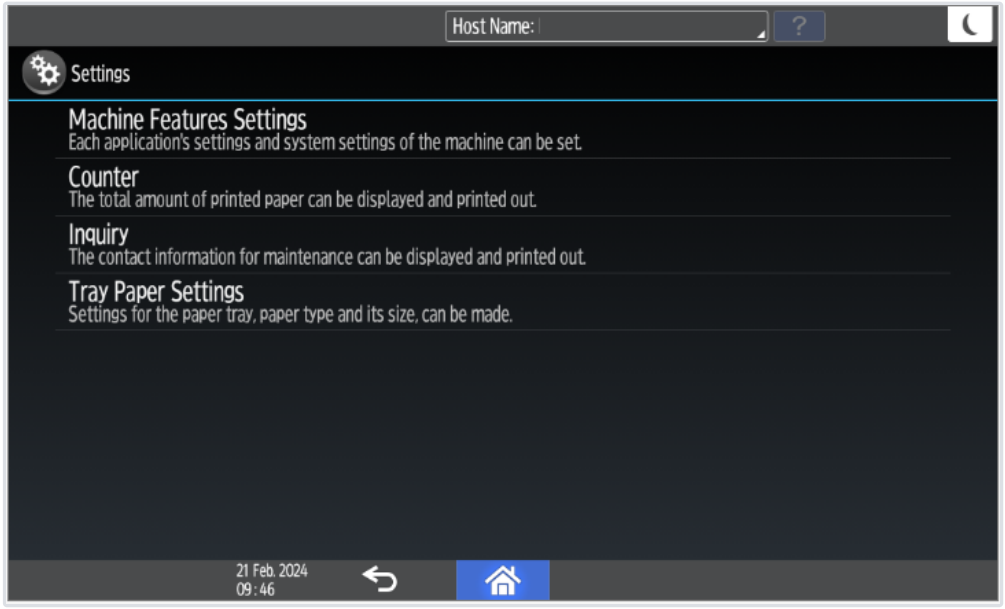
To register a USB card reader on the printing device's touch panel:

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.

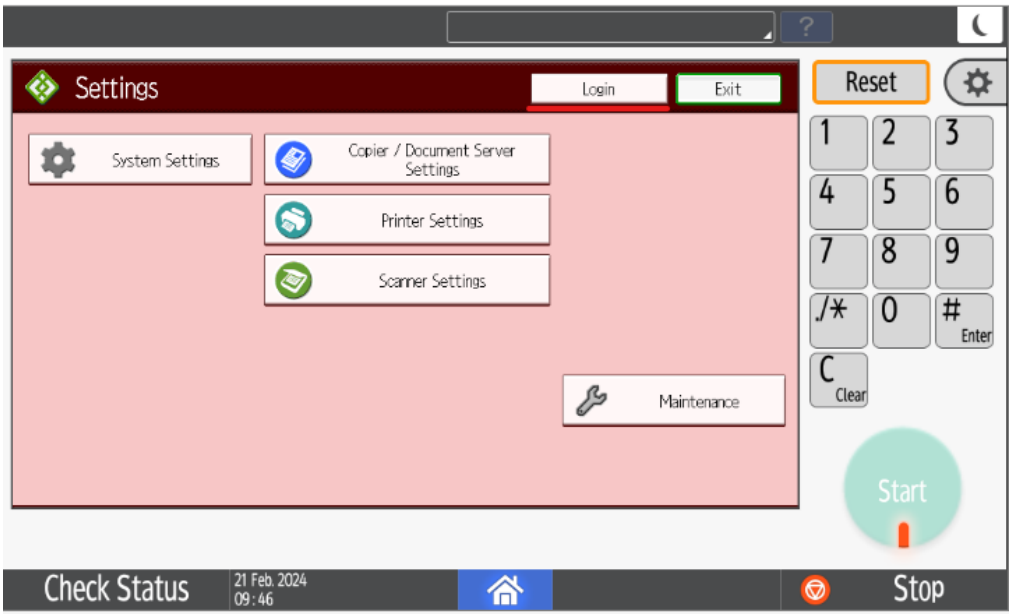


2. Enter the **Admin PIN** on the terminal and then press and hold the **MyQ Roger** logo.
3. Find the **Settings** button on the Ricoh screen and tap it to open the settings.

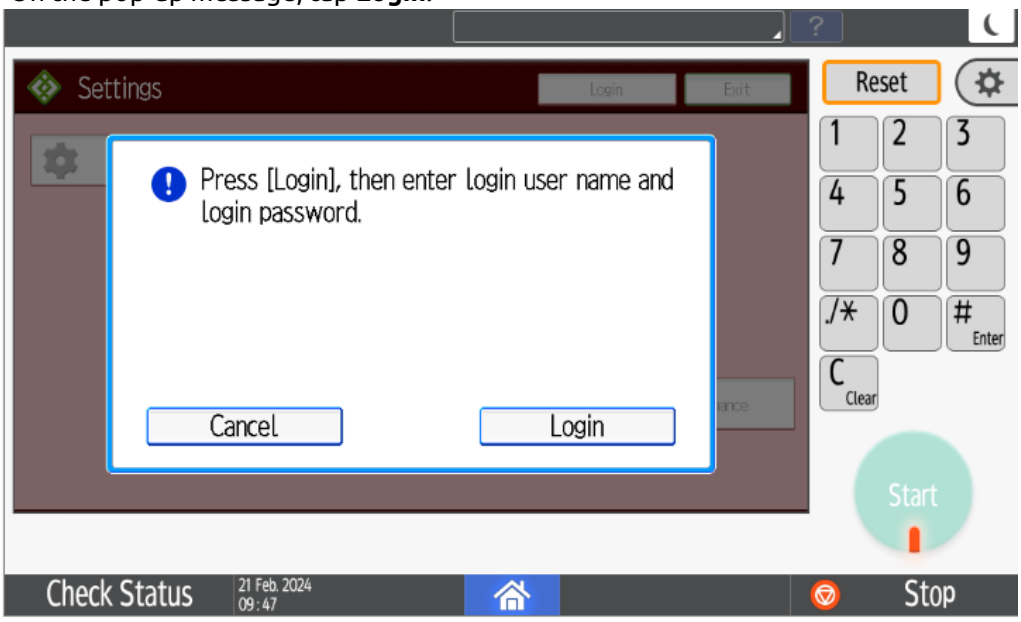
4. On the settings screen, tap **Machine Features Settings**.
   The Machine Feature Settings screen opens.



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

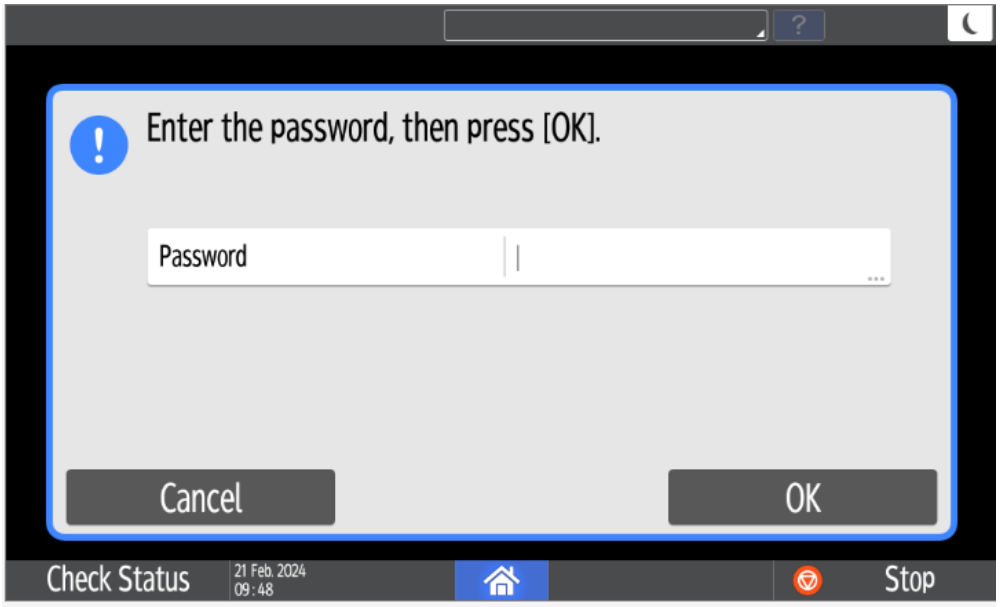


6. On the pop-up message, tap **Login**.

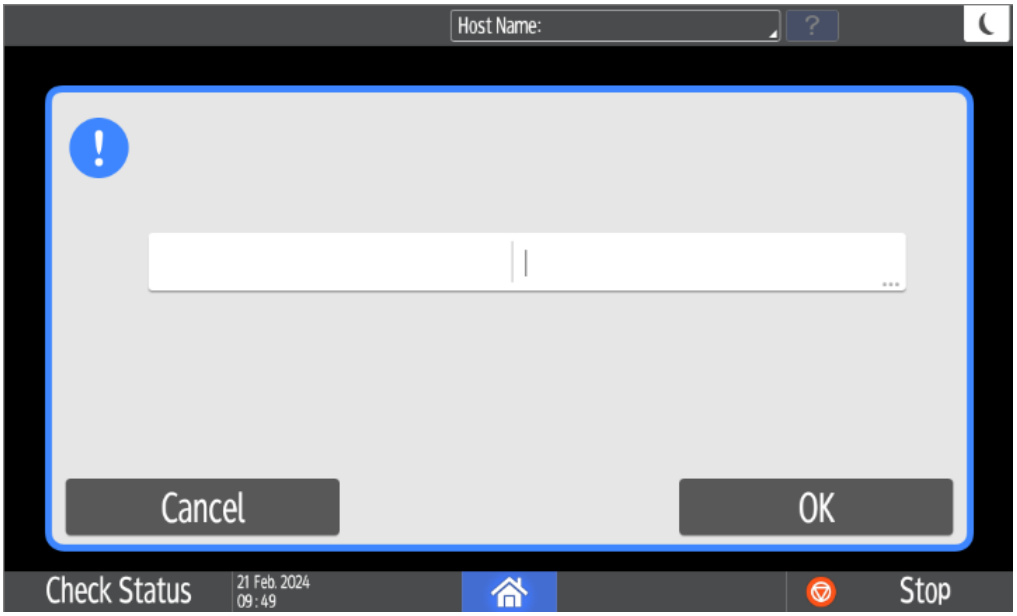


7. Enter the device administrator's username and tap **OK**.

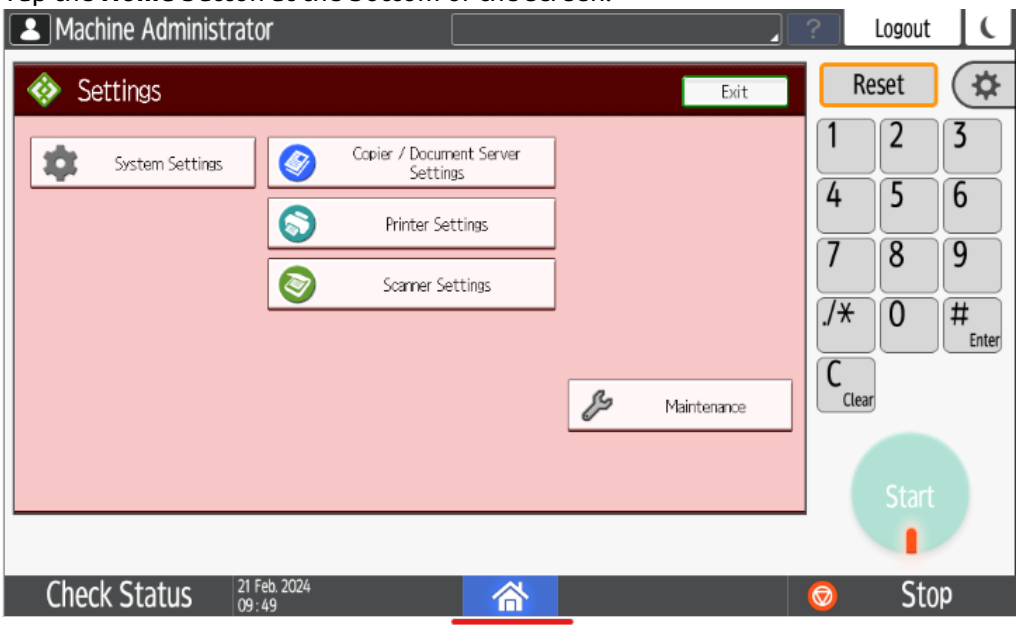
8. Enter the device administrator's password and tap **OK**.



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

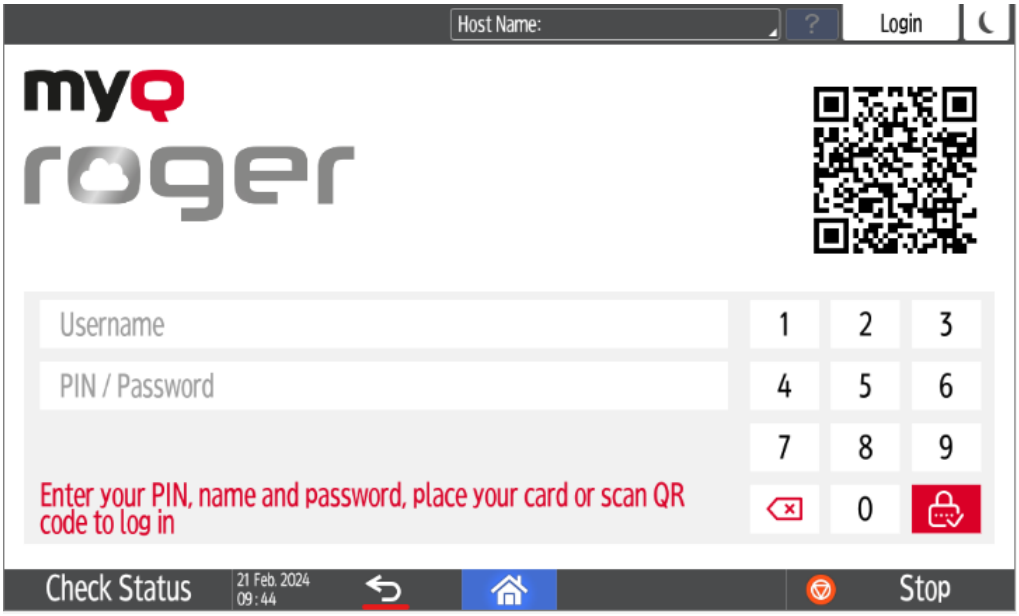


10. Tap the **Home** button at the bottom of the screen.



You are now back on the MyQ Roger login screen.

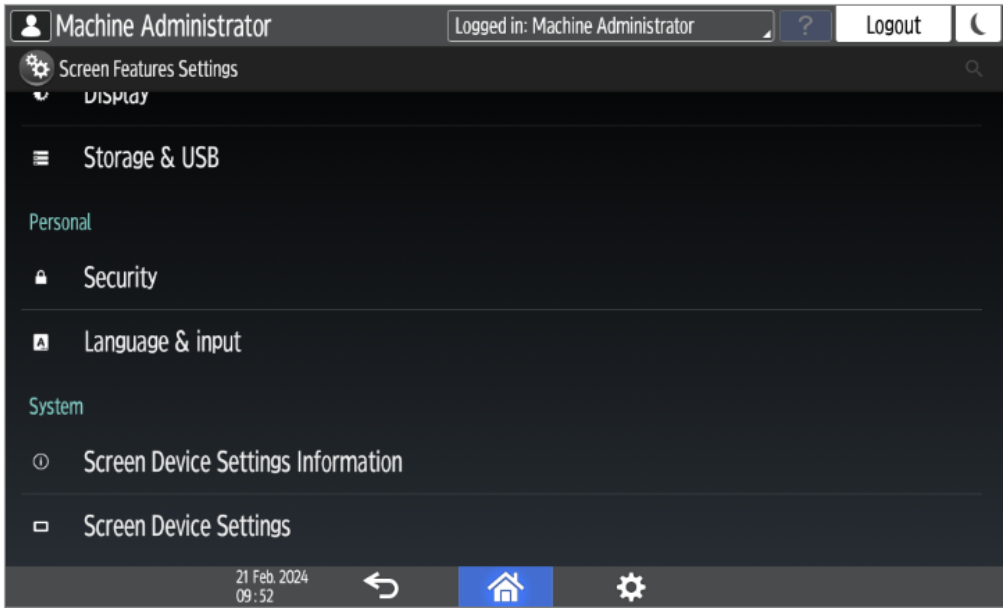
11. Use the Admin **PIN** and press and hold the **logo** again.



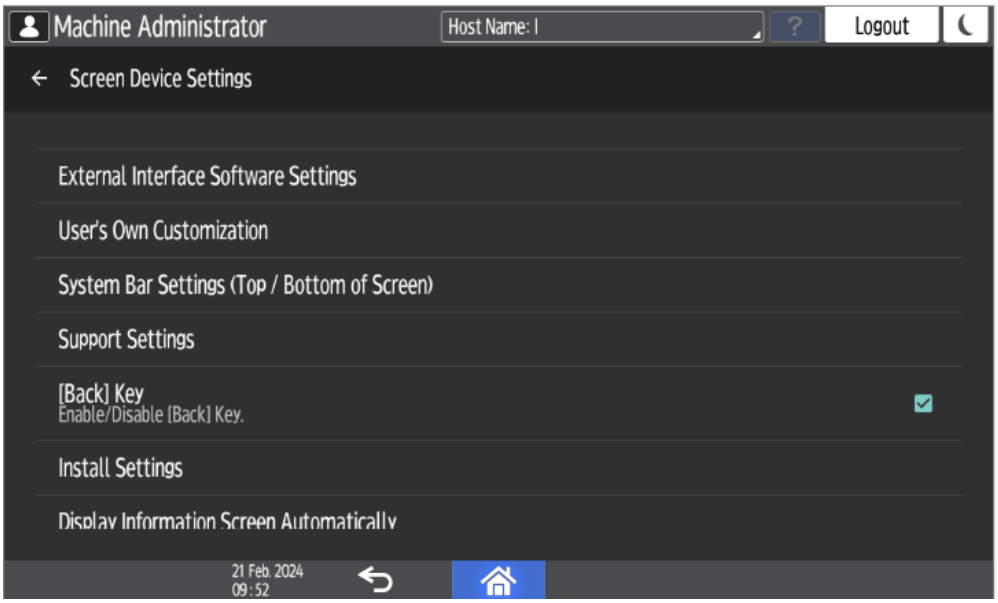
12. Find the **Settings** button on the Ricoh machine administrator screen and tap it.

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

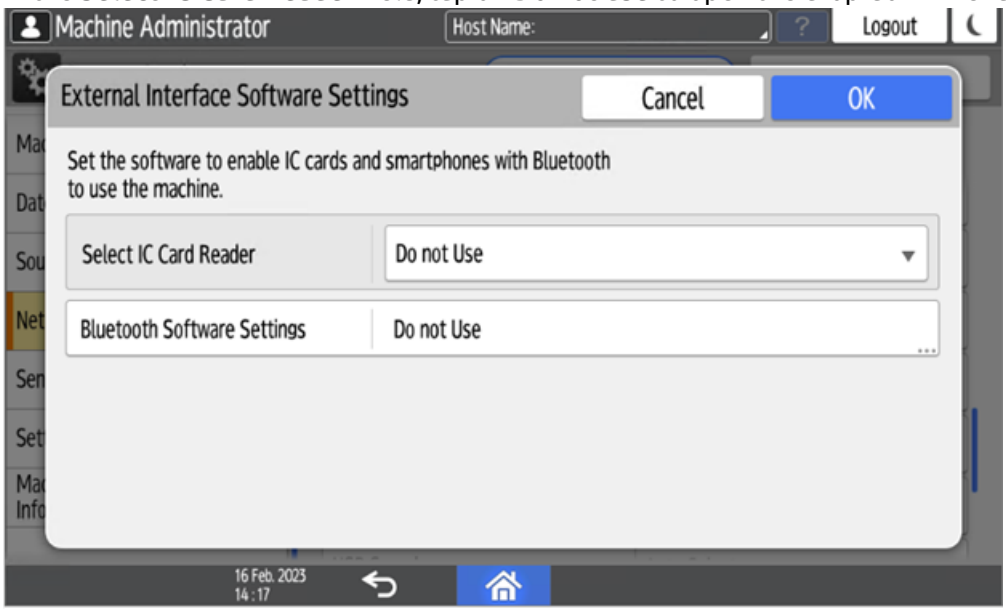
12. Tap **Screen Device Settings**.
    The Screen Device Settings screen opens.



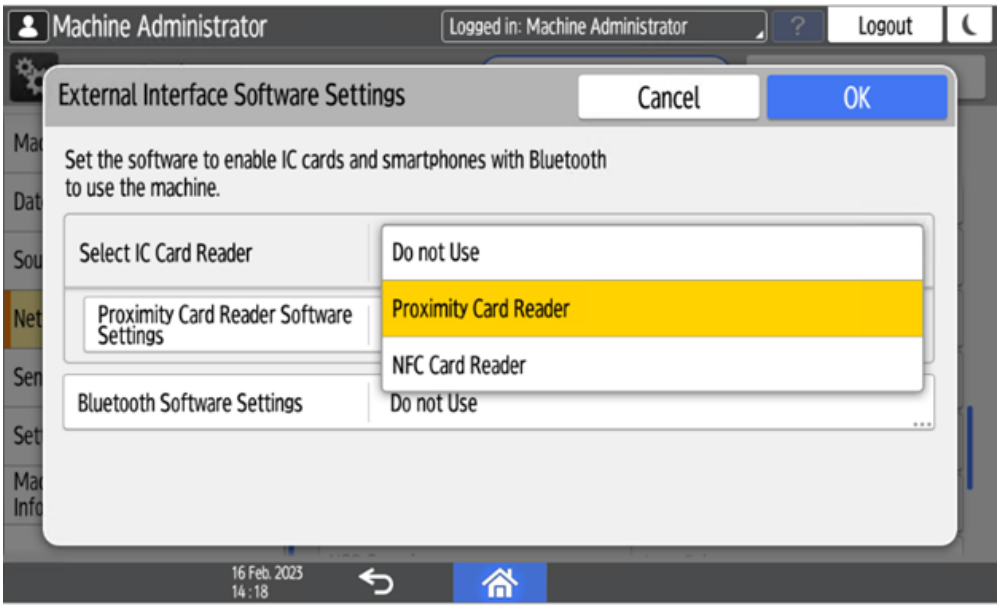
13. On the Screen Device Settings screen, scroll down and tap **External Interface Software Settings**.
    The External Interface Software Settings screen opens.



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

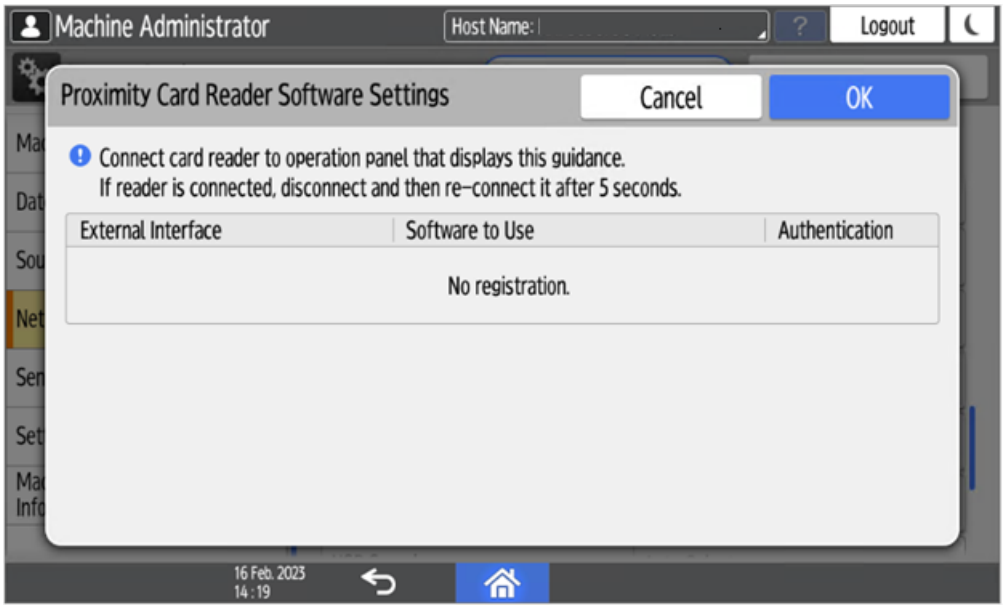


15. Then select **Proximity Card Reader** from the drop-down.



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

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



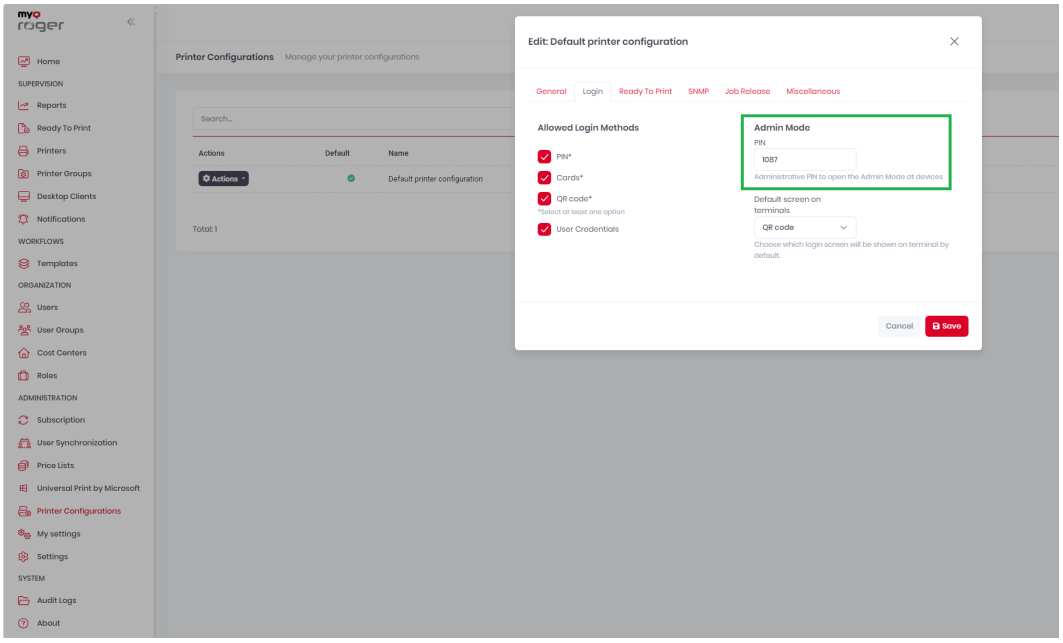
18. Confirm the settings and tap **OK**.

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.

8.2 Registering the Card Reader in Newer Devices

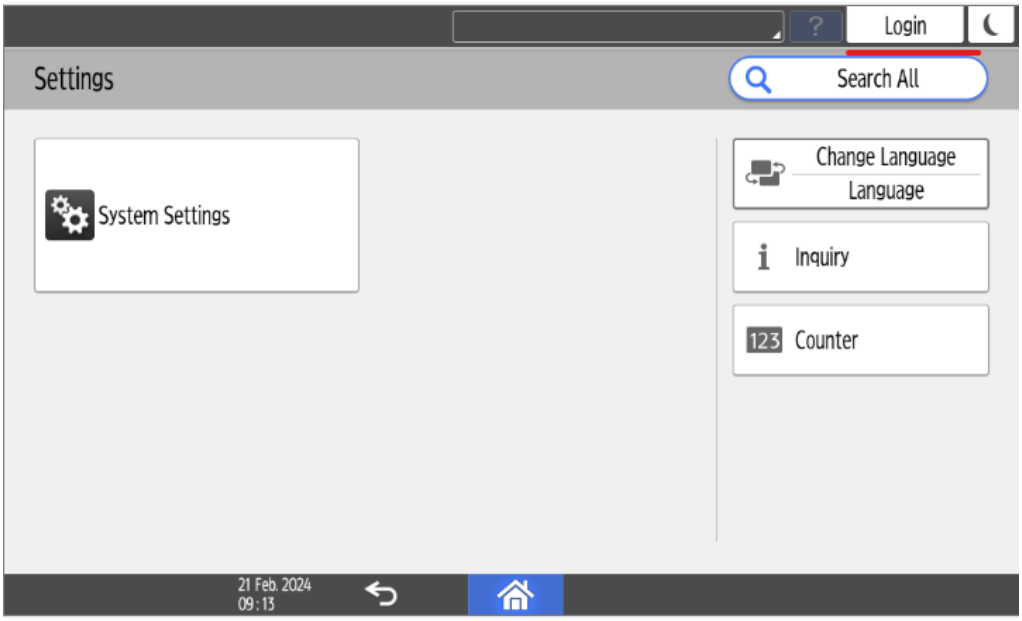
To register a USB card reader on the printing device's touch panel:

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.

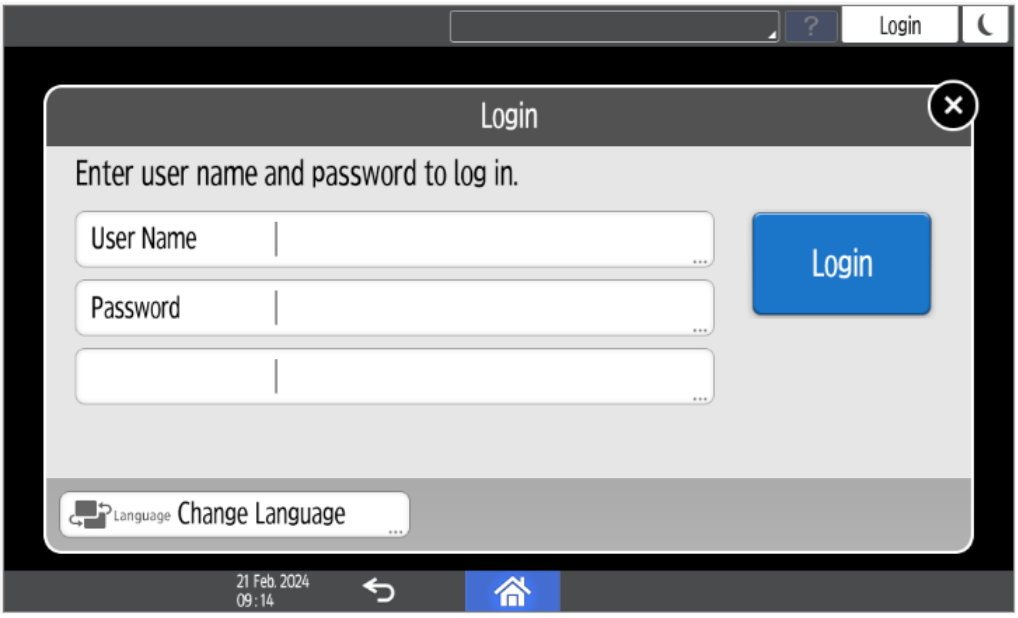


2. Enter the **Admin PIN** on the terminal and then press and hold the **MyQ Roger** logo.
3. Find the **Settings** button on the Ricoh screen and tap it to open the settings.

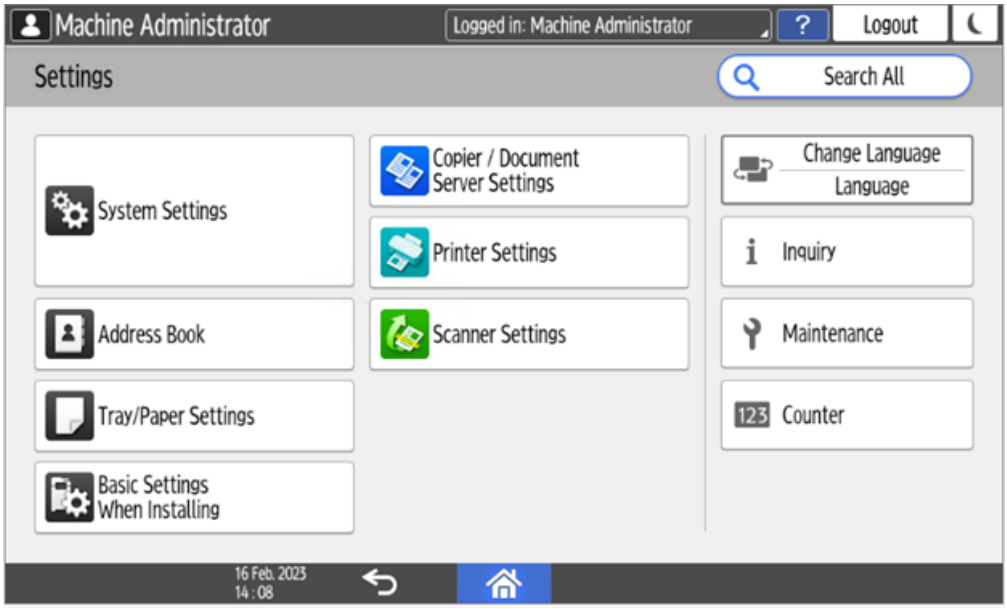
3. Tap **Login** at the top of the screen.



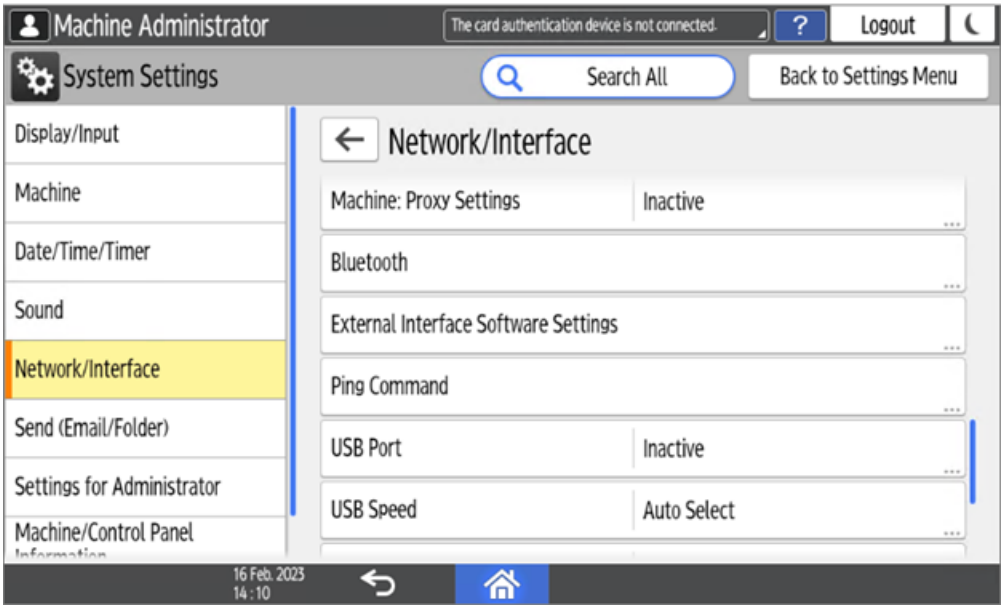
4. Enter the device administrator's username and password and tap **Login**.



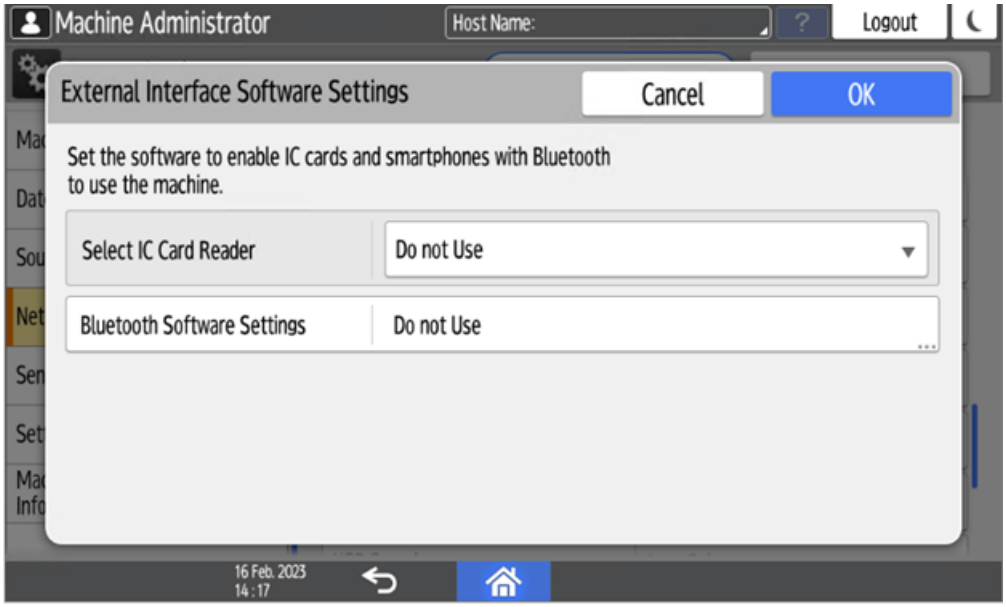
5. Tap **System settings**.



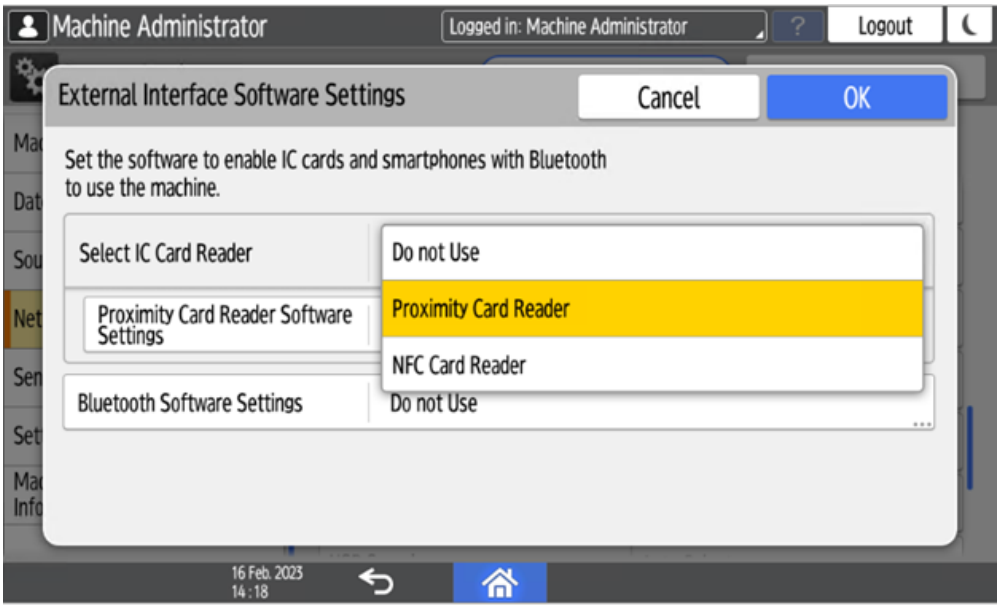
6. Select **Network/Interface** on the left-side menu and then tap **External Interface Software Settings**.



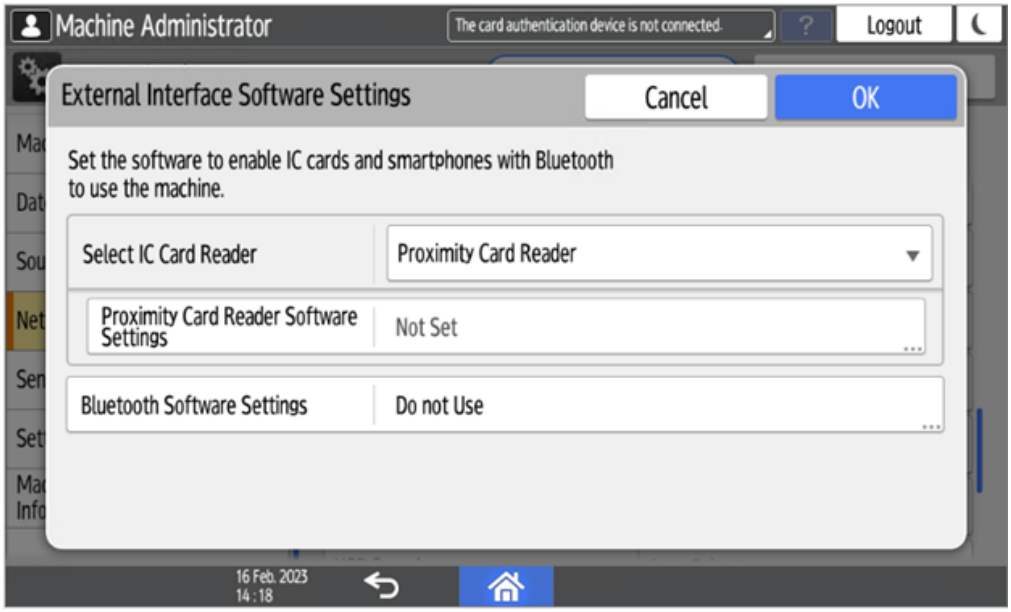
7. In the **Select IC Card Reader** field, tap on **Do not use** to open the drop-down menu.



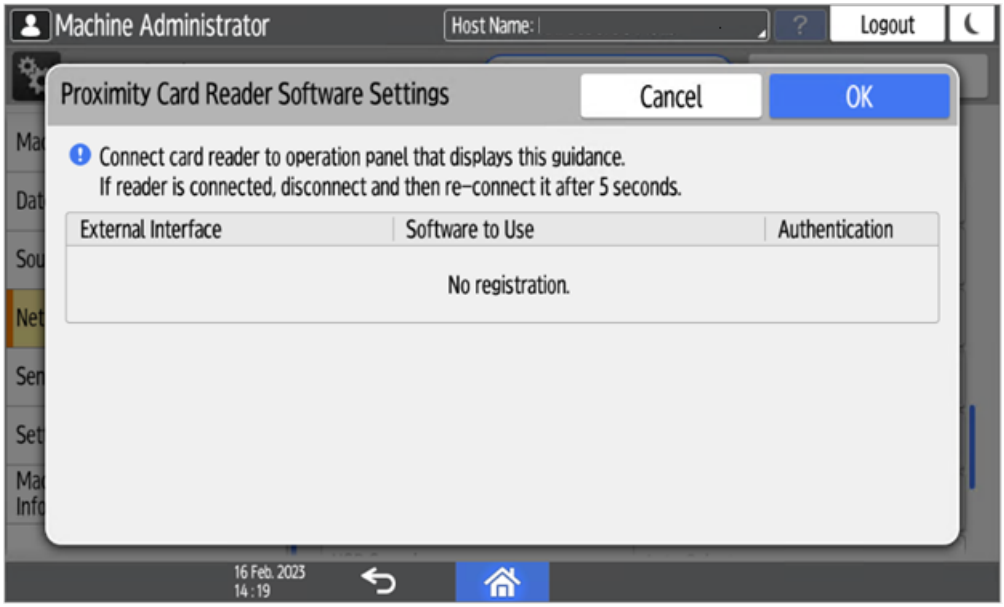
8. And then select **Proximity Card Reader** from the drop-down.



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



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



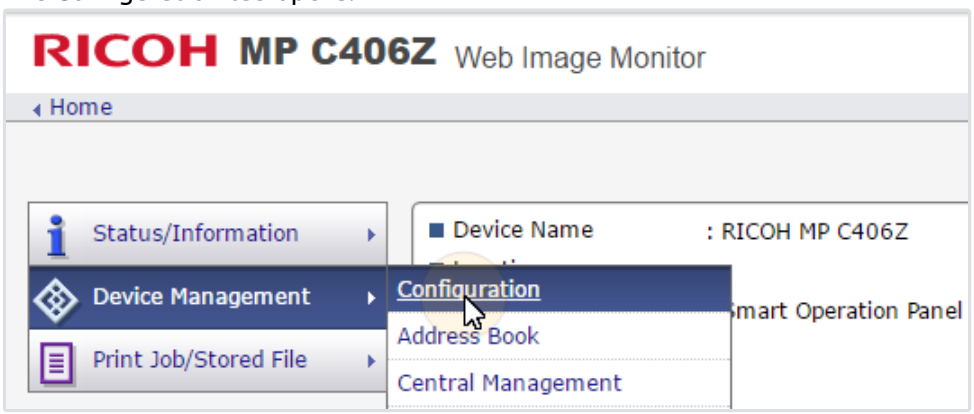
11. Confirm the settings and tap **OK**.

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

8.3 Adding the Card Reader on the Device's Web UI

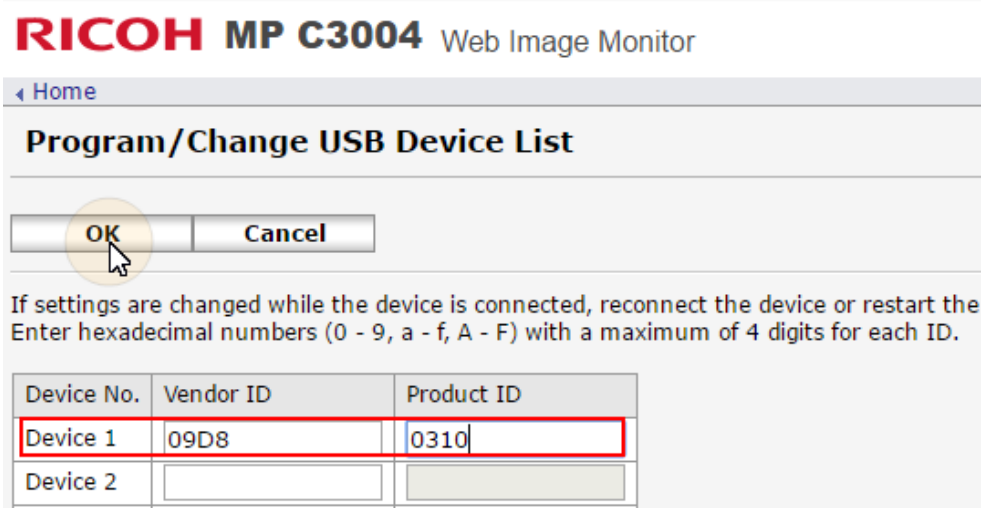
To add the card reader's **Vendor ID** and **Product ID** to the USB device list on the printing device's web UI:

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



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.

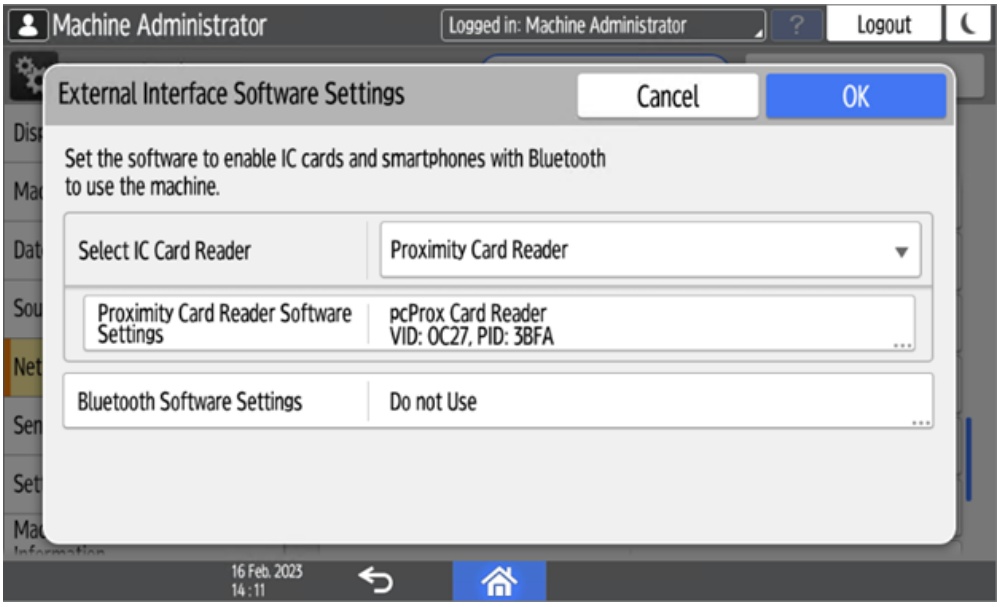


8.4 Deactivating Card Readers

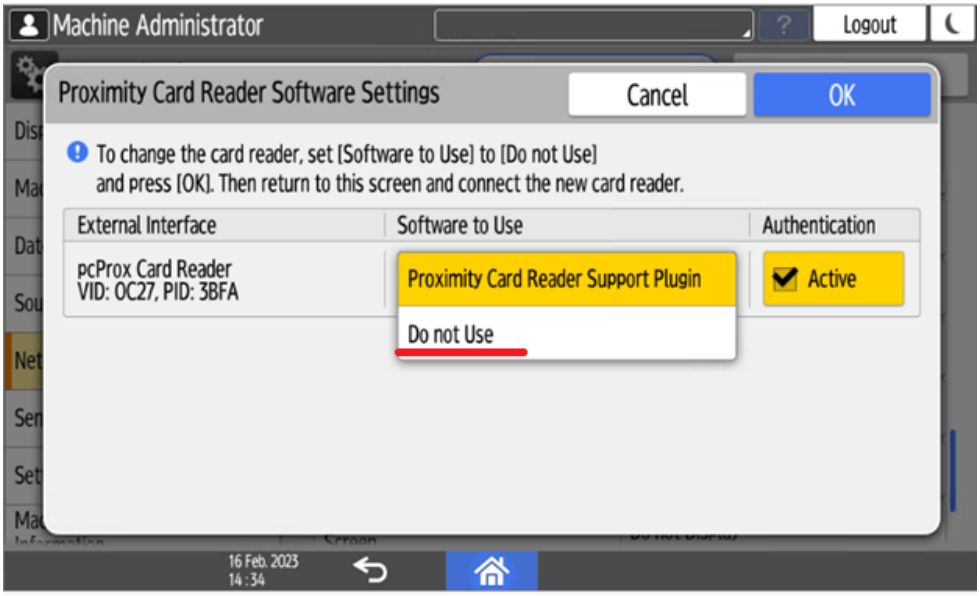
8.4.1 Deactivating Card Readers in Older Devices

To deactivate the card reader, follow the activation steps (see page 51) from 1 to 14. Then, in the External Software Settings screen,

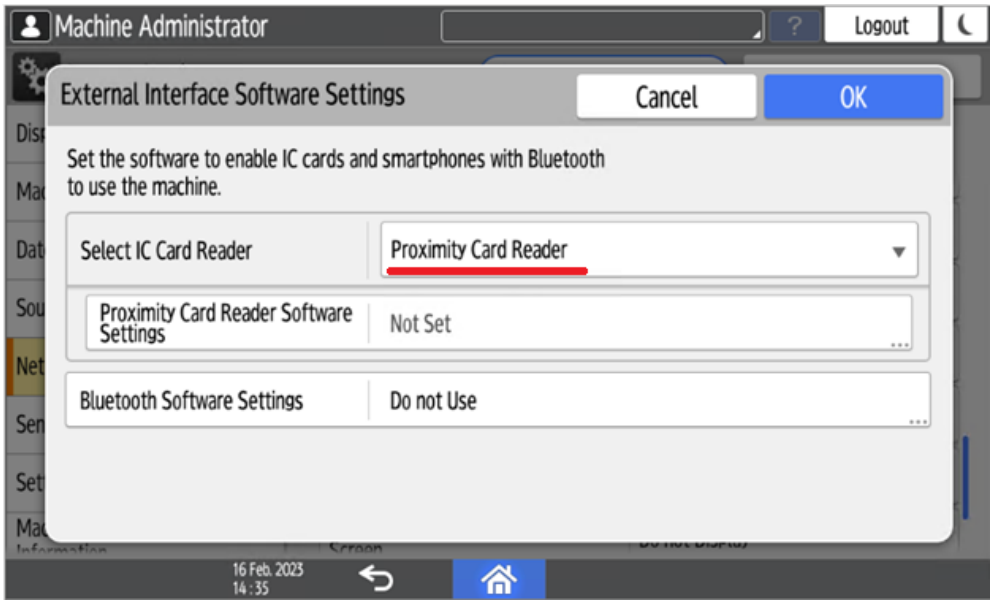
1. Open the **Proximity Card Reader Software Settings**.



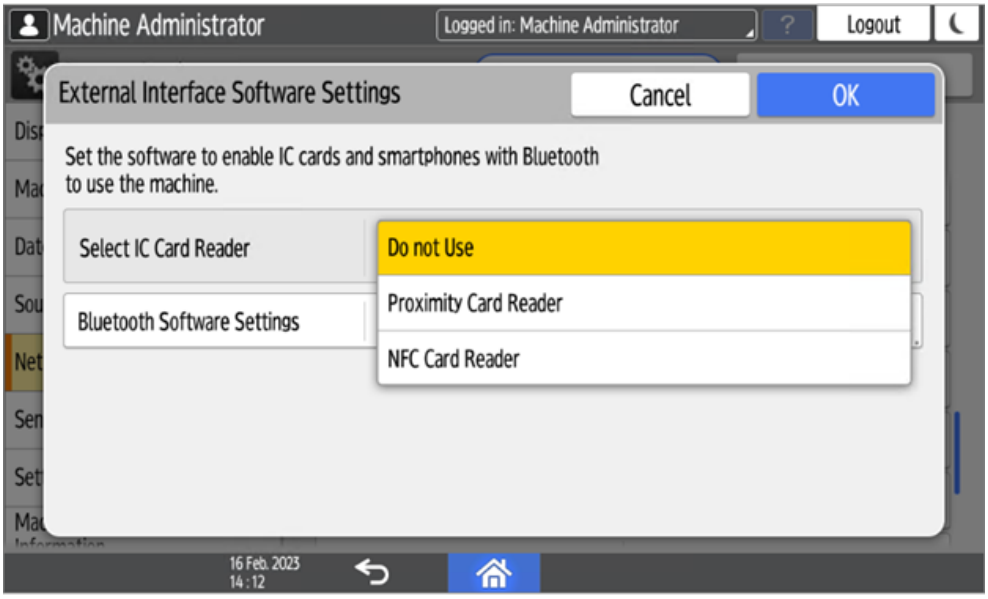
2. Set it on **Do not Use** and tap **OK** to confirm the settings.



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



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

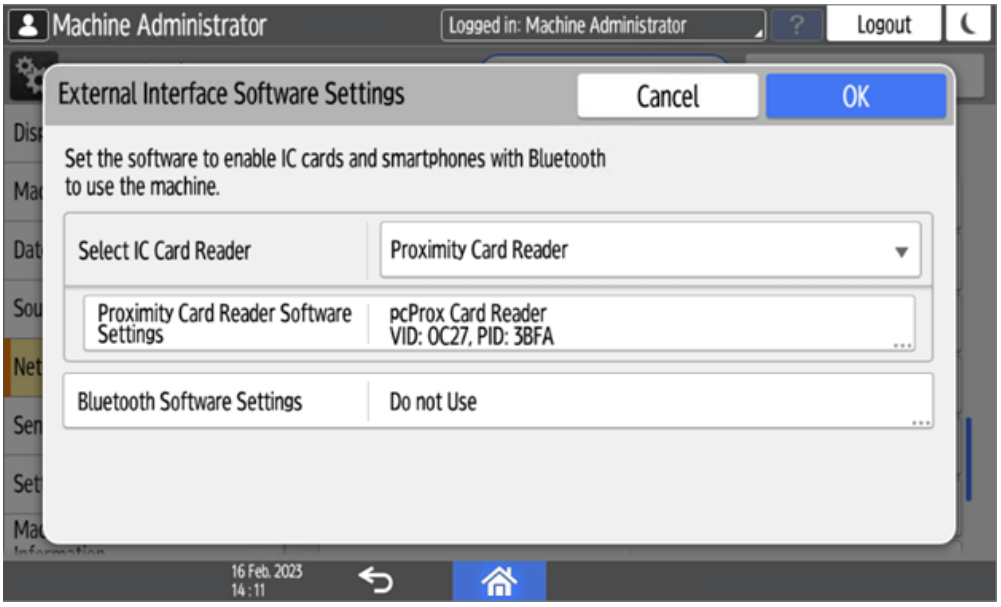


5. Restart your device.

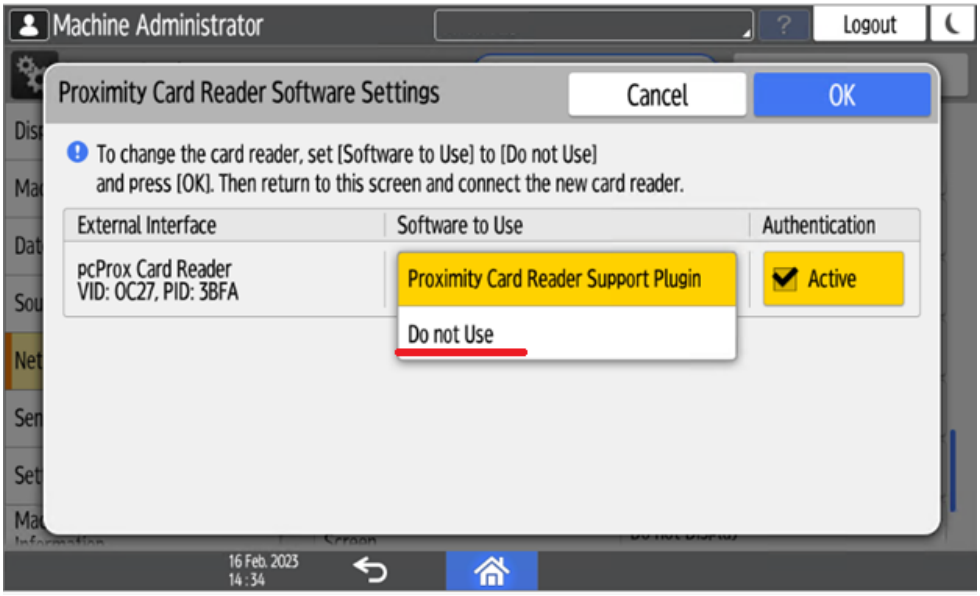
8.4.2 Deactivating Card Readers in Newer Devices

To deactivate the card reader, follow the activation steps (see page 60) from 1 to 6. Then, in the External Software Settings screen,

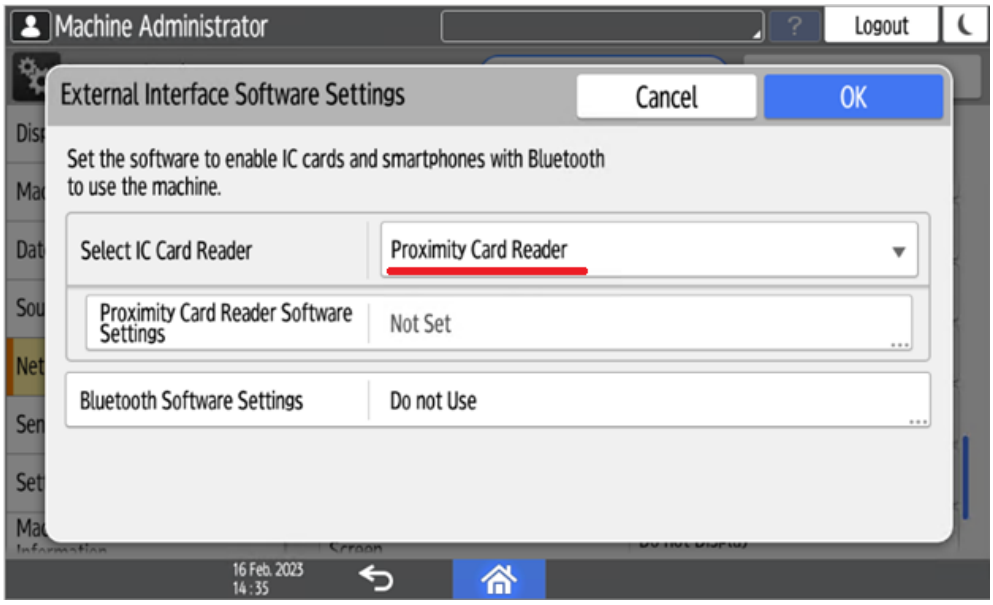
1. Open the **Proximity Card Reader Software Settings**.



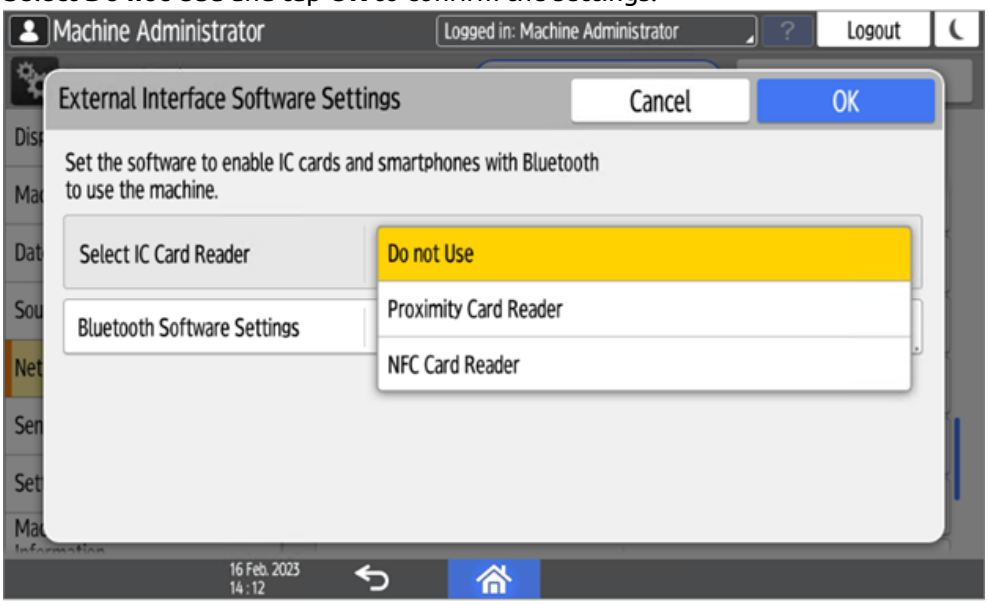
2. Set it on **Do not Use** and click **OK** to confirm the settings.



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



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



5. Restart your device.

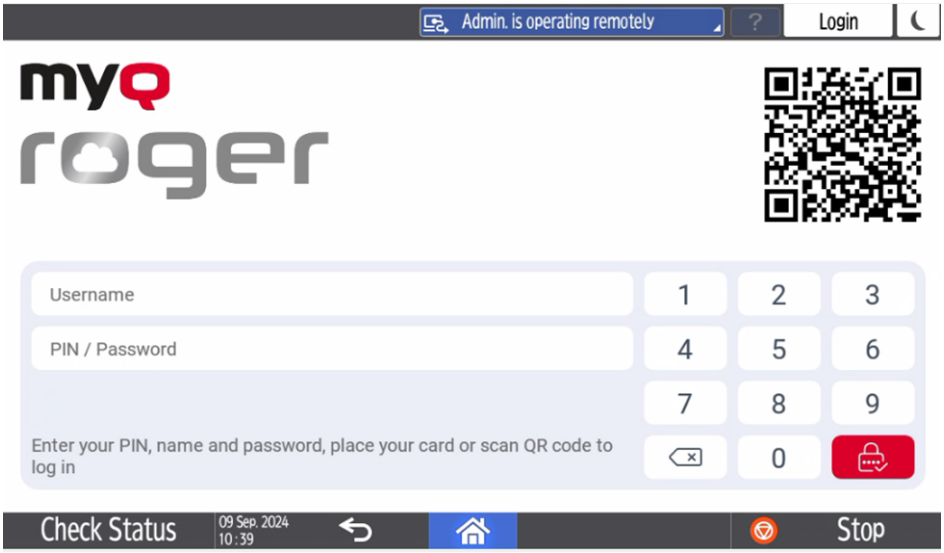
9 Using MyQ Roger Ricoh

9.1 Usage of the Terminal

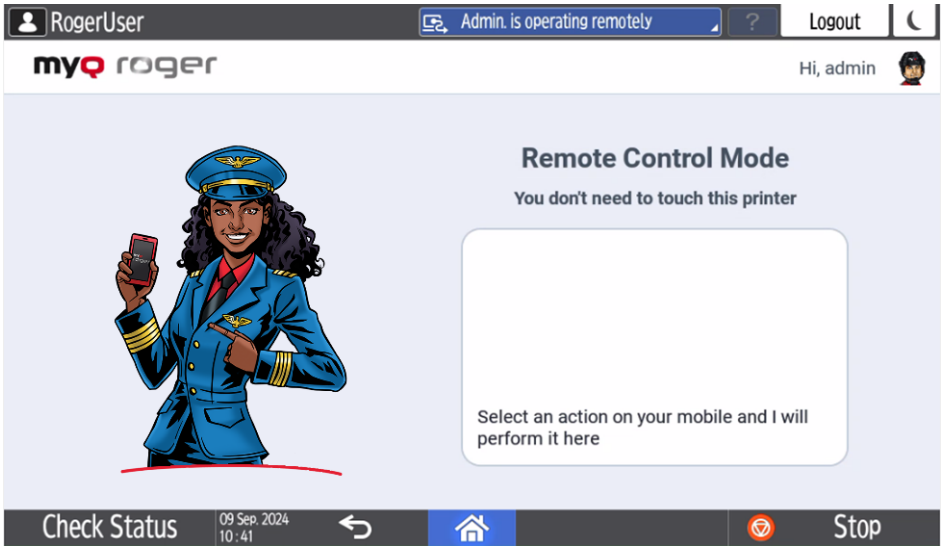
9.1.1 Log In

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

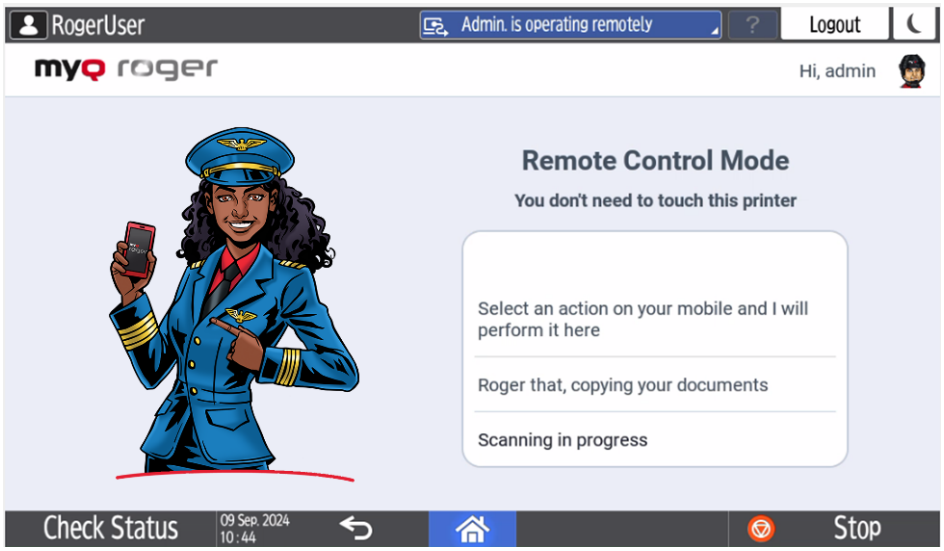
- **Username and password** - Type your MyQ Roger username and password.
- **Username and PIN** - Type your MyQ Roger username PIN.
- **ID Card** - Swipe your ID Card.
- **PIN** - Type your MyQ Roger PIN.
- **QR code** - Scan the QR code with your smartphone via the MyQ Roger mobile app (recommended).



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.

9.1.2 MyQ Roger Available Actions

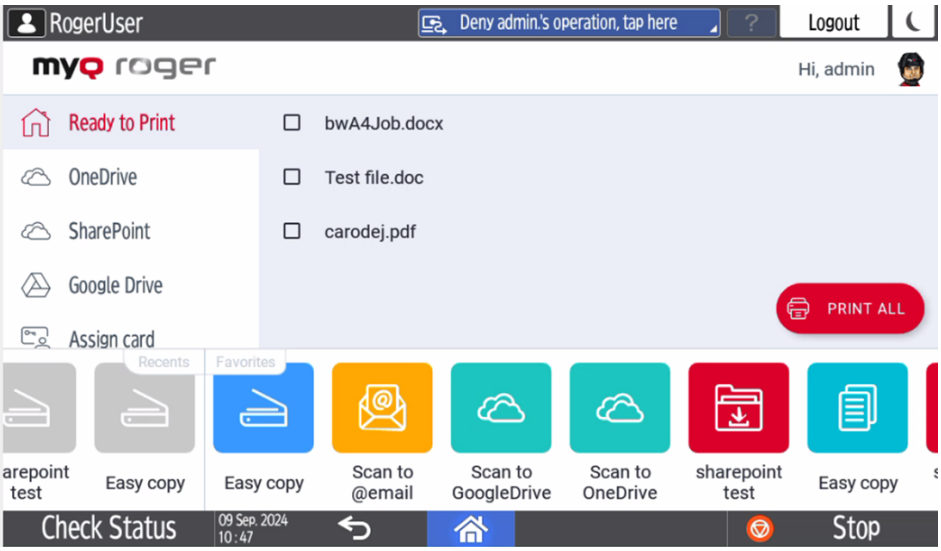
Depending on your MyQ Roger tenant settings, as well as the administrator's setup, the available actions are:

- Ready to Print
- OneDrive and Scan Here (OneDrive)
- SharePoint and Scan Here (SharePoint)
- Google Drive
- Universal Print
- Assign Card

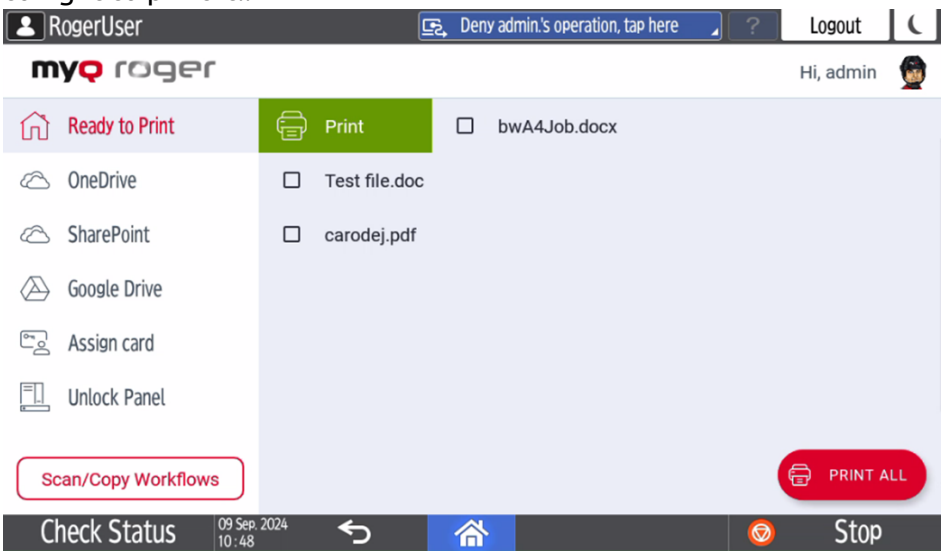
- Unlock Panel
- User Workflows

Ready to Print

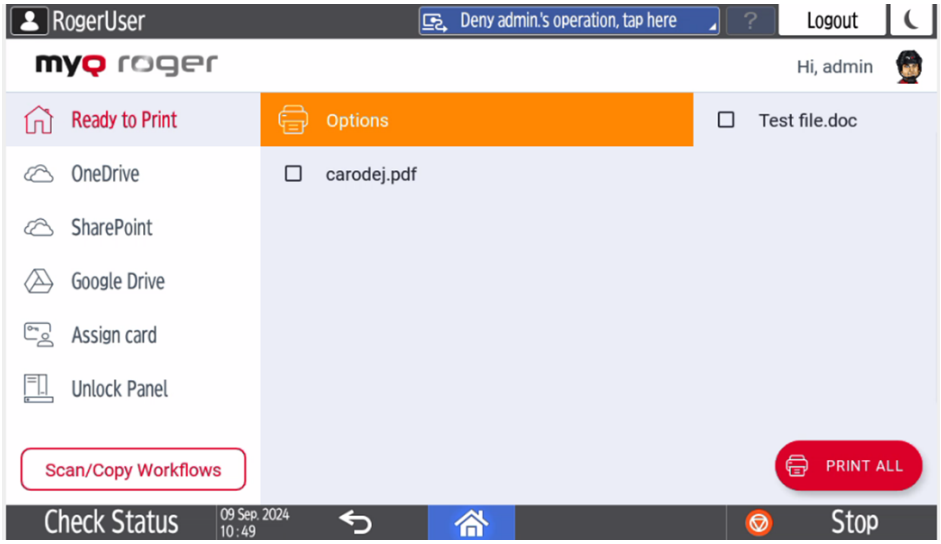
This action shows all the jobs that are in the ready state.



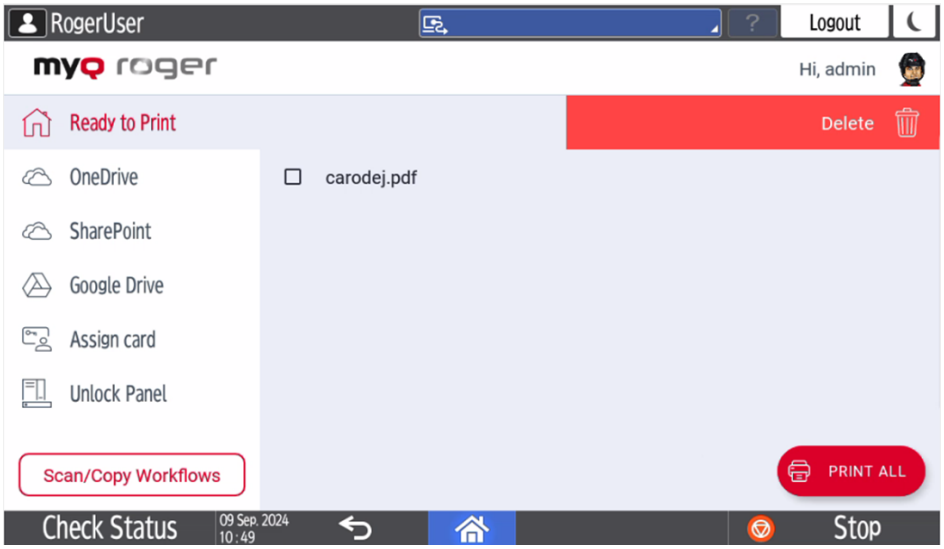
- If the control is to the printer, select a job or multiple jobs and swipe from left to right to print it..



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



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

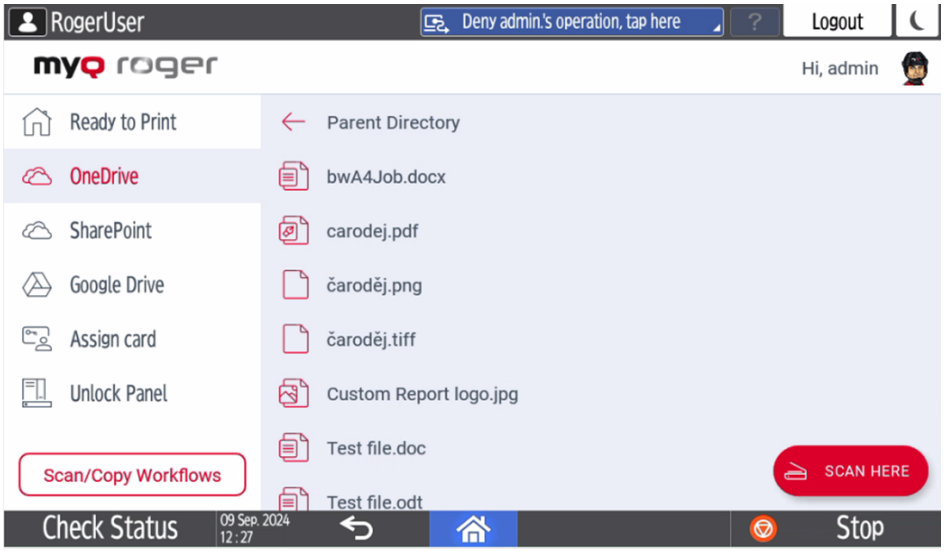


- If it's on the mobile app, you have the same swiping options, or else you can select the job(s) and tap **Print** or **Print All**.

OneDrive

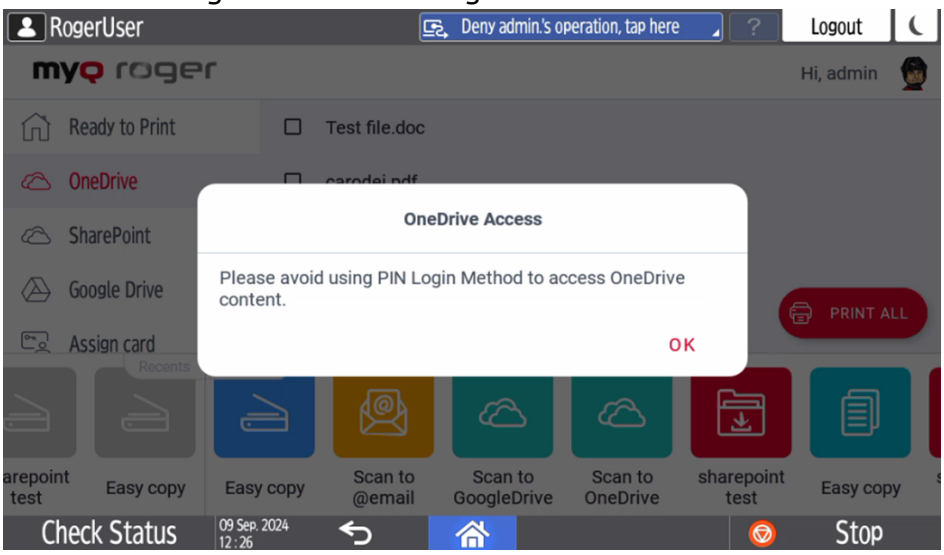
This action shows all the jobs that can be printed and stored on OneDrive.

- If the control is to the printer, select a job and swipe from left to right to print it, or just tap on the job to edit the job options.

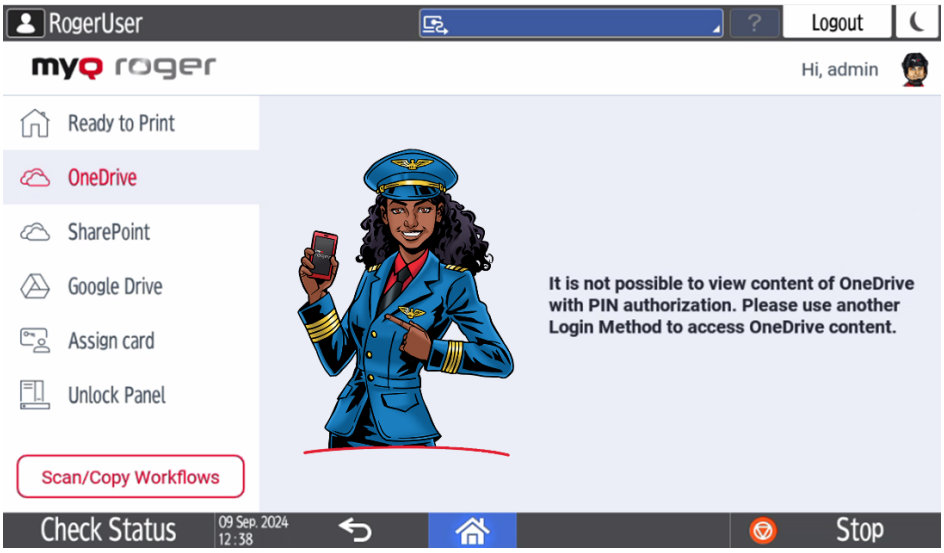


Currently, there are two possibilities of behavior after login related to settings on the MyQ Roger Web UI. When using the PIN login method, OneDrive storage files are not displayed on the device panel due to security reasons. When any other Login method is used, (username and password, card, or mobile 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.



  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.



Scan Here (OneDrive)

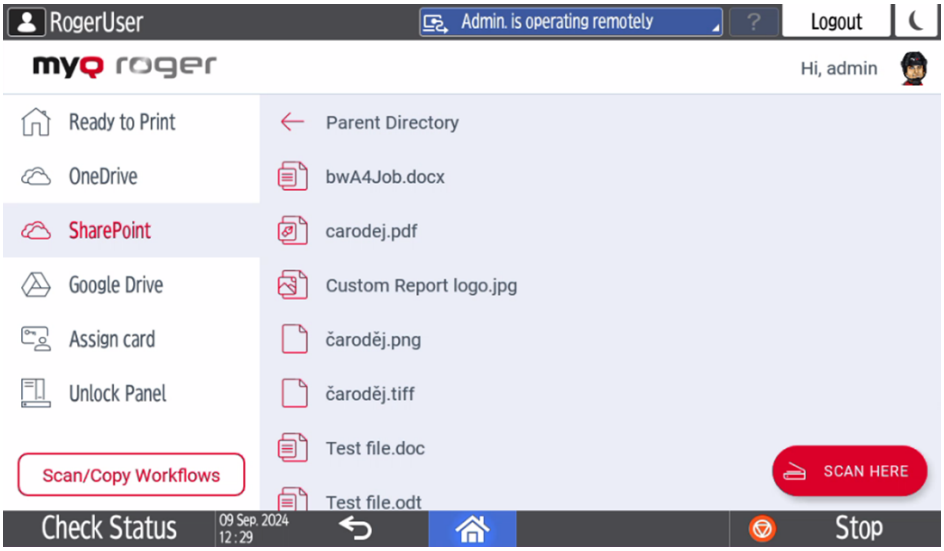
There is also the **Scan Here** feature, that scans your documents and saves the scans to **OneDrive**.

1. 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.

SharePoint

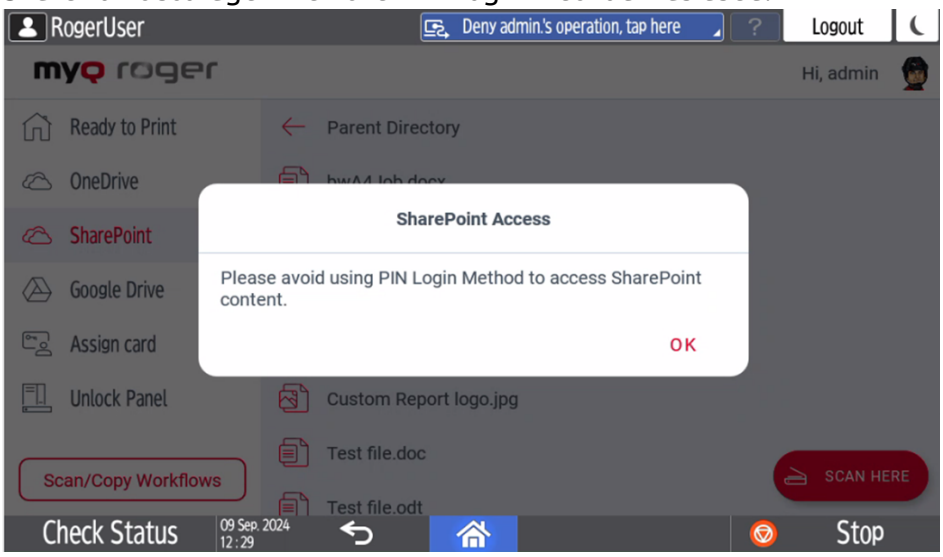
This action is displayed if SharePoint is connected or if no cloud storage is connected at all.

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.

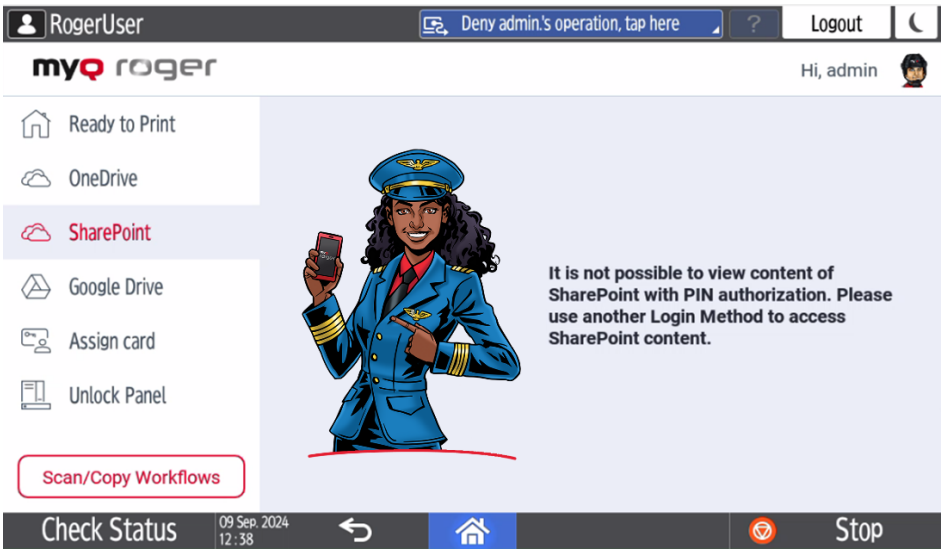


Currently, there are two possibilities of behavior after login related to settings on the MyQ Roger Web UI. When using the PIN login method, SharePoint storage files are not displayed on the device panel due to security reasons. When any other Login method is used, (username and password, card, or mobile 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.



  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.



Scan Here (SharePoint)

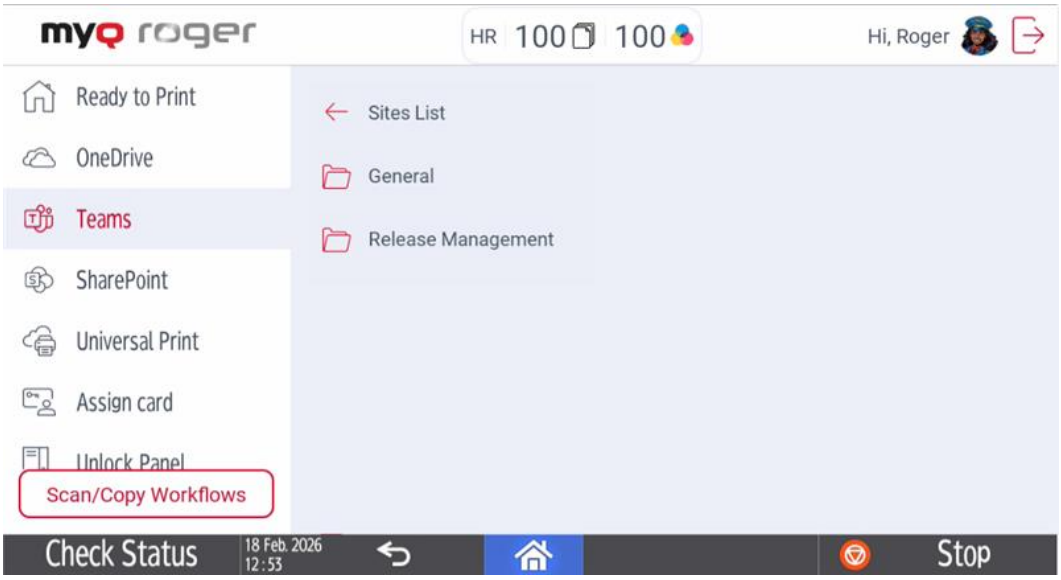
There is also the **Scan Here** feature, which scans your documents and saves the scans to **SharePoint**.

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.

9.1.3 MS Teams

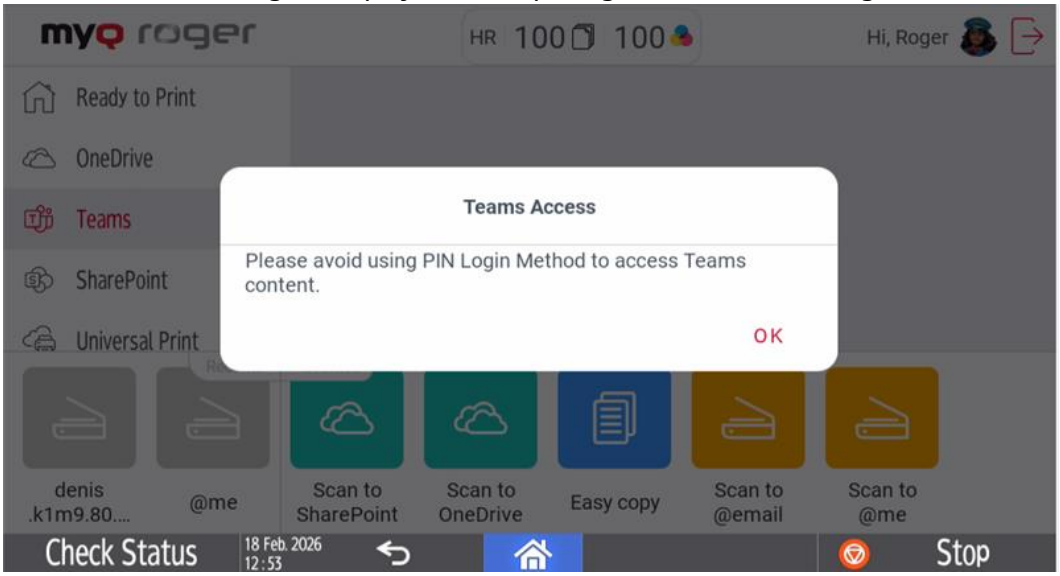
This action is displayed if MS Teams is connected or if no cloud storage is connected at all. This action shows all files that can printed from or scanned to your channels in MS Teams.

1. If the control is to the printer, select a job and swipe from left to right to print it or just tap on the job to edit the job options.



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

2. An information message is displayed after opening the MS Teams storage.



3. After pressing OK on this message, the MS Teams storage is displayed, and it is possible to browse the MS Teams folders and files. By default, only Channels that are followed by the user are listed. MS Teams storage files are not displayed at all.

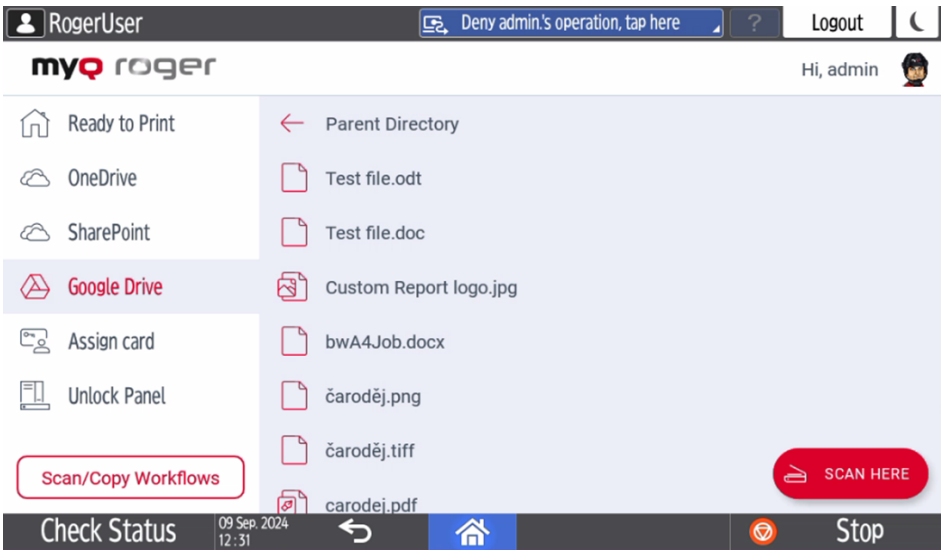
Scan Here (MS Teams)

The **Scan here** feature scans your documents and saves the scans to **MS Teams** in the specified channel.

1. If the control is on the mobile app, select the job (listed in the MS Teams tab) and tap **Print** or **Print All**. It is possible to print files in PDF, MS Office and Google Docs formats only on HP from MS Teams storage.

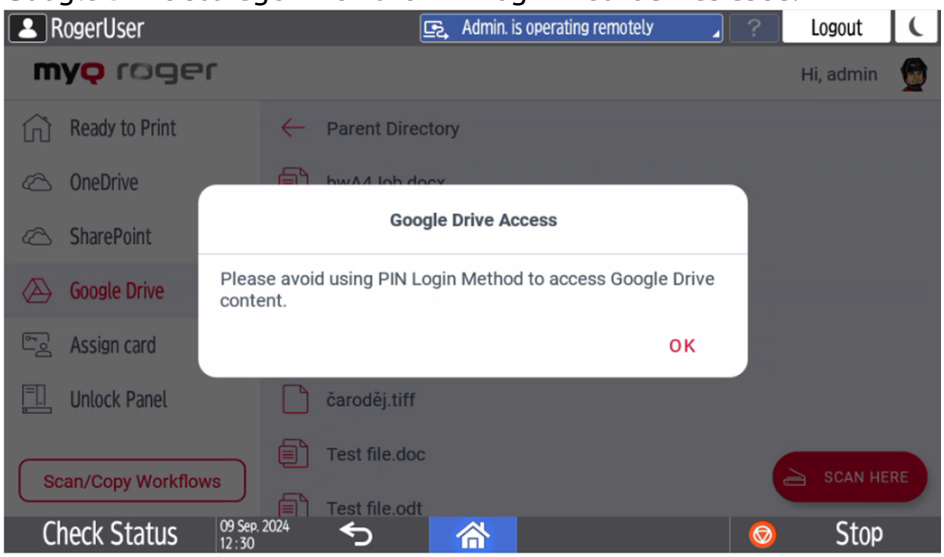
Google Drive

This action shows all the jobs that can be printed and stored on Google Drive. If the control is to the printer, select a job and swipe from left to right to print it, or just tap on the job to edit the job options.



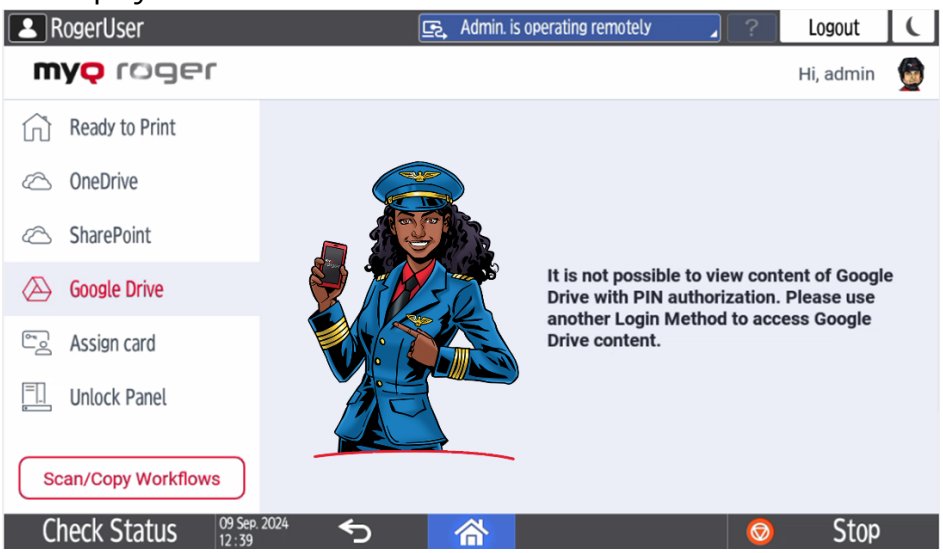
Currently, there are two possibilities of behavior after login related to settings on the MyQ Roger Web UI. When using the PIN login method, Google Drive storage files are not displayed on the device panel due to security reasons. When any other Login method is used, (username and password, card, or 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.

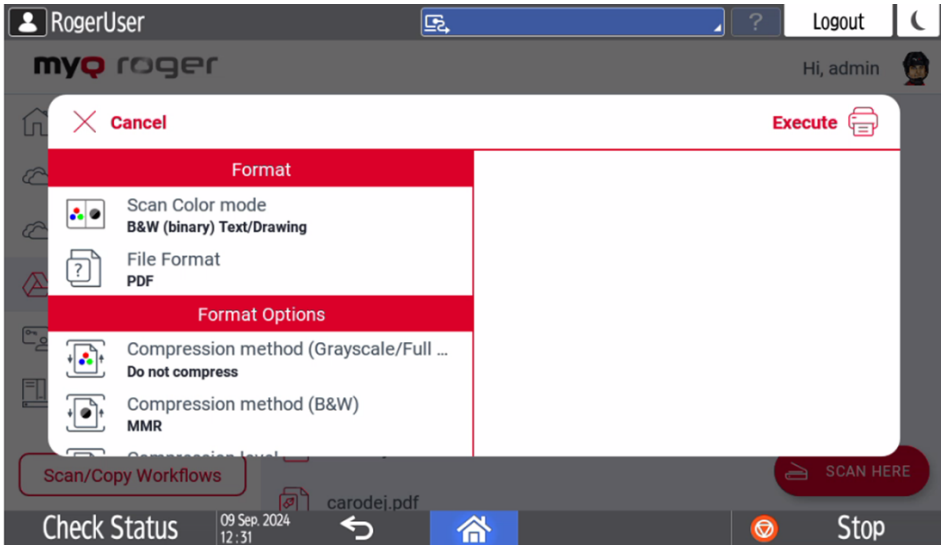


After pressing **OK** on this message, use any other Login method, other than PIN. The Google Drive storage folders and files will then be displayed.

- If the PIN Login method was used, Google Drive storage folders and files are not displayed at all.



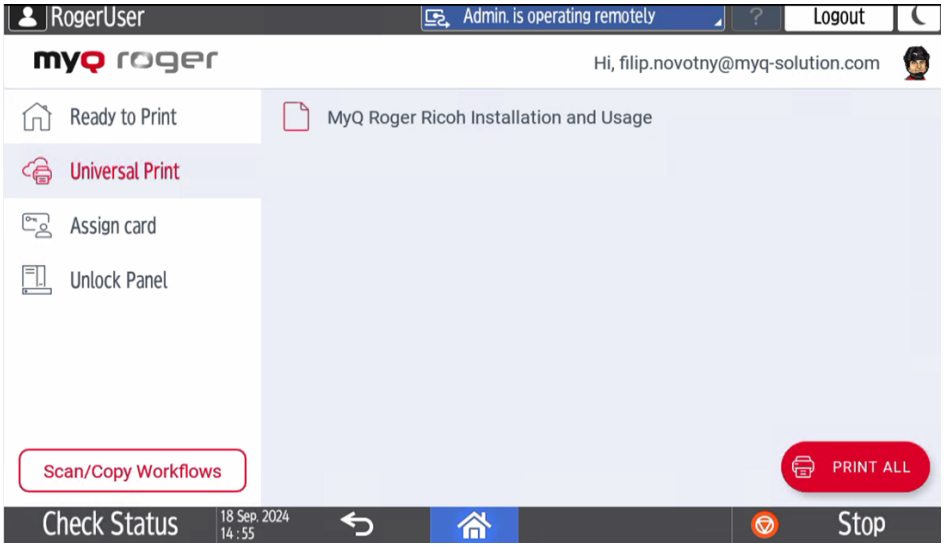
There is also the **Scan Here** feature, which scans your documents and saves the scans to Google Drive.



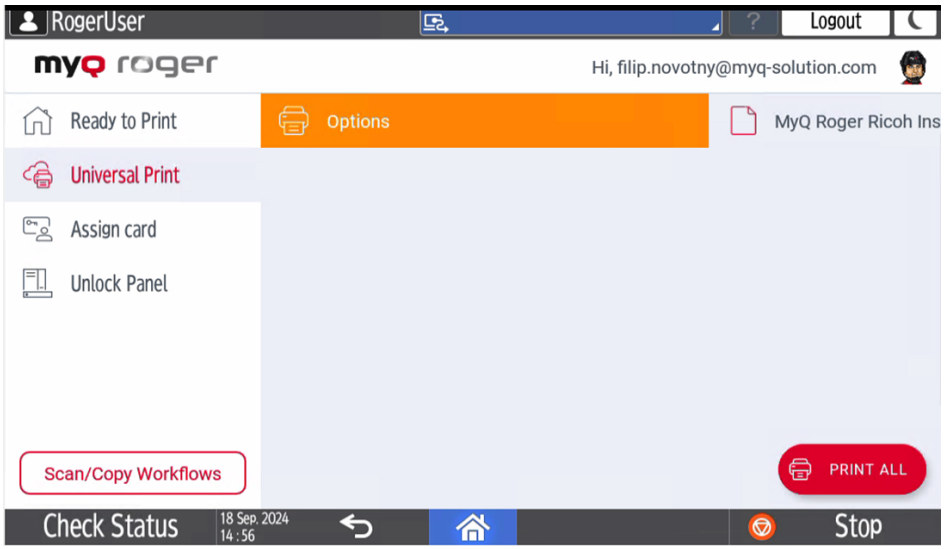
- If the control is on the mobile app, select the job (listed in the Google Drive tab) and tap **Print** or **Print All**.
  It is possible to print files in PDF and JPG format only on Ricoh from Google Drive.

Universal Print

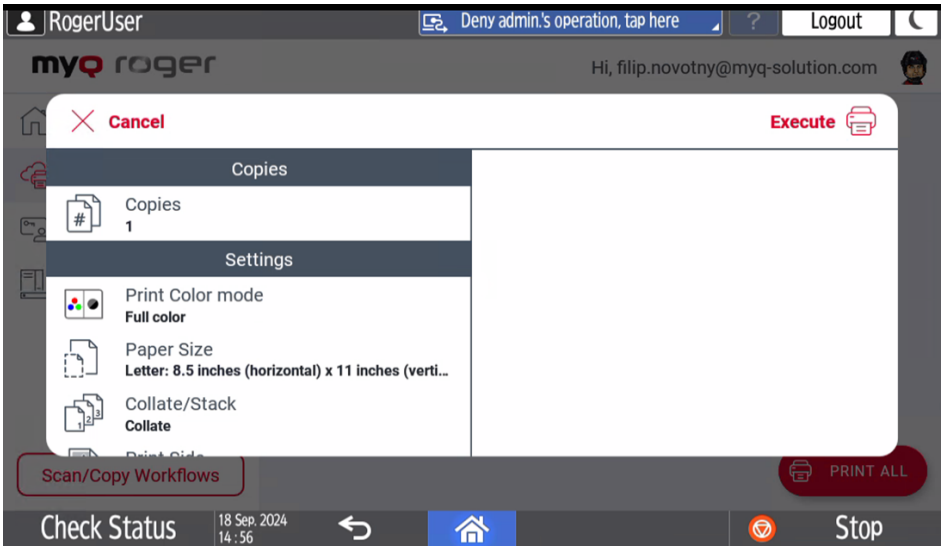
This action shows all the jobs that can be printed from Universal Print.



- Swipe operations are also available in Universal Print for Printing and Displaying of the job options. Swipe operations for deleting jobs are not available.



- Job options are also displayed after clicking a job.



Assign card

After tapping this action, the ID Card registration screen opens, and the logged user can register their card by swiping it at the card reader.

Unlock Panel

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

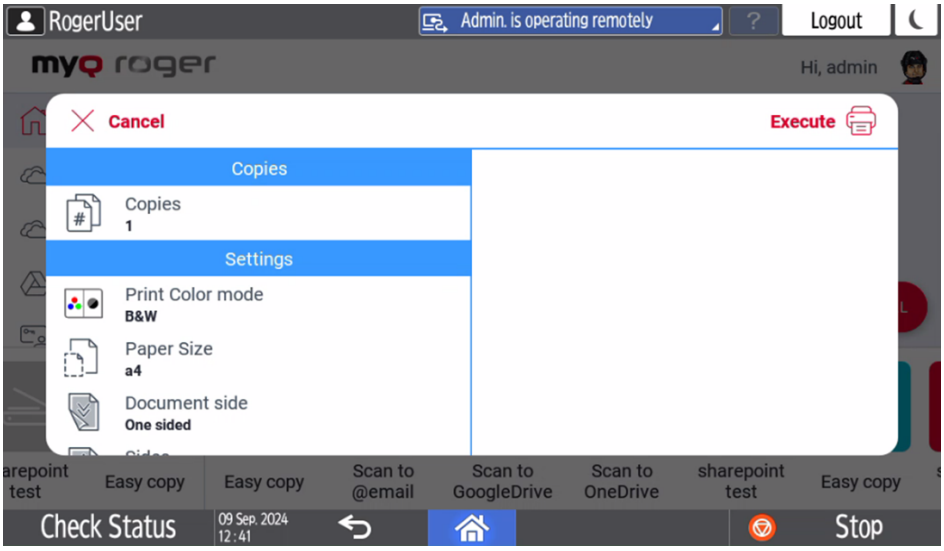
9.1.4 User Workflows

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

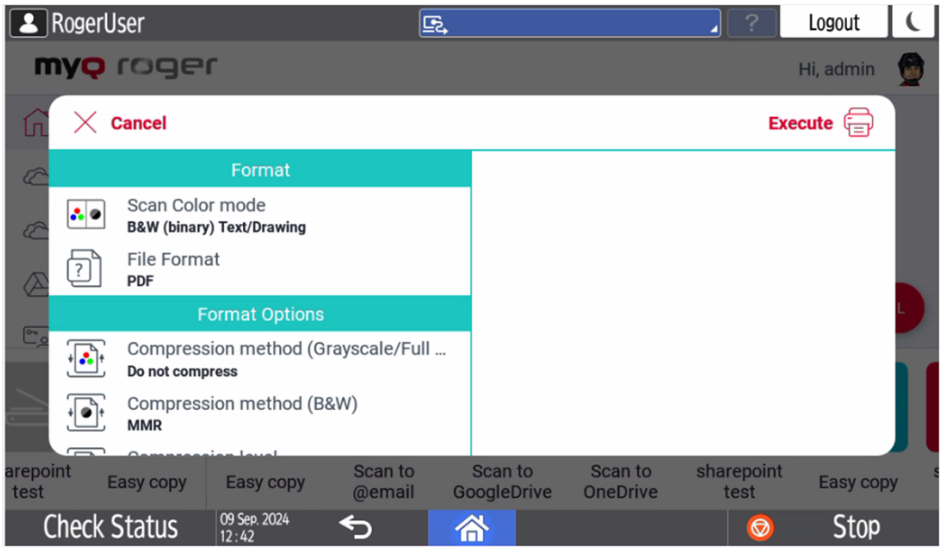
Easy Copy

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



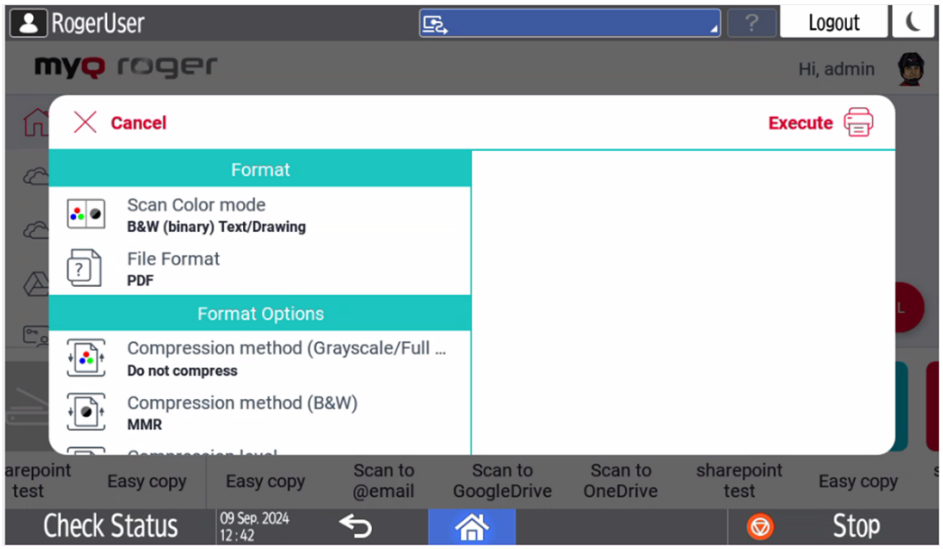
Scan to OneDrive

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



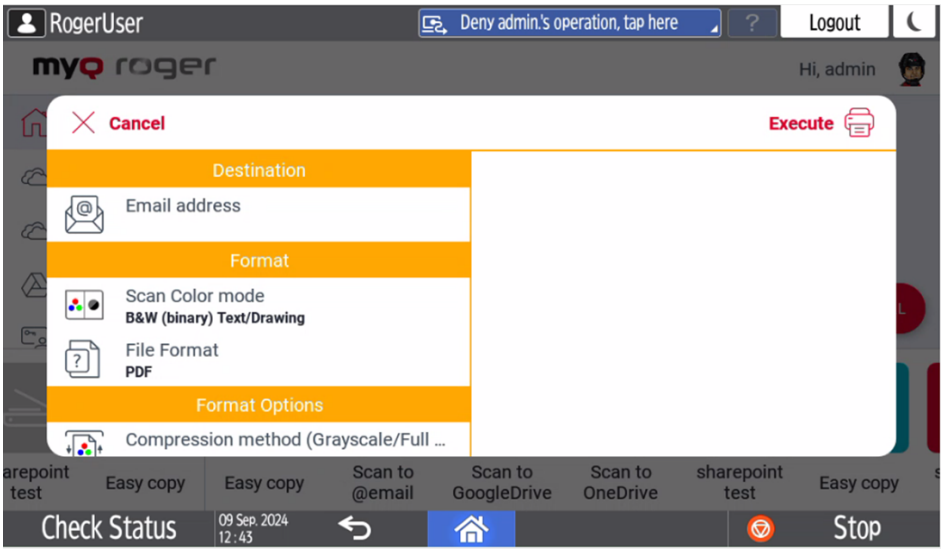
Scan to Google Drive

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



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.



Add new

Add a new scan profile.

9.1.5 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	✓	✓	✓
A4	✓	✓	✓
A5			
A4->A3		✓	✓
A4->A5		✓	✓
A3->A4		✓	✓
A5->A4		✓	✓
A3->A5		✓	✓
A5->A3		✓	✓

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

- MS Office (docx, xlsx, pptx)
- Google Docs (Doc, Table, Presentation)

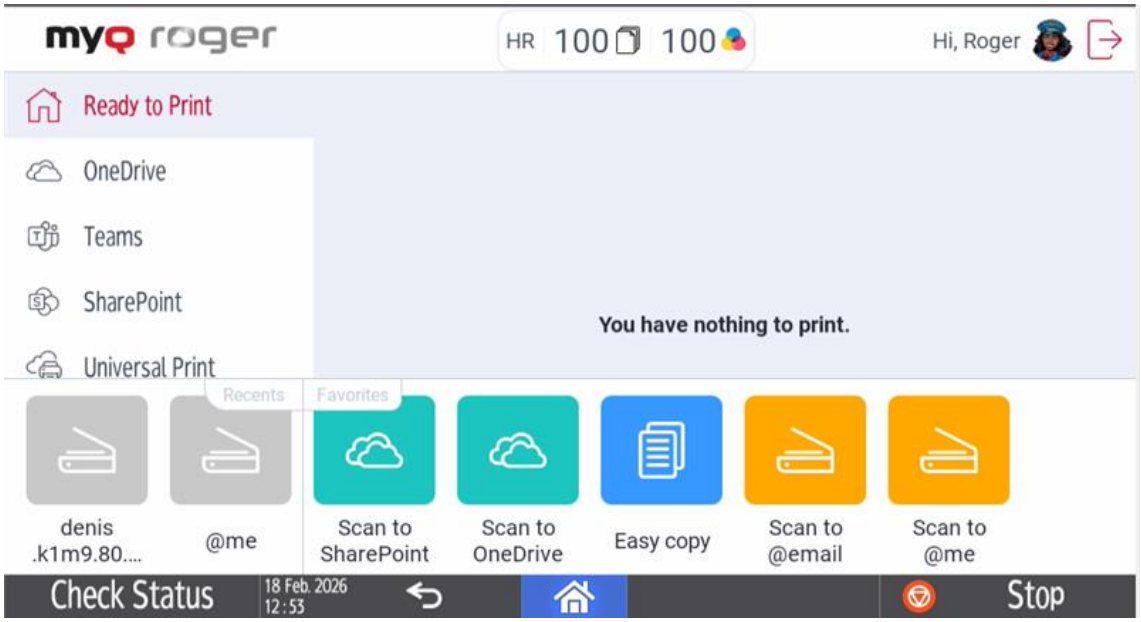
10 Quotas

Quotas enable you to set limits on how much users can print or copy. When this feature is enabled, it will prevent the user from printing and copying after they reach or exceed their quota.

Requirements

- MyQ Roger Server 2.18+
- MyQ Roger Ricoh 21.6+

Users can view their available quota at the top of the embedded terminal.



The Roger Server administrator creates and configures quotas in the Cost Centers area of the MyQ Roger server. Once the quota is reached, the user is restricted from printing and copying. For more information, see Quotas[5] in the MyQ Roger Server Administration guide.

When a user reaches their quota, the current operation completes, and no further print operations can be processed.

5. https://docs.roger.myq.cloud/en/srv/1.0/quotas

11 Obtain Logs

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

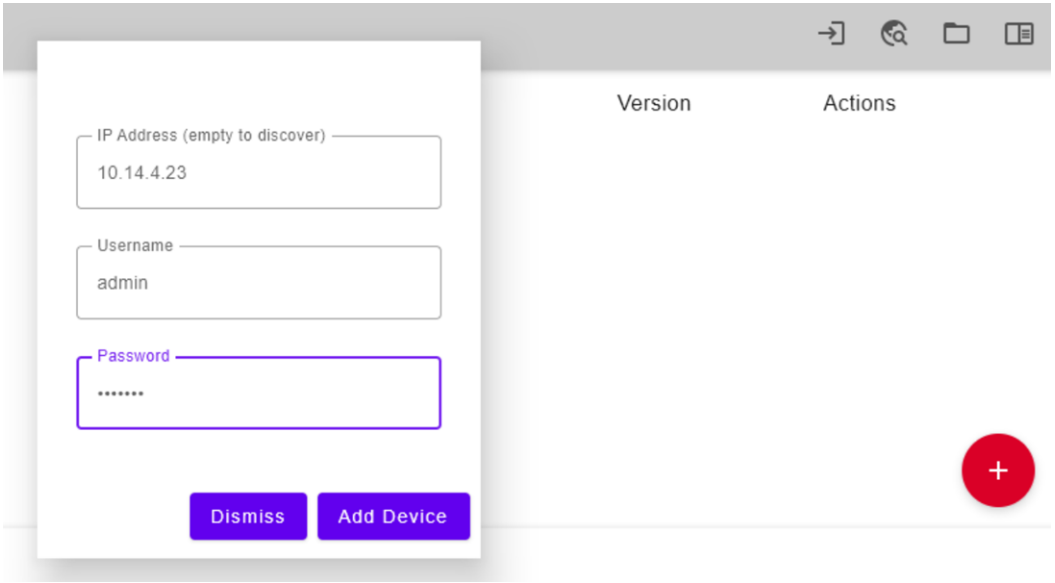
- Your MyQ Roger **Tenant name**. The Tenant name can be found:
  - In the MyQ Roger mobile app, go to More - Profile - Tenant name.
  - In MyQ Roger Client (MRC), it's visible in the top-center.
  - In the terminal, tap the MyQ Roger logo on the login screen.
- The username (email) where the issue occurred.
- 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

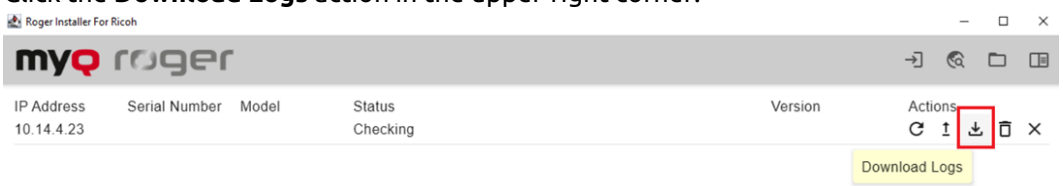
To obtain logs from a MyQ Roger Ricoh device, download them using the Roger Ricoh Installer.

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**.

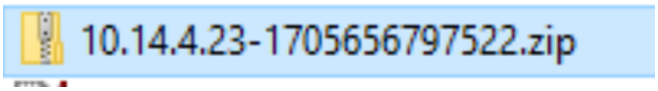


2. Click the **Download Logs** action in the upper-right corner.



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.

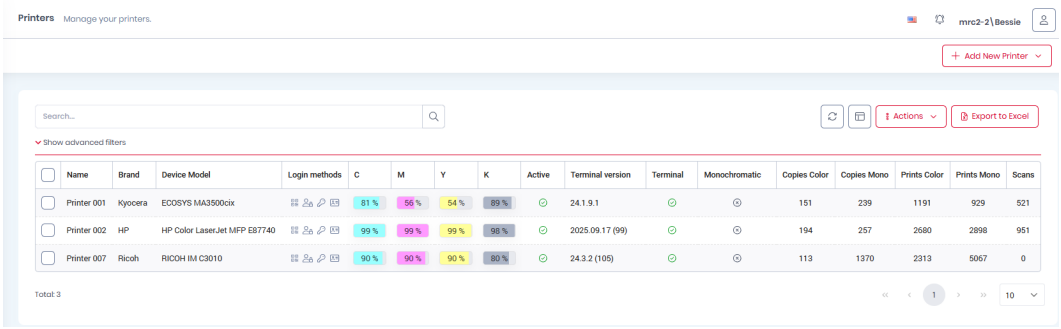


5. Attach the logs .zip file to your helpdesk case.

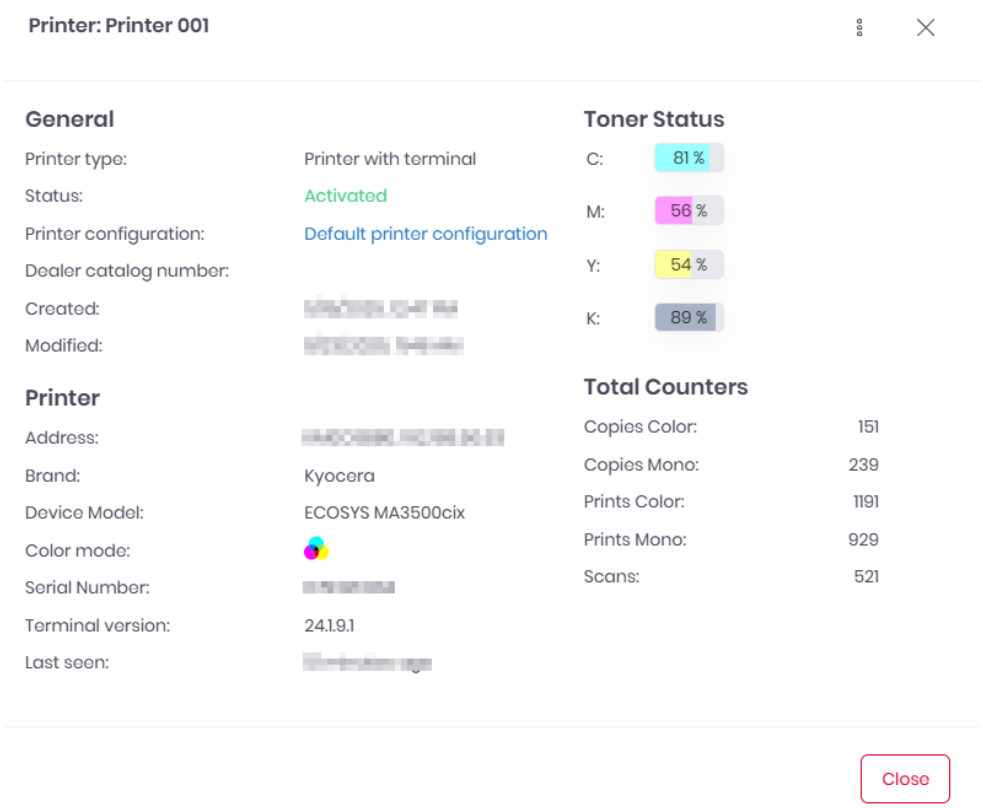
11.2 Logs from Server Web UI

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.**



2. Click on the relevant device to view its details and from the action menu (three-dots) select **Request Log Download.**



3. Once the log is downloaded, from the same action menu select **Download Log**.

11.2.1 MyQ Roger Client Logs

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

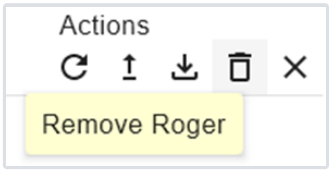
1. `C:\ProgramData\MyQ\Desktop Client\logs`
2. `%userprofile%\AppData\Local\MyQ\Desktop Client\logs`

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

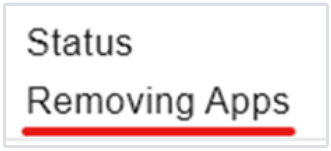
12 Uninstallation

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**.



13 Business Contacts

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Business information	http://www.myq-solution.com info@myq-solution.com[6]
Technical support	support@myq-solution.com[7]
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7. mailto:support@myq-solution.com