MyQ Roger Kyocera Application Installation and Usage

25

March/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.

Welcome to MyQ Roger Kyocera - NEW (25)

For older devices that use 24.1, see (24.1) MyQ Roger Kyocera Application Installation and Usage .

Limitations

Certain features from 24.1 are not currently available in 25:

- Continuous Scan
- Offline Login
- Panel Copy
- Panel Scan
- Panel USB
- Logs cannot be downloaded from the Admin menu

1 Release Notes

1.1 MyQ Roger terminal for Kyocera 26.2

03 Mar 2026

Improvements

- Added support for browsing, printing, and scanning using USB storage devices from the terminal.
- Login speed improvements.

1.2 MyQ Roger terminal for Kyocera 25.11

11 December, 2025

Improvements

- Added the **Minimum Log Level** option to the Admin Menu to reduce write operations.
- Added the **Export Logs to USB** option to the Admin Menu.
- Implemented on-device OCR support.

1.3 MyQ Roger terminal for Kyocera 25.9

1 October, 2025

Improvements

- Introduced new scan parameters on the terminal and in workflows.
- Added support for page Quotas (see page 54).

Bug Fixes

- Fixed an issue where print copy counts are reported incorrectly to the server.
- Improved log in and log out speed.

1.4 MyQ Roger terminal for Kyocera 25.7

15 August, 2025

Improvements

- Implemented sending scans to e-mail over cloud REST API.

Bug Fixes

- Corrected translation strings.
- Fixed issue preventing login via PIN immediately after card registration.

- Fixed issue where mobile-selected print options did not apply when printing jobs from the queue by swiping.
- Prevented file downloads that exceed available disk space, stopping the job and notifying the user.
- Resolved issue where Easy Copy would hang if no paper was detected.

1.5 MyQ Roger terminal for Kyocera 25.6

18 June, 2025

Bug Fixes

- Files loaded after pressing "LOAD MORE" in OneDrive browsing could not be printed and resulted in timeout errors.

1.6 MyQ Roger terminal for Kyocera 25.5

11 June, 2025

Improvements

- Added feature to remove avatars from terminal when option is adjusted on the server.

Bug Fixes

- Weak authentication methods prompt a warning message when accessing cloud storage on terminal.
- Improved homepage loading time.

1.7 MyQ Roger terminal for Kyocera 25.2.1

30 April, 2025

Bug Fixes

- Support for Azure Cloud Spooling.
- Resolved timeout issues that log users out after inactivity.
- 'Unsupported' page for incompatible devices.
- Fixed Cloud Spooling jobs from MRC.

1.8 MyQ Roger terminal for Kyocera 25.2

25 March, 2025

Improvements

- New unified UI.
- Universal Print support.
- Print Options for Cloud Spooling (Copies, Color, Duplex).
- Scan Options (Mobile Scan) (Scan Resolution, Color, Scan Size).
- Scan File Format (PDF, JPEG, TIFF, HC-PDF).
- Storage browsing for One Drive.
- Storage browsing for Google Drive.
- Storage browsing for Sharepoint.
- Storage browsing for MS Teams.

2 Basic Information

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

The basic prerequisites before the installation are:

- Setup of the MyQ Roger tenant (described in the MyQ Roger Server Administration[1] guide).
- The MFD should be on the list of supported devices (see page 8).
- The MFD should have Kyocera with Java 1.8
- The MFD's display size should be 800x480 or larger.
- An SSD/HDD is required as follows:
  - Some models do not have SDD or HDD by default.
  - For SSD, custom Firmware might be necessary.
- The MFD should support the Device Spool feature.
- The MFD should have WebKit web browser in the display panel.

The communication protocols and ports used can be found in the MyQ Roger Server Administration[2] guide.

2.1 Supported Devices

Vendor	Model Name	TLS Version (HyPAS)	Display Size	HDD/SSD	Full Screen Support
Kyocera	TASKalfa 6053ci	1.2	10.1"	HDD	No
Kyocera	TASKalfa 5053ci	1.2	10.1"	HDD	No
Kyocera	TASKalfa 4053ci	1.2	10.1"	HDD	No
Kyocera	TASKalfa 3553ci	1.2	10.1"	HDD	No
Kyocera	TASKalfa 3253ci	1.2	10.1"	HDD	No
Kyocera	TASKalfa 2553ci	1.2	10.1"	HDD	No
Kyocera	TASKalfa 6003i	1.2	10.1"	HDD	No
Kyocera	TASKalfa 5003i	1.2	10.1"	HDD	No
Kyocera	TASKalfa 4003i	1.2	10.1"	HDD	No

1. https://docs.roger.myq.cloud/en/srv/1.0/
2. https://docs.roger.myq.cloud/en/srv/1.0/basic-information

Kyocera	TASKalfa 358ci	1.2	7"	HDD	No
Kyocera	TASKalfa 408ci	1.2	7"	HDD	No
Kyocera	TASKalfa 508ci	1.2	7"	HDD	No
Kyocera	TASKalfa 8353ci	1.2	10.1"	HDD	No
Kyocera	TASKalfa 7353ci	1.2	10.1"	HDD	No
Kyocera	TASKalfa 9003i	1.2	10.1"	HDD	No
Kyocera	TASKalfa 8003i	1.2	10.1"	HDD	No
Kyocera	TASKalfa 7003i	1.2	10.1"	HDD	No
Kyocera	TASKalfa MZ4000i	1.3	10.1"	SSD	Yes
Kyocera	TASKalfa MZ3200i	1.3	10.1"	SSD	Yes
Kyocera	ECOSYS MA3500cix	1.3	7"	SSD or HDD	Yes
Kyocera	ECOSYS MA3500cifx	1.3	7"	SSD or HDD	Yes
Kyocera	ECOSYS MA4000cix	1.3	7"	SSD or HDD	Yes
Kyocera	ECOSYS MA4000cifx	1.3	7"	SSD or HDD	Yes
Kyocera	TASKalfa MA3500ci	1.3	7"	SSD or HDD	Yes
Kyocera	TASKalfa MA4500ci	1.3	7"	SSD or HDD	Yes
Kyocera	TASKalfa 7054ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa 6054ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa 5054ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa 4054ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa 3554ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa 2554ci	1.3	10.1"	HDD	Yes

Kyocera	TASKalfa 7004i	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa 6004i	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa 5004i	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa 4004i	1.3	10.1"	HDD	Yes
Kyocera	ECOSYS M3860idn	1.2	7"	SSD	No
Kyocera	ECOSYS M3860idnf	1.2	7"	SSD	No
Kyocera	ECOSYS MA6000ifx	1.3	7"	SSD	Yes
Kyocera	ECOSYS MA5500ifx	1.3	7"	SSD	Yes
Kyocera	ECOSYS MA4500ifx	1.3	7"	SSD	Yes
Kyocera	ECOSYS MA4500ix	1.3	7"	SSD	Yes
Kyocera	TASKalfa MZ7001ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa MZ6001ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa MZ5001ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa MZ4001ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa MZ3501ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa MZ2501ci	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa MZ7001i	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa MZ6001i	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa MZ5001i	1.3	10.1"	HDD	Yes
Kyocera	TASKalfa MZ4001i	1.3	10.1"	HDD	Yes

3 Installation on Kyocera MFDs

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

3.1 Saving Installation File to USB

Save the installation file to the root directory of a USB Flash drive.

3.2 Installing on the MFD

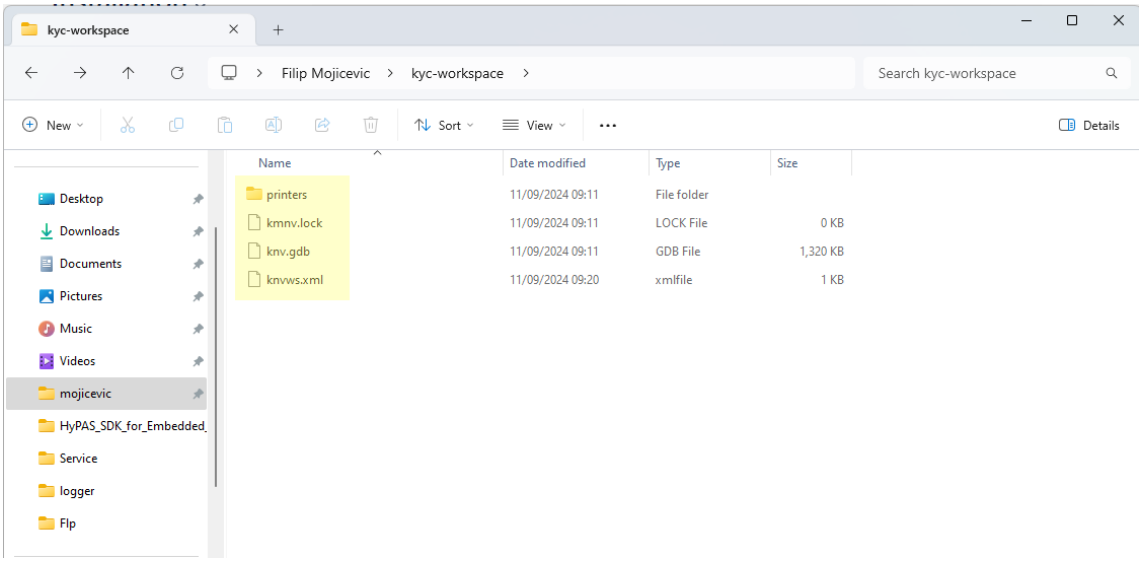
1. On the device operation panel, press the **System Menu** button (or **System Menu/ Counter** button on some devices).
   The System Menu opens.
2. On the System Menu, find and tap **Application** (**Favorites/Application** on some devices).
   You are prompted to log in as an administrator.
3. Log in as the administrator.
   The **Application** menu (or **Favorites/Application** menu) opens.
   If there is a card reader connected to the device and activated, you are asked to use your ID card.
4. In such cases, tap **Menu** at the bottom-left corner of the screen, and then tap **keyboard login**.
5. If the **Menu** button is not displayed, press the **System Menu** button (or **System Menu/ Counter**) on the device operation panel; the terminal screen refreshes with the button displayed.
6. In case you are asked to select between the **Local login** and the **Network login**, select **Local** before entering the credentials.
7. On the **Application** menu (or **Favorites/Application** menu), tap **Application**.
   The Application sub-menu opens.
8. Insert the USB Flash drive with the uploaded installation file, and then tap the plus sign (**+**) (or **Add** on some devices) at the upper-right corner of the screen.
   A dialog box appears, informing about the number of applications that can be installed.
9. Tap **OK**.
   The Add-Application menu opens with the MyQ Roger item displayed.
10. Select the MyQ Roger item, tap **Install** at the bottom-left corner of the screen, and then tap **Yes** to confirm the installation.
    The **Completed** message appears and the **Add - Application** menu is empty.
11. Back on the **Add - Application** menu, tap **End**.

3.3 Installation Using KYOCERA Net Viewer

Can be downloaded from the official US support page[3]. Default settings for install and express search for devices should work out of the box.

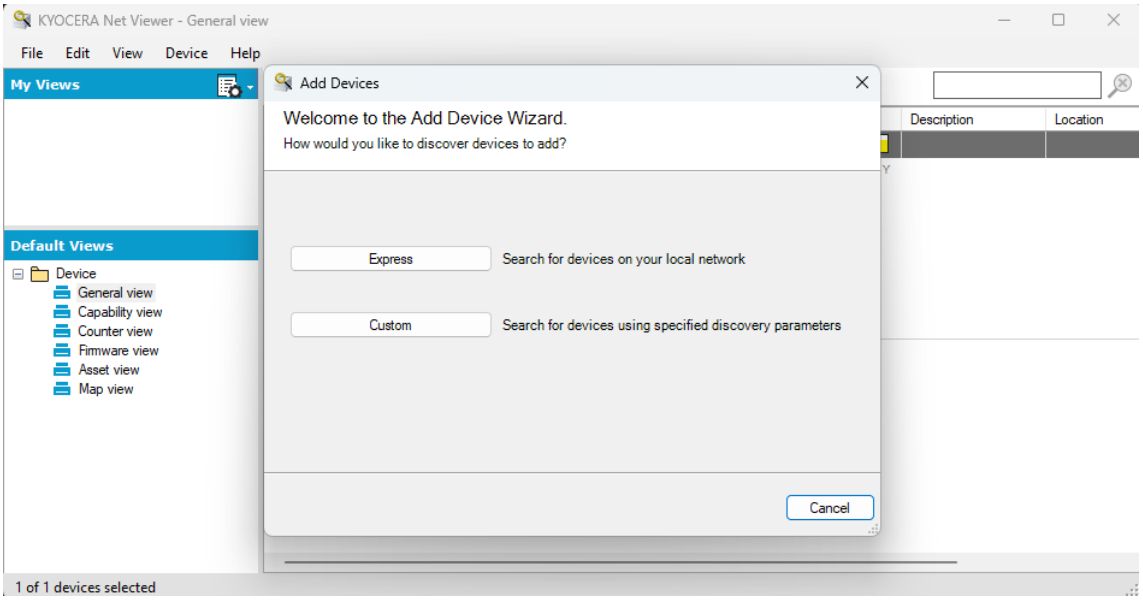
3. https://www.kyoceradocumentsolutions.us/en/support/downloads.name-

⚠ It is possible that after first search (whether or not it is successful) each subsequent search does not return the expected results. A workaround is to delete the content of the workspace folder and restart the Viewer.



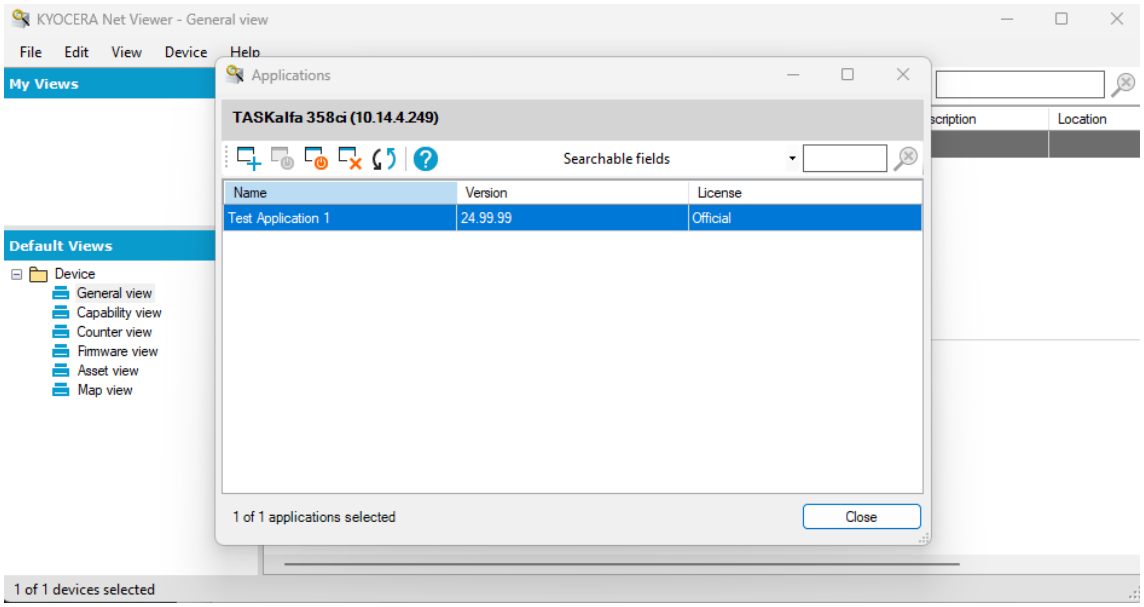
3.3.1 Connect printer by IP and load Roger app to the Terminal

1. Open Kyocera NET Viewer and select **Add Device**.
2. Choose the **Custom** > **By IP address**.



3. Enter the device IP address and finish adding the device.
4. In the “Device” menu, choose “Applications” and activate the application using the License code.

L3VzL2VuL3NvZnR3YXJlL0tZT0NFUkFORVRWSUVXRVI=.html#tab=application



3.4 Additional Settings

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

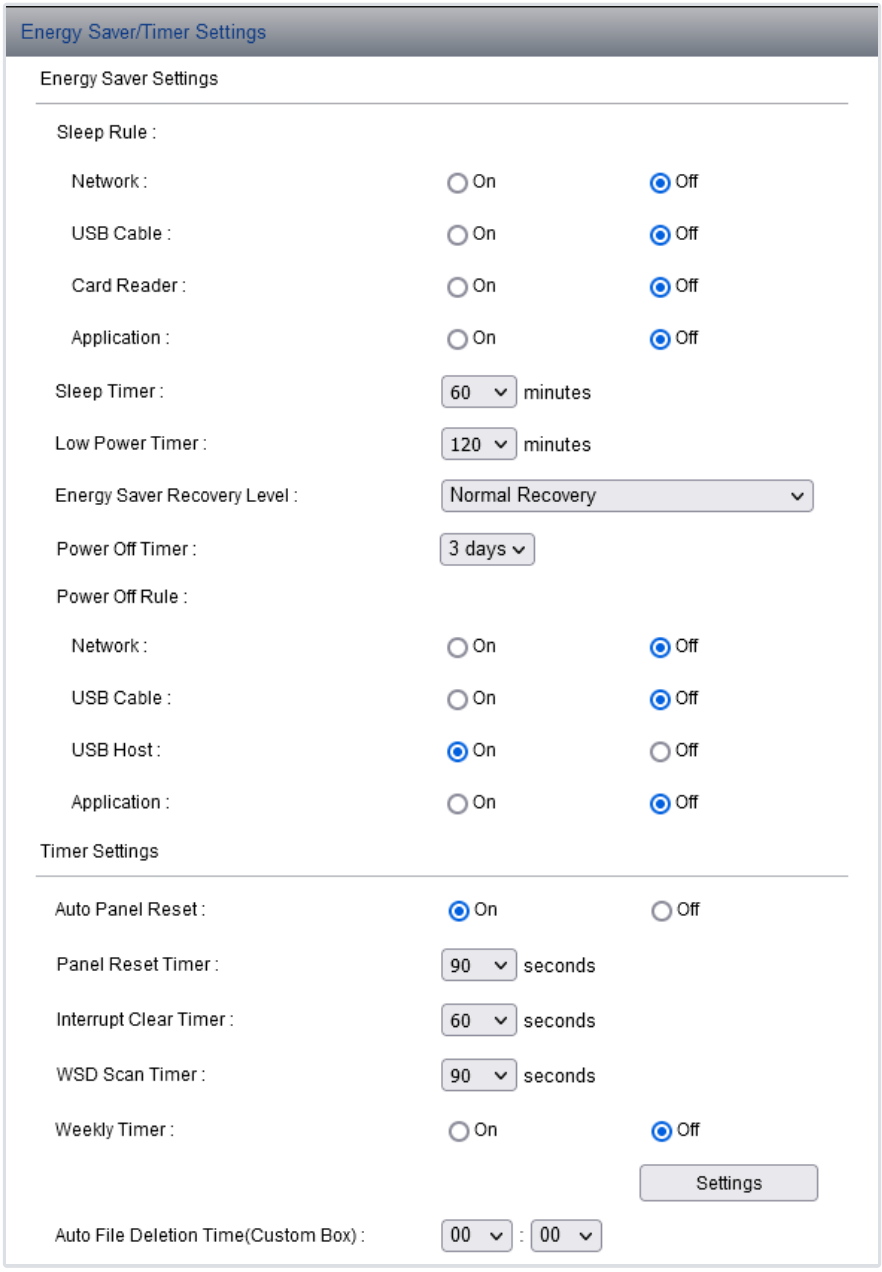
3.4.1 Energy Saver Settings

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

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

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

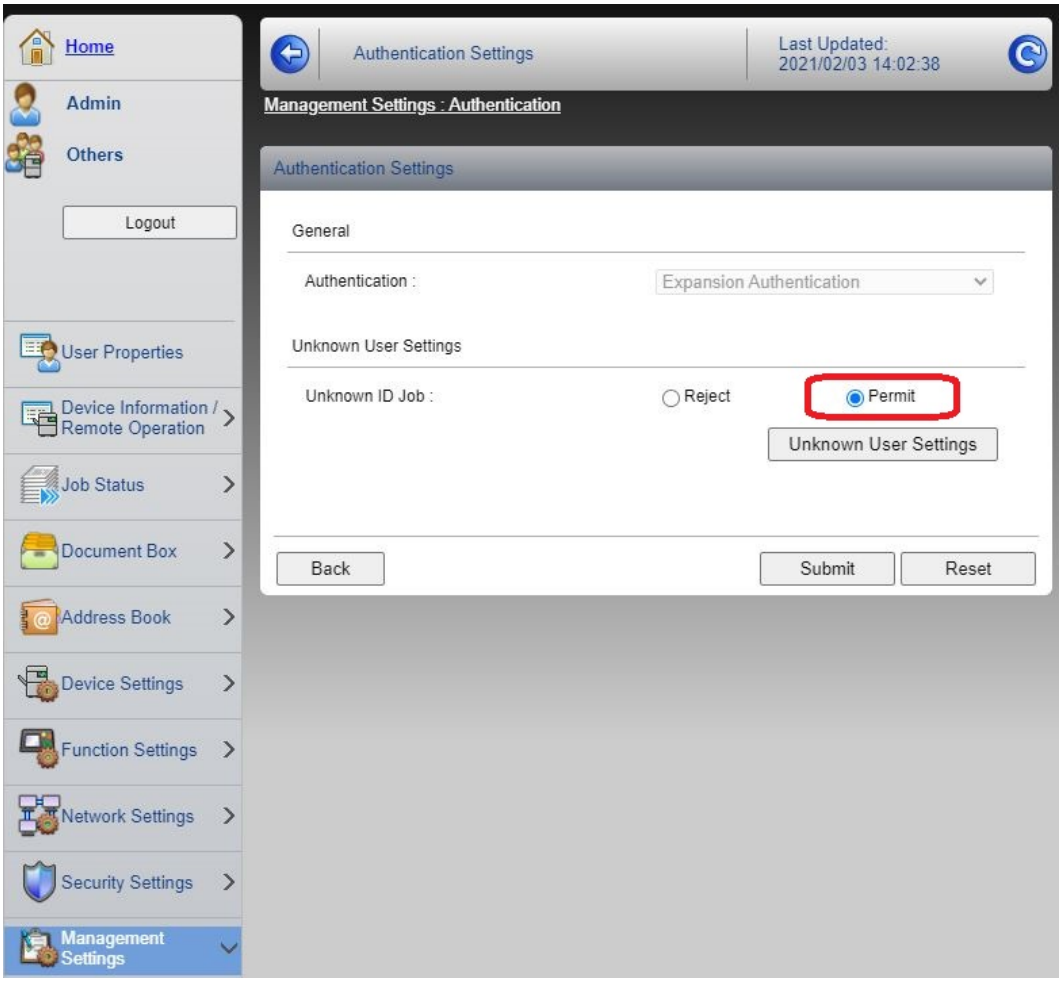
1. Log in to the device's web UI.
2. Go to **Device Settings > Energy Saver/Timer Settings**.
3. Set the **Energy Saver Settings** and **Timer Settings** according to the screenshot (most of the options should be set to **Off**).



3.4.2 Unknown ID Job Settings

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

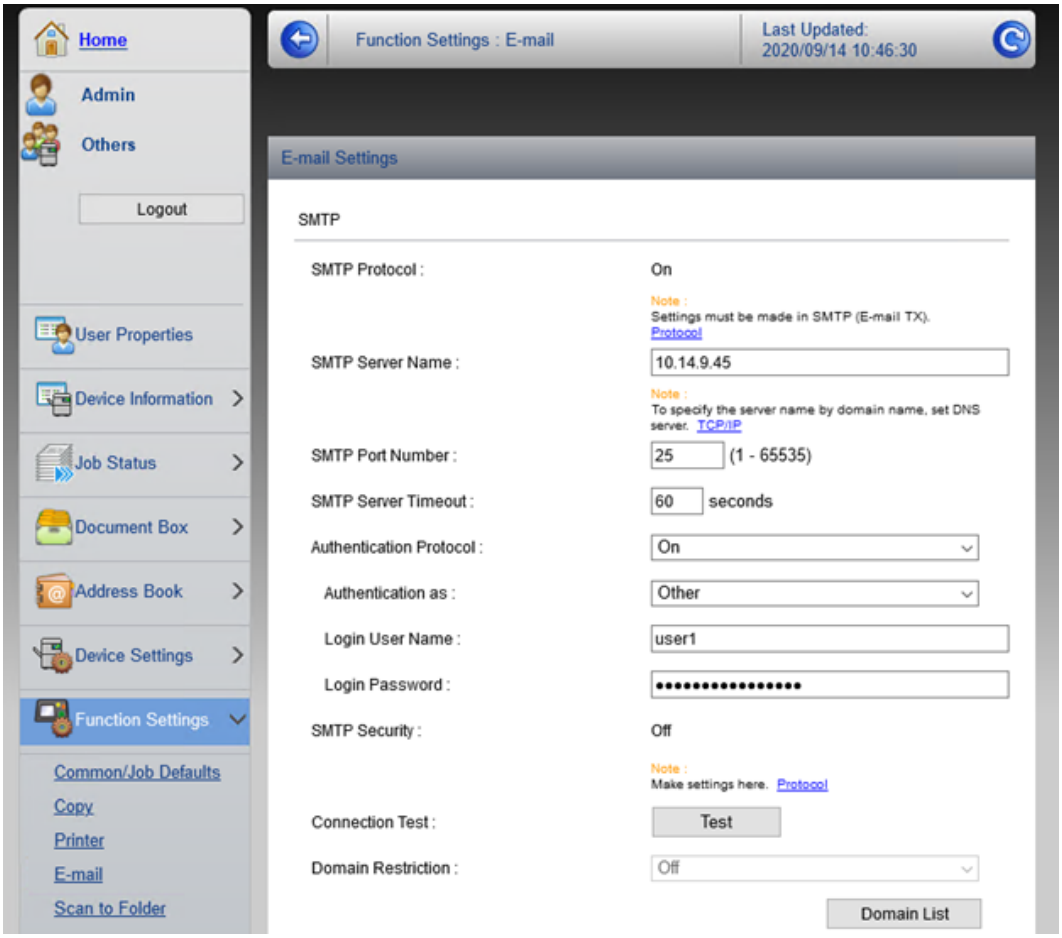
1. Log in to the device's web UI.
2. Go to **Management Settings > Job Accounting > Settings > Authentication Settings**.
3. In the **Unknown User Settings** section, set the **Unknown ID Job** to **Permit**.



3.4.3 SMTP Settings

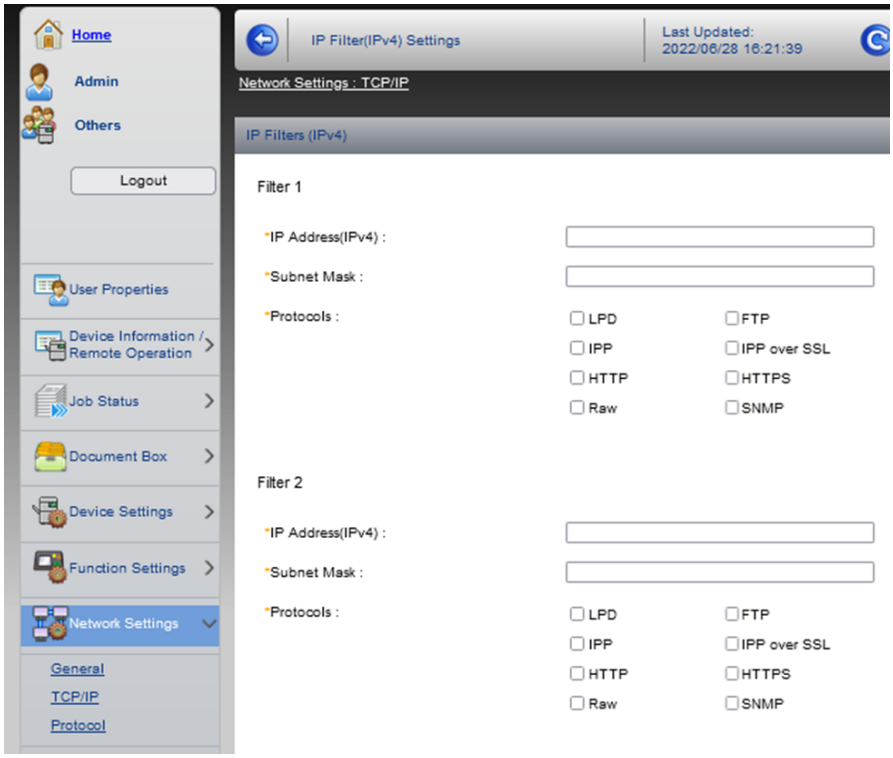
If you are planning on using scan to email, the SMTP server must be set on the device.

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



3.4.4 Blocking of Printing Outside MyQ Roger

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



To ensure the proper function of the Device spool feature, turn off **IP filters** or **set a new IP filter** which includes all the IP addresses of the printing devices, where the pull print jobs can be stored.

If the IP filters are not set, printing outside MyQ Roger will not be blocked.

3.5 Printing Related Settings

Printing via MyQ Roger is possible using these methods:

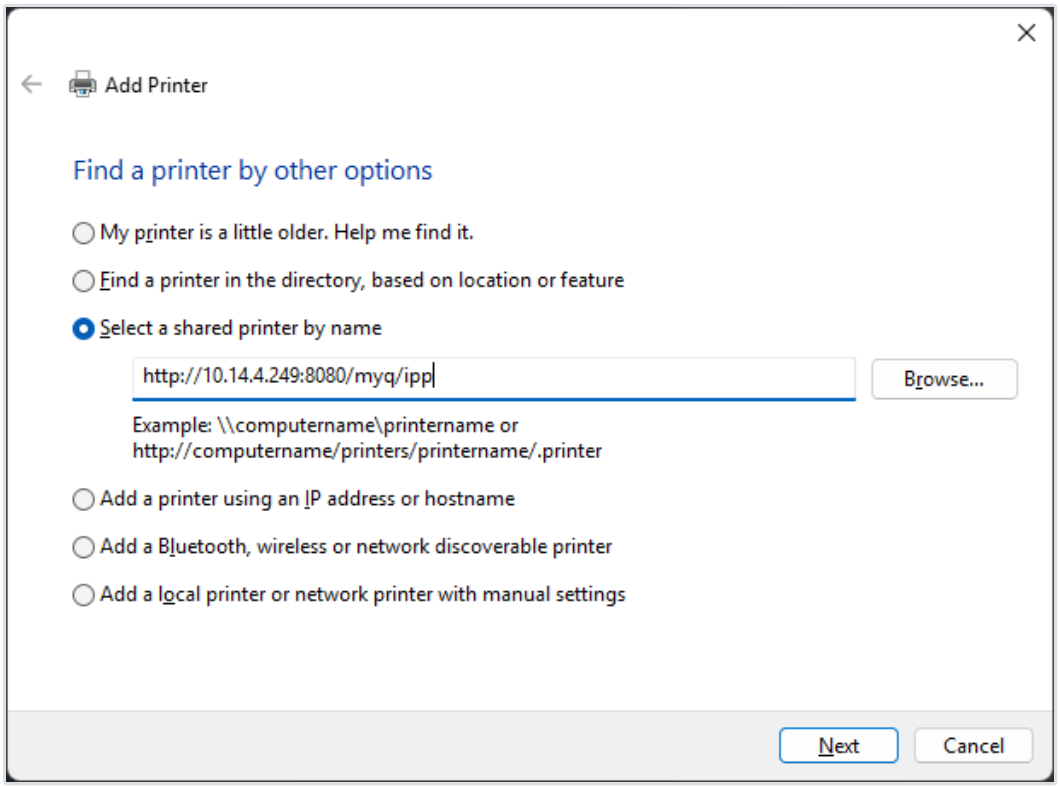
- **Printing from Cloud** – The Cloud storage has to be connected to the account. It is only possible to print pdf and jpg files from Cloud storage. The Size parameter can be used in the Mobile app only for pdf files.
- **Printing from the mobile application** – For printing from the mobile application at least one Cloud storage has to be connected to the account for storing the jobs. The Size parameter can be used in the Mobile app only for pdf files.
- **Printing via MyQ Roger Client** – No special settings needed on the terminal side. For the MyQ Roger Client configuration, check the MyQ Roger Client for Win manual.
- **Printing via Universal Print** – No special settings needed on the terminal side. For the Universal Print configuration, check the MyQ Roger Server Administration manual, chapter 3.4 Universal Print. It is not possible to set paper size for Universal Print jobs. The Cassette 1 paper size is used for Universal Print jobs.

- **Printing via Device Spool** – All jobs are securely stored on the device's hard drive, allowing printing to continue even when the PC is offline. This method ensures that once a document is sent, it stays on the device's internal storage, enabling on-demand printing without needing a constant connection to the computer.

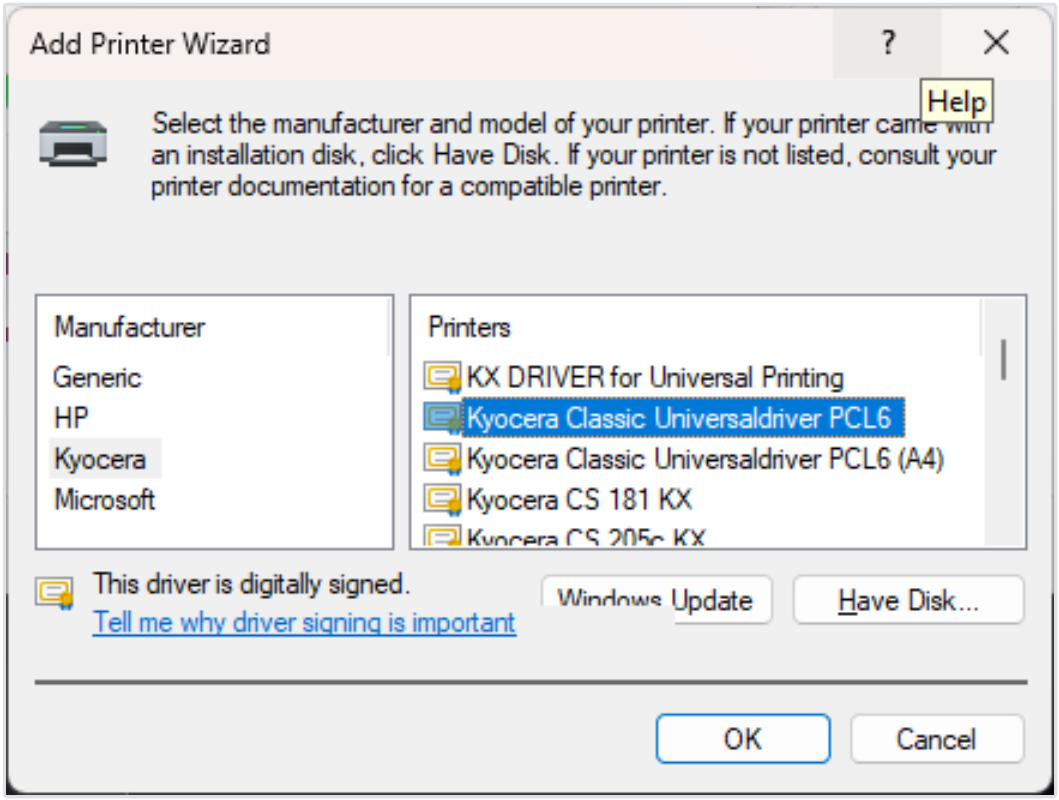
3.5.1 Windows Settings

Adding Printer using Standard Windows Dialogs

1. Add a new device manually.
2. Select a shared printer by name - http://<printer.ip|hosname>:8080/myq/ipp (e.g. http://10.14.4.249:8080/myq/ipp).



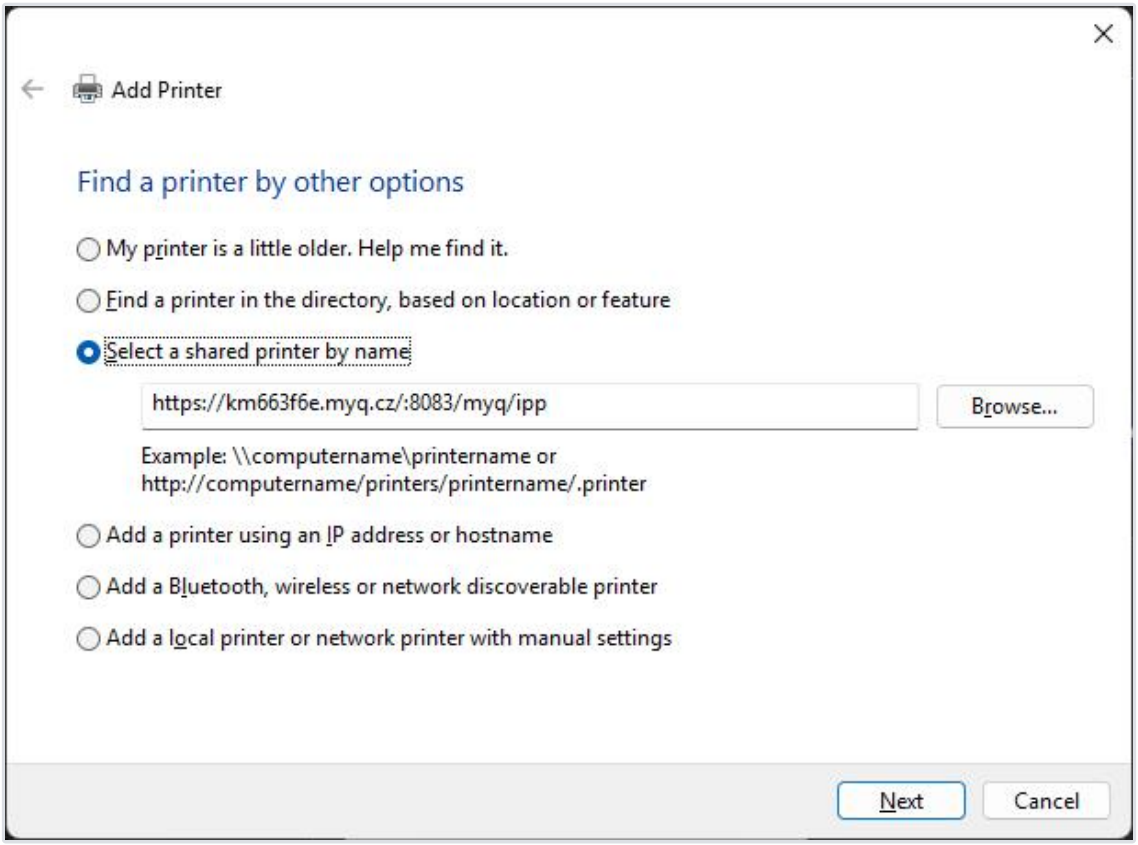
3. Select Kyocera Classic Universaldriver PCL6.



IPPS

SSL - Windows needs trusted certificate for SSL to work.

This can be resolved by adding device certificate into Third Party Root certificates in windows certificate store and then adding a printer using its hostname.



The port for SSL is 8083 so the service is at e.g. https://km663f6e.myq.cz:8083/myq/ipp.

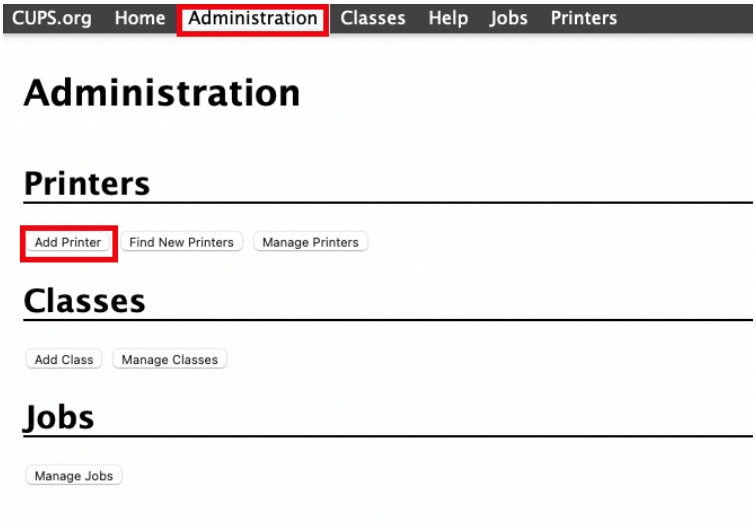
3.5.2 MacOS Settings

1. Navigate to the CUPS web UI: http://localhost:631[4]
   a. If disabled, you need to enable it by entering "**cupsctl WebInterface=yes**" to the terminal on your Mac.

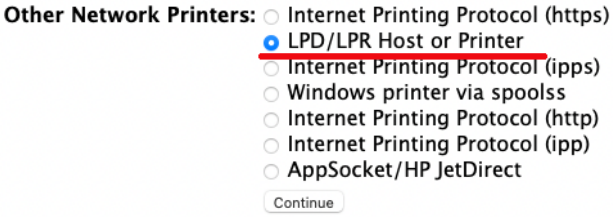
```
Last login: Thu May  5 11:33:05 on ttys006
➜  ~ cupsctl WebInterface=yes
➜  ~
```

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

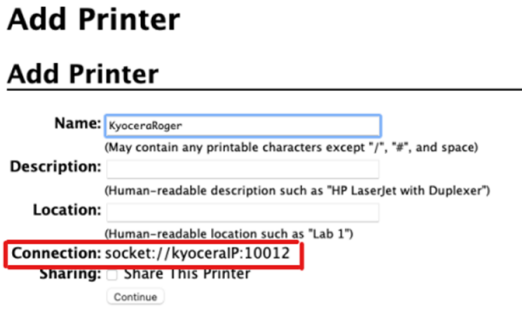
4. http://localhost:631/



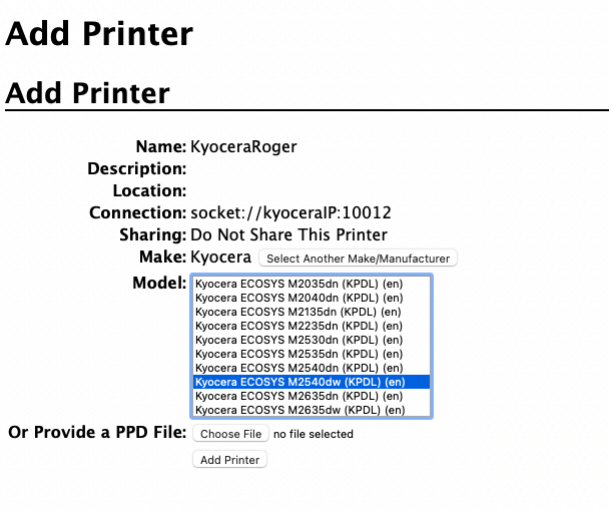
3. On this page, ignore any discovered printers, select the **LPD/LPR Host or Printer** option, and click **Continue**.



4. In **Connection**, type: ***socket://[hostnameOrIP]:10012***
   Where **[hostnameOrIP]:port** sets the **hostname or IP address** of the printing device in your network and the port you want to use, e.g. `socket://10.14.4.25:10012`.
5. Click **Continue** (** Check the full list of communication protocols and ports below).



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



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

3.5.3 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.

All jobs are securely stored on the device’s hard drive, allowing printing to continue even when the PC is offline. This method ensures that once a document is sent, it stays on the device’s internal storage, enabling on-demand printing without needing a constant connection to the computer.

Windows Setup

Adding Printer using Standard Windows Dialogs

1. Add a new device manually.
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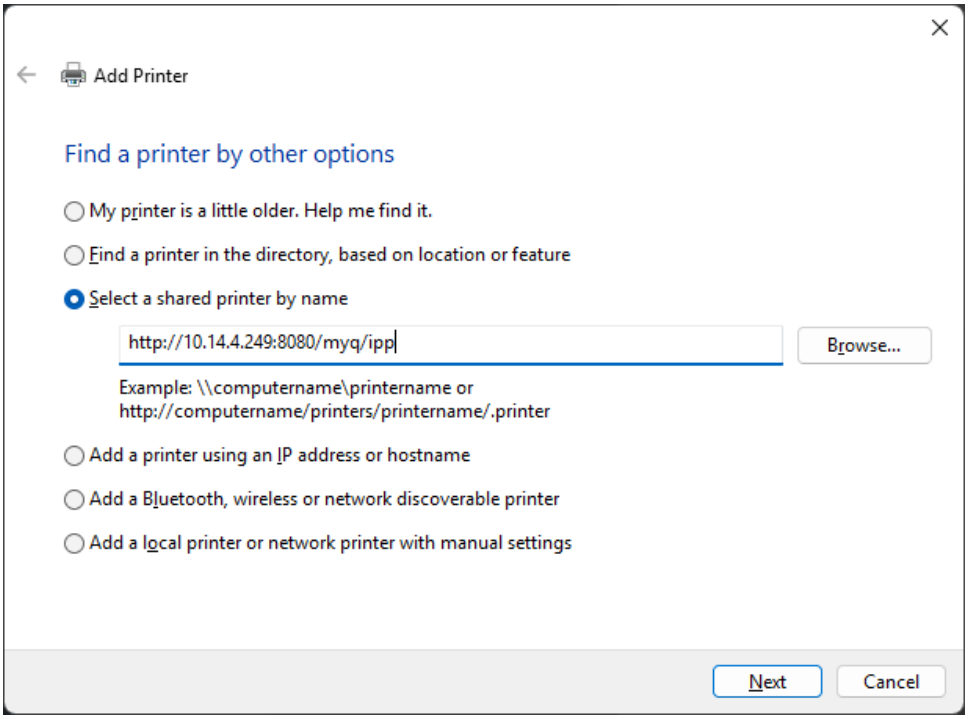
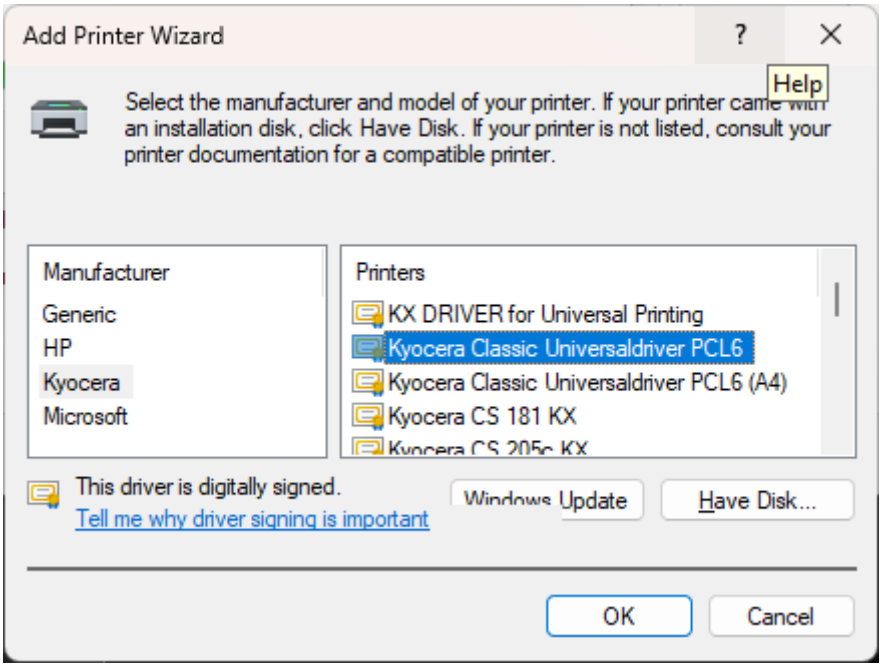


3. Select your preferred driver.



IPPS

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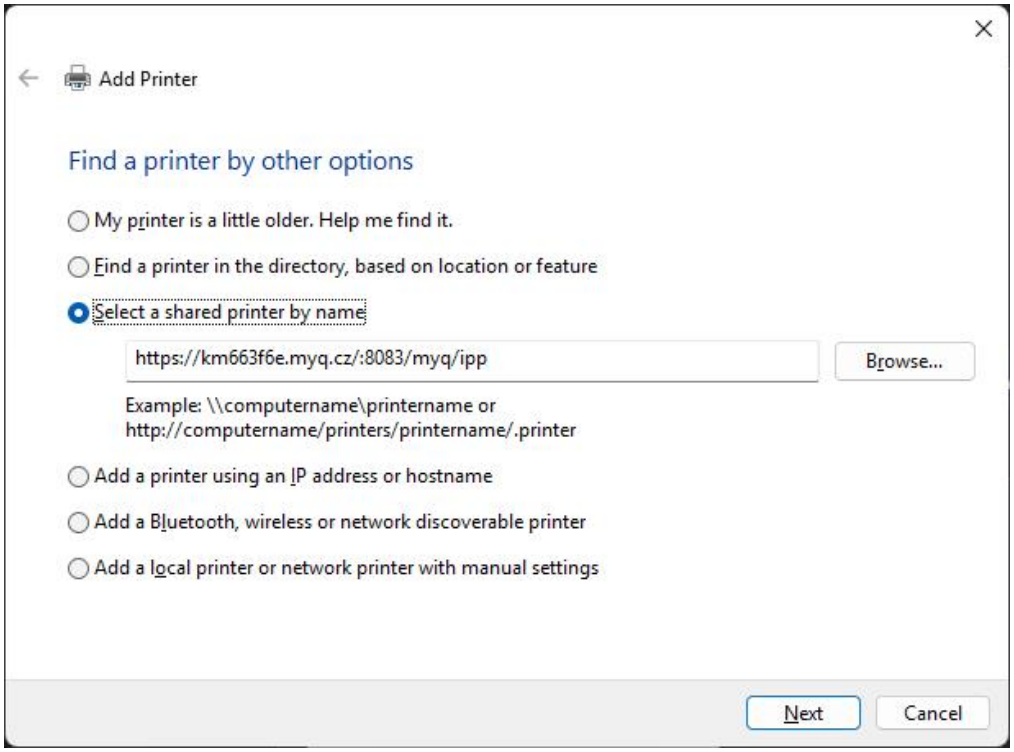


The port for SSL is 8083 so the service is at e.g. https://km663f6e.myq.cz:8083/myq/ipp.

Roger User Aliases

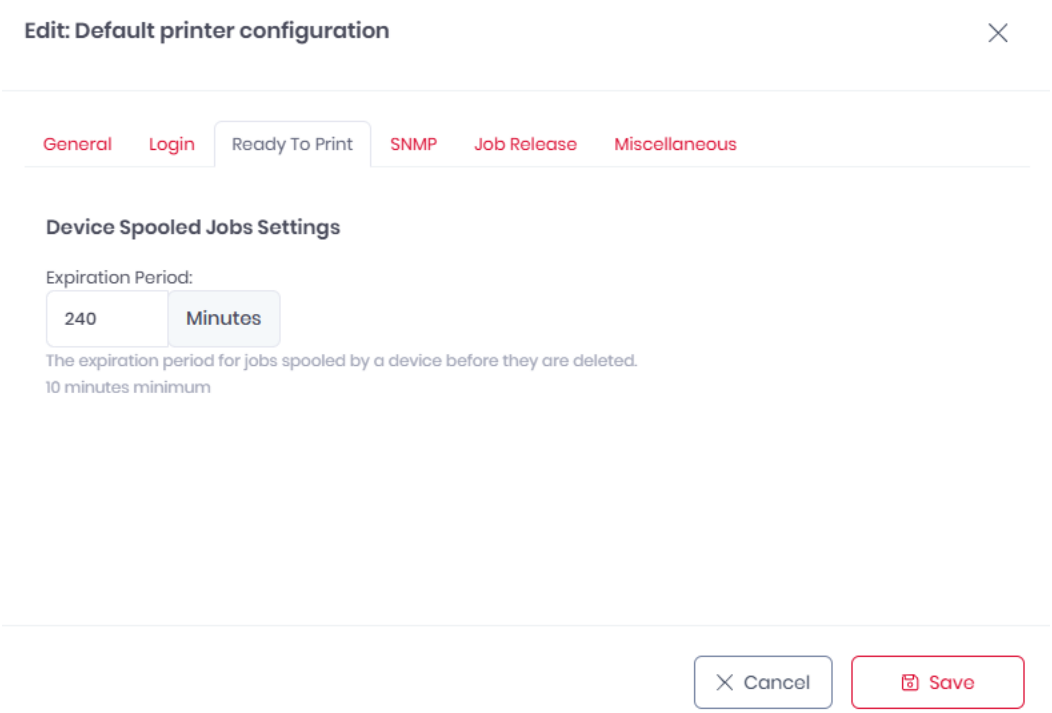
Once above configuration is set, the Device user name must be added to user aliases of the user which will be matched with RAW jobs.

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.

3.5.4 Expiration Period for Device Spooled Jobs

It is possible to specify the expiration period for Device spooled jobs.

1. In the MyQ Roger server web UI, go to **Administration**>**Printer Configurations.**
2. Select the printer configuration you wish to edit.
3. On the **Ready To Print** tab, set the **Expiration Period** in minutes and click **Save**.



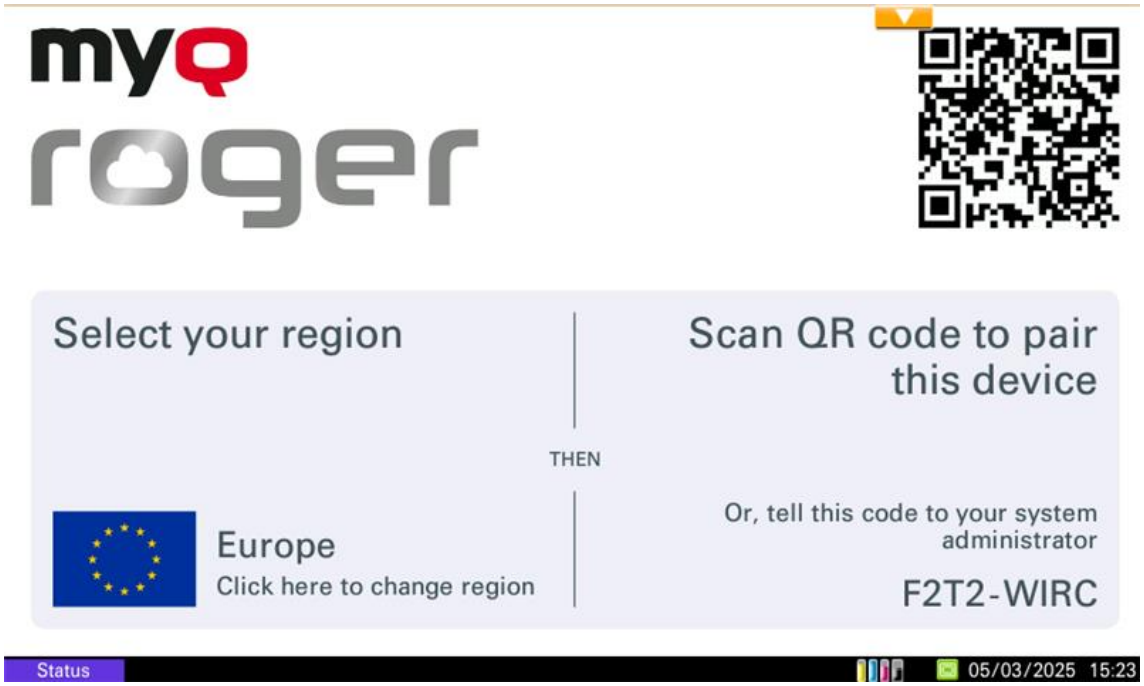
The default value is 240 minutes.

3.6 Language Settings

3.6.1 The Language of the Application

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

During pairing and registration the language is set according to the language settings on the device itself.



The login screen language is set in the tenant settings of the server.

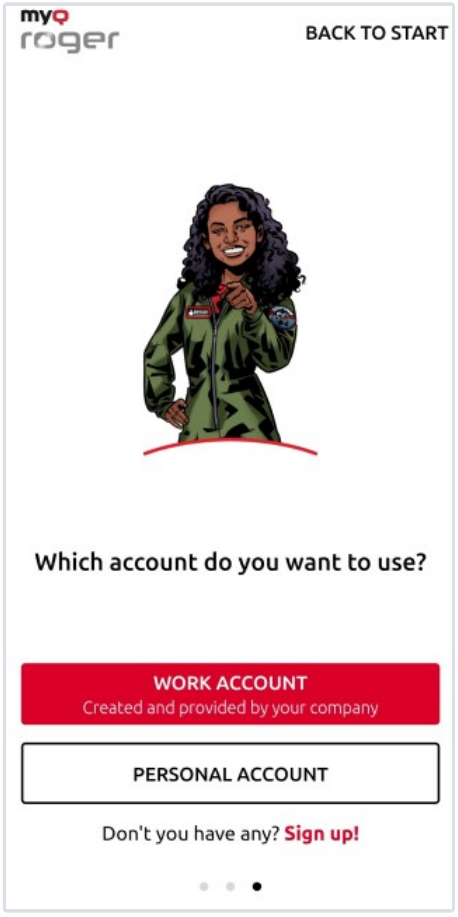
Once a user is logged in the language set in their profile on the server is used.

4 MyQ Roger Mobile App Setup

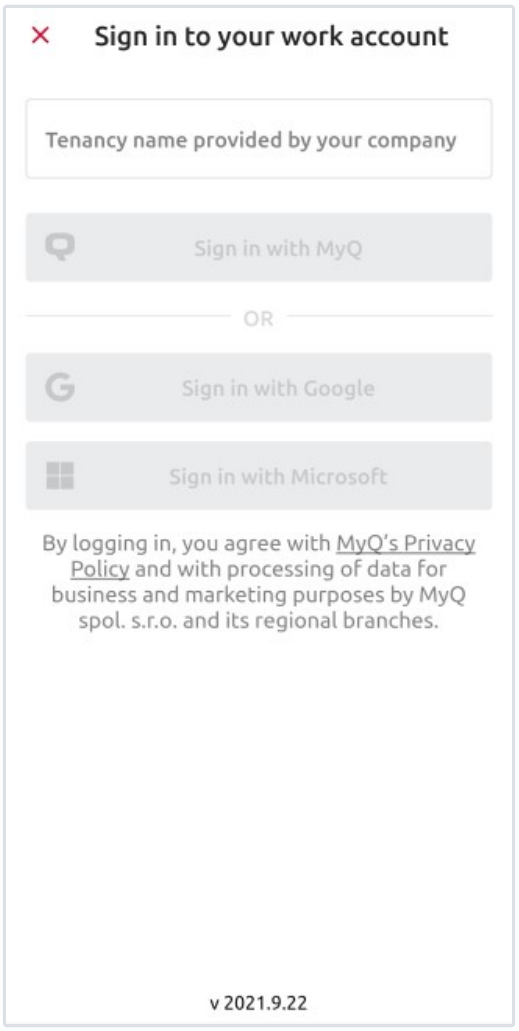
The MyQ Roger mobile application can be used both on iOS and Android devices, including Chromebook devices, and it is available for free download in the App Store and in Google Play.

After the download and installation of the app,

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.



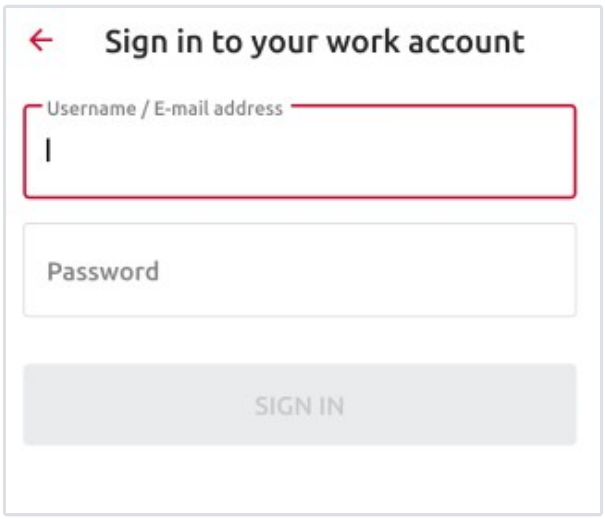
3. By choosing **WORK ACCOUNT**, you can log in to the MyQ Roger tenant created and provided by your company, with multiple sign-in options.



4. In the **Tenancy name provided by your company** field, type the **name of your tenant**. Then choose one of the available sign-in options:
    a. Sign in with MyQ
    b. Sign in with Google
    c. Sign in with Microsoft

4.1 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**.

4.2 Sign in with Google

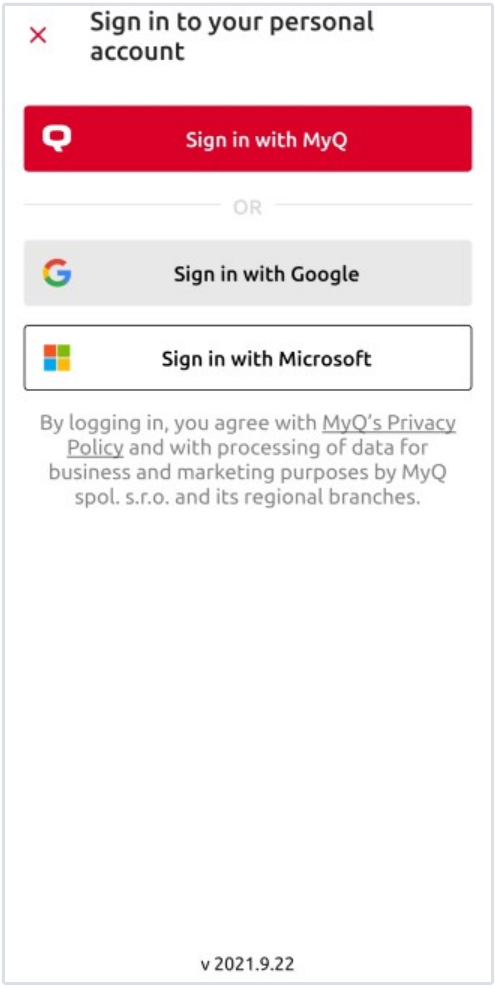
You are redirected to log in to your Google account.

4.3 Sign in with Microsoft

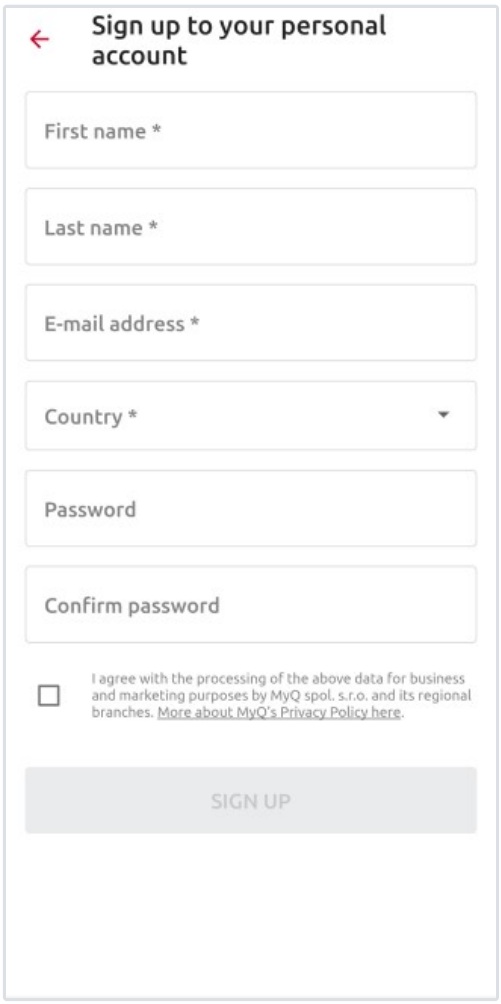
You are redirected to log in to your Microsoft account.

4.4 Sign in to Personal Account

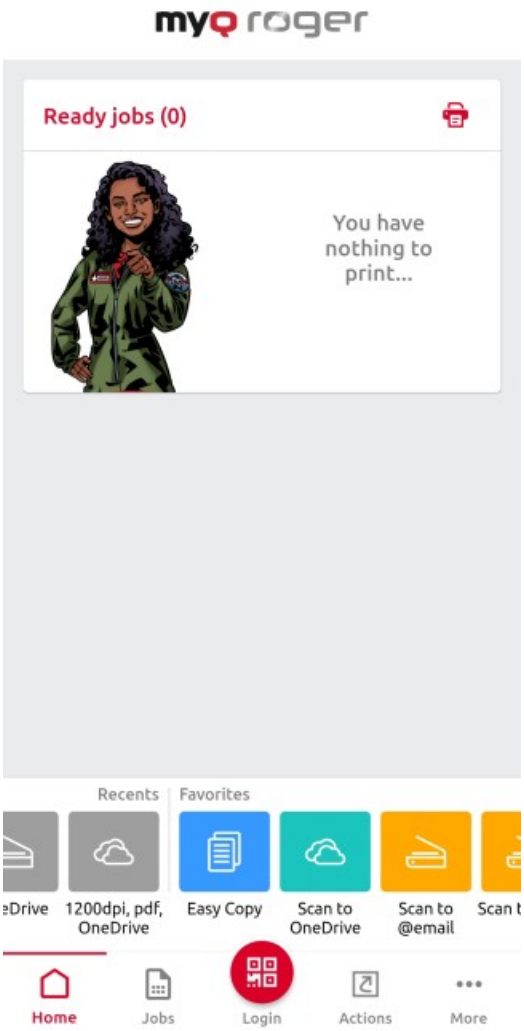
By choosing **PERSONAL ACCOUNT**, you can use a personal MyQ, Google or Microsoft account to use the app.



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, 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) to connect the specified device.



5. 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.
6. Once installed, open your MyQ Roger mobile app and use the **Login** button at the bottom-center of the screen to scan the QR code displayed on the Multi-Function Device (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.

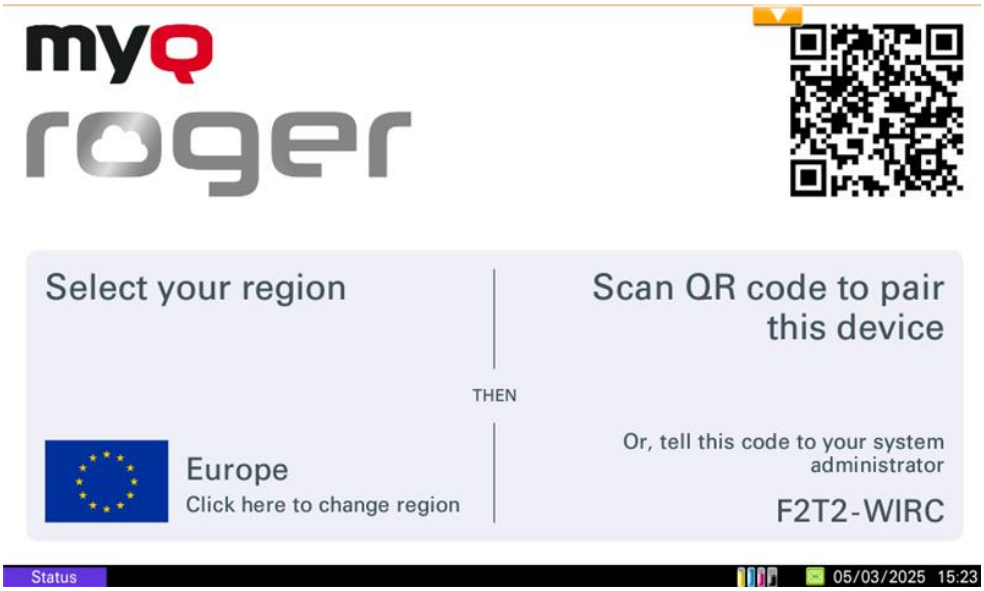
    - If the user has admin permissions (device pairing), they are able to pair the device with a tenant. The new record of the printer is created under the tenant, and the printer is immediately active. A new QR code is displayed and any user on that tenant is able to log in.
- The printer is registered (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).

5 Registration of MyQ Roger to the Tenant

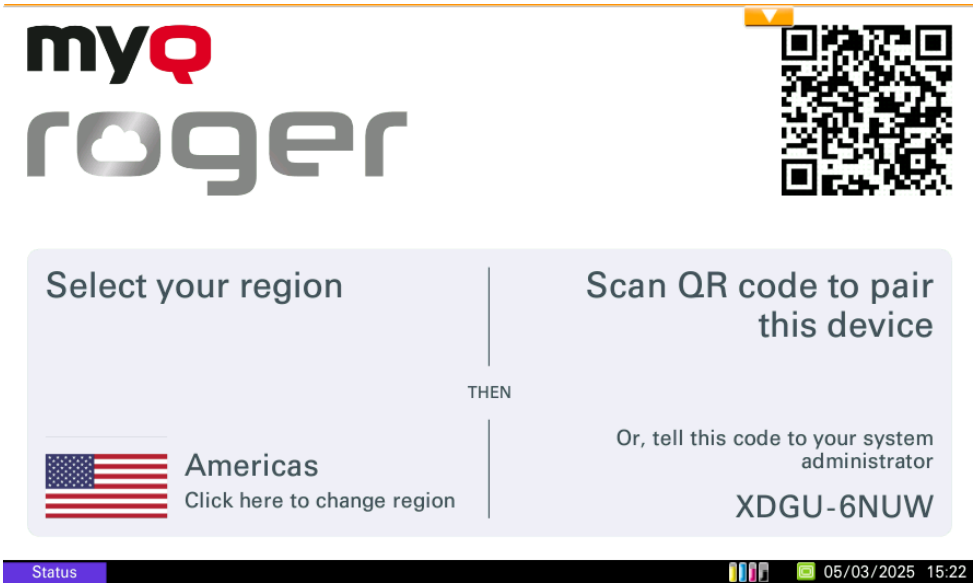
To register a printing device to your tenant, you need to first select your region on the Multi-Function Device (MFD), and then use the MyQ Roger mobile app to scan the QR code displayed on the MFD.

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

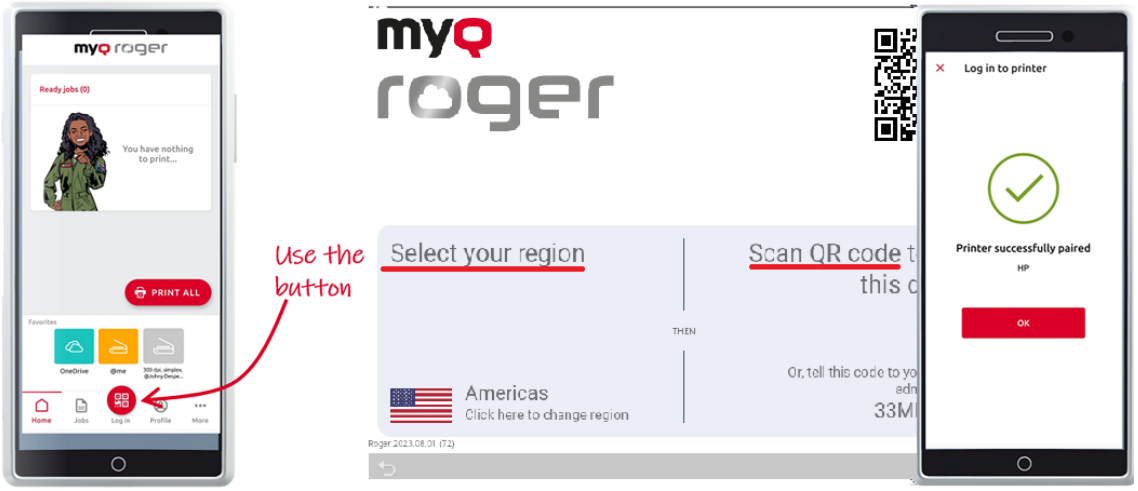


2. Choose the region in the pop-up, either **Europe** or **Americas**.

3. Scan the **QR code** to pair the device.



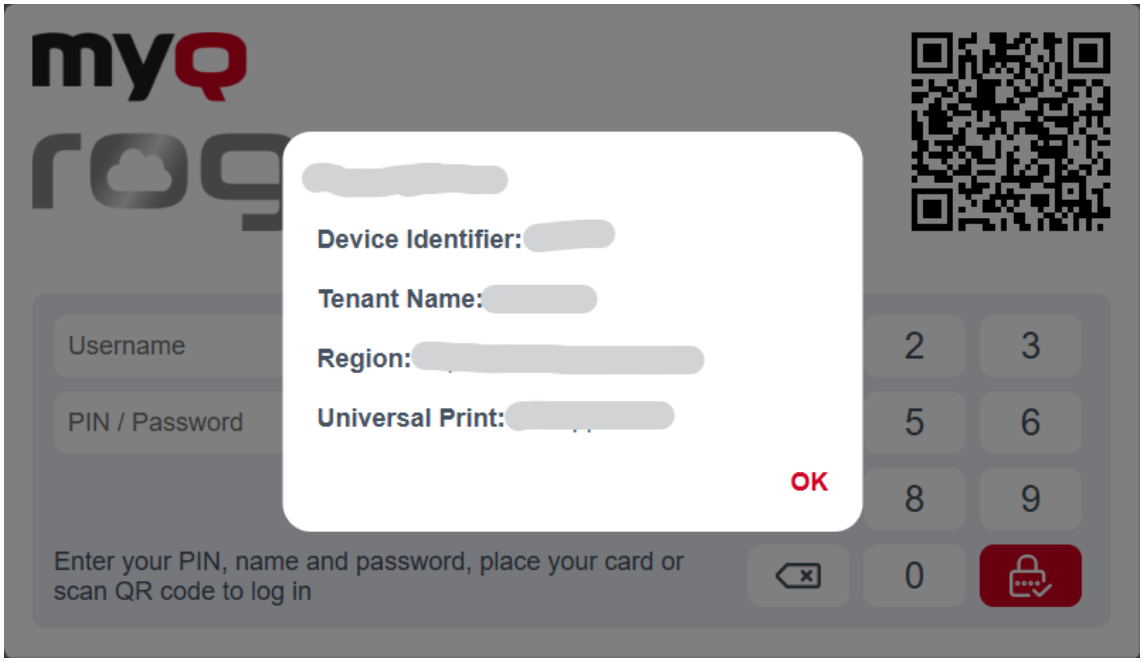
After the connection between MyQ Roger, your MFD, and your smart phone is established, you can immediately use MyQ Roger, either via your smart phone (recommended), or via the device panel.



5.1 Information about Terminal Version and Connected Tenant

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

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.

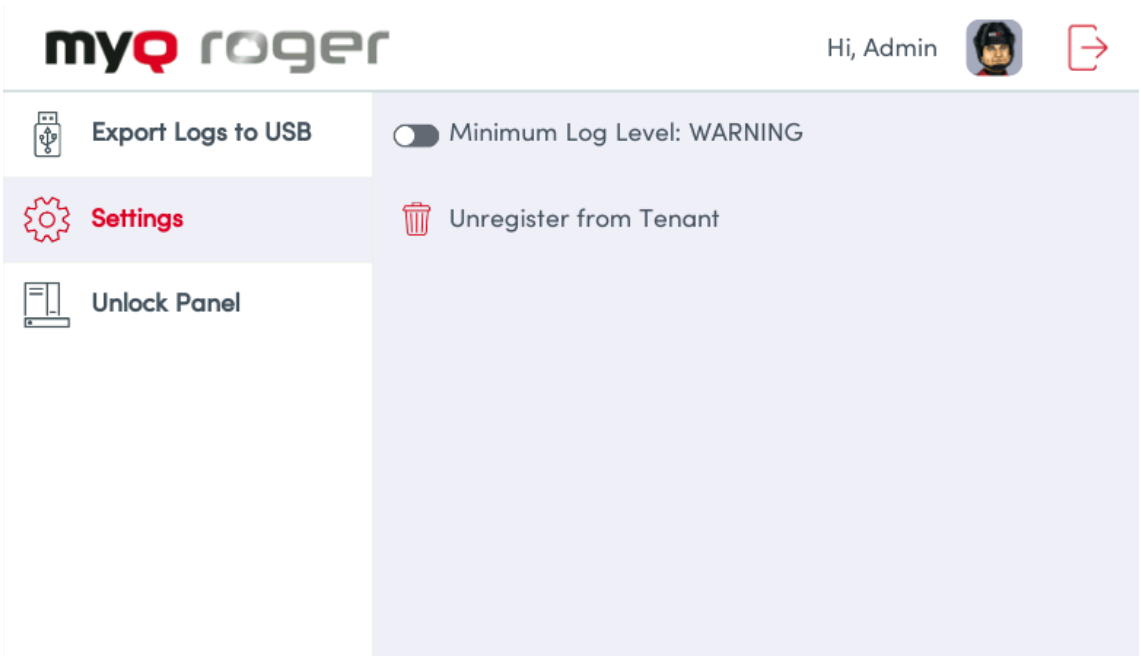

Device Identifier:
Tenant Name:
Region:
Universal Print:
OK
Username
PIN / Password
Enter your PIN, name and password, place your card or scan QR code to log in
2
3
5
6
8
9
0

6 Admin Menu

It is possible to log in to the device's Admin Menu from the login screen when the device is registered to the tenant.

To access the Admin Menu, enter the Admin Mode PIN in the password field of the login page, leaving the username field empty. Press the MyQ logo for 5 seconds.

For newly created tenants, the Admin Mode PIN is generated randomly and after connecting the device to the tenant. To view the Admin Mode PIN in the MyQ Roger Server, go to **Administration > Printer Configurations** and select a printer configuration. To modify the PIN, edit the printer configuration.



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

- **Export Logs to USB**
  Save a ZIP file of the printer logs to the root directory of a USB drive.
- **Settings**
  - **Minimum Log Level**
    Collect logs of level WARNING and above. Use this to save storage space by reducing log size.
  - **Unregister from Tenant**
    The device is unregistered from the tenant; all users and local spooled jobs are deleted from the device; the screen for registration of the device to the tenant is displayed after logging out of the Admin Menu.

- **Unlock Panel**
  Permits managing the printer settings or update/uninstall the MyQ Roger terminal for Kyocera.

⚠ The Admin Menu is not available in Offline Mode.

7 Using MyQ Roger

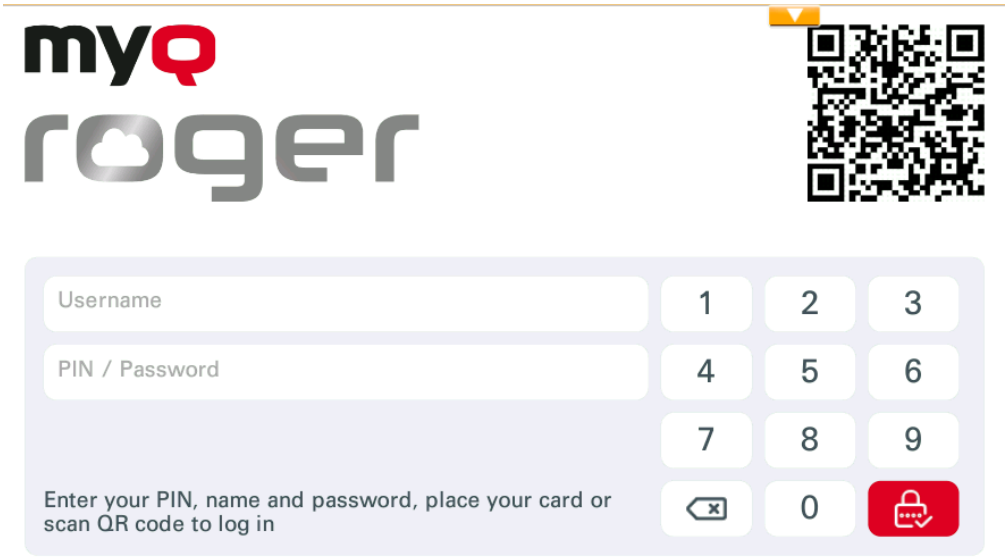
7.1 Usage of the Terminal

⚠ Please note that a device with MyQ Roger connected to the Kyocera command center must be synchronized at least once per month. If it's not used for more than 30 days, you will receive the following error message on the device: "*This app has been disabled. The product could not access security web services for at least 30 days, or the app is no longer approved by security web services. Contact support.*" If this happens, MyQ Roger must be reinstalled.

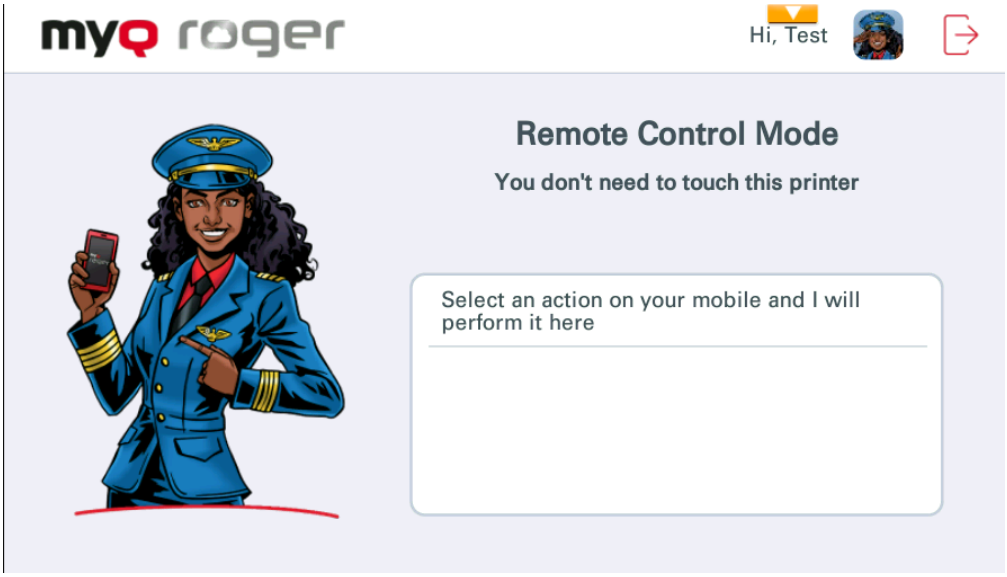
7.1.1 Log in

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

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



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



The currently running operation is displayed on the MFD's display if the device is managed via the MyQ Roger app. If you use a different login method, you can manage everything directly from the MFD.

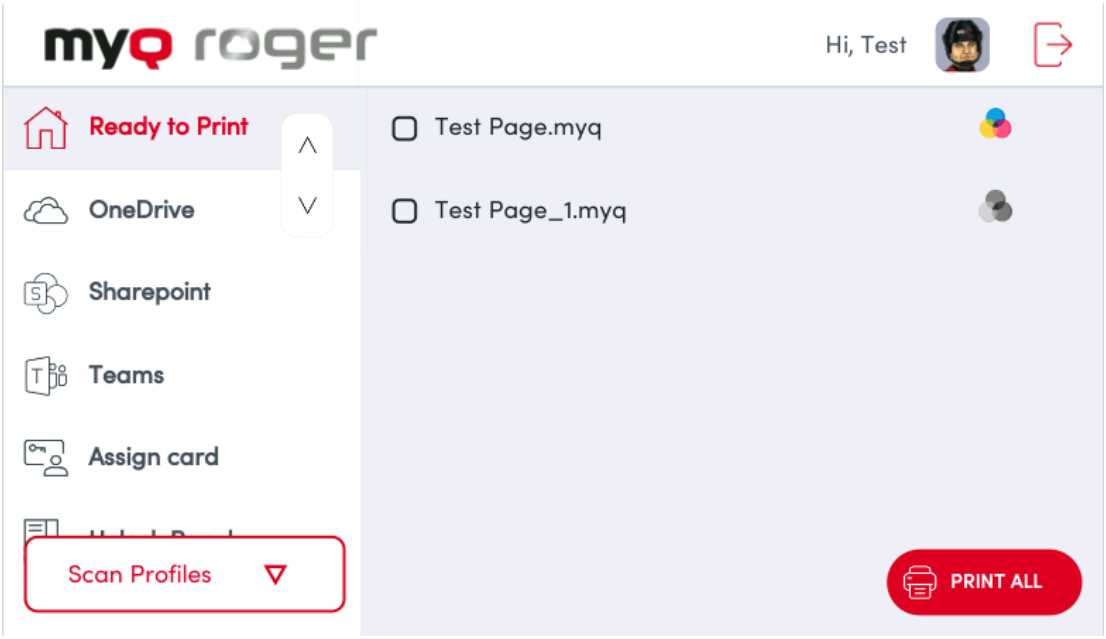
7.1.2 MyQ Roger Available Actions

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

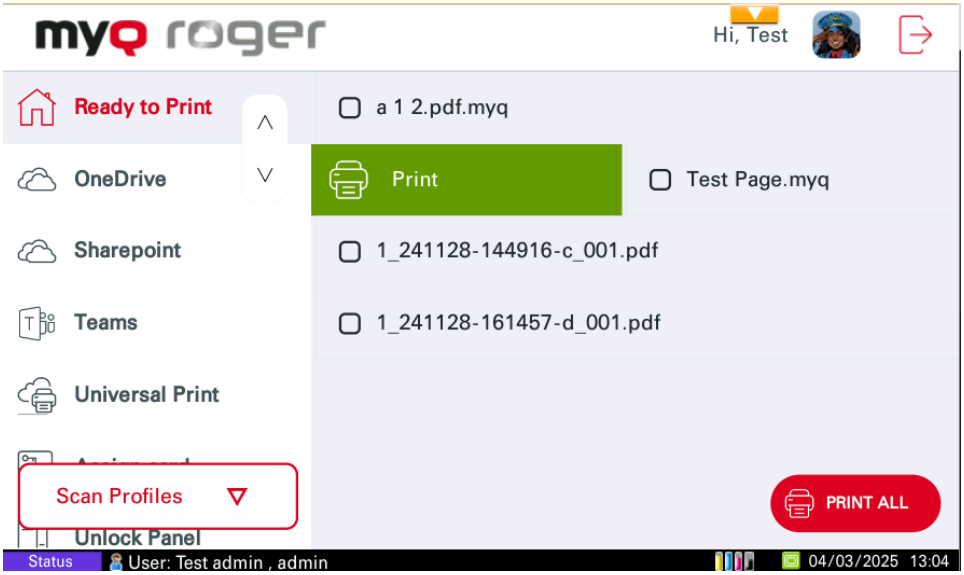
- Ready to Print
- OneDrive and Scan Here (OneDrive)
- Google Drive and Scan Here (Google Drive)
- SharePoint and Scan Here (SharePoint)
- MS Teams and Scan Here (MS Teams)
- Universal Print

Ready to Print

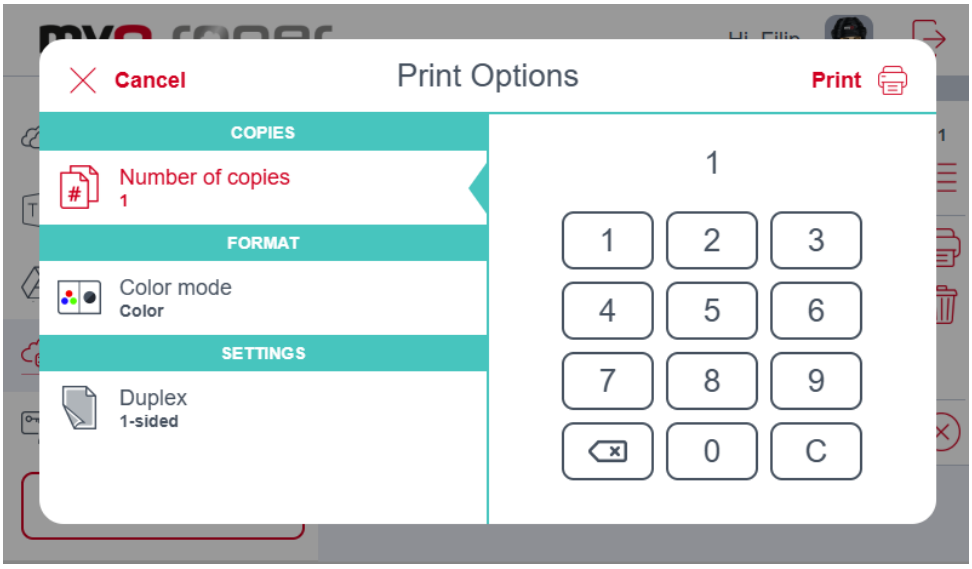
This action shows all the jobs that are in the ready state.



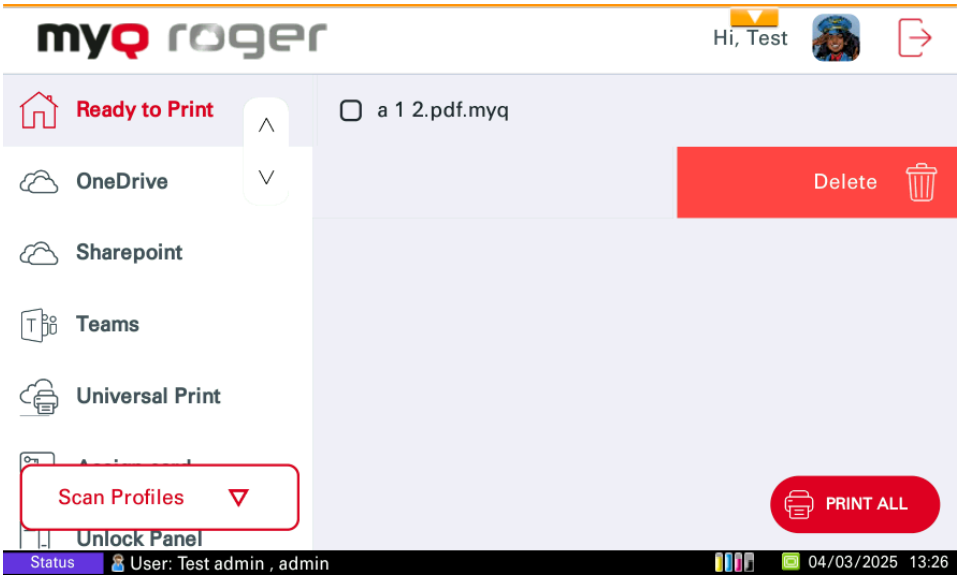
1. If the control is to the printer, select a job or multiple jobs and swipe from left to right to print it.



2. Once you have selected the relevant files to print, **Print Options** will be displayed.



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

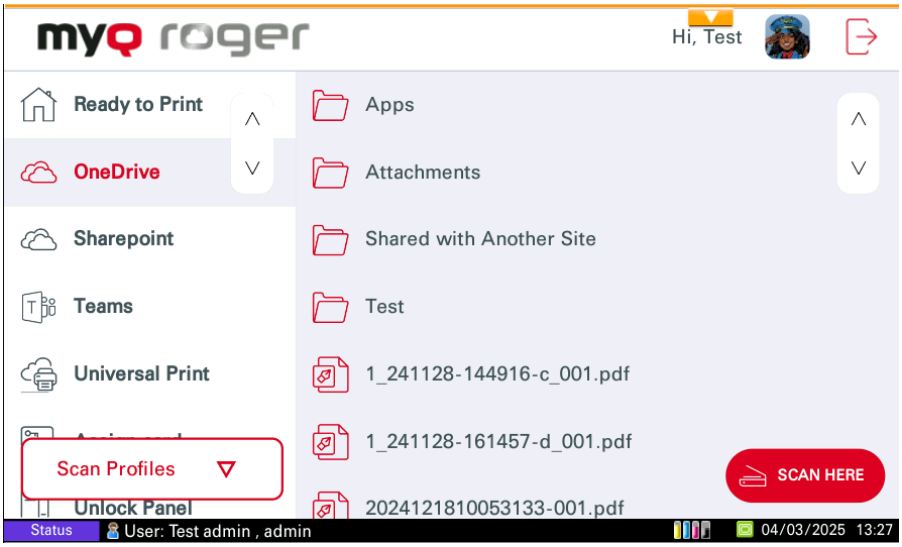


4. If it's on the mobile app, you have the same swiping options or else you can select the job(s) and tap **Print** or **Print All**.

OneDrive

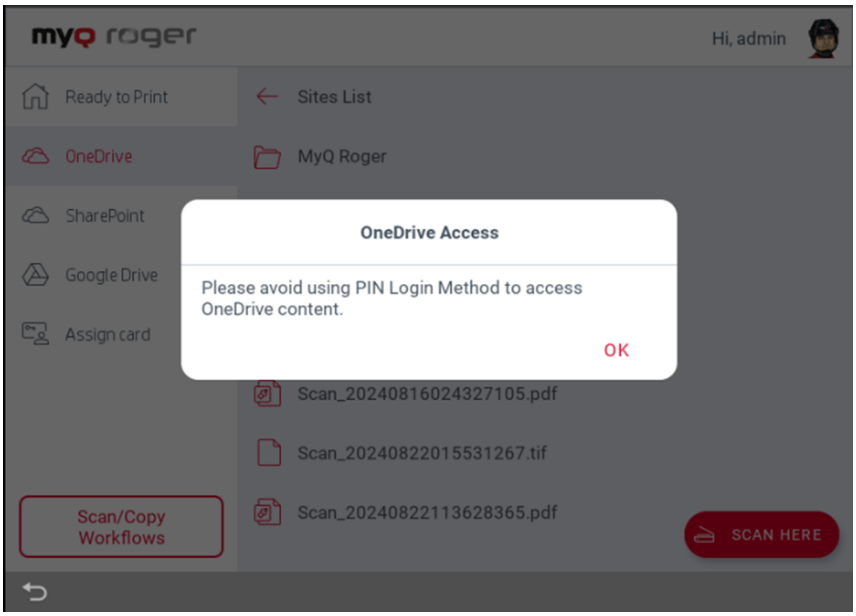
This action is displayed if OneDrive is connected or if no cloud storage is connected at all. This action shows all the files that can be printed and stored on OneDrive.

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.

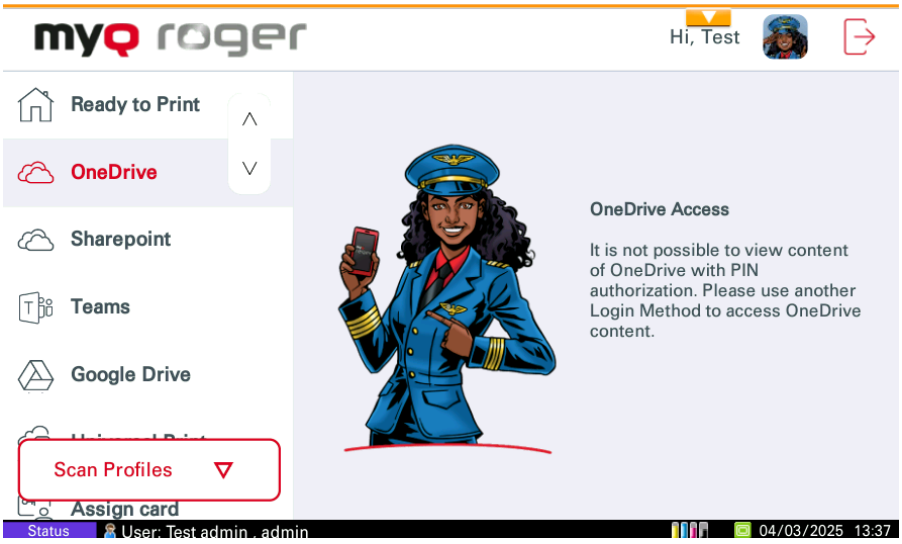


It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method 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 OneDrive storage. After pressing **OK** on this message, the OneDrive storage is displayed, and it is possible to browse the OneDrive folders and files.



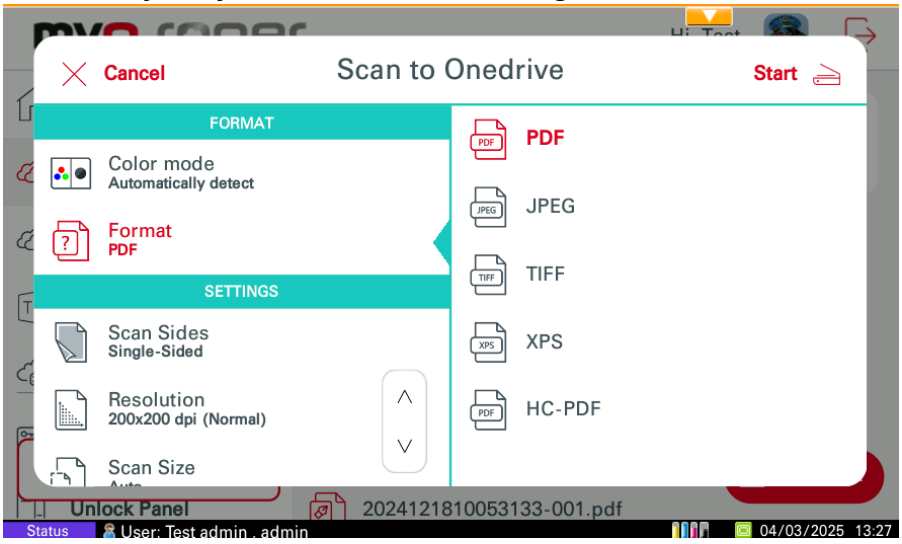
3. OneDrive storage files are not displayed at all.



Scan Here (OneDrive)

The **Scan Here** feature scans your documents and saves the scans to **OneDrive**.

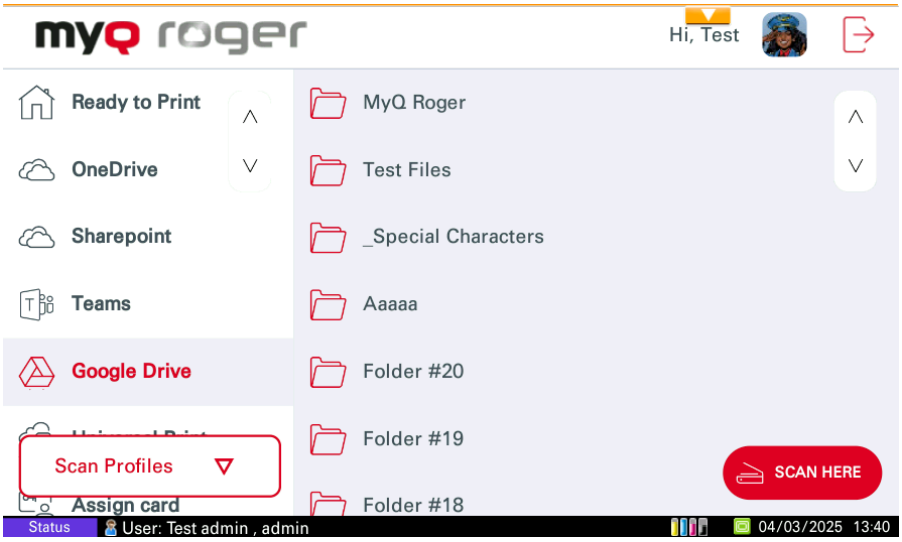
1. If the control is on the mobile app, select the job (listed in the OneDrive tab) and tap **Print** or **Print All**. It is possible to print files in pdf, MS Office and Google Docs formats only on Kyocera from OneDrive storage.



Google Drive

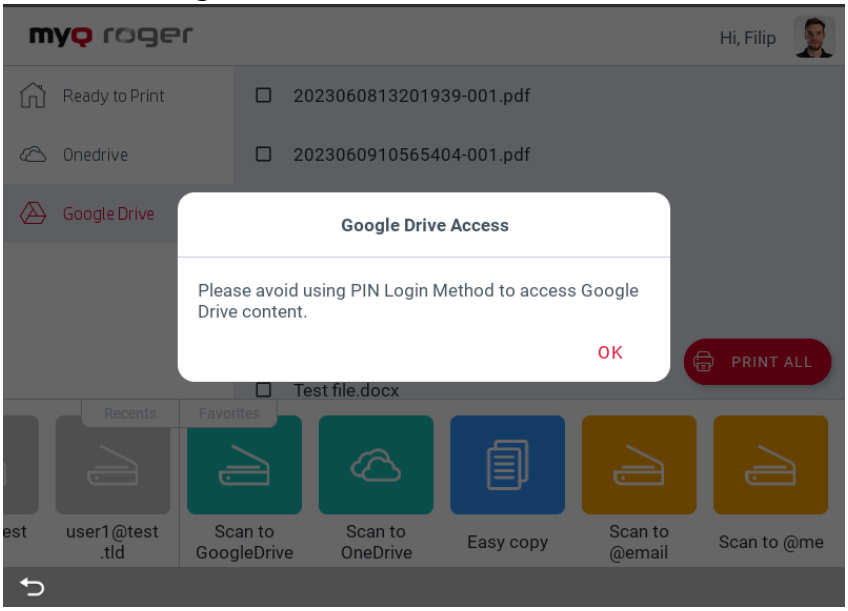
This action is displayed if Google Drive is connected or if no cloud storage is connected at all. This action shows all the files that can be printed and stored on Google Drive.

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.

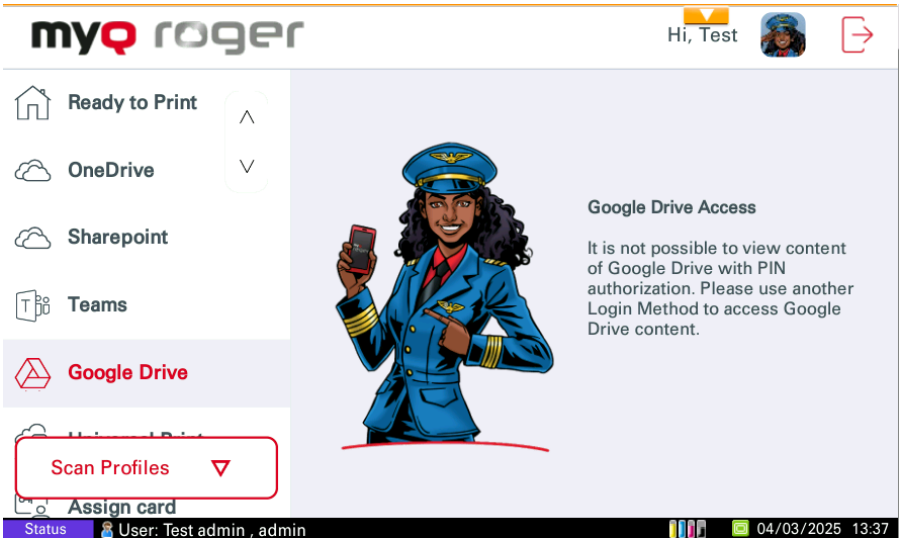


It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently, there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method 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 Google Drive storage. After pressing **OK** on this message, the Google Drive storage is displayed and it is possible to browse the Google Drive folders and files.



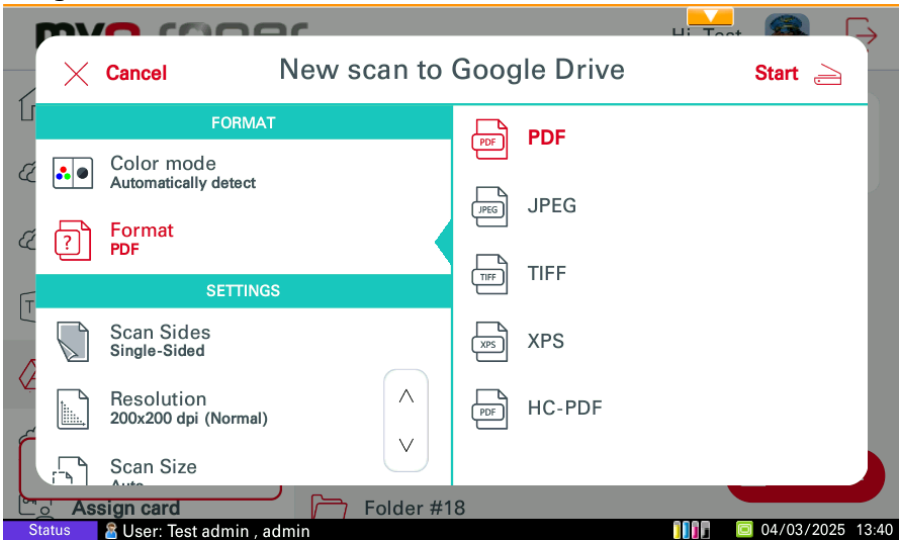
3. Google Drive storage files are not displayed at all.



Scan Here (Google Drive)

The **Scan here** feature scans your documents and saves the scans to **Google Drive**.

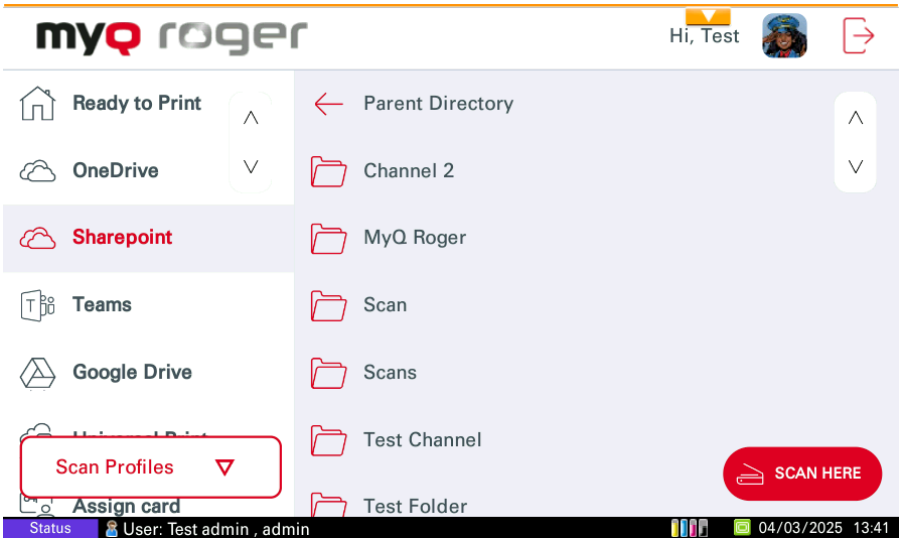
1. If the control is on the mobile app, select the job (listed in the Google Drive tab) and tap **Print** or **Print All**. It is possible to print files in PDF format only on Kyocera from Google Drive.



SharePoint

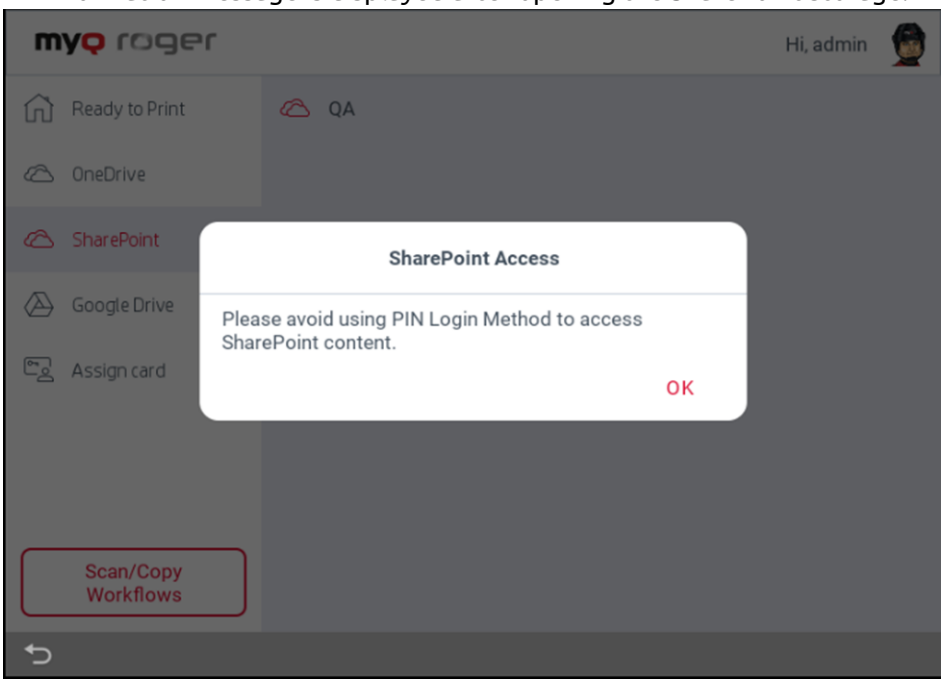
This action is displayed if SharePoint is connected or if no cloud storage is connected at all. This action shows all the files that can be printed and stored on SharePoint.

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.

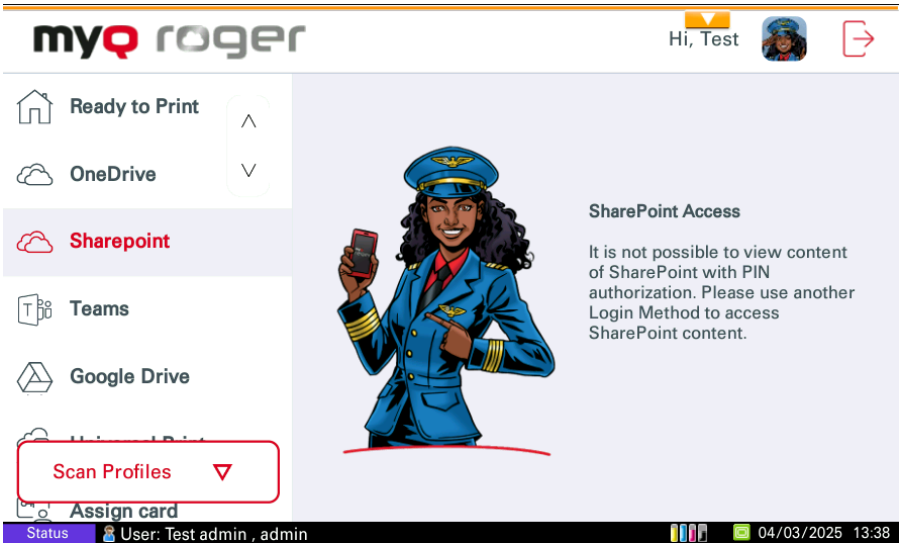


It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently, there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method 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 SharePoint storage.



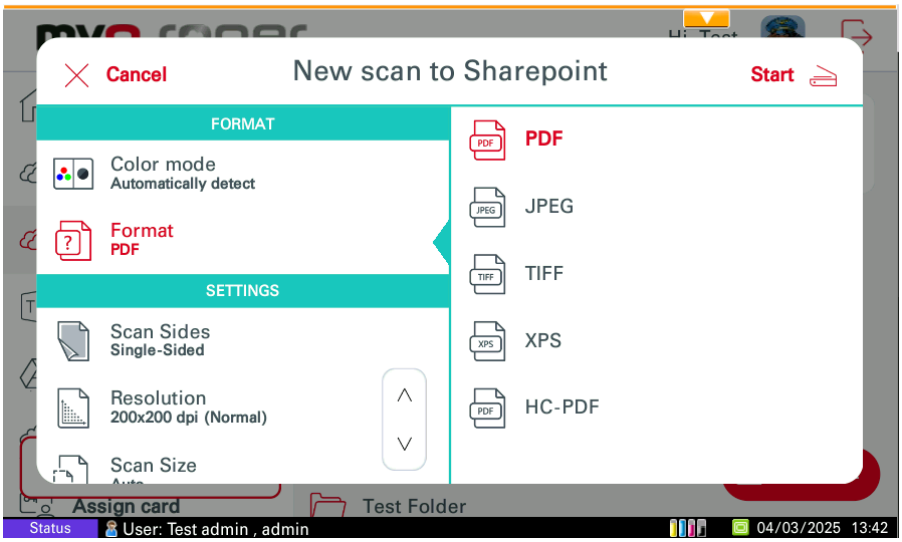
3. After pressing **OK** on this message, the SharePoint storage is displayed and it is possible to browse the SharePoint folders and files. SharePoint storage files are not displayed at all.



Scan here (SharePoint)

The **Scan here** feature scans your documents and saves the scans to **SharePoint**.

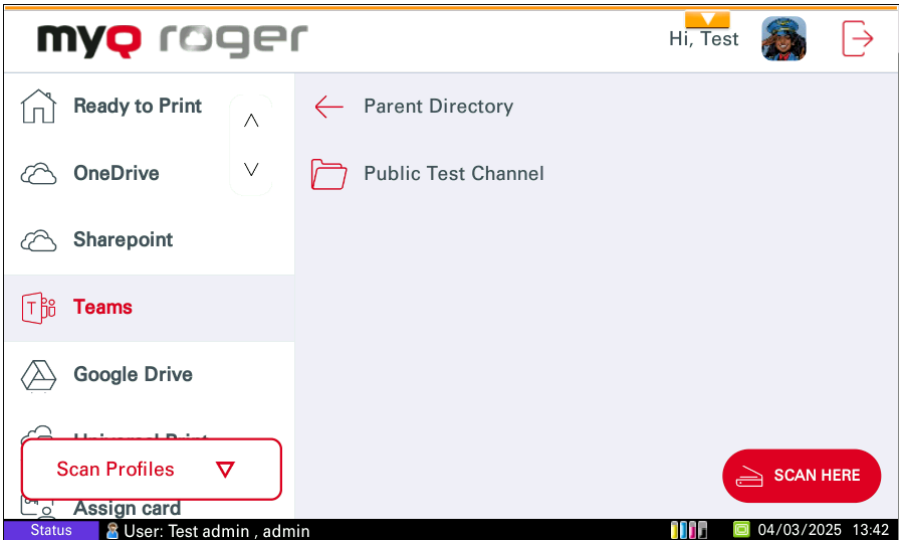
1. If the control is on the mobile app, select the job (listed in the SharePoint tab) and tap **Print** or **Print All**. It is possible to print files in PDF, MS Office and Google Docs formats only on Kyocera from Sharepoint storage.



MS Teams

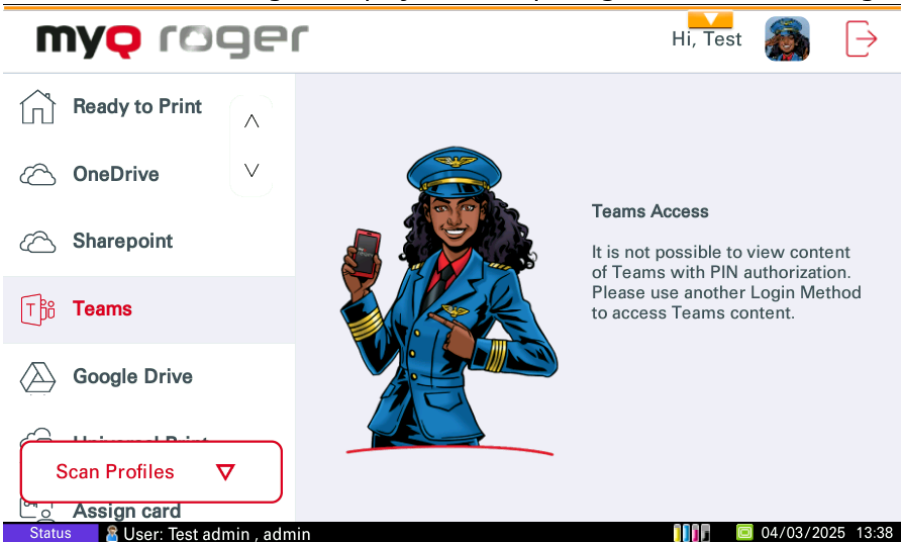
This action is displayed if MS Teams is connected or if no cloud storage is connected at all. This action shows all files that can printed from or scanned to your channels in MS Teams.

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.

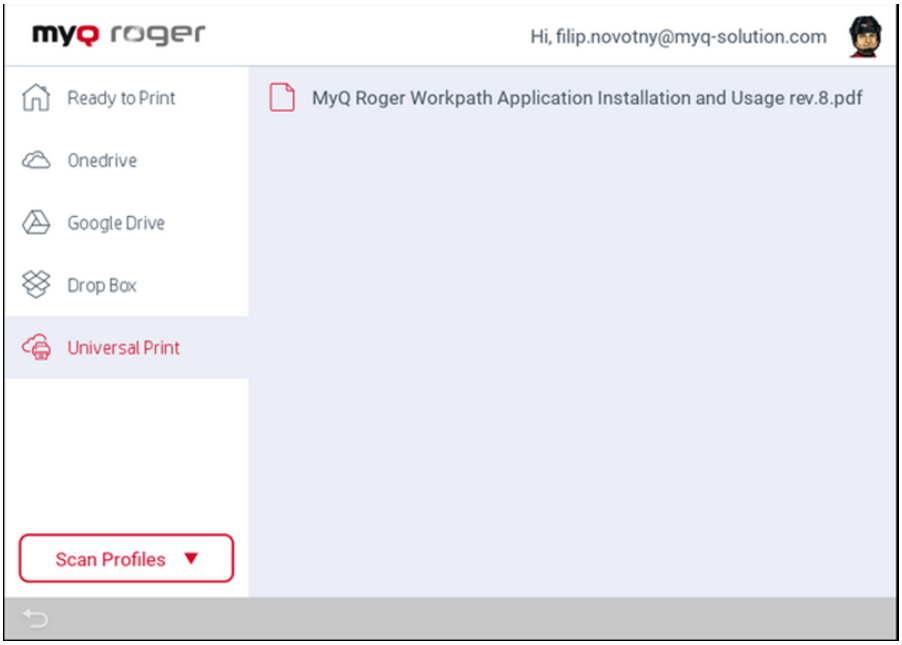
Scan Here (MS Teams)

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

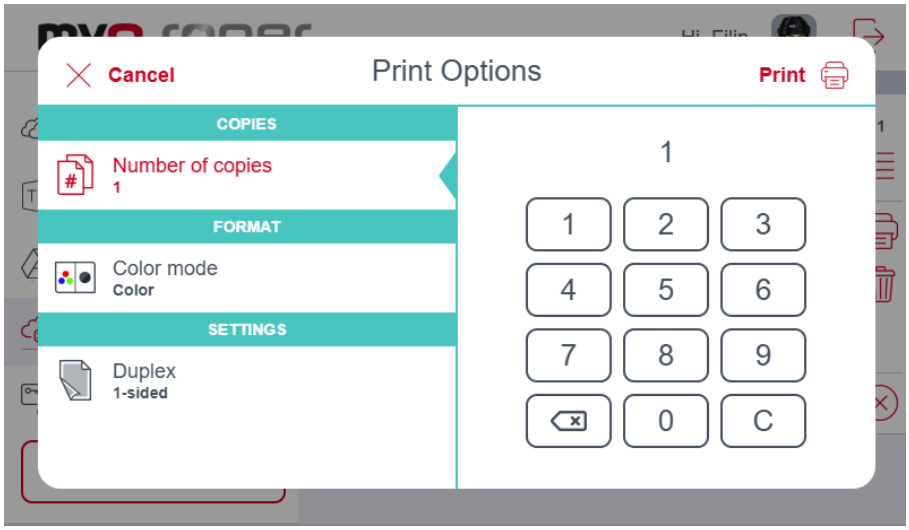
1. If the control is on the mobile app, select the job (listed in the MS Teams tab) and tap **Print** or **Print All**. It is possible to print files in PDF, MS Office and Google Docs formats only on Kyocera from MS Teams storage.

Universal Print

This action is displayed only if a Universal Print printer is connected. This action shows all the jobs that can be printed from Universal Print.

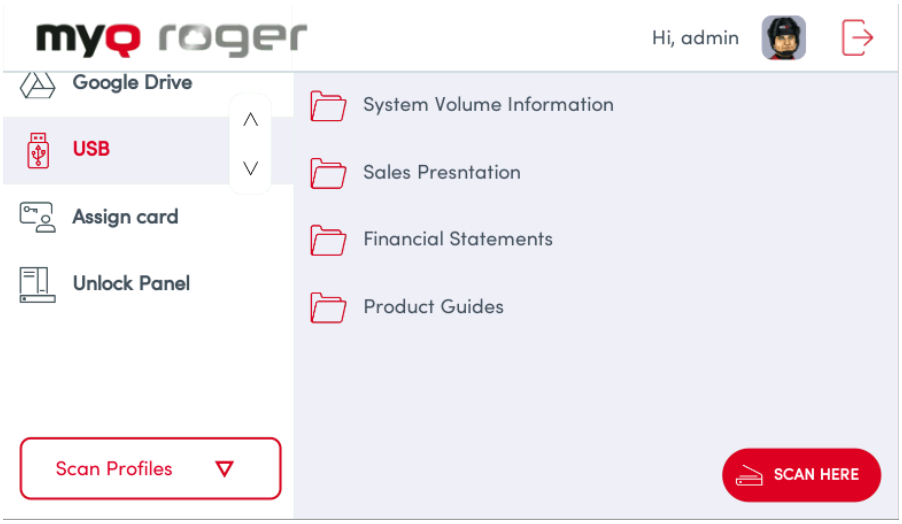


Once a job has been selected for print the **Print Options** are displayed.



7.1.3 Print to/Scan from USB

When a USB storage device is connected to the terminal, the **USB** tab appears on the left-hand side. Select this tab to navigate the folders of the USB storage, where you can select files to print, or specify locations on the USB to scan to.



Assign card

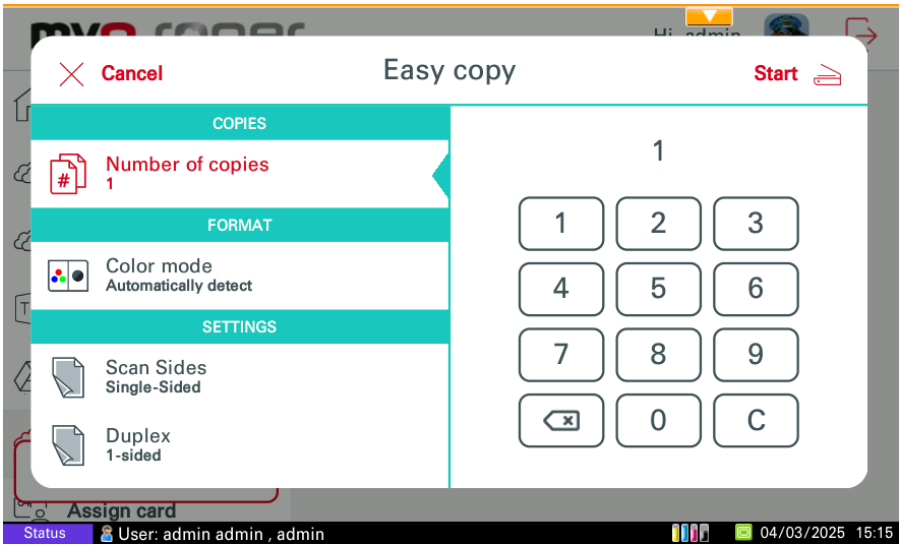
After tapping this action, the ID Card registration screen opens, and the logged user can register their card by swiping it at the card reader.

7.1.4 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.

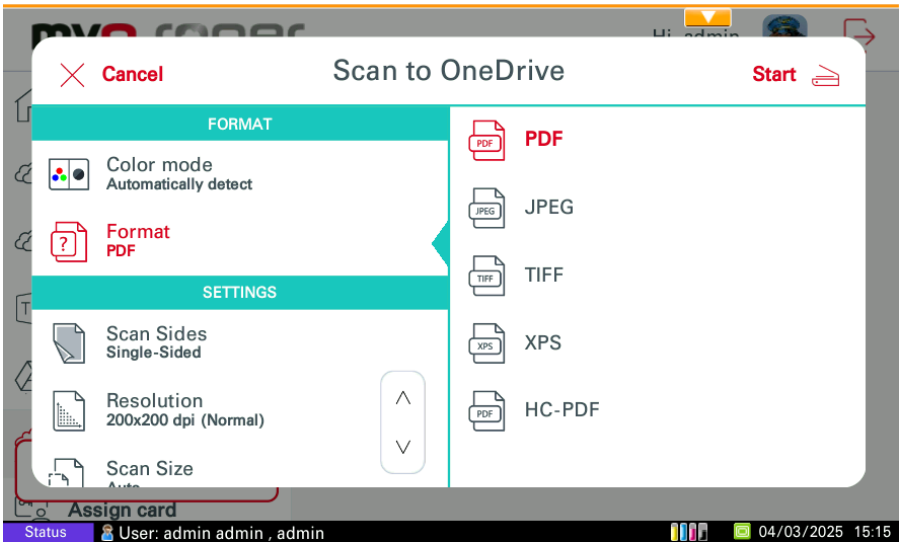
Easy Copy

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



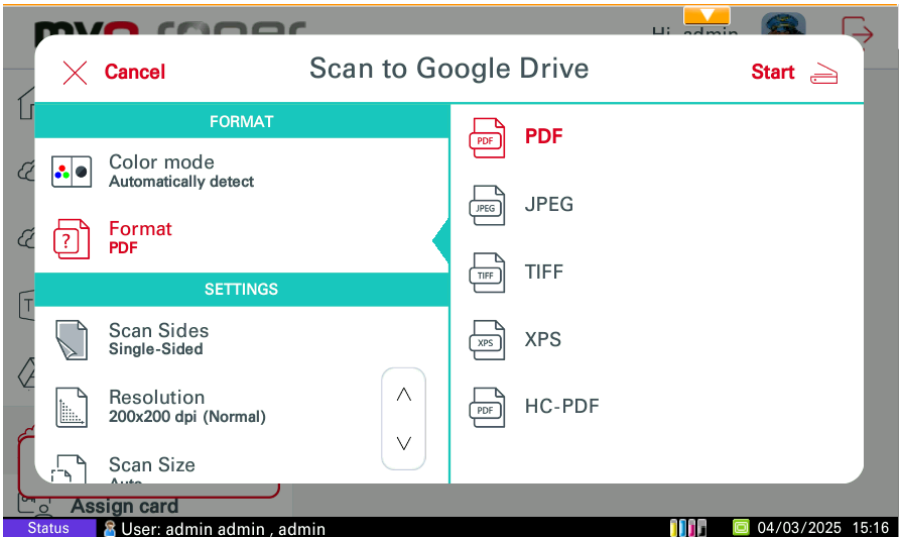
Scan to OneDrive

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



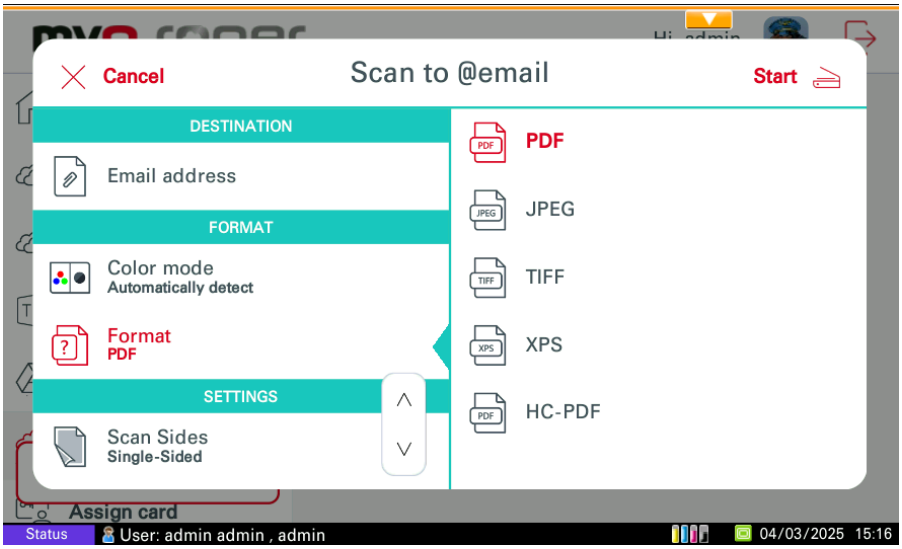
Scan to Google Drive

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



Scan to @me or Scan to @email

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


Cancel
Scan to @email
Start
DESTINATION
Email address
FORMAT
Color mode
Automatically detect
Format
PDF
SETTINGS
Scan Sides
Single-Sided
PDF
JPEG
TIFF
XPS
HC-PDF
Assign card
Status
User: admin admin , admin
04/03/2025 15:16

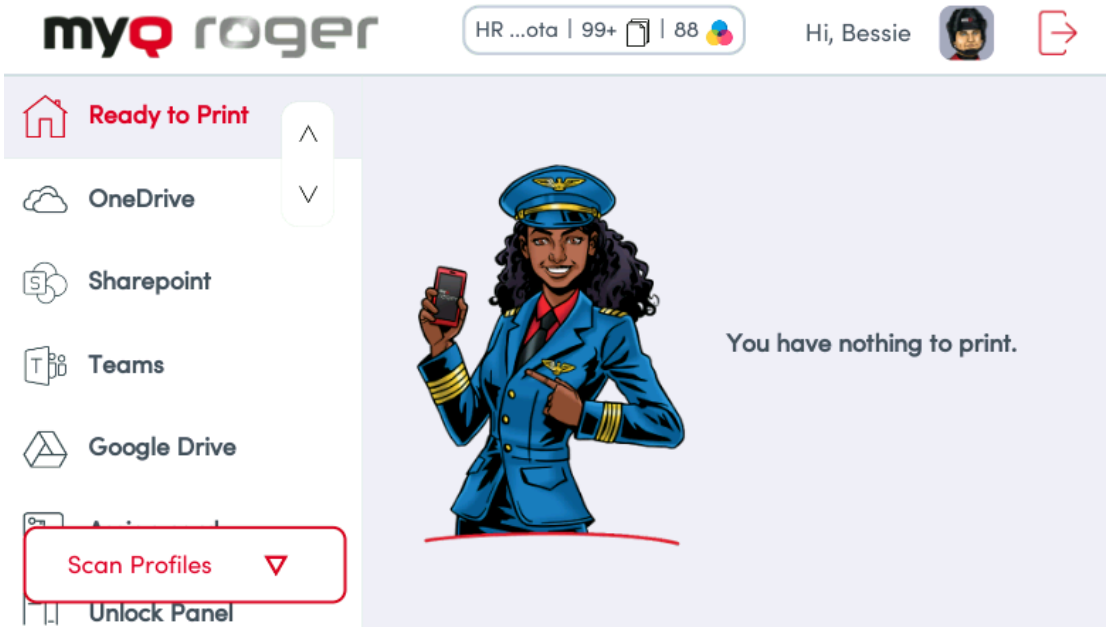
8 Quotas

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 Kyocera - NEW 25.9+

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 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.

9 Obtain Logs

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

- Your MyQ Roger **Tenant name**. The Tenant's 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.

9.1 MyQ Roger Client Logs

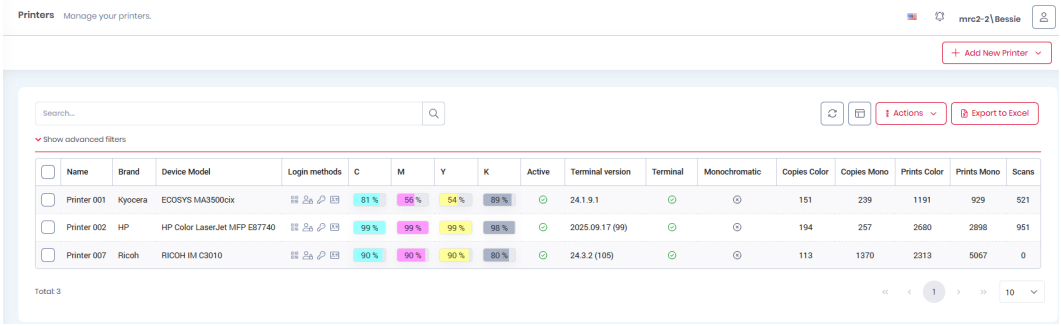
The default location of the MyQ Roger Client logs is in the following two directories:

1. `C:\ProgramData\MyQ\Desktop Client\logs`
2. `%userprofile%\AppData\Local\MyQ\Desktop Client\logs`
3. Store all the files and folders from both directories in a .zip file and attach it to your helpdesk case.

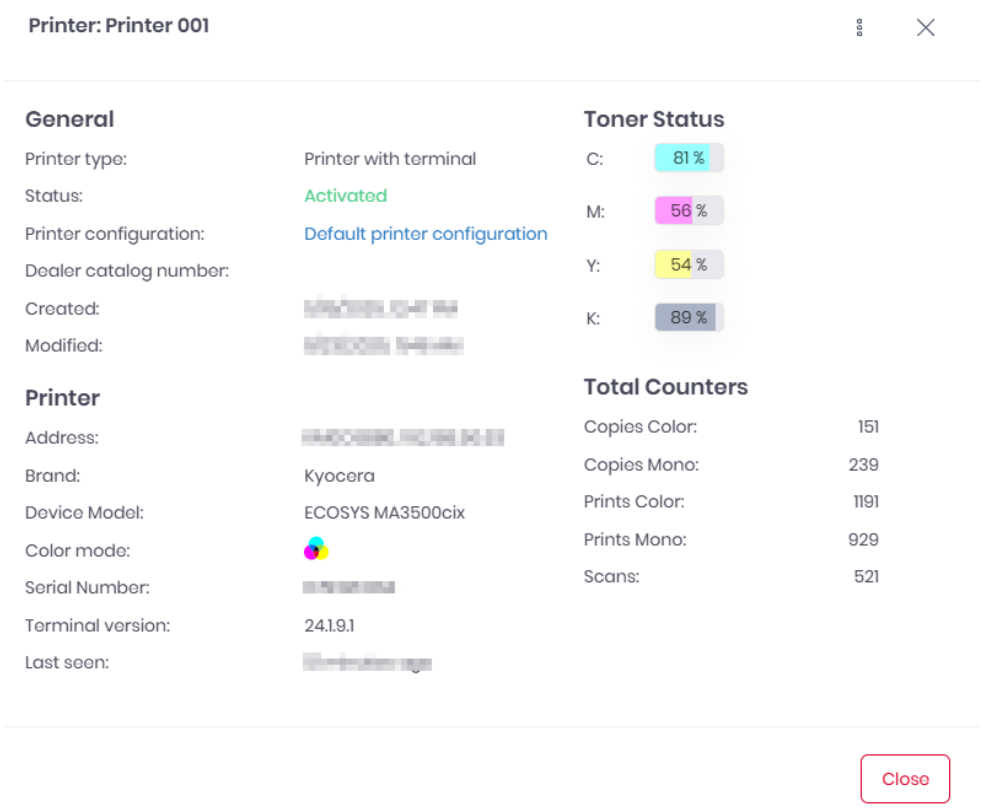
9.1.1 Logs from Server Web UI

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**.

10 Uninstallation

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

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

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

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

11 Business Contacts

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