MyQ Roger PrintSharing Guide

v1

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PrintSharing enables you to offer printing services to visitors and guests who don't have MyQ Roger accounts. Guests simply scan a QR code on your printer, upload documents from their mobile device, and print – no installation or account registration is required.

This feature is designed for hotels, conference centers, co-working spaces, libraries, and other environments where you want to provide convenient printing to people outside your organization. You control the pricing, choose which printers to share, and track all guest transactions through the Roger admin interface.

1 Key Benefits

- **Additional revenue**: Generate revenue from visitor printing.
- **Smooth guest experience**: Guests print in minutes without downloading apps or creating accounts.
- **Full control**: Set your own pricing, choose which printers to share, and configure page limits.
- **Complete visibility**: Monitor guest sessions and transaction history from the Roger dashboard.

2 How It Works

The Guest Experience

When a guest wants to print, they scan the QR code displayed on the printer terminal. This opens a web-based interface on their mobile device where they select files, choose print settings (copies, color, duplex), and see the total price. After completing payment through Stripe, their documents print automatically. A receipt is emailed to the address they provide.

The entire process takes just a few minutes and requires no app downloads, account creation, or interaction with your staff.

Behind the Scenes

PrintSharing creates and manages temporary guest accounts automatically. Each guest session is isolated and secure: guests can see their own print jobs only. Payment is pre-authorized before printing begins and captured only after successful completion.

After a session ends, all guest data (uploaded files, print jobs, and account information) is automatically cleaned up.

> ℹ️ **More Information**
> - PrintSharing Quick Start (see page 9)
> - Payment Modes (see page 11)
> - Onboarding Stripe Connect (see page 14)
> - Configuring PrintSharing (see page 22)

3 System Requirements

3.1 Roger License

- MyQ Roger CPM (Central Print Management)
  PrintSharing is included with this license.

3.2 Printers

- Supported printers:
  - Kyocera 25.11+
  - HP 25.10+
  - Ricoh 26.1+
- Each printer has an embedded terminal and has a Roger license assigned.
- Printers have network connectivity to Roger cloud services.

3.3 Payment Processing

- Stripe Standard Connected Account (required for Paid Printing mode only)

3.4 Limits

- Roger does not set maximum file size limits for upload, but network providers may limit upload size.
- You can set a maximum document length in the printer configuration profile.
- Guest sessions terminate after 5 minutes of inactivity (not configurable).

File Formats

PrintSharing supports these file formats:

- PDF
- TXT
- JPG
- PNG

ℹ️ The following are **NOT** required:
- **Guest User Accounts**
  You do not need to create or manage guest user accounts. This is handled automatically.
- **Mobile App Downloads**
  To use PrintSharing, guests do not need to download or install any mobile applications.

4 PrintSharing Quick Start

This guide walks you through setting up PrintSharing. The process differs slightly depending on whether you want to offer paid or complimentary printing.

4.1 Verify Prerequisites

Confirm that you have:

- MyQ Roger CPM license
- At least one supported printer with an embedded terminal and Roger license assigned (Kyocera 25.11+ or HP 25.10+)
- (Paid Printing only) Business information and banking details for Stripe onboarding

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4.2 Setup Steps

1. **Choose your payment mode**
   Decide whether guests will pay for printing or print free of charge.
2. **Complete Stripe onboarding** (Paid Printing only)
   a. Go to **Roger > PrintSharing > Configuration > Stripe Connect & Receipt**.
   b. Click **Open Stripe Onboarding**.
   c. Follow the prompts to connect your Stripe account.
   d. After submitting, Stripe will verify your account (this may take several hours or even a few days).
3. **Configure billing details** (Paid Printing only)
   In the same **Stripe Connect & Receipt** tab, you can review and adjust your business details. These details appear on guest receipts.
4. **Create a guest price list** (Paid Printing only)
   Go to **Roger > Price Lists** and create a new price list with your per-page rates for B&W and color printing.
5. **Create or update a printer configuration**
   a. Go to **Roger > Printer Configurations**.
   b. Create a new configuration or edit an existing one.
   c. On the **PrintSharing** tab:
      - Enable PrintSharing.
      - Set **Payment** to Enabled or Disabled based on your chosen mode.
      - Optionally set a maximum document length.
   d. (Recommended) On the **Login** tab, set **Default screen on terminals** to *PrintSharing* so that the QR code displays by default.
6. **Assign printers**
   a. Go to **Roger > Printer Groups**.
   b. Create a new group or select an existing one.
   c. Assign the PrintSharing-enabled configuration to the group.
   d. Add your printers to the group.

4.3 Verify Your Setup

After completing setup, confirm the following:

- QR code displays on the printer terminal.

- Scanning the QR code opens the guest printing interface.

- Price list shows correct pricing (Paid Printing mode).

- Test payment processes successfully (Paid Printing mode).

- Test print job releases to printer.

- Receipt is delivered to the guest email address (Paid Printing mode).

- Transaction appears in **Roger > PrintSharing** and your Stripe dashboard (Paid Printing mode).

- Registered users can still log in using other methods.

5 Payment Modes

PrintSharing supports two payment modes, allowing you to choose whether to provide your guests with paid or complimentary printing services.

5.1 Choosing the Right Mode

Choose Complimentary Printing if:

- Printing is a free service for your guests or members.
- You want the simplest possible guest experience.
- You don't want to manage payment processing or Stripe configuration.
- You're offering printing as a competitive differentiator or promotional benefit.

Choose Paid Printing if:

- You want to generate revenue from guest printing services.
- You need to recover operational costs (paper, ink, maintenance).
- You're operating a pay-per-use business model.
- You require detailed financial reporting and transaction tracking.

5.1.1 Complimentary Printing

In Complimentary Printing mode, your guests can print free of charge. This mode is popular in hospitality, education, and membership-based environments where printing is offered as a complimentary service.

How it works: Guests scan the QR code on the Terminal of the MFD, upload their documents, and immediately proceed to print.

Key features

- **No payment processing**: Guests skip the payment step entirely. Print jobs are released immediately after file upload and settings selection.
- **No Stripe account required**: You can enable PrintSharing without configuring a payment gateway.
- **Simplified guest experience**: Price displays, payment forms, and transaction confirmations are all removed from the guest interface.
- **Usage tracking available**: View current and historical numbers of guest sessions.

Common use cases

- Hotels and resorts offering complimentary business services to guests.
- Libraries providing free public printing.
- Educational institutions offering student printing.
- Co-working spaces where printing is included in membership.

- Promotional periods where you want to offer free printing temporarily.

Important considerations

- You bear all costs for paper, ink, maintenance, and equipment wear.
- Set a maximum page limit per document to prevent abuse.

5.1.2 Paid Printing

In Paid Printing mode, guests pay for their print jobs using credit cards or other supported payment methods. To use Paid Printing, first complete payment gateway onboarding to configure your Stripe account to receive payments.

How it works: Guests scan the QR code on the Terminal of the MFD, upload their documents, and see the calculated price before submitting payment. After completing payment through Stripe, their print job is released to the printer, and they receive an email receipt.

Key features

- **Revenue flows directly to you**: Guest payments go straight to your Stripe account. MyQ never holds your funds.
- **You are the merchant of record**: You manage the customer relationship, including receipts, refunds, and dispute resolution.
- **Platform fee automatically deducted**: the MyQ platform fee is deducted automatically.
- **Full transaction visibility**: View detailed transaction history, revenue reports, and payment status in the Roger admin interface.
- **Automatic receipt generation**: Guests receive a PDF receipt via email after successful payment, including itemized charges and your business details.

Configuration

By default, PrintSharing has Payments set to **Disabled**. To enable Paid Printing, first complete Stripe Connect onboarding, and when you create your PrintSharing configuration, set Payments to **Enabled**.

Your responsibilities

As the merchant of record, you handle customer payment issues including processing refunds through your Stripe dashboard, responding to chargeback disputes, and providing customer support for payment-related questions.

Requirements

- Stripe Standard Connected Account
- Guest price list configured with your rates
- Valid payment processing credentials

> **ⓘ More Information**
> - Onboarding Stripe Connect (see page 14)
> - Configuring PrintSharing (see page 22)
> - Merchant of Record Responsibilities (see page 18)
> - Receipt Generation (see page 20)

6 Onboarding Stripe Connect

This section describes how to onboard Stripe as your payment gateway. PrintSharing uses Stripe Connect to process guest payments. This setup allows guest payments to flow directly to your Stripe account, giving you full control over your revenue while automatically handling the MyQ platform fee. As the merchant of record, you'll manage customer receipts, refunds, and payment disputes directly through your Stripe account.

> ⚠ Stripe onboarding is necessary if you will use Paid Printing mode. You do not need Stripe Connect to use Complimentary Printing mode.

6.1 Before You Begin

First, verify that your country is supported by Stripe. Then, to complete the onboarding, you will need:

- Business information (legal name, address, tax ID)
- Banking details for receiving payouts
- Contact information for your business
- Approximately 15-30 minutes to complete the process

During setup, Stripe will guide you through creating a **Stripe Standard Connected Account**. If you have an existing Stripe account, you will be prompted to log in.

> ✔ Each Stripe account includes a sandbox environment that you can use to validate your integration before you start working with real transactions. For more information, see the Stripe documentation:
> - https://docs.stripe.com/connect/how-connect-works
> - https://docs.stripe.com/connect/testing
> - https://docs.stripe.com/testing
> - https://stripe.com/en-cz/global

6.2 Complete Stripe Connect Onboarding

1. Go to **Roger > PrintSharing > Configuration**, and select the **Stripe Connect & Receipt** tab.
2. Click **Open Stripe Onboarding**. You are redirected to Stripe's secure onboarding platform where you create your account.
3. Proceed through the form, and provide your business information. This varies depending on your location, but typically includes details such as:

- **Business details**: Legal business name, type (individual, company, non-profit), and industry
- **Contact information**: Phone number and email address for account notifications
- **Business address**: Physical location where your business operates
- **Tax information**: Tax ID
- **Banking information**: IBAN for the account where you want to receive payouts from guest payments

6.3 Account Verification Process

When you finish filling out all required fields in Stripe's onboarding form and submit, you'll be redirected back to Roger. You'll see a success message: "Stripe Connect onboarding completed."

> ⚠️ **Important:** This does NOT mean your account is immediately active.

After you complete the form:

1. **Stripe reviews your information**: Stripe verifies your business details, which may take several hours to several days.
2. **Roger checks account status**: Roger server continuously queries Stripe to check if your account is fully verified and active.
3. **Automatic activation**: Once Stripe approves your account, Roger automatically switches payments to flow directly to your Stripe account.

During the verification period (PENDING state):

- Your PrintSharing service remains operational
- You can still test and use PrintSharing normally

Once verification completes (CONNECTED state):

- Payments automatically flow directly to your Stripe account
- You see the full revenue (minus MyQ platform fee and Stripe processing fees)
- You manage payouts, refunds, and disputes through your own Stripe dashboard

6.4 Review Billing Details

After completing Stripe Connect onboarding, review your billing details. These appear on all guest receipts.

Roger automatically imports business information from your Stripe account, but you can edit any field to customize how your business appears to guests. For example, use a customer-facing name ("Downtown Hotel") instead of your legal entity name, or specify a location-specific address.

To review and edit billing details:

1. Go to **Roger > PrintSharing > Configuration.**
2. Select the **Stripe Connect & Receipt** tab.
3. Under **BILLING**, review and update the following fields:
   - **VAT registered**
     Select if your organization is a registered VAT payer.
   - **Tax Name**
     Type a label for your tax. For example, "Sales Tax" or "VAT".
   - **%TaxName% Rate**
     Enter your applicable tax rate as a percentage.
   - **Company Name**
     Your business name as it should appear on receipts.
   - **VAT ID** (EU businesses only)
     Enter your VAT identification number for tax reporting.
   - **Contact**
     Provide an email, phone number, or website for customer inquiries.
   - **Address**
     Your business address (imported from Stripe, editable).
4. Click **Save**

Configuration ✕

Requirements   Stripe Connect & Receipt

STRIPE CONNECT

Stripe Connection   ✔ Connected

Account Id   ▓▓▓▓▓▓▓▓▓▓

Country for account *   🇨🇿 Czechia (CZ)   ⌄

Select the country that matches your business legal address. This cannot be changed after account creation.

Currency: CZK

Minimal chargable unit: 25 CZK

Roger Fee: 10%

BILLING

The following receipt information will be automatically prefilled once the Stripe onboarding process is completed, or you can set different values manually.

☑ VAT registered

If the supplier is not a VAT payer, the text displayed on the receipt can be replaced with the value specified in 'Non-VAT receipt text'

Tax Name   VAT Rate

VAT   20   %

Company Name ⍰

▓▓▓▓▓▓

VAT ID

▓▓▓▓▓

Contact ⍰

▓▓▓▓

Address ⍰

▓▓▓▓▓ ▓▓▓▓
▓▓▓▓
▓▓
▓▓

✕ Close   🖫 Save

6.5 Review Minimum Chargeable Amount

When processing payments, each currency has a minimum amount that can be charged to customers. These thresholds exist because transaction processing costs make very small payments impractical, and some currencies have denominations that do not support fractional amounts.

The table below shows the most common 21 currencies. For a list of the minimum chargeable amounts for all supported currencies, see Minimum Chargeable Amounts.

Currency Code	Currency Name	Minimum Chargeable Amount
AUD	Australian Dollar	2 AUD
BRL	Brazilian Real	6 BRL
CAD	Canadian Dollar	2 CAD
CHF	Swiss Franc	1 CHF
CNY	Chinese Yuan	10 CNY
CZK	Czech Koruna	25 CZK
DKK	Danish Krone	8 DKK
EUR	Euro	1 EUR
GBP	British Pound Sterling	1 GBP
HKD	Hong Kong Dollar	8 HKD
INR	Indian Rupee	100 INR
JPY	Japanese Yen	150 JPY
KRW	South Korean Won	1500 KRW
MXN	Mexican Peso	20 MXN
NOK	Norwegian Krone	10 NOK
NZD	New Zealand Dollar	2 NZD
SEK	Swedish Krona	11 SEK
SGD	Singapore Dollar	2 SGD
TWD	New Taiwan Dollar	40 TWD
USD	United States Dollar	1 USD
ZAR	South African Rand	20 ZAR

6.6 Merchant of Record Responsibilities

As the **merchant of record**, you (the operator, tenant-administrator) are fully responsible for customer transactions.

6.6.1 **Refunds**

- You are responsible for processing all customer refunds.
- Initiate refunds through your Stripe dashboard.
- Stripe processing fees are not refunded by Stripe.

6.6.2 **Chargebacks and Disputes**

- You handle all chargeback disputes directly with Stripe.
- You bear the financial risk of chargebacks.

6.6.3 **Customer Receipts**

- You are responsible for providing receipts to customers.
- PrintSharing generates receipts automatically (server-side PDF generation), and delivers them to the guest's email account.
- Ensure receipts contain all required transaction details and tax information (as applicable).

6.6.4 **Stripe Fees**

- You pay all Stripe processing fees (these can vary by region and payment method).
- If the transaction currency differs from your Stripe account's settlement currency, Stripe applies a currency conversion fee.
- These fees are automatically deducted from each transaction by Stripe.
- Check Stripe's current fee schedule for your region. For more information, see https://stripe.com/pricing in the Stripe documentation.

6.6.5 MyQ Platform Fees

- By default, the MyQ platform fee is deducted automatically per transaction. To request that the fee be charged at payout time instead, contact your MyQ account representative.

6.6.6 **Tax and Compliance**

- You are responsible for collection and remission of sales tax/VAT.
- You set the tax amount in the PrintSharing configuration.

6.6.7 **Customer Support**

- You are the primary contact for customer payment issues.
- You can include contact information on the receipt.

6.6.8 **Best Practice**

- Regularly review transaction history in both Roger and Stripe dashboards.
- Set up Stripe email notifications for failed payments and disputes.
- Establish a clear refund policy and communicate it to guests.
- Monitor for fraudulent transactions.

6.7 Receipt Generation

After each transaction a receipt is generated by the Roger Server and sent to the guest's email in PDF format. A transaction is a single payment that may include one or more print jobs.

6.7.1 **Receipt Generation**

- Receipts are generated only after payment is successfully captured (post-printing).
- Billing address auto-populated from Stripe Connect onboarding (editable by admin).

6.7.2 **Receipt Content**

- Tenant billing/business address (from Stripe onboarding or manual entry)
- Print job details (pages, copies, settings)
- Itemized pricing with currency symbol for each line item
- Minimal Order Value Adjustment (if applicable) - as separate line item.
- Total amount charged
- Tax summary
- Transaction ID
- Local date and time of transaction
- Receipt is generated in the tenant's default language

6.7.3 Sample Receipt

My Printing Company

My Printing Company
158 Printing Avenue
Prague 12345
Czech Republic
VAT ID: 12345678

Receipt No.: B0rg-ZKzm
Date: 1/16/2026
Time: 2:24 PM
Printer: Printer 001

#	Item	Price
1	MyTestDocument.pdf	20.00 CZK
1	Minimal order value adjustment	5.00 CZK
	Total	**25.00 CZK**

VAT Summary

Rate	Base	VAT
18 %	21.19 CZK	3.81 CZK

Total: 25.00 CZK

Thank you for using MyQ Roger
support@myprintingcompany.com | www.myprintingcompany.com

7 Configuring PrintSharing

This section describes how to configure and manage PrintSharing for your guest users.

7.1 Prerequisites

Before you configure PrintSharing:

- Complete Stripe Connect setup (for Paid Printing mode).
- Review billing details for guest receipts.
- Understand your chosen payment mode (Paid vs Complimentary).
- Ensure printers have Roger terminal licenses assigned.

7.2 Contents

7.3 Create a Guest Price List

For Paid Printing mode, you must define a price list for guest print jobs.

1. Go to **Roger > Price Lists**.
2. Select **Create new price list**, or select an existing one to modify.
3. Select **Default**.
4. Set the currency for your pricelist.

> ⚠️ **Important!**
> Transaction currency is determined by your price list. To avoid currency conversion fees, match your price list currency to your Stripe payout currency.

5. Configure pricing:
    - Set per-page costs for B&W and color printing.
    - Set prices for different paper sizes.
6. Save the price list.

Create new price list ✕

General settings

Name *

| Guest Price List |

☐ Default
Automatically asign to new printer

Currency *

| EUR ⌄ |

Price per operation

Printing

Black & White *

| 0.10 |

Color *

| 0.50 |

Copy

Black & White *

| 0.10 |

Color *

| 0.50 |

Other

Scan *

| 0 |

Fax Print *

| 0 |

Price per paper

A4 *

| 0.30 |

A3 *

| 0.60 |

A5 *

| 0 |

B4 *

| 0 |

B5 *

| 0 |

Folio *

| 0 |

Ledger *

| 0 |

Legal *

| 0 |

Letter *

| 0 |

Other *

| 0 |

The final price is calculated from the operation cost and the paper cost, based on the number of pages and sheets used.

✕ Cancel   💾 Save

⚠️ **Minimum Chargeable Amount**
When a guest's print job costs less than the minimum chargeable amount for the transaction currency, the system automatically charges the minimum amount instead. Fees are calculated on the final charged amount (after the minimum is applied), not on the original job cost.
Example: A print job costs €0.40, but the guest is charged €1.00 (the EUR minimum). Stripe fees apply to the €1.00 charge.

ℹ️ **More Information**
- (1.0) Price Lists
- Minimum Chargeable Amounts

- https://docs.stripe.com/currencies

7.4 Create a Printer Configuration

PrintSharing is enabled per Printer Configuration. Create or modify a configuration, then assign it to the devices where you want to offer guest printing, either directly or using printer groups (recommended).

1. Go to **Roger > Printer Configurations**.
2. Click **+Add Printer Configuration** or select an existing configuration to modify.
3. Click the **PrintSharing** tab, and configure the following options:
   - Check **Enable** to activate PrintSharing for this configuration.
   - **Payment Mode**
     - **Disabled** (Default): Complimentary Printing mode. Guests print for free.
     - **Enabled**: Guests pay to print.
   - **Maximum Document Length** (Optional)
     Set the maximum document length, in pages. Use this option to control printing costs, especially when in Complimentary Printing mode. Leave this field empty if you do not want to use a document page limit.
   - **Service Summary** (View only)
     This shows the active price list, minimum chargeable unit, and currency.

Create new printer configuration   🗑 ✕

General   Login   Ready To Print   SNMP   Job Release   Scanning   **PrintSharing**   Miscellaneous

PrintSharing

☑ Enable

The feature will allow visitors to use paid printing without the need to register in the tenant.

Payment

| Enabled ⌄ |

Customers will pay for printing through the configured payment gateway.

Max document length

| 50 | Pages |

Leave empty if you don't want to set the limit.

SERVICE SUMMARY

✓ Price list : Example Price List

ℹ Minimal chargable unit: 1.00 USD

ℹ Currency: USD

✕ Cancel   💾 Save

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4. (Recommended) Select the **Login** tab. Under **Default screen on terminals**, select *PrintSharing*. This displays the PrintSharing QR code by default, making it easier for guests to start. Registered users can still navigate to other login methods.

5. Click **Save**.

> ℹ️ **More Information**
> - (1.0) Printer Configurations

7.5 Manage PrintSharing Devices

PrintSharing allows you to offer printing services to users across multiple devices.

To set up PrintSharing, you can add printers individually or organize them into groups. Using printer groups is optional, but recommended – groups let you apply shared pricing and configuration settings, making it easier to manage your fleet, especially at scale. You can add new devices, remove existing ones, or adjust settings without any service interruption.

7.5.1 Create a PrintSharing Printer Group

A printer group gives you the most flexibility when you need to add or remove devices from your PrintSharing pool.

1. Go to **Roger > Printer Groups**.
2. Click **+Add printer group**, or select an existing group to modify.
3. Give the printer group a name.
4. Select a **Price List** and **Printer configuration** to apply to the group.
5. Click **Save**.

Add new printer group: PrintSharing Devices   ✕

Name *

PrintSharing Devices

Price Lists   Printer configuration

PrintSharing Price List   ⌄   Default printer configuration   ⌄

✕ Cancel   💾 Save

7.5.2 Add a Printer to PrintSharing

1. Go to **Roger > Printer Groups**, and select the group that you want to modify.
2. Click **+Add printer**.
3. From the list of available printers, select the printer that you want to add, and click **Save**.

The printer is added to your group.

7.5.3 Remove a Printer from PrintSharing

You can remove a printer from your pool of PrintSharing devices without disabling the entire service.

1. Go to **Roger** > **Printer Groups**, and select the group that you want to modify.
2. Select the **Printers** tab.
3. In the table of printers, identify the printer that you want to remove.
4. At the right side of the row, click the delete icon. Accept the confirmation dialog.

The printer is removed from your group.
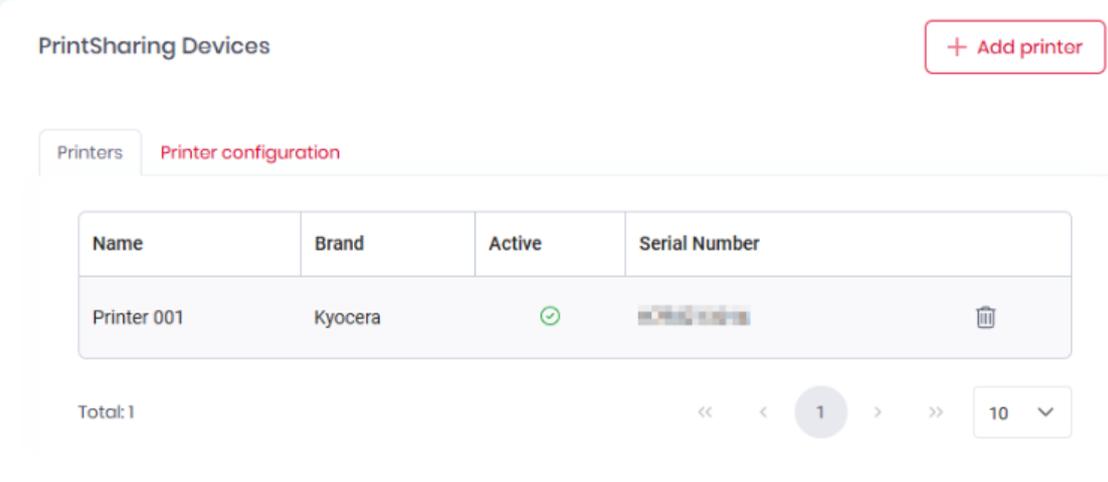
> **ⓘ More Information**
> - (1.0) Printer Groups
> - Deactivate PrintSharing (see page 26)

7.6 Deactivate PrintSharing

When you disable PrintSharing on the **last** active configuration, a dialog appears with three options for handling guest accounts during deactivation. This protects any print jobs and payment transactions that guest users may have in progress.

7.6.1 Choose Your Deactivation Option

When you disable PrintSharing on the **last** active configuration, you must choose how to handle active guest sessions.

Remove guest accounts ("Yes")

The system checks if any guests are currently printing.

If guests are actively using PrintSharing:

- You cannot proceed with deactivation immediately.
- The system prevents new guests from logging in.
- Current guests can finish their print jobs normally.
- When all guest sessions have ended, deactivation finishes automatically.

When all guest sessions have ended:

- All guest accounts are removed from your system.
- Guest-related data is cleared.

Keep guest accounts ("No")

Use this option to disable the service temporarily.

- PrintSharing turns off immediately.
- Guest accounts stay in your system.

Don't make changes ("Cancel")

- Returns you to the configuration screen.
- PrintSharing stays enabled.

7.6.2 What Happens During Deactivation

While waiting for active sessions to end:

- QR codes disappear from your printer terminals, preventing new guest sessions
- Guests who are already printing can finish their jobs
- The system automatically checks every 30 minutes to see if all sessions have ended

How long deactivation takes:

- **No active guests:** Immediate (a few seconds)
- **Active guests printing:** Usually 5-30 minutes, depending on how long it takes them to finish.

Best practices:

- Plan to deactivate during quiet times (overnight, weekends).

- View the number of active (unfinished) sessions in **Roger > PrintSharing**. An unfinished session is when a guest has initiated payment but the payment has not yet completed.
- Don't force-restart printers or servers during deactivation.

8 Using PrintSharing (as Guest)

This section explains what your guests experience when they use PrintSharing. Understanding the guest perspective helps you provide better support and set appropriate expectations. The entire process should take no more than a few minutes. After successful payment completion, print jobs are released within seconds.

8.1 How to Use PrintSharing

When PrintSharing is set as the default login method by the Roger admin, you see this screen on the device.

8.2 Steps

1. Scan the QR code on the printer display. MyQ Roger opens on your mobile device, and automatically connects to the Roger server in a few seconds.
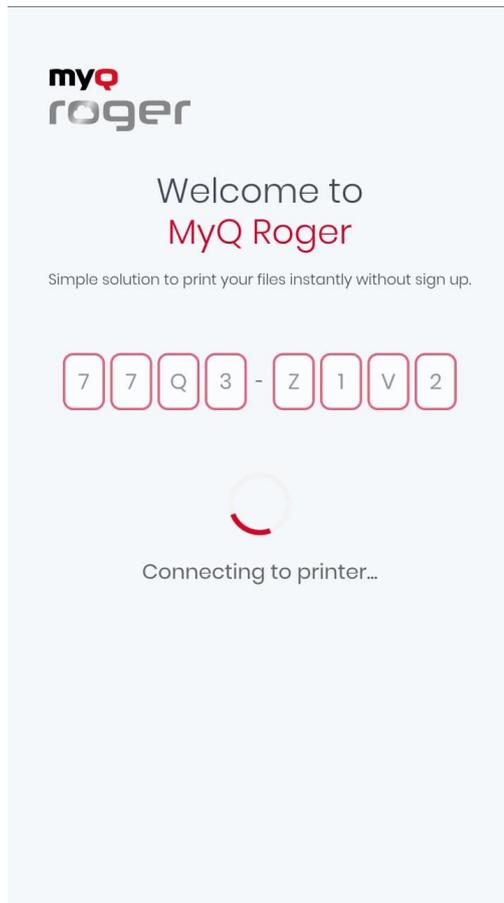
2. Select files to print from mobile device and enter the email address where you want your receipt to be delivered, and tap **Add File**.

3. Select a file and customize the print settings (number of copies, one/two-sided printing, and color mode).
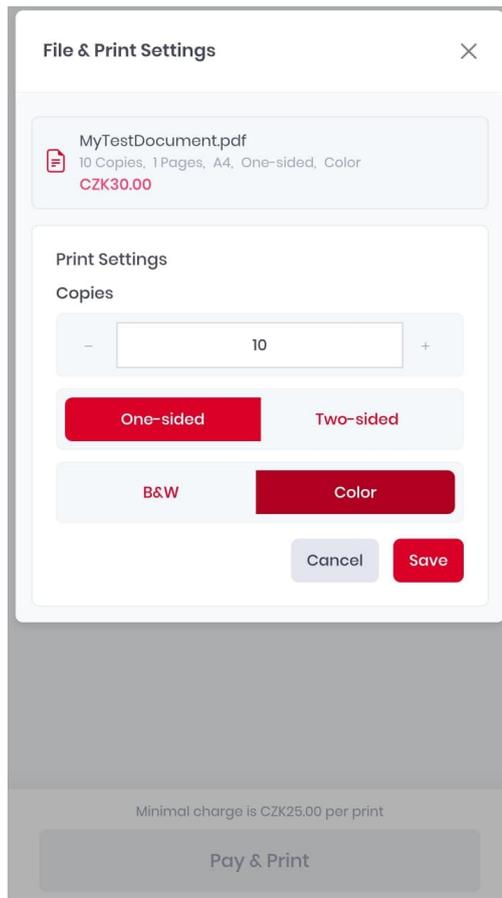
4. Tap **Save** to save the print job and return to the home screen.
5. When you have added and configured all documents, tap **Pay & Print** on the home screen.
6. Complete the payment using Stripe.

7. After a successful payment, you see the following message.
Your documents start printing in a few seconds.
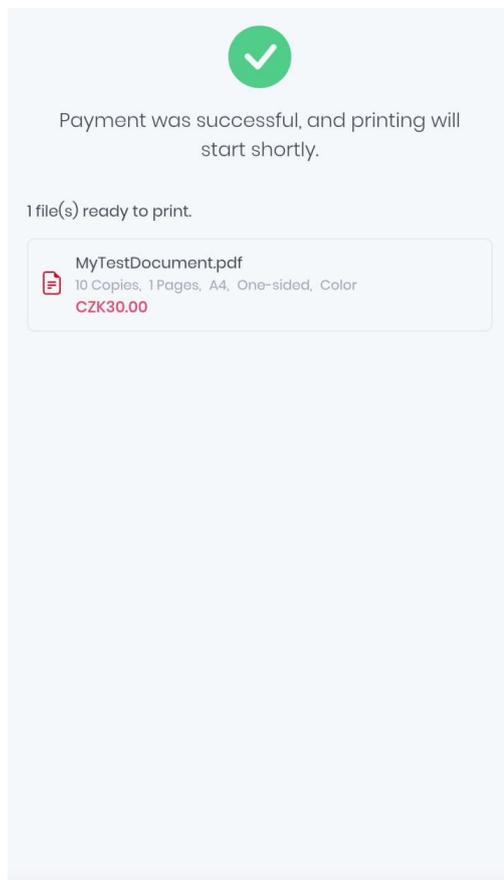
8. After your documents are printed, the receipt is sent to the email address that you entered.
9. To log out immediately, tap the **Log Out** icon. Alternatively, after 5 minutes of inactivity, your session ends.

After your session ends, the print jobs that you uploaded are deleted from the server. None of your information is saved on the printer.

9 Monitoring PrintSharing

To view PrintSharing usage and transaction history, go to **Roger > PrintSharing**.

> ℹ️ MyQ Roger shows summary information and selected details about each transaction. For comprehensive transaction information, log in to your Stripe Dashboard:
> - https://dashboard.stripe.com/login

9.1 Summary Dashboard

The dashboard shows real-time usage metrics at a glance:

- **Sessions Today**: Guest sessions completed today.
- **Unfinished Today**: Incomplete or abandoned sessions today.
- **Sessions This Month**: Total sessions with daily average.
- **Amount This Month**: Total revenue generated this month. Shows as empty if Complimentary Printing mode is used.
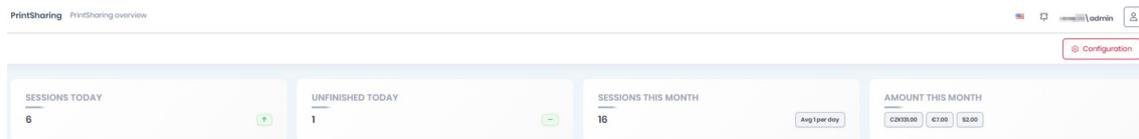
9.2 Payments Overview

The **Payments overview** table displays transaction history for all PrintSharing sessions.

9.2.1 Finding Transactions

Use the search bar to find specific transactions by transaction ID, email address, or other fields.

Advanced filters let you narrow results by:

- Date range (creation time)
- Amount (currency and min/max range)
- Transaction state (Succeeded, Failed, Pending, etc.)

9.2.2 Transaction Data

Each transaction shows:

- Creation and paid time
- Transaction ID, state and amount

- Receipt - click the receipt to download a copy.
- Guest user information – these fields may show system-generated guest identifiers.

Customize the table: Click the gear icon to show/hide columns and reorder them.

Example:

10 Data and Privacy

PrintSharing is designed with strong security and privacy controls to protect both guest and tenant data. Guests cannot access tenant data, other users' jobs, or administrative functions. PrintSharing operates in a completely isolated environment within your Roger system.

10.1 Guest Session Isolation

- Each guest receives a temporary, isolated account with restricted permissions.
- Guests can only access their own print jobs – never other guests' or tenant users' data.
- All guest files and print jobs are automatically deleted when the session ends (timeout or logout).
- After 5 minutes of inactivity, the session is automatically terminated and data is deleted.

10.2 Data Security

- Files uploaded by guests are stored in encrypted blob storage with time-limited access tokens.
- Guest authentication uses secure, single-use tokens – no passwords stored.
- Payment processing is PCI-compliant through Stripe (credit card data never touches Roger servers).
- All communication between guest devices, Roger cloud, and printers is encrypted.

10.3 Privacy Protections

- Guest accounts use system-generated identifiers, so no personal information is required to print.
- Email addresses (if provided) are stored separately and only used for receipt delivery.
- Guest accounts are hidden from your user management screens and excluded from user synchronization.
- Transaction records are anonymized for reporting purposes.

10.4 Automatic Cleanup

PrintSharing automatically removes guest data.

- Uploaded files are deleted immediately after print completion or session end.
- Print jobs expire automatically and are deleted when session ends.

11 Troubleshooting

This section helps tenant administrators resolve common PrintSharing issues.

11.1 Payment & Stripe Issues

11.1.1 Stripe account status stuck on "PENDING"

Cause: Stripe manually verifies business details, which can take several hours to a few days.

Solution: No action required. While pending, PrintSharing remains operational and you can still perform tests. If verification takes longer than expected, check your email for any requests from Stripe for additional documentation.

11.1.2 Guest was charged more than the price shown

Cause: The print job cost was below the Minimum Chargeable Amount for your currency (e.g., 1.00 EUR or $1.00 USD).

Solution: This is expected behavior. The system automatically rounds up to the minimum to cover processing costs. A "Minimal Order Value Adjustment" line item appears on the guest's receipt explaining the difference.

Prevention: Consider adjusting your price list so common print jobs meet the minimum threshold.

11.1.3 Payment shows "Blocked" or "Pre-authorized" but guest didn't print

Cause: Payment is pre-authorized before printing begins and only captured after successful completion. If the job fails or the guest cancels, the authorization is released.

Solution: The held amount is typically released by the guest's bank within a few business days. No action is required from you.

If guest requests immediate release: Advise them to contact their bank, as release timing is controlled by their financial institution.

11.1.4 How to issue a refund for a failed print job

As the Merchant of Record, you must process all refunds manually.

Steps:

1. Log in to your Stripe Dashboard
2. Navigate to Payments
3. Find the transaction
4. Click "Refund" and follow the prompts

Note: Stripe processing fees are generally not refundable by Stripe, even when you issue a refund.

11.2 Printer & Connectivity Issues

11.2.1 QR code not appearing on the printer screen

Check the following:

1. **License:** Ensure the printer has a MyQ Roger CPM license assigned
2. **Firmware:** Verify the printer's firmware version meets minimum requirements (e.g., Kyocera 25.11+)
3. **Default screen:** In the Printer Configuration, confirm "PrintSharing" is selected as the Default screen on terminals in the Login tab
4. **PrintSharing enabled:** Verify PrintSharing is enabled for that specific printer or printer group.

11.2.2 Guest scans QR code but page won't load

Cause: Network connectivity issue between the guest's device and Roger cloud services.

Check the following:

1. **Printer network:** Confirm the printer has a stable internet connection to Roger cloud services
2. **Guest network:** If the guest is on a restricted guest Wi-Fi network, ensure they have internet access to reach the Roger login page

Workaround: Ask the guest to switch to mobile data temporarily to test if it's a Wi-Fi restriction issue.

11.2.3 Guest reports their print didn't work

Diagnostic steps:

1. Check transaction history for the relevant time period.
2. Verify payment status (was it captured or only pre-authorized?).
3. Check printer job queue for stuck or failed jobs.
4. Verify the printer was online and operational.

Common causes:

- File format not supported.
- File size exceeded network provider's limits.
- Printer was offline or out of paper/toner.
- Network interruption during job submission.

12 FAQs

This section provides quick answers to common questions about PrintSharing guest sessions, administration, and payment processing.

12.1 Guest Printing

Do guests need to download an app to print?
No. Guests only need a mobile device with a camera and a web browser. No account registration or app download is required.

Can guests print multiple files in one transaction?
Yes. A transaction may include one or more print jobs.

Can guests print without scanning the QR code (e.g., URL)?
No. PrintSharing sessions are initiated through the printer QR code.

Does the guest need an email address?
The guest can print without registering an account. Email is required only to deliver the receipt (Paid Printing mode).

12.2 Guest Session Behavior

Can a guest cancel a print job after uploading?
If the guest cancels before payment capture, the transaction is not completed. If payment is already captured, refunds must be handled manually by the tenant admin through Stripe.

What happens if the guest leaves without finishing payment?
The session is marked as unfinished/abandoned. No action is typically required. You can monitor unfinished sessions in PrintSharing dashboard.

What happens to guest documents after they print?
For security, all guest files and print jobs are automatically deleted immediately after the user logs out, or after 5 minutes of inactivity.

12.3 PrintSharing Administration

Can I limit the number of pages a guest can print?
Yes. In the Printer Configuration, you can set a "Maximum Document Length" to prevent abuse, which is highly recommended for Complimentary Printing mode.

Can existing registered users still use the printers?
Yes. Even if PrintSharing is the default screen, registered users can still navigate to other enabled login methods and use the device as usual.

Can I apply different pricing for different printers?
Yes. Use different printer groups/configurations with different price lists.

Where can I see how much revenue I've made this month?
You can view a summary of revenue in the PrintSharing Summary Dashboard within the Roger admin interface. For detailed financial exports, use your Stripe Dashboard.

12.4 Payments & Receipts

When is the guest actually charged?
Payment is pre-authorized before printing begins and captured only after the print finishes successfully. If the print fails, the authorization is typically released automatically.

Why does the guest see a higher total than expected?
This can happen if the print cost is below the *Minimum Chargeable Amount* for the currency. In that case, the guest is charged the minimum amount and the difference is shown as a "Minimal Order Value Adjustment" line item on the receipt.

Can guests pay using Apple Pay / Google Pay?
Payment methods depend on what Stripe supports for your region and the configuration of your Stripe account. Availability may vary.

Can I disable receipts?
No. In Paid Printing mode, guests receive a receipt via email after successful payment.

Can I customize receipt contents (logo, formatting, extra fields)?
Receipt content is generated automatically. You can control the business/billing details shown on receipts via PrintSharing configuration.

Do Stripe fees and the MyQ platform fee appear on the receipt?
No. Guests see the charged amount and print-related line items. Stripe processing fees and platform fees are handled separately.

Who is responsible for refunds and disputes?
You are the **Merchant of Record**. You must process refunds and handle chargebacks and disputes through Stripe.

Why am I being charged currency conversion fees?
Currency conversion fees can occur in two situations:

1. **Your local currency is not supported by PrintSharing.**
   If your local currency is not supported by the MyQ Roger PrintSharing Stripe Connect service, payments are processed in one of the supported currencies. Stripe may then apply currency conversion fees.
   To request support for your local currency in PrintSharing, contact your MyQ Roger partner.
2. **Your settlement currency differs from your pricing currency.**
   If the currency used in your PrintSharing price list is different from the settlement currency configured in your Stripe account, Stripe will perform a currency conversion

when transferring funds to you. In this case, Stripe's currency conversion fees may apply.

To avoid conversion fees, ensure that:

- Your PrintSharing price list currency matches your Stripe settlement currency.
- Your local operating currency is supported by the service.

How do refunds work?

Refunds are initiated manually through the Stripe dashboard. Stripe processing fees are typically not refundable.