MyQ Roger for Kyocera - CLASSIC

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

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

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

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

1 Release Notes

1.1 MyQ Roger terminal for Kyocera 24.1.9

11 November, 2025

Improvements

- Fixed an issue where continuous scan settings remained single-sided when switching from the glass to the document feeder.

1.2 MyQ Roger terminal for Kyocera 24.1.8

18 July, 2025

Bug Fixes

- RabbitMQ stopped working after the application access token was refreshed.
- Saving properties while the device was suspended, accessed the device HDD without waking it up.

1.3 MyQ Roger terminal for Kyocera 24.1.7

26 June, 2025

Improvements

- **NEW FEATURE** Scan to me via cloud REST API.

1.4 MyQ Roger terminal for Kyocera 24.1.6

14 October, 2024

Improvements

- Added support for Full-screen mode for some models.

Bug Fixes

- Printable files that we manually added to the Print folder in Cloud storage aren't automatically displayed on the terminal during the running user session.
- The job count on Print All button is not updated by refreshing My Jobs.
- My Job's list is not refreshed by entering the My Jobs.
- The timestamp in the scan file name is incorrect.
- Login via card occasionally fails.

1.5 MyQ Roger terminal for Kyocera 24.1.5

19 July, 2024

Improvements

- `NEW FEATURE` : Terminal logs are possible to download via tenant web UI. Roger server version 2.12+ is required.

Bug Fixes

- Printed jobs via Microsoft Universal Print are not removed from the print queue of the Windows spooler on completion.
- Scan to SharePoint is stored to the "null" folder.

1.6 MyQ Roger terminal for Kyocera 24.1.4.3

23, April 2024

Improvements

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

Bug fixes

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

1.7 MyQ Roger terminal for Kyocera 24.1

19 January, 2024

Improvements

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

Bug Fixes

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

1.8 MyQ Roger terminal for Kyocera 2023.11.20.2

22 November, 2023

Bug Fixes

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

1.9 MyQ Roger terminal for Kyocera 2023.10.18.4

24 October, 2023

Improvements

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

1.10 MyQ Roger terminal for Kyocera 2023.6.28.2

17 July, 2023

Bug Fixes

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

1.11 MyQ Roger terminal for Kyocera 2023.5.29.2

7 June, 2023

Bug Fixes

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

1.12 MyQ Roger terminal for Kyocera 2023.3.28.5

12 April, 2023

Improvements

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

Bug Fixes

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

Limitations

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

1.13 MyQ Roger terminal for Kyocera 2023.1.19.2

24 January, 2023

Bug Fixes

- Terminal installation failed on BW devices.

1.14 MyQ Roger terminal for Kyocera 2023.1.10.1

11 January, 2023

Improvements

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

Bug Fixes

- Fixed renewal of aliases.

1.15 MyQ Roger terminal for Kyocera 2022.11.10.15

9 December, 2022

Bug Fixes

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

1.16 MyQ Roger terminal for Kyocera 2022.11.10.13

5 December, 2022

Improvements

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

Bug Fixes

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

Limitations

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

1.17 MyQ Roger terminal for Kyocera 2022.10.15.2

19 October, 2022

Improvements

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

Bug Fixes

- Idle logout behavior has been fixed for operating the terminal from the mobile application.
- Job size for printed jobs was reported as 0 for Cloud print jobs and Local print jobs.

- Login from the terminal UI showed the remote-control screen if the previous login was from mobile.
- Not printed jobs were deleted if user logged out during the printing.
- Reprints of Local spooled jobs weren't accounted.
- Terminal hangs if user logs out while more different print job types wait for printing.
- User sees no jobs after logout and login during printing.

1.18 MyQ Roger terminal for Kyocera 2022.08.17.3

22 August, 2022

Improvements

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

1.19 MyQ Roger terminal for Kyocera 2022.07.19.1

15 July, 2022

Bug Fixes

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

1.20 MyQ Roger terminal for Kyocera 2022.06.24.8

28 June, 2022

Improvements

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

Bug Fixes

- Local spooled jobs have been visible in the server web UI or in the mobile application after Wiping jobs in Admin menu.

- Printing and scanning didn't work in device connected via Wi-Fi.
- Recent scan Terminal actions didn't make anything.
- Scan to Google drive/OneDrive wasn't possible as jpg.

1.21 MyQ Roger terminal for Kyocera 2022.05.24.3

26 May, 2022

Improvements

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

Bug Fixes

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

1.22 MyQ Roger terminal for Kyocera 2022.04.27

3 May, 2022

Bug Fixes

- Fixed issue with finishing user session.

1.23 MyQ Roger terminal for Kyocera 2022.03.31

5 April, 2022

Bug Fixes

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

1.24 MyQ Roger terminal for Kyocera 2022.3.3

11 March, 2022

Improvements

- It is possible to use Aliases for spooling jobs.

1.25 MyQ Roger terminal for Kyocera 2022.1.6

3 March, 2022

Improvements

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

Bug Fixes

- User's credentials weren't stored in the device for Offline login when user was logged in via Mobile application only.
- PIN Keypad wasn't displayed instead of the QR code when the device went to offline mode.
- Usernames for login and device spooling are not case sensitive.

1.26 MyQ Roger terminal for Kyocera 8.2.3.2

20 August, 2022

Improvements

- Print and Scan from Google Drive is supported.

1.27 MyQ Roger terminal for Kyocera 8.2.2.1

14 June, 2022

Bug Fixes

- Easy scan or Easy copy from the glass failed.

1.28 MyQ Roger terminal for Kyocera 8.2.1.6

27 May, 2022

Improvements

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

Bug Fixes

- User was logged out during return from panel operations.

Limitations

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

1.29 MyQ Roger terminal for Kyocera 8.2.0.32

1 April, 2022

Bug Fixes

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

2 Basic Information

The guide is intended for administrators. Here you can find information about installing the MyQ Roger application on Kyocera Multi-Function Devices (MFDs), downloading and installing the MyQ Roger mobile app, and using MyQ Roger on Kyocera devices via the embedded terminals or via the mobile app.

The basic prerequisites before the installation are:

- Setup of the MyQ Roger tenant (described in the MyQ Roger Server Administration guide).
- The MFD should be on the list of supported devices (see page 14).
- The MFD should use TLS Kyocera 1.2 or newer.
- The MFD's display size should be 7" 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.

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

2.1 Supported Devices

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

Kyocera	TASKalfa 4002i	1.2	9"	HDD	
Kyocera	TASKalfa 3511i	1.2	9"	HDD	
Kyocera	TASKalfa 3011i	1.2	9"	HDD	
Kyocera	TASKalfa 8052ci	1.2	9"	HDD	
Kyocera	TASKalfa 7052ci	1.2	9"	HDD	
Kyocera	TASKalfa 8002i	1.2	9"	HDD	
Kyocera	TASKalfa 7002i	1.2	9"	HDD	
Kyocera	ECOSYS P8060cdn	1.2	9"	HDD	
Kyocera	ECOSYS M6230cidn	1.2	7"	SSD	
Kyocera	ECOSYS M6630cidn	1.2	7"	SSD	
Kyocera	ECOSYS M6235cidn	1.2	7"	SSD	
Kyocera	ECOSYS M6635cidn	1.2	7"	SSD	
Kyocera	TASKalfa 308ci	1.2	7"	SSD (must be installed)	
Kyocera	TASKalfa 351ci	1.2	7"	SSD	
Kyocera	TASKalfa 4012i	1.2	9"	HDD	
Kyocera	TASKalfa 3212i	1.2	9"	HDD	
Kyocera	ECOSYS M3660idn	1.2	7"	SSD	
Kyocera	ECOSYS M3655idn	1.2	7"	SSD	
Kyocera	ECOSYS M3145idn	1.2	7"	SSD	
Kyocera	ECOSYS M3645idn	1.2	7"	SSD	

Kyocera	TASKalfa 9002i	1.2	9"	HDD	
Kyocera	TASKalfa 6053ci	1.2	10.1"	HDD	
Kyocera	TASKalfa 5053ci	1.2	10.1"	HDD	
Kyocera	TASKalfa 4053ci	1.2	10.1"	HDD	
Kyocera	TASKalfa 3553ci	1.2	10.1"	HDD	
Kyocera	TASKalfa 3253ci	1.2	10.1"	HDD	
Kyocera	TASKalfa 2553ci	1.2	10.1"	HDD	
Kyocera	TASKalfa 6003i	1.2	10.1"	HDD	
Kyocera	TASKalfa 5003i	1.2	10.1"	HDD	
Kyocera	TASKalfa 4003i	1.2	10.1"	HDD	
Kyocera	TASKalfa 358ci	1.2	7"	HDD	
Kyocera	TASKalfa 408ci	1.2	7"	HDD	
Kyocera	TASKalfa 508ci	1.2	7"	HDD	
Kyocera	TASKalfa 8353ci	1.2	10.1"	HDD	
Kyocera	TASKalfa 7353ci	1.2	10.1"	HDD	
Kyocera	TASKalfa 9003i	1.2	10.1"	HDD	
Kyocera	TASKalfa 8003i	1.2	10.1"	HDD	
Kyocera	TASKalfa 7003i	1.2	10.1"	HDD	
Kyocera	ECOSYS M3860idnf	1.2	7"	HDD	
Kyocera	ECOSYS M3860idn	1.2	7"	SSD or HDD	
Kyocera	ECOSYS P4060dn	1.2	9"	HDD	
Kyocera	TASKalfa 352ci	1.2	7"	SSD	

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 MA4500ix	1.3	7"	HDD	Yes

Kyocera	ECOSYS MA6000ifx	1.3	7"	HDD	Yes
Kyocera	ECOSYS MA5500ifx	1.3	7"	HDD	Yes
Kyocera	ECOSYS MA4500ifx	1.3	7"	HDD	Yes
Copystar	CS 6052ci	1.2	9"	HDD	
Copystar	CS 5052ci	1.2	9"	HDD	
Copystar	CS 4052ci	1.2	9"	HDD	
Copystar	CS 3552ci	1.2	9"	HDD	
Copystar	CS 3252ci	1.2	9"	HDD	
Copystar	CS 2552ci	1.2	9"	HDD	
Copystar	CS 6002i	1.2	9"	HDD	
Copystar	CS 5002i	1.2	9"	HDD	
Copystar	CS 4002i	1.2	9"	HDD	
Copystar	CS 3511i	1.2	9"	HDD	
Copystar	CS 3011i	1.2	9"	HDD	
Copystar	CS 8052ci	1.2	9"	HDD	
Copystar	CS 7052ci	1.2	9"	HDD	
Copystar	CS 8002i	1.2	9"	HDD	
Copystar	CS 7002i	1.2	9"	HDD	
Copystar	CS 4012i	1.2	9"	HDD	
Copystar	CS 3212i	1.2	9"	HDD	
Copystar	CS 9002i	1.2	9"	HDD	

Copystar	CS 6053ci	1.2	10.1"	HDD	
Copystar	CS 5053ci	1.2	10.1"	HDD	
Copystar	CS 4053ci	1.2	10.1"	HDD	
Copystar	CS 3553ci	1.2	10.1"	HDD	
Copystar	CS 3253ci	1.2	10.1"	HDD	
Copystar	CS 2553ci	1.2	10.1"	HDD	
Copystar	CS 6003i	1.2	10.1"	HDD	
Copystar	CS 5003i	1.2	10.1"	HDD	
Copystar	CS 4003i	1.2	10.1"	HDD	
Copystar	CS 358ci	1.2	7"	HDD	
Copystar	CS 408ci	1.2	7"	HDD	
Copystar	CS 508ci	1.2	7"	HDD	
Copystar	CS 8353ci	1.2	10.1"	HDD	
Copystar	CS 7353ci	1.2	10.1"	HDD	
Copystar	CS 9003i	1.2	10.1"	HDD	
Copystar	CS 8003i	1.2	10.1"	HDD	
Copystar	CS 7003i	1.2	10.1"	HDD	
Copystar	CS MZ4000i	1.3	10.1"	SSD	Yes
Copystar	CS MZ3200i	1.3	10.1"	SSD	Yes
Copystar	CS MA4500ci	1.3	7"	SSD or HDD	Yes
Copystar	CS 7054ci	1.3	10.1"	HDD	Yes
Copystar	CS 6054ci	1.3	10.1"	HDD	Yes
Copystar	CS 5054ci	1.3	10.1"	HDD	Yes

Copystar	CS 4054ci	1.3	10.1"	HDD	Yes
Copystar	CS 3554ci	1.3	10.1"	HDD	Yes
Copystar	CS 2554ci	1.3	10.1"	HDD	Yes
Copystar	CS 7004i	1.3	10.1"	HDD	Yes
Copystar	CS 6004i	1.3	10.1"	HDD	Yes
Copystar	CS 5004i	1.3	10.1"	HDD	Yes
Copystar	CS 4004i	1.3	10.1"	HDD	Yes
Copystar	CS 308ci	1.2	7"	SSD (must be installed)	
UTAX & TA	6006ci	1.2	9"	HDD	
UTAX & TA	5006ci	1.2	9"	HDD	
UTAX & TA	4006ci	1.2	9"	HDD	
UTAX & TA	3206ci	1.2	9"	HDD	
UTAX & TA	2506ci	1.2	9"	HDD	
UTAX & TA	6056i	1.2	9"	HDD	
UTAX & TA	5056i	1.2	9"	HDD	
UTAX & TA	4056i	1.2	9"	HDD	
UTAX & TA	3561i	1.2	9"	HDD	
UTAX & TA	3061i	1.2	9"	HDD	
UTAX & TA	8006ci	1.2	9"	HDD	
UTAX & TA	7006ci	1.2	9"	HDD	
UTAX & TA	8056i	1.2	9"	HDD	
UTAX & TA	7056i	1.2	9"	HDD	

UTAX & TA	P-C6080DN	1.2	9"	HDD	
UTAX & TA	P-C3062i MFP(ECOSYS)	1.2	7"	SSD	
UTAX & TA	P-C3066i MFP(ECOSYS)	1.2	7"	SSD	
UTAX & TA	P-C3562i MFP(ECOSYS)	1.2	7"	SSD	
UTAX & TA	P-C3566i MFP(ECOSYS)	1.2	7"	SSD	
UTAX & TA	356ci	1.2	7"	SSD	
UTAX & TA	4062i	1.2	9"	HDD	
UTAX & TA	3262i	1.2	9"	HDD	
UTAX & TA	P-6036i MFP	1.2	7"	SSD	
UTAX & TA	P-5536i MFP	1.2	7"	SSD	
UTAX & TA	P-4531i MFP	1.2	7"	SSD	
UTAX & TA	P-4536i MFP	1.2	7"	SSD	
UTAX & TA	6007ci	1.2	10.1"	HDD	
UTAX & TA	5007ci	1.2	10.1"	HDD	
UTAX & TA	4007ci	1.2	10.1"	HDD	
UTAX & TA	3207ci	1.2	10.1"	HDD	
UTAX & TA	2507ci	1.2	10.1"	HDD	
UTAX & TA	6057i	1.2	10.1"	HDD	
UTAX & TA	5057i	1.2	10.1"	HDD	
UTAX & TA	352ci	1.2	7"	HDD	

UTAX & TA	402ci	1.2	7"	HDD	
UTAX & TA	502ci	1.2	7"	HDD	
UTAX & TA	8307ci	1.2	10.1"	HDD	
UTAX & TA	7307ci	1.2	10.1"	HDD	
UTAX & TA	8057i	1.2	10.1"	HDD	
UTAX & TA	7057i	1.2	10.1"	HDD	
UTAX & TA	P-6038if MFP	1.2	7"	HDD	
UTAX & TA	P-6038i MFP	1.2	7"	SSD or HDD	
UTAX & TA	357ci	1.2	7"	SSD	
UTAX & TA	4063i	1.3	10.1"	SSD	Yes
UTAX & TA	3263i	1.3	10.1"	SSD	Yes
UTAX & TA	P-C3563i MFP	1.3	7"	SSD or HDD	Yes
UTAX & TA	P-C3567i MFP	1.3	7"	SSD or HDD	Yes
UTAX & TA	P-C4063i MFP	1.3	7"	SSD or HDD	Yes
UTAX & TA	P-C4067i MFP	1.3	7"	SSD or HDD	Yes
UTAX & TA	358ci	1.3	7"	SSD or HDD	Yes
UTAX & TA	458ci	1.3	7"	SSD or HDD	Yes
UTAX & TA	7008ci	1.3	10.1"	HDD	Yes
UTAX & TA	6008ci	1.3	10.1"	HDD	Yes
UTAX & TA	5008ci	1.3	10.1"	HDD	Yes
UTAX & TA	4008ci	1.3	10.1"	HDD	Yes
UTAX & TA	3508ci	1.3	10.1"	HDD	Yes
UTAX & TA	2508ci	1.3	10.1"	HDD	Yes

UTAX & TA	7058i	1.3	10.1"	HDD	Yes
UTAX & TA	6058i	1.3	10.1"	HDD	Yes
UTAX & TA	5058i	1.3	10.1"	HDD	Yes
UTAX & TA	P-4532i MFP	1.3	7"	HDD	Yes
UTAX & TA	P-6039i MFP	1.3	7"	HDD	Yes
UTAX & TA	P-5539i MFP	1.3	7"	HDD	Yes
UTAX & TA	P-4539i MFP	1.3	7"	HDD	Yes
UTAX & TA	302ci	1.2	7"	SSD (must be installed)	
Olivetti	d-COLOR MF3253	1.2	9"	HDD	
Olivetti	d-COLOR MF2553	1.2	9"	HDD	
Olivetti	d-COPIA 6000MF	1.2	9"	HDD	
Olivetti	d-COPIA 5000MF	1.2	9"	HDD	
Olivetti	d-COPIA 4000MF	1.2	9"	HDD	
Olivetti	d-COPIA 3502MF plus	1.2	9"	HDD	
Olivetti	d-COPIA 3002MF plus	1.2	9"	HDD	
Olivetti	d-COPIA 8001MF	1.2	9"	HDD	
Olivetti	d-COPIA 7001MF	1.2	9"	HDD	
Olivetti	d-COLOR MF3023	1.2	7"	SSD	
Olivetti	d-COLOR MF3024	1.2	7"	SSD	
Olivetti	d-COPIA 4001MF	1.2	9"	HDD	
Olivetti	d-COPIA 3201MF	1.2	9"	HDD	

Olivetti	d-COPIA 6014MF	1.2	7"	SSD	
Olivetti	d-COPIA 5514MF	1.2	7"	SSD	
Olivetti	d-COPIA 4513MF plus	1.2	7"	SSD	
Olivetti	d-COPIA 4514MF plus	1.2	7"	SSD	
Olivetti	d-COLOR MF3254	1.2	10.1"	HDD	
Olivetti	d-COLOR MF2554	1.2	10.1"	HDD	
Olivetti	d-COPIA 6001MF	1.2	10.1"	HDD	
Olivetti	d-COPIA 5001MF	1.2	10.1"	HDD	
Olivetti	d-COPIA 8002MF	1.2	10.1"	HDD	
Olivetti	d-COPIA 7002MF	1.2	10.1"	HDD	
Olivetti	d-COPIA 400xMF	1.3	10.1"	SSD	
Olivetti	d-COPIA 320xMF	1.3	10.1"	SSD	
Olivetti	d-COPIA 4002MF	1.3	10.1"	HDD	Yes
Olivetti	d-COPIA 3202MF	1.3	10.1"	HDD	Yes
Olivetti	d-COPIA 6002MF	1.3	10.1"	HDD	Yes
Olivetti	d-COPIA 5002MF	1.3	10.1"	HDD	Yes
Olivetti	d-COLOR MF3555	1.3	10.1"	HDD	Yes
Olivetti	d-COLOR MF2555	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 (**KyoEmbedded_2023.xx.xx.x_Roger_EU.pkg** for the EU region or **KyoEmbedded_2023.xx.xx.x_Roger_US.pkg** for the US region) to the root directory of a USB Flash drive.

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. You can tap **Remove Memory** at the bottom of the screen to safely remove your USB flash drive.

12. Back on the **Add - Application** menu, tap **End**.

3.3 Application Activation

1. To activate the application, go back to the **Application** menu, select the MyQ Roger item, and then tap **Menu** at the bottom-left corner. The application menu opens.

2. On the menu, tap **Activate**, and then tap **Yes** to confirm the activation.

   The QR code is displayed on the device panel.

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

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**.
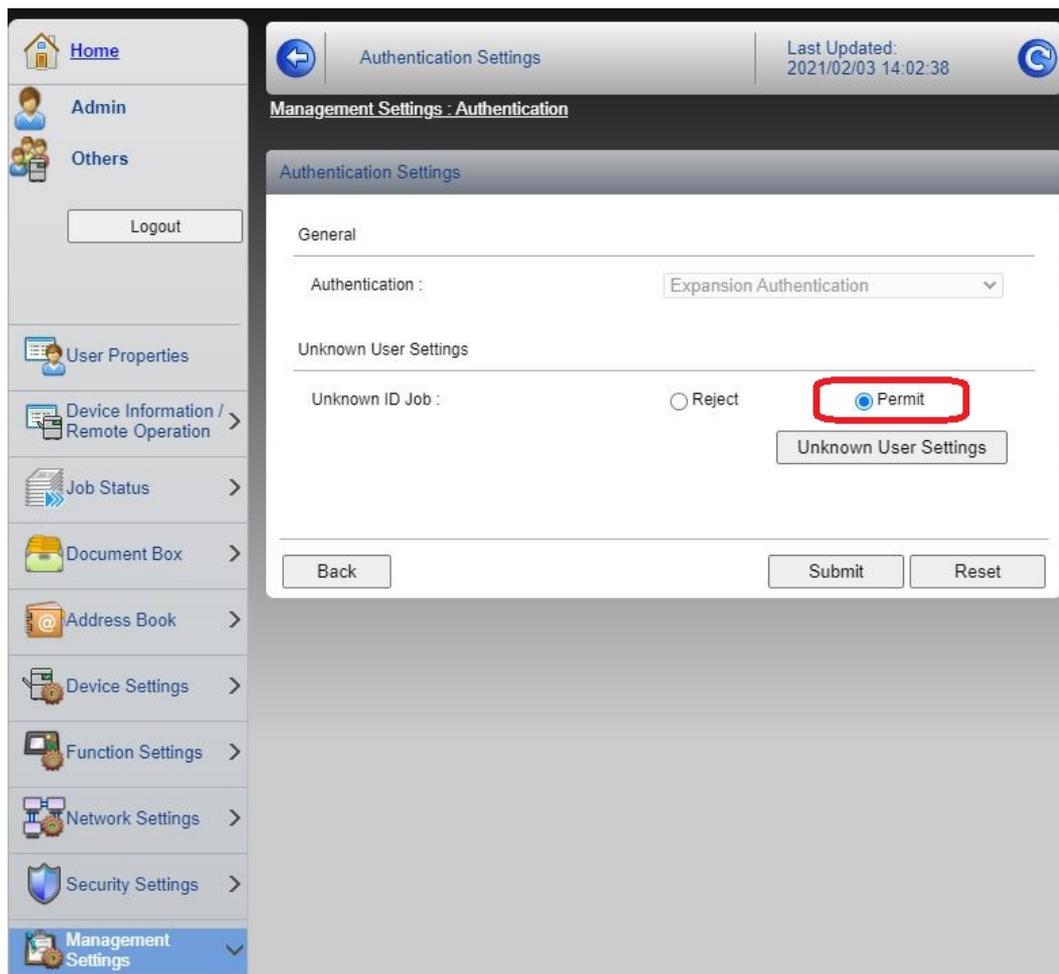
3.4.3 SMTP Settings

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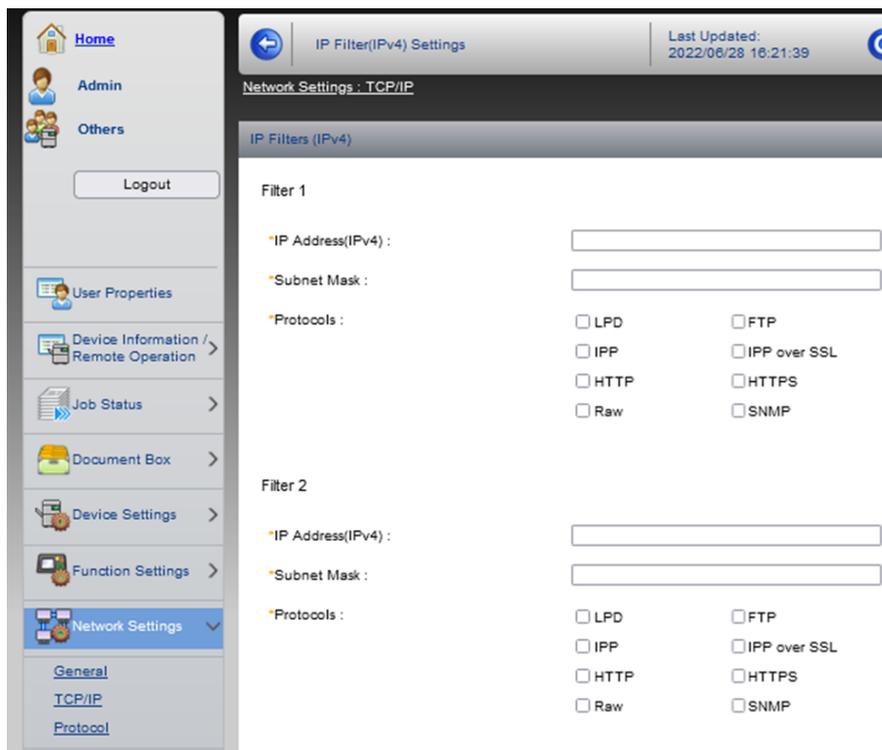
To ensure the proper function of the Device spool feature, turn off **IP filters** or **set a new IP filter** which includes all the IP addresses of the printing devices, where the pull print jobs can be stored.

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 USB** – The USB drive has to be connected to the device with the file for printing. It is only possible to print pdf and jpg files from USB.
- **Printing from Cloud** – The Cloud storage has to be connected to the account. Currently it is not possible to browse Cloud storages from the device panel; printed files have to be uploaded via the mobile device. It is only possible to print pdf and jpg files from Cloud storage. The Size parameter can be used in the Mobile app only for pdf files.
- **Printing from the mobile application** – For printing from the mobile application at least one Cloud storage has to be connected to the account for storing the jobs. The Size parameter can be used in the Mobile app only for pdf files.
- **Printing via MyQ Roger Client** – No special settings needed on the terminal side. For the MyQ Roger Client configuration, check the MyQ Roger Client for Win manual.

- **Printing via Universal Print** – No special settings needed on the terminal side. For the Universal Print configuration, check the MyQ Roger Server Administration manual, chapter 3.4 Universal Print. It is not possible to set paper size for Universal Print jobs. The Cassette 1 paper size is used for Universal Print jobs.
- **Printing via Device Spool** – where all jobs are stored on the device's HDD. Jobs sent to one printing device can be printed on any other printing device connected to the same local area network. If there are more mutually connected devices at the branch, the jobs spooled on the devices can be shared between them. In such cases, jobs sent to one device are displayed on the list of print jobs and can be printed on other devices.
  Once the user logs on any of the devices connected to the same subnet, information about this job is provided and the job is displayed in the list of the available jobs and can be printed.
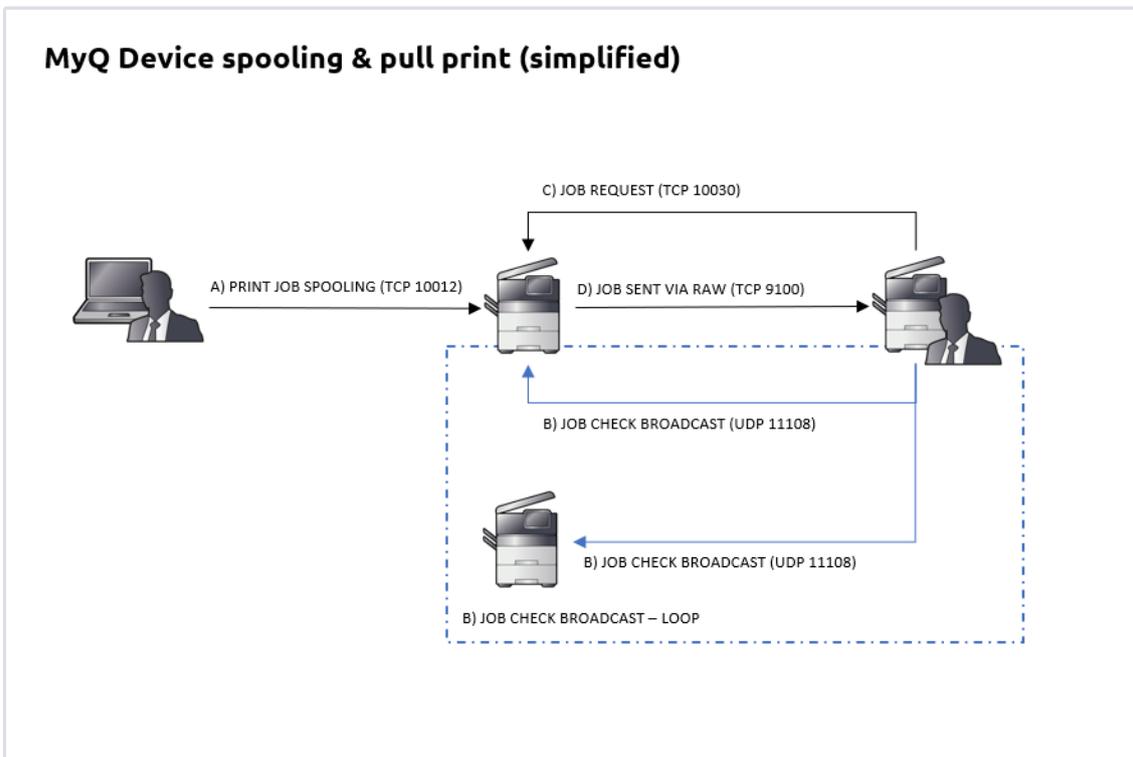
3.5.1 Windows Settings

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

1. Go to Windows **Control Panel** and open **Devices and Printers**. On the top ribbon, click **Add a printer**.

   Windows automatically searches for devices.

2. However, click **The Printer that I want isn't listed** instead.

3. In the **Add Printer** window, select **Add a local printer or network printer with manual settings**, and click **Next**.

4. Under **Choose a printer port**, select **Create a new port**, and in the **Type of port**, select **Standard TCP/IP Port**, and click **Next**.

5. In the next window, type the `Hostname or IP address` of the printing device, and on the **Port Name**, add a `name` for the port.

6. Make sure that the **Query the printer and automatically select the driver to use** option is not checked and click **Next**.

7. Wait for the detection to fail, and in the next window, select **Custom** and click **Settings**.

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

9. When configuring the port, use the **Raw** protocol and the **10012** port for pull printing (****** check the full list of communication protocols and ports below).
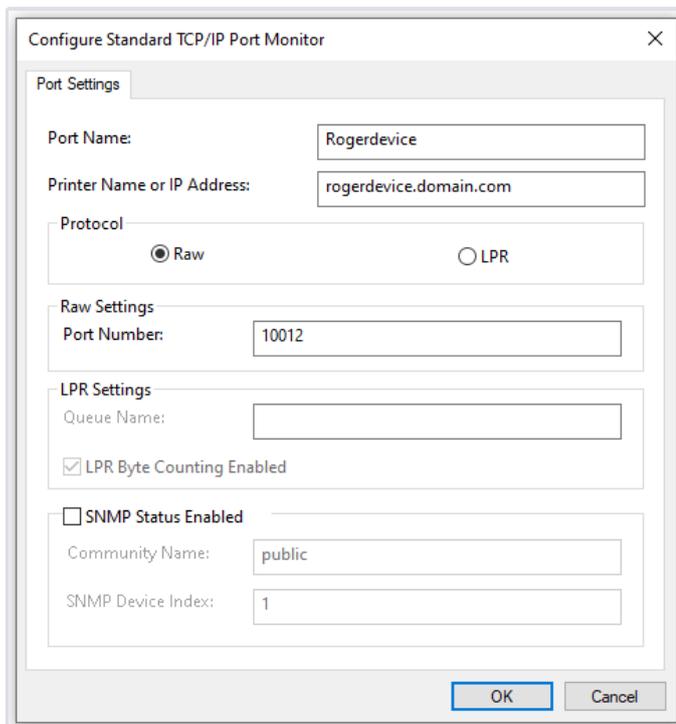
10. Once you configure the **Port Settings**, click **OK**, and then click **Next**.

11. Select your printer driver based on your printer model or use the printer's CD/DVD

    setup kit. After that, click **Next.**

    If you already have this printer driver, you are asked whether you want to replace it.

12. Select **Replace the current driver** and click **Next**.

13. Add a `Printer name` and click **Next**.

14. In the **Printer Sharing** window, choose whether you want to share this printer or not,

    and click **Next**.

15. Mark the **Set as the default printer** checkbox if you want to make this the default

    printer and click **Finish**.

3.5.2 MacOS Settings

1. Navigate to the CUPS web UI: http://localhost:631[1]

   a. If disabled, you need to enable it by entering "**cupsctl WebInterface=yes**" to

      the terminal on your Mac.

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

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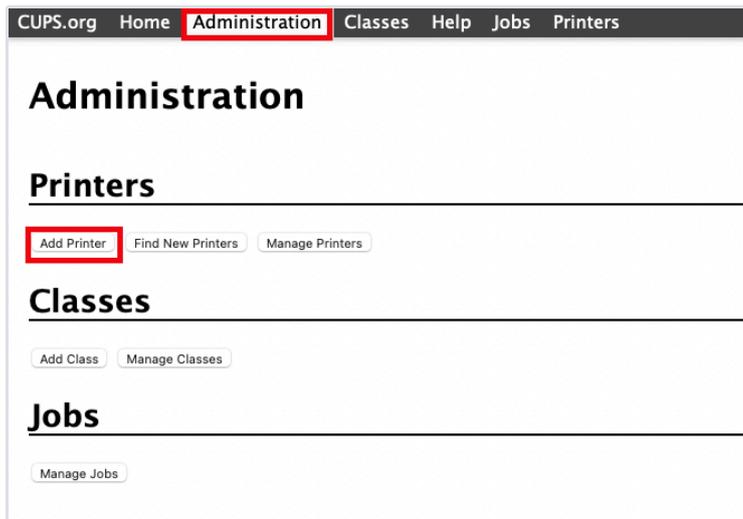
3. On this page, ignore any discovered printers, select the **LPD/LPR Host or Printer** option, and click **Continue**.

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.

** Full list of communication protocols and ports

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

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

3.5.3 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 > Device Settings**.

2. On the **Ready To Print** tab, set the **Expiration Period** in minutes and click **Save all**.

The default value is **240** minutes.

3.5.4 Device Spooling

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

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

Device Spooling can be used via two ports:

- *10011*: Port for secured hold print. The job is spooled by the printer and waits there until the user logs in and prints it. It is not possible to print this job on any other than this particular printing device.
- *10012*: Port for Device Spooling pull print. The job is spooled by the printing device. Once the user logs on any of the devices connected to the same subnet, information about this job is provided and the job is displayed in the list of the available jobs and can be printed.

All jobs are stored on the device's HDD. If port 10012 is used jobs sent to one printing device can be printed on any other printing device connected to the same local area network. If there are more mutually connected devices at the branch, the jobs spooled on the devices can be shared between them. In such cases, jobs sent to one device are displayed on the list of print jobs and can be printed on other devices.

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

Windows Setup

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

1. Go to Windows **Control Panel** and open **Devices and Printers**. On the top ribbon, click **Add a printer**.

   Windows automatically searches for devices.

2. However, click **The Printer that I want isn't listed** instead.

3. In the **Add Printer** window, select **Add a local printer or network printer with manual settings**, and click **Next**.

4. Under **Choose a printer port**, select **Create a new port**, and in the **Type of port**, select **Standard TCP/IP Port**, and click **Next**.

5. In the next window, type the `Hostname or IP address` of the printing device, and on the **Port Name**, add a `name` for the port.

6. Make sure that the **Query the printer and automatically select the driver to use** option is not checked and click **Next**.

7. Wait for the detection to fail, and in the next window, select **Custom** and click **Settings**.

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

9. When configuring the port, use the **Raw** protocol and the **10012** port for pull printing.

10. Once you configure the **Port Settings**, click **OK**, and then click **Next**.

11. Select your printer driver based on your printer model or use the printer's CD/DVD setup kit. After that, click **Next.**

    If you already have this printer driver, you are asked whether you want to replace it.

12. Select **Replace the current driver** and click **Next**.

13. Add a `Printer name` and click **Next**.

14. In the **Printer Sharing** window, choose whether you want to share this printer or not, and click **Next**.

15. Mark the **Set as the default printer** checkbox if you want to make this the default printer and click **Finish**.

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.

In Roger server,

1. Login as an admin user who has permissions to modify tenant users.

2. Navigate to **Users** category in the side panel.

3. Click **Actions**>**Edit** on a user that needs to be matched.

4. Add **Device user name** to user aliases.

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.

The language of the login screen and Top menu is set by the language in the MyQ Roger server web UI. This setting is available in the MyQ Roger server web UI, in **Administration > Settings** on the **General** tab, in the **Default language** field.
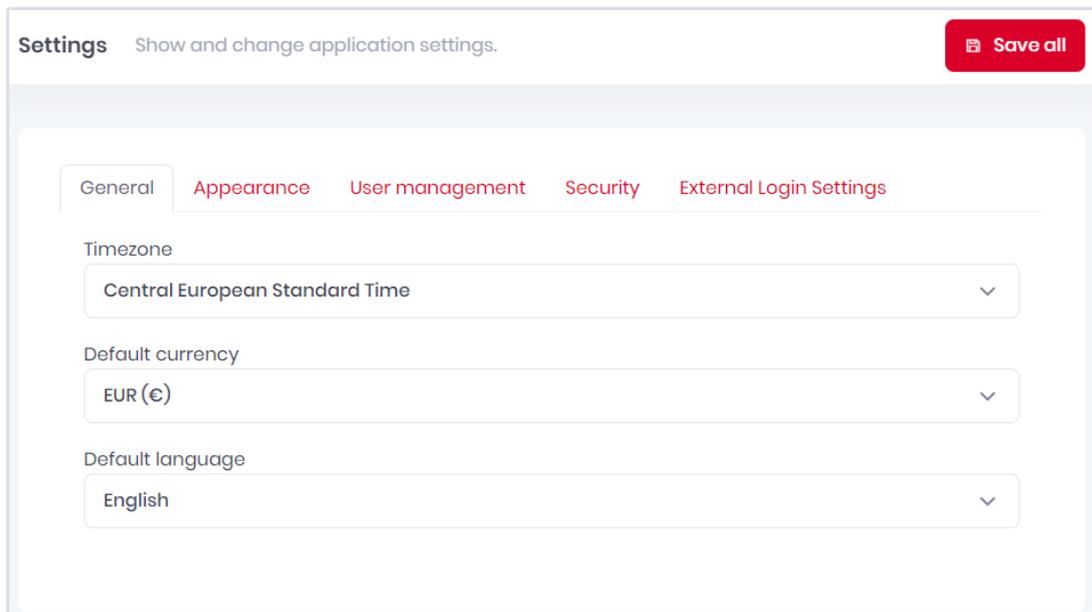
3.6.2 Language Selection Feature

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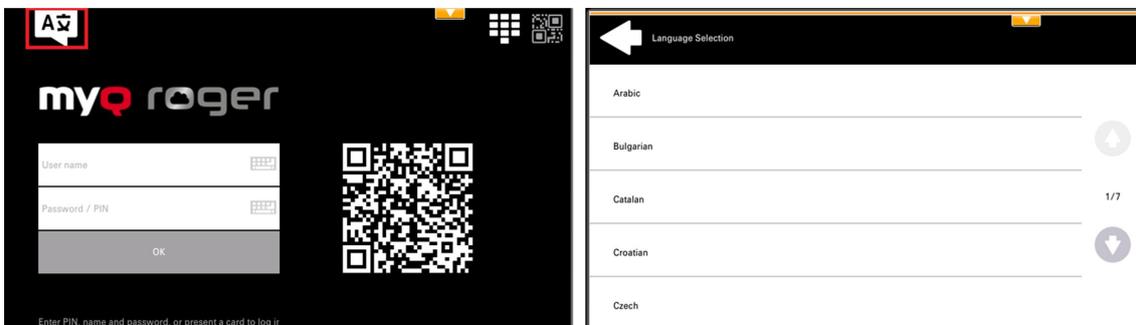
4 MyQ Roger Mobile Application Setup

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

1. After the download and installation of the app, tap the MyQ Roger app icon to open it.

2. Go through the mini welcome guide and then choose the account you want to use from the **WORK ACCOUNT** or the **PERSONAL ACCOUNT** options.
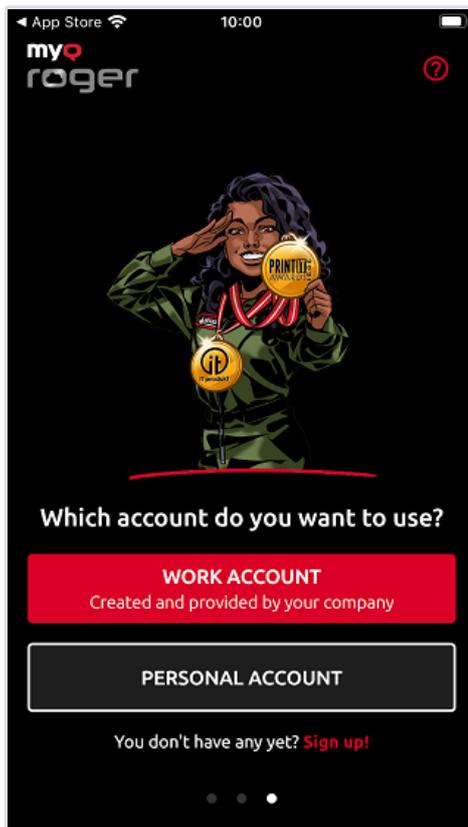
3. By choosing **WORK ACCOUNT**, you can log in to the MyQ Roger tenant created and provided by your company, with multiple sign in options.
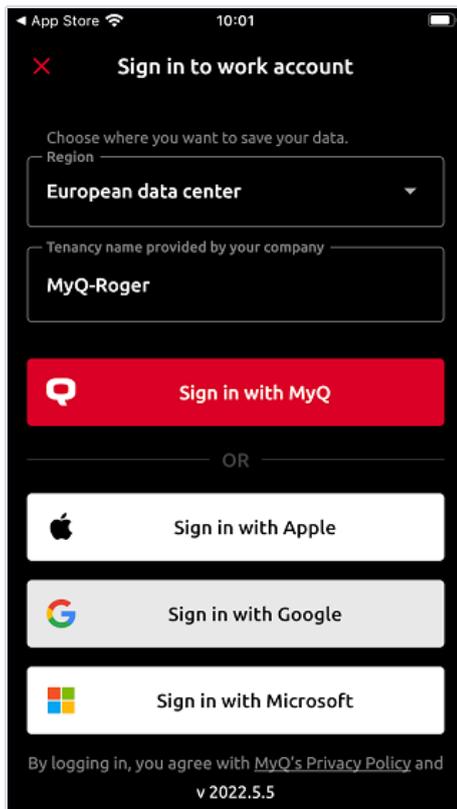
4. In the **Region** field, choose where you want your data to be saved: **European data center** or **American data center**.

5. In the **Tenancy name** field, type the name of your tenant.

Then choose one of the available Sign in options:

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

4.1 Sign in with MyQ

1. Type your MyQ Roger credentials

   a. **Username / E-mail address**

      Your MyQ Roger user name or email address.

   b. **Password**

      Your MyQ Roger password.

   c. Tap **SIGN IN**.

4.2 Sign in with Apple

You are redirected to log in to your Apple account.

4.3 Sign in with Google

You are redirected to log in to your Google account.

4.4 Sign in with Microsoft

You are redirected to log in to your Microsoft account.

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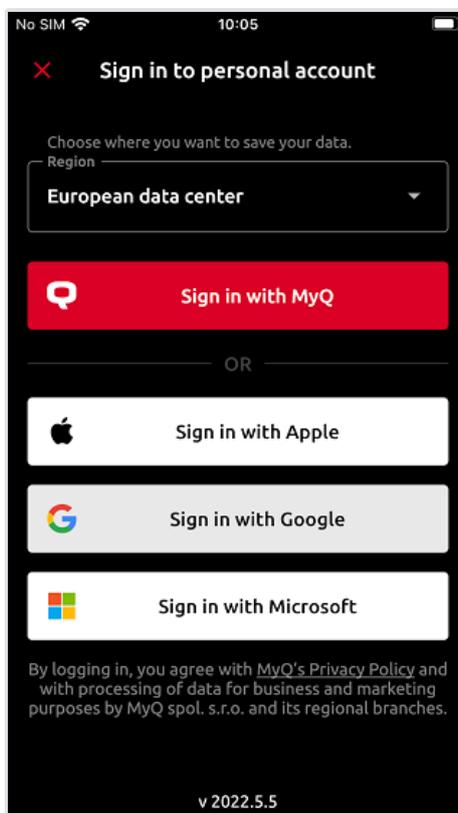
4.5 Creating a MyQ Roger Account

If you don't have an account related to MyQ Roger,

1. Tap **Sign up!** and create a new personal account either in MyQ, Apple, Google or Microsoft.
2. Fill in the mandatory fields, **First name**, **Last name**, **E-mail address**, **Country**, **Password**, and **Confirm password**.

3. Mark the **check box** that you agree with MyQ Roger processing your data and tap **SIGN UP**.

4. Once logged in to the app, simply use the **Login** button at the bottom-center of the screen to scan the QR code displayed on the Multi-Function Device (MFD).
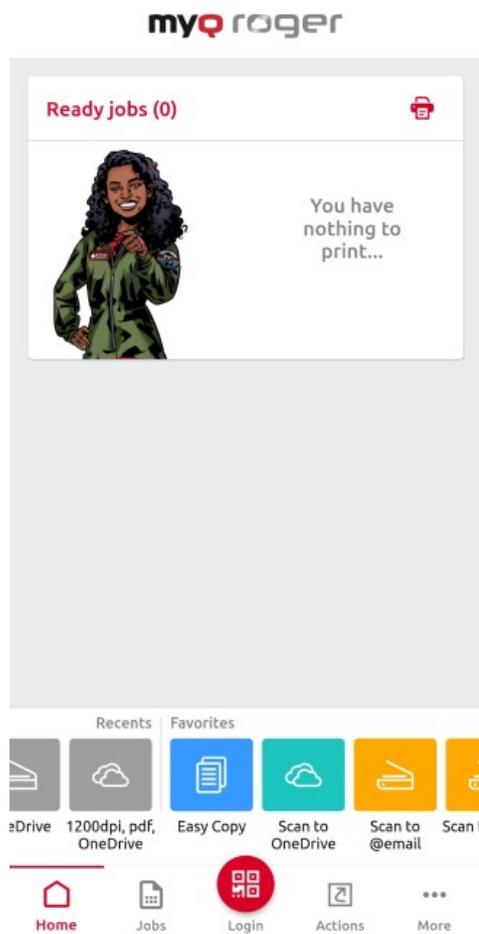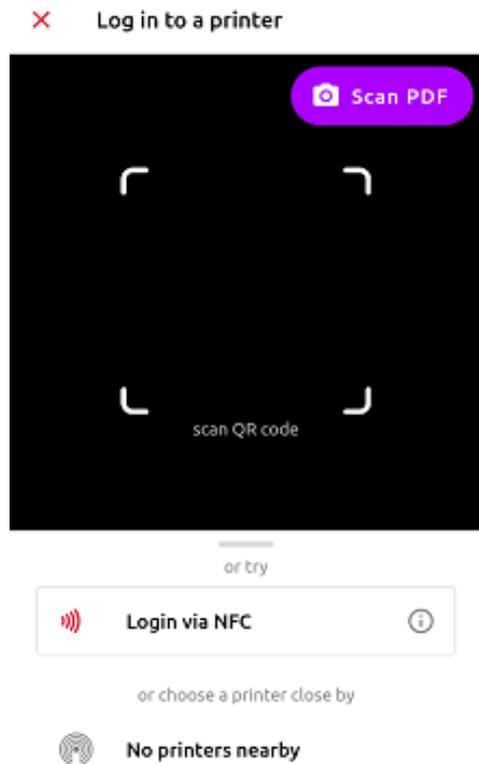
4.6 NFC Log In

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

1. Tap the **Login** button and select **Login via NFC**.

2. Move your phone close to the NFC tag on the MFD.

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

> Only an administrator can pair an NFC tag to an MFD. Tap the **Login** button and then tap the information button ⓘ next to the **Login via NFC** option. Tap **Pair new tag**. Bring the phone close to the printer and tap **Write to NFC tag**. Once done, scan the QR code on the printer to finish the device pairing.

4.7 Bluetooth Log In

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

1. Tap the **Login** button and select one of the paired printers from the list.

2. If there are no printers on the list, select **Discover printers via Bluetooth**.

3. Once an unknown device appears on the list, tap on it and scan the QR code to pair it.
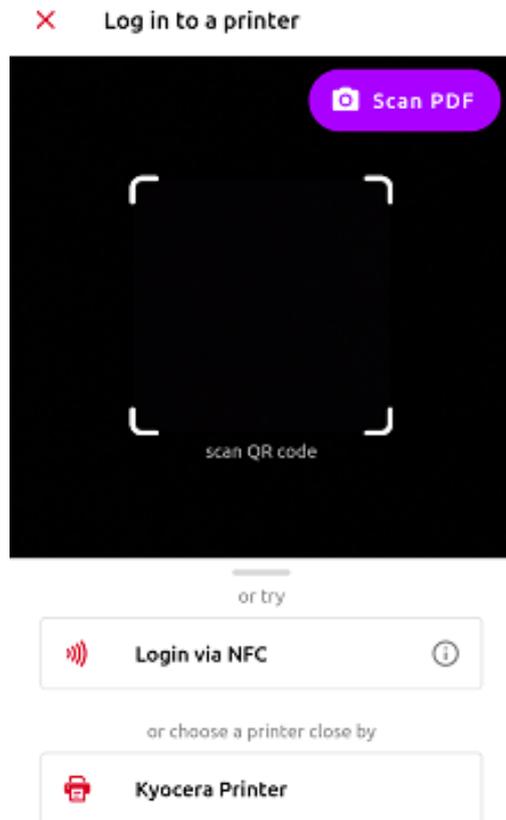
4.8 Adding a New Printer

If you would like to add a new printer to your tenant, follow the installation instructions above, to install the terminal package on the printing device. Once installed, open your MyQ Roger mobile app and use the **Log in** button at the bottom-center of the screen to scan the QR code displayed on the MFD.

This way, the connection between your MyQ Roger tenant, your MFD, and your smart phone is established. After choosing the region and scanning the QR code, you see the **Printer successfully paired** notification on your mobile, and the MyQ Roger log in-screen on your MFD.

There are more possible scenarios when scanning the QR code on the printer, that are also dependent on the user's permissions:

- The printer has not been registered yet with any tenant:

- If the user has standard permissions (print, scan, etc.), they cannot pair the device. It fails and an error message is displayed on the mobile phone.
- If the user has admin permissions (device pairing), they are able to pair the device with a tenant. The new record of the printer is created under the tenant, and the printer is immediately active. A new QR code is displayed and any user on that tenant is able to log in.
- The printer is registered (paired with the same tenant as the user):
  - The user (with standard and/or admin permissions) is logged in to the printer and can control it via their mobile phone.
- The printer is registered with a different tenant:
  - Since the printer is paired with a different tenant, it cannot be used, and an error message is displayed on the mobile phone.

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

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

5 Registration of MyQ Roger to the Tenant

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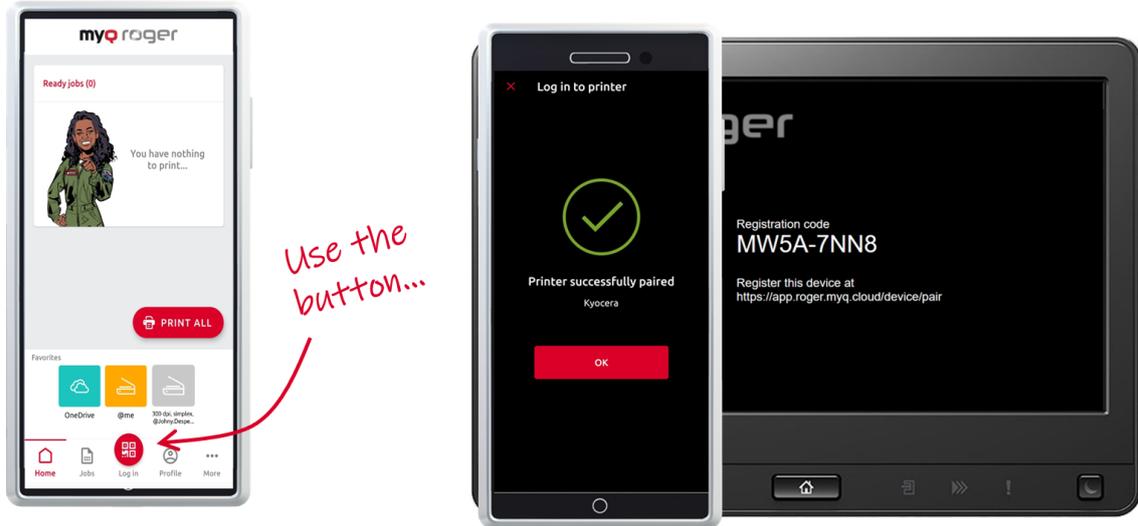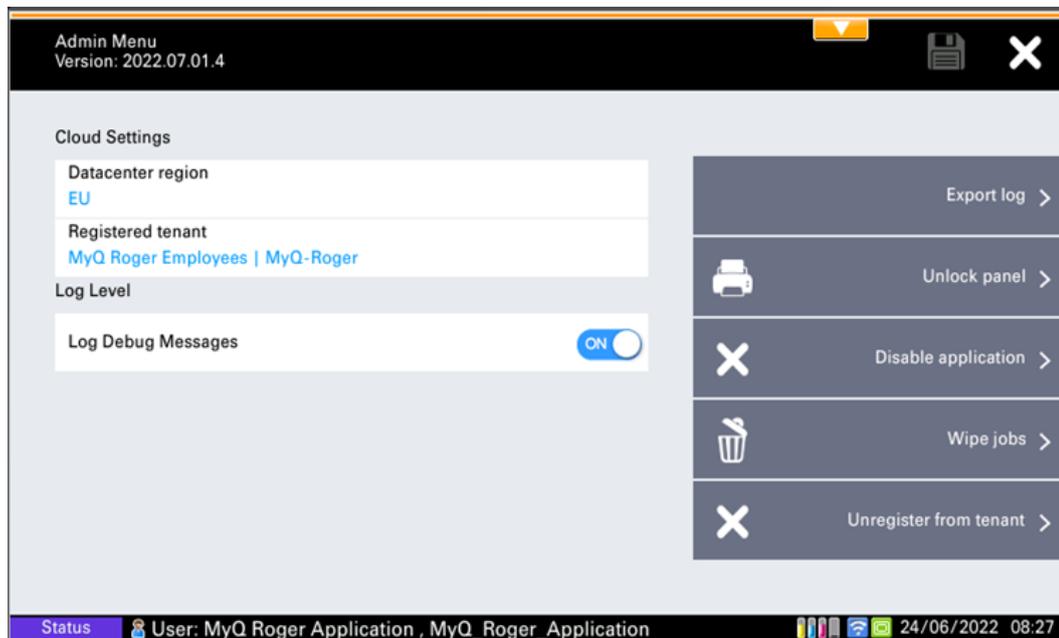
6 Admin Menu

It is possible to log in to the device's Admin Menu from the screen for registration of the device to the tenant when the device is disconnected from the network or when the device is registered to the tenant.

1. Tap the MyQ icon, and then log in as the MyQ administrator

    (The default administrator's PIN of an unassigned terminal to a tenant is *1087*.)
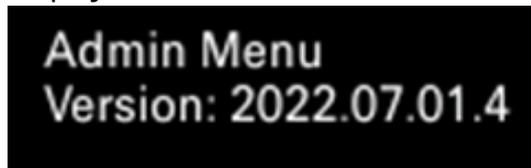
    For newly created tenants, the Admin PIN is generated randomly and after connecting the device to the tenant, the Admin PIN can be changed.

    The value of the Admin PIN can be found in the MyQ Roger Server tenant settings, in **Administration > Device Settings**, in the **General** tab under **Admin Mode**. The Admin PIN can be changed there.
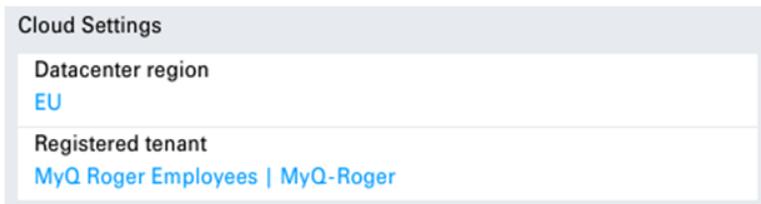

The available actions in the Admin Menu of the MyQ Roger terminal for Kyocera are:

- Display information about the terminal's version

- Display information about the connected tenant

Cloud Settings

Datacenter region	
EU	
Registered tenant	
MyQ Roger Employees | MyQ-Roger	

- Enable **Log Debug Messages**

Log Level

Log Debug Messages	ON

- **Export log to** USB
 The USB has to be connected before exporting the log.

Export log >

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

Unlock panel >

- **Disable application**
  The application is disabled on the device, and the device is unlocked for using.

Disable application >

⚠ The application will be disabled
Reset the MFP to enable again

Yes   No
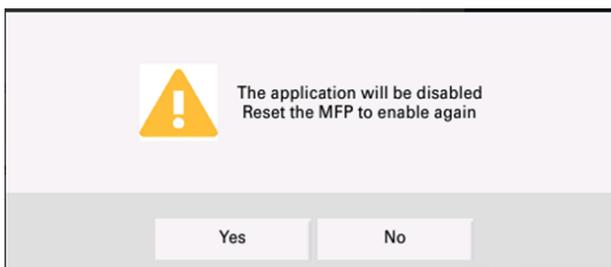
The application is enabled after restarting the MFP.

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

Wipe jobs >

- **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.
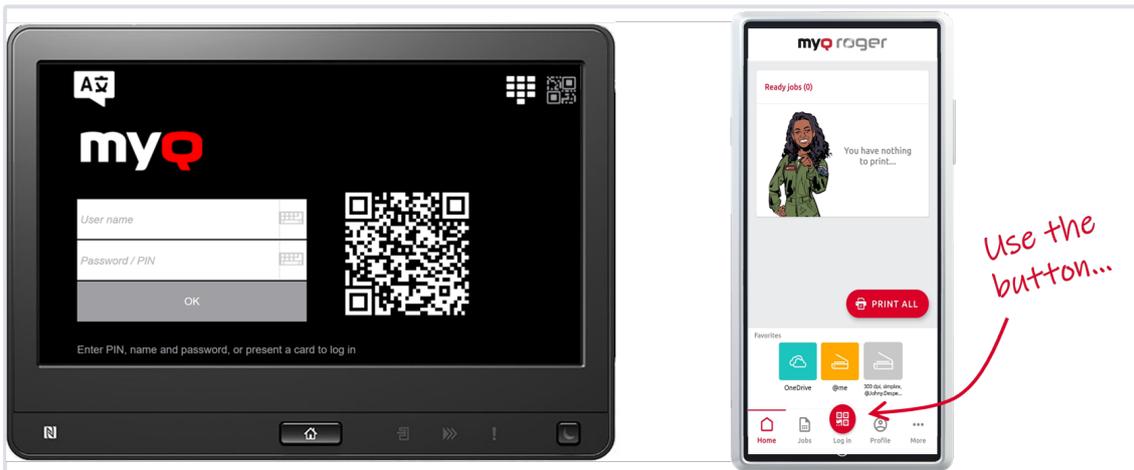
# 7 Using MyQ Roger Kyocera

7.1 Usage of the Terminal

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.
- **QR code** - Scan the QR code with your smartphone via the MyQ Roger mobile app (recommended).

If the user is logged in via the mobile application, the Top menu isn't displayed. If the user is using the mobile application for controlling the panel operations, the *Remote operation in progress* message is displayed on the device screen.
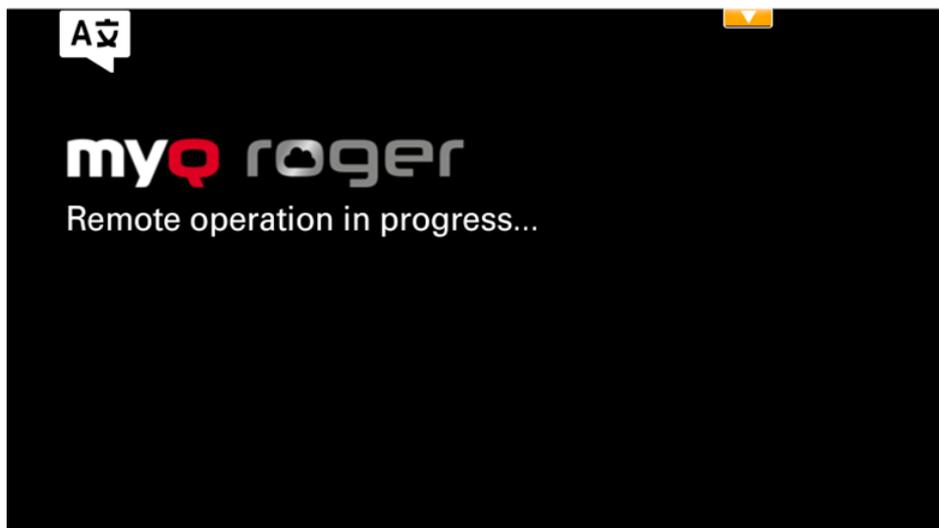
To display the Top menu from this screen, it is possible to **Pass control to the printer** in the Mobile application using the red button on the upper-right corner or by pressing **Logout** in the mobile application.
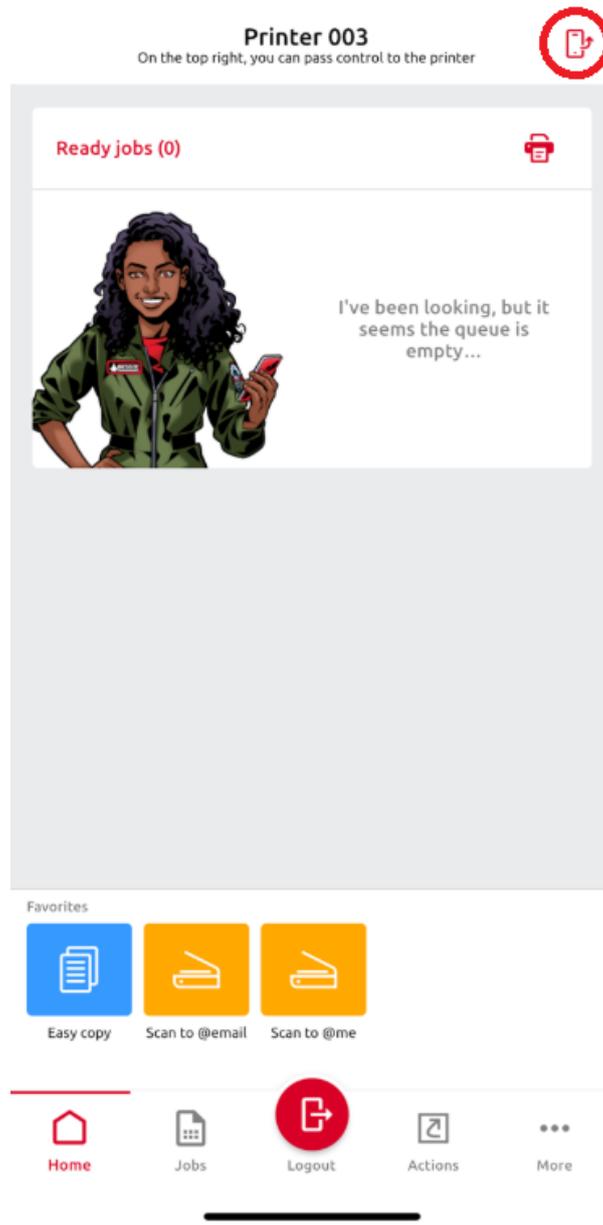
7.1.2 MyQ Roger Available Actions

Depending on your MyQ Roger tenant settings, as well as the administrator's setup, the available actions are:
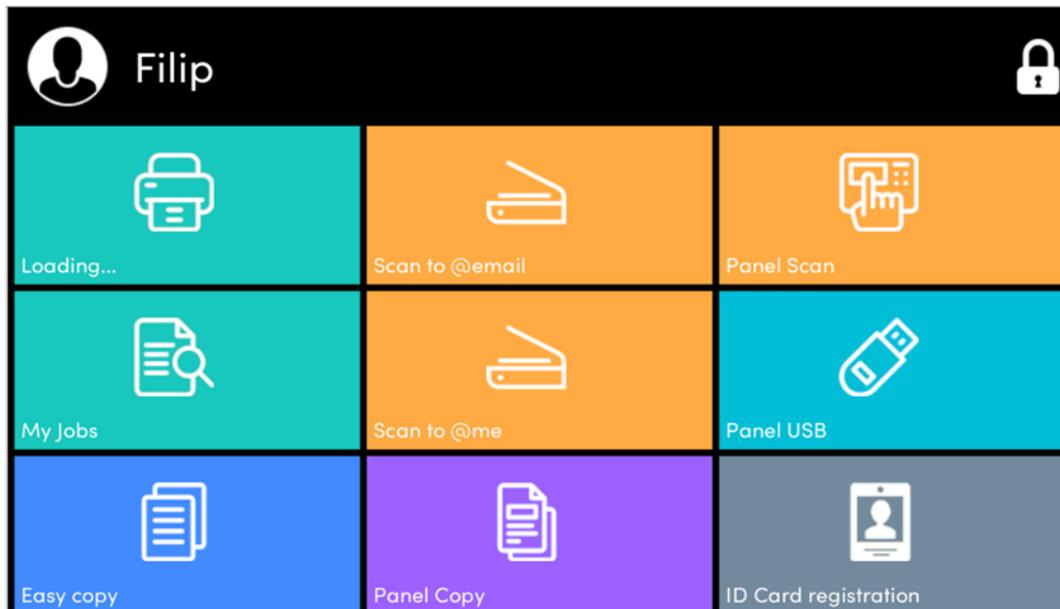
- Print All
- My Jobs

- Recent Scans

Print All

This action prints all jobs that are waiting in the queue in the Ready and Paused states.


In case there are Microsoft Universal Print jobs present, **Loading...** is displayed on the Print All button after login until the Microsoft Universal Print jobs aren't loaded.

My Jobs

This action shows all the jobs that can be printed. You can select the jobs and print them.

- Information about the jobs is also displayed (if the job is local or from cloud storage). Jobs from cloud storage have to be spooled to the server via the MyQ Roger mobile application.
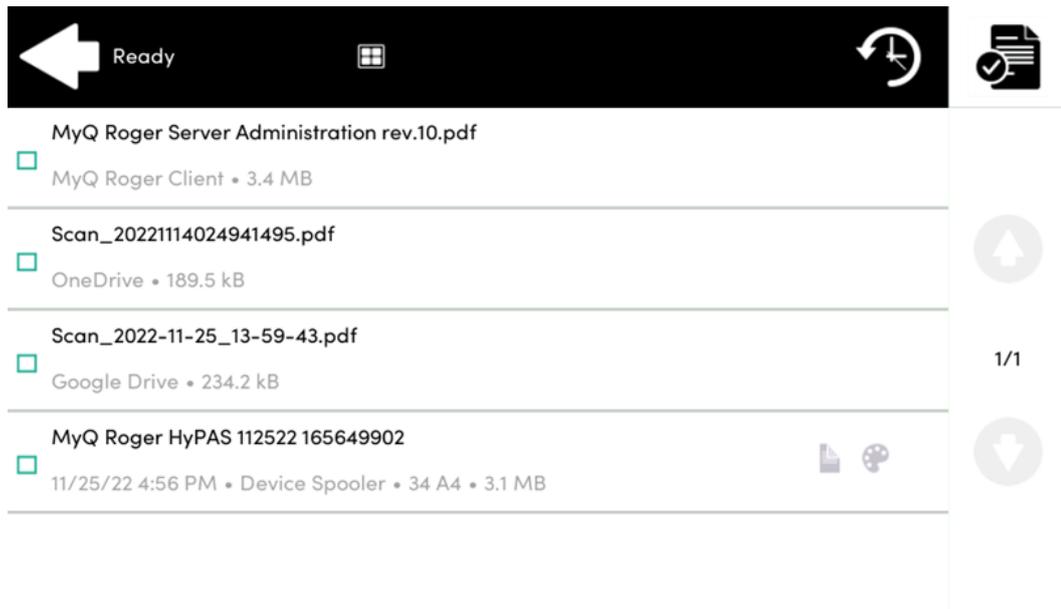
- Information about the jobs is also displayed (if the job is local or from cloud storage). Jobs from cloud storage have to be spooled to the server via the MyQ Roger mobile application.
- It is possible to print files in PDF and JPG formats only from cloud storage on Kyocera. It is not possible to set paper size for Universal Print jobs. Paper size of Cassette 1 is used for the Universal Print jobs.
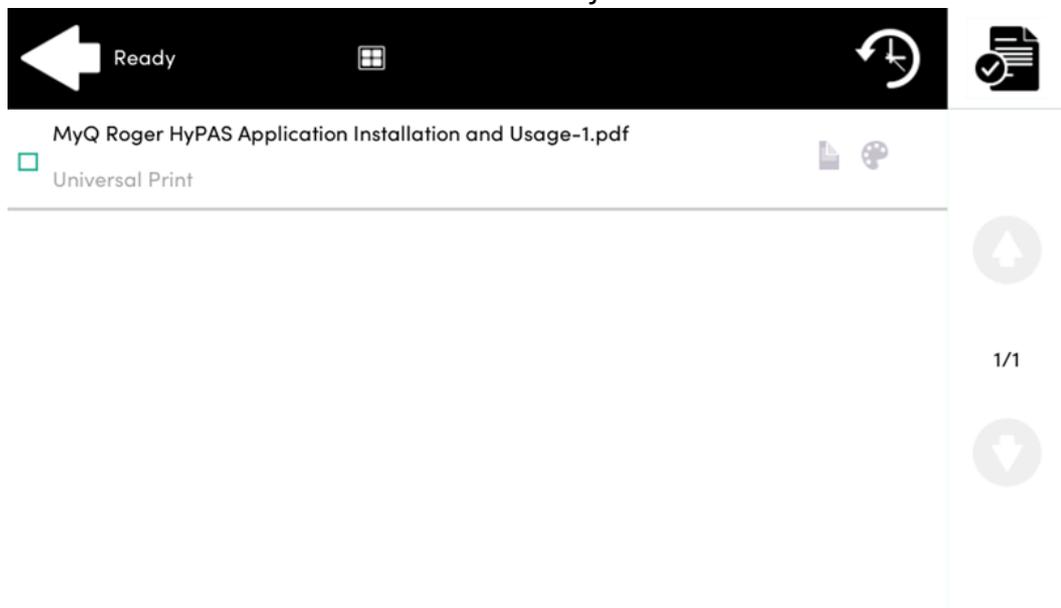
Recent Scans

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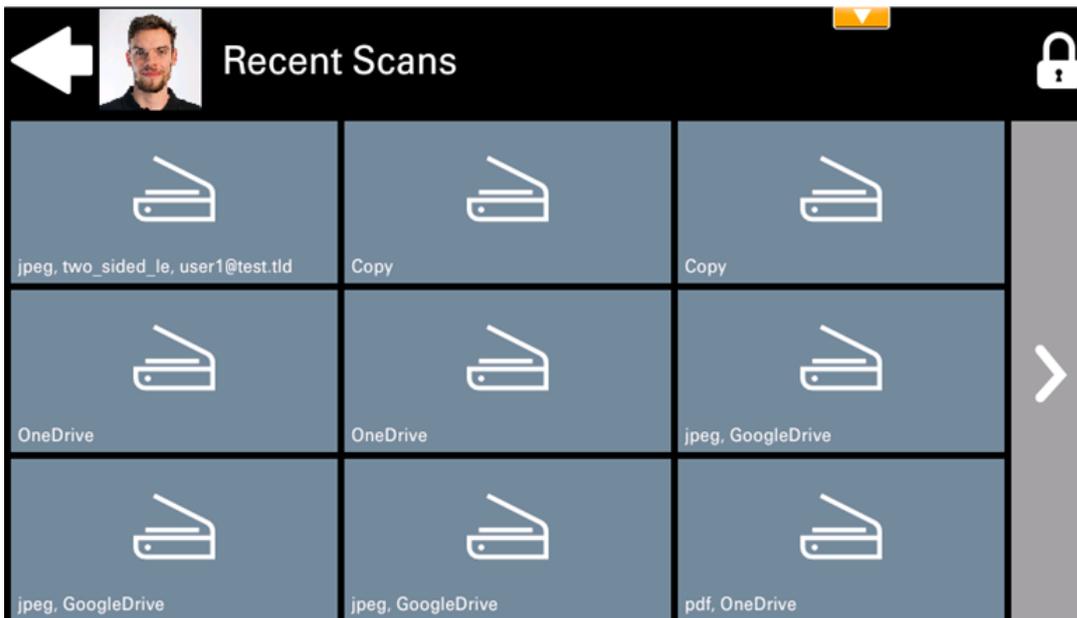
- It is not available when no scan profiles have been used. The folder is updated after logout.

7.1.3 User Workflows

- Scan to @me or @email: Scan to the user's email address or another email address.
- Scan to OneDrive or Google Drive: Scan to OneDrive (OneDrive or Google Drive has to be connected to your tenant).
- Scan to SharePoint: Scan to SharePoint (SharePoint requires a paid license and has to be connected to your tenant).
- Easy Copy: After the user taps this action, the page is immediately copied.
- Panel Copy or Panel Scan: Use the device's Panel Copy or Panel Scan action.
- Panel USB: Use the device's Panel USB action.
- ID Card Registration: Register an ID card.
- Print from USB: Print from a USB connected to the MFD (If supported by the device).

> If you are sending a job from the MyQ Roger mobile app to a Kyocera device, it is possible to change the paper size format for PDF files only. Other types of files can only be printed on the A4 paper size format. If you want to print other formats on Kyocera devices, it is recommended to use (2.4) MyQ Roger Client, where all formats are supported.

> The following file types are supported when printing from the mobile app from OneDrive and Google Drive:
>
> - JPEG (Only from OneDrive)
> - PNG (The file is converted to PDF and printed)
> - MS Office (docx, xlsx, pptx)
> - Google Docs (Doc, Table, Presentation)

7.2 Using MyQ Roger in Offline Mode

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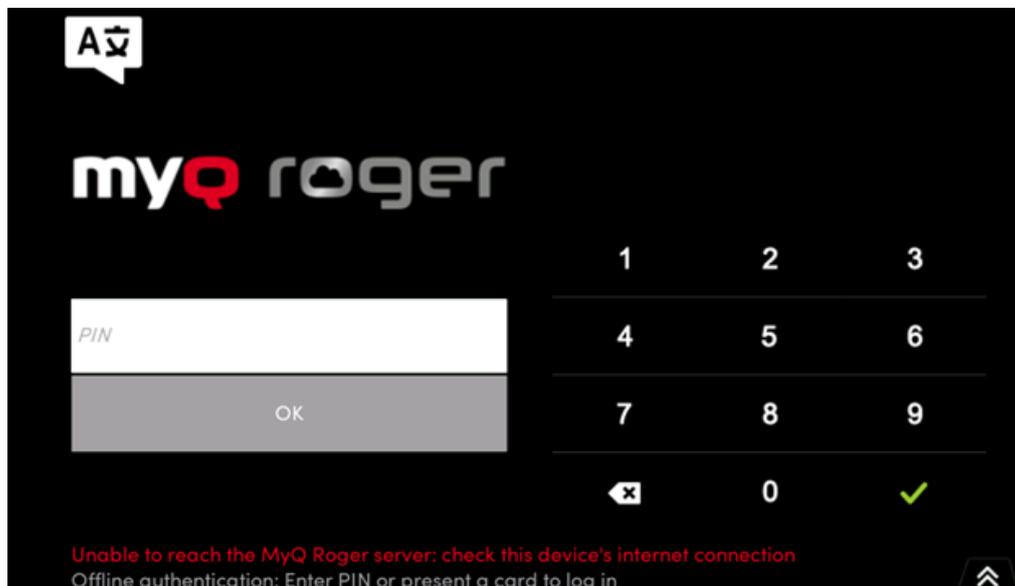

Login is only possible using PIN or ID card. Username and password or login via the mobile application are not available in Offline mode.

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

7.2.1 Available Actions in Offline Mode

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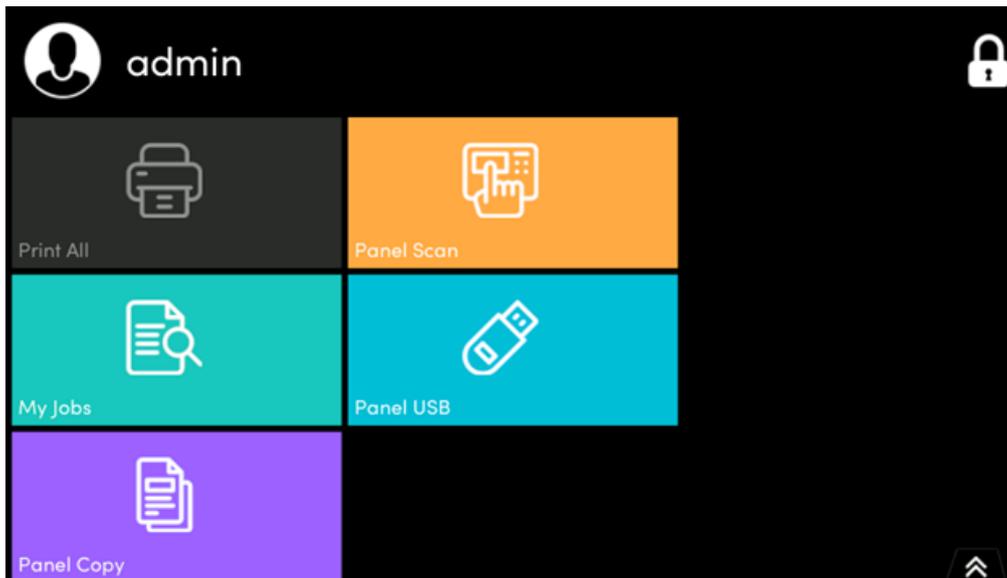
- Print All
- My Jobs - It is only possible to print jobs spooled via Device Spool. Spooled jobs from Cloud storages, the MyQ Roger mobile application, MyQ Roger Client or Microsoft Universal Print cannot be printed in Offline mode.
- Panel Copy
- Panel Scan - Panel scan cannot be used if the network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

8 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 is visible in the top center.
    - In the terminal, in the **Admin Menu** under **Registered tenant**.
- The **username** (email) where the issue occurred.
- The exact **time** of the issue.
- A detailed **description** of the issue.
- **Logs** of any MyQ Roger products you currently use.

8.1 MyQ Roger Kyocera Terminal Logs

To obtain logs from a MyQ Roger Kyocera device,

1. Tap the MyQ Roger logo on the terminal's screen and then log in as an administrator (the default administrator's PIN of an unassigned terminal to a tenant is **1087**. For newly created tenants, the Admin PIN is generated randomly and after connecting the device to the tenant, the Admin PIN can be changed. The value of the Admin PIN can be found in the MyQ Roger Server tenant settings, in **Administration > Device Settings**, in the **General** tab under **Admin Mode**.)
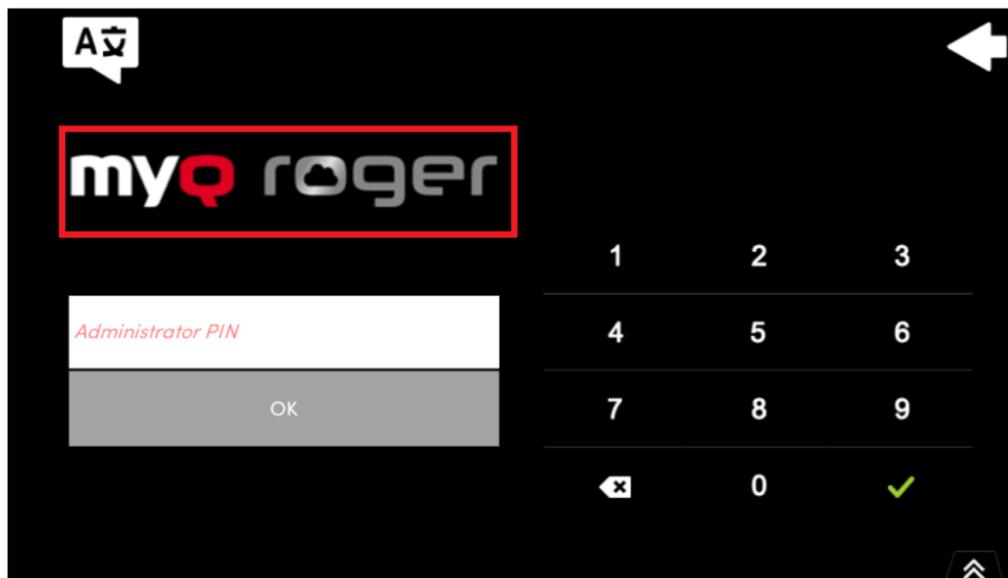
2. Once logged in to the Admin Menu, connect a USB drive to the device

    (The USB should be formatted to FAT32)

3. Then tap **Export log** in the Admin Menu.
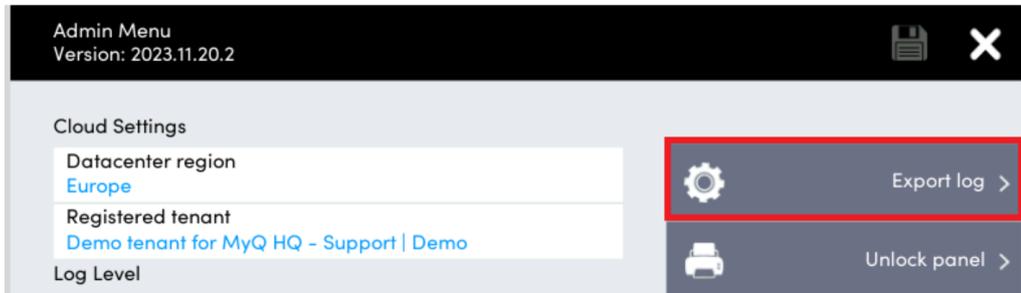
4. Lastly, attach the exported logs files to your helpdesk case.

8.2 MyQ Roger Client Logs

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

1. `C:\ProgramData\MyQ\Desktop Client\logs`

2. `%userprofile%\AppData\Local\MyQ\Desktop Client\logs`

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

    helpdesk case.

8.2.1 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.**
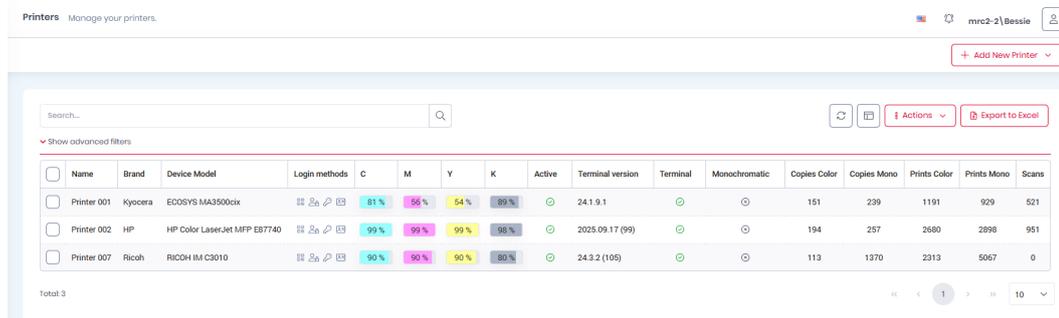
2. Click on the relevant device to view its details and from the action menu (three-dots)

    select **Request Log Download.**

Printer: Printer 001

General

Printer type:	Printer with terminal
Status:	Activated
Printer configuration:	Default printer configuration
Dealer catalog number:	
Created:	
Modified:	

Printer

Address:	
Brand:	Kyocera
Device Model:	ECOSYS MA3500cix
Color mode:	
Serial Number:	
Terminal version:	24.1.9.1
Last seen:	

Toner Status

C:	81 %
M:	56 %
Y:	54 %
K:	89 %

Total Counters

Copies Color:	151
Copies Mono:	239
Prints Color:	1191
Prints Mono:	929
Scans:	521

Close

3.

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

9 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.

10 Business Contacts

MyQ® Manufacturer	**MyQ® spol. s r.o.** Harfa Business Center, Ceskomoravska 2532/19b, 190 00 Prague 9, Czech Republic ID no. 615 06 133 MyQ® spol. s r.o. is registered in the Commercial Register at the Municipal Court in Prague, file no. C 29842 (hereinafter as "MyQ®")
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2. mailto:info@myq-solution.com

3. mailto:support@myq-solution.com

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