



MyQ Roger for HP Workpath

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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.

MyQ Roger HP Workpath is available in these versions:

- **(25.10) MyQ Roger EA** offers early access to cutting-edge features and enhancements. It's perfect for users who want to explore the latest developments and be the first to experience upcoming innovations.
- **(24.3) MyQ Roger** is the core edition trusted by users worldwide. Polished, reliable, and ready to support your daily workflow.

Limitations

- Duplex Cloud Spooling jobs are not supported.

- When printing multiple copies with MRC and the HP driver, changing `copy count` and unchecking `collate` on the HP terminal results in multiple copies, regardless of the terminal's copy setting.

1 Release Notes

 FutureSmart 5.7+ is required for this application.

1.1 MyQ Roger Terminal for HP 25.10.6

10 November, 2025

Bug Fixes

- Addressed an issue where device storage would unnecessarily fill up, resulting in Workpath errors and loss of functionality.
-

1.2 MyQ Roger Terminal for HP 25.10

31 October, 2025

Improvements

- Implemented sending scans to e-mail over cloud REST API.
 - Introduced new scan parameters on the terminal and in workflows.
 - Added support for smaller HP displays (HP x557).
-

1.3 MyQ Roger Terminal for HP 25.7.1

21 October, 2025

Bug Fixes

- Resolved an issue affecting user login and authentication on certain devices.
-

1.4 MyQ Roger Terminal for HP 25.7

13 August, 2025

Improvements

- Implemented dynamic job list updates, allowing new jobs to display automatically without a manual refresh.

2 Basic Information

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

The basic prerequisites before the installation are:

- Setup of the MyQ Roger tenant (described in the MyQ Roger Server Administration guide).
- FutureSmart (FS) Firmware 5.7 or above, as of 24.3 release MyQ Roger is not compatible with lower-level FS firmware.
- The Multi-Functional Device (MFD) should be connected to the HP Command Center (for more information on how to connect, contact your Partner).
- OneDrive should be connected to your tenant and the device.

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

2.1 Supported Devices

The supported devices are models with **Workpath Platform** support and a screen resolution of 800x600 or higher.

See the list of supported devices in <https://developers.hp.com/workpath-sdk/compatible-devices>.

 Only the multifunctional devices on this list are supported. For some models, additional memory is required.

3 Pre-Installation Steps

The MyQ Roger app can be installed on HP Multi-Function Devices (MFDs) as a standard application.

- i** The latest firmware is recommended (for the latest MyQ Roger version, FS 5.7 or newer is required).

Before installing the MyQ Roger app to your device, you need to:

3.1 Modify the time server settings

1. Go to the device's web user interface, in **General, Date/Time Settings>NTS Settings**, and in the **Network Time Server Address** field, type `time.windows.com`.
You can also modify the rest of the settings there, based on your preferences.
2. Once done, click **Synchronize Now**, and then click **Apply**.

Date/Time Settings

NTS Settings

If a Network Time Server (NTS) is connected to the same network as this product, its IP address was discovered when the product was powered on. To use that NTS, click the "Use Defaults" button. If you want to enter an NTS manually, type the IP address in the field below.

Network Time Server Address	Local Port to Receive Time from Server
time.windows.com	1230 (1100-1900)

Synchronize Time with Server every
24 (1-168) Hours

Time Server Status
Timeout waiting for response from server

[Synchronize Now](#) [Use Defaults](#)

3.2 Enable Web Services

1. Go to the **HP Web Services** tab and make sure that the **Web Services Status** is set to **Enable**.

If it is disabled, enable it and save the settings.

Web Services Setup

HP Web Services and HPconnected.com

Web Services Status	Enabled
Printer connected to HP Connected	Connected

HP ePrint **ON** [Turn OFF](#) [More information.](#)

Product E-mail Address Printer Code

[Remove printer from HP Connected and HP Web Services.](#) [Refresh Device Email Address from HP Connected.](#)

[Remove](#) [Refresh](#)

Use the HP Connected website
Use HP's free HP Connected website to set up increased security for HP Connected, specify the email addresses that are allowed to send email to your printer, and access other free services.

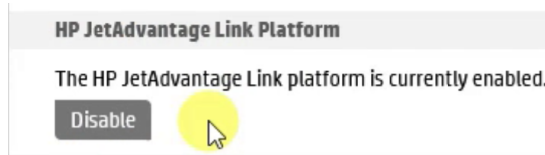
- Go to www.hpconnected.com to create an account and enter your printer code to manage your printer
- Go to the HP Connected website for more information and specific terms and conditions: www.hpconnected.com

2. Depending on the device model, you should either **Enable JetAdvantage Link platform** or **Enable HP Workpath platform**.

3.3 Enable JetAdvantage Link platform

1. Go to the **Security** tab, scroll down to the **HP JetAdvantage Link Platform** section, and make sure that the **HP JetAdvantage Link platform** is set to **Enable**.
2. If it is disabled, enable it, and click **Apply** to save your settings.

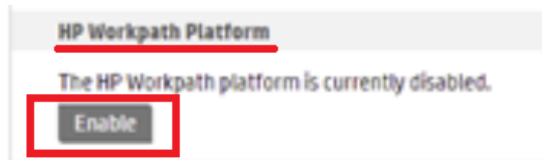
The device needs to be restarted for the changes to take effect.



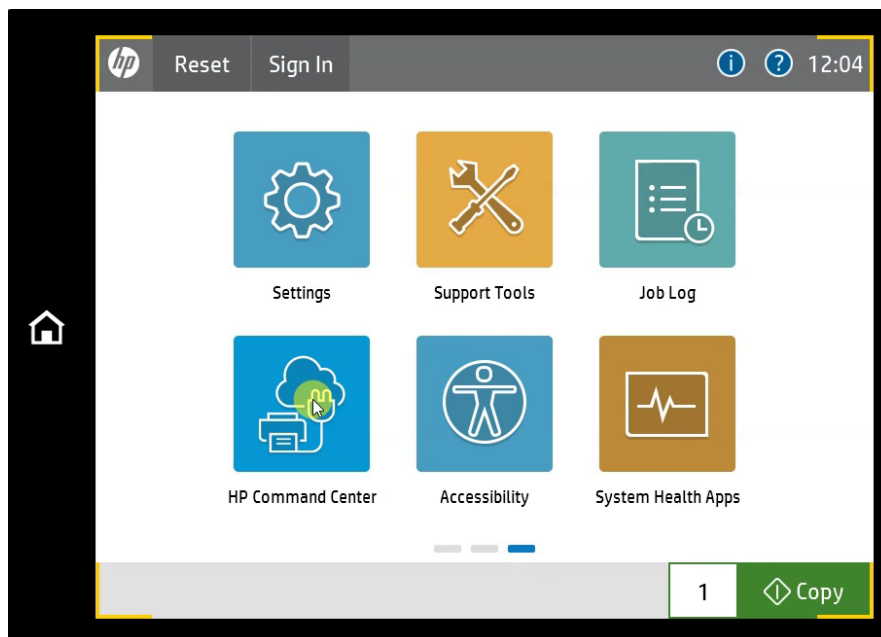
3.4 Enable HP Workpath platform

1. Go to the **Security** tab, scroll down to the **HP Workpath Platform** section, and make sure that the **HP Workpath platform** is set to **Enable**.
2. If it is disabled, enable it, and click **Apply** to save your settings.

The device needs to be restarted for the changes to take effect.

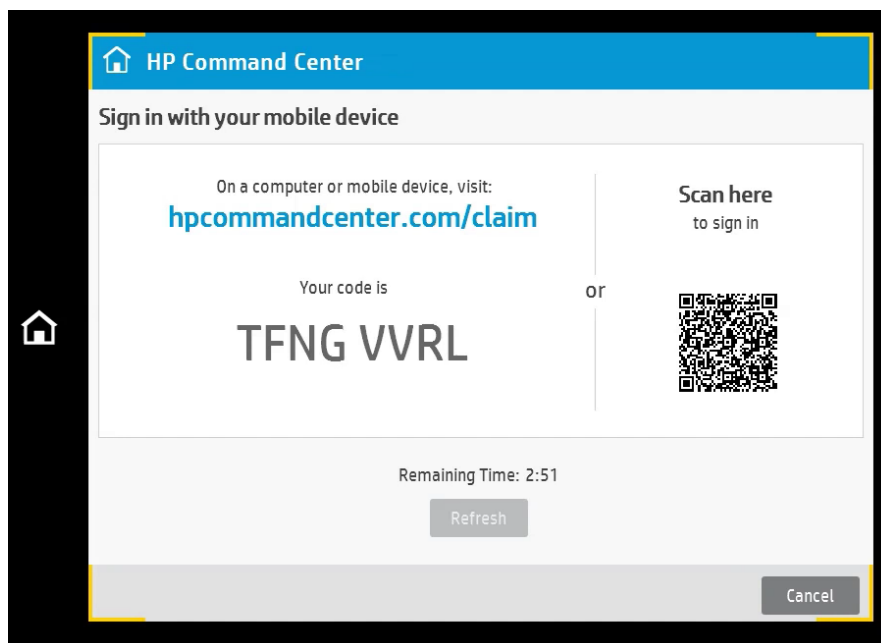


3. Once the device is restarted, go to the device panel and click on the **HP Command Center** application.



4. Click **Continue** on the pop-up window.

Once the screen loads, you see the link you need to follow (or a QR code) to register your device to the HP Command Center, as well as a unique code for verification.



5. Either visit hpcommandcenter.com/claim¹ on a browser or scan the QR code with your mobile phone.

Be aware that the process is time-sensitive; after 4 minutes, the session expires.

1. <http://hpcommandcenter.com/claim>

6. Log in, enter the verification code, and click **Verify**.



Verify a device

Enter the code displayed on your device.

Code

TFNG VVRL

8/8



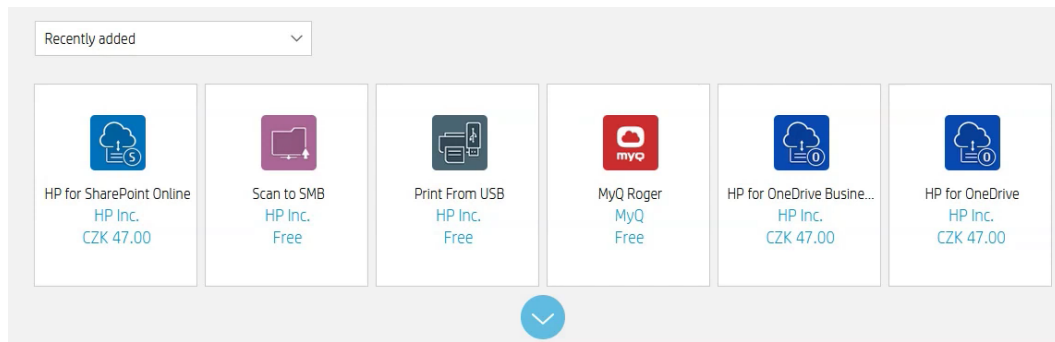
[Sign Out](#)

Your device is now registered and verified in the HP Command Center, and you can proceed with the MyQ Roger installation.

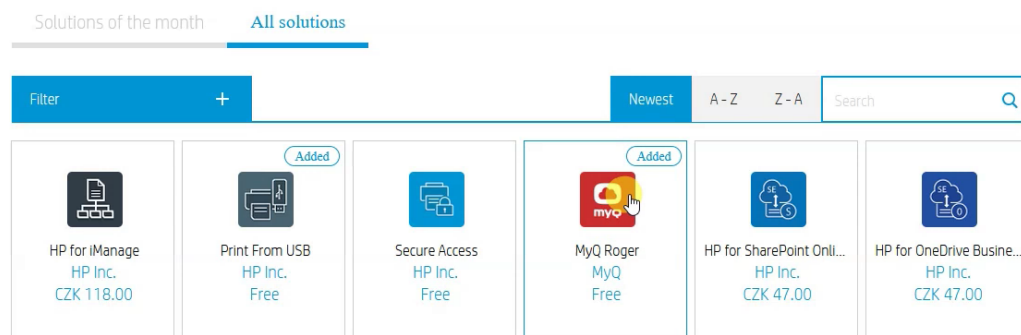
4 Installation on HP MFDs

4.1 MyQ Roger Installation on an HP Multi-Function Device (MFD)

1. Log in to <http://hpcommandcenter.com> and go to the **Solutions** tab.
2. Click **All Solutions** and search for MyQ Roger in the search bar.



Solutions Catalog



3. Select the **MyQ Roger** app and add it to your solutions portfolio.
4. Go to the **Accounts** tab and select your account.
5. Click **Assign Device** to add your device to the selected account. In the pop-up window, select the device and click **Add**.

Assign devices

Selected account

| | |

Select devices that you want to assign to this account.

(5 / 20)

Search	Model name ▲	Serial number ▼	Asset number ▼
☒	HP LASERJET MFP M528		

Number of devices selected: 1 [Unselect all](#)

Cancel

Add

6. On the left column, under **Solutions**, select **MyQ Roger**, and click **Manage**.

Solutions(6) ?
Add solutions

Search

Scan to SMB
Installed on 0 devices

Print From USB
Installed on 0 devices

MyQ Roger
Installed on 3 devices

Delete
Manage

HP for OneDrive Business
Installed on 0 devices

HP for OneDrive
Installed on 0 devices

Scan to Email
Installed on 0 devices

Devices(5 / 20) ?
Assign devices

Search

HP PAGERWIDE COLOR MFP E58650
Serial No. 1 solutions installed

HP PAGERWIDE COLOR FLOW E58650
Serial No. 0 solutions installed

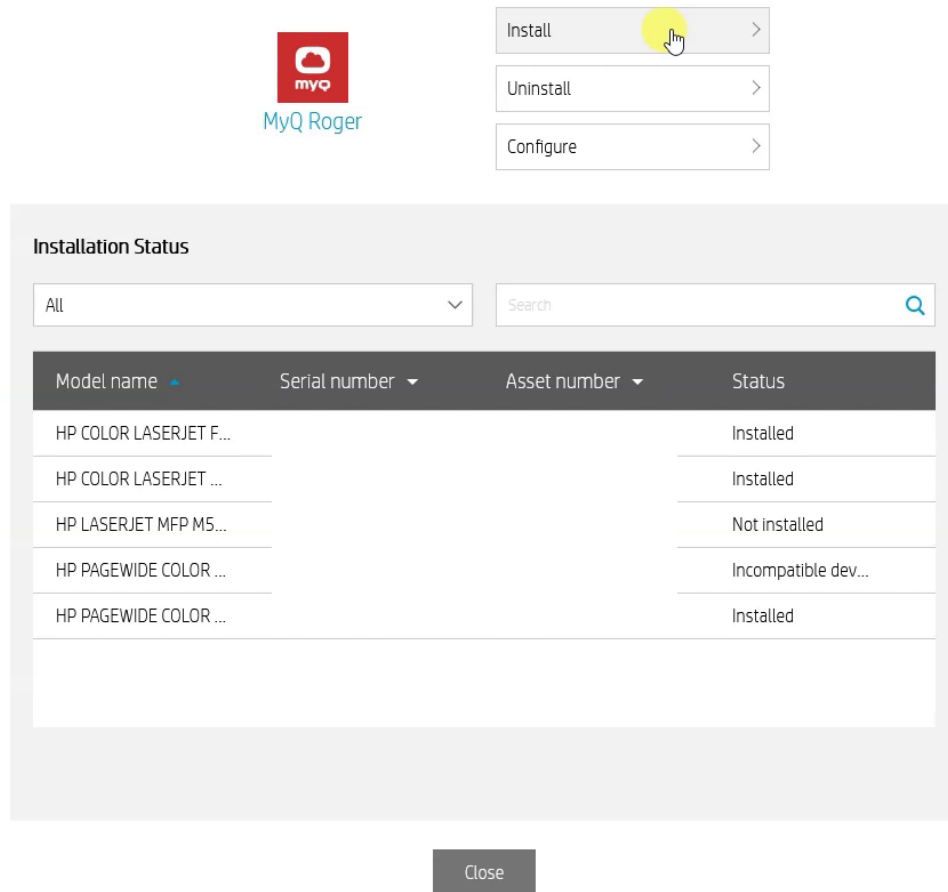
HP LASERJET MFP M528 New
Serial No. 0 solutions installed

HP COLOR LASERJET MFP M577 New
Serial No. 1 solutions installed

HP COLOR LASERJET FLOWMFP M681
Serial No. 1 solutions installed

7. In the pop-up window, wait for the device list to load, and then click **Install**.

Manage solution



8. Select the device where you want to install MyQ Roger and click **Next**.

< Install

MyQ Roger Select target devices Install

Select target devices
Select the devices on which you want to deploy this solution and update their configuration.

Share configuration: Off

All Search

☒	Model name	Serial number	Asset number	Status
☒	HP LASERJET MFP ...			Not installed

Selected devices: 1 [Unselect all](#)
NOTICE: By installing this solution sold by partner companies, you are agreeing to partner terms and usage fees.

Previous Next

9. Select whether you want to install the application now (recommended) or schedule it for later (up to 72 hours) and click **Install**.

< Install

MyQ Roger Select target devices Install

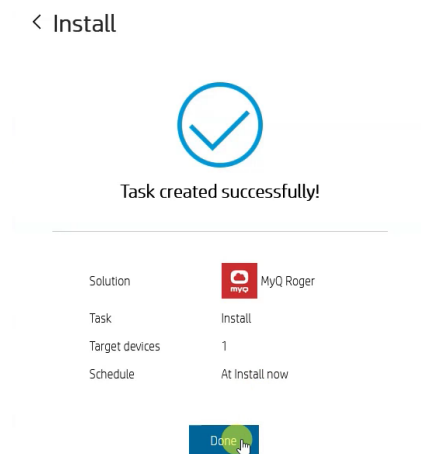
Install
Tip: If you choose not to install this solution now, you can install it up to 72 hours later.

☒ Install now
☐ Schedule installation

Previous Install

A new task is created, and the application is being installed in the background.

10. Click **Done**.



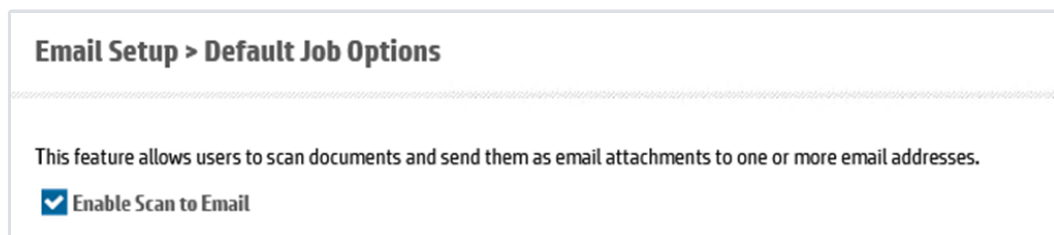
4.2 Device Configuration

You can further configure the device's SMTP and scanning options, the device's and MyQ Roger app's language, and panel operations options for locked devices.

4.2.1 SMTP and Scanning Options

This setting is required for using scan to @me, scan to @email, and panel scan operations.

1. Open the web UI of the device.
2. Log in as administrator.
3. Open **Scan/Digital Send>Email Setup>Default Job Options**.
4. Mark the **Enable Scan to Email** checkbox to allow users to scan and send documents as email attachments.



Configure the Outgoing Email Servers (SMTP).

1. Click **Add...** to add the SMTP server.

Outgoing Email Servers (SMTP)

Server Name	Port Number
	25

2. Enter the SMTP address and the server port number .

Set the basic information necessary to connect to the server.

Server Name * Port Number * Split emails if larger than (MB) * (0-100.00)

Host name or IP address Server port The email will be split into multiple emails if larger than the specified size. If the value is 0 the email will not be split.

☐ Enable SMTP SSL/TLS Protocol

Configure the authentication of the SMTP server (related to SMTP Server configuration)

Outgoing Email Servers (SMTP)

Server Authentication Requirements

☐ Server does not require authentication
☒ Server requires authentication

Always use these credentials

User Name: * Password: *

☐ Verify Access

Configure Address and Message Field Control.

Address and Message Field Control

Select the desired setting for each field and whether the field can be edited by the user at the control panel. If any selections require users to sign in, set the base application to require signing in by navigating to the Security tab.

From: ☒ User editable

Default From: Default Display Name:

Note: This is an optional setting. If set, the display name is shown at the control panel rather than the Default From: address.

Subject: ☒ User editable

Message: ☒ User editable

4.2.2 Enabling Virtual Keyboard

Some devices without an external hardware (HW) keyboard may have their Virtual Keyboard disabled making it not possible to enter text to textboxes (i.e. login via username and password, login as device administrator, entering email address...).

This setting is required on devices without an external HW keyboard and optional on devices with an external HW keyboard.

1. Open the web UI of the device.
2. Log in as administrator.
3. Open **General>Control Panel Customization>Control Panel Language and Keyboard Layouts**.
4. Mark the **Enable Virtual Keyboard** checkbox and click **Apply**.

Control Panel Customization > Control Panel Language and Keyboard Layouts

Select the default language for control panel messages and specify the default keyboard layout for each language. When changes are applied, the selected language will be set as default on control panel and all keyboard layout changes will be saved.

Language	Keyboard Layout
☐ Magyar	Hungarian (QWERTZ)
☐ Ελληνικά	Greek
☐ Hrvatski	Croatian
☐ Română	Romanian

☒ Allow users to choose another language for their session

☒ Show alternate keyboard button on keyboard screens

All selected keyboard layouts will be available at the control panel when the alternate keyboard button is touched.

Keyboard Layout

- ☒ Arabic
- ☒ Belgian (Comma)
- ☒ Belgian (Period)
- ☒ Bulgarian

☒ Enable Virtual Keyboard

Apply **Cancel**

4.2.3 Locking the Device

Use this optional setting to lock the panel operations for unauthenticated users:

1. Open the web UI of the device.
2. Login in as administrator.
3. Open **Security>Access control**.
4. **Disable Device Guest**.
5. Change the default **Sign-In Method**.

a. **Local Device** for possibility of login for the device administrator.

Sign-In and Permission Policies

Click the icons below to change settings. Set sign-in requirements at the control panel by allowing or denying Guest access. Guests are users who have not signed in to use the product. The remaining permissions can be applied to local user accounts stored on the product or to network users and groups.

Control Panel	Device Guest	Device Administrator	Device User	Sign-In Method
MyQ Roger				Local Device
Settings				Use Default

b. **Roger Authentication** to display the Roger login screen after **Sign in** is selected.

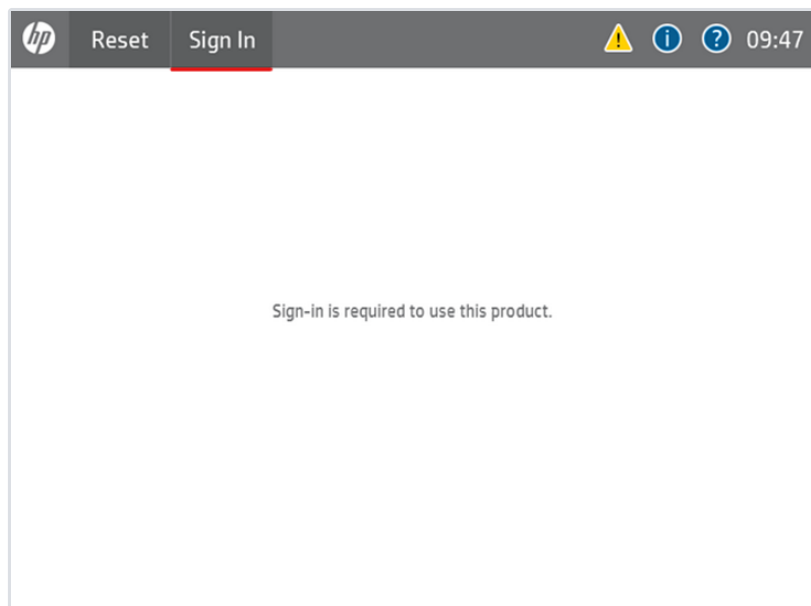
Sign-In and Permission Policies

Click the icons below to change settings. Set sign-in requirements at the control panel by allowing or denying Guest access. Guests are users who have not signed in to use the product. The remaining permissions can be applied to local user accounts stored on the product or to network users and groups.

Control Panel	Device Guest	Device Administrator	Device User	Sign-In Method
MyQ Roger				Roger Authentication
Settings				Use Default

Login with the possibility of login with device administrator

1. Press the **Sign In** button on the device panel.



a. It is possible to log in as a device administrator.

Local Device Sign In

Access Type
User Access Code

Access Code

1 2 3
4 5 6
7 8 9
0

Sign In

b. Or change the login screen to MyQ Roger.

Local Device Sign In

Access Type
Roger Authentication

Access Code

Cancel Sign In

myQ roger

QR Code

Username

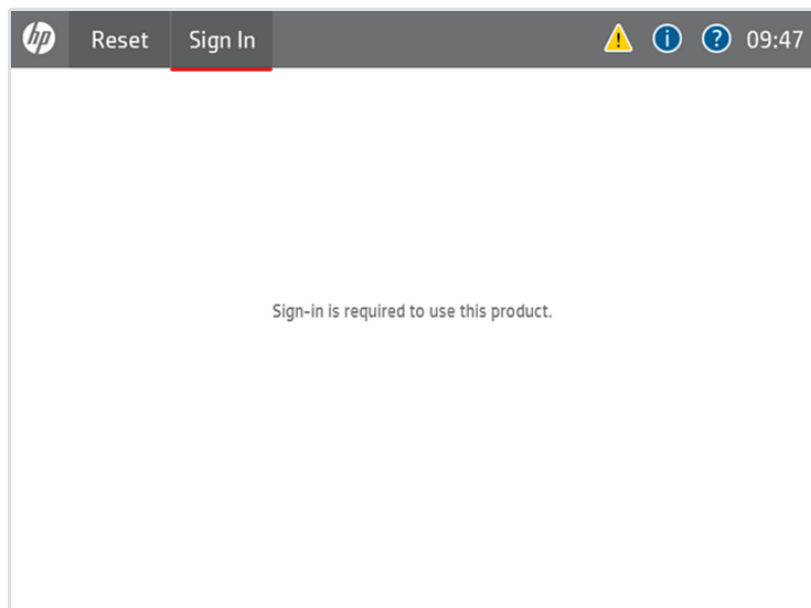
PIN / Password

1 2 3
4 5 6
7 8 9
0

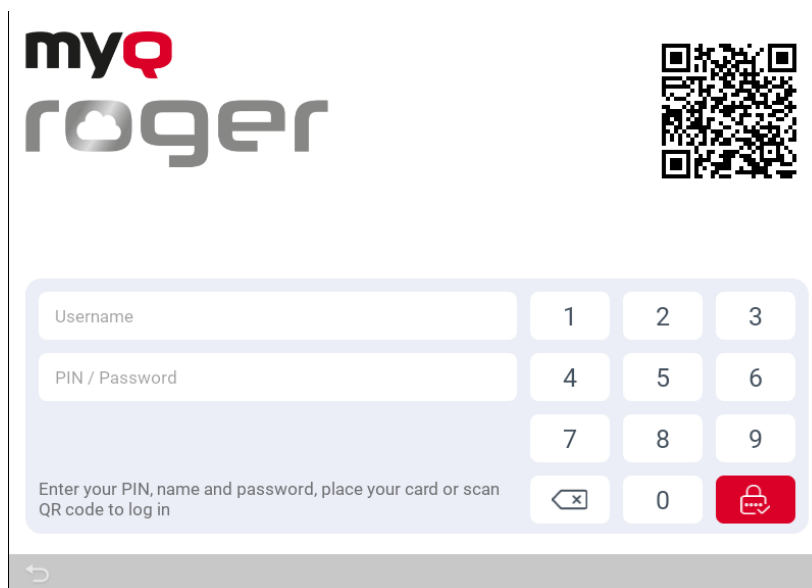
Enter your PIN, name and password, place your card or scan QR code to log in

Login with the possibility of login without device administrator

1. Press the **Sign In** button on the device panel.



2. Login to MyQ Roger.

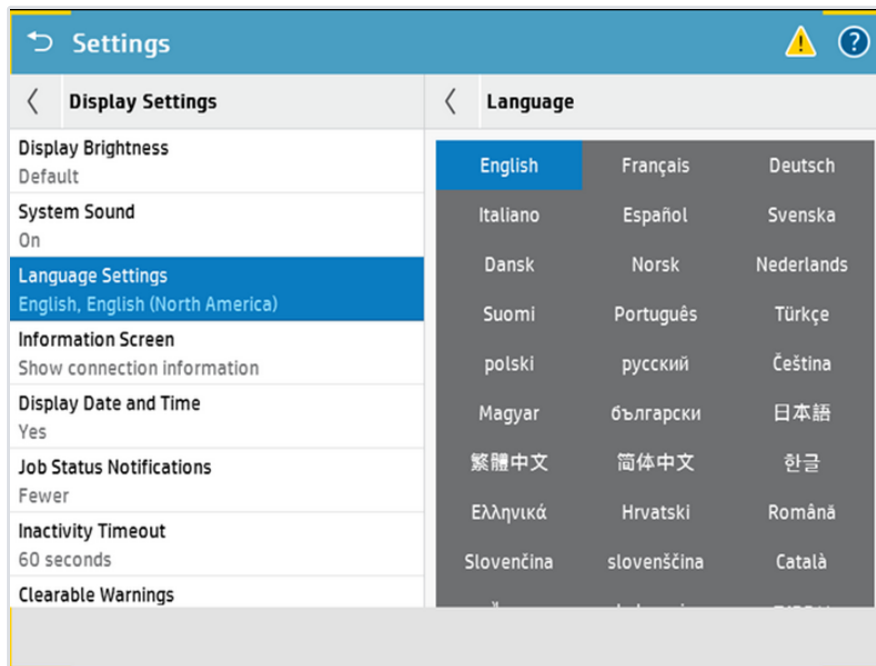


4.2.4 Language Settings

It is possible to change the language of the MyQ Roger application to several languages. Currently, the application is translated to Czech, English (default), French, German, Italian, Polish, and Spanish.

Language of the Login Screen

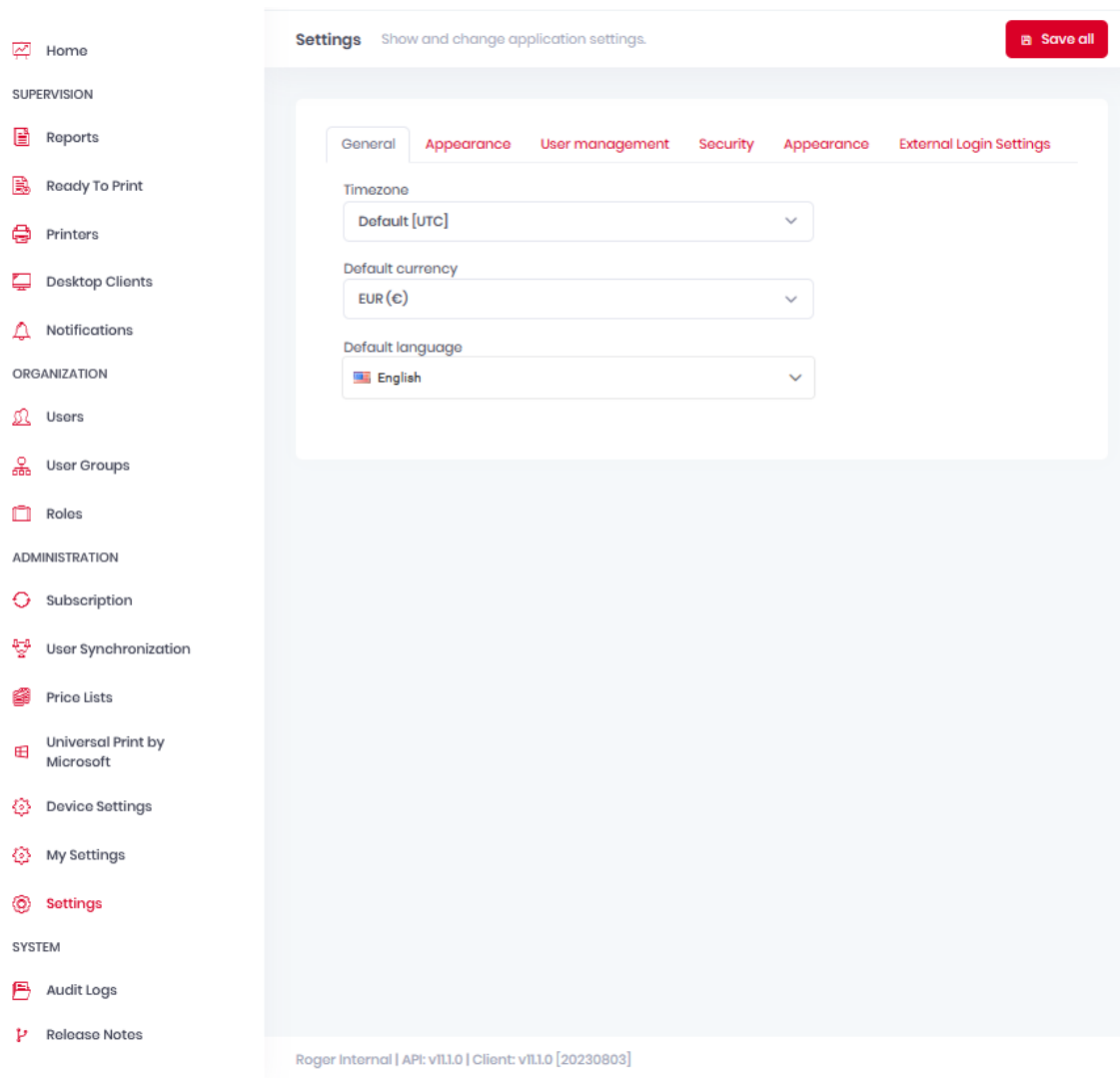
The language of the login screen is set by the language set in the device.



Language of the Application

The language of the Top menu is set by the language set in the MyQ Roger web UI.

1. Go to the MyQ Roger Web UI, in **Administration>Settings>General**.
2. Set the **Default language**.



4.3 Remote Configuration of HP MFDs

After installing MyQ Roger on your HP devices through HP Command Center, you can use the **Configure** option to remotely pair devices with your MyQ Roger tenant. Use this option to register multiple devices without needing to configure each one individually at the panel.



Remote configuration can only be applied to devices that already have MyQ Roger installed through HP Command Center. You must complete the installation before using the **Configure** option.

4.3.1 Prerequisites

- MyQ Roger is **installed** on the target devices via HP Command Center.

- You have an HP Command Center account with access to the relevant device pool/account.
- You have a MyQ Roger tenant set up and know the tenant name.
- Your MyQ Roger user role has the **Pair Provider with Printer** permission.



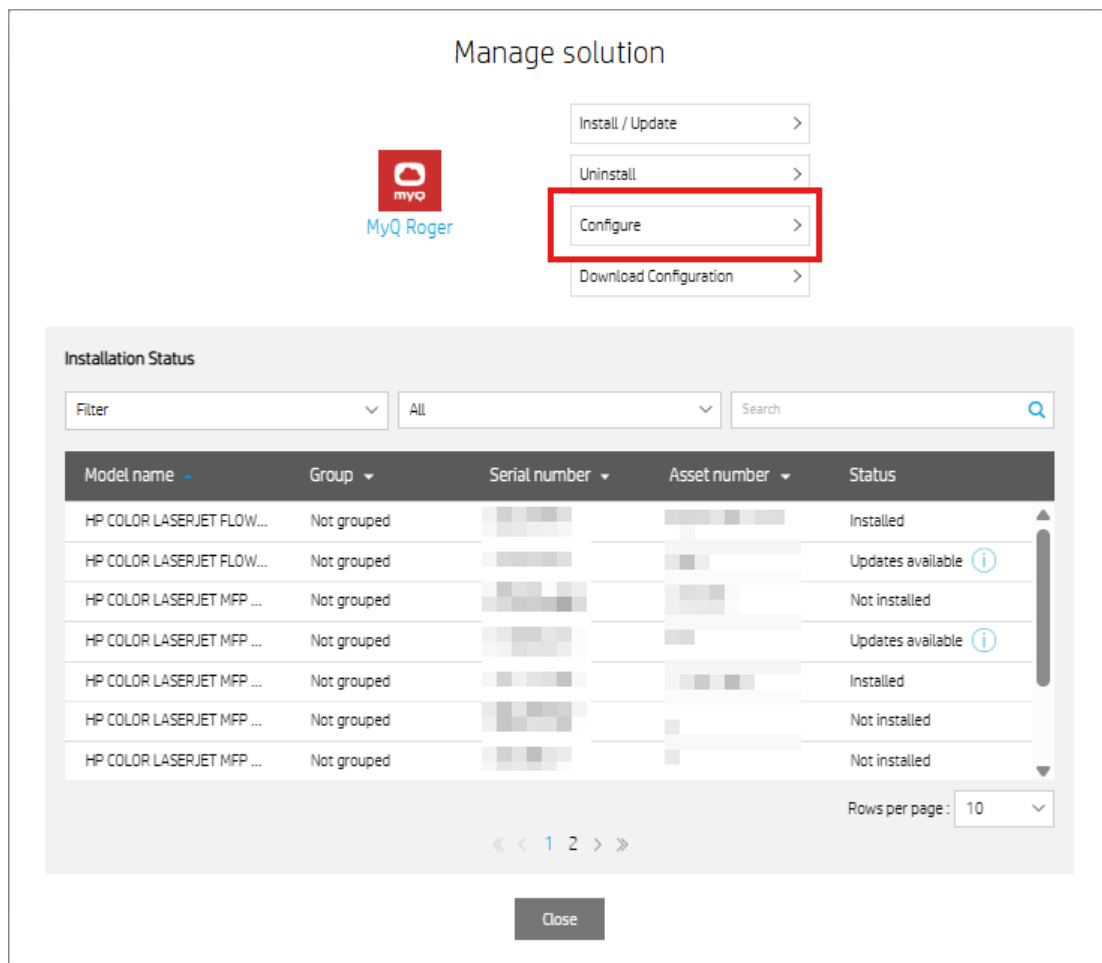
More Information

- <https://www.hpcommandcenter.com/>
- [Installation on HP MFDs \(see page 11\)](#)
- (1.0) Roles

4.3.2 Accessing the Configuration Wizard

1. Log in to HP Command Center.
2. Go to the **Accounts** tab and select your account.
3. In the **Solutions** panel, locate **MyQ Roger** and click **Manage**.
4. In the *Manage solution* pop-up, click **Configure**.

The configuration wizard opens.



4.3.3 Setting the Configuration

In the Set configuration step, enter the values to connect your devices with your MyQ Roger tenant, and click **Next**.

- **Custom (Optional)**
Leave unselected for standard production environments. When selected, this option allows you to specify a custom region string (used for non-standard environments).
- **Region**
Select the region that matches your MyQ Roger deployment.
- **Tenant Name**
Enter the name of your MyQ Roger tenant.
- **Device Admin**
Enter the username of a MyQ Roger user account.
- **Password**
Enter the password for the Device Admin account.

Important!

The role of the Device Admin user must include the **Pair Provider with Printer** permission. You can verify or assign this permission in the MyQ Roger Server under **Organization > Roles**. If the credentials are incorrect or the user does not have this permission, device registration will fail.

< Configure ?

The configuration wizard shows a progress bar with four steps: MyQ Roger, Set configuration (current), Select target devices, and Configure. Below the progress bar, the 'Configure this solution' section includes a note: 'Note: All other devices that you select will use this configuration.' It also shows a 'Saved configuration (02/17/2026, 9:28 AM)' with links for 'Copy from device' and 'Restore defaults'.

The 'Registration' section contains the following fields:

- Custom: ☐
- Region *:
- Tenant Name *:
- Device Admin *:
- Password *:

At the bottom, there are 'Cancel' and 'Next' buttons.

4.3.4 Selecting Target Devices

1. Select the devices that you want to apply the configuration to.
2. Click **Next** to proceed.

< Configure ?

Select target devices
Select devices on which you want to deploy this configuration.

Filter All Search

☐	Model name	Group	Serial number	Asset number	Status
☒	HP COLOR LASERJET FLO...	Not grouped	...	...	Installed (25.10.5 (567))
☐	HP COLOR LASERJET FLO...	Not grouped	...	...	Installed (24.1.3 (117))
☐	HP COLOR LASERJET MF...	Not grouped	...	...	Installed (2021.1.18)
☐	HP COLOR LASERJET MF...	Not grouped	...	...	Installed (2022.03.23 (3...))
☐	HP PAGEWIDE COLOR FL...	Not grouped	...	...	Installed (2021.1.18)

Selected devices: 1 / 5 [Unselect all](#)

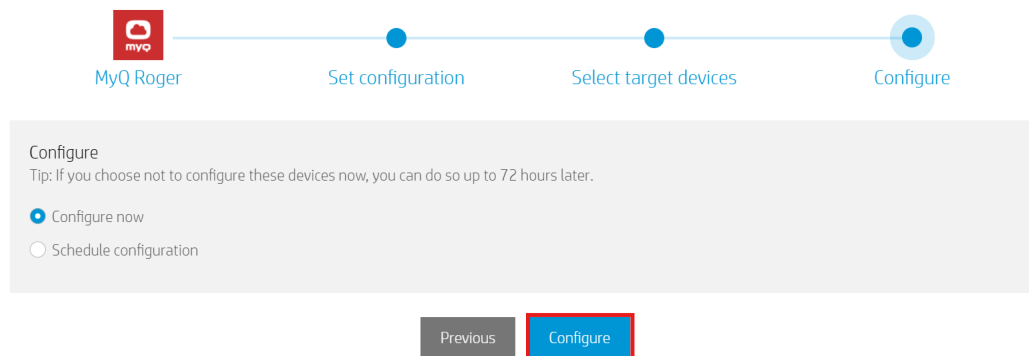
Previous Next

4.3.5 Applying the Configuration

1. Select **Configure now** or optionally, schedule the configuration update to run later.
2. Click **Configure**.

HP Command Center creates a configuration task. You can monitor its progress in the **Task history** section of your account page. Once the configuration task succeeds, the target devices will automatically attempt to register with your MyQ Roger tenant in the background.

< Configure ?



MyQ Roger Set configuration Select target devices Configure

Configure
Tip: If you choose not to configure these devices now, you can do so up to 72 hours later.

☒ Configure now
☐ Schedule configuration

Previous Configure

After the task completes, you can verify that the devices appear in your MyQ Roger tenant under **Supervision > Printers**.

4.3.6 Updating an Existing Configuration

You can re-run the configuration workflow at any time to change the registration details for your devices. The new configuration will overwrite the previous one on the selected devices.

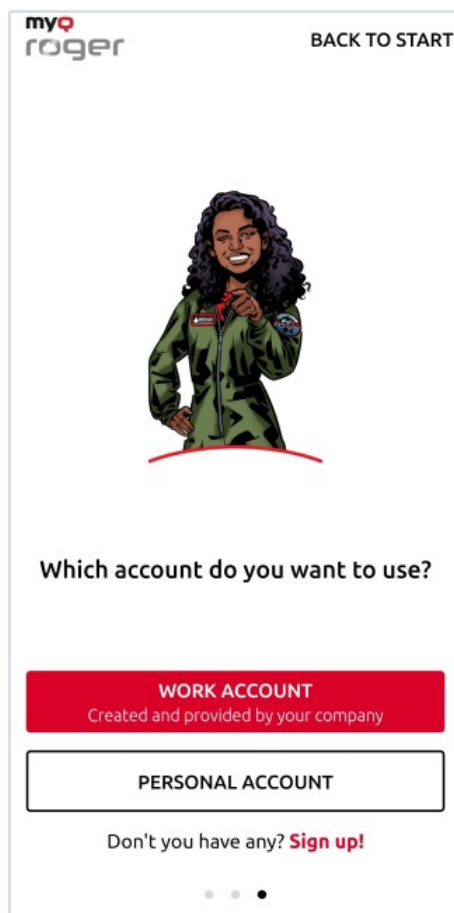
When you open the Configure wizard, it displays the **Saved configuration** with the date it was last applied. You can also use the **Copy from device** or **Restore defaults** links to reset values.

5 MyQ Roger Mobile App Setup

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

After the download and installation of the app,

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



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

✕ **Sign in to your work account**

Tenancy name provided by your company

 Sign in with MyQ

OR

 Sign in with Google

 Sign in with Microsoft

By logging in, you agree with [MyQ's Privacy Policy](#) and with processing of data for business and marketing purposes by MyQ spol. s.r.o. and its regional branches.

v 2021.9.22

4. In the **Tenancy name provided by your company** field, type the **name of your tenant**.

Then choose one of the available sign-in options:

- a. Sign in with MyQ
- b. Sign in with Google
- c. Sign in with Microsoft

5.1 Sign in with MyQ

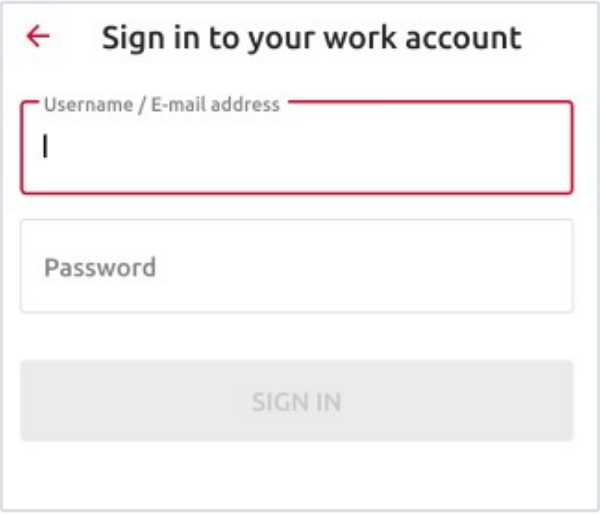
1. Type your MyQ Roger credentials

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

Your MyQ Roger Username or Email address.

b. **Password**

Your MyQ Roger Password.

A screenshot of a mobile app's sign-in screen. At the top left is a back arrow icon. To its right is the title "Sign in to your work account". Below the title are two input fields. The first field is labeled "Username / E-mail address" and contains a single character "I". The second field is labeled "Password" and is empty. Below these fields is a large, light gray button with the text "SIGN IN" in all caps.

2. Tap **SIGN IN**.

5.2 Sign in with Google

You are redirected to log in to your Google account.

5.3 Sign in with Microsoft

You are redirected to log in to your Microsoft account.

5.4 Sign in to Personal Account

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

×

Sign in to your personal account


Sign in with MyQ

OR

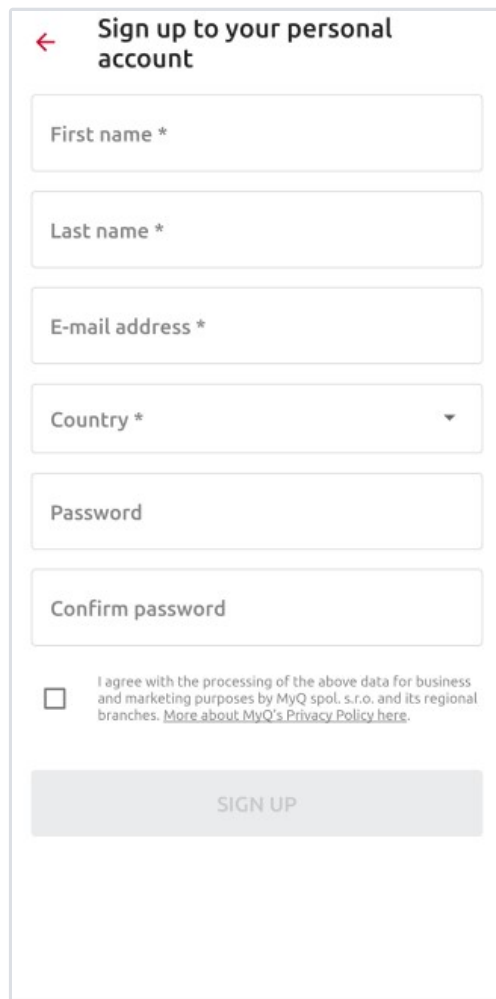

Sign in with Google


Sign in with Microsoft

By logging in, you agree with [MyQ's Privacy Policy](#) and with processing of data for business and marketing purposes by MyQ spol. s.r.o. and its regional branches.

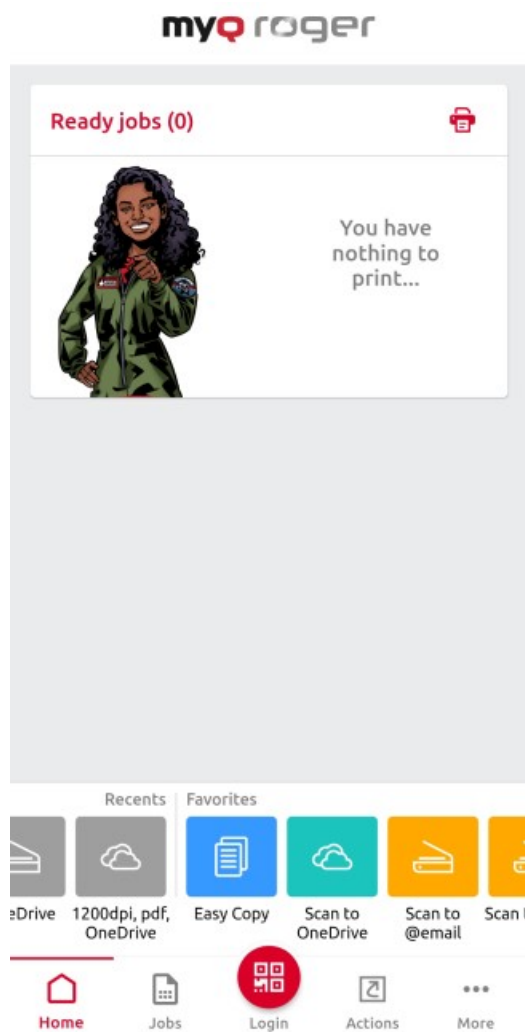
v 2021.9.22

1. If you don't have an account related to MyQ Roger, you can tap **Sign up!** and create a new personal account either in MyQ, Google or Microsoft.
2. Fill in the mandatory fields: **First name, Last name, E-mail address, Country, Password, and Confirm password.**
3. Mark the **check box** that you agree with MyQ Roger processing your data and tap **SIGN UP.**



The screenshot shows a mobile app interface for signing up to a personal account. At the top left is a red back arrow. The title 'Sign up to your personal account' is in bold. Below the title are five input fields: 'First name *', 'Last name *', 'E-mail address *', 'Country *' (with a dropdown arrow), and 'Password'. Below the password field is a 'Confirm password' field. Underneath these fields is a checkbox followed by the text: 'I agree with the processing of the above data for business and marketing purposes by MyQ spol. s.r.o. and its regional branches. [More about MyQ's Privacy Policy here.](#)'. At the bottom is a grey 'SIGN UP' button.

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



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

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

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

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

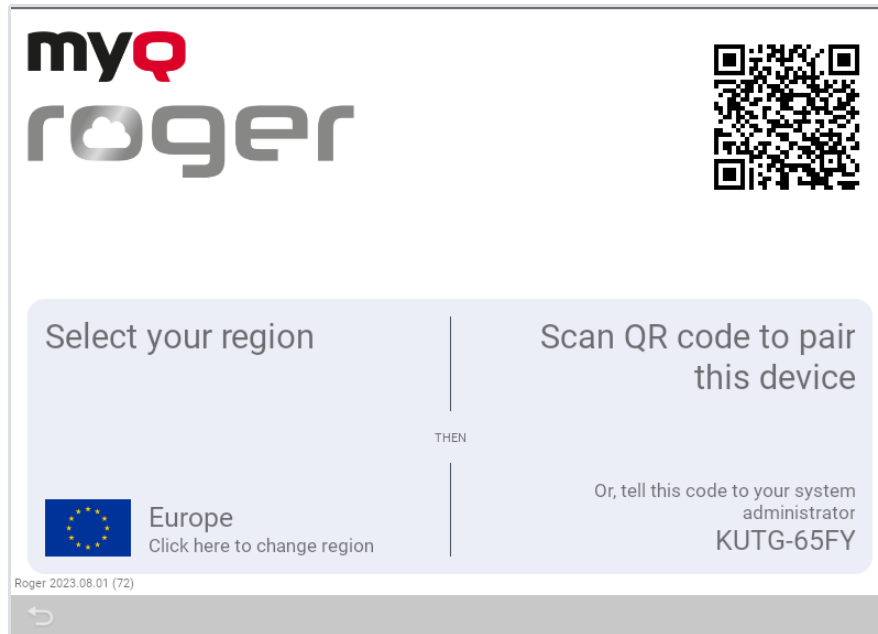
- If the user has standard permissions (print, scan, etc.), they cannot pair the device. It fails and an error message is displayed on the mobile phone.
- If the user has admin permissions (device pairing), they are able to pair the device with a tenant. The new record of the printer is created under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

i 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).

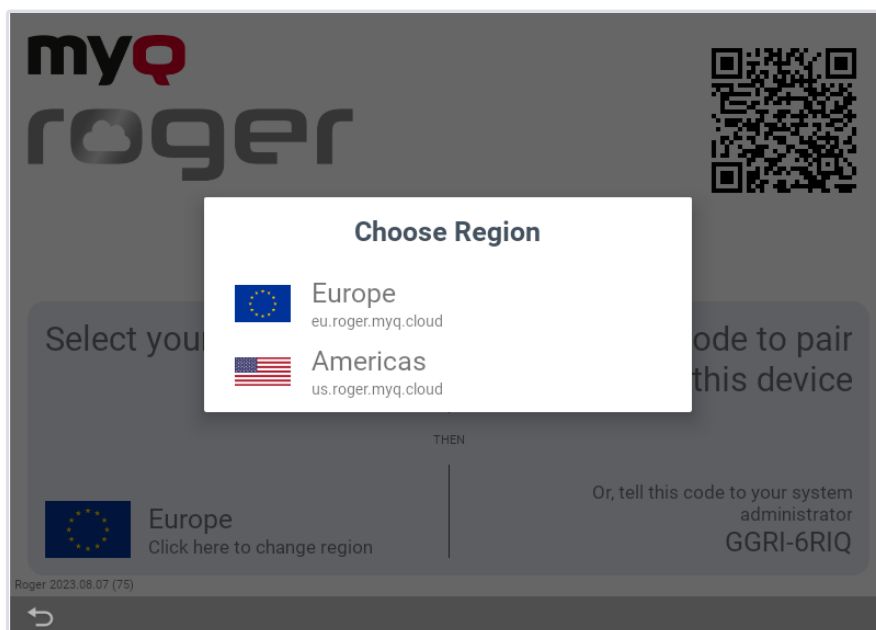
6 Registration of MyQ Roger to the Tenant

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

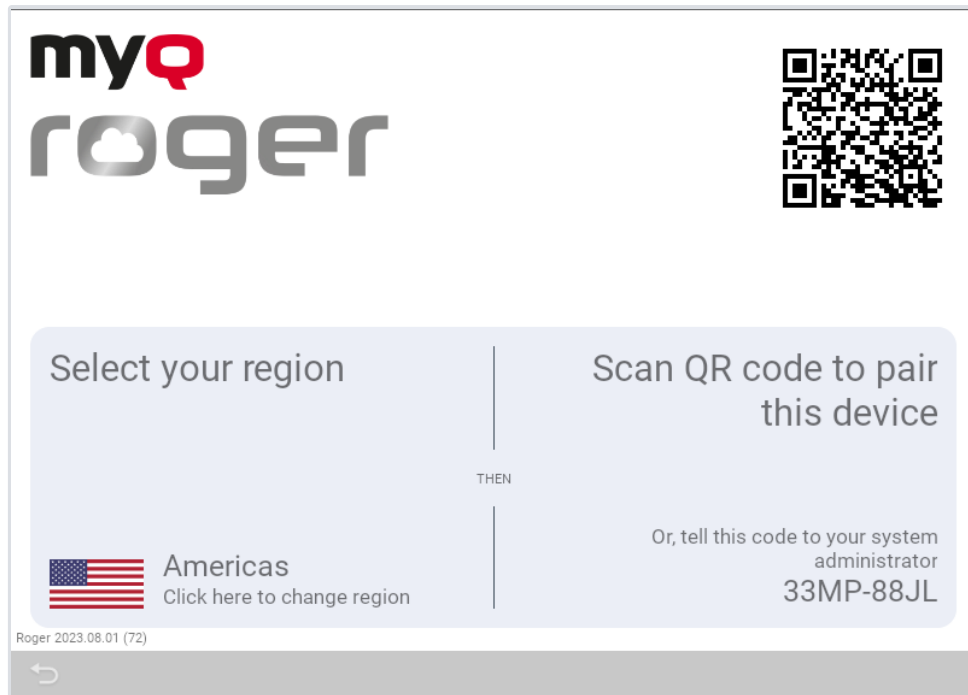
1. In the MyQ Roger screen on the MFD, tap on the **flag** in the lower-left corner to select your region.



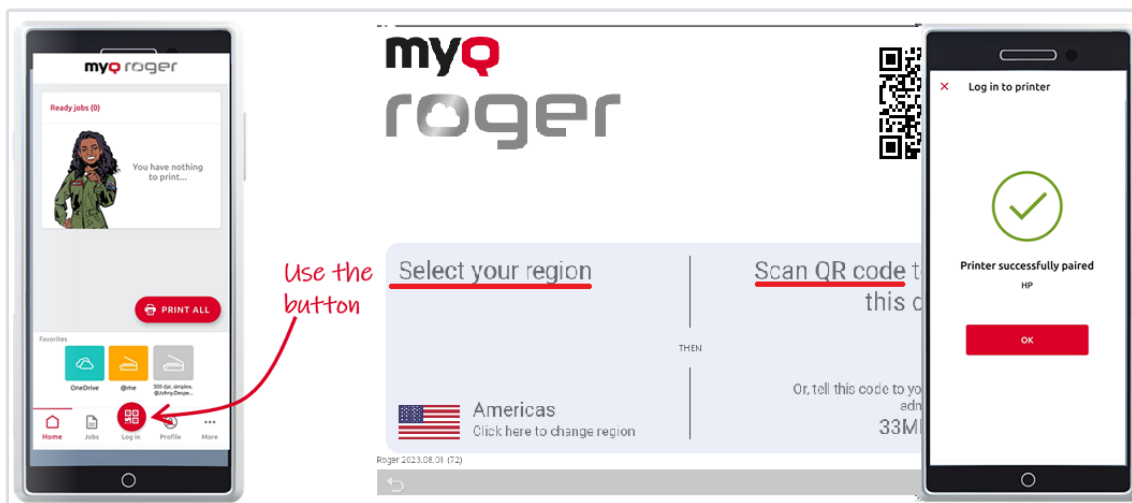
2. Choose the region in the pop-up, either **Europe** or **Americas**.



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



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

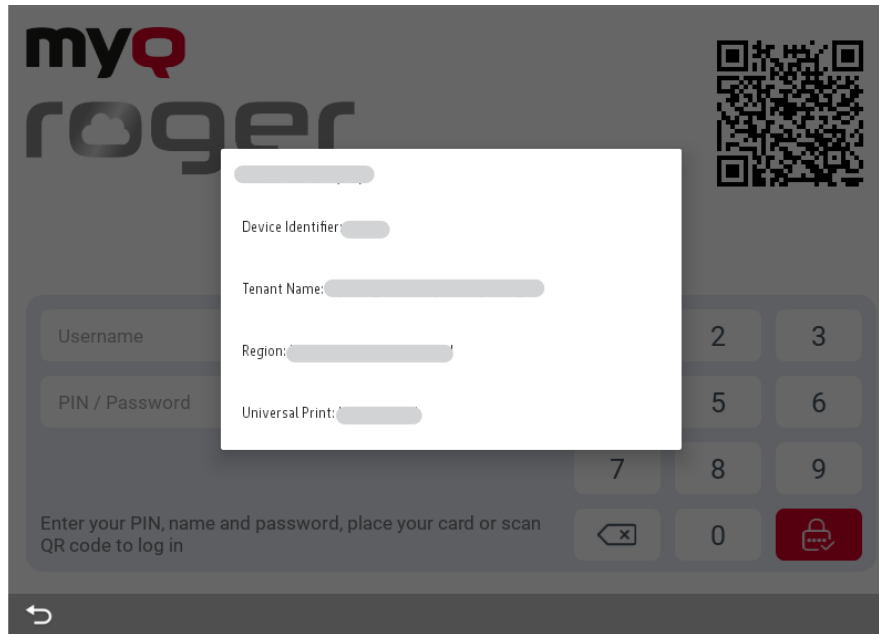


6.1 Information about Terminal Version and Connected Tenant

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

1. Display the MyQ Roger login screen.
2. Press the **MyQ Roger** logo.

Information about the terminal version and information about the connected tenant is displayed.



7 Using MyQ Roger

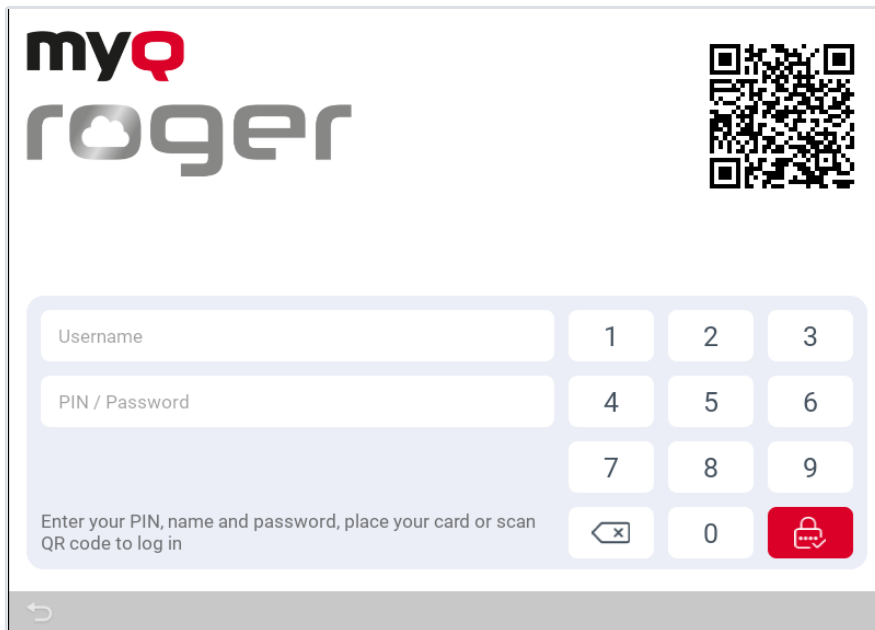
7.1 Usage of the Terminal

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

7.1.1 Log in

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

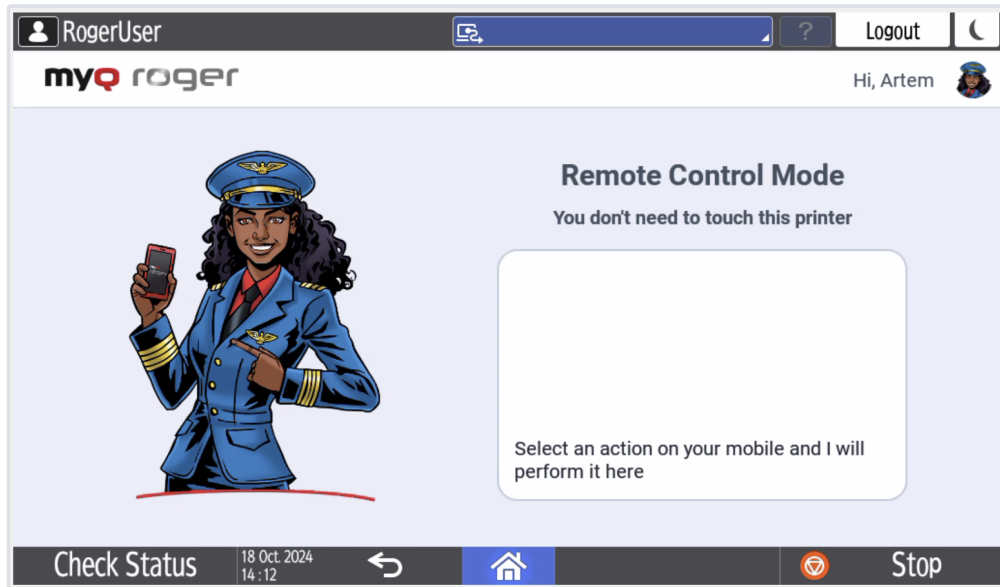
- **Username and password** - Type your MyQ Roger username and password.
- **Username and PIN** - Type your MyQ Roger username PIN.
- **ID Card** - Swipe your ID Card.
- **PIN** - Type your MyQ Roger PIN.
- **QR code** - Scan the QR code with your smart phone via the MyQ Roger mobile app (recommended).



The image shows the MyQ Roger login interface. At the top left is the 'myQ roger' logo. At the top right is a QR code. Below the logo is a login form with two input fields: 'Username' and 'PIN / Password'. To the right of these fields is a numeric keypad with buttons for digits 1 through 9, 0, a backspace button (X), and a red login button with a padlock icon. Below the input fields, there is a small text prompt: 'Enter your PIN, name and password, place your card or scan QR code to log in'. At the bottom left of the form is a back arrow icon.

If you log in by scanning the QR with your smartphone, you can manage everything via the MyQ Roger app. You cannot use the device panel unless you pass the control

to the printer, via the button on the top-right corner in the MyQ Roger mobile app **Home** tab.



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

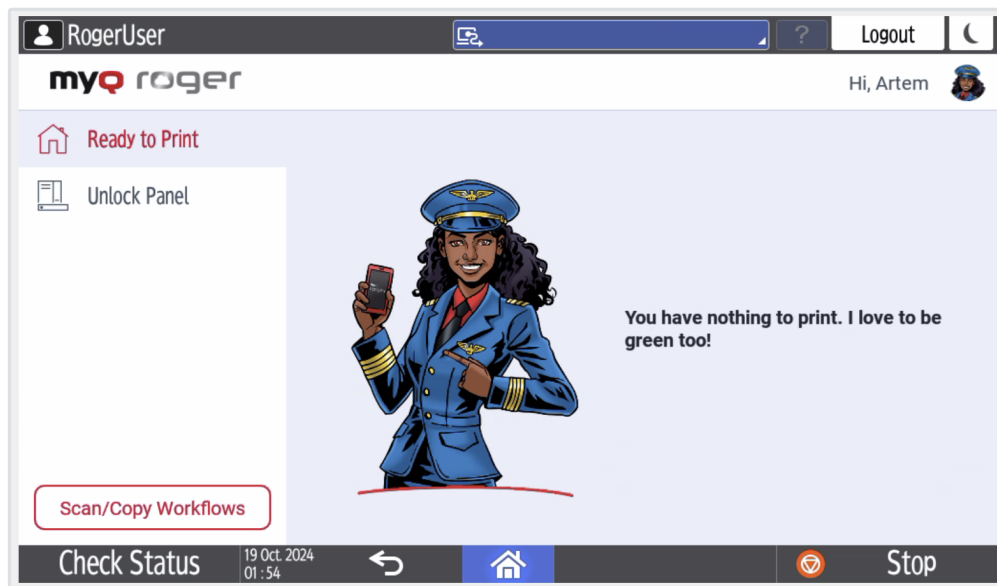
7.1.2 MyQ Roger Available Actions

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

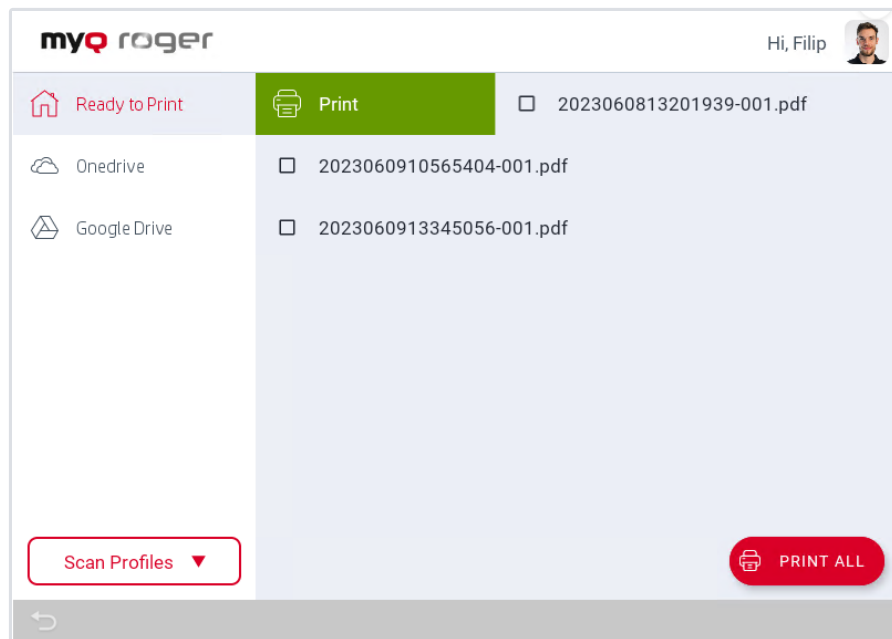
- Ready to Print
- OneDrive and Scan Here (OneDrive)
- Google Drive and Scan Here (Google Drive)
- SharePoint and Scan Here (SharePoint)
- MS Teams and Scan Here (MS Teams)
- Universal Print
- Print from USB

Ready to Print

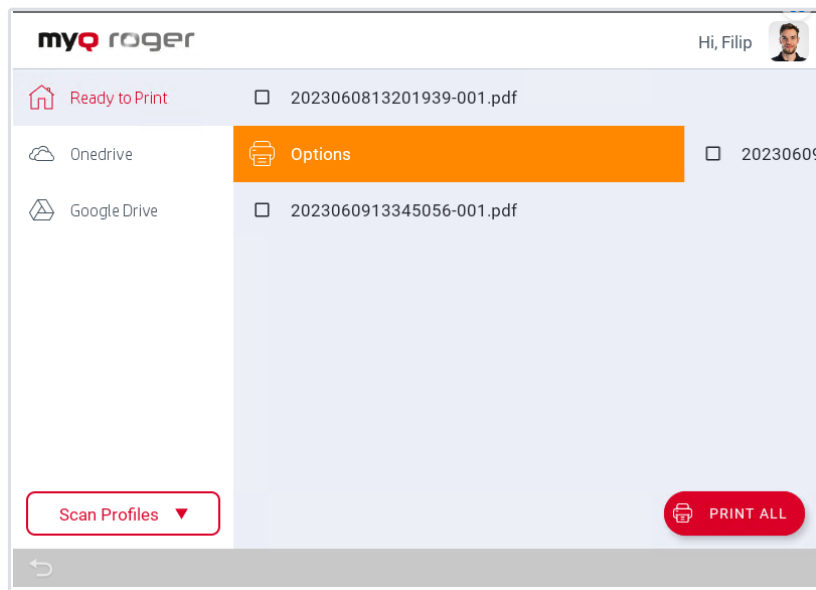
This action shows all the jobs that are in the ready state.



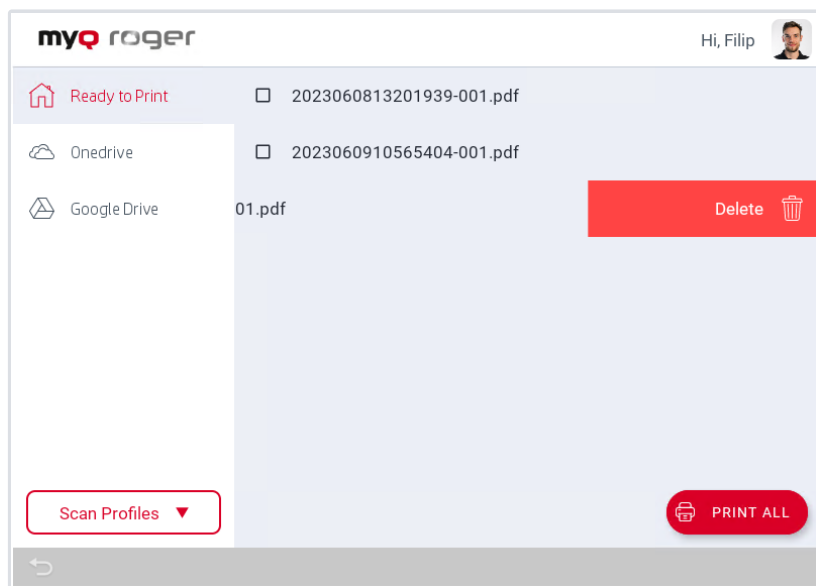
1. If the control is to the printer, select a job or multiple jobs and swipe from left to right to print it.



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



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

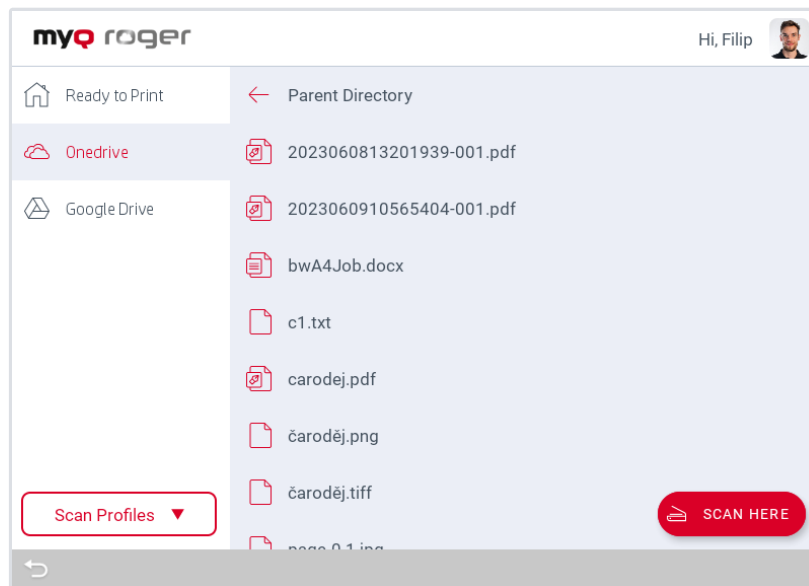


4. If it's on the mobile app, you have the same swiping options or else you can select the job(s) and tap **Print** or **Print All**.

OneDrive

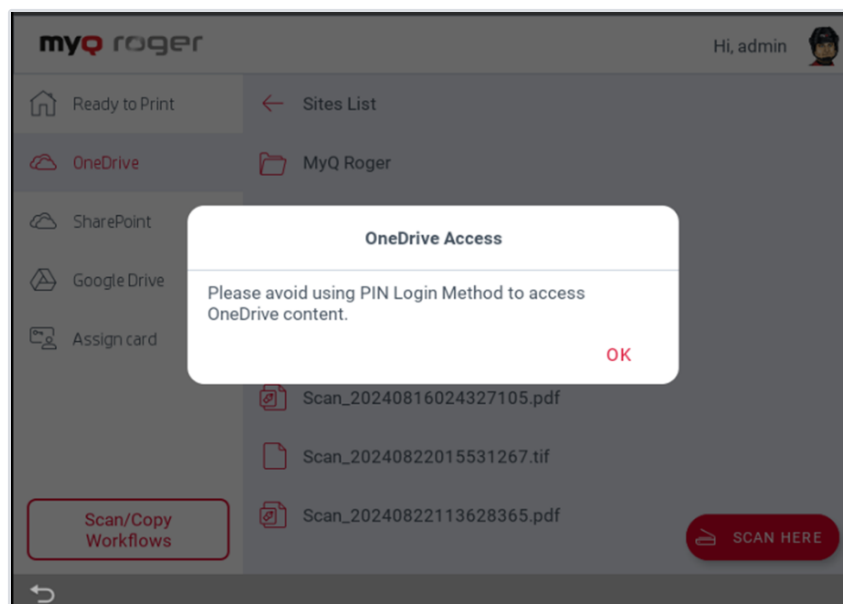
This action is displayed if OneDrive is connected or if no cloud storage is connected at all. This action shows all the files that can be printed and stored on OneDrive.

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

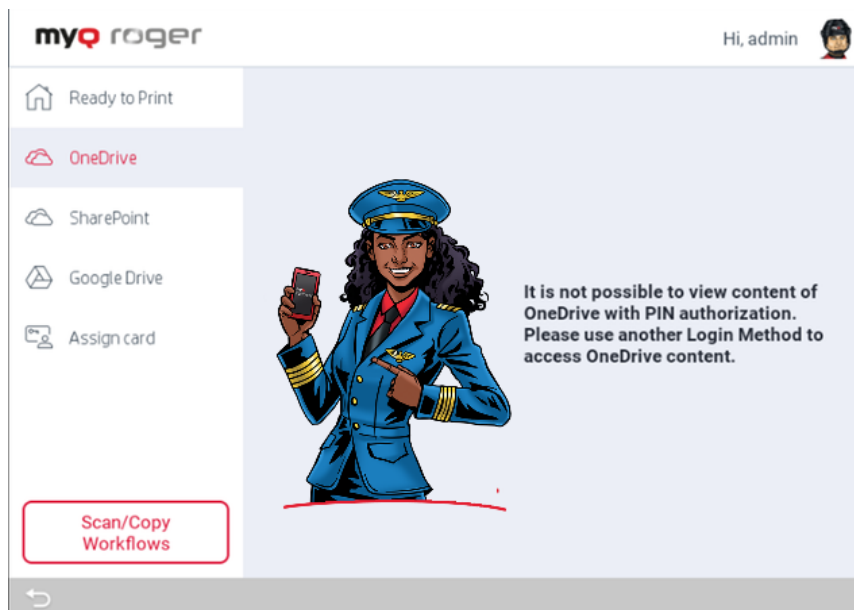


It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method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

2. An information message is displayed after opening the OneDrive storage. After pressing **OK** on this message, the OneDrive storage is displayed, and it is possible to browse the OneDrive folders and files.



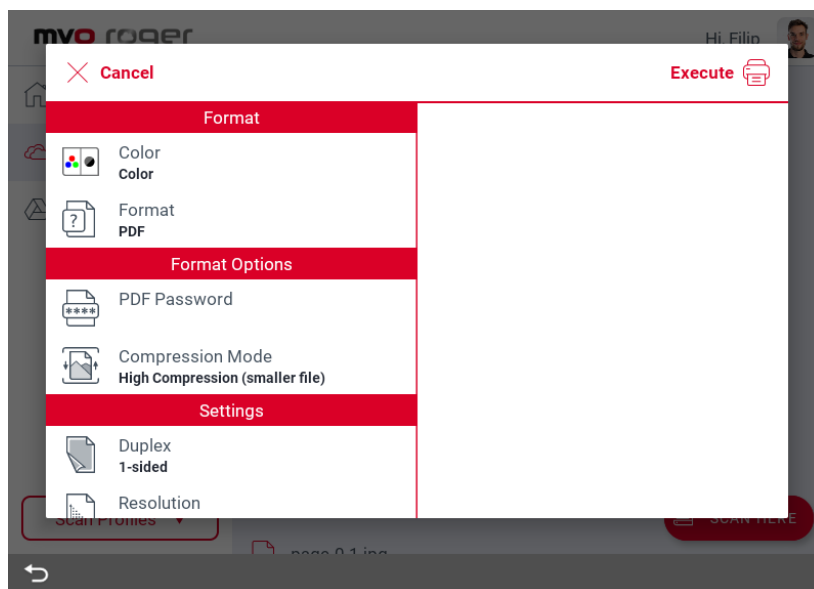
3. OneDrive storage files are not displayed at all.



Scan Here (OneDrive)

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

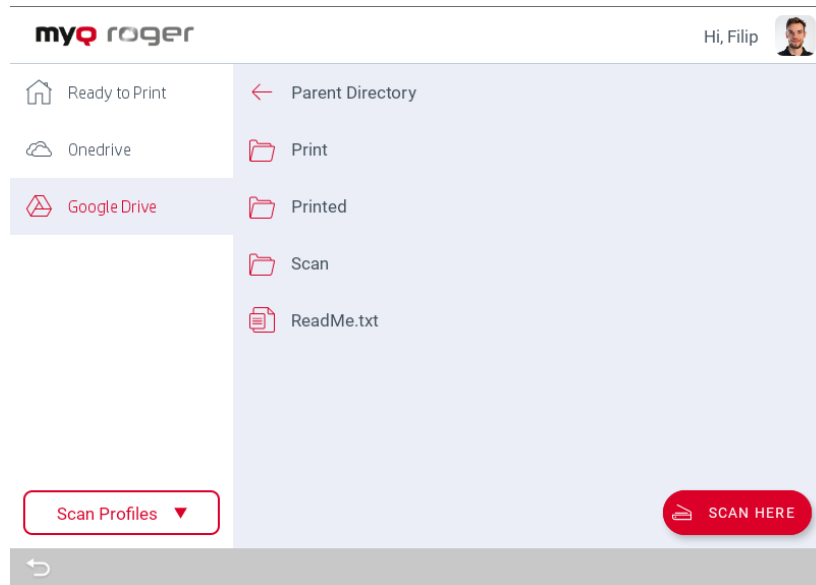
1. If the control is on the mobile app, select the job (listed in the OneDrive tab) and tap **Print** or **Print All**. It is possible to print files in pdf, MS Office and Google Docs formats only on HP from OneDrive storage.



Google Drive

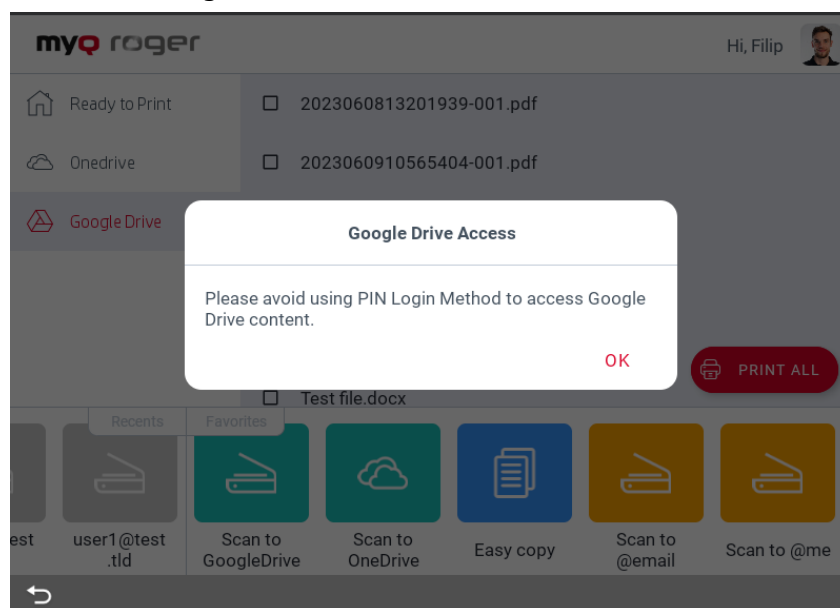
This action is displayed if Google Drive is connected or if no cloud storage is connected at all. This action shows all the files that can be printed and stored on Google Drive.

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

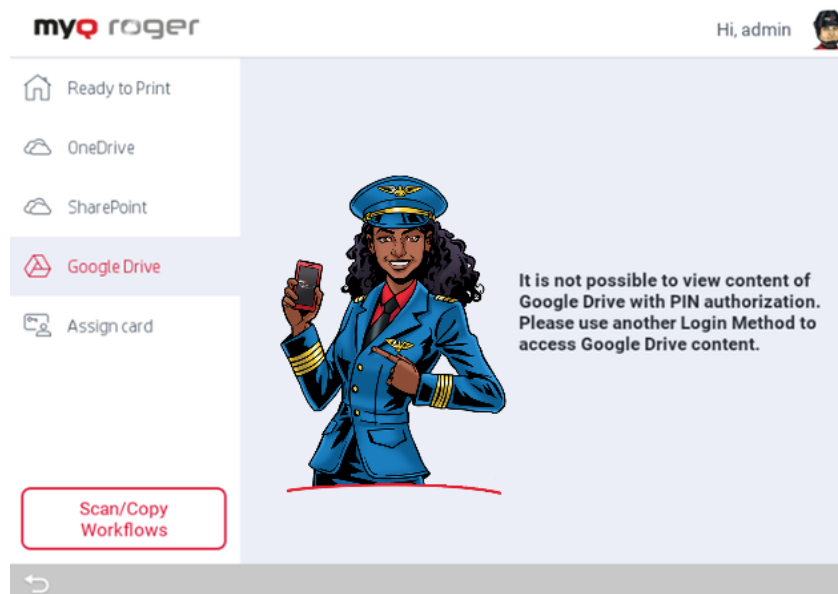


It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently, there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method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

2. An information message is displayed after opening the Google Drive storage. After pressing **OK** on this message, the Google Drive storage is displayed and it is possible to browse the Google Drive folders and files.



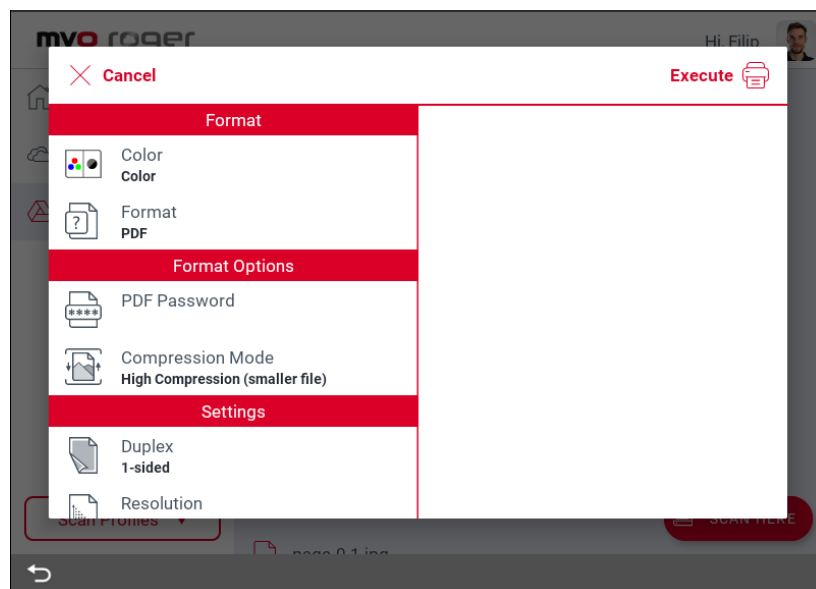
3. Google Drive storage files are not displayed at all.



Scan Here (Google Drive)

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

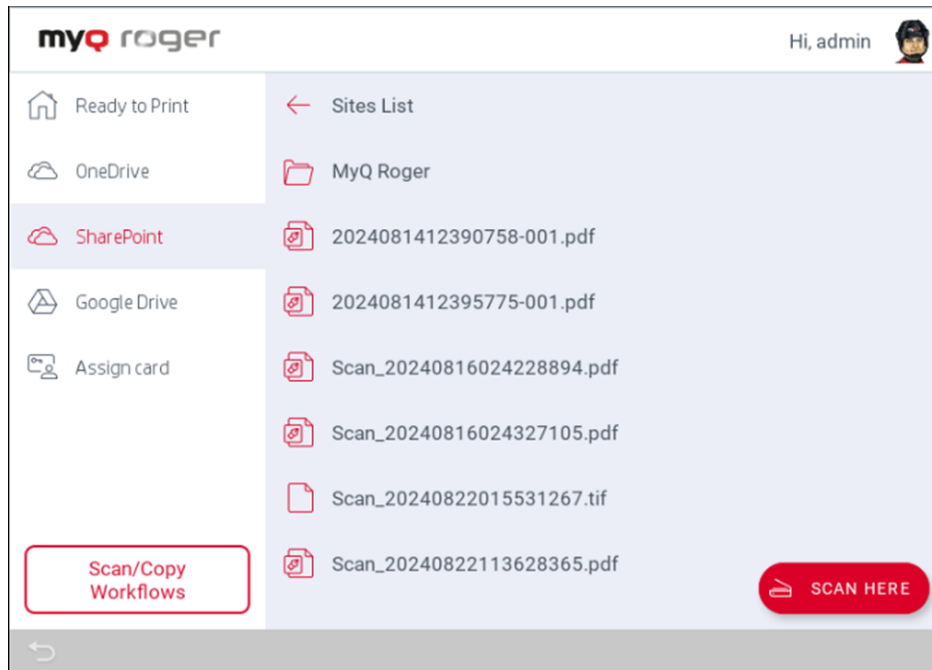
1. If the control is on the mobile app, select the job (listed in the Google Drive tab) and tap **Print** or **Print All**. It is possible to print files in PDF format only on HP from Google Drive.



SharePoint

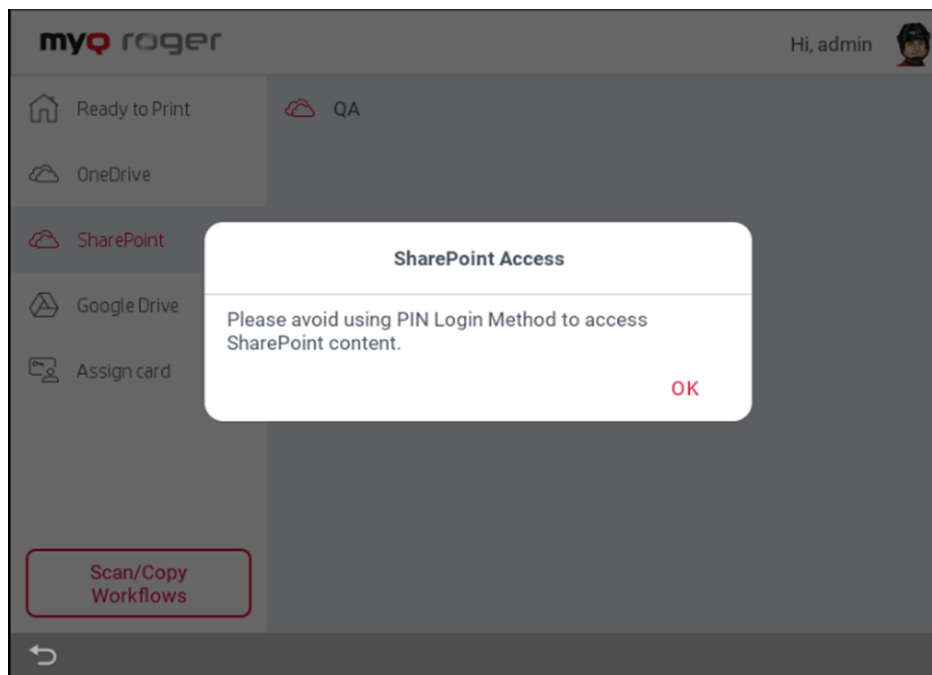
This action is displayed if SharePoint is connected or if no cloud storage is connected at all. This action shows all the files that can be printed and stored on SharePoint.

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

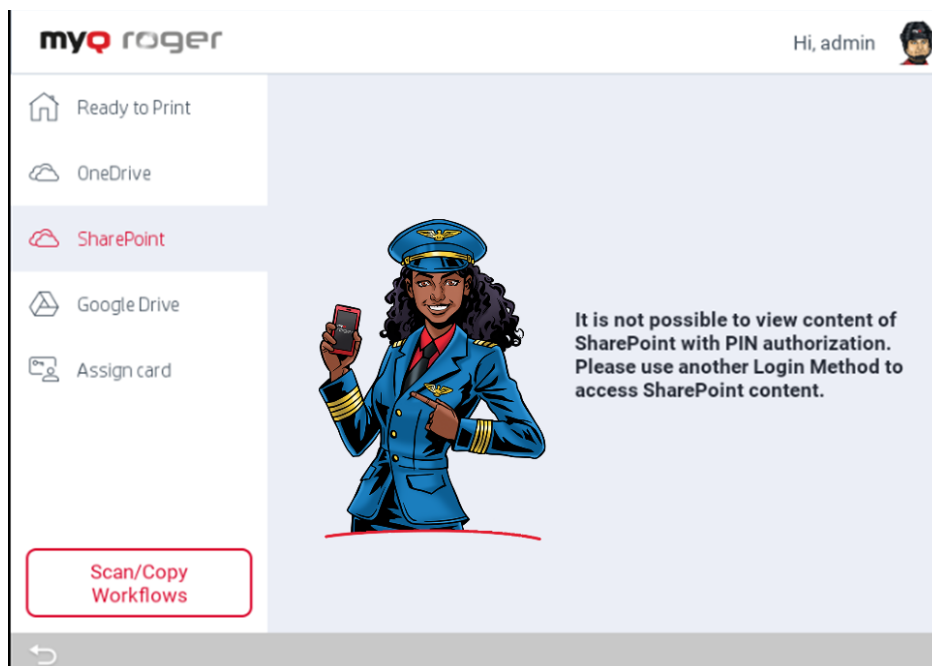


It is not recommended to use login via the PIN method for displaying the cloud storage files on the device panel because of security reasons. Currently, there are two possibilities of behavior after login via PIN related to settings on the MyQ Roger Web UI. This behavior is related to the PIN login method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

2. An information message is displayed after opening the SharePoint storage.



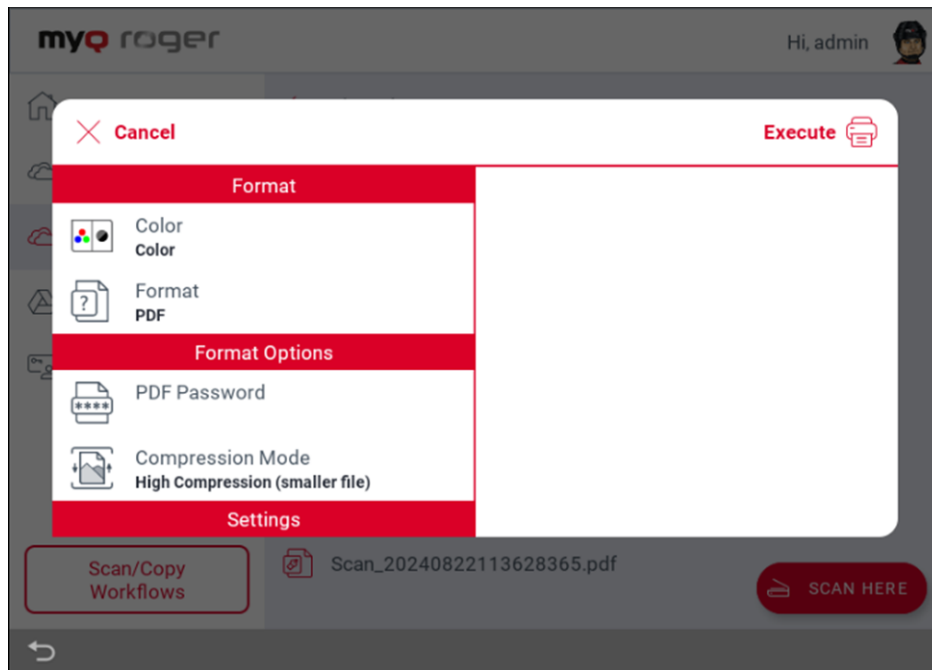
3. After pressing **OK** on this message, the SharePoint storage is displayed and it is possible to browse the SharePoint folders and files. SharePoint storage files are not displayed at all.



Scan here (SharePoint)

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

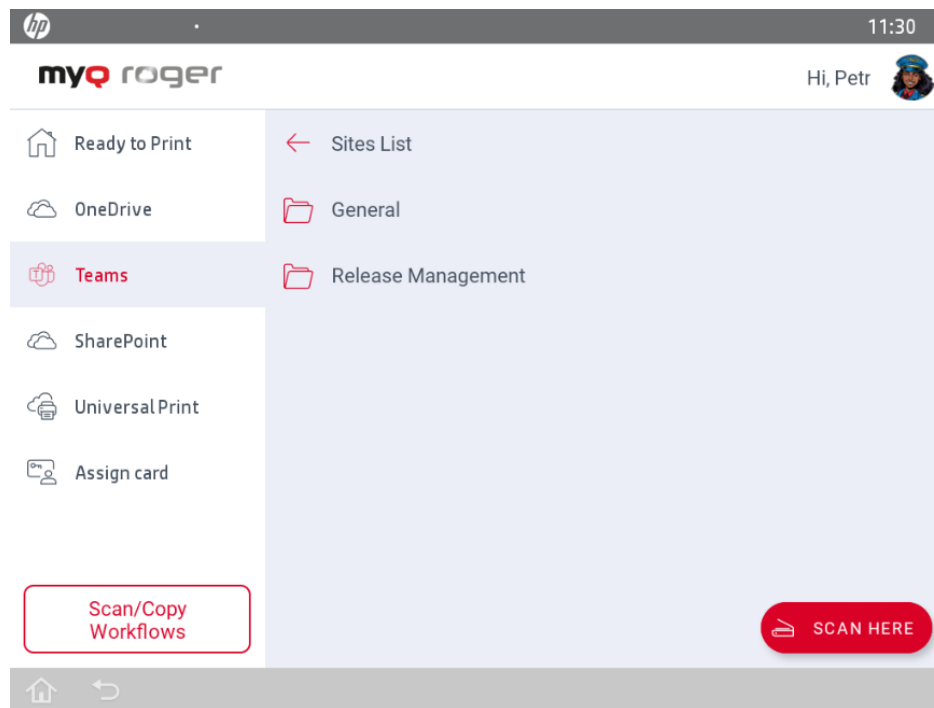
1. If the control is on the mobile app, select the job (listed in the SharePoint tab) and tap **Print** or **Print All**. It is possible to print files in PDF, MS Office and Google Docs formats only on HP from Sharepoint storage.



MS Teams

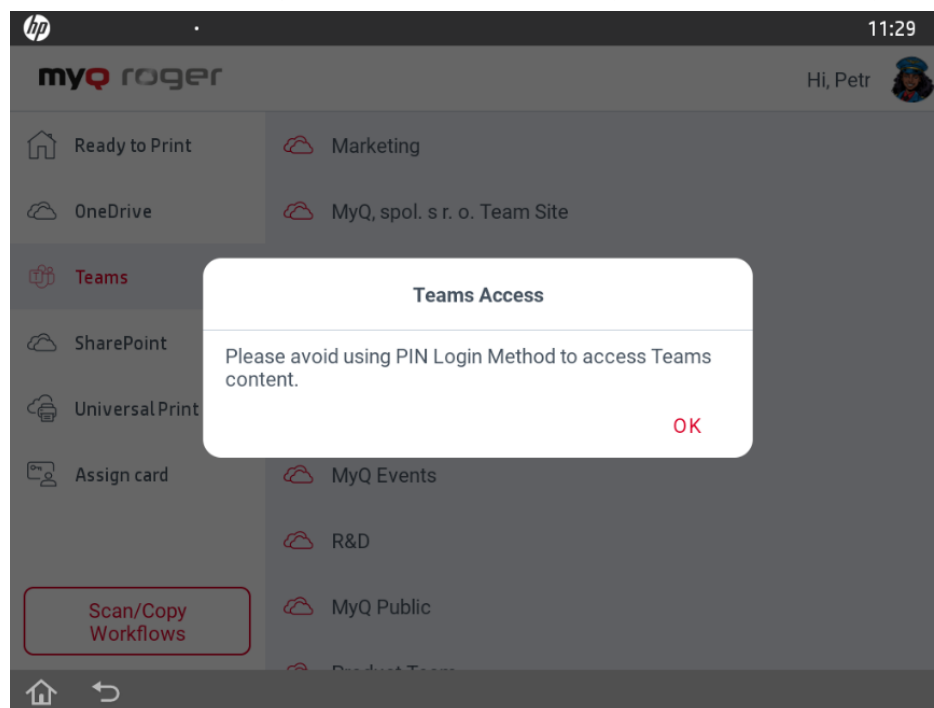
This action is displayed if MS Teams is connected or if no cloud storage is connected at all. This action shows all files that can be printed from or scanned to your channels in MS Teams.

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



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

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



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

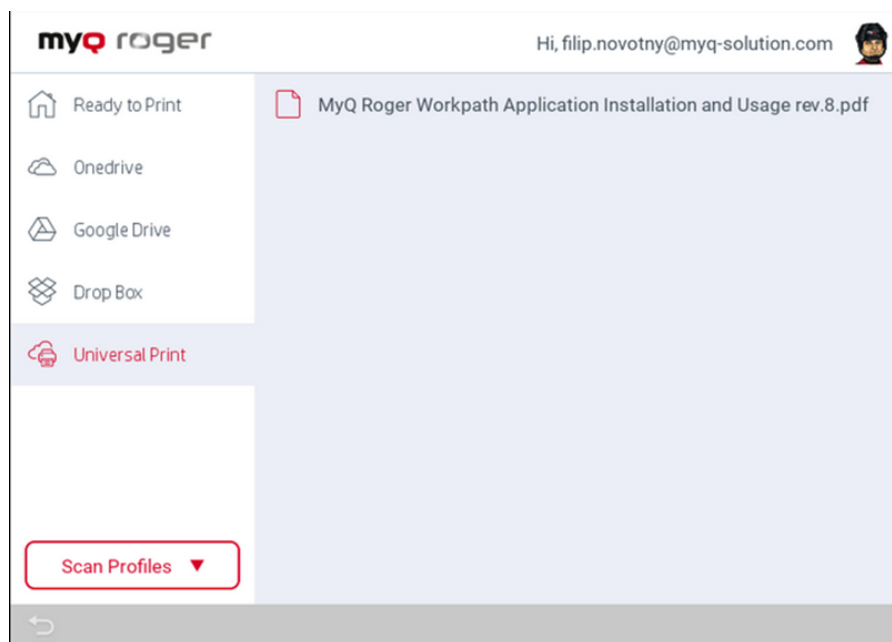
Scan Here (MS Teams)

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

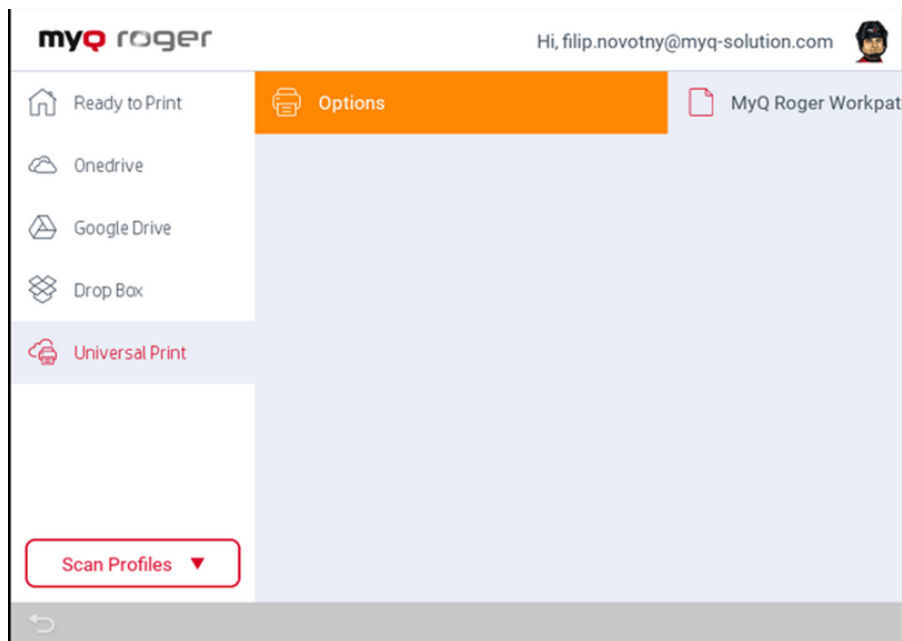
1. If the control is on the mobile app, select the job (listed in the MS Teams tab) and tap **Print** or **Print All**. It is possible to print files in PDF, MS Office and Google Docs formats only on HP from MS Teams storage.

Universal Print

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

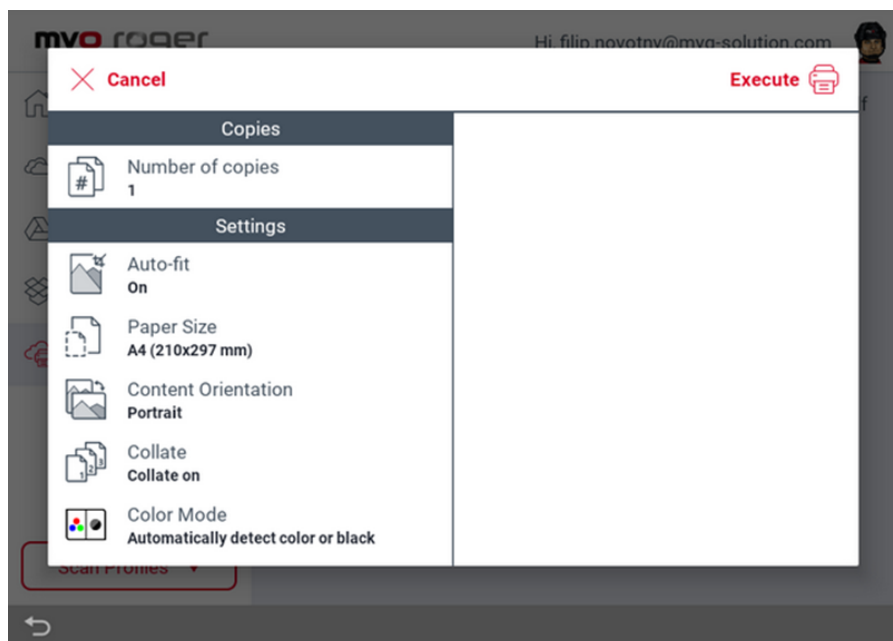


1. Swipe operations are also available in Universal Print for Printing and Displaying of the job options.



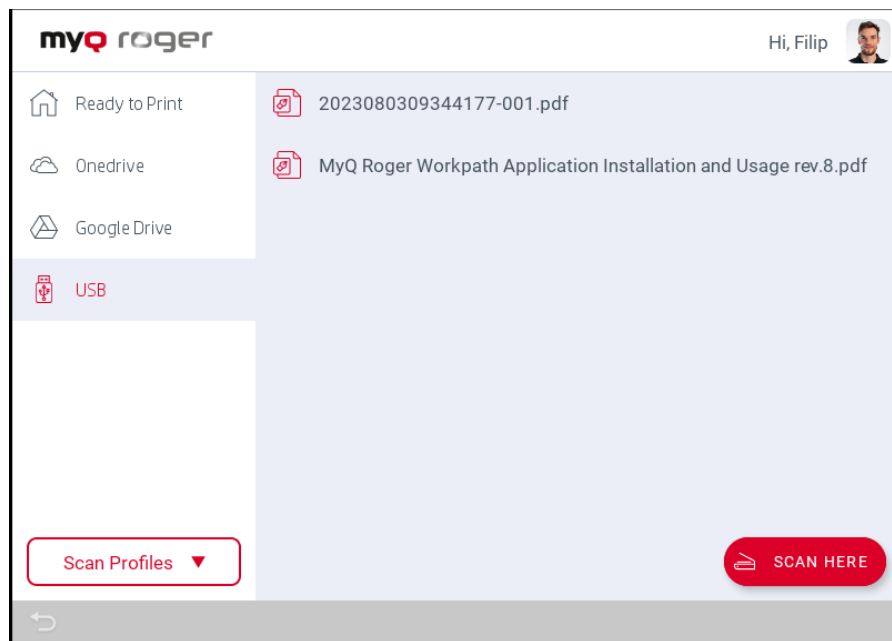
Swipe operations for deleting jobs are not available.

2. Job options are also displayed after clicking a job.



Print from USB

Print from a USB drive connected to the MFD (if supported by the device).



Assign card

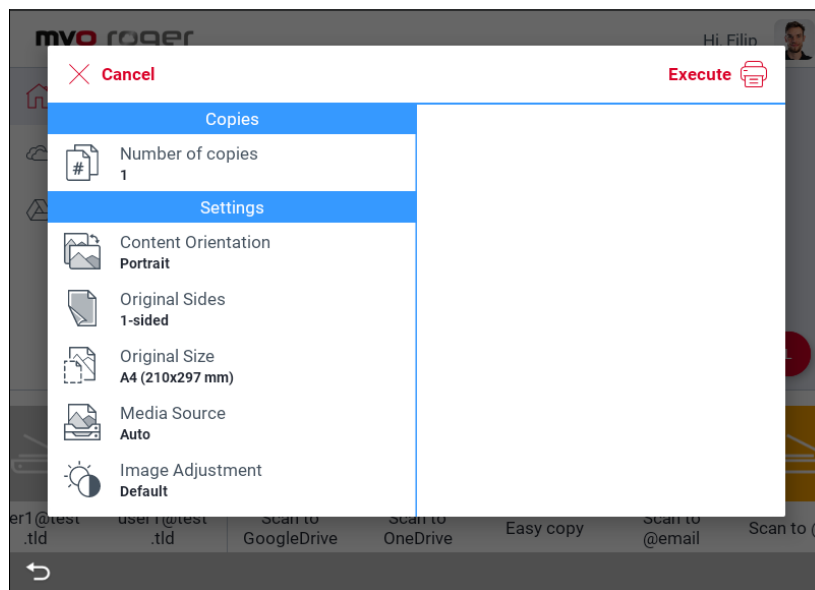
After tapping this action, the ID Card registration screen opens, and the logged user can register their card by swiping it at the card reader.

7.1.3 User Workflows

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

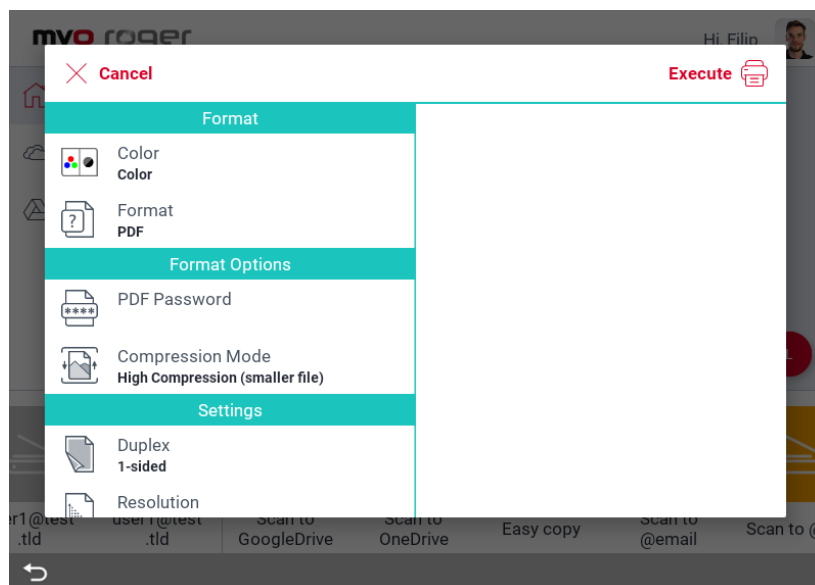
Easy Copy

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



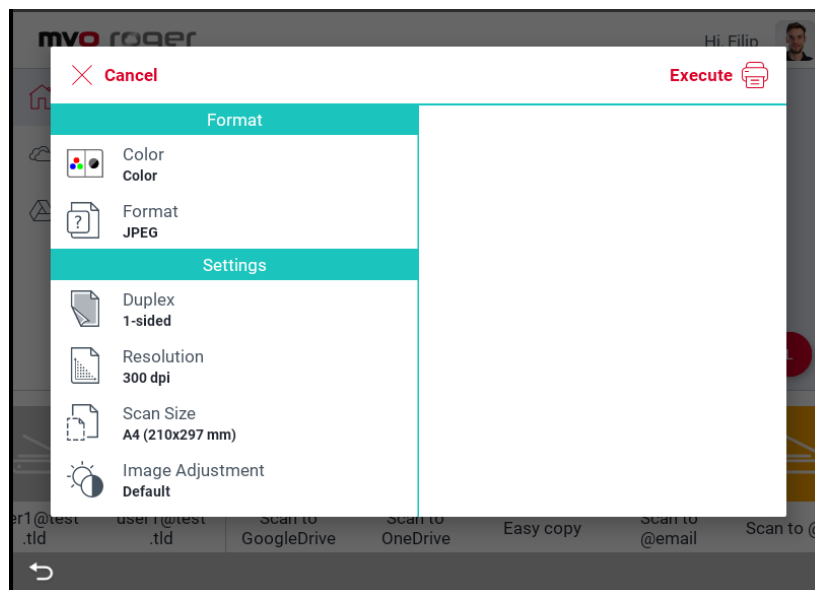
Scan to OneDrive

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



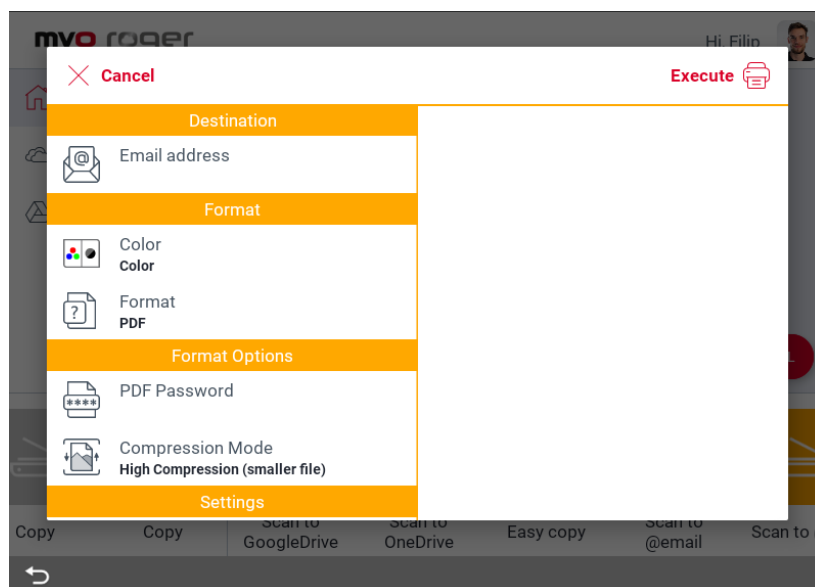
Scan to Google Drive

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



Scan to @me or Scan to @email

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



7.1.4 Supported Paper Formats

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

Paper Format	Mobile App - OneDrive	Device Spool	MRC
A3 Portrait	✓		✓
A3 Landscape			✓
A4 Portrait	✓		✓
A4 Landscape			✓
A5 Portrait	✓		✓
A5 Landscape			✓
A4->A3	✓		✓
A4->A5	✓		✓
A3->A4	✓		✓
A5->A4	✓		✓
A3->A5	✓		✓
A5->A3	✓		✓



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

- PNG (the file is converted to PDF and printed)
- MS Office (docx, xlsx, pptx)
- Google Docs (Doc, Table, Presentation)

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's visible in the top center.
 - In the terminal, tap the MyQ Roger logo on the login screen.
- The username (email) where the issue occurred.
- The exact time of the issue.
- A detailed description of the issue.
- Logs of any MyQ Roger products you currently use.

8.1 MyQ Roger HP Terminal Logs

To obtain logs from an HP device, go to the device's Web UI, in **Troubleshooting>Diagnostic Data**.

The screenshot shows the 'Diagnostic Data' section of the MyQ Roger Web UI. The left sidebar contains links for 'General Troubleshooting', 'Online Help', 'Diagnostic Data' (highlighted), 'Reset Factory Settings', 'Firmware Upgrade', and 'Scheduled Restart'. The main content area is titled 'Diagnostic Data' and includes a 'Retrieve Diagnostic Data' section. Below this, there is a note: 'Export device information to a file that can be useful for detailed problem analysis. Select the file below and click Export.' A warning icon and text state: 'Note: This action will export product event logs and software version numbers to a local file. The exported data is for diagnostic purposes only and is not intended for distribution.' There are three radio button options: 'Create zipped debug information file' (selected), 'Generate Debug Data' (checked checkbox), 'Clean up debug information' (unchecked checkbox), and 'Create device data file' (unselected). An 'Export' button is located below these options. At the bottom, a message states: 'This process could take several minutes.'

1. Select **Create zipped debug information file** and **Generate Debug Data** and click **Export**.

The process may take several minutes and when it's finished, you can select where to save the exported file.

2. Once this is done, select **Create device data file** and click **Export**.
3. Then select where to save the exported file.

Another way to obtain logs from an HP device is to download them from the HP Command Center. Check [HP's guide](#)² for instructions. If you don't have access to the HP Command Center, contact your HP partner.

Whichever way you obtain them, attach the exported logs files to your helpdesk case.

8.1.1 Logs from Server Web UI

Another option is to download logs directly from the server web UI.

1. Log into Roger web UI with rights for managing printers, open **Printers**.

	Name	Brand	Device Model	Login methods	C	M	Y	K	Active	Terminal version	Terminal	Monochromatic	Copies Color	Copies Mono	Prints Color	Prints Mono	Scans
☐	Printer 001	Kyocera	ECOSYS MA3500cix		81 %	56 %	54 %	89 %		24.1.9.1			151	239	1191	929	521
☐	Printer 002	HP	HP Color LaserJet MFP E87740		99 %	99 %	99 %	98 %		2025.09.17 (99)			194	257	2680	2898	951
☐	Printer 007	Ricoh	RICOH IM C3010		90 %	90 %	90 %	80 %		24.3.2 (105)			113	1370	2313	5067	0

Total: 3

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

2. <https://developers.hp.com/system/files/Logs%20and%20Traces%20Capture%20Guide.pdf>

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**.

8.2 MyQ Roger Client logs

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

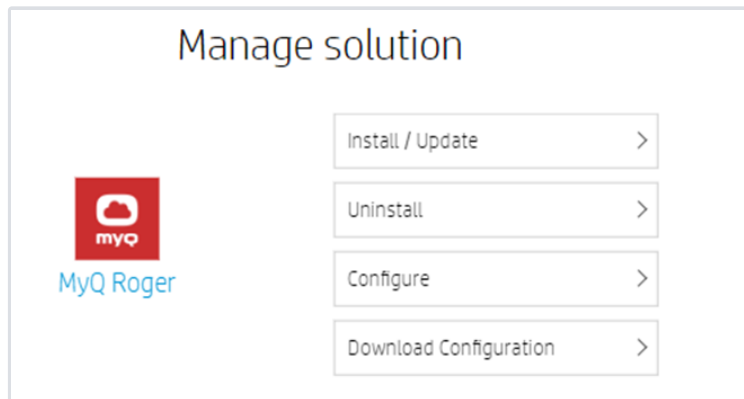
1. `C:\ProgramData\MyQ\Desktop Client\logs`
2. `%userprofile%\AppData\Local\MyQ\Desktop Client\logs`

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

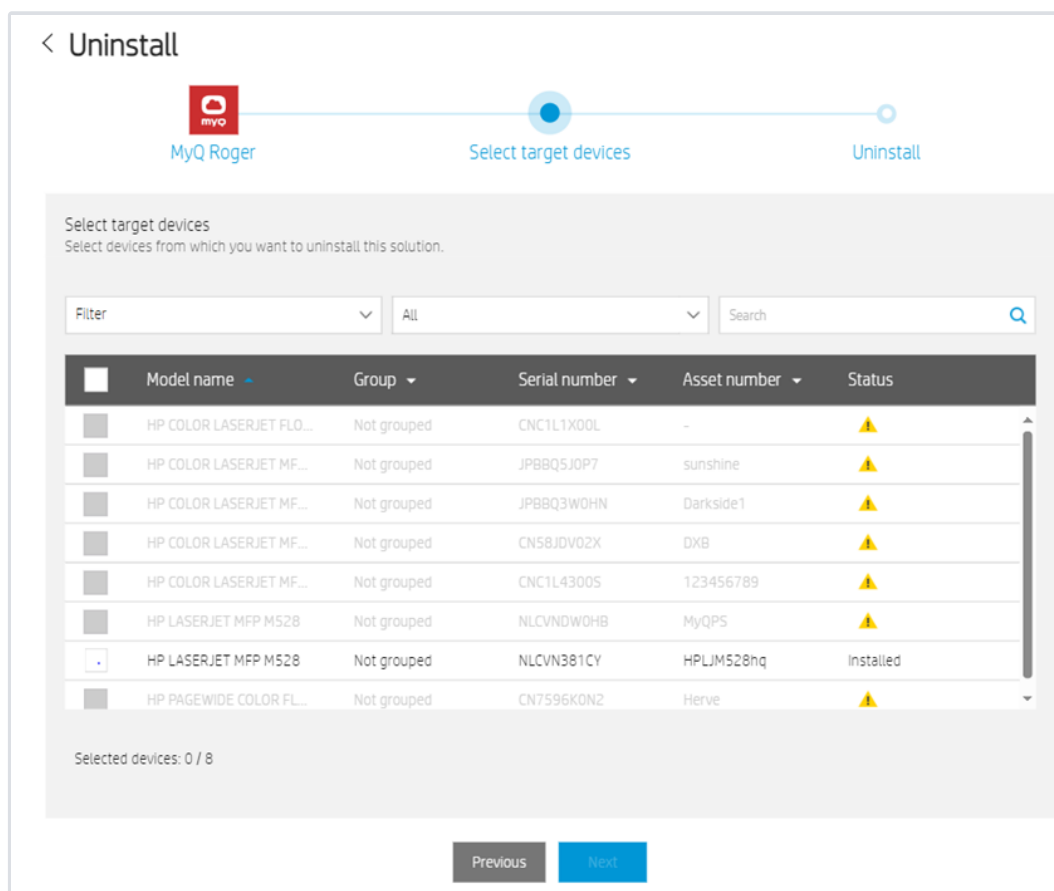
9 Uninstallation

To uninstall the MyQ Roger embedded application from an HP Multi-Function Device (MFD):

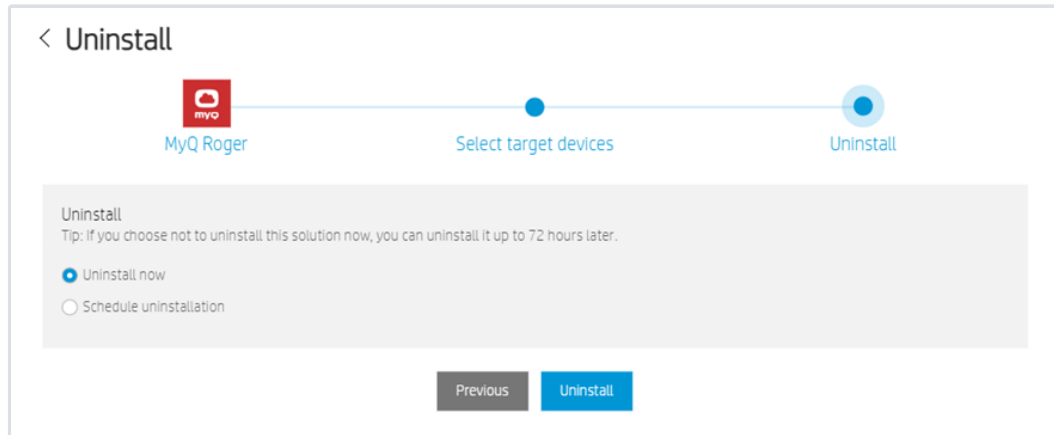
1. Log in to <http://hpcommandcenter.com/> and go to the **Solutions** tab.
2. On the left column, under **Solutions**, select MyQ Roger, and click **Manage**.
3. In the pop-up window, click **Uninstall**.



4. Select the devices where you want to uninstall MyQ Roger and click **Next**.



5. Select whether you want to uninstall the application now (recommended) or schedule it for later (up to 72 hours) and click **Uninstall**.



A new task is created, and the application is being uninstalled in the background.

6. Click **Done**.

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®")
Business information	http://www.myq-solution.com info@myq-solution.com³
Technical support	support@myq-solution.com⁴
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