

# **MyQ<sup>®</sup> Embedded Terminal** for Sharp devices Installation Manual

**REVISION 6**



MyQ Server 5.2.x

MyQ Embedded Terminal 5.2.x

July 2015

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# 1. Basic information

## 1.1. Table of the MyQ System Documentation

|                                                  |                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MyQ® Install Manual</b>                       | Manual for installation and setting of most of MyQ® main functions. It covers software installation, search of print devices, manual adding of users and creation of print queues, assignment of terminals to print devices, setting of printer drivers and running most of MyQ® features. |
| <b>MyQ® Admin Manual</b>                         | Manual for setting specific MyQ® features, scripts for importing users, running the MyQ® server backup.                                                                                                                                                                                    |
| <b>MyQ® Kyocera Embedded Manual</b>              | Manual for installation of embedded terminal for Kyocera printing devices and its configuration.                                                                                                                                                                                           |
| <b>MyQ® Ricoh Embedded Manual</b>                | Manual for installation of embedded terminal for Ricoh printing devices and its configuration.                                                                                                                                                                                             |
| <b>MyQ Sharp Embedded Manual</b>                 | Manual for installation of embedded terminal for Sharp printing devices and its configuration                                                                                                                                                                                              |
| <b>MyQ Xerox Embedded Manual</b>                 | Manual for installation of embedded terminal for Xerox printing devices and its configuration                                                                                                                                                                                              |
| <b>MyQ® User Manual</b>                          | User manual for MyQ® and Kyocera embedded terminal                                                                                                                                                                                                                                         |
| <b>Installation of MyQ® on MS Cluster Manual</b> | Manual for installation of MyQ in the MS Cluster environment. <b>At least basic knowledge of the MS Cluster environment is required.</b>                                                                                                                                                   |
| <b>MyQ® HW Terminal Manual</b>                   | Manual for installation of standard MyQ® terminal and its configuration.                                                                                                                                                                                                                   |
| <b>MyQ® DDI Manual</b>                           | Manual for MyQ® Desktop Driver Installer application.                                                                                                                                                                                                                                      |
| <b>MyQ Android terminal Manual</b>               | Manual for setup and use of MyQ Android terminal.                                                                                                                                                                                                                                          |
| <b>MyQ® Mobile Terminal Manual</b>               | Manual describing some useful functions and settings related to MyQ® system.                                                                                                                                                                                                               |

## 1.2. About the Manual

This installation manual provides all the information required for installation and management of all versions of the MyQ Embedded Terminal for Sharp devices. The manual helps you to install and configure the MyQ® Embedded Terminal with PIN identification, to connect and enable different types of USB card readers, to administrate MyQ® Embedded Terminal from device operation panel, and to configure it remotely from the MyQ® server.

The manual serves for installation and configuration of the latest version of the MyQ® Embedded Terminal and all currently supported USB readers.

**NOTICE: For installation of the MyQ software see the MyQ Install Manual, for managing advanced MyQ features see the MyQ Admin Manual.**

## 1.3. About MyQ Embedded Terminal

MyQ Embedded Terminal enables to display and control MyQ® functions directly from the control panel of printing device. A user is able not only to follow current MyQ® status on the display, but also to choose functions that he wishes to use with a printing device.

| Embedded supported devices: |         |
|-----------------------------|---------|
| MX-B382                     | MX-3100 |
| MX-B382P                    | MX-2301 |
| MX-M264                     | MX-1810 |
| MX-M314                     | MX-2010 |
| MX-M354                     | MX-2310 |
| MX-M364                     | MX-3111 |
| MX-M464                     | MX-2314 |
| MX-M564                     | MX-2614 |
| MX-M283                     | MX-3114 |
| MX-M363                     | MX-2610 |
| MX-M453                     | MX-3110 |
| MX-M503                     | MX-3610 |
| MX-M365                     | MX-2640 |
| MX-M465                     | MX-3140 |
| MX-M565                     | MX-3640 |
| MX-M623                     | MX-2615 |
| MX-M753                     | MX-3115 |
| MX-M654                     | MX-4100 |
| MX-M754                     | MX-4101 |
| MX-C312                     | MX-5000 |
| MX-C382                     | MX-5001 |
| MX-C402SC                   | MX-4110 |
| MX-B402SC                   | MX-4111 |
| MX-C301                     | MX-4112 |
| MX-C310                     | MX-5110 |
| MX-C311                     | MX-5111 |
| MX-C380                     | MX-5112 |
| MX-C380P                    | MX-4140 |
| MX-B380P                    | MX-4141 |
| MX-C381                     | MX-5140 |
| MX-C400                     | MX-5141 |
| MX-2600                     |         |

**IMPORTANT:** In order to be able to install and use the Embedded terminal for SHARP the device must be equipped with hard drive and the AMX3 license must be activated on the device. In a case the AMX3 is not present you will not be able to setup the terminal.

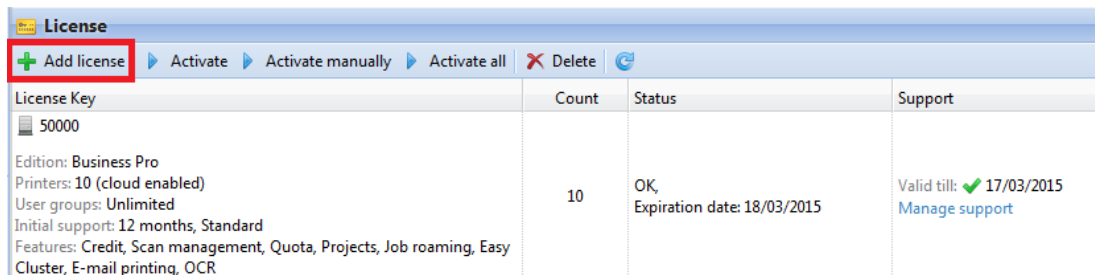
## 2. Installation and Administration

### 2.1. MyQ Embedded Terminal license activation

After the MyQ Server detects a new terminal, checks if there is an appropriate license allowing to use the terminal. Every MyQ® Embedded Terminal connected to the server must have its own license; if there are more terminals connected to the server, only a certain number of terminals equal to the number of licenses is activated.

#### 2.1.1. Registering the MyQ® Embedded Terminal License on the MyQ® Server

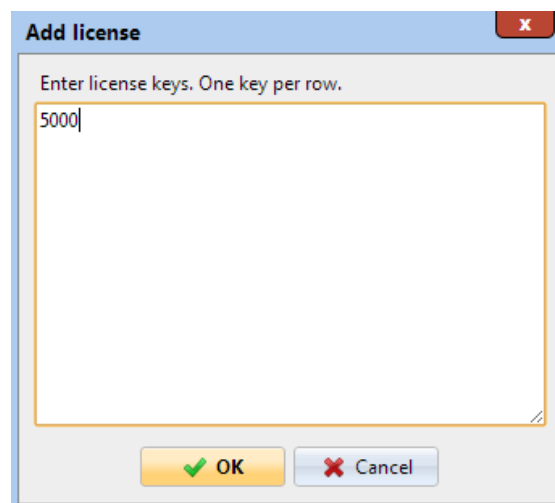
In the MyQ® web interface click on the MyQ® menu logo located in the left top corner, click on the *Setting*, then *License*.



| License Key                                                                                                                                                                                                                             | Count | Status                             | Support                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------------------------------|------------------------------------------------------------|
| 50000<br>Edition: Business Pro<br>Printers: 10 (cloud enabled)<br>User groups: Unlimited<br>Initial support: 12 months, Standard<br>Features: Credit, Scan management, Quota, Projects, Job roaming, Easy Cluster, E-mail printing, OCR | 10    | OK,<br>Expiration date: 18/03/2015 | Valid till: ✓ 17/03/2015<br><a href="#">Manage support</a> |

Picture 2-1

After clicking on *Add license*, a dialog menu opens and a window for entering the license key appears. Enter the number of the purchased MyQ® Embedded Terminal license and press OK. Finally activate license by pressing *Activate* button.



Add license

Enter license keys. One key per row.

5000

OK Cancel

Picture 2-2

In the license list the newly entered license appears with information on its eventual limited validity and current status (validity of a new license is 1 month without activation; in the meantime it is necessary to activate it). Details of license features are also displayed.

#### 2.1.2. Registering the MyQ Embedded Terminal Support License

Each license displays status of support validity on the left side of license. In case of needed to add support license click on *Manage support* and then *Add support license*. The main license of MyQ® Embedded Terminal must be activated before adding the support key.

Assign support key to main license of MyQ® Embedded Terminal by clicking *Manage Support*:

| License                                                                                                                                                                                                                                 |       |                                    |                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------------------------------|-----------------------------------------------------------|
| <a href="#">+ Add license</a> <a href="#">▶ Activate</a> <a href="#">▶ Activate manually</a> <a href="#">▶ Activate all</a> <a href="#">✖ Delete</a>                                                                                    |       |                                    |                                                           |
| License Key                                                                                                                                                                                                                             | Count | Status                             | Support                                                   |
| 50000<br>Edition: Business Pro<br>Printers: 10 (cloud enabled)<br>User groups: Unlimited<br>Initial support: 12 months, Standard<br>Features: Credit, Scan management, Quota, Projects, Job roaming, Easy Cluster, E-mail printing, OCR | 10    | OK<br>Expiration date: 18/03/2015  | Valid till:  17/03/2015<br><a href="#">Manage support</a> |
| 50000<br>Embedded terminals: 10 (cloud enabled)<br>Initial support: 12 months, Standard                                                                                                                                                 | 10    | OK,<br>Expiration date: 18/03/2015 | Valid till:  17/03/2015<br><a href="#">Manage support</a> |

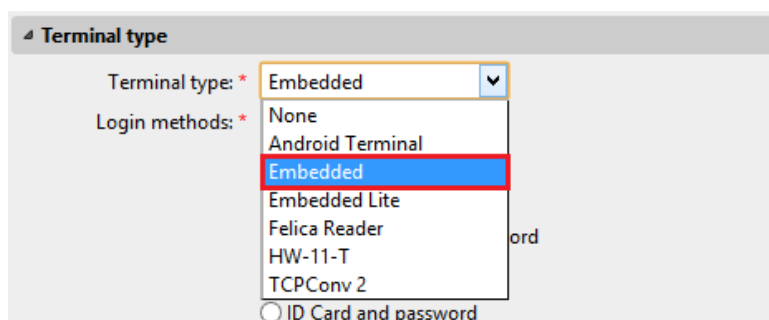
Picture 2-3

Add support key. All support keys assigned to main license are shown in this section. By clicking on *Add support license* add new license code.

**WARNING: MyQ® Embedded Terminal will not run without support license.**

## 2.2. Terminal type setup

First of all set the terminal type to value *Embedded* in MyQ→Printers or via action during *printer discovery*.



Picture 2-4

## 2.3. Installation prerequisites

## 2.4. Manual Installation

For installation of the application go the web interface of your Sharp device and insert Administrator credentials (default: Login name=admin, password=admin). When logged-in, select the option *Application Settings*→*External applications settings*.

Picture 2-5

In this menu set the *External Account Control* (value - *Enable*) and confirm option *Set Authentication Server* and insert necessary values according to the following table:

|                                   |                                                                                                                                                                                                                                                                            |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Server</b>                     | This value must be set to <i>Enable</i> .                                                                                                                                                                                                                                  |
| <b>Application name</b>           | Insert value <i>MyQ</i> .                                                                                                                                                                                                                                                  |
| <b>Address for Application UI</b> | For connection to the external application UI. Use following setup:<br><a href="http://SERVER_IP_ADDRESS:8080/term/Sharp/en/home">http://SERVER_IP_ADDRESS:8080/term/Sharp/en/home</a> , where<br>SERVER_IP_ADDRESS is replaced by the real IP address of your MyQ server. |
| <b>Address for Web Service</b>    | For connection to the web service. Set it as follows:<br><a href="http://SERVER_IP_ADDRESS:8080/ws/sharp/mfpcorews">http://SERVER_IP_ADDRESS:8080/ws/sharp/mfpcorews</a> , where<br>SERVER_IP_ADDRESS is replaced by the real IP address of your MyQ server.               |
| <b>Timeout</b>                    | Set the value to 20 seconds.                                                                                                                                                                                                                                               |

## 2.5. Installation via Remote setup of printers

MyQ 5.2 provides you with the option of remote setup of the device. This feature will install the terminal according to the settings.

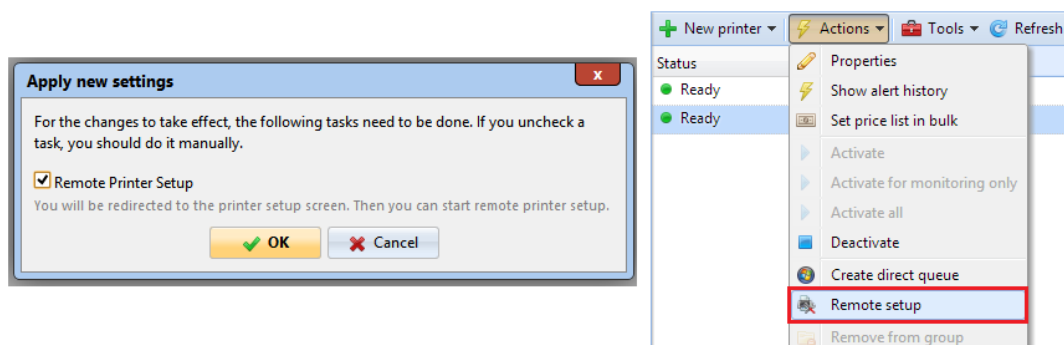
This option requires administrator login credentials for the device. This setting is available in *MyQ* → *Settings* → *Printers* → *General* (general setting for all printers) or you can set it as a specific credentials only for this printer in *MyQ* → *Printers*. Select the printer and insert the user name and password.

Picture 2-6

**WARNING: the remote setup of devices does not set the SMTP of the device.**

### 2.5.1. Remote setup of devices

There are two possibilities how to initiate the feature of remote setup. First is via setting of the *Terminal type* at the device (you will be informed about the option of remote setup). Second via selecting devices from the list and selecting option *Remote setup*.



Picture 2-7

Now you may start the installation process. The first option *Install embedded terminal* will install not only the terminal but will also set all *Option Manage Install Packages* will forward you to the menu *MyQ → Settings → Printers → Embedded terminal Installation packages* (This option is available only for Kyocera and Ricoh devices). Option *Install only newer version* will just update the terminals which are older than the file available on the server.

| Status | Name      | Model           | Brand | IP address | Terminal | Terminal version |
|--------|-----------|-----------------|-------|------------|----------|------------------|
| Ready  | 10.1.3.37 | SHARP MX-M264NV | Sharp | 10.1.3.37  | Embedded | –                |

Picture 2-8

By clicking on the *Run* button in the top-left corner the system will initiate the installation. You will be informed about the results. During the process the installer will restart the device which can be more than once.

**NOTICE: for smooth procedure of the terminal installation make sure the device is in idle state.**

## 2.6. Authentication methods

MyQ Sharp Embedded terminal supports following *Login methods*: *ID card*, *PIN* and *Username and password*. Select which of them should be used and initiate the Remote setup.

**WARNING: MyQ Embedded terminal for Sharp devices does not support Two-factor authentication.**

**Terminal type**

Terminal type: \* Embedded

Login methods: \* Simple

☒ ID Card

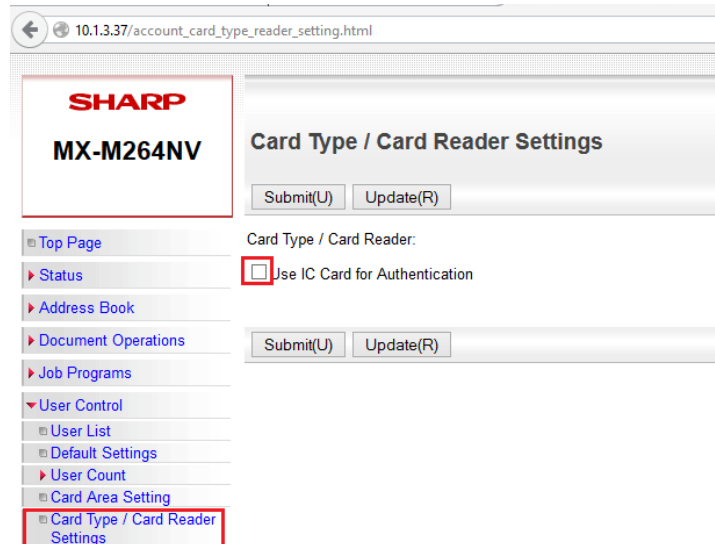
☒ PIN

☐ User name and password

Picture 2-9

### 2.6.1. Card reader installation/uninstallation

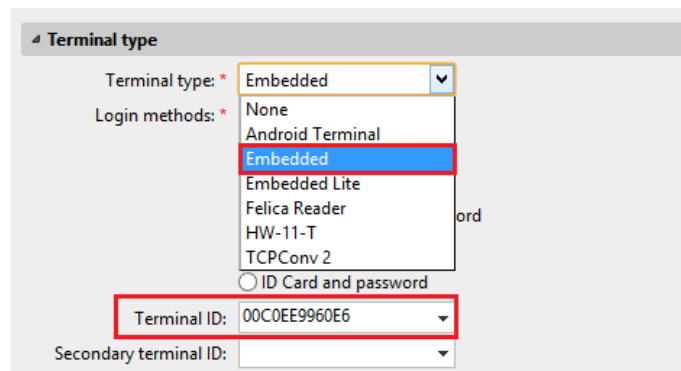
In a case you will be detaching the card reader from the device you also have to deactivate it in the web interface of the device. Log in as administrator and go to *User Control → Card Type / Card Reader Settings* and deactivate the option *Use IC Card for Authentication*.



Picture 2-10

## 2.7. Assignment of the terminal to a printing device

The last step for starting up the MyQ® Embedded Terminal is assigning the terminal to a printing device. Open the WEB interface of the MyQ® server and login as administrator (the default setting \*Admin / 1234). Open properties of printing device in *Printers* folder and enter the terminal ID (= MAC address of the printing device without separating characters).



Picture 2-11

If you don't know the terminal ID, you can easily find it out from the MyQ® log on the web interface:

| Time                | Type   | Subsystem | Context                  | Text                                            |
|---------------------|--------|-----------|--------------------------|-------------------------------------------------|
| 28/02/2014 10:13:32 | Info   | Terminal  | 10.1.3.34 (00C0EEB0BF7B) | Ready: FW=5.0.10   LINK=5.7.0   DATE=2014-01-31 |
| 28/02/2014 10:13:31 | Notice | Terminal  | 10.1.3.34 (00C0EEB0BF7B) | Configuring                                     |
| 28/02/2014 10:13:31 | Info   | Terminal  | 10.1.3.34 (00C0EEB0BF7B) | Attached reseted                                |

Picture 2-12

If the MyQ® Embedded Terminal is not associated to the printer correctly or the printer is in offline status, an error message appears while logging in.

**NOTICE:** For more information for the MYQ® web interface see *MyQ User manual*.

## 2.8. Setup of the Fast Scan feature (not Easy scan)

Embedded terminal for Sharp devices does not support easy scan buttons. Instead of them you may set the fast scan access via predefined in the address book. For setup open the Administrator web UI of the Sharp device → Address book and add the email addresses for email and folder with special emails addresses for MyQ:

**email@myq.local**

This command serves for sending the file to the user's email that is stored

in the system as email account of the user.

**folder@myq.local**

This command serves for sending the file to the user's storage that is stored in the system as scan storage of the user.

**Address Registration**

Submit(U) Cancel(C)

Address Type: E-mail ▼

Search Number: 1 (1-1000)

Address Name (Required): Scan To Email (Up to 36 characters)

Initial (Optional): Scan To Em (Up to 10 characters)

Key Name: Scan To Email (Up to 18 characters)

Custom Index: User 1 ▼

☒ Register this Address to be added to the [Frequent Use] index.

E-mail Address (Required): email@myq.local (Up to 64 characters)

Global Address Search(R)

File Format: File Type: PDF ▼

Black & White: Compression Mode: MMR (G4) ▼

Colour/Greyscale: Compression Ratio: Medium ▼

Submit(U) Cancel(C)

**Picture 2-13**

## **2.9. Uninstallation of the MyQ Embedded Terminal**

The uninstallation of the terminal can be done only manually. For uninstallation please open the web interface and in *Application Settings*→*External applications settings* deactivate the connection to MyQ server and restart the device.

If the device should be used with the MyQ, but without terminal set the *Terminal type* in MyQ to *None* and save the setting.

## 3. Available functions and limitations

### 3.1. Available functions and limitations

MyQ Embedded terminal for Sharp devices supports following functions:

|                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Terminal Interface<br/>(Available buttons):</b> | <p>Home screen buttons (default):</p> <ul style="list-style-type: none"><li>▪ Print All - prints out all jobs waiting in the queue</li><li>▪ My Jobs – management of jobs, does not support Job Roaming</li><li>▪ Unlock Panel – unlocks copy panel</li><li>▪ Fast Scan – unlocks panel to scan directory and address book (must be set manually)</li><li>▪ Register Card</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Communication with server</b>                   | Terminal does not support secure only option in MyQ→Settings→network.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Login/Logout options:</b>                       | <p>The login is possible only via SW buttons of the terminal. Available login options are:</p> <ul style="list-style-type: none"><li>▪ ID Card</li><li>▪ PIN</li><li>▪ Username and Password</li></ul> <p>Automatic logout can be set via <i>MyQ-&gt; Settings-&gt; Printers-&gt; Copier operation panel idle time</i>. The user may log-out via ID Card or SW button of the terminal.</p> <p>Login/Logout limitations:</p> <ul style="list-style-type: none"><li>▪ When in the Copy/Scan panel you cannot logout by card</li><li>▪ When in the TOP menu you cannot use the HW logout button</li><li>▪ When in the native screen of the printer the terminal cannot detect the automatic logout time.</li><li>▪ There is no chance to wake up the printer using the card reader.</li></ul> |
| <b>Accounting:</b>                                 | <b>Projects, credit and quota are not supported.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>User policies</b>                               | <p>The user policies are supported except for these limitations:</p> <ul style="list-style-type: none"><li>▪ Force toner saving and Force duplex</li><li>▪ Device access level</li><li>▪ Fax related policies</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

### 3.2. Terminal actions

The terminal actions cannot be used for definition of the terminal look and available functions. Available buttons are shown according to the allowed operations for the user.

## 4. Business Contact

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MyQ® Manufacturer</b>    | <b>MyQ® spol. s r.o.</b><br>Harfa Office Park, Ceskomoravska 2420/15, 190 93 Prague 9, Czech Republic<br>MyQ Company is registered in the Companies register at the Municipal Court in Prague, division C, no. 29842                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Business information</b> | <a href="http://www.kyoceradocumentsolutions.eu">www.kyoceradocumentsolutions.eu</a><br><a href="mailto:info@deu.kyocera.com">info@deu.kyocera.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Technical support</b>    | <a href="#">Authorized MyQ dealer</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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