MyQ - printing, scanning and copying system

General information

- **Service scope -** KYOCERA Multifunction devices are available for staff, researchers, faculty and students.
- **Unification - ALL** devices are accessible via unified control system called MyQ (includes printing spooler).
- **Identity -** Only users with network account can use it (scan, print, copy). These activities are always bound to individual username.
- **Identification -** For identification use your **ID card** (self registered), **network account** or **PIN**.
  - If you have ID card issued by Charles University, use this one preferably.
  - If you have only anonymous entrance ID card (red color), you can use any ID card, which KYOCERA printer can recognize (e.g., OpenCard, Lítačka, library ID card etc…).
  - If you do not have any suitable ID card or RFID token, you can get your individual PIN code via https://myq.cerge-ei.cz/en/ (log with your network username, click “Generate PIN” button at the “Home” tab)
  - You can also always **log in with your network username and password**.
- **ID card registration -** Each user registers (assigns) individually his/her ID card via KYOCERA display control panel (to pair ID card with an account)
- **Billing -** Student's should be aware, that printing and copying activities are billed regularly (usually on monthly basis).
- **Printer driver -** You need to have proper driver installed to be able to use MyQ / KYOCERA printers.
- **Pick your printing -** After you send print job to MyQ printer (spooler), you can print it at any of KYOCERA printers, just identify yourself with your ID card or PIN.

Scanning

You may scan documents after you log in.

Please note, that maximal size of attachmant must be smaller tha 10 MB.
Each scanned page is about 400 k Bytes in case of standard PDF scan.
If you have intention to scan more than about 20 pages, please select Compact PDF variant.

- Identify yourself at the printer's panel (ID card, PIN, network account)
- tap **“Panel Scan”** square icon on the display
- Select email target - tap “**Destination**” tab. You may either:
  - Send scan to your cerge-ei.cz mailbox:
    - Select **“MyQ”**as an email target
  - Send scan to another email address:
    - tap **“Email Addr Entry”** button on the display
    - **Enter an email address** to which you want to send scanned document, tap **“OK”**
- tap **“Quick Setup”**, **“Color/Image Quality”** tab to optionally specify further options of scan
- **SCAN** your document (it will be sent to the specified email address after the scan is finished)

Printer Driver Installation

- Printer driver is installed on all LAB computers - Printer name **MyQ**
- **How to Install MyQ Kyocera printer on my computer**
- Ask IT office for installation via helpdesk@cerge-ei.cz email.

Manage your own printing queue

Access to your printing queue is available only from local LAN

- Go to the address https://myq.cerge-ei.cz/en/
- Login with your network Username and Password or PIN
- Go to the tab Jobs - you can manage jobs there (delete, pause, ...)

Get PIN for MyQ

- Go to the address https://myq.cerge-ei.cz/en/ *(this internal site operates without certificate currently, so you must confirm security exception to bypass the message about connection's privacy)*
- log with your network username,
- click “Generate PIN” button at the “Home” tab
- your PIN code will be shown on screen

Errors & Troubleshooting

Toner is empty

IT regularly replaces empty toners after they are automatically informed by the printing system. You may also send an information to the IT helpdesk.

What to do: Use another KYOCERA printer. All printers are connected to the same printing spooler.

Waste toner box almost full

It's NORMAL state and **no service activity is necessary** at this stage. Printer just warns that waste box will be full in near future. It is not technically possible (it is blocked by printer) to replace waste box before it is completely full.

IT helpdesk is automatically informed about this state by printing management system.

What to do: Just ignore the message. There is nothing to do.

Waste toner box is full

It is necessary to replace it with an empty waste box. IT helpdesk is automatically informed by the printing system. You may also send an information to the IT helpdesk.

What to do: Use another KYOCERA printer. All printers are connected to the same printing spooler. (You may also inform IT helpdesk, but the state is usually known thanks to automatic reporting)

Paper Jam

What to do: Follow the instructions at the printer's display. This kind of printers are well designed to help users to solve paper jam issues.

What NOT to do: Leave it in the non-functional state...

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