myQ X

MyQ X – Enterprise (version 8)
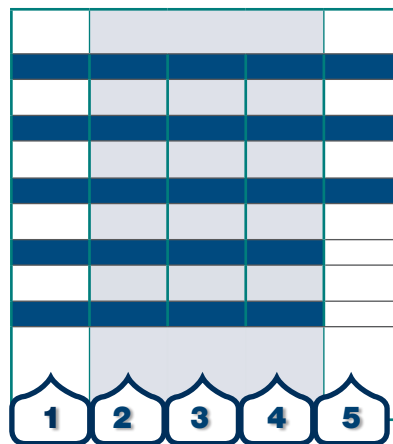
FEATURES & PRODUCTIVITY

USABILITY

IT ADMIN & SECURITY

SUPPORT & TRAINING

VALUE

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SOLUTION
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Product Snapshot

Product: MyQ X - Enterprise

Version: 8.0

Software Developer: MyQ, spol. s r.o.

Web: www.myq-solution.com

Phone: +420 228 800 697

For more information on this software, and other products, visit buyerslab.com/bliQ.

About Buyers Lab: Since 1961, Buyers Lab has been a leading test laboratory in the world of digital imaging equipment. Buyers Lab is completely independent in all of its testing processes and subsequent reporting. All of Buyers Lab's product evaluations are conducted by highly experienced employees in its on-site testing facilities in the United Kingdom and United States where hundreds of new copiers, printers, wide-format devices, scanners, and multi-function (MFP) products are evaluated and reported on each year.

OVERVIEW

Managing and getting maximum value from a fleet of printers and MFPs can be challenging, especially for organizations that have devices from multiple manufacturers. MyQ X – Enterprise (henceforth MyQ) is a print management and document management suite that's designed to cut costs, improve document security, and help organizations achieve maximum efficiency. There are three versions of MyQ X: Smart, Enterprise and Ultimate. This report focuses on the Enterprise version, which provides organizations with embedded applets that run on MFPs from many different brands to support functions such as custom scan workflows, secure pull-printing, credit/quota accounting, device monitoring and rules-based printing among others. The MyQ mobile app lets users print from their phones/tablets as well as release documents and unlock MFPs using their mobile devices. MyQ X - Enterprise is hosted on-site or as a cloud service and is intended for use by all organization sizes, from organizations comprised of a few people to large enterprises with over 1,000 people, with some of MyQ's customers having a user base in excess of 25,000 users.

KEYPOINT INTELLIGENCE

JANUARY 2021

CHIEF BENEFITS

ONE-STOP SHOP – MyQ allows organizations to monitor and manage their print environment, track costs, recoup costs, provide one-touch scan workflows and more. This means organizations don't have to pay for, learn and manage multiple solutions, which saves time and reduces costs.

REDUCE AND MANAGE COSTS – MyQ's reporting tools track print, copy, scan, and fax costs. Organizations can use this data to right-size an organization's fleet, which saves them money and reduces print waste.

COMPREHENSIVE DEVICE SUPPORT – In addition to desktop Windows, Mac OS and Linux PCs, MyQ supports iOS and Android devices natively with AirPrint and Mopria, as well as apps.

INCREASED EFFICIENCY – Administrators can create custom one-touch scan-to buttons that streamline capture and routing processes, which saves time and increases users' efficiency.

PRINT ANYWHERE – Secure print release and sophisticated applets loaded on compatible MFPs mean users can print current and historic jobs with ease from any printer, which safeguards sensitive information at the MFP and increases users' efficiency and productivity.

PLAN FOR THE FUTURE – Device, environmental, cost, and user data from reports and the MyQ interface can help organizations plan for the future, which lets them plan effectively and manage costs.

OUR TAKE

MyQ X - Enterprise is a feature-rich solution that combines sophistication with ease of use. It's flexible enough to support the needs of a variety of organization types, and MyQ's wide range of terminals and MFP-embedded applets lets organizations deploy MyQ regardless of the devices within their fleet.

Organizations can deploy embedded applications (embedded terminals in MyQ) to a variety of device brands so that users can release documents securely, scan to various locations (including cloud storage services), recharge credit balances and use custom one-touch scan profiles to have originals processed and routed to various locations. Administrators can create and print credit vouchers that let users increase their credit balance using a MyQ-generated code. Users can mark jobs in the secure print queue as Favourites so that they stay in the queue and can be printed at any time. This is great for office workers who may want to save and release commonly used pro forma. Users can also appoint a colleague to release a print job on their behalf. The free MyQ mobile app for iOS and Android devices lets users recharge credit, view their quota, unlock devices, and add documents to the print queue quickly and easily.

Admins can view the remaining consumables levels of each device as a percentage and as a coloured bar, as long as the device provides that data in its MIB. Admins can also view headline counters such as the number of mono and colour prints a device has output, as well as copies and scans. Admins can set and see the location of the device, view device alerts and access the device's web interface with one click.

Scans can be routed to third-party software and cloud storage services such as Amazon Cloud Storage, Dropbox and Google Drive. One-touch scan workflows let users scan originals to a range of destinations using options set by the administrator or, if the administrator allows it, users can set one or more options themselves.

There's a wealth of canned reports available, and the reports can be exported in a variety of formats. Reports can be scheduled to run at specific times on specific days, too.

MyQ's quota system provides administrators with the flexibility to tailor multiple quotas to suit the specific needs of their organizations and users. Or if organizations prefer, they can use MyQ's credit accounting system and charge different prices depending on the user, their group, device and the type of job undertaken, with prices increased or decreased according to a discount or surcharge system.

Projects can be created so that users can select a project when printing, copying or scanning, and have the costs associated with that particular print activity associated with a specific project for accounting. Projects can be given names and descriptions, and the code associated with them can be alphanumeric. Even better, projects can be grouped, so that one project group can hold lots of individual project codes. Project groups can be nested within each other, with a hierarchy of up to 5 levels.

MyQ is an excellent print management platform with a great user interface that flattens any learning curve associated with adopting it.

Features & Productivity

Device Discovery, Management and Monitoring
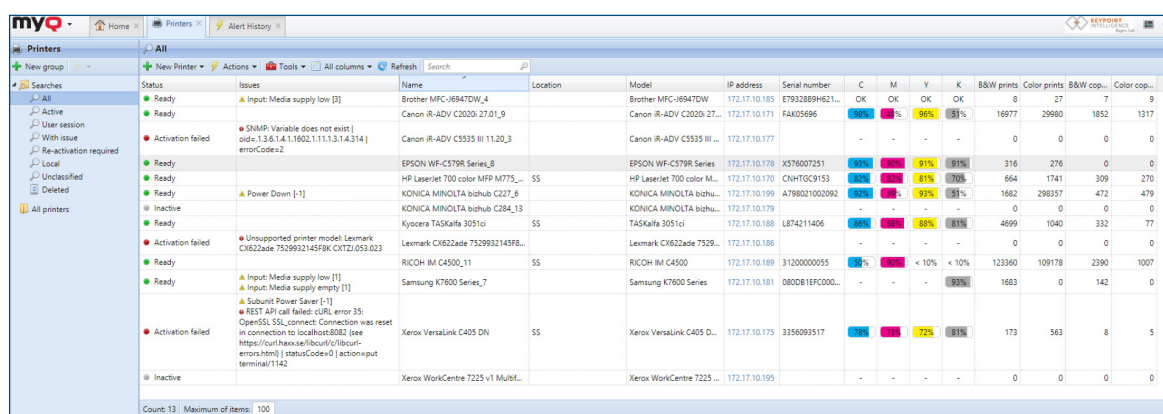
Devices can be discovered using a range of IP addresses, either entered directly into MyQ or by importing a CSV file of ranges. All certified devices will be discovered without a problem, and MyQ will validate devices that aren't currently supported and add them to the list of supported devices.

Information about detected devices can be seen at a glance, with consumables levels displayed graphically as a bar and textually as a percentage. Other data includes headline counters such as the number of monochrome and colour prints, a device's state (such as ready and inactive), and the serial number of the device. The device table even shows issues with the device such as low media supplies, as long as that data is in the device's MIB. The devices onscreen can be filtered using a free-text search box. Administrators can double-click a device to see and set its properties, such as maximum toner capacity, the group to which it's assigned, and the queues it uses.

MyQ seeks to automate much of the setup process to ease the burden on administrators and IT staff. Administrators can add actions to a printer discovery routine so that when a device within the bounds of the IP address range is discovered MyQ will configure the device according to options set by the administrator. The administrator can use model names to filter the devices that will be configured. Administrators can have MyQ automatically set the queue the device uses and add the device to a group. Administrators can also set a configuration profile that will be used to install and set up an embedded terminal on a device. Administrators can have a configuration profile

set a specific price list, enable coverage accounting, set login methods and more. Configuration profiles can be cloned and tweaked so that administrators can quickly create more configuration profiles that meet other needs.

Devices can be activated and deactivated at any time, and administrators can quickly and easily see the alert history for a device, and print a QR code that can be attached to a device. The user can then scan the QR code with the MyQ mobile app to unlock a device so they can release print jobs using the app or the device's panel.

Administrators can view device problems, consumables levels and headline counters at a glance with MyQ X - Enterprise.

Queue Management
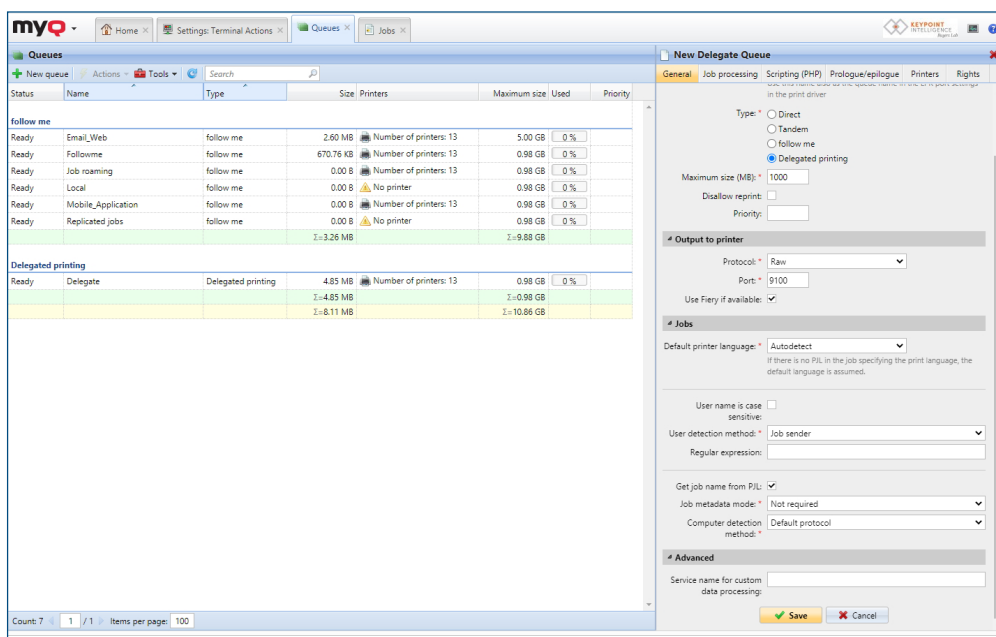
There are four types of print queues in MyQ: direct, follow-me (to be named Pull Print queue from version 8.1 onwards), delegated, and tandem; administrators can create new instances of each type, so there can be multiple follow-me and direct queues for instance. Direct queues route print jobs straight to a specific printer; follow-me queues allow users to retrieve the print job from a device at a time of their choosing on any device associated with the queue; delegated queues allow other users to retrieve a print job on behalf of another person (for example, so an administrative assistant can retrieve the print jobs of an executive); and tandem queues allow multiple printers to be assigned to one queue, with work being distributed between them as equally as possible.

Each queue can be named to distinguish it from others and each queue can enforce a separate print policy. One queue might force all print jobs sent to it to print in black and white and in duplex, for instance, while another allows all jobs. This allows organizations a great deal of flexibility, as they can enforce different print policies for different sets of users, or even individuals, over one or many printers.

The delegated queue is a great feature, especially for those using MyQ in a large organization where people may be separated by some distance or where one user is tied up in meetings and needs the print job to be released and processed by a colleague.
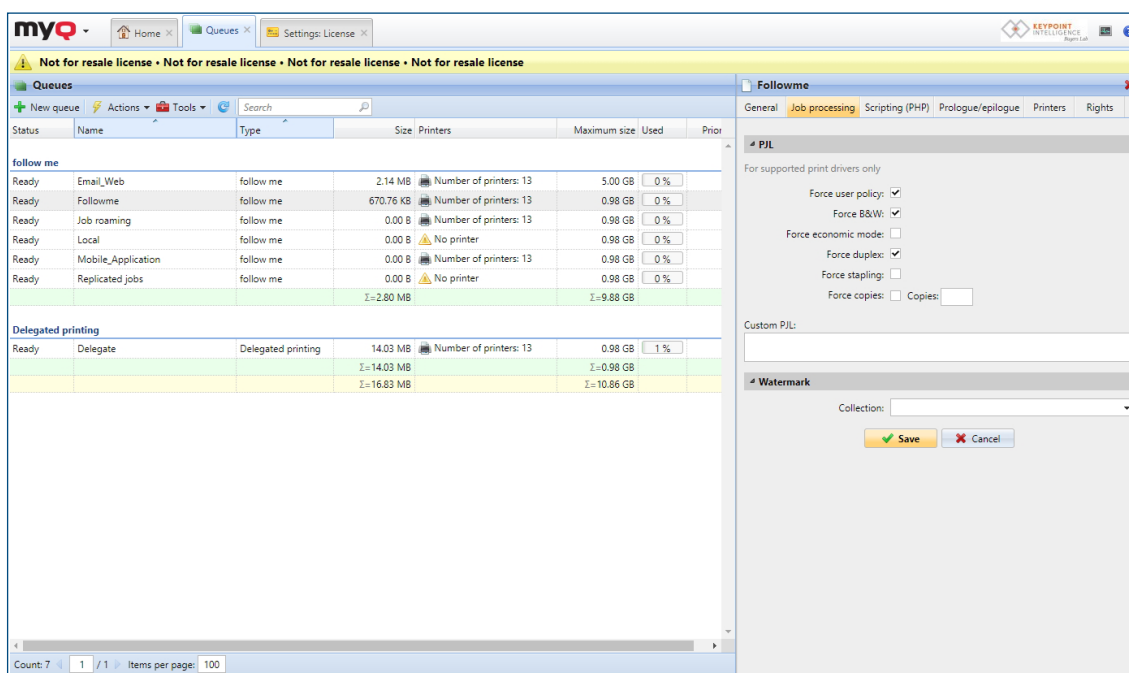
Advanced queue features include the ability to set the printer job language (PJL) of a job if the job is sent to the queue without an appropriate PJL header. Administrators can also add a custom PHP script or custom PJL code, and a watermark can be added to jobs that pass through the queue.

Administrators can also set job processing options, such as the ability to force prints to duplex, monochrome, and ink-/toner-saving modes. They can also add custom PJL code to alter jobs, such as specifying the media that should be used, and use PHP scripting to support user interaction within the Smart Job Manager utility and/or perform post-processing actions such as enforcing print policies. MyQ's user manuals list the classes that can be used and the methods they provide.

Administrators can create four different kinds of queues and can set a wealth of options for them.
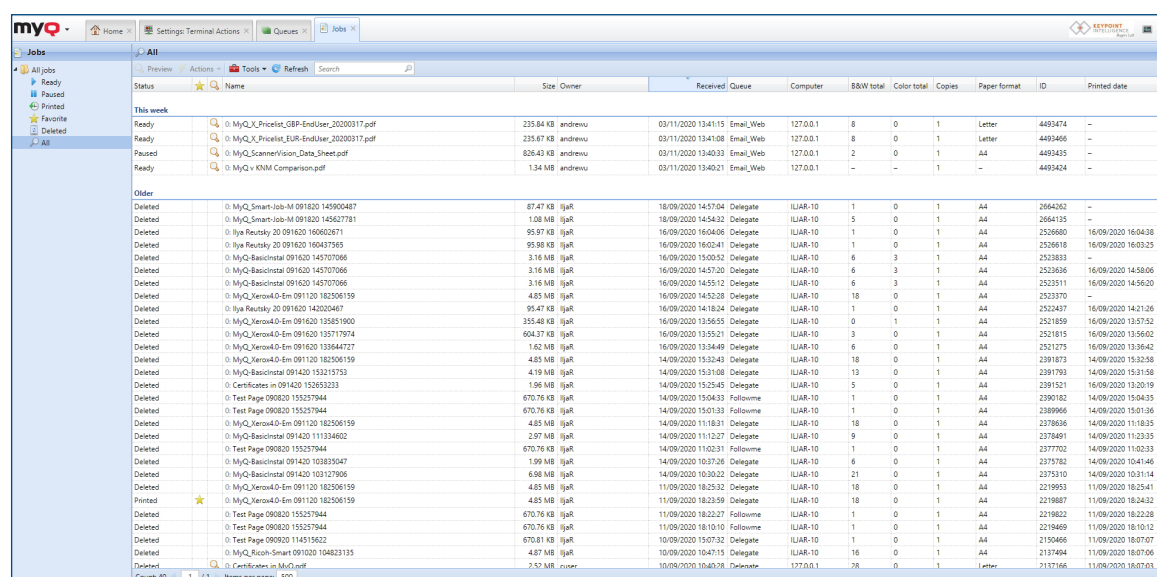
Administrators can use a queue to enforce print policies using a tick-list, add custom PJL to apply further job modifications, and even use PHP scripts to alter job settings and interact with users.

Print Job Management

Print jobs are managed using the Jobs screen in the MyQ web interface. General users can see and manage their own print jobs, while users with the relevant permissions can view all jobs as well as their own. Jobs are listed in a tabular format and users can see important features of a job, such as the file size, the owner, the queue into which it has been placed, and the paper size for the job. Users can mark frequently recurring jobs as a favourite for fast and convenient access to the documents they print the most. Jobs can be paused and deleted as needed.

Users can see a wealth of information about a print job, including the queue used, the date and time at which it was printed, the job cost, and the number of black and white and colour pages.

Print Policies

MyQ provides administrators with options to restrict users' access to devices' print, copy and scan functions. Administrators may wish to restrict the use of some MFP features (such as the use of colour) in line with their organization's environmental policy, to save money or prevent users from abusing printing privileges. The embedded application and MyQ Smart Job Manager (Windows and Mac OS) can inform users why they can't print a particular document, but the mobile app doesn't. We'd like to see such feedback in the mobile app.

When a print policy is enforced, any option that is denied to a user disappears from the application, so it's impossible for them to perform it. A user that is only allowed to photocopy, for instance, will only see options for panel copy, and a user that can only print and scan will only see options relating to those functions.

Quota Management

MyQ's quota management system provides a great deal of flexibility, as administrators can apply multiple quotas that affect different groups, sets of users, and individual users. Some embedded applications are compatible with the quota management feature and some aren't. Those that are compatible display a user's current quota level and their maximum quota level as a number, along with a percentage of the quota used.

When a quota is in effect, the users bound by it will be sent an email that warns them they've used a certain percentage of their quota. The exact percentage point at which the email is sent is dictated by the administrator when they first create the quota, and it can be changed at any point after that. Users are sent an email when they reach their maximum quota limit, too. Administrators can tailor the emails sent to users and embed tags in them to display the user's name, their quota level, and the name of the quota.

The way MyQ and devices behave when a user has reached maximum quota depends on the settings applied by the MyQ administrator. Administrators can choose to have quotas take effect immediately as soon as the maximum level is reached, to take effect when the user's current application session is finished, and when the print job that has taken the user over the limit is finished.

User Management

MyQ can be populated with users in several ways. Administrators can create users by importing their information from LDAP servers (active directory, OpenLDAP, Novell LDAP, Lotus Domino), comma-separated files (CSV) and using a custom script. MyQ says users can be added via synchronization with the cloud-based Azure Active Directory service and Google Workspace, which adds further convenience. Administrators can add new users manually within the MyQ web interface, which is handy for adding newly joined members of an organization. Users can self-register, which eases the burden on administrators, and users can be created via the submission of a document emailed to MyQ as an attachment, the swiping of an unregistered ID card at an MFP, and self-registration via the MyQ web portal.

Clicking the New User button opens a tabbed panel into which the user's contact information (name, phone number, email address, etc.) can be typed, plus their preferred language and the folder or email address to which scanned documents should be sent. The user's ID card details can be entered and a PIN can be added or generated. Administrators can also put the newly created user in groups, see the queues they're allowed to use and nominate another user as a delegate so that the delegated user can print the new user's jobs for them.

Users can be given randomly generated PINs, and administrators can set the length of the PIN, from 4 digits to 12 digits. Administrators can choose to let users generate a random PIN by clicking a button on the MyQ web interface if they so wish. Users are sent new PINs by email, which adds a lot of convenience and minimizes the amount of time the user and administrator spends resolving lost or forgotten PIN issues. This feature can be switched on and off at will by the MyQ administrator.

Administrators can increase the credit balance of individual users or a set of users. Users' quotas can be increased, too. The process is quick and easy, which will please administrators who have to deal with large volumes of user requests. Quotas can be reset to their initial amount according to a schedule, so that users' quotas are topped back up to 500 copies or prints after a month, for example. Administrators can top up a user's credit, or the user can do it themselves, even at the MFP.

Administrators can assign and revoke rights as they see fit at any time, and doing so involves checking or unchecking a tick box on the relevant screen. The process is easy to complete and is done on one screen.

Cost Recovery

MyQ has a comprehensive credit control system that lets organizations set prices for different types of job, dictate the users and/or groups to which cost control will apply, and generate voucher codes that users can use to top up their credit balances. Once the voucher codes are generated, they can be printed as vouchers in MyQ or exported as a CSV file where they can be imported into another program where they can be used to make custom vouchers.

Credit accounting can be applied to different users and groups, so it's possible to charge some users for printing but not others. This can be handy in organizations such as libraries and universities where credit accounting needs to be applied to all users who aren't staff.

Voucher codes can be generated within MyQ and then be printed and distributed to users. The voucher accounting system is quick, simple, and convenient, as there's no need to keep a separate, paper-based log of the vouchers in use. Administrators can see the state of vouchers and voucher sets at a glance. Users can recharge their credit using a voucher code at an MFP, which means less work for administrators. Credit can also added using a number of payment providers such as PayPal or WebPay.

Multiple price lists can be created, so one device group can have a different price list to another device group. It's also worth noting that a device group can contain just one device, so an organization could have one device with a specific price list, perhaps for a device in a public area, and other price lists for other device groups in other parts of an organization. Price Lists are applied to devices MyQ offers support for configurable price variation. The cost of a print, copy or scan job might vary from location to location based on a number of factors, including staff, paper and energy costs. It's also possible that administrators would like to implement different pricing for different departments at the same site. A library might provide cheaper printing for its staff than for its customers, for instance. For these reasons, it's possible to create multiple price lists in MyQ.

Administrators can set the price of different print jobs based on colour, coverage and media size. It's possible to create a price list that charges 5p for a monochrome print, 10p for a colour print and applies a surcharge of 1p per A4 sheet. Administrators can set prices for specific page coverage, too, so that a print or copy job can have a different price for a low-coverage document than for a medium- or high-coverage document. Each price list actually has two sets of prices: one for users and one for the administrator. MyQ says this is handy for organizations that have leased

devices, so that the price list details the price paid by the user for job options and the price paid the MPS provider from whom the organization has leased the devices. Administrators can also create projects to which costs can be assigned.

### Embedded Application/External Terminal Management

Embedded applications provide users with access to copy and scan workflows, print jobs, and a credit recharge facility. Users can access to the device's native panel functions should administrators allow it. Administrators can choose the features available (known as terminal actions in MyQ) and arrange them using an onscreen representation of the embedded terminal. Functions can be given meaningful names such as "Release Print Jobs" instead of the default "Print All", for example, and parameters can be set for certain functions such as those for scanning and copying (see the Scan Workflows section). Functions can be grouped in folders, too, which means all scan workflows can be grouped together, or all copy workflows.

Changes made in the Terminal Actions screen are applied to all MFPs, but the exact functions that will be available to use depend on the capabilities of the device on which the embedded terminal is installed.
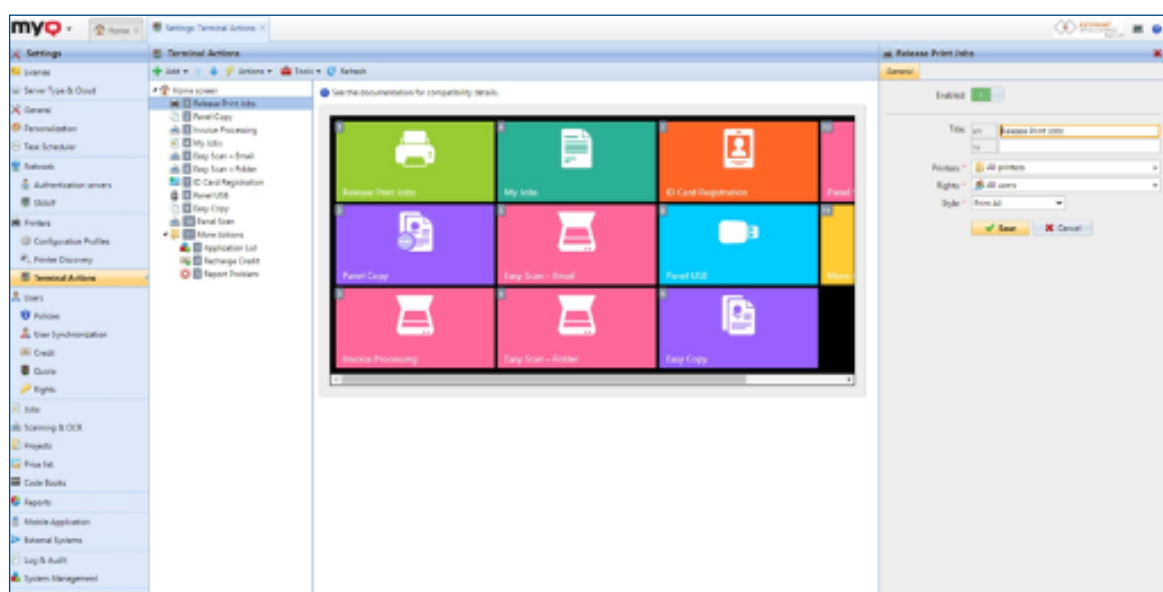
The MyQ Terminal Actions screen lets administrators customize the functions available to users on MFPs.

Organizations can also use the Theme Editor tool to change the colours and icons of terminal actions (the tiles shown on embedded terminals). The Theme Editor is a separate tool that can be used on a desktop PC. Administrators can set the colour of terminal actions for the three states in which a terminal action will find itself: normal, active and disabled. Administrators can enter RGBA values to set colours or can quickly choose from a palette of colours. Users can adjust the brightness of a colour using a slider. Icons can be added to terminal actions quickly and easily, and these must be 296x296 PNG files. Themes can be named to distinguish them.
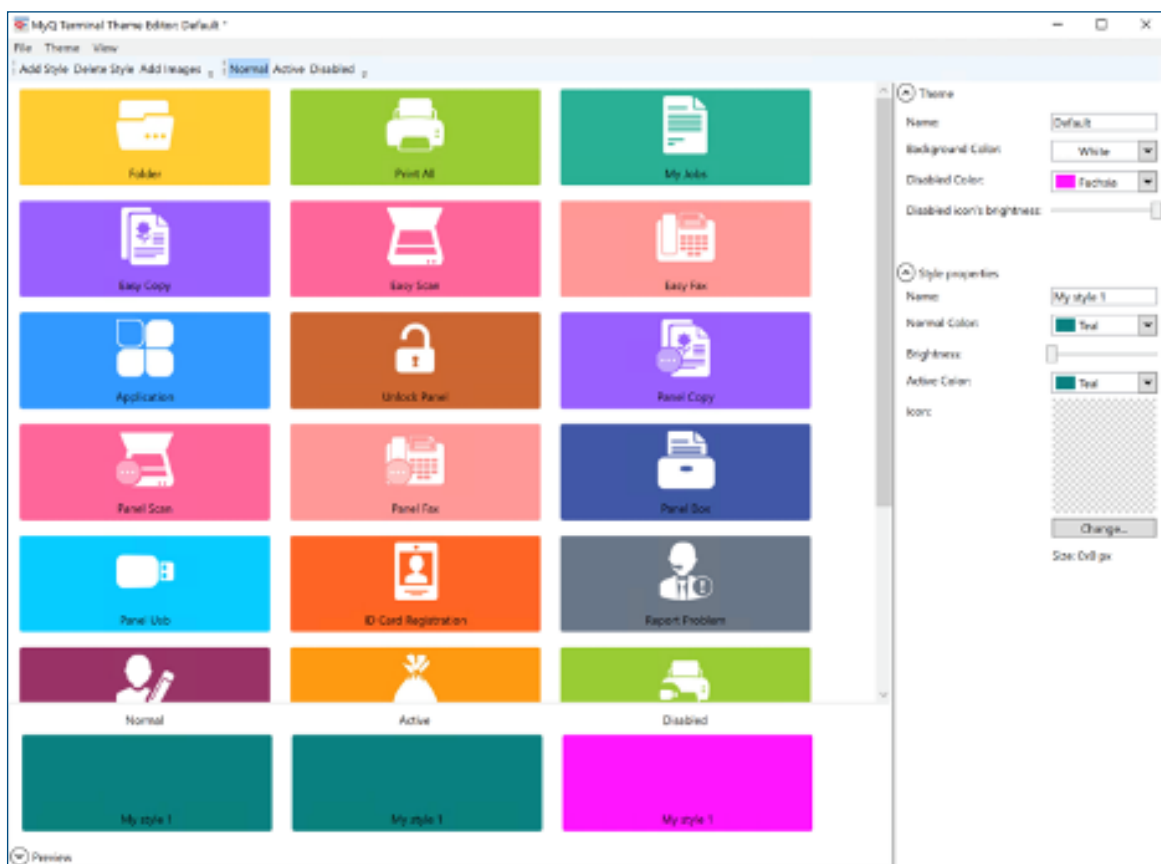
Administrators can create fresh themes for their organizations using the Theme Editor tool.
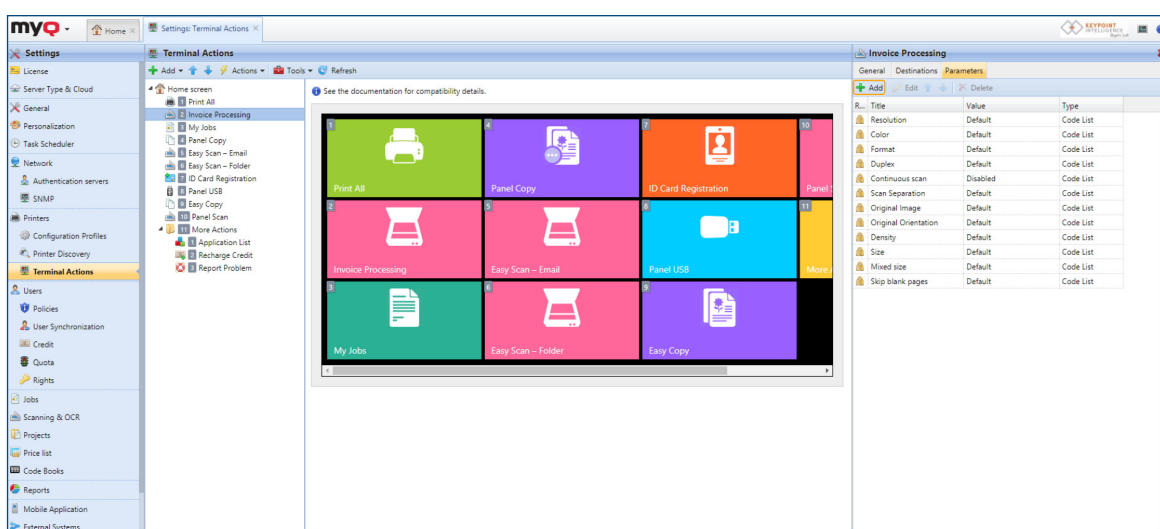
Scan Workflows

Scan workflows are simple to create. Scan Workflows can be given meaningful names such as Invoice Processing. The workflow can be applied to all printers or just one, and admins can choose if all users, a specific group or an individual can access it. Destinations include cloud storage services (see table below), an email address (administrators can set the subject and craft a message for the recipient), the logged-in user's email address, a network folder or an FTP site, among others. Once set, the destination can be edited should the need arise, such as when a new email address must be used. Parameters such as scan resolution, colour mode and media size can be set to specific values to enforce money-saving policies, or the admin can give users the freedom to set scan options at the MFP. Organizations can choose to use MyQ's free-to-use OCR server, upgrade to an ABBY-branded OCR Engine or use one of their own.

Administrators can create code books that contain values such as folders to which scans should be saved and the groups to which those code books are available. Code books can be created within the MyQ web portal, or admins can link LDAP and Microsoft Exchange servers to select a value that will let users select destinations for scans. A code book could be used to provide users with a selection of email addresses from which to select a destination, for example.

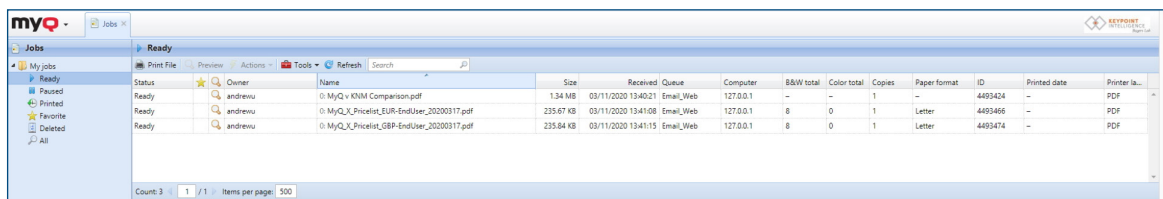| Cloud Storage Destinations in MyQ	
MyQ X lets users scan to cloud storage services. This table lists the cloud services that were available at the time of testing.	
Amazon S3	**One Drive**
Box.com	**One Drive Business**
Dropbox	**SharePoint Online**
Google Drive	

Administrators can create sophisticated scan workflows quickly and easily in MyQ X - Enterprise.

Reports

MyQ has a sophisticated reporting system that lets users monitor costs, device use, and so on. Reports can be exported to a number of different file types. Most reports are tabular in nature but some have graphical elements such as charts. Reports can be scheduled and emailed to recipients.
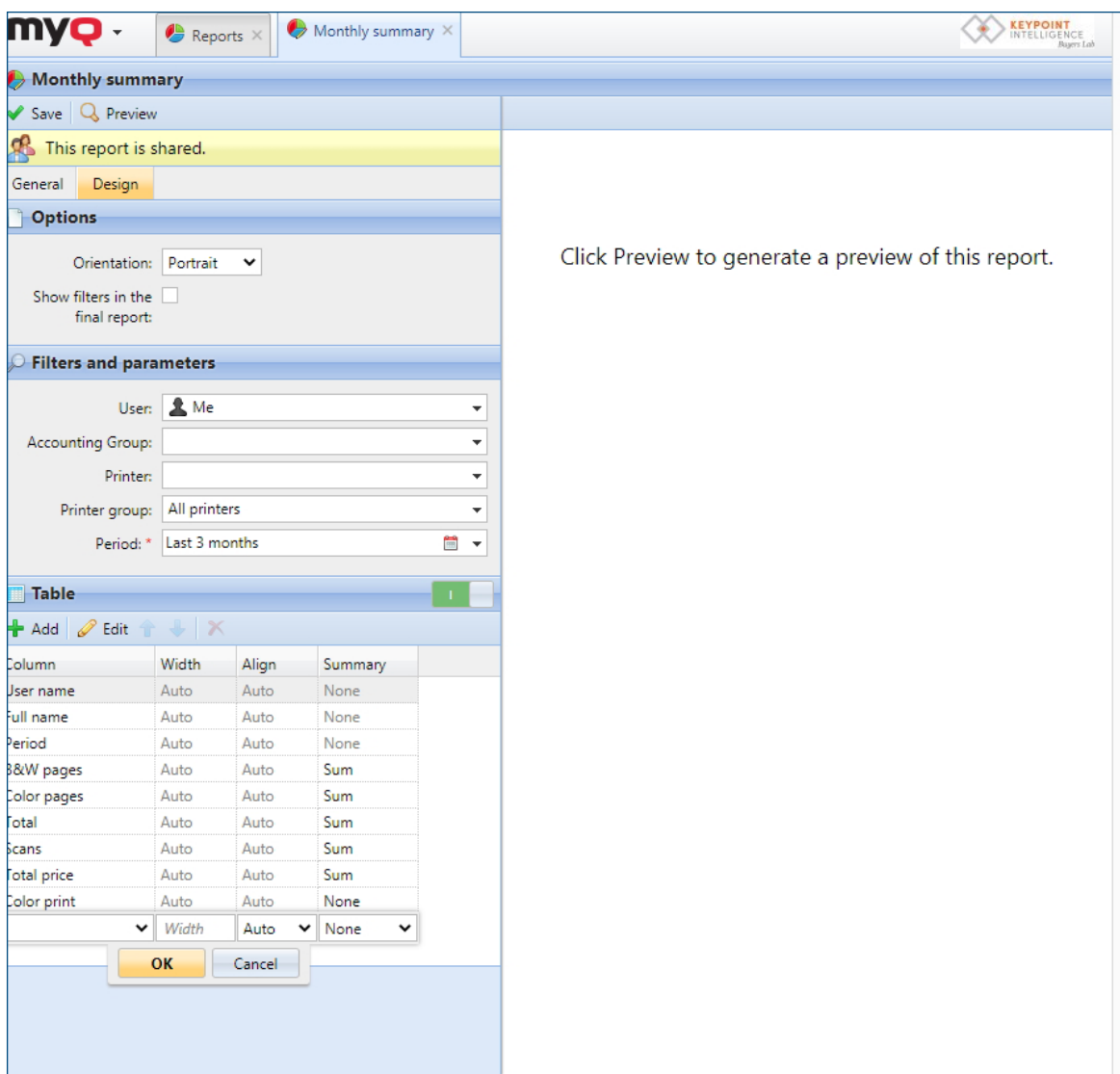
End-User Interaction

Users can print directly to MyQ using the Print dialog in their applications, but they can also use a web portal to manage the print jobs in their queue, view their credit statement, and create reports. Users can also use the web portal to upload documents for printing, and can email print jobs to MyQ. In the jobs screen the user can view the jobs that are ready to be released at a device and can choose to pause, delete, or preview them. Users can see jobs that they've marked as a favourite so they can print them again.

End-users can see a wealth of data about their jobs and can manage jobs within their queue.

Users can create sophisticated reports that can be shared with other people and scheduled to repeat. User-specific reports can be one of three types: monthly summary, daily summary, and session details. Reports can be set to portrait or landscape orientation, a certain accounting group, and retrieve data related to a specific printer. Multiple time periods can be specified, as can the fields that are used in the report.

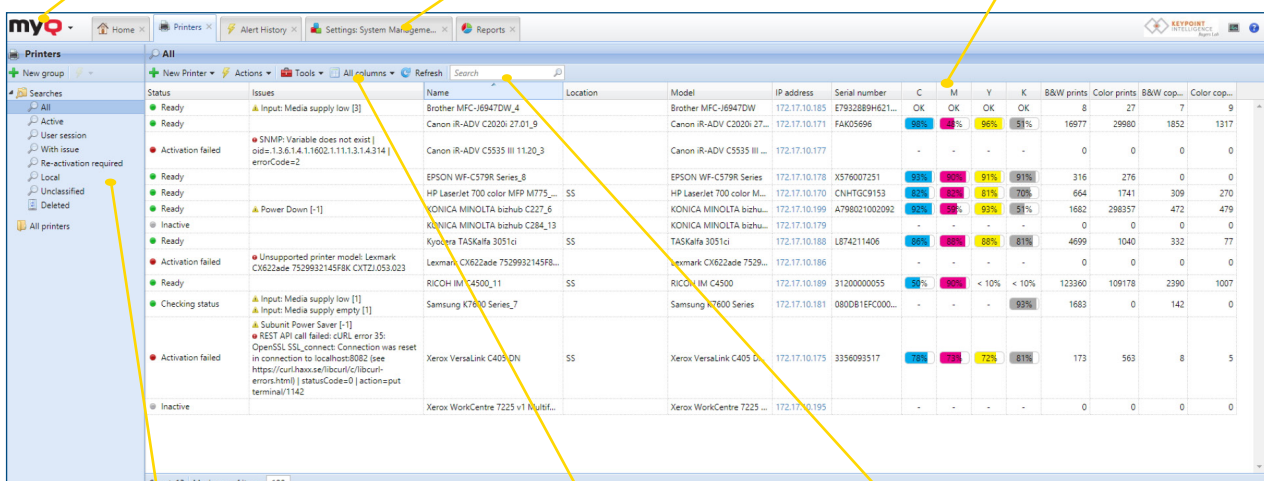End-users have access to a pretty sophisticated reporting system.

USABILITY

MyQ's user interface is certainly one of the best that Keypoint Intelligence's solutions analysts have used. Navigation is a breeze, side panels appear to let users perform tasks quickly and easily, and the good use of graphics and icons makes it easy to understand what is expected of the user. The annotated screenshot below shows the web portal for administrators, but the web portal for end-users works the same way.

Admins can click the MyQ graphic to open a menu through which advanced functions can be accessed.

Admins can open different screens as tabs and quickly switch between them.

MyQ uses text, tables, clickable controls and graphics to display data and allow user interaction.

Users can use context-specific menus to the left of the screen to filter the data on screen.

A row of drop-down menus at the top of each screen lets users perform actions such as exporting data or selecting the columns to view.

A free-text search box lets users filter the data on screen.

IT ADMIN & SECURITY

User onboarding is quick and easy thanks to LDAP and Active Directory integration, and administrators can create, modify, and delete users manually when necessary. Administrators can create and monitor many different print queues of many different types, pause and delete jobs, and administer the queues as they see fit. MyQ X supports conversion of MS Office, LibreOffice, and OpenOffice file formats as long as those suites are installed on the MyQ server. Organizations can connect MyQ to other systems using APIs and can route scans to cloud storage services such as OneDrive and Google Drive. For system security, users are authenticated by a number of means at the MFP, such as LDAP credentials, username and PIN, and swiping a card. Users can use a QR code linked to a device to unlock that device with the MyQ app, for which the user will already have been authenticated. Two-factor authentication is also available in the form of card-and-PIN and card-and-password logins. Documents can be watermarked for extra security. All communication between the MyQ server, devices, and other MyQ servers is secured and encrypted.

SUPPORT & TRAINING

Primary support and initial training for MyQ are handled by the reseller that places the system. MyQ can provide additional support should the need arise. Plus, the MyQ Partner Portal provides lots of help and documentation. MyQ provides online technical, sales and product training. Users can even achieve certification via MyQ's e-learning system, so there's no need to travel to a training centre, which cuts time and costs. MyQ provides support levels 2, 3 and 4. MyQ certified partners provide support, and MyQ will help the certified partners to resolve the issue if necessary. Support is included for one month and must then be paid for either monthly or yearly. The means through which certified partners provide support is at the discretion of the certified partner, as are SLAs.

There is little contextual help (tooltips simply repeat labels, for example), but users can click the Help icon at any time to access help sheets relating to various features such as watermarks, credit accounting and price lists. The help pages are searchable and end-users can also access the Community Portal via them. The MyQ Community Portal provides users with an Ask A Question service, where users can type a question in to a text box and receive a list of articles based on that question. There are many manuals available whose topics concern embedded applications for individual device brands such as KYOCERA and Ricoh, MyQ Smart Job Manager, and installation guides, among others.

VALUE

MyQ is sold on either a perpetual licence basis or as a subscription, and the licensing model is per-device. For a perpetual licence, the price is $380 for unlimited users, unlimited servers, unlimited printers, and one MFP embedded application. Extra devices can be added at $380 each, with the price reducing at 10 devices to over 100 devices (contact MyQ for details of device quantity discounts). Support starts at $76 per device for one year and rises to $285 per device for five years. MyQ comes with a free-to-use OCR engine, but customers can upgrade to an ABBY-branded OCR Engine should they prefer. The ABBY-branded OCR licences must be purchased separately and are priced according to the number of scans per month. Optional extras are available, including coin-operated terminals, and hardware terminals that provide secure release functionality to devices that can't handle embedded applications. Subscriptions are charged annually at $191.66 per device including support. MyQ says monthly subscriptions will be available in 2021. All told, MyQ is competitively priced for a solution of its type with its wealth of features.

STRENGTHS

- **Excellent user interface design and usability—one of the best that Keypoint Intelligence has evaluated**

- **Control-panel integration with leading MFP brands and hardware terminal support for older or non-compatible printers**

- **Automated configuration of devices discovered on a network**

- **Organizations can recoup costs from users and enforce quotas to limit printing**

- **Users can create multiple queues of different types to support their organization's work processes**

- **Strong rules-based printing and output management features**

- **Supports a wealth of languages, including regional variations**

- **Well-designed, well-stocked, and flexible reporting system with a good number of customizable parameters**

WEAKNESSES

- **Can't create layouts for specific devices in the Terminal Actions, just one layout for all devices**

- **Universal print driver isn't supplied by MyQ; users are advised to use a third-party universal driver, and universal driver may not support advanced finishing options (such as stapling) available on MFP**

PRODUCT PROFILE

Versions:	There are three versions of MyQ X: Smart, Enterprise and Ultimate.
Pricing:	MyQ says that a typical purchase cost is €334 for the Enterprise edition which includes unlimited users, unlimited servers, unlimited printers, and the use of one embedded MFP application.
Users:	Up to 100,000 per server (30,000 - 60,000 per one synchronizing line).
Server:	Windows Server 2012 / 2012 R2/ 2016/ 2019.
Client:	MS Windows 8.1/10* (*64-bit systems only).
Mobile Device Compatibility:	Native iOS and Android support via AirPrint and Mopria, plus iOS and Android apps.
Compatible Output Hardware:	Network printers and MFPs, with embedded applications for Copystar, Gestetner, HP, Kyocera, Lanier, Lexmark, OKI, Ricoh, Samsung, Savin Sharp, Toshiba, and Xerox devices. An optional hardware terminal is available for devices for which there is no embedded terminal.
Software Integration:	LDAP and Active Directory integration. A REST API is available to integrate MyQ with other applications.
Availability:	MyQ is available worldwide.
Languages:	Arabic, Bosnian, Bulgarian, Chinese (traditional, simplified), Croatian, Czech, Danish, Estonian, English (US, UK), French, German, Hungarian, Icelandic, Italian, Japanese, Kazakh, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese (Continental, Brazilian), Russian, Serbian, Slovak, Slovenian, Spanish (US, Spain), Swedish, Turkish, and Welsh.