



## MyQ Roger



scale: 1-5, where 3 = typical for this class of product and 5 = world class

## OVERVIEW

MyQ Roger is a zero-trust-capable digital personal assistant that seeks to help users print and scan easily via mobile devices. MyQ Roger lets users create scan workflows, release print jobs at devices hands-free, print from and scan to cloud-based services, and perform voice commands. The intention of MyQ Roger’s “Mobile First” concept is to ease the administration of home and hot-seat offices so that users do not have the hassle of finding and setting up printers and scanners. An embedded app can be installed on certain HP Workpath devices, KYOCERA HyPAS devices with TLS 1.2 support, RICOH SmartSDK devices, or newer devices.



## Product Snapshot

**Product:** MyQ Roger

**Version:** v.2.3.0 (20220112)

**Software Developer:**

MyQ spol. s r.

**Web:** <https://roger.myq.cloud/>

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**For more information on this software, and other products, visit [buyerslab.com/bliQ](https://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.

## CHIEF BENEFITS

**SUPPORT HYBRID WORKING MODELS** – According to Keypoint Intelligence’s 2021 Future of Office Study, over 40% of hybrid workers said it was a challenge to print, copy, and scan for work. MyQ Roger simplifies these processes to the press of a button or even just a voice command.

**EASILY ACCESSIBLE SCAN WORKFLOWS** – Users can access one-click scan workflows from the main screen of the app and create new ones easily to accelerate scan tasks and increase efficiency.

**CLOUD DOCUMENT ACCESS** – Users can connect to Google Drive and OneDrive to find, view, and/or print documents from their phone or tablet.

**SUPPORTS ALL MAJOR MOBILE PLATFORMS** – MyQ Roger’s excellent mobile app is available on Android, ChromeOS, and iOS devices.

**ENHANCED DOCUMENT SECURITY** – MyQ Roger’s secure print function means that documents are only printed when the user releases at them at a printer, so documents are not left lying in an output tray for others to view or remove.

## OUR TAKE

MyQ Roger is intended to be a digital personal assistant that helps workers in remote, hybrid, and hot-desk environments transition from traditional working environments to a modern, intuitive digital workplace. The app is well-designed and makes it easy to print and scan, create reusable scan profiles to streamline recurring workflows, access, view, and print files from cloud services, and view print statistics. All the controls are within easy reach and users can use their mobile device’s camera to scan a QR code that unlocks print and scan devices, or even use voice commands for hands-free operation.

Scan profiles are easy to create, and users can set a range of destinations such as email, a printer, OneDrive, Google Drive, and USB storage. Mobile phone scanning options includes automatic OCR processing in English, Czech, French, German, Polish, and Spanish. However, it is not possible to scan to SharePoint, FTP, or network folders. It is also not possible to add password protection to PDFs.

MyQ Roger’s administration web portal is well-designed and lets administrators create price lists, configure the login methods available on print devices, view consumables life remaining for devices, view, modify and delete print jobs, customize the look and behaviour of certain web interface components, and much more.

Businesses that like the sound of MyQ Roger should download the free app and request a demo.

## Features & Productivity

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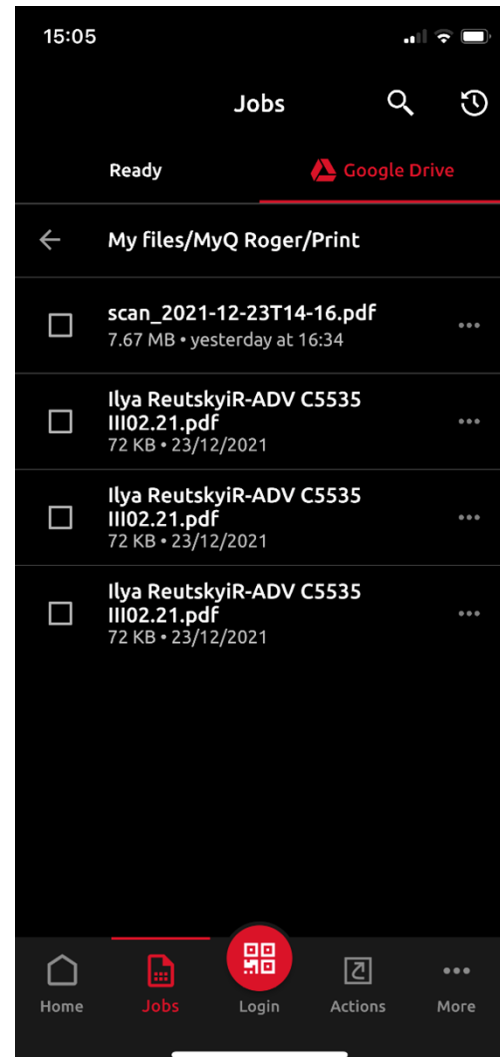
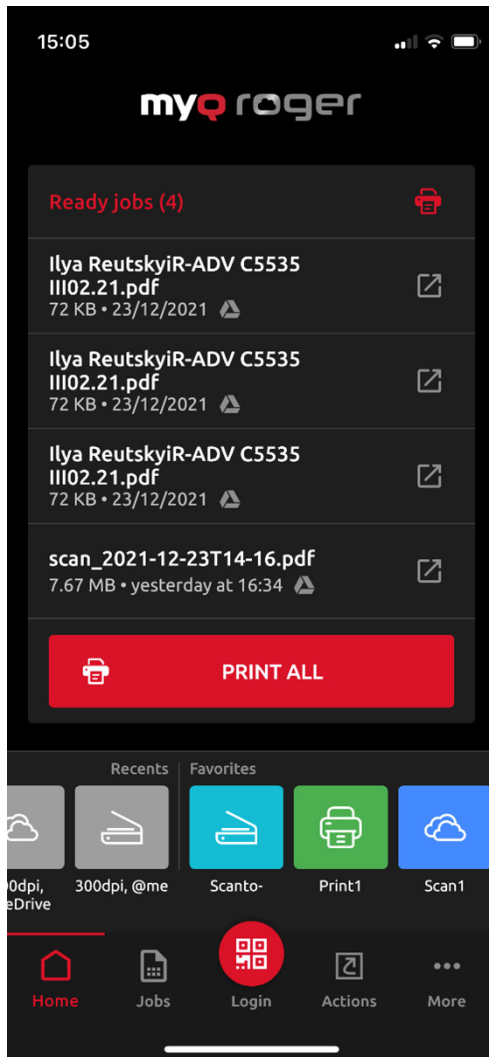
End-users' primary methods of interacting with MyQ Roger is via the mobile app and their MFDs. Users can unlock devices via a QR code scanned from a mobile device's camera or via NFC, print documents from Google Drive and OneDrive, and view personal print reports. Users can scan or print using voice commands, too, thanks to integration with the iOS and Google voice assistants. Jobs appear on the main app screen and users can release all or one or more jobs listed in the queue. Print jobs come from connected cloud services, and we would like a future release of MyQ Roger to let us upload documents to MyQ Roger from other apps on a mobile device such as Adobe Reader and Notes. Jobs can be printed immediately or released later. Users can set options for the job such as number of copies, media size, colour mode, duplexing, collation, and number of pages in one sheet (up to 16 in 1) before it is printed or added to a queue. MyQ Roger enables users to store and share documents between multiple printing devices without the necessity of local applications, agents, additional hardware, or servers.

Hosted by Microsoft Azure, Universal Print by Microsoft is directly integrated into MyQ Roger's embedded applications running on the printer. Through this integration, the printer can call print jobs directly from Microsoft Azure without any middleware, making the printing process extremely efficient while not communing any unnecessary cloud computing resources.

One-click scan profiles enables users to unlock a device using a QR code scanned with the device's camera or via NFC. Alternatively, users can capture and edit images of one or more originals with their mobile device's camera. One-click scan profiles reduce the amount of time workers spend scanning, since they do not have to spend time manually configuring scan drivers or moving scanned output to its destination. This also cuts down on mistakes, such as selecting the wrong scan resolution or saving the file to the wrong location. MyQ Roger incorporates a multilingual OCR engine, which recognizes text on physical documents and can translate it into different languages.

MyQ Roger connects to the Google Drive and Microsoft OneDrive cloud storage services, so users can print from anywhere in the globe, so long as they are near a compatible printer. There was difficulty integrating and seeing Dropbox on the mobile app during our testing. In addition to all of this, there is native Chromebook printing support.

Users can view print statistics to see how many colour, monochrome and total pages they've printed, and how much it has cost them. Reminding workers of print costs can help cut down on unnecessary print and help them stick to any budget/restrictions.



MyQ Roger's mobile app lets you print to a compatible device without having to touch it.

MyQ Roger supports dynamic pricing, enabling businesses to be nimble with their print cost recouperation plans. Administrators can create multiple price lists that can exist between two dates or remain in place until further notice. MyQ's intention is to allow a price list to apply to one set of devices and to allow the other price lists to be applied to other sets of devices. Administrators can currently only apply one price list to all devices, even though multiple price lists can be created. The price lists are fairly granular, and administrators can set prices for different media sizes, for colour and monochrome pages, and for scans and faxes.

Administrators can also view the remaining toner in a printer's consumables, which is convenient for those administrators that want to replace consumables proactively to prevent unexpected device downtime.

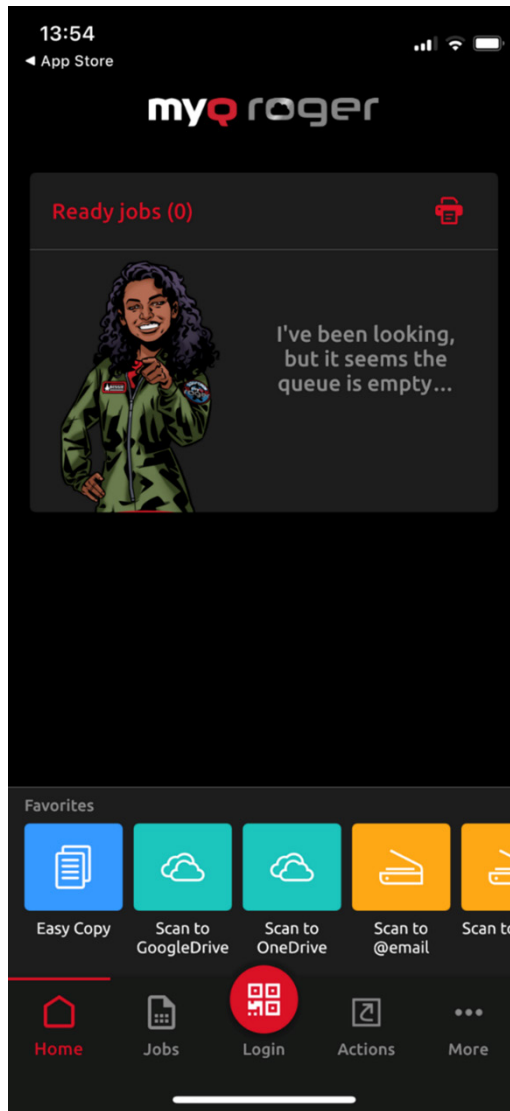
## USABILITY

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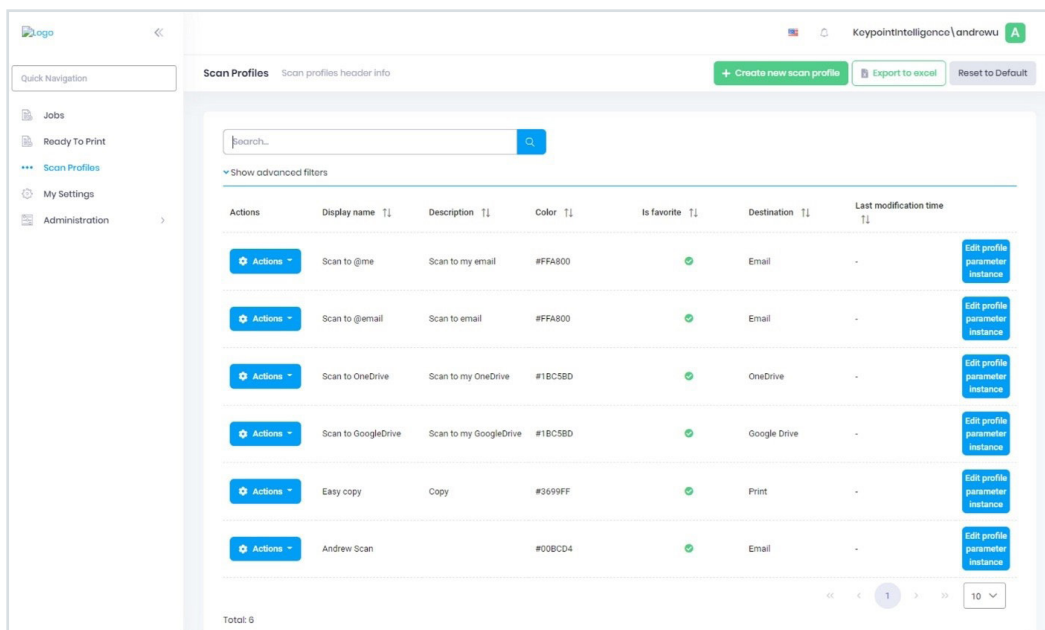
The MyQ Roger app is the primary tool for MyQ Roger's users, and it is very well designed. Users will have no trouble using it to perform tasks, even the least tech-savvy users. The solution creates a simple user experience and leverages multiple usage modalities to remove obstacles hybrid workers run into when printing, copying, and scanning. Touchless authentication via NFC or QR code, plus the ability to control MFDs using voice commands enables businesses to promote good hygiene in high traffic, high touch areas while making the application accessible to all users.

Scan profiles can be personalized within the app to fit each user's needs and taste. Users can choose scan parameters for the profile such as resolution, colour mode, duplexing, file format and media size. Users can also name the profile, choose an icon for it such as a scanner, printer, or cloud, and choose a colour for the icon so they are easy to find and recognize.

MyQ Roger's administration web portal is arranged in the left-hand and top menu with a main screen format to which we have all become accustomed, so it won't take long for users to familiarize themselves with it. Similarly, the mobile apps are colourful, engaging, and intuitive. Administrators can choose different themes and alter menu behaviour to customize the user interface somewhat and apply a company's logo to the user interface to enforce its branding. Recommended workflows can be adjusted, designed, or adopted right on a user's smartphone.



The MyQ mobile app is excellently designed, which makes it easy to use the features it provides.



MyQ Roger's web portal uses a standard web-interface layout.

## IT ADMIN & SECURITY

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The only prerequisites for accessing and using MyQ Roger are an administrator account, access to port 443 allowed via the firewall, and permission on a device for outgoing internet traffic. There is secured communication between devices or printers without local Wi-Fi or VPNs. Administrators can supply information such as name, email address, phone number, and username to add users manually. Users can be sent an activation email and can have their account locked after a certain number of failed login attempts. Captcha prompts can be used at a user's first registration and/or every time a user logs in for extra security, and a session timeout control can be enabled. Administrators can have MyQ Roger set a random password for a user or administrators can create user passwords manually. Two-factor authentication is available, too.

Users can be imported via an Excel spreadsheet and MyQ supplies a spreadsheet for the purpose. Administrators can specify the time range that a delegate new user can be active.

Administrators can apply a granular level of permissions to users, and users can be grouped into user-defined sections such as "Sales", "IT", and "Editorial". That way, IT teams can easily adhere to the principle of least privilege, ensuring workers only have access to the features they need to get the job done.

Four login methods are available depending on the capabilities of the device: card, PIN, user credentials and QR code. Administrators can select the default option on MFP screens, so that an MFP can be presented with a QR code initially if that is an organization's commonly used login method, for example. This helps strike the balance between strong security and convenient user experience since users can access their accounts using the authentication method they are most comfortable with, rather than finding some quick work around.

Regular users can undertake some administration such as linking to a second account that already exists in the system and viewing attempted logins. Users can also log in with Google, Apple, and Microsoft accounts instead of using their regular username and password. Users can manage their own PIN and can log in to Google and Microsoft accounts to set up access to Google Drive and OneDrive respectively. This level of self-service relieves the helpdesk from a flood of low-level requests, so they can focus on bigger problems. It should be noted that MyQ Roger's public cloud services do not handle, store, or process any printing or scanning documents.

Administrators can view users' job info, with details such as job size, the printer on which it has been released, the source of the document such as a cloud service, and the number of colour and mono pages in it among other things. Administrators can filter the jobs on screen using a variety of options to view a subset of the complete jobs list.

Similarly, administrators can view all the scan profiles that people have created and modify and delete them. Administrators can create scan profiles, too. This is useful in environments where similar scanning activity is being handled by multiple workers across different office locations. Administrators push a single workflow to all the users who require it, so all scanned output is consistent.

## SUPPORT & TRAINING

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Support is remote, as MyQ Roger is a cloud-based solution, but on-site support can be provided if necessary. While MyQ Roger is hosted in Microsoft Azure, it is provided and managed by MyQ to certified partners and its customers. Initial support is provided by the reseller that sold MyQ Roger, but MyQ provides support after that. Support is included in the subscription price. MyQ aims to answer critical support queries within the hour and all non-critical support queries within the day. Users can contact MyQ via telephone, Microsoft Teams, TeamViewer and email. Regional support is available between 9am and 5pm for European, US, Middle East, and African customers. However, MyQ has a "follow the sun" support philosophy, which means that it can provide 24-hour support if a customer signs up for that level of support.

Users and administrators have access to multiple manuals and app users can access help directly through the mobile app's More screen.

## VALUE

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The Software-as-a-Service MyQ Roger is available as a 12-month subscription paid annually (£/€/ \$108) or monthly (£/€/ \$9) and is paid per device, so a business can have one device registered for the software but have unlimited users using the mobile app to interact with it. Comparison with other software is difficult due to the unique purpose of MyQ Roger but is pretty good value. A positive aspect to keep in mind considering MyQ Roger is hosted by Microsoft Azure is that deleted jobs are not charged by Microsoft, meaning you can save a lot of unexpected costs.



## **STRENGTHS**

- Engaging, well-designed user interface, especially on the mobile app
- Can log in using Google, Apple, or Microsoft authentication
- Can scan to various destinations via the mobile app
- Easy administration of devices, jobs, users, and more
- Granular user permissions, and administrators can create user roles and groups easily
- Easy unlocking of configured print and scan devices

## **WEAKNESSES**

- Only compatible with three cloud services
- Scan workflows are basic

## PRODUCT PROFILE

**Versions:** There is one and only one version of MyQ Roger.

**Pricing:** €9 per device, per month.

**Users:** Over 1,000 users, no ceiling given.

**Server:** Not applicable (cloud solution).

**Client:** Desktop client forthcoming in 2022.

**Mobile Device Compatibility:** Android, ChromeOS and iOS devices.

**Compatible Output Hardware:** Certain HP WorkPath and KYOCERA HyPAS devices, as well as RICOH SmartSDK V2+.

**Software Integration:** Google Drive, OneDrive, OneDrive Business and Dropbox, plus Box.com support. An API and SDK planned for release.

**Availability:** Worldwide.

**Languages:**  
 Supported Languages: Arabic, Chinese, Czech, English, French, German, Hungarian, Italian, Polish, Russian, Spanish, Turkish  
 Mobile Application: Czech, English, Estonian, French, German, Polish, Spanish.