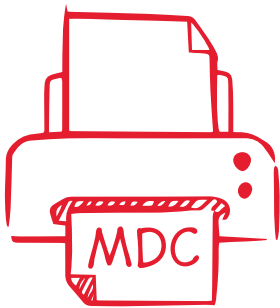


myQ X



MyQ Desktop Client

Product Sheet

December 2022

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Introduction

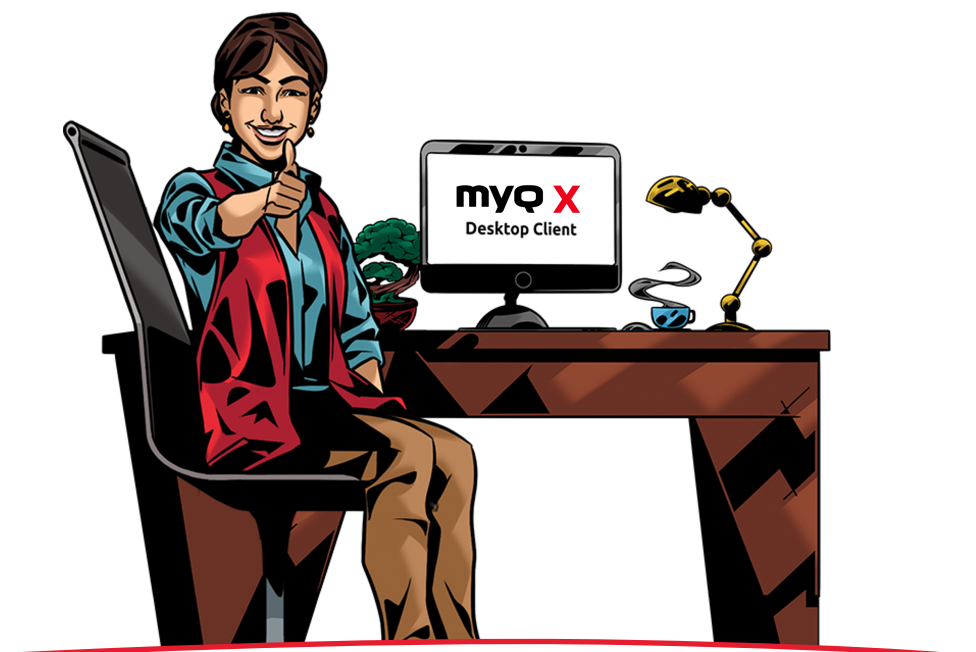
Smart work environments require smart solutions. We are in a time where the way we work has changed dramatically in recent years. Gone are the days when employees work in a fixed office environment. Today, organizations are dealing with **hybrid work environments, remote locations, and employees who need mobility solutions** to complete their daily tasks on the go and remotely.

Through collaboration with its customers, MyQ developed a unique value-added client for its MyQ X print management solution called **MyQ Desktop Client (MDC)**. It is designed to provide an **intelligent solution to user print mobility, failover printing and several other functions** to support organizations with smart work environments.

General Information

MyQ Desktop Client (MDC) is a software client of MyQ X Print Server that provides additional functionality and convenience for both users and IT administrators. The software client is available for Windows and macOS workstations and is available **"free of charge"** to MyQ customers using MyQ X, regardless of the licensed edition (Smart, Enterprise, Ultimate)

MDC provides additional printing options and MyQ X features such as **user identification, print job encryption, integrated job parsing, job accounting, and alternative printing options such as client spooling, fallback printing, etc.** In addition, MDC can also monitor and apply print policies for locally connected multifunction printers (USB, etc.).



Key Benefits for Users

MDC provides users with additional print features that improve efficiency and print mobility. For administrators, MDC can replace several functions of the MyQ X Print Server when the connection to the server is interrupted. This **ensures business continuity and reduces potential disruptions to end users due to connectivity issues.**

Keep users printing during downtime

MDC can provide several functions when the connection to the MyQ Print Server is lost, i.e., when the server is temporarily unavailable or if there is a faulty network connection. **These functions include fallback printing, local printer monitoring and job accounting.** It means that you can still print, and all print jobs will be reported / accounted for properly.

Authenticate and secure print jobs

With MDC's multiple authentication methods **multiple users can use a single shared workstation**. Users can authenticate using several methods e.g. pin, password or card reader and can then select the option to be remembered by the workstation for a certain period of time or until they sign out. When combined with MyQ's pull-print functionality the user's print jobs will remain secure at the multifunction printer until the user authenticates the print release. **This provides organizations with added user flexibility and security for environments where there are shared workstations.**

Apply print policies and monitoring

Whether you are printing to a desktop printer at home or using fallback printing during an interrupted connection at the office. MDC will continue to apply user, print policies, and monitor user accounting (credit/quota). **User accounting data is automatically synchronized with the print server once connectivity is restored.** It keeps users printing responsibly during downtime and saves businesses from accumulating unexpected printing costs.

Save time with print mobility

Employees traveling between several work locations will automatically be connected to the correct MyQ X print server with MDC's auto server switching functionality. Getting connected to print is automated and no longer requires time consuming IT requests.

Reduce the impact of printing on both network and server

With MDC's **client spooling print jobs are spooled (processed) and stored locally on the user workstation.** In parallel, MDC uses a built-in job parser to analyze print jobs before printing (page count, one/two-sided, color/mono settings) and calculates the price of a print job at a given device. This **reduces the load on the print server** in terms of network bottlenecking and computing resources required to process print jobs.



MyQ Desktop Client Feature set

User Mobility and Failover

Auto Server Switching

MyQ X's MDC provides **enhanced mobility for users who need to commute between multiple locations** within the enterprise and print with minimal effort. MDC's automatic server switching features makes this a breeze. When the user moves between different work locations, MDC detects the change in IP address and automatically connects to the appropriate MyQ X print server on that network.

Local Print Monitoring

Local Print Monitoring is designed for organizations with hybrid work environments where there are users who occasionally work from home and need to **monitor and capture print activity from a locally connected print device, such as a USB connected desktop printer.**

With MDC's local print monitoring feature, printed pages are extracted from the print spooler as they are processed by the printer driver and reported to the MyQ X print server, where they are attributed to the appropriate user. In addition, user policies, credits, quotas, and projects can be applied to locally connected devices.

Fallback Printing

MDC's fallback printing feature keeps users productive and printing during unexpected downtime or loss of connection to the server.

MDC automatically detects when the connection to the MyQ X print server is lost and automatically switches to fallback printing. Users can conveniently select a fallback multifunction printer, for which 3 options are available; predefined by the IT administrator, manually specifying a device, or conveniently selecting from a list of previously used printers. An additional benefit of the fallback printing feature is that **all print jobs are fully accounted for once the connection to the MyQ X server is restored.**

Security and User Management

Easy User Identification

Keep track of who prints what and secure confidential documents on a shared workstation.

Whether you are a university with hundreds of students sharing a single computer during their classes, or a hotel with multiple employees working shifts, MDC has you covered. We offer **several login options to identify and authenticate users on a single workstation with MDC.**

User identification through login – Users have the flexibility to use pin, user name and password, ID card Windows or macOS login as authentication methods.

User Account Overview

Users can **get a real-time view of their Credit, Quota and Cost Center account information** directly from the MDC client UI (User Interface). It allows users to easily monitor print spending and manage their budget from the convenience of the MDC UI.

Secure Print (LPR over TLS)

Print jobs are sent from the MDC client to the MyQ X print server using a TLS security protocol. This allows printing via MyQ X to be **encrypted end to end**, which is necessary for organizations that frequently handle sensitive data.

Offline operation

The system administrator can set up how MDC should behave when the connection to the MyQ Print Server is interrupted. They can choose from the following three options:

1. Automatically let the user process all their jobs regardless of restrictions;
2. Stop the jobs if the user is not allowed to release them due to limited rights or;
3. Block all jobs sent in the offline mode altogether.

Advanced Print Processing

Interactive Job Processing

With this feature, **users can be informed about important print job properties and can be prompted if they want to change some of them**; for example, to print in two-sided or in mono color. A simple use case would be to **promote responsible print behavior** by setting up a dialog to recommend users to print two-sided when a print job exceeds a certain number of pages. Reduce your carbon footprint and help our planet with a responsible approach to printing.

Integrated Job Parsing

With traditional MyQ X setup, print job data is analyzed (parsed) on the MyQ X print server. **With MDC's integrated job parser, print job data is analyzed on the local PC; this provides several benefits such as reduced resource usage on the print server** as the local PC client does the processing. Furthermore, user policies, quotas, or credits are maintained and accounted for via the MDC client during offline mode. This means that responsible print policies, credit, and quota will still be enforced during times of unexpected downtime **keeping users productive and preventing unwanted print spending**.

Client Spooling

With the standard implementation of pull print functionality, print jobs are routed to a print server where they are processed and stored until a user confirms print approval at the multifunction printer. This method of printing can place a load on the network and the print server computing resources. **With MDC's client spooling, print jobs are processed and stored locally on the user's workstation**. Only the print job meta-data, which is only a few KB (kilobytes) in size, is passed to the print server. When the user authenticates at the multifunction printer and releases the print job, it is sent directly from the workstations to the printer. **Client spooling drastically reduces the load on the network and computer resources of the print server**. This can be **beneficial for organizations that have remote offices with low bandwidth connections** where it is not feasible to install print servers at every location.

Print Job Management

MDC simplifies the user experience when it comes to managing print jobs and interacting with several accounting methods that can accommodate your organizational requirements.

Cost Centers

With Cost Center mode enabled, **the user is prompted via the MDC UI to select a specific account** to which a print job should be charged (only the selected account will be charged). Each cost center can have an individual quota assigned to it. This is **especially beneficial for organizations where users need to do printing and assign the cost to another department**. An example would be a printing room in a University with print operators that needs to print batches of documents for several departments.

Account options include credit, personal quota, and multiple shared quotas.

Projects

When working with multiple projects users often need to **allocate separate printing costs to each project**. With MDC, project accounting becomes a simple matter. MDC automatically detects if a user has been assigned permission to use projects. When printing, the MDC UI pops up and displays a list of projects available to the user. The user can then select a project from the list for which the print job should be accounted. Using project accounting is **especially useful for organizations that would like to offset and recover print related costs for a project from the customer**. Together with MyQ X reports and project accounting, organizations can easily invoice their customers and recover costs.

Use Case Examples



USE CASE 1

Environmentally friendly print interactions

MDC's interactive job processing can **help organizations meet their environmental sustainability goals**. Organizations can encourage responsible printing behavior by setting pop-up notifications triggered by certain printing conditions. A good example is setting up a notification for users to be prompted to print their job in two-sided when the system detects that a print job exceeds 10 pages and was printed using the simplex option. By selecting to print in two-sided, the user has reduced the number of sheets of paper by half, reducing both environmental impact and costs.

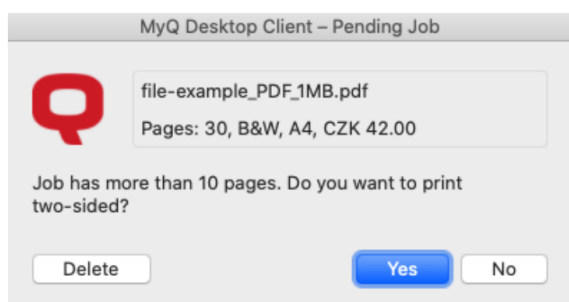


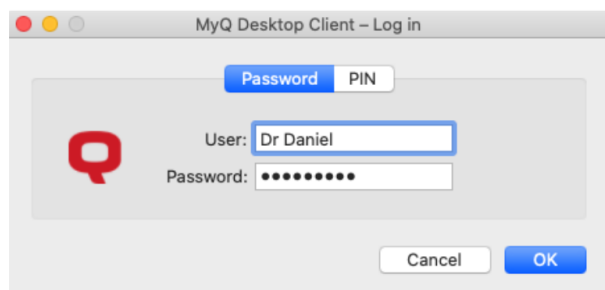
Fig .1) Screenshot of MDC interactive pop up on a macOS workstation.



USE CASE 2

Multiple users, one workstation

Do you have multiple users accessing one computer to work and print, for example, a medical facility like a hospital with employees working in shifts at the reception? **MDC is the perfect solution to provide users with a secure way to authenticate and print.** For example, when an employee starts their shift, they can authenticate themselves at the workstation via MDC using several other authentication methods. After the authentication, the employee can print using, for instance, MyQ's pull print functionality and then continue to securely release the print jobs at the multifunctional printer maintaining document confidentiality. At the end of the shift the user can sign out from MDC and the next employee can take over the workstation.



With MyQ X and MDC,
I know that my patient's
documents remain
confidential.



Fig .2) Screenshot of MDC login UI on a macOS workstation.



USE CASE 3

User mobility and smart workplaces

MDC is a **great fit for organizations that have multiple work locations with a mobile workforce**. With MDC's auto server switching functionality, users who travel frequently between several locations and work from hot desks can easily authenticate and print without requiring additional IT intervention. As the user travels, MDC will detect the change of location and connect to the relevant MyQ X site server, saving on IT resources and providing the user with a "plug and play" experience.

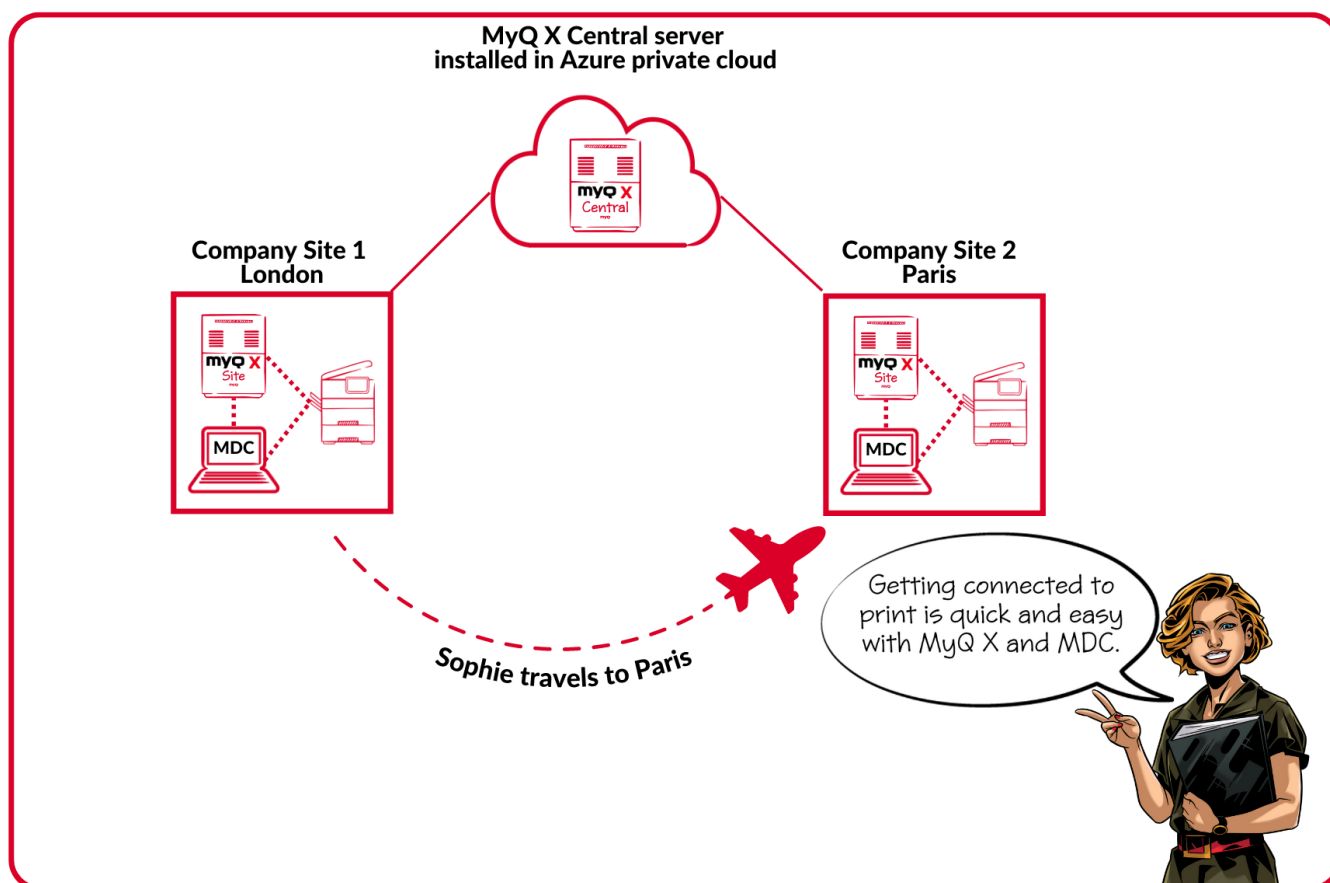


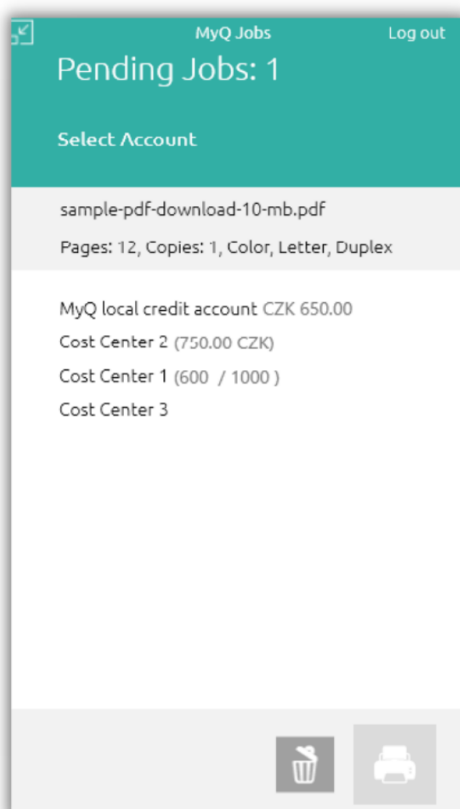
Fig .3) Illustration of a company with a MyQ X central to site server deployment. User Sophie has MDC installed on her workstation and travels to the company site in Paris. MDC detects Sophie is at a different site and automatically connects her to the local MyQ X site server for printing.



USE CASE 4

Cost recovery

MyQ X in combination with MDC's versatile feature set can assist, for example, firms in the Legal industry with the management and recovery of copy, print, scan, and fax costs incurred for services offered to customers. By assigning cost centers to each customer or case, **the user can select a cost center at the time of print via MDC's intuitive UI. This makes it convenient for organizations to retrieve detailed reports on costs incurred per customer** and process customer billing, respectively.



Allocating printing costs
to customer accounts have
never been easier.



Fig .4) Screenshot of MDC account selection pop up on a Windows workstation.



USE CASE 5

Failover printing during downtime

For organizations with remote offices, or even **organizations that simply need additional failover**, MDC can **provide a fallback printing solution** when the network connection to the MyQ X server is unexpectedly lost, whether it is deployed on-premises or in private cloud environments.

MDC automatically detects when the connection is lost and switches to fallback printing. Users can conveniently select a fallback print device predefined by the IT administrator via a pop-up notification, or simply select from a list of previously used printers and **continue printing without interruption**.

Thanks to MDC's integrated job parser, all print jobs are fully accounted for during the offline period. During times of temporary disconnection, MDC can leverage user information cached on the workstation to provide users with advanced accounting options such as quotas, credits, and projects. **Once the connection to the MyQ X server is restored, the accounting information on the server is updated accordingly.**

Fig .5) Screenshots of MDC fallback printing pop ups on a Windows workstation during a connection failure.

MyQ Desktop Client is available for Windows and macOS*
It requires a simultaneous installation of the MyQ Print Server 8.2.x or 10.x

***Please check documentation regarding functions supported by the MDC. Relevant documentation can be found on the [MyQ Online Docs website](#)**