



## EFI IQ

EFI IQ is suite of cloud applications for print service providers.

Cloud applications on the EFI IQ cloud platform simplify and improve print operations. You can reduce downtime and maximize productivity by monitoring your print devices remotely. EFI IQ provides print production analytics, so you can make smarter and more informed decisions.

EFI IQ includes the following cloud applications:

- **EFI Cloud Connector**  
Connect print devices to EFI IQ.
- **EFI Go**  
Check printer status, review submitted jobs, and view history from your mobile device.
- **EFI Insight**  
Maximize utilization and profit from your print devices with accurate production tracking.
- **EFI Notify**  
Subscribe to scheduled production reports and alerts of production blocking events.

## Supported Devices

For a list of currently supported print devices, go to <http://resources.efi.com/IQ/supported-devices>.

## Sign up for EFI IQ

A valid email address is required to verify a new EFI IQ account.

EFI IQ is a suite of cloud applications for print service providers.

- 1** From your browser, go to <https://iq.efi.com>.
- 2** Click Sign Up.
- 3** Type your information into the text fields.

**Note:** Required text fields are marked with an asterisk.


- 4** Click Sign Up.  
EFI IQ will send a verification email to your email address.

5 To verify your email address, open the verification email and follow the instructions.

**Note:** If you did not receive a verification email, check your spam and/or junk folders.

## Change active application

Change the active application in EFI IQ.

- 1 From the EFI IQ website, click .
- 2 Select the desired application.  
The selected application opens in current tab.




# EFI Admin

The admin functions of EFI IQ let you manage users and devices across all the EFI IQ applications.


## Add a new user

You can add a new user to EFI IQ. Access to the Admin console requires signing on as an administrator.

- 1** In EFI IQ, click  to access the Admin console.
  - 2** Click Users.
  - 3** Click Add new user.
  - 4** Type in the Email address. First name, and Last name.
  - 5** Select the role of the user.
    - Admin has access to all printers and EFI IQ administrator functions.
    - Operator has access to printers assigned by an administrator and has no access to EFI Manage.
    - Support has EFI IQ credentials with access to one or more EFI IQ accounts and access to administrator functions.
- Note:** EFI Go will display printers assigned to a user and connected to an EFI IQ account.
- 6** Select a user group for the user.
  - 7** Click Done.  
An activation email will be sent to the new user.

## Add a new user group

Add a new group of users to your EFI IQ account.

- 1** In EFI IQ, click  to access the Admin console.
- 2** Click Groups.
- 3** Click Add new group.
- 4** Type in the Name for the new group.
- 5** Optional: Type in a Description for the new group.

- 6 Click Next.
- 7 Click Done.


## Add users to a group

Add users to groups in EFI IQ.

User accounts must be created before attempting to add them to a user group.



User groups must be created before users can be added.

**Note:** Only operators can be added to user groups.

- 1 In EFI IQ, click  to access the Admin console.
- 2 Click Users.
- 3 Select the check box for each user you want to add to a specific group.
- 4 Click Add to group.
- 5 Select the desired user group.
- 6 Click Done.


## Delete a user


Delete a user from EFI IQ.

- 1 In EFI IQ, click  to access the Admin console.
- 2 Click Users.
- 3 Hover the cursor on the name of the user.
- 4 Click .
- 5 Click OK in the dialog box.

## Add a shift

Create a new shift with EFI IQ.

- 1 In EFI IQ, click  to access the Admin console.
- 2 Click Shift manager.
- 3 Click Add a new shift.



- 4 In the Shift name field, type your preferred shift name.
- 5 Choose the Start time and End time in one of the following ways:
  - Click  and adjust the time.
  - Click on the Start time or End time field and adjust the time.
- 6 Under Days off, select the days to remove from the shift.
- 7 Click Save.

**Note:** If the current shift includes the same name or schedule as an existing shift, the Shift Conflict dialog box will appear.

- 8 Click Done.




## Delete a shift

Delete a shift from EFI IQ.

- 1 In EFI IQ, click  to access the administrative functions.
- 2 Click Shift manager.
- 3 Hover the cursor on the more options icon (  ).
- 4 Click Delete.
- 5 In the Delete shift dialog box, click OK.

## Edit a shift

Edit a shift in EFI IQ.


- 1 In EFI IQ, click  to access the administrative functions.
- 2 Click Shift manager.
- 3 Hover the cursor on the more options icon (  ).
- 4 Click Edit.
- 5 In the Shift name field, type your preferred shift name.
- 6 Choose the Start time and End time in one of the following ways:
  - Click the  icon and adjust the time.
  - Click on the Start time or End time field and adjust the time.
- 7 Under Days off, select the days to remove from the shift.

- 8 Click Save.

**Note:** If the current shift includes the same name or schedule as an existing shift, the Shift Conflict dialog box will appear.


## Create a device collection

Collect devices together to simplify management in EFI IQ.

- 1 In EFI IQ, click  to access the Admin console.
- 2 Click Device collection.
- 3 Click New device collection.
- 4 Type a Name and a Description.
- 5 Click Next.
- 6 Select the check box for each device you want to add to the collection.  
**Note:** Select a device model to filter the device list.
- 7 Click Next.
- 8 Click Done.

## Specify company settings

Administrators can specify company tracking settings in EFI IQ.


- 1 In EFI IQ, click  to access the Admin console.
- 2 Click Company settings.
- 3 Select or clear the check box for the following options to specify your settings:
  - Track job name
  - Track a user name
  - Display thumbnail

**Note:** By default, all settings are selected. When an administrator clears a setting check box, the setting is prevented from being sent to the cloud.

- 4 Click Save.


## View licenses

View your EFI IQ application licenses.

- 1 In EFI IQ, click  to access the Admin console.
- 2 Click License manager.
- 3 To view your activated EFI IQ licenses, do one of the following:
  - Click View all my licenses.
  - Select the individual application in the menu bar to view your licensed devices.



## Purchase licenses

Purchase licenses for EFI IQ applications.

- 1 In EFI IQ, click  to access the Admin console.
- 2 Click License manager.
- 3 Select the individual application in the menu bar.
- 4 Click Buy subscription.
- 5 Follow the instructions in the How to Buy window.

## Activate licenses


Activate your licenses for EFI IQ applications.

- 1 In EFI IQ, click  to access the Admin console.
- 2 Click License manager.
- 3 Navigate to your desired license.
- 4 Hover the cursor on the more options icon (  ).
- 5 Click Activate license.  
An expiry date for the license will appear in the License expiry column.

## Deactivate licenses

Deactivate a license for EFI IQ applications.

- 1 In EFI IQ, click  to access the Admin console.

- 2** Click License manager.
- 3** Navigate to the license you want to deactivate.
- 4** Hover the cursor on the more options icon (  ).
- 5** Click Deactivate license.  
The expiry date for the license will be removed from the License expiry column.





# EFI Cloud Connector

EFI Cloud Connector connects your print devices to EFI IQ services.

EFI IQ is a suite of cloud applications for print service providers.

With EFI Cloud Connector, you can manage, register, and track your print devices and connections to EFI IQ services and web applications.

## Supported Devices

For a list of currently supported print devices, go to <http://resources.efi.com/IQ/supported-devices>.

## Installation

EFI Cloud Connector for inkjet printers requires installation by an EFI service technician.



## EFI Go

Check printer status, review submitted jobs, and view history from anywhere.

With the EFI Go mobile application you can:

- View the status for each device.
- Monitor and track production schedules.
- Configure notifications for production blocking events.

**Note:** EFI Go is available for download on Google Play and the Apple App Store.

## Supported mobile devices

The EFI Go mobile application supported by the following mobile devices:

- Android 5.0 and later.
- iOS 9.0 and later.

**Note:** EFI Go is available for iPhone, iPad, and iPod touch.

## Supported Devices

For a list of currently supported print devices, go to <http://resources.efi.com/IQ/supported-devices>.

## View device information

You can view detailed information about your EFI IQ connected devices.

- 1 Log on to the EFI Go application.
- 2 From the Device List, tap one of the following lists:
  - All Devices
  - Printing
  - Errored

All Devices displays by default.

- 3 Tap your preferred device.

## View device logs

You can view detailed device logs on EFI Go.

- 1 In the EFI Go mobile application, navigate to the Device List.  
All Devices displays by default.
- 2 Tap the name of your preferred device.
- 3 Tap Device Logs.
- 4 Tap one of the following lists for specific information:
  - Active
  - All
  - Error
  - Warning
  - Status

## View device states

You can view detailed device state information on EFI Go.

- 1 In the EFI Go application, tap your preferred device from the Device List.  
All Devices displays by default.
- 2 Tap Device States.
- 3 Specify the time period for your device state report.

## Search for jobs

You can search for jobs on your EFI IQ connected printers with EFI Go.

- 1 In the EFI Go mobile application, do one of the following:
  - To search all your connected printers, tap the magnifying glass icon in the upper-right corner to search all your connected printers.
  - To search a specific printer, select the printer you want to search and then tap the magnifying glass icon in the upper-right corner.

When you tap the magnifying glass icon, a list of recent searches is displayed. You can view the job details by tapping on the job name, or you can clear your previous search results by tapping Clear.

- 2 Enter the search term in the text field.  
While you type the search term, jobs that include any entered text appear.
- 3 To view details for a job, select your desired job from the list.  
You can return to your current search by tapping the arrow icon in the upper-left corner.

After you have executed a search, you can clear the current search term by tapping **X** in the search field. This allows you to search by a different term.

## View notifications

You can view notifications for production blocking events from your mobile device with EFI Go.

- 1** Configure your notifications in the EFI Notify application on the EFI IQ website.  
For more information, see [Configure production blocking alerts](#) on page 17.
- 2** If a production blocking event occurs, choose one of the following ways to view notifications on your mobile device:
  - Tap the EFI Go push notification on your mobile device.
  - In the EFI Go application, tap Notification.

## Log off EFI IQ in EFI Go

Log your mobile device off EFI IQ from the EFI Go mobile application.

- 1** In the EFI Go mobile application, tap Settings.
- 2** Tap Logout.



# EFI Insight

Maximize utilization and profit from your print devices with accurate production tracking.

With the EFI Insight application you can:

- Track trends over time.
- View production data for a single Fiery Driven™ device or aggregated data for multiple devices.
- Customize your dashboard by selecting what data you want to display, and how you want to see it.
- Track usage and compare productivity.
- Display the production statistics you want to see in a table for a side-by-side comparison of individual printers or printer groups.


## Supported Devices

For a list of currently supported print devices, go to <http://resources.efi.com/IQ/supported-devices>.

## Download a Job log


Know what printers you want included in the job log.

Know the dates you want the job log to cover.

- 1** In the EFI Insight application, click .
- 2** Click Job log.
- 3** Select the date range and click Apply.
- 4** Select the check boxes for the collections and individual devices you want to include in the job log and click Apply.
- 5** Click the toggle buttons for the shifts you want to include in the job log and click Apply.
- 6** Click Download Job Log to download the job log as a .csv file.

## Configure the job log

Customize the displayed columns for the job log.


- 1 In the EFI Insight application, click .
- 2 Click Job log.
- 3 Click Configure Columns.
- 4 Select the desired job information.

**Note:** You can click Restore defaults to display the default job information settings.

- 5 Click Apply Columns.


## View device utilization

You can view detailed information about your device states.

- 1 In the EFI Insight application, click .
- 2 Click Utilization detail.
- 3 In the Utilization detail dialog box, click the arrow icon to show additional information about the device state.

## Compare devices




Create customized side by side comparisons of your print devices.

- 1 In the EFI Insight application, click .
- 2 Select a date range for the comparison.
- 3 Click Categories and select the check boxes for the categories you want to compare.
- 4 Click Apply.
- 5 Click Add Column and select the check boxes for the devices or device collections you want to compare.
- 6 Click Apply.

**Note:** If you click the Shifts toggle button under the device name, you can view a comparison of categories for each shift.



## Change the chart display

You can change the type of chart displayed on the Trend page.

- 1 In the EFI Insight application, click .
- 2 Navigate to one of the following trend charts:
  - Substrate usage
  - Ink usage
  - Jobs printed
  - Impressions
  - Media usage
- 3 Click one of the following:
  -  - displays the trend chart as a bar chart.
  -  - displays the trend chart as a line chart.
- 4 If available in the trend chart, click the up and down arrows to view additional values.
- 5 Optionally, hover over each value to highlight the information on the graph. To show or hide each value, click on the value name.

## Change device

Change the devices displayed on the Dashboard trend page.

- 1 In the EFI Insight application, click .
- 2 Click  and choose from the following:
  - In the Collections tab, select the device collections you want to view.
  - In the Devices tab, select individual devices you want to view. You can also search for the device name.


**Note:** If no devices are selected, Select devices will display.
- 3 Click Apply.
 

**Note:** If there is no data, the widgets will display No Data Available.

## Change shifts

Change the shifts displayed on the Dashboard trend page.

The All shifts button will appear when a shift is added to the Shift manager in the administrative functions.

- 1 In the EFI Insight application, click .

- 2** Click All shifts.
- 3** To remove a shift from the dashboard, click the toggle button next to the shift name.
- 4** Click Apply.





## EFI Notify

Subscribe to production reports and schedule alerts for production blocking events.

With the EFI Notify application you can:

- Enable notifications for production reports and production blocking events.
- View the status of each notification type.
- Configure alert schedules.

### Supported Devices

For a list of currently supported print devices, go to <http://resources.efi.com/IQ/supported-devices>.

### Enable alerts

Enable alerts and notifications from EFI Notify.

- 1 In the EFI Notify application, navigate to the type of notification you want to receive.
- 2 Click the toggle button to enable your preferred notification or alert.  
When notification or alerts are enabled, the Status column displays Active.

### Disable alerts

Disable alerts or notifications from EFI Notify.

- 1 In the EFI Notify application, navigate to the type of notification you want to receive.
- 2 Click the active toggle button to disable your preferred notification or alert.  
When notification or alerts are disabled, the Status column displays Inactive.

### Configure production blocking alerts

Configure alerts for production blocking events.

- 1 In the EFI Notify application, navigate to Production Blocking Alerts.
- 2 click Configure.

- 3** Specify when you want to receive an alert.
- 4** Click Done.
- 5** In the dialog box that appears, click Done.

## Configure production report alerts

Configure notifications for production reports.

- 1** In the EFI Notify application, navigate to Production Reports.
- 2** Click Configure.
- 3** Specify when you want to receive a production report.
- 4** Click Done.
- 5** In the dialog box that appears, click Done.