



## Fiery IQ

Fiery IQ is a suite of cloud applications and services that includes a range of web applications for print service providers.

Web applications on the Fiery IQ suite of applications simplify and improve print operations. You can reduce downtime and maximize productivity by monitoring your printers remotely. Fiery IQ provides print production analytics, so you can make smarter and more informed decisions.

You can sign in to Fiery IQ with an existing Fiery Account or create a new Fiery Account to access the Fiery IQ cloud services. For more information, see [Access Fiery IQ using Fiery Account credentials](#) on page 2.

Fiery IQ includes the following cloud applications:

- **Fiery Dashboard**  
Get a quick overview of today's key production metrics in real time.
- **EFI Cloud Connector**  
Connect printers to Fiery IQ.
- **EFI Go**  
Check printer status, review submitted jobs, and view history from your mobile device.
- **Fiery Insight**  
Maximize utilization and profit from your printers with accurate production tracking.
- **Fiery Ink Assistant**  
Reduce your ink inventory carrying cost and get smart recommendations for ordering ink based on your actual and predicted consumption and inventory.
- **Fiery Notify**  
Subscribe to scheduled production reports and alerts of production blocking events.

**Note:** You can activate the suite of Fiery IQ applications for display graphics with a subscription.

## Supported browsers and operating systems

The Fiery IQ suite of cloud applications and services supports the browsers and operating systems listed below.

### Browsers

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Safari 11 or later

## Operating systems

**Note:** The Fiery IQ Client application supports x64-bit operating systems only.

- Mac OS X 10.15 or later
- Microsoft Windows 10 or later

## Definitions

- A Company, or customer, is the entity using one or more of the Fiery IQ applications.  
When creating a company account, specify a company name, physical address, and at least one user who is, by default, the owner of the company account. Specifying the company details will also help identify other individual users who may be associated with the same company account at a later point in time.
- A Tenant account is created for each company that utilizes the Fiery IQ cloud.
- A User is an individual within a Tenant account. Someone with a User account logs in to Fiery IQ with a unique login name, which is associated with User privileges. Additional User accounts can be created at the Tenant administrator's discretion.  
User attributes include first and last name, Company (the Tenant account to which the User belongs), user role, and assigned printers, which can be individual printers or printer collections.
- A Fiery IQ Admin user has administrator privileges within Fiery IQ. Fiery IQ Admin users can manage Users, Groups, Devices, Company, etc. Fiery IQ Admin users can also grant administrator privileges to other users within the Tenant account.
- A Group is an entity used to grant users access to registered devices in a Tenant.  
Fiery IQ admin users can assign users with Group(s) so that only specified users can access specific devices.
- A Device is a printer that is connected to the Fiery IQ cloud through a Fiery server.

## Supported print devices

For a list of currently supported print devices, go to <https://resources.fiery.com/iq/supported-printers>.

## Access Fiery IQ using Fiery Account credentials

A valid email address is required to create a new Fiery Account.

You can sign in to Fiery IQ with an existing Fiery Account or create a new Fiery Account to access the Fiery IQ cloud services.

An existing Fiery Account must be associated with a company to access the Fiery IQ cloud services. When you sign in with an existing Fiery Account, proceed to step 7 on page 3 to update your company information.


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

**Note:** Text fields marked with an asterisk are required.

- 4 Click **Continue**.  
Fiery IQ sends an enrollment email containing a six-digit code to your email address.
- 5 To verify your email address, type the six-digit code and click **Continue**.  
**Note:** If you did not receive the enrollment email, check your spam or junk folders.
- 6 Click **Continue**.
- 7 Enter your company information and click **Continue**.  
**Note:** Text fields marked with an asterisk are required.
- 8 Do one of the following:
  - If you want to join the existing company account, click **Request to join**.  
Fiery IQ sends a request to the company administrator. You can access Fiery IQ when this request is approved by the company administrator.
  - If you want to create your own company account, click **Create a company account**.
- 9 If required, click **Continue**.
- 10 If required, sign in to Fiery IQ using your Fiery Account credentials.

## Update account settings

You can update or view the personal information, password, company information, and multi-account information in Fiery IQ.

- 1 Log in to Fiery IQ using your Fiery Account credentials.  
The Fiery Dashboard appears.
- 2 Click  in the upper-right corner and select **User settings**.
- 3 Modify the following information as required:
  - a) Click **Edit** in the appropriate widget to modify your personal or company information.
  - b) If you want to remove the company associated with your Fiery Account, click **Leave company** and then click **Confirm**.  
**Note:** Only admin and operator users can leave a company. If the last admin user leaves the company, the company account is deleted, and other users in the company account cannot use Fiery IQ.
  - c) If you want to change your Fiery Account password, click **Change password** and follow the onscreen instructions.
  - d) If you want to delete your Fiery Account, click **Delete my account**, follow the onscreen instructions and type the six-digit One Time Password (OTP) received on your email address.  
**Note:** If the last admin user deletes their Fiery Account, the company account is deleted, and other users in the company account cannot use Fiery IQ.
  - e) If you want to modify your email preferences, click **Email notification preferences**, select or clear the check box according to your preference, and click **Confirm**.


## Fiery Dashboard

After logging in to the Fiery IQ cloud application, you can view the Fiery Dashboard.

From the **Dashboard**, you can:

- View today's summary of all printers which includes the following details:
  - **Total devices**- All printers registered in Fiery IQ.
  - **Error devices**- Number of printers that are currently in an error state.
  - **Offline devices**- Number of printers that are currently offline.
  - **Jobs printed**- Number of jobs printed by all printers.
  - **Total users**- Number of users registered in Fiery IQ.
  - **Utilization**- Cumulative utilization of all printers on a horizontal bar that displays utilization time based on the printer status, such as idle, error, printing, disconnected, and so on.
- Access the following cloud applications:
  - **Ink Assistant**
  - **Insight**
  - **Notify**

- View today's summary of all printers with their current status and details in one of the following ways:

- **Grid view**- It is the default view on the **Dashboard**. You can access the grid view of printer summary by clicking  .

Each grid displays an individual printer with its current status and the following printing properties:

- **Jobs printed**- Number of jobs printed by the printer.
- **Length printed**- Printed length of the paper or substrate.
- **Area printed**- Printed area of the paper or substrate.

You can select a grid to view additional details of the listed printer.

- **List view**- You can access the list view of printer summary by clicking  .


The list view displays all printers along with other printer details such as name, model, IP address, EFI Cloud Connector status, device status, and so on.

You can select a printer from the **All devices** drop-down list. You can also search for a printer by typing its name, model, IP address, EFI Cloud Connector status, or device status in the **Search** box.

To view additional details of the listed printer, select a row from the list.

## Change active application


Change the active application in Fiery IQ.

- 1** From the Fiery IQ cloud application, click .
- 2** Select the desired application.  
The selected application opens in the current tab.

## Switch accounts

Switch to other company accounts assigned to a user in Fiery IQ.

**Note:** The switch accounts feature is supported only in the Fiery IQ cloud application.

- 1** From the Fiery IQ cloud application, click .
- 2** Click the **Launch site** button next to the desired account.  
The Fiery Dashboard for the selected account appears in the current tab.



# Fiery Admin console

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

## Add a new user

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

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **Users**.
- 3 Click **Add new user**.
- 4 Type the **Email address**, **First name**, and **Last name**.

**Note:** The **First name** and **Last name** fields accept alphanumeric and special characters and have a maximum limit of 128 characters.

- 5 Select the role of the user.
  - **Admin** has access to all printers and Fiery IQ administrator functions.
  - **Operator** has access to printers assigned by an administrator and has no access to Fiery IQ administrator functions.
  - **Support** has access to one or more company accounts and access to administrator functions.

**Note:** An existing Fiery IQ user, assigned with either an admin or operator role, can be invited only as a support user to join multiple company accounts.

**Note:** An existing Fiery IQ user, assigned with only a support role, can be invited as an admin or operator user in only one company account.

- 6 Click **Next**.
- 7 If prompted, select a user group, device collections, or individual devices for the user and 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 company account.

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

- 2 Click **Groups**.
- 3 Click **Add new group**.
- 4 Type a **Name** for the new group.
- 5 Optional: Type a **Description** for the new group.
- 6 Click **Next**.
- 7 Select the check boxes for the users, device collections, and individual devices you want to add to the group and click **Next**.
- 8 Click **Done**.


## Add users to a group

Add users to groups in Fiery 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 Fiery 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**.

## Change user role


Change the role assigned to a user in Fiery IQ.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **Users**.
- 3 Click the more options (  ) icon next to the user.
- 4 Select **Change Role**.
- 5 Modify the role for the user.
- 6 If you are changing to operator role, click **Next** and then select a user group, device collections, or individual devices for the user.

- 7 Click **Save**.


## Delete a user


Delete a user from Fiery IQ.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **Users**.
- 3 Click the more options (  ) icon next to the user you want to delete.
- 4 Select **Delete**.
- 5 In the **Delete user** window, click **OK**.

## Add a shift

Create a new shift in Fiery IQ.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **Shift manager**.
- 3 Click **Add 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** window appears.


- 8 Click **Done**.

## Delete a shift

Delete a shift from Fiery IQ.




- 1 In Fiery IQ, click  to access the administrative functions.
- 2 Click **Shift manager**.



- 3 Click the more options (  ) icon next to the shift you want to delete.
- 4 Select **Delete**.
- 5 In the **Delete shift** window, click **OK**.

## Edit a shift


Edit a shift in Fiery IQ.

- 1 In Fiery IQ, click  to access the administrative functions.
- 2 Click **Shift manager**.
- 3 Click the more options (  ) icon next to the shift you want to edit.
- 4 Select **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** window appears.
- 9 Click **Done**.



## View device details

View details of a device such as toner info, printer utilization, job details, and so on.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **Devices**.  
A list of registered devices appear.
- 3 Select a device from the list to view details.



## Stop tracking a device

Stop tracking an active device in Fiery IQ.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **Devices**.
- 3 Select the **Active** tab.
- 4 Click the more options (  ) icon next to the desired device.
- 5 Select **Stop Tracking**.
- 6 Click **OK**.



## Start tracking a device

Start tracking an inactive device in Fiery IQ.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **Devices**.
- 3 Select the **Inactive** tab.
- 4 Click the more options (  ) icon next to the desired device.
- 5 Select **Start Tracking**.
- 6 Click **OK**.

## Remove a device

Permanently remove an inactive device from Fiery IQ.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **Devices**.
- 3 Select the **Inactive** tab.
- 4 Click the more options (  ) icon next to the device you want to remove.
- 5 Select **Remove**.


**Note:** If you remove a device permanently, you must contact the Fiery IQ support team to add the device again.

- 6 Click **Yes**.

- 7 Click **Ok**.


## Create a device collection

Collect devices together to simplify management in Fiery IQ.

- 1 In Fiery 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 Fiery IQ.


- 1 In Fiery 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 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**.

## License display graphics printers

A 60-day trial license is available for display graphics printers.

**Note:** Contact your Fiery supplier to purchase Fiery IQ application licenses or license renewals.


The trial license allows you to connect all your supported display graphics printers for the duration of the trial. After your 60-day trial period ends, you must individually license each printer with a License Activation Code (LAC) to access Fiery Insight.

- To activate trial licenses for all display graphics printers in Fiery IQ, do one of the following:
  - Click  to access the **Admin console** and then click **License manager > Start 60 day trial** to activate your trial license.
  - Navigate to the **Insight** application from the Fiery Dashboard. In the message that appears, click **Start 60 day trial**.
  - Select your desired display graphics printer in the **Dashboard**. In the message that appears, click **Start 60 day trial**.

You can view the expiration information for your trial license in the **License manager** or the Fiery Insight application.


## View licenses

You can view your Fiery IQ application licenses in **Fiery License Manager**.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **License manager**.
- 3 You can view your activated Fiery IQ licenses in one of the following ways:
  - View the available and assigned licenses for each application on their widget.
  - Click **Manage** on any application widget to view your licensed devices for the selected application.

## Add a new license


You can add a Fiery Insight license for your printers.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **License manager**.
- 3 Click **Activate license**.
- 4 In the **Enter license code** window, type your LAC in the text field and then click **Continue**.
- 5 Click **Done**.

## Assign licenses



Assign a license to your printers.

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

- 2 Click **License manager**.
- 3 Click **Manage** on the application widget for which you want to assign a license.
- 4 Select the **Available licenses** tab and then click  next to the available license.
- 5 Select **Assign licenses to select device**.
- 6 Select the check box next to the device name to which you want to assign the available license.
- 7 Click **Assign license**.  
An expiration date for the license appears in the **Expiry date** column.

## Remove licenses

You can remove your Fiery IQ application licenses assigned to a printer in **License manager**.

- 1 In Fiery IQ, click  to access the **Admin console**.
- 2 Click **License manager**.
- 3 Click **Manage** on the application widget for which you want to remove a license.
- 4 Select the **Assigned licenses** tab and then click  next to the assigned license.
- 5 Select **Release this license**.
- 6 Click **Confirm**.



# EFI Cloud Connector

EFI Cloud Connector connects your printers to Fiery IQ services.

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

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

## Supported print devices

For a list of currently supported printers, go to <https://resources.fiery.com/iq/supported-printers>.

## Installation

EFI Cloud Connector for display graphics printers may require installation by a Fiery service technician.

For more information on connecting to Fiery IQ, go to Fiery IQ for display graphics printers at [www.fiery.com](http://www.fiery.com).

## Tracking status of EFI Cloud Connector

The following list describes different tracking status of a printer on EFI Cloud Connector:

- **Active:** Printer is actively sending data to your Fiery IQ cloud.
- **In Progress:** Printer is being connected to your Fiery IQ cloud.
- **Duplicate:** Printer is already connected to your Fiery IQ cloud by another EFI Cloud Connector.
- **Denied:** Fiery IQ denied the request to initiate tracking.
- **Removed:** Printer has been removed from your Fiery IQ cloud. Please contact Fiery IQ support team to start tracking this printer again.
- **Passive:** EFI Cloud Connector is not sending data to your Fiery IQ cloud.



## 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 printer.
- 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 is 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 print devices

For a list of currently supported printers, go to <https://resources.fiery.com/iq/supported-printers>.

## View device information

You can view detailed information about your devices connected to Fiery IQ.

- 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.

**4** Tap one of the following to view status of a job for the selected device:

- **Held**- displays a list of held jobs.
- **Process queue**- displays a list of processed jobs.
- **Print queue**- displays a list of jobs to be printed next.
- **Printed jobs**- displays a list of jobs that have been printed.
- **Workspace**- displays a list of jobs uploaded to your workspace.

## 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 Fiery IQ connected printers using EFI Go mobile application.

**1** To search for a specific job on all the connected printers, type the job name in the search field and tap the magnifying glass icon on the keypad.

The status of the specified job on the corresponding printers is displayed.



- 2 To view the job details, tap on the desired job from the list.

You can return to your current search by tapping the arrow icon in the upper-left corner.

After performing a search, you can clear the current search by tapping in the search field and then tapping **X** in the search field. This allows you to search by a different word.

## View notifications

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

- 1 Configure your notifications in the Fiery Notify cloud application.  
For more information, see [Enable alerts for production blocking events](#) on page 33.
- 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 mobile application, tap **Notification**.

## My Inks



**My Inks** tab displays your ink inventory and helps you add new inks by scanning the barcode on the ink bottles.

In the **My Inks** tab, you can:

- Add new inks by scanning the barcode on the ink bottles or entering the ink details manually.
- View your ink inventory.
- Edit the ink details.
- Delete an ink from the inventory.
- Modify ink order recommendation settings.


## Search for inks

You can search for inks in the **My Inks** tab.

- 1 Log on to the EFI Go mobile application.
- 2 Tap **My Inks**.
- 3 Tap .
- 4 Type the ink name or part number in the search field and tap the magnifying glass icon on the keypad.  
The inks related to the specified ink name or part number are displayed.
- 5 To view or edit the ink details, tap on the desired ink from the list.
- 6 To return to the **My Inks** tab, tap .


## Add new ink

You can add new ink in the **My Inks** tab.

- 1 In the EFI Go mobile application, tap **My Inks**.
- 2 Tap .
- 3 In the **Add New Ink** window, do one of the following:
  - Tap **Scan** and scan the barcode on the ink bottle.
  - Tap **Enter ink details** to manually enter the ink details in the following fields:
    - **Part no**- Part number of the new ink bottles
    - **Part name**- Name of the new ink
    - **Liter/KGs per bottle**- Ink volume per bottle
    - **Available bottles**- Total quantity of the new ink bottles available in your current stock
    - **Keep in reserve**- Minimum quantity of the new ink bottles that you want to keep in stock
    - **Select printer models using this ink**-
      - 1 Tap **Select**.
      - 2 Tap the check boxes next to the printer models that use the new ink.
      - 3 Tap **Select**.
- 4 Tap **Save**.  
The new ink is added to the ink inventory.
- 5 If you want to add another ink, tap **Add another** and repeat steps 3 on page 18 and 4 on page 18.
- 6 Tap **I am done**.


## Edit an ink

You can edit an ink in the **My Inks** tab.

- 1 In the EFI Go mobile application, tap **My Inks**.
- 2 Tap the ink from the inventory list that you want to edit.
- 3 Edit the following details as required:
  - **Part no**- Part number of the ink bottles
  - **Part name**- Name of the ink
  - **Available bottles**- Total quantity of the ink bottles available in your current stock
  - **Keep in reserve**- Minimum quantity of the ink bottles that you want to keep in stock
- 4 Tap .



## Delete an ink

You can delete an ink in the **My Inks** tab.

- 1 In the EFI Go mobile application, tap **My Inks**.
- 2 Tap the ink from the inventory list that you want to delete.
- 3 Tap .
- 4 Tap **YES**.  
The selected ink is deleted from the ink inventory list.

## Modify ink order recommendation settings

You can modify the ink order recommendation settings in the **My Inks** tab.

- 1 In the EFI Go mobile application, tap **My Inks**.
- 2 Tap .
- 3 Update the ink supplier turn around time and email addresses to receive the ink order recommendations.
- 4 Tap .

## Log off Fiery IQ in EFI Go

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

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



## Fiery Ink Assistant (BETA)

Fiery Ink Assistant helps you place the optimal order quantity for your ink inventory based on your predicted consumption trend.

With the Fiery Ink Assistant application, you can:

- Receive email recommendations to order the right ink inventory at the right time.
- Acknowledge the ordered ink through the **Ink Order Recommendation** email.
- Reduce your ink inventory carrying cost.
- Avoid carrying excess inventory and thereby the risk of ink expiry.
- Get smart recommendations on ordering ink based on your actual and predicted consumption and inventory.

**Note:** You can view the ink inventory remotely in EFI Go mobile application. See [My Inks](#) on page 17.

### Supported print devices

For a list of currently supported print devices, go to <https://resources.fiery.com/iq/supported-printers>.

### Configure Fiery Ink Assistant

You must configure the Fiery Ink Assistant application when you log on for the first time.

- 1 In the Fiery Dashboard page, click **Ink Assistant**.
- 2 Click **Let's get started**.
- 3 Verify the list of printers and click **Next**.
- 4 Update the following details for the inks available in your stock:
  - **Part name**- Name of the ink
  - **Part no.**- Part number of the ink bottles
  - **Printer models**- Printer models that use the specified ink
  - **Liter/KG(s) per bottle**- Ink volume per bottle
  - **Available bottles**- Total quantity of the specified ink bottles available in your current stock
  - **Keep in reserve**- Minimum quantity of the specified ink bottles that you want to keep in stock
- 5 Click **Next**.

**6** Enter the ink supplier turn around time and email addresses to receive the ink order recommendations.

**Note:** Fiery Ink Assistant sends the ink order recommendations at +1:30 GMT.

**7** Click **Done**.

## Ink Assistant Inventory

After logging on to the Fiery Ink Assistant web application, you can view the Fiery Ink Assistant inventory page.

**Note:** You can access the Fiery Ink Assistant web application by clicking the **Ink Assistant** icon on the Fiery Dashboard.

On the **Ink Assistant Inventory** page, you can:

- Add a new ink or bulk quantity of inks to the inventory.
- View a list of ink names, part numbers, and associated printer models.
- View the reserve and the available number of each ink bottle in the inventory.
- View the volume of each ink per bottle in liter/kg(s).
- View the total available volume of each ink in liters.
- Update a new, reserve, and available quantity of bottles for the existing ink type.
- Import a new ink order.
- Export a list of your current inventory.
- Modify ink order recommendation settings.

## Add new ink

You can add new ink to the Fiery Ink Assistant inventory.

**1** In Fiery Ink Assistant, click **New Ink**.

**2** Select **Add new SKU**.

**3** From the **Color** drop-down list, select the color of the new ink.

**4** In the **Part name** box, type a name for the new ink.

**5** In the **Part no.** box, type the part number of the new ink bottles.

**6** Enter the following details for the new ink bottles:

- **Liter/KG(s) per bottle**- Ink volume per bottle
- **Available bottles**- Total quantity of the new ink bottles available in your current stock
- **Keep in reserve**- Minimum quantity of the new ink bottles that you want to keep in stock

**7** Select the check boxes next to the printer models that use the new ink.

**8** Click **Add**.

The new ink is added to the ink inventory list.

## Add multiple new inks

You can add multiple new inks to the Fiery Ink Assistant inventory.

- 1 In Fiery Ink Assistant, click **New Ink**.
- 2 Select **Add in bulk**.
- 3 Update the following details for the new inks:
  - **Part name**- Name of the new ink
  - **Part no.**- Part number of the new ink bottles
  - **Printer models**- Printer models that use the new ink
  - **Liter/KG(s) per bottle**- Ink volume per bottle
  - **Available bottles**- Total quantity of the new ink bottles available in your current stock
  - **Keep in reserve**- Minimum quantity of the new ink bottles that you want to keep in stock
- 4 Click **Add**.  
The new inks are added to the ink inventory list.

## Add quantity of new shipment

You can add a new shipment of ink bottles to the existing Fiery Ink Assistant inventory.

- 1 In Fiery Ink Assistant, click **Update inventory**.
- 2 Select **New shipment**.
- 3 If necessary, search for an ink type by typing the ink name, part number, or printer model in the search boxes of the respective columns.
- 4 In the **New shipment** column, enter the number of new bottles next to the respective inks.
- 5 Click **Save inventory**.  
The new shipment quantity is added to the respective list of available bottles.

## Update existing inventory

You can update the quantity of reserve and available ink bottles in the existing Fiery Ink Assistant inventory.

- 1 In Fiery Ink Assistant, click **Update inventory**.
- 2 Select **Adjust in stock**.
- 3 If necessary, search for an ink type by typing the ink name, part number, or printer model in the search boxes of the respective columns.

- 4 Update the following details as required:
  - **Available bottles**- Total quantity of the ink bottles available in your current stock
  - **Keep in reserve**- Minimum quantity of the ink bottles that you want to keep in stock
- 5 Click **Save inventory**.  
The existing inventory is updated.


## Edit an ink

You can edit an ink on the **Ink Assistant Inventory** page.

- 1 On the **Ink Assistant Inventory** page, select an ink that you want to edit.
- 2 Edit the following details as required:
  - **Part name**- Name of the ink
  - **Part no.**- Part number of the ink
  - **Available bottles**- Total quantity of the ink bottles available in your current stock
  - **Keep in reserve**- Minimum quantity of the ink bottles that you want to keep in stock
- 3 Click **Update**.

## Delete an ink

You can delete an ink from the Fiery Ink Assistant inventory.

- 1 On the **Ink Assistant Inventory** page, select an ink that you want to delete.  
**Note:** You can search for an ink type by typing the ink name, part number, or printer model in the search boxes of the respective columns.
- 2 Click  .
- 3 Click **Yes**.  
The selected ink is deleted from the ink inventory list.

## Import inks data

You can import an Excel file of a new shipment in the specified format to quickly add them to the Fiery Ink Assistant inventory.

- 1 In Fiery Ink Assistant, click **Import**.
- 2 Click **Select file**.

**3** In the **Browse** window, navigate to the inks data file you want to import.

**Note:** The inks data file must be in the .xlsx or .xls format and must include the **Name** and **New shipment** columns.

**4** Select the inks data file and click **Open**.

**5** If required, update bottle quantity in the **New shipment** column.

**6** Click **Update**.

The new ink bottles are added to the ink inventory list.

## Export inks data


You can export your current ink inventory from the Fiery Ink Assistant.

- In Fiery Ink Assistant, click **Export**.

A file containing all inks data in your inventory is downloaded to your local system.

## Modify ink order recommendation settings

You can modify the ink order recommendation on the Fiery Ink Assistant inventory page.

**1** In Fiery Ink Assistant, click .

**2** Use the toggle key to disable or enable the ink order recommendation.

**3** Modify the ink supplier turn around time.

**4** Modify the email addresses to receive the ink order recommendation.

**5** Click **Update**.





# Fiery Insight

Maximize utilization and profit from your printers with accurate production tracking.

With the Fiery 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.

Fiery Insight requires a license for display graphics printer. The licenses for EFI Wide format and EFI Superwide format printers are different. You can assign a license to only the specified format of the printer that it was issued for in the Fiery Insight application.

**Note:** Contact your Fiery supplier to purchase Fiery Insight application licenses or license renewals.

**Note:** To assign Fiery Insight licenses to printers, see [License display graphics printers](#) on page 11.



## Supported print devices

For a list of currently supported print devices, go to <https://resources.fiery.com/iq/supported-printers>.

## 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 **Insight** application, click .
- 2 Click the **Job log**  icon.
- 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 **Configure columns**.

**Note:** For more information and descriptions of the job log columns, see [Job log columns](#) on page 26.

**7** Select the attributes that you want to include in the job log and click **Apply columns**.

**8** Click **Download Job Log** to download the job log as a .csv file.

**Note:** Only selected attribute columns are exported in the .csv file.

## Job log columns

The job log columns display different properties or attributes of a printer or a print job.

The following table describes the list of properties or attributes defined in the **Job log** columns:

**Note:** Some job log columns may not display any data depending on the type of your printer. Check your printer specification or contact your supplier to confirm if the specified property or attribute is applicable to your printer.

Column name	Description
<b>Job Info</b>	
<b>Copies</b>	Total number of requested copies of the job for printing
<b>Job title</b>	Name of the print job
<b>Name</b>	Name of the printer
<b>ID</b>	Identification number of the print job
<b>User</b>	User name of the currently logged in user on the printer
<b>Status</b>	Status of the print job Example: Printed, Canceled, Completed, Error, and so on.
<b>Job type</b>	Type of the print job
<b>Printed Length</b>	Printed length of the print job
<b>Printed Width</b>	Printed width of the print job
<b>Job status</b>	Status of the print job Example: Printed, Canceled, Completed, Error, and so on.
<b>Horizontal duplications</b>	Number of copies to be printed horizontally
<b>Horizontal spacing</b>	Horizontal space between each copy
<b>Horizontal spacing metric</b>	Metric for horizontal space
<b>Vertical duplications</b>	Number of copies to be printed vertically
<b>Vertical spacing</b>	Vertical Space between each copy

<b>Column name</b>	<b>Description</b>
<b>Vertical spacing metric</b>	Metric for vertical space
<b>Media</b>	
<b>Media usage</b>	Printed surface area of the print job
<b>Media coverage</b>	Printed surface area of the print job
<b>Media name</b>	Media name used for the job
<b>Media waste</b>	Waste media that was not used in printing
<b>Media type</b>	Type of the media used for the print job
<b>Media length</b>	Length of the media used for the print job
<b>Media width</b>	Width of the media used for the print job
<b>Roll/sheet</b>	Type of the media used for the print job; roll or sheet
<b>Carriage</b>	
<b>Carriage speed</b>	Carriage speed of the printer while printing the job
<b>Curing</b>	Curing properties of the print job Curing is the chemical reaction that takes place until the ink film has reached its maximum level of performance for adhesion, as well as for abrasion and chemical-resistance.
<b>Double strike</b>	Describes whether double strike support is available for a print job Double strike refers to a method of printing where a double layer of pigment is applied on one side of the print job.
<b>Carriage lift gap</b>	Carriage lift gap used for printing the job
<b>Strike</b>	Strike of the job
<b>Color</b>	
<b>Color mode</b>	Color mode used for a print job; Grayscale, CMYK, or CMYK+.
<b>All ink</b>	All used ink names and its consumption
<b>Grayscale</b>	Describes whether grayscale support is available for the print job
<b>White mode</b>	Describes whether white mode support is available for the print job
<b>Varnish mode</b>	Describes whether varnish mode support is available for the print job
<b>Ink</b>	

<b>Column name</b>	<b>Description</b>
<b>Ink used</b>	Total ink consumption of all inks for the print job.
<b>Ink used (Kg)</b>	Total ink consumption of all inks for the Cretaprint printer
<b>Ink cost</b>	Displays the total cost of the ink used. It is calculated based on the user input from Fiery IQ device drill-down page.
<b>Image</b>	
<b>Gloss mode</b>	Gloss mode of the print job
<b>Smoothing</b>	Smoothing properties of the print job
<b>X resolution</b>	Resolution of the print job in the horizontal direction
<b>X units</b>	Units of X resolution attribute
<b>Y resolution</b>	Resolution of the print job in the vertical direction
<b>Y units</b>	Units of Y Resolution
<b>X margin</b>	Margin of the print job in the horizontal direction
<b>Y margin</b>	Margin of the print job in the vertical direction
<b>X pixels</b>	Pixels of the print job in the horizontal direction
<b>Y pixels</b>	Pixels of the print job in the vertical direction
<b>Gray bits</b>	Number of gray bits available in the print job
<b>Image length</b>	Length of the printed image
<b>Image width</b>	Width of the printed image
<b>Logged on</b>	
<b>Time</b>	Displays either print start or end time based on some condition
<b>Print start time</b>	Displays start time of printing the job
<b>Print end time</b>	Displays end time of printing the job
<b>Print time</b>	Total time taken for printing
<b>Timestamp</b>	
<b>Timestamp done printing</b>	Timestamp when printing was completed
<b>Timestamp printing</b>	Print start timestamp
<b>Device</b>	
<b>Device</b>	Printer name

<b>Column name</b>	<b>Description</b>
<b>Model</b>	Model name of the printer
<b>Counter</b>	
<b>Total number of sheets printed</b>	Number of sheets printed for the job
<b>Number of pages printed</b>	Number of pages printed for the job
<b>Number of copies of job printed</b>	Number of coipes printed for the job
<b>Lamp</b>	
<b>Leading lamp</b>	Describes whether leading lamp was selected for the job
<b>Trailing lamp</b>	Describes whether trailing lamp selected for the job
<b>Lamp mode</b>	Lamp mode used
<b>Vacuum</b>	
<b>Front media vacuum active</b>	Front media vacuum active
<b>Rear media vacuum value</b>	Rear media vacuum value
<b>Front media vacuum value</b>	Front media vacuum value
<b>Rear media vacuum value used for printing</b>	Rear media vacuum value used for printing
<b>Front media vacuum value used for printing</b>	Front media vacuum value used for printing
<b>Others</b>	
<b>Coverage area</b>	Fiery: Aggregated media usage value of single or mixed media IJS: Printed Area of the job
<b>Used area</b>	Fiery: Aggregated media usage value of single or mixed media IJS: Printed Area of the job
<b>Interlace mode</b>	Interlace mode of the job
<b>Shutter mode</b>	Shutter mode of the job
<b>Waste area</b>	Wastage area of the job after printing
<b>Print mode</b>	Print mode of the job
<b>Multi layer job</b>	Describes whether the print job is a multi layer job
<b>UV segments</b>	Ultraviolet (UV) segments of the job
<b>Total UV segments</b>	Total number of UV segments of the job

Column name	Description
Number of passes	Number of passes of the job
Speed mode	Speed mode of the job
Direction mode	Direction mode of the job

## Configure the job log

Customize the displayed columns for the job log.

1 In the **Insight** application, click .

2 Click the **Job log**  icon.

3 Click **Configure columns**.

4 Select the desired job information.

**Note:** For more information and descriptions of the job log columns, see [Job log columns](#) on page 26.

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

5 Click **Apply columns**.

## View printer utilization

You can view detailed information about your printer state.

1 In the **Insight** application, click .

2 Navigate to the **Printer Utilization** widget and click **Utilization details**.

3 In the **Utilization details** window, click the arrow icon to show additional information about the printer state.

## Compare printers

Create customized side by side comparisons of your printers.

1 In the **Insight** application, click .

2 Select a date range for the comparison and click **Apply**.

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 collections and individual printers you want to compare.

6 Click **Apply**.

**Note:** If you click the **Shifts** toggle button under the printer 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 **Insight** application, click .
- 2 To view charts for a specific interval, click **Display interval** and select the desired interval.
- 3 Navigate to one of the following trend charts:
  - **Substrate usage**
  - **Ink usage**
  - **Jobs printed**
  - **Impressions**
  - **Media usage**
- 4 Click one of the following:
  -  - displays the trend chart as a bar chart.
  -  - displays the trend chart as a line chart.
- 5 If available in the trend chart, click the up and down arrows to view additional values.
- 6 Optionally, hover over each value to highlight the information on the graph. To show or hide each value, click on the value name.

## Change printer

Change the printers displayed on the **Trend** or **Job log** page.

- 1 In the **Insight** application, click .
- 2 Click **All devices** and choose from the following list:
  - In the **Printer collections** tab, select the printer collections you want to view.
  - In the **Printers** tab, select individual printers you want to view. You can also search for the printer name.

**Note:** If no printers 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 **Trend** or **Job log** page.

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

- 1 In the **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**.





# Fiery Notify

Fiery Notify enables you to schedule alerts for production blocking events and notifications for production reports.

With the Fiery Notify application you can:

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

## Supported print devices

For a list of currently supported print devices, go to <https://resources.fiery.com/iq/supported-printers>.

## Enable alerts for production blocking events

When production is blocked for your registered Fiery servers, Fiery Notify sends an alert to your registered email address.

- 1 In the **Notify** application, navigate to **Production Blocking Alerts**.
- 2 Click **Configure**.  
Alternatively, click the toggle button.
- 3 Select a production block duration after which you want to receive an alert.
- 4 Click **Done**.
- 5 In the window that appears, click **Done**.

## Enable notification for production report

Fiery Notify sends production details of your registered Fiery servers to your registered email address.

- 1 In the **Notify** application, navigate to **Production Reports**.
- 2 Click **Configure**.  
Alternatively, click the toggle button.
- 3 Select a duration for which you want to receive a production report.  
**Note:** The available durations for production report are daily, weekly, or monthly.

- 4 Click **Done**.
- 5 In the window that appears, click **Done**.

**Note:** Fiery Notify sends the production report notification at 03:00AM of your local timezone. The weekly reports are sent every Sunday and the monthly reports are sent on the first day of the following month.

## Modify alerts and notification

Modify the duration of alerts and notification in Fiery Notify.

- 1 In the **Notify** application, navigate to the type of enabled alert or notification you want to modify.  
**Note:** When notification or alerts are enabled, the **Status** column displays **Active**.
- 2 Click **Configure**.
- 3 Modify the duration.
- 4 Click **Done**.
- 5 In the window that appears, click **Done**.

## Disable alerts

Disable alerts or notifications from Fiery Notify.

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