Xerox® App Gallery
Channel Partner User Guide
## Contents

1. Getting Started ................................................................................................................................. 1
   Xerox® App Gallery Overview ........................................................................................................... 1
   Two Types of Xerox® ConnectKey® Apps ......................................................................................... 1
   Free ConnectKey® Apps .................................................................................................................... 1
   Purchasable ConnectKey® Apps ......................................................................................................... 2
   Types of Apps that Require a Purchase ............................................................................................. 3
   Paid Apps ........................................................................................................................................... 3
   Time-Based Subscription Apps ........................................................................................................... 3
   Usage-Based Subscription Apps ......................................................................................................... 3
   Channel Partner Apps Category .......................................................................................................... 3

2. Procedures ........................................................................................................................................... 11
   Account Management ......................................................................................................................... 11
   Creating a Xerox® App Gallery Channel Partner Account ............................................................... 11
   Resetting an App Gallery Account Password .................................................................................... 12
   Modifying User Profiles .................................................................................................................... 13
   Editing User Profiles ......................................................................................................................... 13
   Setup Required .................................................................................................................................. 13
   Modifying the Browser Security Settings Using Internet Explorer .................................................. 13
   Modifying the Browser Security Settings Using Chrome ................................................................. 13
   Installing the Internet Explorer Add-on for Xerox® App Gallery ..................................................... 14
   Enabling ActiveX Controls in Internet Explorer .................................................................................. 14
   Installing the Chrome Extension for Xerox® App Gallery ................................................................. 14
   Uploading and Verifying SSL Certificates for Xerox® ConnectKey® and Xerox® VersaLink® Devices ...... 15
   Xerox® ConnectKey® App Creation .................................................................................................... 16
Xerox® ConnectKey® Info Apps .................................................................................................................. 16
Creating a Xerox® ConnectKey® Scan to Email App .................................................................................... 17
Creating a Xerox® ConnectKey® Scan to Multi-Destination App ................................................................. 20
Creating a Xerox® ConnectKey® Scan to Dropbox App ............................................................................... 22
Creating a Xerox® ConnectKey® Scan to Google Drive App .................................................................... 24
Creating a Xerox® ConnectKey® Scan to Office 365 App ........................................................................... 27
Creating a Xerox® ConnectKey® Scan to OneDrive App .......................................................................... 29
Creating a Xerox® ConnectKey® Scan to Box App ..................................................................................... 31
Xerox® ConnectKey® Print from Apps ......................................................................................................... 33
Creating a Xerox® ConnectKey® Print from Dropbox® App .................................................................... 33
Creating a Xerox® ConnectKey® Print from Google Drive App ............................................................... 35
Creating a Xerox® ConnectKey® Print from Office 365 App ..................................................................... 37
Creating a Xerox® ConnectKey® Print from a OneDrive App ................................................................ 39
Creating a Xerox® ConnectKey® Print from Box App ............................................................................. 41
Creating a Xerox® ConnectKey® Print from URL App .............................................................................. 42
Editing an App in Xerox® App Gallery ........................................................................................................ 44
Creating a Copy of an App in Xerox® App Gallery .................................................................................. 44
Removing an App from Xerox® App Gallery .............................................................................................. 45
Uninstalling a Xerox® ConnectKey® App from the Device Using Xerox® App Gallery ............................ 45
Customer Subaccount Management .......................................................................................................... 45
Customer Subaccounts ............................................................................................................................... 45
Creating a Xerox® App Gallery Customer Subaccount ........................................................................... 46
Sharing an App with a Customer Subaccount ............................................................................................ 47
Sharing a Privately Published App ............................................................................................................. 47
Accessing a Customer Subaccount .......................................................................................................... 47
Device Management .................................................................................................................................. 48
Adding a Device to Xerox® App Gallery ..................................................................................................... 48
Setting the Proxy Server for Xerox® ConnectKey® and Xerox® AltaLink® Devices from CentreWare® Internet Services ......................................................................................................................... 49
Setting the Proxy Server for Xerox® ConnectKey® and Xerox® VersaLink® Devices from Xerox® Embedded Web Server ................................................................................................................................................. 49
Editing a Device in Xerox® App Gallery .................................................................................................. 49
Setting the Default Walk-Up Screen for a Device from Xerox® CentreWare® Internet Services Page App Gallery ............................................................................................................................................. 50
Deleting a Device from Xerox® App Gallery .............................................................................................. 51
App Purchasing ........................................................................................................................................... 51
Two Types of Xerox® ConnectKey® Apps .................................................................................................. 51
3. Troubleshooting ................................................................................. 85
   Known Limitations ........................................................................... 85
   Known Issues .................................................................................. 85
   EIP Enabled Upgrade Considerations ............................................. 86
   Cloud Repository Considerations ................................................... 87
   Network Configurations .................................................................. 87
   Open Authorization Token Handling, App Navigation, and Performance ......................................................... 87
   Storage Limitations .......................................................................... 87
   Security Configuration ...................................................................... 88
1. Getting Started

Xerox® App Gallery Overview

Xerox® ConnectKey® Apps are small programs that add functionality to Xerox devices. Xerox® App Gallery is a website for Channel Partners to create, install, purchase, and manage ConnectKey® Apps for customers.

Channel Partners can use App Gallery to extend the functionality of a Xerox device by creating customized and personalized apps for their customers. From Xerox App Gallery, Channel Partner Account users can customize common, routine tasks into ConnectKey® Apps. Channel Partners can select Xerox Apps, designed by Xerox and by Xerox Partners, from the App Gallery, which includes the Channel Partner category, and make them available to their customers.

Channel Partners can use Xerox® ConnectKey® Apps to obtain information, to scan to several types of destinations, and to print from document repositories.

- Xerox® ConnectKey® Info App provides a customizable billboard and social media hub for customer accounts.
- Xerox® ConnectKey® Scanning Apps include Scan to Email and Scan to Multi-Destination, which includes Scan to FTP and Scan to Shared Folder. ConnectKey® Scanning Apps include Scan to Dropbox, Scan to Office 365, Scan to Box, Scan to Google Drive, and Scan to OneDrive.
- Xerox® ConnectKey® Print Apps include Print from Dropbox, Print from Office 365, Print from URL, Print from Box, Print from Google Drive, and Print from OneDrive.

From Xerox App Gallery, Channel Partners can use the Print or Scan App Templates to:

- Incorporate custom images and text into the Xerox® ConnectKey® Apps
- Make controlled changes to the layout of the Xerox® ConnectKey® Apps
- Define preset option values, which include scan destination details and default settings With Xerox App Gallery:
  - Through the Customer Subaccount, Channel Partners can manage customer apps, or they can enable the customer to manage their own apps.
  - Using a network connection, Channel Partner Account and Customer Subaccount users can deploy Xerox® ConnectKey® Apps to groups of devices in a single step or individually.
  - Xerox App Gallery is functional on devices with the Xerox® Extensible Interface Platform® (EIP) 3.5 or higher for ConnectKey® devices, 4.0 or higher for Xerox® AltaLink®, and 3.7.1 or higher for Xerox® VersaLink®. The platforms that Xerox App Gallery works with depends on the app.

TWO TYPES OF XEROX® CONNECTKEY® APPS

The two types of Xerox® ConnectKey® Apps are apps that require a purchase or apps that are installed free of charge. App purchases can be made directly through the App Gallery. Use the App Gallery to install and manage all of your free and purchased apps.

FREE CONNECTKEY® APPS

Note: All template apps in the Xerox® App Gallery remain free of charge.
Devices with the following software configurations will support the Apps listed below:

- Xerox devices that run the Xerox® Extensible Interface Platform® software version 3.5 and higher.
- Xerox® VersaLink® multifunction printers that run Xerox® Extensible Interface Platform® software version 3.7.1 and higher.
- Xerox® AltaLink® multifunction printers that run Xerox® Extensible Interface Platform® version 4.0 and higher.
- Xerox® ConnectKey® Info App*
- Xerox® ConnectKey® Scan to Email
- Xerox® ConnectKey® Scan to Multi-Destination
- Xerox® ConnectKey® Scan to Dropbox
- Xerox® ConnectKey® Scan to Office 365
- Xerox® ConnectKey® Scan to Box
- Xerox® ConnectKey® Scan to Google Drive
- Xerox® ConnectKey® Scan to OneDrive
- Xerox® ConnectKey® Print from Dropbox
- Xerox® ConnectKey® Print from Office 365
- Xerox® ConnectKey® Print from Box
- Xerox® ConnectKey® Print from Google Drive
- Xerox® ConnectKey® Print from OneDrive
- Xerox® ConnectKey® Print from URL
- Xerox® ConnectKey® Print and Scan for Box
- Xerox® ConnectKey® Print and Scan for Dropbox
- Xerox® ConnectKey® Print and Scan for Google Drive
- Xerox® ConnectKey® Print and Scan for Office 365
- Xerox® ConnectKey® Print and Scan for OneDrive
- Xerox® ConnectKey® Scan to Cloud Email

Xerox® VersaLink® printers that run Xerox® Extensible Interface Platform® software, version 3.7.1 and higher, support the following Xerox® ConnectKey® Apps:

- Xerox® ConnectKey® Info App
- Xerox® ConnectKey® Print from Dropbox
- Xerox® ConnectKey® Print from Office 365
- Xerox® ConnectKey® Print from URL
- Xerox® ConnectKey® Print from Box
- Xerox® ConnectKey® Print from Google Drive
- Xerox® ConnectKey® Print from OneDrive

*Note: The Xerox® ConnectKey® Info App is supported on Xerox devices running Xerox® Extensible Interface Platform® software version 2.5 and higher.

PURCHASABLE CONNECTKEY® APPS

Visit the App Gallery at https://appgallery.services.xerox.com to browse and select from the most up-to-date list of purchasable apps.
Note: Currently, all template apps in Xerox® App Gallery do not require a purchase. Apps from the Gallery can be either apps that require a purchase or apps that are free of charge. Gallery apps are supported on Xerox devices running Xerox® EIP software, version 3.5 or higher.

For a complete list of supported Xerox® devices and EIP software versions, go to http://www.xerox.com/connectkeyapps, then refer to the ConnectKey® Apps Compatible Products page.

**Types of Apps that Require a Purchase**

For apps that require a purchase, the Xerox® App Gallery offers different models for purchasable apps. The purchasing models include:

**Paid Apps**

Paid Apps are apps that users purchase once and install on devices. There are two categories of paid apps:

- Apps purchased on a per-device basis
- Apps that are purchased once and installed on an unlimited number of devices

**Time-Based Subscription Apps**

Time-Based Subscription apps are apps that can be subscribed to for a specified length of time. Subscriptions can be offered in 1, 2, or 3-year lengths. The app Developer determines what subscription options are offered.

There are two categories of Time-Based Subscription apps:

- Subscriptions that are purchased on a per-device basis
- Subscriptions that are purchased and installed on an unlimited number of devices

**Usage-Based Subscription Apps**

Usage-Based Subscription apps are apps that can be subscribed to for a specified amount of usage, such as prints, copies, or scans, over a period of one year. These subscriptions can offer up to three different usage quantities to used during the length of the subscription. The app Developer determines the subscription usage options offered by the app.

There are two categories of Usage-Based Subscription apps:

- Subscriptions that are purchased on a per-device basis
- Subscriptions that are purchased and installed on an unlimited number of devices

Note: For a complete list of supported Xerox devices and EIP software versions, go to http://www.xerox.com/connectkeyapps. Refer to the ConnectKey® Apps Compatible Products page.

**Channel Partner Apps Category**

From the Xerox® App Gallery, Channel Partners can access the Channel Partner app category. This category includes apps designed by Xerox and by Xerox partners, for Xerox® devices.
Getting Started

- Channel Partners can select Xerox Apps from the Gallery to install on devices using their App Gallery accounts. Channel Partners can share the Xerox Apps with their Customer Subaccounts.
- The Xerox App Administrator can add a Xerox App, developed by Xerox or a Xerox Partner, to a Channel Partner account. The Channel Partner receives notification that the app was shared with their App Gallery Account. The Xerox App appears in the My Apps section.

Related Topics:
Apps in the Channel Partner Category
Finding Apps in the Channel Partner Category
Sharing an App with a Customer Subaccount

Process Overview

To create and provide Xerox® ConnectKey® Apps and Xerox® Apps for your customers, follow this sequence. Since the topics organize this guide rather than the sequence of actions, topic titles are provided where pertinent.

After you identified the customer application needs and the Xerox® device installed at the customer site:

1. Create your Xerox® App Gallery Channel Partner Account. From this account, you can invite and manage the Subaccounts and apps.
2. For each customer with your Channel Partner account, invite an App Gallery Subaccount.
3. To find the apps that your customers use or request, explore the App Gallery and the Channel Partner category.
4. For your customers, create the Xerox® ConnectKey® apps.
5. Add devices to the Xerox® App Gallery.
6. If necessary, purchase the apps.
7. Deploy the apps.

Related Topics:
Creating a Xerox App Gallery Channel Partner Account
Creating a Xerox App Gallery Customer Subaccount
Xerox ConnectKey App Creation
Apps in the Channel Partner Category
Sharing an App with a Customer Subaccount
Adding a Device to Xerox App Gallery
Device Requirements for Xerox ConnectKey Apps
Installing a Xerox ConnectKey App from Xerox App Gallery
App Gallery Support

**ONLINE HELP**

The Help link appears on the upper right of all site pages. To view the help options, click the Help link.

- To search for information by keyword, or to view the Xerox® App Gallery documentation, click **Online Support**:
  - Xerox® App Gallery Channel Partner User Guide
  - Xerox® App Gallery Customer Account User Guide
  - Xerox® App Gallery Master Account User Guide
  - Xerox® App Gallery User Guide
  - Xerox® App Gallery App Quick Start Guide
  - Xerox® @PrintByXerox Quick Start Guide
  - Xerox® Print and Scan App Quick Start Guide
  - Xerox® Scan to Email Quick Start Guide
  - Healthcare MFP Solution Connection Confirmed - Share Patient Information Guide
  - Healthcare MFP Solution Quick Start Guide
  - Xerox® Support Assistant Installation and User Guide
  - Xerox® Scanning App for DocuShare Software Quick Start Guide
  - Xerox® QR Code Quick Start Guide
  - Xerox® App Gallery Information Assurance Disclosure

- To view customer questions and responses, access the **Customer Support Forum** at http://forum.support.xerox.com.

- To send an email containing a question, problem, or comment, click **Feedback**.

All users are encouraged to first visit the online support resources. Information about online help is available in the help link included in Xerox® App Gallery.

For app support, Customer Subaccount users can contact their Channel Partner Account Representative. To obtain Channel Partner contact information, from the Xerox device control panel, select the Xerox® ConnectKey® App. Touch About. The Channel Partner Account information and contact name appear.

Channel Partners support their Customer Subaccounts. The Channel Partner is responsible for maintaining the apps that they create on behalf of their Customer Subaccounts. Channel Partners can contact Xerox support. For more information, refer to the Xerox® App Gallery online support.

For more information about Xerox® App Gallery, go to [www.xerox.com/connectkeyapps](http://www.xerox.com/connectkeyapps).
System or Device Requirements

**DEVICE REQUIREMENTS FOR XEROX® CONNECTKEY® APPS**

The following are device requirements for ConnectKey® Apps:

For Xerox® ConnectKey® Apps installation, ensure that the Xerox® device supports Xerox Extensible Interface Platform (EIP) software version 3.5 or higher. Refer to the app lists and the required EIP software versions.

Devices with the following software configurations will support the Apps listed below:

- Xerox devices that run the Xerox® Extensible Interface Platform® software version 3.5 and higher.
- Xerox® VersaLink® multifunction printers that run Xerox® Extensible Interface Platform® software version 3.7.1 and higher.
- Xerox® AltaLink® multifunction printers that run Xerox® Extensible Interface Platform® version 4.0 and higher.
  - Xerox® ConnectKey® Info App
  - Xerox® ConnectKey® Scan to Email
  - Xerox® ConnectKey® Scan to Multi-Destination
  - Xerox® ConnectKey® Scan to Office 365
  - Xerox® ConnectKey® Print from Office 365
  - Xerox® ConnectKey® Scan to Dropbox
  - Xerox® ConnectKey® Print from Dropbox
  - Xerox® ConnectKey® Scan to Box
  - Xerox® ConnectKey® Print from Box
  - Xerox® ConnectKey® Scan to Google Drive
  - Xerox® ConnectKey® Print from Google Drive
  - Xerox® ConnectKey® Scan to OneDrive
  - Xerox® ConnectKey® Print from OneDrive
  - Xerox® ConnectKey® Print from URL
  - Xerox® ConnectKey® Print and Scan for Box
  - Xerox® ConnectKey® Print and Scan for Dropbox
  - Xerox® ConnectKey® Print and Scan for Google Drive
  - Xerox® ConnectKey® Print and Scan for Office 365
  - Xerox® ConnectKey® Print and Scan for OneDrive
  - Xerox® ConnectKey® Scan to Cloud Email
  - Apps obtained from the Xerox® App Gallery
  - The following Xerox® ConnectKey® Apps are supported on Xerox® VersaLink® Printers, running Xerox Extensible Interface Platform (EIP) version 3.7.1 or higher:
    - Xerox® ConnectKey® Info App
- Xerox® ConnectKey® Print from Dropbox
- Xerox® ConnectKey® Print from Office 365
- Xerox® ConnectKey® Print from URL
- Xerox® ConnectKey® Print from Box
- Xerox® ConnectKey® Print from Google Drive
- Xerox® ConnectKey® Print from OneDrive

*Note: Xerox devices running Xerox® Extensible Interface Platform® software version 2.5 and higher, will support the Xerox® ConnectKey® Info App.

For a complete list of supported Xerox® devices and Xerox® EIP® software versions, go to http://www.xerox.com/connectkeyapps. Refer to the ConnectKey® Compatible Products page.

To install Xerox® ConnectKey® Apps on a Xerox device, enable the Xerox® Extensible Interface Platform.

To maintain the security of your information, before using any Cloud-based Scan to or Print from Apps, it is recommended that you ensure that Security Certificates are installed and that you enable Verification of SSL Certificates on your Xerox devices. If you do not enable Verification of SSL Certificates, the secure communications of private or sensitive information is vulnerable. When Verify Server Certificates is enabled, it applies to all EIP Applications on the device.

Related Topics:

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

SUPPORTED BROWSERS FOR ACCESSING THE XEROX® APP GALLERY WEB PAGE

Xerox® App Gallery is supported by the following browsers:

- Internet Explorer® version 11 on Windows® 7, Windows® 8.1, and Windows® 10
- Google® Chrome™ version 60.0 or higher on Windows® 7, Windows® 8, Windows® 8.1, and Windows® 10

EIP-ENABLED XEROX DEVICES

Devices with the following software configurations will support the Apps listed below:

- Xerox devices that run the Xerox® Extensible Interface Platform® software version 3.5 and higher.
- Xerox® VersaLink® multifunction printers that run Xerox® Extensible Interface Platform® software version 3.7.1 and higher.
- Xerox® AltaLink® multifunction printers that run Xerox® Extensible Interface Platform® version 4.0 and higher.
  - Xerox® ConnectKey® Info App*
  - Xerox® ConnectKey® Scan to Email
  - Xerox® ConnectKey® Scan to Multiple Destination
  - Xerox® ConnectKey® Scan to Office 365
  - Xerox® ConnectKey® Print from Office 365
  - Xerox® ConnectKey® Scan to Dropbox
Getting Started

- Xerox® ConnectKey® Print from Dropbox
- Xerox® ConnectKey® Scan to Box
- Xerox® ConnectKey® Print from Box
- Xerox® ConnectKey® Scan to Google Drive
- Xerox® ConnectKey® Print from Google Drive
- Xerox® ConnectKey® Scan to OneDrive
- Xerox® ConnectKey® Print from OneDrive
- Xerox® ConnectKey® Print from URL
- Xerox® ConnectKey® Print and Scan for Box
- Xerox® ConnectKey® Print and Scan for Dropbox
- Xerox® ConnectKey® Print and Scan for Google Drive
- Xerox® ConnectKey® Print and Scan for Office 365
- Xerox® ConnectKey® Print and Scan for OneDrive
- Xerox® ConnectKey® Scan to Cloud Email

- Xerox® VersaLink® Printers that run Xerox Extensible Interface Platform® version 3.7.1 and higher support the following Xerox® ConnectKey® Apps:
  - Xerox® ConnectKey® Info App
  - Xerox® ConnectKey® Print from Dropbox
  - Xerox® ConnectKey® Print from Office 365
  - Xerox® ConnectKey® Print from URL
  - Xerox® ConnectKey® Print from Box
  - Xerox® ConnectKey® Print from Google Drive
  - Xerox® ConnectKey® Print from OneDrive

*Note: Xerox devices running Xerox Extensible Interface Platform® software version 2.5 and higher, will support the Xerox® ConnectKey® Info App.

Refer to the chart for a summary of EIP-supported apps.

<table>
<thead>
<tr>
<th></th>
<th>ConnectKey® 1.0 (EIP version 2.5+)</th>
<th>ConnectKey® 2.0i (EIP v3.5+), AltaLink® (EIP v4.0+), or VersaLink® (EIP v3.7.1+)</th>
<th>VersaLink® Printers (EIP version 3.7.1+)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Info App</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Scan to Email</td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Scan to Multi-Destination</td>
<td>Specifically, Scan to FTP and Scan to Shared Folder</td>
<td>x</td>
<td></td>
</tr>
</tbody>
</table>
### Getting Started

<table>
<thead>
<tr>
<th></th>
<th>ConnectKey® 1.0 EIP version 2.5+</th>
<th>ConnectKey® 2.0i (EIP v3.5+), AltaLink® (EIP v4.0+), or VersaLink® (EIP v3.7.1+) Multifunction Printers</th>
<th>VersaLink® Printers EIP version 3.7.1+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scan to Office 365</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print from Office 365</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Scan to Dropbox</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print from Dropbox</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Print from URL</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Scan to Box</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print from Box</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Scan to Google Drive</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print from Google Drive</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Scan to OneDrive</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print from OneDrive</td>
<td>x</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For a complete list of supported Xerox devices and EIP versions, go to http://www.xerox.com/ConnectKeyapps. Refer to the ConnectKey® Apps Compatible Products page.

To learn more about EIP and Xerox devices that support EIP, go to http://www.office.Xerox.com/eip/enus.html. Or, search the Xerox® App Gallery Online Support for Device Requirements for ConnectKey® Apps Created by Xerox® App Gallery, at: http://www.support.xerox.com/support/xerox-app-gallery.

### SUPPORTED LANGUAGES

Xerox® App Gallery supports the following languages:

- English
- Brazilian Portuguese
- Catalan
- Czech
- Danish
- Dutch
- Finnish
- French
- German
• Greek
• Hungarian
• Italian
• Norwegian
• Polish
• Romanian
• Russian
• Spanish
• Swedish
• Turkish
2. Procedures

Account Management

CREATING A XEROX® APP GALLERY CHANNEL PARTNER ACCOUNT

Users with Channel Partner Accounts can design new ConnectKey® Apps, invite Customer Subaccounts, obtain apps from the App Gallery and Channel Partner category, distribute apps, purchase apps, share apps with Customer Subaccounts, and install apps.

To request a Channel Partner Account Invitation, contact your OpCo Representative. The OpCo representative emails you a Xerox App Gallery Channel Partner Account Invitation.

To create a Xerox® App Gallery Channel Partner account, a valid email address is required.

If you do not receive the invitation email, check your Junk or Spam email folder for the invitation message.

1. Open your Xerox® App Gallery Channel Partner Account Invitation email.
2. To create your account, click Create Account.
3. Enter all the required fields in the Create Account window.
   - The Email address auto-populates the information you provided to the OpCo representative when you requested the Channel Partner account. This field is not editable.
   - Provide an account Password.
   - When you create your password, follow these rules.
     - Passwords are at least eight characters and contain three rules from the following categories:
       - Upper alphabetic characters, for example, A, B, C, D, and so on.
       - Lower alphabetic characters, for example, a, b, c, d, and so on.
       - Numeric characters, for example, 1, 2, 3, and so on.
       - Non-alphanumeric punctuation marks: !, @, #, $, %, ^, •, &, *, (, ), +, |, {, }, " : ?, <, >
   - In the Confirm Password field, reenter the password.
   - First Name supports a maximum 50 characters.
   - Last Name supports a maximum 50 characters.
   - Company Name supports a maximum 400 characters.
   - Country Name
   - Preferred Language
   - Payment Currency
4. To confirm that you have read and agree to the App Gallery Terms and Conditions, select the following check boxes:
   - I agree to the Terms of Service.
   - I agree to the Data Administration Terms of Service.
5. After you enter all the required fields, click OK.
6. Respond to any re-Captcha prompts, then click Verify.
7. The account is activated automatically and the Welcome to App Gallery Wizard appears. The Welcome wizard walks you through some basic system setup. A Welcome email is sent to the email inbox that you registered with.
8. To complete the setup later, click Later.
9. To complete the steps to Add Devices and install the necessary browser extension or plug in, click Complete Setup.
10. Open the email with the following subject: Welcome to Xerox® App Gallery!
11. To apply for an Affiliate ID, click the Apply Now button.
12. You are directed to the Affiliate Network Sign Up page.
13. Fill in the required information.
15. Your Affiliate request is reviewed and you are notified when your application is accepted.
16. Return to your Welcome to Xerox® App Gallery! email, open it and select Register Affiliate ID.
   - If you are logged into the App Gallery, an Affiliate ID popup window displays.
   - If you are not logged into the App Gallery, you are prompted to log in. After logging in, the Affiliate ID popup window displays.
17. Copy and paste your Affiliate ID into the field.
18. Select the OK button. Your Affiliate ID is now saved in your user profile.

**RESETTING AN APP GALLERY ACCOUNT PASSWORD**

2. Click Log In.
3. The App Gallery Login screen appears.
4. Click Forgot Password? The Forgot Password screen appears.
5. Enter your Email Address, then click Send Request. A message appears that indicates the Password Reset instructions were sent to your email address.
6. If you do not receive the Password Reset email, check your Junk or Spam email folder.
7. Open the Xerox App Gallery password reset request email.
8. Click Password Reset, or right-click and copy the link, then paste the link in your Internet browser and press Enter. The Reset Password dialog prompts you to enter a new password. **Note:** If you take no action to reset the password, it is not changed.
9. In the New Password field, enter your new password. In the Confirm Password field, enter the password again.
10. Click OK. Your password is reset.
11. To test the new password, use the new password to log in to the Xerox App Gallery.
Modifying User Profiles

EDITING USER PROFILES
2. To log in, enter your App Gallery credentials.
3. Click your user name.
4. Click Account Details.
5. On the next screen, click Edit. The Edit Account screen appears.
6. Edit your Email address, Full Name, Company, Country, Preferred Language, and Payment Currency.
7. To edit your Affiliate ID, click the associated Edit button.
8. To access your Affiliate account, click the Affiliate Portal button to access the Affiliate Network Sign Up page. You may log in to your Affiliate account from the Affiliate Network Sign Up page.
9. After you make the necessary updates, click OK.

Setup Required

MODIFYING THE BROWSER SECURITY SETTINGS USING INTERNET EXPLORER
1. Open Internet Explorer. Select Tools > Internet Options > Security Settings. If the Internet Explorer security level is set to High, you cannot log in to the Xerox® App Gallery. You can either set the security level to Medium-High, or customize the security settings so that login is permitted to the site.
2. To customize the security settings:
   a. Select Security > Internet > Custom Level.
   b. Scroll to the ActiveX Controls and Plugins section.
   c. Select Run ActiveX Controls and Plugins > Enable.
   d. Scroll to the Scripting section, select the Active Scripting > Enable radio button, then click OK.
   e. Click the Security tab, then click the Trusted Sites icon.
   f. Click Sites, then add the following to the Trusted Sites link: https://appgallery.services.xerox.com.

MODIFYING THE BROWSER SECURITY SETTINGS USING CHROME
1. On your browser toolbar, click the Customize and Control Google Chrome icon.
2. Select Settings > Show Advanced Settings.
3. Under the Privacy and Security section, select Content Settings.
4. Set the following Content Settings for the values indicated:
   - JavaScript > Allowed
   - Plug-ins > Ask when a site wants to use a plug-in to access your computer
INSTALLING THE INTERNET EXPLORER ADD-ON FOR XEROX® APP GALLERY

If the Xerox® Device Connector is not installed, when you attempt to access devices from Xerox® App Gallery, the browser prompts you to load the Connector. If the prompt does not appear, check, and if necessary, modify the security settings for the Internet Explorer browser.

Related Topics:
- Modifying the Browser Security Settings Using Internet Explorer

ENABLING ACTIVEX CONTROLS IN INTERNET EXPLORER

1. In the Internet browser, click Tools > Manage Add-ons.
2. In the Manage Add-ons menu, select Toolbars and Extensions.
3. In the Name column, select Xerox Device Connector.
4. Right-click Xerox Device Connector. From the menu, select Enable.

Related Topics:
- Deleting a Device from Xerox App Gallery
- Editing a Device in Xerox App Gallery
- Adding a Device to Xerox App Gallery

INSTALLING THE CHROME EXTENSION FOR XEROX® APP GALLERY

When you attempt to access devices from Xerox® App Gallery, the following warning appears:

App Gallery needs to add the Xerox Device Connector browser extension to communicate with your Xerox devices. Select the button below to get the extension from the Google Chrome Web Store.

An extension or plug-in is add-on software that provides extra capabilities for your Web browser. Examples include Adobe® Flash® Player, QuickTime®, and Java™ Applets.

1. In the Warning window, click Get Extension. An Add to Chrome webpage appears that lists the Xerox® App Gallery Device Connector.
2. Click Add to Chrome. A message appears indicating that the connector was added to Chrome successfully.
3. In the Add Xerox Device Connector window, click Add Extension.
4. A message displays indicating that the connector was successfully installed.
5. To return to the App Gallery, close the confirmation message, the Xerox Device Connector webpage, and the Chrome Web Store browser tab.
6. To use the new Chrome Browser extension, refresh your Chrome browser.

Related Topics:
- Deleting an App from a Device
- Using Xerox App Gallery
Adding a Device to Xerox App Gallery

**UPLOADING AND VERIFYING SSL CERTIFICATES FOR XEROX® CONNECTKEY® AND XEROX® VERSALINK® DEVICES**

Verify Server Certificates is a global setting that affects all Extensible Interface Platform® (EIP) Applications installed on your device. If you do not enable verification of SSL certificates, the secure communications of private or sensitive information is vulnerable. It is recommended that you enable the verification of SSL certificates on your Xerox device. To protect information security when you log in and scan transmissions, upload the correct Secure Sockets Layer (SSL) Certificate files to the Xerox device. Before you use the Xerox® ConnectKey® App, verify that the certificate files are on the Xerox device.

1. To navigate to the location where the Certificate files are located, copy the following link into your browser: https://appgallery.services.xerox.com/certificates.
2. To download the Certificate Authority File to your computer, click Save or Save As.
3. Access the Xerox device where you use the ConnectKey® App.
4. Access the Xerox® CentreWare® Internet Services or Embedded Web Server webpage for your Xerox device, then make the following selections:
   - For Xerox® ConnectKey® and Xerox® AltaLink® devices: Click Properties > Security > Certificates > Security Certificates > Root/Intermediate Trusted Certificates
   - For Xerox® VersaLink® devices: Click System > Security > Security Certificates. From the Device Certificates list, click Trusted Root CA Certificates. Click Import. To navigate to your stored certificate file and complete the certificate upload, follow the onscreen prompts.
   - Click Install external Root/Intermediate trusted certificates.
5. Browse to the location on your computer where you stored the Certificate file. Click Next.
6. For unnamed certificates, enter a Friendly Name for the certificate. To continue, click OK or Next. The security certificates appear in the list of installed certificates.
7. To enable verification of SSL certificates, use the Xerox® CentreWare® Internet Services Web page for your Xerox device, then click Properties > General Setup > Extensible Service Setup.
8. On the Extensible Service Setup page, for Browser Settings, clear the Enable the Extensible Services Browser check box, then click Apply.
9. To dismiss the dialog box, click OK.
10. For Browser Settings, select the Enable the Extensible Services Browser check box, then click Apply.
11. Verify the certificates:
   - For Xerox® ConnectKey® devices: Select the Verify server certificates check box, then click Apply.
   - For Xerox® VersaLink® devices: Click Apps > EIP Settings. Set the EIP Browser and Verify Server Certificates options to On.
12. Click OK.
Xerox® ConnectKey® App Creation

Using the ConnectKey® templates, you can create three types of apps with the Xerox® App Gallery Channel Partner account:

• Informational Apps
• Scan to Apps
• Print from Apps

**XEROX® CONNECTKEY® INFO APPS**

**Creating a Xerox® ConnectKey® Info App**

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click **Create App**.
4. On the Create App screen, for Info App, click **Create**. The Create Info App screen appears.
5. Complete the required fields:
   a. For App Name, enter the name of the Xerox® ConnectKey® App to appear on the device Services Home screen. The Name field supports a maximum of 63 characters.
   b. To verify that the label is correct, check the device control panel.
   c. The following characters are not supported in the Name field: <, >, &, ‘, and ”
   d. Enter your description of the app, using a maximum of 84 characters.
   e. In the Appearance section, select the following:
      - For App Theme, select the color scheme to apply to the Xerox® ConnectKey® app.
      - For App Icon, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. Formats are a maximum of 256 x 192 pixels and 150 Kbytes.
   f. In the Primary Features section, select the following:
      - For Layout Options, select Text, Image, or a combination.
   g. To customize the appearance of the app, click the following items:
      - For Text, after you enter text, double-click the text to open a tool palette to edit or customize the text.
      - For Image, to add your own image, click Browse, then navigate to and select the image. Upload or drag and drop the image from your computer. The maximum image size 1 Mbyte.
   h. In the About This App section, provide the following information:
      - For Created By, enter the name of the creator of the Xerox® ConnectKey® App to appear in the About box of the app. Enter a maximum of 31 characters.
      - For Contact Name, enter the name of the person to contact about the app. The Contact Name is the Channel Partner Account name that appears in the About box. Enter a maximum of 31 characters.
      - For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account user listed as the Contact. The Contact email or phone number appears in the About box of the app. Enter a maximum of 32 characters.
6. To preview how the final app appears when launched at the device, click **Preview My App**.
7. To save the app, click **Create**.

**Note:** If you supply an image that is larger than the device supports, the image is scaled. Images larger
than 1 Mbyte are not allowed. During app design, if the image is larger than 1 Mbyte, a message appears.

**Xerox® ConnectKey® Scan to Apps, Multifunction Devices Only**

Scan to Apps are available on multifunction devices only. Scan to Apps are not available to install on printers.

**CREATING A XEROX® CONNECTKEY® SCAN TO EMAIL APP**

For more information on how to set up scan destinations on your device, refer to the System Administrator Guide for your device.

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App window, for the Scan App, click Create. The Create Scan App window appears.
5. To begin app creation, locate, then click the ConnectKey® Scan to Email App. The Create Scan to Email window appears.
6. Complete the required fields:
7. For App Name, enter the name of the Xerox® ConnectKey® App that you want to appear on the device Services Home screen. The Name field supports a maximum of 63 characters. Note: To verify that the label appears correctly, check the device control panel. The string length can vary for each device. The following characters are not supported in the Name field: <, >, &, ', and “.
   - For Description, enter a description for your app. Use a maximum of 84 characters.
8. In the Appearance section, select the following:
   - For App Theme, select the color scheme to apply to the Xerox® ConnectKey® App.
   - For App Icon, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. The maximum size is 256 x 192 pixels and 150 kbytes.
9. In the Primary Features section, select the following:
   - For Custom Text, to provide more instructions or a message, add custom text to your app. The text appears on the app Home screen.
   - For Recipients, to enter email recipients, select the appropriate check boxes. Select from user-defined recipients and predefined recipients.
10. Select the Predefined Recipients check box.
11. Click Add. The Add Recipient screen appears with the following options:
   - For Recipient Type, to add the Recipient to the To, Cc, and Bcc fields, select the options.
   - For Email Address, enter the recipient email address.
   - Select an option:
     - This recipient is available for users to select. This recipient is preselected for users.
     - This recipient is required and shown to users. This recipient is required and hidden from users.
   - To save the recipient information, click OK.
   - To include more recipients, repeat the steps.
Note: Recipient lists allow you to provide more addresses for the To, Cc, and Bcc fields. The addresses are then defined as selectable, preselected, or required.

- The Email Subject is a required field and is prepopulated with a default subject. Channel Partners can use the default subject or add a different message. When the email subject is determined, the Channel Partner can Show or Lock the option.
  - To show the Email Subject at app runtime, select Show. To hide the Email Subject, do not select Show.
  - To allow users to edit the subject at the device before sending the scan, select Show, then leave the option unlocked. To prevent users from modifying the email subject, lock the option.
- For File Format, select from .pdf, .tif, and .jpg options. The .pdf option is the default and offers the following extra selections:
  - Archival PDF/A
  - Image Only
  - Searchable: You can select a preferred language. Text searchable languages include:
    - English
    - French
    - Italian
    - German
    - Spanish
    - Brazilian Portuguese
    - Danish
    - Norwegian
    - Finnish
    - Swedish
    - Dutch
    - Turkish
    - Greek
    - Russian
    - Czech
    - Polish
    - Hungarian
    - Romanian
    - Catalan
- If you select .tif as the file format, you can combine files. When selected, this option creates one attachment that contains all scanned files.
- For File Name, use the default filename, Xerox Scan, or to customize the title of the scanned file, change the text.
  - To show the feature at app runtime, select the check box for Features Shown. To hide the feature, ensure that the check box is clear for Features Shown.
  - To edit the Feature Shown option at the device before you scan, select Feature Shown, then leave the option unlocked. To prevent changes to any options at the device, lock the option.
  - The following characters are not supported in the File Name: <, >, &, ', and ".

12. In the Secondary Features section, make the following selections:
- For 2-sided Scanning, select 1-Sided, 2-Sided, or 2-Sided, Rotate Side 2.
  Note: When you use Searchable or OCR, Xerox® VersaLink® devices do not support the 2-Sided, Rotate Side 2 option.
13. For each feature, select from the following actions:

   a. To make a feature visible at the Xerox® device, in the left margin, select the Features Shown check box. Features that are not selected are applied to the job, but not shown to users.

   b. Establish the value or setting for the feature. To use the default setting, do nothing. To change the setting, click the row of the feature that you want to modify. A window appears with a list of setting options for the feature. Select the setting that you want for the app, then click OK. If you do not change a setting, the default setting for that feature is applied in the app.

      Note: To lock or unlock the feature, click the Lock icon. If a feature is locked, users cannot change the settings at the device.

14. You can add a custom image to the Home screen of your Xerox® ConnectKey® app. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area. File types include .png, .jpg, or .gif. The image can be a maximum of 460 x 128 pixels and 1 Mbyte. The custom image adds no functionality to the app, and is for visual value only.

15. Complete the required About This App fields:

   a. For Created By, enter the name of the creator of the Xerox® ConnectKey® App. The information appears in the About box. The About box has a maximum of 31 characters.

   b. For Contact Name, enter the name of the person to contact about the Xerox® ConnectKey® App. The Contact Name is the Channel Partner Account Name. The information appears in the About box. The About box has a maximum of 31 characters. The Customer Subaccount uses this information for technical support.

   c. For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account listed as the Contact. The information appears in the About box of the app. The About box has a maximum of 32 characters.

   d. To design the appearance of the app at the Xerox® device, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.

      Note: The designer cannot change the order of the Primary Features.

16. To preview how the final app appears when launched at the device, click Preview My App.
To save your Xerox® ConnectKey® App design, click Create.

Related Topics:

Installing a Xerox ConnectKey App from Xerox App Gallery

**CREATING A XEROX® CONNECTKEY® SCAN TO MULTI-DESTINATION APP**

**Note:** Currently, email is not one of the options available for multi-destination scanning.

For more information on how to set up scan destinations, refer to the System Administrator Guide.

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App screen, for the Scan App, click Create. The Create Scan App screen appears.
5. To begin app creation, click the ConnectKey® Scan to Multi-Destination App. The Create Scan to Multi-Destination App screen appears.
6. Complete the required fields:
   - For App Name, enter the name of Xerox® ConnectKey® App to show on the device Services Home screen. The Name field supports a maximum of 63 characters.
   - To verify that the label is correct, check the device control panel. The string length can vary per device. The following characters are not supported in the Name field: <, >, &±, ’, and “.
   - For Description, enter the description of the app using a maximum of 84 characters.
7. In the Appearance section, select the following:
   - For App Theme, select the color scheme for the app.
   - For App Icon, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png formats. The maximum size is 256 x 192 pixels and 150 Kbytes.
8. In the Primary Features section, select the following:
   - For Custom Text, to provide more instructions or a message, add custom text to your app. This text appears on the app Home screen.
   - For Destinations, to open the Add Destination screen, click Add. Select between the FTP and Shared Folder destinations or add both destinations to the app.
   - Select the FTP radio button, then provide the following destination-specific information:
     - Friendly Name
     - IP Address or Host Name
     - Port Number
     - Document Path
     - Login Name
     - Password
   - Select the Shared Folder radio button, then provide the following destination-specific information:
     - Friendly Name
     - IP Address or Host Name
     - Port Number
     - Share Name
Procedures

- Document Path
- Login Name
- Password

**Note:** The Share Name field only displays if you have selected the Destination Type of Shared Folder.

- For File Format, select from .pdf, .tif and .jpg options. PDF is the default and offers the following extra selections: Archival PDF/A, Image Only or Searchable. You can select a preferred language when you use the Searchable option. Text-searchable languages include: English, French, Italian, German, Spanish, Portuguese (Brazilian), Danish, Norwegian, Finnish, Swedish, Dutch, Turkish, Greek, Russian, Czech, Polish, Hungarian, Romanian, and Catalan.

- If you select .tif as the file format, you can combine files. This selection creates one attachment that contains all scanned files.

- For File Name, use the default filename, Xerox Scan, or to customize the title of the scanned file, change the text.

- To show the feature at app runtime, select the Features Shown check box. To hide the feature, clear the check box.

- When you select the Features Shown option and leave the option unlocked, before users scan files, they can edit the feature. If you lock the option, users cannot modify any features.

9. In the Secondary Features section, select the following:

- For 2-sided Scanning, select **1-Sided**, **2-Sided**, **2-Sided, Rotate Side 2**.
  **Note:** When you use Searchable or OCR, Xerox® VersaLink® does not support the 2-sided, Rotate Side 2 option.

- For Output Color:, select **Auto Detect**, **Black and White**, **Grayscale** and **Color**.
  **Note:** On the Xerox® VersaLink® devices, do not use the Auto Detect setting with .jpg or .tif output options. For .jpg, use the Color or Grayscale settings. For .tif, use the Black and White, Color, or Grayscale settings.

- For Original Size, select from the list of sizes.

- For Original Orientation, select **Portrait** or **Landscape** Originals.

- For Original Type, select **Text and Photo**, **Photo**, **Text**, **Map**, and **Newspaper/Magazine**.

- For Resolution, select 72 dpi, 100 dpi, 150 dpi, 200 dpi, 300 dpi, 400 dpi, and 600 dpi.
  **Note:** Xerox® VersaLink® devices do not support Resolution settings below 200 dpi. When you select 72 dpi, 100 dpi, or 150 dpi, the device uses the default of 200 dpi.

- For Quality or File Size, select the scan quality. The higher the quality, the larger the scan file size.
  - For a good quality, select **Good Quality**. The selection produces a small file size.
  - For a better-quality scan, select **Better Quality**. The selection produces a medium file size.
  - For the best-quality scan, select **Best Quality**. The selection produces a large file size.

10. For each feature, choose from the following actions:

a. If you want to show the feature at the Xerox device, in the left margin, select the **Features Shown** check box. Features that are not selected are applied to the job, but are not visible.

b. For the feature, establish the value or setting. To use the default setting, do nothing.

  - To change the setting, click the row of the feature to modify. A window appears with a list of setting options. Select the setting you want, then click **OK**. If you do not change a setting, the default setting for that feature is applied.
  - To lock or unlock the feature, click the **Lock** icon. If you lock a feature, users cannot change the settings.
11. For a Custom Image, perform the following:
   - You can add a custom image to the Home screen of your Xerox® ConnectKey® app. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area. File types include .png or .jpg. The image can be a maximum of 460 x 128 pixels and 1 Mbyte in size. This image adds no functionality to the app. It is for visual value only.

12. Complete the required About This App fields:
   - For Created By, enter the name of the creator of the app. This information appears in the About box. The About box has a maximum of 31 characters.
   - For Contact Name, enter the name of the person to contact regarding the Xerox® ConnectKey® App. The Contact Name is the Channel Partner Account Name. This information appears in the About box. The About box has a maximum of 31 characters. The Customer Subaccount uses the information for support.
   - For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account listed as the Contact. This information appears in the About box. The About box has a maximum of 32 characters.

13. To design the appearance of the app at the Xerox device, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.
   **Note:** The designer cannot change the order of the Primary Features.

14. To preview how the final app appears when launched, click Preview My App.

15. To save the design of your app, click Create.

**Related Topics:**

*Installing a Xerox ConnectKey App from Xerox App Gallery*

**CREATING A XEROX® CONNECTKEY® SCAN TO DROPBOX APP**

A Scan to Dropbox App enables Xerox device users to scan to folders in their Dropbox account, or to a Dropbox account set up for a Xerox device. For additional information about Scan settings, refer to the System Administrator Guide for your Xerox device.

To access any cloud repository, on your Xerox device, enable the proxy.

2. Log in with your Xerox Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App screen, for the Scan App, click Create. The Create Scan App screen appears.
5. To begin app creation, locate, then click the ConnectKey® Scan to Dropbox App. The Create Scan to Dropbox App screen appears.
6. Enter information into the required fields.
   - For App Name, enter the name of ConnectKey® App to display on the Xerox device Home screen. The Name field supports a maximum of 63 characters. **Note:** To verify that the label displays correctly, check the Xerox device control panel. The label string length can vary for each device. The following characters are not supported in the Name field: <, >, &, ', and “.
7. In the Appearance section, select the following options.
   - For App Theme, select the color scheme to apply to the ConnectKey® app.
   - For App Icon, to represent your app, select an icon, or upload a custom icon in .jpg or .png formats. The maximum size is 256 x 192 pixels and 150 Kbytes.

8. In the Primary Features section, select the following options.
   - For Custom Text, to provide more instructions or a message, add custom text to your app. The custom text appears on the app Home screen.
   - For File Format, select from .pdf, .tif, and .jpg options.
     - PDF is selected by default and offers the following extra options: Archival PDF/A, Image Only, or Searchable.
     - When the Searchable option is selected, users can select a preferred language. Text-searchable languages include English, French, Italian, German, Spanish, Portugueuse (Brazilian), Danish, Norwegian, Finnish, Swedish, Dutch, Turkish, Greek, Russian, Czech, Polish, Hungarian, Romanian, and Catalan.
     - If .tif is selected as the File Format, users can combine files. This option creates one attachment that contains all scanned files.
   - For File Name, use the default File Name Xerox Scan, or change the name to customize the title of the scanned file.
     - To display the File Name feature at app runtime, select the Features Shown check box. To hide the File Name, clear the Features Shown check box.
     - To allow users to edit the File Name at the Xerox device control panel before scanning files, select the Features Shown check box, and leave the option unlocked.
     - To prevent users from modifying options at the Xerox device control panel, clear the Features Shown checkbox. Or select the Features Shown check box and lock the feature.

9. In the Secondary Features section, select the following options.
   - For 2-Sided Scanning, select 1-Sided, 2-Sided, 2-Sided, Rotate Side 2.
     Note: When you use Searchable or OCR, the Xerox® VersaLink® device does not support the 2-sided, Rotate Side 2 option.
   - For Output Color, select Auto Detect, Black and White, Grayscale, or Color.
     Note: For Xerox® VersaLink® devices, do not use the Auto Detect setting with the JPEG or TIFF output options. For JPEG output, use the Color or Grayscale settings. For TIFF output, use the Black and White, Color, or Grayscale settings.
   - For Original Size, select from the list of sizes.
   - For Original Orientation, select Portrait or Landscape.
   - For Resolution (dpi), select 72, 100, 150, 200, 300, 400, or 600.
     Note: Xerox® VersaLink® devices do not support Resolution settings below 200 dpi. If you select 72 dpi, 100 dpi, or 150 dpi, the default of 200 dpi is used.
   - For Quality or File Size, select the scan quality. The higher the quality, the larger the scan file size.
     - For a good quality, select Good Quality. The selection produces a small file size.
     - For a better-quality scan, select Better Quality. The selection produces a medium file size.
     - For the best-quality scan, select Best Quality. The selection produces a large file size.

10. Choose from the following actions for each feature:
a. To display a feature at the Xerox device control panel, select the check box for the feature. To apply a feature to a job, but not show the feature at the control panel, clear the check box for the feature.

b. Establish the value or setting for the feature.
   - To use the default setting for the feature, no action is required.
   - To change the setting, click the row for the feature that you want to modify. A window appears with a list of options for the feature. Select the settings that you want, then click OK. If you do not change a setting, the default setting for that feature is applied in the app.
   - To lock or unlock the feature, click the Lock icon. If a feature is locked, the user cannot change the settings at the device.

11. To add a Custom Image to the Home screen of your Xerox® ConnectKey® app, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area. File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. This image adds no functionality to the app. It is for visual value only.

12. Enter the required information in the About This App fields.
   - For Created By, enter name of the creator of the ConnectKey® App. The creator name appears in the About box of the App. There is a maximum of 31 characters.
   - For Contact Name, enter the name of the person to contact for the ConnectKey® App. Enter the Channel Partner Account Name for the Contact Name. The Contact Name appears in the About box of the app. There is a maximum of 31 characters. Customer Subaccount users can contact the person for support with apps.
   - For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account listed as the Contact. The Contact email or phone number appears in the About box of the app. There is a maximum of 32 characters.

13. To design the appearance of the app, at the Xerox device control panel, move the Secondary Features row up or down. Click, hold, and drag the features into the appropriate order.
    Note: App designers cannot change the order of the Primary Features.

14. To preview how the final app appears at the device control panel, click Preview My App.

15. To save the design of your ConnectKey® App, click Create.

Related Topics:

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

Installing a Xerox ConnectKey App from Xerox App Gallery

**CREATING A XEROX® CONNECTKEY® SCAN TO GOOGLE DRIVE APP**

This app enables Xerox device users to navigate and scan to folders in a Google Drive account. To access any cloud repository, on your Xerox device, enable the proxy.

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App screen, for the Scan App, click Create. The Create Scan App screen appears.
5. To begin app creation, locate, then click the ConnectKey® Scan to Google Drive App. The Create Scan to Google Drive App screen appears.

6. Complete the required fields:
   - **App Name**: Enter the name of Xerox® ConnectKey® App to appear on the device Services Home screen. The Name field supports a maximum of 63 characters.
     **Note**: To verify that the label is correct, check the device control panel. The string length can vary for each device. The following characters are not supported in the Name field: <, >, &, ', and ".
   - **Description**: To enter your description of the app, use a maximum of 84 characters.

7. In the Appearance section, select the following:
   - **App Theme**: Select the color scheme for the app.
   - **App Icon**: Select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. The maximum size is 256 x 192 pixels and 150 Kbytes.

8. You can define a default Google Drive user name. Use one of two ways to set up the destination account entry:
   a. To enter your own user name at the Xerox device, leave the User name field blank.
   b. To use a preset destination account, enter a default Google Drive user name. You can use the default user name to log in or enter a different user name at the Xerox device.

9. In the Primary Features section, select the following:
   - **Custom Text**: To provide more instructions or a message, add custom text to your app. This text appears on the app Home screen.
   - **File Format**: Select from .pdf, .tif, and .jpg options. The .pdf option is the default, and offers the following extra selections:
     - Archival PDF/A
     - Image Only
     - Searchable: You can select a preferred language. Text-searchable languages include:
       - English
       - French
       - Italian
       - German
       - Spanish
       - Brazilian Portuguese
       - Danish
       - Norwegian
       - Finnish
       - Swedish
       - Dutch
       - Turkish
       - Greek
       - Russian
       - Czech
       - Polish
       - Hungarian
       - Romanian
       - Catalan
   - If you select .tif as the file format, you can combine files. The .tif selection creates one attachment that contains all scanned files.
- **File Name**: Use the default filename, Xerox Scan, or to customize the title of the scanned file, change the text.

- To show the feature at app runtime, select the check box for **Features Shown**. To hide the feature, clear the check box.

- When you select the Features Shown option and leave the option unlocked, before users scan files, they can edit the feature. If you lock the option, users cannot modify any features.

10. In the Secondary Features section, select the following:

- For 2-sided Scanning, select **1-Sided**, **2-Sided**, or **2-Sided, Rotate Side 2**.  
  **Note**: When you use Searchable or OCR, Xerox® VersaLink® devices do not support the 2-sided, Rotate Side 2 option.

- For Output Color, select **Auto Detect**, **Black and White**, **Grayscale**, or **Color**.  
  **Note**: On Xerox® VersaLink® devices, do not use the Auto Detect setting with .jpg or .tif output options. For .jpg, select **Color** or **Grayscale** settings. For .tif, select **Black and White**, **Color**, or **Grayscale** settings.

- For Original Size, select from the list of sizes.

- For Original Orientation, select **Portrait** or **Landscape**.

- For Original Type, select **Text and Photo**, **Photo**, **Text**, **Map**, or **Newspaper/Magazine**.

- For Resolution, select **72 dpi**, **100 dpi**, **150 dpi**, **200 dpi**, **300 dpi**, **400 dpi**, or **600 dpi**.  
  **Note**: Xerox® VersaLink® devices do not support Resolution settings below 200 dpi. When you select 72 dpi, 100 dpi, or 150 dpi, the device uses the default of 200 dpi.

- For Quality or File Size, you can select the scan quality. The higher the quality, the larger the scan file size.
  - For a good-quality scan, select **Good Quality**. The selection produces a small file size.
  - For a better-quality scan, select **Better Quality**. The selection produces a medium file size.
  - For the best-quality scan, select **Best Quality**. The selection produces a large file size.

11. For each feature, choose from the following actions:

   a. If you want the feature to appear on the Xerox device, in the left margin, select the **Features Shown** check box. Features that are not selected are applied to the job, but are not visible.

   b. For the feature, establish the value or setting.

      - To use the default setting, which is shown under the feature name, do nothing.
      - To change the setting, click the row of the feature that you want to modify. A window appears with a list of setting options for the feature. Select the setting that you want for the app, then click **OK**. If you do not change a setting, the default setting for that feature is applied.
      - To lock or unlock a feature, click the **Lock** icon. If a feature is locked, users cannot change the settings at the device.

**Custom Image**

You can add a custom image to the Home screen of your Xerox® ConnectKey® app. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area. File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. This image adds no functionality to the app, and is for visual value only.

1. Complete the required About This App fields:

   - **Created By**: Enter the name of the creator of the app. The information appears in the About box. The About box has a maximum of 31 characters.
Procedures

- **Contact Name:** Enter the name of the person to contact about the Xerox® ConnectKey® App. The Contact Name is the Channel Partner Account Name. The information appears in the About box. The About box has a maximum of 31 characters. The Customer Subaccount uses the information for technical support.

- **Contact Email or Phone Number:** Enter the phone number or email address of the Channel Partner Account listed as the Contact. The information appears in the About box. The About box has a maximum of 32 characters.

2. To design the appearance of the app at the Xerox device, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.

   **Note:** The designer cannot change the order of the Primary Features.

3. To preview how the final app appears when launched, click **Preview My App**.

4. To save the design of your app, click **Create**.

**Related Topics:**

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

**CREATING A XEROX® CONNECTKEY® SCAN TO OFFICE 365 APP**

This app enables Xerox device users to navigate SharePoint Team Sites or OneDrive My Sites. From one of these locations, the user can scan documents to a library or a folder. These sites include subsites, libraries, and folders. The app supports Office 365 accounts that include SharePoint online and Standalone SharePoint online accounts.

To access any cloud repository, on your Xerox device, enable the proxy.

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click **Create App**.
4. On the Create App screen, for the Scan App, click Create. The Create Scan App screen appears.
5. To begin app creation, locate, then click the ConnectKey® Scan to Office 365 App. The Create Scan to Office 365 App screen appears.
6. Complete the required fields:
   - For **App Name**, enter the name of Xerox® ConnectKey® App to show on the device Services Home screen. The Name field supports a maximum of 63 characters.
     **Note:** To verify that the label is correct, check the device control panel. The string length can vary per device. The following characters are not supported in the Name field: <, >, &, ', and “.
   - For **Description**, to enter the description of the app, use a maximum of 84 characters.
7. In the Appearance section, select the following:
   - For **App Theme**, select the color scheme for the app.
   - For **App Icon**, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. The maximum size is 256 x 192 pixels and 150 Kbytes.
8. In the Primary Features section, select the following:
   - For **Custom Text**, to provide extra instructions or a message, add custom text to your app. This text appears on the app Home screen.
- For File Format, select from .pdf, .tif and .jpg options. The .pdf option is the default and offers the following extra selections: Archival PDF/A, Image Only or Searchable. When you use the Searchable option, you can select a preferred language. Text-searchable languages include: English, French, Italian, German, Spanish, Portuguese (Brazilian), Danish, Norwegian, Finnish, Swedish, Dutch, Turkish, Greek, Russian, Czech, Polish, Hungarian, Romanian, and Catalan.

- If you select .tif as the file format, you can combine files. This selection creates one attachment that contains all scanned files.

- For File Name, use the default filename, Xerox Scan, or to customize the title of the scanned file, change the text.

- To show the feature at app runtime, select the Features Shown check box. To hide the feature, clear the check box.

- When you select the Features Shown option and leave the option unlocked, before users scan files, they can edit the feature. If you lock the option, users cannot modify any features.

9. In the Secondary Features section, select the following:

- For 2-Sided Scanning, select 1-Sided, 2-Sided, 2-Sided, Rotate Side 2.
  Note: When you use Searchable or OCR, Xerox® VersaLink® does not support the 2-sided, Rotate Side 2 plex option.

- For Output Color, select Auto Detect, Black and White, Grayscale, and Color.
  Note: On the Xerox® VersaLink® devices, do not use the Auto Detect setting with .jpg or .tif output options. For .jpg, use the Color or Grayscale settings. For .tif, use the Black and White, Color, or Grayscale settings.

- For Original Size, select from the list of sizes.

- For Original Orientation, select Portrait or Landscape.

- For Original Type, select Text and Photo, Photo, Text, Map, or Newspaper/Magazine.

- For Resolution, select 72 dpi, 100 dpi, 150 dpi, 200 dpi, 300 dpi, 400 dpi, and 600 dpi.
  Note: Xerox® VersaLink® devices do not support Resolution settings below 200 dpi. When you select 72 dpi, 100 dpi, or 150 dpi, the device uses the default of 200 dpi.

- For Quality or File Size, select the scan quality. The higher the quality, the larger the scan file size.
  - For a good quality, select Good Quality. The selection produces a small file size.
  - For a better-quality scan, select Better Quality. The selection produces a medium file size.
  - For the best-quality scan, select Best Quality. The selection produces a large file size.

10. For each feature, choose from the following actions:

  a. To show the feature at the Xerox device, in the left margin, select the Features Shown check box. Features that you do not select are applied to the job, but are not visible.

  b. For the feature, establish the value or setting. To use the default setting, do nothing.

     - To change the setting, click the row of the feature to modify. A window appears with a list of setting options. Select the setting you want, then click OK. If you do not change a setting, the default setting for that feature is applied.

     - To lock or unlock the feature, click the Lock icon. If you lock a feature, users cannot change the settings.

11. For a Custom Image, perform the following:

  - You can add a custom image to the Home screen of your Xerox® ConnectKey® app. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the
designated area. File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. This image adds no functionality to the app. It is for visual value only.

12. Complete the required About This App fields:
   - For Created By, enter the name of creator of the app. This information appears in the About box. The About box has a maximum of 31 characters.
   - For Contact Name, enter the name of the person to contact regarding the Xerox® ConnectKey® App. The Contact Name is the Channel Partner Account Name. This information appears in the About box. The About box has a maximum of 31 characters. The Customer Subaccount uses the information for support.
   - For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account listed as the Contact. This information appears in the About box. The About box has a maximum of 32 characters.

13. To design the appearance of the app at the Xerox device, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.
   Note: The designer cannot change the order of the Primary Features.

14. To preview how the final app appears when launched, click Preview My App.

15. To save the design of your app, click Create.

Related Topics:

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

CREATING A XEROX® CONNECTKEY® SCAN TO ONEDRIVE APP

This app enables Xerox device users to navigate and scan to folders in their OneDrive account. This app supports OneDrive Business and Personal accounts.

To access any cloud repository, on your Xerox device, enable the proxy.

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App screen, for Scan App, click Create. The Create Scan App screen appears.
5. To begin app creation, locate, then click the ConnectKey® Scan to OneDrive App. The Create Scan to OneDrive App screen appears.
6. Complete the required fields:
   - For App Name, enter the name of the Xerox® ConnectKey® App to show on the device Services Home screen. The Name field supports a maximum of 63 characters.
     Note: To verify that the label is correct, check the device control panel. The string length can vary per device. The following characters are not supported in the Name field: <, >, &, ', and ".
   - For Description, to enter your description of the app, use a maximum of 84 characters.
7. In the Appearance section, select the following:
   - For App Theme, select the color scheme for the app.
- For App Icon, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. The maximum size is 256 x 192 pixels and 150 Kbytes.

8. In the Primary Features section, select the following:
   - For Custom Text, to provide more instructions or a message, add custom text to your app. This text appears on the app Home screen.
   - For File Format, select from .pdf, .tif and .jpg options. The .pdf option is the default and offers the following extra selections: Archival PDF/A, Image Only or Searchable. When you use the Searchable option, you can select a preferred language. Text-searchable languages include: English, French, Italian, German, Spanish, Portuguese (Brazilian), Danish, Norwegian, Finnish, Swedish, Dutch, Turkish, Greek, Russian, Czech, Polish, Hungarian, Romanian, and Catalan.
   - If you select .tif as the file format, you can combine files. This selection creates one attachment that contains all scanned files.
   - For File Name, use the default filename, Xerox Scan, or to customize the title of the scanned file, change the text.
   - To show the feature at app runtime, select the Features Shown check box. To hide the feature, clear the check box.
   - When you select the Features Shown option and leave the option unlocked, before users scan files, they can edit the feature. If you lock the option, users cannot modify any features.

9. In the Secondary Features section, select the following:
   - For 2-Sided Scanning, select 1-Sided, 2-Sided, 2-Sided (Rotate Side 2).
     **Note:** When you use Searchable or OCR, Xerox® VersaLink® does not support the 2-sided, Rotate Side 2 plex option.
   - For Output Color, select Auto Detect, Black and White, Grayscale, and Color.
     **Note:** On the Xerox® VersaLink® devices, do not use the Auto Detect setting with .jpg or .tif output options. For .jpg, use Color or Grayscale settings. For .tif, use Black and White, Color, or Grayscale settings.
   - For Original Size, select from the list of sizes.
   - For Original Orientation, select Upright images, Top to Left Sideways images, Portrait Originals, Landscape Originals.
   - For Original Type, select Text and Photo, Photo, Text, Map, or Newspaper/Magazine.
   - For Resolution, select 72 dpi, 100 dpi, 150 dpi, 200 dpi, 300 dpi, 400 dpi, and 600 dpi.
     **Note:** Xerox® VersaLink® devices do not support Resolution settings below 200 dpi. When you select 72 dpi, 100 dpi, or 150 dpi, the device uses the default of 200 dpi.
   - For Quality or File Size, select the scan quality. The higher the quality, the larger the scan file size.
     - For a good quality, select Good Quality. The selection produces a small file size.
     - For a better-quality scan, select Better Quality. The selection produces a medium file size.
     - For the best-quality scan, select Best Quality. The selection produces a large file size.

10. For each feature, choose from the following actions:
   a. If you want to show the feature at the Xerox device, in the left margin, select the box. Features you do not select are applied to the job, but are not visible.
   b. For the feature, establish the value or setting.
   c. To use the default setting, do nothing.
Procedures

- To change the setting, click the row of the feature to modify. A window appears with a list of setting options. Select the setting you want, then click OK. If you do not change a setting, the default setting for that feature is applied.
- To lock or unlock the feature, click the Lock icon. If you lock a feature, you cannot change the settings.

11. For a Custom Image, perform the following:
   - You can add a custom image to the Home screen of your Xerox® ConnectKey® device. To add a custom image, in the Xerox® App Gallery app that you created, drag and drop your custom image onto the designated area. File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. This image adds no functionality to the app. It is for visual value only.

12. Complete the required About This App fields:
   - For Created By, enter the creator of the app. This information appears in the About box. The About box has a maximum of 31 characters.
   - For Contact Name, enter the name of the person to contact about the Xerox® ConnectKey® App. The Contact Name is the Channel Partner Account Name. This information appears in the About box. The About box has a maximum of 31 characters. The Customer Subaccount user uses the information for support.
   - For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account user listed as the Contact. This information appears in the About box. The About box has a maximum of 32 characters.

13. To design the appearance of the app at the Xerox device, move up or down the Secondary Feature rows. Click, hold, and drag the features into the appropriate order.
   **Note:** The designer cannot change the order of the Primary Features.

14. To preview how the final app appears when launched, click Preview My App.

15. To save the design of your app, click Create.

**Related Topics:**

*Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services*

*Installing a Xerox ConnectKey App from Xerox App Gallery*

**CREATING A XEROX® CONNECTKEY® SCAN TO BOX APP**

This app enables Xerox device users to scan to folders in their own Box account.

For more information regarding Scan settings, refer to the System Administrator Guide for the Multifunction printer.

To access any cloud repository, on your Xerox device, enable the proxy.

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App screen, for the Scan App, click Create. The Create Scan App screen appears.
5. Locate the ConnectKey® Scan to Box App, then click **Create**. The Create Scan to Box App screen appears.

6. Complete the required fields:
   - For **App Name**, enter the name of Xerox® ConnectKey® App to show on the device Services Home screen. The Name field supports a maximum of 63 characters.
     **Note:** To verify that the label is correct, check the device control panel. The string length can vary per device. The following characters are not supported in the Name field: <, >, &,' , and “.
   - For **Description**, to enter your description of the app, use a maximum of 84 characters.

7. In the Appearance section, select the following:
   - For **App Theme**, select the color scheme for the app.
   - For **App Icon**, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. The maximum size is 256 x 192 pixels and 150 Kbytes.

8. In the Primary Features section, select the following: These features appear near the secondary features:
   - For **Custom Text**, to provide more instructions or a message, add custom text to your app. This text appears on the app Home screen.
   - For **File Format**, select from .pdf, .tif and .jpg options. The .pdf option is the default and offers the following extra selections: Archival PDF/A, Image Only or Searchable. When you use the Searchable option, you can select a preferred language. Text-searchable languages include: English, French, Italian, German, Spanish, Portuguese (Brazilian), Danish, Norwegian, Finnish, Swedish, Dutch, Turkish, Greek, Russian, Czech, Polish, Hungarian, Romanian, and Catalan.
   - If you select .tif as the file format, you can combine files. This selection creates one attachment that contains all scanned files.
   - For **File Name**, use the default filename, Xerox Scan, or, to customize the title of the scanned file, change the text.
   - To display the feature at app runtime, select the **Features Shown** check box. To hide the feature, clear the check box.
   - When you select the Features Shown option and leave the option unlocked, before users scan files, they can edit the feature. If you lock the option, users cannot modify any features.

9. In the Secondary Features section, select the following:
   - For **2-Sided Scanning**, select 1-Sided, 2-Sided, Rotate Side 2.  
     **Note:** When you use Searchable or OCR, Xerox® VersaLink® devices do not support the 2-sided, Rotate Side 2 plex option.
   - For **Output Color**, select Auto Detect, Black and White, Grayscale, and Color.
     **Note:** On the Xerox® VersaLink® devices, do not use the Auto Detect setting with .jpg or .tif output options. For .jpg, use Color or Grayscale settings. For .tif, use Black and White, Color, or Grayscale settings.
   - For **Original Size**, select from the list of sizes.
   - For **Original Orientation**, select Portrait or Landscape.
   - For **Original Type**, select Text and Photo, Photo, Text, Map, or Newspaper/Magazine.
   - For **Resolution**, select 72 dpi, 100 dpi, 150 dpi, 200 dpi, 300 dpi, 400 dpi, and 600 dpi.
     **Note:** Xerox® VersaLink® devices do not support Resolution settings below 200 dpi. When you select 72 dpi, 100 dpi, or 150 dpi, the device uses the default of 200 dpi.
Procedures

- Quality or File Size: You can select the scan quality. The higher the quality, the larger the scan file size.
  - For a good quality, select **Good Quality**. The selection produces a small file size.
  - For a better-quality scan, select **Better Quality**. The selection produces a medium file size.
  - For the best-quality scan, select **Best Quality**. The selection produces a large file size.

10. For each feature, choose from the following actions:
   a. If you want to show the feature at the Xerox device, in the left margin, select the **Features Shown** check box. Features that are not selected are applied to the job, but are not visible to the user.
   b. Establish the value or setting for the feature. To use the default setting, do nothing.
      - To change the setting, click the row of the feature that you want to modify. A window appears with a list of setting options. Select the setting you want for this app, then click **OK**. If you do not change a setting, the default setting for that feature is applied.
      - To lock or unlock the feature, click the **Lock** icon. If you lock a feature, users cannot change the settings.

11. You can add a custom image to the Home screen of your Xerox® ConnectKey® app. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area. File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. This image adds no functionality to the app. It is for visual value only.

12. Complete the required About This App fields:
   - For Created By, enter the name of the creator of the app. This information appears in the About box. The About box has a maximum of 31 characters.
   - For Contact Name, enter the name of the person to contact regarding the Xerox® ConnectKey® App. The Contact Name is the Channel Partner Account Name. This information appears in the About box. The About box has a maximum of 31 characters. The Customer Subaccount uses the information for support.
   - For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account listed as the Contact. This information appears in the About box. The About box has a maximum of 32 characters.

13. To design the appearance of the app at the Xerox device, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.
   **Note:** The designer cannot change the order of the Primary Features.

14. To preview how the final app appears when launched, click **Preview My App**.

15. To save the design of your app, click **Create**.

Related Topics:

- Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services
- Installing a Xerox ConnectKey App from Xerox App Gallery
- Xerox® ConnectKey® Print from Apps

**CREATING A XEROX® CONNECTKEY® PRINT FROM DROPBOX® APP**

To access any cloud repository, on your Xerox device, enable the proxy.
This app allows Xerox device users to navigate and print documents from their own Dropbox® account. This app supports print-ready documents and common file types. Supported files include page-layout files, text files, images, presentations, spreadsheets, and compressed files that were converted to printable format.

Print-ready documents are of the following file types: .jpg, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, Text, TIFF, XPS.

The supported common file types are: docm, xlsm, docx, odg, png, xlsx, odt, xls, ppt, odf, gif, doc, odp, zip, ods, rtf, pptm, pptx, and eml.

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App window, for Print App, click Create. The Create Print App window appears.
5. To begin app creation, locate, then click the ConnectKey Print to Dropbox App. The Create Print to Dropbox App window appears.
6. Complete the required fields:
   - For App Name, enter the name of the Xerox® ConnectKey® App to show on the Services Home window. The Name field supports a maximum of 63 characters.
     **Note:** To verify that the label is correct, check the device control panel. The string length can vary per device. The following characters are not supported in the Name field: <, >, &,' , and "
   - For Description, to enter your description of the app, use a maximum of 84 characters.
7. In the Appearance section, select the following:
   - For App Theme, select the color scheme to apply to the Xerox® ConnectKey® App.
   - For App Icon, select an icon to represent your app. Or, upload a custom icon in .jpg or .png format. The maximum size is 256 x 192 pixels and 150 Kbytes.
8. In the Primary Features section, select Custom Text, then add the custom text. Custom Text provides extra instructions or a message. This text appears on the app Home window.
9. In the Secondary Features section, select the following:
   a. For Quantity, select 1–9999.
   b. For 2-Sided Printing, select 1-Sided, 2-Sided.
   c. For Output Color, select Auto Detect, Black and White, Grayscale, and Color.
10. For each feature, choose from the following:
    a. If you want to show the feature at the Xerox® device, in the left margin, select the Features Shown check box.
    b. Features with unchecked boxes are applied to the job, but not shown to the user.
    c. For the feature, establish the value or setting.
       - To use the default setting, do nothing.
       - To change the setting, click the row of the feature that you want to modify.
       - A window appears with a list of setting options for the feature. Select the setting you want for this app, then click OK. If you do not change a setting, the default setting for that feature is applied in the app.
       - To lock or unlock the feature, click the Lock icon. If the feature is locked, users cannot change the settings.
11. Add a Custom Image to your app.
   This image appears on the app Home screen. In the area indicated, drop a file or click to upload a custom image of type .png, .jpg, or .gif image to the app window. The maximum size is 460 x 128 pixels and 1 Mbyte.
   **Note:** This image adds no functionality to the app. It is for visual value only.

12. Complete the required About This App fields:
   - For Created By, enter name of the creator of the ConnectKey® App.
   - This information appears in the About box of the app. The About box has a maximum of 31 characters.
   - For Contact Name, enter the name of the person to contact regarding the ConnectKey® App.
   - The Contact Name is the Channel Partner Account Name. This information appears in the About box of the app. The About box has a maximum of 31 characters. The Customer Subaccount uses this information for support.
   - For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account listed as the Contact. This information displays in the About box of the app. The About box has a maximum of 32 characters.

13. To design the appearance of the app at the multifunction printer, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.
   **Note:** The designer cannot change the order of the Primary Features.

14. To see a preview of how the final app appears when launched, click **Preview My App**.

15. To save the design of your Xerox® ConnectKey® App, click **Create**.

**Related Topics:**

**Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services**

**Installing a Xerox ConnectKey App from Xerox App Gallery**

**CREATING A XEROX® CONNECTKEY® PRINT FROM GOOGLE DRIVE APP**

To access any cloud repository, on your Xerox device, enable the proxy.

This app allows Xerox device users to navigate and print documents from a Google Drive account. This app supports print-ready documents and common file types. File types include page-layout files, text files, images, presentations, spreadsheets, and compressed files with document conversion to printable format.

Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, text, TIFF, and XPS.

The supported common file types are docm, xlsx, docx, odg, png, xlsx, odt, xls, ppt, odf, gif, doc, odp, zip, ods, rtf, pptm, pptx, and eml.

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click **Create App**.
4. On the Create App screen, for the Print App, click **Create**. The Create Print App screen appears.
5. To begin app creation, locate, then click the ConnectKey® Print from Google Drive App. The Create Print from Google Drive App screen appears.

6. Complete the required fields:
   - For App Name, enter the name of the ConnectKey® App to appear on the device Services Home screen. The Name field supports a maximum of 63 characters. Note: To verify that the label is correct, check the device control panel. The string length can vary per device. The following characters are not supported in the Name field: <, >, &, ', and “.
   - For Description, to enter your description of the app, use a maximum of 84 characters.

7. In the Appearance section, select the following:
   - For App Theme, select the color scheme to apply to the Xerox® ConnectKey® app.
   - For App Icon, select an icon to represent your app, or upload a custom icon in .jpg or .png, formats. The maximum size is 256 x 192 pixels and 150 Kbytes.

8. You can define a default Google Drive user name. Set up the destination account entry in one of two ways:
   - You can leave the user name field blank. Users can enter their own user name at the Xerox device.
   - Set up the Xerox® ConnectKey® App to use a preset destination account that enters a default Google Drive user name. Users can use this default to log in or enter a different user name at the Xerox device.

9. In the Primary Features section, select the following:
   - For Custom Text, to provide more instructions or a message, add custom text to your app. This text appears on the app Home screen.

10. In the Secondary Features section, select the following:
    a. For Quantity, select 1–9999.
    b. For 2–Sided Printing, select 1-sided, 2-sided.
    c. For Output Color, select Auto Detect, Black and White, Grayscale, and Color.

11. For each feature, choose from the following:
    a. If you want to show the feature at the Xerox® device, select the Features Shown check box in the left margin. Features that you do not select are applied to the job, but not shown.
    b. For the feature, establish the value or setting. To use the default setting, do nothing.
       - To change the setting, click the row of the feature that you want to modify. A window appears with a list of setting options. Select the setting you want for this app, then click OK. If you do not change a setting, the default setting for that feature is applied.
       - To lock or unlock the feature, click the Lock icon. If a feature is locked, users cannot change the settings.

12. For a Custom Image, perform the following:
    You can add a custom image to the Home screen of your Xerox® ConnectKey® app. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area. File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. This image adds no functionality to the app. It is for visual value only.

13. Complete the required About This App fields:
    - For Created By, enter name of the creator of the ConnectKey® App. This information appears in the About box of the app. The About box has a maximum of 31 characters.
Procedures

- For Contact Name, enter the name of the person to contact regarding the ConnectKey® App. The Contact Name is the Channel Partner Account Name. This information appears in the About box. The About box has a maximum of 31 characters. The Customer Subaccount use this information for support.
- For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account listed as the Contact. This information appears in the About box. The About box has a maximum of 31 characters.

14. To design the appearance of the app at the Xerox device, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.
   **Note:** The designer cannot change the order of the Primary Features.

15. To preview of the final app when it is launched at the device, click **Preview My App**.

16. To save the design of your ConnectKey® App, click **Create**.

**Related Topics:**

- Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services
- Installing a Xerox ConnectKey App from Xerox App Gallery

**CREATING A XEROX® CONNECTKEY® PRINT FROM OFFICE 365 APP**

This app allows Xerox® device users to navigate SharePoint Team Sites or OneDrive My Sites. From one of these sites, including Subsites, Libraries, and Folders, users print print-ready and common file types. Xerox® ConnectKey® devices support common file types such as page-layout files, text files, images, presentations, spreadsheets, and compressed files. The Office 365 App supports Office 365 accounts and Standalone Sharepoint Online accounts.

Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, text, TIFF, and XPS.

The Office 365 App supports the common file types: docm, xlsm, docx, odg, png, xlsx, odt, xls, ppt, odf, gif, doc, odp, zip, ods, rtf, pptm, pptx, eml, and jpg.

To access any cloud repository, on your Xerox device, enable the proxy.

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click **Create App**.
4. On the Create App window, for Print App, click **Create**. The Create Print App window appears.
5. To begin app creation, locate, then click the ConnectKey® Print from Office 365 App. The Create Print from Office 365 App screen appears.
6. Complete the required fields:
   - For App Name, enter the Xerox® ConnectKey® App name that you want to appear on the Xerox® ConnectKey® device Services Home screen. The Name field supports a maximum of 63 characters. **Note:** To verify that the label is correct, check the device control panel. The string length can vary for each device. The following characters are not supported in the Name field: <, >, &, ',', and ".
   - For Description, to enter your app description, use a maximum of 84 characters.
7. In the Appearance section, select the following:
   - For App Theme, select the color scheme for the Xerox® ConnectKey® app.
   - For App Icon, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. The maximum size is 256 x 192 pixels and 150 Kbytes.

8. In the Primary Features section, select the following:
   - For Custom Text, to provide more instructions or a message, add custom text to your app. This text appears on the Home screen.

9. In the Secondary Features section, select the following:
   a. For Quantity, enter a number from 1–9999.
   b. For 2-Sided Printing, select 1-Sided or 2-Sided.
   c. For Output Color, select the output for your scan:
      - For Auto Detect, if you want the Xerox® device to detect the properties of the original image, select this option.
      - For Black and white, if you want a black and white scanned image, select this option.
      - For Grayscale, if you want a monochrome scanned image, select this option.
      - For Color, if you want a color scanned image, select this option.

10. Choose from the following actions for each feature:
    a. If you want a feature to appear on the Xerox® device control panel, for the feature, select the check box. If the check box for a feature is not selected, the feature does not appear on the control panel.
    b. Establish the value or setting for the feature.
       - To use the default setting, no changes are required.
       - To change the setting, click the row of the feature that you want to modify. A window appears with a list of feature options. Select a feature setting, then click OK. If you do not change a setting, the default setting for that feature is applied in the app.
       - To lock or unlock the feature, click the Lock icon. If a feature is locked, users cannot change the settings.
       - For a Custom Image, follow these steps:
          - You can add a custom image to the Home screen of your Xerox® ConnectKey® app. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area.
          - File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. This image adds no functionality to the app. It is for visual value only.

11. In the About This App section, complete the required fields:
    - For Created By, enter the name of the creator of the Xerox® ConnectKey® App. The About box has a maximum of 31 characters.
    - For Contact Name, enter the name of the person to contact for the Xerox® ConnectKey® App. The Contact Name is the Channel Partner Account Name. This information appears in the About box of the app. The About box has a maximum of 31 characters. The Customer Subaccount uses this information for support.
    - For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account user listed as the Contact. This information appears in the About box of the app. The About box has a maximum of 32 characters.
12. To design the appearance of the app at the Xerox® device control panel, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order. Note: The designed cannot change the order off the Primary Features.

13. To preview the app on the device control panel, click Preview My App.

14. To save the design of your Xerox® ConnectKey® App, click Create.

Related Topics:

- Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services
- Installing a Xerox ConnectKey App from Xerox App Gallery

**CREATING A XEROX® CONNECTKEY® PRINT FROM A ONEDRIVE APP**

This app allows Xerox device users to navigate and print documents from their own OneDrive account. This app supports print-ready documents and common file types. These file types include page-layout files, text files, images, presentations, spreadsheets, and compressed files that were converted to printable format. The app supports OneDrive For Business and OneDrive Personal accounts.

Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, text, TIF, and XPS.

The supported common file types are docm, xlsm, docx, odg, png, xlsx, odt, xls, ppt, odf, gif, doc, odp, zip, ods, rtf, pptm, pptx, and eml.

To access any cloud repository, on your Xerox device, enable the proxy.

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App screen, for Print App, click Create. The Create Print App screen appears.
5. To begin app creation, locate, then click the ConnectKey® Print from OneDrive App. The Create Print from OneDrive App screen appears.
6. Complete the required fields:
   - For App Name, enter the name of Xerox® ConnectKey® App to display on the device Services Home screen. The Name field supports a maximum of 63 characters. Note: To verify that the label is correct, check the device control panel. The string length can vary per device. The following characters are not supported in the Name field: <, >, &, ‚, and “.
   - For Description, to enter your description of the app, use a maximum of 84 characters.
7. In the Appearance section, select the following:
   - For App Theme, select the color scheme to apply to the Xerox® ConnectKey® app.
   - For App Icon, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. The maximum size is 256 x 192 pixels and 150 Kbytes.
8. In the Primary Features section, select the following:
For Custom Text, to provide more instructions or a message, add custom text to your app. This text appears on the Home screen.

9. In the Secondary Features section, select the following:
   a. For Quantity, select 1–9999.
   b. For 2-Sided Printing, select 1-Sided, 2-Sided.
   c. For Output Color, select Auto Detect, Black and White, Grayscale, and Color.

10. For each feature, choose from the following:
    a. If you want to show the feature at the Xerox device, in the left margin, select the Features Shown check box. Features that you do not select are applied to the job, but not shown.
    b. For the feature, establish the value or setting. To use the default setting, do nothing.
       - To change the setting, click the row of the feature that you want to modify. A window appears with a list of setting options. Select the setting you want for this app, then click OK. If you do not change a setting, the default setting is applied.
       - To lock or unlock the feature, click the Lock icon. If a feature is locked, users cannot change the settings.

11. For a Custom Image, perform the following:
    - You can add a custom image to the Home screen of your Xerox® ConnectKey® device. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area. File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. The image adds no functionality to the app. It is for visual value only.

12. Complete the required fields in the About This App section:
    - For Created By, enter the name of the creator of the Xerox® ConnectKey® App. This information appears in the About box. The About box has a maximum of 31 characters.
    - For Contact Name, enter the name of the person to contact regarding the Xerox® ConnectKey® app. The Contact Name is the Channel Partner Account Name. This information appears in the About box. The About box has a maximum of 31 characters. The Customer Subaccount user uses the information for support.
    - For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account user listed as the Contact. This information appears in the About box of the app. The About box has a maximum of 32 characters.

13. To design the appearance of the app at the Xerox device, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.
    **Note:** The designer cannot change the order of the Primary Features.

14. To preview how the final app appears when launched, click Preview My App.

15. To save the design of your Xerox® ConnectKey® app, click Create.

**Related Topics:**

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

Installing a Xerox ConnectKey App from Xerox App Gallery
Creating a Xerox® ConnectKey® Print from Box App

Xerox® devices allow users to navigate print documents from their own Box account. This app supports print-ready documents and common file types. Examples include page-layout files, images, presentations, spreadsheets, and compressed files that are converted to printable format.

Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, text, TIFF, and XPS.

The supported common file types are docm, xlsx, docx, odg, png, xls, ppt, odf, gif, doc, odp, zip, ods, rtf, pptm, pptx, eml, and jpg.

To access any cloud repository, on your Xerox device, enable the proxy.

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App screen, for Print App, click Create. The Create Print from Box App screen appears.
5. To begin app creation, locate, then click the ConnectKey® Print from Box App. The Create Print from Box App screen appears.
6. Complete the required fields:
   - For App Name, enter the name of the Xerox® ConnectKey® App you want to show on the device Services Home screen. The Name field supports a maximum of 63 characters. **Note:** To verify that the label displays correctly, check the device control panel. The string length can vary per device. The following characters are not supported in the Name field: <, >, &, ', and “.
   - For Description, to enter the description of the app, use a maximum of 84 characters.
7. In the Appearance section, select the following:
   - For App Theme, select the color scheme to apply to the Xerox® ConnectKey® app.
   - For App Icon, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. The maximum size is 256 x 192 pixels and 150 Kbytes.
8. In the Primary Features section, select the following:
   - For Custom Text, to provide more instructions or a message, add custom text to your app. This text appears on the Home screen.
9. In the Secondary Features section, select the following:
   a. Quantity: 1–9999
   b. 2-Sided Printing: 1-Sided, 2-Sided
   c. Output Color: Auto Detect, Black and White, Grayscale, and Color
10. For each feature, choose from the following actions:
    a. To show the feature at the Xerox® device, in the left margin, select the Features Shown check box. Features that are not selected are applied to the job, but are not visible.
    b. For the feature, establish the value or setting.
    - To use the default setting, which is under the feature name, do nothing.
    - To change the setting, click the row of the feature that you want to modify. A screen appears with a list of setting options for the feature. Select the setting you want for this app, then click OK. If you do not change a setting, the default setting for that feature is applied in the app.
Procedures

- To lock or unlock the feature, click the Lock icon. If a feature is locked, users cannot change the settings.

11. For a Custom Image, perform the following:
- You can add a custom image to the Home screen of your Xerox® ConnectKey® app. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area. File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. This image adds no functionality to the app. It is for visual value only.

12. Complete the required fields in the About This App section:
- For Created By, enter the creator of the Xerox® ConnectKey® App. This information appears in the About box of the app. The About box has a maximum of 31 characters.
- For Contact Name, enter the name of the person to contact regarding the Xerox® ConnectKey® App. The Contact Name is the Channel Partner Account Name. This information appears in the About box of the app. The About box has a maximum of 31 characters. The Customer Subaccount uses this information for support.
- For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account listed as the Contact. This information appears in the About box of the app. The About box has a maximum of 32 characters.

13. To design the appearance of the app at the Xerox® device, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.
   Note: The designer cannot change the order of the Primary Features.

14. To see a preview of the final app when launched, click Preview My App.

15. To save the design of your Xerox® ConnectKey® app, click Create.

Related Topics:

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

Installing a Xerox ConnectKey App from Xerox App Gallery

**CREATING A XEROX® CONNECTKEY® PRINT FROM URL APP**

This app enables Xerox device users to navigate and print print-ready documents from a Web server-hosted document repository. IIS and Apache Web servers are supported.

Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, text, TIFF, and XPS.

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, click Create App.
4. On the Create App screen, for the Print App, click Create. The Create Print App screen appears.
5. To begin app creation, locate, then click the ConnectKey® Print from URL App. The Create Print from URL App screen appears.
6. Complete the required fields:
- For App Name, enter the name of the Xerox® ConnectKey® App to show on the device Services Home screen. The Name field supports a maximum of 63 characters. Note: To verify that the label is correct, check the device control panel. The string length can vary per device. The following characters are not supported in the Name field: <, >, &, ', and ".
- For Description, to enter the description of the app, use a maximum of 84 characters.

7. In the Appearance section, select the following:
   - For App Theme, select the color scheme for the app.
   - For App Icon, select an icon to represent your app, or upload a custom icon. Formats include .jpg or .png. The maximum size is 256 x 192 pixels and 150 Kbytes.

8. In the Primary Features section, select the following:
   - For Custom Text, to provide more instructions or a message, add custom text to your app. This text appears on the app Home screen.

9. Enter the repository address. This option supports fully qualified host names and IP addresses.

10. Indicate if the repository requires a login. The Channel Partner is required to enter these fields at design time. If you indicate that the repository requires a login, enter the following login details:
    a. Default User name: The login name that accesses the site.
    b. Default Password: The password that can be used to access the site.
    c. Confirm Password: Repeat the password to confirm that you entered it correctly.

11. In the Secondary Features section, select the following:
    a. For Quantity, select 1–9999.
    b. For 2–Sided printing, select 1-sided, 2-sided.
    c. For Output Color, select Auto Detect, Black and White, Grayscale, and Color.

12. For each feature, choose from the following:
    a. If you want the feature to show at the Xerox device, in the left margin, select the Features Shown check box. Features that you do not select are applied to the job, but not visible.
    b. For the feature, establish the value or setting. To use the default setting, do nothing.
       - To change the setting, click the row of the feature that you want to modify. A window appears with a list of setting options. Select the setting you want for this app, then click OK. If you do not change a setting, the default setting for that feature is applied.
       - To lock or unlock the feature, click the Lock icon. If a feature is locked, users cannot change the settings.

13. For a Custom Image, perform the following:
    - You can add a custom image to the Home screen of your Xerox® ConnectKey® app. To add a custom image, in the Xerox® App Gallery app, drag and drop your custom image onto the designated area. File types include .png, .jpg, or .gif. The maximum size is 460 x 128 pixels and 1 Mbyte. This image adds no functionality to the app. It is for visual value only.

14. Complete the required fields in the About This App section:
    - For Created By, enter the name of the creator of the Xerox® ConnectKey® App. This information appears in the About box of the app. The About box has a maximum of 31 characters.
    - For Contact Name, enter the name of the person to contact regarding the Xerox® ConnectKey® App. The Contact Name is the Channel Partner Account Name. This information appears in the About box. The About box has a maximum of 31 characters. The Customer Subaccount uses the information for support.
Procedures

- For Contact Email or Phone Number, enter the phone number or email address of the Channel Partner Account user listed as the contact. This information appears in the About box. The About box has a maximum of 32 characters.

15. To design the appearance of the app at the Xerox device, move the Secondary Feature rows up or down. Click, hold, and drag the features into the appropriate order.
   **Note:** the designer cannot change the order of the Primary Features.

16. To preview how the final app appears when launched, click *Preview My App*.

17. To save the design, click *Create*.

**Related Topics:**

*Installing a Xerox ConnectKey App from Xerox App Gallery*

**EDITING AN APP IN XEROX® APP GALLERY**

2. Log in with your Channel Partner account credentials.
3. Go to My Apps.
4. To modify the app, locate, then click it.
5. On the next window, from the banner, click *Edit*.
   **Note:** You cannot edit a Xerox® App that was created in the old version 4.0 production system. Create a new Xerox® Template App in the version 5.0 system.
6. Make edits to the app, then click Update. An edited version of the app is saved.
   a. The edited app shares the name of the original app. You cannot modify the app name.
   b. The app version increases by a minor increment of 0.1. For example, the current app version is 1.0.0. If you edit and save an update to the app, the version number increases to 1.0.1.
7. If you reinstall the app, accept the End-User License Agreement again.

**CREATING A COPY OF AN APP IN XEROX® APP GALLERY**

2. Log in with your Channel Partner account credentials.
3. Go to My Apps.
4. Locate and click the app that you want to copy.
5. On the next screen, from the banner, click *Copy*.
   **Note:** You cannot save Xerox® Apps from the Xerox® App Gallery.
   You cannot copy or edit a Xerox® App that was created in the old version 4.0 production system. Create a new Xerox® App in the version 5.0 system.
6. Change the app copy as needed, then click Create. A new copy of the app is saved.
7. By default, the new app copy has the same name as the original app. To change the app copy name, type the new name in the App Name field. The copied app version is the same as the original app.
8. If you reinstall the app, accept the End-User License Agreement again.
**REMOVING AN APP FROM XEROX® APP GALLERY**

2. Log in with your Channel Partner account credentials.
3. Go to My Apps.
4. Locate, then click the app that you want to remove.
5. On the next window, from the banner, click Delete.
6. A confirmation message appears asking you to confirm that you want to delete the app.
7. To confirm the app deletion and remove the app, click Delete.
   **Note:** Only the selected version of the app is removed. If there are multiple versions of the same app, they remain in your My Apps section until you delete them individually.
8. To close the confirmation message and not delete the app, click Cancel. The app is not removed from My Apps.

**UNINSTALLING A XEROX® CONNECTKEY® APP FROM THE DEVICE USING XEROX® APP GALLERY**

2. Log in with your Channel Partner account credentials.
3. Click the My Apps tab.
4. To remove the app from all devices where it is installed, click Uninstall All. When prompted with the confirmation message, click Uninstall.
   **Note:** If you click Cancel, the confirmation message closes and the app remains on the device.
5. To uninstall the app from specific devices, click the X button for the device.
6. To confirm the removal of the app, when prompted with the confirmation message, click Uninstall.
   **Note:** If you click Cancel, the confirmation message closes, and the app remains on the device.
   **Note:** On a Xerox® device, before you remove an app that is designated as a walk-up screen, first remove the walk-up screen designation.

**Related Topics:**

Adding a Device to Xerox App Gallery

Customer Subaccount Management

**CUSTOMER SUBACCOUNTS**

All Customer Subaccounts are initiated through an email invitation.

The Invite Customer procedure invites a Customer Subaccount that the Customer manages.

To begin the account creation process, the Channel Partner Account sends an account invitation to the email address provided by the customer that requested the account. The Customer Subaccount user receives an invitation to Xerox® App Gallery. To complete the registration process, when the email arrives, the customer selects the Create Account button included in the email. The Customers who are interested in
managing their device, which includes installation of Xerox® ConnectKey® Apps, manage this Customer Subaccount.

In subsequent releases, Channel Partners manage their customer accounts directly from their Accounts page. To install apps and manage the fleet of devices on behalf of the Customer, Channel Partners need access to the customer network and devices.

**Related Topics:**

*Creating a Xerox App Gallery Customer Subaccount*

**CREATING A XEROX® APP GALLERY CUSTOMER SUBACCOUNT**

Channel Partners can invite Customer Subaccounts. These accounts can perform the following:

- **Device Management:** Use to install and delete devices.
- **Xerox® ConnectKey® App Management:** Use to install, delete, and set Xerox® ConnectKey® Apps as the default.

The Invite Customer procedure invites a Customer Subaccount that the customer can manage. To begin the account creation, the Channel Partner Account emails an account invitation to the customer that requested the account. The Customer Subaccount user receives an invitation to Xerox® App Gallery. To complete the registration process, the customer selects the Create Account button included in the email. Customers manage their devices, including the installation of Xerox® ConnectKey® Apps.

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in with your Channel Partner account credentials.
3. Click the Accounts tab.
4. Click **Invite**.
5. On the Invite Account screen, enter the customer email address. To create an account with Xerox® App Gallery, a valid email address is required.
   **Note:** The email address notifies the Customer Subaccount user that the Channel Partner invited them as a customer. The email address is the username for the account.
6. To send the invitation email to the Customer Subaccount, click **OK**.
   **Note:** To finalize the account creation, the Customer Subaccount user enters the remaining account information, which includes:
   a. Email Address, which is prepopulated.
   b. Password
   c. Confirm Password
   d. Name: First and Last
   e. Company
   f. Country
   g. Preferred Language
   h. Payment Currency
   i. Users agree to the Terms of Service and Data Administration Terms of Service.
   j. Users respond to any CAPTCHA challenges.
**SHARING AN APP WITH A CUSTOMER SUBACCOUNT**

For a Channel Partner Account to share an app with a Customer Subaccount, first invite the Customer Subaccount.

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, locate the app to share, then click it.
4. On the App Details screen, click **Share**.
5. Select the account that you want to share with the app.
6. Click **OK**.

**SHARING A PRIVATELY PUBLISHED APP**

After an app has been submitted to Xerox by a Developer, the app can be published privately to the Developer by the Xerox App Administrator. When an app has been published privately, the Developer can share the app with Channel Partners. The Channel Partners can then share that app with their Customer Subaccounts and with other Channel Partners.

For a Channel Partner Account to share an app with a Customer Subaccount, first invite the Customer Subaccount. Channel Partners may also share with any other Channel Partner. These Channel Partners do not need to be invited as Subaccounts.

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, locate the privately published app to share, then click it.
4. On the App Details screen, click Share with Customer.
5. Select the account that you want to share with the app.
6. Click **OK**.
   OR
   With the same app select, on the App Details screen, click Share with Partner.
7. A list of Channel Partners displays.
8. Scroll the list and select the Partners to share the app with.
9. Click **OK**.

**Note:** App Gallery accounts that have Developer and Channel Partner roles can share apps from My Apps with other Channel Partners without the need to publish it privately.

**ACCESSING A CUSTOMER SUBACCOUNT**

In the initial release of version 5.0, Channel Partners have read-only access to their Customer Subaccounts. A subsequent release allows a Channel Partner account to access and manage Customer Subaccounts. Currently, the Channel Partner adds the client as a Customer Subaccount and secures access to the customer network. The Channel Partner has access to add and delete devices, and install and uninstall apps directly from the Channel Partner Account Devices screen.
Related Topics:

Sharing an App with a Customer Subaccount

Device Management

**ADDING A DEVICE TO XEROX® APP GALLERY**

2. Log in with your Channel Partner account credentials.
3. Click the **Devices** tab.
   - To enable device communication with the Xerox® App Gallery, install the ActiveX control on the Internet browser.
   - If you already have the ActiveX control installed, go to the next step. Otherwise, to enable the ActiveX control, use one of the following browsers:
     - Internet Explorer
     - Google Chrome
4. Click **Add**. The Add Device window appears.
5. To Manually Add a Device, enter information into the following fields:
   - For Device IP or Host name, if you use the host name, use the fully qualified host name.
   - The SNMP Community String is required to enable the Xerox® Extensible Interface Platform® service on the device. The default setting is Private.
   - When you add the device to the Xerox® App Gallery, the Device Administrator User Name and Device Administrator Password are not verified. Instead, these entries are used to install and uninstall Xerox® ConnectKey® Apps from Xerox® App Gallery.
   - Contact Name
   - Contact Email Address
6. Click **Add**.
   **Note:** If you need a bulk device install method, please contact Xerox Customer Support (xerox.app.gallery.feedback@xerox.com) for an alternate installation option.

Related Topics:

Enabling ActiveX Controls in Internet Explorer  
Installing the Chrome Extension for Xerox App Gallery  
Installing a Xerox ConnectKey App from Xerox App Gallery  
Setting the Default Walk-Up Screen for a Device from Xerox CentreWare Internet Services Page App Gallery  
Uninstalling a Xerox ConnectKey App from the Device Using Xerox App Gallery  
Deploying Xerox ConnectKey Apps Across a Fleet of Devices from Xerox App Gallery
SETTING UP THE PROXY SERVER FOR XEROX® CONNECTKEY® AND XEROX® ALTALINK® DEVICES FROM CENTREWARE® INTERNET SERVICES

A proxy server acts as a go-between for clients that seek services and servers that provide the services. The proxy server filters client requests. If the requests meet the filtering rules, the proxy server grants the request and allows the connection.

A proxy server has two main purposes:
1. For security purposes, to keep any Xerox devices behind the server anonymous.
2. To cache content from resources, such as webpages from a Web server, decrease resource access time.

If the device is behind a firewall, before you run the app, configure the proxy server information. For proxy server setup instructions for Xerox® VersaLink® devices, see Setting Up the Proxy Server for Xerox ConnectKey and Xerox VersaLink Devices from Xerox Embedded Web Server.

1. In Xerox® CentreWare® Internet Services, select Properties > Connectivity > Setup.
2. For Protocol, click Edit.
3. In the HTTP Proxy Server pane, click Enabled.
4. Select the Proxy Server address type. Options are IPv4 Address, IPv6 Address, or Host Name.
5. Enter the formatted address and port number.
6. Click Save.
8. Click Extensible Service Setup.
9. Proxy server settings apply to features that use HTTP or HTTPS. For Proxy Server, click Proxy.
   a. For HTTP, HTTPS, verify that the proxy is enabled.
   b. Verify that the proxy information appears.
10. Click Apply.

SETTING UP THE PROXY SERVER FOR XEROX® CONNECTKEY® AND XEROX® VERSALINK® DEVICES FROM XEROX® EMBEDDED WEB SERVER

1. In a Web browser, enter the IP address for your device. On the Xerox® Embedded Web Server, log in as the Device Administrator.
2. Click Connectivity > Setup > HTTP.
3. To enable the Proxy Server, move the slider to On.
4. For the Setup option, click Manual.
5. Enter the proxy information, then click OK.
6. On the left side of the page, click the Apps tab.
7. In the upper-right section of the page, select the Extensible Interface Platform EIP Settings icon.
8. For EIP, configure the Use Device Proxy Server option.

EDITING A DEVICE IN XEROX® APP GALLERY

10. Log in with your Channel Partner account credentials.
11. Click the Devices tab.
12. To install ActiveX control, choose one of these browsers:
   - Internet Explorer
   - Google Chrome
13. Locate, then click the device that you want to edit. The Device Details window appears.
14. Click the Edit button.
15. Edit any fields as needed.
16. Click OK.

**SETTING THE DEFAULT WALK-UP SCREEN FOR A DEVICE FROM XEROX® CENTREWARE® INTERNET SERVICES PAGE APP GALLERY**

To set an app as the default walk-up screen, use CentreWare® Internet Services. To connect to the CWIS page directly from the App Gallery, select the Devices tab, then click the device IP Address or Host Name. You only can set an app as the default walk-up screen if it is installed on the device.

For Xerox® ConnectKey® and Xerox® AltaLink® devices:
1. Go to the CentreWare® Internet Services site for the device.
2. Log in as the administrator.
3. Click the Properties tab.
4. To open the list of options, click General Setup.
5. Click Entry Screen Defaults.
6. In the Services, for Xerox® ConnectKey® devices, or Default Walk-up Screen, for Xerox® AltaLink® devices, click the Down Arrow.
7. To locate the app you want to set as the default walk-up screen, scroll through the list.
8. To select the app, click it.
9. Scroll down and click Apply. The page refreshes and the selected app appears as the default walk-up screen.

For Xerox® VersaLink® devices:
1. Go to the Embedded Web Server for the device.
2. Log in as the administrator.
3. Click the Apps tab.
4. Click Preferences.
5. In the Walk-up Screen section, click the Down Arrow.
6. To locate the app that you want to set as the default walk-up screen, scroll through the list.
7. To select the app, click it. The page refreshes and the selected app appears as the default walk-up screen.
Related Topics:

Adding a Device to Xerox App Gallery

DELETING A DEVICE FROM XEROX® APP GALLERY

Note: Before you delete a device from the Xerox® App Gallery, use the App Gallery to ensure that all App Gallery apps are uninstalled from the device.

2. Log in with your Channel Partner account credentials.
3. Click the Devices tab.
   Note: To enable device communication with the Xerox® App Gallery, install the ActiveX control in your Internet browser.
4. If the ActiveX control is installed, go to the next step. Otherwise, to enable the ActiveX control, use one of the following browsers:
   - Internet Explorer
   - Google Chrome
5. Locate the device that you want to delete. To open the Device Details window, click the device name.
6. To delete the device, click Remove.
7. The Delete Device confirmation screen appears.
8. Click Cancel or Remove.
   Note: If you attempt to remove a device that still has purchased apps installed, the following warning appears: Apps and subscriptions you have purchased for this device will remain active. Remember to disable any auto renew subscriptions associated with this device. Select the I understand check box and proceed to remove the device.

Related Topics:

Enabling ActiveX Controls in Internet Explorer Installing the Chrome Extension for Xerox App Gallery

App Purchasing

Note: In the version 5.0 Xerox® App Gallery, all template-based Xerox® ConnectKey® Apps do not require a purchase. Apps from the Xerox® App Gallery either require a purchased or are installed and used free of charge.

TWO TYPES OF XEROX® CONNECTKEY® APPS

The two types of Xerox® ConnectKey® Apps are apps that require a purchase or apps that are installed free of charge. App purchases can be made directly through the App Gallery. Use the App Gallery to install and manage all of your free and purchased apps.

FREE CONNECTKEY® APPS

Note: All template apps in the Xerox® App Gallery remain free of charge.
Devices with the following software configurations will support the Apps listed below:

- Xerox devices that run the Xerox® Extensible Interface Platform® software version 3.5 and higher.
- Xerox® VersaLink® multifunction printers that run Xerox® Extensible Interface Platform® software version 3.7.1 and higher.
- Xerox® AltaLink® multifunction printers that run Xerox® Extensible Interface Platform® version 4.0 and higher.
  - Xerox® ConnectKey® Info App*
  - Xerox® ConnectKey® Scan to Email
  - Xerox® ConnectKey® Scan to Multi-Destination
  - Xerox® ConnectKey® Scan to Dropbox
  - Xerox® ConnectKey® Scan to Office 365
  - Xerox® ConnectKey® Scan to Box
  - Xerox® ConnectKey® Scan to Google Drive
  - Xerox® ConnectKey® Scan to OneDrive
  - Xerox® ConnectKey® Print from Dropbox
  - Xerox® ConnectKey® Print from Office 365
  - Xerox® ConnectKey® Print from Box
  - Xerox® ConnectKey® Print from Google Drive
  - Xerox® ConnectKey® Print from OneDrive
  - Xerox® ConnectKey® Print from URL
  - Xerox® ConnectKey® Print and Scan for Box
  - Xerox® ConnectKey® Print and Scan for Dropbox
  - Xerox® ConnectKey® Print and Scan for Google Drive
  - Xerox® ConnectKey® Print and Scan for Office 365
  - Xerox® ConnectKey® Print and Scan for OneDrive
  - Xerox® ConnectKey® Scan to Cloud Email
- Xerox® VersaLink® printers that run Xerox® Extensible Interface Platform® software, version 3.7.1 and higher, support the following Xerox® ConnectKey® Apps:
  - Xerox® ConnectKey® Info App
  - Xerox® ConnectKey® Print from Dropbox
  - Xerox® ConnectKey® Print from Office 365
  - Xerox® ConnectKey® Print from URL
  - Xerox® ConnectKey® Print from Box
  - Xerox® ConnectKey® Print from Google Drive
  - Xerox® ConnectKey® Print from OneDrive

*Note: Xerox devices running Xerox® Extensible Interface Platform® software version 2.5 and higher, will support the Xerox® ConnectKey® Info App.
PURCHASABLE CONNECTKEY® APPS

Visit the App Gallery at https://appgallery.services.xerox.com to browse and select from the most up-to-date list of purchasable apps.

Note: Currently, all template apps in Xerox® App Galley do not require a purchase. Apps from the Gallery can be either apps that require a purchase or apps that are free of charge. Gallery apps are supported on Xerox devices running Xerox® EIP software, version 3.5 or higher.

For a complete list of supported Xerox® devices and EIP software versions, go to http://www.xerox.com/connectkeyapps, then refer to the ConnectyKey® Apps Compatible Products page.

Xerox® ConnectKey® App Installation

XEROX® CONNECTKEY® APP INSTALLATION ON A DEVICE FROM XEROX® APP GALLERY
2. Log in with your Channel Partner account credentials.
3. Locate an app that you want to install, then click it. The App Details appear.
4. From the App Details window, click Install.
5. If the device where you want to install the app is not in the list, click Add Device.
6. To enable device communication with the Xerox® App Gallery, open an Internet browser, then install the ActiveX control.
7. If the ActiveX control is installed, go to the next step.
8. Click Install.
9. If the EIP Services setting is not enabled, manually enable it and proceed with the installation.

Related Topics:
Enabling ActiveX Controls in Internet Explorer Installing the Chrome Extension for Xerox App Gallery

INSTALLING A XEROX® CONNECTKEY® APP FROM XEROX® APP GALLERY

Note: You cannot save apps from Xerox® App Gallery. Instead, install all apps from Xerox® App Gallery.
2. Log in with your Channel Partner account credentials.
3. Click the either the All Apps or My Apps tab.
4. Locate the app that you want to install, then click the app. The App Details page appears. Depending on the type of app, one of the following buttons appears:
   - Try It
   - Install
   - Buy
   - Subscribe
Note: If a software compatibility error appears during app installation, perform a software upgrade on
the Xerox device, so that the software is compatible with the app. For a list of supported devices and
software versions, refer to the Compatible Products web page at

Related Topics:

Device Requirements for Xerox ConnectKey Apps
Adding a Device to Xerox App Gallery

INSTALLING AN APP TRIAL
1. To install a trial for a purchasable app, click Try It.
2. The License Agreement appears. To confirm that you accept the End User License Agreement, click
   Agree.
3. Select the device or devices on which you want to install the trial app.
   a. If devices are not visible in the list, click the Add Device link.
   b. Enter the Device IP address, then click Next.
   c. Enter the Device Admin Credentials and Contact Information, then click Add.
4. Select the newly added device and click Install. The progress of each app installation appears. When
   the installation completes, the status displays as Installed.

INSTALLING A FREE APP
1. To install a free app, click Install.
2. The License Agreement appears. To confirm that you accept the End User License Agreement, click
   Agree.
3. Select the device or devices on which you want to install the app.
   a. If devices are not visible in the list, click the Add Device link.
   b. Enter the Device IP address, then click Next.
   c. Enter the Device Admin Credentials and Contact Information, then click Add.
4. Select the newly added device and click Install.
5. The progress of each app installation appears. When the installation completes, the status displays as
   Installed.

PURCHASING AND INSTALLING A PAID PER-DEVICE APP
1. To purchase an app, click Buy.
2. The License Agreement appears. To confirm that you accept the End-User License Agreement, click
   Agree.
3. Select the device or devices on which you want to install the trial app.
   a. If devices are not visible in the list, click the Add Device link.
   b. Enter the Device IP address, then click Next.
   c. Enter the Device Admin Credentials and Contact Information, then click Add.
4. Select the newly added device, then click Checkout.
5. Review the order information and enter the billing information.
   Note: If you have placed an order previously, your billing information populates on the screen. You can
   use this information or, to enter different information, select New Card.
6. Click **Place Order**.
7. After successful order placement, click **Done**. The app automatically installs on the selected device. The progress of each app install displays on the screen. After a successful installation, the status displays as **Installed**.

### PURCHASING AND INSTALLING A PAID UNLIMITED APP
1. To purchase an app, click **Buy**. The License Agreement appears.
2. To confirm that you accept the End-User License Agreement, click **Agree**.
3. Enter the billing information, review the Terms and Conditions, then click **Place Order**.
   **Note:** If you previously placed an order, your billing information populates on the screen. You can use this information or select New Card to enter different information.
4. After successful order placement, click **Done**.
5. Select the device or devices on which you want to install the app.
   a. If devices are not visible in the list, click the **Add Device** link.
   b. Enter the **Device IP address** and click **Next**.
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
6. Select the newly added device and click **Install**. The progress of each app install displays on the screen. After a successful install, the status displays as **Installed**.

### PURCHASING AND INSTALLING A TIME-BASED PER-DEVICE SUBSCRIPTION APP
1. To purchase a subscription for an app, click **Subscribe**.
2. The License Agreement appears. To confirm that you accept the End-User License Agreement, click **Agree**.
3. Select the subscription period. The developer defines the subscription period and the subscription can be 1, 2, or 3 years.
4. Select the device or devices on which you want to install the app.
   a. If devices are not visible in the list, click the **Add Device** link.
   b. Enter the **Device IP address**, then click **Next**.
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
5. Select the newly added device and click **Checkout**.
6. Enter the billing information, and review the Terms and Conditions.
   **Note:** If you previously placed an order, your billing information populates on the screen. You can use this information or, to enter different information, select New Card.
7. If you would like to renew the subscription automatically, click **Enable Auto Renew**.
8. Click **Place Order**.
9. After successful order placement, click **Done**.
   The app automatically installs on the selected device or devices.
   The progress of each app install appears on the screen. After a successful install, the status displays as **Installed**.

### PURCHASING AND INSTALLING A TIME-BASED UNLIMITED APP
1. To purchase a subscription for an app, click **Subscribe**.
2. The License Agreement appears. To confirm that you accept the End-User License Agreement, click Agree.
3. Select the subscription period.
4. Click Checkout.
   **Note:** The developer defines the subscription period. The subscription can be 1, 2, or 3 years. If only one subscription option is defined, the Subscribe window does not appear.
5. Enter the billing information and review the Terms and Conditions.
   **Note:** If you previously placed an order, your billing information populates on the screen. You can use this information or, to enter different information, click New Card.
6. If you would like to renew the subscription automatically, click Enable Auto Renew.
7. Click Place Order.
8. After successful order placement, click Done.
9. Select the device or devices on which you want to install the app.
   a. If devices are not visible in the list, click the Add Device link.
   b. Enter the Device IP address, then click Next.
   c. Enter the Device Admin Credentials and Contact Information, then click Add.
10. Select the newly added device, then click Install. The app automatically installs on the selected device or devices. The progress of each app install appears on the screen. After a successful install, the status displays as Installed.

**PURCHASING AND INSTALLING A USAGE-BASED PER-DEVICE SUBSCRIPTION APP**

1. To purchase a usage-based subscription for an app, click Subscribe.
2. The License Agreement appears. To confirm that you accept the End-User License Agreement, click Agree.
3. Select the usage for the subscription.
   **Note:** the developer defines the usage options. For example, prints, copies, and scans. If only one subscription option is defined, the Subscribe window does not appear.
4. Select the device or devices on which you want to install the app.
   a. If devices are not visible in the list, click the Add Device link.
   b. Enter the Device IP address, then click Next.
   c. Enter the Device Admin Credentials and Contact Information, then click Add.
5. Select the newly added device and click Checkout.
6. Enter the billing information, review the Terms and Conditions, then click Place Order.
   **Note:** If you previously placed an order, your billing information populates on the screen. You can use this information or, to enter different information, select New Card.
7. After successful order placement, click Done. The app automatically installs on the selected device or devices. The progress of each app install appears on the screen. After a successful install, the status displays as Installed.

**PURCHASING AND INSTALLING A USAGE-BASED UNLIMITED APP**

1. To purchase a usage-based subscription for an app, click Subscribe.
2. The License Agreement appears. To confirm that you accept the End-User License Agreement, click Agree.
3. If the Subscribe window appears, select the usage for the subscription, then click Checkout.
   **Note:** The developer defines the usage options. For example, prints, copies, and scans. If only one
   subscription option is defined, the Subscribe window does not appear.

4. Enter the billing information, then click Place Order.
   **Note:** If you previously placed an order, your billing information populates on the screen. You can use
   this information or, to enter different information, click New Card.

5. After successful order placement, click **Done**.

6. Select the device or devices on which you want to install the app.
   a. If devices are not visible in the list, click the **Add Device** link.
   b. Enter the **Device IP address**, then click **Next**.
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.

7. Select the newly added device and click **Install**. The app automatically installs on the selected device or
   devices. The progress of each app install appears on the screen. After a successful install, the status
   displays as **Installed**.
   **Note:** You can update or install the app from the My Apps screen.

---

**Deploying Xerox® ConnectKey® Apps Across a Fleet of Devices from Xerox® App Gallery**

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in with your Channel Partner account credentials.
3. Click the All Apps tab.
4. Locate the app that you want to install, then click the app. The App Details page appears. Depending
   on the type of app, one of the following buttons appears:
   - Try It
   - Install
   - Buy
   - Subscribe

   **Note:** If a software compatibility error appears, perform a software upgrade on the Xerox device, so
   that the software is compatible with the app. For a list of supported devices and software versions, refer
   to the **Compatible Products** webpage at [http://www.xerox.com/connectkeyapps](http://www.xerox.com/connectkeyapps).

**Related Topics:**

- Device Requirements for Xerox ConnectKey Apps
- Adding a Device to Xerox App Gallery

---

**INSTALLING AN APP TRIAL ON A FLEET OF DEVICES**

1. To install a trial version of an app, click **Try It**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Click **Select All**, or individually select the devices where you want to install the app.
   a. If no devices are not visible in the list of available devices, click **Add Device**.
   b. Enter the **Device IP address**, then click **Next**.
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
d. To add more devices, repeat the procedure.

4. Select the newly added device, then click **Install**. The progress of each app installation appears. When the installation completes, the status displays as Installed.

**INSTALLING A FREE APP ON A FLEET OF DEVICES**

1. To install a free app, click **Install**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Click **Select All**, or individually select the devices where you want to install the app.
   a. If no devices are not visible in the list of available devices, click **Add Device**.
   b. Enter the **Device IP address**, then click **Next**.
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
   d. To add more devices, repeat the procedure.
4. Select the newly added device and click **Install**. The progress of each app installation appears. When the installation completes, the status displays as Installed.

**PURCHASING AND INSTALLING A PAID-PER-DEVICE APP ON A FLEET OF DEVICES**

1. To purchase an app, click **Buy**. The License Agreement appears.
2. To confirm that you accept the End-User License Agreement, click **Agree**.
3. Click **Select All**, or individually select the devices where you want to install the app.
   a. If no devices are not visible in the list of available devices, click **Add Device**.
   b. Enter the **Device IP address**, then click **Next**.
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
   d. To add more devices, repeat the procedure.
4. Click the newly added device, then click **Checkout**.
5. On the next screen, review the order information and enter the billing information.
   **Note:** If you have placed an order previously, your billing information appears onscreen. To enter different information, click New Card, then enter your billing information.
6. Click **Place Order**.
7. After successful order placement, click **Done**. The progress of each app installation appears. When the installation completes, the status displays as Installed.

**PURCHASING AND INSTALLING A PAID UNLIMITED APP ON A FLEET OF DEVICES**

1. To purchase an app, click **Buy**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Enter the billing information, then click **Place Order**.
   **Note:** If you have placed an order previously, your billing information appears onscreen. To enter different information, click New Card, then enter your billing information.
4. After successful order placement, click **Done**.
5. Click **Select All**, or individually select the devices where you want to install the app.
   a. If no devices are not visible in the list of available devices, click **Add Device**.
   b. Enter the **Device IP address**, then click **Next**.
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
Procedures

d. To add more devices, repeat the procedure.

6. Select the newly added device, then click **Install**. The progress of each app installation appears. When the installation completes, the status displays as **Installed**.

**PURCHASING AND INSTALLING A TIME-BASED PER-DEVICE SUBSCRIPTION APP ON A FLEET OF DEVICES**

1. To purchase a subscription for an app, click **Subscribe**. The License Agreement appears.

2. To confirm that you accept the License Agreement, click **Agree**.

3. Select the subscription period.
   
   **Note:** The App Developer defines which subscription options are offered. If only one subscription option is defined, the Subscribe window does not appear. The app subscription can be any combination of 1, 2, or 3 years.

4. Click **Select All**, or individually select the devices where you want to install the app.
   
   a. If no devices are not visible in the list of available devices, click **Add Device**.
   
   b. Enter the **Device IP address**, then click **Next**.
   
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
   
   d. To add more devices, repeat the procedure.

5. Select the newly added device, then click **Checkout**.

6. Enter the billing information.
   
   **Note:** If you have placed an order previously, your billing information appears onscreen. To enter different information, click New Card, then enter your billing information.

7. To renew the subscription automatically, click **Enable Auto Renew**.

8. Click **Place Order**.

9. After successful order placement, click **Done**. The progress of each app installation appears. When the installation completes, the status displays as **Installed**.

**PURCHASING AND INSTALLING A TIME-BASED UNLIMITED APP ON A FLEET OF DEVICES**

1. To purchase a subscription for an app, click **Subscribe**. The License Agreement appears.

2. To confirm that you accept the License Agreement, click **Agree**.

3. If the Subscribe window appears, select the subscription period.

4. Click **Checkout**.
   
   **Note:** The developer defines the subscription period. If only one subscription option is defined, the Subscribe window does not appear.

5. Enter your billing information.
   
   **Note:** If you have placed an order previously, your billing information appears onscreen. To enter different information, click New Card, then enter your billing information.

6. To renew the subscription automatically, click **Enable Auto Renew**.

7. Click **Place Order**.

8. After successful order placement, click **Done**.

9. Click **Select All**, or individually select the devices where you want to install the app.
   
   a. If no devices are not visible in the list of available devices, click **Add Device**.
   
   b. Enter the **Device IP address**, then click **Next**.
Procedures

c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
d. To add more devices, repeat the procedure.

10. Select the newly added device, then click **Install**. The progress of each app installation appears. When the installation completes, the status displays as Installed.

**PURCHASING AND INSTALLING A USAGE-BASED PER-DEVICE SUBSCRIPTION APP ON A FLEET OF DEVICES**

1. To purchase a usage-based subscription for an app, click **Subscribe**. The License Agreement appears.

2. To confirm that you accept the License Agreement, click **Agree**.

3. Select the usage for the subscription, then click **Checkout**.
   **Note:** The developer defines the usage options. For example, prints, copies, and scans. If only one subscription option is defined, the Subscribe window does not appear.

4. Click **Select All**, or individually select the devices where you want to install the app.
   a. If no devices are not visible in the list of available devices, click **Add Device**.
   b. Enter the **Device IP address**, then click **Next**.
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
   d. To add more devices, repeat the procedure.

5. Select the newly added device, then click **Checkout**.

6. Enter the billing information, then click **Place Order**.
   **Note:** If you have placed an order previously, your billing information appears onscreen. To enter different information, click New Card, then enter your billing information.

7. After successful order placement, click **Done**. The progress of each app installation appears. When the installation completes, the status displays as Installed.

**PURCHASING AND INSTALLING A USAGE-BASED UNLIMITED APP ON A FLEET OF DEVICES**

1. To purchase a usage-based subscription for an app, click **Subscribe**. The License Agreement appears.

2. To accept the License Agreement, click **Agree**.

3. If the Subscribe window appears, select the usage for the subscription.

4. Click **Checkout**.
   **Note:** The developer defines the usage options. For example, prints, copies, and scans. If only one subscription option is defined, the Subscribe window does not appear.

5. Enter the billing information, then click **Place Order**.
   **Note:** If you have placed an order previously, your billing information appears onscreen. To enter different information, click New Card, then enter your billing information.

6. After successful order placement, click **Done**.

7. Click **Select All**, or individually select the devices where you want to install the app.
   a. If no devices are not visible in the list of available devices, click **Add Device**.
   b. Enter the **Device IP address**, then click **Next**.
   c. Enter the **Device Admin Credentials** and **Contact Information**, then click **Add**.
   d. To add more devices, repeat the procedure.

8. Select the newly added device, then click **Install**. The progress of each app installation appears. When the installation completes, the status displays as Installed.
   **Note:** You can update or install the app from the My Apps screen.
9. If a software compatibility error appears, to ensure compatibility with the app, upgrade the software on one or more of the Xerox devices.

10. For a list of supported Xerox devices and software versions, go to http://www.xerox.com/connectkeyapps. Refer to the Compatible Products page.

Modifying a Xerox® ConnectKey® Template App

2. Log in with your Channel Partner account credentials.
3. From the My Apps tab, to edit the template app, locate, then click the app.
4. On the next window, click **Edit**.
   Note: You cannot edit Xerox® apps obtained from the Xerox® App Gallery. You cannot edit apps created before the September 2018 release. If changes to an existing app are necessary, create a new app. After you create the app, delete the old app.
5. Make the required changes, then click **Update**.
6. Before you can set a Xerox® ConnectKey® app as the default walk-up screen, install the app on the device.
   a. To select a new device for the app, after you select Update, click **Install**.
   b. To update the app on any device where it is installed, click either **Update Available** or **Update All**.
7. You can configure the installed app as the default walk-up app for the device. Refer to the next sections for instructions on setting up an app as the default walk-up app.

Related Topics:

Setting the Default Walk-Up Screen for a Device from Xerox CentreWare Internet Services Page App Gallery

Setting Xerox® ConnectKey® Apps to Display as the Default Walk-up App

**SETTING AN APP AS THE DEFAULT WALK-UP SCREEN FOR A CONNECTKEY® OR ALTALINK® DEVICE**

A Xerox device can have a specific app assigned as the default walk-up screen. The default walk-up screen is the main screen that appears after the device powers on, and after it exits energy-saver mode. The default walk-up screen appears when the user presses the Home button and the device returns to the default Home screen.

**Note:** Users access the Xerox® CentreWare® Internet Services for the device to set an app as the default walk-up screen. You can set an app as the default walk-up screen only if it is installed on that device.

1. Open Internet Explorer or Chrome on your computer.
2. From the browser, enter the IP address for the Xerox® device.
3. The Xerox® CentreWare® Internet Services page for the device appears.
4. Log in as the device administrator.
5. Click the Properties tab.
Procedures

6. From the General Setup section, select the Entry Screen Defaults option.

7. On the Entry Screen Defaults screen, click the down arrow on the drop-down list.

8. To find the app that you want to set as the default walk-up screen, scroll through the list.

9. To select the app, click it.

10. Click Save. The app displays as the new default walk-up screen.

**Note:** To remove an app as the default walk-up screen app, select a different app to display as the default walk-up screen.

**SETTING AN APP AS THE DEFAULT WALK-UP SCREEN FOR A VERSALINK® DEVICE**

A Xerox device can have a specific app assigned as the default walk-up screen. The default walk-up screen is the main screen that appears after the device powers on, and after it exits energy saver mode. The default walk-up screen appears when the user presses the Home button and the device returns to the default Home screen.

**Note:** Users access the Xerox® Embedded Web Server for the device to set an app as the default walk-up screen. You can set an app as the default walk-up screen only if it is installed on that device.

1. Open Internet Explorer or Chrome on your computer.

2. From the browser, enter the IP address for the Xerox® device. The Xerox® Embedded Web Server for the device appears.

3. Log in as the device administrator.

4. Click the Apps tab.

5. Click Preferences.

6. On the Preferences screen, click the down arrow on the drop-down list.

7. To find the app that you want to set as the default walk-up screen, scroll through the list.

8. To select the app, click it. Then app displays as a new default walk-up screen.

**Note:** To remove an app as the default walk-up screen app, select a different app to display as the default walk-up screen.

**Installing Xerox® ConnectKey® Apps on ConnectKey® Devices Using Xerox® CentreWare® Internet Services**

This topic only applies to a v4.0 app that was saved previously following app creation. The App Gallery no longer allows you to save apps to your local file system. Therefore, all apps are installed from the App Gallery.

If you have a v4.0 app that you saved and it needs to be edited, create a new app using the App Gallery. The v5.0 system does not allow you to modify legacy v4.0 apps. You can install saved legacy v4.0 ConnectKey® Apps .Weblet files from the Weblet Management screen of CentreWare® Internet Services. To install the ConnectKey® Apps, support of Xerox® Extensible Interface Platform, version 3.5 or higher, is required for the Xerox device.
Procedures

Note: For Xerox® VersaLink® devices, refer to Enabling Xerox ConnectKey Apps Installation for Xerox VersaLink Devices Using Xerox Embedded Web Server. For Xerox® AltaLink® devices, refer to Enabling Xerox ConnectKey Apps Installation for Xerox AltaLink Devices Using Xerox CentreWare Internet Services.

Before you install ConnectKey® Apps, check the system requirements.

**Xerox® ConnectKey® System requirements:**
- Weblet Installation Policy is enabled on the Xerox® ConnectKey® device
- Xerox Extensible Interface Platform Services is enabled on the Xerox® ConnectKey® device.
- Network access to the Xerox® App Gallery is established
- No firewall restrictions
- ActiveX control is enabled on Xerox® App Gallery

**Note:** Device Administrator credentials are required for the following procedure.

To configure the Weblet and EIP settings manually:

1. In the Xerox® CentreWare® Internet Services webpage for your device, click Properties > Services > Custom Services > Weblet Management.
2. To enable Weblet installation, locate the Security Installation Policy, then click Allow Weblet Installation.
3. To enable the Extensible Services Browser:
   - On the Weblet Management screen, for Configuration Settings, locate the Extensible Service Browser. In the Action column, click Edit.
   - The Extensible Service Setup window appears.
   - For Browser Settings, select the check box for Enable the Extensible Services Browser.
   - Click Apply. The Weblet Management window appears again.
4. To set the configuration for the Extensible Service Registration:
   - For Configuration Settings, locate Extensible Services Browsers. In the Action column, click Edit. The Extensible Service Setup window updates.
   - For Setup (Required), locate Extensible Service Registration. In the Action column, click Edit. The Extensible Service Setup window updates again.
   - Select the check boxes for the following configuration settings:
     - Extensible Service Registration
     - Device Configuration
     - Scan Template Management
     - Scan Extension
     - Authentication and Accounting Configuration
     - Session Data
     - Job Management Extension
5. Click Apply.

**Enabling Xerox® ConnectKey® Apps Installation for Xerox® VersaLink® Devices Using Xerox® Embedded Web Server**

Before you can install Xerox® ConnectKey® Apps, ensure that the Weblet Policy and EIP Services are enabled on the Xerox® device. When you use Internet Explorer, the Enable EIP Services feature automatically configures EIP services. This option requires that the device has network access to the Xerox® App Gallery, has no firewall restrictions, and the ActiveX-control is enabled.
Note: If the Administrator has disabled these options, perform the following.

To configure the Weblet and EIP settings manually:

1. In Xerox® Embedded Web Server, click Apps > EIP Settings.
2. To enable the Weblet installation, move the switch for Allow ConnectKey® App Install to the On position.
3. Click EIP Web Services.
4. On the EIP Web Services page, enable the following configuration settings:
   - Configuration Session Data
   - Extensible Service Registration
   - Device Configuration
   - Scan Template Management
   - Scan Extension
   - Job Management Extension
   - Authentication and Accounting
   - Configuration Session Data
5. To save the changes, click OK. The Main EIP Setting page appears.
6. To enable the Extensible Services Browser, move the slider switch for the EIP Browser to the right.
7. To configure the Proxy Server, under Use Device Proxy Server, perform the following:
   a. To connect to the Internet, some applications require a proxy. To enable the Use Device Proxy Server, slide the switch to the right. If the proxy was set up before, the proxy information appears to the left of the switch. If the proxy was not set up before, the Not Set Up message appears.
   b. To open the HTTP Setup window, click the Use Device Proxy Server link.
   c. Enable HTTP and HTTPS.
   d. To enable the proxy, move the Proxy Server switch to the right.
   e. To configure the proxy, click Setup, then click Manual.
   f. Select the address type. Options include: IPv4 Address, IPv6 Address, or Host Name.
   g. In the Host Name: Port field, enter the address name or host name and the correct port.
   h. Click in the Exceptions List entry field, then enter any required values to Bypass Proxy Rules. Separate the values with commas.
   i. To save the changes, click OK. The EIP Settings page appears.
8. Log out as the device Administrator.
9. Exit and close the browser window.

ENABLING XEROX® CONNECTKEY® APPS INSTALLATION FOR XEROX® ALTALINK® DEVICES USING XEROX® CENTREWARE® INTERNET SERVICES

Before you can install Xerox® ConnectKey® Apps, ensure that the Weblet Policy and EIP Services are enabled on the Xerox® device. This option requires that the device has network access to Xerox® App Gallery, has no firewall restrictions, and the ActiveX -control is enabled.

Note: The following procedure requires Device Administrator credentials.

To configure the Weblet and EIP settings manually:
1. Open a Web browser, then enter the IP address for your Xerox device. In the Xerox® CentreWare® Internet Services for the device, click Properties > Apps > Custom Apps > Weblet Management.

2. To enable the Weblet installation, locate Security Installation Policy, click Allow Weblet Installation, then click **Apply**.

3. To enable the Extensible Services Browser:
   a. Return to the Weblet Management window.
   b. On the Weblet Management window, for Extensible Service Browser, in the Action column, click **Edit**.
   c. The Extensible Service Setup window appears.
   d. For Configuration Settings, locate Extensible Service Browser. In the Action column, click **Edit**.
   e. For Browser Settings, select the check box for **Enable the Extensible Services Browser**.
   f. Click **Apply**. The Weblet Management window appears again.

4. To set the configuration for the Extensible Service Registration:
   a. For Configuration Settings, locate Extensible Services Browsers. In the Action column, click **Edit**. The Extensible Service Setup window updates.
   b. For Setup (Required), locate Extensible Service Registration. In the Action column, click **Edit**. The window updates again.
   c. Select the check boxes for the following configuration settings:
      - Extensible Service Registration
      - Device Configuration
      - Scan Workflow Management
      - Scan Extension
      - Authentication & Accounting Configuration
      - Session Data
      - Job Management Extension
   d. Click **Save**.

**INSTALLING XEROX® CONNECTKEY® APPS USING XEROX® CENTREWARE® INTERNET SERVICES**

This section only applies to a v4.0 app that was saved previously following app creation. The App Gallery no longer allows you to save apps to your local file system. Therefore, all apps are installed from the App Gallery.

If you have a v4.0 app that you saved and it needs to be edited, create a new app using the App Gallery. The v5.0 system does not allow you to modify legacy v4.0 apps. You can install saved legacy v4.0 ConnectKey® Apps. Weblet files from the Weblet Management screen of CentreWare® Internet Services. To install the ConnectKey® Apps, support of Xerox® Extensible Interface Platform, version 3.5 or higher, is required for the Xerox device.

**Note:** Xerox® VersaLink® devices do not support installation of Xerox® ConnectKey® apps from USB devices.

1. In Xerox® CentreWare® Internet Services on the device where you want to install the Xerox® ConnectKey® app, log in to the device administrator account.
   - For ConnectKey® devices: Click Properties > Services > Custom Services > Weblet Management. **Note:** In the Weblet Management Configuration Settings of the device, enable the **Installation Policy** and the **Extensible Services Browser**. For more information, refer to the System Administrator Guide for the device.
   - For Xerox® AltaLink® devices: Click Properties > Apps > Custom Apps > Weblet Management.
2. Click Choose File or Browse, navigate to a .weblet file, then click Choose or Open.

3. Click Install Weblet. The Weblet appears in the table under Installed Weblets. To ensure proper function of the app, if the device is behind a firewall, before running the app, configure the proxy server information.

Related Topics:

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

INSTALLING THE XEROX® CONNECTKEY® APPS AT THE PRINTER CONTROL PANEL

This section only applies to a v4.0 app that was saved previously following app creation. The App Gallery no longer allows you to save apps to your local file system. Therefore, all apps are installed from the App Gallery.

If you have a v4.0 app that you saved and it needs to be edited, create a new app using the App Gallery. The v5.0 system does not allow you to modify legacy v4.0 apps. You can install saved legacy v4.0 ConnectKey® Apps .Weblet files from the Weblet Management screen of CentreWare® Internet Services. To install the ConnectKey® Apps, support of Xerox® Extensible Interface Platform, version 3.5 or higher, is required for the Xerox device.

1. Insert a USB drive with a saved v4.0 .weblet file into the USB port on the device.

2. When you insert a USB drive, sometimes a prompt appears for automatic installation of the .weblet file. If that prompt appears, follow those prompts and ignore the rest of this procedure. If the prompt does not appear, continue with step 3.

3. At the printer control panel, press the Machine Status button, then touch the Tools tab. **Note:** Xerox® VersaLink® devices do not support the installation of Weblets from a USB device. For Xerox® AltaLink® devices, refer to Installing Xerox® ConnectKey® Apps on a Xerox® AltaLink® Device Control Panel.

4. Touch Service Settings > Weblet Settings.

5. Touch Weblet Management.

6. Touch Install from USB.

7. Navigate to the appropriate file folder on the USB device, then touch the .weblet file that you want to install.

INSTALLING XEROX® CONNECTKEY® APPS ON A XEROX® ALTALINK® DEVICE CONTROL PANEL

This section only applies to a v4.0 app that was saved previously following app creation. The App Gallery no longer allows you to save apps to your local file system. Therefore, all apps are installed from the App Gallery.

If you have a v4.0 app that you saved and it needs to be edited, create a new app using the App Gallery. The v5.0 system does not allow you to modify legacy v4.0 apps. You can install saved legacy v4.0 ConnectKey® Apps .Weblet files from the Weblet Management screen of CentreWare® Internet Services. To install the ConnectKey® Apps, support of Xerox® Extensible Interface Platform, version 3.5 or higher, is required for the Xerox device.

1. On the Xerox® AltaLink® device, insert the USB device into the USB port.
Procedures

2. If the Xerox® AltaLink® printer recognizes the USB device, the printer prompts you with options. Select the Install File option.
   - Install File
   - Print from USB
   - Scan to USB

3. If the Xerox® AltaLink® printer does not recognize the USB device, from the Home screen, touch the Device icon.

4. Touch Tools > App Settings > Weblet Settings > Weblet Management > Install from USB.

Related Topics:

Installing the Xerox ConnectKey Apps at the Printer Control Panel

DELETING AN APP FROM A DEVICE USING XEROX® APP GALLERY

2. Log in with your Channel Partner account credentials.
3. Select the My Apps tab.
4. Locate the app you want to uninstall, then, to view the App Details, click the app.
5. To remove the app from a specific device, click the X icon for the device.
6. To remove the app from all devices where it is installed, click Uninstall All. The Uninstall App message appears.
7. To confirm the removal of the app, click Uninstall.

Related Topics:

Enabling ActiveX Controls in Internet Explorer

DELETING AN APP FROM A CONNECTKEY® DEVICE USING XEROX® CENTREWARE® INTERNET SERVICES

1. In Xerox® CentreWare® Internet Services, for the device where you want to delete the ConnectKey® app, select Properties > Services > Custom Services > Weblet Management.

2. In the list of installed weblets, locate and select the app you want to delete, then click Delete. The app no longer appears in the list of installed weblets.

For Xerox® VersaLink® and Xerox® AltaLink® devices, see Deleting an App from a Xerox VersaLink Device Using Xerox Embedded Web Server and Deleting an App from a Xerox AltaLink Device Using Xerox CentreWare Internet Services.

DELETING AN APP FROM A XEROX® VERSALINK® DEVICE USING XEROX® EMBEDDED WEB SERVER

1. In the Xerox® Embedded Web Server, for the device where you want to install the Xerox® ConnectKey® App, select Apps > EIP Settings.

2. To remove the app, click it. On the next screen, click Delete. The app no longer appears in the list of installed weblets.
DELETING AN APP FROM A XEROX® ALTALINK® DEVICE USING XEROX® CENTREWARE® INTERNET SERVICES

1. In Xerox® CentreWare® Internet Services, for the device where you want to delete the Xerox® ConnectKey® App, select Properties > Apps > Custom Apps > Weblet Management.

2. In the list of installed weblets, locate and select the app you want to delete, then click Delete. The app no longer appears in the list of installed weblets.

Working With Xerox® ConnectKey® Apps at the Xerox Device

RUNNING A XEROX® CONNECTKEY® APP

To ensure proper activation of apps, if the Xerox device is behind a firewall, configure the proxy server information at the device, then run the app. For more information, refer to Setting Up the Proxy Server for the Device from CentreWare® Internet Services.

1. From the Xerox® device control panel, the Xerox® ConnectKey® App icons appear on the Services Home screen.

2. To select the Xerox® ConnectKey® App, click the App icon.

3. After the app launches, to use the app effectively, follow the onscreen instructions.

You can run an app for a limited time on a trial basis without purchasing the app. After you reach the trial limit, you are required to purchase the app.

You can install a Xerox® ConnectKey® App as the default walk-up screen for a Xerox® device.

Related Topics:

Setting the Default Walk-Up Screen for a Device from Xerox CentreWare Internet Services Page App Gallery

RUNNING A CUSTOM XEROX® CONNECTKEY® APP THAT REQUIRES A PURCHASE

Some apps require a purchase. Channel Partners or customers can use the app for a limited time on a trial basis before purchasing the app. After the trial expires, a purchase is required.

1. From the control panel of the device, with the ConnectKey® App installed, touch the app icon. The app launches.

2. After the ConnectKey® App expires, when you launch the app, you are notified that the trial has expired. To continue to run the app, you will need to purchase it.

3. To purchase the app, go to https://appgallery.services.xerox.com.

Xerox® ConnectKey® Info Apps

USING A XEROX® CONNECTKEY® INFO APP

1. From the device control panel, touch the Services Home button.

2. Touch the Xerox® ConnectKey® Info App. The ConnectKey® App displays either text or an image. What appears depends on the design of the app.

   Note: At the device, you cannot alter the content of an informational app.
3. To display information about the app, such as the About window, touch the i button. App information includes contact information to assist with your ConnectKey® App.

**XEROX® CONNECTKEY® SCAN TO APPS, MULTIFUNCTION DEVICES ONLY**

Scan to Apps are available on multifunction devices only. Scan to Apps are not available to install on printers.

**AVAILABLE SCAN SETTINGS**

*Note:* Depending on the app configuration, the following scan settings are available on your Xerox device.

- **For File Name,** use the device control panel touch-screen keyboard, and type the name of your scan image.
- **For File Format,** select the scan image type. Select **PDF,** **TIFF,** or **JPG.** To view more features, touch **More.**
  - For **PDF format,** for a searchable PDF, touch **Searchable.** When you select Searchable, you can select a language.
  - For a non-searchable PDF, touch **Archival (PDF/A).**
  - For **TIFF format,** to scan all sheets into one file, touch **Combine Files.** If the Combine Files option is not enabled, each sheet is scanned into a separate file.
  - For **JPG format,** touch **JPG.**
  - After you make your selections, click **OK.**
- **For 2-sided Scanning,** this option scans images on one side of the original document, or both sides of the original document. Your options are 1-Sided, 2-Sided, and 2-Sided, Rotate Side 2.
  *Note:* When you select Searchable/OCR, the Xerox® VersaLink® devices do not support the 2 Sided, Rotate Side 2 option.
- **For Output Color,** to allow the device to determine the output color, select Auto Detect. To select the output color, select the Color, Black & White, or Grayscale option.
  *Note:* For Xerox® VersaLink® devices: Do not use the Auto Detect setting with JPEG or TIFF output options. For JPEG images, use the Color or Grayscale settings. For TIFF images, use the Black & White, Color, or Grayscale settings.
- **For Original Size,** to allow the Xerox device to determine the size of the image that you want to scan, select Auto. To enter the image type, select Portrait or Landscape, then enter the image size in millimeters or inches.
  *Note:* If the original file size is not supported, Xerox® VersaLink® devices generate a file with a default paper size of 210 x 297 mm (8.5 x 11 in.).
- **For Original Orientation,** select the orientation of your image: Portrait Originals or Landscape Originals.
- **For Original Type,** select the type of image or document that you want to scan.
  - **Text & Photo:** To scan an image that contains text and photos, select this option.
  - **Photo:** To scan a photograph, select this option.
  - **Text:** To scan text only, select this option.
  - **Map:** To scan maps with text and graphics, select this option.
  - **Newspaper/Magazine:** To scan newspaper or magazine media, including flat or glossy, text, color, or black and white images, or graphics, select this option.
- **For Resolution (dpi),** select the dots-per-inch resolution for your scan. Usually, the higher the dpi, the better the scan quality. Select from these dpi settings:
- 72
- 100
- 150
- 200
- 300
- 400
- 600

**Note:** Xerox® VersaLink® devices do not support Resolution settings below 200 dpi. If you select 72 dpi, 100 dpi, or 150-dpi options, the device uses the default of 200 dpi.

- For Quality or File Size, select the scan quality. The higher the quality, the larger the scan file size.
  - For a good-quality scan, select **Good Quality**. The selection produces a small file size.
  - For a better-quality scan, select **Better Quality**. The selection produces a medium file size.
  - For a best-quality scan, select **Best Quality**. The selection produces a large file size.
  - Using a Xerox® ConnectKey® Scan to Email App, Multifunction Printers Only

**Caution!** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your multifunction printer. If you do not enable verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox device control panel, return to the Home screen.
   - For Xerox® ConnectKey® devices: Press the **Services Home** button.
   - For Xerox® AltaLink® devices or Xerox® VersaLink® devices: Press the **Home** button.

2. Touch the Xerox® ConnectKey® Scan to Email App.
   - You can design the ConnectKey® App to include an Email From, Email Message, and an Email Subject. These settings are preconfigured with default values, but you can modify the settings at the device.
   - In addition, you can design the app to include Custom Text and a Custom Image, which are informational fields that you cannot modify at the device. Except for the Add Recipient option, the location, and availability of the remaining settings are based on the design of the customized application.
   - Other options include the About option, which includes information about the creator and contact details.

3. To select or remove destination email addresses, based on the prompt that appears, enter recipients or select or remove recipients with the Add Recipient option. What option appears depends on how the app was created.
   - If the app is configured so destination email addresses can be selected, users can select recipients from a list of saved email addresses. Alternatively, users can enter recipient email addresses manually at the device. You can configure the app to email a preset list and provide no option to modify the recipients.
   - **Note:** If the app is configured with a preset list of email addresses, the user cannot specify an address, the addresses that deliver the job appear in the appropriate fields.
Procedures

4. To begin the scan, touch **Scan**. Job status indicators appear below the Start button. A Job Succeeded message confirms that the scan job is complete.

**Related Topics:**

Available Scan Settings

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**USING A XEROX® CONNECTKEY® SCAN TO MULTI-DESTINATION APP, MULTIFUNCTION PRINTERS ONLY**

**Caution!** To maintain the security of your information, on your Xerox device, enable Verification of SSL Certificates. If you do not enable verification of the SSL certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox device control panel, return to the Home screen.
   - For Xerox® ConnectKey® devices: Press the **Services Home** button.
   - For Xerox® AltaLink® devices or Xerox® VersaLink® devices: Press the **Home** button.

2. Touch the Xerox® ConnectKey® Scan to Multi-Destination App.
   - You can design the ConnectKey® App to include a Scan to FTP or Scan to Shared Folder destination. These settings are preconfigured with default values and you cannot modify the settings at the device.
   - In addition, you can design the app to include Custom Text and a Custom Image, which are informational fields that you cannot modify. Except for the Add Destination option, the location and availability of the settings that remain are based on the design of the customized application.
   - The About option, which includes information about the creator and contact details, is available.

3. Touch **Add Destination**.

4. The Add Destinations dialog appears. This window allows you to select from a preconfigured list of destinations that includes SMB, or network folders, and FTP locations.

5. For your scan, touch the destination option.

6. To begin the scan, touch **Scan**. Job status indicators appear below the Start button. A Job Succeeded message confirms that the scan job is complete.

**Related Topics:**

Available Scan Settings

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**USING A XEROX® CONNECTKEY® SCAN TO BOX APP, MULTIFUNCTION PRINTERS ONLY**

This app enables multifunction printer users to scan documents and images to folders in their own Box account or to a designated Box account. To access any cloud repository, on your device, enable the proxy.

**Caution!** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox devices. If you do not enable verification of the SSL certificates, the secure communications of private or sensitive information is vulnerable.
1. From the Xerox device control panel, return to the Home screen
   - For Xerox® ConnectKey® devices: Press the Services Home button.
   - For Xerox® AltaLink® or Xerox® VersaLink® devices: Press the Home button.

2. Touch the Xerox® ConnectKey® Scan to Box App.

3. On the repository Authentication window, enter the account login information.

4. When requested, grant XeroxConnectKeyForCloudProd1_0 approval to access your Box account.
   - Note: To exit the app from the repository Authentication and grant access window, double-tap the Clear All button on the device panel, then touch Confirm in the dialog window.
   - Xerox® AltaLink® and Xerox® VersaLink® devices do not support a double Clear All. Press the Home > Reset buttons instead.

5. Touch a destination, or, to see more folders, touch the arrow. When finished, touch OK.
   - Note: Xerox® AltaLink® devices and Xerox® VersaLink® devices support swipe gestures to navigate windows. You can swipe to scroll the pages to see more folders.

6. Browse to and select your Scan Destination folder.
   a. To change the Scan Destination settings, touch the current folder location. Browse to a new folder location and touch OK.
   b. To exit the app, select Services Home.
   c. To get contact info for app support, touch the About option.

7. To review or change the Scan Settings, touch the option to make your edits. If necessary, to change the Scan features, scroll the device screen.
   a. Touch the feature that you want to review or change.
   b. Select the setting that you want to apply to your current scan job.

8. To start the scan, touch Scan. Job status indicators appear below the Start button. A Job Succeeded message confirms that the scan job is complete.

Related Topics:

Available Scan Settings

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**USING A XEROX® CONNECTKEY® SCAN TO DROPBOX APP, MULTIFUNCTION PRINTERS ONLY**

The app enables multifunction printer users to scan to folders in their own Dropbox account or to a designated Dropbox account. To access any cloud repository, on your device, enable the proxy.

**Caution!** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox device control panel, return to the Home screen.
   - For Xerox® ConnectKey® devices: Press the Services Home button.
   - For Xerox® AltaLink® devices or Xerox® VersaLink® devices: Press the Home button.
2. Touch the Xerox® ConnectKey® Scan to Dropbox App.
3. Enter the account login information.
4. Select the destination folder where you want to scan and store your document, then touch OK.
   - To scan to your Dropbox root directory, do not touch a folder. Simply touch OK.
   - To view more folders, scroll the window.
     - To navigate some screens, Xerox® AltaLink® and Xerox® VersaLink® devices support swipe gestures. Some apps allow you to scroll the pages to see more folders.
     - To get to the destination, it can be necessary to select multiple folder levels. This activity depends on how your Dropbox account is structured. Select a folder at each level until you reach the destination folder.
5. Review your Scan Destination settings.
   a. To change the settings, to select the current folder location, tap it. Browse to a new folder and touch it.
   b. To exit the app, select the Home button.
   c. To get contact info for app support, select the About option.
6. To review or change the Scan Settings, select the option to change and make your edits. To view the scan features you can change, scroll the device screen.
   a. Touch the feature that you want to review or change.
   b. Select the setting that you want to apply to your current scan job.
7. To begin the scan, touch **Scan**. Job status indicators appear below the Start button. A Job Succeeded message confirms that the scan job is complete.

**Related Topics:**

- **Available Scan Settings**
- **Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services**
- **Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices**

**USING A XEROX® CONNECTKEY® SCAN TO GOOGLE DRIVE APP, MULTIFUNCTION PRINTERS ONLY**

The app enables multifunction printer users to scan documents and images to folders in their own Google Drive account or to a designated Google Drive account. To access any cloud repository, on your device, enable the proxy.

**Caution!** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox® devices. If you do not enable verification of the SSL certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox device control panel, return to the Home screen.
   a. For Xerox® ConnectKey® devices: Press the Services Home button.
   b. For Xerox® AltaLink® devices or Xerox® VersaLink® devices: Press the Home button.
2. Touch the Xerox® ConnectKey® Scan to Google Drive App.
3. In the Repository Authentication window, enter the account login information.
4. If the app was set up to provide the user name or email address for the account automatically, the field is populated. To log in with a different account, enter a different user name or email address and password.

5. To access your Google Drive repository, when requested, grant XeroxConnectKeyforCloud1_0 approval.
   - To exit the app from the repository Authentication and Grant Access window, double-tap the Clear All button on the device control panel. Then touch Confirm in the dialog window.
   - Xerox® AltaLink® and Xerox® VersaLink® devices do not support a double Clear All. Press the Reset button instead.

6. Touch a destination or to see more folders, touch the arrow. When complete, touch OK. The Scan Settings summary window appears.
   - To navigate some windows, Xerox® AltaLink® and Xerox® VersaLink® devices support swipe gestures. To see more folders, you can swipe to scroll the pages.

7. Review your Scan Destination selections.
   a. To change the Scan Destination settings, touch the current folder location. Browse to the new folder location and touch it.
   b. To exit the app, log out of the repository, then select the Home button.
   c. To get contact info for app support, touch the About option.

8. To review or change the Scan Settings, touch the option to change and make your edits.
   a. Touch the feature you want to check or change.
   b. Select the setting you want to apply to your current scan job.

9. To begin the scan, touch Scan. Job status indicators appear below the Start button. The Job Succeeded message confirms that the scan job is complete.

**Related Topics:**

Available Scan Settings

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**USING A XEROX® CONNECTKEY® SCAN TO OFFICE 365 APP, MULTIFUNCTION PRINTERS ONLY**

The app enables you to navigate and scan to the SharePoint Online and OneDrive components of Office 365. These components include the Team Site and My Sites. To access any cloud repository, on your device, enable the proxy.

**Caution!** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox® device. If you do not enable verification of the SSL certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox device control panel, return to the Home screen.
   - For Xerox® ConnectKey® devices, press the Services Home button.
   - For Xerox® AltaLink® devices or Xerox® VersaLink® devices, press the Home button.
2. Touch Xerox® ConnectKey® Scan to Office 365 App.
3. When the login window for your Office 365 or SharePoint Online site appears, enter your login credentials.
   - Login credentials are supported in the following format:
     - userid@domain.onmicrosoft.com, where domain reflects the domain configured when the Office 365 account was set up, or in other words, a default domain.
     - domain\userid@customdomain.com. If your account user ID does not contain .onmicrosoft.com, then it uses a custom domain. If your account uses a custom domain, or a different one from the default team site domain or My Site URL, add a prefix to your login. Use the domain of the default team site or My Site. For example, for user john@xaggallery.com with custom domain set to appgallery, that has access to the default Team Site Collection https://xeroxappgallerysite.sharepoint.com/, a login with the following format is required: xeroxappgallerysite\john@xaggallery.com.
   - To log in to Office 365, you need either an Office 365 account that includes SharePoint Online, or a Standalone SharePoint Online account.

4. Touch OK. A window appears displaying a list of available repositories appears.

5. The directory lists subsites, document libraries, then folders. To view more subsites, libraries, and folders, use the arrows to scroll the list.

6. Select the path to the destination, then touch OK. Or, to navigate to the selected path, touch the down arrow. To navigate some windows, Xerox® AltaLink® and Xerox® VersaLink® devices support swipe gestures. To see more folders, you can swipe to scroll the windows.

7. Touch the destination Library or Folder for your scan. The Scan to Office 365 App summary window appears with your selected settings for the Scan Destination.

8. Review your Scan Destination selections.
   a. To change the Scan Destination settings, touch the current folder location. Browse to a new folder and touch it.
   b. To exit the app, log out of the repository, then select the Home button.
   c. To get contact info for app support, scroll to and select the About option.

9. To review or change the Scan Settings, touch the option to change and make your edits. To view all the Scan features you can change, scroll the device screen.
   a. Tap the feature that you want to check or change.
   b. Select the setting that you want to apply to your current scan job.

10. To start the scan, touch Scan. Job status indicators appear below the Start button. A Job Succeeded message confirms that the scan job is complete.

Related Topics:

Available Scan Settings

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**USING A XEROX® CONNECTKEY® SCAN TO ONE DRIVE APP, MULTIFUNCTION PRINTERS ONLY**

This app enables multifunction printer users to scan to folders in a Personal or Business account. To access any cloud repository, on your device, enable the proxy.
**Note:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox devices. If you do not enable verification of the SSL certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox device control panel, return to the Home screen.
   a. For Xerox® ConnectKey® devices: Press the Services Home button.
   b. For Xerox® AltaLink® devices or Xerox® VersaLink® devices: Press the Home button.
2. Touch the Xerox® ConnectKey® Scan to OneDrive App.
3. On the repository Authentication screen, enter the Account Login information. When requested, grant XeroxConnectkeyforCloudProd1_0 approval to access your OneDrive repository.
   - To exit the app from the Repository Authentication and Grant Access window, double-tap the Clear All button on the device panel, then touch Confirm in the dialog window.
   - Xerox® AltaLink® and Xerox® VersaLink® devices do not support a double Clear All. Press the Reset button instead.
4. Select the destination folder where you want to scan and store your document. A summary window appears showing your selected settings for the Scan Destination.
5. Review your Scan Destination selections.
   a. To change the Scan Destination settings, touch the current folder location. Browse to a new folder location and touch it.
   b. To exit the app, log out of the repository, then select the Home button.
   c. To get contact info for app support, touch the About option.
6. To review or change the Scan Settings, touch the option to change and make your edits. If necessary, to change the Scan features, scroll the device screen.
   a. Touch the feature you want to check or change.
   b. Select the setting you want to apply to your current scan job.
7. To start the scan, touch Scan. Job status indicators appear below the Start button. A Job Succeeded message confirms that the scan job is complete.

**Related Topics:**

- Available Scan Settings
- Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services
- Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**Xerox® ConnectKey® Print from Apps**

**AVAILABLE PRINT SETTINGS**

It is possible the following print settings are not available for selection when you configure the Xerox® ConnectKey® App. The availability depends on the app design and the configuration of your Xerox® device.

- Sides Imaged: 1-sided, 2-sided
- Print Quantity: 1–9999
• Print Color: Auto Detect, Color, Black and White, Grayscale.

**USING A XEROX® CONNECTKEY® PRINT FROM BOX APP**

The Xerox® ConnectKey® Print From Box App allows users to print common file types and print-ready files from folders in their Box accounts. To access any cloud repository, on your Xerox device, enable the proxy.

**Caution!** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox control panel device, press the Services Home button.
2. Touch the Xerox® ConnectKey® Print from Box App.
3. On the Repository Authentication screen, enter your account login credentials.
4. When requested, grant XeroxConnectKeyForCloudProd1_0 approval to access your Microsoft® OneDrive® file-sharing repository.
5. To exit the app:
   - For Xerox® ConnectKey® devices: From the Repository Authentication and Grant Access window, double-click Clear All. Touch Confirm.
6. Xerox® AltaLink® devices and Xerox® VersaLink® devices do not support double Clear All. Press the Reset button. 
7. Navigate to the folder that contains the documents that you want to print. Depending on how the account is structured, it is possible there are multiple levels of folders to select to get to your document. **Note:** Xerox® AltaLink® devices and Xerox® VersaLink® devices support swipe gestures. Some apps allow you to swipe to navigate some windows.
8. Select the file that you want to print. The Review Settings window appears with your selected print options.
9. Review your Print selections.
   a. To change the settings, touch the folder, or navigate to a new destination.
   b. To exit the app, log out of the repository.
      - For Xerox® ConnectKey® devices: Press the Clear All button twice.
      - For Xerox® VersaLink® devices and Xerox® AltaLink® devices: Press the Home > Reset buttons.
   c. To view Contact Info for app support, scroll to the bottom of the screen, then touch About.
10. To review or change the Print Settings options, touch the Print Settings tab. The Print features appear on the tab.
    a. Select the feature that you want to check or change.
    b. Select the setting that you want to apply to your current print job.
11. To begin printing, touch Print. Job status indicators appear below the Start button. A Job Succeeded message confirms that the print job is complete.

**Related Topics:**

- **Available Print Settings**
- **Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services**
Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**USING A XEROX® CONNECTKEY® PRINT FROM DROPBOX APP**

The Xerox® ConnectKey® Print From Dropbox App allows users to print common file types and print-ready files from folders in their Dropbox accounts or from designated Dropbox accounts. To access any cloud repository, on your Xerox device, enable the proxy.

**Note:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable Verification of SSL Certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox control panel device, press the Services Home button.
2. Touch the Xerox® ConnectKey® Print From Dropbox App.
3. Enter your account login credentials.
4. Touch Sign In.
   - A Dropbox account window appears, directing you to select a document, or to select a folder to see more documents. Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, Text, TIFF, XPS.
5. When requested, grant XeroxConnectKeyForCloudProd1_0 approval to access your Dropbox repository.
   - To exit the app from the Repository Authentication and Grant Access screen, double-click **Clear All** on the device panel, then, in the dialog window, touch **Confirm**.
   - Xerox® AltaLink® and Xerox® VersaLink® devices do not support a double Clear All. Press the **Reset** button.
6. Touch the folder that contains the documents that you want to print.
   - It is possible that there are multiple levels of folders to reach your document.
   - Xerox® AltaLink® devices and Xerox® VersaLink® devices support swipe gestures. Some apps allow you to swipe to navigate some windows.
7. Touch the filename. Only supported files are available for selection. The Review Settings screen appears.
8. Review your Print selections.
   a. To change the file selection, tap the filename. Browse to and select a different file to print.
   b. To exit the app, log out of the repository, then select the **Home** button.
   c. To view Contact Info for app support, scroll to and touch **About**.
9. To review or change the Print Settings, tap the row for the option you want to change. The Print features you can change are all visible on the control panel device.
   a. Select the feature that you want to check or change.
   b. Select the setting that you want to apply to your current print job.
10. To begin printing, touch **Print**. Job status indicators appear near the Start button. A Job Succeeded message confirms that the print job is complete.

**Related Topics:**

Available Print Settings
Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

USING A XEROX® CONNECTKEY® PRINT FROM GOOGLE DRIVE APP

You can print common file types and print-ready files from folders in your Google Drive account, or from a designated Google Drive account. To access any cloud repository, on your Xerox device, enable the proxy.

**Caution!** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable Verification of SSL Certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox® device control panel, press the **Services Home** button.
2. Touch the Xerox® ConnectKey® Print from Google Drive App.
3. On the Repository Authentication window, enter your account login credentials. If you set up the app to provide the user name or email address for the account, the information appears. To select a different account, enter a different user name or email address, and password.
4. When requested, grant XeroxConnectKeyForCloudProd1_0 approval to access your Google Drive repository.
5. To exit the app from the Authentication & Grant Access window:
   - For Xerox® ConnectKey® devices, touch **Clear All** twice. Touch **Confirm**.
   - For Xerox® AltaLink® devices and Xerox® VersaLink® devices, press the **Reset** button.
6. Touch the folder that contains the documents that you want to print.
   - It is possible that, to reach your document, you need to access multiple folders. The path to your document is determined by how the account is structured.
   - Xerox® AltaLink® devices and Xerox® VersaLink® devices support swipe gestures to navigate some windows.
7. Touch the file that you want to print. The Review Settings window appears showing your selected print options.
8. Review your Print selections.
   a. To change the file selection, tap the filename. Browse to and select a different file to print.
   b. To exit the app, log out of the repository, then select the **Home** button.
   c. To get Contact Info for App support, select the **About** option.
9. To review or change the Print Settings, tap the row for the option to modify. Make your selection from the list of options. The Print features you can change are all visible on the screen displayed on the device.
   a. Select the feature that you want to check or change.
   b. Select the setting that you want to apply to your current print job.
10. To begin printing, touch **Print**. Job status indicators appear below the Start button. A Job Succeeded message confirms that the print job is complete.
Procedures

Related Topics:

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

USING A XEROX® CONNECTKEY® PRINT FROM OFFICE 365 APP

The Xerox® ConnectKey® Print From Office 365 App enables users to print common file types and print-ready files from the SharePoint Online and Business OneDrive component of Office 365, including Team Site and My Sites. To access any cloud repository, on your Xerox device, enable the proxy.

**Note:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable Verification of SSL Certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox device control panel, press the Home button.
2. Touch the Xerox® ConnectKey® Print from Office 365 App.
3. When the Login window for your Office 365 site or SharePoint Online site appears, enter your login credentials.
   - Login credentials are supported in the following format:
     - userid@domain.onmicrosoft.com: Domain reflects the domain configured during the Office 365 account setup, or a default domain.
     - domain\userid@customdomain.com: If your account user ID does not contain .onmicrosoft.com, then your account uses a custom domain. If your account uses a custom domain that differs from the default team site or My Site URL domain, add a prefix to your login. The prefix contains the default team site or My Site domain. For example, for user john@appgallery.com with the custom domain set to appgallery, and access to the default Team Site Collection https://xeroxappgallerysite.sharepoint.com/, create a login with the following format: xeroxappgallerysite\john@appgallery.com.
   - Note: An Office 365 account that includes SharePoint Online, or a Standalone SharePoint Online account is required.
4. Touch OK. A list of available file repositories appears.
5. To view the file locations, scroll to Subsites, Libraries, or Folders. The file locations depend on how your Office 365 site or SharePoint Online site is structured.
   - Note: Xerox® AltaLink® devices and Xerox® VersaLink® devices support swipe gestures. Some apps allow you to swipe to navigate some screens.
   a. Scroll the Subsite, Library, or Folder until you reach the document that you want to print.
   b. Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, Text, TIFF, XPS.
6. Select the file that you want to print. Only supported files are available for selection. The Print From Office 365 summary window appears with your selected file settings.
7. Review your file Print selections.
   a. To change the file selection, tap the filename. Browse to and select a different file to print.
   b. To exit the app:
      - For Xerox® AltaLink® devices and Xerox® VersaLink® devices, log out. Press the **Home > Reset** buttons.
Procedures

- For Xerox® ConnectKey® devices, press the Clear All button twice.

c. For Contact Info for app support, scroll to and touch About.

8. To review or change the Print settings, tap the row for the option you want to modify. Make your selection from the list of options.

   a. Select the feature that you want to check or change.

   b. Select the setting that you want to apply to your current print job.

9. To begin printing, touch Print. Job status indicators appear below the Start button. A Job Succeeded message confirms that the print job is complete.

Related Topics:

Available Print Settings

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

USING A XEROX® CONNECTKEY® PRINT FROM ONE_DRIVE APP

This app enables users to print common file types and print-ready files from folders in a OneDrive Business or Personal account. To access any cloud repository, on your Xerox device, enable the proxy.

Caution! To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox device control panel, press the Services Home button.

2. Touch the Xerox® ConnectKey® Print from OneDrive App.

3. On the repository Authentication window, enter your Account login credentials.

4. When requested, grant XeroxConnectkeyforCloudProd1_0 approval to access your Microsoft OneDrive file-sharing repository.

5. To exit the app:

   a. For Xerox® ConnectKey® devices, from the Authentication and Grant Access window, double-tap Clear All. Touch Confirm.

   b. For Xerox® VersaLink® devices and Xerox® AltaLink® devices, press the Reset button

6. Select the folder that contains the files that you want to print. It is possible that to reach your document you need to access multiple folders. The path to your document is determined by how the account is structured.

   Note: Xerox® AltaLink® devices and Xerox® VersaLink® devices support swipe gestures to navigate some windows.

7. Select the file that you want to print. The Print from OneDrive Print Summary screen appears and shows the selected settings.

8. Review your file Print selections.

   a. To change the Print settings, tap the filename. Browse to and select a different file to print.

   b. To exit the app, log out of the repository, then select the Home button.

   c. For Contact Info app support, scroll to the bottom of the window, then touch About.
Procedures

9. To review or change the Print Settings, tap the row for the option you want to modify. Make your selection from the list of options.
   a. Select the feature that you want to check or change.
   b. Select the setting that you want to apply to your current print job.

10. To begin printing, touch **Print**. Job status indicators appear. A Job Succeeded message confirms that the print job is complete.

**Related Topics:**

- Available Print Settings

- Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

- Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**USING A XEROX® CONNECTKEY® PRINT FROM URL APP**

The Xerox® ConnectKey® Print From URL App enables Xerox device users to print documents from a document repository that a Web server hosts. IIS and Apache Web servers are supported.

**Caution!** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox devices. If you do not enable verification of the SSL certificates, the secure communications of private or sensitive information is vulnerable.

1. From the Xerox device control panel, press the Services Home button.
2. Touch the Xerox® ConnectKey® Print From URL App. The Login window for your site appears. If the app was set up to provide the required credentials automatically, you are not prompted for credentials.
   - To use different login credentials, enter a different user name or email address, and password.
   - If login credentials are not required for site access, you are not prompted for credentials.
3. Touch **OK**.
4. Select the folder that contains the file that you want to print.
   - It is possible that to reach your document, you need to access multiple folders. How the account is structured determines the path to your document.
   - Xerox® AltaLink® and Xerox® VersaLink® devices support swipe gestures. Some apps allow you to swipe to navigate some screens.
5. Select the file that you want to print. Only print-ready files appear. The Print from URL Print Summary screen appears showing the selected settings.
6. Review your file Print selections.
   a. To change the Print settings, tap the filename. Browse to and select a different file to print.
   b. To exit the app, log out and select the **Home** button.
   c. For Contact Info for app support, scroll to and touch **About**.
7. To review or change the Print Settings, tap the row for the option you want to modify. Make your selection from the list of options.
   a. Select the feature that you want to check or change.
   b. Select the setting that you want to apply to your current print job.
8. To begin printing, touch Print. Job status indicators appear. A Job Succeeded message confirms that the scan job is complete.

**Note:** Depending on how your Web server is configured, it is possible that you need to enable the proxy on your device.

**Related Topics:**

- Available Print Settings
- Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services
- Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**Channel Partner Apps Category**

**APPS IN THE CHANNEL PARTNER CATEGORY**

To find apps that provide new features or capabilities for your Xerox devices, search the apps in the Channel Partner category on the All Apps page. Apps in the category are Xerox® Apps designed by Xerox and Xerox partners and are only available to Channel Partners. Some apps require a purchase, while others can be installed free of charge. To view the apps in this category, Channel Partners are required to log in to the App Gallery.

Channel Partners can access the Channel Partner category to browse and make recommendations to their customers for apps that provide solutions for their daily workflow challenges. If a customer is interested in the recommended apps, the Channel Partner shares the apps with the customer account.

**FINDING APPS IN THE CHANNEL PARTNER CATEGORY**

Channel Partners can follow these steps to find or update Xerox Apps for your customers from the apps included in the Channel Partner category.

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in with your Channel Partner account credentials.
3. On the All Apps screen, find the Channel Partner category.
4. In the Channel Partner category or section, review the apps available.
   a. To search by App Name or Company, such as Scan, use the Search field.
   b. Scroll up and down the page.
5. To learn more about a particular app, to access the App Details page, click the app icon.
6. The App Details screen provides the name of the app, version, company that created it, publication date, and description of the app.
7. Browse the apps and identify the app you want to share from your App Gallery account.
8. To provide customers access to an app, from the App Details screen, click Share. Select the customer to share the app with, then click **OK**. The customer is notified through an email that an app was shared with them.
Procedures

**Note:** A message displays that confirms that the app was shared successfully and that an email notification was sent to the customer.

9. To return to your App Gallery account, click All Apps.

10. Channel Partners can share an app from the Channel Partner category with their customers. Customer subaccounts do not have access to the Channel Partner category. Customers contact their Channel Partner with their app needs. If a solution exists, Channel Partners can use the App Gallery to search for the requested app, then share it with the Subaccount.

**Related Topics:**

Sharing an App with a Customer Subaccount

**RELEASING XEROX® APPS TO A CHANNEL PARTNER ACCOUNT BY A CONNECTKEY® ADMIN**

To deliver a Xerox® App to a Channel Partner Account, select one of the following options:

- From the Channel Partner accounts, Channel Partners can access the Xerox apps.
- A Xerox App Administrator can add a Xerox® App, developed by either Xerox or a Xerox Partner, directly to a Channel Partner account. Either Xerox or the Partner notifies the Channel Partner that the app is in their Gallery Account. The app appears in the Channel Partner My Apps catalog listing.
3. Troubleshooting

Known Limitations

- Channel Partners cannot create their own accounts. To create an account, the Master Account, or OpCo, invite the Channel Partners.
- Channel Partner accounts are limited to 5000 apps per account.
- Channel Partner and Customers cannot delete accounts. The System Administrator deletes the account when the user emails a delete request.
- Customers cannot create or delete apps.
- The use of device discovery and the CSV bulk device install is no longer available for the general App Gallery user.

**Note:** To request a bulk device install option, send an email request to xerox.app.gallery.feedback@xerox.com.

- Xerox® ConnectKey® Multi-Destination Apps cannot email or save documents to a USB or a document repository.
- FTP support is for FTP, not SFTP.
- On any Xerox® ConnectKey® device, you can install a maximum of 64 weblets or apps.
- Scan Apps support a maximum of one custom image.
- On the device Services Home page, it is possible that some custom icons do not appear correctly. To ensure that the image appears properly, Channel Partners test custom icons.
- If the generated scanned file exceeds the third-party repository size quota or the maximum file size supported by the middleware, scan jobs cannot complete.
- For OneDrive for Business accounts, Scan to OneDrive and Print from OneDrive do not support Enhanced Secured Authentication.
- Print from OneDrive and Scan to OneDrive do not print or scan to repository shared folders with OneDrive for Business accounts.

Known Issues

- When you navigate away from, but do not exit, a launched Xerox® App Gallery App, you are not automatically logged out. It is recommended that, after you use the app, you log out.
- On the Login page, the narrow design for the OneDrive scroll bar is a limitation of the third-party repository.
- When you navigate Xerox® App Gallery, particularly when you create apps, page transitions can take up to 5–10 seconds.
- Xerox® App Gallery does not prevent Channel Partners from deleting a Xerox® ConnectKey® App from a Xerox device. It is possible, for app–to-device associations to be remain for per-device app purchases even if the app is removed from the device. You can reinstall the app on the same device, as long as the purchase or subscription is still valid.
- If you use Scan to Office 365 with any of the \\ / : * ? " < > | # % characters in the document library, an error occurs during the scan.
Troubleshooting

- If you use Print from Office 365 with the \ or / characters in the document library, or a subsite name, an error occurs.
- Scan to Google Drive and Print from Google Drive do not display folders with the following characters in the folder name: /\:*<>|".
- The enhanced secured Login page for Scan to Box and Print from Box defaults to English in all supported languages.
- If you change the default user ID on the Print from or Scan to Google Drive Login page, a login with pre-defined user credentials appears.
- When you navigate away from, but do not exit, a Print from or Scan to Google Drive App, another instance of the app appears. It is recommended that after you use the Scan To or Print from Google Drive App apps, you log out.

**EIP ENABLED UPGRADE CONSIDERATIONS**

Xerox® App Gallery works with EIP 3.5 or higher-enabled Xerox devices. The following template apps are enabled with EIP 3.5:

- Xerox® ConnectKey® Info App, with a minimum EIP version 2.5 or higher
- Xerox® ConnectKey® Scan to Email
- Xerox® ConnectKey® Scan to Multi-Destination
- Xerox® ConnectKey® Scan to Dropbox
- Xerox® ConnectKey® Print from Dropbox
- Xerox® ConnectKey® Scan to Google Drive
- Xerox® ConnectKey® Print from Google Drive
- Xerox® ConnectKey® Scan to Office 365
- Xerox® ConnectKey® Print from Office 365
- Xerox® ConnectKey® Scan to OneDrive
- Xerox® ConnectKey® Print from OneDrive
- Xerox® ConnectKey® Scan to Box
- Xerox® ConnectKey® Print from Box
- Xerox® ConnectKey® Print from URL
- Xerox® ConnectKey® Print and Scan for Box
- Xerox® ConnectKey® Print and Scan for Dropbox
- Xerox® ConnectKey® Print and Scan for Google Drive
- Xerox® ConnectKey® Print and Scan for Office 365
- Xerox® ConnectKey® Print and Scan for OneDrive
- Xerox® ConnectKey® Scan to Cloud Email

For a complete list of supported devices and software or EIP versions, refer to the Compatible Products link on the following site: [http://www.xerox.com/ConnectKeyapps](http://www.xerox.com/ConnectKeyapps).
Cloud Repository Considerations

**NETWORK CONFIGURATIONS**

You can create Xerox® App Gallery ConnectKey® Apps to scan to and print from the following cloud repositories:

- Office 365, which includes SharePoint Online
- Dropbox
- Google Drive
- OneDrive
- Box

For Xerox® ConnectKey® Apps to communicate properly with the cloud repositories, on your Xerox device, enable the EIP proxy. Extra security measures are necessary. All traffic for cloud repositories is routed through a cloud-based routing component before files reach the final destinations.

For more information, refer to:

- Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services
- Setting Up the Proxy Server for Xerox ConnectKey and Xerox VersaLink Devices from Xerox Embedded Web Server
- Security Configuration

**OPEN AUTHORIZATION TOKEN HANDLING, APP NAVIGATION, AND PERFORMANCE**

Open Authorization (oAuth) 2.0 is the industry-standard protocol for authorization.

For authentication for the Xerox® App Gallery Scan to and Print from Dropbox, Google Drive, Box, and OneDrive personal accounts, use the Enhanced secure login. The access token for Xerox® App Gallery Scan to and Print from Dropbox, Google Drive, OneDrive, and Box Apps, is valid for 60 minutes. After 60 minutes, the apps do not function and you are forced to exit the app, then log in again. For more information, see the Xerox® App Gallery Information Assurance Disclosure. For apps that support Enhanced secure login, it is recommended that you do not navigate away from the Login page. It is possible that you cannot return to the app.

When you launch the Xerox® ConnectKey® Apps, you can experience a performance delay launching the third-party Login page. For all Xerox® ConnectKey® Apps that use Enhanced secure login, or oAuth to perform user authentication, the issue is a known issue. The network, third-party Cloud repository, and the location of the repository relative to the location of the device can delay performance.

**STORAGE LIMITATIONS**

Xerox® App Gallery Scan to Office 365 supports uploads of up to 2 GB, and Scan to Dropbox supports uploads of 150 Mbytes. Print from Office 365 and Print from Dropbox file sizes are not limited.
SECURITY CONFIGURATION

Xerox® App Gallery uses HTTPS to communicate to the cloud repositories through the Xerox® servers. Scanned files and files to print are not stored on the Xerox® servers. For security purposes, on Xerox devices, upload the Solutions Certificate Authority and enable the Verify Server certificates. For more information, see the Xerox® App Gallery IAD.

To view the Xerox® Solutions Certificate Authority file, go to https://appgallery.services.xerox.com/certificates.

ACCOUNT REQUIREMENTS

Office 365

Xerox® App Gallery Scan from Office 365 and Print from Office 365 Apps support accounts that include SharePoint online. Office 365 Apps only integrate with the SharePoint online component of the Office 365 offering. Small Business, Midsize Business, and Enterprise Business accounts that include SharePoint online are supported. In addition, standalone SharePoint online accounts that are not part of an Office 365 bundle are supported. Office 365 accounts that have enabled Two Factor Authentication are not supported.

Dropbox

Xerox® App Gallery Scan to Dropbox and Print from Dropbox Apps support Dropbox Basic and Dropbox for Business accounts. Two Factor Authentication-enabled Dropbox accounts are not supported.

Google Drive

Xerox® App Gallery Scan to Google Drive and Print from Google Drive Apps support two account types: Google for Personal and Google Drive for Work (Business).

OneDrive

Xerox® App Gallery Scan to OneDrive and Print from OneDrive support OneDrive Personal accounts. OneDrive for Business users with an Office 365 account can access documents from the Scan to Office 365 and Print from Office 365 apps.

Box

Box offers four types of accounts: Enterprise, Business, Start-Up, and Personal. Xerox® App Gallery Scan to Box and Print from Box Apps support all four account types.

Support Expectations

TECHNICAL CUSTOMER SUPPORT

The Xerox® App Gallery Channel Partner who created and provided the app to the customer provides end-user Technical Customer Support.

Xerox® App Gallery Channel Partners can contact Xerox® Support through the standard support process. To obtain information, first visit the online support resources.

Information about online help is available in the Help link included in Xerox® App Gallery. Several help options are available at: http://www.support.xerox.com/support/xerox-app-gallery/.
1. To view online support or search for information by keyword, select the **Support** tab.

2. To download the following .pdf guides, select the **Documentation** tab.
   - Xerox® App Gallery Master Account User Guide
   - Xerox® App Gallery User Guide
   - Xerox® App Gallery App Quick Start Guide
   - Xerox® @PrintByXerox Quick Start Guide
   - Xerox® Print and Scan App Quick Start Guide
   - Xerox® Scan to Email Quick Start Guide
   - Healthcare MFP Solution Connection Confirmed - Share Patient Information Guide
   - Healthcare MFP Solution Quick Start Guide Link
   - Xerox® Support Assistant Installation and User Guide
   - Xerox® Scanning App for DocuShare Software Quick Start Guide
   - Xerox® QR Code Quick Start Guide
   - Xerox® App Gallery Information Assurance Disclosure

At [http://forum.support.xerox.com](http://forum.support.xerox.com), view the questions and responses from other customers, or on the Customer Support Forum, post your question.

For more support, Customer Subaccount users can contact their Channel Partner Account Representative. To obtain contact information, open your app from the device and select the About window. The Channel Partner Account user information, which includes contact information, is available.

Channel Partner Account users can contact Xerox support. For more information, visit Xerox® App Gallery online support at: [http://www.support.xerox.com/support/xerox-app-gallery](http://www.support.xerox.com/support/xerox-app-gallery).

## Account Issues

**USER CANNOT REGISTER FOR AN ACCOUNT**

When the OpCo representative creates a Channel Partner account, an account invitation is emailed to the OpCo representative. If you did not receive the account invitation email, do the following:

- Check your Junk email folder for the account invitation message.
- Contact your OpCo representative to verify that the account invitation was sent to the correct email address.

To ensure that you receive future Xerox® App Gallery emails, specify the message as Not Junk.

**USER CANNOT LOG IN TO ACCOUNT**

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).

2. Click **Forgot Password?**

3. Enter the account Email Address. This step generates a Forgot Password reset request and sends it to the email provided.
4. From your email, open the message titled Xerox® App Gallery password reset request. If you do not see the email, check your Junk or Spam email folder.

5. Click Password Reset. Or, right-click Password Reset, then copy the link to your Internet browser. Press Enter.

6. A message box appears that prompts you to enter and confirm a new password. In the New Password field, enter your new password. In the Confirm Password field, enter the password again.

7. Click OK. Your password is reset.

Note: If you do not receive a password reset verification within a few minutes, check your Junk email folder. To ensure that you receive future emails, specify the message as Not Junk.

USER CANNOT CONNECT TO THE XEROX® APP GALLERY

Check the browser security settings.

Related Topics:

Modifying the Browser Security Settings Using Internet Explorer

Modifying the Browser Security Settings Using Chrome

USER CANNOT LOG IN TO PRINT FROM URL APP

If you try to access the Print from URL App, and you receive a Certificate Error, the SSL Certificate for the website was not verified. Do the following:

1. Open a Web browser. In the address field, type the IP address of your printer. From the CentreWare® Internet Services webpage for your printer, ensure that Verify Server Certificates is enabled.

2. If Verify Server Certificates is enabled, a Server Certificate is required. Upload a Server Certificate to your Web server.

3. Upload the corresponding certificate to your device. Or, you can disable the Verify Server Certificates, which is not recommended. The Verify Server Certificates setting is a global setting that affects all EIP Solutions, which includes any Xerox® ConnectKey® Apps installed on your device.

USER CANNOT ACCESS THE XEROX® CONNECTKEY® PRINT FROM URL APP

To use a ConnectKey® Print from URL App that does not require a Login to gain access, check the following:

• The device is connected to a network.
• The Proxy for the device is enabled for both HTTPS and HTTP.
• The URL is valid and accessible from a browser.

Xerox® ConnectKey® App Design Issues

CHANNEL PARTNER ACCOUNT USER CANNOT ADD AN IMAGE TO AN INFO APP

Verify that the image format used supports Xerox® ConnectKey® Info Apps. Supported formats are .jpg, .gif, and .png.
Xerox® App Gallery Device Issues

**NO DEVICES DISPLAY ON THE XEROX® APP GALLERY DEVICES WINDOW**

To add a device to the Xerox® App Gallery manually, enter the device IP Address or Host Name. Devices cannot be added by adding a list of devices with a CSV file, or through Device Discovery. However, if you need a bulk device install, send an email to xerox.app.gallery.feedback@xerox.com.

To enable communication with Xerox® devices, in the browser, verify that the Active X control is installed.

**Related Topics:**

*Adding a Device to Xerox App Gallery*

**AUTOMATIC DEVICE DISCOVERY DOES NOT RETURN A LIST OF DEVICES**

Device Discovery is no longer supported by either the Internet Explorer or Chrome browsers. However, if you need a bulk device install, send an email to xerox.app.gallery.feedback@xerox.com.

**USER CANNOT COMMUNICATE WITH DEVICES FROM XEROX® APP GALLERY**

Verify the following:

- To allow communication with Xerox® devices, verify that ActiveX control is installed and enabled in the Web browser.
- The devices are connected to a network. If the devices are behind a network firewall, configure the proxy server for the devices.

**USER CANNOT ADD A DEVICE TO THE XEROX® APP GALLERY**

Verify the following:

- The device is operational.
- The device is connected to the Xerox® App Gallery over the network.
- The device input address is correct.
- The device is connected to a network.
- The device supports the Xerox® Extensible Interface Platform® (EIP), version 3.5 or higher. Devices with the following software configurations will support the Apps listed below:
  - Xerox devices that run the Xerox® Extensible Interface Platform® software version 3.5 and higher.
  - Xerox® VersaLink® multifunction printers that run Xerox® Extensible Interface Platform® software version 3.7.1 and higher.
  - Xerox® AltaLink® multifunction printers that run Xerox® Extensible Interface Platform® version 4.0 and higher.
- Xerox® ConnectKey® Info App
- Xerox® ConnectKey® Scan to Email App
- Xerox® ConnectKey® Scan to Multi-Destination App
- Xerox® ConnectKey® Scan to Office 365
- Xerox® ConnectKey® Print from Office 365
Troubleshooting

- Xerox® ConnectKey® Scan to Dropbox
- Xerox® ConnectKey® Print from Dropbox
- Xerox® ConnectKey® Scan to Box
- Xerox® ConnectKey® Print From Box
- Xerox® ConnectKey® Scan to Google Drive
- Xerox® ConnectKey® Print from Google Drive
- Xerox® ConnectKey® Scan to OneDrive
- Xerox® ConnectKey® Print from OneDrive
- Xerox® ConnectKey® Print from URL
- Xerox® ConnectKey® Print and Scan for Box
- Xerox® ConnectKey® Print and Scan for Dropbox
- Xerox® ConnectKey® Print and Scan for Google Drive
- Xerox® ConnectKey® Print and Scan for Office 365
- Xerox® ConnectKey® Print and Scan for OneDrive
- Xerox® ConnectKey® Scan to Cloud Email
- Apps obtained from Xerox® App Gallery

*Note: Xerox devices running Xerox® Extensible Interface Platform® software version 2.5 and higher, will support the Xerox® ConnectKey® Info App.

- Xerox® VersaLink® printers running Xerox® Extensible Interface Platform (EIP) version 3.7.1 and higher support the following Xerox® ConnectKey® Apps:
  - Xerox® ConnectKey® Info App
  - Xerox® ConnectKey® Print from Dropbox
  - Xerox® ConnectKey® Print from Office 365
  - Xerox® ConnectKey® Print from URL
  - Xerox® ConnectKey® Print from Box
  - Xerox® ConnectKey® Print from Google Drive
  - Xerox® ConnectKey® Print from OneDrive

For a complete list of supported Xerox® devices, and EIP software versions, go to http://www.xerox.com/connectkeyapps. Refer to the ConnectKey® Compatible Products page.

**USER CANNOT ADD XEROX DEVICE CONNECTOR**

Verify that the browser is configured to allow third-party add-ons or ActiveX controls.

**Related Topics:**

Installing the Internet Explorer Add-on for Xerox App Gallery Installing the Chrome Extension for Xerox App Gallery

**USER CANNOT INSTALL XEROX® CONNECTKEY® APP ON A XEROX DEVICE**

You can install Xerox® ConnectKey® Apps on the following Xerox devices:
Troubleshooting

- Xerox® ConnectKey® 2.0i devices that run Xerox® Extensible Interface Platform® (EIP) 3.5 or higher
- Xerox® AltaLink® devices that run EIP software, version 4.0 or higher
- Xerox® VersaLink® devices that run EIP software, version 3.7.1 or higher

You can install the Xerox® ConnectKey® Info App on Xerox devices that run EIP version 2.5 or higher. All other apps require EIP version 3.5 or higher.

For a complete list of supported Xerox devices and EIP software versions, go to http://www.xerox.com/connectkeyapps. Refer to the ConnectKey® Compatible Products webpage.

App Trial Issues

Some Xerox® ConnectKey® Apps require a purchase. You can run Xerox® ConnectKey® Apps on a trial basis. The app developer defines the length and usage parameters for the app trial.

**UNABLE TO RUN FREE TRIALS FOR APPS FROM THE DEVICE**

It is possible that the free trial for the app has been complete used or is expired. When you install the 3rd Party Channel Partner App on the device and do not purchase it, you can use a free trial to run the app for a limited time. Each app that requires a purchase has a free trial that runs for a limited time or offers a small amount of usage before a purchase is required. For example, the usage allowed can be set at a limited number of scans or number of printed pages allowed. The app developer determines the terms for the trial.

If no trials are left on the app and you would like to continue using it, you will need to purchase the app.

**Note:** A free trial of a Xerox® ConnectKey® App requires that the device is connected to the Internet. When the app launches, the app checks the trial to see if it is still valid. The app needs an Internet connection to verify if the app is entitled to run.

Xerox® ConnectKey® App Installation Issues

**USER CANNOT INSTALL APPS AFTER AN APP GALLERY UPGRADE**

If you cannot select a device, and there is no response when you click Install, follow these steps.

1. Log out of the Xerox® App Gallery.
2. Clear your browser cache.
   - For Internet Explorer 11:
     a. Click the Gear icon.
     b. Click Developer tools, F12.
     c. Select the Cache tab.
     d. Click Clear cache, then confirm.
     e. Click Clear browser cache.
   - For Google Chrome:
     a. Click Menu options.
     b. Click Settings.
     c. Click History.
Troubleshooting

d. Click **Clear Browsing Data**.
e. Click **Cached Images** and **Files**. It is recommended that you clear all Browsing Data.

3. Log in to the Xerox® App Gallery, then install the apps.

**USER CANNOT INSTALL XEROX® CONNECTKEY® APPS FROM XEROX® APP GALLERY**

1. Ensure that the ActiveX control is installed in the Web browser. To enable the installation of Xerox® ConnectKey® Apps, ensure that you can add the devices to the Xerox® App Gallery.

2. Ensure that the target device supports the Xerox® Extensible Interface Platform® (EIP) version. Xerox® ConnectKey® Apps require EIP software version 3.5 or higher. The version required depends on the app.
   - Devices with the following software configurations will support the Apps listed below:
     - Xerox devices that run the Xerox® Extensible Interface Platform® software version 3.5 and higher.
     - Xerox® VersaLink® multifunction printers that run Xerox® Extensible Interface Platform® software version 3.7.1 and higher.
     - Xerox® AltaLink® multifunction printers that run Xerox® Extensible Interface Platform® version 4.0 and higher.
       - Xerox® ConnectKey® Info App
       - Xerox® ConnectKey® Scan to Email App
       - Xerox® ConnectKey® Scan to Multi-Destination App
       - Xerox® ConnectKey® Scan to Office 365
       - Xerox® ConnectKey® Print from Office 365
       - Xerox® ConnectKey® Scan to Dropbox
       - Xerox® ConnectKey® Print from Dropbox
       - Xerox® ConnectKey® Scan to Box
       - Xerox® ConnectKey® Print from Box
       - Xerox® ConnectKey® Scan to Google Drive
       - Xerox® ConnectKey® Print from Google Drive
       - Xerox® ConnectKey® Scan to OneDrive
       - Xerox® ConnectKey® Print from OneDrive
       - Xerox® ConnectKey® Print from URL
       - Xerox® ConnectKey® Print and Scan for Box
       - Xerox® ConnectKey® Print and Scan for Dropbox
       - Xerox® ConnectKey® Print and Scan for Google Drive
       - Xerox® ConnectKey® Print and Scan for Office 365
       - Xerox® ConnectKey® Print and Scan for OneDrive
       - Xerox® ConnectKey® Scan to Cloud Email
       - Apps obtained from the Xerox® App Gallery
     - Xerox® VersaLink® printers that run Xerox Extensible Interface Platform, version 3.7.1 and higher support the following Xerox® ConnectKey® Apps:
       - Xerox® ConnectKey® Info App
       - Xerox® ConnectKey® Print from Dropbox
       - Xerox® ConnectKey® Print from Office 365
       - Xerox® ConnectKey® Print from URL
       - Xerox® ConnectKey® Print from Box
       - Xerox® ConnectKey® Print from Google Drive
       - Xerox® ConnectKey® Print from OneDrive

**Note:** Xerox devices running Xerox® Extensible Interface Platform® software version 2.5 and higher, will support the Xerox® ConnectKey® Info App.
Troubleshooting

For a complete list of supported Xerox® devices and Xerox EIP software versions, go to http://www.xerox.com/connectkeyapps. Refer to the Xerox® ConnectKey® Compatible Products page.

3. From the Weblet Management screen on the CentreWare® Internet Services window, or the Embedded Web Server for the device, verify the following information:
   - The installation policy is enabled.
   - The Xerox Extensible Interface Platform® (EIP) service browser is enabled.
   - The proxy settings are configured correctly.

To install the Xerox® ConnectKey® App, when you add the device or devices to the Xerox® App Gallery, enter the system administrator user name and password. If the user name and password for the device are incorrect, the installation of the Xerox® ConnectKey® App fails.

**USER CANNOT INSTALL XEROX® CONNECTKEY® APPS FROM XEROX® CENTREWARE® INTERNET SERVICES**

**Note:** This topic only applies to a v4.0 app that was saved previously following app creation. The App Gallery no longer allows you to save apps to your local file system. Therefore, all apps are installed from the App Gallery.

If you have a v4.0 app that you saved and need an update, create a new app using the App Gallery. The system does not allow you to modify legacy v4.0 apps.

You can install saved legacy v4.0 ConnectKey® Apps .Weblet files from the Weblet Management screen of CentreWare® Internet Services. To install the ConnectKey® Apps, support of Xerox® Extensible Interface Platform, version 3.5 or higher, is required for the Xerox device.

Check to ensure the following:
- Install policy is enabled.
- Extensible service browser is enabled.

**Related Topics:**

Installing Xerox ConnectKey Apps Using Xerox CentreWare Internet Services

**USER CANNOT INSTALL XEROX® CONNECTKEY® APPS FROM USB**

**Note:** This topic only applies to a v4.0 app that was saved previously following app creation. The App Gallery no longer allows apps to be saved to your local file system. Therefore, install all apps from the App Gallery.

If you have a v4.0 app that you saved and need an update, create a new app using the App Gallery. The v5.0 system does not allow legacy v4.0 apps to be modified.

Verify that the device supports Xerox® Extensible Interface Platform (EIP) version 3.5 or higher. The version required depends on the app.

Xerox EIP software version compatibility varies among Xerox® ConnectKey® Apps.

Devices with the following software configurations will support the Apps listed below:
- Xerox devices that run the Xerox® Extensible Interface Platform® software version 3.5 and higher.
Troubleshooting

- Xerox® VersaLink® multifunction printers that run Xerox® Extensible Interface Platform® software version 3.7.1 and higher.
- Xerox® AltaLink® multifunction printers that run Xerox® Extensible Interface Platform® version 4.0 and higher.
  - Xerox® ConnectKey® Info App
  - Xerox® ConnectKey® Scan to Email App
  - Xerox® ConnectKey® Scan to Multi-Destination App
  - Xerox® ConnectKey® Scan to Office 365
  - Xerox® ConnectKey® Print from Office 365
  - Xerox® ConnectKey® Scan to Dropbox
  - Xerox® ConnectKey® Print from Dropbox
  - Xerox® ConnectKey® Scan to Box
  - Xerox® ConnectKey® Print from Box
  - Xerox® ConnectKey® Scan to Google Drive
  - Xerox® ConnectKey® Print from Google Drive
  - Xerox® ConnectKey® Scan to OneDrive
  - Xerox® ConnectKey® Print from OneDrive
  - Xerox® ConnectKey® Print and Scan for Box
  - Xerox® ConnectKey® Print and Scan for Dropbox
  - Xerox® ConnectKey® Print and Scan for Google Drive
  - Xerox® ConnectKey® Print and Scan for Office 365
  - Xerox® ConnectKey® Print and Scan for OneDrive
  - Xerox® ConnectKey® Scan to Cloud Email
  - Apps obtained from the Xerox® App Gallery

- Installation of apps from a USB is not supported on Xerox® VersaLink® devices.

- Xerox® VersaLink® Printers that run Xerox® Extensible Interface Platform® version 3.7.1 and higher support the following Xerox® ConnectKey® Apps, when installed from the Xerox® App Gallery:
  - Xerox® ConnectKey® Info App
  - Xerox® ConnectKey® Print from Dropbox
  - Xerox® ConnectKey® Print from Office 365
  - Xerox® ConnectKey® Print from URL
  - Xerox® ConnectKey® Print from Box
  - Xerox® ConnectKey® Print from Google Drive
  - Xerox® ConnectKey® Print from OneDrive

*Note: Xerox devices running Xerox® Extensible Interface Platform® software version 2.5 and higher, will support the Xerox® ConnectKey® Info App.

For a complete list of supported Xerox® devices, and EIP software versions, go to http://www.xerox.com/connectkeyapps. Refer to the ConnectKey® Compatible Products page.

Related Topics:

Installing the Xerox ConnectKey Apps at the Printer Control Panel

USER CANNOT DELETE A XEROX® CONNECTKEY® APP FROM A DEVICE USING XEROX® CENTREWARE® INTERNET SERVICES

Before you delete an app from a device that uses Xerox® CentreWare® Internet Services, or the Xerox® device control panel, uninstall the app using the Xerox® App Gallery.
Troubleshooting

If the app was designated as a start-up or walk-up screen, you cannot delete the app from the Xerox® device.

To delete an unwanted start-up or default walk-up screen, first designate another app or screen as the start-up or walk-up screen. Then you can delete the app.

USER CANNOT UNINSTALL A XEROX® CONNECTKEY® APP FROM XEROX® APP GALLERY

1. To log in to the Xerox® App Galley, use a valid Channel Partner Account.
2. Click the My Apps tab.
3. Locate the app you want to remove, then click it.
4. To uninstall an app from the device, click the X icon. Or, to remove the app from all the devices where it is installed, click Uninstall All.

Related Topics:

Uninstalling a Xerox ConnectKey App from the Device Using Xerox App Gallery

USER IS UNABLE TO DOWNLOAD APP TO A FOLDER FROM XEROX® APP GALLERY

For security purposes, you cannot save or download apps from the Xerox® App Gallery.

ConnectKey® App Run-Time Issues

ERROR PRINTING OR SCANNING WITH CLOUD-BASED APPS

1. To allow communication with the cloud-based repositories, ensure that your proxy is enabled.
2. When a failure occurs, to determine which error case occurred, go to the device, then do one of the following:
   - From the app interface on the device, view the job ID and the job status.
   - At the device, look for a printed job error sheet in the output tray.
3. Error codes can occur during scanning or printing. If you receive a job error report printed at the device, use the following information to understand the cause of the failure.
   a. HTTP Code 401 – Unauthorized: You do not have permission to access the repository. This error can occur when you scan to a repository where you do not have access permissions.
   b. HTTP Code 403 – Forbidden: You do not have permission to scan to the destination. This error can occur when you scan to a repository where you have read permissions, but do not have write or contribute permissions.
   c. HTTP Code 404 – NotFound: Cannot find the requested scan-to destination. This error can occur when a path was selected as a destination, but the repository was updated to remove the path.
   d. HTTP Code 413 – RequestEntityTooLarge: The job is too large to scan. If the document is too large for the repository, this error can occur. Errors can be a document size restriction or a storage quota limitation on the cloud repository.
   e. HTTP Code 500 – InternalServerError: An unexpected problem occurred. If there is a communication problem with the cloud-based repository, this error can occur. Retry your operation.

Note: Error codes and error descriptions can vary based on the device model. This information is provided as a guide to understand the cause of the issue.
Troubleshooting

**Related Topics:**

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services

**ERROR PRINTING OR SCANNING WHEN VERIFY SERVER CERTIFICATES IS ENABLED**

If no Security Certificates are on your Xerox device, and Verify Server Certificates is enabled, printing, and scanning errors can occur. The error allows you to proceed, but both scan and print operations fail. To scan or print, upload a Security Certificate to your Xerox device, then enable Verify Server Certificates.

**Related Topics:**

Uploading and Verifying SSL Certificates for Xerox ConnectKey and Xerox VersaLink Devices

**XEROX® CONNECTKEY® SCAN APP DOES NOT DELIVER SCANNED IMAGES, MULTIFUNCTION DEVICES ONLY**

Verify that you have configured the scan-to destinations correctly.

For more information on configuring scan applications, refer to the *System Administrator Guide* for your Xerox® device.