Xerox® App Gallery
App Gallery User Guide
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1. **Xerox® App Gallery Overview**

The Xerox® App Gallery is the central location for all your Xerox® ConnectKey® App needs.

Xerox® ConnectKey® Apps are small programs that add functionality to Xerox devices. Xerox® App Gallery Web Portal is a website that allows you to install, purchase, and manage Xerox® ConnectKey® Apps.

Gallery account holders can use the Xerox® App Gallery to find apps that provide new features or capabilities for their Xerox devices. The Gallery offers Xerox® Apps that Xerox® and Xerox® third-party partners design.

A Xerox® App Gallery account provides direct access to apps for Xerox devices. These apps can improve your productivity, simplify workflows, convey pertinent business information, and enhance your overall experience. You can use a Xerox App Gallery account to:

- View and acquire apps.
- Install apps onto Xerox devices.
- Manage your apps, and Xerox devices.

Channel Partners can use the App Gallery to extend the functionality of a Xerox device by providing customized and personalized apps for their customers. From Xerox® App Gallery Channel Partner Accounts, you can customize common, routine tasks into Xerox® ConnectKey® Apps. Channel Partners can select Xerox® Apps from the App Gallery, which includes the Channel Partner category, purchase them and install them while connected to the customer’s network.

- Xerox® ConnectKey® Info App provides a customizable billboard and social media hub for customer accounts.
- Xerox® ConnectKey® Scanning Apps include:
  - Xerox® ConnectKey® Scan to Email
  - Xerox® ConnectKey® Scan to Multi-Destination, which includes Scan to FTP and Scan to Shared Folder
  - 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® Scan to Cloud Email
- Xerox® ConnectKey® Print Apps include:
  - 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
- Xerox® ConnectKey® Printing and Scanning Apps include:
  - Xerox® ConnectKey® Print and Scan to Dropbox
  - Xerox® ConnectKey® Print and Scan to Office 365
Xerox® ConnectKey® Technology

**Note:** All the apps in the Xerox® App Gallery, which includes Third-Party Partner Apps, are Xerox® ConnectKey® Apps.

Xerox® ConnectKey® technology and software connect multifunction devices and single-function printers to the way work gets done. Xerox® ConnectKey®-enabled devices and printers offer fully integrated print, scan, and cloud-based solutions.

**Tip:** To use Xerox® App Gallery Apps on a Xerox device, it is required that the device is loaded with the Software for 2016 Xerox® ConnectKey® Technology-enabled, Xerox® AltaLink®, and Xerox® VersaLink® devices.

Xerox® ConnectKey® apps add, extend, and customize the functionality of Xerox devices. Xerox® ConnectKey® apps are assigned to the following categories:

- Business
- Cloud Storage
- Channel Partner
- Communication
- Education
- General
- Medical
- Mobile Solutions
- Productivity
- Utilities

**Channel Partner Apps Category**

From the Xerox® App Gallery, Channel Partners can access the Channel Partner category, which includes apps designed for Xerox devices by Xerox® and by Xerox® partners.
• Channel Partners can select Xerox® Apps from the Gallery to share with their Customer accounts.
• Customers can submit a request to their Channel Partner to provide a particular app to their subaccount. Channel Partners can search the Gallery for the requested app.
• The Xerox® App Administrator can add a Xerox® App developed by Xerox or a Xerox Partner directly to a Channel Partner account. The Channel Partner receives notification that the app was added to the account. The Xerox® App appears in the My Apps section when users are logged in to the App Gallery Web Portal.

Related Topics:

Two Types of Xerox® ConnectKey® Apps

Two Types of Xerox® ConnectKey® Apps

Apps in the Xerox® App Gallery either require a purchase or may be installed free of charge. App purchases can be made directly through the App Gallery. Use the App Gallery to install and manage all your free and purchased apps.

Free Xerox® ConnectKey® Apps

All template apps in the Xerox® App Gallery remain free of charge. Devices with the following software configuration will support the following apps:

• 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® software, 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 Box
• Xerox® ConnectKey® Print from Google Drive
• Xerox® ConnectKey® Print from OneDrive
• Xerox® ConnectKey® Print from Dropbox
• Xerox® ConnectKey® Print from Office 365
• 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 Office 365
• Xerox® ConnectKey® Print and Scan for OneDrive
• Xerox® ConnectKey® Scan to Cloud Email
Xerox® VersaLink® devices with 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 Xerox® ConnectKey® Apps

For the most current list of apps you can purchase, visit the App Gallery at https://appgallery.services.xerox.com.

**XEROX® APP TYPES THAT REQUIRE A PURCHASE**

The Xerox® App Galley offers different models for apps that you can purchase. The purchasing models are:

**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 are installed on an unlimited number of devices.

**TIME-BASED SUBSCRIPTION APPS:**
You can subscribe to Time-Based Subscription apps for a specified length of time. Subscriptions are 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 are installed on an unlimited number of devices.

**USAGE-BASED SUBSCRIPTION APPS:**
You can subscribe to Usage-Based Subscription apps for a specified amount of usage. For example, prints, copies, scans, and so on, over a period of one year. Subscriptions can offer up to three different usage quantities to use during the length of the subscription.
There are two categories of Usage-Based Subscription apps:

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

**Note:** The template apps in the Xerox® App Gallery do not require a purchase. For an up-to-date list of all free apps and apps that can be purchased, visit the Xerox® App Gallery at [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com). Gallery Apps are supported on devices running the Xerox® EIP version 3.5 or higher.

**Supported Xerox Devices**

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

**Accessing Xerox® App Gallery**

You can access Xerox® App Gallery in the following ways:

- Go to the Xerox® App Gallery Web Portal at [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
- Go to the Xerox device and select Xerox® App Gallery App.

**Tip:** The Xerox® App Gallery requires:

- Xerox® ConnectKey® devices with Extensible Interface Platform® (EIP) version 3.5 or higher
- Xerox® AltaLink® devices with Extensible Interface Platform® version 4.0 or higher
- Xerox® VersaLink® devices with Extensible Interface Platform® version 3.7.1 or higher

**Related Topics:**

- [Creating an App Gallery Account from the Xerox App Gallery Web Portal](#)

**Xerox® App Gallery Support**

The Help link appears on all the site pages. Several help options are available. To view the options, click **Help**. The Help window appears.

- Click **Online Support**. On the Support site, search for information by keyword, or to view related documents, click the **Documentation** tab.
- To view questions and responses from customers, click **Customer Support Forum**.
- To send an email containing a question, problem, or comment, click **Feedback**.
  - For account removal, send an email to xerox.app.gallery.feedback@xerox.com. All users are encouraged to first visit the online support resources.
System and Device Requirements

SUPPORTED INTERNET BROWSERS

The Xerox® App Gallery supports the following Internet 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

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

DEVICE REQUIREMENTS FOR APPS

Ensure that the following requirements are met:

- Ensure that all Xerox printers have Xerox® Extensible Interface Platform® (EIP) version 3.5 or higher installed. If EIP version 3.5 or later is not installed, apps will not install on the device.
- Ensure that EIP is enabled to allow for installation of apps on a Xerox device. Refer to Verifying and Enabling the Extensible Interface Platform for Xerox ConnectKey and Xerox AltaLink Devices and Verifying or Enabling Extensible Interface Platform for Xerox VersaLink Devices.
- If you are using the Xerox® App Gallery, perform the following steps, as needed:
  1. Ensure that the Xerox device can communicate with the Internet.
Note: Some apps require the Xerox device to communicate with the Internet. For installations that require a proxy to connect to the Internet, refer to Setting up the Proxy Server for the Device from Xerox CentreWare Internet Services for Xerox ConnectKey Devices and Xerox AltaLink Devices and Setting up the Proxy Server for the Device from Xerox Embedded Web Server for Xerox VersaLink Devices.

2. If Verification of SSL is enabled on the Xerox device, ensure that the security Certificates are loaded on the Xerox device.

When Verify Server Certificates is enabled on the device, all EIP applications installed on the device are affected.

Note: By default, Xerox® Solutions Certificates are preloaded on all 2016 Xerox® ConnectKey® Technology-enabled i-series, Xerox® VersaLink® devices, and Xerox® AltaLink® devices.

Note: SSL Certificates provide secure communication of private and sensitive information over network connections. If SSL certificate validation is disabled, the secure communication of private or sensitive information is vulnerable.

- Xerox recommends that you enable Verify Server Certificates on your Xerox device, although this setting can cause issues with the other applications. For more information, refer to the Xerox® App Gallery Online Support at http://www.support.xerox.com/support/xerox-app-gallery.

Xerox® App Gallery Web Portal Basic Features

To browse the apps in the Gallery, you are not required to log in to the Web Portal. All unauthenticated users are free to browse and search for apps in the App Gallery. Authenticated users gain access to features and functions assigned to their user role. An App Gallery user account has access to All Apps, My Apps, and Devices. Authenticated users with Developer roles have access to one extra tab: Developer.

DEVELOPER TAB

When an App Gallery Developer logs in to their account, the default Developer page appears. The Developer page offers app developers a place to manage all the apps that they are developing or have submitted to the Gallery. All published and archived apps are displayed here as well. From the Developer page, app developers can:

- Search apps by App Name.
- Upload new apps and submit for publishing.
- View All apps or sort them by status:
  - Approved, but not published
  - Archived
  - In Development
  - Published Private
  - Published Public
  - Returned
  - Waiting for Approval
- Access Help topics
- Log out at any time
All Apps Tab

When an App Gallery user is logged in to their account, the default All Apps page appears. The All Apps page is optimized for you to browse and discover the apps that were published for public use. From All Apps, you can:

- Browse the available apps.
- Search for apps by app name or by the company that created the app.
- Review details about the app.

My Apps Tab

For the logged-in user, the My Apps tab displays apps that you have installed or that were shared with you. If a new version of an app is available, an Update Available message appears. The My Apps page contains:

- For Channel Partners, template apps you have created.
- Apps shared with you.
- Installed or previously installed apps.

DEVICES TAB

For the logged-in user, the Devices tab displays a list of Xerox® devices added to the account. You can add, edit, and delete the devices from a Xerox® App Gallery Account. For more information, refer to Devices Tab.

Xerox® App Gallery App

**Note:** By default, many apps from the Xerox® App Gallery are preinstalled on all 2016 Xerox® ConnectKey® Technology-enabled i-Series devices, Xerox® VersaLink® devices, and Xerox® AltaLink® devices. These app preinstallations include the Xerox® App Gallery App.

If the Xerox® App Gallery App is not installed on a device, it is available from the Xerox® App Gallery Web Portal.

To browse the gallery, from the device control panel, select the Xerox® App Gallery App, click Log In, and register for a new Xerox® App Gallery account. You can also log in to an existing account. After you are logged in, you can perform more App Gallery functions, such as purchase, install, and update apps.

**Tip:** To use the Xerox® App Gallery App:

- Xerox® devices require a network connection.
- Devices are: 2016 Xerox® ConnectKey® Technology-enabled, Xerox® AltaLink devices, or Xerox® VersaLink devices.
- Xerox® devices require Xerox Extensible Interface Platform® (EIP) version 3.5 or higher installed.

**Related Topics:**

Verifying and Enabling the Extensible Interface Platform for Xerox® ConnectKey® and Xerox® AltaLink® Devices
Xerox® App Gallery Process Strategy

To use the Xerox® App Gallery:

2. Browse for the apps that you want.
3. Add Xerox devices to the Devices catalog.
4. Select an app to install. If required, purchase the app.
5. Install the app.
6. To install more apps on the device, repeat steps 4 and 5.
2. Required Setup

Internet Browser Security Settings

MODIFYING THE INTERNET EXPLORER BROWSER SECURITY SETTINGS

Note: The steps in this procedure are based on Internet Explorer 11.
1. Open Internet Explorer.
2. To access Internet Options, select one of the following:
   - From the Menu bar, select Tools > Internet Options
   - From the Gear icon, select Internet Options.
3. From Internet Options, select the Security tab.

If the Internet Explorer security level is High, you cannot log in to Xerox® App Gallery. Either change the security level to Medium-High, or customize the security settings so that login is permitted to the site.
1. Click Custom level. The Security Settings - Internet Zone window appears.
2. Scroll to ActiveX controls and plug-ins.
   a. Locate Run ActiveX controls and plug-ins.
   b. Click Enable.
3. Scroll to Scripting.
   a. Locate Active scripting.
   b. Click Enable.
4. To save the settings, select OK and close the Security Settings - Internet Zone window.
5. From the Security tab, click Trusted Sites.
   a. Click Sites.

A secondary Trusted Sites window appears.
   a. Select an area inside the Add this website to the zone field.
   b. Enter the following URL: https://appgallery.services.xerox.com
   c. Click Add.

The URL address is added to the Websites field.
   d. Click Close.
6. To save the settings and close the Internet Options window, click OK.

MODIFYING THE CHROME BROWSER SECURITY SETTINGS
1. Open the Chrome browser.
2. In the Chrome browser, click the Customize and control Google Chrome menu.
3. Click Settings.
4. Scroll to the bottom of the Settings page, then click the **Advanced** link.

5. Scroll down the page, and locate the **Privacy and Security** section.

6. Under Privacy, click **Content Settings**. The Content settings window appears.

7. From Content settings, perform the following steps:
   a. Scroll to locate JavaScript.
   b. **Click** Allow all sites to run JavaScript (recommended).
   c. Scroll to locate Plug-ins.
   d. **Click** Detect and run important plug-in content (recommended).

8. Close the Chrome browser window.

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**Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey® and Xerox® AltaLink® Devices**

Before you begin, ensure that the Extensible Interface Platform® (EIP) Services is installed and enabled on the Xerox device. This action ensures that both the Xerox® App Gallery Web Portal and the Xerox® App Gallery App can install apps on the device.

**Important:** By default, Extensible Interface Platform® (EIP) Services is enabled on the Xerox device, and remains enabled unless disabled manually by a device Administrator.

**Note:** Device administrator login credentials are required for enabling EIP on a Xerox device.

1. On your computer, open an Internet browser. You can use Internet Explorer or Google Chrome Internet browsers.

2. From an Internet browser, enter the IP address of your Xerox device. The Xerox® CentreWare® Internet Services page for that device opens.

3. Select **Properties**.

4. To log in as the device administrator, click **Login**, then enter the device administrator credentials.


6. On the Extensible Service Setup page, perform the following steps:
   a. Under Setup (Required), for Extensible Service Registration, click **Edit**. A secondary Extensible Service Setup page appears.
   b. On the secondary Extensible Service Setup page, select the check boxes for the following configuration settings for your device:
      - Extensible Service Registration
      - Device Configuration
      - Scan Template Management
      - Scan Extension
      - Job Management Extension
      - Authentication & Accounting Configuration
      - Session Data
   c. To save the changes, click **Save**.

7. The main Extensible Service Setup page appears.
d. To enable the EIP browser, Browser Settings, select the check box for Enable the Extensible Services Browser.

8. For Proxy Server, configure the Proxy Server settings, as needed. The Proxy Server option is on the Extensible Service Setup main page.
   **Note:** Proxy settings are required for apps that use a proxy to connect to the Internet.
   a. From the Proxy Server menu, select Proxy.
   b. Choose one of the following:
      - To use the same proxy server for HTTPS, select Use settings for all protocols. Continue to Step 8.
      - To use a separate proxy server for Xerox® Extensible Interface Platform® applications that use HTTPS, select the Edit button.
   c. Click Enabled.
   d. Select an address type. Options include:
      - IPv4 Address
      - IPv6 Address
      - Host Name
   e. In the Proxy Server Address field, enter the address name or host name.
   f. To save the changes, click Save. The main Extensible Service Setup page appears.
   g. In the Bypass Proxy Rules field, enter the required values, separated by commas.

9. Click Apply. A message appears; To dismiss the message that appears, click OK.
10. To log out, click Logout.
11. Exit and close the browser window.

**Verifying or Enabling Extensible Interface Platform® for Xerox® VersaLink® Devices**

Before you install apps, ensure that the Extensible Interface Platform® (EIP) Services is enabled on the Xerox device. This action ensures that both the Xerox® App Gallery Web Portal and the Xerox® App Gallery App can install apps on the device.

**Important:** By default, Extensible Interface Platform® (EIP) Services is enabled on the device. EIP Services remain enabled unless a device administrator disables the feature.

**Note:** If you are the administrator of the Xerox device, then perform the following steps. Otherwise, contact the device administrator.

1. On your computer, open an Internet browser. The Internet browser can be either Internet Explorer or Chrome.
2. From an Internet browser, enter the IP address of the Xerox device. The Xerox® Embedded Web Server for your device appears.
3. Click Log In and use the device administrator credentials.
4. Click Apps.
5. Click EIP Settings.
6. Click EIP Web Services.
7. On the EIP Web Services page, enable the following configuration settings:
   - Extensible Service Registration
- Device Configuration
- Scan Template Management
- Scan Extension
- Job Management Extension
- Authentication and Accounting Configuration
- Session Data

8. **To save the changes, click OK.** The Main EIP Setting page appears.

9. To enable the Extensible Services Browser, move the slider switch for the EIP Browser to the right.

10. For Use Device Proxy Server, configure the Proxy Server, as required.
    - If a proxy is required to connect to the Internet, verify that the proxy is enabled for app installations.
      a. To enable Use Device Proxy Server, slide the switch to the right.
    - If the device proxy is set up, the screen refreshes the proxy information. If the device proxy is not set up, the screen refreshes a Not Setup message.
      a. To open the HTTP setup window, click the **Use Device Proxy Server** link.
      b. Enable **HTTP** and **HTTPS**.
      c. To enable the Proxy Server, move the **Proxy Server** switch to the right.
      d. To configure the proxy, click **Setup**, then click **Manual**.
      e. Click the **Address Type**. Options include IPv4 Address, IPv6 Address, or Host Name.
      f. In the Host Name: Port field, enter the address name or host name and the correct port.
      g. Click in the **Exceptions List** field, then enter any required values to the Bypass Proxy Rules. Separate the values with commas.
      h. To save the changes, click **OK**. The main EIP Settings page appears.

11. Select **Log Out**.

12. Exit and close the browser window.
3. Gallery User Account Management

Creating an App Gallery Account from the Xerox® App Gallery Web Portal

**Note:** Refer to Creating an App Gallery Account from Xerox App Gallery App. You can create a Xerox® App Gallery account in one of the following ways:

- From the Xerox® App Gallery Web Portal
- From the Xerox® App Gallery App

2. Click Log In.
3. Click Create Account.

The Create Account window appears.

1. For Email, enter your email address.
2. To confirm the email address, enter it again.
3. Create a password. Account passwords are at least 8 characters, and contain three of the following categories:
   - Upper-case letters, A, B, C, D for example
   - Lower-case letters, a, b, c, d for example
   - Numeric characters, 1, 2, 3 for example
   - Non-alphanumeric punctuation marks, for example: ! @ $ % & * + ?
4. In the Confirm Password field, reenter the password.
5. For First name, enter your first name.
6. For Last name, enter your last name.
7. For Company name, enter your company name.
8. In the Country field, begin typing your country name, then select from the country list.
9. From the list, select your preferred language.
10. From the list, select your preferred payment currency.
11. Review and accept the Terms of Use and Data Administration Terms of Use. Select the check box for each Term of Use.

**Note:** If you register for an App Gallery Developer account, you are required to review and accept the Terms of Use, the Data Administration Terms of Use, and the Developer Terms of Use.

1. After you enter the information in all the required fields, click OK. A Creating account message appears.
2. Respond to any CAPTCHA challenges posed by the system.
3. A Welcome to App Gallery email is sent to you. Open the Welcome email, then click Browse Apps. On the Xerox® App Gallery webpage, the All Apps page appears.
Logging in to your Account with the Xerox® App Gallery Web Portal

2. Click the Log In link.
3. Enter your email address.
4. Enter your password.
5. Click Log In.

Resetting Your App Gallery Account Password

**Note:** To unlock a locked App Gallery account, you are required to reset your password.

2. Click Log In. The App Gallery Login screen appears.
3. Click Forgot Password?
4. The Forgot Password screen appears.
5. For the Email Address field, enter the email address for the locked-out account user, then click Send Request.
6. A message appears, stating the following: Password reset instructions were sent. If you do not receive an email within a few minutes, check your junk email. To ensure you receive future emails specify the message as Not junk.
7. To dismiss the message, click Close.
8. Go to your email, then open the message titled Xerox App Gallery password reset request. If you do not see the email for the Password reset, check your Junk or Spam email folder.
9. From the Reset Password email, click Password Reset, or right-click the button, click Copy Hyperlink, then paste the link into your browser. Press Enter. The browser page opens and the Reset Password message appears. If no action is taken to reset the password, it remains unchanged.
10. In the New Password field, enter your new password.
11. In the Confirm Password field, reenter the password.
12. Click OK. Your password is reset.
13. To test the new password, log in to the Xerox® App Gallery Web Portal again using the new password.

Editing Your User Profile

Use this procedure to edit your App Gallery Account Profile information. Profile information that can be edited includes the following fields:

- Email
- First Name
- Last Name
- Company
- Country
• Preferred Language
• Payment Currency

**Note:** When the United States is selected as your country, Payment Currency is US Dollar only.

2. Log in to your Xerox® App Gallery account.
3. Click **First Name**.
4. Click the **Account Details** link.
5. Click **Edit**.
6. Edit the required profile fields.
7. After you make the necessary updates, click **OK**.

### Editing your Account Password

Use this procedure to edit your App Gallery Account Password information.

2. Log in to your Xerox® App Gallery account.
3. Click the logged-in user **First Name**.
4. Click the **Account Details** link.
5. Click **Change Password**.
6. To update the account Password information, perform the following steps:
   a. In the **Current Password** field, enter the existing account password.
   b. In the **New Password** field, enter a new password. Account passwords are at least eight characters and contain three of the following categories:
      - Uppercase letters: for example, A, B, C, D
      - Lowercase letters: for example, a, b, c, d
      - Numeric characters: for example, 1, 2, 3
      - Non-alphanumeric punctuation marks: for example: ! @ # $ % & * + ?
   c. In the **Confirm Password** field, reenter the password.

**Note:** To keep the existing password, click **Cancel**.
7. After you make the necessary updates, click **OK**.

### Deleting or Removing your Account

Use this procedure to request the deletion of your App Gallery Account.

2. Log in to your Xerox® App Gallery account.
3. Click the logged-in user **First Name**.
4. Click **Account Details**.
5. Click **Delete Account**. Select the check box for **I understand**.
6. Click **Request Delete**.
7. To keep the account, click **Cancel**.

**Note:** For more assistance with account removal, send an email to xerox.app.gallery.feedback@xerox.com.
4. Device Management

Devices Tab

The Devices tab displays a list of Xerox® devices that you added to your App Gallery account. The Devices tab allows you to add, edit, and delete devices from your App Gallery Account.

The following information describes the features and functions available on the Devices tab.

Add

To open the Add Device screen, click Add.

To add a device manually, enter the required information:
- Device IP Address or Hostname
- SNMP V1 / V2 Community Name
- Device Administrator User Name
- Device Administrator Password

The following information is optional:
- Contact Name
- Contact Email address

**Note:** You can add a device to your App Gallery account from the App Gallery App. Refer to Adding a Device From the Xerox App Gallery App Automatically.

**DEVICE LIST**

The Device list shows all the Xerox devices added to your App Gallery account. The list includes the following details:
- **Device:** Displays the device model. For example, Xerox WorkCentre® 3655X v1 Multifunction Printer.
- To edit a device, select it, then click Edit. The Edit Device page appears.
- From the Edit Device dialog, make the necessary device information updates. To save the changes, click OK. Or, to exit without saving any changes, click Cancel.
- To remove a device, select it, then click Remove. Read and acknowledge the message, then select the check box for I understand. Click Remove again. The selected Xerox device is removed from your App Gallery Account.

Adding a Device to an App Gallery Account

2. Log in to your Xerox® App Gallery account.
3. Select the Devices tab.
4. Click Add.
Note: When you add a device to the Xerox App Gallery Web Portal for the first time, a message appears. The message asks for permission to install the Xerox® Device Connector Add-on to Internet Explorer or the Chrome Extension.

To enable communication between the Xerox App Gallery Web Portal and the device, ensure that the connector is installed and enabled on your Internet browser.

For more information, refer to Installing the Xerox Device Connector Plug-in or Extension on the Internet Browser.

5. If a message appears, allow the installation of the Xerox® Device Connector Add-on or Extension. Depending on your Internet browser, the message states the following:
   - Internet Explorer: To continue, select Install on the popup. If you do not install the Xerox Device Connector extension, will not be able to install apps on your devices from this website. If the popup was closed before installing the extension, you may reopen it.
   - Google Chrome: App Gallery needs to add the Xerox Device Connector browser extension to communicate with your Xerox devices.

For more information, refer to Installing the Xerox Device Connector Plug-in or Extension on the Internet Browser.

6. Manually add your device to the Web Portal.

7. Enter the Device IP Address or Hostname. 
   Note: If you use the host name, ensure that it is the fully qualified host name.

8. Enter the SNMP V1 / V2 Community Name. The default setting is Private. If you are unsure what name to use, go to the device and log in to the App Gallery. The device is added to the Web Portal Devices list automatically.

9. Click Next.

10. On the second Add Device window, enter information for the following items:
    - Device Administrator User Name
    - Device Administrator Password
    - Contact Name for the device. This is optional.
    - Contact Email Address for the device. This is optional.

   Note: EIP Services are enabled by default on all devices. If you manually disable EIP Services, you will need to re-enable them.

11. Click Add. The Xerox device is added to your Devices list.
    Note: To request a bulk device install option, send an email request to xerox.app.gallery.feedback@xerox.com.

Installing Apps from the Device Details in App Gallery

2. Log in to your Xerox® App Gallery account.
3. Click Devices.
4. Locate and select the device where you want to install the apps.
**Note:** You can install apps from the Device Details page only when the device is added initially and no apps were installed previously. The Device Details window appears with the following message: No Apps installed on this Device.

5. Click **Add Apps**.

6. Browse, select, purchase, and install the apps. Refer to the following procedures:
   - Installing a Free App Trial
   - Installing a Free App
   - Purchasing and Installing a Paid Per-Device App
   - Purchasing and Installing a Paid Unlimited App
   - Purchasing and Installing a Time-Based Per-Device Subscription App
   - Purchasing and Installing a Time-Based Unlimited Subscription App
   - Purchasing and Installing a Usage-Based Per-Device Subscription App
   - Purchasing and Installing a Usage-Based Unlimited Subscription App
   - Reinstalling an App from My Apps
   - Updating an App in My Apps

### Reinstalling Apps from the Device Details in App Gallery

Use this procedure when an app has been removed from a device by another user.

2. Log in to your Xerox® App Gallery account.
3. Click **Devices**. The Device Details page appears.
4. Locate and select the device where you want to reinstall the app.
   **Note:** You can reinstall apps from the Device Details page when the app is installed and it does not have an update available. Use this procedure to reinstall the current version of the app on the associated device.
5. To reinstall the associated app, click **Reinstall**. The app is reinstalled on the device.

Refer to **Reinstalling an App from My Apps**.

### Uninstalling Apps from the Device Details in App Gallery

2. Log in to your Xerox® App Gallery account.
3. Click the **Devices** tab. The Device Details dialog appears.
4. Locate and select the device that you want to edit.
   **Note:** The ability to Uninstall Apps from the Device Details page is available only when apps were installed previously on the device.
5. For the app that you want to remove, click the uninstall X for the app, or to remove all the apps from the selected device, click **Uninstall All**.
6. The following warning message appears.
7. If you selected Uninstall for an individual app, the following message appears: Are you sure you want to uninstall <App Name> from the following device:<Device model information> and <Device IP>
Device Management

Address>. If you selected Uninstall All, the following message appears: Are you sure you want to
uninstall all apps from the following device:<Device model information> <Device IP Address>

8. Click Uninstall. Or, to retain the apps currently installed on the device, click Cancel.

Editing or Updating a Device in an App Gallery Account

2. Log in to your Xerox® App Gallery account.
3. Click the Devices tab.
4. Locate and click the device that you want to edit. The Device Details window appears.
5. Click Edit.
6. Edit any fields, as necessary.
7. Click OK.

Deleting a Device from an App Gallery Account

Note: Before deleting a device from a Xerox® App Gallery account, uninstall or delete all App Gallery Apps from the device. Refer to Uninstalling an App.

2. Log in to your Xerox® App Gallery account.
3. Click the Devices tab.
4. To delete a device, click the device name. The Device Details screen appears.
5. Click Remove. Acknowledge that you have read the warning message, select the check box for I understand
6. Click Remove. The device is removed from your account.
5. All Apps

All Apps Tab

App Gallery Users can browse the apps offered in the Gallery without logging in. After a Gallery User has authenticated, the All Apps view is the default page that appears in the Xerox App Gallery Web Portal.

The All Apps tab displays available apps and gives you access to other features and functions, including the ability to search apps and view the App Details for a specific app.

Apps on the All Apps page are grouped into specific categories. App categories include:

- Business
- Cloud Storage
- Channel Partner
- Communication
- Education
- General
- Medical
- Mobile Solutions
- Productivity
- Utilities

Apps with a similar purpose or function are grouped in the appropriate category.

The Channel Partner category contains third-party partner apps and appears only when a user with a Channel Partner account has logged in. For information about apps included in the Channel Partner category, contact a Xerox® Channel Partner. For more information about creating partner apps, refer to the Xerox Developer Program at https://www.xerox-solutions.net/Developers/.

Apps Details

You can purchase and install apps from the App Details screen. Depending on the type of app, one of the following buttons is available on the App Details page: Try It, Install, Buy, or Subscribe.

**INSTALLING A FREE APP TRIAL**

1. To install a Trial for an app, click **Try It**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Select the devices where you want to install the Trial app.
4. If devices are not visible in the list, click **Add Device**.
5. In the Device IP address field, enter the IP address, then click **Next**.
6. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
7. Click the newly added device, then click **Install**. The progress of the app install appears.

When the installation completes, the status displays as Installed.

**INSTALLING A FREE APP**

1. To install a Free app, from the App Details screen, click **Install**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Select the devices where you want to install the app.
4. If devices are not visible in the list, click **Add Device**.
5. In the Device IP address field, enter the IP address, then click **Next**.
6. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
7. Click the newly added device, then click **Install**. The progress of the app install appears. When the installation completes, the status displays as Installed.

**PURCHASING AND INSTALLING A PAID PER-DEVICE APP**

1. To purchase an app, from the App Details screen, click **Buy**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Select the devices where you want to install the apps.
4. If no devices are visible in the list of available devices, click **Add Device**.
5. In the Device IP field, enter the IP address, then click **Next**.
6. In the Device Admin Credentials and Contact Information fields, enter the requested information, then click **Add**.
7. Click the newly added device, then click **Checkout**.
8. On the next screen, review the order information and enter the billing information.
   Note: If you have placed an order previously, your billing information is populated on the screen. You can use this information, or to enter different information, click **New Card**.
9. Click **Place Order**.
10. After successful order placement, click **Done**. The app installs on the selected devices automatically. The progress of each app install appears on the screen. After a successful installation, the status displays as Installed.

**PURCHASING AND INSTALLING A PAID UNLIMITED APP**

1. To purchase an app, from the App Details screen, 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 is populated on the screen. You can use this information or, to enter different information, click **New Card**.
4. After successful order placement, click **Done**.
5. Select the devices where you want to install the app.
6. If no devices are visible in the list of available devices, click the Add Device link.
7. In the Device IP field, enter the IP address, then click Next.
8. In the Device Admin Credentials and Contact Information fields, enter the required information, then click Add.
9. Click the newly added device, then click Install. After a successful installation, the status displays as Installed.

PURCHASING AND INSTALLING A TIME-BASED PER-DEVICE SUBSCRIPTION APP
1. To purchase a subscription for an app, from the App Details screen, click Subscribe. The License Agreement appears.
2. To confirm that you accept the License Agreement, click Agree.
3. Select the subscription period.  
   Note: The developer of the app defines the subscription period, which can be any combination of 1, 2 or 3 years.
4. Select the devices where you want to install the app.
5. If no devices are visible in the list of available devices, click Add Device.
6. In the Device IP field, enter the IP address, then click Next.
7. In the Device Admin Credentials and Contact Information fields, enter the required information, then click Add.
8. Click the newly added device, then click Checkout.
9. Enter the billing information.  
   Note: If you have placed an order previously, your billing information is populated. You can use this information, or, to enter different information, click New Card.
10. If you want to renew this subscription automatically, click Enable Auto Renew.
11. Click Place Order.
12. After successful order placement, click Done. The app installs on the selected devices automatically.  
    After a successful installation, the status displays as Installed.

PURCHASING AND INSTALLING A TIME-BASED UNLIMITED SUBSCRIPTION APP
1. To purchase a subscription for an app, from the App Details screen, click Subscribe. The License Agreement appears.
2. To confirm that you accept the License Agreement, click Agree.
3. If the Subscribe window appears, click 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. The Billing Information page appears.
5. Enter the billing information.  
   Note: If you have placed an order previously, your billing information is populated. You can use this information, or, to enter different information, click New Card.
6. If you want to renew this subscription automatically, click Enable Auto Renew.
7. Click Place Order.
8. After successful order placement, click **Done**.
9. To install the app, click the devices.
10. If no devices are visible in the list of available devices, click the Add Device link.
11. In the Device IP field, enter the IP address, then click **Next**.
12. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
13. Select the newly added device, then click **Install**. After a successful installation, 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, from the App Details screen, click **Subscribe**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Click the usage for the subscription.  
   **Note:** The developer defines the subscription usage options. If only one subscription option is defined, the Subscribe window does not appear. Unused usage subscriptions expire after one year.
4. To install the app, click the devices.
5. If no devices are visible in the list of available devices, click the Add Device link.
6. In the Device IP field, enter the IP address, then click **Next**.
7. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
8. Select the newly added device, then click **Checkout**.
9. On the next screen, enter the billing information, then click **Place Order**.  
   **Note:** If you have placed an order previously, your billing information is populated. You can use this information, or to enter different information, click **New Card**.
10. After successful order placement, click **Done**. The app installs on the selected devices automatically. After a successful install, the status displays as **Installed**.

### PURCHASING AND INSTALLING A USAGE-BASED UNLIMITED SUBSCRIPTION APP

1. To purchase a usage-based subscription for an app, from the App Details screen, 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 amount of usage that you want for the subscription.
4. Click **Checkout**.  
   **Note:** The developer defines the subscription usage options. If only one subscription option is defined, the Subscribe window does not appear. Unused usage subscriptions expire after one year.
5. Enter the billing information, then click **Place Order**.  
   **Note:** If you have placed an order previously, your billing information is populated. You can use this information or, to enter different information, click **New Card**.
6. After successful order placement, click **Done**.
7. To install the app, click the devices.
8. If no devices are visible in the list of available devices, click **Add Device**.
9. In the Device IP field, enter the IP address, then click **Next**.
10. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
11. Select the newly added device, then click **Install**. After a successful install, the status displays as **Installed**. Installed apps appear on the My Apps screen. You can update or uninstall the apps from the My Apps screen.

### Adding Apps to My Apps

Apps are added to your My Apps page in one of the following ways:

- You have currently or previously installed the app on one or more devices.
- The app was shared with you.
- You have created and saved the app for Channel Partners only.

### Reviewing the App Software Disclosure or Details

To review the Software Disclosure or Details for an app in All Apps:

- **Software Disclosure:**

  The information provided in the Software Disclosure statement informs you about any third-party software notices and any third-party app purchasing terms and conditions that may apply. The terms and conditions apply to any app that contains third-party programming code.

- **Details:**

  This option displays a page with a detailed description of the app, possibly videos, screenshots of the app, and any applicable purchasing requirements.

- **Purchasable Apps:**

  The App Details screen enables you to purchase apps with the **Buy** or **Subscribe** button.

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in to your Xerox® App Gallery account.
3. Click **All Apps**.
4. To review the software disclosure of an app in the All Apps catalog:
   a. From the list, locate the app you want to learn more about. To open the App Details screen, click the app.
   b. Click **Details**.
   c. Near the bottom of the screen, locate and select the **Software Disclosure** link. The Software Disclosure window appears.
   d. Read the disclosure information.
   e. Click **Close**.
5. To review the details of an app in the All Apps catalog:
   a. Click **All Apps**.
b. Locate the app you want to learn more about. To open the App Details screen, click the app.

c. Click **Details**.

6. The App Details screen appears.

   a. Read the app details.
   
   b. To return to your catalog of apps, click **Close**.
6. **My Apps**

**My Apps Tab**

When you are logged in, the My Apps tab displays a catalog of apps that are shared with users or are installed on devices by the user. My Apps is organized in a two-column layout:

- **App Column:** This column displays the name and icon for any installed or shared apps.
- **Device Installed On:** This column displays the number of devices where the corresponding app is installed.

**Note:** If a new version of the app is available, an Update Available message appears.

To select devices to update, click the app to open App Details. You can update the app individually on any device or select Update All to update all devices.

**Installing, Updating or Reinstalling Apps**

Refer to the following procedures:

- Installing a Free Trial from My Apps
- Installing a Free App from My Apps
- Installing a Free App Simultaneously on All Devices
- Installing a Purchased App from My Apps
- Reinstalling an App from My Apps
- Updating an App in My Apps

**INSTALLATION TYPES**

Depending on the type of app that you selected, one or more of the following options appear on the Details page accessed from My Apps:

- **Try It:** This option allows you to install an app free of charge for a trial period.
- **Install:** This app is a free app; no purchase is required.
- **Buy:** This app requires a purchase. This option offers a per-device or an unlimited-device purchase. For per-device purchases, you can buy one app for each device. For unlimited-device purchases, you can buy once, then install the app on any number of devices.
- **Subscribe:** This app requires a purchase and offers the convenience of an app subscription. Subscriptions can be time-based, which expire after a selected period, or usage-based, which expire after usage is exhausted or a period of one year is reached. Time-Based purchase models can offer you the option to auto-renew the subscription.
INSTALLING A FREE TRIAL FROM MY APPS

This procedure documents the installation of an app to one device only. To install an app on a trial basis:
2. Log in to your Xerox® App Gallery account.
3. Click My Apps.
4. In the list, locate, then click, the required app. The Details page appears.
5. Click Try It. The License Agreement appears.
6. To confirm that you accept the License Agreement, click Agree. A list of Xerox devices appears.
7. To select a device, click it.
8. Click Install. If your app does not install, refer to the Troubleshooting chapter.

INSTALLING A FREE APP FROM MY APPS

This procedure documents the installation of an app to one device only. To install a free app:
2. Log in to your Xerox® App Gallery account.
3. Click My Apps.
4. In the list, locate the app that you want to install. To open the Details page, click the app.
5. Click Install. The License Agreement appears.
6. To confirm that you accept the End-User License Agreement, click Agree. A list of Xerox devices appears.
7. To select a device, click it.
8. To install the app, click Install. If your app does not install, refer to the Troubleshooting chapter.

INSTALLING A FREE APP SIMULTANEOUSLY ON ALL DEVICES

To install a free app simultaneously on all devices for My Apps catalog:
2. Log in to your Xerox® App Gallery account.
3. Click My Apps.
4. From the list, click the app that you want to install. The Details page appears.
5. Click Install. The License Agreement appears.
6. To confirm that you accept the License Agreement, click Agree. A list of Xerox devices appears.
7. To install the app on all the devices listed in your Devices catalog, click Select All. This action selects the check box for all the devices listed.
8. Click Install. If your app does not install, refer to the Troubleshooting chapter.
INSTALLING A PURCHASED APP FROM MY APPS

To install an app on one device only.

**Note:** You cannot install an app from the My Apps screen unless the app was purchased with Unlimited installs. Purchase Per-Device apps from the My Apps screen. To reinstall an app, use the Reinstall option from the My Apps screen.

2. Log in to your Xerox® App Gallery account.
3. Click **My Apps**.
4. From the list, click the app that you want to install. The Details page appears.
5. Click **Install**. The License Agreement appears.
6. To confirm that you accept the License Agreement, click **Agree**. A list of Xerox devices appears.
7. To select a device, click it.
8. Click **Install**. If your app does not install, refer to the **Troubleshooting** chapter.

REINSTALLING AN APP FROM MY APPS

To reinstall an app on one device only:

2. Log in to your Xerox® App Gallery account.
3. Click **My Apps**.
4. In the list, locate and click the app that you want to reinstall. The Details page appears.
5. Locate the device where you want to reinstall the app, then click **Reinstall**. If your app does not reinstall successfully, refer to the **Troubleshooting** chapter.

UPDATING AN APP IN MY APPS

If a new version of an app is available, the My Apps page provides an Update Available message. The message appears on each device where you installed the app.

2. Log in to your Xerox® App Gallery account.
3. Click **My Apps**.
4. Locate the app with the Update Available indicator, then click the app. A screen appears with the installation details for the selected app.
5. To update the app on individual devices, on each device, click **Update**. Or, to install the update on all associated devices, click **Update All**. The installed app is updated with the new version.

**Note:** After it is updated, the app version cannot be reverted.
Other My Apps Procedures

The remainder of this chapter provides the following procedures:

- Uninstalling an App
- Reviewing the App Software Disclosure or Details
- Setting an App as the Default Walk-up Screen for a Xerox ConnectKey or Xerox AltaLink Device
- Setting an App as the Default Walk-up Screen for a Xerox VersaLink Device
- Uninstalling an App

To uninstall Free or Paid Apps from the device, a network connection is required.

2. Log in to your Xerox® App Gallery account.
3. Click My Apps.
4. Locate and click the app that you want to uninstall.
5. Click Uninstall. To remove the app from all devices, click Uninstall All.

**Note:** An app that is designated as the default walk-up screen cannot be uninstalled without first removing it as the default walk-up screen. To uninstall the app, ensure that you select another app as the device default screen. Contact the device administrator, or refer to the System Administrator Guide for that device.

**Reviewing the App Software Disclosure or Details**

To review the Software Disclosure or Details for an app in the My Apps section:

- Software Disclosure: This option provides information about any third-party software notices and any third-party app purchasing terms and conditions that may apply. The terms apply to any app that contains third-party programming code, Xerox or Third-Party.
- Details: This option displays a page with a detailed description of the app, possibly videos, screenshots of the app, and any applicable purchasing requirements.
- Purchasable Apps: To purchase apps, click the Buy or Subscribe button.

2. Log in to your Xerox® App Gallery account.
3. Click My Apps.
4. To review the software disclosure of an app in the My Apps catalog, perform the following substeps.
   a. From the list, locate and click the app that you want to review. The Details page appears.
   b. Click Details.
   c. Locate and select the Software Disclosure link. The Software Disclosure window appears.
   d. Read the disclosure information.
   e. Click Close.
5. To review the details of an app in the My Apps catalog, perform the following steps.
   a. Click the My Apps tab.
   b. Locate and click the app that you want in the list. The Details page appears.
   c. Click Details. The App Details screen appears. Review the app details and click Close to return to your catalog of apps.
SETTING AN APP AS THE DEFAULT WALK-UP SCREEN FOR A XEROX® CONNECTKEY® OR XEROX® 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 on the device that is shown after the device is switched on, after it exits energy saver mode, and when the device returns to the main screen after you press the Home button.

**Note:** To set an app as the default walk-up screen, use the Xerox® CentreWare® Internet Services for the device. If the app is installed on that device, you can set the app as the default walk-up screen.

1. On your computer, open an Internet browser. You can use an Internet Explorer browser or a Chrome browser.
2. In the browser address field, enter the IP address of the Xerox device. The Xerox® CentreWare® Internet Services page for that device appears.
3. Log in as the device Administrator.
4. Click **Properties**.
5. In the General Setup section, click **Entry Screen Defaults**.
6. On the Entry Screen Defaults screen, to open the menu, click the **Down Arrow**.
7. Scroll the list of available apps. From the list, select the app that you want to appear on the default walk-up screen.
8. To save your changes, click **Save**.

**Note:** To uninstall an app from the device that is default walk-up screen, remove the app as the default walk-up on the device. Select another app as the default screen.

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

Xerox devices can have a specific app assigned as the default walk-up screen. The default walk-up screen is the main screen that is shown after the device is switched on, after it exits energy saver mode, and when the device returns to the main screen after you press the Home button.

**Note:** To set an app as the default walk-up screen, use the Xerox® Embedded Web Server for the device. If the app is installed on that device, the app can be set as the default walk-up screen.

1. Open an Internet browser on your computer. You can use an Internet Explorer browser or a Chrome browser.
2. Enter the IP address for the Xerox device. The Xerox® Embedded Web Server for that device appears.
3. Log in as the Device Administrator.
4. Click the **Apps** tab.
5. On the next screen, click **Preferences**.
6. Use the down arrow to open the menu and scroll the list of available apps.
7. From the list, select the app. The selected app is applied and appears as the default walk-up screen.

**Note:** An app that is designated as the default walk-up screen cannot be uninstalled from the device until you remove it as the default walk-up screen. Select another app as the default walk-up screen.
7. Channel Partner Subaccount

Creating a Xerox® App Gallery Customer Subaccount

Create a Customer Subaccount from a Channel Partner account invitation only. When Channel Partners invite a customer to a Customer Subaccount, the system notifies that customer by email. If you receive an invitation to a Customer Subaccount, do the following:

1. To register your Customer Subaccount, click the Create Account button in the Account Invitation email.
2. On the Create Account screen, complete all required fields.
   - Provide an account password.
   - Account passwords must comply with the following rules:
     - The password is at least eight characters, and contains three conditions from the following categories:
       • Upper alphabetic characters (A, B, C, D, and so on.)
       • Lower alphabetic characters (a, b, c, d, and so on.)
       • Numeric characters (1, 2, 3, and so on.)
     - Non-alphanumeric punctuation marks: !, @, #, $, %, ^, •&, *, (+, ), +, l, l, ”, ;, ?, <, >
   - In the First Name field, enter your first name. The First Name field supports a maximum of 50 characters.
   - In the Last Name field, enter your last name. The Last Name field supports a maximum of 50 characters.
   - In the Company Name field, enter your company name. The Company Name field supports a maximum of 400 characters.
   - In the Country field, begin typing your country, then select a country from the list that appears.
   - From the Preferred Language list, select your preferred language.
   - From the Payment Currency list, select your preferred currency.
     When the United States is selected as your Country, Payment Currency is US Dollar only.
3. Confirm that you have read and agree to the App Gallery terms and conditions. Select the check boxes for I agree to the Terms of Service and I agree to the Data Administration Terms of Service.
4. After you enter information into all the required fields, click OK.
5. Respond to any Captcha prompts, then select Verify.
6. The account is activated automatically and the Welcome to App Gallery wizard appears. The Welcome wizard guides you through basic system setup.
7. If you want to complete this setup later, click Later.
8. To complete the steps to Add Devices and install the necessary browser extension and plug-in, click Complete Setup. Your account is created and you are logged in. You can use Xerox® App Gallery to manage your devices and install your Xerox® ConnectKey® Apps.

Resetting an App Gallery Account Password

2. Near the upper right, click Log In.
3. Click **Forgot Password**. The Forgot Password window appears.

4. Enter your Email Address, then click **Send Request**. A message appears stating that password reset instructions were sent to your email address. If you do not receive the email about the password reset, check your Junk or Spam email folder.

5. Open the email message titled **Xerox App Gallery password reset request**.

6. Click **Password Reset** or right-click and copy the link, then paste the link into your Internet browser. Press **Enter**.

7. A Reset Password pop-up window prompts you to enter a new password.
   **Note:** If no action is taken to reset the password, it is not changed.

8. In the New Password field, enter the new password. In the Confirm Password field, enter the password again.

9. Click **OK**. Your password is reset and you are logged in.

10. To test the new password, log out of Xerox® App Gallery. Log in to the Xerox® App Gallery using your new password.

### Modifying User Profiles

**EDITING USER PROFILES**

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Click the **Log In** link in the upper right. Log in to your account using your account credentials.
3. Click the logged-in user First Name.
4. Select the Account Details link.
5. On the next window, click **Edit**. The Edit Account page appears.
6. Edit your account information.
7. Click **OK**.

### Setup Required

**MODIFYING THE BROWSER SECURITY SETTINGS USING INTERNET EXPLORER**

1. On your computer, open Internet Explorer.
2. Select Tools > Internet Options > Security.
   **Note:** 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.
3. To Customize the Security Settings:
   a. Select Security > Internet > Custom Level.
   b. Scroll to the ActiveX Controls and Plugins section.
   c. For Run ActiveX Controls and Plugins, click **Enable**.
   d. Scroll to the Scripting section. For Active Scripting, click **Enable**.
   e. Click **OK**. On the Security tab, click the **Trusted Sites** icon.
   f. Click **Sites**, then add the following path to the Trusted Sites: [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com)
MODIFYING THE BROWSER SECURITY SETTINGS USING CHROME

1. On your browser toolbar, click the Chrome icon.
2. Click Settings > Advanced.
3. For Privacy and Security, click Content Settings.
4. Set the following Content Settings for the options indicated:
   a. For JavaScript, click Allowed.
   b. For Unsandboxed plug-in access, click Ask when a site wants to use a plug-in to access your computer.

INSTALLING THE INTERNET EXPLORER ADD-ON FOR XEROX® APP GALLERY

When you create an account from the Xerox® App Gallery, you are prompted to continue your account setup. A Xerox® Device Connector is required. If you do not install the Xerox® Device Connector during account creation, the prompt appears when you attempt to install an app or add a device to your account.

If the prompt does not appear, check the security settings for the Internet Explorer browser. If necessary, modify the security settings.

Related Topics:
Modifying the Browser Security Settings Using Internet Explorer

ENABLING ACTIVESV CONTROLS IN INTERNET EXPLORER

1. Open Internet Explorer and select Tools > Manage Add-ons.
2. In the Manage Add-ons menu, click Toolbars and Extensions.
3. Click the Name tab, then click Xerox Device Connector.
4. Right-click Xerox Device Connector, then click Enable.

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

INSTALLING THE CHROME EXTENSION FOR XEROX® APP GALLERY

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.

Note: If you do not add the Xerox® Device Connector extension, you cannot install apps on your device from the Xerox® App Gallery.

When you create an account from Xerox® App Gallery, you are prompted to continue your account setup, which includes installing the Xerox® Device Connector. To continue, click Complete Setup, then click Get Extension. Select Add to Chrome, then click the Add Extension button.
A confirmation message appears: Xerox App Gallery Device Connector has been added to Chrome.

**UPLOADING OR VERIFYING SSL CERTIFICATES FOR XEROX® CONNECTKEY® AND XEROX® ALTALINK® DEVICES**

To protect information security when you log in and scan transmissions, upload the correct Secure Sockets Layer Certificate files to your Xerox device. Verify the SSL certificate files, then use the Xerox® ConnectKey® App.

1. To navigate to the Certificate files, go to https://appgallery.services.xerox.com/certificates.
2. To download the Certificate Authority File, click the link, then select **Save** or **Save As**.
3. Open the Xerox® CentreWare® Internet Services webpage for your Xerox device.
4. Log in as device administrator.

5. Select **Properties > Security > Certificates > Security Certificates > Root or Intermediate Trusted Certificates**.
6. Click **Install Certificate**.
7. On your computer, navigate to the location where you stored the Certificate file. Click **Next**.
8. For certificates not already named, enter a Friendly Name for the certificate. To continue, click **OK**, or depending on the certificate, click **Next**. The security certificates appear in the list of installed certificates.
9. To enable verification of SSL certificates, use CentreWare® Internet Services. Select **Properties > General Setup > Extensible Service Setup**.
10. Select the check box for **Verify server certificates**.
11. For Browser Settings, select the check box for **Enable the Extensible Services Browser**, then click **Apply**.
12. Click **OK**.

**Note:** The Verify server certificates feature is a global setting that affects all Extensible Interface Platform® (EIP) Applications installed on your Xerox® device.

**Note:** We recommend that you enable the 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.

**UPLOADING OR VERIFYING SSL CERTIFICATES FOR XEROX® VERSALINK® DEVICES**

To protect information security when you log in and scan transmissions, upload the correct Secure Sockets Layer Certificate files to your Xerox device. Verify the SSL certificate files, then use the Xerox® ConnectKey® App.

1. To navigate to the Certificate files, go to https://appgallery.services.xerox.com/certificates.
2. To download the Certificate Authority File, click the link, then select **Save** or **Save As**.
3. Open the Xerox® Embedded Web Server webpage for your Xerox device.
4. Log in as the Device Administrator.
5. Select **System > Security > Security Certificates**. From the Device Certificates list, select **Trusted Root CA Certificates**.
6. Click Import.
7. Browse to the location on your computer where you stored the Certificate file. Click Import. The security certificates appear in the list of installed certificates.
8. Click Close.
9. To enable verification of SSL certificates, use the Xerox® Embedded Web Server webpage for your Xerox device, then click Apps > EIP Settings.
10. To enable Verify Server Certificates, click the toggle button.
11. To enable EIP Browser, click the toggle button.

Note: The Verify server certificates feature is a global setting that affects all Extensible Interface Platform® (EIP) Applications installed on your Xerox device.

Note: We recommend that you enable the 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.

Device Management

ADDING A DEVICE TO XEROX® APP GALLERY
2. Log in to Xerox® App Gallery.
3. Click the Devices tab.
   To enable device communication with the Xerox® App Gallery, install the ActiveX control on the Internet browser. If the ActiveX control is installed, go to the next step. Otherwise, enable the ActiveX control using one of the following browsers:
   - Internet Explorer
   - Google Chrome
4. To display the Add Device option, click Add.
5. Enter the device information into the following fields:
   - Device IP Address or Host name: If you use Host name, enter the fully qualified host name.
   - SNMP V1/V2 Community Name: This option is required for the Xerox® Extensible Interface Platform® software on the Xerox® device. The default setting is Private.
   - Device Administrator User name and Device Administrator Password: These options are used to install and uninstall Xerox® ConnectKey® Apps from the Xerox® App Gallery.
   - Contact Name: Enter a contact name for device assistance.
   - Contact Email: Enter the email address of the person to contact for device assistance.

Note: EIP Services are enabled on all devices by default. If EIP Services software is disabled manually, you can re-enable the service. Use the Xerox® CentreWare® Internet Services or Xerox® Embedded Web Server webpage for your device to re-enable EIP services.
6. Click Add.
**Note:** For a complete list of supported Xerox® devices and EIP software versions, go to https://www.xerox.com/connectkeyapps. Refer to the ConnectKey® Compatible Products page.

**Related Topics:**

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

Purchasing and Installing a Xerox ConnectKey App from the Xerox App Gallery Uninstalling a Xerox ConnectKey App from a Xerox 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 seeking services and servers that provide the services. The proxy server filters client requests. If the requests meet the proxy server filtering rules, the proxy server grants the request and allows the connection.

A proxy server has two main purposes:

- For security purposes, to keep any Xerox devices behind the firewall anonymous.
- To decrease resource access time by caching contents from resources, such as webpages from a Web server.

To ensure proper activation, if the device is behind a firewall, before you run the app, configure the proxy information at the device. For proxy server setup instructions for Xerox® VersaLink® devices, refer to Setting Up the Proxy Server for Xerox VersaLink Devices from Xerox Embedded Web Server.

1. Go to Xerox® CentreWare® Internet Services for your device, then click Properties > Connectivity > Setup.
2. For Protocol, find Proxy Server, then click Edit.
3. In the HTTP Proxy Server section, click Enabled.
4. Select the Proxy Server address type. Options are IPv4 Address, IPv6 Address, or Host Name.
5. Enter the formatted device IP address or Host name, and port number.
6. Click Save.
7. From the Properties menu, select General Setup > Extensible Service Setup.
8. For Proxy Server, click Proxy.
   a. For HTTP, HTTPS, verify that the proxy is enabled.
   b. Verify that the proxy information appears.
9. Click Apply.

**SETTING UP THE PROXY SERVER FOR 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 webpage, log in as the Device Administrator.
2. Click Connectivity.
3. For Protocols, click HTTP.
4. To enable the Proxy Server, move the slider to On.
5. For the Setup option, click Manual.
6. Enter the proxy information, then click OK.
7. On the left side of the window, select the Apps tab.
8. In the upper-right section of the page, click the EIP Settings icon.
9. For Use Device Proxy Server, move the slider to On.

EDITING A DEVICE IN THE XEROX® APP GALLERY
2. Click the Devices tab.
3. To enable device communication with the Xerox® App Gallery, install the ActiveX control in your Internet browser. If the ActiveX control is installed, go to the next step. Otherwise, enable ActiveX control. Use one of the following browsers:
   - Internet Explorer
   - Google Chrome
4. Locate and select the device that you want to edit. The Device Details window appears.
5. Click Edit.
6. Edit any fields as necessary.
7. Click OK.

Related Topics:

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

DELETING A DEVICE FROM XEROX® APP GALLERY

Note

Before you delete a device from Xerox® App Gallery, ensure that any apps installed from the Xerox® App Gallery are uninstalled from the device. To uninstall apps, use the App Gallery.
2. Log in to the App Gallery.
3. Click the Devices tab.
4. Locate the device that you want to delete. To open the Device Details window, click the device name.
5. Click Remove.

ConnectKey® App Installation

To browse and select from the most up-to-date list of free apps and apps that you can purchase, go to https://appgallery.services.xerox.com.

All template apps in Xerox® App Gallery that have been shared to your by your Channel Partner remain free of charge. The App Gallery contains apps that can be purchased, as well as apps that are free of charge.
Gallery Apps are supported on Xerox devices running Xerox® EIP software, version 3.5 or higher.

**APP TYPES THAT REQUIRE A PURCHASE**

The Xerox® App Gallery offers different models for purchasing apps. The purchasing models are:

**Paid Apps:**

Paid Apps are purchased once and installed 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:**

You can subscribe to Time-Based Subscription apps for a specified length of time. Subscriptions can be offered in 1, 2 or 3-years. The App Developer determines which 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:**

You can subscribe to Usage Based Subscription apps for a specified amount of usage over a period of one year. Usage includes prints, copies, scans, and so on. Usage-Based Subscriptions can offer up to three different usage quantities to be used over the specified length of the subscription. The App Developer determines which subscriptions usage options are offered.

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.

**PURCHASING AND INSTALLING A XEROX® CONNECTKEY® APP FROM THE XEROX® APP GALLERY**

**Note:** You cannot save apps from the Xerox® App Gallery. App installation from the App Gallery is required.

2. Log in to the Xerox® App Gallery.
3. Click 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, or Subscribe. For installation instructions, refer to the sections on installing the different app types.

**Related Topics:**

- Adding a Device to Xerox App Gallery
- Device Requirements for Xerox ConnectKey Apps
INSTALLING AN APP TRIAL
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. Select the devices where you want to install the trial app.
   a. If no devices are 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.
4. Select the newly added device, then click Install. The progress of each app installation appears. After a successful installation, the status appears as Installed.

INSTALLING A FREE APP
1. To install a Free app, click Install. The License Agreement appears.
2. To confirm that you accept the License Agreement, click Agree.
3. Select the devices where you want to install the app.
   a. If no devices are 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.
4. Click the newly added device, then click Install. The progress of each app install appears. After a successful installation, the status appears as Installed.

PURCHASING AND INSTALLING A PAID-PER-DEVICE APP
1. To purchase an app, click Buy. The License Agreement appears.
2. To confirm that you accept the License Agreement, click Agree.
3. Select the devices where you want to install the app.
   a. If no devices are 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.
4. Click the newly added device, then click Checkout.
5. On the next screen, review the order information.
   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 app installs automatically on the selected device. The progress of each app installation appears on the screen. After a successful installation, the status appears 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 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. Select the devices where you want to install the app.
   - If no devices are visible in the list of available devices, click **Add Device**.
   - Enter the **Device IP address**, then click **Next**.
   - Enter the **Device Admin Credentials and Contact Information**, then click **Add**.

6. Select the newly added device, then click **Install**. The progress of each app installation appears on the screen. After a successful installation, the status appears as **Installed**.

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

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 determines which subscription options are offered. If only one subscription option is defined, the Subscribe window does not appear. The subscription period can be any combination of 1, 2 or 3 years.

4. Select the devices where you want to install the app.
   - If no devices are visible in the list of available devices, click **Add Device**.
   - Enter the **Device IP address**, then click **Next**.
   - Enter the **Device Admin Credentials and Contact Information**, then click **Add**.

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

6. On the next screen, 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 the Enable Auto Renew option.

8. Click **Place Order**.

9. After successful order placement, click **Done**. The app installs on the selected devices. The progress of each app installation appears on the screen. After a successful installation, the status appears as **Installed**.

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

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 App Developer determines which subscription options are offered. If only one subscription option is defined, the Subscribe window does not appear. The subscription period can be any combination of 1, 2 or 3 years.
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 this subscription automatically, click Enable Auto Renew.

7. Click **Place Order**.

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

9. Select the devices where you want to install the app.
   
   a. If no devices are 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**.

10. Select the newly added device, then click **Install**. The progress of each app installation appears. After a successful installation, the status appears as **Installed**.

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

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

4. Select the devices where you want to install the app.
   
   a. If no devices are 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**.

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

6. On the next screen, 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 app installs on the selected devices. The progress of each app installation appears on the screen. After a successful installation, the status appears as **Installed**.

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

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 amount of usage that you want for the subscription.

4. Click **Checkout**.
   
   **Note:** The developer defines the subscription 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. Select the devices where you want to install the app.
   a. If no devices are 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.

8. Select the newly added device, then click Install. The progress of each app installation appears on the screen. After a successful installation, the status appears as Installed. You can update or uninstall the apps from the My Apps screen.

**PURCHASING AND INSTALLING A SHARED XEROX® CONNECTKEY® APP FROM THE XEROX® APP GALLERY**

**Note:** You cannot save apps from the Xerox® App Gallery. App installation from the App Gallery is required.

Apps that your Channel Partner shares with you appear on the My Apps tab. You can install and manage apps from the My Apps tab.

1. Go to [https://appgallery.services.xerox.com](https://appgallery.services.xerox.com).
2. Log in to the Xerox® App Gallery.
3. Click the My Apps tab.
4. Locate, then click the app that you want to install. The App Details page appears.

Depending on the type of app, one of the following buttons appears: Install Trial, Install, Buy, or Subscribe. For instructions on installing the different app types, refer to the information in this guide.

**INSTALLING AN APP TRIAL**

1. To install a trial version of an app, click Install Trial.
2. The License Agreement appears.
3. To confirm that you accept the License Agreement, click Agree.
4. Select the devices where you want to install the trial app.
   a. If no devices are 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.
5. Select the newly added device, then click Install. The progress of each app installation appears. After a successful installation, the status appears as Installed.

**INSTALLING A FREE APP**

1. To install a Free app, click Install. The License Agreement appears.
2. To confirm that you accept the License Agreement, click Agree.
3. Select the devices where you want to install the app.
   a. If no devices are 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.
4. Click the newly added device, then click Install. The progress of each app install appears. After a successful installation, the status appears as Installed.
**PURCHASING AND INSTALLING A PAID-PER-DEVICE APP**

1. To purchase an app, click **Buy**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Select the devices where you want to install the app.
   a. If no devices are 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**.
4. Click the newly added device, then click **Checkout**.
5. On the next screen, review the order 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 app installs automatically on the selected device. The progress of each app installation appears on the screen. After a successful installation, the status appears 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 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. Select the devices where you want to install the app.
   a. If no devices are 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**.
6. Select the newly added device, then click **Install**. The progress of each app installation appears on the screen. After a successful installation, the status appears as **Installed**.

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

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 determines which subscription options are offered. If only one subscription option is defined, the Subscribe window does not appear. The subscription period can be any combination of 1, 2 or 3 years.
4. Select the devices where you want to install the app.
   a. If no devices are 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**.
5. Select the newly added device, then click **Checkout**.
6. On the next screen, 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 the Enable Auto Renew option.
8. Click Place Order.
9. After successful order placement, click Done. The app installs on the selected devices. The progress of 
   each app installation appears on the screen. After a successful installation, the status appears as 
   Installed.

PURCHASING AND INSTALLING A TIME-BASED UNLIMITED APP
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 App Developer determines which subscription options are offered. If only one subscription 
   option is defined, the Subscribe window does not appear. The subscription period can be any 
   combination of 1, 2 or 3 years.
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 this subscription automatically, click Enable Auto Renew.
7. Click Place Order.
8. After successful order placement, click Done.
9. Select the devices where you want to install the app.
   a. If no devices are 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.
10. Select the newly added device, then click Install. The progress of each app install appears. After a 
    successful installation, the status appears as Installed.

PURCHASING AND INSTALLING A USAGE-BASED PER-DEVICE SUBSCRIPTION APP
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. 
   Note: The developer defines the subscription usage options. For example, prints, copies, and scans. If 
   only one subscription option is defined, the Subscribe window does not appear.
4. Select the devices where you want to install the app.
   a. If no devices are 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.
5. Select the newly added device, then click Checkout.
6. On the next screen, 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 app installs on the selected devices. The progress of each app installation appears on the screen. After a successful installation, the status appears as Installed.

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

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 amount of usage that you want for the subscription.

4. Click **Checkout**.
   **Note:** The developer defines the subscription 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. Select the devices where you want to install the app.
   a. If no devices are 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**.

8. Select the newly added device, then click **Install**. The progress of each app installation appears on the screen. After a successful installation, the status appears as Installed. You can update or uninstall the apps from the My Apps screen.

**DEPLOYING XEROX® CONNECTKEY® APPS ACROSS A FLEET OF DEVICES FROM XEROX® APP GALLERY**


2. Log in to the Xerox App Gallery.

3. Click 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, 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.
Related Topics:
Device Requirements for Xerox ConnectKey Apps

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 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 appears 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 trial app.
   a. If no devices are 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 Install. The progress of each app install appears. When the installation completes, the status appears 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 License Agreement, click Agree.
3. Click Select All, or individually select the devices where you want to install the trial app.
   a. If no devices are 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 on the screen. When the installation completes, the status appears 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 trial app.
   
   a. If no devices are 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.

6. Select the newly added device, then click **Install**. The progress of each app installation appears on the screen. When the installation completes, the status appears 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 determines which subscription options are offered. If only one subscription is defined, the Subscribe window does not appear. The subscription period 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 trial app.
   
   a. If no devices are 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 on the screen. When the installation completes, the status appears 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 this 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 trial app.
   a. If no devices are 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.

10. Select the newly added device, then click **Install**. The progress of each app installation appears. When the installation completes, the status appears 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.  
   **Note:** The developer defines the subscription 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 trial app.
   a. If no devices are 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 app installs on the selected devices. The progress of each app installation appears on the screen. When the installation completes, the status appears as **Installed**.

### PURCHASING AND INSTALLING A USAGE-BASED UNLIMITED APP FOR A FLEET OF DEVICES

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

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

10. If the Subscribe window appears, select the amount of usage that you want for the subscription.
11. Click **Checkout**.
    Note: The developer defines the subscription usage options. For example, prints, copies, and scans. If only one subscription option is defined, the Subscribe window does not appear.

12. 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.

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

14. Click Select All, or individually select the devices where you want to install the trial app.
   a. If no devices are 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.

15. Select the newly added device, then click **Install**. The progress of each app installation appears on the screen. When the installation completes, the status appears as Installed.
    Note: You can update or install the app from the My Apps screen.

If a software compatibility error appears, to ensure compatibility with the app, upgrade the software on one or more of the Xerox devices. For a list of supported Xerox devices and software versions, go to [http://www.xerox.com/connectkeyapps](http://www.xerox.com/connectkeyapps). Refer to the Compatible Products page.

### Installing Xerox® ConnectKey® Apps at the ConnectKey® Device Control Panel

**Note:**
- You cannot save or install version 5.0 Xerox® App Gallery Apps to a USB device.
- Install version 5.0 apps from the Xerox® App Gallery.
- If you saved version 4.0 apps, you can install the version 4.0 apps from a USB device.
- To install a version 4.0 Xerox® ConnectKey® App at the Xerox device control panel, the app .weblet file must have been saved from the Xerox® App Gallery to a USB device, and shared by your Channel Partner.
- Xerox® VersaLink® devices do not support USB app installation.

1. Insert the USB device into the USB port on the Xerox® ConnectKey® device.
   When you insert a USB device into the Xerox® ConnectKey® device port, you are prompted to install the .weblet file from the USB device.

2. If the device does not recognize the USB device, at the Xerox® ConnectKey® device control panel, press the **Machine Status** button, then touch the **Tools** tab.
   For Xerox® AltaLink® devices, refer to Installing Xerox ConnectKey Apps at a Xerox AltaLink Device Control Panel

3. Touch Install from USB.

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

### Installing Xerox® ConnectKey® Apps at a Xerox® AltaLink® Device Control Panel

**Note:**
- You cannot save or install version 5.0 Xerox® App Gallery apps to a USB device. Install version 5.0 apps from the Xerox® App Gallery.
- If you saved a version 4.0 app previously, you can install a version 4.0 app from a USB device.
1. Insert the USB device into the USB port on the Xerox® AltaLink® device.
   When you insert a USB device into the Xerox® AltaLink® device port, you are prompted to install the .weblet.

2. Touch Install File.

3. If the Xerox® AltaLink® device does not recognize the USB device, from the Services Home screen, touch the Device icon.
   Touch Tools > App Settings > Weblet Settings > Weblet Management > Install from USB.

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

Before you install Xerox® ConnectKey® Apps, ensure that the Weblet Policy and EIP Services are enabled on the Xerox® device.

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

To configure the Weblet and EIP settings manually:

1. Open a Web browser, then enter the IP address for your Xerox device. On the Xerox® CentreWare® Internet Services webpage for your device, click Properties > Services > Custom Services > Weblet Management.

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

3. To enable the Extensible Services Browser:
   a. In the Weblet Management window, for Extensible Service Browser, in the Action column, click **Edit**.
      The Extensible Service Setup window appears.
   b. Select the check box for Enable the Extensible Services Browser.
   c. Click **Apply**. The Weblet Management window appears again.

4. To set the configuration for the Extensible Service Registration:
   a. For Extensible Services Browsers, in the Action column, click Edit. The Extensible Service Setup window updates.
   b. For 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 Template Management
      - Scan Extension
      - Job Management Extension
      - Authentication and Accounting Configuration
      - Session Data

5. Click **Save**.

**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.
ENABLING XEROX® CONNECTKEY® APPS INSTALLATION FOR XEROX® VERSALINK® DEVICES
USING XEROX® EMBEDDED WEB SERVER

Before you install Xerox® ConnectKey® Apps, ensure that the Weblet Policy and EIP Services are enabled on the Xerox® device.

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

To configure the Weblet and EIP settings manually:

1. Open a Web browser, then enter the IP address of your Xerox device. On the Xerox® Embedded Web Server webpage for your device, click Apps > EIP Settings.
2. To enable the Weblet installation, move the Allow ConnectKey® App Install switch to On.
3. Click the EIP Web Services option.
4. On the EIP Web Services page, select the check boxes for the following configuration settings:
   - Device Configuration
   - Extensible Service Registration
   - Job Management Extension
   - Scan Template Management
   - Scan Extension
   - 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 EIP Browser slider to the right.
7. Log out of Device Administrator mode.
8. Exit and close the browser window.

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

Before you install Xerox® ConnectKey® Apps, ensure that the Weblet Policy and EIP Services are enabled on the Xerox® device.

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

To configure the Weblet and EIP settings manually:

1. Open a Web browser, then enter the IP address of your Xerox device. On the Xerox® CentreWare® Internet Services webpage for your device, click Properties > Apps > Custom Apps > Weblet Management.
2. To enable the Weblet installation, locate the Security Installation Policy, click Allow Weblet Installation, then click Apply.
3. To enable the Extensible Services Browser:
   a. Locate the Extensible Services Browser. In the Action column, click Edit. The Extensible Service Setup window appears.
   b. For Browser Settings, select the check box for Enable the Extensible Services Browser.
c. Click Apply. The Weblet Management window appears again.

4. To set the configuration for the Extensible Service Registration:
   a. For Configuration Settings, locate the Extensible Services Browsers. In the Action column, click Edit. The Extensible Service Setup window updates.
   b. For Setup (Required), locate the 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 Template Management
      - WS-Scan
      - Job Management Extension
      - Authentication and Accounting Configuration
      - Session Data

5. Click Save.

**INSTALLING XEROX® CONNECTKEY® APPS ON XEROX® CONNECTKEY® AND XEROX® ALTALINK® DEVICES USING XEROX® CENTREWARE® INTERNET SERVICES**

**Note:**

- You cannot save or install version 5.0 Xerox® App Gallery apps to a USB device. Install version 5.0 apps from the Xerox App Gallery.
- If you saved a version 4.0 app previously, you can install a version 4.0 app from a USB device.
- Xerox® VersaLink® devices do not support installing .weblet files from the Embedded Web Server.

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

1. To install a version 4.0 Xerox® App Gallery app using Xerox® CentreWare® Internet Services, open a Web browser, then type the IP address for your Xerox® device. The Xerox® CentreWare® Internet Services webpage for your device appears.
2. Log in to the Xerox® CentreWare® Internet Services webpage with the Device Administrator credentials.
3. In the CentreWare® Internet Services webpage for your device, access the Weblet Management feature.
   - For Xerox® ConnectKey® devices: Click Properties > Services > Custom Services > Weblet Management.
   - For Xerox® AltaLink® devices: Click Properties > Apps > Custom Apps > Weblet Management.
4. Click Choose File, navigate to a previously saved version 4.0 .weblet file, then click Open.
5. Click Install Weblet. The Weblet appears in the table for Installed Weblets.

**Related Topics:**

Setting Up the Proxy Server for Xerox ConnectKey and Xerox AltaLink Devices from CentreWare Internet Services
UNINSTALLING A XEROX® CONNECTKEY® APP FROM A XEROX® DEVICE USING XEROX® APP GALLERY

2. Click the My Apps tab.
3. Locate the app that you want to uninstall. To open the App Details window, click the App. A list of printers that have the app installed appears.
4. For the device that you want to uninstall the app from, click the X button.

Note: If an app is designated as a walk-up screen for a Xerox® device, you cannot uninstall the app. Select a different walk-up screen for your Xerox® device, then uninstall the app.

Related Topics:

Adding a Device to Xerox App Gallery

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

1. Open a Web browser. In the address field, type the IP address of your Xerox® device. In the Xerox® CentreWare® Internet Services webpage for your device, click Properties > Services > Custom Services > Weblet Management.
2. In the list of Installed Weblets, locate the app that you want to delete. Click Delete.

Note: For Xerox® VersaLink® devices, refer to Deleting an App from a Xerox VersaLink Device Using Xerox Embedded Web Server. For Xerox® AltaLink® devices, refer to 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. Open a Web browser. In the address field, type the IP address of your Xerox device. In the Xerox® Embedded Web Server webpage for your device, click Apps.
2. Locate and select the app that you want to delete. To delete the app, click Delete App.

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

1. Open a Web browser. In the address field, type the IP address of your Xerox device. In the Xerox® CentreWare® Internet Services web page for your device, click Properties > Apps > Custom Apps > Weblet Management.
2. In the list of Installed Weblets, locate the app that you want to delete. Click Delete.

Working With Xerox® ConnectKey® Apps at the Xerox® Device Control Panel

USING A XEROX® CONNECTKEY® INFO APP

1. From the Xerox device control panel, touch the Xerox® ConnectKey® Info App.
The ConnectKey® Info App opens to display a combination of text and images. It can include only text, only images, or both. The app designer determines what the app includes.

**Note:** You cannot change the content of an Info App.

2. For information about the app, touch **About**. The information includes a contact name for app support.

### XEROX® CONNECTKEY® SCAN TO APPS FOR MULTIFUNCTION DEVICES ONLY

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

## AVAILABLE SCAN SETTINGS

The Scan To app feature provides several ways to scan and store an original document. The scanning procedure using your device differs from using desktop scanners. Typically, the device is connected to a network, rather than a single computer. You can select a destination for a scanned image from the device.

**Note:** Available scan settings depend on the app configuration.

If available, you can select from the following scan settings from the Xerox® ConnectKey® Scan to Apps.

- **2-Sided Scanning:** You can select the way that an image is scanned.
  - **1-Sided:** If the image that you want to scan is on one side of the original document, touch 1-Sided.
  - **2-Sided:** If you want to scan both sides of an original document, touch 2-Sided.
  - **2-Sided, Rotate Side 2:** If you want to rotate the image on the second side of your original document, touch 2-Sided, Rotate Side 2. This option is used to scan original documents when some images are portrait orientation, and some images are landscape orientation.

**Note**

**Note:** For Xerox® VersaLink® devices: Some images do not scan as expected. Do not select 2-Sided, Rotate Side 2, with the Searchable PDF option selected.

- **File Format:** You can create a PDF, TIFF, or JPG file format from the scanned image.
  - .pdf: You can create a PDF of the scanned image, and make the PDF searchable.
  - Archival (PDF/A): This option ensures the preservation of file content over time. This option ensures that users can retrieve and render archived files.
  - Image Only: This option scans the file as an image and creates a PDF.
  - Searchable: This option creates a searchable PDF of the scanned file. Recipients can search the PDF that you create.
  - .tif: To scan and store Tagged Image Files (TIF) for high-quality raster graphics and photos, use this format.
  - Combine Files: If you select the Combine Files check box, all scanned pages are combined into one .tif file, with MTIF. If you do not select the Combine Files check box, all pages are created as separate, single-page .tif files.
  - .jpg: To scan and compress a scanned image, use the .jpg file format.

- **File Name:** To enter a file name for your scanned image, use the device control panel touch screen keyboard.

- **Output Color:** Select the output for your scan:
  - Auto Detect: For the Xerox® device to detect the properties of the original image that you want to scan, select this option.
  - Color: For a color scanned image, select this option.
  - Black and white: For a black-and-white scanned image, select this option.
- **Grayscale**: For a monochrome scanned image, select this option.

**Note:** For Xerox® VersaLink® devices: Do not use the Auto Detect setting for JPEG or TIFF output options. For JPEG images, use Color or Grayscale settings. For TIFF images, use Black and White, Color, or Grayscale settings.

- **Original Size**: Select the size and orientation of the original image that you want to scan, or select Auto.
- **Auto**: To have the Xerox device detect the image size, select this option. Otherwise, select one of the specific size options listed.
  - 5.5 x 7 Portrait
  - 5.5 x 7 Landscape
  - 5.5 x 8.5 Portrait
  - 5.5 x 8.5 Landscape
  - 8.5 x 11 Portrait
  - 8.5 x 11 Landscape
  - 8.5 x 13 Landscape
  - 8.5 x 14 Landscape
  - 11 x 17 Landscape
  - A5 Portrait
  - A5 Landscape
  - A4 Portrait
  - A4 Landscape
  - A3 Landscape
  - B5 Portrait
  - B5 Landscape
  - B4 Landscape

**Note:** For Xerox® VersaLink® devices: If the original document or image size is not supported, the Xerox® device generates a file with a default paper size of 210 x 297 mm (8.5 x 11 in.).

- **Original Orientation**: Select the orientation of the original image that you want to scan.
  - Portrait
  - Landscape

- **Original Type**: You can 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.

- **Resolution (dpi)**: Choose the dots-per-inch resolution for your scan. Usually, the higher the dpi, the better the scan quality. Choose 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.

- **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 a best-quality scan, select Best Quality. The selection produces a large file size.

**USING A XEROX® CONNECTKEY® SCAN TO EMAIL APP FOR MULTIFUNCTION DEVICES ONLY**

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, touch the Xerox® ConnectKey® Scan to Email App.
   - Channel Partners can design the ConnectKey® App to include Email From, Email Message, and Email Subject fields. These settings are preconfigured with default values. You can modify the default values at the Xerox device.
   - Channel Partners can design the ConnectKey® App to include a Custom Text or Custom Image. The Add Recipient option and availability of the remaining settings are based on the design of the customized application.
2. To add destination email addresses, touch Add Recipient. Channel Partners can configure the ConnectKey® App in different ways:
   - Allow users to enter destination email addresses, or choose from a list of saved email addresses.
   - Configure the app to email a preset address list. Users cannot modify the address list recipients.
3. To configure the app, select the required options.
4. To begin the scan, touch Send. Job status indicators appear below the Send button. The Job Succeeded message confirms that the scan job is complete.

**Related Topics:**

- Available Scan Settings
- Uploading or Verifying SSL Certificates for Xerox VersaLink Devices
- Uploading or Verifying SSL Certificates for Xerox ConnectKey and Xerox AltaLink Devices

**USING A XEROX® CONNECTKEY® SCAN TO MULTI-DESTINATION APP FOR MULTIFUNCTION DEVICES ONLY**

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, touch the Xerox® ConnectKey® Scan to Multi-Destination App.
   - The ConnectKey® App can be designed to include FTP or Shared Folder destinations or both. These settings are preconfigured with default values.
Channel Partners can design the Scan to Multi-Destination App to include Custom Text and Custom Image informational fields. You cannot modify the Custom Text and Custom Image fields at the device. The Add Destination option, and the location and availability of the remaining settings, are based on the design of the customized application.

- The **About** option includes information about the creator, and contact details for app support. When the app is launched at the device, the Add Destination option and the Scan Settings made available by the app designer appear.

2. To add destinations, touch Add Destination. Depending on how the app is configured, a scan destination is included automatically, or you can choose from a list of destinations.

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

**Related Topics:**

**Available Scan Settings**

**Uploading or Verifying SSL Certificates for Xerox VersaLink Devices**

**Uploading or Verifying SSL Certificates for Xerox ConnectKey and Xerox AltaLink Devices**

**USING XEROX® CONNECTKEY® SCAN TO BOX APP, DROPBOX APP, GOOGLE DRIVE APP, AND ONEDRIVE APP FOR MULTIFUNCTION DEVICES ONLY**

The apps enable multifunction device users to scan documents and images to folders in their personal account, or to a designated 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 device control panel, select the following:
   - Xerox® ConnectKey® Scan to Box App.
   - Xerox® ConnectKey® Scan to Dropbox App.
   - Xerox® ConnectKey® Scan to Google Drive App.
   - Xerox® ConnectKey® Scan to OneDrive App.

2. In the repository Authentication window, enter the account login information.
   a. If the app was set up to provide the user name or email address for the account automatically, the information appears.
   b. To log in to a different account, enter the login credentials for the account.

3. When requested, to access your Box account, Google Drive account, or OneDrive repository, grant XeroxConnectKeyForCloudProd1_0 approval access.

4. To exit the app from the repository Authentication, and grant access window:
   - For Xerox® ConnectKey® devices: On the device control panel, double-click the **Clear All** button. Touch **Confirm**.
   - For Xerox® AltaLink® devices and Xerox® VersaLink® devices: On the device control panel, press the **Services Home > Reset** buttons.
5. Choose the destination folder where you want to scan and store your document, then touch OK.
   **Note:** To scan to your root directory, do not select a folder. Touch OK.
6. To view more folders, touch a destination or the arrow key.

**Note:** Depending on how your account is structured, you can be required to select multiple levels of folders to get to the destination folder.

**Note:** To navigate windows, Xerox® AltaLink® and Xerox® VersaLink® devices support swipe gestures. To scroll the pages to see more folders, swipe the app.

1. Review your Scan Destination selections.
   a. To change the settings, tap the selected folder, then browse to and select a new destination. When finished, touch OK.
   b. To exit the app:
      - For Xerox® ConnectKey® devices: Press the Clear All button twice.
      - For Xerox® VersaLink® devices and Xerox® AltaLink® devices: Press the Home button, then touch Reset.
   c. To get Contact Info for app support, touch the About option within the app.
2. To review or change the Scan Settings, touch the Scan Setting. To view all Scan features that you can change, scroll the device window.
   a. Touch the feature that you want to check or change.
   b. Touch the setting that you want to apply to your current scan job.
3. To begin the scan, touch Scan.

Job status indicators appear below the Scan 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 or Verifying SSL Certificates for Xerox VersaLink Devices

Uploading or Verifying SSL Certificates for Xerox ConnectKey and Xerox AltaLink Devices

**USING A XEROX® CONNECTKEY® SCAN TO OFFICE 365 APP FOR MULTIFUNCTION DEVICES ONLY**

The Scan to Office 365 App enables users to navigate and scan to the SharePoint Online and OneDrive components of Office 365, including Team Site and My Sites. 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, touch Scan to Office 365 App.
2. When the Login window appears, enter your login credentials. Login credentials are supported in the following format:

- userid@domain.onmicrosoft.com, where 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, the account uses a custom domain. If your account uses a custom domain, a domain that differs from the domain of the default team site, or My Site URL add a prefix to your login. The prefix contains the domain of the default team site or My Site. For example, for user john@appgallery.com with custom domain set to appgallery, and access to default Team Site Collection https://xeroxappgallerysite.sharepoint.com/, use the following format: xeroxappgallerysite\john@appgallery.com.

Note: To log in to Office 365, an Office 365 account that includes SharePoint Online, or a Standalone SharePoint Online account are required.

3. Touch OK.

4. The directory lists Subsites, Document Libraries, and Folders. To scroll for more Subsites, Libraries, and Folders, use the arrow keys.

5. Select the path to the destination, then select OK.

Note

Xerox® AltaLink® devices and Xerox® VersaLink® devices support touch screens and allow swipe gestures. To see more folders, you can swipe to scroll the window.

The Scan to Office 365 App window appears with your selected settings for the Scan Destination.

6. Review your Scan Destination selections.

a. To change the Scan Destination settings, touch the selected folder, then browse to a new destination. When finished, touch OK.

b. To exit the app:
   - For Xerox® ConnectKey® devices: Press the Clear All button twice.
   - For Xerox® AltaLink® devices and Xerox® VersaLink® devices: Touch Home > Reset.

c. To get Contact Info for app support, scroll to the bottom of the scan destination window, then touch About.

7. To review or change the Scan Settings options, touch the Scan Setting. To view the Scan features, scroll the device control panel.

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

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

8. To begin scanning, select the Scan tab.

Job status indicators appear below the Scan 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 or Verifying SSL Certificates for Xerox VersaLink Devices

Uploading or Verifying SSL Certificates for Xerox ConnectKey and Xerox AltaLink Devices

**XEROX® CONNECTKEY® PRINT FROM APPS**

**Available Print Settings**

Depending on the app design, you can select the following print settings at the device.

- Sides Imaged: 1-sided, 2-sided
- Print Quantity: 1–9999
- Print Color: Auto Detect, Monochrome, Color

**USING A XEROX® CONNECTKEY® PRINT FROM BOX APP, ONEDRIVE APP, GOOGLE DRIVE APP, AND DROPBOX APP**

You can print common file types and print-ready files from folders in personal accounts or from designated 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 device control panel device, select one of the following:
   - Xerox® ConnectKey® Print from Box App.
   - Xerox® ConnectKey® Print from OneDrive App.
   - Xerox® ConnectKey® Print from Google Drive App.
   - Xerox® ConnectKey® Print from Dropbox App.

2. From the Repository Authentication window, enter your account login credentials.
   - If the app was set up to provide the user name or email address for the account automatically, the information appears.
   - To select a different account, enter a different user name or email address, and password.

3. Touch Log In.

4. When requested, to access your Microsoft® OneDrive® file-sharing and Google Drive repository, grant XeroxConnectKeyForCloudProd1_0 access.

A 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 (including PCL XL), PDF, PostScript Level 2 or 3, Text, TIFF, and XPS.

5. To exit the app:
   - For Xerox® ConnectKey® devices: From the Repository Authentication and Grant Access window, double-click the Clear All button. Touch Confirm.
   - For Xerox® AltaLink® devices and Xerox® VersaLink® devices: Press the Home > Reset buttons.

6. Touch the folder that contains the documents that you want to print.
Note: Xerox® AltaLink® devices and Xerox® VersaLink® devices support touch screens and allow swipe gestures. You can swipe to scroll the pages to see more folders.

7. Touch the file that you want to print. Only supported files are available for selection.

8. Review your Print selections.

9. To exit the app:
   - For Xerox® ConnectKey® devices: Press the Clear All button twice.
   - For Xerox® VersaLink® devices and Xerox® AltaLink® devices: Press the Home > Reset buttons.

10. To view Contact Info for app support, scroll to the bottom of the print settings window, then touch About.

11. To review or change the Print Settings options, touch the Print Setting. 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.
   c. For more information, refer to Available Print Settings.

12. To begin printing, touch Print.

Job status indicators appear below the Print button. A Job Succeeded message confirms that the print 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 or Verifying SSL Certificates for Xerox VersaLink Devices

Uploading or Verifying SSL Certificates for Xerox ConnectKey and Xerox AltaLink Devices

USING A XEROX® CONNECTKEY® PRINT FROM OFFICE 365 APP

The Xerox® ConnectKey® Print From Office 365 App enables you 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.

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, touch the Xerox® ConnectKey® Print from Office 365 App.

2. When the Login window appears, enter your login credentials. Login credentials are supported in the following formats:
   a. 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.

**Note:** An Office 365 account that includes SharePoint Online, or a Standalone SharePoint Online account is required.

3. Touch OK. A list of available file repositories appears.

4. To view the file locations, scroll to Subsites, Libraries, or Folders. The file locations that appear depend on the structure of your Office 365 site or SharePoint Online site.
   **Note:** Xerox® AltaLink® devices and Xerox® VersaLink® devices support touch screens and allow swipe gestures. You can swipe to scroll the pages and see more folders.
   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 (including PCL XL), PDF, PostScript Level 2 or 3, Text, TIFF, and XPS.

5. 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.

6. To exit the app:
   - For Xerox® AltaLink® devices and Xerox® VersaLink® devices: Press the Home > Reset buttons.
   - For Xerox® ConnectKey® devices, press the Clear All button twice.

7. For Contact Info for app support, scroll to the bottom of the print settings window, then touch About.

8. To review or change the Print settings, select the Print Setting.
   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 Print button. A **Job Succeeded** message confirms that the print 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 or Verifying SSL Certificates for Xerox VersaLink Devices

Uploading or Verifying SSL Certificates for Xerox ConnectKey and Xerox AltaLink Devices

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

The Xerox® ConnectKey® Print From URL App enables you to print print-ready documents from a repository that a Web server hosts. IIS and Apache Web servers are the supported servers.
**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.

**Note:** Depending on how your Web server is configured, the proxy for your Xerox device can require enabling.

1. From the Xerox device control panel, touch the Xerox® ConnectKey® Print From URL App.
2. If the App was configured to require credentials, the Login window for your site appears.

   **Note:**
   - If the app was configured to provide the required credentials automatically for the site, those fields are complete.
   - To use different credentials, enter a different User ID and password.
   - If no credentials are required to access the site, the app does not prompt you for credentials.

3. Enter any required account credentials, then touch **OK**.

   A window appears, directing you to select a folder with print-ready documents. Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (including PCL XL), PDF, PostScript Level 2 or 3, Text, TIFF, and XPS.

4. Choose the folder that contains the file that you want to print.

   **Note:** Xerox® AltaLink® and Xerox® VersaLink® devices support touch screens and swipe gestures. You can swipe to scroll the pages to see more folders.

5. Touch the file that you want to print. Only print-ready files appear.

6. Review your Print selections.

   a. To select a new file, touch the selected file name, then navigate to the required file.
   
   b. To exit the app:
      - For Xerox® VersaLink® devices and Xerox® AltaLink® devices: Press the **Home > Reset** buttons.
      - For Xerox® ConnectKey® devices: Touch the **Clear All** button twice.
   
   c. For Contact Info for app support, scroll to the bottom of the print settings window, then touch **About**.

7. To review or change the Print Settings, touch the Print Setting.

8. Touch the feature that you want to check or change.

9. Touch the setting that you want to apply to your current print job.

10. To begin printing, touch **Print**. Job status indicators appear below the Print 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 or Verifying SSL Certificates for Xerox VersaLink Devices](#)
- [Uploading or Verifying SSL Certificates for Xerox ConnectKey and Xerox AltaLink Devices](#)
8. Purchasing Apps

Purchase Models

The Xerox® App Gallery offers different models for purchasable apps. You can use the Gallery to purchase both Xerox® apps and apps created by third-party developers. There is no need to visit multiple sites to purchase your apps.

The following purchasing models are supported:

**PAID APPS:**

Users can purchase Paid Apps and install them on multiple devices. There are two categories of Paid apps:

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

**TIME-BASED SUBSCRIPTION APPS:**

Users can subscribe to Time-Based Subscription apps for a specified length of time. Subscriptions can be 1, 2 or 3 years. The App Developer determines what subscriptions 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 can be installed on an unlimited number of devices.

**USAGE-BASED SUBSCRIPTION APPS:**

Users can subscribe to Usage-Based Subscription Apps for a specified amount of usage over a period of one year. Examples are prints, copies, scans, and so on. These Subscriptions can offer up to three different usage quantities to use during the length of the subscription. The App Developer determines what subscription usage options are offered.

There are two categories of Usage-Based Subscription apps:

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

Information about Purchasable Apps, Xerox, and Third-Party apps

Paid Apps must be purchased to use them.

- Paid Apps are provided by Xerox and other third-party developers.
- Apps are supported by any of the six purchase models offered. Paid apps are purchased once and do not typically expire. Time-Based and Usage-Based apps are subscription-based models. App access and use expires based on the terms of the subscription purchased.
- Instructions are provided on how and where to purchase an app on the App Details page.
- **Purchasable Apps with Free Trials:** All apps offer a limited trial period.
Purchasing Apps

- The length of the free trial varies depending on how the app developer configured the trial when the app was created.
- Each free trial allows you to use the app temporarily, without making a purchase.
- App trials can be configured to expire after the designated length of time or after the amount of the allowed usage is exhausted. Whichever term is met first determines the expiration. If the app has a Usage trial, it expires after the term of the subscription has been met, even if the usage is not used completely.
- When the free trial is used, to continue using the app, a purchase is required.
- After you purchase an app, it will automatically install on selected devices directly from your Xerox® App Gallery Account Web Portal.

App Purchasing Information

App Purchasing information is on the App Details page. You can access details for an app in one of the following ways:

- From the All Apps tab, click an app. The App Details page appears, including purchasing information for the app.
- From the My Apps tab, from the list of your installed apps, click the app. The Details page includes purchasing information, and information about the device or devices that may already have the app installed.

Depending on the type of app, the information screen can offer one or more of the following options:

- Try It: This option allows you to install the app free of charge for a trial period.
- Install: This option is for a free app. No purchase is required.
- Buy: This option requires a purchase. It offers either a per-device, or an unlimited device, purchase. For per-device purchases, you buy one app for each device. For unlimited device purchases, you can buy once, then install the app on any number of devices.
- Subscribe: This option requires a purchase, and offers the convenience of an app subscription. Subscriptions can be time-based, which expire after a selected period, or usage-based, which expire after one year or after usage is exhausted. Time-Based purchase models can offer you the option to auto-renew your subscriptions.

PURCHASING AND INSTALLING APPS

You cannot save apps from the Xerox® App Gallery. Use the Xerox® App Gallery to access, purchase, and install apps.

2. Log in with your Channel Partner account credentials.
3. Click either All Apps or My Apps.
4. Locate and click the app you want to install. The App Details screen appears.
5. Depending on the type of app, one of the following options appears: Try It, Install, Buy, or Subscribe.

INSTALLING A FREE APP TRIAL

1. To install a Trial for an app, click Try It. The License Agreement appears.
2. To confirm that you accept the License Agreement, click Agree.
Purchasing Apps

3. Select the devices where you want to install the Trial app.
4. If devices are not visible in the list, click Add Device.
5. In the Device IP address field, enter the IP address, then click Next.
6. In the Device Admin Credentials and Contact Information fields, enter the required information, then click Add.
7. Click the newly added device, then click Install. The progress of the app install appears. When the installation completes, the status displays as Installed.

INSTALLING A FREE APP
1. To install a Free app, from the App Details screen, click Install. The License Agreement appears.
2. To confirm that you accept the License Agreement, click Agree.
3. Select the devices where you want to install the app.
4. If devices are not visible in the list, click Add Device.
5. In the Device IP address field, enter the IP address, then click Next.
6. In the Device Admin Credentials and Contact Information fields, enter the required information, then click Add.
7. Click the newly added device, then click Install. The progress of the app install 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. The License Agreement appears.
2. To confirm that you accept the License Agreement, click Agree.
3. Select the devices where you want to install the apps.
4. If no devices are visible in the list of available devices, click the Add Device link.
5. In the Device IP address, enter the IP address, then click Next.
6. In the Device Admin Credentials and Contact Information fields, enter the required information, then click Add.
7. Click the newly added device, then click Checkout.
8. On the next screen, review the order information and enter the billing information.
   Note: If you have placed an order previously, your billing information is populated on the screen. You can use this information or, to enter different information, click New Card.
9. Click Place Order.
10. After successful order placement, the app installs on the selected device automatically. The progress of the app install appears 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 License Agreement, click Agree.
3. Enter the billing information, then click **Place Order**.
   Note: If you placed an order previously, your billing information is populated on the screen. You can use this information or, to enter different information, click **New Card**.

4. After successful order placement, select **Done**.

5. Select the device or devices where you want to install the app.

6. If no devices are visible in the list of available devices, click the Add Device link.

7. In the Device IP address field, enter the IP address, then click **Next**.

8. For the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.

9. Click the newly added device, then click **Install**. The progress of the app installation appears on the screen. After a successful installation, 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**. The License Agreement appears.

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

3. Select the subscription period.
   Note: The developer of the app defines the subscription period, which can be any combination of 1, 2 or 3 years.

4. Select the devices where you want to install the app.

5. If no devices are visible in the list of available devices, click the Add Device link.

6. In the Device IP address field, enter the IP address, then click **Next**.

7. For the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.

8. Click the newly added device, then click **Checkout**.

9. On the next screen, enter the billing information.
   Note: If you placed an order previously, your billing information is populated. You can use this information or, to enter different information, click **New Card**.

10. To renew this subscription automatically, click **Enable Auto Renew**.

11. Click **Place Order**.

12. After successful order placement, the app installs on the selected devices automatically. The progress of the app installation appears on the screen. After a successful installation, the status displays as Installed.

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

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, click 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 the billing information.
   **Note:** If you placed an order previously, your billing information is populated. You can use this information, or to enter different information, click **New Card**.

6. If you want to renew this subscription automatically, click **Enable Auto Renew**.

7. Click **Place Order**.

8. After successful order placement, select the devices on which to install the app.

9. If no devices are visible in the list of available devices, click the **Add Device** link.

10. In the **Device IP address** field, enter the IP address, then click **Next**.

11. For the **Device Admin Credentials** and **Contact Information** fields, enter the required information, then click **Add**.

12. Select the newly added device, then click **Install**. The progress of the app installation appears. After a successful installation, 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**. The License Agreement appears.

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

3. Click the usage for the subscription.
   **Note:** The developer defines the subscription usage options. If only one subscription option is defined, the **Subscribe** window does not appear.

4. Select the devices where you want to install the app.

5. If no devices are visible in the list of available devices, click the **Add Device** link.

6. In the **Device IP address** field, enter the IP address, then click **Next**.

7. For the **Device Admin Credentials** and **Contact Information** fields, enter the required information, then click **Add**.

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

9. On the next screen, enter the billing information, then click **Place Order**.
   **Note:** If you placed an order previously, your billing information is populated. You can use this information, or to enter different information, click **New Card**.

10. After successful order placement, the app installs on the selected devices automatically. The progress of the app installation appears on the screen. After a successful installation, 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**. The License Agreement appears.

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

3. If the **Subscribe** window appears, select the amount of usage you want for the subscription.

4. Click **Checkout**.
   **Note:** The developer defines the subscription usage options. 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 placed an order previously, your billing information is populated. You can use this information or, to enter different information, click **New Card**.
6. After successful order placement, select the devices on which to install the app.

7. If no devices are visible in the list of available devices, click Add Device.

8. In the Device IP address field, enter the IP address, then click Next.

9. For the Device Admin Credentials and Contact Information fields, enter the required information, then click Add.

10. Select the newly added device, then click Install. The progress of each app installation appears on the screen. After a successful installation, the status displays as Installed. Installed apps appear on the My Apps screen. You can update or uninstall the apps from the My Apps screen.
9. Xerox App Gallery App Procedures

Xerox® App Gallery App Overview

**Note:** By default, many apps from Xerox® App Gallery are preinstalled and available on all 2016 Xerox® ConnectKey® Technology-enabled i-series, Xerox® VersaLink®, and Xerox® AltaLink® devices. The Xerox App Gallery App is one of those preinstalled apps.

When you select the Xerox® App Gallery App from the device control panel, you can browse the gallery and select Log In. Create a new Xerox® App Gallery account or use an existing account to log in. After you log in, you can perform additional App Gallery functions, such as purchase, install, and update the apps. You are not required to log in to browse available apps in the Gallery.

You can install the Xerox® App Gallery App on devices where it is not installed currently. If the Xerox® App Gallery App is not installed on a device, it is available from the Xerox® App Gallery Web Portal.

**Tip**

To use the Xerox® App Gallery App, the following device requirements are required:

- The Xerox® device has a network connection.
- Xerox® device is loaded with the software for 2016 Xerox® ConnectKey® Technology-enabled i-series devices, or the Xerox® VersaLink® and Xerox® AltaLink® Devices.
- Xerox® devices have Xerox® Extensible Interface Platform® (EIP) version 3.5 or higher installed.

**Note:** SSL Certificates provide secure communication of private and sensitive information over network connections. If SSL certificate validation is disabled, the secure communication of private or sensitive information is vulnerable. Typically, it is recommended that Verify server certificates is enabled on your Xerox device, though this setting can cause issues with other applications. For more information, refer to the Xerox® App Gallery Online Support at [http://www.support.xerox.com/support/xerox-app-gallery](http://www.support.xerox.com/support/xerox-app-gallery).

**CREATING AN APP GALLERY ACCOUNT FROM THE XEROX® APP GALLERY APP**

You can create a Xerox® App Gallery account:

- From the Xerox® App Gallery Web Portal
- From the Xerox® App Gallery App

**Note:** For more information, refer to Creating an App Gallery Account from Xerox App Gallery Web Portal.

1. From the Xerox device Home screen, click the Xerox® App Gallery App icon.
2. Click Login.
3. From the App Gallery Log In window, click Create Account. The Create Account window appears.
4. Click the Email field.
5. The onscreen keyboard appears.
6. Enter a valid email address.
7. In the Confirm Email field, re-enter the email address.
1. In the Password field, enter an account password.
2. In the Confirm Password field, re-enter the password.
   - Passwords are at least eight characters, and contain three of the following categories:
     - Upper-case letters: A, B, C, or D for example.
     - Lower-case letters: a, b, c, or d for example.
     - Numeric characters: 1, 2, or 3 for example.
     - Non-alphanumeric punctuation marks: : ! @ # $ % & * + ?, for example.
3. In the First Name field, enter your name.
4. In the Last Name field, enter your name.
5. In the Company Name field, enter your company name.
6. Scroll the list to find and select your country.
7. Click OK.
8. To display a list of supported currencies, select the Payment Currency field.
9. From the list, select your preferred payment currency.
10. Review and accept the Terms of Use and Data Administration Terms of Use. Select the check box for each Term of Use.
11. Click OK. The account is created and you are logged in.

**LOGGING IN TO YOUR ACCOUNT FROM THE XEROX® APP GALLERY APP**

1. From the Xerox® device Home screen, touch the Xerox® App Gallery App icon. The App Gallery appears.
2. Touch Log In.
3. Using the onscreen keyboard, enter your account email address and password.
4. From the onscreen keyboard, touch Enter. You are logged in.

**Note:** If a message appears, stating that the App Gallery Server cannot be found or is unavailable, refer to the Troubleshooting chapter.

**ADDING A DEVICE FROM THE XEROX® APP GALLERY APP AUTOMATICALLY**

There are two methods to add a device to an App Gallery account:

- Access the Xerox® App Gallery Web Portal, select the Devices catalog, then add the devices. Refer to Adding a Device to an App Gallery Account.
- From the App Gallery App, add the device automatically.

To add a device from the App Gallery App to your App Gallery Account, the following conditions are required:

- The device cannot already reside in your Devices catalog.
- The device that you want to add has the App Gallery App installed.
- Log in to the App Gallery App with your Xerox® App Gallery account credentials. You cannot log in to the App Gallery App with credentials that were saved previously. Refer to Saving App Gallery Account Credentials for Xerox App Gallery App.
If your system administrator saved the login credentials, you do not need to log in to App Gallery App with your App Gallery Account credentials while the administrator-saved credentials are active.

After this set of criteria is met, the device can be added to your App Gallery Account automatically. Refer to Adding a Device to Your App Gallery Account from App Gallery App Automatically.

**Note:** When you add the device to your App Gallery Account automatically, the device model name and IP address are added to your account. You can edit the device with the App Gallery Web Portal, then enter the Device Administrator User name and Device Administrator Password. This step ensures that there is successful communication between the App Gallery Web Portal and the device.

**ADDING A DEVICE TO YOUR APP GALLERY ACCOUNT FROM APP GALLERY APP AUTOMATICALLY**

1. From the Xerox® device Home screen, touch the Xerox® App Gallery App icon.
2. Touch Log In.
3. To log in to the App Gallery App, enter your Xerox® App Gallery account email address and password.

**Note:** The device is added automatically to your Xerox® App Gallery Account. When you log in to your account with App Gallery Web Portal, the Devices tab displays the device in the list.

**Note:** To ensure communication between Xerox® App Gallery Web Portal and the device, refer to Adding the Device Credentials to your App Gallery Account.

**Adding the Device Credentials to your App Gallery Account**

When you add the device to your App Gallery Account automatically, the device model name and IP address are added to your account. To edit the device, access your account with the App Gallery Web Portal and enter the Device Administrator User name and Device Administrator Password. This step ensures that there is successful communication between App Gallery Web Portal and the device.

2. Click Log In.
3. Log in to your Xerox® App Gallery account.
4. Click the Devices tab.
5. Locate and select the device that was added automatically with the Xerox® App Gallery App. The Device Details page appears.
6. Click Edit. The Edit Device dialog appears.
7. Enter the Device Administrator User name and Device Administrator Password.
8. Click OK. The device credentials are added to the device.

**INSTALLING AN APP FROM THE XEROX® APP GALLERY APP**

1. From the Xerox device Home screen, touch Xerox® App Gallery App.
   If a device administrator saved the administrator Xerox® App Gallery Account credentials previously, then the App Gallery appears with the user logged in. The saved administrator credentials allow all Xerox device users to access the Xerox® App Gallery App. With this option, users do not have to log in with individual account credentials.
2. If there are no users logged in to the app, tap Log In, then use your email address and password to log in to your App Gallery Account.

3. Browse the apps on Xerox® ConnectKey® devices. To navigate the list of available apps on Xerox® VersaLink® devices and Xerox® AltaLink® devices, use a swipe gesture.

4. Touch the app icon for the app that you want to install.

5. Touch Install. The License Agreement appears.

6. Review the License Agreement. To accept the terms, select Agree. The installation process begins. The newly installed app appears under your My Apps tab. The app appears under the Installed tab when you log out and for all other users. Note: If the app does not install successfully, the Install button appears. To reattempt the installation process, click Install.

7. Touch Log Out.

8. To exit the Xerox® App Gallery App, touch Home Services.

**Note:** The newly installed app is added automatically to the user account in the My Apps catalog in Xerox® App Gallery Web Portal.

**Related Topics:**

- Logging in to your Account from the Xerox App Gallery App
- Device Administrator Procedures from the Xerox® App Gallery App

**UPDATE AN APP FROM THE XEROX® APP GALLERY APP**

To update an app on the device, use the Xerox® App Gallery App.

**Tip:** Updating the app overwrites the existing app version with the new version.

1. From the Xerox® device Home screen, touch the Xerox® App Gallery App icon.
2. Log in with your App Gallery account email address and password.
3. Touch My Apps.
4. If app updates are available, an Update Available message appears.
5. Locate an app that you want to update, then touch the associated Update. Or, if you want to install all the available updates, touch Update All.
6. Touch Agree. When the update is complete, the Update Available message and button disappear.
7. Touch Log Out.
8. To exit the Xerox® App Gallery App, touch Home Services.

**Related Topics:**

- Logging in to your Account from the Xerox App Gallery App
- Device Administrator Procedures from the Xerox® App Gallery App

**Important:** Xerox device administrators can log on and perform the following procedures. A Xerox device can have more than one Administrator.
If you do not have administrator login credentials, contact your system administrator.

**SAVING APP GALLERY ACCOUNT CREDENTIALS FOR XEROX® APP GALLERY APP**

This procedure provides instructions for saving the App Gallery Account email address and password for the Xerox® App Gallery App.

When you save the account credentials, all Xerox® device users have access to the Xerox® App Gallery App. They do not have to log in with individual account credentials.

1. From the Xerox® device Home screen, log in as an Administrator.
3. Select Log In.
4. Using the onscreen keyboard, enter your Email address.
5. Using the onscreen keyboard, enter your Password.
6. Click OK.
7. A message appears asking Would you like to use this account to allow all users to install apps or do you want to require logging in to App Gallery each time?
8. Touch Use This Account. The credentials are saved and the App Gallery appears. All Xerox® App Gallery App users are logged in automatically and have access to the App Gallery.

**CHANGING APP GALLERY ACCOUNT CREDENTIALS FOR THE XEROX® APP GALLERY APP**

Use this procedure to change the saved App Gallery Account credentials.

**Note:** Only Xerox device administrators can perform this procedure. If you are not an administrator, contact a device administrator.

This procedure assumes that a Xerox device Administrator created an App Gallery Account, and that the account Email address and Password were saved.

1. From the Xerox device Home screen, log in as an Administrator.
2. Click the Xerox® App Gallery App icon.
3. From the App Gallery screen, click Settings. The Settings window appears.
4. Click Remove Account From This Device. A message appears prompting: Are you sure you want to remove your account from this device? You are logged out and others are not able to access the App Gallery under your account.
5. To confirm that you want to remove this account from the device, click Log Out & Remove.
6. Click Log In.
7. Using the onscreen keyboard, enter a new Email address.
8. Using the onscreen keyboard, enter the Password for the new App Gallery Account.
9. Click OK.
10. A window appears with a message asking Would you like to use this account to allow all users to install apps or do you want to require logging in to App Gallery each time? Click Use This Account.
11. The credentials are saved and the App Gallery appears. If Allow Other Accounts is selected, the credentials are not saved. Users must enter their individual account credentials each time they request an app feature that requires them to log in.

**DELETING OR CLEARING APP GALLERY ACCOUNT CREDENTIALS FROM THE XEROX® APP GALLERY APP**

Use this procedure to delete or clear the saved App Gallery Account credentials, which include Email address and Password. When you delete the credentials, you can browse the App Gallery, but you are required to log in to perform certain functions, such as installing apps.

**Note:** Only Xerox device administrators can perform this procedure. A Xerox device can have more than one Administrator. For assistance, contact your device administrator.

1. From the Xerox device Home screen, log in as an Administrator.
3. From the App Gallery screen, click **Settings**. The Settings window appears.
4. Click Remove Account From This Device. A message displays prompting: Are you sure you want to log out and remove your account from this device? You will be logged out and others will not able to access the App Gallery under your account.
5. To confirm that you want to remove this account from the device, click Log Out & Remove. The saved App Gallery Account credentials are deleted and the Log In button redisplays.

**Note:** To access the App Gallery, to install and update app features, enter a valid App Gallery Account email address and Password.
10. Troubleshooting

This chapter helps you find and resolve Xerox® App Gallery problems and issues.

Xerox App Gallery Account Issues

USER CANNOT CREATE AN APP GALLERY ACCOUNT

An App Gallery account is created from the Xerox® App Gallery Web Portal or from the Xerox® App Gallery App.

Account creation can fail for various reasons, such as:

- The email address is not accepted because it is already used.

Check or perform the following:

1. To create your account, use a different email address.
2. Check your junk email folder for the email message from Xerox® App Gallery.
3. If the email is there, to begin using your new account, click Browse Apps.
   Note: To ensure that you receive future Xerox® App Gallery emails, specify the message is Not Junk. If no email was received in your Inbox or the Junk Folder, it is possible that a temporary email server failure occurred.
   a. Click Help.
   b. In the window, click Feedback.
   c. To alert Xerox® App Gallery Support of the problem, send an email.

Note: When you send an email to Xerox® App Gallery Support, provide the email address that you used to create an account.

Related Topics:

Creating an App Gallery Account from the Xerox App Gallery Web Portal Creating an App Gallery Account from the Xerox App Gallery App

CANNOT LOG IN TO AN APP GALLERY ACCOUNT: FORGOTTEN PASSWORD OR LOCKED ACCOUNT

When a user cannot log in to their App Gallery account, it is usually due to a forgotten password or the account has been locked due to too many incorrect login attempts.

To log in to your App Gallery account, from the Xerox® App Gallery Web Portal, refer to Resetting your App Gallery Account Password. Follow the steps to reset your password.

CANNOT CONNECT TO THE XEROX® APP GALLERY WEB PORTAL

1. Ensure that the computer has Internet access.
2. Check the browser security settings:
   - Modifying the Internet Explorer Browser Security Settings
   - Modifying the Chrome Browser Security Settings

**XEROX® CONNECTKEY® DEVICE AND XEROX® ALTALINK® DEVICE USER CANNOT CONNECT TO XEROX® APP GALLERY APP**

A message appears, stating The App Gallery Server could not be found or is unavailable.

If the user cannot connect to Xerox® App Gallery App on the device, ensure that the Proxy Server is enabled for Extensible Service Setup.

**Note:** Some app installations require a proxy to connect to the Internet.

1. Open an Internet browser. The Internet browser can be Internet Explorer or Chrome.
2. From an Internet browser, enter the IP address for the Xerox device. The Xerox® CentreWare® Internet Services page for that device appears.
3. Click **Properties**.
4. Log in as Administrator.
5. For General Setup, click **Extensible Service Setup**. The Extensible Service Setup page appears.
6. Scroll down to the Proxy Server section and ensure that the Proxy Server is enabled.
   a. From the menu, select **Proxy**.
   b. In the HTTP, HTTPS subsection, verify that the proxy is **Enabled** and that the proxy information appears.
   c. To exit the browser, click **Close**.
7. If the Proxy Server is not enabled:
   a. If a proxy server is not enabled, click **Edit**.
   b. On the Proxy Server page, for HTTP Proxy Server, select the check box for Enabled.
   c. Click **Apply**.
   d. To dismiss the message, click **OK**.
8. On the Extensible Service Setup page, click **Apply**.
9. To dismiss the message, click **OK**.
10. Exit and close the browser window.

**XEROX® VERSALINK® DEVICE USER CANNOT CONNECT TO THE XEROX® APP GALLERY APP**

A message appears, stating The App Gallery Server could not be found or is unavailable.

If you cannot connect to Xerox® App Gallery App on the device, ensure that the Proxy Server is enabled for Extensible Service Setup.

**Note:** Some app installations require a proxy to connect to the Internet.

1. Open an Internet browser. You can use either Internet Explorer or Chrome.
2. From an Internet browser, enter the IP address of the Xerox device. The Xerox® Embedded Web Server for that device appears.
3. Log in as the Administrator.

4. Click **Apps**, then click **EIP Settings**. The Extensible Service Setup page appears.

5. Depending on the status of the proxy server, do one of the following:
   a. If the proxy is **Enabled**, the proxy information appears. Close the browser.
   b. If the proxy is not enabled:
      - Slide the **Use Device Proxy Server** toggle button to the right. If the device proxy was set up, the server information is populated on the screen. If the device proxy was not set up, click **Proxy Server**.
      - On the Proxy Server page, enter the required Proxy setting information.
      - Click **OK**.

6. Close the browser.

Device Issues (Xerox App Gallery Web Portal)

**INTERNET BROWSER PLUG-IN OR EXTENSION**

To enable communication between Xerox® App Gallery Web Portal and the device, ensure that you have installed and enabled the Xerox® Device Connector plug-in or extension on your Internet browser.

1. Verify that the Internet browser is configured to allow third-party plug-ins or extensions.
   - For Internet Explorer, refer to [Verifying or Enabling the Xerox Device Connector Add-on for Internet Explorer](#).
   - For Google Chrome, refer to [Verifying or Enabling the Chrome Extension for Xerox App Gallery](#).

2. Verify the browser Security Settings for the correct modifications.
   - For Internet Explorer, refer to [Modifying the Internet Explorer Browser Security Settings](#).
   - For Google Chrome, refer to [Modifying the Chrome Browser Security Settings](#).

**USER CANNOT ADD A DEVICE TO AN APP GALLERY ACCOUNT FROM THE XEROX® APP GALLERY WEB PORTAL**

When you first add a device with the Xerox® App Gallery Web Portal, a message appears on Internet Explorer or Chrome. The message indicates that permission is required to install the Xerox® Device Connector Internet Explorer Add-on or Chrome Extension.

To install apps, the Xerox® Device Connector must be installed and enabled. This process enables communication between the Xerox® App Gallery Web Portal and the device.

Verify the following:

1. When you add a device, the Internet browser displays a message that the plug-in connector or extension must be installed. Verify that the connector is installed and enabled for the Internet browser.
   - For Internet Explorer, refer to [Verifying or Enabling the Xerox Device Connector Add-on for Internet Explorer](#).
   - For Google Chrome, refer to [Verifying or Enabling the Chrome Extension for Xerox App Gallery](#).

2. Ensure that the device is operational and connected to the network.
   - For Internet Explorer, refer to [Modifying the Internet Explorer Browser Security Settings](#).
Troubleshooting

- For Google Chrome, refer to Modifying the Chrome Browser Security Settings.

3. Ensure that the device IP address is correct.

4. Ensure that the device supports Xerox® Extensible Interface Platform®, version 3.5 or higher.

**Devices are not displayed on the Devices Tab in the Xerox® App Gallery Web Portal**

Devices are added to an App Gallery account manually by entering the device IP address and other related information.

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

Refer to Adding a Device to an App Gallery Account.

**Tip:** Verify that the ActiveX Controls for Internet Explorer or the third-party plug-ins for a Chrome browser are enabled. The action ensures that App Gallery can communicate with the Xerox devices. Refer to one of the following procedures:

- **Internet Explorer:** Verifying or Enabling the Xerox Device Connector Add-on for Internet Explorer
- **Google Chrome:** Verifying or Enabling the Chrome Extension for Xerox App Gallery

**App Issues (Xerox App Gallery Web Portal)**

**Cannot install apps from the Xerox® App Gallery Web Portal**

1. Depending on your Internet browser, ensure that the Xerox® Device Connector plug-in or extension is installed and enabled.
   - Internet Explorer: Verifying or Enabling the Xerox Device Connector Add-on for Internet Explorer
   - Google Chrome: Verifying or Enabling the Chrome Extension for Xerox App Gallery

2. Ensure that the devices that you want to install are added to the App Gallery Account in the Xerox® App Gallery Web Portal. Refer to Adding a Device to an App Gallery Account.

3. Ensure that the devices in the Devices tab in Xerox® App Gallery Web Portal are configured with the correct device administrator credentials. The Device Administrator User name and Device Administrator Password are required.

4. Ensure that the device IP address has not changed. If the address has changed, update it in the Devices tab in Xerox® App Gallery Web Portal. Refer to Editing or Updating a Device in an App Gallery Account.

5. To install the app, return to your account in the Xerox® App Gallery Web Portal. Refer to Installing, Updating or Reinstalling Apps.

**Cannot uninstall an app from the Xerox® App Gallery Web Portal**

1. Ensure that the devices credentials are correct. Check both the Device Administrator User name and the Device Administrator Password. Refer to Editing or Updating a Device in an App Gallery Account in the Xerox® App Gallery Web Portal.

2. Ensure that the app that you are uninstalling is not set as the device default walk-up screen.
Troubleshooting

**APP REMOVED FROM A DEVICE**

If an app was removed unintentionally from a device, you can reinstall the app from Xerox® App Gallery Web Portal. Refer to Reinstalling an App from My Apps Catalog.

**DEVICE START-UP SCREEN DOES NOT DISPLAY THE APP**

If the device start-up screen does not display the designated or assigned app, refer to Instructions for Setting an App as the Default Walk-up Screen for a Xerox® ConnectKey® or Xerox® AltaLink® Device, and Setting an App as the Default Walk-up Screen for a Xerox VersaLink Device.

**App Purchasing Issues**

**APP IS UNAVAILABLE FOR INSTALLATION**

To use a Paid App, a purchase is required. Paid Apps display a **Buy** or **Subscribe** button on the App Details page. This information applies to both Xerox and third-party apps.

**XEROX AND THIRD-PARTY PAID APPS**

For Xerox and third-party Paid Apps, purchase the app from the Xerox® App Gallery Web Portal. Refer to Purchasing Apps.

**UNABLE TO REUSE A PURCHASED APP AFTER REMOVING IT**

For Per-Device app purchases, apps are not available for reuse even if the app was removed from one or more devices. To replace a device, purchase a new app for that device.

For Unlimited app purchases, you can change, add, or remove devices where the apps are installed. You do not have to purchase additional apps.

**Note:** If an app was deleted from a device, you can reinstall the app from the App Gallery App or the App Gallery Web Portal account where you purchased the app.

**UNABLE TO PURCHASE AN APP FROM THE DEVICE CONTROL PANEL**

The ability to purchase apps directly from the App Gallery App at the device will be available in a future release.

**UNABLE TO USE A XEROX OR THIRD-PARTY PAID APP**

Potential issues that can prevent the use of a Paid App:

- Ensure that the device is connected to the network.
- Purchase the app from the Xerox® App Gallery Web Portal.

To purchase an app:

2. Log in with your App Gallery Account credentials.
3. From All Apps, locate and click the app. The App Details screen appears.

4. Depending on the type of app selected, use one of the following options:
   - To install and use the app on a trial basis, click **Try It**.
   - To purchase the app, click **Buy**.
   - To purchase a subscription to an app, click **Subscribe**.

Refer to section 9: Purchasing Apps for detailed instructions.

**UNABLE TO RUN FREE TRIALS FOR AN APP FROM DEVICE**

If the free trial period for the app has expired or all trial usage is exhausted, the app is prevented from running.

After all free trials are used, a purchase is required for that app. To purchase the app, refer to section 9: Purchasing Apps.

**INSTALLING THE XEROX® DEVICE CONNECTOR PLUG-IN OR EXTENSION ON THE INTERNET BROWSER**

To enable communication between the Xerox® App Gallery Web Portal and the device, ensure that the Xerox® Device Connector is installed and enabled on your Internet browser.

When you add a device for the first time with the Xerox® App Gallery Web Portal, a message appears asking for permission to install the Xerox® Device Connector Add-on, Internet Explorer, and Extension, Chrome.

Depending on your Internet browser, a message appears:

- **Internet Explorer**: To continue, click Install on the popup below. If you do not install the Xerox Device Connector extension, you are not able to install apps on your device from this website. If the popup was closed before you install the extension, you can reopen it.
- **Google Chrome**: 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.

**Important**: By default, after installation, the Xerox® Device Connector add-on and extension are enabled. They remain enabled unless they are disabled manually.

To verify or enable the Xerox® Device Connector add-on, refer to one of the following procedures:

- **Internet Explorer**: Verifying or Enabling the Xerox Device Connector Add-on for Internet Explorer
- **Google Chrome**: Verifying or Enabling the Chrome Extension for Xerox App Gallery

**VERIFYING OR ENABLING THE XEROX® DEVICE CONNECTOR ADD-ON FOR INTERNET EXPLORER**

**Note**: To add devices from the Xerox® App Gallery Web Portal, install and enable the Xerox® Device Connector Add-on with Internet Explorer.
**Important:** After you install the Xerox® Device Connector add-on, the add-on is enabled by default and remains enabled unless you disable it.

To verify that the Xerox® Device Connector is installed and enabled, perform the following steps:

1. Open Internet Explorer.
2. To access Manage Add-ons, select one of the following:
   - From the Menu bar, click **Tools > Manage Add-ons**, or
   - From the Gear icon, click **Manage Add-ons**.
3. From the Manage Add-ons window, perform the following steps:
   a. For Add-on Types, select **Toolbars and Extensions**.
   b. To ensure that the Xerox® Device Connector is Enabled, in the list, locate the device.
   c. If the Xerox® Device Connector is Disabled, select **Xerox® Device Connector**.
   d. Click **Enable**.
4. The Xerox Device Connector is enabled. To save the settings and exit Manage Add-ons, click **Close**.

### Verifying or Enabling the Chrome Extension for Xerox® App Gallery

When you add devices for the first time from Xerox® App Gallery Web Portal, 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.

To enable the Xerox® App Gallery Web Portal to add devices to your account successfully, install the Xerox® App Gallery Device Connector plug-in. To verify that the Xerox® App Gallery Device Connector plug-in is installed and enabled:

1. Open the Chrome browser.
2. Click the Customize and Control Google Chrome menu, which is the icon with the multiple horizontal lines.
3. Click **Settings**. The Settings tab appears.
4. Click **Extensions**.
5. In the list, locate the Xerox App Gallery Device Connector, and ensure that it is Enabled. If it is Disabled, move the slider to the right to Enable the connector.
6. Close the Chrome browser window.

### Setting Up the Proxy Server for the Device from Xerox® CentreWare® Internet Services for Xerox® ConnectKey® Devices and Xerox® Altalink® Devices

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

A proxy server has two main purposes:

- To keep any Xerox® devices behind it anonymous for security purposes.
- To cache content from resources, such as webpages from a Web server, to decrease resource access time.
Troubleshooting

**Note:** If the device is behind a firewall, before you run the app, to ensure proper activation, configure the proxy server at the device.

1. Open an Internet browser.
2. Enter the IP address of the Xerox device. The Xerox® CentreWare® Internet Services page for the Xerox device appears.
3. Click **Properties**.
4. Log in as an Administrator.
5. For Connectivity, click **Setup**.
6. For the Protocol section, for the Proxy Server option, click **Edit**.
   a. For the HTTP Proxy Server section, click **Enabled**.
   b. Click the **Proxy Server** address type. The following options are available:
      - IPv4 Address
      - IPv6 Address
      - Host Name
   c. Enter the appropriately formatted address and port number.
   d. Click **Save**.
7. You are required to set proxy server settings to **Enabled** for Extensible Server Setup. The Connectivity page appears.
   a. For Proxy Server, from the menu, click **Proxy**.
   b. For the HTTP, HTTPS section, verify that the proxy is enabled and the proxy information appears.
   c. To change any of the current settings, click **Edit**.
   d. Click **Apply**.
   e. To dismiss the message box, click **OK**.
9. Exit and close the browser window.

**SETTING UP THE PROXY SERVER FOR THE DEVICE FROM XEROX® EMBEDDED WEB SERVER FOR XEROX® VERSALINK® DEVICES**

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

A proxy server has two main purposes:

- To keep any Xerox® devices behind it anonymous, for security purposes.
- To cache content from resources, such as webpages from a Web server, to decrease resource access time.

**Note:** If the device is behind a firewall, before you run the app, configure the proxy server at the app to ensure the proper activation.

1. Open an Internet browser on your computer.
2. Enter the IP address of the Xerox device. The Xerox® Embedded Web Server for the Xerox® device appears.
3. Log in as an Administrator.
4. Click **Connectivity**, and on the Connections page, click HTTP. A message appears. Slide the Proxy Server switch to the right to enable the option.

5. For the Proxy Server section:
   a. Click the **Proxy Server** address type. The following options are available:
      - IPv4 Address
      - IPv6 Address
      - Host Name
   b. Enter the appropriately formatted address and port number. If the Proxy Server requires a password, slide the switch for the Password Required to **On**, then enter the Login Name and Password. Click **OK**.

6. You are required to set proxy server settings to **Enabled** for Extensible Server Setup. The message closes.

7. Select **Apps > EIP Settings**.
   a. The Use Device Proxy Server option is enabled.
   b. If it is not enabled, slide the switch to the right. The proxy server information appears after the screen refreshes. If the proxy server information does not display, click the Proxy Server link and repeat Step 5.

8. Exit and close the browser window.