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Xerox[®] Wide Format FreeFlow[™] Accxes[®] Copy Touch User Guide

Xerox FreeFlow[™] Accxes[®] Copy Touch
Xerox 7142MFP



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Introduction

FreeFlow™ Accxes® Copy Touch

This document explains the installation and configuration of Accxes Copy Touch as part of the Xerox 7142 MFP incorporating a Windows PC connected via USB to a Xerox 7740 wide format scanner. Accxes Copy Touch is the core of the 7142MFP wide format colour system.

The information in this guide details the installation activities the Xerox Engineer will complete to prove function of the system using a standard set-up. This set-up will cover connectivity, scan-to-file, colour calibration and producing copy output on the 7142 plus one additional Windows printer.

Xerox Wide Format FreeFlow Accxes Copy Touch is one configuration of the Accxes Copy software and part of the Xerox Wide Format FreeFlow Accxes Productivity Tools (FFAPT) suite of software.

When Accxes Copy is used with a Xerox Wide Format network colour scanner (E.g. 6605), only the Accxes Copy interface is available – not Accxes Copy Touch.

Both Accxes Copy and Accxes Copy Touch are two elements of the same software installation, which is identified as Xerox FreeFlow Accxes Copy Setup and downloadable from:

<http://downloads.xwfsolutions.com/ffapt/Install%20Kits/>

Note: It is recommended that the latest download is always used for installations.

Warning: Attempting to run any combination of Accxes Copy, Accxes Copy Touch or Accxes Indexer at the same time will result in unpredictable behaviour. Only one application can use the scanner at any one time.

FreeFlow™ Accxes® Copy Touch Overview

Accxes Copy Touch extends the functionality of Accxes Copy, providing a powerful touchscreen wide format copy system for colour and monochrome documents.

Accxes Copy Touch is the core controller of the Xerox 7142 MFP wide format colour solution and uses the same touchscreen interface common to other XWF equipment.

In this solution the software provides scan and copy functions from the Xerox 7740 scanner, optimised for use with the Xerox 7142 printer and can utilise other network printers with a Windows print driver.



Xerox 7142MFP Configuration

The Xerox 7142MFP solution is comprised of the following (Check latest Xerox official price list and configuration sheets to ensure accurate proposal and equipment ordering):

- 450S02960 7142 Printer
- 650S4079x 7142 Nat Kit xx
- 097N01823 7740 Colour Scanner
- 650K32520 Scanner Nat Kit
- 497N00876 7740 Scanner Stand
- 497K07130 Touchscreen UI
- 497K08521 UI Install Kit
- 301K28720 Accxes Copy+Indexer Software

Options:

- 450S02958 PC Platform (Does not include a monitor or USB keyboard)
- 301K29010 Windows 7 Pro 64bit
- 301K28680 Accxes Control 7142
- 301K28670 Accxes Control Pro

FreeFlow™ Accxes® Copy Touch System Requirements

The Xerox® Wide Format FreeFlow™ Accxes® Copy Touch software must run on a Windows 7 PC.

Note: Wide format documents scanned at high resolutions can be several Gigabytes in size. Additional RAM and hard disk space may be required for optimum performance.

Minimum recommended specifications:

- Intel Core Duo 3.0Ghz
- 3Gb RAM (4Gb recommended)
- 50Gb available disk space.
- Windows 7 (64bit is strongly recommended for best performance)
- Available USB 2 port for scanner connection (USB hub is not supported)
- Available USB port for touchscreen connection (USB hub is not supported)
- Network interface

FreeFlow™ Accxes® Copy Touch Features Summary

Copying

This release of Accxes Copy Touch supports colour and monochrome copying to the Xerox 7142 with full syncro cut and auto rotation for optimum paper usage.

Like the existing Accxes Copy Software, Accxes Copy Touch also supports any printer with a Windows printer driver. Users can select the required printer, print modes and print sizes direct from the touchscreen User Interface (UI).

Colour calibration, print speed, reduction/enlargement and copy count can all be controlled from the touchscreen UI. Simple, yet powerful touchscreen image enhancement tools, are also provided.

The system is fully concurrent, with the printer working independently of the scanner, allowing users to complete their tasks quickly and efficiently.

Scanning

This release of Accxes Copy Touch supports colour and monochrome scan to file.

From the touchscreen UI, users can select from predefined folders, which may be on the local PC or shared network drives.

Direct scanning to single page TIFF and PDF is supported at this time.

Accxes Indexer can be used to enable multi-page and JPEG support if required. (Do not use Accxes Indexer and Accxes Copy/Touch at the same time.)

Reduction and enlargement is also supported when scanning to PDF.

Printing

Network printing is achieved using the 7142 Windows printer driver direct to the printer.

Optionally Accxes Control 7142 or Accxes Control Pro can be installed on the same PC hosting Accxes Copy Touch to provide a host of benefits including Postscript/PDF support, batch printing, colour/size splitting and more. In this case, Accxes Submit can be used as a client print file submission tool.

Accxes Copy Touch Installation

1

Prerequisites

- 1. The customer must complete the following activities before installation of the Accxes Copy Touch system can begin:**
 - Install and network the PC workstation intended to host the Accxes Copy Touch system. The PC must have either a fixed or reserved TCP/IP address.
 - If required, add the PC to a Domain.
 - If this PC is installed on a Domain, ensure a user called 7142MFP is created and configured with Administrator permissions in order to install and use the Accxes Copy Touch system.
 - Install any required virus protection. During installation and use of the Accxes Copy Touch system, permissions may need to be given to allow the software to install and to enable network access.
 - If required, locally install a Windows print driver on the PC for one additional printer, which is intended for use with the system. Ensure the driver is tested and working correctly. (The Xerox 7142 printer will be installed as part of the installation procedure.)
2. The Windows PC workstation intended for use with the system must be installed and physically connected to a standard PC monitor – Do not connect the Xerox touchscreen UI until advised to do so in this installation procedure.
3. Install the Xerox 7740 scanner on the scanner stand – Do not connect the scanner to the PC workstation until advised to do so in this installation procedure.
4. Mount the Xerox touchscreen UI on to the scanner stand – Do not connect the touchscreen to the PC workstation until advised to do so in this installation procedure.
5. Install the Xerox 7142 printer, connect and test it on the customer network. Network printing to the 7142 is via the 7142 Windows printer driver and is configured independently of the Accxes Copy Touch system. Support for the 7142 printer from within the Accxes Copy Touch system will be configured as part of the software installation procedure.
6. Download the latest FreeFlow Accxes Copy installation kit from:
<http://downloads.xwfsolutions.com/ffapt/Install%20Kits/>
Administrator permissions are required to install this software.

Installation Procedure

Note: Be aware of customer installed firewall/virus software that may need actions by the customer in order to permit the installation and operation of Accxes Copy/Touch.

1. Ensure ALL prerequisites listed on the previous page are complete before proceeding.
2. Double-click the **Accxes Copy Setup.exe** file to begin the installation.
3. Click [Next] to continue the installation.

Review the Software End User License Agreement

4. Accept the terms of the license agreement and select [Next] in order to continue.

Three installation options will be displayed (Fig 1-1). Each option is explained overleaf.

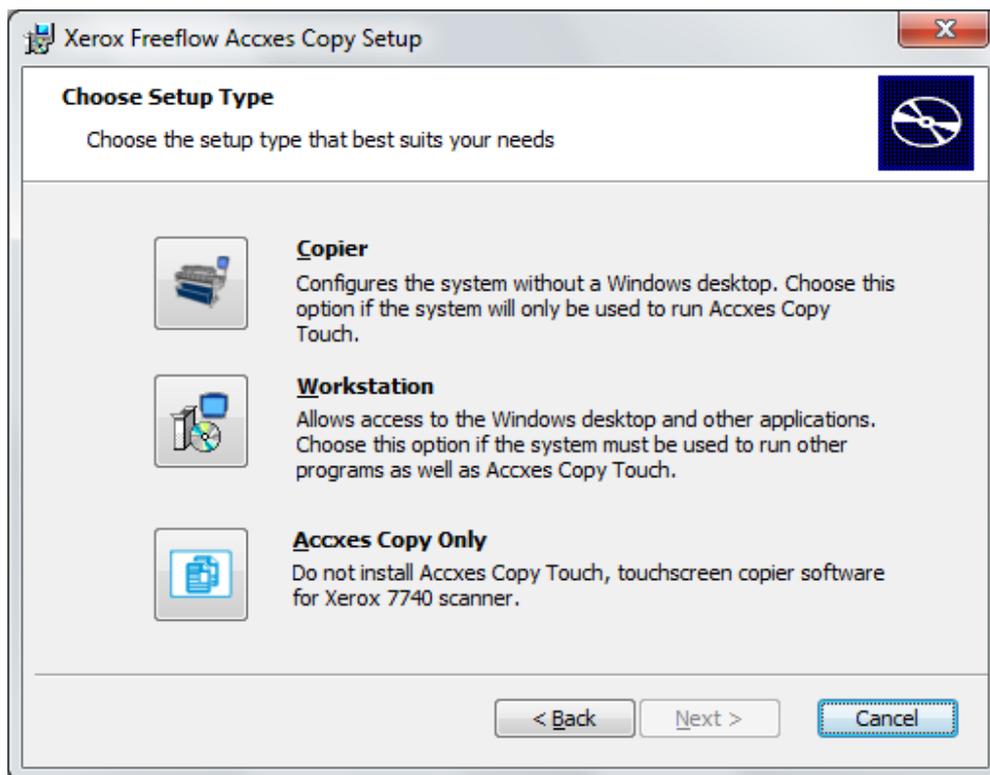


Fig 1-1

Copier

Copier mode must not be used if the PC is installed on a Domain – In that event Workstation mode must be used.

Select this option for dedicated touchscreen copy systems where the customer does not want a keyboard and mouse connected and/or where easy access to the Windows operating system is not required.

The PC will be configured to boot directly into the Accxes Copy Touch interface. Windows explorer, the task bar and start menu are all disabled. The PC will shut down when Accxes Copy Touch is exited using the **Log In/Out** function key.

In Copier mode, Windows can be accessed by pressing the **Language** function key below the touchscreen UI and then touching [OK] on the touchscreen – and repeat five times.

Workstation

Workstation mode must be used when the PC is installed on a Domain. This mode is also recommended for demonstration systems and/or where easy access to the Windows operating system is required.

Select this option if the PC will be used for running other applications as well as Accxes Copy Touch.

In this mode Accxes Copy Touch must be launched manually from the Windows start menu, and the PC will not shut down when exiting the software.

The Accxes Copy Touch UI will show the mouse cursor, have a minimize button and can be moved around the screen like any other window by dragging the black bar at the top of the UI. The user will have access to all other software on the PC as normal for a Windows workstation.

Accxes Copy Only

Not for use with Accxes Copy Touch and 7142MFP

The Accxes Copy Touch touchscreen interface is not installed. Select this option where Accxes Copy software is to be used with Accxes-based network connected scanners, like the Xerox 6605.

NOTE: On Windows XP, Accxes Copy Only is automatically used as the other options are not supported.

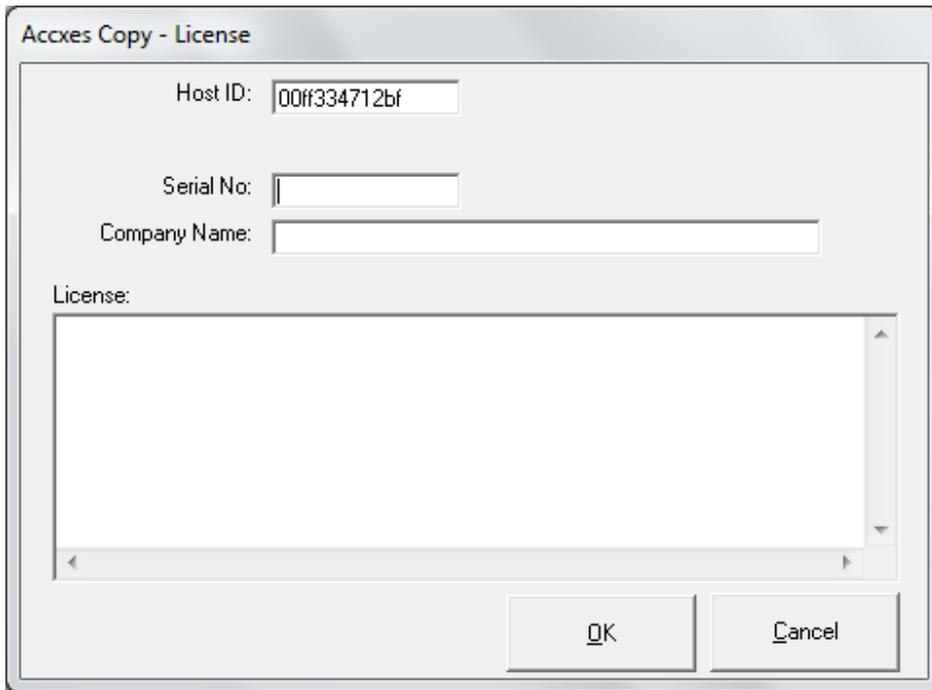
5. Select the required installation option displayed in Fig 1-1 and click [Install]

Following a short pause, the **Select Language** window will be displayed.

6. Highlight, **English**

7. Uncheck the box, **Show this dialog when the program starts** and click [OK].

Following another short pause, **Accxes Copy – License** is displayed (Fig 1-2):



The screenshot shows a dialog box titled "Accxes Copy - License". It contains the following fields and controls:

- Host ID:
- Serial No.:
- Company Name:
- License:
- Buttons: and

Fig 1-2

8. Proceed with the next task in the installation procedure: License Accxes Copy.

Note: The licensing information will be identified for Accxes Copy but the same license is used for both software products.

License Accxes Copy

Overview

To activate and use Accxes Copy Touch, a license key file is required. The information will be identified for Accxes Copy but the same license is used for both software products.

Accxes Copy is licensed to the Host ID of the computer and the license information need only be entered once, during installation of the software.

Administration rights are required to license Accxes Copy.

Before you begin

To license Accxes Copy the following is required:

Host ID - (Mac Address) as displayed in the Accxes Copy license window. This is displayed when first installing the software (Fig 1-2).

Serial Number - Printed on the software installation CD that came with the software.

Activation Key - Printed on the software installation CD that came with the software.

Note: Keep this information safe since it will be required if the license needs reactivating. E.g. Moving the software onto another PC workstation in the event of a PC hardware failure.

Obtaining your Accxes Copy license from the World Wide Web

Note: In order to obtain the Accxes Copy license, an internet connection is required.

To obtain an Accxes Copy license:

1. Go to the following Xerox Software Activation Portal (SWAP) website:
<https://www.xeroxlicensing.xerox.com/activation/>
2. Enter the activation key (Exactly as displayed on the CD)
3. Click [Next]
4. On the following screen, enter the details below:
 - a. Host ID (Exactly as displayed on your host PC)
 - b. Serial Number (Exactly as displayed on the CD)
5. Click [Next]

6. On the following screen, enter customer user information details:
 - a. Company Name
 - b. First and Last Contact Name
 - c. Address
 - d. Email Address
7. Click [Next]
8. On the following screen, verify the user information and click [Save and Download License File]
9. Save the license file (.DAT file) to a desired location on the computer hard drive.
Note: Keep a copy of the .DAT file on another PC along with all its required information in the event that the license needs reactivating.
10. Having downloaded the license file, the software needs activating as explained in the following section of this chapter.

Activating Accxes Copy

Before using the Accxes Copy application, it must be activated.

Correctly enter the following information into the appropriate fields of the Accxes Copy License window:

- a. The HOST ID will automatically have been entered.
- b. The Serial Number that came with the software.
- c. Company name
- d. Correctly enter the license information into the License field:
 - i. Ensure the license information is entered exactly as it was provided from the SWAP website – including alphanumeric characters and any upper/lower case letters.
 - ii. Drag and drop the downloaded .DAT file into the Accxes Control license field.
- e. Select [OK].

Accxes Copy verifies the license and continues with the installation.

If a Windows warning regarding Accxes Copy is displayed, be sure to allow or permit any required access.

Once Accxes Copy is successfully licensed, the installation procedure will continue with the next task overleaf.

Settings

Following successful activation of the Accxes Copy license, **Settings** will be displayed as shown below in Fig 1-3:

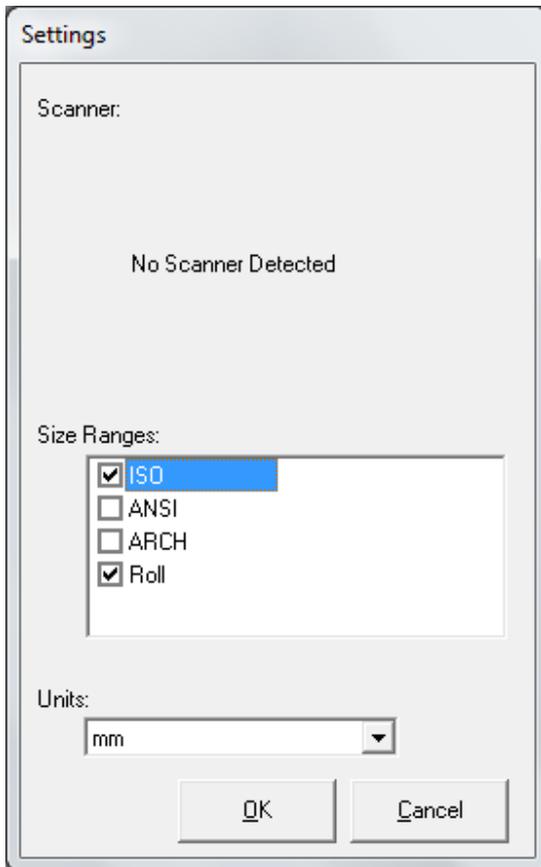


Fig 1-3

- Uncheck the **Size Ranges** that are not required (The above example leaves only ISO and Roll enabled).
- At this stage of the installation, ignore the fact there is no scanner detected and click [OK] to close **Settings** and continue with the installation procedure overleaf.

Manage Printers

Manage Printers will then be displayed (Fig 1-4):

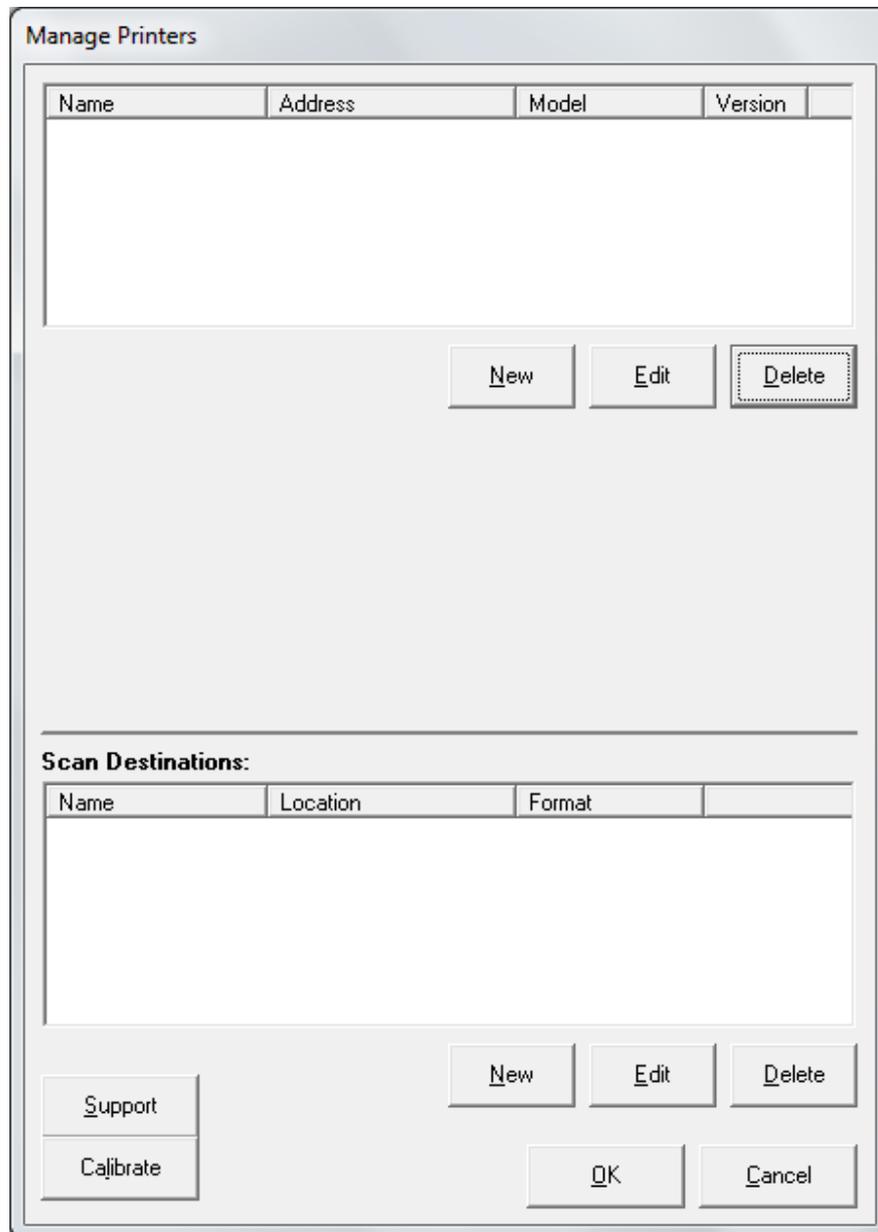


Fig 1-4

Using **Manage Printers**, the next task is to configure the printer(s) intended for use with Accxes Copy Touch. This is explained in the next section of the installation procedure and is split into two parts. The first explains configuration of the Xerox 7142 and the second covers third party printers.

7142 Printer Configuration

1. Once **Manage Printers** opens, **Add Printer** will open automatically (Fig 1-5). If not, click [New] below the **Manage Printers** field.

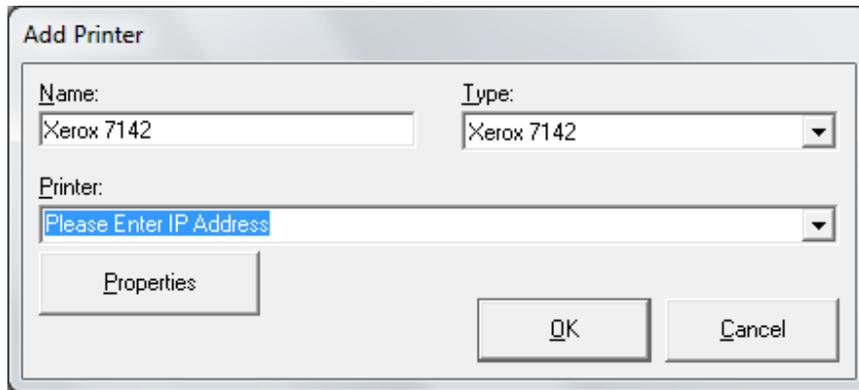


Fig 1-5

2. In the **Name** field enter 'Xerox 7142' (7142MFP installation only).
3. In the **Type** drop down field select **Xerox 7142**.
4. In the **Printer** field enter the TCP/IP address of the 7142 printer.
5. Click [Properties] to initiate installation of the 7142 printer driver. If a Windows driver signing warning appears, select the option to install the driver anyway.

Following successful installation of the driver, **Printer Properties** is displayed (Fig 1-6) with three predetermined **Print Modes**.

At any time, these print modes can be:

- Viewed/edited (Highlight and click Edit)
- Removed (Highlight and click Remove)
- New modes created (Click New).

There is no limit to how many print modes can be created for each printer in order to reflect varying printer properties and media types

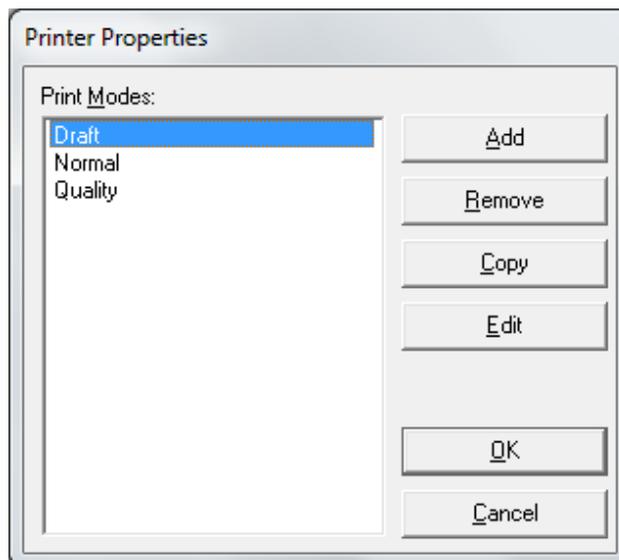


Fig 1-6

6. In **Printer Properties**, click [OK] to return to **Add Printer**.
7. In **Add Printer**, click [OK] to return to **Manage Printers**, which will now display the installed 7142 printer and ROLL_A0 as shown below in Fig 1-7:

If any other size media roll is installed on the 7142 printer, click [Add] to add the new roll first (E.g. ROLL_A1) and then select ROLL_A0 and click [Remove].

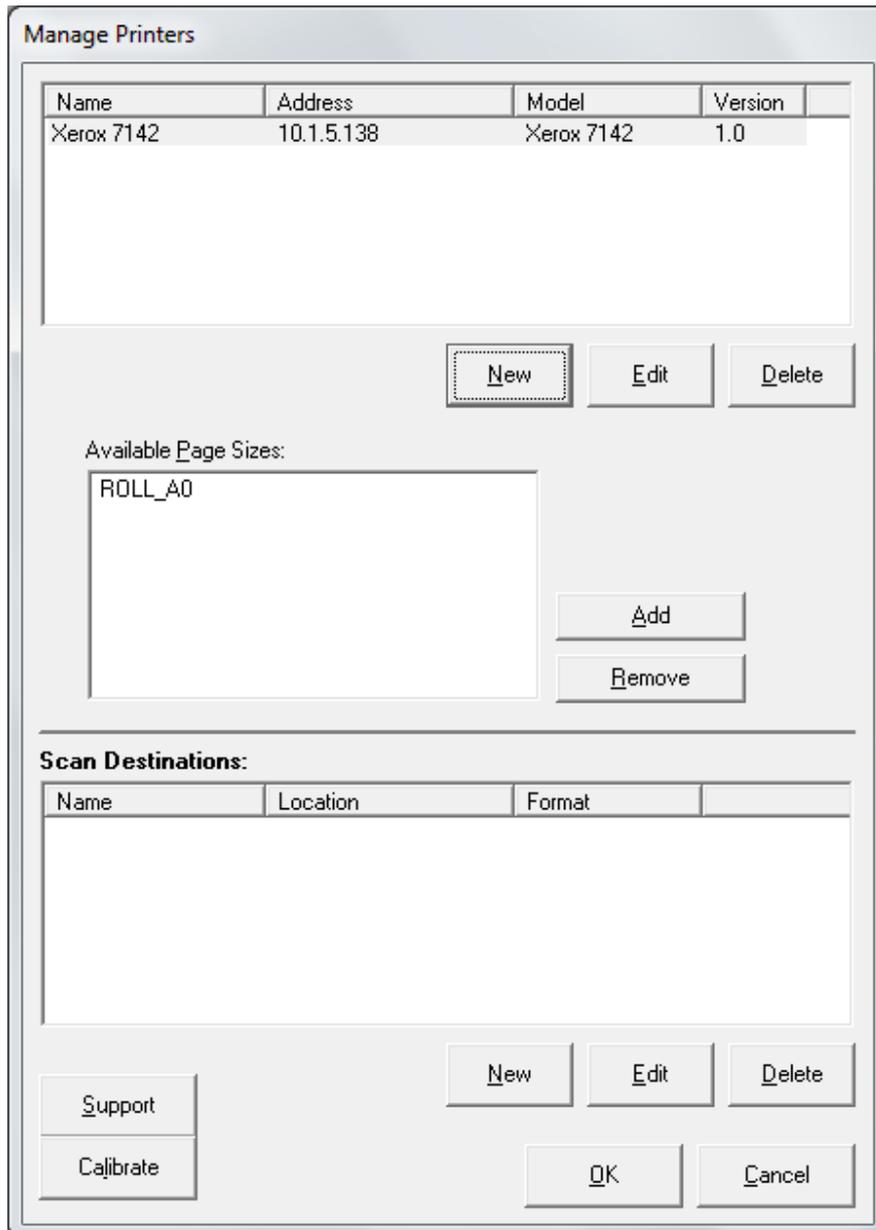


Fig 1-7

Third Party Printer Configuration

In order to use third party printers with Accxes Copy Touch, a Windows driver must first be installed locally on the PC hosting Accxes Copy Touch. The printer driver must be tested successfully with the printer(s) before proceeding.

1. To configure a third party printer, click [New] under the **Manage Printers** field to open **Add Printer**.
2. In the **Name** field enter a name to identify the printer.
3. In the **Type** drop down field select **Windows-GDI**.
4. In the **Printer** drop down field select the Windows printer driver installed for the required printer.
5. Click [Properties] and ensure at least one default print mode is listed in **Printer Properties**. If not create one by clicking [New].
6. Click [OK] to return to **Add Printer** and click [OK] to return to **Manage Printers**.
7. Alongside the **Available Page Sizes** field, click [Add] to add additional paper sizes available on the printer (Fig 1-8). Highlight the additional sizes and click [OK].

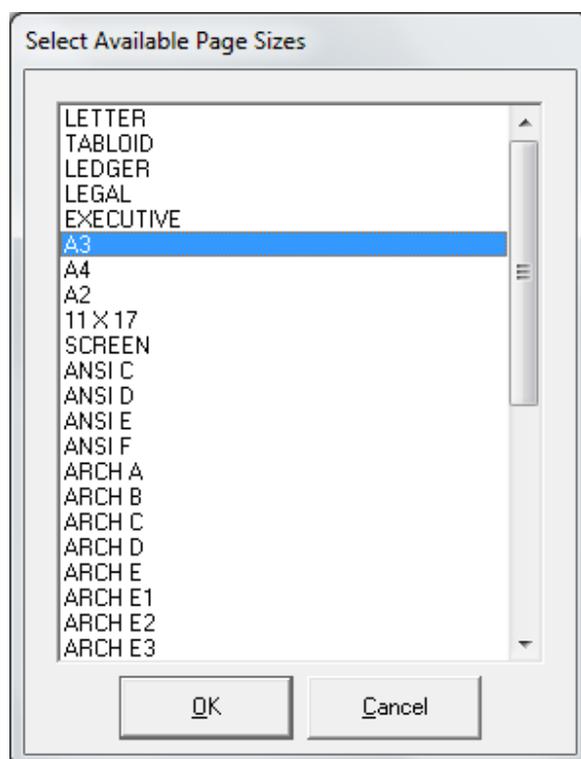


Fig 1-8

Having created the required printers. The next task is to set up the Scan Destinations.

Scan Destinations

The next task of the installation procedure is to configure the scan destinations within **Manage Printers**. These are the locations that will be used to save scanned images. Scan destinations must be configured for each file format required (TIFF and PDF). The location of the scan directories can be local directories or mapped network drives. It is recommended to use local, shared directories and have the customer map to these drives from other workstations.

1. Under the **Scan Destinations** field click [New] to open **Scan Folder** (Fig 1-9).

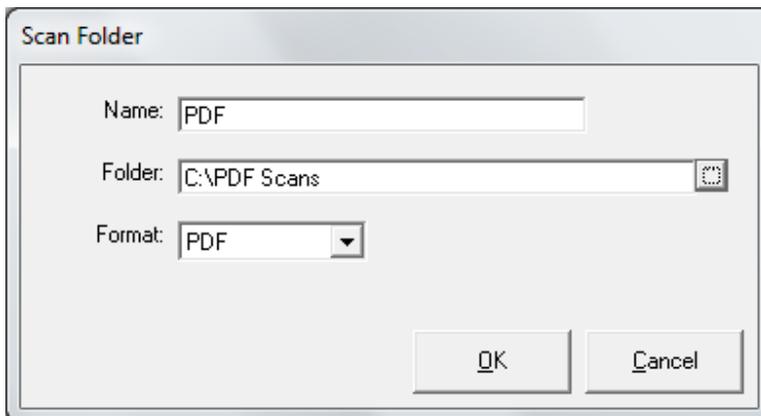


Fig 1-9

2. In the **Name** field type, 'PDF' or any other name to identify the scan destination to be viewed in Accxes Copy Touch.
3. Alongside the **Folder** field, click the browse button to select/create a folder or mapped network drive to deposit the scanned images.
4. In the **Format** drop down field select **PDF**.
5. Click [OK] to return to **Manage Printers**.
6. Repeat the above steps in order to create a scan destination for TIFF images as shown in example fig 1-10.

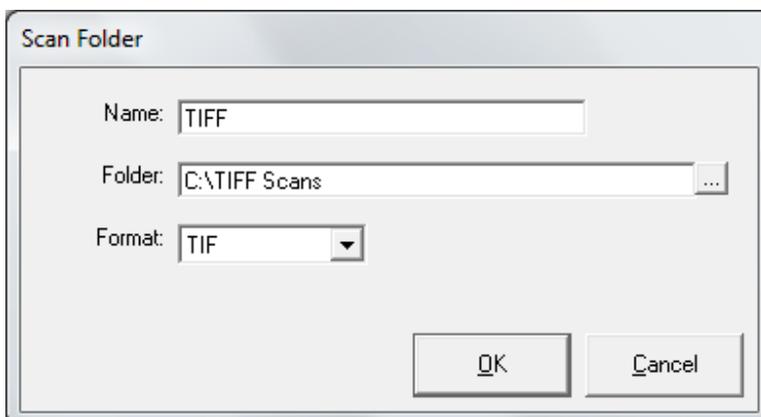


Fig 1-10

Wrapping up initial activities

With printers and scan destinations configured, the initial installation tasks are wrapped up as follows:

1. Within **Manage Printers**, ignore the [Calibrate] and [Support] buttons at this time.
2. Click [OK] to close **Manage Printers**.
3. Once the software installation is complete, click [Finish].

If prompted to restart the system, click [NO].

4. Manually shut down the PC workstation.
5. Connect the Xerox 7740 scanner USB cable to the PC workstation.
6. Connect the Xerox touchscreen VGA cable, USB cable and sound cable to the PC workstation.
7. Ensure the scanner, printer and touchscreen are powered on.
8. Power on the PC workstation.
9. Once the PC boots up, continue with the next task in this chapter for calibrating the touchscreen.

Touchscreen Calibration

Overview

The first time the touchscreen is connected, it must be calibrated in order to work correctly. The system will automatically prompt this once it powers on the first time.

The procedure can be run again at any time from the Windows Operating System:

Start > All Programs > Xerox > FreeFlow Accxes > Calibrate Touch Screen

Touchscreen Calibration Procedure

When the PC workstation powers on for the first time with the touchscreen connected, the Xerox UI Configuration dialogue with display with the following message:

Please ensure the Xerox UI is connected to the system and configured for 1024 x 768 resolution. Click OK to calibrate the display.

First read through step 1 and 2 below and then click [OK] to begin calibration

Step 1

Touch the screen to identify it as a touchscreen. If you have multiple monitors connected, press space until this message is shown on the Xerox touchscreen.



Step 2

A red target is shown in the corner of the screen. Touch the centre of the target until the circle completes. Repeat for each corner of the screen.

Note: This must be done carefully in order to accurately calibrate the touchscreen.



Having completed the touchscreen calibration, if the system was installed using Copier mode, the Accxes Copy Touch UI will launch.

If the system was installed using Workstation mode, the Windows desktop will be displayed and the Accxes Copy Touch interface must be launched manually.

To launch manually, first create a desktop shortcut as follows:

- Locate the Accxes Copy Touch program from:
Start > All Programs > Xerox > FreeFlow Accxes > Accxes Copy Touch
- Right click the Accxes Copy Touch program file and select:
Send to > Desktop (create shortcut)
- Double click the desktop shortcut to start Accxes Copy Touch.

Following a short pause, the Accxes Copy Touch UI will be displayed.

The final tasks of the installation and configuration of the system are the scanner and printer calibration.

Proceed to the next section of this chapter and complete scanner calibration.

Scanner Calibration

The method for accessing scanner calibration depends upon whether the Accxes Copy Touch UI is launched or not. See both options explained below and choose the correct one according to whether the Accxes Copy Touch UI is displayed:

Start calibration from the Accxes Copy Touch UI

- With Accxes Copy Touch started, look to the function keys below the touchscreen. Press **Login/Out** (Ignore the warning to exit the program) and then immediately press **Services**.

Settings is displayed (Fig 1-11) where the Xerox 7740 is now identified. Proceed with the calibration overleaf.

Start calibration from the Windows desktop

- Open the Accxes Copy interface (Not Accxes Copy Touch) from:

Start > All Programs > Xerox > FreeFlow Accxes > Accxes Copy

- From the menu bar of the Accxes Copy interface, select **Options > Settings** to open **Settings** (Fig 1-11). Proceed with the calibration overleaf.

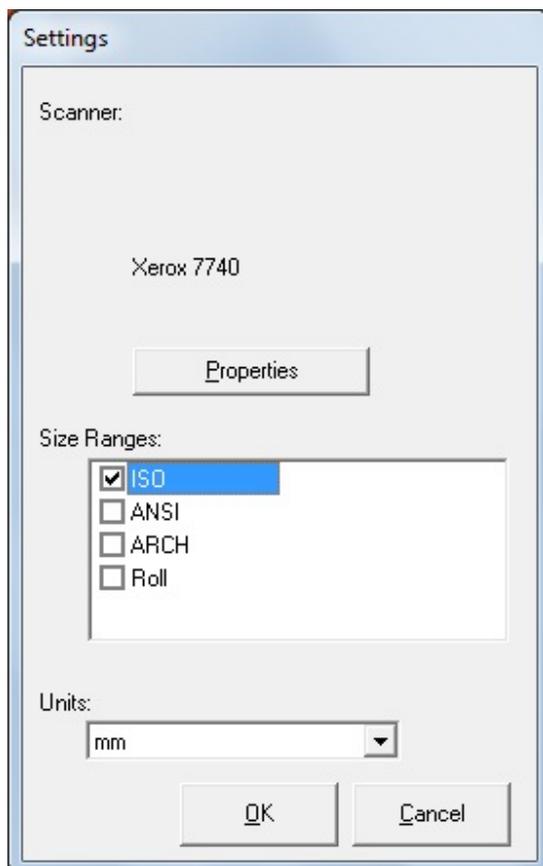


Fig 1-11

1. In **Settings**, click [Properties] to access **Xerox Scanner Properties** (Fig 1-12).

Xerox Scanner Properties displays the tools required for performing scanner Normalisation, Stitch and Update Firmware.

Note: The Update Firmware button will only appear if the scanner firmware is older than the firmware supplied with the Accxes Copy Touch installation software. If this is the case, the firmware must be updated before continuing with the scanner calibration. Click [Update Firmware] to automatically update the scanner firmware. Once complete, you will be advised to switch the scanner off and on again. This must be done before continuing with the scanner calibration.

Normalisation and Stitch must be performed at any new installation, whenever new scanner firmware has been installed and at any time when the scanner is not producing satisfactory quality scans.

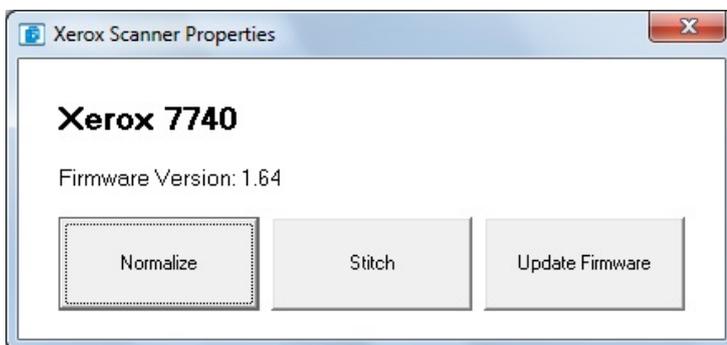


Fig 1-12

IMPORTANT NOTE 1:

As of Accxes Copy v1.5.100 and Accxes Indexer v1.5.48 the normalisation process is different to that on an Accxes Controller. Therefore you must perform a normalisation in Accxes Copy when moving a scanner that has been used with an Accxes Controller. You must also perform normalisation on an Accxes Controller when moving a scanner that has been used with Accxes Copy/Indexer.

IMPORTANT NOTE 2:

From September 2011, Xerox 7740 Scanners included a new illumination source. The normalisation process from version 1.8 has changed to support this. The new settings should also work with older scanners; however in case of problems (appearance of vertical stripes when scanning) this can be overridden by setting the following value in the windows registry:

Key: HKEY_LOCAL_MACHINE\SOFTWARE\Xerox\Freeflow Accxes\Accxes Copy\Scanner
String Value: UseOldLedVals = 1

2. To begin scanner calibration, click [Normalise].
3. Follow the onscreen instructions for Normalise (Fig 1-13) and close the window when complete.

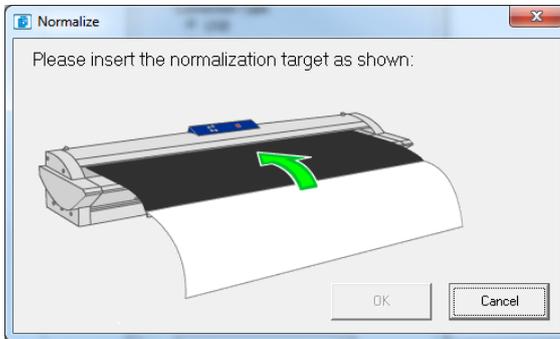


Fig 1-13

4. Next, click [Stitch] and follow the onscreen instructions (Fig 1-14). Close the window when complete.

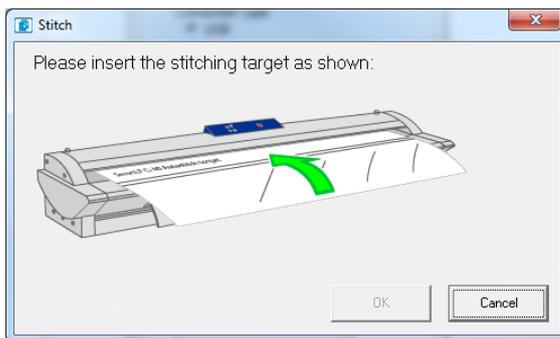


Fig 1-14

5. When complete, close **Scanner Properties** to return to **Settings**.
6. Click [OK] to close **Settings**.
7. If you began calibration from the touchscreen UI, **Manage Printers** will automatically be displayed. Click [Calibrate] in the lower left corner of **Manage Printers**. This opens the Accxes Copy interface.

OR

If you began calibration from the Accxes Copy application, you are already in the Accxes Copy Interface.

The final task of the installation procedure is to calibrate the printers intended for use with Accxes Copy Touch. This is explained in the next section of this chapter.

Printer Calibration

Printer calibration is run from the Accxes Copy interface shown below (Fig 1-15):

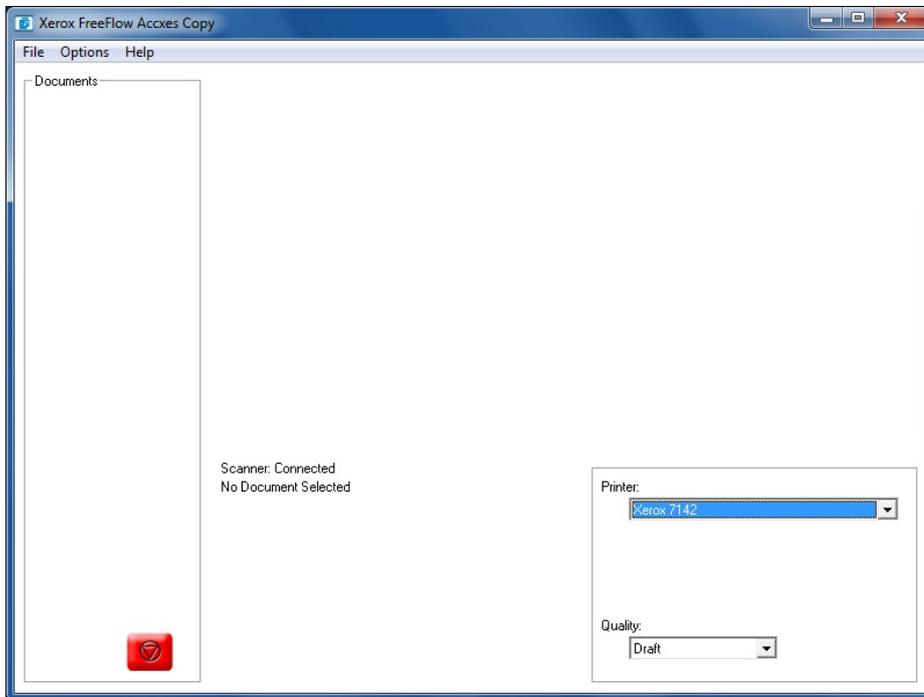
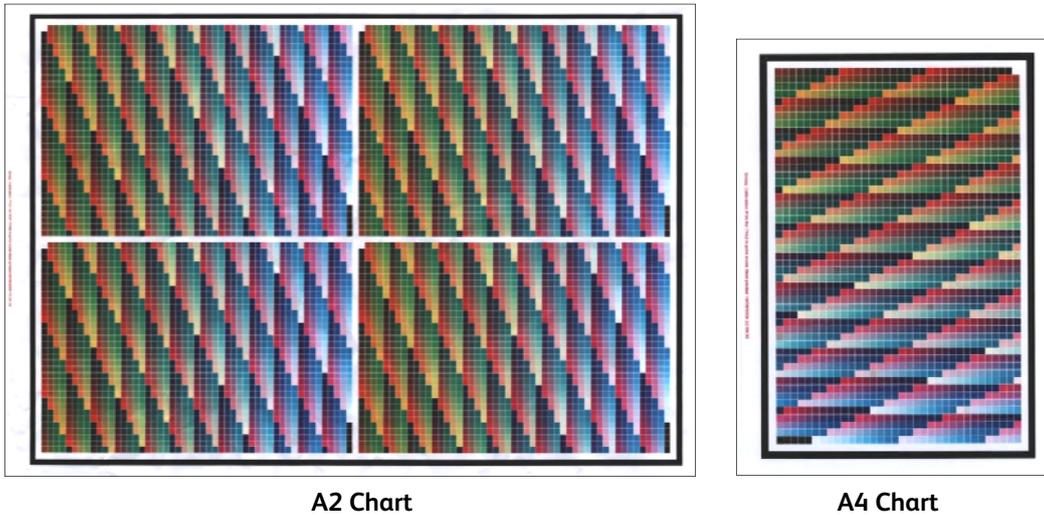


Fig 1-15

Before you start calibration:

- Ensure the printer is working correctly, with no copy quality issues.
 - It is strongly recommended that the printer is loaded with a good quality coated media or better in order to appreciate the capabilities of the software.
 - Ensure the scanner is clean and calibrated.
 - Colour calibration must be performed for each printer, each Quality print mode (E.g. Draft, Normal and Quality for the 7142) and for any change in media type.
 - While calibrating, be sure to complete the current calibration process before making any changes.
 - It is important to note that any calibration is relevant only for the currently selected printer, the currently loaded media in the printer and the currently selected Quality mode selected in the Accxes Copy interface.
 - Once complete, the correct calibration will automatically be applied to the chosen printer and print mode displayed in the Accxes Copy Touch UI.
1. In Accxes Copy, ensure the required printer is selected from the **Printer** drop down field in the lower right corner of the application.
 2. In Accxes Copy, select the first print mode from the **Quality** drop down field.
 3. From the Accxes Copy menu bar, click **Options > Print Calibration Chart**.

The appropriate calibration chart will print as shown by the examples below:



Note: For small format printers (A4 and A3), the A4 calibration chart will print. For printers that support A2 sizes or larger, the A2 chart will print. A2 charts will provide better accuracy for the calibration since they include a larger number of swatches.

Warning: Take care with higher quality inkjet print modes that may produce prints which are not completely dry. Ensure prints are dry before feeding into the scanner.

4. Insert the first calibration print into the Xerox 7740 scanner, face up and justified to the left. The document can be fed into the scanner either way round because the Accxes Copy software will detect it accordingly.
5. The Accxes Copy Scan Interface will appear (Fig 1-16). By default it will be configured for Colour and 300dpi. Resolution can be changed if desired but 300dpi is the recommended setting for the calibration.
6. In the Document Settings tab, ensure both Brightness and Contrast are set to 0; Ensure Blackpoint is set to 0 and ensure Whitepoint is set to 100 %.
7. To begin the scan, touch/click the start button:

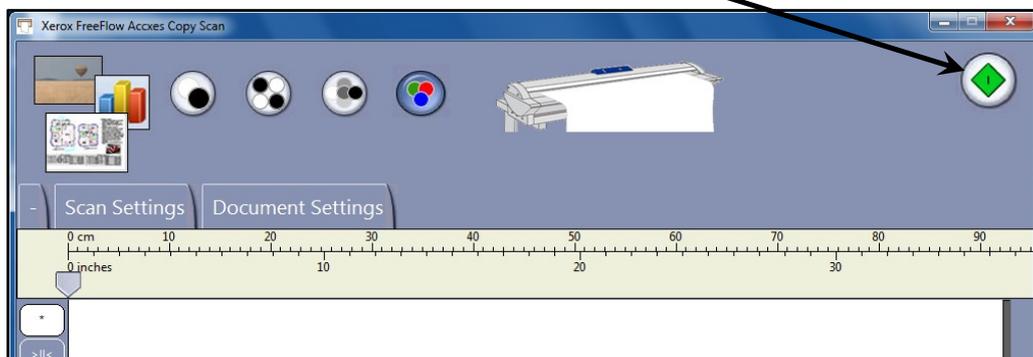


Fig 1-16

8. Once the scan is complete, close the scan interface window.
9. Wait a few moments for the file to appear in the Accxes Copy window. (Increasing the scan resolution, less RAM in the PC and/or a lower performance PC processor will increase the delay before the scan file appears.)
10. Once the first scan is visible in the Accxes Copy interface, ensure that the print mode settings in Accxes Copy are still the same as those used to produce the calibration print.
11. From the Accxes Copy menu bar, click **Options > Read Calibration Chart**.

A status bar is displayed as the calibration is performed. The entire process may take approximately one to two minutes or more depending upon scan resolution and PC specification.

Once the Calibration is finished, under the Options menu of the Accxes Copy interface, **Use Calibration** will be ticked. The view of the calibration chart may also have significantly changed.

12. Repeat this procedure to calibrate each printer and Quality mode. When doing so, ensure the correct image is selected within Accxes Copy before selecting, Read Calibration. (The currently selected image is identified by a bold black box around the preview in the left side of the Accxes Copy interface. If more than one image is selected, click the required image again. New images appear at the top.)

If any calibration fails, read through the section entitled, **Failed Calibration** in the chapter entitled, **System Administration**. Otherwise continue with step 12.

Warning: Take care with higher quality inkjet print modes that may produce prints which are not completely dry. Ensure prints are dry before feeding into the scanner.

13. Once all the required print modes have been calibrated, close the Accxes Copy interface.
14. If you began this procedure from the Accxes Copy Touch UI, you will be returned to **Manage Printers**. Click [OK] to close **Manage Printers**. Following a short pause, you will be returned to the Accxes Copy Touch UI.

OR

If you began this procedure from the Windows desktop, close Accxes Copy and start Accxes Copy Touch from the shortcut on the desktop that was created earlier.

The system is now installed, calibrated and ready for testing. Turn to the next chapter entitled, **User Interface** to learn how to use the various functions within the Accxes Copy Touch User Interface.

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Accxes Copy Touch User Interface

2

Overview

The Accxes Copy Touch system consists of a standard Xerox Multi-Function user interface, which runs full screen on the Xerox touchscreen display along with function keys at the bottom of the display.

The Accxes Copy Touch application is designed to provide a copy interface on a dedicated PC. The start-up behaviour of the application depends upon whether the system was configured for Copier or Workstation mode during the installation:

Copier mode

The Accxes Copy Touch application is configured to launch at login. Exiting the application will shut down the PC.

Workstation mode

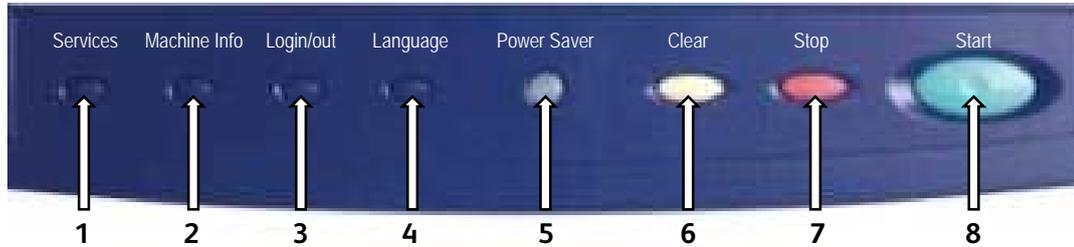
The Accxes Copy Touch application must be manually started from the Windows operating system. Exiting the application returns the user to the Windows operating system.



This chapter explains Copy/Scan functions operated from the touchscreen and use of the function keys below the touchscreen.

Function Keys

Immediately below the Accxes Copy touchscreen are the function keys. The operation of each key is explained below.



1 - Services

- When the user is operating in the Copy or Scan interface, the Services key returns the user to the Services screen (Fig 2-1).
- From the Services screen, select Copy to enter copy functions or Scan to enter scan to file functions. While a document is currently previewed in either function, the operator can return to the Services screen by pressing the Services key and switch between Copy and Scan without having to rescan the document.

Services screen



Fig 2-1

2 – Machine Info

- Displays version information of the Accxes Copy Touch system. Touch the on-screen  to close the dialogue.
- Touch the on-screen tick to save the current settings as defaults. Touch the on-screen tick to save current settings.

3 – Login/out

- Copier mode – Exits the Accxes Copy Touch application and shuts down the PC.
- Workstation mode – Exits the application and returns to the Windows operating system.

4 – Language

- Displays the language selection screen.
- Returns the user to the Windows operating system when the Accxes Copy system has been configured for Copier mode during installation – The procedure is as follows:
 - Press the Language function key
 - Touch [OK] in the top right corner of the touchscreen. The Windows operating system will momentarily display and then return to the Services screen.
 - Press the Language function key and touch [OK] – repeat five times until Accxes Copy Touch finally closes and the user is returned to the Windows operating system.

5 – Power Saver

This button is illuminated whenever there is power applied to the Touch Screen monitor.

- Causes the PC to enter low power (Standby) mode.
- When in low power mode, press button to reactivate the system.

6 – Clear

- When a scan preview is displayed, the Clear key clears the current scan preview.
- Resets scan and copy functions to default.

7 – Stop

- Stop the current operation.

8 – Start

- If a preview is currently displayed (Sure Scan Mode) – press Start to print the copy or save the scan. The top left corner of the touch screen will display a processing message to confirm the activity – if not, press start again.
- If no preview is currently displayed and a document is loaded in the scanner, press Start to begin scanning.

Copy screen

Touching Copy on the Services screen will open the Copy screen (Fig 2-2).

Copy screen

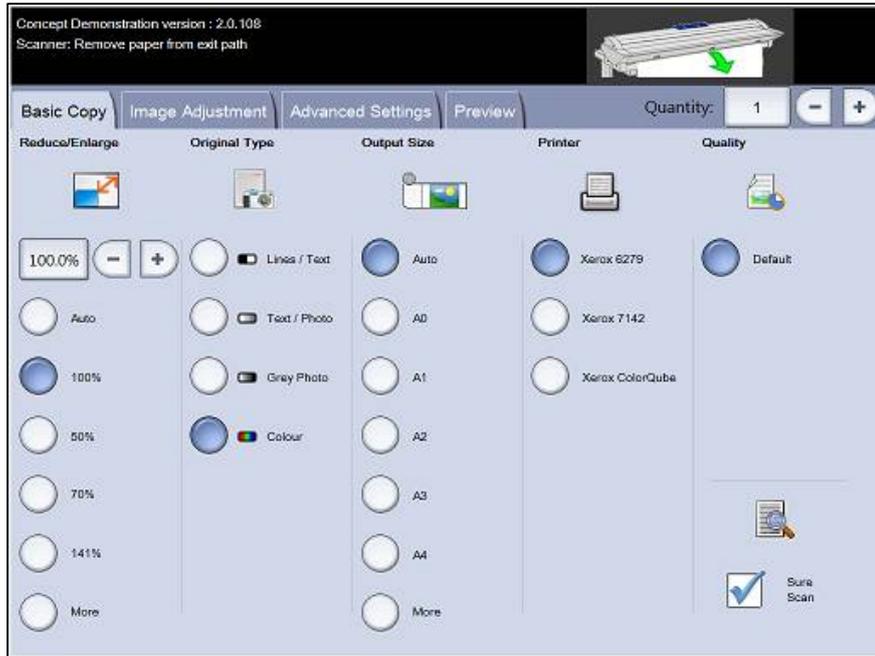


Fig 2-2

The Copy screen contains all the copy controls, which include copy count, reduction/enlargement, original type, output size, destination printer and print quality.

When documents are inserted into the scanner, they will begin to scan automatically. If the document was already inserted in the scanner before entering Copy or Scan mode, press the green Start button on the UI to start scanning.

The functions within the Copy screen are explained in the following sections of this chapter.

Basic Copy tab

The Basic Copy tab contains the following copy functions:

Reduce/Enlarge

Default – Auto

When Auto is selected for both Reduction/Enlargement and Output Size, the copy will print the same size as the original.



Users can select one of the reduction/enlargement presets or enter a custom value via the buttons shown left.

Original Type

Four original types are available:

Lines / Text

1-bit monochrome mode. All data is either black or white with no dither pattern. This mode offers the fastest scan speeds.

Once a document is scanned, adjustments must be made in the Image Adjustment tab in order to enhance the document.

Scans made in **Lines / Text** cannot be changed to any other Original Type.

Text / Photo

1-bit monochrome mode with a dither pattern applied, which effectively creates a 4-bit screen pattern for simple greyscale representation.

Scans made in **Text / Photo** can be changed to **Lines / Text**. Changing the original type will cause the document to automatically preview in the Preview tab using the changed original type. It is important to then select the Image Adjustment tab and make any required changes to enhance the document.

Grey Photo

8-bit greyscale mode.

Scans made in **Grey / Photo** can be changed to **Text / Photo** or **Lines / Text**. Changing the original type will cause the document to automatically preview in the Preview tab using the changed original type. It is important to then select the Image Adjustment tab and make any required changes to enhance the document.

Colour – Default

24-bit full colour mode.

Scans made in **Colour** can be changed to any other Original Type. Changing the original type will cause the document to automatically preview in the Preview tab using the changed original type. It is important to then select the Image Adjustment tab and make any required changes to enhance the document.

Output Size

Default – Auto

With Auto selected for both Output Size and Reduction/Enlargement, the copy will print the same size as the original. When Reduction/Enlargement is left on Auto and the Output size is changed, the copy size will automatically scale to the selected output size.

The list of output print sizes will change according to the printer selected and whatever print sizes were enabled when the printer was configured in the Manage Printers window of the Accxes Copy Touch system.

Printer

Lists the printers configured for use within the Accxes Copy Touch system.

Quality

Lists the quality settings created per printer, when the printer was configured for use within the Accxes Copy Touch system and calibrated.

The list of print quality settings will change according to the printer selected and the quality setting will affect the automatic scan resolution: see Copy screen – Advanced Setting tab.

Sure Scan

Default – Enabled

Sure Scan mode helps achieve the best results first time, minimising waste and paper handling. Sure Scan can be disabled by un-checking the Sure Scan box.

Sure Scan provides maximum productivity by enabling the operator to scan the document just once and then perform all or any one of the following:

- Adjust image quality with on-screen preview of the entire scan
- Print a sample copy at a smaller size before committing to all required copies
- Print copies at various sizes, quality settings and on various printers
- Create copies and save to file
- No rescan is needed to perform any of the above tasks

With Sure Scan enabled, documents are scanned and previewed on-screen. Settings can be changed as required.

To print a copy, press the green Start button. Alternatively, scanning the next document will automatically print the currently previewed document at whatever copy settings are currently selected.

The process of changing settings then pressing the green button can be repeated as many times as required.

To clear the document from memory, press the yellow Clear button on the UI, or scan the next document.

With Sure Scan disabled the system behaves like a traditional copier. Copies will be sent to print immediately after scanning using whatever copy settings are currently selected.

Copy screen – Image Adjustment tab

As a document is scanned or if a different original type is selected for a previously scanned document, it will automatically preview in the Preview tab.

The image can then be adjusted using the settings available in the Image Adjustment tab.

The controls available within the Image Adjustment tab will change according to the Original Type used to scan the document. This section will explain the functions available for each original type used to scan a document.

Lines / Text

1-bit monochrome mode. With **Lines / Text** original mode selected, the image adjustment tab contains one adjustment (Fig 2-3):

Blackpoint – Move the slider to determine the amount of captured data is to be converted to black.

When using **Lines / Text**, it is not unusual to find that the initial preview appears blank. Increase the Blackpoint value until the level of detail required is clearly visible.

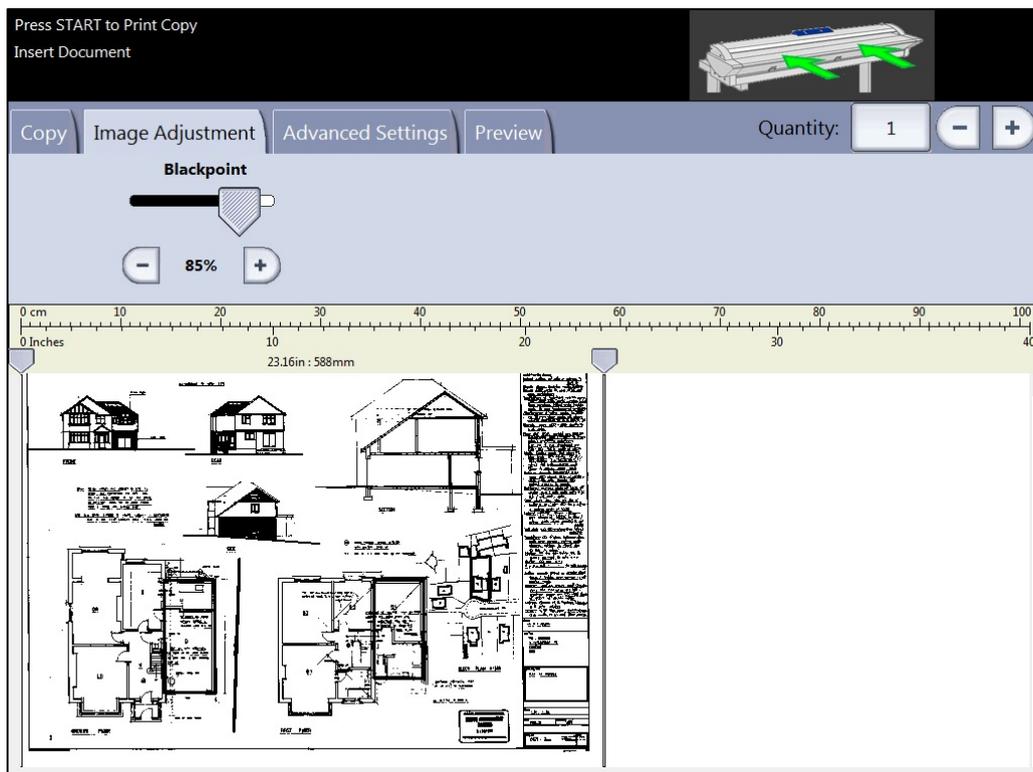


Fig 2-3

Text / Photo

1-bit monochrome mode with a dither pattern applied, which effectively creates a 4-bit screen pattern for simple greyscale representation. With **Text / Photo** original mode selected, the image adjustment tab contains two adjustments (Fig 2-4):

Blackpoint – Increase the value to improve black levels and darken shadow areas.

Whitepoint – Decrease this value to clean up background in order to produce a clean white and lighten highlights.

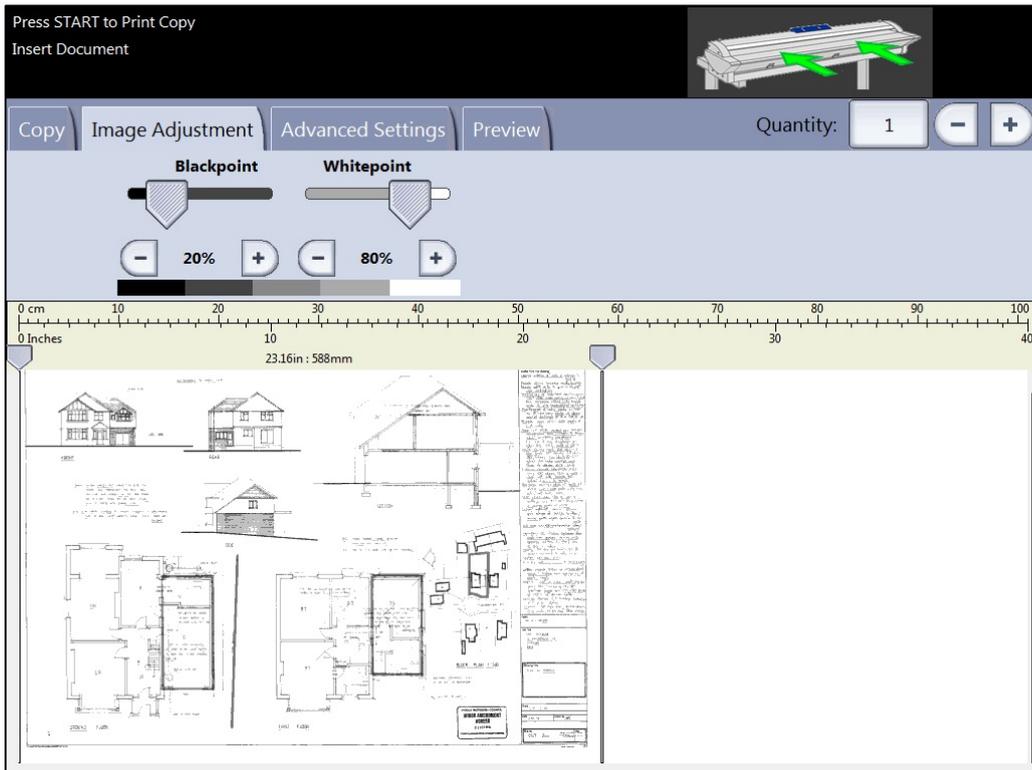


Fig 2-4

Grey Photo

8-bit monochrome mode. With **Grey Photo** original mode selected, the image adjustment tab contains four adjustments (Fig 2-5):

Brightness – Lighten and darken the entire image.

Contrast – Increase or decrease the definition between colours represented as greyscale.

Blackpoint – Increase the value to improve black levels and darken shadow areas.

Whitepoint – Decrease this value to clean up background in order to produce a clean white and lighten highlights.

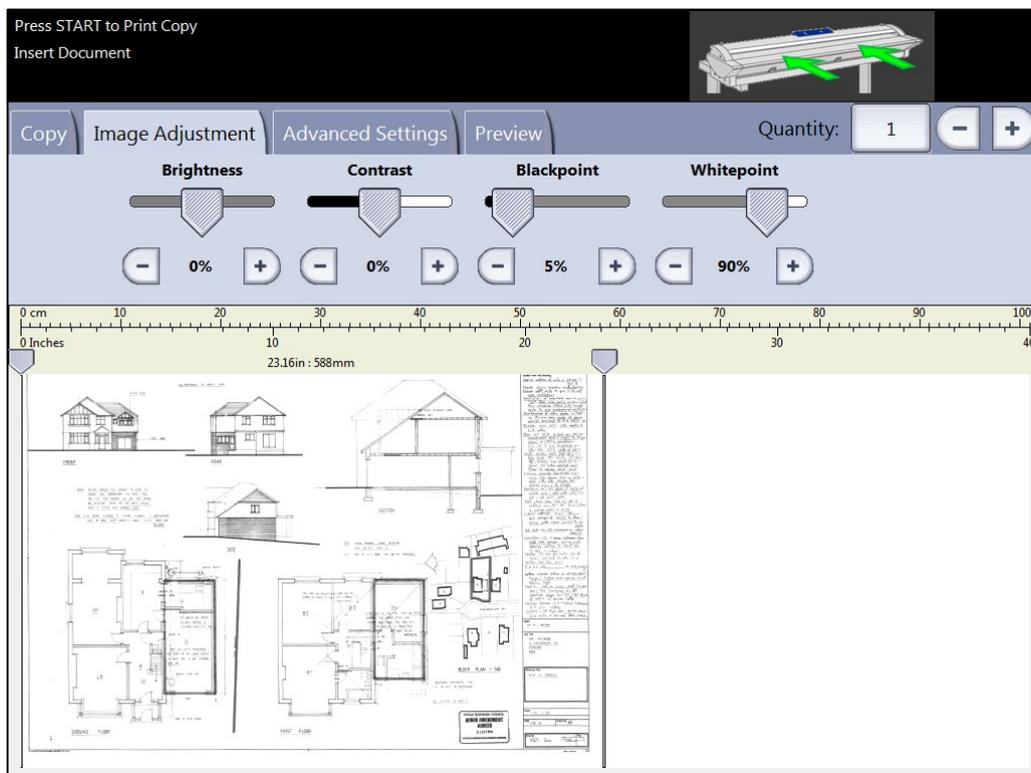


Fig 2-5

Colour

24-bit full colour mode. With **Colour** original mode selected, the image adjustment tab contains four adjustments (Fig 2-6):

Brightness – Lighten and darken the entire image.

Contrast – Increase or decrease the definition between colours.

Blackpoint – Increase the value to improve black levels and darken shadow areas.

Whitepoint – Decrease this value to clean up background in order to produce a clean white and lighten highlights.

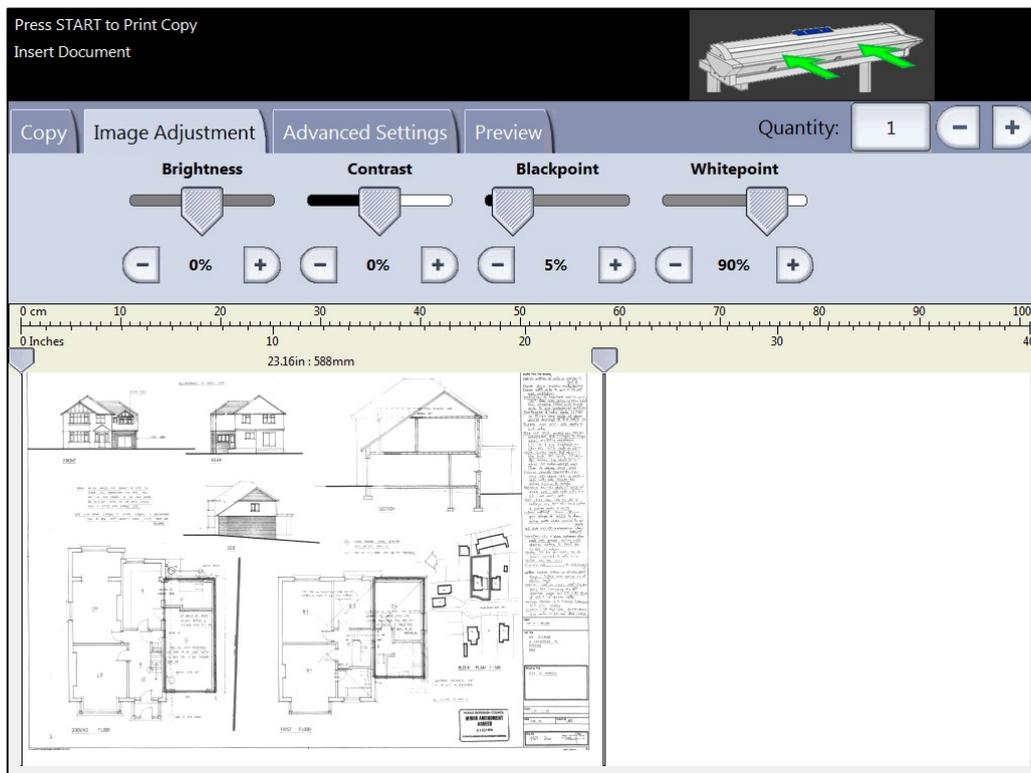


Fig 2-6

Copy screen – Advanced Settings tab

Defaults – **Resolution:** Auto and **Scan Speed:** 5

The Advanced Settings tab contains the adjustments for scanning resolution and scanning speed (Fig 2-7). Changes to these settings must be made before scanning.

When scan resolution is set to Auto, the actual resolution is set according to the Original Type and Quality modes selected for scanning the document:

| Quality mode | Auto Scan resolution |
|--------------|----------------------|
| Draft | 200dpi |
| Normal | 300dpi |
| Best | 600dpi |
| Default | 300dpi |

The Quality modes listed are the names created as print modes when printers were configured within the Accxes Copy Touch system. Any other name used for a quality setting will automatically be set to 300dpi. Resolution can be changed manually by moving the slider from 100 to 600dpi in 50dpi steps.

With scan speed set to 5, the scanner will automatically be set to the fastest speed possible for the original type, quality and resolution selected.

Scanner speed can be reduced by moving the slider, which is helpful when handling delicate documents.

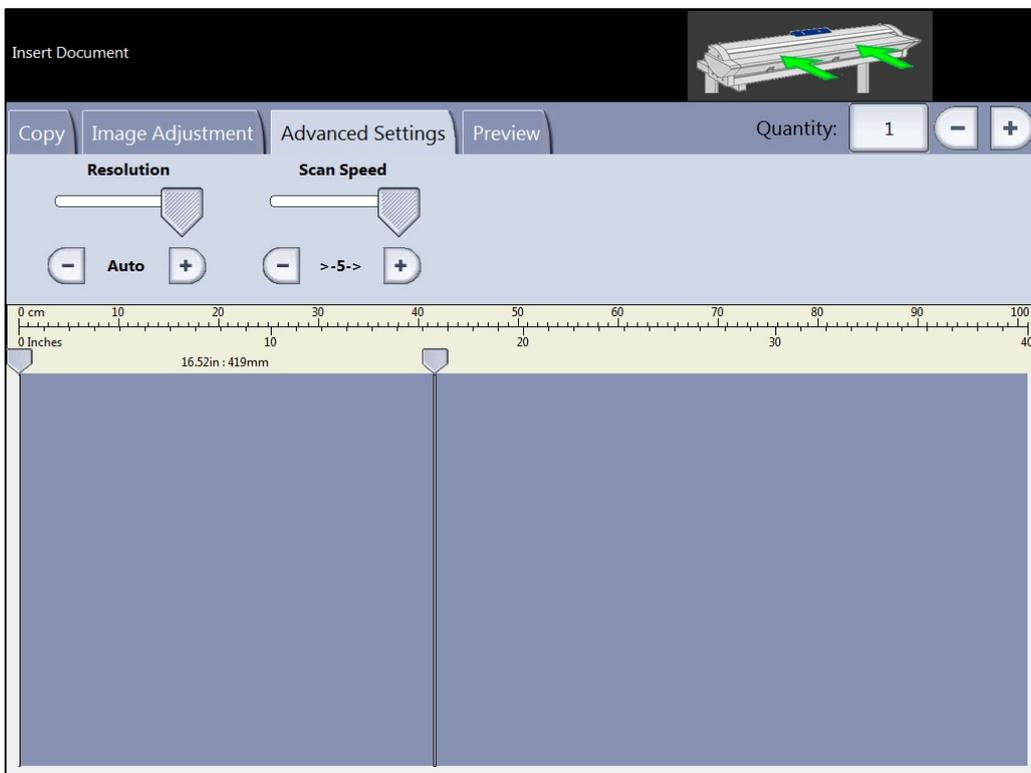


Fig 2-7

Copy screen – Preview tab

The Preview tab is automatically displayed whenever a document is scanned and whenever a different Original Type is selected for a currently scanned document.

Once a document is previewed, return to the Image Adjustment tab to make image quality adjustments and/or return to the Copy tab to change copy options.

The width of the scanned document will automatically be detected and is identified by two ruler lines drawn down the left and right side of the preview (Fig 2-8). If required, the position of these rulers can be changed by touching the buttons at the top of each ruler line and dragging left or right.

If the document is longer than shown in the preview, the image can be scrolled up and down by touching the screen to the right of the image and dragging up and down.

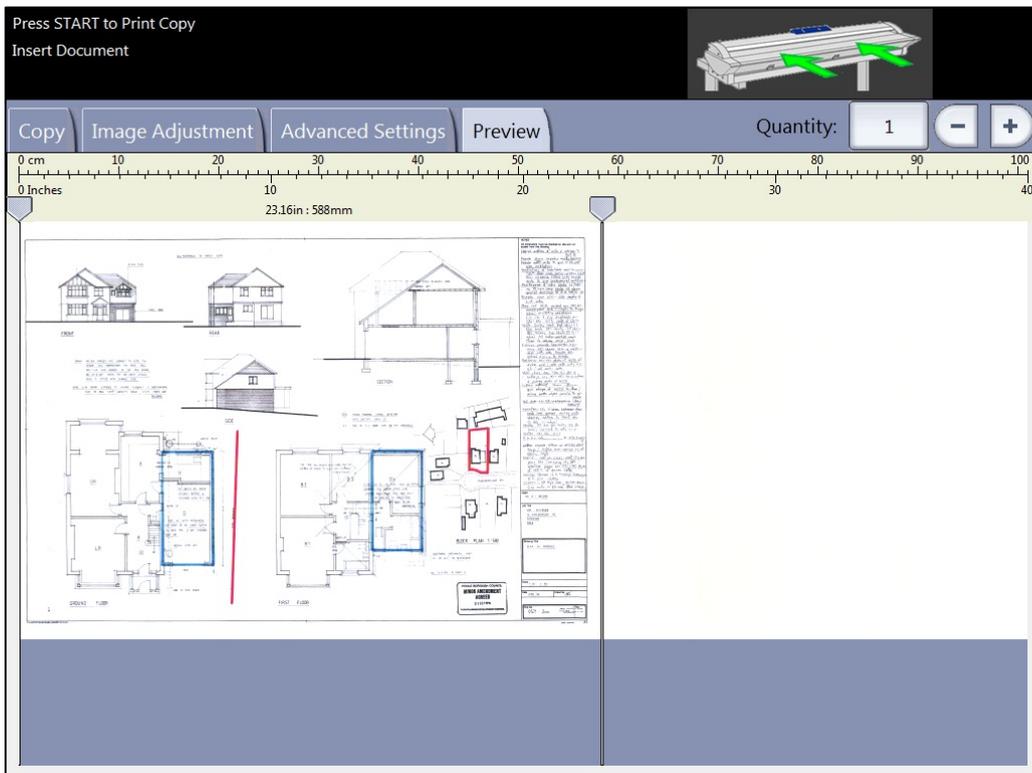


Fig 2-8

Scan Screen

Touching Scan on the Services screen will open the Scan screen (Fig 2-9).

Scan screen

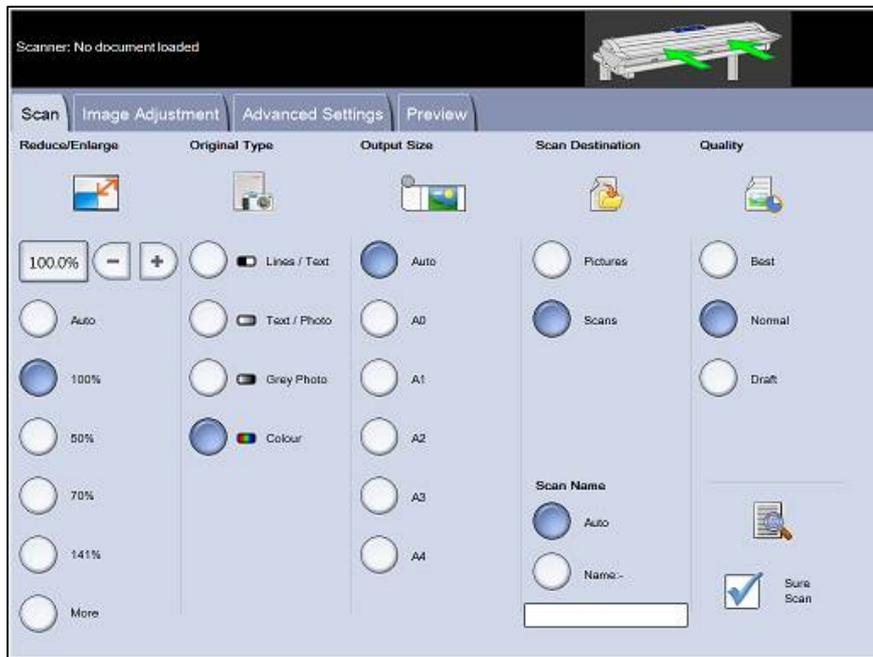


Fig 2-9

The Scan screen contains all the scan controls, which include reduction/enlargement, original type, output size, scan destination, scan name and print quality.

When documents are inserted into the scanner, they will begin to scan automatically. If the document was already inserted in the scanner before entering Copy or Scan mode, press the green Start button on the UI to start scanning.

Scan tab

The Scan tab contains the following scan functions:

Reduce/Enlarge

Default – Auto

When Auto is selected for both Reduction/Enlargement and Output Size, the physical scan size will be the same size as the original.



Users can select one of the reduction/enlargement presets or enter a custom value via the buttons shown left in order to scale the scan.

Original Type

Four original scan types are available:

Lines / Text

1-bit monochrome mode. All data is either black or white with no dither pattern. This mode offers the fastest scan speeds.

Once a document is scanned, adjustments must be made in the Image Adjustment tab in order to enhance the image before it is saved.

Scans made in **Lines / Text** cannot be changed to any other Original Type.

Text / Photo

1-bit monochrome mode with a dither pattern applied, which effectively creates a 4-bit screen pattern for simple greyscale representation.

Scans made in **Text / Photo** can be changed to **Lines / Text**. Changing the original type will cause the document to automatically preview in the Preview tab using the changed original type. It is important to then select the Image Adjustment tab and make any required changes to enhance the scan.

Grey Photo

8-bit greyscale mode.

Scans made in **Grey / Photo** can be changed to **Text / Photo** or **Lines / Text**. Changing the original type will cause the document to automatically preview in the Preview tab using the changed original type. It is important to then select the Image Adjustment tab and make any required changes to enhance the scan.

Colour – Default

24-bit full colour mode.

Scans made in **Colour** can be changed to any other Original Type. Changing the original type will cause the document to automatically preview in the Preview tab using the changed original type. It is important to then select the Image Adjustment tab and make any required changes to enhance the scan.

Output Size

Default – Auto

With Auto selected for both Output Size and Reduction/Enlargement, the scan will be the same size as the original. When Reduction/Enlargement is left on Auto and the Output size is changed, the physical scan size will automatically scale to the selected output size.

Scan Destination

Lists the names of the scan destinations that were used when they were created within the Manage Printers window.

Scan Name

Two scan name options are available: Auto and Name:

Auto – Scans will be numbered sequentially, beginning with the current date in reverse in order to ensure each name is unique and so that files are correctly sorted in Windows.

Name – An on-screen QWERTY keyboard will be displayed in order for the operator to enter whatever name is required for the scanned document. If a manual keyboard is connected, either can be used to enter the document name.

Quality

Lists the quality settings created per printer, when the printer was configured for use within the Accxes Copy Touch system and calibrated.

The list of print quality settings will change according to the printer selected and the quality setting will affect the automatic scan resolution: see Scan screen – Advanced Setting tab.

Sure Scan

Default – Enabled

Sure Scan mode helps achieve the best results first time, minimising paper handling and poor quality scans. Sure Scan is enabled by default, but can be disabled by un-checking the Sure Scan box.

Sure Scan provides maximum productivity by enabling the operator to scan the document just once and then perform all or any one of the following:

- Adjust image quality with on-screen preview of the entire scan
- Print a sample copy at a smaller size before committing to save the scan
- Save scans at various sizes, quality settings and on various printers
- Save to file and create copies

Sure Scan – Contd.

- No rescan is needed to perform any of the above tasks

With Sure Scan enabled, documents are scanned and previewed on-screen. Settings can be changed as required.

To print or save a scan, press the green Start button. Alternatively, scanning the next document will automatically save the currently previewed document at whatever scan settings are currently selected.

The process of changing settings then pressing the green button can be repeated as many times as required.

To clear the document from memory, press the yellow Clear button on the UI, or scan the next document.

With Sure Scan disabled, documents will be saved immediately after scanning using whatever scan settings are currently selected.

Scan screen – Image Adjustment tab

As a document is scanned or if a different original type is selected for a previously scanned document, it will automatically preview in the Preview tab.

The image can then be adjusted using the settings available in the Image Adjustment tab.

The controls available within the Image Adjustment tab will change according to the Original Type used to scan the document. This section will explain the functions available for each original type used to scan a document.

Lines / Text

1-bit monochrome mode. With **Lines / Text** original mode selected, the image adjustment tab contains one adjustment (Fig 2-10):

Blackpoint – Move the slider to determine the amount of captured data is to be converted to black.

When using **Lines / Text**, it is not unusual to find that the initial preview appears blank. Increase the Blackpoint value until the level of detail required is clearly visible.

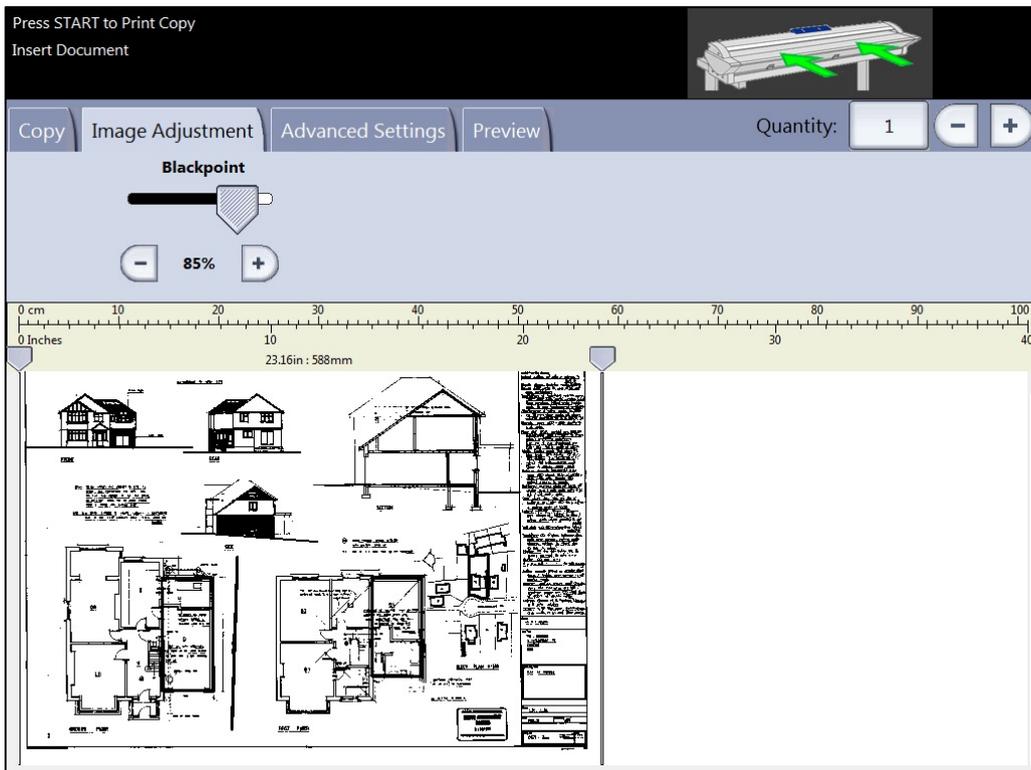


Fig 2-10

Text / Photo

1-bit monochrome mode with a dither pattern applied, which effectively creates a 4-bit screen pattern for simple greyscale representation. With **Text / Photo** original mode selected, the image adjustment tab contains two adjustments (Fig 2-11):

Blackpoint – Increase the value to improve black levels and darken shadow areas.

Whitepoint – Decrease this value to clean up background in order to produce a clean white and lighten highlights.

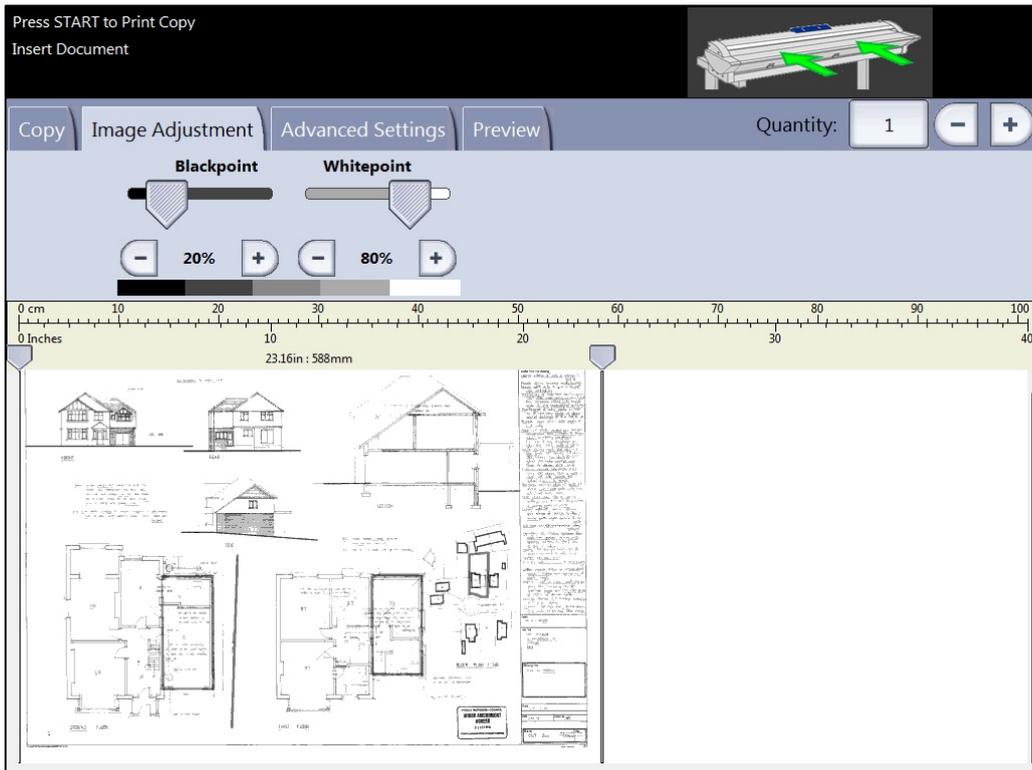


Fig 2-11

Grey Photo

8-bit monochrome mode. With **Grey Photo** original mode selected, the image adjustment tab contains four adjustments (Fig 2-12):

Brightness – Lighten and darken the entire image.

Contrast – Increase or decrease the definition between colours represented as greyscale.

Blackpoint – Increase the value to improve black levels and darken shadow areas.

Whitepoint – Decrease this value to clean up background in order to produce a clean white and lighten highlights.

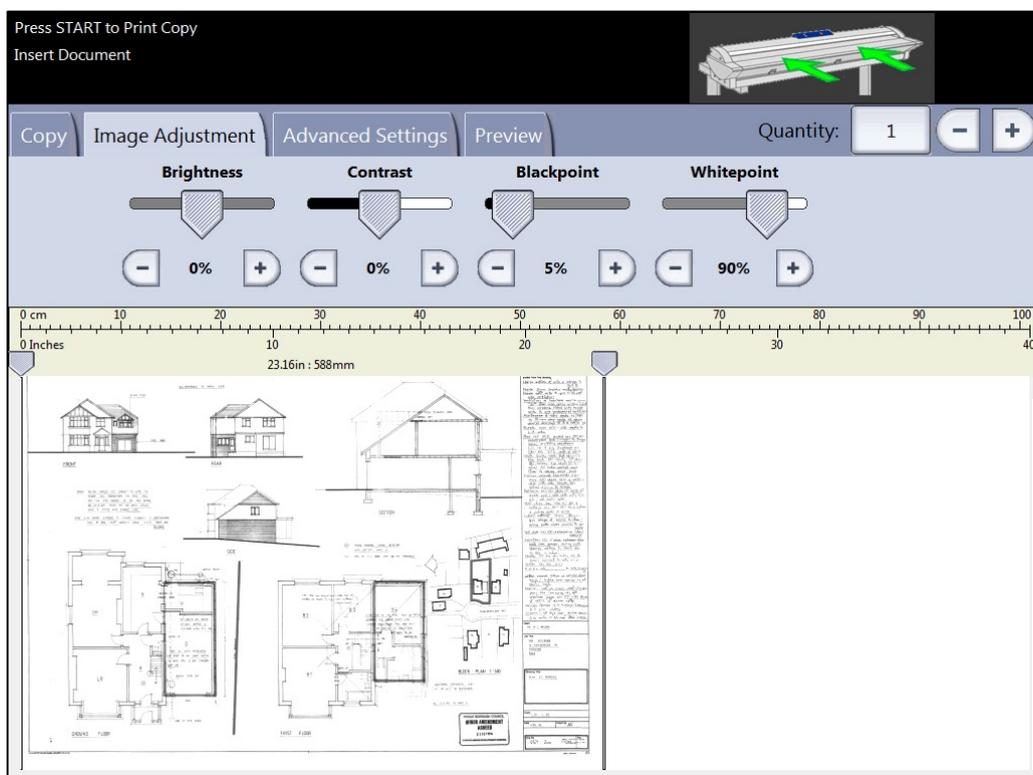


Fig 2-12

Colour

24-bit full colour mode. With **Colour** original mode selected, the image adjustment tab contains four adjustments (Fig 2-13):

Brightness – Lighten and darken the entire image.

Contrast – Increase or decrease the definition between colours.

Blackpoint – Increase the value to improve black levels and darken shadow areas.

Whitepoint – Decrease this value to clean up background in order to produce a clean white and lighten highlights.

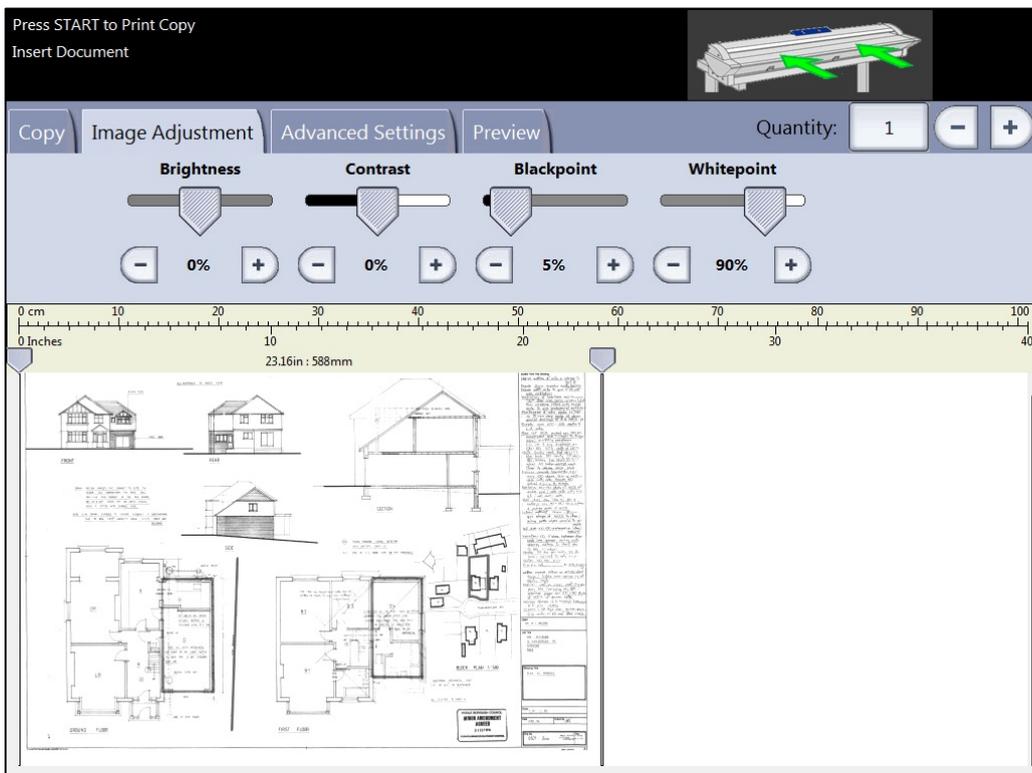


Fig 2-13

Scan screen – Advanced Settings tab

Defaults – **Resolution:** Auto and **Scan Speed:** 5

The Advanced Settings tab contains the adjustments for scanning resolution and scanning speed (Fig 2-14). Changes to these settings must be made before scanning.

When scan resolution is set to Auto, the actual resolution is set according to the Original Type and Quality modes selected for scanning the document:

| Quality mode | Auto Scan resolution |
|--------------|----------------------|
| Draft | 200dpi |
| Normal | 300dpi |
| Best | 600dpi |
| Default | 300dpi |

The Quality modes listed are the names created as print modes when printers were configured within the Accxes Copy Touch system. Any other name used for a quality setting will automatically be set to 300dpi. Resolution can be changed manually by moving the slider from 100 to 600dpi in 50dpi steps.

With scan speed set to 5, the scanner will automatically be set to the fastest speed possible for the original type, quality and resolution selected.

Scanner speed can be reduced by moving the slider, which is helpful when handling delicate documents.

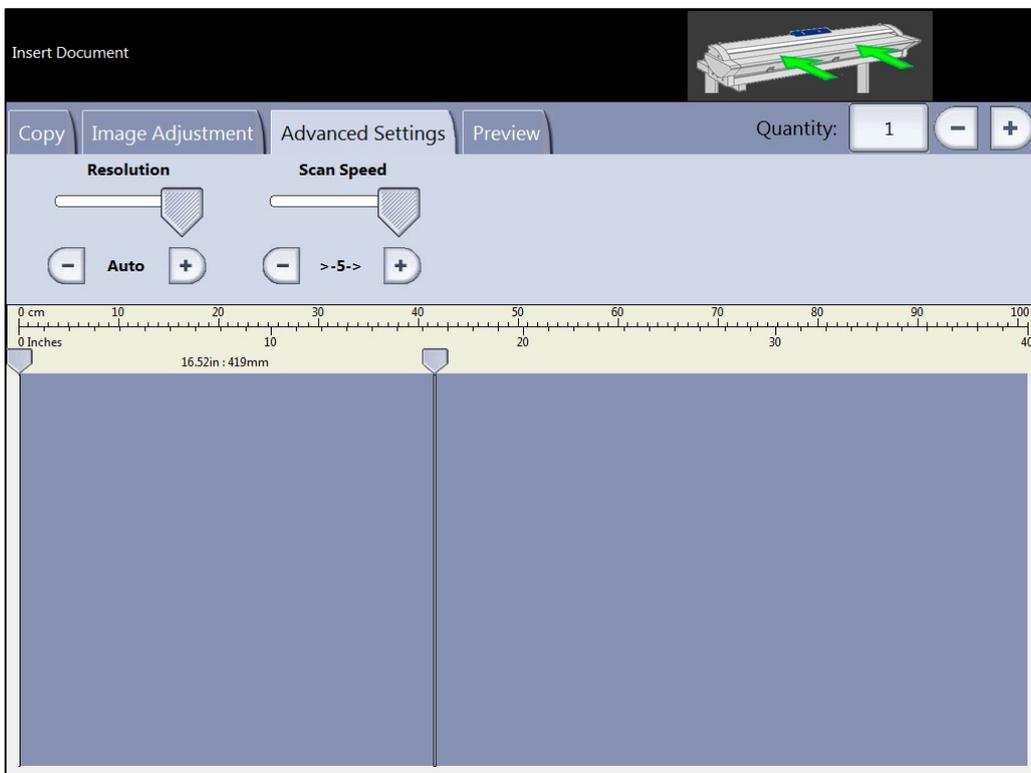


Fig 2-14

Scan screen – Preview tab

The Preview tab is automatically displayed whenever a document is scanned and whenever a different Original Type is selected for a currently scanned document.

Once a document is previewed, return to the Image Adjustment tab to make image quality adjustments and/or return to the Copy tab to change copy options.

The width of the scanned document will automatically be detected and is identified by two ruler lines drawn down the left and right side of the preview (Fig 2-15). If required, the position of these rulers can be changed by touching the buttons at the top of each ruler line and dragging left or right.

If the document is longer than shown in the preview, the image can be scrolled up and down by touching the screen to the right of the image and dragging up and down.

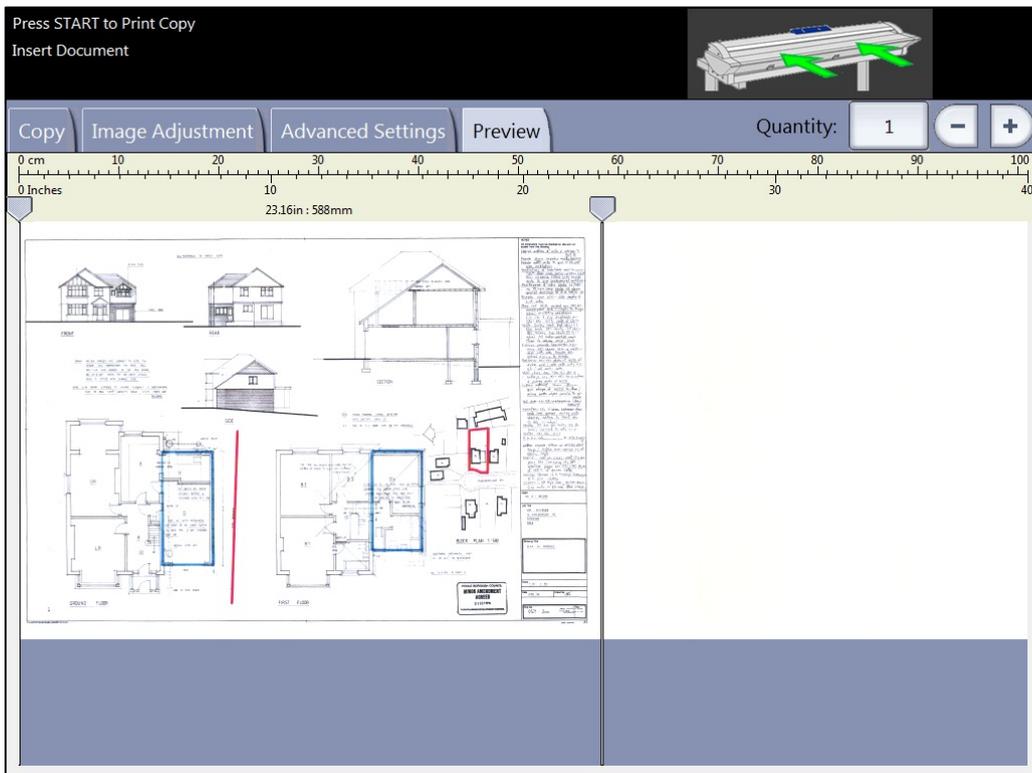


Fig 2-15

System Administration

3

Overview

Accxes Copy Touch System Administration covers the following activities:

- Accxes Copy Touch System Overview
- Re-licensing Accxes Copy in the event of a PC hardware failure
- Accessing the Windows Operating System
- Change Language
- Touchscreen Calibration
- Add, Edit or Remove a Printer
- Add, Edit or Remove a Print Mode
- Printer Colour Calibration
- Failed Printer Colour Calibration
- Accxes Copy Scan Interface
- Accxes Copy Interface
- Add, Edit or Remove a Scan Destination
- Scanner calibration
- Troubleshooting

Accxes Copy Touch System Overview

The Accxes Copy Touch System is comprised of the following:

- Xerox 7740 scanner with stand and touchscreen monitor
- Xerox Accxes Copy Touch software
- PC used to host the Accxes Copy Touch software
- Xerox 7142 printer (Or any other printer configured to work with the system)

The Accxes Copy Touch software has three distinct elements necessary for configuration and use of the system. The following will help recognise each element and understand its core function.

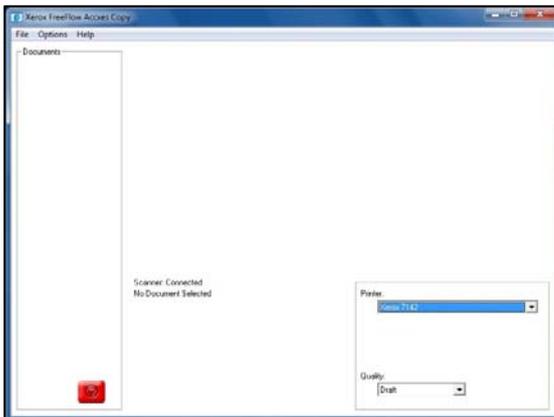
Accxes Copy Touch User Interface

The main touchscreen interface used to access both Copy and Scan screens.



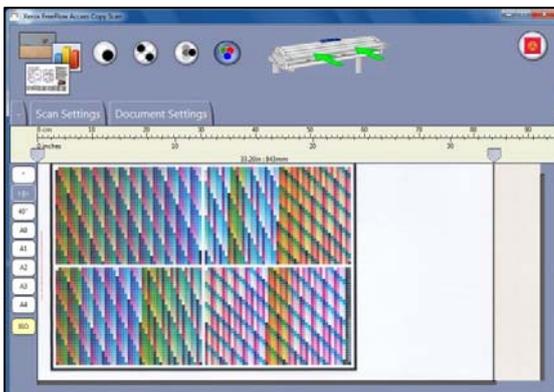
Accxes Copy interface

Used to perform printer colour calibration



Accxes Copy Scan interface

The scanning interface used to control scan settings during printer colour calibration



Re-license Accxes Copy in the event of a PC hardware failure

Note: License information for Accxes Copy Touch will be identified as Accxes Copy. The same license is used for both elements of what is effectively the same software. Accxes Copy Touch is the touchscreen element of the Accxes Copy software. Accxes Copy is used to administer the Accxes Copy Touch software.

The Accxes Copy License is activated against the Host ID (mac address) of the PC hosting Accxes Copy/Copy Touch. In the event of a PC hardware failure, a replacement PC will have a different Host ID and therefore the existing license will no longer be valid. In that event you may reset the license for a new PC and repeat this for up to a maximum of two occasions.

In the event of a PC failure, first reinstall the software on a replacement PC, following the installation instructions in this guide. As part of the installation procedure, follow the same steps for licensing the software – First read the following additional information:

To apply for a replacement license, you will need the initial Serial Number and Activation code.

When entering the details into the Xerox Software Activation Portal (SWAP) website it will recognise the fact that the license has already been redeemed. The website will then offer the chance to download the original license or reset the license in the event of a PC failure. Choose the reset option and continue licensing Accxes Copy as explained in the chapter entitled, **Installation**.

Note: This procedure cannot be repeated more than twice.

In the event of any problems, please contact the Xerox Software Library:

welwyn.csc.licenses@xerox.com

Accessing the Windows Operating System

The method for accessing the Windows Operating System depends upon whether the system was installed using Copier or Workstation mode.

If you do not know the mode used to install your Accxes Copy Touch system, press the Login/Out function key below the touchscreen in order to view the warning message. If the message indicates the system will be shut down, the system was installed using Copier mode. Otherwise, the system was installed using Workstation mode. Having identified the correct mode, follow the appropriate instructions that follow:

Workstation mode.

- Press the Login/Out function key below the touchscreen.
- Touch the on-screen tick to confirm logging out of the application. You are then returned to the Windows operating system.

Copier mode

- Press the Language function key below the touchscreen.
- Touch [OK] in the top right corner of the touchscreen. The Windows operating system will momentarily display and then return to the Services screen.
- Press the Language function key and touch [OK] – repeat five times until Accxes Copy Touch finally closes and the user is returned to the Windows operating system.

Change Language

The installation of the Windows operating system should already have taken care of the default language required for the PC hosting the Accxes Copy Touch system.

During the Accxes Copy software installation, the default language of the system will have been selected.

The language used for the Accxes Copy Touch interface is changed by pressing the Language function key below the touchscreen. Touch the required language and then touch [OK] in the top right corner of the display.

Touchscreen Calibration

The touchscreen is calibrated during the installation procedure. Calibration can also be run again at any time from the Windows Operating System.

First, access the Windows operating system as explained in this chapter. Then access the touchscreen calibration from:

Start > All Programs > Xerox > FreeFlow Accxes > Calibrate Touch Screen

First read through steps 1 and 2 below and then click [OK] to begin calibration

Step 1

Touch the screen to identify it as a touchscreen. If you have multiple monitors connected, press space until this message is shown on the Xerox touchscreen.



Step 2

A red target is shown in the corner of the screen. Touch the centre of the target until the circle completes. Repeat for each corner of the screen.

Note: Be sure to do this carefully in order to accurately calibrate the touchscreen.



Add, Edit or Remove a Printer

Printers used with the Accxes Copy Touch system are added, edited and removed via the Manage Printers interface. The Manage Printers interface is automatically accessed as part of the installation procedure. At any time following installation, users can access the interface to add additional printers or remove existing printers.

This section explains adding, editing and removing a printer from an installed Accxes Copy Touch system.

Before adding a printer

Xerox 7142 Printer

The 7142 printer driver is installed from the Manage Printers interface.

Third Party Printer

In order to use third party printers with Accxes Copy Touch, a Windows driver must first be installed locally on the PC hosting Accxes Copy Touch. The printer driver must be tested successfully with the printer(s) before proceeding.

First, access the Windows operating system (See the section in this chapter entitled, **Accessing the Windows Operating System**), install a suitable printer driver and then restart Accxes Copy Touch.

Accessing the Manage Printers interface

The method for accessing the Manage Printers interface depends upon whether the Accxes Copy Touch UI is launched or not. See both options explained below and choose the correct one according to whether the Accxes Copy Touch UI is displayed:

Access Manage Printers from the Accxes Copy Touch UI

- With Accxes Copy Touch started, look to the function keys below the touchscreen. Press the Login/Logout button (Ignore the warning to exit the program) and then immediately press the Services button.

This will first display the Scanner Settings window. Touch [OK] to close the Settings window and open the Manage Printers interface (Fig 3-1).

Access Manage Printers from the Windows desktop

- Open the Accxes Copy interface (Not Accxes Copy Touch) from:

Start > All Programs > Xerox > FreeFlow Accxes > Accxes Copy

- From the menu bar of the Accxes Copy interface, select Options > Manage Printers to open the Manage Printers interface (Fig 3-1).

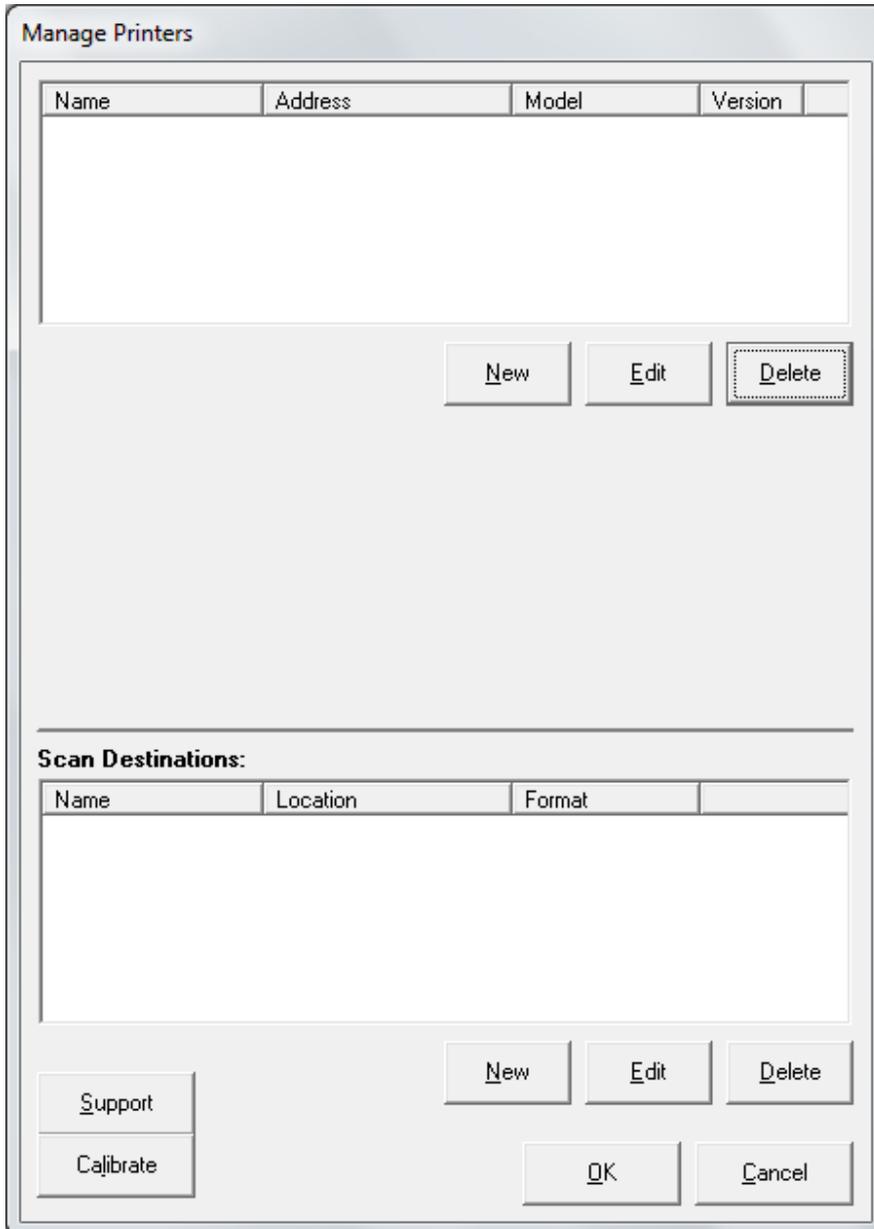


Fig 3-1

Add a 7142 Printer

1. From the Manage Printers interface, click [New] to open the Add Printer window (Fig 3-2).

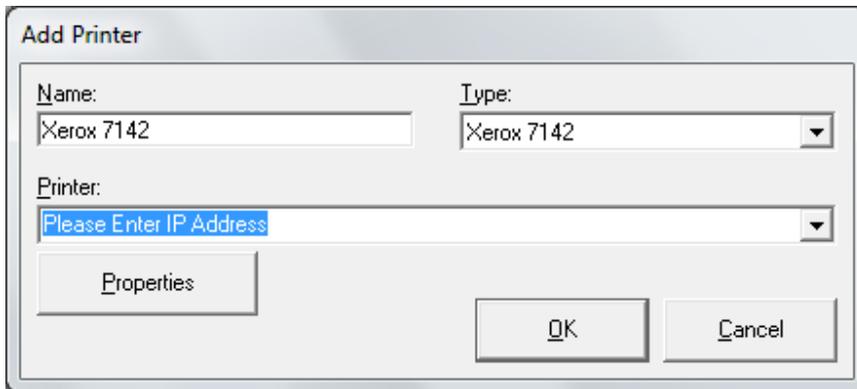


Fig 3-2

2. In the **Name** field enter 'Xerox 7142' (7142MFP installation only).
3. In the **Type** drop down field select 'Xerox 7142'.
4. In the **Printer** field enter the TCP/IP address of the 7142 printer.
5. Click [Properties] to initiate installation of the 7142 printer driver. If a Windows driver signing warning appears, select the option to install the driver anyway.

Following successful installation of the driver, Printer Properties is displayed (Fig 3-3) with three predetermined Print Modes.

At any time, these print modes can be:

- Viewed/edited (Highlight and click Edit)
- Removed (Highlight and click Remove)
- New modes created (Click New).

There is no limit to how many print modes can be created for each printer in order to reflect varying printer properties and media types

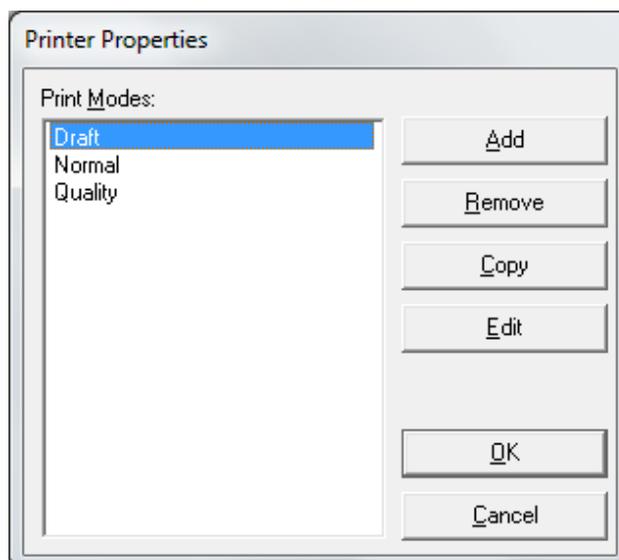


Fig 3-3

- In Printer Properties, click [OK] to return to the Add Printer window.
- In the Add Printer window, click [OK] to return to the Manage Printers window, which will now display the installed 7142 printer and ROLL_A0 as shown below in Fig 3-4:

If any other size media roll is installed on the 7142 printer, click [Add] to add the new roll first (E.g. ROLL_A1) and then select ROLL_A0 and click [Remove].

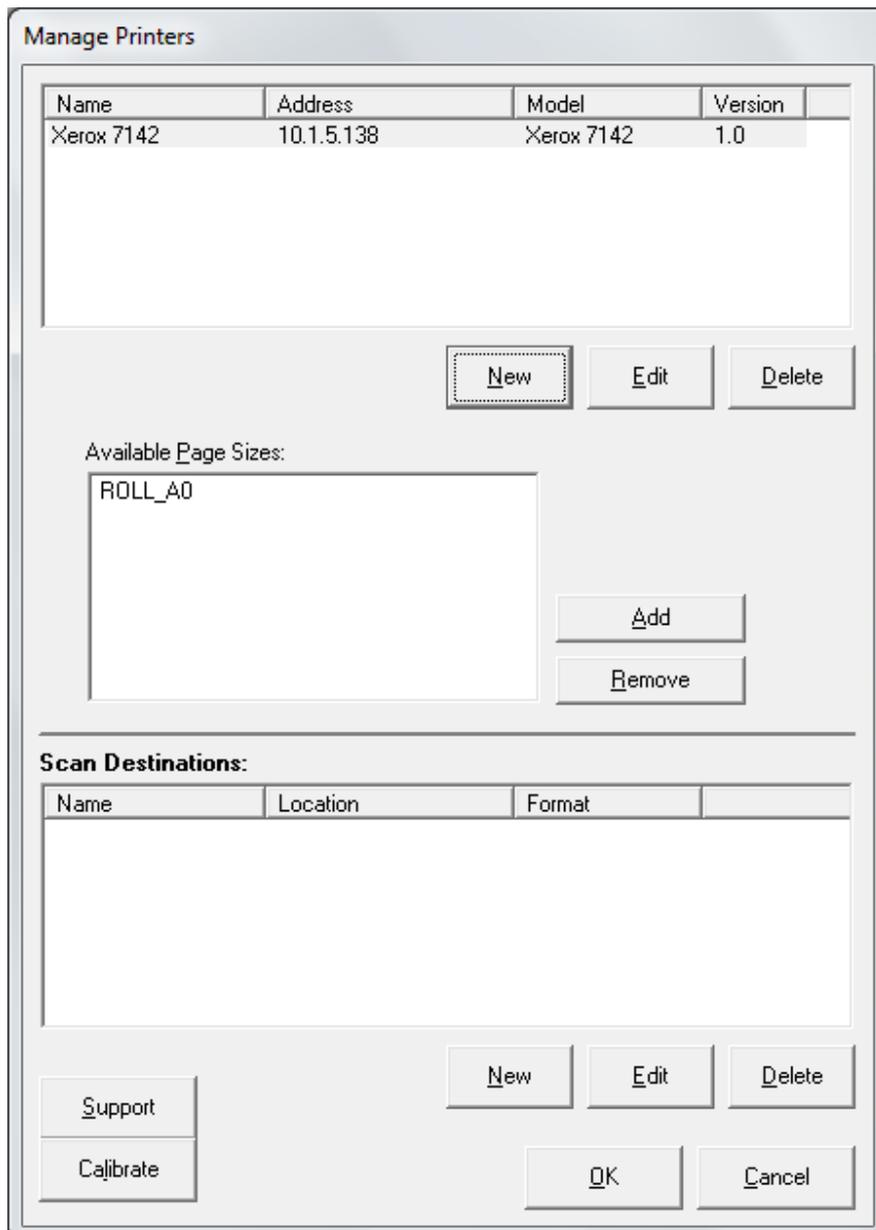


Fig 3-4

- Click [OK] to close the Manage Printers interface and restart Accxes Copy Touch

Add a Third Party Printer

In order to use third party printers with Accxes Copy Touch, a Windows driver must first be installed locally on the PC hosting Accxes Copy Touch. The printer driver must be tested successfully with the printer(s) before proceeding.

1. From the Manage Printers interface, click [New] under the Manage Printers field to open the Add Printer window.
2. In the **Name** field enter a name to identify the printer.
3. In the **Type** drop down field select 'Windows-GDI'.
4. In the **Printer** drop down field select the Windows printer driver installed for the required printer.
5. Click [Properties] and ensure at least one default print mode is listed in Printer Properties. If not create one by clicking [New].
6. Click [OK] to return to the Add Printer window and click [OK] to return to the Manage Printers Window.
7. Alongside the Available Page Sizes field, click [Add] to add additional paper sizes available on the printer (Fig 3-5). Highlight the additional sizes and click [OK].

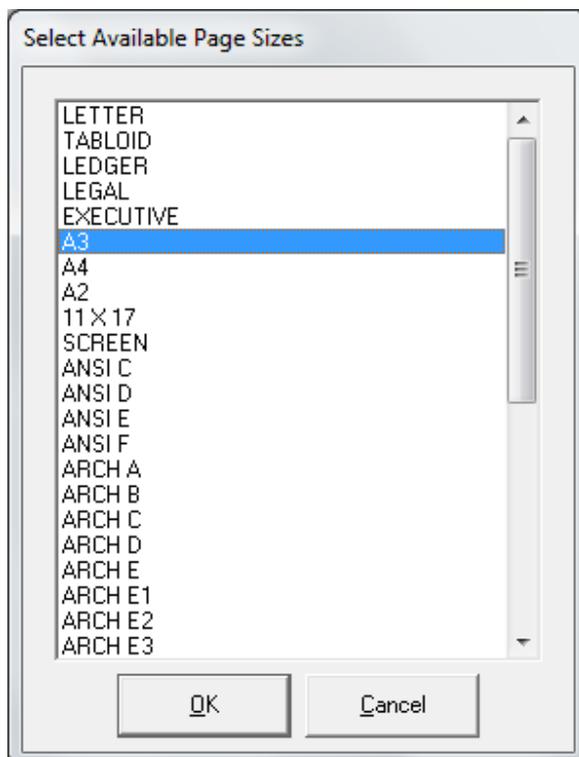


Fig 3-5

8. Click [OK] to close the Manage Printers interface and restart Accxes Copy Touch.

Edit a Printer

1. From the Manage Printers interface, highlighted an existing printer and click [Edit] to open the Add Printer window.

The Name field cannot be changed. The printer must be deleted and a new one created.

Changes can be made to the Printer Type field, the printer listed in the Printer field and printer Properties

2. When complete, click [OK] to close the Add Printer window and click [OK] to close the Manage Printers interface and restart Accxes Copy Touch.

Remove a Printer

3. From the Manage Printers interface, highlighted the unwanted printer and click [Delete].
4. Click [OK] to close the Manage Printers interface and restart Accxes Copy Touch.

Add, Edit or Remove a Print Mode

Print Modes determine the printing preferences that are available for specific printers when making copies from Accxes Copy Touch. Print Modes are added, edited and removed via the Manage Printers interface.

When a Xerox 7142 printer is configured within Accxes Copy, three print modes are automatically created: Draft, Normal and Best.

When a third party printer is configured with Accxes Copy, a single print mode is created: Default.

At any time following installation, users can access the Manage Printers interface to add, edit and remove Print Modes as explained in this section. The first step is to access the Manage Printers interface:

Accessing the Manage Printers interface

The method for accessing the Manage Printers interface depends upon whether the Accxes Copy Touch UI is launched or not. See both options explained below and choose the correct one according to whether the Accxes Copy Touch UI is displayed:

Access Manage Printers from the Accxes Copy Touch UI

- With Accxes Copy Touch started, look to the function keys below the touchscreen. Press the Login/Logout button (Ignore the warning to exit the program) and then immediately press the Services button.

This will first display the Scanner Settings window. Touch [OK] to close the Settings window and open the Manage Printers interface.

Access Manage Printers from the Windows desktop

- Open the Accxes Copy interface (Not Accxes Copy Touch) from:

Start > All Programs > Xerox > FreeFlow Accxes > Accxes Copy

- From the menu bar of the Accxes Copy interface, select Options > Manage Printers to open the Manage Printers interface.

Add a Print Mode

1. From the Manage Printers interface, highlight an existing printer and click [Edit] to open the Add Printer window (Fig 3-6).

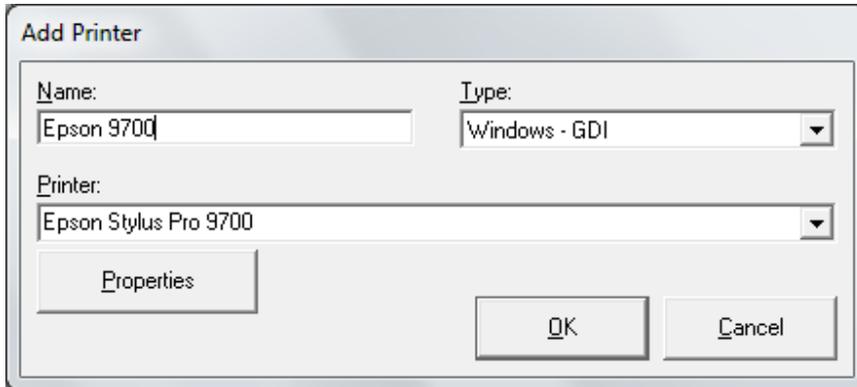


Fig 3-6

2. Click [Properties] to open Printer Properties (Fig 3-7).

3. In Printer Properties, click [Add].

This opens the Windows driver Printer Preferences.

Note: There is no limit to how many Print Modes can be created for each printer in order to reflect varying printer properties and media types.

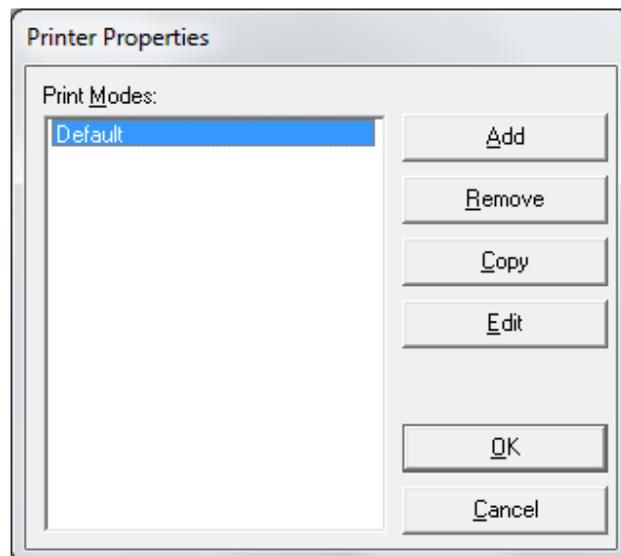


Fig 3-7

4. Make all required changes to the Printer Preferences and click [OK] to return to Printer properties.
5. Click [OK] to close Printer Properties and return to Add Printer.
6. Click [OK] to close Add Printer and return to Manage Printers.
7. Perform colour calibration for the new Print Mode as explained in this chapter before restarting Accxes Copy Touch.
8. Accxes Copy Touch will display all the Print Modes that have created for each printer.

Edit a Print Mode

1. From the Manage Printers interface, highlight an existing printer and click [Edit] to open the Add Printer window (Fig 3-8).

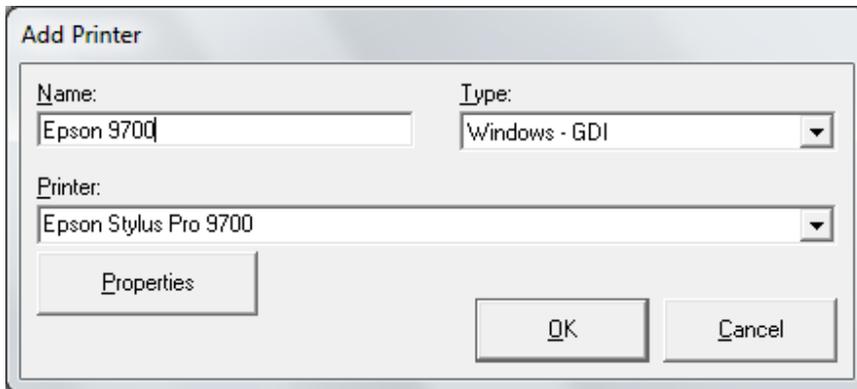


Fig 3-8

2. Click [Properties] to open Printer Properties (Fig 3-9).
3. In Printer Properties, highlight the Print Mode to be edited and click [Edit].

This opens the Windows driver Printer Preferences.

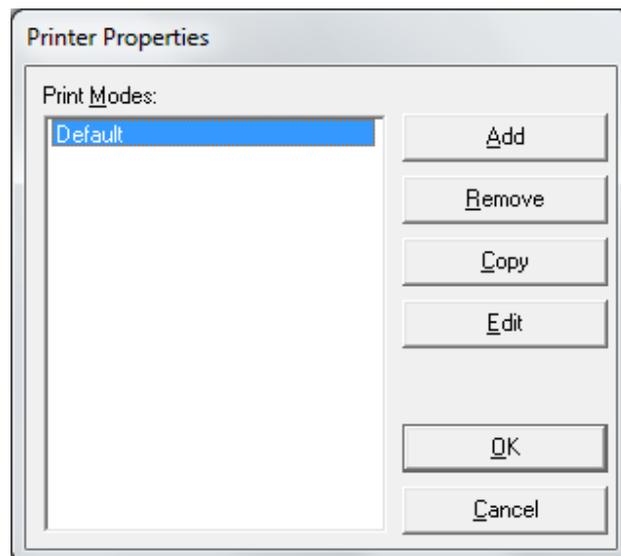


Fig 3-9

4. Make all required changes to the Printer Preferences and click [OK] to return to Printer properties.
5. Click [OK] to close Printer Properties and return to Add Printer.
6. Click [OK] to close Add Printer and return to Manage Printers.
7. Perform colour calibration for the edited Print Mode as explained in this chapter before restarting Accxes Copy Touch.

Remove a Print Mode

1. From the Manage Printers interface, highlight an existing printer and click [Edit] to open the Add Printer window (Fig 3-10).

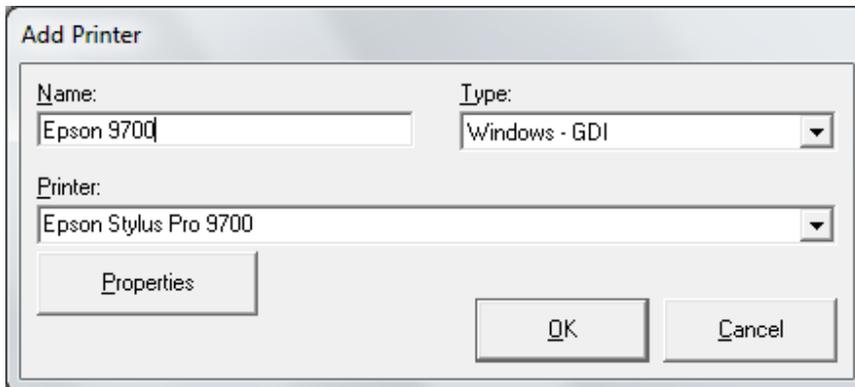


Fig 3-10

2. Click [Properties] to open Printer Properties (Fig 3-11).
3. In Printer Properties, highlight the unwanted Print Mode and click [Remove].

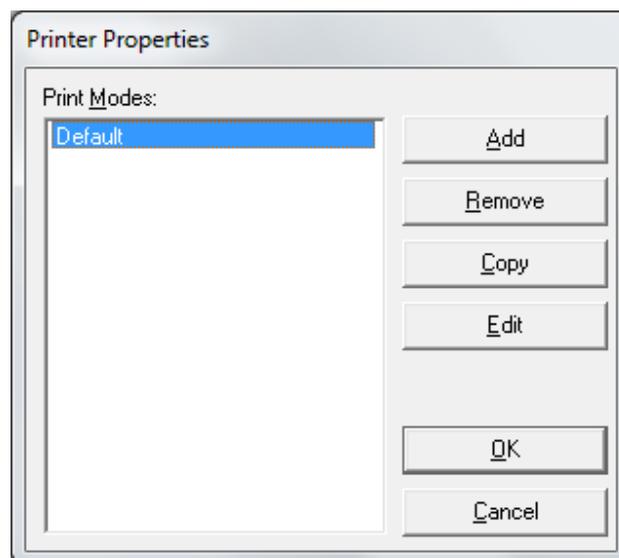


Fig 3-11

4. Click [OK] to close Printer Properties and return to Add Printer.
5. Click [OK] to close Add Printer and return to Manage Printers.
6. Click [OK] to close Manage Printers and restart Accxes Copy Touch.

Printer Colour Calibration

Accxes Copy Touch uses closed loop colour calibration to provide the best possible match from the scanned original to the copy output using various printers and print modes. Whenever a new printer or print mode has been added, if an existing print mode has been edited or if a different media is being used, a colour calibration must be performed.

Note: It is important to note that a calibration is only relevant for the printer used to make the calibration, the currently loaded media and the currently selected print mode. Colour calibration must be performed for each available print mode. (E.g. Best, Normal and Draft for the 7142) and any change in media type as backgrounds can vary. Once completed, the correct calibration will automatically be applied for the chosen print mode.

Printer Colour Calibration is covered as part of the installation procedure. At any time following installation, users can access Printer Colour Calibration as explained in this section.

Before starting calibration

- Ensure the printer is working correctly, with no copy quality issues.
- Ensure the printer is loaded with the media intended to be calibrated.
- Ensure the scanner is clean and calibrated.
- While calibrating, be sure to complete the current calibration process before making any changes.

Accessing Printer Colour Calibration

The method for accessing Printer Colour Calibration depends upon whether the Accxes Copy Touch UI is launched or not. See both options explained below and choose the correct one according to whether the Accxes Copy Touch UI is displayed:

Access Colour Calibration from the Accxes Copy Touch UI

- With Accxes Copy Touch started, look to the function keys below the touchscreen. Press the Login/Logout button (Ignore the warning to exit the program) and then immediately press the Services button.
- This will first display the Scanner Settings window. Touch [OK] to close the Settings window and open the Manage Printers interface.
- In the lower left corner of the Manage Printers interface, click [Calibrate].

This opens the Accxes Copy interface from where colour calibration is performed.

Access Colour Calibration from the Windows desktop

- Open the Accxes Copy interface (Not Accxes Copy Touch) from:

Start > All Programs > Xerox > FreeFlow Accxes > Accxes Copy

This opens the Accxes Copy interface from where colour calibration is performed.

Printer Colour Calibration

Printer calibration is run from the Accxes Copy interface shown below (Fig 3-12):

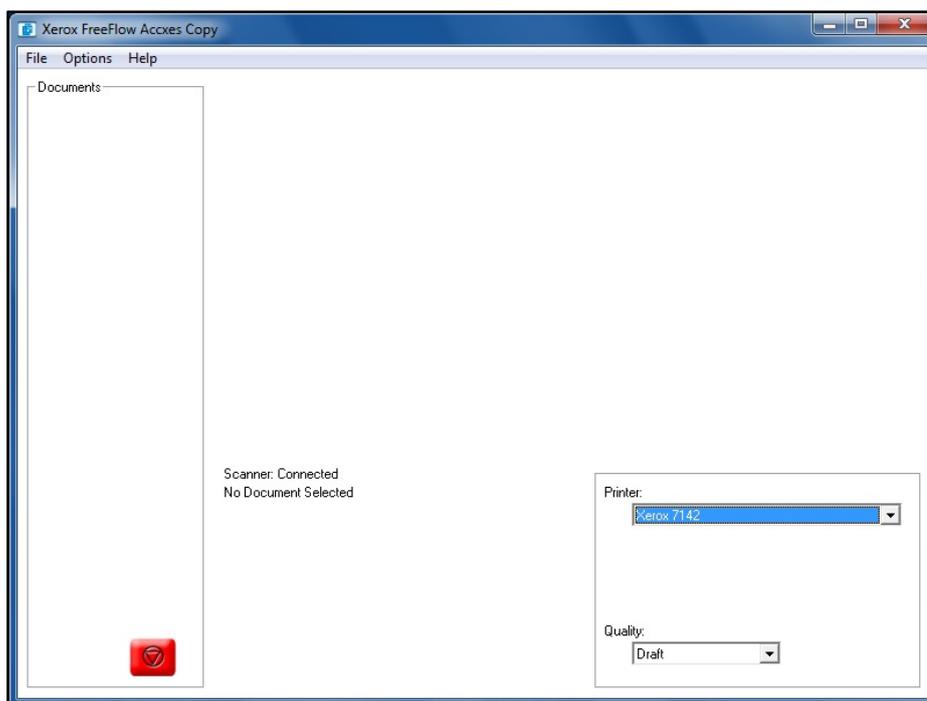


Fig 3-12

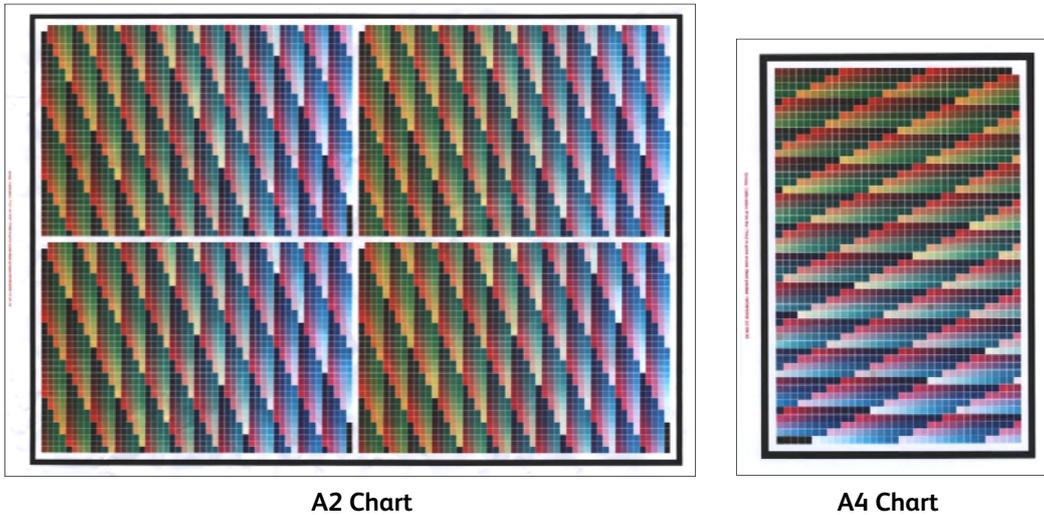
The Accxes Copy Interface is explained in more detail in the section entitled, **Accxes Copy Interface** in this chapter.

1. In Accxes Copy, ensure the required printer is selected from the **Printer** drop down field in the lower right corner of the application.
2. Select the un-calibrated Print Mode from the **Quality** drop down field.
3. From the Accxes Copy menu bar, click Options > Print Calibration Chart.

Note: For small format printers (A4 and A3), the A4 calibration chart will print. For printers that support A2 sizes or larger, the A2 chart will print. A2 charts will provide better accuracy for the calibration since they include a larger number of swatches.

Warning: Take care with higher quality inkjet print modes that may produce prints which are not completely dry. Ensure prints are dry before feeding into the scanner.

The appropriate calibration chart will print as shown by the examples below:



4. Insert the first calibration print into the Xerox 7740 scanner, face up and justified to the left. The document can be fed into the scanner either way round because the Accxes Copy software will detect it accordingly.
5. The Accxes Copy Scan Interface will appear (Fig 3-13 – This interface is explained in more detail in the section entitled, **Accxes Copy Scan Interface** in this chapter). By default it will be configured for colour and 300dpi. Resolution can be changed if desired but 300dpi is the recommended setting for the calibration.
6. In the Document Settings tab, ensure both Brightness and Contrast are set to 0; Ensure Blackpoint is set to 0 and ensure Whitepoint is set to 100 %.
7. To begin the scan, touch/click the start button:

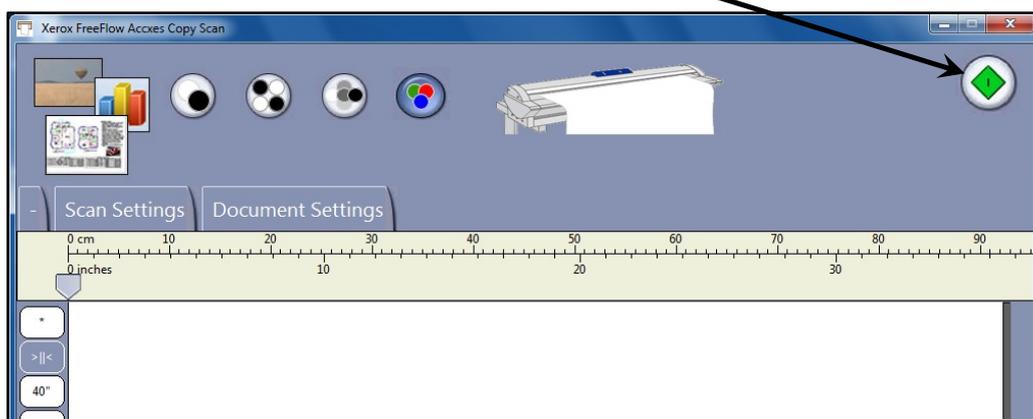


Fig 3-13

8. Once the scan is complete, close the scan interface window.

9. Wait a few moments for the file to appear in the Accxes Copy window. (Increasing the scan resolution, less RAM in the PC and/or a lower performance PC processor will increase the delay before the scan file appears in the Accxes Copy interface.)
10. Once the first scan is visible in the Accxes Copy interface, ensure that the print mode settings in Accxes Copy are still the same as those used to produce the calibration print.
11. From the Accxes Copy menu bar, click Options > Read Calibration Chart.

You will see a status bar appear as the calibration is performed. The entire process may take approximately one to two minutes or more depending upon scan resolution and PC specification.

Once the Calibration is finished, under the Options menu of the Accxes Copy interface, 'Use Calibration' will be ticked. The view of the calibration chart may also have significantly changed.

12. Repeat this procedure to calibrate further printers and un-calibrated print modes. When doing so, ensure the correct image is selected within Accxes Copy before selecting Read Calibration. (The currently selected image is identified by a bold black box around the preview in the left side of the Accxes Copy interface. If more than one image is selected, click the required image again. New images appear at the top.)

If any calibration fails, read through the section in this chapter entitled, **Failed Calibration**.

13. Once all the required Print Modes have been calibrated, close the Accxes Copy interface.
14. If you began this procedure from the Accxes Copy Touch UI, you will be returned to the Manage Printers window. Click [OK] to close the Manage Printers window. Following a short pause, you will be returned to the Accxes Copy Touch UI.

OR

If you began this procedure from the Windows desktop, close Accxes Copy and start Accxes Copy Touch from the shortcut on the desktop that was created earlier.

Failed Printer Colour Calibration

First Steps

- If the A4 calibration chart does not print correctly on a small format printer, scan a good quality A2 calibration chart and use this chart to read the calibration against the small format printer.
- If the calibration fails during the Read Calibration phase in Accxes Copy, scan the calibration print again.
- If the calibration still fails, reprint the calibration chart and scan the new calibration print.
- If the calibration chart in Accxes Copy UI appears skewed, distorted or blurred, etc. check the calibration file. In order to do this, perform the following activities:

Check Calibration Chart

1. Leave the calibration process with the currently calibrated file in Accxes Copy unchanged.
2. From the Windows operating system go to Start > Run
3. Enter %temp% and click [OK].
4. In the window that opens, navigate to the following directory and locate the file called Last Calibration End.jpg:

Xerox FreeFlow Accxes > Xerox FreeFlow Accxes Copy > Last Calibration End.jpg
5. Double click the file in order to view the image.
6. Check that the file views as shown in the example fig 3-14.

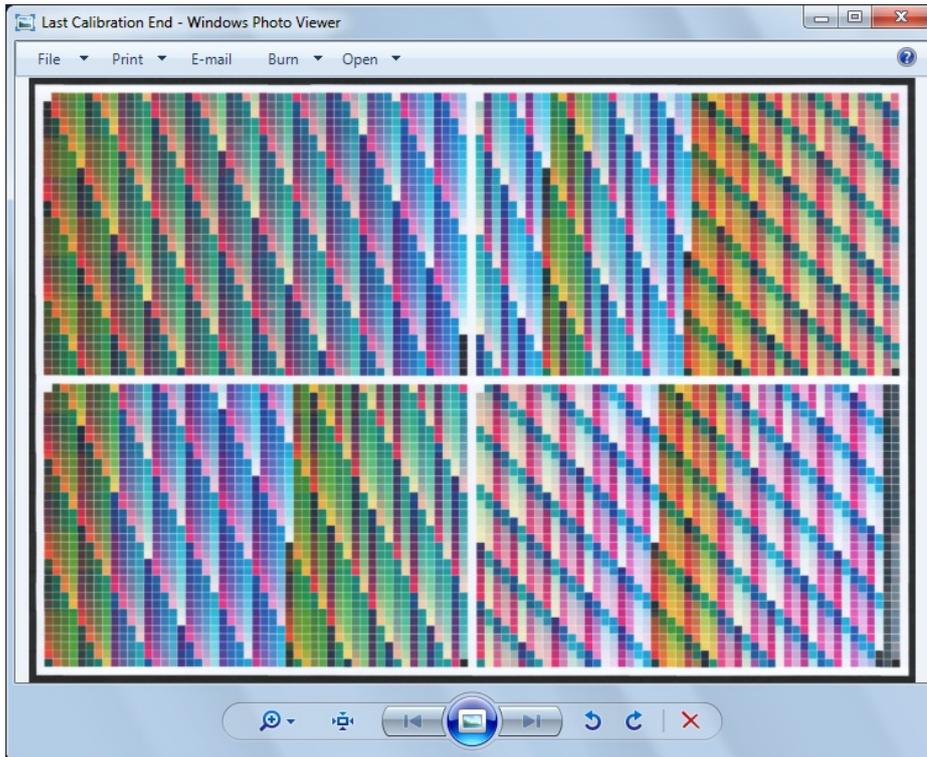


Fig 3-14

While viewing the large black border, check that the image is not skewed and check that all white areas outside of the border have been cropped.

7. If the image does not view as shown in this example or if in any doubt, repeat the scan and ensure the new scanned image is highlighted when selecting Read Calibration in the Options menu.
8. If the calibration chart being scanned was printed with nozzles missing, lines, skewed or unwanted ink marks inside and/or outside the black border perform the following:
 - Ensure the printer is printing correctly, clean as required and repeat the calibration print
 - Scan in the new printed image
 - Highlight the new image
 - Select Read Calibration from the Options menu to complete a new calibration.

Note: when performing a new 'Read Calibration', it will replace any existing calibration file for the currently selected printer and print mode.

Note: Colour calibration does not guarantee absolute colour fidelity. Colour accuracy/quality is directly affected by the media type loaded in the printer, print mode options and colour adjustment settings used within the Accxes Copy Touch UI. Experimentation will be required to obtain the best results.

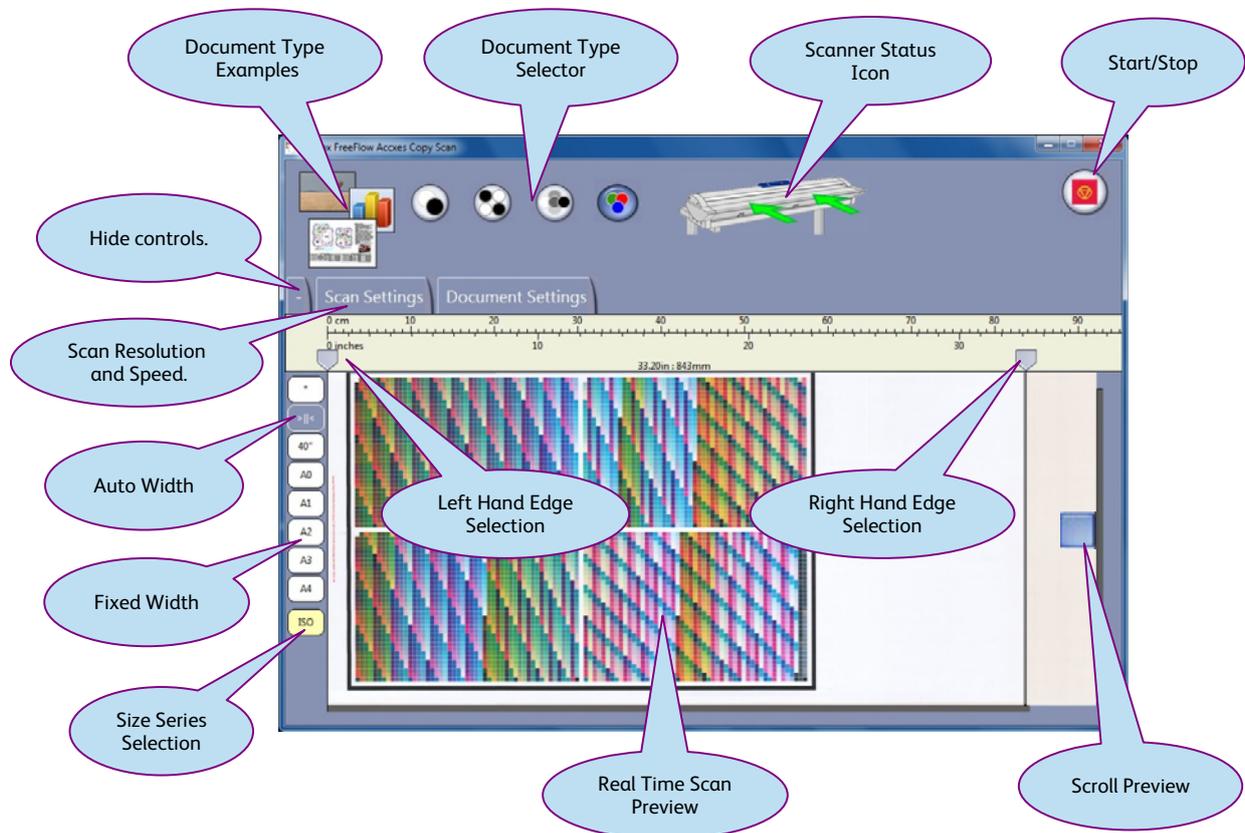
Accxes Copy Scan Interface

The Accxes Copy Scan Interface is used to determine the scan settings used when scanning calibration charts as part of the Printer Colour Calibration procedure.

By default, these scan settings are colour, 300dpi. In order to perform colour calibration, the scan mode must be left in colour. Resolution can be changed if desired but 300dpi is the recommended setting for the calibration. It is not recommended to reduce the resolution for calibration scans.

Beginning from the Accxes Copy interface, once a document is inserted into the scanner, the Accxes Copy Scan interface will open automatically. Note this does not happen from Accxes Copy Touch – only from Accxes Copy during printer calibration.

The Accxes Copy Scan Interface is explained below:

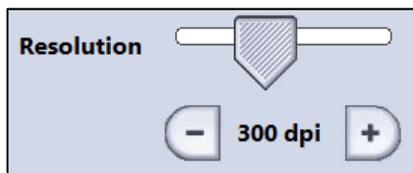


Scan Settings

The default scan settings are set to Colour, 300dpi and fastest scan speed. These are the optimal settings for scanning colour calibration charts.

Colour must be used, but resolution can be adjusted if required and speed reduced to safely handle fragile media.

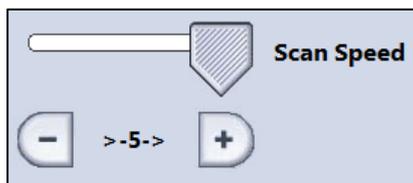
Scan settings are explained as follows:



Resolution

Scan resolution can be set between 100dpi and 600dpi in 50dpi steps.

Colour scans at 600dpi create very large files. Resolution settings between 200 and 300dpi is recommended for most applications.



Scan Speed

Scan Speed controls the speed the paper moves through the scanner. Colour scans will always be around 1/3 of the speed of monochrome scans. 5 is fastest, 1 slowest.

Reduce the speed for enhanced quality and/or delicate documents.

At the highest speed the scanner may stop and start during the scan. This behaviour is normal and can be minimised by closing other programs and or upgrading the processor and memory in the PC used for scanning.

Document Settings – Printer Calibration Settings

To ensure calibration prints are scanned correctly, ensure the Document Settings are configured as follows (Note: Image below does NOT display calibration settings):

- **Brightness** 0%
- **Contrast** 0%
- **Blackpoint** 0%
- **Whitepoint** 100%



Accxes Copy Interface

The Accxes Copy Interface (Fig 3-15), is used to perform printer colour calibration.

This section provides a brief overview of the Accxes Copy interface.

- Print and Read Calibration is available from the Options menu from the Accxes Copy Main Menu.
- The printer and quality print mode used to print and read the calibration is selected in the lower right corner of the Accxes Copy application.
- Scans obtained via the Accxes Copy Scan interface appear in the Preview Pane.
- The currently selected scanned image is highlighted by a bold black box in the Preview Pane.
- The currently selected image in the preview pane (Surrounded by bold black box) is displayed in the Main View of the application.
- The currently selected document can be deleted by using the Remove button at the bottom of the Preview pane.

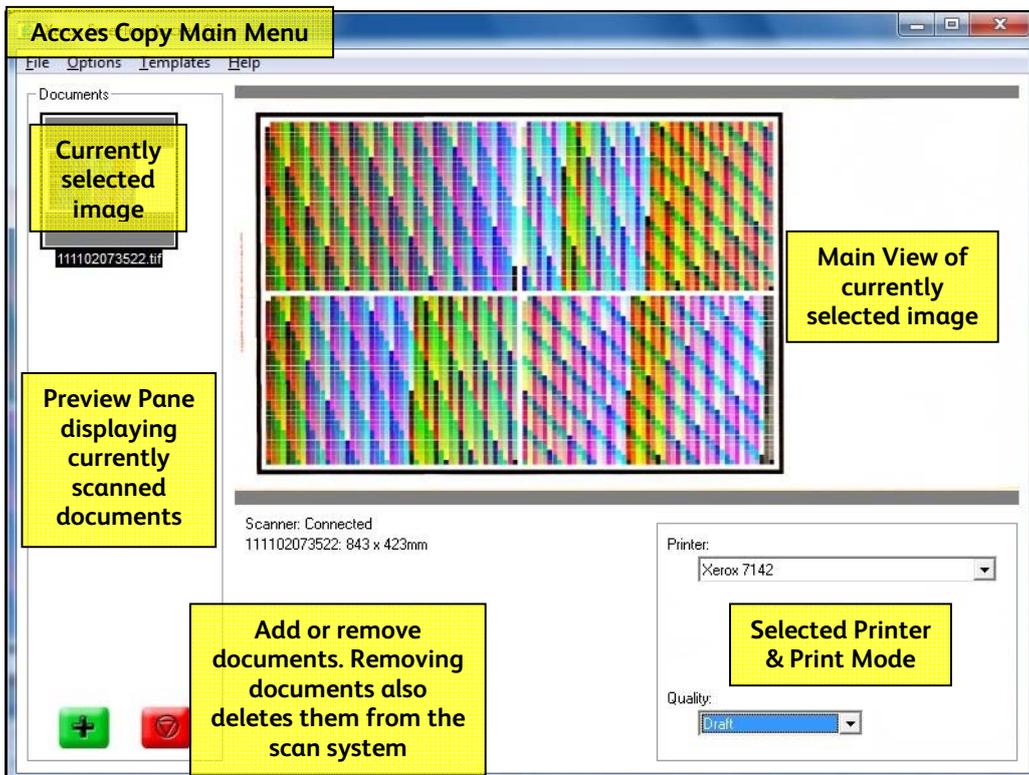


Fig 3-15

Add, Edit or Remove a Scan Destination

Scan Destinations determine the scan to file format, the location where scanned images are saved and the name displayed in the Scan screen of the Accxes Copy Touch user interface. Scan Destinations are added, edited and removed via the Manage Printers interface.

The installation instructions include configuration of two scan destinations for saving TIFF and PDF files on the local PC hosting Accxes Copy Touch.

At any time following installation, users can access the Manage Printers interface to add, edit and remove Scan Destinations as explained in this section. The first step is the access the Manage Printers interface:

Accessing the Manage Printers interface

The method for accessing the Manage Printers interface depends upon whether the Accxes Copy Touch UI is launched or not. See both options explained below and choose the correct one according to whether the Accxes Copy Touch UI is displayed:

Access Manage Printers from the Accxes Copy Touch UI

- With Accxes Copy Touch started, look to the function keys below the touchscreen. Press the Login/Logout button (Ignore the warning to exit the program) and then immediately press the Services button.

This will first display the Scanner Settings window. Touch [OK] to close the Settings window and open the Manage Printers interface.

Access Manage Printers from the Windows desktop

- Open the Accxes Copy interface (Not Accxes Copy Touch) from:

Start > All Programs > Xerox > FreeFlow Accxes > Accxes Copy

- From the menu bar of the Accxes Copy interface, select Options > Manage Printers to open the Manage Printers interface.

Add a Scan Destination

Scan destinations can be added in order to save scans to alternative locations.

1. From the Manage Printers interface and below the Scan Destinations field, click [New] to open Scan Folder (Fig 3-16).

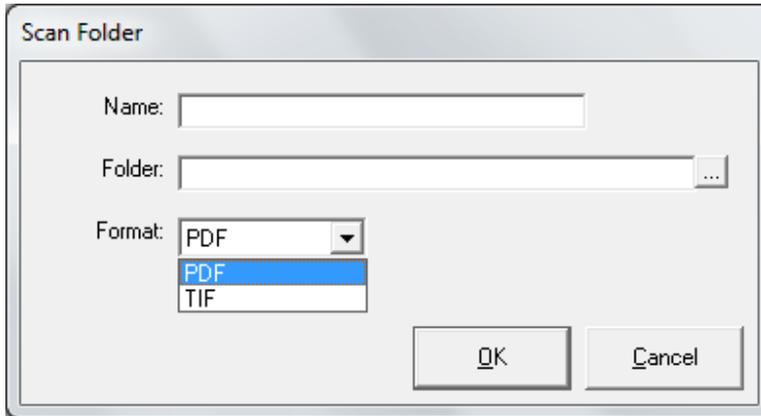


Fig 3-16

2. In the **Name** field, enter a short name that will be displayed in Accxes Copy Touch and identifies the file format and the location of the saved file. E.g. PDF Local PC
3. Alongside the **Folder** field, click the browse button to select/create a folder or mapped network drive in which to deposit the scanned images. Ensure this matches the name chosen above.
4. In the **Format** drop down field select the file format to required and ensure it matches the name chosen above.
5. Click [OK] to return to the Manage Printers window.
6. Repeat the above steps in order to create any other scan destinations to identify other locations and file formats for both TIFF and PDF file formats.
7. Click [OK] to close Scan Folder and return to the Manage Printers interface.

If you began this procedure from the Accxes Copy Touch UI, close the Manage Printers interface and Accxes Copy Touch will restart automatically.

OR

If you began this procedure from the Windows desktop, close the Manage Printers interface, close Accxes Copy and manually restart Accxes Copy Touch.

Edit a Scan Destination

Scan destinations can be edited to change the name location or file format.

1. From the Manage Printers interface and in the Scan Destinations field, highlight an existing scan destination and below the Scan Destinations field, click [Edit] to open Scan Folder (Fig 3-17).

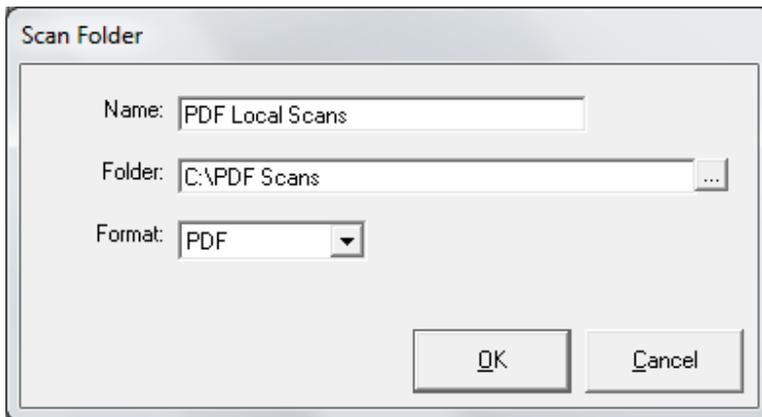


Fig 3-17

2. Make changes to any of the fields for **Name**, **Folder** and/or **Format**.
3. When finished, click [OK] to return to the Manage Printers window.
4. Click [OK] to close Scan Folder and return to the Manage Printers interface.

If you began this procedure from the Accxes Copy Touch UI, close the Manage Printers interface and Accxes Copy Touch will restart automatically.

OR

If you began this procedure from the Windows desktop, close the Manage Printers interface, close Accxes Copy and manually restart Accxes Copy Touch.

Remove a Scan Destination

1. From the Manage Printers interface and in the Scan Destinations field, highlight an unwanted scan destination and below the Scan Destinations field, click [Delete].

If you began this procedure from the Accxes Copy Touch UI, close the Manage Printers interface and Accxes Copy Touch will restart automatically.

OR

If you began this procedure from the Windows desktop, close the Manage Printers interface, close Accxes Copy and manually restart Accxes Copy Touch.

Scanner Calibration

Scanner Calibration is covered as part of the installation procedure. At any time following installation, users can access Scanner Calibration as explained in this section.

It is important to perform scanner calibration whenever it appears that copy/scan quality has degraded.

Before starting calibration

- Ensure the scanner is working correctly and is clean, with no copy quality issues.

Accessing Scanner Calibration

The method for accessing Scanner Colour Calibration depends upon whether the Accxes Copy Touch UI is launched or not. See both options explained below and choose the correct one according to whether the Accxes Copy Touch UI is displayed:

Start calibration from the Accxes Copy Touch UI

- With Accxes Copy Touch started, look to the function keys below the touchscreen. Press the Login/Logout button (Ignore the warning to exit the program) and then immediately press the Services button.

The Settings window is displayed (Fig 3-18) where the Xerox 7740 is identified. Proceed with the calibration overleaf.

Start calibration from the Windows desktop

- Open the Accxes Copy interface (Not Accxes Copy Touch) from:

Start > All Programs > Xerox > FreeFlow Accxes > Accxes Copy

- From the menu bar of the Accxes Copy interface, select Options > Settings to open the Settings window (Fig 3-18). Proceed with the calibration overleaf.

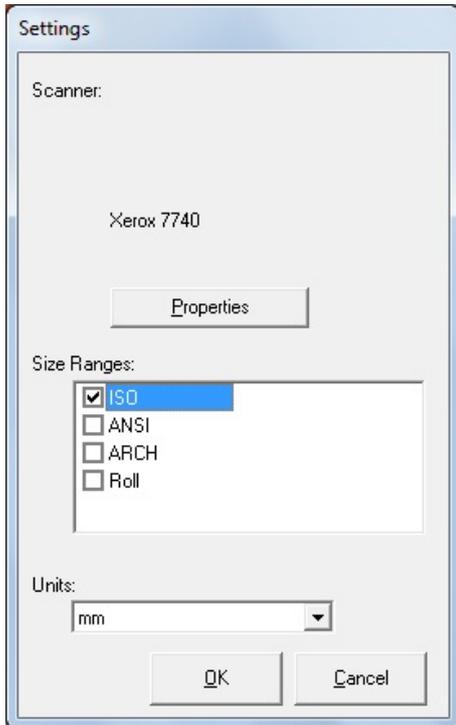


Fig 3-18

1. In the Settings window, click [Properties] to access Xerox Scanner Properties (Fig 3-19).

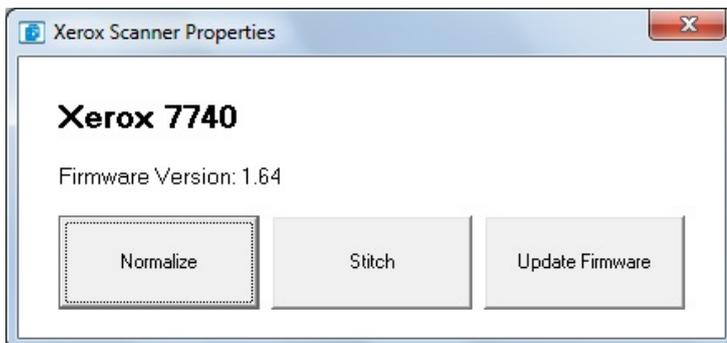


Fig 3-19

The Xerox Scanner Properties window displays the tools required for performing scanner Normalisation, Stitch and Update Firmware.

Note: The Update Firmware button will only appear if the scanner firmware is older than the firmware supplied with the Accxes Copy Touch installation software. If this is the case, the firmware must be updated before continuing with the scanner calibration. Click [Update Firmware] to automatically update the scanner firmware. Once complete, you will be advised to switch the scanner off and on again. This must be done before continuing with the scanner calibration.

Normalisation and Stitch must be performed at any new installation, whenever new scanner firmware has been installed and at any time when the scanner is not producing satisfactory quality scans.

IMPORTANT NOTE 1:

As of Accxes Copy v1.5.100 and Accxes Indexer v1.5.48 the normalisation process is different to that on an Accxes Controller. Therefore you must perform a normalisation in Accxes Copy when moving a scanner that has been used with an Accxes Controller. You must also perform normalisation on an Accxes Controller when moving a scanner that has been used with Accxes Copy/Indexer.

IMPORTANT NOTE 2:

From September 2011, Xerox 7740 Scanners included a new illumination source. The normalisation process from version 1.8 has changed to support this. The new settings should also work with older scanners; however in case of problems (appearance of vertical stripes when scanning) this can be overridden by setting the following value in the windows registry:

Key: HKEY_LOCAL_MACHINE\SOFTWARE\Xerox\Freeflow Accxes\Accxes Copy\Scanner
String Value: UseOldLedVals = 1

2. To begin scanner calibration, click [Normalise].
3. Follow the onscreen instructions for Normalise (Fig 3-20) and close the window when complete.

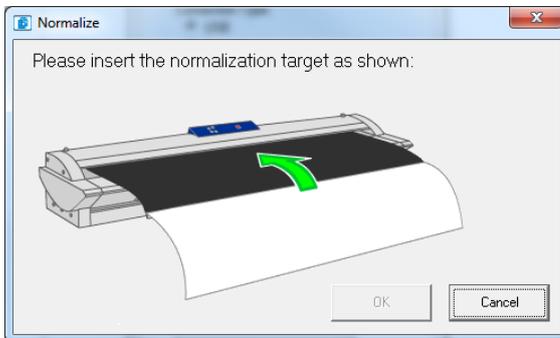


Fig 3-20

4. Next, click [Stitch] and follow the onscreen instructions (Fig 3-21). Close the window when complete.

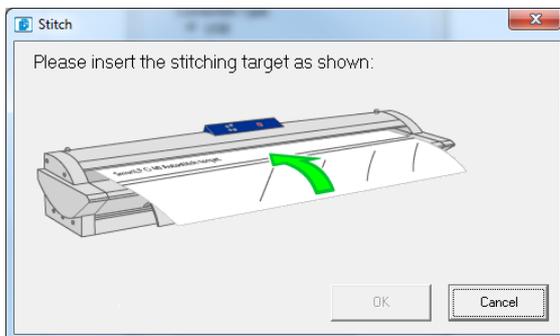


Fig 3-21

5. When complete, close the Scanner Properties Window to return to the Settings window.
6. Click [OK] in the Settings window.

If you started calibration from the Accxes Copy Touch UI, the Manage Printers interface will automatically be displayed. Click [OK] to close Manage Printers and Accxes Copy Touch will restart automatically.

OR

If you began this procedure from the Windows desktop, close Accxes Copy and manually restart Accxes Copy Touch.

Troubleshooting

In the event of a problem with the Accxes Copy Touch software and/or touchscreen user interface, please place a call for service.

Please ensure you have identified and noted when faults occur, along with any error messages.

In response to a call for service, specific log files may be requested and in some instances remote assistance may be offered.

The following information identifies the following:

- Capture the Log Files
- Remote Assistance

Capture the Log Files

Capture the Accxes Copy Touch Software Log

1. Close Accxes Copy Touch and return to the Windows operating system as follows:

Workstation mode: Press the Login/Out function key below the touchscreen and select onscreen tick to confirm.

Copier mode: Press Language function key below the touchscreen and select [OK] displayed in the top right corner of the touchscreen.

The Windows operating system will momentarily appear and then return to the Accxes Copy Touch Services screen.

Repeat Language key and select [OK] onscreen a further five times until finally returned to the Windows operating system.

2. Locate the executable file for Accxes Copy Touch found at:
Start > All Programs > Xerox > FreeFlow Accxes > Accxes Copy Touch
3. Right click Accxes Copy Touch and select:
Send to > Desktop (create shortcut)
4. Locate the shortcut on the Desktop.
5. Right click the shortcut and select **Properties**
6. Select the **Target** field of the **Properties** window – Be careful not to delete any of the existing text, including the quotes.

7. At the end of all the text in the **Target** field, add: -d (space -d)

Examples:

Accxes Copy Touch installed in Workstation mode – the target field will look as follows:

```
"C:\Program Files\Xerox\FreeFlow Accxes\Accxes Copy\FFAcopy.exe" -  
NOSHUTDOWN -min -smc -d
```

Accxes Copy Touch installed in Copier mode – the target field will look as follows:

```
"C:\Program Files\Xerox\FreeFlow Accxes\Accxes Copy\FFAcopy.exe" -d
```

8. Click [OK] to close the Properties window.
9. Double-click the desktop shortcut in order to restart Accxes Copy Touch.
10. Use the software as normal until the fault exhibits.
11. Return to the Windows operating system as described in step 1 of this procedure.
12. From the Windows desktop, click Start
13. In the **Search programs and files field**, enter: % temp %
14. Click search or press enter on your keyboard.
15. In the Window that opens, navigate to the following directory:

Xerox > FreeFlow Accxes > AccxesScan
16. Depending upon the activity before capturing the log files, there will be either one or two log files called:

Accxesscan.log
Accxespoll.log
(Note: the file extensions may not be visible according to how the operating system is configured.)
17. Copy the log(s) to another location where they can be saved and sent to a support representative.
18. Close the temp directory
19. Remove the text -d from shortcut created earlier
20. Restart Accxes Copy Touch normally.

Capture the Touchscreen UI Log

1. Close Accxes Copy Touch and return to the Windows operating system as follows:

Workstation mode: Press the Login/Out function key below the touchscreen and select onscreen tick to confirm.

Copier mode: Press Language function key below the touchscreen and select [OK] displayed in the top right corner of the touchscreen.

The Windows operating system will momentarily appear and then return to the Accxes Copy Touch Services screen.

Repeat Language key and select [OK] onscreen a further five times until finally returned to the Windows operating system.

2. From the Windows desktop click Start
3. In the **Search programs and files field**, enter: services.msc
4. Click search or press enter on your keyboard to open Services (Fig 3-22).

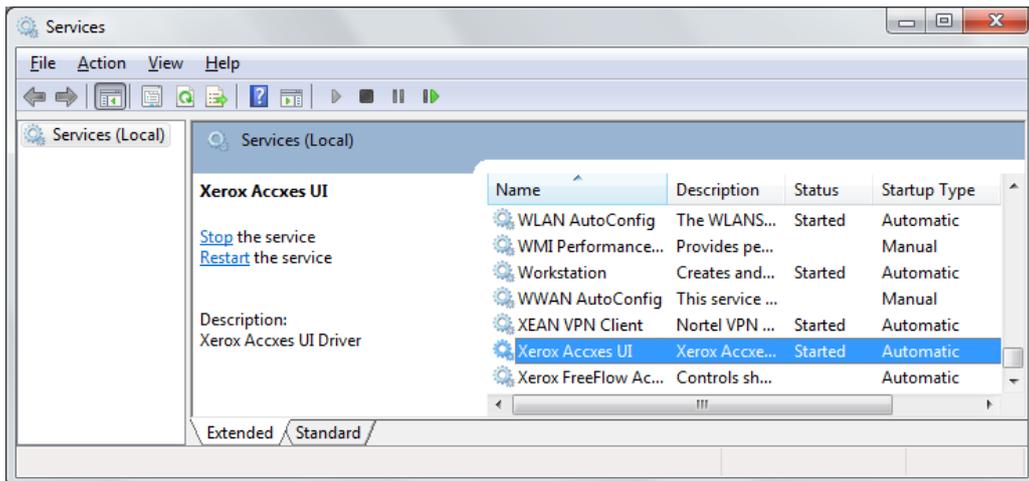


Fig 3-22

5. Locate the service called, Xerox Accxes UI (Shown highlighted above) and double click to open it.
6. Remove the USB cable plugged into the back of the touchscreen monitor
7. In the Xerox Accxes UI properties window, click [Stop] to stop the service
8. In the **Start parameters** field, enter: /LOG
9. Plug the USB cable back in the touchscreen monitor
10. In the Xerox Accxes UI properties window, click [Start] in order to start the service
11. Restart Accxes Copy Touch and perform the activities using the screen and/or function keys that exhibited the fault

12. Return to the Windows operating system as described in step 1 of this procedure.
13. From the Windows desktop, click **Start**
14. Right click **Computer** and from the menu that displays, select **Manage** to open **Computer Management**
15. In the left pane of **Computer Management**, select the **Event Viewer** (Fig 3-23)



Fig 3-23

16. In the **Log Summary** that displays (Lower centre of **Computer Management**) select **Application** (Fig 3-24)



Fig 3-24

17. In the right pane of **Computer Management**, select **View events in this log** (Fig 3-25).

In the centre of **Computer Management**, the view lists the events related to the touchscreen user interface.

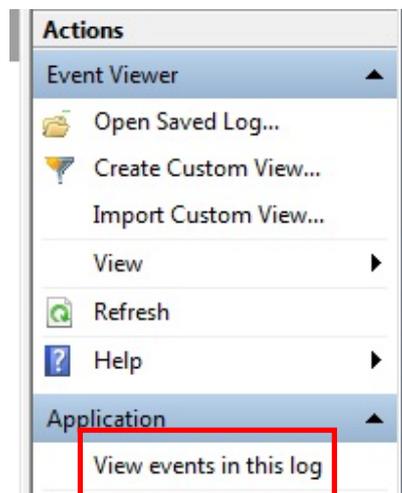


Fig 3-25

18. In the right pane of **Computer Management**, select **Save All Events As...** (Fig 3-26)

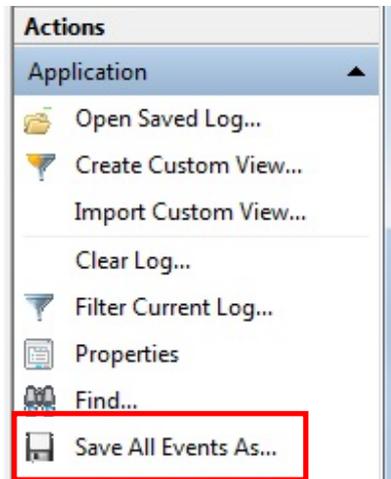


Fig 3-26

19. In the **Save As** window, select **Desktop**
20. Name the file, 'UI log' and click [Save]
21. In the **Display Information** window that pops up, click [OK] to ignore it.
22. Close **Computer Management**
23. Close Services (The /LOG reference will be removed automatically)
24. Restart Accxes Copy Touch normally.

Remote Assistance

The Xerox software support helpdesk may wish to arrange a remote support session. Whether remote support is offered or not, please ensure the details of any errors as well as the log files are captured.

Upon placing a service call, the problem may be passed to a software support analyst, who may discuss with the customer contact, the option of remote support. In that event, a unique PIN number will be provided. This number must be entered into the system in order to begin the session. This is explained as follows:

The method for entering the remote support log number depends upon whether the Accxes Copy Touch UI is launched or not. See both options explained below and choose the correct one according to whether the Accxes Copy Touch UI is displayed:

Initiate Remote Support from the Accxes Copy Touch UI

- With Accxes Copy Touch started, look to the function keys below the touchscreen. Press the Login/Logout button (Ignore the warning to exit the program) and then immediately press the Services button.

This will first display the Scanner Settings window. Touch [OK] to close Settings and open the Manage Printers interface. Continue with accessing remote support.

Initiate Remote Support from the Windows desktop

- Open the Accxes Copy interface (Not Accxes Copy Touch) from:

Start > All Programs > Xerox > FreeFlow Accxes > Accxes Copy

- From the Accxes Copy interface menu, select Options > Manage Printers to open the Manage Printers interface. Continue with accessing remote support.

Accessing Remote Support

1. In the lower left corner of the Manage Printers interface, click [Support] to open the Support PIN window (Fig 3-24).
2. Enter the PIN number provided by the support representative and click [OK] to begin.

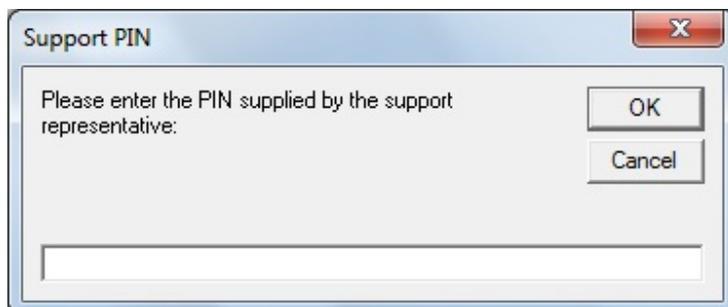


Fig 3-24

3. Accept/Confirm all on-screen messages to allow the support representative to connect and as required, take control of the desktop.

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