Xerox® Print and Scan Experience App

Experience App

User Guide (For Windows)

xerox™

Contents

Contents

Introduction to Xerox® Print and Scan Experience App

This chapter contains:

Overview

The Xerox® Print and Scan Experience (XPSE) application is a companion app for print drivers connected to supported Xerox devices. It is designed for Windows 10 and Windows 11 operating systems and works in conjunction with the drivers to provide enhanced print and scan experience for Xerox devices. The Xerox Print and Scan Experience app requires a print queue to be installed using one of the following print drivers:

- Xerox product specific v4 Print Drivers.

- Microsoft IPP Class Driver

- Microsoft Universal Print Class Driver

- Xerox Global Print Driver (XGPD)

The Xerox Print and Scan Experience application can be launched as a stand-alone application to provide functionality, such as scanning and advanced editing of scanned documents, direct PDF print submission, ordering supplies, checking job status, and device configuration. To access Xerox Print and Scan Experience application as a stand-alone application, after you have installed it, click the Windows start menu button and type `Xerox` to search. The application should appear as one of the top results.

The Xerox Print and Scan Experience app also provides Print Support App (PSA) capability to Microsoft IPP Class Driver or Universal Print Class Driver queues connected to Xerox devices. In this capacity, it provides a Xerox tailored print time user interface augmenting functionality when printing from desktop applications. To access the customized Xerox print feature UI, click **Printer Properties** in the Print pane of the desktop applications.

Summary of Features

Here are some highlights of the Xerox® Print and Scan Experience features:

- An advanced print driver user interface (UI) that offers extended print features for IPP and UP print queues.

- Scan documents and images from Xerox devices

- Edit scanned images – straighten, crop, remove blank pages, markup, add signature and date, adjust brightness and contrast

- Save scanned images as searchable PDF

- Print PDF documents directly to the device

- View device information and print queue settings

- Install printers

- 1-Touch print and scan presets for faster and easier use

- Use your computer camera to capture images, then edit and share them

- Option to purchase printer supplies

- Personalize the feature list by rearranging the features based on preference, as well as hide print and scan features on the settings page that are rarely used

- Adaptive Learning functionality supplies suggestions for 1-Touch creation based on repetitive and complex changes in the print and scan settings

For more information on functionalities, refer to Xerox® Print and Scan Experience App Features.

Supported Printer Models

Refer to the Windows Xerox Print and Scan Experience information at Standard Document (xerox.com).

Refer to the Universal Print information at Universal Print - Xerox.

Installation for Windows

This chapter contains:

Installing the Xerox® Print and Scan Experience App

There are a few different ways that you can install the Xerox® Print and Scan Experience application on a Windows computer.

With Xerox® Smart Start Software

Xerox® Smart Start is the best way to install Xerox printers if you are not sure how to install a nearby office printer or a home printer connected to Wi-Fi. Smart Start can discover the printer, install the correct print driver, and then install the Xerox Print and Scan Experience. Refer to Xerox® Smart Start Software Installations.

Automatically when a Xerox IPP or Universal Print printer is created

Windows can automatically install the Xerox Print and Scan Experience for supported Xerox devices when an IPP printer or a Universal Print queue is created in Windows Settings.

- IPP printers are for Windows users who want to add a printer without the need to download a print driver or use a Third Party Installer.

- Universal Print printers are for organizations that have an Azure Universal Print subscription.

For more information, refer to Automatic Installations with IPP and Universal Print Printers.

Manually installed by a user

Manual installations are for users who work in an environment where the Microsoft Store is blocked and where running Xerox® Smart Start is not permitted. They are also for administrators who want to deploy the Xerox Print and Scan Experience in a network environment.

There are also some cases where the app needs to be manually installed from the Microsoft Store or downloaded from the Xerox support website. If you want to use the Xerox Print and Scan Experience with a USB printer or the Xerox Pull Print Driver, you are required to install it manually.

For more information, refer to Manual Installations.

Xerox® Smart Start Software Installations

The Xerox® Smart Start Installer is the most convenient and the recommended method to install Xerox print drivers. Smart Start first scans your system configuration and then scans your network for Xerox printers. Smart Start installs the appropriate drivers for printing to your Xerox device. After Xerox® Smart Start Software creates the printer, it installs the Xerox® Print and Scan Experience.

To install Xerox print and scan drivers using Xerox® Smart Start Software, do the following:

1. Go to the Xerox® Smart Start Software Installer Home page, Xerox Smart Start Printer Installer – Xerox.

2. From the Smart Start Home page, scroll down to **Free Download**. Click **Download Xerox Smart Start**. For reference, you can also download and read the *Xerox® Smart Start Software User Guide* from this page.

3. The Installer is downloaded to your Windows computer. To run the Smart Start Installer, double-click on the software icon for **XeroxSmartStart_(version).exe**.

4. Accept the License Agreement. Click **Agree**.

5. After the License Agreement, Xerox Smart Start proceeds to a new page with all listed printers in your network.

6. You can choose between two different types of installations:

   - **Quick Install**: Easy and recommended. Refer to Quick Install.

   - **Advanced Install**: Allows users to select which driver and options to install. Refer to Advanced Install.

   Both installation types, Smart Start Software Quick and Advanced installation, install the Xerox Print and Scan Experience app. For more detailed information regarding each installation type, refer to *Xerox® Smart Start User Guide* at Standard Document (xerox.com).

QUICK INSTALL

When Quick Install is selected, Xerox® Smart Start Software installs print drivers automatically, based on your operating system and printer model.

If you do not see a shield icon next to Quick Install, you do not need to elevate to install the printer. Select **Quick Install** and complete the installation.

If you do see a shield icon next to Quick Install, then Smart Start needs to elevate to install a print driver.

1. Select **Quick Install**.

2. Windows displays a User Access Control (UAC) prompt, select **Yes** to elevate.

3. Enter administrator credentials to continue.

4. Smart Start re-opens with administrator permissions and begins to install the printer.

ADVANCED INSTALL

When Advanced Install is selected, then Xerox® Smart Start Software shares a list of options that includes the option to install the Xerox® Print and Scan Experience App. Select this option along with any other option you want, then select **Install** to start the installation process.

If you do not see a shield icon next to **Install**, you do not need to elevate to install the printer. Select **Install** to install the printer.

If you do see a shield icon next to **Install**, then Smart Start needs to elevate to install a print driver.

1. On the Advanced Install page, click **Install**.
2. Windows displays a User Access Control (UAC) prompt, select **Yes** to elevate.
3. Enter administrator credentials to continue.
4. Smart Start reopens with administrator permissions. Click **Advanced Install**, then select the options according to your requirement.
5. Click **Install** to install the printer.

Automatic Installations with IPP and Universal Print Printers

Windows installs the Xerox® Print and Scan Experience App automatically, when a Xerox IPP printer or a Universal Print printer is added in Windows Settings. Refer to:

- Automatic Installation with an IPP Printer
- Automatic Installation with a Universal Print Printer

  Note: Automatic installations are not supported when a printer is added with a Xerox v3 or v4 print driver. If you want to use the Xerox® Print and Scan Experience with a v3 or v4 printer, use Smart Start to add the printer and install the app.

For troubleshooting information, refer to Why an Automatic Install Might Not Work.

AUTOMATIC INSTALLATION WITH AN IPP PRINTER

To create an Internet Printing Protocol or IPP print queue in Windows 11, do the following:

1. Open Windows **Start**, type **Settings**, then press **Enter**.

2. Click **Bluetooth & devices**, then select **Printers & scanners**.

3. Click **Add device**, then select **Add manually**.
   The **Find a printer by other options** page opens.

4. Select the option for **Add a printer using IP address or hostname**. Click **Next**.

5. Type a printer hostname or IP address, set the Device type to **IPP Device**, then enter the IP address or hostname of your printer.

6. Click **Next** and complete the queue installation.

Windows downloads and installs the Xerox Print and Scan Experience while it creates the print queue. The Windows Store displays a notification when the Xerox Print and Scan Experience app is installed.

For additional information, refer to Why an Automatic Install Might Not Work.

AUTOMATIC INSTALLATION WITH A UNIVERSAL PRINT PRINTER

Windows can also install the Xerox Print and Scan Experience App automatically when a Universal Print printer is added in Windows Settings.

1. Open Windows **Start**, type **Settings**, then press **Enter**.

2. Click **Bluetooth & devices**, then select **Printers & scanners**.

3. Click **Add device**.

4. Select **Search for devices**.

5. For the field Show printers and scanners associated with my, select **Work or school**.

6. If you do not see your printer in the list of discovered devices, enter the name of the printer in the keyword search field.

7. When you see your printer select it, then select **Add device** to complete the queue installation.

Windows downloads and installs the Xerox Print and Scan Experience while it creates the print queue. The Windows Store displays a notification when the Xerox Print and Scan Experience App is installed.

For additional information, refer to Why an Automatic Install Might Not Work.

Manual Installations

There are two ways you can manually install the Xerox Print and Scan Experience App:

- It can be installed from the Microsoft Store. This is the preferred way to install the application manually. Refer to Installing from the Microsoft Store.

- It can be downloaded from the Xerox support website, https://www.support.xerox.com/. This method is for users who cannot access the Microsoft Store or for administrators who want to deploy the app in a network print environment. Refer to Installing from the Xerox Support Website.

INSTALLING FROM THE MICROSOFT STORE

The fastest way to get the Xerox Print and Scan Experience App is to use the Microsoft Store.

1. In your Windows computer, open **Settings**, then add your Xerox printer.

2. Open the Microsoft Store, then search for **Xerox**.

3. Select **Xerox Print and Scan Experience**.

4. To download and install the app, click **Get**.

INSTALLING FROM THE XEROX SUPPORT WEBSITE

If Microsoft Store is blocked or you are unable to access it from your organization, you can download the Xerox Print and Scan Experience App from Xerox website. There are two installer packages available to download:

Xerox Print and Scan Experience App Installer

This installer is for individual users who want to use the Xerox Print and Scan Experience. If you are not sure which installer to download, pick this one.

Xerox Print and Scan Experience App Installer for Administrators

This installer is for administrators who want to deploy the Xerox Print and Scan Experience in a managed network print environment.

Refer to the following installation instructions for the standard Print and Scan Experience installer:

1. In your Windows computer, open **Settings**, then add your Xerox printer.
   For Windows 11, go to **Bluetooth & devices > Printers and Scanners > Add device**.

2. Open the Xerox Print and Scan Experience product support page, Support - Xerox Print and Scan Experience App - Xerox.

3. At the Xerox Print and Scan Experience product support page, click **Software**.

4. Under Utilities & Applications, for **Xerox Print and Scan Experience App Installer** click the check-box for **I agree to the Terms and Conditions**.

5. Click **Download**.

6. Extract the installer from the .zip file, then double-click on it to install the app. Follow the onscreen instructions.

   This installer downloads the Xerox® Print and Scan Experience from https://www.support.xerox.com/. Your Windows computer must have internet access for the installer to work.

If no printers are visible when you open the Xerox Print and Scan Experience, then it is possible that no Xerox printers are installed. For more information, refer to What If the Xerox® Print and Scan Experience Does Not Detect Any Xerox Printers After I Install the App?.

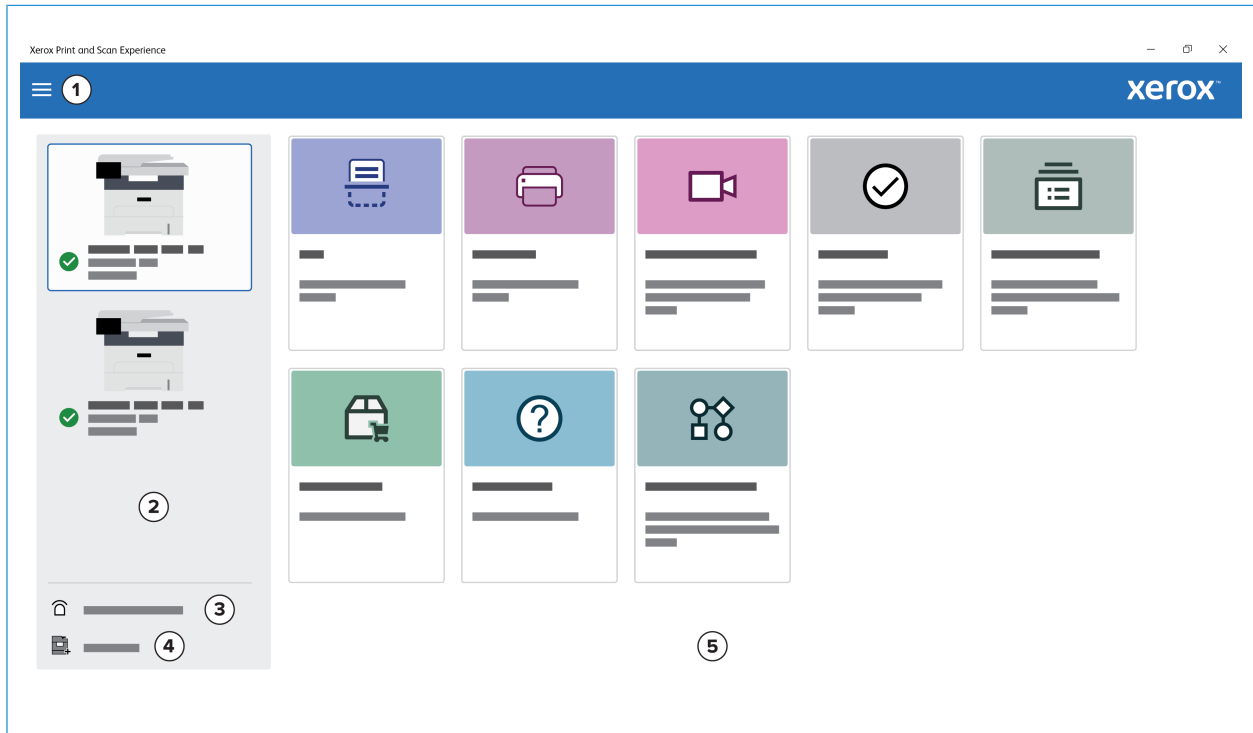# Xerox® Print and Scan Experience App Features

This chapter contains:

Xerox® Print and Scan Experience App Home Page

The Home page and different sections of Xerox Print and Scan Experience application:

ITEM	NAME	DESCRIPTION
1	Menu	Clicking the Menu icon, you can access to different pages related to XPSE application, such as Preferences, Welcome page, What's New page, Xerox website, and more.
2	Printers	This field lists all Xerox printers that are installed in your PC.
3	New 1-Touch Applet	Clicking **New 1-Touch Applet**, you can create a new applet customized to your frequently used tasks. The applets are displayed in the main features field.
4	Add Printer	Clicking **Add Printer**, you can add new printers to Xerox Print and Scan Experience.
5	XPSE Main Features Field	The main features field includes Scan, PDF Printing, Device Status, Acquire from Camera, and other features of the XPSE application.

🖉 Note: In the main features field, you can drag and rearrange the available features or applets. If you create a new 1-Touch applet according to your frequent usage, that will also be displayed in this field.

Accessing Xerox Print and Scan Experience

To access Xerox Print and Scan Experience from your Windows PC, do the following:

1. From your Windows system, open the Start menu.

2. Click **All apps**. From the list of applications, search and click **Xerox Print and Scan Experience**.

   The Xerox Print and Scan Experience application page opens. You can view the list of Xerox® Printers that are installed on your PC.

3. From the list of installed printers, select a printer. Depending on the printer model, you can use the following features:

   - **Scan**: This feature is available for Multifunction Printers only. For more information, refer to Scanning.

   - **PDF Printing**: This feature is available for the printers that are installed with IPP queues only. For more information, refer to PDF Printing.

   - **Acquire from Camera**: This feature is available for the PCs that have a camera. For more information, refer to Acquire from Camera.

   - **Device Status**: This feature provides the toner levels, tray occupancies, and other details for your printer. For more information, refer to Device Status.

   - **Print Queue Settings**: This feature provides the configuration and accounting details for your printer. For more information, refer to Print Queue Settings.

   - **Order Supplies**: For more information about this feature, refer to Order Supplies.

   - **Support Center**: For more information about this feature, refer to Support Center.

   - **Workflow Central**: For more information about this feature, refer to Workflow Central.

4. Click the Menu icon at the top corner of the page. You can access the following functions from the menu:

   - **Add Printer**: To add a new printer to Xerox Print and Scan Experience, click **Add Printer**, then follow the on-screen instructions.

   - **Preferences**: From the **Preferences** tab, you can access and configure various settings available in Xerox Print and Scan Experience. For more information, refer to Xerox Print and Scan Experience – Preferences Page.

   - **Welcome**: The **Welcome** page gives you information about Xerox Print and Scan Experience and its important features.

   - **What's New**: The **What's New** page gives you information about the new feature updates in the current version of Xerox Print and Scan Experience.

   - **Rate This App**: You can rate Xerox Print and Scan Experience application in Microsoft Store.

   - **About**: From this tab, you can view the latest software version and download End-User License Agreement (EULA) for Xerox Print and Scan Experience application.

   - **Xerox Workflow Central**: This tab takes you to Xerox Workflow Central at Xerox Workflow Central Platform.

   - **Xerox.com**: This tab takes you to the Home page of Xerox Website Workplace and Digital Printing Solutions I Xerox.

5. From the Home screen, to configure 1-Touch app functions, click **New 1-Touch Applet**. For more information, refer to Setting Up New 1-Touch Applet.

6. To add a new Xerox printer in the list, click **Add Printer**. It takes you to Xerox Smart Start web page. You can download and run the installer to install Xerox drivers for additional devices. Follow the on-screen instructions.

    Note: If you have installed multiple Xerox printers, v3, v4, IPP, or Universal Print, then those printers are listed at the left side of the screen along with **Add Printer** icon.

7. To exit Xerox Print and Scan Experience, click the **Close** icon.

XEROX PRINT AND SCAN EXPERIENCE – PREFERENCES PAGE

From the **Preferences** page, you can access and configure the following information for your printer:

- **Acquire Job Notification**: You can choose to receive notifications from XPSE for the following events by enabling the toggle buttons for each item:
    - Completed Jobs
    - Completed but Altered Jobs
    - Failed or Cancelled Jobs
    - Play Alert Tone
- **Share Diagnostic Data**: You can choose to share the Diagnostic Data by enabling the toggle button.
- **Manage Suggestions**: You can manage suggestions for 1-Touch applet by enabling the toggle buttons for the following job settings:
    - Repetitive Settings
    - Complex Settings
    - Feature Order
- **Scan File Name Options**: You have the option to set a default name for your scanned image with Date and Time stamps as suffix. Type your preferred file name, set up the Date and Time according to the format, then click **Done**.

Scanning

You can use the Scan feature to scan documents, edit scanned images, and save the images to multiple destinations. Through XPSE, a scanned document can be saved in a folder, shared with an app, copied to Clipboard, or it can be uploaded to Workflow Central.

For Multifunction Printers, you can use the different scanning attributes to enhance or modify your output. In the XPSE application, you can select and define scan features prior to scanning. You can also edit scanned images using the built in editing tools. For more information, refer to:

- Scan Settings
- Scan Preview and Edit Options

You can also save your frequently used scan settings as a 1-Touch applet to simplify and accelerate scan workflows. From the Scan Settings page, select your preferred scanning options. From the **Personalization/Saved Settings** icon at the top of the Scan Settings screen, click **Save These Settings As > 1-Touch Applet**. Save the new 1-Touch applet with a name and preferred icon. For more information, refer to Setting Up New 1-Touch Applet.

SCAN SETTINGS

Open Xerox Print and Scan Experience application, then select the printer you want to scan from. Click **Scan**, then enable and use the following Scan Settings options:

OPTION	NAME	DESCRIPTION
	Preview/Edit	To view and verify scanned images, enable the Preview/Edit option.
		Click **Scan > Preview/Edit**, then enable the toggle button for Preview/Edit.
		Scan Preview/Edit is enabled by default. With Preview/Edit enabled, the scanned images appear in a preview window that allows you to edit each image. Refer to Scan Preview and Edit Options.
		Note: If Scan Preview/Edit is disabled, then the app provides you with saving options. Refer to Saving a Scanned Image.
	Automatic Adjustments	The Xerox Print and Scan Experience app can automatically perform certain actions on your scanned images.
		Click **Scan > Automatic Adjustments**, then enable the toggle buttons for different adjustments.
		• Auto Crop is a useful tool for removing white margins from scanned photos and cropping multiple images when scanned from the Document Glass. For example, you can crop receipts and photos from an original document and treat them as independent scanned images.
		• Auto Straighten is used to correct alignment issues with scanned images.

OPTION	NAME	DESCRIPTION
		• Auto Rotate rotates images to the proper reading orientation.
	Remove Blank Pages	Enable this option to automatically remove blank pages from your scanned image. You can set the Sensitivity to one of several options ranging between **Most Conservative** and **Most Aggressive**. Most Conservative option removes only the pages that are completely blank. Most Aggressive option removes blank pages as well as pages with some content, such as the pages with numbers or small header or footer. Click **Scan > Remove Blank Pages**, then enable the toggle button for Remove Blank Pages. Select from the following Sensitivity options: • **Most Conservative** • **Conservative** • **Balanced** • **Aggressive** • **Most Aggressive** Note: In the Scan Preview, you can view which images are removed and if required, you can choose to restore deleted images.
	2-Sided Scanning	You can use the 2-sided options to set the printer to scan one or both sides of an original document. If you are scanning from 2-sided original documents, then select 2-Sided Scanning. Click **Scan > 2-Sided Scanning**, then select the options for **1-Sided Scan** or **2-Sided Scan**.
	Color Scanning	Use this option for color scanning of original documents and images. Click **Scan > Color Scanning**, then select from the following options: • **Automatically Detect** • **Color** • **Grayscale**
	Original Size	Use the Original Size feature to set a standard or custom size for scanning, or for the printer to automatically determine the original size of the document. There is also an option to scan the full document glass. You can scan different standard and custom sizes with Long Edge Feed (LEF) and Short Edge Feed (SEF) orientation. • North American Standard Sizes: Letter (8.5 x 11.0 in.) LEF/SEF, Legal (8.5 x 14.0 in.) SEF, Tabloid (11.0 x 17.0 in.) SEF, and so on. • European Standard Sizes: ISO A4 (210 x 297 mm) LEF/SEF, ISO A3 (297 x 420 mm) SEF, JIS B4 (257 x 364 mm) SEF, and so on. Click **Scan > Original Size**, then select from the available options for Original Sizes.

OPTION	NAME	DESCRIPTION
⊞	Resolution	Resolution determines how fine or grainy graphic images appear. Image resolution is measured in dots per inch (dpi). High Resolution is recommended for scanning vibrant, saturated, color prints, or photos. Jobs or images can take longer to process when scanned using high resolution mode. • Lowest resolution for scanning: 150 x 150 dpi • Highest resolution for scanning: 600 x 600 dpi Click **Scan > Resolution**, then select from the available options for different resolutions.
☼	Lightness/ Contrast	The Lightness feature allows you to adjust the overall lightness or the darkness of the text and images in your scanned job or image. You can use the Contrast feature to adjust the variation between light and dark areas of the scanned job or image. Click **Scan > Lightness/Contrast**, then use the scale to increase or decrease the Lightness and Contrast.
	Background Suppression	Use the Auto Background Suppression setting to reduce the sensitivity of the printer to variations in light background colors. Click **Scan > Background Suppression**, then select from the available options for Background Suppression. ✏ Note: Background Suppression setting is available only for certain devices.
🖼	Build Job	Use the Build Job option for jobs that include a variety of original documents that require different settings, or to scan multiple-page jobs or multiple images from the document glass. The job is scanned in segments. After all, the segments are scanned, they are saved together as one job. Click **Scan > Build Job**, then enable the toggle button for Build Job.

SCAN PREVIEW AND EDIT OPTIONS

To access scan preview and edit features for editing scanned images, click **Scan > Start Scanning** with **Preview/ Edit** On. When the scanning is completed, it opens in the Preview page.

At the Preview page, you can access multiple editing options when you right-click on the scanned image. You can also access these options from the tool bar located at the top of the Preview screen.

From the Preview page, you can use the following edit options for your scanned document:

🔄 Rotate

The **Rotate** tool allows you to rotate an image around a fixed point to ensure that the image looks as desired. From the Preview page, select the image or images you want to rotate, then click the **Rotate** icon. Each time you select the icon, you will rotate the selected images 90° clockwise.

Additionally, if you right-click on an image, you can access the following options for rotation:

- **Rotate Clockwise**

- **Rotate Counterclockwise**

- **Rotate 180 Degrees**

Delete

Delete allows you to remove images from your job. Select the image or images you want to remove, then click **Delete**. When you delete an image on the Preview page, it is greyed out and marked as **Removed**.

Note: To restore a deleted image, select the removed image, then right-click and **Restore**.

Straighten

Straightening ensures that the horizontal and vertical lines of images appear straight and level. This allows you to keep the original size while straightening the image within it. Straightening adjusts the angle of the scanned image by rotating it clockwise or counterclockwise.

The following straightening options allow you to straighten and adjust the edges of your images:

- **Do Not Scale**: This feature retains the original scaling of the scanned image.

- **Scale to Fit Original Size**: If you have already defined the original size of your document before scanning, this feature aligns the scanned image to fit the original size.

- **Scale to Fill Original Size**: If you have already defined the original size of your document before scanning, this feature scales the scanned image to fill the original size.

- **Auto Straighten**: This feature is used to automatically adjust the angle of the scanned images.

- **Manual Adjustment**: This feature straightens the angle of the scanned image. The scanned image turns clockwise when you manually adjust it from the range 0 to 20. When you manually adjust it from the range 0 to -20, the scanned image rotates counterclockwise.

Crop

The **Crop** tool allows you to select a portion of a scanned image, then either remove or crop anything that is outside the selected area. Click **Crop** in the Preview window. You can view the crop handles around the border of the scanned image; there is one on the top, bottom, left, and right, and one in each corner. Click and drag the handles to adjust the size of the crop border according to your need.

The area within the border is the part of the image that is preserved, while the faded area outside the border is removed.

- To change the width and height values, use the **Orientation** option in the Crop window. You can easily switch between **Portrait** and **Landscape** modes.

- To crop to a specific aspect ratio, you can adjust the **Aspect Ratio** in the Crop window. You can choose to keep the **Original Aspect Ratio** or select other options from the drop-down menu.

Crop to Multiple Images

Additional to the **Crop** tool in the Preview toolbar, you can right-click on the scanned image and access **Crop to Multiple Images**. With this feature you can crop multiple areas on the selected image. Each crop area is saved

as an independent scanned image. The **Crop to Multiple Images** feature has the following options:

1. You can place multiple crop boxes on the same image and crop multiple areas at the same time.

2. To add more cropping boxes to the same image, click **Add Another Crop Maker** in the Crop to Multiple Images window.

3. If you want to remove crop boxes from the selected image, click **Delete This Crop Maker** in the Crop to Multiple Images window.

4. You can select the **Orientation** and adjust the **Aspect Ratio**.

5. You can enable **Auto Rotate**. Rotation is applied after the crop is selected on the screen.

6. You can enable **Auto Straighten**. Straightening is applied after the crop is selected on the screen.

7. To adjust the crop handles and ensure to remove blank spaces, use the slider for **Auto Crop Sensitivity**.

Sign and Date

This tool allows you to insert a signature and date in scanned images to make them personalized. Additionally, you can modify the size, font, and position of the date and signature to suit your scanned images. Signatures you create are automatically saved by the app for future use.

Adding Signature: To add a signature to the scanned image, click **Sign and Date** in the Preview window. Click **Add Signature > New Signature**, then select from the following options:

- **From Scanner**: Sign your name on a blank piece of white paper then scan it in.

- **From Camera**: Sign your name on a blank piece of white paper, hold it up to your PC camera and select capture.

- **Write Signature**: Use your cursor (or finger on a touch screen computer) to write your signature.

- **Type Signature**: Allows you to type your own text in the name field. You can change the font of the signature.

- **Import Signature**: Enables you to import or browse the signature file from your computer or device.

After adding a signature to the scanned image, you can drag, resize, and position the signature inside the scanned image.

Adding Date: To add a Date to the scanned image, click **Add Date**, then define the following parameters:

- You have the option to enter the date format as DD/MM/YYYY or MM/DD/YYYY.

- You have the option to manually input the date.

- You can change the regional format of the date using your computer or device.

After entering the date using any method above, you can change the font size of the date.

Markup

You can use the **Markup** tools to highlight, strikethrough, and underline text in your images. To use the Markup tool, click **Markup** from the Preview window. You can use any of the following tools to modify your image, you can also erase and undo the markups, if required:

- **Ballpoint Pen**

- **Pencil**

- **Highlighter**

- **Eraser**

- **Undo**

For **Ballpoint Pen**, **Pencil**, and **Highlighter**, you can select the size and color of the markup. Select the down arrow that is available in the markup icon, then select the desired color and size. The Ballpoint Pen and Pencil tools allow you to draw lines on each image, allowing you to underline or circle objects in the image. The Highlighter tool allows you to highlight multiple sections of scanned image.

To delete a markup, click **Eraser**, then remove the markup that you want to delete. You can also click the down arrow over Eraser and select **Erase all ink**.

To remove all the markups and return to initially scanned image, click **Undo**.

Adjustments

To use the adjustment features for your scanned image, click **Adjustments** in the Preview window. Select from the following options:

- **Brightness**: Adjust the Brightness slider to change the overall brightness of the scanned images.

- **Contrast**: Adjust the Contrast slider to the right to increase contrast, or to the left to decrease contrast of the scanned images.

Note: Adjustment is one of the only edit features where you have the option to apply the settings to all scanned pages.

Filters

You can use filters to clean up or retouch your scanned image. To add filter effects to your scanned image, click **Filters** in the Preview window. Select from the available filter options:

- Original
- Colorful
- Zippy
- Vivid
- Contrasty
- Flat
- Warm

- Cool
- Bright
- Sunny
- Light
- Dark
- Hazy

To enhance specific colors in the image with saturation adjustments, use the **Intensity** slider from the Filters window. To compare the initial image and the image with filter effects, click the **Show Original** toggle button. From the list of filters, the **Original** filter resets the image to its initially scanned form.

After Editing:

To retain the edits on the scanned images, ensure to click **Save Changes** before leaving each of the edit page. You can also select **Reset Image** or **Cancel** to remove all the edits, in case they are not required anymore.

NAVIGATION OPTIONS WITHIN THE SCAN PREVIEW WINDOW

To navigate scanned documents in the Preview window of the Xerox Print and Scan Experience application, you can use the following scan navigation options:

Zoom In

To focus on the details or specific parts of the scanned image, click **Zoom In**.

Zoom Out

To reduce the scanned image view after using the Zoom In option, click **Zoom Out** on the scanned images.

Maximum Zoom

To see the full view or maximize the scanned image, click **Maximize Zoom**.

Click **Zoom to Fit** to restore the original size of the image.

Previous and Next

When you scan or edit more than one image, you can view the Next and Previous navigation arrows in the Preview windows. Next and Previous navigation arrows are used to move back and forth between each scanned image.

Scan More

You can scan additional documents with this command and add them to your job. When you click **Scan More**, you return to the Scan Setting page and can scan in additional pages. The app retains the settings you used to scan the first job. All additional scanned images are appended to your previous scan.

Rescan

Rescanning will delete all the recently scanned images and returns you to the Scan Settings page. This allows you to start your job over.

🖉 Note: Ensure to reload your originals into the document feeder, if necessary.

Cancel

To cancel the current scan job and return to Home page, click **Cancel**.

SAVING A SCANNED IMAGE

After editing the scanned images in your job, the Xerox Print and Scan Experience application offers several different ways to save your job. The app supports the following save methods:

- Save to Folder

- Share with App

- Copy to Clipboard

- Upload to Workflow Central

 Save to Folder

Saves the job to your computer or device, **Save to Folder** method has the following features:

- Choose a folder on your computer or device where you want to save the scanned images, then click **Save to Folder**.

- You have the option to save the file type as either PDF or JPG.

- The File Name field allows you to name the scanned image by typing your own text.

- You can enter your own password to enable password protection for PDF files.

- You have the option to save the quality or file size as Lower Quality, Standard Quality, or Higher Quality before saving to the folder. Each option has a different compression value and file size.

Share with App

Shares your job to another app on the computer or with another person. To use the **Share with App** feature, follow these steps:

1. Enter values for save file attributes, such as File Type, File Name, Password, Quality (refer to Save to Folder).

2. To share the scanned image, click **Share with App**. You can use the following options:

   - Nearby Sharing: You have the option to select either My Devices Only or Everyone Nearby.

   - Email a contact: You can enter an email address to whom you want to share the scanned image.

   - Share with App: You can download additional sharing application from the Microsoft Store. Click **Find more apps**, then follow the instructions.

   - Adobe Acrobat Share: You can share through Adobe Acrobat.

   The sharing options are not controlled by the Xerox Print and Scan Experience. You can see different options depending on your OS.

Copy to Clipboard

Copy the scanned images to the OS clipboard. Enter values for the save file attributes, such as File Type, File Name, Password, Quality (refer to Save to Folder). To copy the scanned images and files to Clipboard, click **Copy to Clipboard**. After you copy the scanned image to Clipboard, you can paste the copied file into another document, such as adding a JPEG image into a Word document or paste a scanned PDF document into an email.

Upload to Workflow Central

Uploads scanned images to Workflow Central. Enter a file name then select, **Upload to Workflow Central**. You can find your job on the Xerox Workflow Central webpage.

PDF Printing

The Xerox Print and Scan Experience application allows you to print a pdf file through PDF Printing applet on the home screen.

When you select PDF Printing, the Xerox Print and Scan Experience application shows a preview of the selected document and allows you to choose print options before printing.

Note: PDF Printing feature is available for IPP queues only.

You can also personalize and create 1-Touch applets by saving the frequently used Print Settings.

PRINT SETTINGS

To print a PDF document with the app, select the PDF Printing applet on the home screen. Follow the onscreen instructions and browse to a PDF document. Select the document, then click **Open**. Depending on your printer configuration, the Xerox Print and Scan Experience App displays some or all the following Print options:

OPTION	NAME	DESCRIPTION
	File Preview	File Preview displays all pages in your PDF. Use it to verify each page before you print. This is a default feature, which is always enabled.
	Secure Print	Use Secure Print to print sensitive or confidential information. You are required to enter a pin before you send the PDF. Your print job is held at the printer until you enter the pin at the printer control panel.
	Paper Supply (Trays)	Use this option to select a specific paper size and type from the available paper trays. The default option is automatically select.
	2-Sided Printing	You can use the 2-sided options to set the printer to print on one or both sides of document.
	Finishing	Based on your printer configuration, you can add the following finishing options to your print: • Stapling • Hole Punching • Folding
	Color Printing	Use this option to print in color or grayscale. Based on your printer configuration, you can select from the following options: • Automatically Detect • Color • Grayscale

OPTION	NAME	DESCRIPTION
	Earth Smart	Earth Smart settings allow you to reduce environmental pollution while printing by reducing the use of materials and energy. You can select **Earth Smart** settings as the default for all your print settings.
	Print Quality	Print Quality determines how fine or grainy graphic images appear. Print Quality is measured in dots per inch (dpi). High Resolution is recommended for printing vibrant, saturated, color prints or photos. • High Resolution: 1200 x 1200 dpi • Enhanced: 600 x 600 dpi Print images can take longer to process when printed using High Resolution mode.
	Output Destination	Use this option to select the output tray for your print job. The default is automatically select.
	Page Layout	Use this option to change layout for the print image. You can print the selected number of pages on one side of a sheet of paper. Selecting multiple pages per sheet saves paper and provides a way to review the layout of a document.
	Booklet Creation	The Booklet Creation feature prints two pages on each side of the paper. The printer reorders and reorients the pages so that they are in the correct order and orientation when folded. If more finishing options are available, the pages can be stapled and folded to create a booklet. This option is disabled by default.
	Covers	You can print the first and last pages of your PDF on different paper, such as colored or heavyweight paper. The printer selects the paper from a different tray. The covers can be blank or printed. This option is disabled by default.
	Copies/Collation	This option allows you to print more than one copy of your PDF. You can choose collated (1,2,3 1,2,3) or uncollated (1,1 2,2 3,3) copies. You can also enable a Sample Set if it is supported. This allows you to print just one copy of your PDF for review. If the print is acceptable, you can release the other copies from the printer control panel.
	Job ID	Enable this option to print your PDF with your username printed on a banner page or in the margin.
	Offset Output	Use this option to print your PDF with Offset On or Off. If offset is On, the finisher of your printer will slightly offset each copy of your PDF in the output tray, making it easier to separate each copy. This option is enabled by default.

OPTION	NAME	DESCRIPTION
	Margins	Use this option to print your PDF with or without standard margins.
	Rotate Image 180°	Use this option to rotate the PDF image by 180° before printing it.
	Remove Blank Pages	Enable this option to automatically remove blank pages from your print job.
		You can set the Sensitivity to one of several options ranging between Most Conservative to Most Aggressive.
		• **Most conservative** option removes only the pages that are completely blank.
		• **Most aggressive** option removes blank pages as well as pages with some content, such as the pages with numbers or small header or footer.

Setting Up New 1-Touch Applet

1-Touch Applets are individual apps that allow quick completion of frequent jobs or tasks. You can create 1-Touch Applets for both Print and Scan. You can configure a selection of Print or Scan settings and save them as 1-Touch App. The new app appears on the XPSE Home page as a new applet featuring your customized settings. To create 1-Touch Applets for repetitive and frequent scanning tasks, do the following:

1. At the XPSE Home screen, select **New 1-Touch Applet**.

2. Choose between a new 1-Touch Print or Scan Applet.

3. At the New 1-Touch Applet screen, you can select and set print or scan options that you want to save. For detailed information about each scan and print options, refer to PDF Printing and Scanning.

4. To save the changes, click **OK**.

5. You are prompted to assign a name to this newly created 1-Touch applet. Type a name in the required field, then click **OK**.

6. The new 1-Touch applet appears on the XPSE Home screen. You can drag and rearrange the available features in the Home screen.

At any point during the process, to exit the page without saving the settings, click **Cancel**.

You can also create a 1-Touch applet from within Scan and Print. Open the respective Print or Scan Applet, then select your preferred print or scan options. From the **Personalization/Saved Settings** icon at the top of the Print or Scan Settings screen, click **Save These Settings As > 1-Touch Applet**. Save the new 1-Touch Applet with a name and preferred icon.

You can edit or delete an existing 1-Touch Applet at any time. From the Home screen, right-click on the 1-Touch Applet, then select either **Edit** or **Delete**.

Acquire from Camera
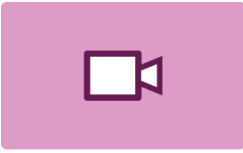
You can use your device camera to capture and edit documents and images.

To capture documents or images using the Acquire from Camera feature, perform the following steps:

1. Ensure that you have a camera installed and working on your computer or device prior to using this feature.

2. Click **Acquire from Camera** in Xerox Print and Scan Experience application. This opens the camera app of your PC and turn on the camera.
    The High Dynamic Range (HDR) option can be found on the left side of the window, which allows you to scan documents in HDR pro or HDR off modes.

    *   **HDR Off**: Using this mode, documents and images can be captured without any HDR processing. It is the default and recommended for situations with uniform lighting.

    *   **HDR Pro**: This mode captures documents and photos with advanced HDR processing. It is recommended for situations where there are extreme lighting conditions, such as sunsets or backlit scenes.

3. To capture documents or images, click **Take Photo** button on the right side of the window.

4. After you capture a documents or image, click **Accept** to proceed further or click **Retake** to capture the documents again.

5. Once you click **Accept**, the preview page for Acquire from Camera appears. You can use all scanning features to edit the scanned object. For more information about all scanning features, refer to Scanning.

6. To capture more documents or images, click **Acquire More** on the lower left side of the Acquire from Camera Preview window.

Device Status

The Device Status feature gives you access to information about your printer, including the serial number and model. You can view the status of the paper trays, billing, and supplies information. You can also order supplies and visit the device web page.

Printer Information and Notifications

From this section of Device Status, you can view the name, location, and the IP Address of your printer. This section also highlights the notifications regarding your printer, such as Idle or Sleep modes, Customer Replaceable Units (CRU), and so on.

Toner Levels

This section provides a graphical representation of the available toner levels and states the percentage of remaining toner in your printer.

Paper Trays

This section provides a graphical representation of the available paper trays of the printer with paper attribute information. It shows the amount of paper loaded into each tray and the percentage of remaining paper.

Meters

In the Meters section, you can view the Printer Serial Number, Black, Color, and Total Impressions.

Order Supplies

Through Order Supplies, you can add new suppliers and order supplies, such as toners, for you printer. For more information, refer to Order Supplies.

Device Web Page

Provides a link to the Embedded Web Server (EWS) of the printer. From the Embedded Web Server, you can access the printer remotely and can also change the default settings of the printer. You might require Administrator access to change printer settings.

Print Queue Settings

Through the Print Queue Settings, you can view Device Configuration and enable or disable the settings for Accounting, Privacy, Access, and Verification.

To enable or disable the Print Queue Settings, open the XPSE application and click **Print Queue Settings**. You can see the following print queue settings:

- **Device Configuration**: To view Device Configuration properties and settings, such as Paper Trays, Finisher, Envelop Tray, LAN Fax Module, LAN Fax Email Confirmation, Hole Punch Module, Tri-Fold Module, and so on, click **Device Configuration** icon.

- **Accounting**: To enable or disable accounting settings, click **Accounting** icon.

  🖉 Note: If the Xerox Print and Scan Experience reads accounting settings from your printer though bi-directional communication, you will not be allowed to enable or disable accounting here. You are required to sign into the Embedded Web Server (EWS) of your printer with an administrator account and change the accounting setting from there.

- **Privacy, Access and Verification**: To enable or disable the following options, click **Privacy, Access, and Verification** icon.

  – Secure Print Only

  – Black And White Only

  – Access and Verification

Once you have enabled or disabled all the configuration and settings, click **Save Changes**.

Order Supplies

You can order parts and supplies through Xerox Print and Scan Experience. You can add your own supply provider and order supplies from them. **Xerox Retail Store** is your default option to order supplies directly from Xerox. Also, in the Order Supplies page, you can view the following information of your printer:

- Supply Levels
- Supplies Plan
- Supplies Log

To add a new supply provider and order supplies, do the following:

1. If the toner level appears to be low, to order a new toner, click **Order Supplies**.

2. When you click **Order Supplies**, if a custom supplier has not been added previously, then a prompt appears for you to set up a supplier. From the prompt, click **Add Supplier**.

3. A new prompt appears for Supplier Profile. In the Supplier Profile page, fill up the details of your supplier, such as Name, Contact Information, Phone Number, and Website URL.

4. After you complete setting up your custom supply provider, click **Buy**. It takes you to the web page of your supply provider.

5. To exit from Order Supplies page, click **Done**.

Support Center

Through the Support Center integrated in Xerox Print and Scan Experience, you can request support and find solutions for the XPSE or printer-related problems.

Support Center includes the following services:

- **FAQ**: You can search through a list of the most common questions about Xerox Print and Scan Experience. To access the list, select your printer, then click **Support Center > FAQ > Go To FAQ**.or refer to Xerox Print and Scan Experience App To access the Product Support, click **Support Center > FAQ > Go To Product Support** or refer to Xerox MFP Printer Support.

- **Sustainability**: To access this feature, select your printer, then click **Support Center > Sustainability**. You can learn more about environment, health, safety, and sustainability efforts from Xerox. The Xerox sustainability efforts include the following features associated with its services:

  - **Waste**: Takeback, Sorting and Recycling for Supplies, Equipment, and Packing.

  - **Health and Safety**: Safety Data sheets, Declarations, and Fact sheets

  - **Other Initiatives**: Carbon Footprint, Paper, Clean Air and Water, and Chemical Management.

  You can also access Xerox Sustainability web page Environmental Health & Sustainability - Xerox.

Workflow Central

Xerox Print and Scan Experience is integrated with Xerox Workflow Central. This allows you to scan a document and upload it to Xerox Workflow Central for services, such as translation, conversion to MS Office, conversion to audio, and more.

The option to upload your scan to Xerox Workflow Central is one of the distribution options available in the Xerox Scan and Print Experience app. You can set the distribution options either in the pre-scan settings before you scan or in the scan preview window. Ten guest trial uploads are available for free. To learn more about Xerox Workflow Central, refer to Xerox® Workflow Central Platform.

Troubleshooting

This chapter contains:

General Troubleshooting

The troubleshooting information helps you to resolve some basic problems you may encounter with the app. If the problem persists after following the instructions, contact your Xerox Representative or the Customer Support Center.

For all general and specific problems and solutions, refer to Support - Xerox Print and Scan Experience App - Xerox.

🖉 Note: Before contacting Customer Support, refer to all the topics within the Troubleshooting section of Xerox Print and Scan Experience web page.

WHY AN AUTOMATIC INSTALL MIGHT NOT WORK

There are a few reasons why the Xerox Print and Scan Experience might not be automatically installed when an IPP or Universal Print printer is added in Windows Settings of your PC.

PROBABLE CAUSES	SOLUTIONS
Microsoft Store is disabled by a company policy. IT administrators can turn off the Microsoft Store using a security policy built into Windows. This policy stops the Windows from downloading the app.	Open the Microsoft Store. If you see a message stating the Microsoft Store is blocked, then you are required to download the Xerox Print and Scan Experience from the Xerox support website, Support - Xerox Print and Scan Experience App - Xerox.
Microsoft Store Applications are disabled by a company policy. IT administrators can prevent Microsoft Store applications from running with another security policy built into Windows. This policy prevents the Xerox Print and Scan Experience from running.	When you try to open the Xerox Print and Scan Experience, you see an error message stating, `This app has been blocked by your system administrator`. Contact your company help desk to request an exception to the policy for your PC.
Xerox driver updates are blocked in Windows Update. IT administrators can manage Windows updates through the Windows Server Update Service, (WSUS). This service can block Xerox driver updates from Windows Update, preventing clients from seeing them. Automatic installs require a Xerox extension driver from Windows Update to work. If the Xerox extension is blocked, Windows will not download the Xerox Print and Scan Experience from the Windows Store.	Check optional driver updates in Windows Update. Go to **Settings > Windows Update > Update history > Driver Updates**. If Driver Updates do not contain a Xerox extension update, or if Driver Updates do not exist, then install the Xerox Print and Scan Experience with Smart Start or with one of the manual install methods. Refer to • Xerox® Smart Start Software Installations • Manual Installations
A network issue is preventing the PC from accessing the Microsoft Store or Windows Update.	Open the Microsoft Store and verify that you can connect to it. If you cannot connect, make sure the PC is connected to Wi-Fi network. If you are connected to a corporate network, ensure proxy server settings are correct. Contact your company help desk if you are still unable to connect to the Microsoft Store.

WHAT IF THE XEROX® PRINT AND SCAN EXPERIENCE DOES NOT DETECT ANY XEROX PRINTERS AFTER I INSTALL THE APP?

If no printers are visible when you open the Xerox® Print and Scan Experience, then it is possible that no Xerox printers are installed. To install a printer, click **Add Printer**. The Xerox® Print and Scan Experience guides you through the printer process.

Additional Information

ADDITIONAL INFORMATION

Additional information about the MS V3 print architecture is available at Introduction to Printing - Windows drivers | Microsoft Learn.

Additional information on Windows V4 print architecture is available at V4 Printer Driver - Windows drivers | Microsoft Learn.

Additional information on MS Print Support App (PSA) is available at Print Support App Design Guide - Windows drivers | Microsoft Learn.

Additional information on Xerox® Smart Start Installer, refer to Xerox Smart Start Printer Installer – Xerox.

Additional information about the Xerox Global Print Driver is available at Global Printer Driver - Xerox.

For information on Xerox® V3 and V4 Print Driver Platforms Overview, refer to SFTWP-02UC-21.pdf (xerox.com).

For information on Xerox® Print Driver Comparison, refer to Xerox Pull Print Driver.

For information on Universal Print, refer to Universal Print – Cloud Based Print Solution (microsoft.com).

For information on XML Configuration Editor for Print Drivers, refer to Xerox® XML Configuration Editor for Print Drivers.

For information on Xerox Workflow Central, refer to Xerox Workflow Central for Workflow Automation.

CONTACT CUSTOMER SUPPORT

If you experience problems that cannot be resolved, then contact customer support at www.xerox.com.