

**Version 2.8**  
**March 2023**

# Xerox<sup>®</sup> Smart Start

User Guide

© 2023 Xerox Corporation. All rights reserved. Xerox®, Xerox® Smart Start, AltaLink®, ConnectKey®, Global Print Driver®, VersaLink®, PrimeLink® and WorkCentre® are trademarks of Xerox Corporation in the United States and/or other countries. BR27850

Other company trademarks are also acknowledged.

Document Version: 2.8 (March 2023).

## What is Xerox® Smart Start Software?



Xerox Smart Start is an end user installer designed to get users printing and scanning with Xerox® printers as quickly as possible. Xerox Smart Start discovers available printers, allows users to choose which printer they want to install, downloads the best driver from [Xerox.com](http://Xerox.com), and then creates a printer. Xerox Smart Start can also upgrade existing Xerox printers if new drivers are available.

Xerox Smart Start is a stand-alone installer and is not installed on your PC. Just download the .exe from Xerox and run it.

Xerox Smart Start supports Microsoft's Type 3 and Type 4 print systems. Xerox Smart Start can install the Xerox V3 Global Print driver or the V4 product specific driver and supporting companion applications. Xerox Smart Start can also install Xerox TWAIN and WIA scan drivers.

## Who is Xerox Smart Start Software for?

Xerox Smart Start is designed for users who are not sure which print driver to install. Xerox Smart Start also supports a more technical user. It allows them to pick which print driver to install and will make recommendations on which driver provides the best experience.

## Where can I find Xerox Smart Start?

Xerox Smart Start is available on the support web page of all [supported Xerox products](#).

## How does Xerox Smart Start work?

### PRINTER DISCOVERY

Xerox Smart Start will first search the local subnet for supported Xerox printers using SNMP. It will also detect subnets used by a user's existing printers and searches those networks for new printers.

Xerox Smart Start also allows users to search for specific network printers using hostname or IP address.

### INSTALLATION TYPES

The user can choose between two different kinds of installations in Xerox Smart Start.

- **Quick Install** – Xerox Smart Start will automatically install drivers based on the user's operating system and printer model. Quick install does not install scan drivers.
- **Advanced Install** – Xerox Smart Start will allow the user to choose which print system, PDL, and scan driver they want to install. Xerox Smart Start will recommend which options provide the best print experience.

## SMART START AND USER ACCOUNT CONTROL

Xerox Smart Start can be used by both standard users and administrators to install printers, but it requires elevation to an administrator to install print drivers and scan drivers. Standard users can use Smart Start to install printers in an IT environment where an administrator has pre-installed Xerox print drivers.

- Administrators can use Xerox Smart Start to install printers without having print or scan drivers pre-installed on the OS.
- Standard users can use Xerox Smart Start to install printers using pre-installed print drivers without the need to elevate.
  - **Example 1**, the Xerox Global Print Driver is already installed on a Windows 10 client. Standard users will be able to use Smart Start to install printers using this driver.
  - **Example 2**, the Xerox AltaLink C80xx V4 PCL6 print driver is installed on a Windows 11 client. Standard users will be able to use Smart Start to install AltaLink C80xx printers using this driver.
- Smart Start requires users to elevate to install printers with new print drivers, upgrade existing print drivers, and to install scan drivers.

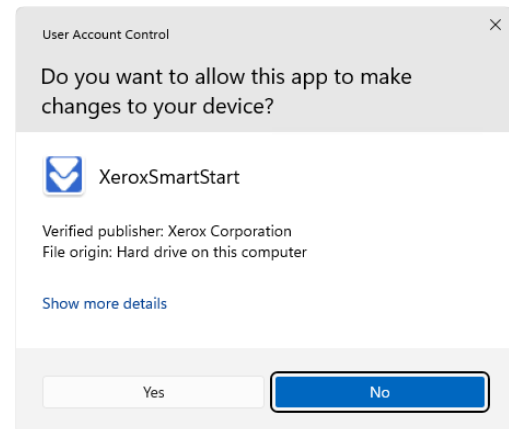
When Xerox Smart Start needs to elevate to perform an installation it will display a shield icon on the Quick Install/Install button.



When the user selects an install button with a shield icon a Windows User Account Control (UAC) prompt will appear. To continue the user must select **Yes** and supply administrator credentials. When the user has supplied credentials Xerox Smart Start will close and re-open with elevated privileges. The user should confirm their printer selection and then Smart Start will install the printer.

### What happens if I do not have administrator credentials?

If Smart Start displays a UAC prompt and you do not have administrator credentials, you will not be able to install your printer. Select **No** to close Smart Start. To proceed, an administrator will need to install a compatible Xerox print driver on your PC. Once done, you can run Smart Start again and install the printer.




## How to install a printer with Xerox Smart Start


### GETTING STARTED

1. Launch XeroxSmartStart.exe.
2. Agree to the EULA.
3. Xerox Smart Start will scan for printers.
4. Select the printer you want to install and choose either **Quick Install** or **Advanced Install**.

## PRINTER INSTALLATION TYPE INSTRUCTIONS

### Quick installs


If you do not see a  shield icon next to Quick Install you do not need to elevate to install the printer. Just select **Quick Install** and you are done.

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 will display a UAC prompt, select **Yes** to elevate.
3. Enter administrator credentials to continue.
4. Smart Start will re-open with administrator permissions. Select **Quick Install** to install the printer.

### Advanced installs

If you select **Advanced Install** then Xerox Smart Start will present you with a list of options: Print System, Driver PDL, Scan Driver Options, and Printer Name. Once you have selected the options you want, 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 or a scan driver.

1. Select **Install**.
2. Windows will display a UAC prompt, select **Yes** to elevate.
3. Enter administrator credentials to continue.
4. Smart Start will re-open with administrator permissions. Select **Advanced Install**, select the options you want, then select **Install** to install the printer.

## MANUAL PRINTER DISCOVERY

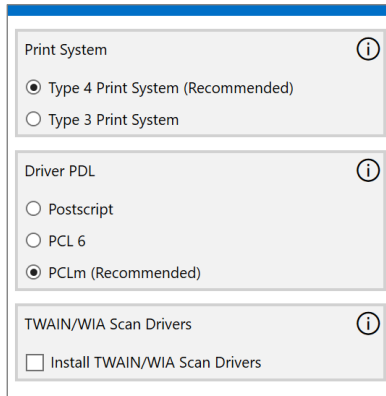
If Xerox Smart Start did not find the printer you want to install, select **Don't See Your Printer**. Then enter the printer's hostname or IP address and select **Continue**. If Xerox Smart Start detects your printer it will take you to the **Advanced Install** screen.

## FINISHING THE INSTALLATION

When the installation finishes Xerox Smart Start will display a confirmation screen. You can **Install Another Printer** or exit by selecting **Done**. You also have the option to print a test page.

## Advanced install options

On the Advanced Install screen, Xerox Smart Start displays a set of install options available to you. It will also recommend which options provide the best printing experience. There is an “i” button next to each option. Select it for details on Smart Start’s recommendations.



The screenshot shows the Advanced Install screen with three sections:

- Print System:** Radio buttons for Type 4 Print System (Recommended) and Type 3 Print System.
- Driver PDL:** Radio buttons for Postscript, PCL 6, and PCLm (Recommended).
- TWAIN/WIA Scan Drivers:** A checkbox for Install TWAIN/WIA Scan Drivers.

### Print System

You can choose between Microsoft’s Type 3 and Type 4 print systems.

- Introduced in Windows 2000, Type 3 print drivers are optimized for printing from traditional desktop applications.
- Introduced in Windows 8, Type 4 print drivers are optimized for printing from Microsoft Store applications.

### Driver PDL

You have the option of selecting either PostScript, PCL6 or PCLm. PCLm is available for a limited number of printers.

### Scan Driver

Optionally you can choose to install scan drivers. By default, Xerox Smart Start does not install scan drivers. To do so you will need to select them in the Advanced Install screen.

## Offline printer installation

You can use Xerox Smart Start to create printers even when the device is offline. You just need to supply Xerox Smart Start with the device’s hostname or IP address. Once the device is back online you will be able to print to it.

1. Select **Don’t See Your Printer**.
2. Enter the printer’s hostname or IP address and select **Continue**.
3. If Xerox Smart Start cannot find the printer, it will prompt you to install an offline printer.
4. Select **Install an Offline Printer**.
5. Choose your printer model.
6. If you do not see a 🛡️ shield icon next to Quick Install, select **Quick Install** or **Advanced Install** to install the printer.

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

1. Select either **Quick Install** or **an Advanced Install**.
2. Windows will display a UAC prompt, select **Yes** to elevate.
3. Enter administrator credentials to continue.
4. Smart Start will re-open to the ‘*Don’t See Your Printer*’ screen with administrator permissions.
5. Enter the printer’s hostname or IP address and select **Continue**.
6. If Xerox Smart Start cannot find the printer, it will prompt you to install an offline printer.
7. Select **Install an Offline Printer**.
8. Choose your printer model.
9. Then select **Quick Install** or **Advanced Install** to install the printer.

Xerox Smart Start cannot install scan drivers for offline printers.


## Installing printers with Xerox Smart Start and the Xerox® Quick Link App



With the Xerox® Quick Link App, you download a custom Xerox Smart Start installer that already has your printer's network address. This allows you to skip printer discovery entirely and immediately install your printer with Xerox Smart Start.

The Xerox® Quick Link App is supported by Xerox® ConnectKey Technology enabled devices. Before you can use Xerox® Quick Link App you will need to add it to your printer. This can be done in the Xerox App Gallery found on your printer's home screen. Once Xerox Quick Link is installed, follow these instructions to start printing.

1. From the home screen select the **Xerox® Quick Link App** on your printer.
2. Xerox® Quick Link App will ask if you are connecting to a computer or mobile device. Select **Computer**.
3. In the next screen enter your email address and select **Send**.
4. Your printer will send you an email containing a Xerox Smart Start download link.
5. Open the email and select the **Microsoft Windows** link.
6. This will launch your default web browser and download a custom Xerox Smart Start installer.
7. Run the installer .
8. Agree to the EULA.
9. Xerox Smart Start will present you with a **Ready to Install** screen. Select **Quick Install** or **Advanced Install** to begin.

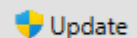
If you see a  shield icon next to Quick Install or Install, then Smart Start needs administrator privileges to install a print driver. When you select **Quick Install** or **Install**, Windows will present you with a UAC prompt. You must enter administrator credentials to relaunch Smart Start with administrator privileges

10. Xerox Smart Start will relaunch to the **Ready to Install** screen. Select **Quick Install** or **Advanced Install** to confirm and begin.
11. After the Installation is finished the Install Complete confirmation screen is displayed.

## How to update a printer with Xerox Smart Start

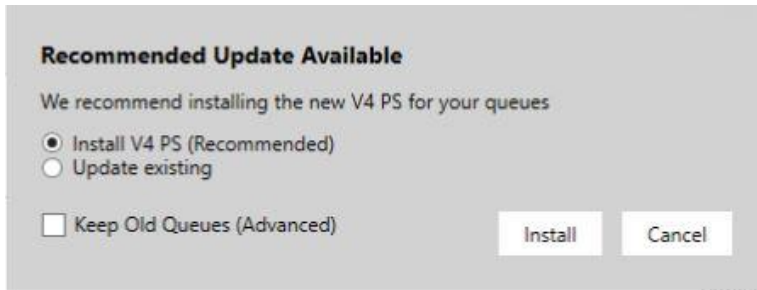
When Xerox Smart Start scans for printers it checks to see if driver updates are available for existing Xerox printers. If Xerox Smart Start finds an update, it will present you with an **Update** button.

If you see a shield icon next to Update, then Smart Start needs administrator privileges to upgrade a print driver. When you select **Update**, Windows will present you with a UAC prompt. You must enter administrator credentials to relaunch Smart Start with administrator privileges. Then Smart Start will be able to update the print driver.



To upgrade to the recommended option just select the **Update** button. To see upgrade options, select the **"i"** button.

If your printer is using an out-of-date Type 3 print driver and your operating system supports Type 4 print drivers, then Xerox Smart Start presents you with this window when you select **Update**.



- If you choose **Install V4** then Xerox Smart Start will delete the old Type 3 printer and replace it with a new printer using the Type 4 print driver.
- If you choose **Install V4** and check **Keep Old Queues**, then Xerox Smart Start will keep the old Type 3 printer and create a new printer with the Type 4 driver. You will end up with two printers, one Type 3 the other Type 4.
- If you choose **Update existing**, then Xerox Smart Start will upgrade your printer to the latest Type 3 Xerox® Global Print Driver®.

Whichever option you choose Xerox Smart Start will not delete the old V3 print driver.

## Troubleshooting common issues

### ***Xerox Smart Start does not discover my printer.***

- Xerox Smart Start uses SNMP to discover printers. Ensure SNMP v1/v2c is enabled on your printer. Check network settings on the device's web page.
- The printer may be on a different subnet than the PC running Xerox Smart Start. Select **Don't See Your Printer** and enter the printer's hostname or IP address to search for it.
- The printer must use the default read-only community name string for Xerox Smart Start to discover it. Select **Don't See Your Printer** and enter the printer's hostname or IP address to find and install it.

### ***Xerox Smart Start fails to download print/scan drivers.***

- Xerox Smart Start downloads print drivers from the Internet. Check your PCs proxy settings and ensure you are connected to the Internet.

### ***Xerox Smart Start takes a long time to discover printers on my network.***

- Xerox Smart Start uses every printer in Devices and Printers to search for new printers. Try deleting any old unused printers.
- Remove any old TCP/IP ports from your PC that are no longer assigned to a printer. To remove unassigned TCP/IP ports follow the procedure below.

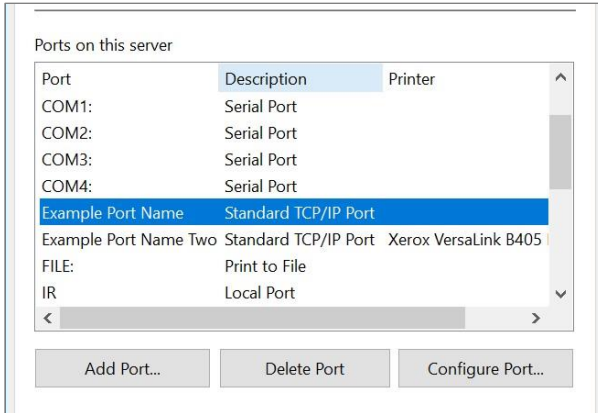
### **TCP/IP PORT REMOVAL**

Follow these instructions to remove unassigned TCP/IP ports from your PC.

1. Select **Start, Settings**.
2. Open **Devices**, select **Printers & Scanners**.
3. Scroll down until you see **Related Settings**. Select the **Print server properties** link.



4. In Print server properties select the **Ports** tab.
5. Select the Change Port Settings button. You will need to supply Windows with administrator credentials.
6. Scroll down the list of printer ports.
7. Look for any port described as a *Standard TCP/IP Port* that does not have a printer associated with it.
8. Delete any of these ports.



#### SUPPORTED PRODUCTS

Follow [this link](#) for the list of products supported by Xerox Smart Start.

#### SUPPORTED OPERATING SYSTEMS

Xerox Smart Start supports Windows 10 and Windows 11.