

Version 2.5
July 2021

Xerox[®] Smart Start

User Guide

© 2021 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: 2.5 (July 2021).

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, 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 users that are more technical. 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](#).

Who is Xerox Smart Start for?

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

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.

How to Install a Printer with Xerox Smart Start

1. Launch XeroxSmartStart.exe – this requires elevation to an administrator account.
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**.
 - a. If you select **Quick Install** you are done!
 - b. 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.
5. If Xerox Smart Start did not find the printer you want to install select **Don't See Your Printer**.
 - a. 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.
6. 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 Xerox Smart Start's recommendations.

The screenshot shows a window titled 'Print System' with three sections. The first section, 'Print System', has a radio button selected for 'Type 4 Print System (Recommended)' and another for 'Type 3 Print System'. The second section, 'Driver PDL', has radio buttons for 'Postscript', 'PCL 6', and 'PCLm (Recommended)'. The third section, 'TWAIN/WIA Scan Drivers', has a checkbox for 'Install TWAIN/WIA Scan Drivers' which is currently unchecked. Each section has an information icon (i) in the top right corner.

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

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. 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.

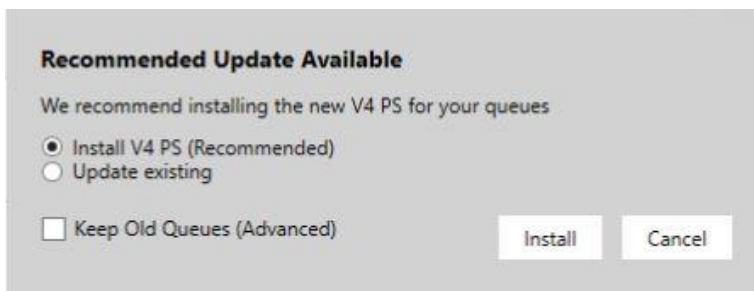
1. From the home screen select the **Xerox® Quick Link App** on your printer.
2. Xerox® Quick Link App will ask if you are connecting to a computer or mobile device. Select **Computer**.
3. In the next screen enter your email address and select **Send**.
4. Your printer will send you an email containing 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 – you will need to elevate to an administrator account.
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.
10. 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.

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 in order 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.

You have the option of selecting either PostScript or PCL6.

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

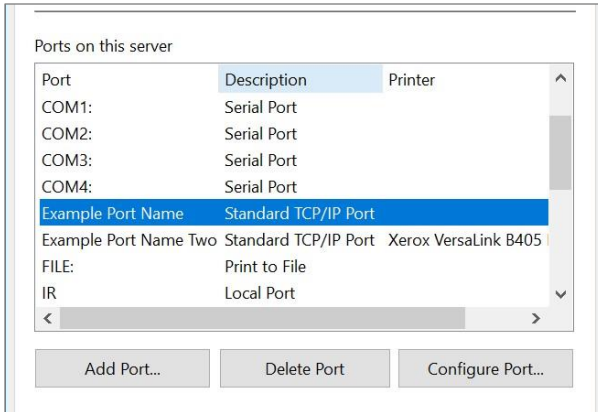
Follow these instructions to remove unassigned TCP/IP ports from your PC.

Windows 10

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



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



Windows 7 & 8.1

1. Select **Start, Control Panel**
2. Select the **View devices and printers** link
3. Select any printer then select the **Print server properties** button



4. In Print server properties select the **Ports** tab
5. Select the **Change Port Settings** button
 - a. You will be required to elevate to an administrator account
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

Products supported by Xerox Smart Start.

Supported Products	
Xerox® AltaLink® B8045/B8055/B8065/B8075/B8090	Xerox® VersaLink B7025/7030/7035
Xerox® Altalink B8145/B8155/B8170	Xerox® VersaLink C400/C405
Xerox® AltaLink C8030/C8035/C8045/C8055/C8070	Xerox® VersaLink C500/C505/C600/C605
Xerox® Altalink C8130/C8135/C8145/C8155/C8170	Xerox® VersaLink C7020/C7025/C7030/C7000
Xerox® B225/B235 Multifunction Printer	Xerox® VersaLink C8000/C9000
Xerox® B230 Printer	Xerox® VersaLink C8000W
Xerox® B310 Printer	Xerox® WorkCentre 3335/3345 Multifunction Printer*
Xerox® C235 Color Multifunction Printer	Xerox® WorkCentre 3655S/3655X/3655i*
Xerox® C230 Color Printer	Xerox® WorkCentre 5845/5855/5865/5875/5890*
Xerox® B1022/B1025 Multifunction Printer	Xerox® WorkCentre 5865i/5875i/5890i*
Xerox® Color C60/C70*	Xerox® WorkCentre 5945/5955*
Xerox® EC8036/8056	Xerox® WorkCentre 5945i/5955i*
Xerox® Phaser® 3330 Printer	Xerox® WorkCentre 6655/6655i*
Xerox® Phaser 6510, Xerox WorkCentre 6515	Xerox® WorkCentre 7220/7225*
Xerox® PrimeLink B9100/B9110/B9125/B9136	Xerox® WorkCentre 7220i/7225i*
Xerox® PrimeLink C9065/C9070	Xerox® WorkCentre® 7830/7835/7845/7855*
Xerox® VersaLink® B400/B405	Xerox® WorkCentre 7830i/7835i/7845i/7855i*
Xerox® VersaLink B600/B605/B610/B615	Xerox® WorkCentre 7970/7970i*

* Xerox Smart Start cannot install scan drivers for these products. Please go to www.support.xerox.com and download a separate scan driver for your product.

SUPPORTED OPERATING SYSTEMS

Xerox Smart Start supports Windows 10, Windows 8.1, and Windows 7. Please note Windows 7 does not support Type 4 print drivers. Xerox Smart Start cannot install Type 4 print drivers on Windows 7.