

VERSION 3.0  
APRIL 2026

# Xerox<sup>®</sup> Smart Start

User Guide

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## What is Xerox® Smart Start Software?



Xerox® Smart Start is a stand-alone installer that quickly gets users printing and scanning with Xerox printers on Windows 11 and Windows 10. It discovers available printers, allows users to choose which printer they want to install, and then creates the printer for them. Xerox Smart Start can also upgrade existing Xerox printers if new drivers are available.

Xerox® Smart Start supports IPP printing and Microsoft's Type 3 and Type 4 print systems. Smart Start can create IPP print queues, install the Xerox V3 Global Print driver, V4 product specific driver, and install supporting companion applications such as the Xerox Desktop Print Experience and the Xerox Print and Scan Experience. It 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 drivers to install as well as for more technical users who need specific drivers. For most users, selecting the "Quick Install" option provides everything needed. For the more technical users, "Advanced Install" allows specific drivers and options to be selected.

## 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 scans the local network for supported printers using Internet Printing Protocol (IPP). The scope of the search is based on the IP address subnets of existing printers. Users can also manually search for specific printers by entering their hostname or IP address. Manual searches use both IPP and SNMP protocols to discover printers.

### INSTALLATION TYPES

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

**Quick Install** – Automatically install drivers based on the user's printer model.

- Quick Install will create an IPP print queue and install the Xerox® Print and Scan Experience if the printers supports IPP.
- If the printer does not support IPP, Quick Install will create a queue using the Xerox® Global Print Driver.
- Quick install does not install TWAIN/WIA scan drivers.

**Advanced Install** – Allows users to choose which print system and PDL they want to install. It will also allow the user to install TWAIN/WIA scan drivers and the Xerox® Print and Scan Experience. Xerox® Smart Start will recommend which options provide the best print experience.

- If the chosen printer does not support IPP, it will not be an option under print system.

## SMART START AND USER ACCOUNT CONTROL

Xerox Smart Start can be used by both standard users and administrators to install printers and the Xerox® Print and Scan Experience. Elevation to an administrator is required to install new print drivers, scan drivers, and the Xerox® Desktop Print Experience.

- Administrators can install printers without having print or scan drivers pre-installed on the OS.
- Standard users can install printers using pre-installed & inbox print drivers without elevation.
  - **Example 1**, a standard user selects Quick Install for an IPP-capable Xerox device. Smart Start will install a printer using the Microsoft IPP Class Driver.
  - **Example 2**, the Xerox® Global Print Driver is already installed on the client. A standard user can use Smart Start to install printers using this driver through Advanced Install.
- 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.

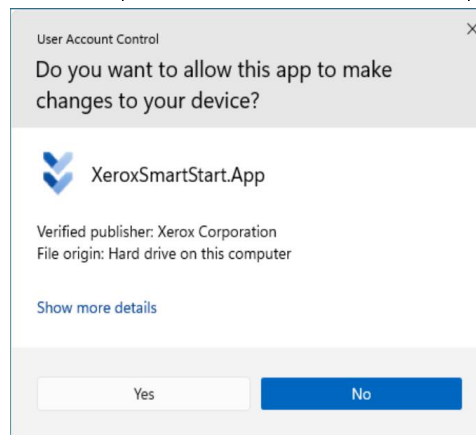


*Elevation not required to install printer*



*Elevation to an administrator required to install printer*

When an install button with a shield is selected a Windows User Account Control (UAC) prompt will appear. To continue, select **Yes** and enter administrator credentials. Xerox® Smart Start will restart with elevated permissions, allow the user to confirm the printer selection, and install the printer.



*A Windows UAC prompt*

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

If Smart Start displays a UAC prompt and you do not have administrator credentials, you cannot install the printer. Select **No** to close Smart Start. An administrator must first install a compatible Xerox print driver on your PC. Once done, you can run Smart Start again to 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 no  shield icon appears next to Quick Install, no elevation is required. Select **Quick Install** and you are done.


If a  shield icon is next to Quick Install, then elevation is required 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 elevated permissions and will install the printer.

### Advanced installs

If you select **Advanced Install** then Xerox® Smart Start will present you with a list of options that may include: Print System, Driver PDL, TWAIN/WIA Scan Drivers, Print Queue Name, and Xerox Print and Scan Experience. Once you have selected the options you want, select **Install** to start the installation process.

If no  shield icon appears next to Install, no elevation is required. Select **Install** to install the printer.

If a  shield icon is next to Install, then elevation is required 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 elevated permissions. Select **Advanced Install**, choose the options you want, and then select **Install** to install the printer.

## MANUAL PRINTER DISCOVERY

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

You can skip printer discovery and go directly to Advanced Search by selecting **Discovering printers...** while Xerox® Smart Start is searching.

## 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 and/or register the device

## Advanced install options

On the Advanced Install screen, Xerox® Smart Start displays available install options and recommends which ones provide the best printing experience.

## Print System

You can choose between IPP (Internet Printing Protocol), Microsoft's Type 3 print system, and Microsoft Type 4 print system.

- IPP is an HTTP printing solution that does not require third-party print drivers. It is optimized for printing from both traditional and Microsoft Store applications.
- 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

When selecting the Type 3 or Type 4 Print System you are given the option to choose a PDL. You can select PostScript, PCL6 or PCLm. PDL availability varies based on the device.

## Scan Drivers

You may optionally install TWAIN and WIA scan drivers for supported devices. Scan drivers are not installed by default and must be selected on the Advanced Install screen.

## Xerox Print and Scan Experience

You may be given the option to install the Xerox® Print and Scan Experience based on your environment. If available, it is selected by default. To prevent installation, select **Do Not Install**.


## Offline printer installation

Xerox® Smart Start can create print queues for devices that are offline. You need to supply Smart Start with the device's hostname or IP address. Once the device is back online, you will be able to use it. Smart Start cannot create offline IPP printers.

1. To install an offline printer, select **Don't See Your Printer**.
2. Enter the printer's hostname or IP address and select **Advanced Search**.
3. If Xerox Smart Start cannot find the printer, select **Install an Offline Printer**.
4. Choose your printer model from the list, then choose **Select This Model**.
5. This will bring you to the Advanced Install screen.

If no  shield icon is next to **Install**, select install to install the printer.

If a  shield icon next to **Install**, then elevation is required to install a print driver.

6. Select  **Install**.
7. Windows will display a UAC prompt, select **Yes** to elevate.
8. Enter administrator credentials to continue.
9. Smart Start will re-open to the Advanced Install screen with elevated permissions.
10. Then select **Install** to install the printer.

Xerox Smart Start cannot install scan drivers for offline devices.


## 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 installer skips printer discovery, and installs your printer immediately.

The Xerox® Quick Link App is supported by Xerox® ConnectKey Technology enabled devices. Before you can use the Xerox® Quick Link App you 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 steps 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.

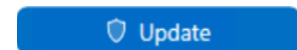
If a  shield icon is next to **Quick Install** or **Install**, then Smart Start needs to elevate to install a print driver. When you select Quick Install or Install a UAC prompt will appear. Enter administrator credentials to relaunch Smart Start with elevated privileges.

10. Back on 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.

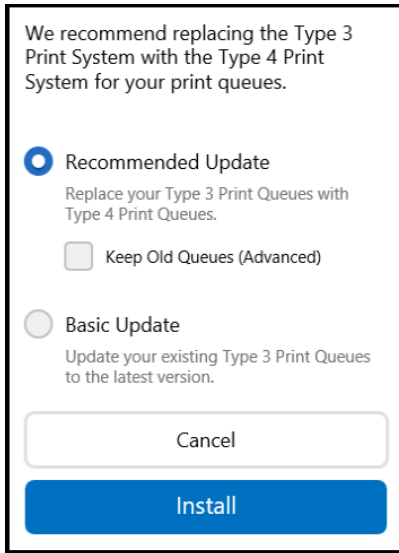
## How to update a printer with Xerox® Smart Start

When Xerox® Smart Start scans for printers it checks existing Xerox printers for print driver and/or associated application updates. If an update is found, Xerox Smart Start will display an **Update** button next to affected printer.

If a shield icon appears next to Update, then administrator permissions are required to update a print driver and/or application. Select **Update** and Windows will present you with a UAC prompt. Enter administrator credentials to relaunch Smart Start with elevated permissions and complete the update.



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 displays this window when you select **Update**.



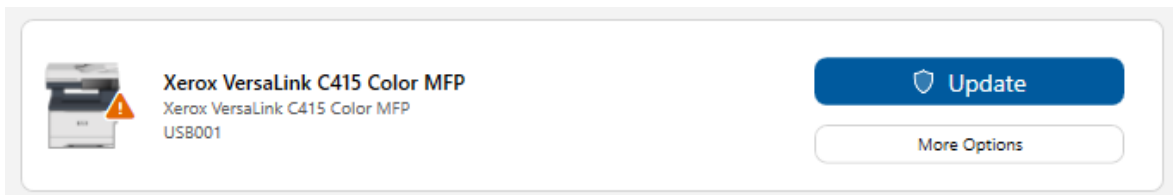
- **Recommended Update** - Replaces the existing Type 3 print queue with a new print queue using the Type 4 print driver.
- **Recommended Update (Keep Old Queues)** - Keeps the old Type 3 print queue and creates a new Type 4 printer. This results in two print queues, one Type 3 the other Type 4.  
*Note* – Xerox Smart Start will not delete the old Type 3 print driver, even if you choose not to keep the old Type 3 print queue.
- **Basic Update** - Upgrades your print queue to the latest Type 3 Xerox® Global Print Driver.

## Updating Existing USB Printers

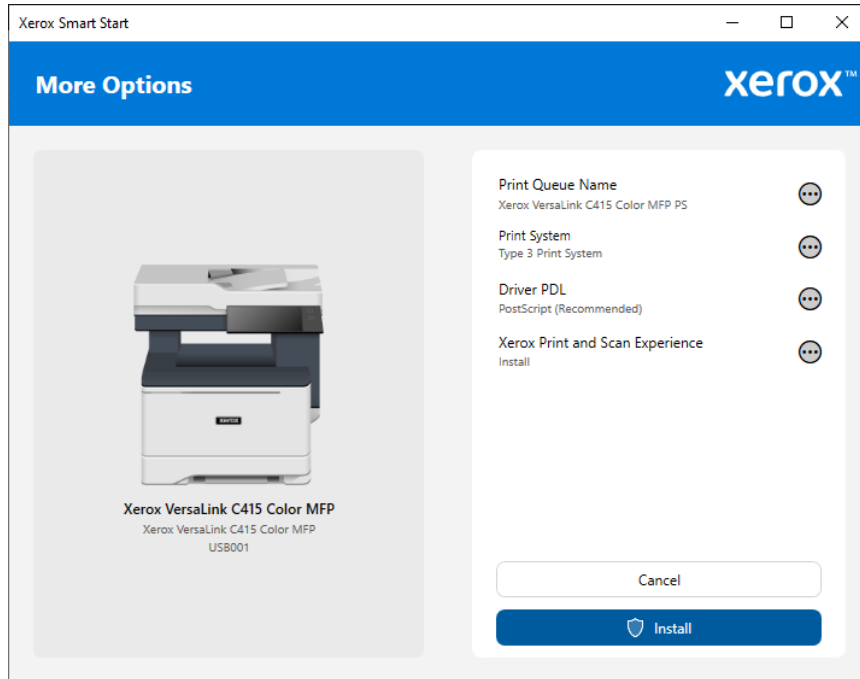
Xerox® Smart Start cannot create USB printers in Windows. To install a USB printer, connect the Xerox printer to the PC with a USB cable. Windows will automatically install the print driver and create a USB print queue.

Xerox® Smart Start can update existing USB printers. When a USB printer is detected, it will appear at the top of the printer list and, if an update is available, the printer can be updated with the following options:

- Update – This will install the Xerox® Desktop Print Experience and/or Xerox® Print and Scan Experience app.
  - If Smart Start needs admin rights to update your USB printer, it will display a shield icon next to Update.



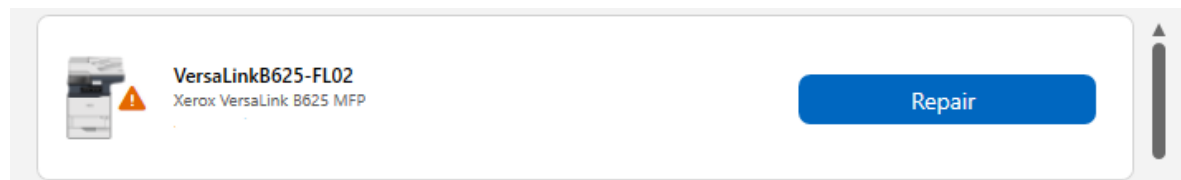
- More Options – Allows a user or admin to create additional USB print queues using the Microsoft IPP Class Driver, a Xerox Type 3 print driver, or a Xerox Type 4 print driver. The user or admin can also install the Xerox® Print and Scan Experience app if it is not already installed.
  - If administrator privileges are required to install a print driver or app, Smart Start will display a shield icon next to Install.



## Repairing IPP/UP Queues' PSA association with Xerox® Smart Start

One component of the Xerox® Print and Scan Experience (XPSE) is the Printer Support App (PSA) extension INF, which associates Xerox print queues with the XPSE. The extension INF is normally installed automatically through Windows Update when an IPP or Universal Print (UP) printer is created.

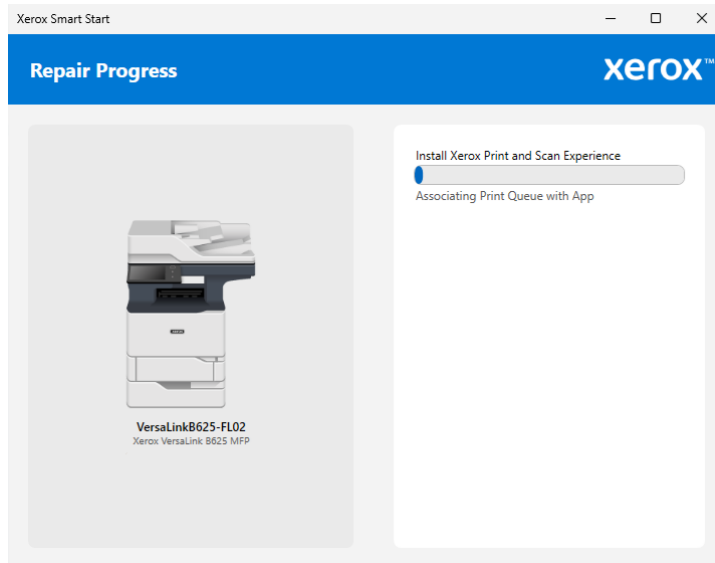
If the update is blocked or fails to download, Xerox print queues will not associate with the XPSE, and users will see the standard Microsoft driver interface when printing. When Smart Start detects this issue, it will display a 'Repair' button next to an affected printer.



Note: If a shield icon appears next to Repair, then administrator privileges are required. Selecting Repair will present the user with a UAC prompt. Administrator credentials are required to relaunch Smart Start with elevated privileges and to continue.



When the user selects Repair, Smart Start downloads and installs the PSA extension INF and displays an "Associating Print Queue with App" message.



## Troubleshooting common issues

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

- Xerox® Smart Start uses Internet Printing Protocol (IPP) to discover printers. Check network settings on the device's web page and ensure IPP is enabled.
- Xerox® Smart Start uses both IPP and SNMP protocols when searching for a specific printer by hostname or IP address. Ensure both protocols are enabled and the device uses the default SNMP read-only community name string. Select **Don't See Your Printer** and enter the printer's hostname or IP address to find and install it.
- 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.

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

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

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

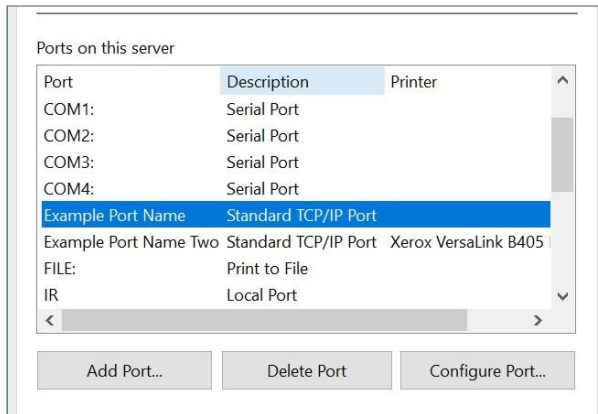
- Xerox Smart Start uses the subnet of every printer in Printers & scanners to search for new printers. Try deleting any old unused printers.
- Remove any old TCP/IP ports from your PC that are no longer assigned to a printer. To remove unassigned TCP/IP ports follow the procedure below.

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

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

1. Select **Start, Settings**.
2. Open **Bluetooth & 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.
- Select the **Change Port Settings** button. Standard users will need to supply Windows with administrator credentials.
5. Scroll down the list of printer ports.
6. Look for any port described as a *Standard TCP/IP Port* that does not have a printer associated with it.
7. Delete 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 11 and Windows 10.