Xerox® Smart Start

Customer Tip
Preface

Xerox® Smart Start Software is a Windows installer designed for administrators and standard users. It allows them to pick which print driver to install and will make recommendations on which driver provides the best experience.

Xerox® Smart Start performs the following:

• Printer Discovery
• Allows administrators to pick which printer(s) they want to install
• Make recommendations on which driver provides the best experience
• Downloads the best driver from https://www.support.xerox.com and then creates a printer
• Upgrades existing printers if new drivers are available
• TWAIN and WIA Scan Driver installation

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.

Xerox® Smart Start software supports the following Windows Operating Systems:

• Windows 11
• Windows 10
Contents

Preface .........................................................................................................................................................i

Xerox® Smart Start Software ....................................................................................................................1
Where can I find Xerox® Smart Start? ........................................................................................................1
How Does Xerox® Smart Start Software Work? .........................................................................................1

Installing a Printer with Xerox® Smart Start ..........................................................................................3
Install .........................................................................................................................................................3
Quick Install ..............................................................................................................................................3
Advanced Install ........................................................................................................................................3
Offline Printer Installation .........................................................................................................................4
Install Printers with Xerox® Smart Start and the Xerox® Quick Link App ..............................................5
Upgrading the Print Driver with Xerox® Smart Start ...............................................................................6

Troubleshooting ......................................................................................................................................7
Xerox® Smart Start Software

Where can I find Xerox® Smart Start?

Xerox® Smart Start is a stand-alone installer. Download it from www.support.xerox.com. Follow the below produce to access the software.

1. Select All Support and Drivers
2. Select Printers
3. Select desired Product Family (example AltaLink®)
4. Select the desired Model (example Xerox® AltaLink® C8030/ C8035/ C8045/ C8055/ C8070 Color Multifunction Printer)
5. Select Xerox® Smart Start – Agree to the Terms and Conditions
6. Select Download

How Does Xerox® Smart Start Software Work?

**PRINT DISCOVERY**

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

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

**INSTALLATION**

Xerox® Smart Start can be utilized by both standard users and administrators to install printers, but it requires elevation to an administrator to install print drivers and scan drivers.

- Administrators can use Smart Start to install printers without having print or scan drivers pre-installed on an OS.
- Standard users can use Smart Start to install printers on an operating system where an administrator has pre-installed Xerox print drivers.

Examples:

- If the Xerox® AltaLink C8130 V4 PS print driver is already installed on the client and a user would like to create a print queue for an AltaLink® C8130 device, the Quick Install will not display the shield icon. In other words, a standard user can create the queue without elevated rights.
- If the Xerox® AltaLink C8130 V4 PCL6 print driver is already installed on the client and a user would like to create a print queue for an AltaLink® C8130 using the V4 PCL6 driver, the Install button (found on the Advanced Install dialog) will not display the shield icon. In other words, a standard user can create the queue without elevated rights.
- If the Xerox® Global Print Driver PCL6 or Xerox® Global Print Driver PS is already installed on the client and a user would like to create a print queue for a device which does not have a V4 print driver or would like to install a V3 print queue, then
the Quick Install or Install button (found on the Advanced Install dialog) will not display the shield icon. In other words, a standard user can create the queue without elevated rights.

- Standard users can use Smart Start to install printers, upgrade existing print drivers, and install scan drivers without pre-installed drivers if Smart Start is running with elevated rights.

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

![Quick Install](image)

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 administrator credentials, Xerox® Smart Start will close and re-open with elevated privileges.

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

If Smart Start displays a UAC prompt and the user does not have administrator credentials, then the user will not be able to install a printer. Select No to close Smart Start. Please contact an administrator to install a compatible Xerox print driver on your PC.

The user can choose between two different kinds of installations.

- **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.
Installing a Printer with Xerox® Smart Start

Install

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.
5. If Xerox® Smart Start did not find the printer you want to install, select Don’t See Your Printer.
   • Enter the printer’s hostname or IP address and select Continue. If Xerox® Smart Start detects your printer, you will then have the option to select Quick Install or Advanced install.
6. When the installation finishes, Xerox® Smart Start will display a confirmation screen. You can Install Another Device or exit by selecting Done. There is also the option to print a test page and register the device.

Quick Install

If you do not see a 🕵️ shield icon next to Quick Install, you do not need to admin rights to install the printer.
• 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.
• Select Quick Install.
• Windows will display a UAC prompt, select Yes to elevate.
• Enter administrator credentials to continue.
• Smart Start will re-open on the Ready to Install Screen for the selected printer, with administrator permissions.
• Select Quick Install to install the printer.

Advanced Install

On the Advanced Install screen, a set of install options is presented. There is also an “i” button next to each option. Selecting the “i” displays recommendations on what value to select for each option.
**Print System**
A user can choose between Microsoft’s Type 3 and Type 4 print systems.

- Type 3 print drivers are optimized for printing from traditional desktop applications.
- Type 4 print drivers are optimized for printing from Microsoft Store applications.

**Driver PDL**
A user has the option of selecting either PostScript or PCL6.

**TWAIN/WIA Scan Drivers**
Optionally, a user can choose to install scan drivers. By default, Xerox® Smart Start does not install scan drivers.

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

**Offline Printer Installation**
Xerox® Smart Start can be used to create printers even when the device is offline. During the install process, the user needs 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.

**Note** Xerox® Smart Start will not install scan drivers for offline printers.
1. Run Xerox® Smart Start and let it finish discovering printers.
2. Select **Don't See Your Printer**.
3. Enter the printer’s hostname or IP address and select **Continue**.
4. If Xerox® Smart Start cannot find the printer, it will prompt you to install an offline printer.
5. Select Install an Offline Printer.
6. Select a printer model.

7. If you do not see a 🚭 shield icon next to Quick Install or Install (found on in Advanced Install), continue to the next step.
   If you see a 🚭 shield icon next to Quick Install or Install, this means one needs elevated rights are needed to complete the print driver installation.
   - Select either Quick Install or an Advanced Install.
   - Enter administrator credentials to continue in the UAC dialog.
   - Select Yes to elevate.
   - Smart Start will re-open to the ‘Don’t See Your Printer’ screen with administrator permissions.
   - Enter the printer’s hostname or IP address and select Continue.
   - If Smart Start cannot find the printer, it will prompt you to install an offline printer.
   - Select Install an Offline Printer.
   - Choose your printer model.

8. Select Quick Install or Advanced Install and complete the printer installation.

Install Printers with Xerox® Smart Start and the Xerox® Quick Link App

With the Xerox® Quick Link App, an administrator can 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 you will need to add it to your printer. This is 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.
   
   **Note:** If you see a 🚧 shield icon next to Quick Install or Install (within the Advanced dialog), then Smart Start needs administrator privileges to install a print driver. Selecting Quick Install or Install will present the user with a UAC prompt. The user must enter administrator credentials to relaunch Smart Start with administrator privileges. Once Xerox® Smart Start relaunches select the desired Install method (Quick or Advanced)
10. After the installation is finished, the Install Complete confirmation screen is displayed.

### Upgrading the Print Driver with Xerox® Smart Start

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

<table>
<thead>
<tr>
<th>Update button</th>
<th>Update button</th>
</tr>
</thead>
</table>

Note: If a shield icon appears next to Update, then Smart Start requires administrator privileges to update a print driver. Selecting Update will present the user with a UAC prompt. The user must enter administrator credentials to relaunch Smart Start with administrator privileges. From there a user can continue with the update.

To upgrade to the recommended option, 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 the following window after selecting **Update**.

![Recommended Update Available](image)

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.

**Note:** Whichever option you choose Xerox® Smart Start will not delete the old V3 print driver.
Troubleshooting

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 SNMP 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 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 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:

  **Caution:** Please perform a backup for your Print Management settings prior to performing this procedure.

1. Select Start, **Settings**
2. Open **Devices** and select **Printers & scanners**.
   - Scroll down until you see **Related Settings**.
   - Select the **Print server properties**.
3. In **Print server properties** select the **Ports** tab.
4. Select the **Change Port Settings** button.
   - You will be required to elevate to an administrator account.
5. Scroll down the list of printer ports and look for any port described as a **Standard TCP/IP Port** that does not have a printer associated with it.
6. Delete any of these ports.