

# Xerox® Smart Start

Customer Tip

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# Preface

Xerox® Smart Start Software is a Windows installer designed for users who are not sure which print driver to install but also allows a more technical user to make their own selections before installing a printer. Xerox® Smart Start performs the following:

- Printer Discovery
- Allows admins 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 technologies. Xerox® Smart Start will install the Xerox® Global Print Driver or the V4 product specific driver and supporting companion applications.

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

- Windows 11
- Windows 10
- Windows 8.1
- Windows 7sp1 (Type 3 drivers only)

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# Xerox® Smart Start Software

## Where can I find Xerox® Smart Start?

Xerox® Smart Start is a stand-alone installer. It requires administrator rights to download and run the .exe. It can be downloaded from [www.support.xerox.com](http://www.support.xerox.com). Follow the below procedure 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?

### PRINTER 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 TYPES

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

## Basic Install

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**.
  - If you select **Quick install** you are done.
  - If you select **Advanced Install** Xerox® Smart Start will present a list of options; Print System, Driver PDL, TWAIN/WIA Scan Drivers 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**.
  - 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**. There is also the option to print a test page.

## Advanced Install

On the Advanced Install screen, a set of install options is presented to select from. 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.

The screenshot shows three distinct sections of the installation interface, each with an information icon (i) in the top right corner:

- Print System:** Contains two radio button options: "Type 4 Print System (Recommended)" which is selected, and "Type 3 Print System".
- Driver PDL:** Contains two radio button options: "PS (Recommended)" which is selected, and "PCL 6".
- TWAIN/WIA Scan Drivers:** Contains a single checkbox option labeled "Install TWAIN/WIA Scan Drivers", which is currently unchecked.

## Offline Printer Installation

Xerox® Smart Start can install printers when they are offline.

**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. Choose your printer model.
7. Then select **Quick Install** or **Advanced Install** to install the printer.

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

With the Xerox® Quick Link App, an admin 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.

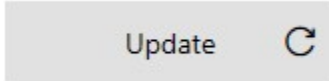
The Xerox® Quick Link App is supported by Xerox® ConnectKey technology enabled devices. Before you can use Xerox® Quick Link you will need to add it to your printer. This can be done in the Xerox® App Gallery found on your printer's home screen. Once Xerox® Quick Link is installed, follow these instructions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

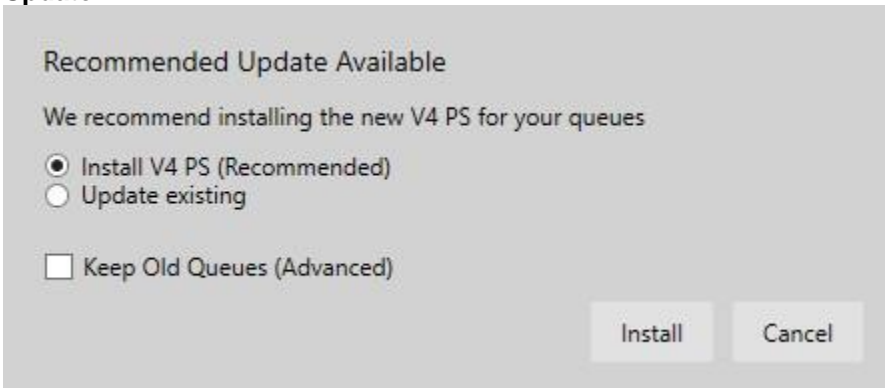
## Upgrading the Print Driver with Xerox® Smart Start

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 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 the following window after selecting **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.

**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 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

- 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** (Windows 10/11) or **Control Panel** (Windows 7sp1 or Windows 8.1).
2. On Windows 10/11
  - Open **Devices** and select **Printers & scanner**.
  - Scroll down until you see **Related Settings**.
  - Select the **Print server properties**.On Windows 7sp1 or Windows 8.1
  - Select **View devices and printers**.
  - Select any printer then select **Print server properties** button.
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.