Xerox® V4 Print Drivers & Applications Overview

Customer Tip

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Preface

The V4 Print Platform consists of two components that work together to provide the complete V4 print experience: V4 Print Drivers and the Xerox® Desktop Print Experience Application. The desktop application enhances the user interface and the capabilities of Xerox V4 print drivers.

In addition, Xerox® Print and Scan Experience can further enhance Xerox V4 printers. It provides scan to desktop capability for supported scan enabled Xerox devices.

The V4 Print and Scan Platform will run on Windows 10 and Windows 11 clients, unless otherwise noted.

Xerox V4 print drivers can be identified by the V4 notation in their name.

    Xerox AltaLink C8135 V4 PS
    Xerox AltaLink C8145 V4 PS
    Xerox AltaLink C8155 V4 PS

If you would like detailed information about the V3 and V4 print architectures, please refer to the following Microsoft article: Print and Document Services Architecture.

Contents

Print Queue Creation, Print Queue Removal and Print Driver Removal

Xerox offers the Xerox® Smart Start Software installer which walks users and admins through installing the print driver, creating a print queue, installing the Xerox® Print and Scan Experience, and installing the Xerox® Desktop Print Experience application. It can also install TWAIN/WIA scan drivers. This is the recommended method for installing Xerox® Print and Scan drivers. Please refer to Xerox® Smart Start Page for additional information.

Alternatively, you can manually install the Xerox print drivers and associated applications. This section discusses how to manually create a print queue, remove a print queue, and delete a Xerox print driver on a Windows 10 or Windows 11 client.

Perquisites

- Administrator rights are needed to accomplish some of the steps within this section.
- The print drivers are downloaded as a .zip package and must be unzipped and placed in a location accessible from the workstation in which the print driver will be installed.

Print Queue Creation

1. Select Settings – Devices – Printers & Scanners from the Start menu.
   Note: If Settings is not listed in the Start Window search for Printers and Scanners.
2. Select [Add a printer or scanner]
3. Select [The printer that I want isn't listed]
4. Select 'Add a printer using a TCP/IP address or hostname' and select [Next]
5. From the 'Device Type' pull-down select 'TCP/IP Device'.
6. Within the 'Type a printer hostname or IP address' window enter the 'Hostname or IP Address' of the printer.
   Note: The 'Port name' will mirror the IP address or Hostname. You may change the Port name in this step to something you can easily identify.
7. Ensure that the 'Query the printer and automatically select the driver to use' checkbox is not selected and select [Next].
8. Select [Have Disk…] and browse to the location where the print driver files were saved. If the desired driver appears in the operating system list, skip step 9.
9. Select the print driver then select [Open] and then [OK].
10. In the 'Install the printer driver' window choose the desired printer model and select [Next].
11. Within the 'Type a printer name' window you can manually enter a printer name or accept the default provided. Selecting [Next] starts the print driver installation.
12. In the 'Printer Sharing' window choose to either share the printer or not and select [Next].
13. Select [Finish]

Note: A user can print with just the V4 print driver installed, however the feature set is limited. To get full print functionality with the V4 print architecture a user/admin must install the Xerox® Desktop Print Experience App as well as the Xerox® Print and Scan Experience App.

Deleting a Print Queue

Important: All print queues tied to a specific print driver must be removed before the print driver can be deleted.

1. Select Settings – Devices – Printers and Scanners from the Start screen.

Note: If Settings is not listed in the Start Window search for Printers and Scanners.

2. Find the device you would like to uninstall and select [Remove device].

3. Select [Yes] when asked "Are you sure you want to remove this device?"

The device will disappear from the Printers and Scanners dialog.

Deleting a Print Driver

Important: Administrator rights are required to delete a print driver.

1. Stop and Restart the print spooler.
    a. Open a Command prompt as administrator (If 'Run' is not listed on the start menu then search 'Run' and then type in 'cmd')
    b. Type 'net stop spooler' and then select Enter.
    c. Once the spooler is stopped type 'net start spooler' and select Enter.
2. Open Settings, select Devices – Printers & Scanners
3. Under 'Related settings' select "Print server properties."
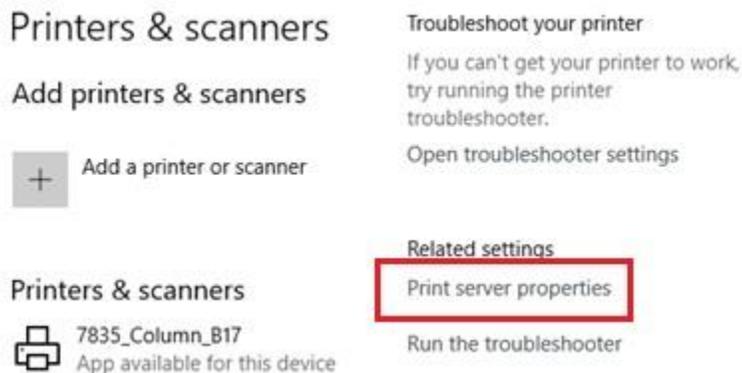
4. Select the 'Drivers' tab.
5. Select 'Change Driver Settings'. Note: You will need elevated permission to continue.
6. Select the print driver you want to delete and select 'Remove'.
7. Select 'Remove driver and driver package' then select OK.
8. Click [Yes] when asked to confirm you want to delete the driver.

You have successfully uninstalled the printer and the print driver.

Xerox® Desktop Print Experience App

The Xerox® Desktop Print Experience App adds additional print settings when printing with a Xerox V4 printer from a Windows desktop application. It also allows users to view printer status and configuration.

Note: A user can print without this application installed, however, the feature set is limited.

Prerequisites

- A printer using a Xerox V4 print driver needs to be installed prior to installing Xerox® Desktop Print Experience App.
- Administrator rights may be needed to accomplish some of the steps within this section.

Installation

1. Download the application from https://www.support.xerox.com/ and place it in a location accessible from the workstation.

   The Xerox® Desktop Print Experience App is located within Utilities & Applications of a supported Xerox® Printer.

2. Browse to the directory where you saved the application and run the msi file.
   - XrxSetup (7 or 8).xx.yy.zz_x64.msi' - for 64-bit operating systems
3. Select [Next] from the "Welcome" screen.
4. Read the 'License Agreement' and if you agree, select the License Agreement check box.
5. Select [Next]
6. Select [Next] on the Destination Folder screen
7. Select [Install]. This will install the Xerox® Desktop Print Experience App.
8. Select [Finish].
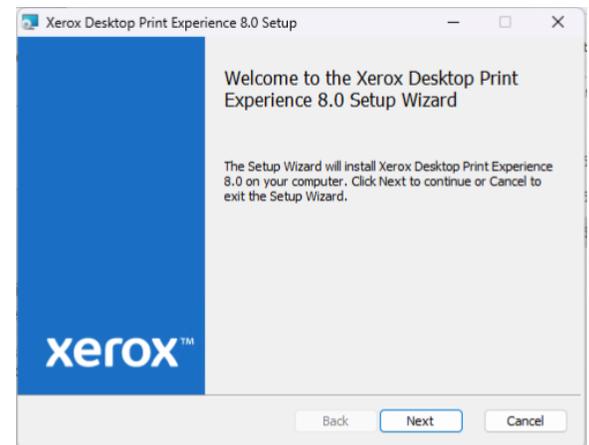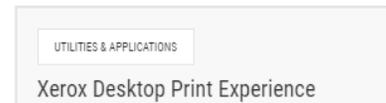
Uninstall

1. Select Settings – Apps
2. Scroll down until you see the Xerox Desktop Print Experience.
3. Select Xerox Desktop Print Experience <version>.
4. Select [Uninstall].
5. Select [Yes] to the "Are you sure you want to uninstall…" question.
6. You have successfully uninstalled the Xerox® Desktop Print Experience App.

Xerox Printer Properties

Note: Features and device image will vary based on the device the queue is configured for.

Once the Xerox® Desktop Print Experience App has finished installing.
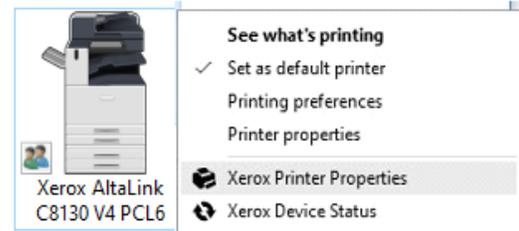
1. On a Windows 10 go to 'Control Panel' and select 'Devices and Printers'.

   On a Windows 11 go to 'Settings' - 'Bluetooth & devices' - 'Printers & scanners'. Select the V4 Xerox printer and then select 'More devices and printers settings'.

2. Right click on the desired printer and select [Xerox Printer Properties]. This is where an admin can access:

   - Accounting
   - Configuration (Device Configuration: Tray, Finisher, etc.)
   - Communication (Bi-Directional)
   - Administration (Secure Print Only, Black and White Only, etc.)
   - Selecting the 'Synchronize with the ⟳ device' button will force the application and the printer to communicate. The application will automatically configure the print queue based on the information supplied by the printer.

3. Select [OK] to close the printer properties window.

Xerox Device Status

1. In Devices and printers right click on the printer and select [Xerox Device Status].
2. This opens the printer's device status where a user can check the Device Status, the Job Queue and can disable Job Notifications.
3. Select [OK] to exit out of device status.
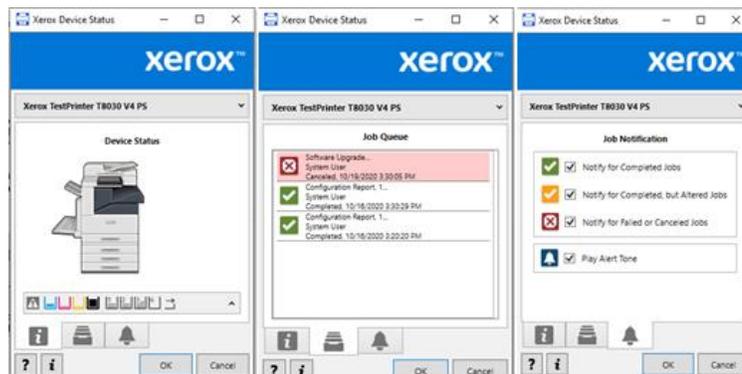
Print Settings for Desktop Applications

Selecting Printer Properties within an application, like Microsoft Word, will open the Xerox print settings user interface (UI).

Within the Print Settings UI a user can:

- Create presets (One Touch)
- Configure common printing features such as: Job Type, Finishing, Color Settings, Special Pages (Covers, Inserts) and Annotations.
- Get a Device Status (including toner level and paper tray status)
- See Job Summary and Print Queue activity.
- Configure Earth Smart, Margins, Rotation and Document Encryption
  – These features can be accessed by selecting the Advanced (…) button.
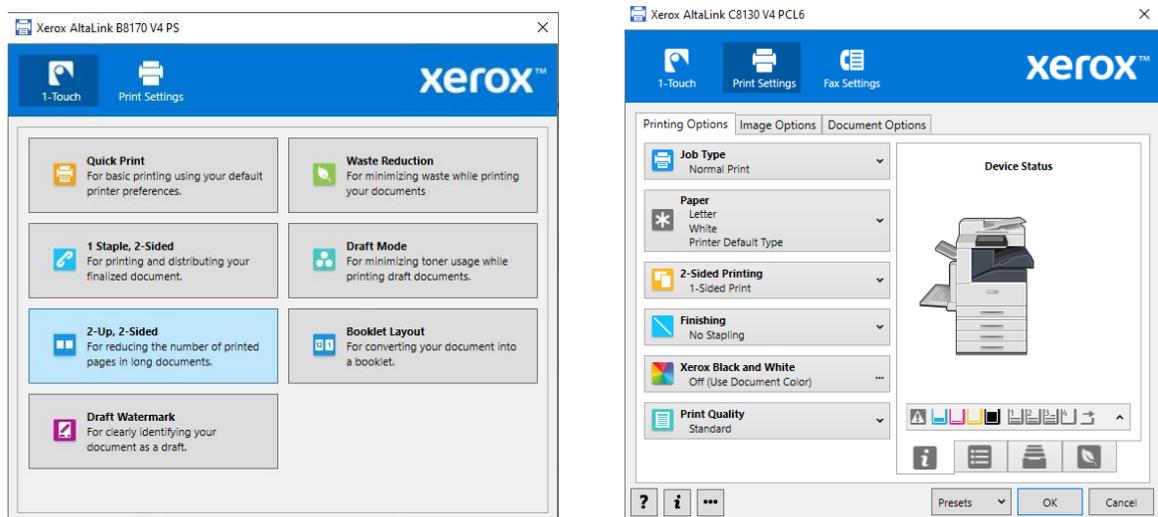
Direct PDF Printing

The Xerox® Desktop Print Experience enables users to print a pdf file with the Xerox® Print and Scan Experience app simply by right clicking on it while in the Windows Explorer. To enable this feature both applications must be installed.

- Selecting 'Open in Xerox® Print and Scan Experience…' behaves the same as if a user opens Xerox® Print and Scan Experience App and selects Print.
- The Quick Print options automatically open the Xerox® Print and Scan Experience application and prints the pdf to the selected printer using the default printer settings.
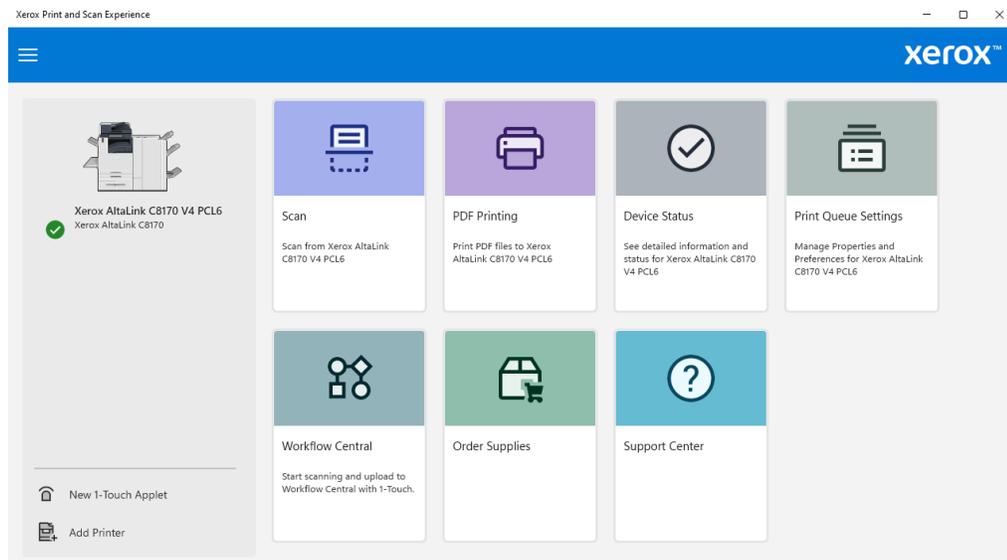
Xerox® Print and Scan Experience App

Overview

The Xerox® Print and Scan Experience app is a companion application for Xerox printers. It can scan images from Xerox MFP devices and edit them. It can also check print job status, order printer supplies, view printer configuration, and more. The app works with Xerox printers that use V4 print drivers.

The Xerox® Print and Scan Experience app also enhances Xerox printers that use the Xerox Global Print Driver, Xerox IPP printers, and Xerox printers registered in Microsoft® Universal Print.

Additional information regarding the Xerox® Print and Scan Experience app can be found at the following site, Xerox-Print-and-Scan-Experience-Windows-Overview.

Installing the Xerox® Print and Scan Experience

Perquisites
- Administrator rights may be needed to accomplish some of the steps within this section.
- A valid Microsoft account is necessary to access the Microsoft Store and download the software. Work with your System Administrator to gain a Microsoft Account.

There are three ways a user/administrator can install Xerox® Print and Scan Experience:

Download from Microsoft Store

1. Select the Microsoft® Store icon from the Start menu or search for Store.
2. Within the Microsoft® Store search for 'Xerox'.
3. Select the Xerox® Print and Scan Experience App.
4. Select Install, the application will download with no further information required.

Download from xerox.com

1. Search for 'Xerox Print and Scan Experience'. Xerox® Print and Scan Experience is located within Utilities & Applications.
2. Download and extract the installer.
3. Run the installer – select Install. The software will install without further prompts.
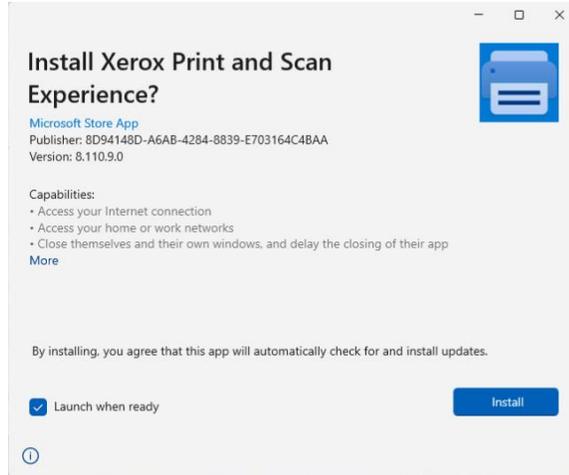
Utilize Xerox® Smart Start

Xerox® Smart Start is the easiest and Xerox recommended way to install Xerox print, scan drivers and the supporting applications, including the Xerox Print and Scan Experience app. It scans your system configuration and network then installs the appropriate drivers for your Xerox device. It also detects out-of-date or missing components and recommends updates.

Xerox® Smart Start can be downloaded by going to https://www.support.xerox.com/ and selecting the printer you wish to install. Additional information regarding Xerox® Smart Start can be found at the following site, Xerox® Smart Start Page.

Uninstall the Xerox® Print and Scan Experience

1. From the Start screen scroll down to Xerox® Print and Scan Experience App, right click on it.
2. Select 'Uninstall'.
3. Select 'Uninstall' when you are presented with a confirmation dialog.
4. You have successfully uninstalled Xerox® Print and Scan Experience App.