Customer Tip
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Preface

The V4 Print and Scan Platform consist of three components that work together to provide the complete V4 print experience: V4 Print Drivers, Xerox® Print and Scan Experience Application and the Xerox® Desktop Print Experience Application. The applications provide the user interface that enhances the capabilities of the V4 Print Drivers. In addition, the Xerox® Print and Scan Experience Application provides scan to desktop capability for supported scan enabled Xerox® Devices.

The V4 Print and Scan Platform will run on Windows 8.x, Windows 10 and Windows 11 clients, unless otherwise noted.

V4 Print Drivers
Xerox offers two different kinds of V4 print drivers.

• Xerox® Class Drivers are V4 drivers which are embedded in the Windows operating systems. These drivers offer limited functionality and rely on the Microsoft User Interface (UI). They do not have the Xerox® UI look and feel. These drivers can be identified by the words ‘Class Driver’ in their name. Note Xerox® Class Drivers do not work with the Xerox® Desktop Print Experience Application.

• Xerox® V4 Print Drivers is one of three components required to get full functionality when printing through the Microsoft’s V4 print architecture. The other two components are the Xerox® Desktop Print Experience App and the Xerox® Print and Scan Experience App (store app) These drivers can be identified by the V4 notation in their name.

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.
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Print Queue Creation, Print Queue Removal and Print Driver Removal

Xerox offers the Xerox® Smart Start Software installer which walks an admin through installing the print driver, creating a print queue, installing the desktop application as well as installing the scan driver. This is the recommended method for installing Xerox® Print and Scan drivers. Please refer to Xerox® Smart Start Software Customer Tip 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 8x, Windows 10 or Windows 11 client.

Perquisites

• Administrator rights will be 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 and 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.


   **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. Go to ‘Control Panel’ and select ‘Devices and Printers’.

3. Within the Devices and Printers window select a printer and select “Print server properties.”

4. Select the print driver you want to delete and select ‘Remove’.

5. Select ‘Remove driver only’ and select OK

6. 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 provides the ability to select additional features when utilizing the V4 architecture to print from a desktop application.

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

**Prerequisites**

- A printer using the 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 [http://www.support.xerox.com/](http://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 (6 or 7).xx.yy.zz_x86.msi’ - for 32-bit operating systems
   - XrxSetup_(6 or 7).xx.yy.zz_x64.msi’ - for 64-bit operating systems
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 ‘Control Panel’ from the start screen. If it is not listed perform a search for ‘Control Panel’.
2. Select Programs and Features.
3. Select Xerox Desktop Print Experience <version>.
4. Select [Uninstall].
5. Select [Yes] to the “Are you sure you want to uninstall…” question.

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.

1. Once the Xerox® Desktop Print Experience App has finished installing. Go to ‘Control Panel’ and select ‘Devices and Printers’.
2. Right click on the printer previously installed and select [Xerox Printer Properties].
3. The printer’s properties will open. 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.
4. Select [OK] to close the printer properties window.

Xerox Device Status

1. Select [Xerox Device Status]. This opens the printer’s device status where a user can check the Device Status, the Job Queue and can disable Job Notifications.
2. Select [OK] to exit out of device status.
Driver UI for Desktop Applications

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

Within the driver 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
  - There features can be accessed by selecting the Advanced (…) button.
Xerox® Print and Scan Experience App

Overview

This application provides the ability to select additional features when utilizing the v4 architecture to print from Windows Store Applications. The Xerox® Print and Scan Experience App is only available through the Microsoft (Windows App) Store. The Xerox® Print and Scan Experience App will only run on Windows 10 v1903 and newer operating systems.

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

Perquisites

- 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.
- Administrator rights may be needed to accomplish some of the steps within this section.

Installation

Note: The application may automatically install after installing the Xerox® V4 Print Driver.

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.

When the install is complete the store will display “You own this app” or “Product is Installed.”

Note: If you receive an error message when attempting to download the application, please contact Microsoft Support.

Uninstall

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.

You have successfully uninstalled Xerox® Print and Scan Experience App.

Xerox® Driver User Interface (UI) for Windows Store Applications

Selecting [More Settings] within the print dialog for a Microsoft Store App, like Photos, will open the Xerox® Print Driver UI. Within the driver UI a user can:
• Select print features (such as Copies, Job Type, Paper type, Finishing, etc.)
• Create Presets
• Get Device Information (such as toner supply, device errors, paper tray status, etc.)
• Search for print features not displayed on the screen

Home Screen

To open Xerox® Print and Scan Experience App, select the app from the Start menu (found under 'X').

From the Home screen a user or admin can perform the following actions:

• Install a New Printer
• Print a PDF file to this Device
• Manage Device Settings
• Scan – If Scanning is not configured on the device this icon will not be available.
• Access Xerox Workflow Central

A user or admin can access the following features by selecting the Menu bar in the upper left corner.

• Install Printers
• Edit the Home Screen
• Modify Preferences such as configure Alert Notifications and disable Share Diagnostic Information
• Find out What’s New
• Connect to Xerox.com and Xerox Workflow Central
A user or admin can Edit a 1-Touch from the Home Screen.
1. Right click on Xerox Workflow Central (Example Icon)
2. Select Edit 1-Touch.
3. This will open a new window where the Name, Description and Icon can be changed for the specific 1-Touch feature.
4. Select Ok to save the settings.

Install Printers

This feature launch the Xerox® Smart Start Software installer, from there a user or an admin can install additional V4 print drivers and create print queues. If the user or admin would like to install V3 print drivers or the scan driver, they should run Xerox® Smart Start Software installer from xerox.com.

Note: This feature requires access to the Internet. Please make sure xerox.com is not blocked.
Device Settings

This feature allows a user or admin to manage settings for a specific device. A user or admin can see toner status, paper tray configuration, and access the device’s web page. To see details on each paper tray or a list of specific jobs select Show More Details.

A user or admin can also:

- Modify the device's configuration (such as set Number of Paper Trays, enable LAN Fax, etc.)
- Configure Accounting
- Set a polling time to Acquire Device Information
- Configure Privacy Access and Verification settings (such as Document Encryption, Secure Print Only, CAC/PIV Access, etc.)
- Configure the Device Connection (Bi-Directional Communication)
Print & Direct PDF Printing

This feature allows a user to print .pdf files to a desired printer by going through the Xerox® Print and Scan Experience App.

1. Select the Print button
2. Browse for the desired .pdf file (this can be locally or on the network) and select Open.
3. A Preview screen will open. Within the preview a user can:
   • See a preview of the document
   • Select print features (such as Copies, Job Type, Paper type, etc.)
4. Select Print to submit the job. If notifications are enabled a notification will appear stating the job completed or failed to print.

Direct PDF Printing

The Xerox® Print and Scan Experience App enables users to print a pdf file simply by right clicking on it while in the Windows Explorer.

• 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® Workflow Central

This feature allows a user or admin to scan a document and upload it to Xerox® Workflow Central for services such as translation, conversion to MS Office, conversion to audio and more. Xerox provides ten (10) guest trials.

When selecting Xerox® Workflow Central for the first time, a user must decide to use a trial, sign up for an account or log into an existing accounting.

- If a user chooses Sign Up, then they are directed to the Xerox® Workflow Central website to create an account.
- If a user selects Start Scanning, the software scans the document and opens a preview window. Note, a user does not get the option to select scan settings before the document is scanned.
  - Selecting [Upload] on the preview window will take the user to the Xerox® Workflow Central website and prompt for one of the following:
    - If the user selected Start Scanning with [Continue using Guest Trials]: The License Agreement appears. After Agreeing to the License, a user can utilize Xerox® Workflow Central.
    - If a user chooses Skip Trial – Already Have an Account: The user is prompted to login into Xerox® Workflow Central.
Scan

This feature allows a user or admin to scan documents from a specific device. A user or admin can:

- Configure a Destination (Save to a folder, Share with an App, Copy to Clipboard or Upload to Workflow Central)
- Choose if they are scanning a document or a photo.
- Configure various scanning features (such as file format, quality/file size, Color, Resolution, Original Size, removal of blank pages, background suppression and build job.)

1. Configure the desired settings and select Start Scanning. This will start the scanning process on the selected device.
2. Once the images are processed a new dialog appears. The content of the dialog is based on the destination selected before scanning.

Destinations

Save to a Folder
If Save to a Folder was selected the following dialog appears. Within this window a user can change the File Format, File Name, Quality/File Size, Edit image(s) and Save the document.
Share with App
If Share with App was selected as the destination the following dialog appears. Once the user has chosen their desired scan settings, they will select the Share with App button. From here the user can select to share to a set of contacts or to share via an app. This dialog also allows you to add contacts or download apps.

Copy to Clipboard
If Copy to Clipboard was selected as the destination the following dialog appears. Once the user has chosen their desired scan settings, they will select the Copy to Clipboard Share button. From here the user can select to Finished or Continue. Select continue if you have additional files to scan. If you select Finished the scan dialog closes.

Upload to Workflow Central
Please refer to the Xerox® Workflow Central section of the document to get additional details.
Scan Features
This section discusses some unique scan features available within the Scan application.

Remove Blank Pages
This feature allows the scan software to automatically remove blank pages.

The Blank Page Detection feature allows the software to determine whether a page should be removed based on the amount of content on the page.

- If Most Conservative (left side of slide bar) is selected only completely blank pages are removed.
- If Balanced (middle of the slide bar and default) is selected blank pages and pages with minor artifacts are removed.
- If Most Aggressive (right side of slide bar) is selected blank pages as well as pages with some content such as page numbers, logo/graphics, some sentences will be removed.

Blank pages show in the preview window as Removed. If you select a Removed image you can choose to restore the page.

Auto Crop & Verify Prior to Cropping
This feature allows the scan software to automatically crop a document.

If Verify Prior to Cropping is enabled, a new dialog appears after the images are scanned. The resulting scanned image will be displayed with crop markers.
From this dialog a user can choose to Add additional crop marks, delete a crop mark, change the size and orientation of the image which will be cropped. Once the user has selected the desired settings then they will select the Crop button to finish the scan process.

### Build Job

This feature allows a user to scan multiple segments with different attributes to create one larger document. After scanning the first segment of the job a new dialog appears allowing the user to Scan Next Segment, Program Next Segment or Done Scanning.

- Selecting Scan Next Segment automatically starts the scan process again.
- Selecting Program Next Segment opens a new dialog where a user can select Scan features (such as Resolution, 2-sided scanning, rotation, cropping, etc.) which are applied to the next segment.
- Selecting Done Scanning opens a dialog which allows the user to determine what they want to do with the scanned images. Select the images that you want processed. Select <shift> allows you to select multiple images. Based on the destination a new dialog will appear so the user can successfully ‘save’ the images.

### Edit on the Preview Window

Selecting Edit (pencil and paper icon) opens a new window which allows the user to adjust; Brightness, Contrast, Crop, Rotate, Straighten the image as well as apply a Filter to each image.