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Xerox App Gallery

User Guide

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Overview

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Xerox App Gallery Overview

Xerox App Gallery is the central location for all your Xerox® ConnectKey® app needs.

Xerox® ConnectKey® apps are small programs that add functionality to Xerox® and Lexmark devices. The Xerox App Gallery Web Portal is a website that allows you to install, purchase, and manage Xerox® ConnectKey® Apps.

Xerox App account holders can use the Xerox App Gallery to find apps that provide new features or capabilities for their devices. The App Gallery offers apps that Xerox® and Xerox® third-party partners' design.

A Xerox App account provides direct access to apps for devices. These apps can improve your productivity, simplify workflows, convey pertinent business information, and enhance your overall experience.

Xerox App account users can do the following:

- Search the App Gallery for apps that fit their needs
- View and acquire apps
- Install apps on a device
- Deploy apps to a group of devices in a single step
- Manage apps on devices

Depending on the app, Xerox App Gallery functions on devices with the following:

- Xerox® AltaLink® Multifunction Printer, with Xerox Extensible Interface Platform® 3.5 or later
- Xerox® VersaLink® Multifunction Printer, with Xerox Extensible Interface Platform® 3.7 or later
- Lexmark with eSF 7 or higher

Note: Some App Gallery apps are free and do not require a purchase. Other apps require a purchase, and they are referred to as paid apps.

Xerox® ConnectKey® Technology

Note: All the apps in Xerox App Gallery, which includes third-party partner apps are Xerox® ConnectKey® apps.

Xerox® ConnectKey® Technology and software connect multifunction devices and single-function printers to the way work gets done. Xerox® ConnectKey® enabled devices and printers offer fully integrated print, scan, and cloud-based solutions.

Xerox® ConnectKey® apps add, extend, and customize the functionality of Xerox® and Lexmark devices. Xerox® ConnectKey® apps are assigned to the following categories:

- Business
- Cloud Storage
- Communication
- Creative Projects
- Education
- General
- Healthcare
- Insurance
- Legal
- Mobile Solutions
- Productivity
- Support
- Utilities
- Xerox Workflow Central Platform

Using Xerox App Gallery

To use Xerox App Gallery:

1. Create a Xerox App account.
2. Browse for the apps that you want to purchase or install.
3. Add devices to the Device catalog.
4. Select an app to install. If required, purchase the app.

   Note: To access a trial version of the app that you want to purchase, select **Try It**. The trial version enables you to use the app for a limited number of days.

5. Install the app.
6. To install more apps on a device, repeat steps 4 and 5.

Types of Xerox® ConnectKey® Apps

Apps in the Xerox App Gallery either require a purchase or can be installed free of charge.

You can purchase an app directly through your Xerox App account. Use your Xerox App account to install and manage all your free and purchased apps.

PURCHASABLE XEROX® CONNECTKEY® APPS

For the current list of apps that you can purchase, visit Xerox App Gallery at https://appgallery.services.xerox.com/#!/home.

Xerox App Gallery offers different models for apps that you can purchase. The purchasing models are as follows:

- Paid apps
- Time-based subscription apps
- Usage-based subscription apps

Paid Apps

Paid apps are the apps that you purchase once and install on devices. There are two categories of paid apps:

- Apps purchased on a per-device basis.
- Apps that are purchased once and are installed on an unlimited number of devices.

Time-Based Subscription Apps

You can subscribe to time-based subscription apps for a specified length of time. Subscriptions are offered in subscription lengths of 1 month, 12 months, 24 months, and 36 months. Not all subscription lengths are available for all apps.

There are two categories of time-based subscription apps:

- Subscriptions that are purchased on a per-device basis.
- Subscriptions that are purchased and are installed on an unlimited number of devices.

Usage-Based Subscription Apps

You can subscribe to usage-based subscription apps for a specified amount of usage. Examples of these types of apps are for prints, copies, scans, and so on, over a period of one month or one year. Subscriptions can offer up to six different usage quantities to use during the length of the subscription.

There are two categories of usage-based subscription apps:

- Subscriptions that are purchased on a per-device basis.
- Subscriptions that are purchased and are installed on an unlimited number of devices.

Note: The template apps in the Xerox App Gallery do not require a purchase. Gallery Apps are supported on devices running the Xerox EIP version 3.5 or higher.

Accessing Xerox App Gallery

You can access Xerox App Gallery in the following ways:

- Go to the Xerox App Gallery Web Portal at https://appgallery.services.xerox.com/#!/home.
- At the Xerox® device control panel, select the **Xerox App Gallery** App.

Note: If the Xerox App Gallery App is not visible at the device, ask the administrator to enable the app for use.

Related Topics:

Creating a Xerox App Account from the Xerox App Gallery Web Portal

Xerox App Gallery Support

The Help link appears on all the site pages once logged in. To view the options, click the Help (**?**) icon in the upper-right corner of the page. The Help window appears.

- Select the **Customer Support** icon and fill out the form that opens. Under the additional details, ensure that Type of Request is set to **Application/Software Support** and Application is set to **Xerox App Gallery**. Then under Category, you can select where the app is, and Device app will then display in the list for that category.
- If you have a subaccount for a Channel Partner, you must reach out to your Channel Partner to have them submit your request.

System and Device Requirements

SUPPORTED WEB BROWSERS

Xerox App Gallery supports the following Web browsers:

- Microsoft® Edge version 79 or later on Windows 10 or Windows 11
- Google® Chrome® version 60.0 or later on Windows 7, Windows 8, Windows 8.1, Windows 10, and Windows 11

SUPPORTED LANGUAGES

Xerox App Gallery supports the following languages:

English	French	Romanian
Brazilian Portuguese	German	Russian
Catalan	Greek	Spanish
Czech	Hungarian	Swedish
Danish	Italian	Turkish
Dutch	Norwegian	
Finnish	Polish	

DEVICE REQUIREMENTS FOR APPS

Ensure that the following requirements are met:

1. Ensure that all Xerox® devices have Xerox Extensible Interface Platform® (EIP) version 3.5 or later installed. If EIP version 3.5 or later is not installed, apps do not install on the device.
2. Ensure that all Lexmark devices have eSF 7 or higher.
3. To allow the installation of apps on a Xerox® device, ensure that EIP is enabled. Refer to Verifying and Enabling EIP for Xerox® AltaLink® Devices and Verifying and Enabling EIP for Xerox® VersaLink® Devices.

Device Requirements if you are Using Xerox App Gallery App

If you are using Xerox App Gallery App, perform the following steps, as needed:

1. Ensure that your Xerox® device can communicate with the Internet.

2. If Verification of SSL is enabled on the device, ensure that the security certificates are loaded on the device.

   When Verify Server Certificates is enabled on the device, all EIP applications installed on the device are affected.

   Note:

   - By default, Xerox® Solutions Certificates are preloaded on all Xerox® devices.
   - SSL Certificates provide secure communication of private and sensitive information over network connections. If SSL certificate validation is disabled, the secure communication of private or sensitive information becomes vulnerable.
   - To maintain the security of your information before using any Cloud-based **Scan To** or **Print From** apps, it is recommended to ensure that the certificate authorities of the Cloud services you are using are installed on the device. Most of the common certificate authorities will already be present, so only those that are missing from the device should be installed.

Xerox App Gallery Web Portal Basic Features

To browse the apps in Xerox App Gallery, you are not required to log in to the Web Portal. All unauthenticated users are free to browse and search for apps in Xerox App Gallery. Authenticated users gain access to features and functions assigned to their user role.

A Xerox App account holder has access to the All Apps, My Apps, and Devices pages. Authenticated users with the Developer role have access to one extra page, which is the Developer page.

ALL APPS PAGE

When you log in to your account, the default All Apps page appears. The All Apps page is optimized for you to browse and discover the apps that are published for public use.

From All Apps, you can do the following:

- Browse the available apps
- Search for apps by app name or by the company that created the app
- Review details about an app

For more information about the features and functions of the All Apps page, refer to All Apps Features.

MY APPS PAGE

For the logged-in user, the My Apps page displays apps that you installed or that are shared with you. If a new version of an app is available, an `Update Available` message appears.

For more information about the features and functions of the My Apps page, refer to My Apps Features.

DEVICES PAGE

For the logged-in user, the Devices page displays a list of Xerox® devices added to your Xerox App account. You can add, edit, and delete the devices from a Xerox App account.

For more information about the features and functions of the Devices page, refer to Device Management.

DEVELOPER PAGE

When an app developer logs in to their Xerox App account, the default Developer page appears. The Developer page offers app developers a place to manage all the apps that they are developing or have submitted to the Xerox App Gallery. Additionally, all published and archived apps appear here.

From the Developer page, app developers can perform the following:

- Search apps by app name
- Upload new apps and submit apps for publishing
- View all apps or sort them by status:
  - Approved, but not published
  - Archived

  - In Development
  - Published Private
  - Published Public
  - Returned
  - Waiting for Approval
- Access Help topics
- Log out at any time

Xerox App Gallery App

If the Xerox App Gallery App is not installed on a device, the app is available from the Xerox App Gallery Web Portal.

To browse the Xerox App Gallery, from the device control panel, select the **Xerox App Gallery** App. Then log in with your account. If you do not have an account, create one from the Xerox App Gallery web portal.

After you log in, you can perform Xerox App Gallery functions, such as viewing app details, installing apps, and updating apps.

For more information about the Xerox App Gallery App, refer to Xerox App Gallery App Procedures.

Required Setup

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Web Browser Security Settings

MODIFYING THE GOOGLE CHROME BROWSER SECURITY SETTINGS

1. Open Google Chrome.
2. From the Customize and control Google Chrome menu, select **Settings**.
3. At the bottom of the Settings page, click **Advanced**.

   Additional options appear.
4. In the Privacy and security section, click **Site settings**.

   The Site settings page appears.
5. In the Content section, click **JavaScript**.
6. Set the toggle button to **Allowed (recommended)**.
7. Close the Chrome browser window.

MODIFYING THE MICROSOFT EDGE BROWSER SECURITY SETTINGS

Note: The steps in this procedure are based on Microsoft Edge version 79.

1. Access the Windows Control Panel, then select **Internet Options**.

   The Internet Properties window appears.
2. Click the **Security** tab, then click the **Internet** icon.
3. Click **Custom level…**.

   The Security Settings - Internet Zone window appears.
4. Scroll to ActiveX controls and plug-ins. For Run ActiveX controls and plug-ins, click **Enable**.
5. Scroll to Scripting. For Active scripting, click **Enable**.
6. To save the settings and close the Security Settings - Internet Zone window, select **OK**.
7. Click the **Trusted sites** icon, then select **Sites**.

   The Trusted sites window appears.
8. In the Add this website to the zone field, type the following URL: https://appgallery.services.xerox.com, then click **Add**.

   The URL address is added to the Websites field.
9. To close the Trusted sites window, click **Close**.
10. To save the settings and close the Internet Properties window, click **OK**.

Xerox Extensible Interface Platform® Settings

To ensure that you can install Xerox App Gallery apps on your Xerox® device, verify that Xerox Extensible Interface Platform® (EIP) is installed, enabled, and configured on the device. After you complete these steps, you can use the Xerox App Gallery Web Portal and the Xerox App Gallery App to install apps on the device.

Important: By default, Xerox Extensible Interface Platform® (EIP) is installed and enabled on the device. To enable or disable the EIP feature, log in as an administrator.

VERIFYING AND ENABLING EIP FOR XEROX® ALTALINK® DEVICES

1. At your computer, open a Web browser. In the address field, type the IP address of your Xerox® device, then press **Enter** or **Return**.

   The Embedded Web Server page for your device appears.
2. To log in as an administrator, click **Login**, then enter administrator credentials.
3. Click **Properties > Apps > Custom Apps > Weblet Management**.
4. To enable weblet installation, for Security Installation Policy, click **Allow Installation**.
5. To enable the Extensible Services Browser:
   a. In the Configuration Settings section, for Extensible Service Browser, click **Edit**.

      The Extensible Service Setup page appears.
   b. In the Browser Settings section, select the **Enable the Extensible Services Browser** check box, then click **Apply**.

      The Weblet Management page appears.
6. To configure the Extensible Service Registration settings:
   a. In the Configuration Settings section, for Extensible Services Browser, click **Edit**.

      The Extensible Service Setup page appears.
   b. For Extensible Service Registration, click **Edit**.

      The HTTP page appears.
   c. Select the check boxes for the following configuration settings:
      - **Extensible Service Registration**
      - **Device Configuration**
      - **Scan Template Management**
      - **Scan Extension**
      - **Authentication and Accounting Configuration**
      - **Session Data**
      - **Job Management Extension**
7. To save the changes, click **Save**, then click **Apply**.

VERIFYING AND ENABLING EIP FOR XEROX® VERSALINK® DEVICES

1. At your computer, open a Web browser. In the address field, type the IP address of your Xerox® device, then press **Enter** or **Return**.

   The Embedded Web Server page for your device appears.

2. To log in as an administrator, click **Login**, then enter administrator credentials.
3. Select **Apps > EIP Settings**.
4. To enable weblet installation, click the **Allow ConnectKey App Install** toggle button.
5. Click **EIP Web Services**.
6. On the EIP Web Services page, enable the following configuration settings:
   - **Extensible Service Registration**
   - **Device Configuration**
   - **Scan Template Management**
   - **Scan Extension**
   - **Job Management Extension**
   - **Authentication and Account Configuration**
   - **Session Data**
7. To save the changes, click **OK**.

   The EIP Settings page appears.

8. To enable the Extensible Services Browser, click the **EIP Browser** toggle button.

Proxy Server Configuration

A proxy server acts as an intermediary between clients that seek services and servers that provide those services. The proxy server filters client requests. If the requests meet the filtering rules, the proxy server grants the request and allows the connection.

A proxy server has two main purposes:

- For security purposes, to keep any Xerox® devices on the server anonymous.
- To cache content from resources, such as webpages from a Web server, to decrease resource access time.

If your device is behind a firewall, before you run apps on the device, configure the proxy server using the Embedded Web Server or Xerox® CentreWare Internet Services page for your device.

CONFIGURING THE PROXY SERVER FOR XEROX® ALTALINK® DEVICES

1. At your computer, open a Web browser. In the address field, type the IP address of your Xerox® device, then press **Enter** or **Return**.

   The Embedded Web Server page for your device appears.
2. To log in as an administrator, click **Login**, then enter administrator credentials.
3. Select **Properties > General Setup > Extensible Service Setup**.

   The Extensible Service Setup page appears.
4. From the Proxy Server menu, select **Proxy**.
5. In the HTTP, HTTPS subsection, verify that the proxy server is enabled and that the proxy server information appears.
6. If a proxy server is not enabled and the proxy server information does not appear, perform the following steps:
   a. In the HTTP, HTTPS subsection, click **Edit**.
   b. For HTTP Proxy Server, select the check box for **Enabled**.
   c. Configure the proxy server settings as required.
   d. To save the changes, click **Save**
   e. After you save the changes, to return to the Extensible Service Setup page, click **Cancel**.
7. To use different configuration settings for HTTPS, In the HTTP, HTTPS subsection, deselect **Use settings for all protocols**.

   The HTTPS subsection appears.
8. Configure the HTTPS proxy server settings as required.
9. To save the changes, click **Apply**.

CONFIGURING THE PROXY SERVER FOR XEROX® VERSALINK® DEVICES

1. At your computer, open a Web browser. In the address field, type the IP address of your Xerox® device, then press **Enter** or **Return**.

   The Embedded Web Server for your device appears.

2. To log in as an administrator, click **Login**, then enter administrator credentials.
3. Click **Apps > EIP Settings**.

   The Extensible Service Setup page appears.
4. In the Extensible Interface Platform subsection, verify that the proxy server is enabled and that the proxy server information appears.
5. If a proxy server is not enabled, perform the following steps:
   a. Click the **Use Device Proxy Server** toggle button.

      If the device proxy server is configured, the server information appears.
   b. To configure the proxy server, click **Setup**, then click **Manual Address**.
   c. On the Proxy Server page, enter the required information, then click **OK**.

CONFIGURING THE WEB SERVICE CALLS FOR LEXMARK® DEVICES

1. In your computer, open a Web browser. In the address field, type the IP address of your Lexmark® device, then press **Enter** or **Return**.

   The Embedded Web Server for your device appears.
2. To log in as an administrator, click **Login**, then enter administrator credentials.
3. Click **Settings > Security > Login Methods**.
4. From the Public section, click **Manage Permissions**.
5. Expand Device Management, then ensure that **Apps Configuration** is selected.
6. Create a session with the printer using an authorized account.

Note:

- The authorized account must be local to the printer. Remote accounts are not supported.
- Unauthorized access to a non-interactive web services return an HTTP 401 error.

Xerox App Account Management

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Creating a Xerox App Account from the Xerox App Gallery Web Portal

To create a Xerox App account:

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Click **Log In**, then select **Create Account**.
3. If you are employed by a company, business, or organization, and will be using the Xerox App Gallery in connection with that organization, select the check box.

   Note: If you want to create an account for personal use and are responsible for paying for your own purchases using Xerox App Gallery, clear the **Company/Business/Organization** check box.
4. Type your email address.
5. Confirm your email address.
6. Create a password that must be 12–64 characters long and contains at least one from each of the following:
   - Uppercase letters, for example: A, B, C, D
   - Lowercase letters, for example: a, b, c, d
   - Numeric characters, for example: 1, 2, 3
   - Non-alphanumeric punctuation marks, for example: ! @ # $ % & * + ?
7. Confirm your password.
8. Type your first name and your last name.
9. If you select the check box for **Company/Business/Organization**, then perform the following:
   a. Click in the **Company Information** field.
   b. For Country, type the first few letters of the name of the country in which the company operates.

   Note: If the company operates in more than one country, type the country where the company is responsible for paying for purchases that you make using the Xerox App account.

      A list of search results appears.
   c. Select the country that you require.
   d. For Company Name, type the first few letters of the name of the company.

      A list of search results appears.
   e. Select the company name that you require.

   Note: If the company name that you require does not appear in the search results, click **Advanced Search**, then provide additional search parameters as needed. If you cannot find the company name using the Advanced Search tool, click **Can't Find your Company**, then supply the required information.
10. If you did not select the check box for **Company/Business/Organization**, in the appropriate fields, type your country, city, and postal code.
11. Select your preferred language and your preferred payment currency.
12. To review the Terms of Use, click **Terms of Use**. To confirm your agreement, select the check box.

13. To review the Data Administration Terms of Use, click **Data Administration Terms of Use**. To confirm your agreement, select the check box.

    Note: If you register for a Xerox App Developer account, you are required to review and accept the Terms of Use, the Data Administration Terms of Use, and the Developer Terms of Use.

14. Respond to any CAPTCHA challenges that the system poses, then click **OK**.

    A message appears to confirm that your request is being processed, and Xerox App Gallery will send you an email, which contains instructions to verify your account.

15. To dismiss the message, click **Close**.

16. To verify your account and log in to Xerox App Gallery:

    a. Log in to your email account, then open the email from Xerox App Gallery.

    Note: If you do not receive an email from Xerox App Gallery in your email inbox folder, verify that the email is not in your junk or spam folders.

    b. Click **Verify Account**.

       The Xerox App Gallery Web Portal opens in your default Web browser, and the Verify Account Email window appears.

    c. Enter your account password, then click **Log In**.

       A welcome message appears.

    d. To dismiss the welcome message, click **Later**.

    Note: The Welcome letter is only valid for 3 days after which it is void and you need to contact support to have a new welcome letter sent.

Logging In to your Account in the Xerox App Gallery Web Portal

To log in to your Xerox App account:

1. Go to https://appgallery.services.xerox.com/#!/home.
2. On the Xerox App Gallery page, click **Log In**.
3. Type your email address, then click **Next**.
4. For accounts configured with Xerox authentication, type your password. For accounts configured to authenticate with an Identity Provider, type the information required by your Identity Provider.
5. Click **Log In**.

Resetting your Xerox App Account Password

Note: Xerox app accounts configured to authenticate with an Identity Provider do not have an independent password. You will need to reset your password in the system of the Identity Provider.

To access a locked Xerox App account, reset your password.

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Click **Log In**, enter your email, click **Next**, then select **Forgot Password?**.

   The Forgot Password window appears.
3. Enter your email address, then click **Send Request**.

   A message confirms that Xerox App Gallery has sent password reset instructions to your email inbox.
4. To dismiss the message, click **Close**.
5. Log in to your email account, then open the password reset email from Xerox App Gallery.

   Note: If you do not receive an email from Xerox App Gallery in your email inbox folder, verify that the email is not in your junk or spam folders.
6. Click **Password Reset**.

   The Xerox App Gallery Web Portal opens in your default Web browser, and the Reset Password window appears.
7. Create a password that must be 12–64 characters long, and contains at least one from each of the following:
   - Uppercase letters, for example: A, B, C, D
   - Lowercase letters, for example: a, b, c, d
   - Numeric characters, for example: 1, 2, 3
   - Non-alphanumeric punctuation marks, for example: ! @ # $ % & * + ?
8. Confirm your password.
9. To set your new password, click **OK**.

   Note: To cancel the reset process and keep your old password, click **Cancel**.
10. To test your new password, log in to the Xerox App Gallery Web Portal using your new password.

Editing your Xerox App Account User Profile

Note: Accounts configured to authenticate with an Identity Provider may not have access to every parameter described below. Such parameters are sourced from the Identity Provider and ensure that they are edited in the system of the Identity Provider.

You can edit the following profile information associated with your Xerox App account:

- Email
- First Name
- Last Name
- Company / Organization Name
- Country
- Preferred Language
- Payment Currency

To edit your Xerox App account user profile:

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. To access your account information, in the upper-right corner of the page, click your user name, then select **Account Details**.

   The user account page opens.
4. To edit your account information, click **Edit Account Info**.

   The Edit Account window appears.
5. Update the information as required. To save the changes, click **Save**.

Note: When your email is changed, ensure that your account is verified and another verify account email will be sent to the email address.

Editing your Xerox App Account Password

Note: Xerox app accounts configured to authenticate with an Identity Provider do not have an independent password. Ensure that you need to edit your password in the system of the Identity Provider.

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. To access your account information, in the upper-right corner of the page, click your user name, then select **Account Details**.

   The user account page opens.
4. Click **Change Password**.

   The Change Password window appears.
5. In the Current Password field, type your existing account password.
6. In the New Password field, type a new password. Create an account password that is between 12–64 characters long and contains at least one from each of the following:
   - Uppercase letters, for example: A, B, C, D
   - Lowercase letters, for example: a, b, c, d
   - Numeric characters, for example: 1, 2, 3
   - Non-alphanumeric punctuation marks, for example: ! @ # $ % & * + ?
7. In the Confirm Password field, reenter the password.
8. To save the changes, click **OK**.

Deleting or Removing your Xerox App Account

Use this procedure to request the deletion of your Xerox App account.

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. To access your account information, in the upper-right corner of the page, click your user name, then select **Account Details**.

   The user account page opens.
4. Click **Delete Account**.

   A message appears that asks you to confirm your selection.

   Note: After you delete your account, any apps that were purchased with that account will be lost and cannot be recovered.
5. To confirm your selection, click the check box for **I understand**, then click **Request Delete**.

   Note: To cancel your selection and keep your account, click **Cancel**.

Device Management

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Devices Page

When you log in to your Xerox App account, the Devices page displays the list of Xerox® and Lexmark devices added to your Xerox App account. The Devices page allows you to add, discover, edit, and delete devices from your Xerox App account.

The following information describes the features and functions available on the Devices page.

MY DEVICES

The My Devices page displays the Xerox® and Lexmark devices added to your Xerox App account. This page provides options for viewing, adding, editing, and removing devices.

Device List

The device list shows the Xerox® and Lexmark devices added to your Xerox App account. The list includes the following details:

- **Device**: Displays the device model.
- **IP Address/Host Name**: Displays the IP address or host name for the device.
- **Location**: Displays the location set on the device.
- **Device Tag**: Displays the user-entered tag, if provided by the user.

Installing the Xerox® Device Connector Add-On or Extension

Before you add Xerox® or Lexmark devices to your Xerox App account in the Xerox App Gallery Web Portal, install the Xerox® Device Connector add-on or extension for your Web browser.

Installing the Xerox® Device Connector Extension for Google Chrome and Microsoft Edge

For Google Chrome and Microsoft Edge, install the Xerox® Device Connector extension.

1. At your computer, open Google Chrome or Microsoft Edge.
2. Go to https://appgallery.services.xerox.com/#!/home.
3. Log in to your Xerox App account.
4. Click **Devices > My Devices**.
5. Click **Add Device**.

   A message prompts you to install the Google Chrome extension.
6. Click **Get Extension**.

   The Chrome Web Store page for Xerox® Device Connector appears.
7. To install the extension, click **Add to Chrome**.

   Note: For Microsoft Edge, the **Add to Chrome** option installs the extension for Microsoft Edge.

   A message asks you to confirm your selection.

8. To confirm your selection and install the extension, click **Add Extension**.

   The extension installs.

9. Close the Chrome Web Store page.

Adding a Device Manually to Your Xerox App Account

If you know the connection details for your device, use the Add Device feature to add the device to your Xerox App account.

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. Click **Devices > My Devices > Add Device**.

   The Add Device window appears.

4. Type the device IP address and the device administrator User Name and Password, then click **Next**.

   The system will then search for the device.

   Note: The user might be requested to accept the Certificate, if it is a Lexmark device.

5. Depending on the type of the device, the user might need to add the SNMP V1/V2 Community Name. Enter the name, then click **Add**.

   The device is added to the My Devices list.

   Note: Lexmark device requires the user to create a local admin account. The authorized account should be local to the printer. Remote accounts are not supported.

The following needs to be configured on the Lexmark device:

1. Login to the device Web page.
2. Select **Settings > Security > Login Methods**.
3. From the Public section, select **Manage Permissions**.
4. Expand Device Management and ensure that **Apps Configuration** is selected.

Editing or Updating a Device in your Xerox App Account

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. Click **Devices**.
4. From the list of devices, locate the device that you want to edit or update, then click the device name.

   The device details page appears.

5. Click **Edit**.

   The Edit Device window appears.

6. Edit the fields as needed.

7. To confirm the changes, click **OK**.

   The system saves the changes, then checks the connection to the device.

Deleting a Device from your Xerox App Account

Note: Before you delete a device from a Xerox App account, uninstall or delete all App Gallery apps from the device. For details, refer to Uninstalling Apps from the Device Details Page.

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. Click **Devices**.
4. From the list of devices, locate the device that you want to delete, then click the device name.

   The device details page appears.
5. To delete the device, click **Remove**.

   A warning message appears when the user has an active paid subscription on the device being deleted.
6. To acknowledge that you have read the warning message, select the check box, then to delete the device, click **Remove**.

   The device is removed from your account.

Note: If a device is removed before the user uninstalls an app, the app will show as still being installed and will not be able to transfer to another device.

DISCOVER DEVICES

The Discover Devices page features automatic device discovery tools, and provides options for adding, editing, and deleting Discovery Profiles.

Note: Before you start a Discovery session, set up a Discovery Profile.

Setting Up a Discovery Profile

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. Click **Devices > Discover Devices > Profiles**.

   The Discovery Profiles window appears.
4. Click **Add Profile**.

   The Add Discovery Profile window appears.
5. Type the profile name and SNMP V1/V2 community name.

6. If required, type the administrator user name and password.

   Note: Administrator credentials are not required to discover a device, but it is required to add the device to the account of the user. If the user has auto-add enabled, it will not add the device without valid credentials.

   Optionally, type the contact name, contact email, and device tag for the profile.

7. To add discovered devices to your Xerox App account automatically, select the check box for **Automatically attempt to add devices to your account after discovering them**.
8. If required, add search parameters to the profile:
   a. To include specific IP addresses, IP address ranges, or host names to the profile, click **Add Address**, then provide the required details.
   b. To exclude specific IP addresses, IP address ranges, or host names from the profile, click **Add Exclusion**, then provide the required details.
9. To save the profile, click **Add**.
10. To close the Discovery Profiles window, click **Close**.

Adding Devices Using Auto Discovery

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. Click **Devices > Discover Devices > Start Discovery**.

   A list of available discovery profiles appears.

4. Select the check box for the profiles that you want to use, then click **Start**.

   The discovery session starts, and devices appear in the list when they are discovered.

5. To add devices from the list to your account, select the required devices, then click **Add Devices**.
6. To confirm your selection, click **Add**.

   Note: If you enabled the profile setting to add discovered devices to your Xerox App account automatically, the system attempts to add discovered devices to your account. For any device that does not add, the message `admin credentials were wrong` appears in the Discovered Devices list. For details, refer to Setting Up a Discovery Profile.

Managing Apps from the Device Details Page

For devices added to your Xerox App account, you can manage apps from the device details page. Use this page to install, uninstall, and reinstall apps on devices in your device list.

INSTALLING APPS FROM THE DEVICE DETAILS PAGE

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. Click **Devices**.
4. In the device list, locate the device where you want to install the apps, then click the device name.

   The device details page appears.
5. Click **Add Apps**.
6. Browse, select, purchase, then install the apps. For details about purchasing and installing apps, refer to App Details.

UNINSTALLING APPS FROM THE DEVICE DETAILS PAGE

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. Click **Devices**.
4. In the device list, locate the device where you want to uninstall the apps, then click the device name.

   The device details page appears.
5. To uninstall an app from the device, click the uninstall (**X**) icon for the app, or to remove all the apps from the device, click **Uninstall All**.

   A warning message appears.

   Note: To uninstall apps that have X on them, contact the user who installed the app. You can uninstall only the apps that you installed.
6. To confirm your selection, click **Uninstall**, or to cancel your selection, click **Cancel**.

REINSTALLING APPS FROM THE DEVICE DETAILS PAGE

After a specific app is removed from the device by another user, use this procedure to reinstall the app.

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. Click **Devices**.
4. In the device list, locate the device where you want to reinstall the apps, then click the device name.

   The device details page appears.

5. In the list of apps, locate the app that you want to reinstall, then click **Reinstall**.

   The app is reinstalled on the device.

   Note: To uninstall apps that have X on them, contact the user who installed the app. You can uninstall only the apps that you installed.

All Apps

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All Apps Page

Xerox App account users can browse the apps offered in Xerox App Gallery without logging in. After you log in to your Xerox App account, the All Apps page appears as the default view in the Xerox App Gallery Web Portal.

The All Apps page displays available apps and gives you access to other features and functions of Xerox App Gallery. Functions include the ability to search apps and view details for a specific app.

Apps on the All Apps page with a similar purpose or function are grouped into specific categories. App categories include:

- Business
- Cloud Storage
- Communication
- Creative Projects
- Education
- General
- Healthcare
- Insurance
- Legal
- Mobile Solutions
- Productivity
- Support
- Utilities
- Xerox Workflow Central Platform

App Details

From the app details page, logged-in users can view information for the selected app, and try, purchase, and install it. To access the app details page for an app, log in to your Xerox App account, then locate and click the required app.

When you install an app, the app is added to the My Apps page for your account. For more information, refer to My Apps Page.

Depending on the type of app that you selected, one or more of the following options are available:

Try It

This option allows you to install an app free of charge, for a trial period. For details, refer to Installing an App with a Trial.

Install

This option is available for free apps only. No purchase is required. For details, refer to Installing a Free App.

Buy

This option is for apps that require a one-time purchase. This option offers a per-device or unlimited-device purchase. For per-device purchases, you can buy one app for each device. For unlimited-device purchases, you can buy once, then install the app on any number of devices. For details, refer to Purchasing and Installing a Paid, Per-Device App or Purchasing and Installing a Paid, Unlimited App.

Subscribe

This option is for apps that require a purchase, and offers the convenience of an app subscription. Subscriptions can be time-based or usage-based. Time-based subscriptions expire after a selected time period. Usage-based subscriptions expire after usage is exhausted or the subscription end time is reached. Subscription models offer you the option to renew the subscription automatically. For details, refer to the following sections:

- Purchasing and Installing a Time-Based, Per-Device Subscription App
- Purchasing and Installing a Time-Based, Unlimited Subscription App
- Purchasing and Installing a Usage-Based, Per-Device Subscription App
- Purchasing and Installing a Usage-Based, Unlimited Subscription App

INSTALLING A FREE APP

1. From the app details page for an app, click **Install**.

   The License Agreement appears.

2. Review the License Agreement. To confirm that you accept the License Agreement, click **Agree**.

   The Install window appears.

3. Select the devices where you want to install the app.

   Note: If no devices are visible in the list, click **Add Device**. For details about adding devices to your Xerox App account, refer to My Devices.

4. Click **Install**.

   The progress of the app installation appears. When the installation completes, the app status updates.

INSTALLING AN APP WITH A TRIAL

Some apps are configured to renew automatically to a paid subscription at the end of the trial period. To activate the trial, provide payment information and select your required subscription option.

Note: You can deselect the automatic renewal option during the trial activation process, or at any time before the trial expires.

1. From the app details page, click **Try It**.

   The License Agreement appears.

2. Review the License Agreement. To confirm that you accept the License Agreement, click **Agree**.

   The Install window appears.

3. Select the devices where you want to install the trial app.

Note: If no devices are visible in the list, click **Add Device**. For details about adding devices to your Xerox App account, refer to My Devices.

4. Click **Install**.

   The progress of the app installation appears. When the installation completes, the app status updates.

Note: Certain apps may require your payment information when you activate the Free Trial. The system will also require you to specify your desired subscription options. The trial can automatically renew as a paid subscription once the trial expires. You have the option of deselecting the automatic renewal option during the trial activation process or at any time prior to trial expiration.

PURCHASING AND INSTALLING A PAID, PER-DEVICE APP

1. From the app details page, click **Buy**.

   The License Agreement appears.

2. Review the License Agreement. To confirm that you accept the License Agreement, click **Agree**.

   The Install window appears.

3. Select the devices where you want to install the app.

Note: If no devices are visible in the list, click **Add Device**. For details about adding devices to your Xerox App account, refer to My Devices.

4. Click **Checkout**.

   The Billing Information page appears.

Note: If you have not purchased apps for your Xerox App account previously, the Update Credit Card Preferences window appears. Select the option that you require, then click **Update and Checkout**.

5. Review the order information, then enter the billing information, or select a previously used payment method.

6. To place the order, click **Place Order**, then select **Done**.

   The progress of the app installation appears. When the installation completes, the app status updates.

PURCHASING AND INSTALLING A PAID, UNLIMITED APP

1. From the app details page, click **Buy**.

   The License Agreement appears.

2. Review the License Agreement. To confirm that you accept the License Agreement, click **Agree**.

   A confirmation window appears.

3. To confirm your order, click **Checkout**.

   The Billing Information page appears.

4. Review the order information, then enter the billing information, or select a previously used payment method.
5. To place the order, click **Place Order**, then select **Done**.
6. To install the app immediately, do the following:
   a. Select the devices where you want to install the app.

   Note: If no devices are visible in the list, click **Add Device**. For details about adding devices to your Xerox App account, refer to My Devices.

   b. Click **Install**.

      The progress of the app installation appears. When the installation completes, the app status updates.

7. To install the app at a later time, click **Cancel**.

   The app is added to your My Apps catalog.

PURCHASING AND INSTALLING A TIME-BASED, PER-DEVICE SUBSCRIPTION APP

1. From the app details page, click **Subscribe**.

   The License Agreement appears.

2. Review the License Agreement. To confirm that you accept the License Agreement, click **Agree**.

   The Subscribe window appears.

3. Select the subscription period from the options presented.
4. Select the devices where you want to install the app.

   Note: If no devices are visible in the list, click **Add Device**. For details about adding devices to your Xerox App account, refer to My Devices.

5. To purchase additional subscriptions for the app, for Additional Quantity, type the number that you require.
6. Click **Checkout**.

   The Billing Information page appears.

7. Review the order information, then enter the billing information, or select a previously used payment method.

8. To avoid automatic renewal when the subscription expires, clear the **Enable Auto Renew** check box.
9. To place the order, click **Place Order**, then select **Done**.

   The progress of the app installation appears. When the installation completes, the app status updates.

PURCHASING AND INSTALLING A TIME-BASED, UNLIMITED SUBSCRIPTION APP

1. From the app details page, click **Subscribe**.

   The License Agreement appears.
2. Review the License Agreement. To confirm that you accept the License Agreement, click **Agree**.

   The Subscribe window appears.
3. Select the subscription period from the options presented.
4. Click **Checkout**.

   The Billing Information page appears.
5. Review the order information, then enter the billing information, or select a previously used payment method.
6. To avoid automatic renewal when the subscription expires, clear the **Enable Auto Renew** check box.
7. To place the order, click **Place Order**, then select **Done**.
8. To install the app immediately, do the following:
   a. Select the devices where you want to install the app.

   Note: If no devices are visible in the list, click **Add Device**. For details about adding devices to your Xerox App account, refer to My Devices.

   b. Click **Install**.

      The progress of the app installation appears. When the installation completes, the app status updates.
9. To install the app at a later time, click **Cancel**.

   The app is added to your My Apps catalog.

PURCHASING AND INSTALLING A USAGE-BASED, PER-DEVICE SUBSCRIPTION APP

1. From the app details page, click **Subscribe**.

   The License Agreement appears.
2. Review the License Agreement. To confirm that you accept the License Agreement, click **Agree**.

   The Subscribe window appears.
3. Select the subscription quantity and time period from the options presented.

   Note: Usage-based subscriptions expire when they have no remaining usage, or when they reach their subscription end date.

4. Select the devices where you want to install the app.

Note: If no devices are visible in the list, click **Add Device**. For details about adding devices to your Xerox App account, refer to My Devices.

5. Click **Checkout**.

   The Billing Information page appears.

6. Review the order information, then enter the billing information, or select a previously used payment method.
7. To avoid automatic renewal when the subscription expires, clear the **Enable Auto Renew** check box.
8. To place the order, click **Place Order**, then select **Done**.

   The progress of the app installation appears. When the installation completes, the app status updates.

PURCHASING AND INSTALLING A USAGE-BASED, UNLIMITED SUBSCRIPTION APP

1. From the app details page, click **Subscribe**.

   The License Agreement appears.

2. Review the License Agreement. To confirm that you accept the License Agreement, click **Agree**.

   The Subscribe window appears.

3. Select the subscription quantity and time period from the options presented.

Note: Usage-based subscriptions expire when they have no remaining usage, or when they reach their subscription end date.

4. Click **Checkout**.

   The Billing Information page appears.

5. Review the order information, then enter the billing information, or select a previously used payment method.
6. To avoid automatic renewal when the subscription expires, clear the **Enable Auto Renew** check box.
7. To place the order, click **Place Order**, then select **Done**.
8. To install the app immediately, do the following:
   a. Select the devices where you want to install the app.

Note: If no devices are visible in the list, click **Add Device**. For details about adding devices to your Xerox App account, refer to My Devices.

   b. Click **Install**.

      The progress of the app installation appears. When the installation completes, the app status updates.

9. To install the app at a later time, click **Cancel**.

   The app is added to your My Apps catalog.

Reviewing the Legal Documentation for an App

When you access the app details page for an app, you can view legal documentation associated with the app. One or more of the following documents are available:

- License Agreement
- Privacy Statement
- Software Disclosure

To view legal documentation for an app:

1. Go to https://appgallery.services.xerox.com/#!/home.
2. Log in to your Xerox App account.
3. Click **All Apps**.
4. Locate the app that you want to learn more about, then click the app icon.

   The app details page appears.
5. In the Legal section, select the document that you want to view.

   The document window appears.
6. Review the document.
7. To return to the app details page, close the window.

My Apps

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Setting an App as the Default Walk-Up Screen on Xerox® Devices 53

My Apps Page

When you are logged in, the My Apps page displays a catalog of apps that are added in the following ways:

- The app is installed on one or more devices that you added to your account.
- The app was previously installed on one or more devices that you added to your account.
- The app was purchased from your Xerox App account.
- The app was shared with you.

The My Apps catalog of apps is organized in a three-column layout:

App Column

This column displays the name and icon for any installed, purchased, or shared apps.

Subscription Alerts

This column includes an indication of the subscription status: expired or expiring soon.

Device Installed On

This column displays the number of devices where an app is installed.

Note: If a new version of an app is available, an `Update Available` message appears. For information about updating apps in the Xerox App Gallery Web Portal, refer to Updating an App in My Apps.

Updating, Uninstalling, or Reinstalling Apps

In the Xerox App Gallery Web Portal, from the My Apps page, you can update, uninstall, or reinstall apps on the devices that you added to your Xerox App account.

For information about installing new apps, refer to App Details.

UPDATING AN APP IN MY APPS

If a new version of an app is available, the My Apps page provides an `Update Available` message. The message appears for each device where you installed the app.

1. Go to https://appgallery.services.xerox.com.
2. Log in to your Xerox App account.
3. Click **My Apps**.
4. To locate the app, use the Update Available indicator, then click the app.

   A screen appears with the installation details for the selected app.
5. To update the app on individual devices, on each device, click **Update**. Or, to install the update on all associated devices, click **Update All**.
   The installed app is updated with the new version of the app.

Note: After an app is updated, the app version cannot be reverted.

UNINSTALLING AN APP FROM MY APPS

If the app that you want to uninstall is set as the default walk-up screen for a device, before you uninstall the app, change the setting for the default walk-up screen. For details, refer to Setting an App as the Default Walk-Up Screen on Xerox® Devices.

1. Go to https://appgallery.services.xerox.com.
2. Log in to your Xerox App account.
3. Click **My Apps**.
4. In the list, locate and click the app that you want to uninstall.

   The app details page appears.
5. To uninstall the app from a specific device, click the Uninstall (**X**) icon for the device, or to remove the app from all devices, click **Uninstall All**.

   A confirmation message appears.
6. To confirm your selection, click **Uninstall**, or to cancel your selection, click **Cancel**.

REINSTALLING AN APP FROM MY APPS

To reinstall an app on one device only:

1. Go to https://appgallery.services.xerox.com.

2. Log in to your Xerox App account.
3. Click **My Apps**.
4. In the list, locate and click the app that you want to reinstall. The app details page appears.
5. Locate the device where you want to reinstall the app, then click **Reinstall**. If your app does not reinstall successfully, refer to Troubleshooting.

DELETING AN APP FROM MY APPS

To delete an app that has expired or trial has expired, do the following:

1. Go to https://appgallery.services.xerox.com.
2. Log in to your Xerox App account.
3. Click **My Apps**.
4. In the list, locate and click the app that you want to delete. Select **Delete App**.

   Review the message and select the check box to confirm that you understand this action. Deleting the app will remove all subscriptions associated with it. If multiple subscriptions exist, all subscriptions will be deleted, not just the current subscription.

Setting an App as the Default Walk-Up Screen on Xerox® Devices

XEROX® ALTALINK® AND XEROX® VERSALINK WITH EIP 5.0 DEVICES

Xerox® devices can have a specific app assigned as the default walk-up screen. The default walk-up screen is the device home screen. The walk-up screen appears after the device is powered on or exits power saver mode, or after you press the Home button.

Note: To set an app as the default walk-up screen for a Xerox® device, use the Embedded Web Server or Xerox® CentreWare Internet Services for the device. Before you set an app as the default walk-up screen for a device, ensure that the app is installed on the device.

1. At your computer, open a Web browser. In the address field, type the IP address of your Xerox® device, then press **Enter** or **Return**.

   The Embedded Web Server page or Xerox® CentreWare Internet Services page for your device opens.
2. To log in as an administrator, click **Login**, then enter administrator credentials.
3. Click **Properties**.
4. In the General Setup section, click **Entry Screen Defaults**.
5. On the Entry Screen Defaults screen, to open the menu, click the down arrow.
6. Scroll the list of available apps. From the list, select the app that you want to appear as the default walk-up screen.
7. To save your changes, click **Save**.

Note: To change the selection for the default walk-up screen, update the **Entry Screen Defaults** setting. Change the setting to be the home screen or another app.

XEROX® VERSALINK® DEVICES

Xerox® devices can have a specific app assigned as the default walk-up screen. The default walk-up screen is the device home screen. The walk-up screen appears after the device is powered on or exits power saver mode, or after you press the Home button.

Note: To set an app as the default walk-up screen, use the Embedded Web Server for the device. If the app is installed on that device, you can set the app as the default walk-up screen.

1. At your computer, open a Web browser. In the address field, type the IP address of your Xerox® device, then press **Enter** or **Return**.

   The Embedded Web Server page for your device opens.
2. To log in as an administrator, click **Login**, then enter the administrator credentials.
3. Click the **Apps** tab, then select **Preferences**.
4. To open the menu and scroll the list of available apps, click the down arrow.

5. From the list, select the app you want to appear as the default walk-up screen.

   The app appears as the default walk-up screen for the device.

Note: To change the selection for the default walk-up screen, update the **Entry Screen Defaults** setting. Change the setting to be the home screen or another app.

Xerox App Gallery App Procedures

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Xerox App Gallery App Overview

When you select the Xerox App Gallery App at the device control panel, you can browse the Xerox App Gallery, and log in to your Xerox App account. After you log in, you can perform additional App Gallery functions, such as install, and update apps. You are not required to log in to browse available apps in the App Gallery.

You can install the Xerox App Gallery App on devices where it is not installed currently. If the Xerox App Gallery App is not installed on a device, it is available from the Xerox App Gallery Web Portal.

To use the Xerox App Gallery App, your device requires the following:

- An established network connection
- Xerox Extensible Interface Platform® (EIP) version 3.5 or later installed



Note:

- SSL Certificates provide secure communication of private and sensitive information over network connections. If SSL certificate validation is disabled, the secure communication of private or sensitive information is vulnerable.
- Xerox recommends that you enable Verify Server Certificates on your Xerox® device, although this setting can cause issues with the other applications. For more information, use the Xerox App Gallery product support page to search for server certificates at http://www.support.xerox.com/support/xerox-app-gallery.

Logging in to your Xerox App Account from the Xerox App Gallery App

Note: When you log in to your Xerox App account at a device, the system adds the device automatically to the My Devices page for your account. To ensure that the system can communicate properly with the device, use the Xerox App Gallery Web Portal to add administrator credentials for the device to your Xerox App account. For details, refer to Adding Device Credentials to your Xerox App Account.

1. At the device control panel, press the **Home** button.
2. Touch the **Xerox App Gallery** app icon.

   The Xerox App Gallery appears.
3. Touch **Log In**.

   Note: If another user is already logged in to the app, the logged-in user name appears in the upper left corner of the screen. To log the user out, touch the logged-in user name, then select **Logout**.
4. To type your Xerox App account email address, touch **Enter Email**, then use the touch screen keypad.
5. When finished, touch **Next**.
6. For accounts configured with Xerox authentication, touch **Enter Password**, then use the touch screen keypad to enter your password. For accounts configured to authenticate with an Identity Provider, type the information required by your Identity Provider using the touch screen keypad.
7. To log in, touch **Log In**.

Adding Device Credentials to your Xerox App Account

When you use the Xerox App Gallery App to add a device to your Xerox App account, the device model name and IP address are added to your devices list automatically. To ensure successful communication between the Xerox App Gallery Web Portal and the device, in the Xerox App Gallery, add administrator credentials for the device.

1. Go to https://appgallery.services.xerox.com.
2. Log in to your Xerox App account.
3. Click the **Devices** tab.
4. Locate, then select the device that was added automatically with the Xerox App Gallery App. The device details page appears.
5. Click **Edit**.

   The Edit Device dialog appears.
6. Enter an administrator user name and password for the device.
7. Click **OK**.

   Administrator credentials are added for the device.

Installing a Free App from the Xerox App Gallery App

1. At your Xerox® device, log in to your Xerox App account. For details, refer to Logging in to your Xerox App Account from the Xerox App Gallery App.

   The All Apps page appears.

2. For the app that you want to install, touch the app icon.

   The app details page appears.

3. Touch **Install**.

   The License Agreement appears.

   Note: If the app that you selected is a paid app, the **Install** option is not available. To install paid apps, use the Xerox App Gallery Web Portal. For details, refer to App Details.

4. Review the License Agreement. To accept the terms and install the app, touch **Agree**.

   The app installs. When the app is installed, a confirmation message appears.

5. To close the app details page, touch **X**.
6. To log out, in the upper left corner of the screen, touch your user name, then select **Logout**.
7. To return to the home screen, press the **Home** button.

The newly installed app appears on the home screen. The app is added to the My Apps list for your Xerox App account.

Updating an App from the Xerox App Gallery App

1. At your Xerox® device, log in to your Xerox App account. For details, refer to Logging in to your Xerox App Account from the Xerox App Gallery App.

   The All Apps page appears.

2. Touch **My Apps**.

   If app updates are available, an `Updates Available` message appears.

3. To update an app, do one of the following steps.
   - To update a specific app, locate the app icon, then touch **Update Now**.
   - To install all available app updates, touch **Update All**.

4. To install the updates, touch **Agree**.

   When the update completes, the `Updates Available` message and the update options disappear.

5. To log out, in the upper left corner of the screen, touch your user name, then select **Logout**.

6. To return to the home screen, press the **Home** button.

Saving Xerox App Account Credentials for the Xerox App Gallery App

When you log in to your device as an administrator, you can save Xerox App account credentials for the Xerox App Gallery App.

When you save Xerox App account credentials, all users have access to the saved Xerox App account on the device. Individual account credentials are not required.

1. At the device control panel, press the **Home** button.
2. Log in to the device as an administrator.

   Note: For information about logging in as an administrator, refer to the *System Administrator Guide* for your device.
3. Touch the **Xerox App Gallery** app icon.

   The Xerox App Gallery screen appears.
4. Touch **Log In**.

   Note:

   - If another user is logged in to the app, the logged-in user name appears in the upper-left corner of the screen. To log the user out, touch the logged-in user name, then select **Logout**.
   - If Xerox App account credentials were saved previously, to log out and remove the saved credentials from the device, touch **Settings > Remove Account From This Device**.
5. To type the Xerox App account email address, enter email, then click **Next**.
6. To type the Xerox App account password, enter password, then click **Next**.
7. To log in, click **Log In**.

   A message appears, that asks if you want to use the Xerox App account to allow all users to install apps.
8. To allow all users to install apps using the Xerox App account, select **Stay Logged in**.

   The account credentials are saved.

Removing Xerox App Account Credentials from the Xerox App Gallery App

When you log in to your device as an administrator, you can remove saved account credentials for the Xerox App Gallery App. This includes the Xerox App account email address and password.

Note: After you remove saved account credentials, users can browse the Xerox App Gallery, but are required to log in to perform other functions, such as the installation of apps.

To remove Xerox App account credentials:

1. At the device control panel, press the **Home** button.
2. Log in to the device as an administrator.

   Note: For information about logging in as an administrator, refer to the *System Administrator Guide* for your device.
3. Touch the **Xerox App Gallery** app icon.

   The App Gallery screen appears.
4. Touch **Settings**.

   The Settings screen appears.
5. To remove the account, select **Log Out**.

   The account is logged out and the account credentials are removed.

Troubleshooting

This chapter contains:

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App Purchasing Issues....70

This chapter helps you to find and resolve Xerox App Gallery problems and issues.

Xerox App Account Issues

UNABLE TO CREATE A XEROX APP ACCOUNT

You can create a Xerox App account from the Xerox App Gallery Web Portal.

Account creation can fail for various reasons. For example, an email address is not accepted if the address is used already.

Perform the following steps:

1. To create your account, use a different email address.
2. Check your junk email folder for the email message from Xerox App Gallery.
3. If the email from Xerox App Gallery is in your inbox email folder, to begin using your new account, click **Browse Apps**.

Note: To ensure that you receive future Xerox App Gallery emails, specify the message as `Not Junk`. If no email appeared in your inbox or junk email folders, it is possible that a temporary email server failure occurred.

Related Topics:

Creating a Xerox App Account from the Xerox App Gallery Web Portal

FORGOTTEN PASSWORD OR LOCKED XEROX APP ACCOUNT

If you forget the password for your Xerox App account, or your account is locked, you can reset your password.

Note: A Xerox App account becomes locked after a number of incorrect login attempts.

To reset the password for your Xerox App account in the Xerox App Gallery Web Portal, refer to Resetting your Xerox App Account Password. Follow the steps to reset your password.

UNABLE TO CONNECT TO THE XEROX APP GALLERY WEB PORTAL

If you cannot connect to the Xerox App Gallery Web Portal, do the following:

1. Ensure that your computer has network access.
2. For your Web browser, check the browser security settings. For details, refer to Web Browser Security Settings.

UNABLE TO CONNECT TO THE XEROX APP GALLERY APP

Xerox® AltaLink® Devices

A message appears that states `The App Gallery Server could not be found or is unavailable`.

If you cannot connect to the Xerox App Gallery App on your Xerox® device, ensure that the proxy server is enabled for Extensible Service Setup. For details, refer to Configuring the Proxy Server for Xerox® AltaLink® Devices.

Note: Some app installations require a proxy server to connect to the Internet.

1. In your computer, open a Web browser. In the address field, type the IP address of your Xerox® device, then press **Enter** or **Return**.

   The Embedded Web Server page or Xerox® CentreWare Internet Services page for your device opens.

2. To log in as an administrator, click **Login**, then enter administrator credentials.
3. Select **Properties > General Setup > Extensible Service Setup**.

   The Extensible Service Setup page appears.

4. From the Proxy Server menu, select **Proxy**.
5. In the HTTP, HTTPS subsection, verify that the proxy server is enabled and that the proxy server information appears.
6. If a proxy server is not enabled and the proxy server information does not appear, perform the following steps:
   a. In the HTTP, HTTPS subsection, click **Edit**.
   b. For HTTP Proxy Server, select the check box for **Enabled**.
   c. Configure the proxy server settings as required.
   d. To save the changes, click **Save**
   e. After you save the changes, to return to the Extensible Service Setup page, click **Cancel**.
7. To use different configuration settings for HTTPS, in the HTTP, HTTPS subsection, deselect **Use settings for all protocols**.

   The HTTPS subsection appears.

8. Configure the HTTPS proxy server settings as required.
9. To save the changes, click **Apply**.

Xerox® VersaLink® Devices

A message appears that states `The App Gallery Server could not be found or is unavailable`.

If you cannot connect to the Xerox App Gallery App on your Xerox® device, ensure that the proxy server is enabled for Extensible Service Setup. For details, refer to Configuring the Proxy Server for Xerox® VersaLink® Devices.

Note: Some app installations require a proxy server to connect to the Internet.

1. At your computer, open a Web browser. In the address field, type the IP address of your Xerox device, then press **Enter** or **Return**.

   The Embedded Web Server page for your device opens.

2. To log in as an administrator, click **Login**, then enter administrator credentials.
3. Click **Apps > EIP Settings**.

   The Extensible Service Setup page appears.

4. In the HTTP, HTTPS subsection, verify that the proxy server is enabled and that the proxy server information appears.
5. If a proxy server is not enabled, perform the following steps:
   a. Click the **Use Device Proxy Server** toggle button.

      If the device proxy server is configured, the server information appears.

   b. To configure the proxy server, click **Setup**, then click **Manual**.
   c. On the Proxy Server page, enter the required information, then click **OK**.
6. Close the browser window.

Xerox App Gallery Web Portal Device Issues

WEB BROWSER ADD-ON OR EXTENSION

To enable communication between Xerox App Gallery Web Portal and your Xerox® device:

1. Ensure that you have installed and enabled the Xerox® Device Connector add-on or extension for your Web browser. Refer to Installing the Xerox® Device Connector Add-On or Extension.
2. Verify that the Web browser security settings are configured to allow third-party add-ons or extensions. Refer to Web Browser Security Settings.
3. Verify that the correct EIP settings are enabled. Refer to Xerox Extensible Interface Platform® Settings.

UNABLE TO ADD A DEVICE TO A XEROX APP ACCOUNT FROM THE XEROX APP GALLERY WEB PORTAL

When you add a device for the first time using the Xerox App Gallery Web Portal, a message appears. The message indicates that permission is required to install the Xerox® Device Connector Internet Explorer Add-on or Google Chrome Extension.

Note: For Microsoft Edge, install the Google Chrome Extension.

To install apps, ensure that the Xerox® Device Connector add-on or extension is installed and enabled. This process enables communication between the Xerox App Gallery Web Portal and the device.

Verify the following:

1. When you add a device, the Web browser displays a message that the connector add-on or extension is required. Verify that the connector is installed and enabled for the Web browser. Refer to Installing the Xerox® Device Connector Add-On or Extension.
2. Ensure that the device is operational and connected to the network, and that the Web browser security settings are configured. Refer to Web Browser Security Settings.
3. Ensure that the device IP address is correct.
4. Ensure that the device supports Xerox Extensible Interface Platform®, version 3.5 or later.
5. Ensure that the browser that runs Xerox App Gallery does not have more than one browser extension installed. If you have more than one extension, uninstall the extra extensions, then refresh the browser. Reinstall the browser extension, then attempt to add the device.
6. For Xerox® AltaLink® devices, ensure that the device date and time settings are within 5 minutes of the actual time.

DEVICES ARE NOT LISTED IN THE XEROX APP GALLERY WEB PORTAL

Devices that you add to your Xerox App account are listed on the Devices page in the Xerox App Gallery Web Portal.

To add devices manually to a Xerox App account, enter the device IP address and other related information. Refer to My Devices.

To ensure that Xerox App Gallery can communicate with the device, verify that the ActiveX Controls for Internet

Explorer or the third-party extensions for Google Chrome are enabled. Refer to one of the following sections:

- Web Browser Security Settings
- Installing the Xerox® Device Connector Add-On or Extension

Xerox App Gallery Web Portal App Issues

UNABLE TO INSTALL APPS FROM THE XEROX APP GALLERY WEB PORTAL

1. Ensure that the Xerox® Device Connector add-on or extension is installed and enabled. Refer to Installing the Xerox® Device Connector Add-On or Extension.
2. In the Xerox App Gallery Web Portal, ensure that the devices where you want to install the apps are added to your Xerox App account. Refer to My Devices.
3. In the Xerox App Gallery Web Portal, ensure that the devices in the Devices page are configured with valid administrator credentials. An administrator user name and password are required. Refer to Adding Device Credentials to your Xerox App Account.
4. Ensure that the device IP address has not changed. If the IP address has changed, update it. Refer to Editing or Updating a Device in your Xerox App Account.
5. To install the app, access your Xerox App account in the Xerox App Gallery Web Portal. Refer to Updating, Uninstalling, or Reinstalling Apps.

UNABLE TO UNINSTALL AN APP FROM THE XEROX APP GALLERY WEB PORTAL

1. In the Xerox App Gallery Web Portal, for a device, ensure that the administrator credentials are correct. Refer to Adding Device Credentials to your Xerox App Account.
2. Ensure that the app that you are uninstalling is not set as the default walk-up screen for the device. Refer to Setting an App as the Default Walk-Up Screen on Xerox® Devices.

APP REMOVED FROM A DEVICE

If an app was removed unintentionally from a device, you can reinstall the app from your Xerox App account in the Xerox App Gallery Web Portal. Refer to Reinstalling an App from My Apps.

App Purchasing Issues

APP IS UNAVAILABLE FOR INSTALLATION

Some apps are hidden from the Gallery when a user logs in, if the app is not available for installation in the users country or if the user does not have the correct account.

To use a paid app, a purchase is required. On the app details page, paid apps display a Try It, Buy, or Subscribe option. This information applies to both Xerox® and third-party apps.

UNABLE TO REUSE A PURCHASED APP AFTER REMOVAL

If you uninstall from the device using the App Gallery, you can install into another device and if the device is no longer accessible and the app is still installed on that device, then you would need to purchase an additional license.

For unlimited app purchases, you can change, add, or remove devices where the apps are installed. You do not have to purchase additional apps.

Note: If an app was deleted from a device, you can reinstall the app from the Xerox App Gallery App or from the Xerox App account where you purchased the app.

UNABLE TO USE A XEROX® OR THIRD-PARTY PAID APP

There can be potential issues that prevent the use of a paid app. To ensure the use of a paid app, perform the following steps:

- Ensure that the device is connected to the network.
- Purchase the app from the Xerox App Gallery Web Portal.

UNABLE TO RUN FREE TRIALS FOR AN APP FROM A DEVICE

If the free trial period for the app expires or all trial usage is exhausted, the app is prevented from running.

After all free trials are used, a purchase is required for that app. To purchase the app, refer to App Details.


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