VERSION 1.3
JANUARY 2025
702P09343

Xerox® FreeFlow® Vision Connect Software

Web Application User Guide

BR40693

Contents

Introduction

This chapter contains:

Xerox® FreeFlow® Vision Connect Overview

Xerox® FreeFlow® Vision Connect is a Web-based software solution that offers real-time at-a-glance visibility and control of production operations. The dashboard screen monitors, tracks, and benchmarks performance across printers and sites. The dashboard screen allows you to view each printer in more detail for access to comprehensive information, historical information, and provides a means of custom filtering.

For information about server requirements, software installation, and licensing, refer to the Installing Xerox® FreeFlow® Vision Connect Web Application.

Key Benefits of Xerox® FreeFlow® Vision Connect

The key benefits of Xerox® FreeFlow® Vision Connect are as follows:

- Monitor, track, and benchmark production performance across printers and sites.
- Acquire, analyze, and compare current and historical reports from various easy-to-view charts.
- Identify, measure, and track system and process efficiencies and inefficiencies.
- Generate and export productivity data.
- Manage and register license information, account information, printers, users, and impressions targets.
- Monitor tray information, ink levels, temperature, humidity, and supplies information.
- Monitor the printers at any location with Xerox® FreeFlow® Vision Connect from your mobiles.
- Receive notifications for your printers through the app.

Xerox® FreeFlow® Vision Connect Views

In the Xerox® FreeFlow® Vision Connect website, there are three main views available to you, depending on your level of access: Dashboard, Analyze, and Administration views. For more information about roles and access, refer to User Roles and Access.

Each view has a header at the top of the screen to ensure that Xerox® FreeFlow® Vision Connect is easy to navigate. From the header, you can view the logged-in user, log out, change your password, or log in again. The user can also access the User Documentation, Account information, License information, and About information.

User Roles and Access

The initial administrator account is created during installation. An administrator can add new users using the Web user interface.

User roles are as follows:

- **Organization Administrator**: An organization administrator has access to the entire system, as follows:
  - Dashboard screen
  - Analyze screen
  - Administration screen
- **Administrator and Manager**: The administrator and the manager both have the same access as the organization administrator, except for installation and subscription management.
- **Operator**: The operator has access to the dashboard view.

The purpose of each view is defined in the document, along with the actions that can be performed in each view.

Components

Xerox FreeFlow Vision Connect Printer Agent

The Xerox FreeFlow Vision Connect Printer Agent is an on-premises application installed on a Windows-based Digital Front End (DFE) or a standalone Windows PC. This application forwards the engine events, consumables, and job information to the cloud hosted web application. The Xerox FreeFlow Vision Connect Printer Agent maintains the connection between the web app and the DFE or Windows PC.

FreeFlow Vision Connect Dashboard Portal – Cloud Server for Vision Connect

The App Service is a service hosted on the Microsoft Azure Cloud System. The service is responsible for hosting the web pages that are displayed on the mobile and the desktop. The web service interacts with the Xerox FreeFlow Vision Connect Printer Agent and Microsoft services using the Azure APIs.

The Progressive Web Application (PWA) cloud hosted service provides a dashboard view of devices and their events.

User can monitor and look at the details of the printer, based on the device entitlement.

The printer events and metadata are presented to the user.

The app allows users to be added to the solution.

The app authenticates the user by username and password.

Users are automatically locked out of their account after five failed attempts.

The web app shall maintain an inactivity timer to automatically end user sessions.

Supported Printers

The following are the list of Xerox® FreeFlow® Vision Connect supported printers:

- Xerox® Versant® 280 Press
- Xerox® Versant® 4100 Press
- Xerox® Iridesse® Production Press
- Xerox® PrimeLink® C9065/C9070 Printer
- Xerox® PrimeLink® B9100/B9110/B9125/B9136 Copier/Printer
- Xerox® PrimeLink® C9265/C9275/C9281 Series Printer
- Xerox® Baltoro® HF Inkjet Press
- Xerox Nuvera® 120/144/157 Presses Series
- Xerox® iGen 5® Press

Note: For more information, refer to the *Xerox® FreeFlow® Vision Connect Release Notes*.

Supported Mobiles Devices

The following are the list of mobile devices that support Xerox® FreeFlow® Vision Connect:

- iPhone 14 Pro
- iPhone 14+
- iPhone 15 Pro Max
- Samsung Galaxy S24
- Samsung Galaxy A34
- Google Pixel 7a
- Google Pixel 8 Pro

Xerox® FreeFlow® Vision Connect supports the following operating system versions:

- Android 13, 14, and 15
- iOS 17.5.1 and 18

Note: For more information, refer to the *Xerox® FreeFlow® Vision Connect Release Notes*.

Supported Countries and Languages

Xerox® FreeFlow® Vision Connect supports the following countries and displays the respective primary language for that country.

BROWSER COUNTRY	DISPLAY LANGUAGE
United States	English
France	International French
Spain	International Spanish
Canada	International French/English
Italy	Italian
Germany	German

Note: If the web app does not support the browser's primary language, then it displays in English.

Log In to Xerox® FreeFlow® Vision Connect

To log in to the Xerox® FreeFlow® Vision Connect, follow the below steps:

1. In your desktop, open Xerox® FreeFlow® Vision Connect web app https://visionconnect.portal.xerox.com.
2. Click **Log In**.
3. Enter your email address, then click **Next**.
4. Enter your password, then click **Log In**.

SILENT LOG IN

When you log in, Xerox® FreeFlow® Vision Connect prompts you to decide whether to remain logged into the app. By default, the app does not keep you logged in. If you choose to remain logged in, the silent log in will expire after seven days of inactivity. Each time you access the app, the silent log in resets with a new seven-day expiration. The silent log in will also expire if you explicitly log out of the web app.

Once the silent log in expires, either due to inactivity or by user action, you will need to reauthenticate to access the app. The silent log in setting is specific to each device and browser combination. If you change your password, the silent log in setting will expire, and the Xerox App Gallery will require you to log in again on all affected devices and browsers. If you are already logged into a device and browser when the password is changed, you will be logged out and must reauthenticate before continuing to use the app.

When you choose to remain logged in on a specific device and browser, the web app will open directly to its default screen.

Logging Out of Xerox® FreeFlow® Vision Connect

To log out from the logged in session of Xerox® FreeFlow® Vision Connect, follow the below steps:

1. Click on the **User** icon in the global header.
2. Select **Log out**.

The web app allows you to purposefully end a logged-in session. The web app shall maintain an inactivity timer to automatically end your session. The web app displays a message to you when the time to warning is reached. You have the ability to restart the inactivity timer from the warning message. Any user action, for example, mouse clicks and scrolling resets the inactivity timer.

Viewing the Software License Information

Note: If the software license is scheduled to expire within 30 days, the License Info menu item in the Help menu provides an indication of the impending license expiration and pertinent licensing information.

To view the Xerox® FreeFlow® Vision Connect software license information, select **License Info** from Help menu.

The License Info screen appears. The Software License section shows the following information:

- Licensee
- License Status
- License Expiration Date
- Days until expiry
- Product Name
- Version
- Printers Licensed for Use

Viewing the Software Account Information

To view the Xerox® FreeFlow® Vision Connect software account information, select **Account Info** from Help menu.

The Account Information screen appears. The software account information section shows the following information:

- Account Name
- Serial Number
- Account Administrator
- Number of Licenses
- Associated Users
- Associated Printers

Viewing the About Information

To view the Xerox® FreeFlow® Vision Connect software About information, select **About** from Help menu.

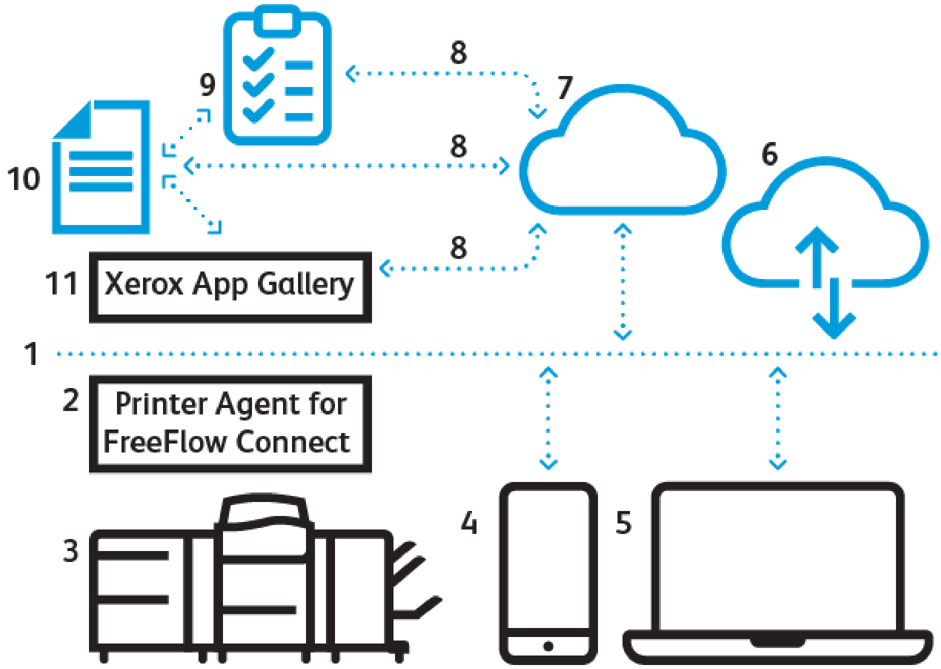
The About screen appears. The **About** section shows the following information:

- Vision connect version details
- License Agreement and Terms of Use
- Third Party Notices
- Privacy Policy
- Xerox website (https://www.xerox.com)
- Copyrights information

Installing Xerox® FreeFlow® Vision Connect Web Application

This chapter contains:

Data Flow Diagram



1. Internet/Wi-Fi
2. Xerox® FreeFlow® Vision Connect Printer Agent
3. Xerox Production Printer
4. Xerox® FreeFlow® Vision Connect from Mobile
5. Xerox® FreeFlow® Vision Connect from Desktop
6. Xerox® FreeFlow® Vision Connect Portal
7. Cloud Server for Vision Connect
8. Application Programming Interface (API)
9. Access List
10. Xerox App Gallery Users
11. Xerox App Gallery

Installation Process and Workflow

TENANT ONBOARDING

1. License Manager creates a new Xerox App Account on Xerox App Gallery for the new customer.
2. Xerox App Gallery sends email invite to the new customer.
3. Customer sets up the credentials after accepting the terms and conditions.
4. License Manager sets up Xerox® FreeFlow® Vision Connect entitlement for the customer.
5. Xerox App Gallery sends email notification for the Xerox® FreeFlow® Vision Connect software purchase to the customer.

   Note: The notification is valid for 5 days.
6. The customer is required to verify using the notification link, then added as **Administrator** to shift table.
7. The customer or the administrator navigates to Xerox® FreeFlow® Vision Connect in Xerox App Gallery.
8. The customer or the administrator navigates to the Xerox® FreeFlow® Vision Connect web portal.
9. App detects the new customer and fetches the details from Xerox App Gallery.
10. Xerox® FreeFlow® Vision Connect sets up a new Xerox® FreeFlow® Vision Connect organization, using the customer business name and Xerox App Gallery ID.
11. When user logs in for the first time, the user will need to accept the terms of user agreement.
12. The administrator or the user can see the device status based on the entitlement.

INSTALLING PRINTER AGENT FOR FREEFLOW VISION CONNECT

To access Xerox® FreeFlow® Vision Connect web application, install the Printer Agent for FreeFlow Vision Connect on your DFE or standalone Windows PC.

Note: You can download the Installer from the Internet or install it from software update. For new Xerox printers, you can find the Installer on the DFE.

Prerequisites

- Microsoft Edge
- Printing configuration report

For Existing Printers

On the DFE window, click **Server > Device Center > Patches**, then install the patch available for your printer. A new icon is created for downloading FreeFlow Vision Connect Printer Agent on the DFE desktop.

Note: Ensure that all the available patches are installed on your DFE. If you do not see the icon, then contact support representative.

For New Printers or Standalone Windows PC

To download FreeFlow Vision Connect Printer Agent, click on the link: https://www.support.xerox.com/download/163153. It downloads the FreeFlow Vision Connect Printer Agent Setup. Refer to the steps below for installation.

When installation begins, the installer registers the Printer Agent for FreeFlow Vision Connect service as a Windows system service. It automatically runs every time the system is powered on. For installation process, perform the following steps:

1. Double-click on the Installer.
   Welcome to the Xerox FreeFlow Vision Connect Printer Agent Setup Wizard screen appears.
2. To proceed with the setup, click **Next**.

   The License Agreement screen appears.
3. Read the instructions carefully and accept the agreement terms, then click **Next**.

   Select Destination Location screen appears.
4. To select a destination folder, click **Browse**, then choose a folder.
5. If a folder does not already exist, to create a new folder, click **Yes** on the prompt window. Else, click **Next**.
6. In the Ready to Install screen, click **Install** to proceed with the installation.

   The Installing screen shows the installation progress.

After the installation, the icon for Xerox FreeFlow Vision Connect Printer Agent Setup appears on the desktop.

DEVICE ONBOARDING

When the Printer Agent installation is complete, proceed with device onboarding process.

The user interface (UI) icon of FreeFlow Vision Connect Printer Agent appears on the DFE or standalone PC after the installation of Printer Agent. Follow the onscreen instructions of the FreeFlow Vision Connect Printer Agent for different scenarios:

- Device Onboarding With Fiery DFE When Printers Are Not Registered
- Device Onboarding With Fiery DFE When Printers Are Registered But Not Connected

Prerequisites for Device Onboarding: Ensure that you have the following information before starting the onboarding process.

- **IP Address**
  - IP Address of DFE
  - IP Address of standalone PC
- **Fiery Print Server**
  - Fiery Username
  - Fiery Password
- **FreeFlow Print Server**
  - FreeFlow Username
  - FreeFlow Password
- **SNMP Configuration**
  - **SNMP V1**: Read Community Name
  - **SNMP V2**: Read Community Name
  - **SNMP V3**: This is the default version.
    - Secure Username: Add Secure Username
    - Authentication Type: MD5
    - User Authentication Password: Enter User Authentication Password
    - Privacy Type: AES
    - Privacy Password: Enter Privacy Password

Device Onboarding When Printers Are Not Registered

When the Printer Agent installation is complete, to onboard a printer for the first time, perform the following steps:

1. Double-click on the user interface icon of FreeFlow Vision Connect Printer Agent on the DFE.
2. Enter your DFE credentials and log in.

   A screen appears with the confirmation that the Printer Agent is successfully logged in to the print server.
3. To proceed with the installation process, click **Next**.

4. If your Internet connection does not require a proxy server, select **Skip**. Otherwise, enter proxy settings for the proxy server name and proxy port, then **save** the settings.

   Configuring the Printer Agent screen appears.

   Note: You can save the proxy settings for the proxy server name and proxy port through the system proxy configuration. You are required to save the proxy settings only once, when installing the Printer Agent for the first time. If the correct proxy settings are saved, the Printer Agent for FreeFlow Vision Connect applies the proxy settings automatically. You can view and edit the proxy settings from the menu of Registered Printers table.

5. The Printer Agent for FreeFlow Vision Connect displays the status to confirm that the Printer Agent is configured and printer is registered. Click **Next**.

   At the same time, the Registered Printers table appears with the list of registered printers.

6. To add the printer and DFE, select **Add Printer into the FreeFlow Vision Connect Application**.

   Note: To add your printer and DFE later, select **Skip and Add Later**. On the next screen, if you do not need to register another printer, select **No**. You are routed to the Registered Printers table.

7. You can also onboard the new printer from the Registered Printers table. Click the **+** sign for Actions.

8. The UI opens the default browser and redirects you to the FreeFlow Vision Connect web application for registration. Log in and initiate the process at Xerox® FreeFlow® Vision Connect. Follow the onscreen instructions.

   Important: Ensure that you complete your Xerox® FreeFlow® Vision Connect account setup before logging in.

   The Registered Printers table appears with the list of registered printers. The status of the new onboarded printer changes from Pending to Ready.

Remote Device Onboarding

You can onboard a printer remotely to a DFE or a standalone PC that has the Printer Agent installed but not directly connected to the printer.

1. Double-click on the user interface (UI) icon of FreeFlow Vision Connect Printer Agent on the DFE or standalone PC.

2. Enter the IP address of the DFE or standalone PC you want to register, then click **Next**.

3. Enter the credentials and log in.

   A screen appears with the confirmation that the Printer Agent is successfully logged in to the print server.

   - If your Internet connection requires a proxy server, enter proxy settings for the proxy server name and proxy port. You are required to save the proxy settings only once, when installing the Printer Agent for the first time. To view and edit the proxy settings, go to Registered Printers table.
   - For SNMP settings, select the SNMP protocol version from the drop-down list. SNMP Protocol should match with the Network Protocol of the printer. For detailed information about configuring SNMP, refer to Device Onboarding.

   Important: For Nuvera and iGen families, enter the job accounting administrator name and password.

4. To proceed with the installation process, click **Next**.

   Configuring the Printer Agent screen appears.

5. The Printer Agent for FreeFlow Vision Connect displays the status to confirm that the Printer Agent is configured and printer is registered. Click **Next**.

   At the same time, the Registered Printers table appears with the list of registered printers.

6. To add the printer and DFE, select **Add Printer into the FreeFlow Vision Connect Application**.

   Note: To add your printer and DFE later, select **Skip and Add Later**. On the next screen, if you do not need to register another printer, select **No**. You are routed to the Registered Printers table.

7. You can also onboard the new printer from the Registered Printers table. Click the **+** sign for Actions.

8. The UI opens the default browser and redirects you to the FreeFlow Vision Connect web application for registration. Log in and initiate the process at Xerox® FreeFlow® Vision Connect. Follow the onscreen instructions.

   Important: Ensure that you complete your Xerox® FreeFlow® Vision Connect account setup before logging in.

   The Registered Printers table appears with the list of registered printers. The status of the new onboarded printer changes from Pending to Ready.

NEW USER ONBOARDING

Users are classified as administrator, manager, or operator. An administrator or a manager can add new users and can assign roles according to the requirement.

1. On your desktop, open Xerox® FreeFlow® Vision Connect webapp https://visionconnect.portal.xerox.com.
2. Log in with your manager or administrator credentials.
3. From the main application menu, select **Administration**.

   The Administration screen appears.

4. Select the **Users & Shifts** tab.
5. Click **Add New User**.

   The Add New User dialog appears.

6. Enter the required information, such as Email Address, Group, and Shift information for the user you want to onboard. For more information, refer to Adding a User.
7. After the dialog is edited, click **Save and Send Email**.
8. Xerox App Gallery sends an invitation email to the new user.
9. To create a new account for Xerox® FreeFlow® Vision Connect web application, the new user clicks the link in the email from Xerox App Gallery. There can be two scenarios:

   a. If the new user already has a Xerox App Gallery account:

      - Log in page appears. Enter the email and create a new password.
      - Accept the End User Licence Agreement (EULA).

  - The web application automatically updates the **Users & Shifts** table to show the new user.

b. If the new user does not have a Xerox App Gallery account:

  - In the Xerox App Gallery email, click **Create Account**.
  - The **Create Your Xerox App Account** screen appears. It confirms that the account is created.
  - Xerox App Gallery sends a verification email. Click **Verify Account**, then enter your email and password.
  - The web application automatically updates the **Users & Shifts** table to show the new user.

Using the Xerox® FreeFlow® Vision Connect Dashboard

This chapter contains:

Dashboard Screen Overview

The Dashboard screen displays production print performance information for all printers. The information is displayed in Gauge Cards and Printer Cards. For details, refer to Printer Cards and Gauge Cards.

A logged in user can perform the following actions:

- Select a time period for which to view printer data
- View printer information on Printer Cards
- View Gauge Cards on the Dashboard page
- View printer information in tabular format and select columns to show or hide in the table
- Expand Printer Cards to view the additional printer information
- Reposition Printer Cards on the dashboard
- View total impressions against the target impressions
- View details for printer faults and warnings
- Add job waste information
- Access the Analyze and Administration views

Filtering Printer Data

SELECTING THE TIME FRAME

To select the time frame over which you want to display printer information:

1. From the main application menu, select the **Dashboard** view.

   The Dashboard screen appears.

2. Choose individual printers or printer groups from the printer drop-down list.
3. Select the required time frame from the drop-down list.

Gauge Cards

Gauge Cards are panels on the dashboard that summarize performance information for all printers. Each card shows a different type of performance information. Gauge cards are visible to all users.

The following Gauge Cards are available:

- Printer Statuses: This Gauge Card provides a summary of printer statuses for all printers.
- OEE Score: This Gauge Card provides an Overall Equipment Effectiveness (OEE) score for all printers in the selected printer group. The score is calculated from the availability of the printer, the printer performance, and the quality of the finished prints. Any waste information provided for jobs affects the quality score. For details on job waste information, refer to Adding Job Waste Information.
- Impression Rate: This Gauge Card provides a summary of the current impression rate against the target rate for all printers.

For all gauge cards, the information is for all printers or for the group of printers that are selected in the filter.

Printer Cards

A Printer Card is a panel on the dashboard that displays performance information for a registered printer. Each card has a colored header that shows the name of the printer. For summary information, you can view Printer Cards in the default collapsed view, or for detailed information, you can expand the view. To view the Printer Card in the expanded view, refer to Viewing Detailed Information for a Printer.

Note: You can view the Printer Card on a mobile device for all printers you have access.

In the default view, the following information is visible on each Printer Card:

- A graphical representation of the printer
- The printer status
- A target gauge, which shows the number of impressions against the target impressions
- Current Job
- Next Job

In the expanded view, the Printer Card shows the following additional information:

- DFE IP Address
- The Trays tab displays information about the trays, contents, and levels
- The Ink tab provides information regarding the levels of ink or toner available in the printer
- The Environmental tab includes the temperature and the humidity gauges
- The Supplies tab displays the status of supported replaceable or serviceable parts
- Submitted Jobs
- Completed Jobs

The available printer statuses are:

- Printing
- Warming
- Idle
- Offline
- Fault
- Unknown
- Suspended

Note: If the printer name or status information does not display in full on the Printer Card, hover the mouse over the truncated text. When you hover over the text, the full name scrolls across the screen.

VIEWING DETAILED INFORMATION FOR A PRINTER

To view detailed information about a printer, you can expand the Printer Card.

To expand or collapse a Printer Card:

1. From the main application menu, select the **Dashboard** view.
2. The printer for which you want to view detailed information, hover the mouse pointer over any area of the Printer Card except the selectable areas.

   An icon composed of four outward-pointing arrows appears. This icon is the Expand icon.
3. Click the **Expand** icon.

   The detailed information for the printer appears.
4. To collapse an expanded Printer Card, hover the mouse pointer over any area of the Printer Card, except the selectable areas.

   An icon composed of four inward-pointing arrows appears. This icon is the Collapse icon.
5. Click the **Collapse** icon.

   The detailed information for the printer hides.

Note: This feature is also available when using the Xerox® FreeFlow® Vision Connect on the mobile device. For more information, refer to Expanding the Printer Card from Mobile.

REPOSITIONING PRINTER CARDS

You can change the order in which Printer Cards appear on the dashboard.

To reposition a Printer Card on the dashboard:

1. From the main application menu, select the **Dashboard** view.
2. To reposition a printer card, press and hold the desired Printer Card anywhere on the card.
3. Drag the Printer Card to the new location, then release the mouse pointer.

   The Printer Card remains in the new location.

Note: If you reorder the printer card in your desktop, you can view the new order when using the app on the mobile device. You are not able to reposition the printer cards through mobile device.

ADDING JOB WASTE INFORMATION

You can add job waste information, which is the number of finished sheets of a job that are unusable.

To add the number of waste sheets for a job:

1. From the main application menu, select the **Dashboard** view.
2. Expand the Printer Card. For details, refer to Viewing Detailed Information for a Printer.
3. Select the **Completed Jobs** tab.
4. Select the required completed job, then click the plus icon.

   A text field appears.
5. In the text field, type the number of waste sheets.

Note: Ensure that the number of waste sheets does not exceed the total number of printer sheets printed.

To remove the waste information, click the minus icon.

Printer Information Table

When you log in, you can view information on each printer in a tabular format. To view the table, in the bottom center of your screen, click the up arrow. The table slides up from the bottom of the screen. To close the table, click the down arrow.

SHOWING OR HIDING COLUMNS

To show or hide columns in the printer information table:

1. Log in to Xerox® FreeFlow® Vision Connect.
2. From the main application menu, select the **Dashboard** view.
3. To show the printer information table, on the bottom center of the Dashboard screen, click the up arrow.

   The printer information table slides up from the bottom of the screen.
4. Press and hold a table header for two seconds.
5. In the Select Columns to Show dialog box, for each column that you want to appear in the table, select the appropriate check box.
6. Click **OK**.
7. To close the printer information table, click the down arrow.

Xerox® FreeFlow® Vision Connect From Mobile Device

The Xerox® FreeFlow® Vision Connect provides the ability to monitor printers from mobile devices. You can access the dashboard to view the following:

- Summary Gauge
- Printer Status
- Printer Impressions
- List of Printers
- Single Printer Details
- Expanded Printer Cards
- Submitted and Completed Jobs
- Toner/Ink and Tray Information

You can navigate the mobile app page by using Menu option or by swiping the screen up or down in the app.

ACCESSING XEROX® FREEFLOW® VISION CONNECT FROM MOBILE

You can open and access the Xerox® FreeFlow® Vision Connect from your mobile through any web browser. To access the application from your mobile Home screen, refer to:

- Adding Xerox® FreeFlow® Vision Connect to the Mobile Home Screen for Android
- Adding Xerox® FreeFlow® Vision Connect to the Mobile Home Screen for iPhone

Adding Xerox® FreeFlow® Vision Connect to the Mobile Home Screen for Android

1. Open any web browser in your mobile.
2. Type https://visionconnect.portal.xerox.com/ in the mobile web browser.
3. Log in to Xerox® FreeFlow® Vision Connect using your account credentials.
4. Click on the browser **Menu** icon, then click **Install App**.

   The app gets added to the mobile Home screen.

Adding Xerox® FreeFlow® Vision Connect to the Mobile Home Screen for iPhone

1. Open any web browser in your iPhone.
2. Type https://visionconnect.portal.xerox.com/ in the mobile web browser.
3. Log in to Xerox® FreeFlow® Vision Connect using your account credentials.
4. Touch the **Upload** icon, near the URL on the screen.
5. Swipe the screen up, then touch **Add to Home Screen** from the list of items displayed.
6. In the Add to Home Screen page, you can edit the app name to be displayed on your phone, then touch **Add**.

   The app gets added to the mobile Home screen.

EXPANDING THE PRINTER CARD FROM MOBILE

The expanded printer card does not fit on the mobile display on a single screen. So there are two separate screens for displaying the additional printer details on mobile. One screen displays the Supplies information and the other displays the Jobs list.

- To access Supplies information, touch the **Printer** mimic.
- To access Jobs, touch **Jobs List**, then touch **Submitted Jobs** or **Completed Jobs**.

Also,

- Swipe right-to-left from the Supplies page to navigate to the Jobs page.
- Swipe left-to-right from the Jobs page to navigate to the Supplies page.

You can close the Supplies or Jobs pages by touching the **X** button on the upper-right corner to the Supplies or Jobs page to return to the Printer Card.

NOTIFICATION SETTINGS

Enabling Notifications for Xerox® FreeFlow® Vision Connect for Mobile

You can set up to receive notifications from Xerox® FreeFlow® Vision Connect application. To enable notifications for Xerox® FreeFlow® Vision Connect:

1. Log in to Xerox® FreeFlow® Vision Connect from your mobile.
2. Touch the main menu in the mobile app.
3. Touch **Settings**.
4. To enable notifications, touch the toggle button for **Push Notifications**.

Enabling Notifications for Xerox® FreeFlow® Vision Connect for Web Portal

You can set up to receive notifications from Xerox® FreeFlow® Vision Connect application. To enable notifications for Xerox® FreeFlow® Vision Connect:

1. Log in to Xerox® FreeFlow® Vision Connect in web portal.
2. Touch **Notification Settings** in main menu.
3. To enable notifications, touch the toggle button for **Enable Notifications**.
4. To set your preferences, choose individual printers or printer groups from the drop-down list under the **Send Notifications For** field.

Enabling Notifications for iOS

For Androids, notifications are enabled by default for any app. For iPhone or iOS, to enable notifications do the following:

1. On your iPhone Home screen, touch **Settings**.
2. From the list of applications, select **Xerox® FreeFlow® Vision Connect** web app, then touch **Notifications**.

3. To enable notifications, touch the toggle button for **Allow Notifications**.

Enabling Notifications for MAC Operating System (macOS)

Notifications for any app is enabled by default in Windows Operating System. To enable notifications in macOS, do the following:

1. Click the menu icon **Apple**.
2. Select **System Settings**.

   A new window appears with available applications in the system.
3. Click **Notifications** in the side menu-bar.
4. Select the **Mail** icon.
5. For **Allow Notifications**, click the toggle button.
6. Select **Banners** or **Alerts** as Mail alert style.
7. To enable the following settings, click the toggle buttons for:
   a. **Show Notifications** on the Lock Screen.
   b. **Show** in Notification Center.

Administrator Functions

This chapter contains:

Note: All the administrative functions are valid for managers too.

Analyzing Historical Data

ANALYZE SCREEN OVERVIEW

On the Analyze screen, you can view and analyze historical data. Only the administrators and the managers have access to the Analyze screen.

On the **Analyze** screen, you can:

- Add Chart Cards to the Analyze view

Note: A maximum of four chart cards can be added at a time.

- View charts by printer
- Set a date and time range for data to be included in the chart
- Export data from all printers, or from a single printer
- Reposition Chart Cards
- Actions available in View menu:
  - Create New
  - Save
  - Rename
  - Delete
- Configure a single chart
- Print charts
- Change the chart type for a Chart Card
- Remove Chart Cards

CHART CARD

Chart Card is a panel on the Analyze screen that displays historical data in chart format. The Chart Card displays a chart with a title, a key, and controls for the chart. After you create a chart, you can:

- Export the chart data in .csv format
- Print the chart data
- Change the settings for the chart
- Change the chart type, which allows you to view other types of data

The following chart types are available:

- Print Volume
- Jobs

- Timeline
- Media
- OEE

Note: If there are already four charts, you can either change one of the existing charts or remove one of the existing charts, then add a new one.

Expanding Chart Card

To display an expanded view of the chart, you can expand the Chart Card. The new chart size is expanded to the size of four charts. To expand a Chart Card, click anywhere in the chart, except the selectable areas of the chart or the chart controls. To revert the chart to the original size, click again in the same location.

Viewing Chart in More Detail

To obtain more information on a specific section of a chart, you can view that section in more detail. This action changes the time period. To view a section in more detail, click one of the selectable areas of the chart.

Note: This feature applies to individual charts. It is not possible to apply this action to all charts as a whole.

Adding a Chart to the Analyze Screen

You can display up to four Chart Cards on the Analyze screen at one time.

To add a chart to the Analyze screen:

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. On the Analyze screen, move the mouse to an empty area, then click **+ Add Chart**.

   The Available Charts menu appears.

3. Select the required chart type.

   A Chart Card for the selected chart appears on the Analyze screen.

Configuring a Chart Card

You can configure the information that you want to display on each chart, for example, the printers and time frame.

To configure a Chart Card:

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. Select the Chart Card you want to configure. At the upper right corner of the Chart Card, click the settings icon.

   The Configure Card dialog appears. The dialog consists of options that are unique to each chart type.

3. Select the required settings.

4. To update the chart based on your selections, click **OK**.

Note: To view the data controls to which each chart has access, refer to the following table:

CHART	ATTRIBUTE LIST	TIME PERIOD	SHOW OFF-PRINTING STATUS	PRINTER DATA CONTROLS		
				ALL PRINTER DATA COMBINED	PRINTER GROUP DATA COMBINED	INDIVIDUAL PRINTER DATA
Print Volume	By Total	Yes	Yes	Yes	Yes	Yes
Jobs	By Total	Yes	Yes	Yes	Yes	Yes
Timeline	By Printer State	Yes	Yes	Yes	Yes	Yes
Media	By Printer	Yes	Yes	Yes	Yes	Yes
	By Type					
OEE	Current Performance	Yes	Yes	Yes	Yes	Yes

Setting the Date Range and Time Frame for the Charts

You can set date range and time frame to display historical data. You can set these parameters using the date and time filters at the top of the Analyze screen.

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. From the calendar icons, choose a start and end date.
3. In the Time Period field, set the required time frame.
4. Click **OK**.

Exporting Data To .csv

You can export the data from the Chart Card using the **Export Data** option. To get all the job data, export at the top of the Analyze view. Export within the chart using the chart controls gives only the data for the chart.

To export data to .csv format:

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. To export data:
   - To export all the job data for all printers, click **Export Data** at the top of the screen.
   - To export the data for an individual chart, click the **Export** icon in the Chart Card.

   The export data window appears.
3. In the Date Range area at the top of the screen, select your required date range.
   The Date Range is the date or time range used for the overall export as well as the individual chart export.
   - If you choose to export data in the Chart Card, the pop-up of Export Data window confirms the date range used for the export which cannot be modified in this window.
4. In the Export File Format area, select the **CSV** format.
5. To confirm, click **Export**, or to cancel the export, click **Cancel**.

Printing a Chart Card

You can print a Chart Card.

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.
2. At the top of the Chart Card, hover over the icons, then click the **Print** icon.

   The Print dialog appears.
3. To print the Chart Card, follow the prompts in the Print dialog.

Changing the Chart Type

You can change the chart type to show a different type of data on the Chart Card.

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.
2. At the top of the Chart Card, hover over the icons, then click the **Available Charts** icon.

   The Available Charts menu appears.
3. From the Available Charts menu, select a chart type.

   The Chart Card updates to show the data associated with the new chart type.

Changing and Saving the View

Repositioning Chart Cards

You can change the order of Chart Cards that appear on the Analyze screen.

To move a Chart Card to another location on the Analyze screen:

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. Using the mouse pointer, drag and drop the card to the new location.

   The Chart Card remains in the new location.

Saving Chart Card Views

You can save Chart Cards, their settings, and their layout on the Analyze screen.

To save your current Chart Card view:

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. Create your desired view.
3. Then select the **View** menu.
4. Click **Save**.

Creating and Naming a New Saved View

You can create a new saved view of chart cards on the Analyze screen.

To create a new saved view on the Analyze screen:

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. Create your desired view.
3. Then click **View** at the top of the screen.

   The View menu appears.

4. Select **Create New** from the list.
5. Enter the desired name in the field, then click **OK**.

Renaming the Saved Views

You can rename the saved view of chart cards on the Analyze screen.

To rename your saved view on the Analyze screen:

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. Click **View** at the top of the screen.

   The View menu appears.

3. Select **Rename** from the list.
4. Enter the desired name in the field, then click **OK**.

Deleting Saved Views

You can delete the saved view of chart cards on the Analyze screen.

To delete your saved view on the Analyze screen:

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. Click **View** at the top of the screen.

   The View menu appears.

3. Select **Delete** from the list.

   A pop up window appears to confirm your deletion.

4. Click **Delete**.

Removing a Chart Card

You can remove individual Chart Cards, as needed.

1. From the main application menu, select the **Analyze** view.

   The Analyze screen appears.

2. At the top of the Chart Card that you want to remove, hover over the icons, then click the **Available Charts** icon.

   The Available Charts menu appears.

3. Select **Remove Chart**.

   The Chart Card is removed from the Analyze view.

Administration

ADMINISTRATION SCREEN OVERVIEW

To access the Administration screen, you are required to log in as an **Administrator** or **Manager**.

On the Administration screen, you can:

- Manage users and shifts
- Manage production schedules
- Manage printers
- Manage printer groups
- Manage system information

USERS AND SHIFTS

On the Users & Shifts tab, you can add new users, edit, and delete existing users and their shifts.

Adding a User

An administrator can add new users. Users are classified as administrator, operator, or manager. To facilitate password recovery, provide an email address for each user.

To add a new user and to add the user to groups and shifts:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Users & Shifts** tab.
3. Click **Add New User**.

   The Add New User dialog appears.
4. In the Email Address field, enter the email address of a user.
5. To assign the user to a group, from the Select Group menu, select the required group.
6. To assign the user to a shift, from the Select Shift menu, select the required shift.
7. To edit the shift, click **Edit Shifts**.
   For more information, refer to Editing Shift Information.
8. Click **Save and Send Email**.

Xerox App Gallery sends an invitation email to the new user. For more information, refer to New User Onboarding.

Editing User Information

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Users & Shifts** tab.
3. From the list of users, select a user, then click the pencil icon.
4. In the Edit User dialog box, you can change the Select Group and Select Shift.
5. To save your changes, click **OK**.

Deleting a User

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Users & Shifts** tab.
3. From the list of users, select a user, then click the trash can icon.
4. To confirm the deletion, click **Delete**.

Note: If there is no delete option for a user, it is because of the logged-in user does not have permission to delete.

Adding a Shift

To add a shift:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Users & Shifts** tab.
3. Click **Edit Shifts**.

   The Edit Shifts dialog appears.
4. Click **Add New Shift**.
5. In the Shift Name field, type the required shift name.
6. In the Start Date and End Date, set the required time.
7. In the Days of Week, select the check box for the days of the week that apply to the shift.
8. To save the changes, click **OK**, or to cancel the changes, click **Cancel**.

Editing Shift Information

To edit shift information, do the following:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Users & Shifts** tab.
3. Click **Edit Shifts**.

   The Edit Shifts dialog appears.

4. For the shift that you want to edit, in the Actions column, click the pencil icon.
5. Edit the information in the following fields, as needed.
   - Shift Name
   - Start Date and End Date
   - Days of Week
6. Click **OK**.

Resetting Default Shift

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Users & Shifts** tab.
3. Click **Edit Shifts**.
4. Hover over the Default Shift and Actions column, select a shift, then click the **Reset** icon.
5. To confirm the Reset, click **Reset**.
6. Click **Close**.

Deleting a Shift

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Users & Shifts** tab.
3. Click **Edit Shifts**.
4. From the list of shifts, select a shift, then click the trash can icon.
5. To confirm the deletion, click **Delete**.
6. Click **Close**.

Note: Default shift cannot be deleted.

PRODUCTION SCHEDULE

Planned Production Schedule (PPS) is defined as the time that an administrator expects a printer to be active. You can use the PPS for productivity and Overall Equipment Effectiveness (OEE) calculations. To get accurate productivity OEE calculations and associated charts, an administrator needs to define the PPS as accurately as possible.

The administrator can accept and edit the available Default Planned Production Schedule or create a Custom Production Schedule. All printers that do not have a custom production schedule use the default production schedule. If a printer is operating outside of its planned production schedule, then the operator and administrator are informed of the unscheduled printing. When an administrator logs in, options appear for identifying and managing the discovered unscheduled production time for each printer.

Adding a Production Schedule

An administrator or manager can add new production schedules.

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Production Schedules** tab.
3. Click **Add Schedule**.

   The Add Schedule dialog appears.

4. To Add, select an option:
   - **Manually**: This option adds a new production schedule based on the parameters that you set.
     - For Schedule Name, type a name for the production schedule.
     - Select a Start Time and an End Time.
     - For Days of Week, select one or more days for the production schedule.
     - For Select Printer(s), select the check box for each printer to which you want to apply the production schedule.
   - **From shift (link schedule to shift)**: This option adds a new production schedule based on the settings from a shift.
     - For Select Shift, select a shift on which to base the new production schedule.
     - For Schedule Name, type a name for the production schedule.
     - For Select Printer(s), select the check box for each printer to which you want to apply the production schedule.
   - **Copy from another schedule**: This option adds a new production schedule based on the settings from another production schedule.
     - For Select Schedule Copy, select a production schedule from the list that can be the base for the new production schedule.
     - For Schedule Name, type a name for the production schedule.
     - Select a Start Time and an End Time.
     - For Days of Week, select one or more days for the production schedule.
     - For Select Printer(s), select the check box for each printer to which you want to apply the production schedule.
5. To save the new production schedule, click **OK**.

Editing a Production Schedule

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Production Schedules** tab.
3. For the production schedule that you want to edit, in the Actions column, click the pencil icon.

4. At the confirmation message, click **Yes**.
5. In the Edit Schedule dialog, make changes to the information, as needed.
   For details, refer to Adding a Production Schedule.
6. Click **OK**.

Resetting the Default Production Schedule

You can reset the default production schedule to Monday to Friday, 8:00 AM to 5:00 PM.

To reset the default production schedule:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Production Schedules** tab.
3. For Default Schedule, in the Actions column, click the **Reset** icon. The Reset icon is composed of two slashes.
4. At the confirmation message, click **Yes**.

   The default production schedule is reset to Monday to Friday, 8:00 AM to 5:00 PM.

Note: If the reset option is disabled, it is because the default schedule is already set to default settings.

Deleting a Production Schedule

Note: You can delete production schedules that you added. You cannot delete the default production schedule.

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Production Schedules** tab.
3. From the list, identify production schedule that you want to delete. In the Actions column, click the **Delete** icon.
4. To confirm the deletion, click **Delete**.

PRINTERS

On the Printers tab, you can:

- Edit printer information
- Hide printers
- Delete printers
- Suspend data collection for printers

Viewing Additional Printer Information

You can view additional printer information for each printer represented on the Printers tab.

To view additional information:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Printers** tab.
3. Hover the mouse pointer anywhere over a printer card. The following additional printer information appears:
   - Product Name
   - Serial Number, if available
   - DFE IP address
   - Productivity Target

Editing Printer Information

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Printers** tab.
3. Hover the mouse pointer anywhere over a printer card.
4. Click the **Edit** icon.
5. Make changes as needed, then click **OK**.

Hiding a Printer

When you hide a printer, data collection remains enabled, but the printer is hidden from the Dashboard and Analyze views.

To hide a printer:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **Printers** tab.
3. Hover the mouse pointer anywhere over a printer card.
4. Click the **Hide** icon.
5. To confirm, click **Hide**.

Suspending Data Collection for a Printer

When you suspend data collection for a printer, data collection is disabled, but the printer is visible in the Dashboard and Analyze views.

To suspend data collection for a printer:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Printers** tab.
3. Hover the mouse pointer anywhere over a printer card.
4. Click the **Suspend** icon.
5. To confirm, click **Suspend**.

Deleting a Printer

To delete a printer:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Printers** tab.
3. At the top of the Printer Card, hover over the icons, then click the trash icon.

   Note: Before you continue with the deletion, a message prompts you to back up all historical data.

4. To confirm the deletion, click **Delete**.

PRINTER GROUPS

A Printer Group is a specified set of printers defined by a Printer Group name. Printer Groups are useful for filtering out printers that the user does not want to view. On the Printer Groups tab, you can define printer groups, name each group, and add or remove printers. A printer can be a member of multiple printer groups. After a Printer Group is defined, the Printer Group appears for all users in the Printer Group selection menu on the Dashboard view.

Administrators or managers can add, modify, or delete printer groups.

Adding a Printer Group

To add a printer group:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Printer Groups** tab.
3. Click **+ Add Group**.

   The Add Group window appears.

4. In the Enter Group Name field, type a name for the printer group.
5. Click **OK**.

Adding Printers to a Printer Group

To add one or more printers to a printer group:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Printer Groups** tab.

   - Select the printer group to which you want to add a printer, then click **Add Existing Printers to Group** or hover over the top right of the group to reveal the plus (**+**) icon, then click **Add Printers** if the printer group is empty.
   - Select the printer group to which you want to add a printer. Hover over the top right of the group to reveal the plus (**+**) icon, then click **Add Printers** if the printer group contains one or more printers.

Note: If the printer you want to add to the group is not available, refer to Device Onboarding.

3. Click **Add**.

Removing a Printer from a Printer Group

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Printer Groups** tab.
3. Hover the mouse pointer anywhere over a printer card.
4. Click the **Remove** icon (**X**).
5. To confirm the removal, click **Remove**.

Changing the Printer Group Name

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Printer Groups** tab.
3. Click the **Edit** icon in the printer group that you want to modify.
4. Change the name for the Printer Group, as needed.
5. Click **OK**.

Deleting a Printer Group

Note: When you delete a printer group, the printers in the group are not deleted.

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **Printer Groups** tab.
3. Click the **Delete** icon in the printer group that you want to delete.
4. To confirm the deletion, click **Delete**.

SYSTEM

On the System tab, you can view system information, such as Automatic Log out, Custom Header Text, and Overall Equipment Effectiveness.

Changing the Automatic Log out Time

You can enable the system to log out a user automatically after a period of inactivity.

The Automatic Log out feature contains two controls: Log out Timer and Log out Warning Timer.

To define the length of inactivity that results in an automatic log out:

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **System** tab.
3. In the Automatic Log out section, set the log out time in minutes and hours, from 1 minute to 48 hours, as follows:
   - To decrease the log out time, click the minus (**-**) icon.
   - To increase the log out time, click the plus (**+**) icon.

   Note: Ensure that the automatic log out time is greater than the displayed minimum duration, and is less than the displayed maximum duration. Otherwise, the system resets the duration to `0:00`.
4. The Log out Warning Timer serves you with a reminder of the time remaining before the application logs you out. In the Log out Warning Timer section, set the log out time in minutes and hours, from 1 minute to 48 hours, as follows:
   - To decrease the log out time, click the minus (**-**) icon.
   - To increase the log out time, click the plus (**+**) icon.

Adding the Custom Header Text

You can customize the header text with Adding Custom Header Text feature.

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.
2. Select the **System** tab.
3. In the Custom Header Text, check the box for **Display Company Name in Header**.
4. In the Enter your Company Name field, type a required name.

   Customized name appears in the global header.

   Note: The word **for** is added before the header text that you have entered.

Selecting Overall Equipment Effectiveness

You can modify the target OEE score value, applied across all the printers.

1. From the main application menu, select the **Administration** view.

   The Administration screen appears.

2. Select the **System** tab.

3. In the Overall Equipment Effectiveness section, select a value for **Target For All Printers**. The default value is 60%.

   Optional values:

   - 60%
   - 65%
   - 70%
   - 75%
   - 80%

Troubleshooting

This chapter contains:

General Troubleshooting

General troubleshooting includes tips and problem solving information that pertains to the overall Xerox® FreeFlow® Vision Connect system.

XEROX® FREEFLOW® VISION CONNECT WEB APP NOT LOADING FULLY ON DFE

PROBABLE CAUSES	SOLUTIONS
Default browser is not set to Microsoft Edge	Set the default browser to Microsoft Edge. 1 In the Windows `run` command or in Search, type **Default apps**. 2 Open **Default apps**. 3 Locate the Web browser entry and select **Microsoft Edge**. 4 If Microsoft Edge is not installed in the system, install the latest version of either of the Web browsers.

NOT RECEIVING NOTIFICATIONS FROM XEROX® FREEFLOW® VISION CONNECT

PROBABLE CAUSES	SOLUTIONS
Notification is disabled	Enable notification for Xerox® FreeFlow® Vision Connect mobile app: • To enable notification in the mobile app, refer to Enabling Notifications for Xerox® FreeFlow® Vision Connect for Mobile • To enable notification for Operating Systems, such as macOS, refer to Enabling Notifications for MAC Operating System (macOS).
	Enable notification for Xerox® FreeFlow® Vision Connect web app: • To enable notification in the web app, refer to Enabling Notifications for Xerox® FreeFlow® Vision Connect for Web Portal

REGISTERED PRINTERS STATUS SHOWING PENDING

PROBABLE CAUSES	SOLUTIONS
Incomplete printer onboarding	Complete the printer onboarding process to fix the issue. For detailed information, refer to Device Onboarding.

REGISTERED PRINTERS STATUS SHOWING FAULT

PROBABLE CAUSES	SOLUTIONS
Printer onboarding failed authentication	Perform the following tasks to fix the authentication issue and complete the printer onboarding process: • Check the Printer authentication • Check the Internet connectivity • Check and validate SNMP configuration • Check and validate the Proxy settings • Check and reset the Admin login credentials, if required. For more information, refer to Device Onboarding.

Additional Information and Resources

This appendix contains:

Additional Resources

SECURITY RESOURCES	LINKS
Frequently Asked Security Questions	https://www.xerox.com/en-us/information-security/frequently-asked-questions
Bulletins, Advisories, and Security Updates	https://www.xerox.com/security
Security News Archive	https://security.business.xerox.com/en-us/news/
Xerox Trust Center	https://trust.corp.xerox.com/

xerox™