

Frequently Asked Questions (FAQ) for Vision Connect

General Access and Requirements

Q: What network access is required to use Vision Connect?

A: Vision Connect requires only HTTPS internet access and operates on a cloud-based platform that is accessible globally.

Q: How many printers can be managed through the Vision Connect portal?

A: The portal supports management of up to 25 printers or presses.

Q: Are there any restrictions on the number of end-users who can access the portal?

A: There are no restrictions. An unlimited number of devices, including PCs, smartphones, and laptops, can access the portal. Client administrators provide new users with their own login credentials.

Software and Compatibility

Q: Is additional software or hardware required to run Vision Connect?

A: No additional hardware is required as Vision Connect is hosted on a Microsoft Azure cloud server, included in your license. However, a small agent application needs to be installed on each printer or Fiery front end, which we provide.

Q: Can non-Xerox printers be used with Vision Connect?

A: Currently, only specific Xerox models that feature advanced functionalities like engine temperature and humidity monitoring are supported. Future updates may expand compatibility to non-Xerox printers.

Q: Is a previous purchase of FreeFlow Vision necessary to use Vision Connect?

A: No, FreeFlow Vision and Vision Connect are separate products. FreeFlow Vision operates on an on-premises server, while Vision Connect is a cloud-hosted solution on Microsoft Azure, offering private access to Xerox devices. They have some overlapping features but are independent solutions.

Security and Privacy

Q: What security measures does Vision Connect employ?

A: Vision Connect adheres to the General Data Protection Regulation (GDPR), ensuring rigorous data privacy and security. Operational data is securely stored for up to 90 days and is not accessible to Xerox or its affiliates. For full details, please see the Security White Paper at [Xerox Security](#).

Product Comparisons

Q: In what ways does Vision Connect differ from Xerox Device Manager (XDM)?

A: Vision Connect offers direct access to device status and performance insights for end-users and clients, enhancing transparency and control, unlike XDM which relays this information back to Xerox for service delivery.

Q: How does Vision Connect compare to Xerox Enhanced Accounting Reporter (XEAR)?

A: Vision Connect provides real-time availability and performance monitoring, similar to XEAR's detailed tracking and analysis of print jobs but is accessible globally.

Q: What distinguishes Vision Connect from FreeFlow Vision?

A: The main difference is the hosting environment; FreeFlow Vision is an on-premises solution supporting both Xerox and select non-Xerox presses, whereas Vision Connect is cloud-hosted on Microsoft Azure, dedicated to Xerox devices. Additional distinctions are outlined in the comparison guide.

Supported Devices

Q: Which printers and presses are compatible with Vision Connect as of June 2024?

A: The most up-to-date list of supported models is available in the Appendix. As of June 2024, this includes both current models and the previous release. The current production devices sold by Xerox with the current software release and one backward. This includes Xerox® PrimeLink® B9100 Series Xerox® PrimeLink® C9000 Series Xerox® Versant® 280 Press Xerox® Versant® 4100 Press Xerox® Iridesse® Production Press and Xerox beyond CMYK+ devices. Print/Press devices are routinely added each month. Please check for updates.

Q: What mobile devices and browsers are supported by Vision Connect as of June 2024?

A: Compatible mobile devices include iPhone 13, iPhone 14 Pro, iPhone 14+, iPhone 14 Pro Max, Samsung Galaxy S23, Samsung Galaxy A34, Google Pixel 7a, and Google Pixel 8 Pro. Supported operating systems are Android 12, 13, and 14, along with iOS 16.7.2 and 17.1. Further details are available in the Appendix.

Q: What the Minimum System Requirements for using the web application are the supported browsers?

A: The hardware requirements are dependent on the minimum hardware requirements of the associated operating system. Xerox® Freeflow Vision Connect® Software is supported on Windows, Mac OS X, Android and iOS through a browser. The device agent module shall be installed on the Fiery DFE.

The Vision Connect application is installed on Azure cloud and the application is access through the web browser only. Windows Edge for Windows (v109.0.1518.70) Chrome for Windows (v108 and v109),