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# Xerox® FreeFlow® Vision Connect Software

Web Application User Guide

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# Introduction

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## FreeFlow® Vision Connect Overview



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 FreeFlow® Vision Connect Web Application](#).

## Key Benefits of FreeFlow® Vision Connect

The key benefits of 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, printers, users, and impressions targets.
- Monitor the printers at any location with FreeFlow® Vision Connect from your mobiles.
- Receive notifications for your printers through the app.

## FreeFlow® Vision Connect Views

In the 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 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, license information, app version information, and so on.



## User Roles and Access

The initial administrator account is created during installation. An administrator can add new users via 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:** Both the administrator and the manager has 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

### **Printer Agent for FreeFlow Vision Connect**

The Printer Agent for FreeFlow Vision Connect is an on-prem application installed on the Digital Front End (DFE). This application forwards the engine events, consumables, and job information to the cloud hosted web app. The Printer Agent maintains the connection between the web app and the DFE.

### **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 Printer Agent for FreeFlow Vision Connect and Microsoft services using the Azure APIs.

The Progressive Web Application (PWA) cloud hosted service provides a dashboard view of devices and its 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 printers that support FreeFlow® Vision Connect:

- Xerox® Versant® 280 Press
- Xerox® Versant® 4100 Press
- Xerox® Iridesse® Production Press
- Xerox® PrimeLink® C9065/C9070 Color Printer
- Xerox® PrimeLink® B9100/B9110/B9125/B9136 Copier/Printer

## Supported Mobiles Devices

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

- iPhone 13
- iPhone 14 Pro
- iPhone 14+
- iPhone 14 Pro Max
- Samsung Galaxy S23
- Samsung Galaxy A34
- Google Pixel 7a
- Google Pixel 8 Pro

Freeflow® Vision Connect supports the following OS versions:

- Android 12, 13, and 14
- iOS 16.7.2 and 17.1.2

## Logging In to FreeFlow® Vision Connect

To login to the FreeFlow® Vision Connect, follow the below steps:

1. In your desktop, open FreeFlow® Vision Connect webapp <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 LOGIN

Once you login, the Freeflow® Vision Connect prompts you to choose to remain logged into the app. The default setting is not to remain logged into the web app. If you choose to remain logged into the web app, the silent login will expire after 7 days of app inactivity. Any time you access the app, the web app will restart the silent login with 7 days expiration. The web app will automatically expire the silent login setting if you explicitly log out of the web app. After the silent login expires, either by inactivity or by user action, you must again authenticate to access the web app. Your silent login setting is unique to each device or browser combination. If you change the password, the silent login setting expires, and XAG will require you to login to access the app from one or all of the devices and browsers. If you are already logged into a device and browser combination when the password is changed, then you will be logged out and required to reauthenticate before using the web app. When you choose to remain logged into the app, on the current device and browser, the web app will open directly to the default web app screen.

## Logging Out of FreeFlow® Vision Connect

To log out from the logged in session of 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 the 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 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



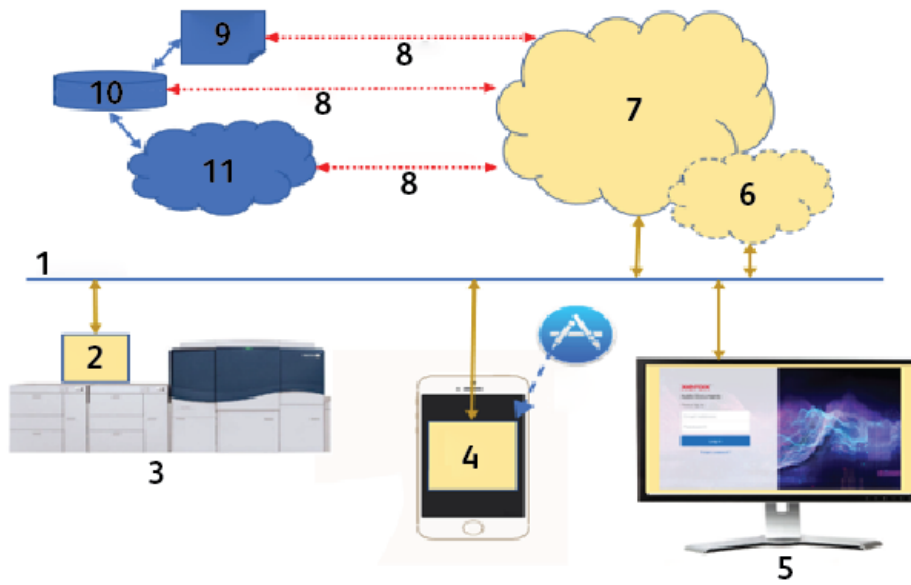


# Installing FreeFlow® Vision Connect Web Application

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## Data Flow Diagram



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

## Installation Process and Workflow

### TENANT ONBOARDING

1. **License Manager** creates a new Xerox App Account (XAA) on Xerox App Gallery (XAG) for the new customer.
2. XAG sends email invite to the new customer.
3. Customer sets up the credentials after accepting the terms and conditions.
4. **License Manager** sets up FreeFlow® Vision Connect entitlement for the customer.
5. XAG sends email notification for the FreeFlow® Vision Connect purchase to the customer.
6. The notification is valid for 5 days.
7. You are required to verify using the notification link, then you will be added as **Administrator** to shift table.
8. Customer navigates to FreeFlow® Vision Connect in XAG.
9. Customer navigates to the FreeFlow® Vision Connect Web portal.
10. App detects the new customer and fetches the details from XAG.
11. FreeFlow® Vision Connect setups a new FreeFlow® Vision Connect organization, using the customer business name and XAG ID.
12. When user logs in for the first time, the user would need to accept the terms of use agreement.
13. User can see the device status based on the entitlement.

### INSTALLATION OF FREEFLOW® VISION CONNECT PRINTER AGENT

To access FreeFlow® Vision Connect web application, install the Printer Agent for FreeFlow Vision Connect on your Fiery Print Server.

1. On the Fiery Command WorkStation window, click **Server > Device Center > Patches**, then install the patch available for your printer.

A new icon is created for Download Printer Agent for FreeFlow Vision Connect on the Fiery Print Server desktop.

2. Configure the DFE with a link to the installer placed on the Windows desktop.
3. Click on the link.

The installer begins downloading in the browser.

4. Double-click on the installer.

Installation begins and the installer will register the Printer Agent for FreeFlow Vision Connect Service as a windows system service, so that it automatically runs every time the system is powered on.

### DEVICE ONBOARDING

Contact your Xerox representative to install Printer Agent for FreeFlow Vision Connect on the DFE. When the installation is complete, you can do the steps below:

1. The Printer Agent for FreeFlow Vision Connect UI appears on the DFE after the installation. The user follows the on-screen instructions of the Printer Agent for FreeFlow Vision Connect UI.
2. Enter the DFE credentials.
3. Select **Skip Proxy** if the internet connection does not require a proxy server. Otherwise, enter proxy settings for the proxy server name and proxy port, then save the settings.
4. If the correct proxy settings are saved, the Printer Agent for FreeFlow Vision Connect will apply the proxy settings and restart the printer agent application.
5. The Printer Agent for FreeFlow Vision Connect displays the status to confirm that communication with the FreeFlow Vision Connect Cloud Server is successful.
6. Select **Register Printer** from Printer Agent for FreeFlow Vision Connect UI.
7. The UI opens the default browser and redirects you to the web app for registration.
8. Initiate login at FreeFlow® Vision Connect.
9. Select **Agree Terms and Conditions**.
10. Enter the target impression count per hour and printer location.
11. Select **Add a Printer** to complete onboarding.

## NEW USER ONBOARDING

1. In your desktop, open FreeFlow® Vision Connect webapp <https://visionconnect.portal.xerox.com>.
2. Log in with your manager/administrator credentials.
3. Select **Add New User** button.
4. After the dialog is edited, the manager/administrator selects the **Save and Send Email** button.
5. XAG sends an invitation email to the user.
6. To create a new account for FreeFlow® Vision Connect, click the link on the XAG email:
  - If the user have a XAG account:

A login page appears. Enter the email and create a new password, then accept the End User Licence Agreement (EULA). The web-application automatically updates the **Users & Shifts** table to show the newly added user.
  - If the user does not have a XAG account:

On the XAG email, click the **Create Account** button. The **Create Your Xerox App Account** screen appears, and the account will be created. The XAG will send a verification email. The user clicks **Verify Account**, then enters their email and password. It will automatically update the **Users & Shifts** table to show the newly added user.

# Using the FreeFlow® Vision Connect Dashboard

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## 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 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
- Add users

## Filtering Printer Data

### SELECTING THE TIME FRAME

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

Select the required time frame from the dropdown in the **Dashboard** view.

## 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.
- **Impression Rate:** This Gauge Card provides a summary of the current impression rate against the target rate for all printers.



## 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
- Tray information
- Consumable Status
- 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. For 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 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 able to view the new order when using the app on the mobile device. But 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 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.

## FreeFlow® Vision Connect From Mobile Device

The 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 FREEFLOW® VISION CONNECT FROM MOBILE

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

- [Adding FreeFlow® Vision Connect to the Mobile Home Screen for Android](#)
- [Adding FreeFlow® Vision Connect to the Mobile Home Screen for iPhone](#)

#### Adding 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 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 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 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.

## NOTIFICATION SETTINGS

### Enabling Notifications for FreeFlow® Vision Connect

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

1. Log in to 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 Notification**.

### 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 **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.

## 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.

# Administrator Functions

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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
- View sections of a chart in more detail
- Configure a single chart
- Print charts
- Change the chart type for a Chart Card
- Save the chart layout view
- 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

The following chart types are available:

- Print Volume
- Jobs
- Timeline
- Media



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 locations described to expand the chart.

### 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.
  - Print Volume
  - Jobs
  - Timeline
  - Media

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 a Chart Card. 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.

- 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					

### 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.

- From the main application menu, select the **Analyze** view.  
The Analyze screen appears.
- From the calendar icons, choose a start and end date.
- In the Time Period field, set the required time frame.
- 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 timeline data.

To export data to .csv format:

- From the main application menu, select the **Analyze** view.  
The Analyze screen appears.
- To export data:
  - To export all the job data for the chart, click **Export Data** at the top of the screen.
  - To export the timeline data for a 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, 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. Select a Chart Card. At the upper right corner of the Chart Card, click the chart 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 in which Chart Cards 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. Select a Chart Card.
3. 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. Select the Chart Card that you want to remove. At the upper right corner of the Chart Card, click the chart 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 user and shift information, printers, and system settings.

On the Administration screen, you can:

- Manage users and shifts
- Manage printers
- Manage system information

### USERS AND SHIFTS

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

#### 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 User Name field, type the required user name.
5. To assign the user to a group, from the Select Group menu, select the required group.
6. In the Email Address field, enter the email address of a user.
7. To assign the user to a shift, from the Select Shift menu, select the required shift.
8. To edit the shift, click **Edit Shifts**.  
For more information, refer to [Editing Shift Information](#).
9. In the Password fields, type the password twice.  
Ensure that the password is compliant with the minimum security standards.
10. Click **Save and Send Email**.

#### 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 Username, Email ID, User Group, and 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**.

### 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**.

### 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**.

## 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, except for the selectable areas of the chart or the chart controls.
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, except for the selectable areas of the chart or the chart controls.
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, except for the selectable areas of the chart or the chart controls.
4. Click the **Suspend** icon.
5. To confirm, click **Suspend**.

### Deleting a Printer

To delete a printer:

## Administrator Functions

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

The Administration screen appears.

2. Select the **Printers** tab.
3. Hover the mouse pointer over a printer card selectable area of the chart, then click the trash can 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**.

# Troubleshooting

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## General Troubleshooting

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

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

PROBABLE CAUSES	SOLUTIONS
Default browser is set to Internet Explorer (IE) 10/11	<p>Set the default browser to either Google Chrome or Microsoft Edge.</p> <ol style="list-style-type: none"> <li>1 In the Windows <code>run</code> command or in Search, type <b>Default apps</b>.</li> <li>2 Open <b>Default apps</b>.</li> <li>3 Locate the Web browser entry and select <b>Google Chrome</b> or <b>Microsoft Edge</b>.</li> <li>4 If Google Chrome or Microsoft Edge is not installed in the system, install the latest version of either of the Web browsers.</li> </ol>

### NOT RECEIVING NOTIFICATIONS FROM FREEFLOW® VISION CONNECT

PROBABLE CAUSES	SOLUTIONS
Notification is disabled	<p>Enable notification for FreeFlow® Vision Connect mobile app:</p> <ul style="list-style-type: none"> <li>• To enable notification in the mobile app, refer to <a href="#">Enabling Notifications for FreeFlow® Vision Connect</a></li> <li>• To enable notification for Operating Systems, such as macOS, refer to <a href="#">Enabling Notifications for MAC Operating System (macOS)</a>.</li> </ul>

# Additional Information and Resources

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## Additional Resources

SECURITY RESOURCES	LINKS
Frequently Asked Security Questions	<a href="https://www.xerox.com/en-us/information-security/frequently-asked-questions">https://www.xerox.com/en-us/information-security/frequently-asked-questions</a>
Bulletins, Advisories, and Security Updates	<a href="https://www.xerox.com/security">https://www.xerox.com/security</a>
Security News Archive	<a href="https://security.business.xerox.com/en-us/news/">https://security.business.xerox.com/en-us/news/</a>



