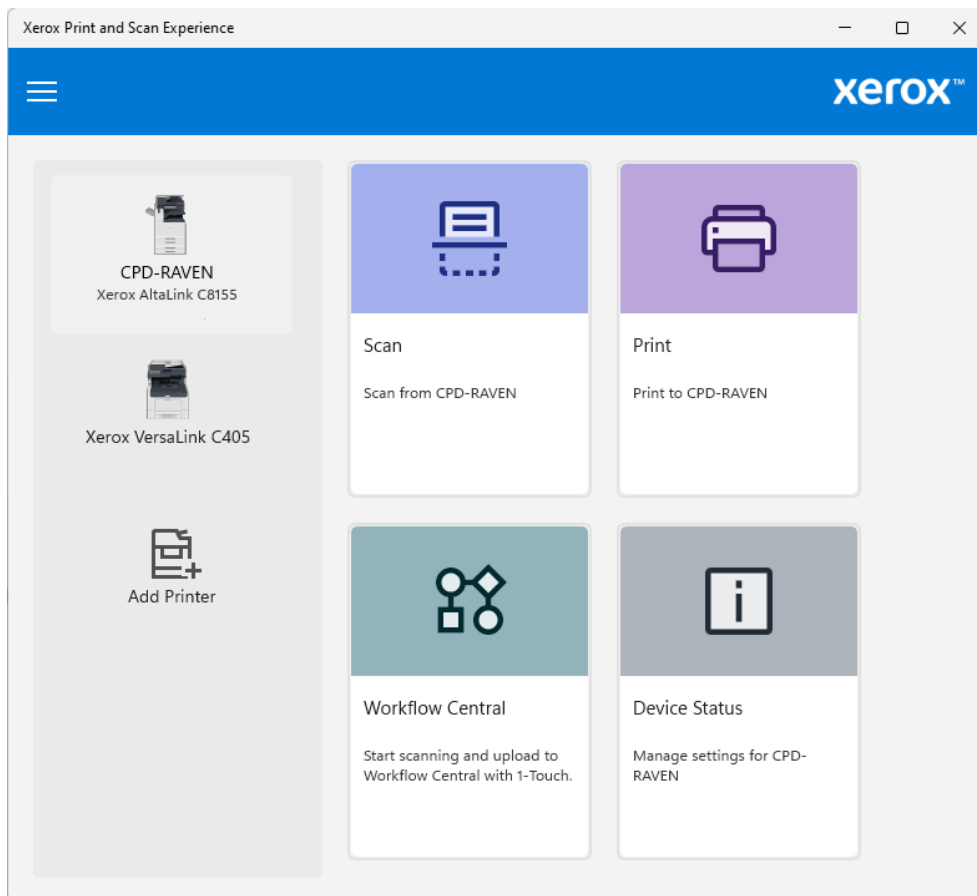


Windows V4 Print and Scan Platform Overview



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Document Version: 1.8 (October 2022).

Preface

The Windows V4 Print and Scan Experience Platform consist of three components that work together to provide the complete V4 print experience – the type 4 print drivers, the Xerox® Print and Scan Experience Application for Windows and the Xerox® Desktop Print Experience Application. The applications provide the user interface and business logic that enhance the capabilities of the V4 Print Drivers. In addition, the Xerox® Print and Scan Experience Application provides scan to desktop capability for supported scan enabled Xerox® Devices.

Additional information on Windows Version 4 print architecture is available at <https://docs.microsoft.com/en-us/windows-hardware/drivers/print/v4-printer-driver>

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1. V4 Print and Scan Platform Architecture

Xerox works directly with Microsoft to develop the evolving Windows V4 print architecture. As mentioned, the V4 Print and Scan Platform is composed of three components and the richest experience and feature set can be achieved when all of them are installed and working together. For the preferred method of installation see [Installing V4 Print and Scan Platform](#) section.

V4 Print Driver

V4 Product specific drivers describe the device capabilities and its feature set. They are supported on Windows 8.x, Windows 10, Windows 11 and Windows Server 2012 and later operating systems and are available at <https://www.support.xerox.com/> for supported Xerox® Devices. The Xerox® V4 Print Drivers are digitally signed with a Microsoft certificate in accordance with the Microsoft WHQL requirements and are also available via Windows Update.

Xerox® Desktop Print Experience Application (Desktop App)

The Xerox® Desktop Print Experience application supports all Xerox V4 Product specific drivers. It provides the rich Xerox® Print properties dialog when printing from most desktop programs such as Office applications, Adobe applications or browsers (Internet Explorer, Edge...). It also extends the feature set available on the V4 Print Drivers, exposing features such as accounting, secure printing, color adjustments, booklet creation, advanced finishing options, etc. It can be used to set printing defaults by accessing Printers & scanners > click the printer and select Manage > Printing Preferences.

The Xerox® Desktop Print Experience application is supported on Windows 8.x, Windows 10, Windows 11 and Windows Server 2012 and later operating systems and is available at <https://www.support.xerox.com/> for supported devices. It is Xerox® signed through the use of a VeriSign® digital certificate.

For Xerox AltaLink®, VersaLink® and other recently released Xerox® devices, we have enabled the Xerox Desktop Print Experience application to be auto-installed through the Windows Update process. Installing a v4 print driver for a supported Xerox device will trigger this auto-installation process via Windows Update.

Xerox® Print and Scan Experience Application (Store App)

When printing from Windows apps, the Xerox® Print and Scan Experience application provides a touch-friendly user interface for the driver, accessible by clicking 'More settings' at the bottom-left of the Print pane. Xerox Print and Scan Experience will continue to associate and provide scan support for Xerox V4 print drivers. Version 6.5 (8.29.xx) and later also provide print and scan support for Internet Printing Protocol (IPP) and Universal Print (UP) queues.

The Xerox® Print and Scan Experience application can also be launched as a stand-alone application to provide additional functionality such as scan and edit documents, direct PDF print submission, job status, and device configuration. To access Xerox® Print and Scan Experience application as a stand-alone application, after you have installed it, click the Windows start menu button and type 'Xerox' to search. The application should appear as one of the top results.

The Xerox® Print and Scan Experience application is available from the Microsoft® Store (<https://www.microsoft.com/en-us/p/xerox-print-and-scan-experience/9wzdncrfj1f8?activetab=pivot:overviewtab>) and it supports all Xerox V4 Drivers – the application is usually auto-installed from the Microsoft® Store when a V4, IPP or Universal Print queue for a supported Xerox printer is installed on the system. The latest version of the Xerox® Print and Scan Experience application is supported on Windows 10 v1903 and above operating systems. Microsoft has enabled the Print Support App (PSA) support that enables the Xerox Print and Scan Experience app to associate with IPP/UP queues in a later version, Windows 10 21H2 Build 19044.1806 (KB5014666) and newer versions. Microsoft signs the Xerox® Print and Scan Experience application when uploading it to the Microsoft Store.

2. V4 Print and Scan Platform Features Overview

Features Overview

V4 Print Platform has achieved feature-parity with the V3 Print Platform in most areas and surpassed it in others. Here are some highlights of the V4 platform features. For more details on functionality, see [Using the V4 Platform to Print and Scan](#) section.

- Print with a feature rich driver UI for V4, IPP and Universal Print queues Offers extended print features in support of the Xerox® Devices feature set
- Print job summary pane shows what settings are applied
- Print PDF documents directly to the device
- Xerox® Print and Scan Experience application offers a stand-alone mode where you can:
 - View device information and print queue settings
 - Install printers
 - Scan documents
- Scan, straighten, crop, remove blank pages, adjust brightness/contrast and apply filters to your scanned images with the Xerox® Print and Scan Experience application
- Save scanned images as searchable PDF.
- Touch-friendly and modern UI design – built to match well with the latest Windows® operating systems
- One touch print and scan presets for faster, easier use

What is New in this Release

- The latest release introduces the following:
- Xerox® Print and Scan Experience application improvements:
 - Updated design and improved feature accessibility throughout the app.
 - PSA support through a common Xerox Print and Scan Experience app that will offer print and scan functionality for V4 print queues as well as IPP and Universal Print queues.
 - Save scans as searchable PDF.
 - Ability to edit device names on the Xerox Print and Scan Experience app home screen.
 - A mechanism to provide app ratings.

3. Supported Devices

Refer to the Windows Xerox Print and Scan experience information at <https://www.support.xerox.com/download/156616>

4. Installing V4 Print and Scan Platform

There are a couple ways to install V4 Print and Scan Drivers and Applications.

Using Xerox® Smart Start – Windows Driver Installer

The **easiest and recommended** way to install the V4 driver and the supporting applications is to use the Xerox® Smart Start – Driver Installer. The Xerox® Smart Start Installer scans your system configuration and network and installs the appropriate drivers for printing to your Xerox® Device. It also detects out of date or missing components and recommends updates.

If V4 drivers are available for your devices, it will install them and the Xerox® Desktop Print Experience application for printing in desktop applications. After a V4 driver is installed, the Xerox® Print and Scan Experience Application is automatically installed from the Microsoft Store. Xerox® Smart Start installer can also install V3 print drivers, and TWAIN and WIA scan drivers.

The Xerox® Smart Start Installer can be found at <https://www.office.xerox.com/en-us/software-solutions/smart-start-printer-installer> along with more information on how to use it.

Manual Installation

Although we recommend you use Xerox® Smart Start, the V4 Print Drivers and applications can also be installed individually and manually, using the Windows Add printer wizard and application installers.

Xerox® printers and multifunction devices have device-specific V4 Print Drivers that can be downloaded from their support pages on <https://www.support.xerox.com/>.

- When prompted, save the driver and the desktop application to your Downloads folder.
 - Unzip the driver package – right click the *.zip package and choose ‘Extract All...’
- Now open the Add printer wizard. The Add printer wizard can be accessed via:
 - Control Panel > Devices and Printers > Add a printer > then select ‘The printer that I want isn’t listed’ or
 - Printers and Scanners > ‘Add a device’ > ‘Add manually’.
- This will bring you to the ‘Find a printer by other options’ page.
 - Select ‘Add a printer using IP address or hostname’
 - Set Device Type to TCP/IP device, input the IP address or hostname of the printer
 - Uncheck the box for ‘Query the printer and automatically select the driver to use’ and click Next. This will allow you to manually select which driver you want to install for your printer, rather than Windows® automatically installing a generic or class driver.
 - Click ‘Have Disk’, then ‘Browse’
 - Browse to the *.inf file for the driver (this will be in the extracted folder in your downloads).
 - Click Open, Ok, Next.
 - Rename the printer if desired, and then click Next to install the driver.
- A User Access Control (UAC) prompt will ask if you’d like to allow the driver to install, click ‘Yes’

The driver is now installed. The Xerox® Print and Scan Experience application will be installed automatically from the Windows® Store; you may see a Windows® notification regarding this.

After you install a V4 print driver, the Xerox® Desktop Print Experience application will automatically download and auto-install via Windows Update for the majority of the supported v4 print drivers. If Xerox® Desktop Print Experience application is not visible in Windows Programs and Features then you must also download and install it from <https://www.support.xerox.com/> in order to enable full UI support.

To add the Xerox® Desktop Print Experience application, simply run the installer downloaded from the Xerox® printer/multifunction device support page at <https://www.support.xerox.com/>. You now have all three components installed.

Note: if installing V4 drivers on a Windows® Server to be shared to client machines via point and print, it is highly suggested that you also install the Xerox® Desktop Print Experience application on the server as well. This will enable auto-configuration and client-side rendering, which is needed for many settings to work correctly at the clients.

5. Using the Xerox® V4 Platform to Print and Scan

This section will offer a more detailed look at what you can do with the Xerox® V4 print and scan platform.

Printing

Regardless of which application you are printing from, look for either Printer Properties or More Settings to access the full feature print set. Depending on the type of print queue (V4, IPP, UP) you are using and the type of application (Windows programs such as Word, or store apps such as Maps) you are printing from, you will be presented with two possible types of print interfaces. Below are examples of what these print interfaces look like.



Fig. 1 - “Printer Properties” from Windows applications with Xerox® V4 Print Driver and Xerox® Desktop Print Experience application

Note the 1-Touch option at the top of the screen, this presents options that allow with one touch to print while selecting from a set of pre-configured feature combinations (such as stapled and duplex or 2-up and duplex).

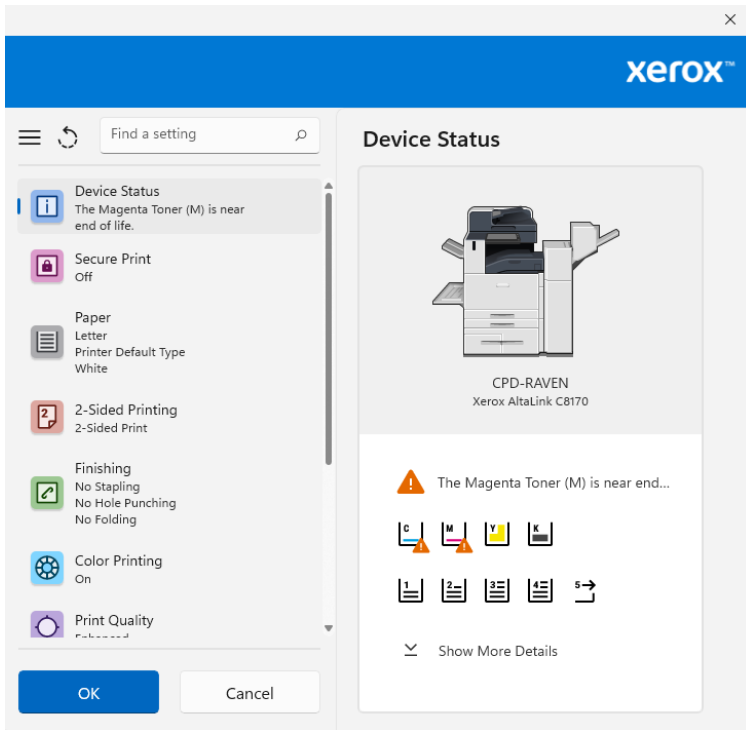


Fig. 2 - “More Settings” from any Windows applications with IPP or UP queues and Xerox® Print and Scan Experience application.

Note the “Find a setting” feature, which allows you to search for a print feature - such as Copies or Booklet -that may not be easily visible within the driver features.

Xerox PDF Direct Printing

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

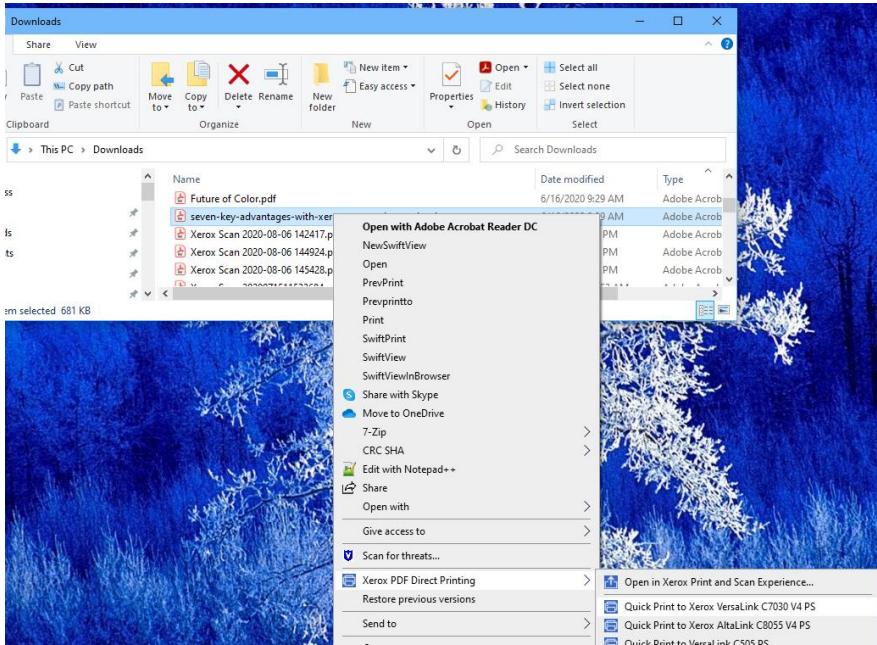


Fig 3. – PDF context menu print submission

The Quick Print options automatically open the Xerox® Print and Scan Experience application and prints the pdf to the selected printer using the default printer settings.

Selecting Preview / Open in Application opens the Xerox® Print and Scan Experience application with a preview of the document and allows you to select print options similar to those in Fig. 2 before printing. This same functionality is also available when opening the Xerox® Print and Scan Experience application (from the Windows Start menu) via the Print icon (Fig. 4).

Scanning with the Xerox® Print and Scan Experience Application

After you install the V4 print and scan platform open the Windows Start menu, look in the applications list and open Xerox® Print and Scan Experience. If the device you have selected (at the left of the screen) supports scan, then you may see a screen as follows.

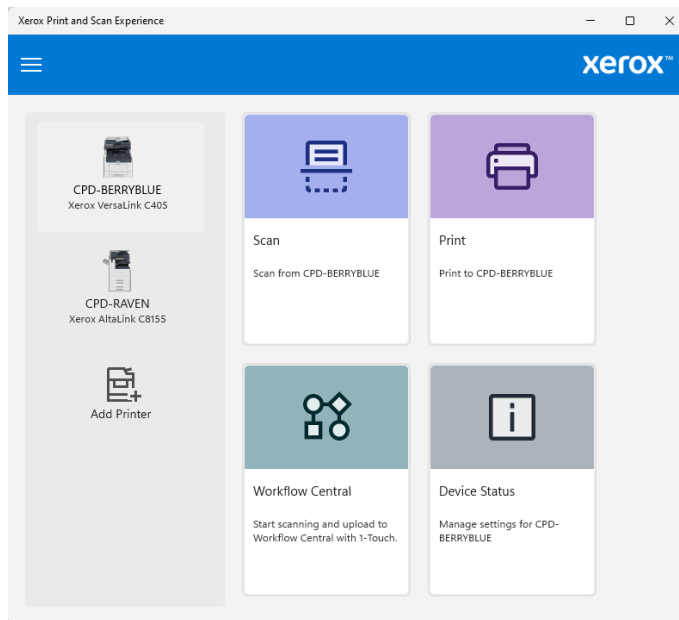


Fig. 4 – Xerox® Print and Scan Experience stand-alone application home screen

If you installed V4 print drivers for multiple devices, those devices will be listed at the left of the screen along with Add Printer icon that downloads and runs the Xerox® Smart Start installer to install Xerox® V4 drivers for additional devices.

At the left of the screen click and select the device you want to scan from.

Scan

Click the Scan icon. Next you select your desired scan attributes such as Sides to Scan, Original Size, Resolution as well as Auto Crop, Auto Straighten, Auto Rotate, automatically Remove Blank Pages, Build Job and Destination. You can either quickly scan and save by setting Preview/Edit option to 'Off', or you can select Preview/Edit 'On to preview and edit the scan before saving or sharing it. You can also save your frequently used scan settings as a 1-Touch or a Preset to simplify and accelerate scan workflows that are used frequently.

Automatic Adjustments

The Xerox Print and Scan Experience app can automatically perform certain actions on your scans if you so choose (Fig. 5). Auto Crop can be used to remove white margins from scanned photos, for example. Auto Straighten corrects skewed images. Auto Rotate rotates images to the proper reading orientation.

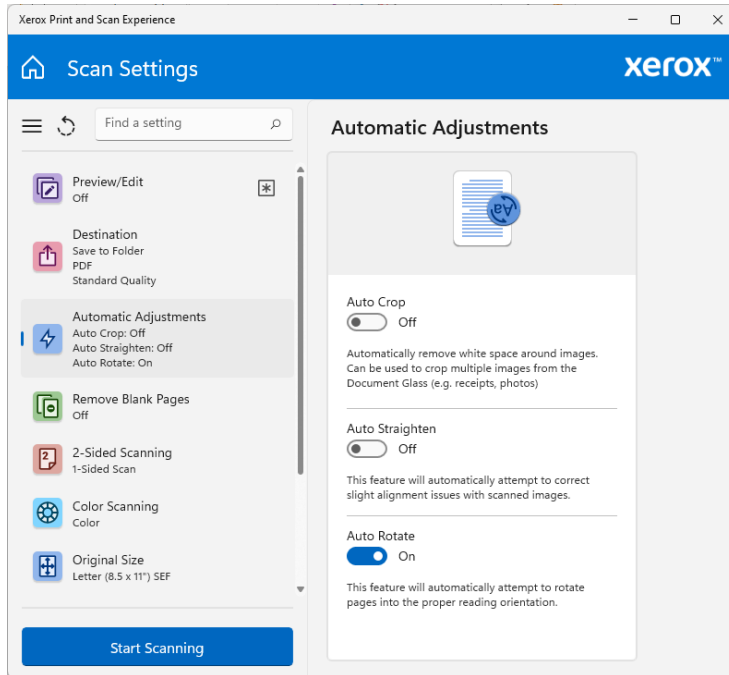


Fig. 5 – Xerox® Print and Scan Experience – Automatic Adjustments

If you select to auto crop in the scan settings then scan, or you select Crop to Multiple Images after scanning, the resulting scanned image will present crop markers around areas with the intent that these areas will be separated into individual images (Fig. 6). The auto crop / multi crop functionality works best if the items you are scanning – such as receipts or photos – are clearly separated from each other, do not overlap and are on a white or light background (as the document glass of the device usually creates).

If the resulting crop is not to your liking, try experimenting with the Auto Crop Sensitivity option. Alternatively, you can also manually modify the current crop markers, add new crop markers or remove existing ones.

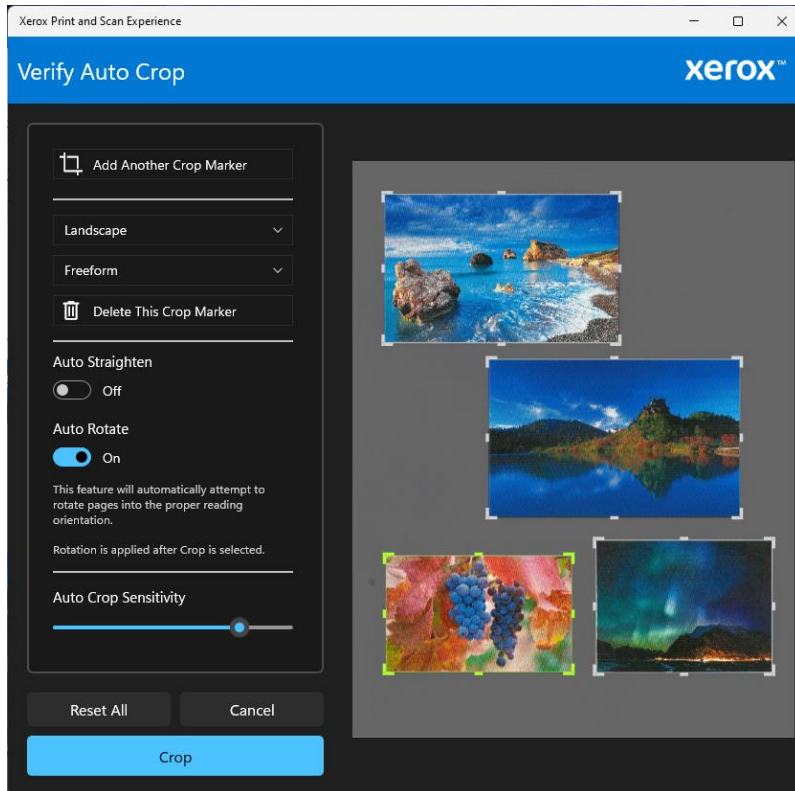


Fig. 6 – Xerox® Print and Scan Experience application – Auto Crop

Remove Blank Pages

The Xerox Print and Scan Experience app can automatically remove blank pages from your scans. You select this setting before scanning and can also set the detection scale to one of several options ranging between Most Conservative (to only remove completely blank pages) and Most Aggressive (to remove blank pages as well as pages with some content such as page numbers, logo/graphics, some sentences). If you select to Preview/Edit the scan, you can verify the blank pages being removed and you can restore removed blank pages (Fig. 7).

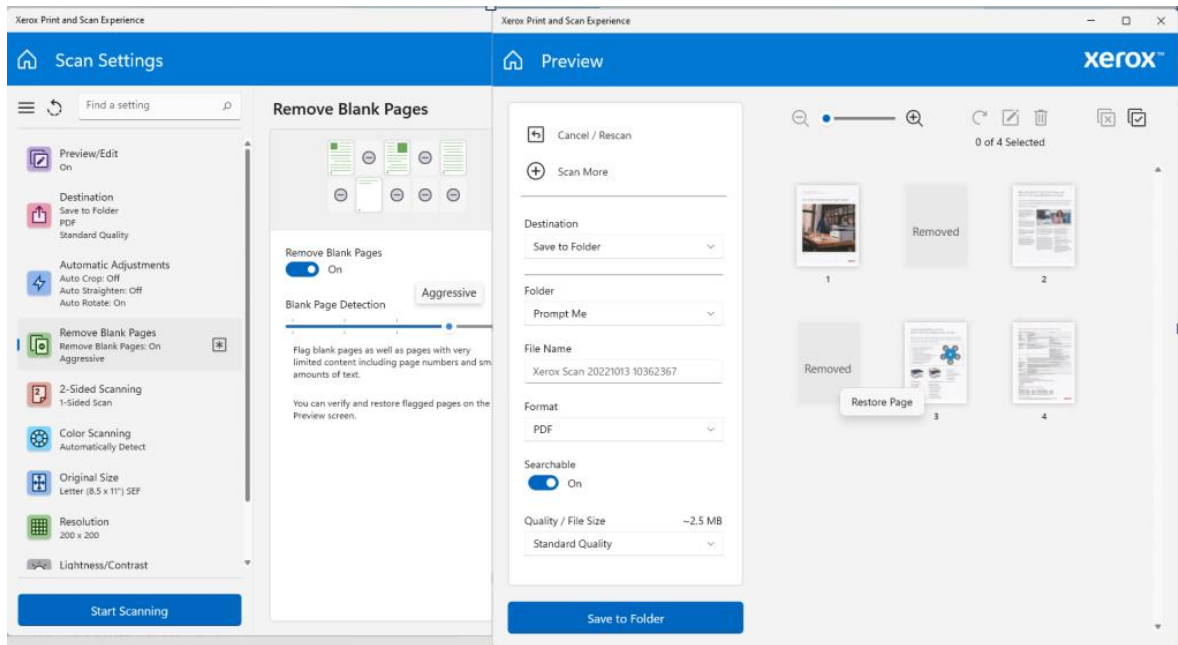


Fig. 7 – Xerox® Print and Scan Experience application – Remove Blank Pages

Edit Scan

Currently the Xerox® Print and Scan Experience app allows you to edit your scan as follows.

Click and select the scanned text image you want to edit. The icons at the top center of the screen (Fig. 8) allow you to perform the following – these options are also presented if you right click on the image:

- Zoom to better view and inspect the details of your image
- Rotate
- Edit (Fig. 9)
 - Adjustments
 - Crop / Rotate / Straighten
 - Filters
- Delete

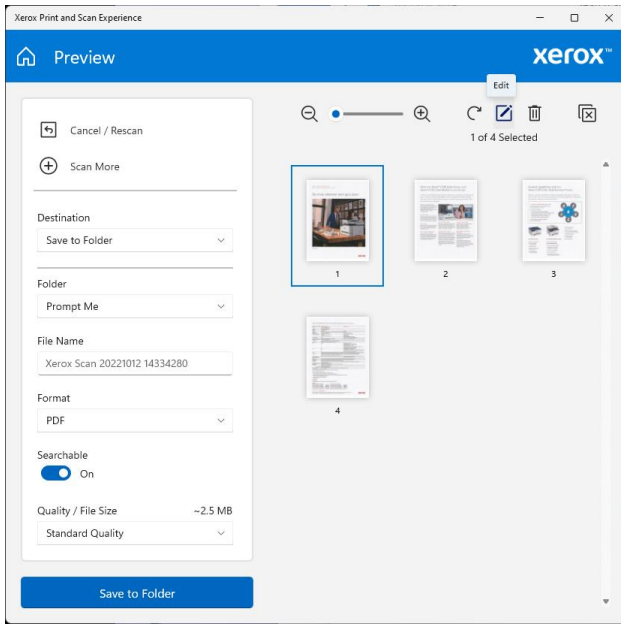


Fig. 8 – Xerox® Print and Scan Experience application – Scan edit

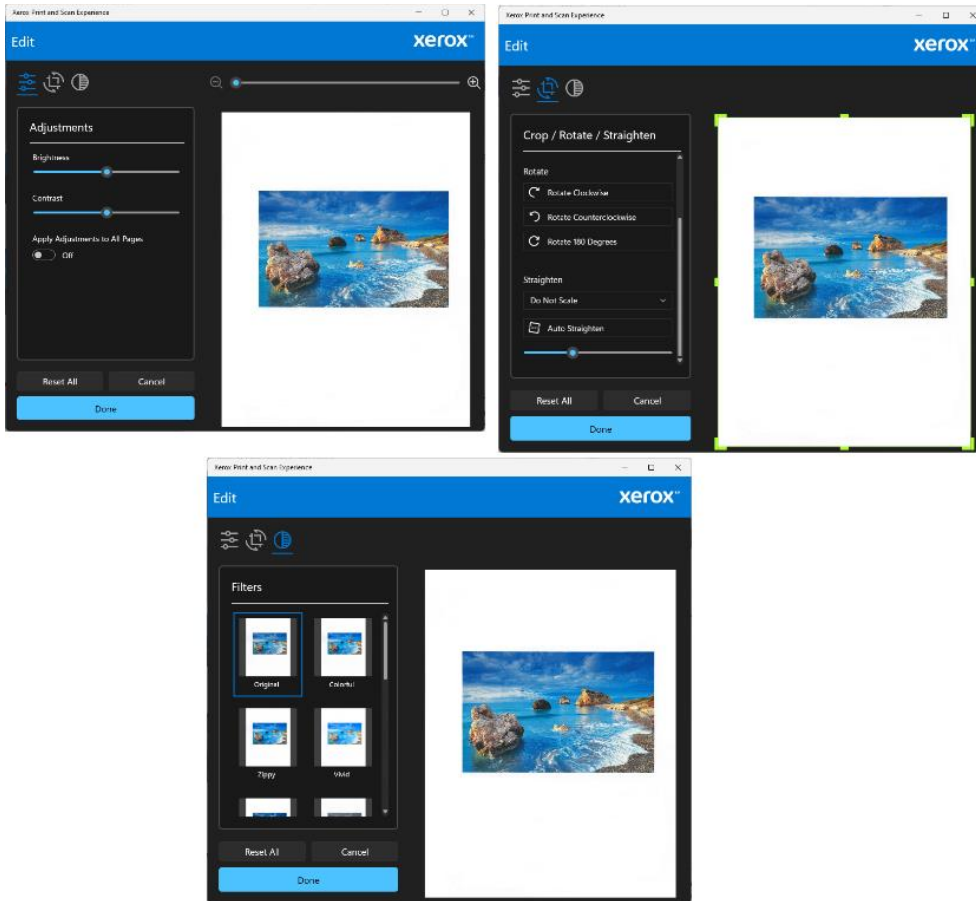


Fig. 9 – Xerox® Print and Scan Experience application – Scan edit options – Adjustments, Crop / Rotate / Straighten, Filters

Integration with Xerox Workflow Central

Xerox Print and Scan Experience integration with Xerox Workflow Central allows you to scan a document and upload it to Xerox Workflow Central for services such as translation, conversion to MS Office, conversion to audio and more. The option to upload your scan to Xerox Workflow Central is one of the distribution options available in the Xerox Scan and Print Experience app. You can set the Distribution options either in the pre-scan settings before you scan or in the scan preview window (Fig. 10). Ten guest trial uploads are available for free. To learn more about Xerox Workflow Central, select Xerox Workflow Central option from the hamburger menu in the Xerox Print and Scan Experience home screen.

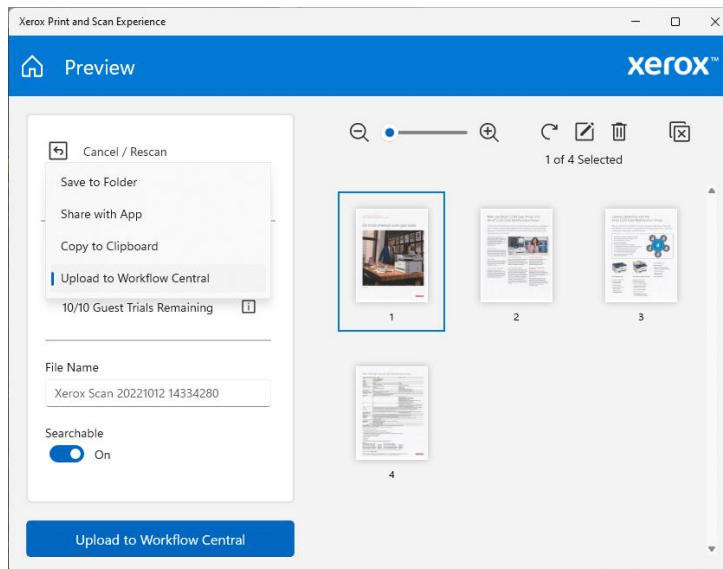


Fig. 10 – Xerox® Print and Scan Experience application – integration with Xerox Workflow Central

Quality / File Size

You may desire to compress your resulting scan due to storage or file sharing restrictions. Among the scan Destination options you will find several Quality / File Size options that allow you to compress your scan file. These options can be set as part of the pre scan settings, so they can be part of user created 1-Touch or presets. Quality / File Size can also be set after you scan as part of the Destination settings available in the scan preview window. Here you will also be presented with file size estimates for each of the compression options. If your scan was performed at dpi higher than 200 dpi, you will have an additional 'Reduced Size' option to further compress the scan file (Fig. 11).

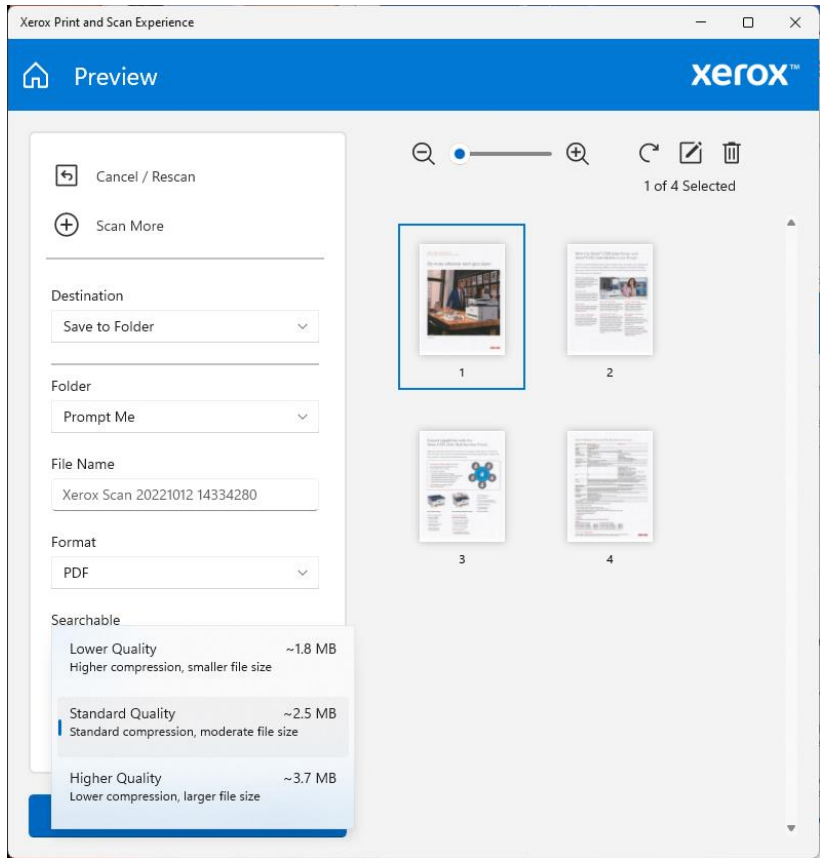


Fig. 11 – Xerox® Print and Scan Experience application – Quality / File Size compression options

6. Troubleshooting

Reboot, Reinstall

The prevailing wisdom in first-line troubleshooting is “turn it off and back on again.” This applies to troubleshooting issues with V4 drivers and applications.

Depending on what component(s) are showing issues, we suggest some or all of the following:

- Restart the printer – for issues with printer status or discovery.
- Reinstall the Xerox® Print Experience applications – for issues with either of the applications.
- Remove and re-install the print queue
- Restart the computer – if neither of the above resolved the issue.
- Install the latest software – latest Microsoft Windows updates, latest system software on your printer/multifunction device, latest Xerox Print and Scan Experience app software.

If there are issues with the applications such as:

- The applications do not appear to be installed.
- You cannot locate the Xerox® Print Experience applications.
- The extended print settings are not displayed in the driver.

It may be helpful to reinstall the applications, refer to sections below for directions.

Reinstalling the Xerox® Desktop Print Experience Application

To reinstall the Xerox® Desktop Print Experience application, you can use the same ‘XrxSetup’ installer that you used to install it initially – or you can re-download the installer from supported products’ <https://www.support.xerox.com/> Drivers & Downloads, listed under Utilities and Applications.

Run the installer, it will detect that the application is already installed and present options of Repair and Remove. Click either Repair to let the installer repair the current installation, or Remove if you would like to do a fresh reinstall of the application. Run the installer again if you removed the installation and install the application as a fresh install.

Reinstalling the Xerox® Print and Scan Experience Application

To uninstall the Xerox® Print and Scan Experience application, click the Windows® start menu button and type ‘Xerox’ to search. The application should appear as one of the top results. Right-click the application and choose Uninstall.

To reinstall the application, open the Microsoft® Store and search for ‘Xerox’; open the Xerox® Print and Scan Experience application page and click Install.

Ensure All Components are Installed

The most basic issue to encounter with V4 is not having all the required components installed. The easiest way to install the V4 driver and the supporting applications is to use the Xerox® Smart Start – Driver Installer. [See the above section on V4 installation.](#)

CHECK IF THE XEROX® DESKTOP PRINT EXPERIENCE APPLICATION IS INSTALLED.

- To check if the Xerox® Desktop Print Experience application is installed, open Printers & scanners > click on the printer > choose Printing Preferences. If you do not get the Xerox® Desktop Print Experience desktop interface (Fig. 1), the application is not installed.
- The Xerox® Desktop Print Experience application is available to download on <https://www.support.xerox.com/> – listed under Utilities and Applications of the Drivers & Downloads page for the supported Xerox® printers and multifunction devices.

CHECK IF THE XEROX® PRINT AND SCAN EXPERIENCE APPLICATION IS INSTALLED.

- The Xerox® Print and Scan Experience application is usually installed automatically from the Windows® Store after installing the V4 driver.
- To check if the Xerox® Print and Scan Experience application is installed, click the Windows start menu button and type 'Xerox' to search the installed Apps. The application should appear as one of the top results.
- If the application is not found, you can install it manually from the Microsoft® Store.

If Device Status or Configuration is Missing or Incorrect

First, make sure the printer or multifunction device is turned on and is online. Also, make sure your computer's internet connection is operational.

Make sure your computer has network access to the device; enter the device/printer IP address into a browser navigation bar. You should see the device's Xerox® CentreWare® Web interface; if not, you may not have access to the device.

Try using a different protocol to point to the device; preferably, enter the IP address of the device. Open the Xerox® Print and Scan Experience application by searching 'Xerox' in the Start menu – it should pop up as one of the top results.

Click the device you would like to fix, click Device Connection, set Bi-Directional Communication to Manual, and input the IP address for the device.

If you cannot change Bi-Directional settings, it may be that an administrator has disabled it in order to reduce network traffic. In this case, you can use the Device Configuration section to set the driver to match the configuration of the device.

Changes in Device Configuration are not Reflected in the Driver

Open Xerox® Printer Properties from Control Panel > Devices and Printers > right click the device > click Xerox® Printer Properties. In the bottom-left, there is a synchronization button; clicking that will update the device configuration within the driver.

IPP Queues Do Not Function Correctly

Ensure you have the latest Windows operating system updates, the latest Xerox Print and Scan Experience app and latest print/multifunction device system software available at that time. If issues persist, also try to delete and recreate the IPP queue.

Can Not Scan

If the Scan icon is not presented in the Xerox® Print and Scan Experience application, first ensure that the device you have selected supports the scan option; refer to the table in the [Supported Devices section](#).

If the device supports scan but the Scan icon is not visible, ensure the device is online – enter the IP address of the device in a web browser and ensure the web interface for the device appears. If not, contact your IT representative to resolve this issue.

If the device is listed as supporting scan and is online but the Scan icon is still not visible, then remove the V4 print driver for that device - open Control Panel > Devices and Printers > right-click the printer queue > Remove device. Then run Xerox® Print and Scan Experience application and Install Printers to re-install the driver for the device.

Windows Update Downloads/Installs Xerox Components

Xerox has enabled the auto-install of the Desktop app via the Windows Update process and this is why you may see Windows Update download and install Xerox components. This process is described in a customer tip called 'Automatic Installation Behavior - Xerox® Desktop Print Experience App', available for download in the Documentation section of the Xerox device customer support page.

Contact Customer Support

If you experience problems that cannot be resolved by the tips above, then please [contact customer support at www.xerox.com](#).

Additional Information

For additional details on Version 4 print architecture, refer to <https://docs.microsoft.com/en-us/windows-hardware/drivers/print/v4-printer-driver>

For information on Xerox® Smart Start Installer, refer to <https://www.office.xerox.com/en-us/software-solutions/smart-start-printer-installer>

For information on Xerox® V3 and V4 Print Driver Platforms Overview, refer to <https://www.support.xerox.com/download/117308>

For information on Xerox® Print Driver Comparison, refer to <https://www.office.xerox.com/latest/SFTFS-16U.pdf>

For information on XML Configuration Editor for Print Drivers, refer to <https://www.office.xerox.com/latest/SFTHT-01U.pdf>

For information on Xerox Workflow Central, refer to <https://www.xerox.com/WorkflowCentral>

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