Xerox® Workplace Kiosk
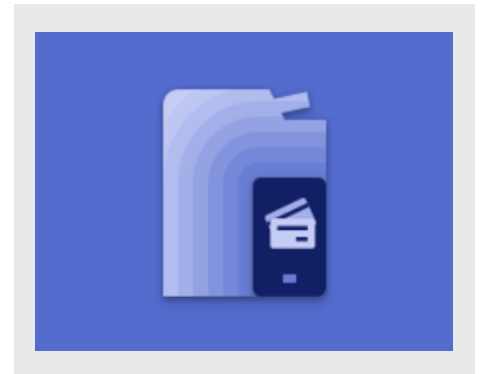
Quick Start Guide for use with Xerox® Workplace Kiosk

DESCRIPTION

Xerox® Workplace Kiosk provides a highly secure, cloud-based kiosk interface to enable the device to be used for print, scan, copy, and fax for-pay services. It is designed to be placed in convenient locations to provide document services for remote workers and people on the go.

Xerox® Workplace Kiosk works via the cloud, removing the need for your mobile device to connect to your organization's local network while maintaining the security you expect from Xerox.

Device Requirements

Xerox® Workplace Kiosk works with the following Xerox ® VersaLink® Models: B400, C400, C405, C7020/C7025/C7030, B7125/B7130/B7135, C7120/C7125/C7130 and many Apple and Android mobile devices, including iPhone, iPad, Android phone, and Android tablet.

All mobile devices require the following:

- Ensure the mobile device can communicate with the Internet.

- Ability to read a QR code (available through the camera on most mobile devices).

All VersaLink® devices require the following:

- Xerox Extensible Interface Platform® (EIP) must be enabled.

- Xerox® ConnectKey® App Installation (Weblet Install Policy) must be enabled.

- Ensure the device can communicate with the Internet.

- Ensure Workplace Kiosk is the default walkup app and the only user workflow available.

- Minimum System Software Version of xx.66.11 and the ECDHE Cipher option must be enabled.

Note:

Some networks require a proxy to communicate with the Internet.

If Verification of SSL is enabled on the Xerox® Device , ensure the security certificates are loaded on the device.

By default, the Xerox® Solutions Certificates are preloaded on all 2016 Xerox® ConnectKey® Technology-enabled VersaLink® devices.

GETTING STARTED REQUIREMENTS

- Request a Merchant Account.
- Setup a Payment Account with Stripe.
- Setup an XMedius Account (optional).
- Configure your VersaLink.
- Configure your Kiosk Pricing, Taxes, and Receipts.
- Configure your print driver for Print from PC (optional)

See the Knowledge Base link in the Support section of this guide for full setup instructions.

SUPPORT

Workplace Kiosk Customer Support

https://workplacekiosk.support.xerox.com

Workplace Kiosk Knowledge Base

https://www.support.xerox.com/en-us/article/en/2138300

Xerox® App Gallery Knowledge Base

https://www.support.xerox.com/support/xerox-app-gallery/support/enus.html

Xerox® App Gallery Documentation

https://www.support.xerox.com/support/xerox-app-gallery/documentation/enus.html

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INSTALLING WORKPLACE KIOSK

The following procedure assumes you have created a Xerox App Gallery account. If you do not have an account, refer to the Xerox App Gallery Quick Start Guide for instructions on creating an account.

Note: For detailed instructions on adding a device and adding or installing Apps to your Xerox App Gallery account, see the documentation links in the Support section on the first page of this guide.

INSTALL GALLERY APPS FROM THE XEROX APP GALLERY WEB PORTAL

1. Go to the Xerox App Gallery URL: https://appgallery.services.xerox.com
2. Select **Log In**.
3. Enter a valid Email and Password.
4. On the devices tab, add a Xerox device.
5. On the All Apps tab, select the desired app.
6. Select the **Install** button.
7. Accept the End User License Agreement.
8. Select the device(s) that you would like to use the app on and then select **Install**.

HOW TO SET THE APP AS THE DEFAULT WALK-UP SCREEN

To set Workplace Kiosk as the default walk-up screen on your Xerox® Device:

1. On your computer, open an Internet browser. You can use an Internet Explorer browser or a Chrome browser.
2. In the address field, enter the IP address of the Xerox device. The Xerox Embedded Web Server page for the device appears.
3. Log in as the device administrator.
4. Click the **Apps** tab.
5. On the next screen, click **Preferences**.
6. Open the Walkup Screen menu.
7. From the list, select **Workplace Kiosk**.
8. The selection is applied and appears as the walk-up screen.

HOW TO START A SESSION

Before you can copy, scan, print, or fax a document, you must initialize a session between your mobile device and the Xerox device. To start a session, please follow these steps:

1. When you approach your Xerox® Device, the Workplace Kiosk landing screen will display a QR code. If the display is off, touch the device's power button to wake it up.
2. Open the camera on your mobile device and point the camera at the QR code.
   Note: Alternatively, you can use a QR code scanning app on your mobile device.
3. Your phone will prompt you to open a link in the mobile device's default web browser. Open the link.
4. Opening the link starts the web browser on your mobile device and takes you to the web app's Payment information screen. At this point, a session has been initiated.

HOW TO PREAUTHORIZE PAYMENT

Once you've started a session with the Xerox® Device, you need to preauthorize the device's configured amount with a payment method. The app supports Visa, Mastercard, American Express, Discover, debit cards, Apple Pay, and Google Pay. For more information on how payments are handled, please visit the Customer Support site. A link can be found in the Support section on the first page of this guide.

To pay with a **credit card** or **debit card**:

1. With the Payment information screen open on your mobile device, enter a card number, CVC, zip code, and expiry date into the first field under Card Information.
2. Enter your first and last name into the second field.
3. Select the **Continue** button.
4. Your payment information will be processed. If the preauthorization is successful, the Home screen will appear.

To pay with **Apple Pay**:

1. With the Payment information screen open on your iOS device, select the Apple Pay button at the top of the screen.
   Note: If the Apple Pay button is not visible, confirm that Apple Pay is configured on your device.
2. An Apple Pay popup will appear on screen. Follow the instructions to complete the preauthorization.
3. Your Apple Pay information will be processed. If the preauthorization is successful, the Home screen will appear.

To pay with **Google Pay**:

1. With the Payment information screen open on your Android device, select the Google Pay button at the top of the screen.
   Note: If the Google Pay button is not visible, confirm that Google Pay is configured on your device.
2. A Google Pay popup will appear on screen. Follow the instructions to complete the preauthorization.
3. Your Google Pay information will be processed. If the preauthorization is successful, the Home screen will appear.

HOW TO COPY A DOCUMENT

1. In the web app on your mobile device, select **Copy** on the Home screen.
2. When the Copy screen displays, adjust any of the available copy settings.
3. With a document in the Xerox® Device's feeder, select the **Scan** button on your mobile device.
4. The app will calculate the job cost. When job calculation is complete, select **Continue** to approve the job.
5. The job will begin. When it's complete, retrieve your copies from the Xerox® Device's output tray and select **Do More** to do more jobs, or **Checkout** to end the session and finalize the transaction.

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HOW TO SCAN AND EMAIL A DOCUMENT

1. In the web app on your mobile device, select **Scan to Email** on the Home screen. **Note:** You must have email configured and enabled on the Xerox® Device to use the Scan to Email feature. For more information on configuring Scan to Email, please visit the Customer Support site using the link in the Support section on the first page of this guide.
2. When the Scan to Email screen displays, enter a valid email address in the **Email Recipient** text box at the top of the screen.
3. Adjust any of the available scan settings. **Note:** The app currently supports PDF only, which means the document you scan will be emailed as a PDF document.
4. With a document in the Xerox® Device's feeder, select the **Scan** button on your mobile device.
5. The app will calculate the job cost. When job calculation is complete, select **Continue** to approve the job.
6. The job will begin. When it's complete, the intended recipient will receive an email with the scanned document attached. In the web app, select **Do More** to do more jobs, or **Checkout** to end the session and finalize the transaction.

HOW TO PRINT A LOCAL FILE

1. In the web app on your mobile device, select **Print** on the Home screen.
2. When the Print screen displays, select the **Browse** button, which will open your device's local file browser and display files for printing.
3. Choose a file on your mobile device's file browser.
4. Once you're back on the Print screen, if you wish to change the file you selected, simply touch the change file icon next to the file name.
5. Adjust any of the available print settings.
6. Select the **Next** button on your mobile device.
7. The app will calculate the job cost. When job calculation is complete, select **Continue** to approve the job.
8. The job will begin. When it's complete, retrieve your printed document from the Xerox device's output tray and select **Do More** to do more jobs, or **Checkout** to end the session and finalize the transaction.

HOW TO PRINT A FILE USING EMAIL

1. In the web app on your mobile device, select **Print** on the Home screen.
2. When the Print screen displays, select the **Print from Email** button, which will take you to the Print from Email screen.
3. To print a file using email, attach the documents you want to print to an email and send it to email@printbyxerox.com. You can also forward an existing email to the same address.
4. Once you've sent the email, you should receive an email reply with a release code.
5. With the Print from Email screen open on your mobile device, select the **Enter My Release Code** button. A popup will appear.
6. In the popup's first field, enter the first 3 characters of the email address that was used to send the email in step 3.
7. In the second field, enter the release code you received in step 4.
8. Select **Continue**.
9. Another popup will appear with a list of files. These are the files that you attached to the email. There will also be an EML file, which is a file containing the body text of the email you sent.
10. Choose a file from the list.
11. Once you're on the Print screen, if you wish to change the file you selected, simply touch the change file icon next to the file name.
12. Adjust any of the available print settings.
13. Select the **Next** button on your mobile device.
14. The app will calculate the job cost. When job calculation is complete, select **Continue** to approve the job.
15. The job will begin. When it's complete, retrieve your printed document from the Xerox device's output tray and select **Do More** to do more jobs, or **Checkout** to end the session and finalize the transaction. **Note:** If you print a file using email and go to checkout, the receipt will be sent to your email address from step 3 automatically.

HOW TO FAX

1. In the web app on your mobile device, select **Fax** on the Home screen.
2. With the Fax screen open on your mobile device, enter a valid fax number in the **Fax Recipient** field.
3. In the second field, enter the email address of the person who should receive the confirmation email with the status of the faxed documents.
4. Adjust any of the available fax settings.
5. With a document in the Xerox® Device's feeder, select the **Start** button on your mobile device.
6. The app will calculate the job cost. When job calculation is complete, select **Continue** to approve the job.
7. The job will begin. When it's complete, the intended recipient will receive a fax of the scanned document. In the web app, select **Do More** to do more jobs, or **Checkout** to end the session and finalize the transaction.

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HOW TO PRINT A FILE FROM A PC

Before you can print a file from your PC, you need to setup your print driver and your printer to support the feature. See the Workplace Kiosk Knowledge Base link in the Support section in this document and select the appropriate checklist for your business.

1. In the web app on your mobile device, select **Print** on the Home screen.
2. When the Print screen displays, select the **Print From PC** button, which will open the Print from PC screen.
3. Select your username or PC's name from the list.
4. Find the file you want to print and select the printer icon next to it.
5. Enter the passcode you used when sending your job from your print driver and press **Continue**.
6. The app will calculate the job cost. When job calculation is complete, select **Continue** to approve the job.
7. The job will begin. When it's complete, retrieve your printed document from the Xerox device's output tray and select **Do More** to do more jobs, or **Checkout** to end the session and finalize the transaction.

HOW TO CHECKOUT

When you are done copying, scanning, printing, or faxing files using Workplace Kiosk, you need to checkout, which ends the session and finalizes the transaction.

When you complete a job, the Job Complete alert will appear in the web app on your mobile device. You can checkout by selecting the **Checkout** button. Or, you can tap the checkout button in the top right-hand corner of the Home, Copy, Print, Fax or Scan to Email screen.

When you checkout, you are given 3 receipt options: Print My Receipt, Email My Receipt, or No Receipt.

If you printed a file using email at any point during the session, the receipt will be sent to your email address automatically.

Talk to your local Xerox provider for more information

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