

# Xerox® V4 Print and Scan Platform Overview

Xerox Print and Scan Experience

— □ ×



xerox™



### Scan

Scan Images from this Device



### Print

Print a File to this Device



### Device

Manage Settings for this Device



### Share a Photo

Quickly scan and share your photos to other apps



### Scan Receipts

Automatically scan multiple originals from the platen



### Scan a Document

Quickly scan and distribute your document



### Build Job

Scan assorted pages to produce one job for output



Xerox VersLink C405  
Xerox VersaLink C405



Xerox AltaLink C8170



Xerox WorkCentre 6515



Install Printers

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Document Version: 1.3 (November 2020).

# Preface

The Xerox® 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 and the Xerox® Desktop Print Experience Application. The applications provide the user interface and business logic that enhance the capabilities of the Xerox® V4 Print Drivers. In addition, the Xerox® Print and Scan Experience Application provides scan to desktop capability for supported scan enabled Xerox® Devices.

The V4 driver platform is the recommended print option in Windows 10 in S mode, because this operating system variant does not support V3 Print Drivers and only allows users to install applications from the Windows Store. Even when using the V4 Driver Platform, the Xerox® Print and Scan Experience Application installs (since it is a Store application) but the Xerox® Desktop Print Experience application cannot install, which reduces the print features available.

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. Xerox® V4 Print and Scan Platform Architecture

Xerox works directly with Microsoft to develop the evolving Windows V4 print architecture. As mentioned, the Xerox® 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.

## V4 Print Driver

Xerox® V4 Product specific drivers describe the device capabilities and its feature set. They are supported on Windows 8.x, Windows 10 and Windows Server 2012 and later operating systems and are available at [www.xerox.com](http://www.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.

## 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 Internet Explorer. It also extends the feature set available on the Xerox® 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 Control Panel > Devices and Printers > right-click the printer queue > choose Printing Preferences.

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

## Xerox® Print and Scan Experience Application (Store App)

When printing from Windows Store application like Photos, Maps or PDF Reader Application, 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. This is a unique ability of the V4 driver model; V3 drivers cannot present custom UIs within Windows Store applications like Photos or PDF Reader Application.

The Xerox® Print and Scan Experience application can also be launched as a stand-alone application to provide additional functionality such as scan documents, direct PDF print submission, job status, and device configuration. To access Xerox® Print and Scan Experience application as a stand-alone application, 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 and it supports all Xerox® V4 Drivers – the application is usually auto-installed from the Microsoft® Store when a Xerox® V4 Print Driver is installed on the system. The Xerox® Print and Scan Experience application is supported on Windows 10 v1803 and above operating systems. 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

Xerox® V4 Print Platform has achieved feature-parity with the Xerox® 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 Xerox® V4 Platform to Print and Scan section.

- Presents a full-featured driver UI from Windows applications, like Photos or PDF Reader Application. Offers extended print features fully supporting the Xerox® Devices feature set
- 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 documents from the Xerox® Print and Scan Experience application
- 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
- Print job summary pane shows what settings are applied

### What is New in this Release

The latest release introduces the following:

- Xerox® Print and Scan Experience application improvements:
  - New user interface and overall usability improvements
  - Scan edit capabilities – crop, multi-crop, auto crop, straighten, auto straighten, copy to clipboard
  - One touch and presets for print and scan
  - Capability to quickly print PDF files without opening them – simply right-click the PDF in File Explorer and print.
  - Feature search capability at the print and scan user interface
- Xerox® Desktop Print Experience application performance improvements

### 3. Supported Devices

The list below contains the Xerox® Products that are supported by the Xerox® V4 Platform in general.

The Scan and Xerox PDF Direct Printing capabilities offered by the Xerox® V4 Platform are special features supported by a subset of products as indicated below.

Product	V4 Scan	PDF Direct Print
Xerox® AltaLink® B8045	✓	✓
Xerox® AltaLink® B8055	✓	✓
Xerox® AltaLink® B8065	✓	✓
Xerox® AltaLink® B8075	✓	✓
Xerox® AltaLink® B8090	✓	✓
Xerox® AltaLink® B8145	✓	✓
Xerox® AltaLink® B8155	✓	✓
Xerox® AltaLink® B8170	✓	✓
Xerox® AltaLink® C8030	✓	✓
Xerox® AltaLink® C8035	✓	✓
Xerox® AltaLink® C8045	✓	✓
Xerox® AltaLink® C8055	✓	✓
Xerox® AltaLink® C8070	✓	✓
Xerox® AltaLink® C8130	✓	✓
Xerox® AltaLink® C8135	✓	✓
Xerox® AltaLink® C8145	✓	✓
Xerox® AltaLink® C8155	✓	✓
Xerox® AltaLink® C8170	✓	✓
Xerox® B1022 Multifunction Printer		✓
Xerox® B1025 Multifunction Printer		✓
Xerox® Color C60		
Xerox® Color C70		
Xerox® ColorQube 8580DN		
Xerox® ColorQube 8580N		
Xerox® ColorQube 8700S		
Xerox® ColorQube 8700X		

Product	V4 Scan	PDF Direct Print
Xerox® ColorQube 8700XF		
Xerox® ColorQube 8880DN		
Xerox® ColorQube 8900S		
Xerox® ColorQube 8900X		
Xerox® ColorQube 9301		
Xerox® ColorQube 9302		
Xerox® ColorQube 9303		
Xerox® D95 Copier-Printer		
Xerox® D110 Copier-Printer		
Xerox® D125 Copier-Printer		
Xerox® D136 Copier-Printer		
Xerox® Phaser 3330		✓
Xerox® Phaser 3610		
Xerox® Phaser 4622		
Xerox® Phaser 6510		✓
Xerox® Phaser 6600N		
Xerox® Phaser 6600DN		
Xerox® Phaser 6700DN		
Xerox® Phaser 6700DT		
Xerox® Phaser 6700DX		
Xerox® Phaser 6700N		
Xerox® Phaser 7100DN		
Xerox® Phaser 7100N		
Xerox® Phaser 7500N		
Xerox® Phaser 7800DN		
Xerox® Phaser 7800DX		
Xerox® Phaser 7800GX		
Xerox® PrimeLink C9065 Printer	✓	✓
Xerox® PrimeLink C9070 Printer	✓	✓
Xerox® PrimeLink B9100 Copier Printer	✓	✓
Xerox® PrimeLink B9110 Copier Printer	✓	✓
Xerox® PrimeLink B9125 Copier Printer	✓	✓
Xerox® PrimeLink B9136 Copier Printer	✓	✓
Xerox® VersaLink B400		✓



Product	V4 Scan	PDF Direct Print
Xerox® VersaLink B405	✓	✓
Xerox® VersaLink B600		✓
Xerox® VersaLink B605	✓	✓
Xerox® VersaLink B610		✓
Xerox® VersaLink B615	✓	✓
Xerox® VersaLink B7025	✓	✓
Xerox® VersaLink B7030	✓	✓
Xerox® VersaLink B7035	✓	✓
Xerox® VersaLink C400		✓
Xerox® VersaLink C405	✓	✓
Xerox® VersaLink C500		✓
Xerox® VersaLink C505	✓	✓
Xerox® VersaLink C600		✓
Xerox® VersaLink C605	✓	✓
Xerox® VersaLink C7000		✓
Xerox® VersaLink C7020	✓	✓
Xerox® VersaLink C7025	✓	✓
Xerox® VersaLink C7030	✓	✓
Xerox® VersaLink C8000		✓
Xerox® VersaLink C9000		✓
Xerox® WorkCentre 3335	✓	✓
Xerox® WorkCentre 3345	✓	✓
Xerox® WorkCentre 3615		
Xerox® WorkCentre 3655S		
Xerox® WorkCentre 3655X		
Xerox® WorkCentre 4265		
Xerox® WorkCentre 5325		
Xerox® WorkCentre 5330		
Xerox® WorkCentre 5335		
Xerox® WorkCentre 5735		
Xerox® WorkCentre 5740		
Xerox® WorkCentre 5745		
Xerox® WorkCentre 5755		
Xerox® WorkCentre 5765		

Product	V4 Scan	PDF Direct Print
Xerox® WorkCentre 5775		
Xerox® WorkCentre 5790		
Xerox® WorkCentre 5845		
Xerox® WorkCentre 5855		
Xerox® WorkCentre 5865		
Xerox® WorkCentre 5875		
Xerox® WorkCentre 5890		
Xerox® WorkCentre 5945		
Xerox® WorkCentre 5955		
Xerox® WorkCentre 6515	✓	✓
Xerox® WorkCentre 6605DN		
Xerox® WorkCentre 6605N		
Xerox® WorkCentre 6655		
Xerox® WorkCentre 7220		
Xerox® WorkCentre 7225		
Xerox® WorkCentre 7525		
Xerox® WorkCentre 7530		
Xerox® WorkCentre 7535		
Xerox® WorkCentre 7545		
Xerox® WorkCentre 7556		
Xerox® WorkCentre 7830		
Xerox® WorkCentre 7835		
Xerox® WorkCentre 7845		
Xerox® WorkCentre 7855		
Xerox® WorkCentre 7970		
Xerox® WorkCentre EC7836		
Xerox® WorkCentre EC7856		

**Table 1 – Supported Products.**

## 4. Installing Xerox® V4 Print and Scan Platform

There are a couple ways to install Xerox® 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 to fully support printing from Store applications. 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 [www.xerox.com](http://www.xerox.com).

You must also download the Xerox® Desktop Print Experience application from [www.xerox.com](http://www.xerox.com) in order to enable full UI support.

- 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
  - Settings > Devices > Printers and Scanners > ‘Add a printer or scanner’ > ‘The printer that I want isn’t listed’.
- This will bring you to the ‘Find a printer by other options’ page.
  - Select ‘Add a printer using TCP/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. In Windows® 10 the Xerox® Print and Scan Experience application will be installed automatically from the Windows® Store; you may see a Windows® notification regarding this.

To add the Xerox® Desktop Print Experience application, simply run the installer downloaded from [www.xerox.com](http://www.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.

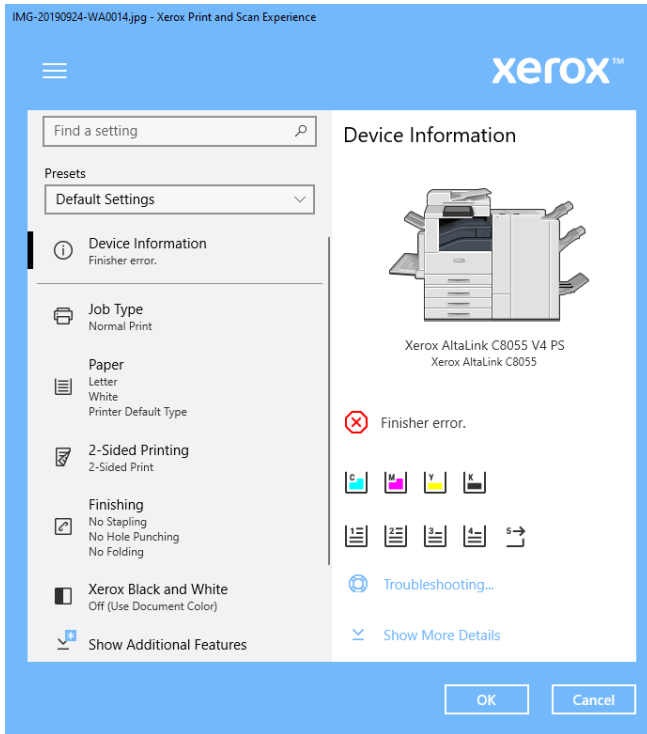
### Printing From Windows Applications or Store Applications

Regardless of which application you are printing from, look for either Printer Properties or More Settings to access the full feature print set. As noted before, the driver UI when printing from Windows programs such as Office applications will be presented by the Xerox® Desktop Print Experience and the driver UI when printing from Windows Store applications such as Maps or Photos will be presented by the Xerox® Print and Scan Experience application. 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).



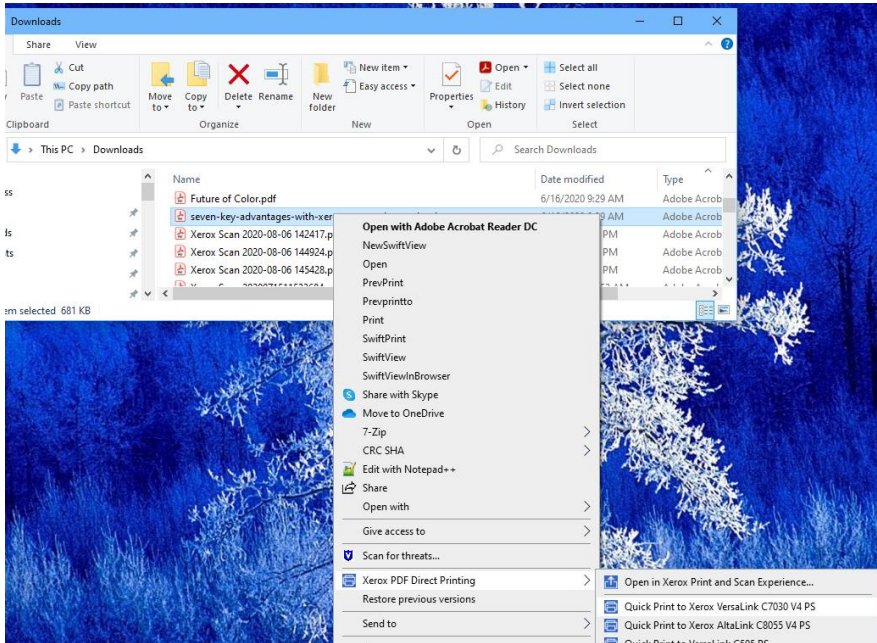
**Fig. 2 - “More Settings” from Windows Store Applications with Xerox® V4 Print Driver and Xerox® Print and Scan Experience application.**

**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.

In addition, in this interface the Presets will offer functionality similar to the 1-Touch mentioned in Fig.1; presets will allow you to select from a set of pre-configured feature combinations.

## 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



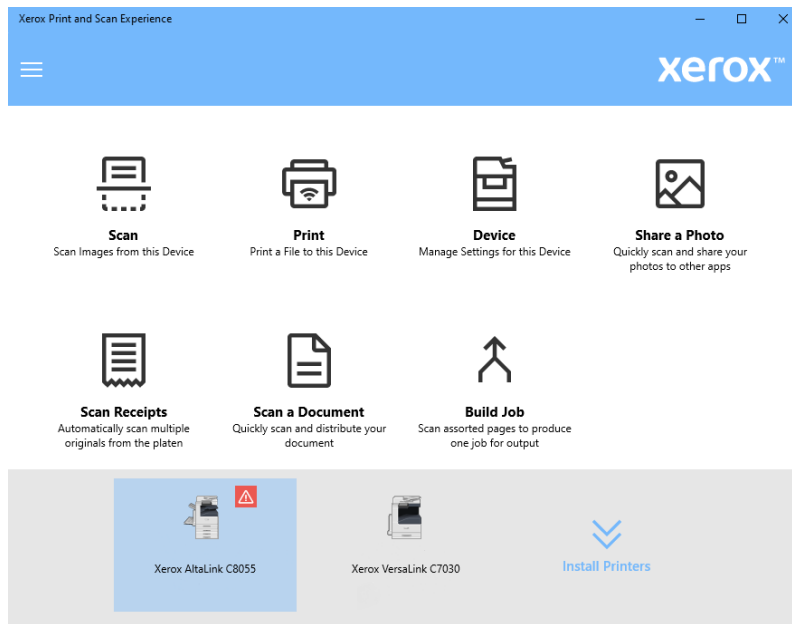
**Fig 3. – PDF context menu print submission**

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 such as 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 bottom of the screen) supports scan, then you may see a screen such as follows.



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

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

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

## Scan, One Touch Scan, and Scan Build Job

You have multiple scan options (Fig. 4):

1. Use one of the available one-touch scan workflows.
  - a. Scan Receipts workflow should be used if you have multiple receipts you want to scan at one time then separate them into individual images. This workflow is configured so you can lay multiple receipts on the device, scan them once then have this workflow auto crop each of the receipts to a separate image.
  - b. Share a Photo and Scan a Document allows you to quickly scan and distribute your document.
  - c. Build Job assumes you have a document that you want to scan in segments such that you can apply different scan attributes (original size, resolution, cropping) to each segment. You scan a segment, edit it as necessary, select Done to indicate you have completed the edit session for that segment then you Program and/or Scan Next Segment. Repeat the process



until you have scanned and edited all segments to your liking then select Done Scanning. Now you can view your completed job and perform any additional editing before saving or sharing your scanned document.

2. Use the Scan icon. Here you select your desired scan attributes such as Sides to Scan, Original Size, Resolution as well as Auto Crop or Build Job. Then you can either quickly scan and save with Quick Scan option, or you can select Preview/Edit which allows you to edit the scan before saving or sharing it.

## Auto Crop and Multi Crop

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. 5. 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 platen 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.

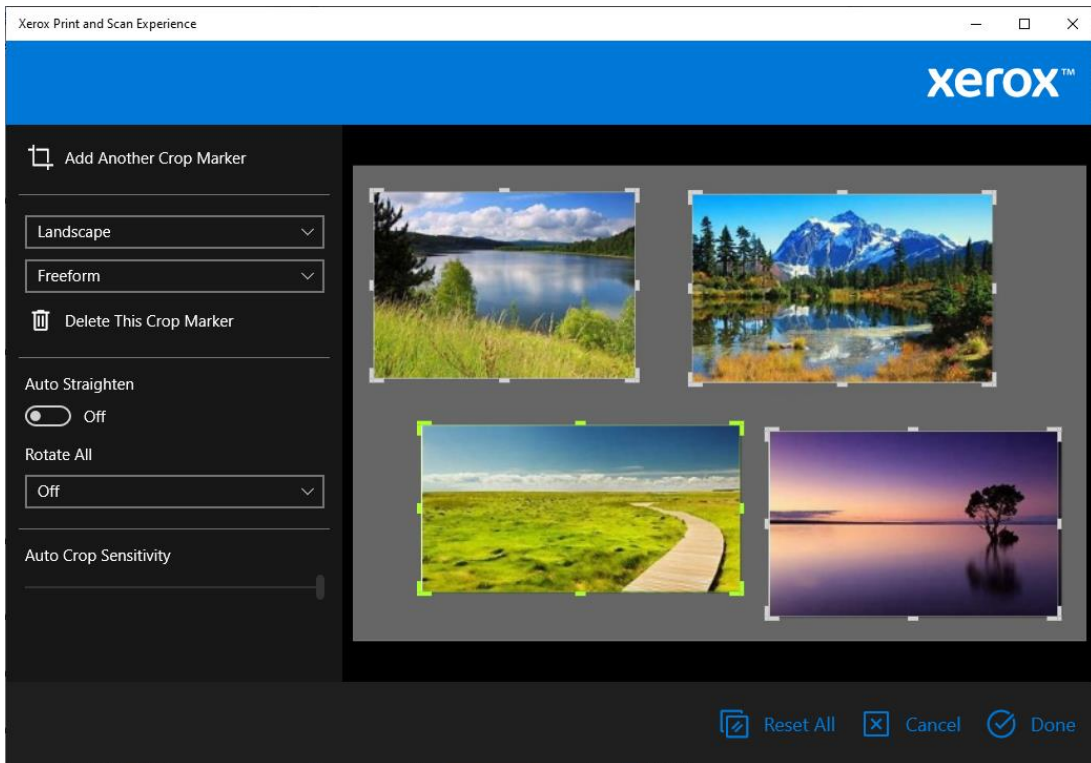


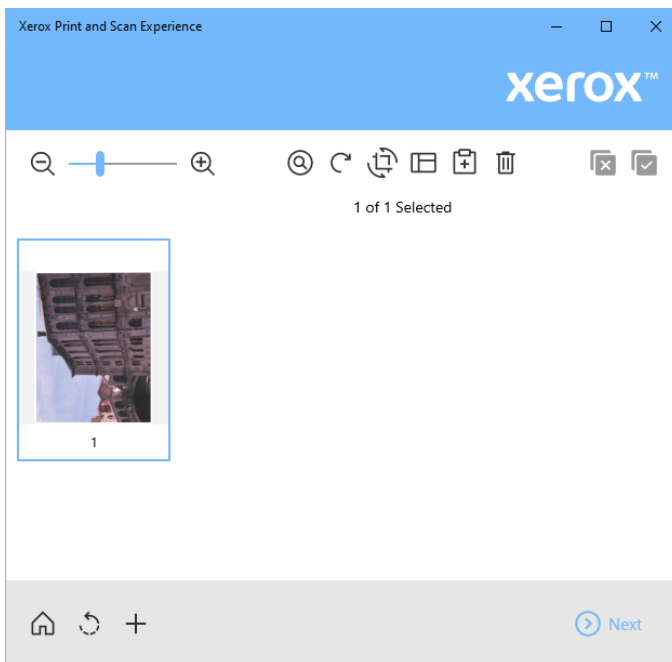
Fig. 5 – Xerox® Print and Scan Experience application – Auto Crop

## Edit Scan

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

Click and select the scanned image you want to edit. The icons in the top center of the screen (Fig. 6) 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 – clockwise, counterclockwise, 180 degrees
- Crop / Rotate / Straighten allow you for additional scan manipulation options – see Fig. 7
- Crop to multiple images – same to auto crop, crops the image to multiple sections that will be saved as individual images.
- Copy to clipboard – so you can simply copy an image and paste it into other applications.



**Fig. 6 – Xerox® Print and Scan Experience application – scan edit options**

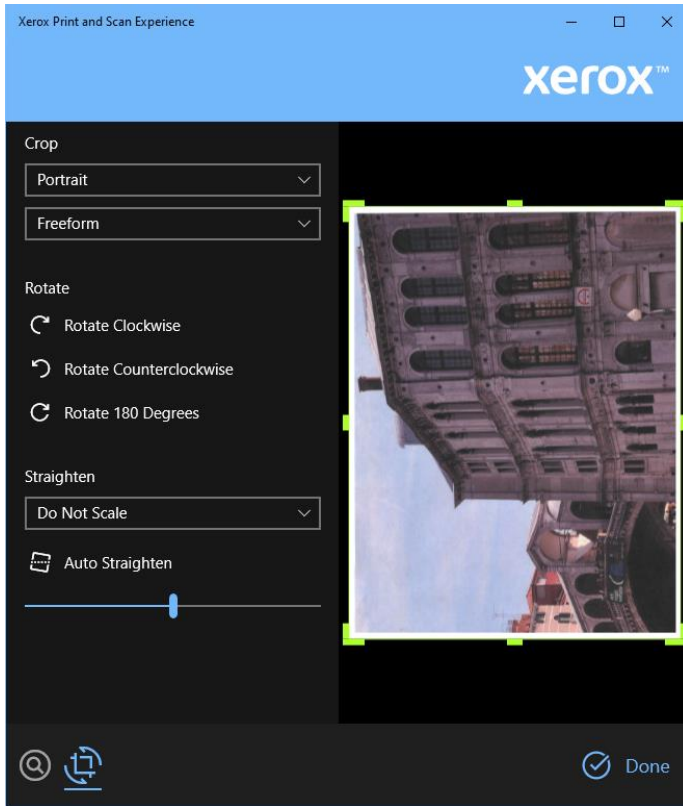


Fig. 7 – Xerox® Print and Scan Experience application – Crop / Rotate / Straighten options

## 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.
- Restart the computer – if neither of the above resolved the issue.

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 [www.xerox.com](http://www.xerox.com) – 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 Control Panel > Devices and Printers > right-click the printer queue > choose Printing Preferences. If you do not get the Xerox® Desktop Print Experience desktop interface, the application is not installed.
- The Xerox® Desktop Print Experience application is available to download on [www.xerox.com](http://www.xerox.com) – listed under Utilities and Applications.

### **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 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 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.

## 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 on line – 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 on line 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.

## Contact Customer Support

If you experience problems that can not 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>