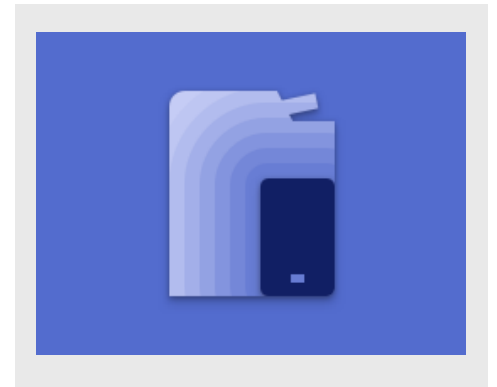# Xerox® Touchless Access App

Quick Start Guide for use with Xerox® Touchless Access App

DESCRIPTION

Xerox® Touchless Access App helps keep your employees safe by reducing the need to touch shared multifunction devices. The App enables users to access printing, scanning, and copying services via their mobile devices.

Xerox® Touchless Access App 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® Touchless Access App works with the AltaLink® and VersaLink® Device family 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 AltaLink® and 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.

Note:

Xerox® Touchless Access App will not work on devices that have accounting or authentication enabled.

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 AltaLink®, and VersaLink® devices

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INSTALLING TOUCHLESS ACCESS

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 at the end of this guide.

INSTALL GALLERY APPS FROM THE XEROX® APP GALLERY WEB PORTAL (FREE APP)

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 multifunction 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**.

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

To set Touchless Access 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.

On **AltaLink** devices:

1. Click **Properties**.
2. In the General Setup section, click **Entry Screen Defaults**.
3. Open the Default Walkup Screen menu.
4. From the list, select **Touchless Access**.
5. Save your changes by clicking **Apply**.

On **VersaLink** devices:

1. Click the **Apps** tab.
2. On the next screen, click **Preferences**.
3. Open the Walkup Screen menu.
4. From the list, select **Touchless Access**.
5. The selection is applied and appears as the walk-up screen.

HOW TO START A SESSION

Before you can copy, scan, or print 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 multifunction device, the Touchless Access landing page 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 landing page.
5. A session is automatically initiated.
6. Closing the welcome screen in the web app displays the Copy screen, which is the default workflow in the app. If you'd like to copy, scan to email, or print, please refer to the sections below.

HOW TO COPY A DOCUMENT

1. In the web app on your mobile device, select **Copy** in the tab section at the bottom of the 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 **Start** button on your mobile device.
4. The job will begin. When it's complete, retrieve your copies from the Xerox device's output tray.

HOW TO SCAN AND EMAIL A DOCUMENT

1. In the web app on your mobile device, select **Scan to Email** in the tab section at the bottom of the screen.
   Note: You must have email configured and enabled on the Xerox device to use the Scan to Email feature.
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 job will begin. When it's complete, the intended recipient will receive an email with the scanned document attached.

HOW TO PRINT A DOCUMENT

1. In the web app on your mobile device, select **Print** in the tab section at the bottom of the screen.
2. When the Print screen displays, select the **Browse For File** button, which will open your device's local file browser and display files for printing.
   Note: Touchless Access only supports PDF, PDF/A, JPEG, JPG, TIFF, TIF, and TXT.
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 **Print** button on your mobile device.
7. The job will begin. When it's complete, retrieve your printed document from the Xerox device's output tray.

HOW TO END A SESSION

When you are done copying, scanning, or printing files using Touchless Access, it's best to end the session.

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

SUPPORT

Touchless Access Customer Support

https://touchlessaccess.support.xerox.com

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