



# Xerox<sup>®</sup> Mobile Link 2.0

## Frequently Asked Questions (FAQ) - iOS

Xerox<sup>®</sup> Mobile Link is a personal productivity app that connects your mobile phone and tablet to a Xerox<sup>®</sup> Multifunction Printer (MFP). You can scan your documents, use captured documents, or use your device's camera to route your documents to preselected destinations including a Xerox<sup>®</sup> Mobile Link inbox, your device's photo library, the cloud, email, fax, and print. Xerox<sup>®</sup> Mobile Link allows you to create customized One Touch Workflows that automatically scan documents from Xerox<sup>®</sup> Multifunction Printers and send documents to four destinations simultaneously. With Xerox<sup>®</sup> Mobile Link, you can also create workflows using documents or photos from your Xerox<sup>®</sup> Mobile Link folders and your device's photo library, together with images captured from your device's camera.

## Setup

### Enabling Remote Scan

Xerox<sup>®</sup> Mobile Link scanning requires that **Remote Scan** is enabled on the selected Xerox<sup>®</sup> MFP device. The Xerox<sup>®</sup> Mobile Link app will automatically attempt to enable Remote Scan on the Xerox<sup>®</sup> MFP if it has not already been enabled.

**Note:** If successful, Remote Scan will remain enabled after the user is done scanning and using the app.

If the app does not enable Remote Scan automatically, your printer administrator can enable it through CentreWare Internet Services (CWIS) as documented below.

1. From CWIS, go to **Properties > Connectivity > Setup > Protocol > HTTP**. Ensure **Secure HTTP** is enabled.
2. From CWIS, go to **Properties > Services > Workflow Scanning > Remote Start (TWAIN)** and ensure **Start Job via Remote Program** is "On."

**Note:** For remote scan security information, refer to your particular Xerox<sup>®</sup> MFP's Information Assurance Disclosure on Xerox.com.

### Updating to Xerox<sup>®</sup> Mobile Link v2.0

Users with 1.0 or 1.1 installed will get a notice in their app store upgrade screen that there is an upgrade available. The user can upgrade or not, and based on their settings, the user may automatically get updated.

If 1.0 or 1.1 iPhone app is installed on an iPhone, or 1.1 is installed on an iPad.

The user will update to 2.0 and not have any issues. All workflows and settings are preserved.

If 1.0 iPad app is installed on an iPad.

- The user will **not** get an update notice and will not update the 1.0 app.
- The user can continue to use the 1.0 app.
- The user could also install 2.0 as a new app and use it. This would not replace the 1.0 app.

## Gestures

### Swipe

You can 'swipe' (right to left) across most list rows in the app to access an action menu. The action menu provides features such as removing, deleting, renaming, moving, and copying.

### Long Press

You can press and hold down on a list row to pop up an action menu. The action menu provides features such as removing, deleting, renaming, moving, and copying.

## One Touch Workflows

### What is a One Touch Workflow?

A One Touch Workflow minimizes the time and hassle around creating digital documents from paper documents. It also supports creating a one touch workflow from documents already scanned into your Xerox<sup>®</sup> Mobile Link local folder, your device's photo library, or documents captured using your device's camera. It can then send the digital documents to cloud destinations or email them to team members.

Each One Touch Workflow is a powerful set of document capture and document routing instructions that you create and customize. After you create a One Touch Workflow you can run the workflow each time you need to scan a document and save it to a folder, send it to a cloud destination, fax, or email.

### Where can One Touch Workflows send documents?

One Touch Workflows connect to Dropbox, Dropbox Pro, Dropbox for Business, Box, Box for Business, Google Drive, Google Drive for Work, Office 365, SharePoint On Premises, SharePoint Online, OneDrive for Business, OneDrive, Evernote, Evernote Plus, Evernote Premium, and Evernote for Business. You can also customize One Touch Workflows to automatically email, fax, or store documents locally on your tablet and phone.

### How does a One Touch Workflow fax documents?

To fax a PDF document, Xerox<sup>®</sup> Mobile Link sends it to a fax-capable Xerox<sup>®</sup> Multifunction Printer. When you customize a One Touch Workflow to send a fax, you can choose the fax recipients from your tablet and phone contacts.

## How does a One Touch Workflow email documents?

To email a document, Xerox® Mobile Link opens the default email account on your tablet or phone. This allows you to choose email recipients from your tablet and phone contacts. The document is sent as an attachment to an email.

## How does a One Touch Workflow send documents to the cloud?

To scan and send documents to cloud destinations, Xerox® Mobile Link uses the network that is available on the tablet or phone. The tablet or phone must be able to simultaneously communicate with the Xerox® MFP where the scan will originate and the cloud destination. If this connection is via a data plan usage, charges may apply from the plan provider.

## How does a One Touch Workflow capture documents using your mobile camera?

To capture a document or image using your device's camera, you will select your camera as your workflow device source. When you select the camera as your source, you will have the ability to edit and enable the Auto Capture and Edit feature. Also, you will have an option in the Defaults Settings to turn on the Image Quality Check feature.

## Which document formats are supported?

Xerox® Mobile Link supports saving scanned documents in either a PDF or JPEG format. You choose a document format when you create a One Touch Workflow.

## How do I password protect my scanned PDF documents?

Xerox® Mobile Link supports saving scanned documents in a PDF format. When you create a workflow, you select the File Properties feature and enable the Password option. You can then enter a default Password using a minimum of four and maximum of 10 characters.

## How do I manage my One Touch Workflows?

Tap and hold (long press) a One Touch Workflow to edit, delete, or copy it. The 'Scan to Inbox' and 'Scan to Photos' One Touch Workflows are always available and cannot be edited, deleted, or copied.

# Managing Documents Stored on a Tablet and Phone

The Documents screen and the Recent Documents screen enable you to view and manage the documents stored locally within the app.

## How many documents can I store on my tablet or phone?

The number of documents that can be stored locally depends on the memory storage capacity of the tablet or phone. The app does not have a limit.

## How do I manage local folders?

On the Documents screen, tap and hold down on a folder to open the folder management menu. You can choose to rename, change color, or delete.

## What is the 'Inbox' Folder?

'Inbox' is a default folder; it cannot be renamed or deleted. It is used with the default 'Scan to Inbox' One Touch Workflow.

## What is the 'All Documents' folder?

Tap the 'All Documents' folder to view and search all the documents that are stored in all the local folders.

## How do I manage documents that are in folders?

On the Documents screen, tap and hold down on a document to open the document management menu. You can choose to move, rename, copy, delete, and merge.

If your documents were scanned or captured from your device in a JPEG or password PDF format, the merge option will not be supported.

## How do I merge my PDF documents that are in folders?

On the Documents screen, tap and hold down on a document to open the document management menu. Select the Merge icon and choose a document to be merged. When the documents are merged the original merged documents will be deleted. The total size of the merged documents can be no larger than 100MB in size.

## How do I open a document?

On the Documents screen, tap a document to open it in full view.

## How do I share documents with other apps on my tablet and phone?

After you open a document, the routing menu has an option to share the open document with other apps. This option opens a list of apps installed on your tablet or phone that accept that type of document format. The list of apps that you can share documents with depends on the apps installed on your tablet or phone.

# Managing Xerox<sup>®</sup> Multifunction Devices

The Device screen allows you to create and manage a list of Xerox<sup>®</sup> multifunction devices that you regularly use to scan in your documents.

## How do I find the IP address of a device I want to scan from?

Using the front display panel of the device, the IP address is usually found in the Connection Setup or Configuration. You can either print a configuration report or locate the IP address on the control panel.

Example IPv4 Address: 255.64.128.15

## How do I add a device to my devices list using the device's IP address?

On the screen of the device, tap the option to add a device. Then type in the IP address of the device in the IP address box.

## How do I add a device to my devices list by scanning a QR code?

Within some large enterprises, the system administrator may program a QR code and then attach the QR code to the Xerox® MFP.

If the Xerox QR code pairing app is loaded on the MFP, you can select the QR code pairing app icon. A QR code will be displayed on the MFP screen to be scanned. Select the QR code “Scan here to pair your mobile device with this MFP.”

On the screen of the iOS device, tap the option to add a device and then tap open the QR code icon to scan in a QR code. Doing so opens the tablet or phone camera. Point the camera at the QR code and hold still. The camera will scan the QR code and add the device to your list of devices automatically.

## How do I rename a device from my list of devices?

On the screen of the device, press and hold on the device or swipe across the device you want to rename. A menu item will appear that will allow you to rename the device on your list.

## How do I remove a device from my list of devices?

On the screen of the device, press and hold on the device or swipe across the device you want to remove. A menu item will appear that will allow you to remove the device from your list.

## Which Xerox® Multifunction Printers are supported?

- Xerox® ColorQube® 9301
- Xerox® ColorQube® 9302
- Xerox® ColorQube® 9303
- Xerox® ColorQube® 8700S
- Xerox® ColorQube® 8700X
- Xerox® ColorQube® 8700XF
- Xerox® ColorQube® 8900S
- Xerox® ColorQube® 8900X
- Xerox® WorkCentre® 5845
- Xerox® WorkCentre® 5855
- Xerox® WorkCentre® 5865
- Xerox® WorkCentre® 5875
- Xerox® WorkCentre® 5890
- Xerox® WorkCentre® 7220
- Xerox® WorkCentre® 7225
- Xerox® WorkCentre® 5945
- Xerox® WorkCentre® 5955
- Xerox® WorkCentre® 3655S
- Xerox® WorkCentre® 3655X
- Xerox® WorkCentre® 7830
- Xerox® WorkCentre® 7835
- Xerox® WorkCentre® 7845
- Xerox® WorkCentre® 7855
- Xerox® WorkCentre® 7970

- Xerox® WorkCentre® 6655
- Xerox® WorkCentre® 4265\*

**Note:** \* does not support sending faxes. Xerox® Mobile Link does not support the format to send a fax from this device.

## Managing Alternate Input Sources

### How do I add an alternate workflow source when creating a workflow?

When you create or modify a workflow, you tap to add a device when you select a workflow device. You then have the option under **Sources** to select Camera, Photos, or Local Document.

### How does my camera capture work when I execute my workflow?

When you execute your workflow, the device's camera will be prompted to capture a new image. Xerox® Mobile Link will allow up to 20 image captures for each session.

With the Auto Capture option enabled, the camera will automatically take the picture for you once you have positioned and stabilized the camera over the item you want to capture. After the picture is taken, you can move to the next item and when the camera is positioned and stabilized again, it will take the next picture, and so on. When you have completed taking your pictures, select **Done** and your document will be routed to the assigned destinations.

With the Edit option enabled, you can crop and rotate your captured images before they are routed to the assigned destinations.

If the Image Quality Check was enabled, you can select the Image Type to be saved.

## Managing Accounts

The app allows you to setup your cloud accounts as destinations for scanned documents.

### How do I set up a cloud account in the app?

First, you must have a valid account in one of the storage destinations such as Dropbox, Box, or OneDrive. Then, on the My Accounts screen, tap the **Add Account** button. Choose a cloud provider and give the account a nickname. You will then be able to securely enter your user name and password for the account.

### How do I remove a cloud account from the app?

On the My Accounts screen, swipe or long press on the account that you want to remove. This will allow access to the remove menu.

### Can I manipulate shared folders on OneDrive if I am not the folder owner?

Creating, uploading, or deleting files in a folder that is shared with the signed-in user is not supported by the OneDrive mobile API. Apps can manipulate only files and folders that are owned by the signed-in user.

## How do I configure Office 365 accounts?

As with all accounts in Xerox® Mobile Link, the **Account Name** is the name you would use as the Xerox® Mobile Link Account name.

**User ID** is your Office 365 Login User ID, such as: first.last@orgname.onmicrosoft.com

**Password** is the password for the User ID.

**Base URL** is the URL site that has been assigned for where you would load your documents. For example: <https://yourcorporation.sharepoint.com>. To determine your base URL, log in to your Office 365 account. Go to the site that you would like to scan your document to. Look at the URL that has been assigned to this site. This will be the URL site that you would enter as your base URL.

If there are folders defined, the app will display a list of folders to choose from. Select a folder, or if you do not select one and select **Done**, your document will be scanned into the root directory.

# Troubleshooting

## What if the Scan to Photos Workflow does not create a photo in my photos?

Scan to Photos initiates a scan on the selected Xerox® multifunction device. The scan is then saved as an image to the photo album. The app must have permission to access photos for this function to work correctly. Photo permissions are set in Settings.

## Why can't I scan in multiple pages when I select .JPG as the file type for a workflow?

The .JPG file format only supports a single page. When selecting .JPG as the file type in a workflow, the workflow will scan the platen, or the first page of a document placed in the automatic document feeder, although additional pages may be fed through the feeder.

## Why can't I merge my documents in my folders?

If the document is in a JPEG file format or in a PDF password protected format, the merge option is not supported. Only PDF formatted documents are supported when using the merge option.

## Why are my Scan to Email documents not being sent by the Xerox® Mobile Link app?

Xerox Mobile Link uses the iOS provided Mail client and will use the default account configured for that client. Confirm that you can send / receive email through that default account when you are connected to the same network when you are having this issue. Depending on the protocol your default account uses, some corporate network environments may block that mail traffic. Documents being routed from Xerox Mobile Link to email destinations will remain in your mail outbox until your mobile device has a network connection allowing communication to your account's mail server. Further information and troubleshooting help for your mail client are available from Apple.

<https://www.apple.com/support/iphone/mail/>

<https://www.apple.com/support/ipad/mail/>

## What if all scans fail from the selected Xerox® multifunction device?

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