



Xerox[®] Mobile Link Frequently Asked Questions (FAQ)

Mobile Link is a personal productivity App that connects your mobile phone and tablet to Multifunction Printers and to the clouds where you store your documents. Mobile Link allows you to create customized One Touch Workflows that automatically scan documents from Multifunction Printers and send the documents to storage destinations in the cloud, to email, to fax and to your mobile device.

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 can then send the digital documents to cloud destinations or email it 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, Box, Office365, OneDrive for Business and OneDrive. 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 PDF documents, Mobile Link sends it to a fax capable Xerox 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, 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, 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 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.

Which document formats are supported?

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 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 the 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 and delete.

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 Multifunction Devices

The device screen allows you to create and manage a list of 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 device. If this is the case, on the screen of the device, tap the option to add a device and then tap open the 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 remove a device from my list of devices?

On the screen of the device, 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

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 on the **Add Account** button. This will allow you to 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.

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 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.

What if all scans fail from the selected multifunction device?

Ask your printer administrator to ensure that **Remote Scan** is enabled on the selected device. This level of device setting is accessed via the device's web service, CWIS.

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'.