Xerox® ConnectKey® Apps and Xerox® App Studio
Frequently Asked Questions

ConnectKey Apps. Solutions made simple. To help simplify work, we've created a new category of solutions: Xerox® ConnectKey Apps. Like traditional software solutions, ConnectKey Apps extend the capabilities of the multifunction printer and maximize the hardware investment.

Unlike traditional software, ConnectKey Apps do not require a dedicated server, PC or IT resource. Instead, ConnectKey Apps are lightweight, serverless solutions you can download and run from the ConnectKey enabled multifunction printer.

Overview

	Question	Answer
1	What is a ConnectKey App?	ConnectKey Apps are small, installable software applications designed for Xerox® ConnectKey enabled MFPs.
2	Do ConnectKey Apps replace traditional Xerox Extensible Interface Platform® solutions?	No, ConnectKey Apps do not replace traditional solutions. They can be used to compliment existing solutions or used to introduce customers to new workflows.
3	What ConnectKey Apps are available?	**ConnectKey Info App:** A customizable digital billboard **ConnectKey Scan to Email App:** Scan and email documents to a person or group and create a personalized email destination for scanned documents **ConnectKey Scan to FTP App:** Scan documents to an FTP destination **ConnectKey Scan to Shared Folder App:** Scan documents to Shared Network Folder to simplify managing documents **ConnectKey Scan to USB App:** Scan documents to a USB thumb drive **ConnectKey Scan to Multi-Destination App:** Scan to a document once and route the digital image file to multiple destinations simultaneously **ConnectKey Scan to Office 365 App:** Allows users to browse through SharePoint repositories and scan documents to Office 365 (SharePoint Online) **ConnectKey Print from Office 365 App:** Allows users to browse through SharePoint repositories and print 'print ready' documents from Office 365 (SharePoint Online) **ConnectKey Scan to Dropbox App:** Allows users to browse through folders and scan documents to Dropbox **ConnectKey Print from Dropbox App:** Allow users to browse through folders and print 'print ready' documents from Dropbox

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Overview (continued)

	Question	Answer
3	What ConnectKey Apps are available? (continued)	**ConnectKey Print from URL App:** Allows users to print 'print ready' documents on demand from a web server **Quick Scan to Email:** Offers you a simplified email experience as an example of removing repetitive steps within a scan workflow. **Mobile Print Links:** Shows how Apps can integrate with other technology such as Xerox® Mobile Print using QR codes. Here's how it works: • You'll be directed to the Apple or Android app store to download the free Xerox® Mobile Print App by scanning the QR code from your smart phone. • Your Mobile Print / Cloud printer will auto-select using your app and the QR code
4	What devices support ConnectKey Apps?	All ConnectKey enabled MFPs support ConnectKey Apps. Please refer to the following for a complete list of supported devices: **www.xerox.com/ConnectKey** The following Apps require Xerox Extensible Interface Platform® 3.0 (ConnectKey 1.5 devices): ConnectKey Scan to Office 365, ConnectKey Print from Office 365, ConnectKey Scan to Dropbox, ConnectKey Print from Dropbox and ConnectKey from URL.
5	Where can I get the following ConnectKey Demo Apps? • **Quick Scan to Email** • **Mobile Print Links**	These apps are available via the Xerox® App Gallery in Xerox® App Studio. You can download these ConnectKey Apps and then install via USB or Xerox® CentreWare® Internet Services (CentreWare IS).
6	Where can I get the following customizable ConnectKey Apps? • **ConnectKey Info App** • **ConnectKey Scan Apps** – one-touch workflows to Email, FTP, Shared Network Folders, USB and multiple destinations • **ConnectKey Scan to/Print from Office 365** • **ConnectKey Scan to/Print from Dropbox** • **ConnectKey Print Apps** – one touch workflows that Print from Office 365, Dropbox, and URL	Channel Partners can create ConnectKey Apps from App Studio and then install all apps from App Studio. In addition, non-licensed apps can be installed from USB or Xerox® CentreWare® Internet Services.
7	Is an account needed to install a ConnectKey App?	To create, customize, and install both non-licensable and licensable apps requires a registered Xerox® App Studio account.
8	Who can install ConnectKey Apps from App Studio?	Channel Partners own the App Studio accounts. They can choose to download and send apps to their customers, or create customer accounts where their customers can download directly.

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Installation

	Question	Answer
9	How are ConnectKey Apps installed on a device?	You can install ConnectKey Apps through Xerox® App Studio directly, as long as the device is on the same network. Non-licensable apps can be installed from USB or Xerox® CentreWare® Internet Services.
10	How long does it take to install them?	It varies by device and ConnectKey App, but generally less than 2 minutes.
11	Are there any other device requirements?	ConnectKey Apps will only work on ConnectKey enabled devices that you have administrator permissions to install. Xerox Extensible Interface Platform® must be enabled at the device (on by default). Weblet Install Policy must also be enabled. In addition, the following Apps are only supported on ConnectKey 1.5 (Xerox Extensible Interface Platform 3.0) devices: Scan to Office 365, Print from Office 365, Scan to Dropbox, Print from Dropbox, and Print from URL.
12	How many ConnectKey Apps can a device support? What is the recommended number?	You can only install each ConnectKey App once per ConnectKey enabled MFP, if you have multiple versions of the same App type, they must have a different name. Each ConnectKey enabled MFP can support a maximum of 64 apps.
13	Can I download and deploy ConnectKey Apps across a fleet?	Using Xerox® App Studio, you can install ConnectKey Apps across a fleet of devices.
14	Are there any prerequisites for using the ConnectKey Mobile Print Links app?	Yes, you need to be running a version of the Xerox® Mobile Print offerings for the app to work fully. Currently, there are only Android, i/OS and Blackberry print portal apps to download.

Support

	Question	Answer
15	Where can I find information on ConnectKey Apps?	Visit the ConnectKey App website at **www.xerox.com/connectkeyapps**.
16	Where can I find information on ConnectKey Apps created through Xerox® App Studio?	Visit the Knowledge Base at **www.support.xerox.com/support/ xerox-app-studio** or search the Support forum at **http://forum. support.xerox.com**.
17	Where do I go to provide feedback on ConnectKey Apps created through Xerox® App Studio?	Your feedback is valuable to us. To submit your feedback, please send an email to **xerox.app.studio.feedback@xerox.com**.

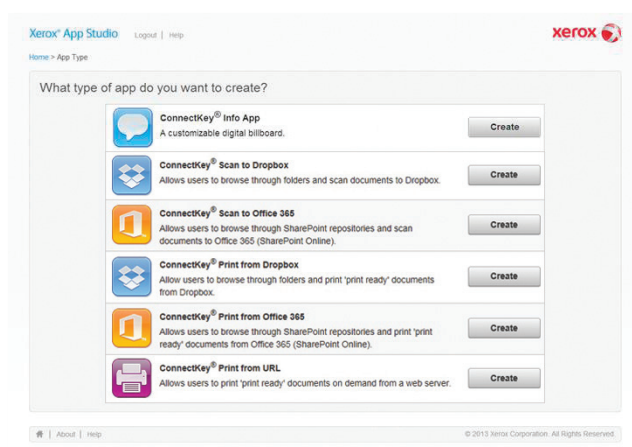# Xerox® ConnectKey® Apps and Xerox® App Studio
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General

	Question	Answer
18	How can I remove ConnectKey Apps from my MFP?	ConnectKey Apps installed through Xerox® App Studio can also be removed through App Studio. You can remove the app either from the User Interface or using Xerox® CentreWare® Internet Services. In addition, Administrator rights are required to uninstall the apps.
19	Will there be version updates to ConnectKey Apps available through Xerox® App Studio?	Xerox® App Studio will introduce new ConnectKey Apps in future releases.
20	Do I need IT to manage ConnectKey Apps?	ConnectKey Apps are designed to be very simple. If your machine is functional on the network, you should not need special IT help.
21	If I want to customize a ConnectKey App, what do I do?	Only apps created within App Studio are customizable by the creator of the app.
22	How secure are ConnectKey Apps?	ConnectKey Apps are digitally signed to assure their authenticity. The use of unauthorized apps is controlled by requiring admin authentication to install apps on your MFP.
23	Do ConnectKey Apps impact my network?	No additional impact should be expected on your network.

User Interface showing Xerox® ConnectKey Apps.

Xerox® ConnectKey Apps ready for your use