Help Center User Guide

Document v. 07-19-19.1

Introduction to the Help Center

Vision-e Connect is dedicated to provide clients with enhancing their Customer Relationships all through the utilization of sales and support enablement solutions for Xerox® ConnectKey® enabled Multifunction Printers (MFP).

Did you know, according to Consumer Reports, 57% of people had been so frustrated with phone customer services that they hung up without a resolution and 50% of people had stopped mi-purchase when they encountered poor customer service?

With the Help Center, your Xerox® ConnectKey® enabled MFP can now resolve any build up frustrations towards the customer's device by accessing Sales/Billing Inquiries to even Submitting a Support Ticket with just a few taps of their MFP's display screen.

Here are four reasons your MFPs should be equipped with our Help Center's Premium Edition:

1. Customer Communication: The Help Center app enables efficient communication critical in the early stages of a new business relationship to meet customer expectations and maintaining a long-term relationship.
2. Promote YOUR Brand: Good branding elevates a business and builds recognition and loyalty. Promote your brand in both the Standard and Premium Edition with company logos, sales representative professional portraits, and executive photos.
3. Advertise All of Your Solutions: The Premium Edition has an advertising engine to advertise all of your solutions and services. This can include upgrading the client's device, print management services, office supplies and any additional revenue drivers for your agency/firm.
4. Professional Services: We provide our Help Center customers with a large volume of Premium Edition professional services, such as hosting and maintaining your company brand, logo and personnel photos. We'll update and maintain your Help Center content as well as help design any marketing messages at your direction!

Learn more by visiting www.VisioneConnect.com or call us at (888) 611-2679.

Table of Contents

Vision connect

Getting Started

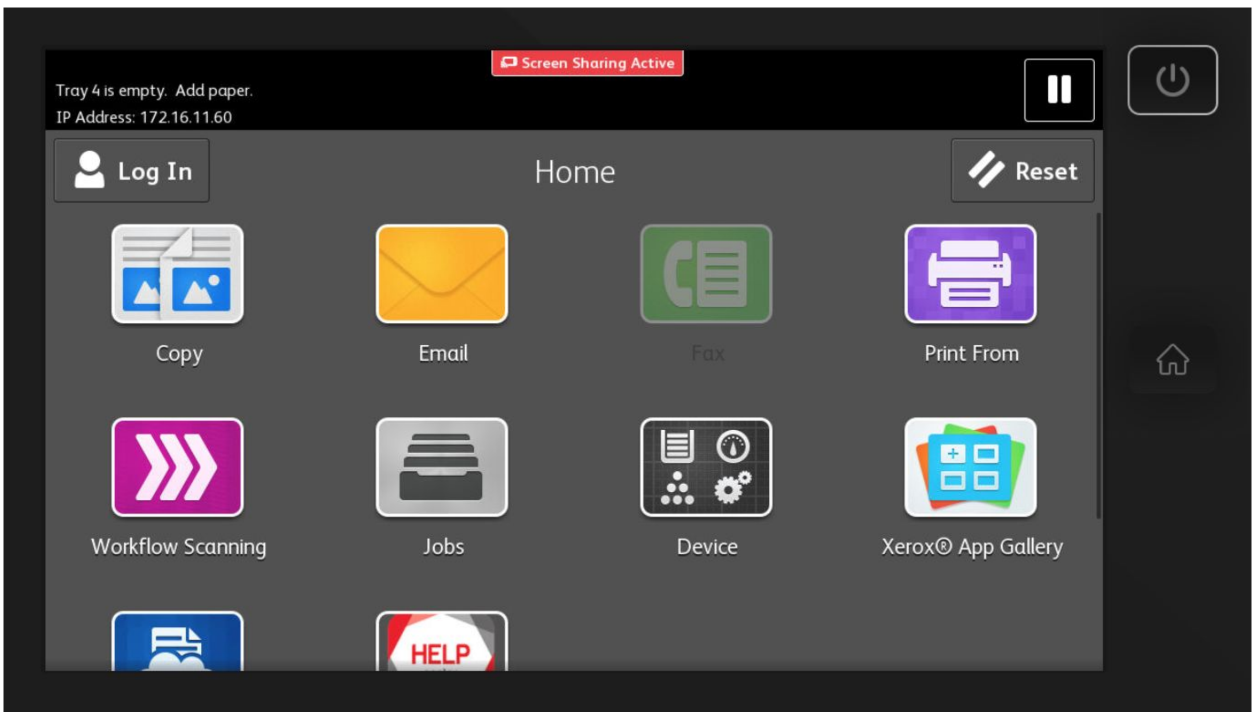
1.1 Accessing your Help Center

Now that your Administrator has enabled your Xerox® Connectkey® enabled Multifunction Printer (MFP), you can now begin to navigate through some of its key functionalities, such as Placing a Support Ticket, Ordering Supplies, and so forth.

To access your Help Center, follow the below instructions:

Step 1
Navigate to your MFP enabled with the Help Center.

Step 2
Make sure your view is the Home screen. If not, press on the **Home** button.



Step 3
Next, search for the Help Center icon on the screen.

Note: If you do not see the application on your Home screen, confirm with your Help Center Administrator that you are accessing the correct MFP.

Step 4
Tap on the Help Center icon and you're reading to begin with its channels!

Help Center Functionalities

2.1 Standard Edition Channels

Now that you've successfully launched your Help Center app, you'll have access to four Channels while under the Standard Edition and they are:

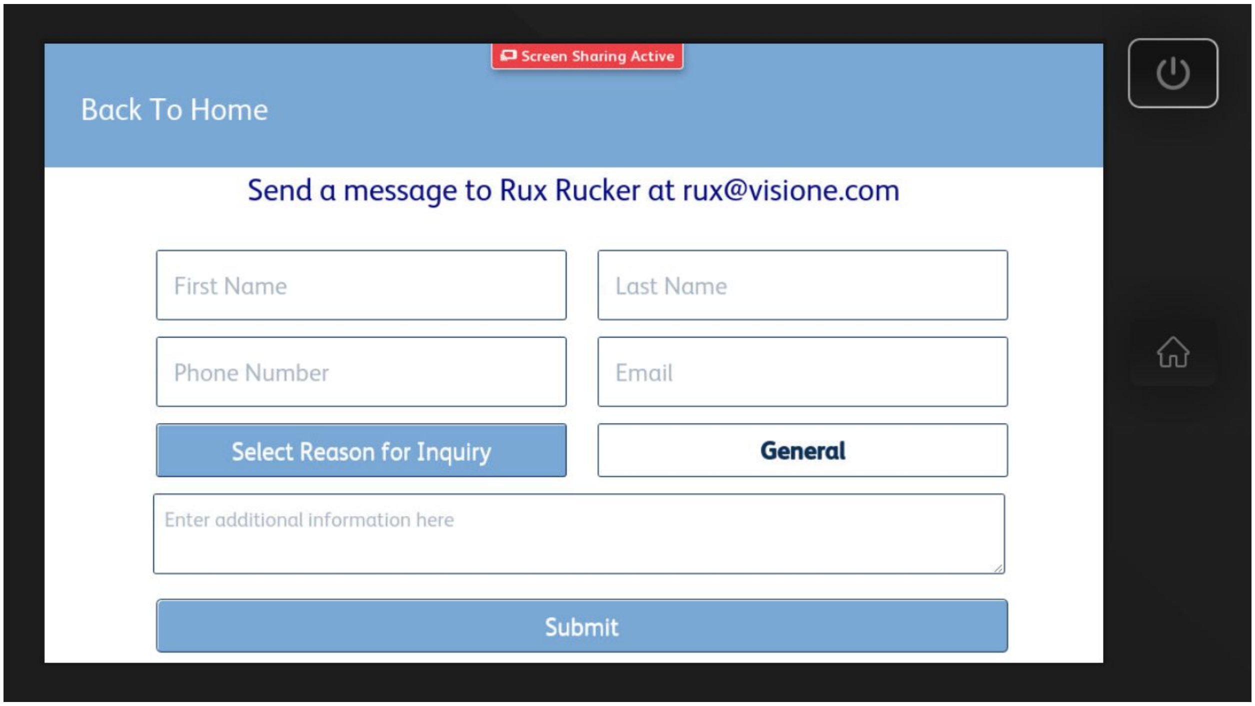
- Sales
- Supplies
- Service
- Billing

Sales Channel

This button allows your user to submit a form on any Sales Inquiries to your Account Representative, whether it be a question on the contract or looking to upgrade your lease for a newer model.

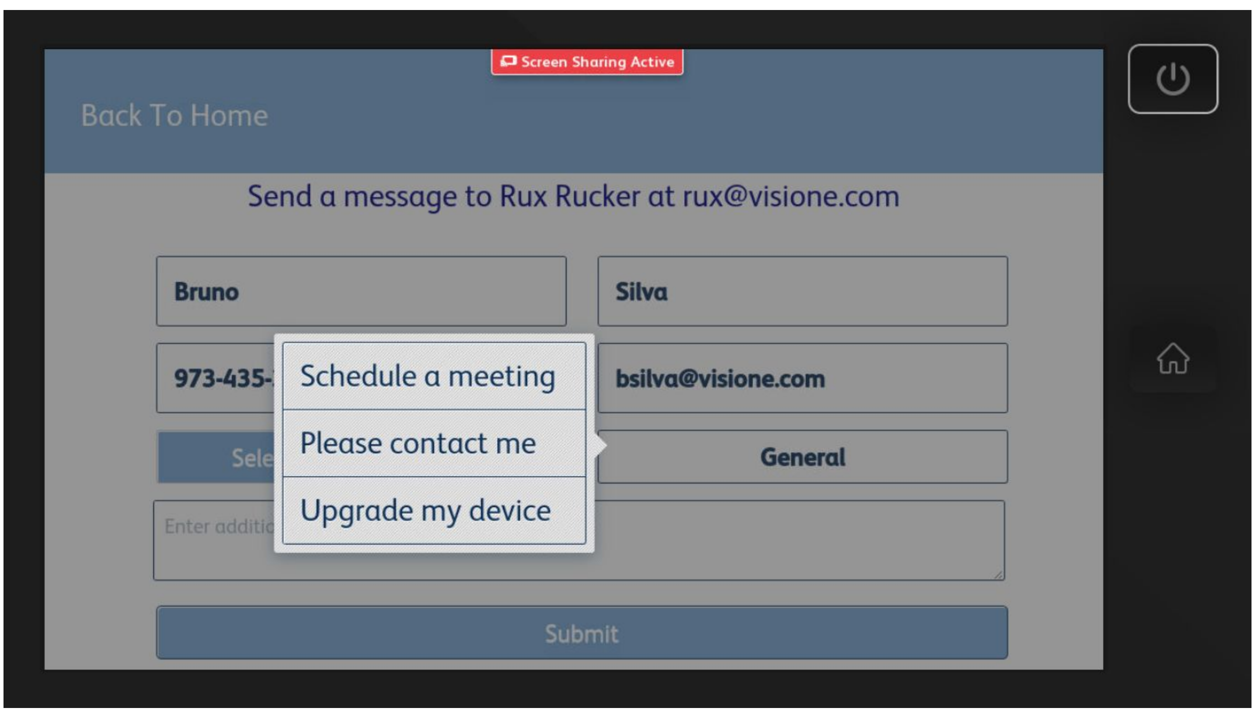
Step 1
Launch the Help Center app.

Step 2
Tap on the **Sales** button.

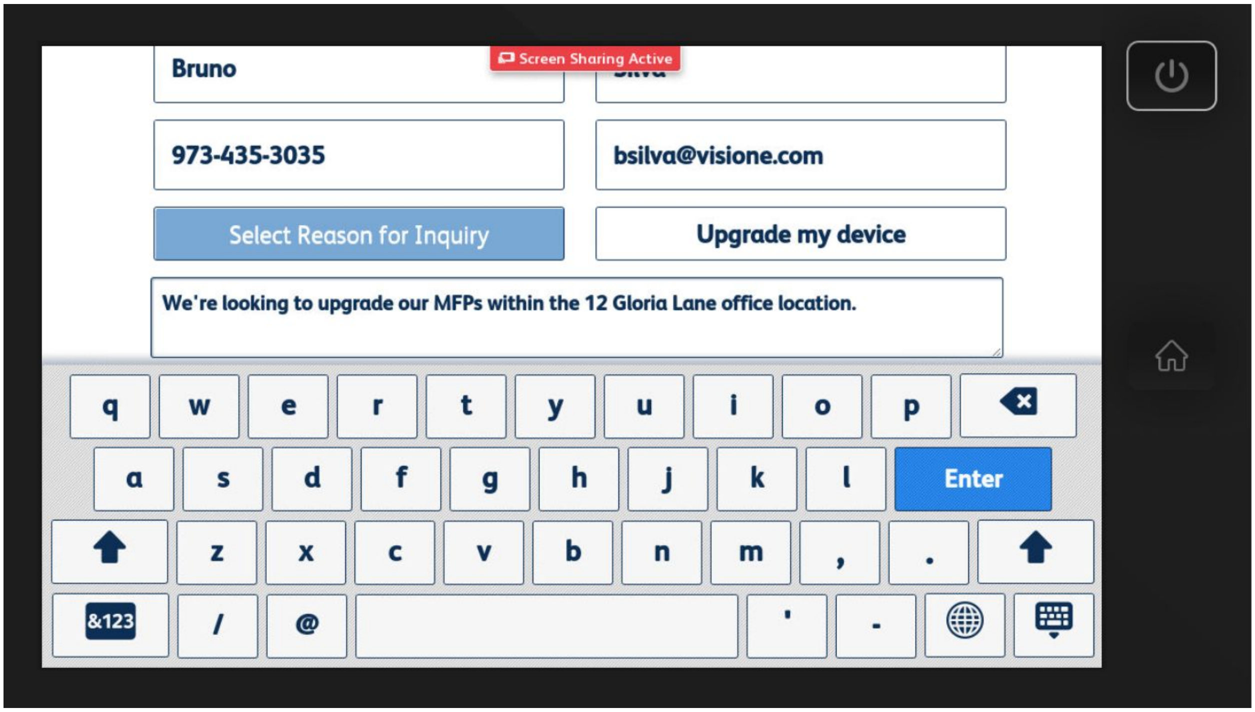


Step 3
Type in the required information within your Form (i.e. - **First Name, Last Name, etc.**)

Step 4
Select a Form Reason by clicking the **Select Reason for Inquiry**.



Step 4
Enter a brief but detailed **Description** within the Sales Form.



Step 5
Tap **Submit** when done. You will be prompted when the Email has been sent.

Step 6
Tap **OK**. To return to your Help Center Home screen, tap **Back To Home** on the upper left corner of your screen.

Supplies Channel

This button allows your user(s) to submit a Supplies Order right from your Xerox MFP cutting down your wait-time on hold to request toners and supplies.

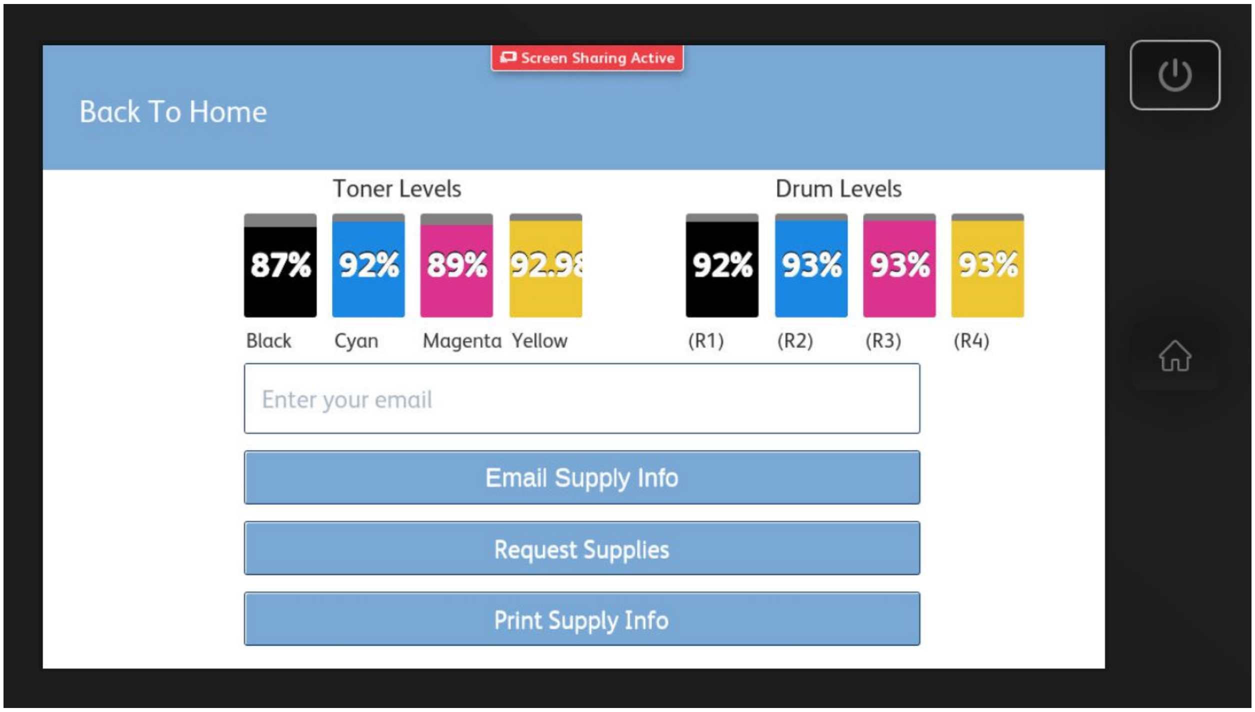
You'll now be able to eliminate wasted time from your day while also being able to:

- Email Supply Information
- Print Supply Information

To begin, follow the instructions below:

Step 1
Launch the Help Center app.

Step 2
Tap on the **Supplies** button.



Step 3
Enter your email address within the provided field.

Step 4
By selecting **Email Supply Info**, an email will be submitted to your inbox with your MFP's Supply Information. This includes *Toner Levels, Drum Levels, Fuser Life, Waste Toner Life, Transfer Belt Cleaner Life,* and *the Second Bias Transfer Roll Life*.

Step 5
Tap OK when done.

Step 6
If you prefer to print your machine's Supply Information, tap the **Print Supply Info** button and a print job will initiate right from the MFP.

Step 7
To request a Supplies Order, tap on the **Request Supplies** button.

Step 8
Next, type in the required information within your Form, such as *First Name, Last Name, et*c.

Step 9
Enter a brief, but detailed **Description** of supplies your MFP is requiring within the Supplies Form.

Step 10
Tap **Submit** when done.

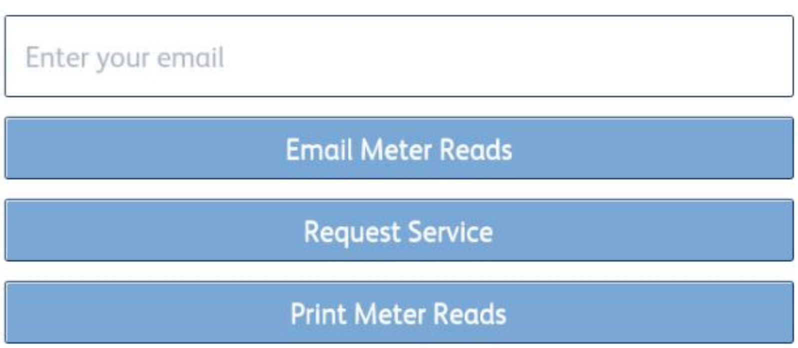
Your Supplies Order has officially been sent to your Supplier Email Recipient for the appropriate next steps.

Service Channel
Ever been on hold with a Call Center waiting to place a service call for minutes or even hours?

This button allows your user(s) to flawlessly execute a Support Ticket with a few taps of your fingertips. Follow the below instructions to begin:

Step 1
Launch the Help Center app.

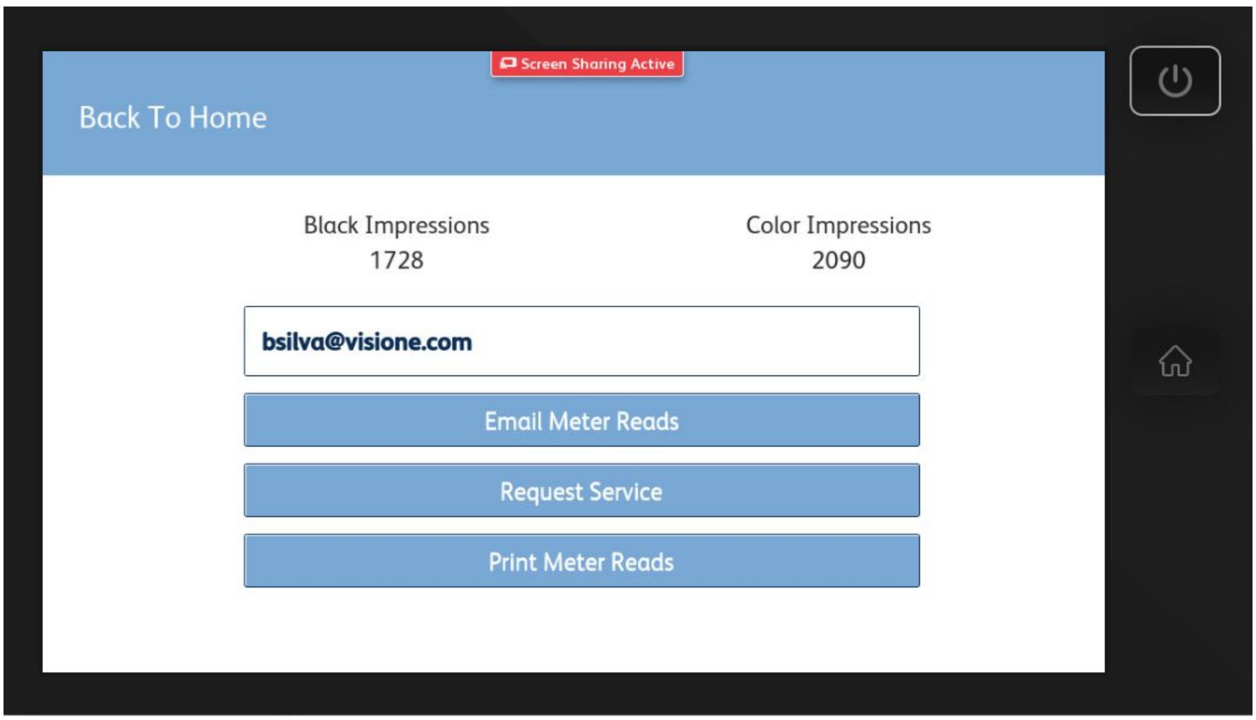
Step 2
Tap on the **Service** button from your Home screen.



Step 3
Next, type in your email address within the provided Text Field.

Step 4
To email your machine's Meter Reads, tap the **Email Meter Reads** button. Tap **OK** once you receive the *Email Sent* confirmation popup.

Step 5
To print your Meter Reads, simply tap the **Print Meter Reads** button. Tap **OK** once you receive the *Print Successful* confirmation popup.



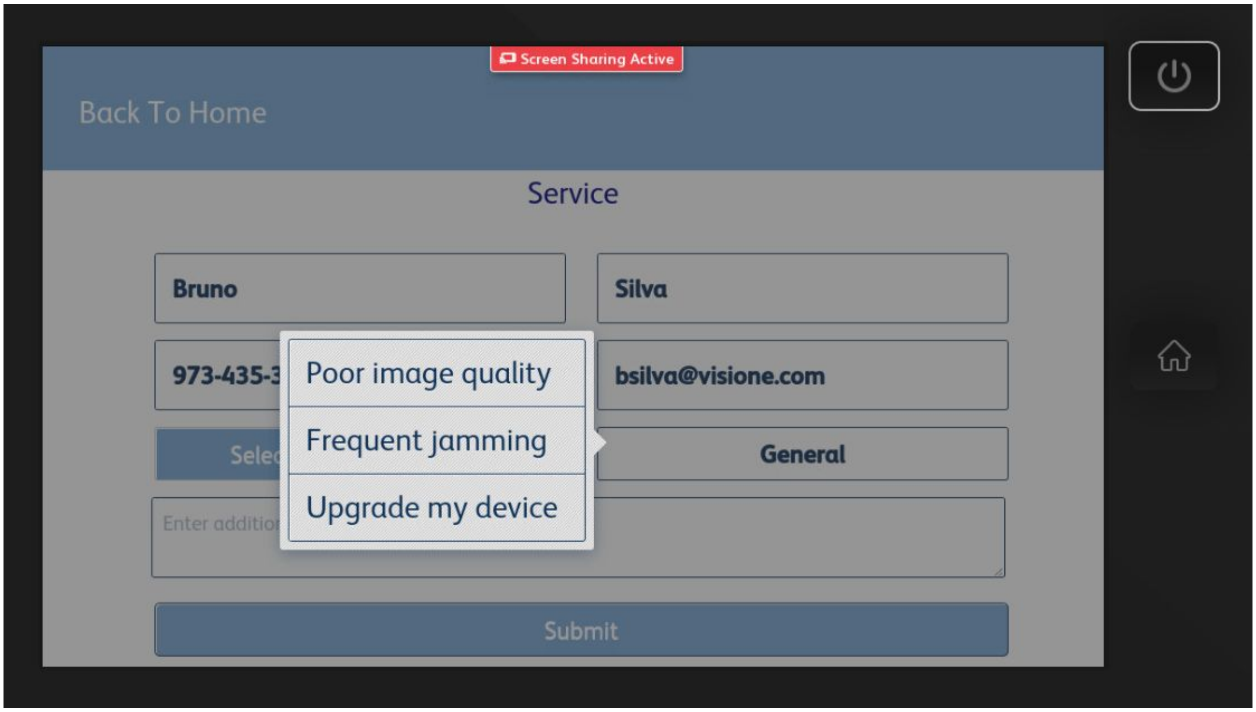
Step 6
In the event you wish to simply take note of your MFP's Meter Reads, they will be displayed above your email address.

Step 7
To submit a service ticket, tap the **Request Service** button.

Step 8
Type in the required information within your Form, such as *First Name, Last Name*, *etc*.

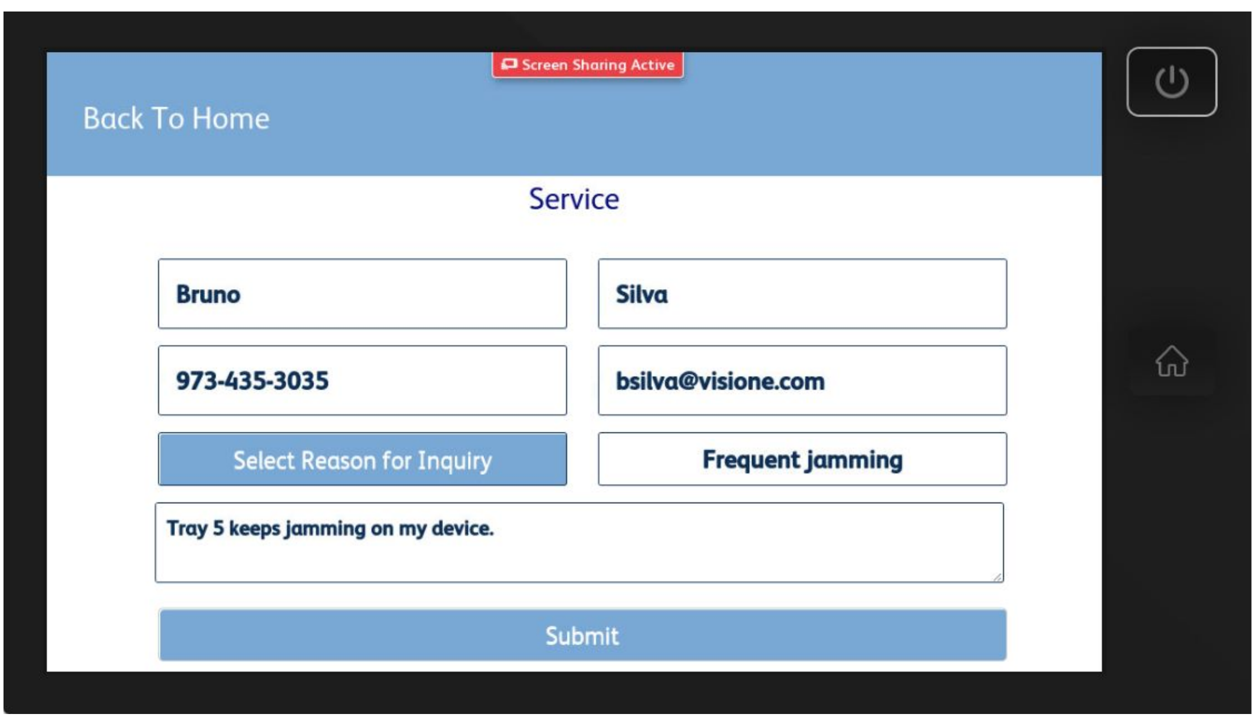
Step 9

Next, tap on **Select Reason** for Inquiry and choose your Form Reason.



Step 10

Enter a brief, but detailed **Description** of supplies your MFP is requiring within the Supplies Form.



Step 11
Tap on the **Submit** button when done.

Step 12
Tap on **OK** when the *Email Sent* confirmation pop-up appears.

When done, a Service Ticket has been submitted to your Service Email recipient. To return to your Help Center home screen, tap the **Back to Home** link on the upper left corner of your screen.

Note: If you don't know where the email is sent, consult with your Help Center Administrator to view the Service Email recipient configured within your Control Panel.

Billing Channel

The final button within your Standard Editions Help Center screen will allow you to connect directly to your agency's Billing Department.

This will directly connect you to the right individual to discuss any existing or recurring billing inquiries.

To begin, follow the below instructions to begin:

Step 1
Launch the Help Center app.

Step 2
Tap on the **Billing** button from your Home screen.

Step 3
Next, type in the required information such as *First Name, Last Name, etc.*

Step 4
When ready, tap on the **Select Reason** for Inquiry button and choose your Form Reason.

Step 5
Next, type in a brief Description within the provided text field on what your billing question is concerning.

Step 6
When done, tap on the **Submit** button.

Step 7
Click **OK** once you receive the Email Sent confirmation.

When done, your Billing Inquiry has been submitted to your Billing Email recipient. To return to your Help Center home screen, tap the **Back to Home** link on the upper left corner of your screen.

Note: If you don't know where the email is sent, consult with your Help Center Administrator to view the Service Email recipient configured within your Control Panel.

2.2 Premium Edition Channels

Now that you've successfully launched your Help Center app, you'll have access to four Channels while under the Premium Edition and they are:

- Sales
- Supplies
- Service
- Billing

Note: With the Premium Edition, your Admin has the ability to create a custom form/button so the above graphics and list can be altered at some point. If this is so, discuss the custom channel/button with your Help Center Administrator.

Sales Channel

This button allows your user to directly contact your assigned Account Manager from the agency you purchased your Xerox® ConnectKey® enabled MFP from.

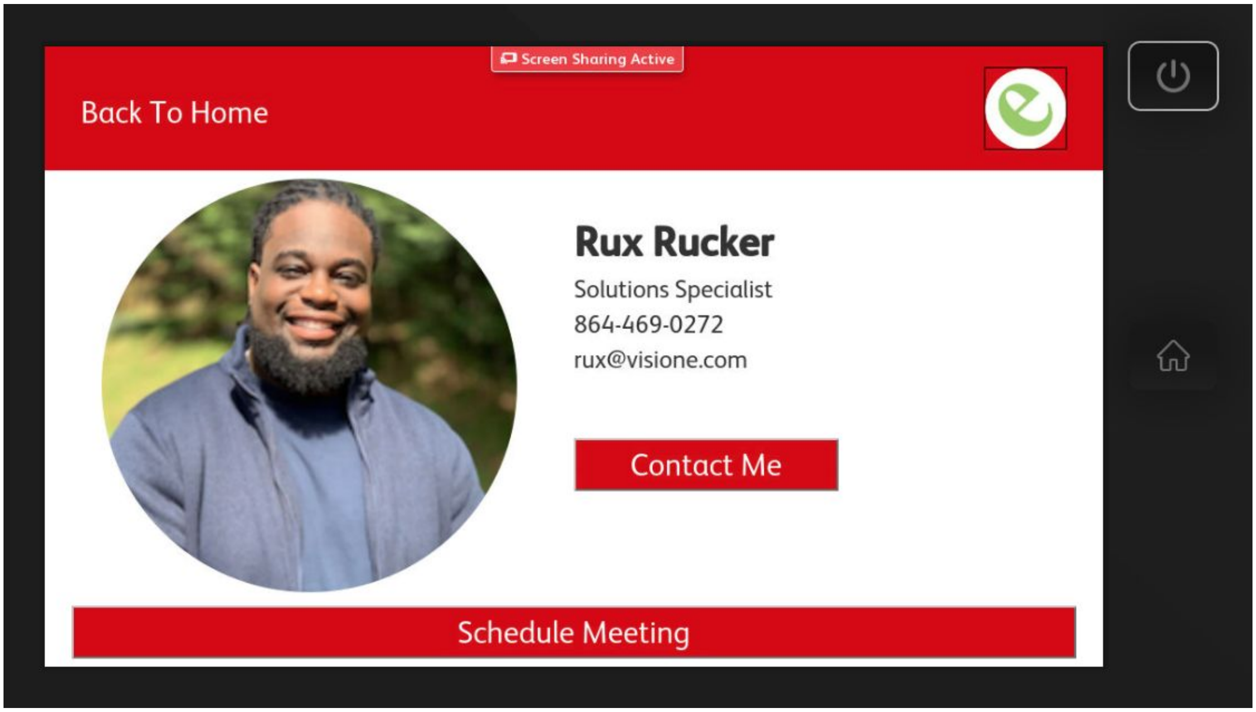
Please follow the below instructions to begin:

Step 1

Launch the Help Center app.

Step 2

Tap on the **Sales** button.



Step 3

To directly contact your Account Representative, tap on the Contact Me button.

Note: Your Account Representatives information, including phone number and email address, can be available at your disposal right from the Sales Channel screen.

Step 4

Complete the form with the required information such as First Name, Email, etc.

Step 5

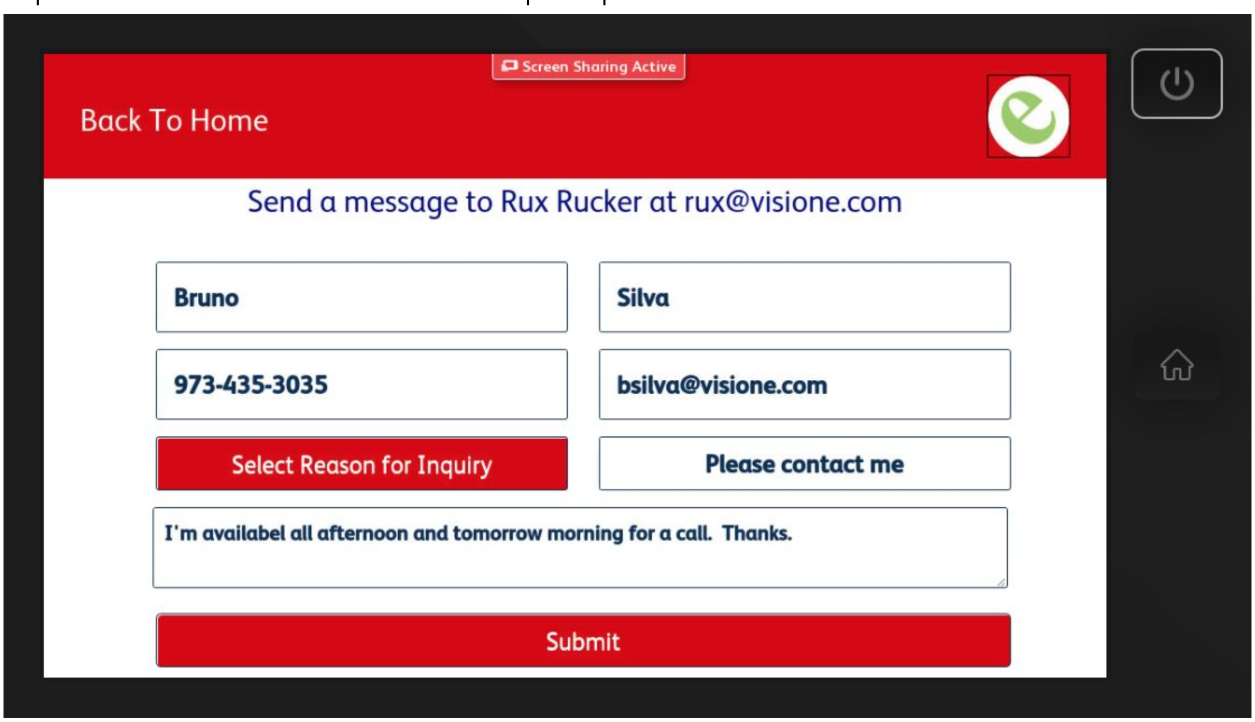
Select a Form Reason by clicking the Select Reason for Inquiry.

Step 6

Enter a brief but detailed **Description** within the Sales Contact Form.

Step

Tap **Submit** when done. You will be prompted when the Email has been sent.



Step 6
Tap **OK**. To return to your Help Center Home screen, tap **Back To Home** on the upper left corner of your screen.

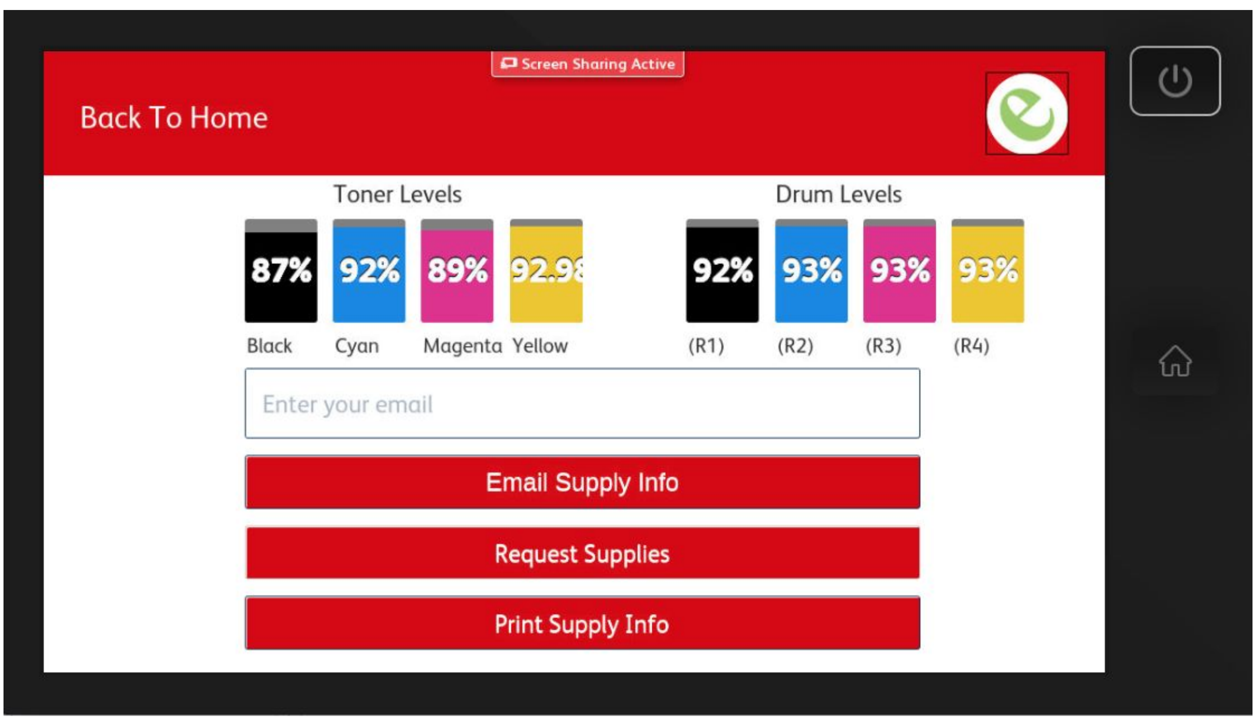
Supplies Channel
This button allows your user(s) to submit a Supplies Order right from your Xerox® MFP cutting down your wait-time on hold to request toners and supplies.

Please follow the below instructions to begin:

Step 1
Launch the Help Center app.

Step 2
Tap on the **Supplies** button.

Step 3
Enter your email address within the provided field.

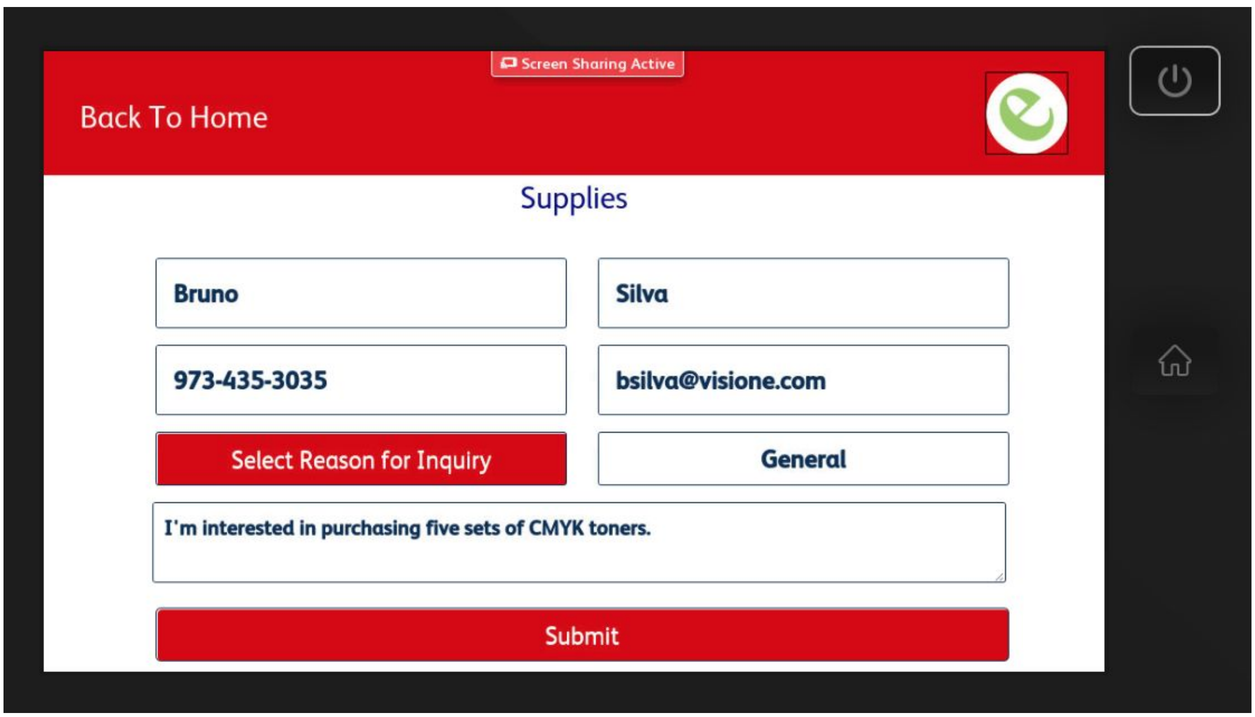


Step 4
By selecting **Email Supply Info**, an email will be submitted to your inbox with your MFP's Supply Information. This includes *Toner Levels, Drum Levels, Fuser Life, Waste Toner Life, Transfer Belt Cleaner Life,* and *the Second Bias Transfer Roll Life*.

Step 5
Tap **OK** when done.

Step 6
If you prefer to print your machine's Supply Information, tap the **Print Supply Info** button and a print job will initiate right from the MFP.

Step 7
To request a Supplies Order, tap on the **Request Supplies** button.



Step 8
Next, type in the required information within your Form, such as *First Name, Last Name, etc*.

Step 9
Enter a brief, but detailed **Description** of supplies your MFP is requiring within the Supplies Form.

Step 10
Tap **Submit** when done.

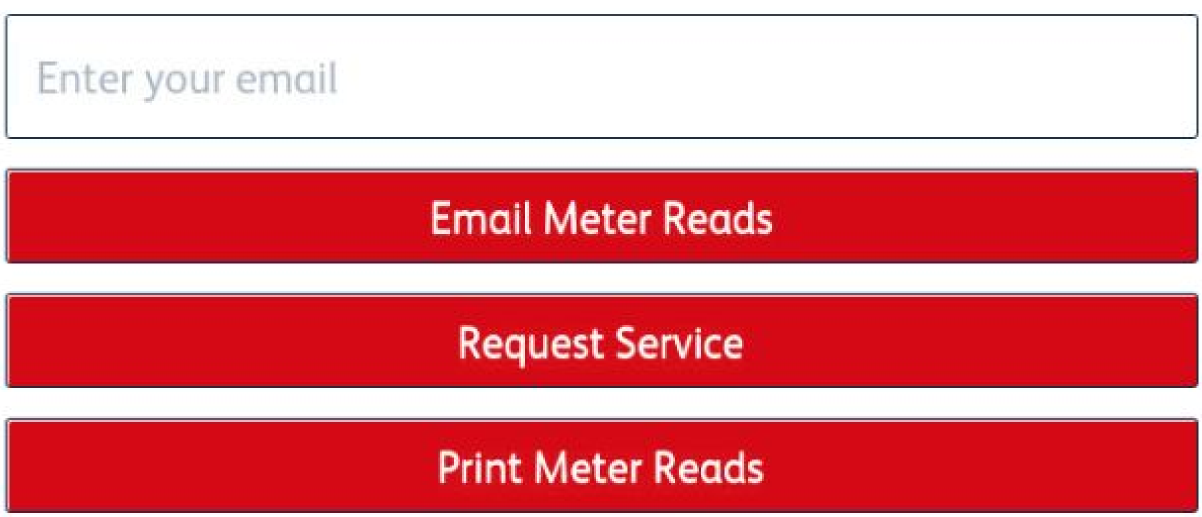
Your Supplies Order will officially have been sent to your Supplier Email for the appropriate next steps.

Service Channel
Ever been on hold with a Call Center waiting to place a service call for minutes or even hours?

This button allows your user(s) to flawlessly execute a Support Ticket with a few taps of your fingertips. Follow the below instructions to begin:

Step 1
Launch the Help Center app.

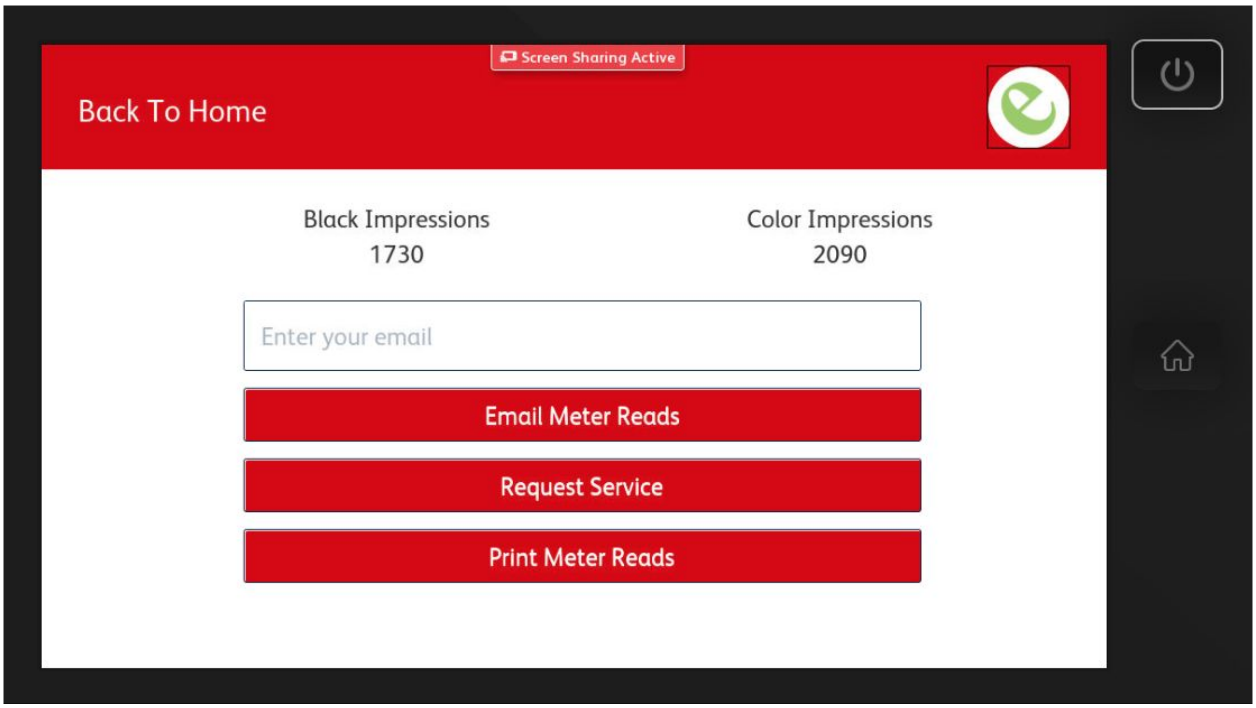
Step 2
Tap on the **Service** button from your Home screen.



Step 3
Next, type in your email address within the provided Text Field.

Step 4
To email your machine's Meter Reads, tap the **Email Meter Reads** button. Tap **OK** once you receive the *Email Sent* confirmation popup.

Step 5
To print your Meter Reads, simply tap the **Print Meter Reads** button. Tap **OK** once you receive the *Print Successful* confirmation popup.



Step 6
In the event you wish to simply take note of your MFP's Meter Reads, they will be displayed above your email address.

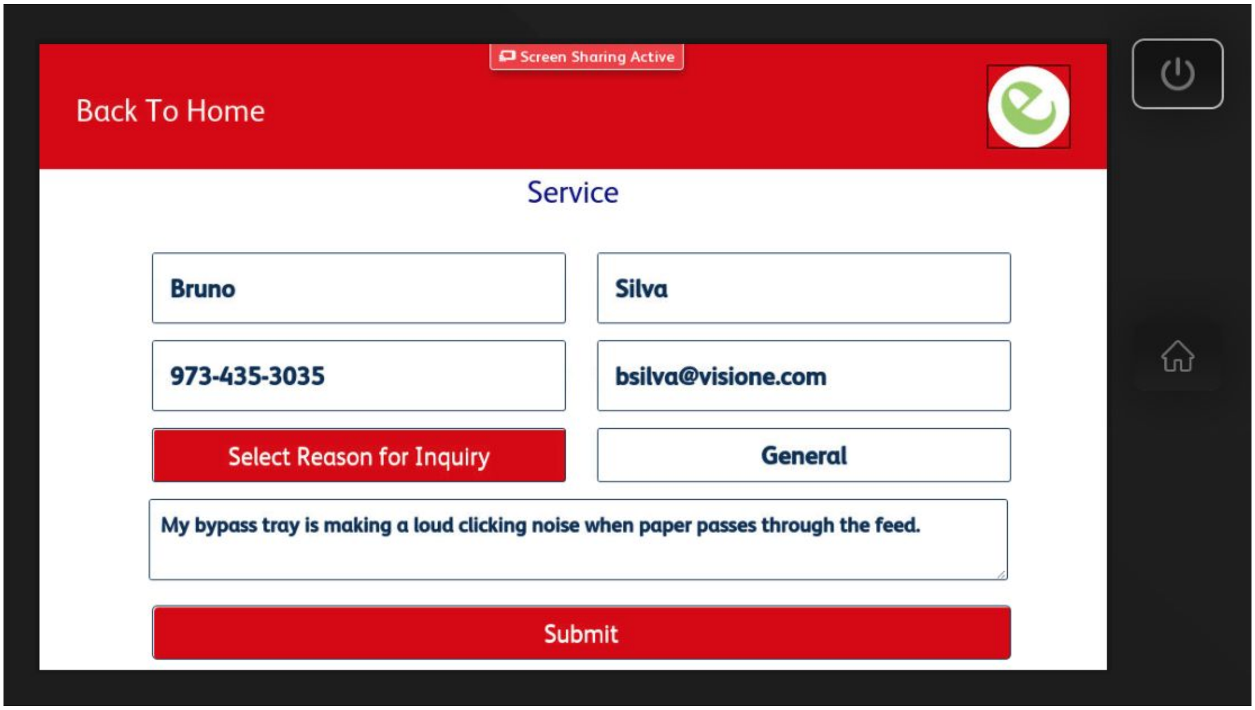
Step 7
To submit a service ticket, tap the **Request Service** button.

Step 8
Type in the required information within your Form, such as *First Name, Last Name*, *etc.*

Step 9
Next, tap on **Select Reason** for Inquiry and choose your Form Reason.

Step 10

Enter a brief, but detailed **Description** of supplies your MFP is requiring within the Supplies Form.



Step 11

Tap on the **Submit** button when done.

Step 12

Tap on **OK** when the *Email Sent* confirmation pop-up appears.

When done, a Service Ticket has been submitted to your Service Email recipient. To return to your Help Center home screen, tap the **Back to Home** link on the upper left corner of your screen.

Note: If you don't know where the email is sent, consult with your Help Center Administrator to view the Service Email recipient configured within your Control Panel.

Billing Channel

The final button within your Standard Edition Help Center screen will allow you to connect directly to your agency's Billing Department.

This will directly connect you to the right individual to discuss any existing or recurring billing inquiries. To begin, follow the below instructions to begin:

Step 1

Launch the Help Center app.

Step 2

Tap on the **Billing** button from your Home screen.

Step 3

Next, type in the required information such as *First Name, Last Name, etc.*

Step 4

When ready, tap on the **Select Reason** for Inquiry button and choose your Form Reason.

Step 5
Next, type in a brief Description within the provided text field on what your billing question is concerning.

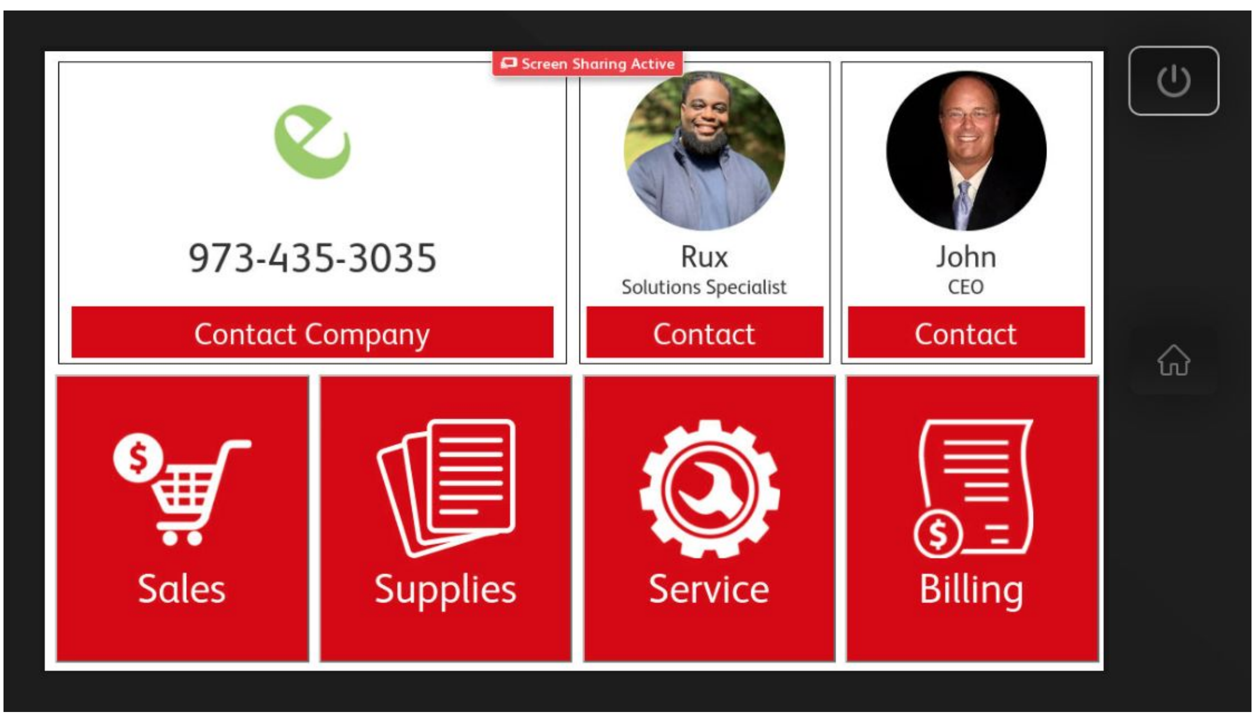
Step 6
When done, tap on the **Submit** button. Click **OK** once you receive the Email Sent confirmation.

When done, your Billing Inquiry has been submitted to your Billing Email recipient. To return to your Help Center home screen, tap the **Back to Home** link on the upper left corner of your screen.

Note: If you don't know where the email is sent, consult with your Help Center Administrator to view the Service Email recipient configured within your Control Panel.

2.3 Contact Outlets

One of the key benefits in utilizing the Help Center's Premium Edition is having a direct channel to the Agency who sold you the Xerox Multifunction Printer right at your fingertips.



Contact Company

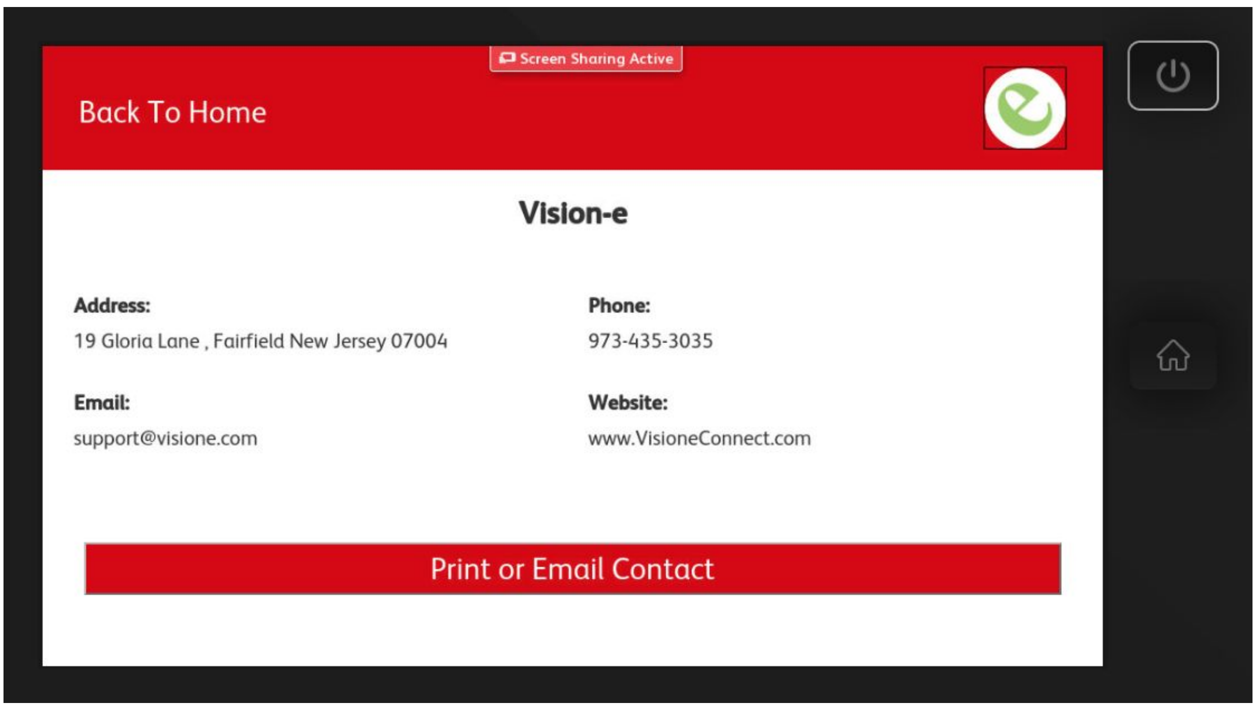
Save the trouble of searching for the agency who sold you your machine and save some time from having to search through the internet for the right phone number to call.

Step 1

Launch the Help Center app.

Step 2

Tap on the **Contact Company** button below the agency/company logo.



Step 3

You'll now have a direct access to the company address and contact channels such as email, phone number, and even the website!

Step 4

If you wish to have a hardcopy of this information, tap on the Print or Email Contact button at the bottom of your screen.

Step 5
Tap on Back To Home on the top, left corner of your screen to return to your home screen.

Contact Sales Representative

Want to contact your Sales Representative directly? Follow the steps below:

Step 1
Launch the Help Center app.

Step 2
Tap on the **Contact** button below your Sales Representative's photo, name, and title.

Step 3
To directly contact your Sales Representative, tap on the Contact Me button.

Note: Your Sales Representative information, including phone number and email address, can be available at your disposal right from the Sales Channel screen.

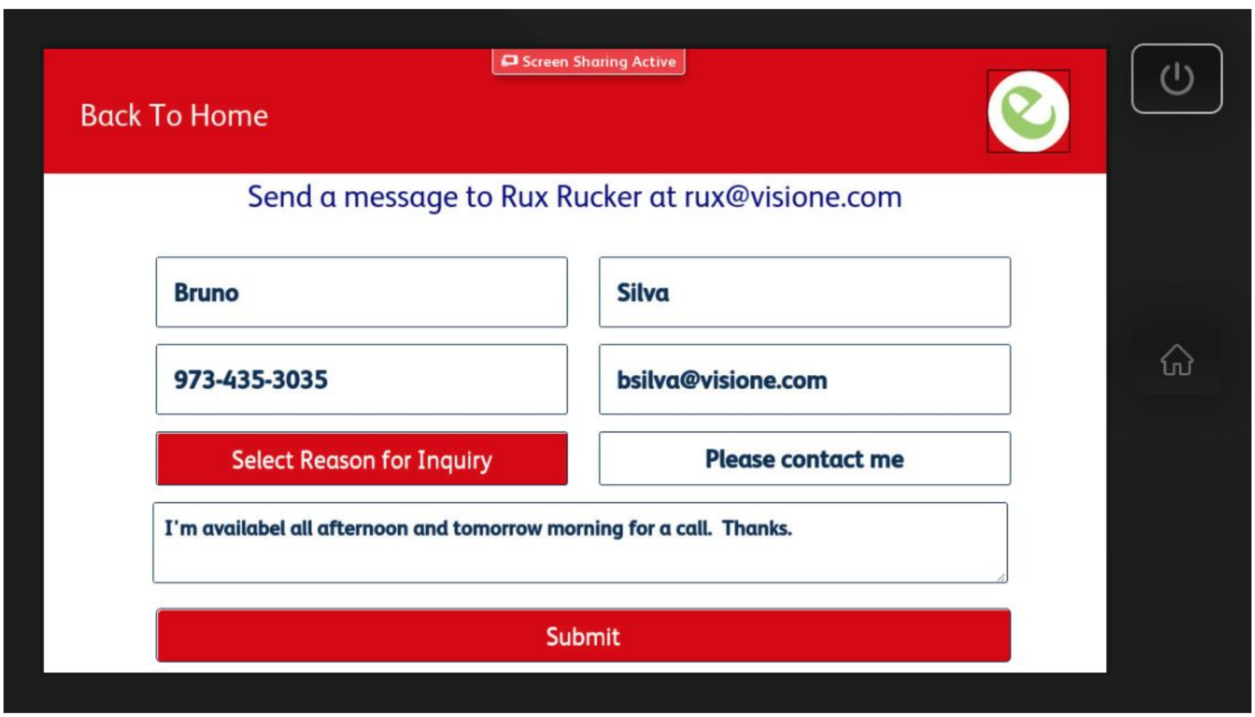
Step 4
Complete the form with the required information such as First Name, Email, etc.

Step 5
Select a Form Reason by clicking the **Select Reason for Inquiry**.

Step 6
Enter a brief but detailed **Description** within the Sales Contact Form.

Step 7

Tap **Submit** when done. You will be prompted when the Email has been sent.



Step 8
Tap **OK**.

To return to your Help Center Home screen, tap **Back To Home** on the upper left corner of your screen.

Contact Sales Manager

Want to bypass your Account Representative and directly reach out to his or her Sales Manager/Supervisor? Follow the steps below:

Step 1
Launch the Help Center app.

Step 2
Tap on the **Contact** button below your Sales Manager's photo, name, and title.

Step 3
To directly contact your Sales Manager, tap on the **Contact Me** button.

Note: Your Sales Manager information, including phone number and email address, can be available right from the Sales Channel screen.

Step 4
Complete the form with the required information such as First Name, Email, etc.

Step 5
Select a Form Reason by clicking the **Select Reason for Inquiry**.

Step 6
Enter a brief but detailed **Description** within the Sales Contact Form.

Step 7
Tap **Submit** when done. You will be prompted when the Email has been sent.

Step 8
Tap **OK**.

To return to your Help Center Home screen, tap **Back To Home** on the upper left corner of your screen.

Frequently Asked Questions (FAQs)

I don't see the Help Center app in the Xerox® App Gallery?
The Help Center app is not available in the "Public" App Gallery. Contact Xerox® to request "Channel Partner" App Gallery access. This is the recommended process for access to the Help Center and other partner solutions.

You can also contact us to share our account, and then we can share the Help Center app.

Can I get NFR Standard Licenses?
The Standard Edition available in the Partner Channel App Gallery is listed at $20. Xerox® Channel Partners get a 20% discount. We do not control App Gallery pricing once published or any offerings thereafter so cannot offer free Standard licenses.

We also can not distribute the solution outside the App Gallery. However, when you purchase the Standard Edition, we will upgrade 10 licenses from to Standard Edition to the Premium Edition at no cost.

Do you offer free licenses to Xerox® Partners?
To learn more, call us at 1 (888) 611-2679 or email us at Support@Visione.com.

Can I have some devices on the Standard Edition and some on Premium Edition?
Yes!

What languages are supported?
OCR Recognition languages: Chinese Simplified, Chinese Traditional, Czech, Danish, Dutch (Netherlands), English, Estonian, Finnish, French, German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian Nynorsk + Norwegian Bokmal, Norwegian (Bokmal), Norwegian (Nynorsk), Polish, Portuguese (Brazil), Portuguese (Portugal), Russian, Spanish, Swedish, Turkish, Ukrainian.

What are the image size requirements?
The maximum limit image sizes:

Company Logo: 30kb
Personnel Pictures: 30kb

Channel Custom Images: 100kb
Billboard: 100kb

Recommended images sizes:

Company logo: 100 Height x 400 Width
Personnel Pictures: 250 Height x 250 Width
Channel Custom Images: 500 Height x 1000 Width
Billboard: 500 Height x 750 Width

TIP* Save File Type as JPEG with 90% Quality

What's the advantage of Help Center over other Contact Apps?
The Help Center is not a contact app, it's a customizable customer communication and marketing platform with the primary purpose of improving customer relationships with an advertising engine to generate more revenue from your existing customer base. Our Premium Edition includes professional services to manage your Help Center content, design advertisement, and manage advertising campaigns.

Can I remove or change the Billing, Sales, Service or Supplies channels?
Yes, you can customize the 4 communication channels to include other communication options. The Premium edition can be used for display advertisements to promote any of your solutions.

We offer free advertisement design services for customers with at least 100 Premium Edition ConnectKey® enabled devices.

Why doesn't the Supply Toner level display on some devices?
Currently the Help Center only displays Supply Toner Levels on Xerox® C-Model AltaLink® devices.

What's the difference between Billboard and Partner Billboard?
Billboard is available on the Xerox® App Gallery for $100 per license. The Billboard App enables your customer within their network to configure and manage internal messages.

The Partner Billboard is included with the Help Center Premium Edition. The Partner Billboard solution enables the Xerox® partners to publish messages and advertise to their customer from an online portal or through our professional services.

Can I reassign a Help Center license to another device?
No. The one time price for Help Center is based on one license to one device. The license is valid up to five years for the one device.

Can I have a separate Help Center account for a customer?
A dedicated Help Center account can be created for large volume customers so they manage their ConnectKey® enabled devices, including Billboard messaging. A setup, implementation, and training fee may be required. Contact us for more details.

Do you share any of my data with Xerox®?
No. We are proud to be involved in the Xerox® ConnectKey® Developer Program, however, there is no data exchange with Xerox®. Help Center content is hosted on our secure Amazon Web Servers and kept confidential.

For more Frequently Asked Questions visit VisioneConnect.com/FAQs or visit the Knowledge Base at VisioneConnect.com/knowledge-base.

Help & Support

Support

If you wish to receive additional support, we're here to help! Contact us at:

Email: Support@Visione.com
Toll Free: (888) 611-2679
Website: www.VisioneConnect.com

Notes