Support Assistant

Installation & User Guide

xerox

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Revision History

Version	Date	Details
1.0	April 2016	• Initial Version
2.0	June 2017	• Updates for 2.0
3.0	April 2019	• Rebrand • Add request supplies and services processes • Add send meter read process • Include direct customers in the audience • Revised install process • Removed references to App Studio
3.1	March 2021	• Rebrand • Add new App Gallery App Configuration settings • Automatic and manual upgrade processes • Amended links to supporting documents
3.2	July 2021	• Configure email notifications
3.3	March 2022	• Co-branding support via Admin configuration or customization string approval. This includes, customer or partner logo, outbound emails, custom screen title and other program references, and using sender NoReply-Support Assistant noreply@xerox.com • Runtime access to the Xerox privacy statement • PrimeLink device support
3.4	June 2023	• Added Navigation Override option during configuration. • Updated supported version of Xerox Extensible Interface Platform® • Revised Manual Upgrade notes.
3.5	September 2023	• Added new App Gallery App Configuration settings. • Removed outdated training reference.

Contents

1. Overview

Purpose

Support Assistant provides timely service and/or supply information to the customer without the need to place a call. The user will receive a variety of incident messages on the local UI. Additionally, authorized users can create Break / Fix Service Incidents or Supplies Incidents and submit meter reads.

This guide walks you through Xerox® Support Assistant App set up and references additional resources you may find helpful. Using Xerox® ConnectKey® technology, Support Assistant provides customers a summary message of service and supply incidents currently being tracked by the Xerox® Services Manager for the device. See the Running the Application section for more information.

Audience

Xerox® Partner Print Services customers and support teams should refer to this document when installing Support Assistant.

Direct customers should refer to this document when using the Support Assistant.

To ensure successful usage of the Xerox® Support Assistant App, it is very important that customers are aware of the application, how to use it, and the value it can provide.

Prior to Getting Started

Partners and Xerox Delivery Resources

Before you get started, please take the available training on GEMS and familiarize yourself with this guide. In addition, you should know how to access and add devices from Xerox App Gallery.

Please be sure that the customer is aware of the capability, understands the prerequisites, and has access to this document.

Xerox Approved Customization Options

There are a few application customizations that can be made to the Support Assistant. The table below explains how to initiate the process for each customization. A recharge may apply if Xerox is involved in the configuration activity.

Customization	Process
Service Delivery configuration option • Set the Phone Number field to be optional	Contact your MPS Contact to enable. There is an approval process to implement this customization involving Service Delivery After approval the implementation is done by Xerox.
App Configuration options • Specify an in-App main screen logo image	Include your logo using App Gallery's App configuration capabilities. Configuration done by the App Gallery Administrator (who may be the Customer, Partner or Xerox Service Delivery).

Customization	Process
Light touch template options • Specify a service email logo • Specify a supplies email logo • Specify the app's email sender friendly name	Contact your MPS Contact to enable. There is an approval process to implement this customization involving Xerox MPS business and offering representative. After approval the implementation is done by Xerox. Complete the SSG form to request customizations.
On-demand options • Specify an app title • Specify an app icon image • Specify an app color theme	Approval includes Xerox MPS business representative, Offering manager and Xerox Brand and Development quotation. After approval the implementation is done by Xerox. Complete the SSG form to request customizations.

Resources

DOCUMENTATION

The following is a list of some of the available documentation and an abstract for each document.

Document	Description
Xerox App Gallery Quick Start Guide	Provides a general overview of Xerox App Gallery, including how to use App Gallery and add devices to App Gallery so the Xerox® Support Assistant App can be installed.
Xerox App Gallery Information Assurance Disclosure	Provides customers an overview of the design, functions, and features of Xerox App Gallery as it relates to Information Assurance.
Support Assistant Installation and User Guide	Provides a general overview of Support Assistant, including how to use App Gallery and add devices to App Gallery so the Xerox® Support Assistant App can be installed.
Support Assistant Information Assurance Disclosure	Provides customers an overview of the design, functions, and features of Support Assistant as it relates to Information Assurance.
KnowledgeBase	Provides information on how to troubleshoot issues when running the Support Assistant
Support Assistant Light Touch Customization Worksheet	Complete and submit the form to SSG when requesting light touch customizations.
Support Assistant On-demand Customization Worksheet	Complete and submit the form to SSG when requesting on-demand customizations.

This content and more are available at the following locations:

• SmartCentre product page
• Xerox product support pages
• Xerox product security pages

Supported Models

Support Assistant is available for the following Xerox models:

- Xerox® VersaLink® devices
- Xerox® AltaLink® devices
- Xerox® Primelink® devices
- Xerox® WorkCentre® 3655 Multifunction Printer
- Xerox® WorkCentre 5845/5855 Multifunction Printer
- Xerox® WorkCentre 5945/5955 Multifunction Printer
- Xerox® WorkCentre 6655 Color Multifunction Printer
- Xerox® WorkCentre 7220/7225 Multifunction Printer
- Xerox® WorkCentre 7830/7835/7845/7855 Multifunction Printer
- Xerox® WorkCentre 7970 Color Multifunction Printer
  Note: WorkCentre® devices must have ConnectKey® 2.0 or higher installed. Determine the version to install based on the device's firmware reversion number.

2. Installing Support Assistant Application

Device Requirements

The following are device requirements for the app to work:

- Xerox multifunction printers must support the Xerox Extensible Interface Platform® (EIP) version 3.0 or higher.
- The Xerox Extensible Interface Platform® must also be enabled to allow the App to be installed on the device.
- The Device Configuration and SNMP Web Services must be enabled.
- If the device is on a network that uses a proxy to access the internet, the Proxy needs to be configured.

Requesting a Xerox App Gallery Account

If you have not done so already, make sure you have a Xerox App Gallery account, which will allow you to download apps. Find information on how to obtain an App Gallery account and its use here: https://www.support.xerox.com/support/xerox-app-gallery/documentation.

Note: Support Assistant will only work on devices that are registered in Xerox® Services Manager.

Installing and Configuring Support Assistant

INSTALL VIA APP GALLERY

Device administrators can configure and install Support Assistant on printers from their App Gallery account. This method is a good choice when installing apps on fewer than 100 devices.

Note: For larger installs other tools that install weblets can be used (e.g., Xerox Device Manager or Xerox CentreWare™ Web).

1. Go to Xerox® App Gallery and log in.
2. Select All Apps and search for Support Assistant. You may Install or Configure the application.

3. At this point, you can share the application with a customer or install it directly to their devices.

CONFIGURE SUPPORT ASSISTANT

You may need to configure the application for the following reasons.

• The device's SNMP Community Read string has been changed from the default value.
• You want the Support Assistant application to allow users to request service incidents, supply incidents information, or both.
• You want the Support Assistant application to allow users to obtain meter reads from the device and send them to Xerox® Services Manager.

- You want to customize the Support Assistant application to display your company logo on the application screen.

Configuring the application is optional, and the application will function without configuration. If the device's SNMP Community Read string has been changed from the default value and you do not configure the app, the app may not be able to access supplies status and meter reads on the device.

Configuration details should be collected as part of the checklist prior to implementation.

1. Click **Requires Configuration**.
   Note: If the app has been configured before, link to configure is followed by a time stamp from when it was last configured. Click **Configured**.

2. The Configure App window opens. You may adjust the settings below.
   - **SNMP String**
     - The SNMP string value provided in the app should match the SNMP community name string of the device. The default value of this setting is "public". (This is the factory default setting of the SNMP community name string of the device.)
     - If the SNMP string value in the Settings screen does not match the SNMP string value of the device, you will see a message "The string does not match." Verify that the SNMP string in the application is set correctly.
   - **Logo URL**
     - By default, this field is blank. If partners wish to have their logos displayed in the app, you can enter the URL of the logo. To use the logo option:
       - The logo must be hosted on a publicly available web server.
       - The logo may be up to 72 px high by 247 px wide.
       - The logo file size returned by the URL should be less than 10 kb.
       - If the logo could not be successfully retrieved, you will see the message "No logo found at this URL." Verify that the URL is correct; you can reach the URL using a standard web browser.
   - **Create Service Incidents**
     - Allows Users or Admins to send service incident requests from the device. By default, Users is selected. You may change this field to Admins. All users may view service incidents. Device Admins will always be able to view and submit Service Incidents.
   - **Create Supply Incidents**
     - Allows Users or Admins to send supply requests from the device. By default, Users is selected. You may change this field to Admins. All users may view supply incidents. Device Admins will always be able to view and submit Supply Incidents.
   - **Save Meters**
     - Allows Users or Admins to send meter reads from the device. By default, Users is selected. You may change this field to Admins. All users may view meter reads.
   - **Show Contact Name**
     - The Name field in the Contact Info form is configurable by the App Gallery Administrator prior app installation on the devices. This field is set to TRUE (visible) by default; however, the App Gallery Administrator may change this field to either True (visible) or False (not visible). Once the app is configured and installed, resetting it requires reconfiguration and reinstallation on the devices. It is not configurable at the device.

- **Customization String (requires approval)**
  - Normally the app will use factory settings, except as noted above. Other customizations may be approved by Xerox. If approved, the App Gallery Administrator will need to enter the approved customization string to configure the App before downloading the customized app weblet and installing it on the devices. For more information on this process, please refer to the Support Assistant Quick Start Guide.
- **Send an acknowledgement email when a Service Request is submitted**
  - By default, this field is set to Yes. Optionally, this can be changed to No, if an acknowledgement email should not be sent automatically.
- **Send an acknowledgement email when a Supplies Request is submitted**
  - By default, this field is set to Yes. Optionally, this can be changed to No, if an acknowledgement email should not be sent automatically.
- **Navigation Override**
  - The App Gallery Administrator can use this field to choose which feature buttons are displayed on devices. For example, if you enter "1" in Navigation Override, then only the Service button is shown in Support Assistant. By default, Service, Supplies, and Meters buttons are all included.
  - To restore the original behavior, clear the Navigation Override field and reinstall the App.
- **Break-Fix Ticket Display Override**
  - Allows you to show the help desk ticket number in the ticket acknowledgement email when there are help desk integrations. When this field is empty, the app will show the new ticket's incident number by default. To override the default behavior, enter "2" to show the help desk ticket number instead or enter "12" to view both ticket numbers. If a help desk ticket ID is available, it will appear in the ticket acknowledgement email that is sent to the user.
- **Supplies Ticket Display Override**
  - Allows you to show the help desk ticket number in the ticket acknowledgement email when there are help desk integrations. When this field is empty, the app will show the new ticket's incident number by default. To override the default behavior enter "2" to show the help desk ticket number instead or enter "12" to view both ticket numbers. If a help desk ticket ID is available, it will appear in the ticket acknowledgement email that is sent to the user.
- **Failure Alert Receiver E-mail Address**

    Enter an e-mail address for a user you want to inform whenever the app is unable to obtain a help desk ticket ID after waiting in the background for 1 hour. This applies only under circumstances where help desk integration is enabled, and the help desk ticket ID is not provided by the integration on time.

3. When you are done configuring the app, click **OK**.

INSTALL SUPPORT ASSISTANT

Once the app is configured, you can choose which devices on which to install the app.

1. Click **Install**.
2. The License Agreement displays. Click **Agree**.
3. In the Install window check Select All or check the individual devices on which Support Assistant will be installed.
4. Click **Install**.

Upgrading Support Assistant

When App Gallery is used to install the app, the app owner can enable auto-upgrade for the fleet, which will automatically upgrade Support Assistant whenever a new version releases. Support Assistant can also be manually upgraded for the entire fleet or for specific devices.
Note: Auto-upgrade may not be available depending on the version you are upgrading or the installation tool chosen. For example, to upgrade from 2.0 to 3.4, you must upgrade manually.

AUTOMATICALLY UPGRADE

Follow the steps below to automatically upgrade to the latest version of Support Assistant.

1. Enable the auto-upgrade option for the account.
   a. Sign-in to the App Gallery portal.
   b. Navigate to the Support Assistant App overview.
   c. Click the **Automatic Update** link.
   d. Choose the automatic update mode and save the selection.
   Note: If the auto-upgrade is not successful, please contact your device support specialist for assistance.

2. Once auto-upgrade is enabled, when a new version of Support Assistant releases, the app upgrades automatically.

MANUALLY UPGRADE

Upgrades prior to Support Assistant 3.0 must be done manually. If the Support Assistant auto-upgrade setting is disabled and a new version is released, when you launch the app, you will be notified that an update is available.

In some instances, the app owner can opt to deploy the app to the fleet using a downloaded App Gallery weblet file. In this case, auto-upgrade cannot be enabled for the fleet, and the app owner must manually update to the new version of the app on those devices.

Note: Devices running Support Assistant 3.0 or higher always present the latest version behavior during use, regardless of the version installed. For example, when a device has Support Assistant 3.1 installed, and Support Assistant 3.4.2 is the latest version, then launching the 3.1 app will display the 3.4.2 app content because of the update of the Cloud-part of Support Assistant. Only updates physically going to the device are controlled by the auto-update setting.

Follow the steps below to manually upgrade support assistant.

1. Uninstall the existing app.
   a. In the App Gallery portal go to the version of Support Assistant to uninstall.
   b. Either click **Uninstall All** to remove the app from all devices in the App Gallery Account or click **Uninstall** next to each target device.
2. Click **Install** for the latest version.

Regular updates can also be done using Xerox Device Manager or Xerox CentreWare™ Web.

Downloading Support Assistant for Customers

Once Xerox or Partner personnel have configured the Support Assistant and published it to App Gallery direct customers can download the app to their devices. You may download to the device from the App Gallery link on the device or from the App Gallery online.

1. In the App Gallery, search for Support Assistant.
2. Click **Download**. You can either download an encrypted or unencrypted weblet.
   Note: The encryption configuration is set on the device by the admin. If you do not know how your device is configured, we recommend you start by downloading the encrypted weblet. If the download fails to install, then download the unencrypted weblet.
3. Install the weblet using one of the app installation tools supported by devices in the fleet (e.g., Xerox CentreWare™ Web or the device's remote user interface).

Support

For any installation or post-installation issues, please contact your device support provider.

3. Running the Application

Overview

Once the app is deployed to the device, the Support Assistant displays on the LCD panel. Upon entering the application, a progress bar displays while incident information is retrieved. Once the incident information is retrieved, the incident information displays.

Click the Support Assistant icon in the display to launch the app.

Navigation

On the left side of the window you can move through the options to view Service, Supplies, and Meters. If Support Assistant has been configured for you to send requests for supplies or services or meter reads the buttons to perform these actions will be enabled.
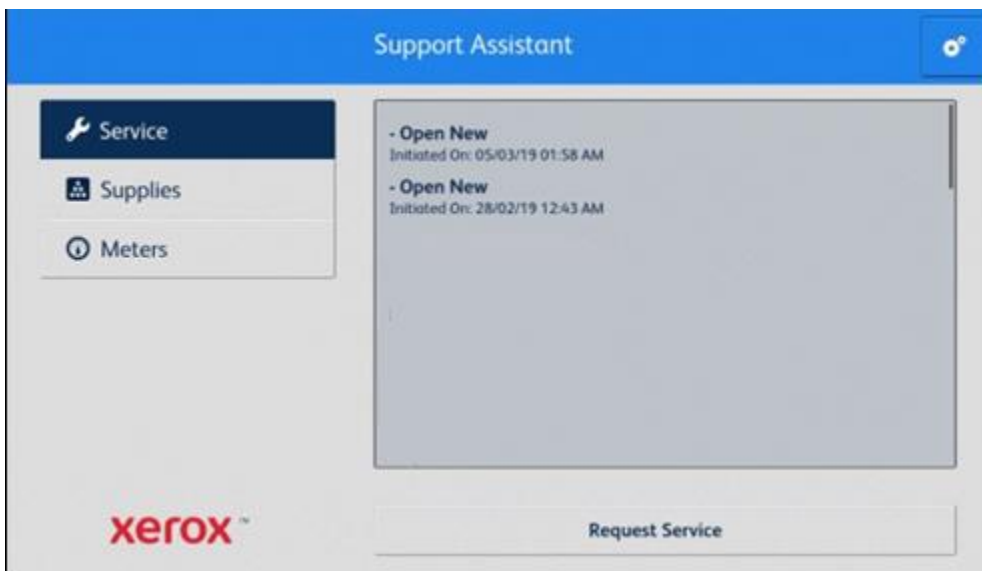
In addition, you can demo the Support Assistant capabilities. Click the gear icon (settings) and choose **Demo**.

Service Incidents

Service Incidents display on the screen when the device has an open service incident outstanding.

The information displayed for a service incident may vary based on the state of the incident and the information available in Xerox® Services Manager. The information displayed for a service incident may include:

- The problem type reported. (e.g., Paper Jam, Output Quality)
- The state of the incident. (e.g., In Progress, Service Technician Dispatched)

If the state of the incident or the date/time is not available, that information will not be displayed.

If you are configured to request service incidents, you may submit a request from the device. The types of service incidents available depend upon what is configured for the asset's service plan in Xerox® Services Manager.

1. Click **Service**.
2. Click **Request Service.**
3. The available services for this device's service plan pop-up (e.g., paper jam, scanning issue). Click the problem type you want. (You may only select one problem type at a time.)
4. On the next screen you can enter a description of the issue. Click **Next**.
5. On the next screen enter your name, email, and phone number. All these fields are required. Click **Send**.
6. Support Assistant prompts you to confirm your request. Review the message and either click **Cancel** or **Send**.
7. Support Assistant confirms that your request was sent. Click **Close** to exit. A new service incident will be created with an Open New status. You will receive an email confirmation of your request.

Supply Incidents

Supply Incidents will display if the device has an open or recently closed supply orders.

The information displayed for a supply order may vary based on the state of the order and the information available in Xerox® Services Manager. The information displayed for a supply order may include:

- The supply item being ordered or monitored (e.g., toner, staples, waste bottle)
- The state of the supply order (e.g., monitoring, ordered, shipped)
- If the supply order state is ordered, the date it was ordered
- If the supply state is shipped, the date it was shipped, the shipper and a tracking number. (**Note**: Shipper and tracking number are normally only available for US devices.)

Note: The monitored state only applies to toner. Also, for devices in the toner monitoring state, the specific toner being monitored will not be identified. The specific toner is only available once it has been ordered.

If a toner supply is in a shipped state, the application will try to determine if the supply has already been installed by checking the current state of the toner. If the toner has been recently installed, the toner supply incident is not displayed.

Supply incidents display in the application when the incident is still open or it was closed or shipped within the last 7 days.

Note: On the Contact Info view, you can click **Privacy Statement** when you want to read the Xerox Privacy Statement.

REQUESTING SUPPLY INCIDENTS

If you are configured to request supplies, you may submit a request from the device. The supplies that display depend upon what is configured for the device.

1. Click **Supplies**.
2. Click **Request Supplies** and the available supplies for this device pop-up (e.g., black toner, drum cartridge).
3. Check the supplies you want and Click **Next**.
4. On the next screen enter your name, email, and phone number. All these fields are required. Click **Next**.
5. Support Assistant prompts you to confirm your order. Review the message and either click **Cancel** or **Send**.
6. Support Assistant confirms that your request was sent. Click **Close** to exit. You will receive an email confirmation of your request.

Note: On the Contact Info view, you can click **Privacy Statement** when you want to read the Xerox Privacy Statement.

Meters

VIEWING METER READS

The Meters view displays current counts for all relevant impressions and pages printed by the device. The meters that display depend on the device capabilities.

SENDING METER READS

If you are configured to send meter reads, you may submit them from the device.

1. Click **Meters**.
2. Click **Send Meter Reads**.
3. Support Assistant prompts you to confirm that you want to send meter reads. Review the message and either click **Cancel** or **Send**.
4. Support Assistant confirms that you want to submit meter read values. Click **Close** to exit. You will receive an email confirmation that you submitted meter reads.

Cancelling/Exiting

In order to cancel or exit the app on VersaLink or AltaLink devices, select the home button. On a ConnectKey device, the user may select either **Services Home** button or the **Clear All** hard key.

Support

If you have issues running the application, please contact the appropriate level of Xerox support.

4. Troubleshooting

This section provides information about errors you may encounter with Support Assistant and recommendations on how to resolve them. If you require more information or encounter a different issue, please follow the standard support process.

| Message	Corrective Action
The Support Assistant app cannot connect to the network. Check your device's network connection. If the problem persists, contact your system administrator.	The device was unable to reach the Support Assistant application server: Verify the device is on the network by browsing to it from a computer. If the device cannot be reached, work with the system administrator to resolve the problem. Verify the Proxy Settings on the device are correct. Contact your device support provider for further assistance.
Unable to complete your request. Please try again later. If the problem persists, contact Xerox support. OR Unable to send Meter Reads. Please try again later. If the problem persists, contact Xerox support.	The Support Assistant application encountered an unexpected error. The problem will likely be resolved automatically. Try entering the application later in the day or the next day. If the problem persists, contact your device support provider for further assistance.
The Support Assistant app is unavailable at this time. Please try again later. If the problem persists, contact Xerox support.	The Support Assistant application could not reach a required network resource. The problem will likely be resolved automatically. Try entering the application later in the day or the next day. If the problem persists, contact your device support provider for further assistance.
Unable to retrieve device entitlement information. Device found, but not in scope. Contact Xerox support for assistance.	The device serial number is not in scope in Xerox® Services Manager. Contact your device support provider to verify that the device is properly registered in Xerox® Services Manager.
Unable to retrieve device entitlement information. Device found, but duplicates exist. Contact Xerox support for assistance	The device serial number is associated with more than one account in Xerox® Services Manager. Contact your device support provider to verify that the device is properly registered in Xerox® Services Manager.
Unable to retrieve device entitlement information. Device is not found. Contact Xerox support for assistance	The device serial number and MAC address combination was not found in Xerox® Services Manager.

Message	Corrective Action
	Contact your device support provider to verify that the device is properly registered in Xerox® Services Manager.
Unable to retrieve device entitlement information. Entitlements not available. Contact Xerox support for assistance.	The device serial number and MAX address combination do not have entitlements assigned in Xerox® Services Manager. Contact your device support provider to verify that the device is properly registered in Xerox® Services Manager.
Your device needs a software update to run this app. Using your device, press the Home button and go to: Device > Software Update The update is also available online. Using your PC, go to: <URL to software update>	Upgrade device to latest firmware version.
To use this app, EIP Device Configuration must be enabled. Contact your device administrator to enable these services.	The Support Assistant application encountered an error when trying to use a device web service. Verify that the Device Configuration web services are enabled on the device. Reboot the machine and see if the problem is resolved. If the problem persists, contact your device support provider for further assistance.
To use this app, EIP SNMP Configuration must be enabled. Contact your device administrator to enable these services.	The Support Assistant application encountered an error when trying to use a device web service. Verify that the SNMP web services are enabled on the device. Reboot the machine and see if the problem is resolved. If the problem persists, contact your device support provider for further assistance.
The app is configured with an invalid SNMP community string. Contact Xerox support for assistance.	The SNMP community string specified in Settings in the Support Assistant app does not match the SNMP read community string on the device. - Verify that the SNMP community string specified in Settings in the Support Assistant app does match the SNMP read community string on the device. - Reboot the machine and see if the problem is resolved. If the problem persists, contact your device support provider for further assistance.
Unable to display Service Request status. Please try again later. OR	When attempting to create a new Service or Supply incident, the Support Assistant application encountered an unexpected error. The problem will likely be resolved automatically.

Message	Corrective Action
Unable to display Supply Request status. Please try again later.	Try entering the application later in the day or the next day. If the problem persists, contact your device support provider for further assistance.
Unable to get device supply list. Please try again later. OR Unable to display Meter Reads.	The Support Assistant application encountered an unexpected error when trying to use the device's SNMP web service. Try entering the application later in the day or the next day. If the problem persists, contact your device support provider for further assistance.
No message is displayed, and: The expected customization for my organization is not working as expected.	Contact your System Administrator and confirm that the Xerox approved customization string was applied in App Gallery prior to the installation on the printer. If the problem persists, contact your MPS support provider for further assistance.

5.   Data Security

The Xerox® Support Assistant application transmits only the following information to Xerox:

- Device serial number
- Localization Code
- Device MAC address
- User information (name, email, and phone number if you submit requests)
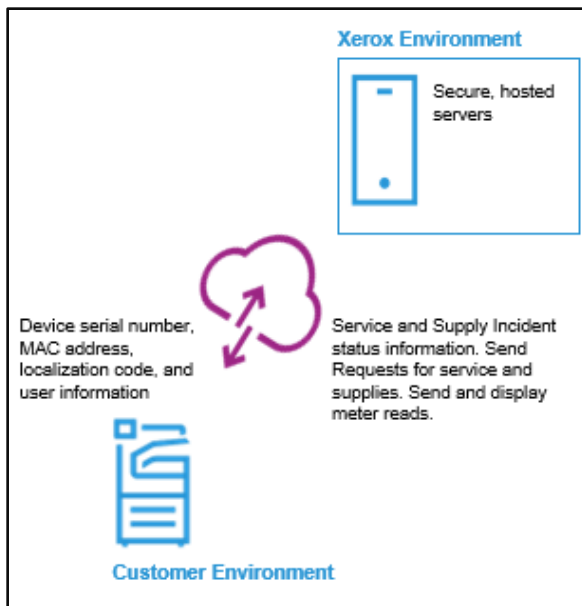
6. Customization Table Appendix

Setting	Default Value	Description	Touchpoint	Category
SNMP String	Public	The SNMP Community Name string set on the device.	App Gallery	App Configuration
Logo URL	Empty	Custom logo image that replaces the Xerox logo on the main screen. Can be 247 x 72 pixels and file size less than 10 KB.	App Gallery	App Configuration
Create Service Incidents	Users	Feature toggle that controls who may submit service incidents to Xerox.	App Gallery	App Configuration
Create Supply Incidents	Users	Feature toggle that controls who may submit supply incidents to Xerox.	App Gallery	App Configuration
Save Meters	Users	Feature toggle that controls who may submit meters to Xerox.	App Gallery	App Configuration
Show Contact Name	True	Feature toggle that controls the visibility of the Name field in the Contact Info form.	App Gallery	App Configuration
Send an acknowledgement email when a Service Request is submitted	Yes	Feature toggle that controls if the App should send an acknowledgement email whenever a service incident is created in XSM.	App Gallery	App Configuration
Send an acknowledgement email when a Supplies Request is submitted	Yes	Feature toggle that controls if the App should send an acknowledgement email whenever a supplies incident is created in XSM.	App Gallery	App Configuration
Customization String (requires approval)	Empty	Feature enablement key field that activates Xerox approved App customizations.	App Gallery	App Configuration
Navigation Override	Empty	Feature toggle that overrides what features are visible on the main screen.	App Gallery	App Configuration
Break-Fix Ticket Display Override	Empty	Feature toggle that designates which ticket number IDs appear in service ticket acknowledgement emails.	App Gallery	App Configuration
Supplies Ticket Display Override	Empty	Feature toggle that designates which ticket number IDs appear in supply ticket acknowledgement emails.	App Gallery	App Configuration

Setting	Default Value	Description	Touchpoint	Category
Failure Alert Receiver E-mail Address	Empty	Email recipient who is informed when help desk integration is enabled and the ticket number retrieval time exceeds 1 hour.	App Gallery	App Configuration
Contact Phone Optional	No	Feature toggle that controls if a phone number field value is required or optional.	Service Delivery	Light Touch Customization
Service Email Logo URL (247px x 100px)	Empty	Custom logo image that is added to the service ticket acknowledgement email.	MPS Contact	Light Touch Customization
Supplies Email Logo URL (247px x 100px)	Empty	Custom logo image that is added to the supplies ticket acknowledgement email.	MPS Contact	Light Touch Customization
App Email Sender Friendly Name	Empty	The friendly name of the email sender that will be used as the From and Reply-to email property values.	MPS Contact	Light Touch Customization
App Title	Empty	The App title displayed in the App and email sent.	SSG Contact	On-demand Customization
App Icon Label Title	Support Assistant	Text located underneath the App Icon that is displayed on the MFD and Web user interfaces.	SSG Contact	On-demand Customization
App Icon Image (256px x 192px)	Wrench icon	Icon image displayed on the MFD and Web user interfaces.	SSG Contact	On-demand Customization
App Tool Icon Image (64px x 48px)	Wrench icon	Icon image displayed on the MFD and Web user interfaces.	SSG Contact	On-demand Customization
App Color Theme	Blue	The color theme used by the App when rendering screen and email content. On-demand theme customizations can be considered.	SSG Contact	On-demand Customization