Xerox® FreeFlow® Digital Publisher

Frequently Asked Questions

Is there a minimum number of pages within a document when uploading a file to the dashboard?
Yes, each document must be a minimum of 2 pages.

Can multiple languages be used inside the same document or mobile App?
The extraction process will accept and display multiple languages. The mobile app "wrapper" - the navigation, buttons, etc. - will only display in one language.

The Issue Editor was working yesterday, but now it isn't available. Why?
The user may not have hit "Done" before closing the browser. In that case, the original session is still running. Xerox Support can assist in ending the original session so the user can get back in and start editing an issue again. In some cases there may be a failure in processing. In that case we'll address the problem and confirm with the user.

How do I replace a page?
From the main dashboard screen, upload into the Replacement Page category. Request a page replacement through the help desk. Xerox Support will confirm with a time quote.

How do I remove a document?
Contact Xerox Support with your request. We'll confirm once the document is removed.

I want to separate these articles. How do I do that?
First, click the Add New Article button. This will create a blank article template into which you can add text/images, etc. Learn more at http://en.documentation.gtxcel.com/display/DS/Article+Editor+Overview

My article layout doesn't look right. Can Xerox Support fix it?
It depends. Layouts are restricted on purpose. Having some familiarity with HTML is helpful here. Look at the source, confirm all the tags are correct and that each <div> is closed with a </div> properly. Some layouts are not achievable with the standard app offerings. If you have complex requirements, a custom app may be the way forward.

Why do iPhone and Android phones not rotate to a 2 page spread view in the APP when turning the device sideways?
ePublications are setup on Android Tablet and iPad devices to be able to rotate to a 2 page spread when turning the device sideways, but not smaller devices as it becomes less readable.

After uploading the first document for a Title, how long does it take before I can edit in the Dashboard?
It takes about 3 to 5 business days before having access to edit functions on the Dashboard.

How long does it take for edits of a "live" publication to become visible?
If an issue is "live", Article Text edits will be visible almost instantaneously, while Replica Page updates can take 24-48 hours to become visible.