

## Automatic Diagnostic Tools

This topic includes:

- "PhaserSMART Technical Support" on page 4-2
- "Front Panel i Button" on page 4-2
- "PrintingScout" on page 4-2

Xerox provides several automatic diagnostic tools to help you produce and maintain print quality.

### PhaserSMART Technical Support

PhaserSMART Technical Support is an automated, Internet-based support system. Use your default web browser to send diagnostic information from your printer to our web site for analysis. PhaserSMART Technical Support examines the information, diagnoses the problem, and proposes a solution. If the problem is not resolved with the solution, PhaserSMART Technical Support assists you in opening a Service Request with Xerox Customer Support.

To access PhaserSMART Technical Support:

1. Go to [www.phaserSMART.com](http://www.phaserSMART.com).
2. Enter your printer's IP address in the browser address window.

If you have other questions or problems, click the appropriate PhaserSMART Technical Support topic to continue.

### Front Panel i Button

Your printer's front panel provides you with information and troubleshooting help. When an error or warning condition occurs, the front panel displays a message informing you of the problem. In many cases, the front panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam.

To view information about how to fix the problem, press the front panel's **information** button, which is labeled with an "i". You can press the **i** button at any time to get additional information about the message or menu displayed on the front panel.

### PrintingScout

PrintingScout is a tool that is installed with your Windows printer driver. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, PrintingScout automatically displays a message on your computer screen to let you know that the printer needs attention. The message also explains how to fix the problem.

#### Note

PrintingScout is available from the Windows printer driver for printer connected to the network via TCP/IP.