

Managing Your Printer

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When your printer is connected to your computer over a network, there are a number of resources available to help you manage your printer.

Note

The information in this section applies only to network printers.

Printer's IP Address

You need your printer's IP address to change printer settings through CentreWare IS. Follow these steps to identify your printer's IP address:

1. At the printer's front panel, select **Information**, then press the **OK** button.
2. Select **Printer Identification**, then press the **OK** button.

CentreWare Internet Services (IS)

CentreWare IS is a tool that you can use on your computer to manage tasks on networked printers and multifunction products. CentreWare IS uses TCP/IP and a web browser to communicate directly with an embedded web server in the printer or system. With CentreWare IS you can:

- Configure and manage multi-vendor printers and multifunction products.
- Access remote diagnostics and troubleshooting information for problems.
- Monitor printer and system status.
- Monitor supply status.
- Link to software updates and Technical Support.

Launching CentreWare IS

To launch CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. For detailed information about CentreWare IS software, click **HELP** on the upper right of the CentreWare IS screen.

For more information about "CentreWare IS" go to [Reference/Connections & Networks/Printer Management Software](#) on the *User Documentation CD-ROM*.

PhaserSMART

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.

Launching PhaserSMART from CentreWare IS

To access PhaserSMART Technical Support through CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Support**.
4. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART technical support.

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.