

## Automatic Diagnostic Tools

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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

The front panel information button, **i** button, on your printer provides a wealth of information about your printer and how it works. You can press the **i** button at any time to get additional information about the messages displayed on the front panel.

### PrintingScout

PrintingScout, installed with your printer driver and available only with Windows, automatically checks the printer status and sends instant notification to your computer if the printer needs attention.

Whenever the printer is unable to print your document, the printer automatically sends an on-screen message that provides helpful text and illustrations showing how to fix the printer.