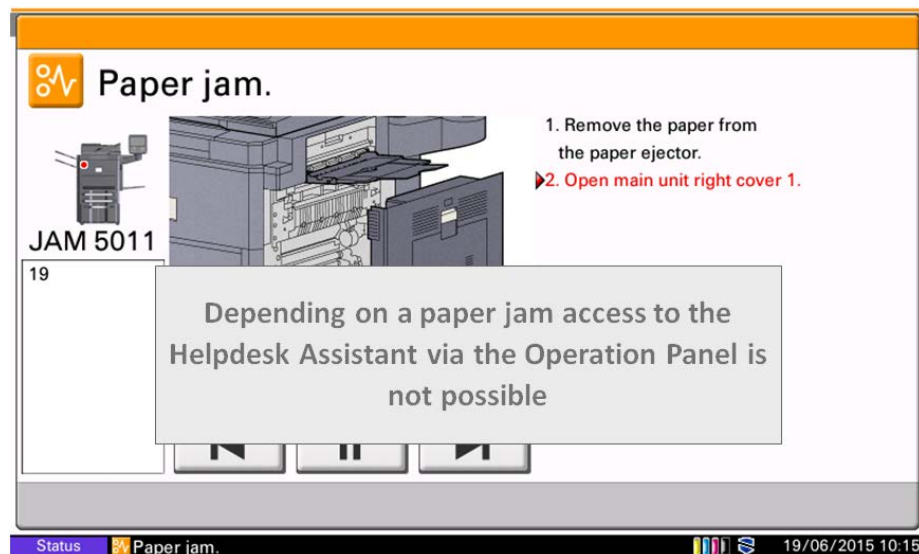


How to get access to the Helpdesk Assistant with displayed error e.g. paper jam

Short Introduction

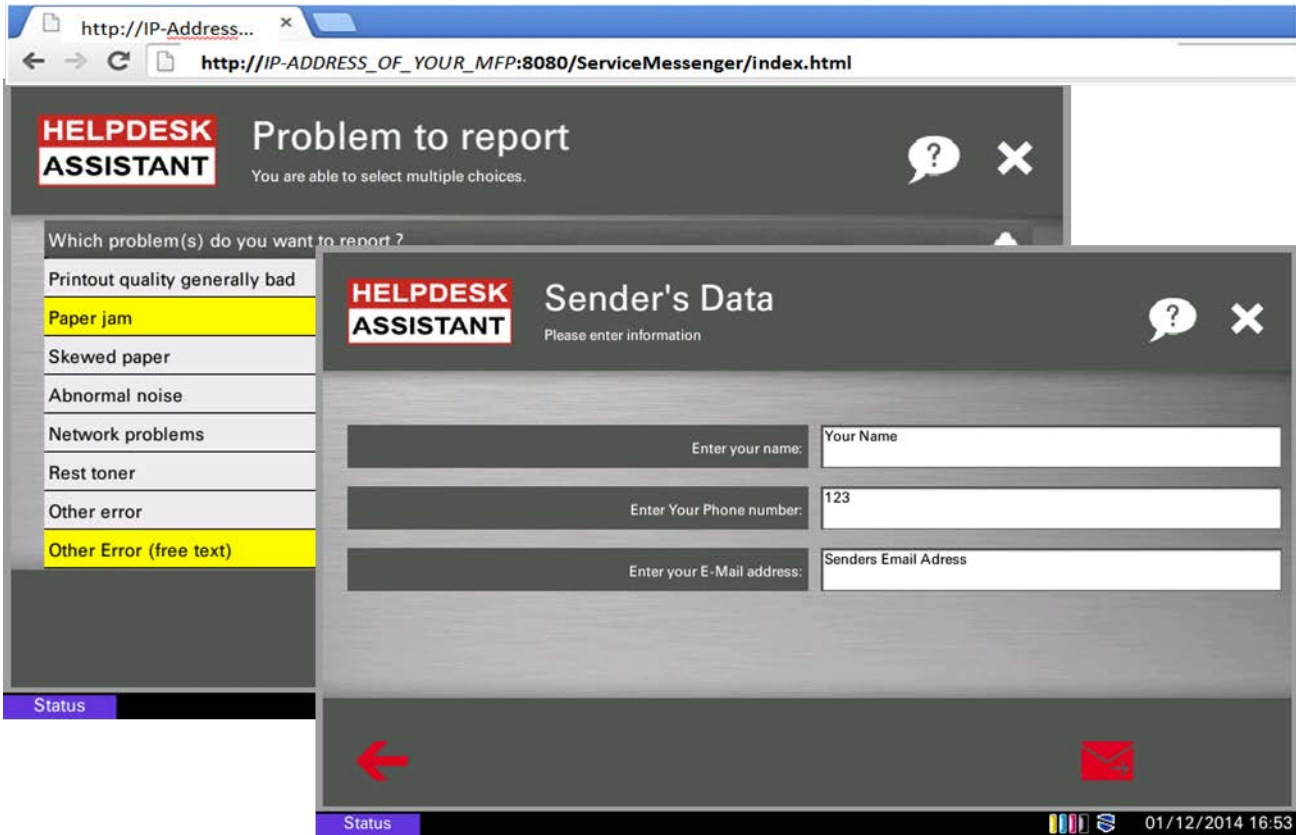
The access to the Helpdesk Assistant at the device can be blocked because of an error like “paper jam”. Since the paper jam has priority it’s impossible to view the Helpdesk screen to report this error to the Helpdesk. To overcome this phenomenon you can use a backdoor via an Internet-Browser.



Workaround

The access to the Helpdesk Assistant is possible via an Internet-Browser. By entering the following address you are able to operate this HyPAS application with the same User Interface as you have seen on the Operation Panel.

http://IP-ADDRESS_OF_YOUR_MFP:8080/ServiceMessenger/index.html



Other Information

Browser versions listed below or later are supported.

Internet Explorer 8; Mozilla Firefox 14; Safari 5; Google Chrome 21