

Castelle Sending/Receiving Troubleshooting Flowchart

Purpose:

This flowchart was designed to aid in your preliminary troubleshooting process, and will provide you with detailed information about the issue you are experiencing so that you can descriptively explain your problem to Allscripts in order to ensure a prompt and knowledgeable response.

Disclaimer:

If, at any time during your troubleshooting process, you feel uncomfortable performing the instructions provided within this document, or any Knowledge Base Article referenced, please log a call with Allscripts Technical Support.

