Lexmark - printer installation

Article ID: KB0016989
Created: 2023-05-10 16:47:58
Updated: 2023-05-10 16:48:44
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b', 'value': '234709da6fb2464070404a950d3ee44b'}
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Lexmark - printer installation

Purpose: Follow this procedure when a caller wants to install a Lexmark Printer

Required Information

· Contact Name

· Contact Number

· Clinic / Facility Number

· Detailed Description of the issue

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document the required information and troubleshooting details in the Incident

3. All Lexmark Printer installations must be completed by Lexmark. Do not help a caller perform a self-installation of a Lexmark printer. Please document this information in a Work Note:

· Location (Clinic ID if this is for a clinic):

· Printer Model:

· Printer Serial Number:

· They must have a power outlet within 5 feet of where the printer is installed.

· They must have an active, working network port within 10 feet of where the printer is installed.

· They must have a 15' Cat 5 ethernet cable for the Lexmark Tech to use to connect the printer to the network port.

4. Follow the escalation process.

Classification Requirements

· Category

· Hardware

· Subcategory

· Printer

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

· Resolution Code

· Choose the appropriate option

· Resolution Category

· Hardware

· Resolution Subcategory

· Printer

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

· DTI-EUX-Unified Services Lexmark Printer Management – L3

Published By: DTI-EUX-Unified Services Lexmark Printer Management – L3