

# NxStage - Nx2Me (Next to Me) iPad - Technical Issues

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**Category:** {'link':

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Purpose: Follow this procedure when a user reports issue with NxStage Nx2Me (Next to Me) iPad.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberEmployee NameEmployee Contact NumberiPad  
Serial Number if neededDetailed Description of the issue.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the Incident .
4. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

NxStage

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-NxStage

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