

# MC40 Handheld device issues

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Purpose:

Follow this procedure when user reports any issues with MC40 handheld device such as device not working, not turning on, not connecting to internet, not scanning, etc.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

Note: Here, MC40 is a handheld device, used for medication ordering. It tracks medical equipment and medicine supplies at clinics/hospital to ensure they are available wherever required.

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.

Inform user that-

Support for MC40 handhelds are handled outside of the Service Desk by vendor Bar Code Direct and

Bar Code Direct can be contacted at 866-576-8324.

5.

Follow the resolution process.

Incident Classification Requirements

Category

Hardware

Subcategory

Clinic (Specific)

Service

Not found

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Hardware

Resolution Subcategory

Clinic (Specific)

Resolution Service

Should generally be identical to Service

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