

Printer Data Jack Issues

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Printer Data Jack Issues

Purpose: Follow this procedure when a caller wants to troubleshoot or add a network connection for a printer.

Required Information:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Printer Model
- Printer Serial 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. Please collect the following information in the work notes:

- Location (Clinic ID if this is for a clinic):
- Printer Model:
- Printer Serial Number:

4. Follow the escalation process.

Classification Requirements

- Category
- Hardware
- Subcategory
- Network Data Jack or Cabling

Resolution Process

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

Resolution Categorization

- Resolution Code
- Hardware
- Resolution Category
- Network Data Jack or Cabling

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-FSS Ticket Allocation – L1

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