

Lexmark - printer not working will not print paper jam fax or scan issues

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Lexmark - printer not working, will not print, paper jam, fax or scan issues

Purpose: Follow this procedure when a user reports any type of issue on a Lexmark printer causing down time or malfunctions such as paper jams, fax issues, printing issues, scanning issues, etc.

Required Information to be documented in the appropriate field for each incident:

- 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 required information and troubleshooting details in the Incident
3. Please document the following Device specific details in the Description:
 - Printer Make/Model:
 - Printer Serial Number: (located near or inside toner cartridge door):
 - Printer IP address:
 - Is this the only Lexmark on Site? Y/N
 - Days/hours of operation:
 - Preferred day/time to contact:
 - Alternate contact:
4. Please include the diagnostic details to the work notes for Lexmark Service Call requests.
 - Has this device ever worked: Y/N
 - When did it stop working?
 - What changed since it last worked?
 - Description of the issue including error codes:

5. Follow the escalation process.

Classification Requirements

- Category
- Hardware
- Subcategory
- Printer
- Service
- Printer-Lexmark Firmware & Configuration

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 Service Calls – L3

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