

# T-Machine Support Guide

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Purpose:

Follow this procedure when a user reports issues with Chairside machine or T-Machine.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen shot of the Error

#

Task Description

FSS

Technical

1

Blood Pressures not crossing over

B

2

Cooling Fan Failed

B

3

Create USB from a known working machine

A

B

4

Data not crossing/COMM settings

B

5

Display Screen Issues

B

6

Ethernet Issues/Data Jack

B

7

Imaging and installing new machines

B

8

Incorrect Time when receiving data

A

B

9

Keyboard Issues

B

10

Plugging in Ethernet cables

A

B

11

Power/Electrical Issues

B

12

Replace CDX Board

B

13

Replace RJ45/Ethernet housing

B

14

Touch Screen Issues

B

15

Upgrade OS

A

B

16

Upgrade/Reimage with USB

A

B

17

Wireless issues

B

A

B = Primary Responsibility

A = If FSS is on-site, can assist or provide remote support/guidance/direction if needed

A = If Bio-med is on-site, can assist

Technical Services Department/Biomed Support – 800-662-1237 ext. 2979

Dialysis Machine Install and Parts – 800-227-2572

Technical refers to the Technical Services department which includes Biomedical Technicians, Area Technical Operation Managers (ATOM) and Regional Technical Operation Managers (RTOM).

The Biomed is responsible for any issue in the Technical column showing “B”. If the Biomed Technician is unable to resolve the issue, they will need to reach out to their ATOM for further assistance. If the ATOM is unable to resolve the issue, they will contact the RTOM.

FSS can assist with anything in the FSS Column showing “B” (Wireless and Ethernet/Data Jack Issues). For issues showing an “A” in the FSS column, the Biomed is primarily responsible but FSS can provide guidance if the Biomed needs assistance. Blood Pressures/Data not crossing issues must be addressed by the Biomed, ATOM, RTOM or Technical Services Department.

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.

For Chairside installation (setup), follow the escalation process.

5.

For issues related to chairside machine or T-machine, follow steps mentioned above. In case, Biomed unable to assist, follow the escalation process.

6.

Follow the escalation or resolution process.

Incident Classification Requirements

Category

Hardware

Subcategory

Clinic (Specific)

Service

Chairside

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

Escalation Process

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

Escalation Group

DTI-EUX-FSS Ticket Allocation - L1

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