Lexmark - Toner issues

Purpose:

Follow this procedure when a user reports any issues with Lexmark printer toner

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

Please document the following Device specific details in the Description field-

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:

5.

Follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

Printer

Service

Printer-Lexmark Firmware & Configuration

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

Printer

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-Unified Services Lexmark Toner - L3

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