

Zebra Label Printer Issues

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Zebra Label Printer Issues

Purpose: Follow this procedure when a caller reports any type of issue with Zebra Label Printer.

Required Information:

Contact NameContact NumberClinic / Facility Number

Zebra Label Printer ModelZebra Label Printer Serial NumberZebra Label Printer IP Address

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 attach any referenced knowledge articles to the incident.
4. Please enter the Required Information to be documented in the Description Field of each Incident:

Best method to contact: Phone\email\teams chatModel:Serial Number:IP Address:

5. Please follow the escalation process.

Classification Requirements

Category

Hardware

Subcategory

Printer

Resolution Process

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

Resolution Categorization

Resolution Code

Choose the appropriate option

Resolution Category

Hardware

Service

Printer

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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