

Printer Disposal

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Printer disposal

Purpose: Follow this procedure when a caller wants to dispose of a printer.

Required Information:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Detailed Description of the issue

Troubleshooting Process:

1. Confirm with caller that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident
3. Please have the caller place their printer disposal request in R2P:

Login to R2P and then click on:

- IT Equipment / ERS
- LEXMARK PRINTERS and IT Asset Disposal

4. If the caller is unable to place the order in R2P please collect the following information:

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

5. Follow the escalation process.

Classification Requirements

- Category
- Inquiry / Help
- 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
- Inquiry / Help
- Resolution Category
- 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-Unified Services Lexmark Printer Management – L3

Published By: DTI-EUX-Unified Services Lexmark Printer Management – L3