Printer Installation for Zebra & Dell

Title

Printer Installation for Zebra & Dell

Purpose:

Follow this procedure when a user reports that …

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Open Printer installation tool and enter IP Address of remote PC.

2.

Select Printer Type.

3.

Select option if user want to specify a custom printer name or not.

4.

Select model of printer and enter printer IP Address.

5.

Enter password to proceed to install and completed

6.

Printer installation completed now.

Incident Classification Requirements

Category

Hardware

Subcategory

Printer

Service

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

Escalation Process

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

Escalation Group

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