

CS - CHAIRSIDE® Printing Issues

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CHAIRSIDE® – Printing Issues

Purpose: This is a basic troubleshooting guide for when a user reports an issue with printing from Chairside, such as Treatment Sheets, End of shift reports.

Required Information to be documented in each ticket:

Contact Name/NumberClinic/Facility NumberPatient Name/Patient MRNDate of ServiceShift NumberIP Address of Printer (if relevant)Screen shot of the Error (if any)Scanned copy of printout (if possible)

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. Ask if the user is having issues with printing from any other applications:

If they are, then direct the appropriate Hardware Support Team, it could be a printer issue unrelated to Chairside.If user can print from other applications without issues, proceed with script.

5. Ask if this is a new clinic, relocated clinic or if the printer itself has been moved around. This is important, as Chairside printing is tied to the IP Address of the printer.

If this is the case, gather IP Address of the printer and direct the Incident to the Following Group

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If user states that this is not the case, notate what exactly the user is having issues printing, e.g. Treatment Sheets or end of shift Follow up Reports, printout being garbled, etc. gather sample patients, dates and shift information and direct the Incident to the Following Group

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Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

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

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