

Printer Diagnostic Procedures

If you had a customer that called regarding a printer problem, what is the procedure for support?

Make a Case with..

1. Name of Customer and contact at location (and their status at location)
2. "Explain the process, and start by asking a few preliminary questions"!
3. Is it the only printer at your location with problems?
4. **Future (Printers and or D-Link serialization Pop up Screen)**
5. Is this the only device at your location (as far as you know) with problems?
6. What is the Brand and Model of the Printer?
7. What is the Printers ID? (This question is extremely important!)
NOTE: The answer to the above question could answer several of the following questions!
8. Is this printer using a D-Link? If so, does the D-Link have a green link light on?
9. Is the printer attached to a port on a Digiboard Concentrator?
10. Is the printer attached to the Parallel and or Serial port of a Spotline or TCS?
11. Do you have power to the printer?
12. Is the printer still "on line"?
13. Do you have paper in the printer and or is an alarm light on?
14. Has anyone recently (like just before that printer stopped working), made any sysut changes?
NOTE: You may want to "Stop and Start" the spooler, depending on the location size!
15. Can you print out the configuration of the printer and fax it to me or read some of the printout?
16. Have you tested another printer on that device and or port?
17. Based on our discussion, you are using this as a serial connected printer. Have you changed the serial card out to determine if it is bad or not?
18. I think you may have a bad printer if you have completed the following diagnostics!