OHIO AUDITOR OF STATE
KEITH FABER

UAN
UNIFORM
ACCOUNTING
NETWORK

UAN User Notes
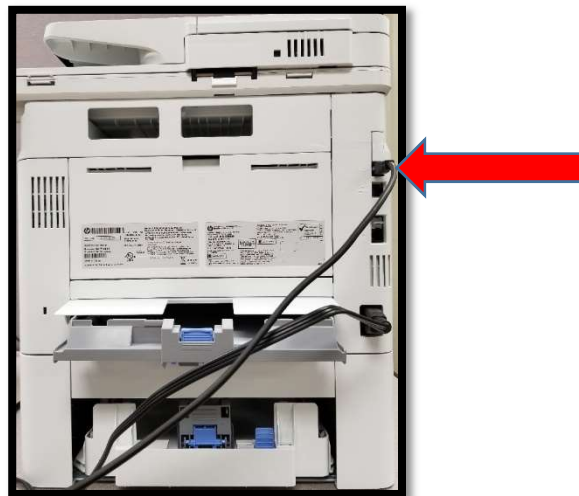**October 9, 2019**

UAN SUPPORT

UAN Support will be open on the Columbus Day holiday, Monday, October 14, 2019. Our hours of operation will be 7:30 AM to 5:15 PM.

HP PRINTER

As the HP printer refresher rollout proceeds though this month, UAN Support has received some general questions about the HP printer.

Question #1: When setting up the HP printer with the USB cable the computer does not recognize the printer connection. How do I resolve the matter?

Answer #1: The USB cable needs to be plugged into the **top** port on the right side of the multifunctional and single function printers.

Question #2: The HP printer has paper in the drawer, but there is a message that the tray is empty. How do I resolve the matter?

Answer #2: Turn the printer off, wait at least 5 seconds, and then turn the printer back on.