



# Dave Yost • Auditor of State

**TO:** UAN Clients  
**FROM:** UAN Support  
**DATE:** August 2, 2013  
**SUBJECT:** Hardware Transfer 2013 Mailing

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This mailing was sent to the shipping address we have on file for your entity. This is the same address which has been forward to Dell.

The contents of this mailing are as follows:

- Manual titled: Hardware Transfer Instructions 2013
- Disc titled: UAN Hardware Transfer Application
- Disc titled: Entity Data Backup for the UAN Hardware Transfer
- Disc titled: Blank Image Disc 1
- Disc titled: Blank Image Disc 2

If any of the above materials are missing, please contact UAN Support prior to beginning the transfer process.

Your new hardware has been ordered. UAN Support has sent communications via e-mail on approximate delivery dates. The hardware will be shipped through Federal Express (FedEx). If you selected a desktop, you will initially receive two (2) boxes. The monitor and CPU will be shipped in two separate boxes that should arrive in the same timeframe. The third box containing a speaker bar will arrive later. If you selected a laptop, you will receive one box. All UAN printers were replaced in 2012 and you will not receive another printer this year.

Those who requested a technician to setup the new hardware and transfer their UAN data will be contacted by Brown Enterprise Solutions.

**IMPORTANT:** The UAN hardware transfer process does not transfer any software programs or data files not part of the UAN package. Software such as **EFT SOFTWARE PROVIDED BY YOUR BANK, HYPER-TERMINAL EFT SETUP, UTILITY BILLING SOFTWARE, NON-INTERNET EMAIL, ETC. MAY NOT BE INCLUDED.** If you have installed hardware or software files onto your system that are not part of the UAN package or are not located in the My Documents folder, you are responsible for backing up those items before beginning the transfer process and reinstalling them after the transfer is complete.

The new Dell hardware does not have a built-in modem. An external USB modem will be provided by UAN to entities who utilize dial-up services to access the internet. UAN has identified clients who are currently using the dial-up service provided by UAN. An external

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modem and instructions will be mailed to you shortly. If you do not have high speed internet access and can only access the internet through a dial-up service other than the service that UAN provides, please call UAN Support at 1-800-833-8261 to receive a modem.

**Important:** Please complete this transfer process in a timely manner. Future software updates, including the year-end update required to close 2013, cannot be installed on the old hardware.