



Dave Yost • Auditor of State

TO: UAN CLIENTS

FROM: UAN SUPPORT

DATE: FEBRUARY 29, 2012

SUBJECT: UAN PRINTER REFRESH

Previous communications have been sent informing you that UAN has begun the process of refreshing the Dell 1720 printers with either a Dell 2350dn single function printer or a Dell 2335dn Multifunction printer. Entities were given a period of time to select the printer that would best met the needs of your entity.

The purpose of this letter is to:

- Provide a Dell point of contact to address printers that are damaged in shipment.
- Discuss the warranty on your current hardware.
- Provide a CD that contains the software necessary to operate your new printer.
- Provide instructions on using the enclosed CD.

The release of this letter was timed that it should arrive arrive 1 or 2 days prior to the arrival of your new printer. However it is not possible to fully control this process and we apologize in advance for mistimed deliveries.

Dell Point of Contact

As with any large shipment of electronic computer equipment, unfortunately, it is anticipated that a small percentage of the printers will be damaged in shipment. On occasion a printer could be damaged in shipment that doesn't show outward signs of damage but the internal damage prevents the printer from functioning correctly directly from the box. For these cases Dell has provided a direct point of contact to quickly replace a damaged printer with a new identical replacement. If your printer either was physically damaged in shipment or does not power up please contact the Dell government sales representative Sam Wadhvani either via e-mail (preferred) at Sam_Wadhvani@Dell.com or by phone at (614) 285-5675.

Sam will be the point of contact for only these issues related to shipping. If you encounter printer issues after you have successfully begun to use your new Dell printer, please contact Dell Support at (866) 516-3115. Please have your Dell printer service tag ready and inform the

service representative that you have an issue with an Auditor of State UAN printer. Please contact UAN Support if you have questions regarding this

Warranty

Your current Dell 1720 printer is still completely covered by the next day exchange warranty. This warranty will continue to be in place until April 30, 2012 at the minimum. For entities that encounter unforeseen issues, UAN will maintain the warranty on your current printer for an extended period of time. This will be addressed on a case by case basis.

Since the Auditor of State will be donating your existing printer to your entity you may be interested in keeping the printer under warranty. UAN has requested Dell to develop a quote for you. UAN will provide additional information on this in a later communication

Installation Instructions

NOTE: Your Dell printer is supplied with a starter toner cartridge. This cartridge will last for approximately 2,000 pages. Please take this into consideration as you plan for your supplies

The purpose of the enclosed CD is to install the Dell printer drivers and the necessary software for your new printer. UAN uses a specially designed driver for each printer that includes customized form printing and custom tray settings. We have also modified the installation to remove certain programs that conflict with our printing methods. Because of this, **it is important that you use this installation CD and not the standard print driver.** Following are the instructions to install your new Dell Printer.

These install instructions are designed for use on the UAN Dell Optiplex 740 running Windows XP. Both printers are network compatible. If you choose to use this functionality and print from multiple computers to this printer and they are operating with either Windows Vista or Windows 7, the install may vary slightly. Please call UAN at (800) 833-8261 if you run into any issues with another operating system.

IMPORTANT: Please **DO NOT** have the Dell Printer plugged into the PC via USB until the install is complete.

Instructions

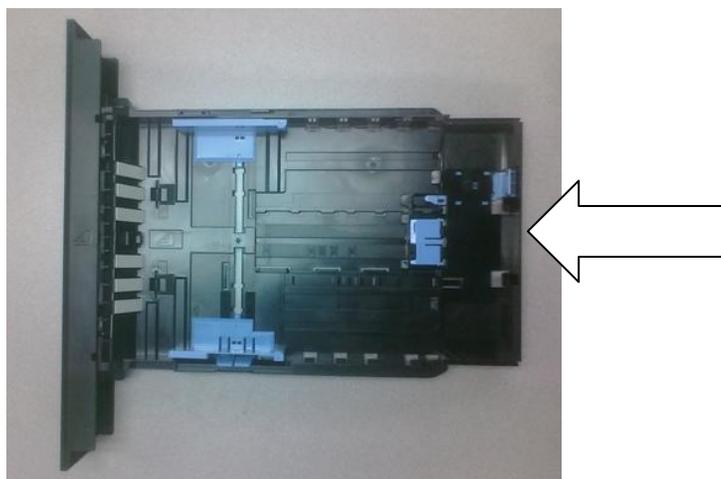
1. Insert the UAN Dell Printer Install CD into your CD-ROM drive. It will automatically run the install. The following message box will appear:



2. Click 'Yes' to continue.
3. A Message Box will appear with two printer options. Make the proper selection based on the printer that was mailed to you and click 'OK'. It is important that you make the correct selection as each printer uses as different driver. If for some reason you make the wrong selection, let the install complete. Microsoft Windows can handle multiple printers installed on one PC. Reinsert the CD and make the correct selection.
4. Please proceed to the section of this document associated with your selected printer.

2350dn

1. An InstallShield message box will appear, followed by the message "Install of Dell Single Function Printer Software is complete." The total Install time should be less than a minute.
2. Install the second printer tray. Make sure both trays are facing forward and the two white connectors are lined up correctly. This is very similar to the previous Dell 1720dn installation.
3. Extend the middle tray to fit legal sized paper. The arrow on the picture below points to the tray setting. To extend the tray, squeeze the tab and pull the tray back until it snaps into legal position. The legal position is the furthest back the tray will extend.



4. Turn on power to your printer by plugging it in and flipping the switch to on.
5. Plug the printer into a USB port on your PC. At this point, the PC should recognize that you have a Dell 2350dn Printer and it should install the driver.
6. Set the Dell 2350dn as the default printer. Click on the Windows Start button, then select 'Printers and Faxes'. The Dell 2350dn Printer should be present as well as two Amyuni Printers. Right click on the Dell 2350dn icon and left click on 'Set as Default Printer'.
 - The Amyuni Print drivers are essential to printing so please do not delete them. You may have other printers present as well as the old Dell 1720dn printer. If your 1720dn has been replaced by a 2350dn already, the correct driver to set as default will be 'Dell 2350dn Laser Printer XL – Copy 1'. It is okay to leave previous printer drivers installed as they will not conflict with your new install.
7. Set the tray settings. Click on Start → All Programs → Dell Printers → 2350-ohio-auditors → Reset Dell Printer.
 - This will apply the UAN custom tray settings. If for some reason the printer loses the custom settings, you may go back to this icon and re-apply these settings at any time.
 - If you do not use USB to print, contact UAN and we can email you the document to apply the tray settings manually.

2335dn

1. A Windows Installer message box will appear, displaying multiple taskbars. There will also be one or more "Copying Files" messages.
2. A Symantec Client Firewall Message may appear at this point. Make sure the 'Always Allow' option is selected and click 'OK'. Below is the message.

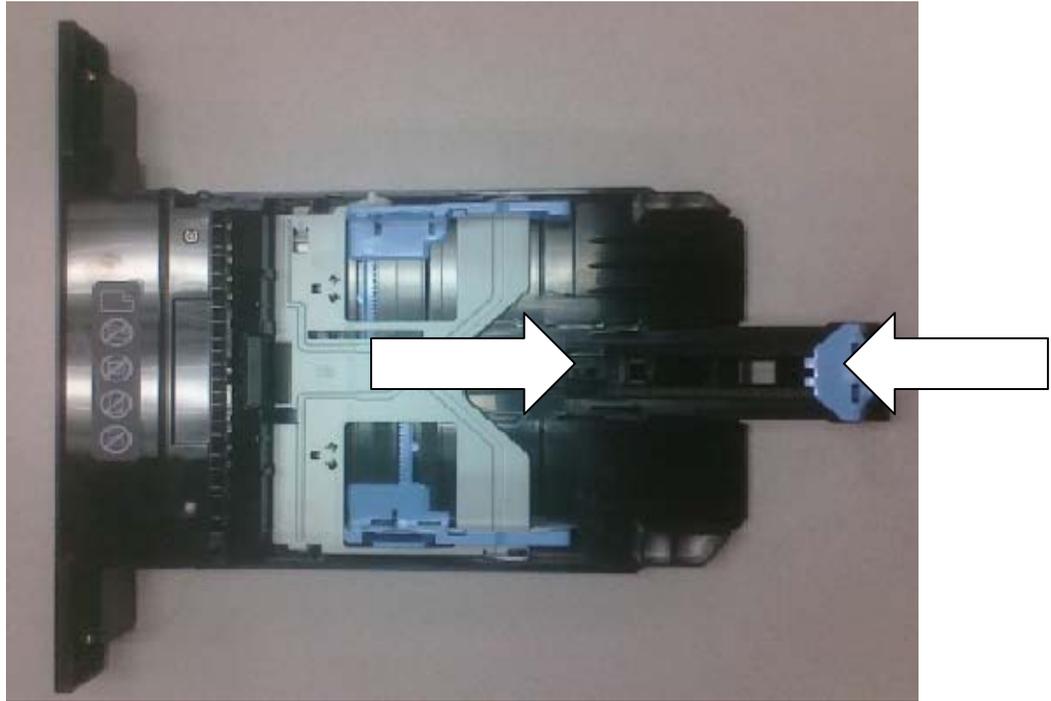


3. The install will then continue without a message box. This is due to multiple programs being installed at once. For about 5 minutes, you will get an hourglass icon but nothing else. Other programs messages will appear for a few seconds at a time.
4. Once the installation has completed, a message box will appear. You are now able to plug your printer into the USB port on your PC.
5. Turn on power to your printer by plugging it in and flipping the switch to on.

6. Plug the printer into a USB port on your PC. At this point, the PC should recognize that you have a Dell 2335dn Printer and it should install the driver.
7. Set the Dell 2335dn as the default printer. Click on the Windows Start button, then select 'Printers and Faxes'. The Dell 2335dn Printer should be present as well as two Amyuni Printers. Right click on the Dell 2335dn icon and left click on 'Set as Default Printer'.
8. The Amyuni Print drivers are essential to printing so please do not delete them. You may have other printers present as well as the old Dell 1720dn printer.
9. Install the second printer tray. Make sure both trays are facing forward and the two white connectors are lined up correctly. This is very similar to the previous Dell 1720dn installation.
10. Connect the cable from the second print tray to the socket on the back of the printer.



11. Extend the middle tray to fit legal sized paper. The right arrow on the picture below points to the tray setting and the left arrow points to the push button that releases the tray to be extended. To extend the tray, hold down the button labeled 'push', and at the same time, squeeze the tab and pull the tray back until it snaps into legal position. The legal position is the furthest back the tray will extend.



12. Set the tray settings. Click on Start → All Programs → Dell Printers → 2335-ohio-auditors → Reset Dell Printer.

- This will apply the UAN custom tray settings. If for some reason the printer loses the custom settings, you may go back to this icon and re-apply these settings at any time.
- If you do not use USB to print, contact UAN and we can email you the document to apply the tray settings manually.

NOTE: UAN will be releasing detailed step by step instructions on the scanner and fax functionality that will aid those that have not used this functionality before. UAN anticipates that these instructions will be available later in-March.