



## Auditor of State Betty Montgomery

**TO:** UAN CLIENTS  
**FROM:** UAN STAFF  
**DATE:** NOVEMBER 9, 2006  
**SUBJECT:** DELL HARDWARE SERVICE PROCEDURES

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### Dell Hardware Service

For support on your Dell System, call 1-866-876-3355. Please have your service tag number ready when you call for service. Your service tag number identifies you as an UAN client, and it will ensure that you get the proper level of support. The service tag number for the CPU, monitor, keyboard and mouse is affixed on the top of the CPU. The service tag number for the printer is affixed on the back of the printer.

### Dell Printer Supplies

Dell printer supplies can only be ordered through Dell. Purchase orders and credit card payments are accepted. To better facilitate the procuring of printer supplies, please click on the icon named 'Dell Printer Supplies' located in the UAN folder. This will connect you to a special web page from Dell with the appropriate toner cartridge choices. However, this option requires the computer to be connected to the Internet. If you cannot connect to the Internet, you may call our Dell representatives **Rob Foster** (Primary Contact) at **1-800-981-3355 ext. 724-6421** or **Tim Mullins** (Secondary Contact) at **1-800-981-3355 ext. 795-8179**. They will assist you in obtaining the correct toner cartridge and/or printer drum for your printer.

**Please Note:** You may still also call the normal toll free number **1-877-465-2968** as indicated on the Dell Printer.

If you have any questions, please contact the UAN Support Line at [uan\\_support@auditor.state.oh](mailto:uan_support@auditor.state.oh) or 1-800-833-8261.

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