

OLD UAN PRINTER:

DELL MODEL: 2350dn  
Service Tag: DP97FGN1  
S/N: JHDFS-49730-180-069Y



## Dave Yost • Auditor of State

**TO: UAN CLIENTS**

**FROM: UAN SUPPORT**

**DATE: MARCH 4, 2016**

**SUBJECT: UAN PRINTER REFRESH INSTALL INSTRUCTIONS**

UAN has completed the process of ordering new Printers for the 2016 Refresh. In December 2015, you were asked to select between a Single and a Multi-Function Printer. If you chose the Single Function Option, you will receive a Dell B2360dn Printer. If you chose the Multi-Function Option, you will receive a Dell B2375dnf Printer. If you did not respond to the survey, you will receive a Dell B2360dn Printer.

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 information on the compatibility of your current and new printer.
- Provide instructions on setting up and installing your printer.

### **Dell Point of Contact**

As with any large shipment of electronic computer equipment, 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 Project Manager Joe Miller either via e-mail at [Joe\\_K\\_Miller@Dell.com](mailto:Joe_K_Miller@Dell.com) or by phone at (512) 513-9298. Please identify yourself as a UAN Client.

Joe Miller 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 a State of Ohio printer. Please contact UAN Support if you have questions regarding this.

## **Warranty**

All current UAN Dell Printer Warranties will expire shortly. For entities that encounter a printer hardware issue before receiving shipment, UAN will maintain the warranty. Please contact UAN Tech Support at (800) 833-8261 if you have a printer hardware issue during this period. If you experience a hardware issue with your current printer after the new shipment, we will ask you to begin using the new printer.

## **Donation of old Printer**

The Auditor of State has decided to donate the old UAN printer to your entity. Your government is authorized to accept donation of the older printer once the installation of the new printer has taken place. The printer is donated 'as is' with no implied warranty. Remove the labels associated with the Auditor of State from the printer once the new printer installation has been completed.

If your entity decides to sell your old printer, Sections 505.10 and 721.15 of the Ohio Revised Code (ORC) identify the processes to be followed for townships and villages respectively. There are no sections of the ORC that applies to libraries or special districts. However, all entities are subject to Ohio ethics laws, and we advise you to consult with your statutory legal counsel should you have any questions regarding the disposal sale of your old printer.

## **Compatibility Information**

The majority of UAN clients are currently using the Single Function Dell 2350DN, or the Multi-Function Dell 2335DN. The toner and drums will not be compatible with the new models. As stated above, you may continue to use the current Dell Printer if you have a stock of toner available.

If you were a new UAN client in 2015, or had a warranty replacement, you may already have a B2360DN or B2375dnf Printer. You will still receive a new Printer. In this case, your toner and drum stock will be compatible. Please read the special note in the install instructions about replacing with the same model.

**SPECIAL NOTE: Replacing Cables:** The new printers will use the same power and USB cables as the current printers. If you are doing a simple printer replacement, UAN recommends that you still replace the old power and USB cable with new ones. The Printer will come with a power cord in the box. Power cables that have been plugged in for years especially should be replaced. USB Cables must be purchased separately.

**SPECIAL NOTE: Networked Printers:** If you are replacing a networked Printer, please allow for some printing downtime. Network issues can occur and your printing abilities may be down for a period of time. More than likely the IP Address will change with the new Printer. You do not need to reinstall the printer drivers, but you will need to change the IP Address in the Printers area. If you need assistance with this, call UAN Technical Support at (800)833-8261.

**SPECIAL 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

## Installation Instructions

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The following instructions will instruct you on how to install the new Dell Printer. The driver installation will be completed using the Dell Installation DVD included with the printer. These install instructions are designed for use on the UAN issued Dell Computers running Windows 7. 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 8 or Windows 10, the install may vary slightly. Please call UAN at (800) 833-8261 if you run into any issues with another operating system.

**SPECIAL NOTE: Concerning Users replacing Printers with the same Model:** If you are replacing the printer on the same computer, you will not have to run through another install. The current printer drivers should detect the same model and automatically run through the install. If the new printer does not print in this scenario, please contact UAN Tech Support at (800)833-8261.

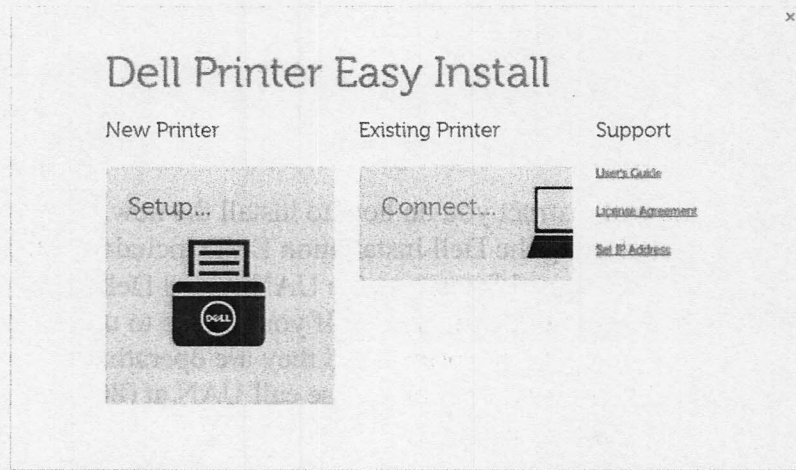
**IMPORTANT:** Please **DO NOT** have the Dell Printer plugged into the PC via USB until instructed to by the install process.

### Installation Instructions for Dell B2375dnf (Multi-Function)

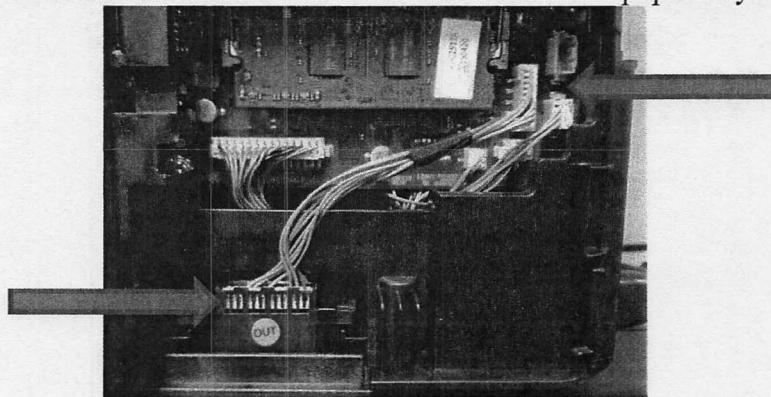
1. Insert the disc labeled “Drivers and Documentation” into your DVD/CD-ROM drive. It will automatically run the install. The following message box will appear:



2. Click on ‘Run Setup.exe’ then, click ‘Yes’ on the message asking you if you want to make changes to your computer. The following Menu will appear:







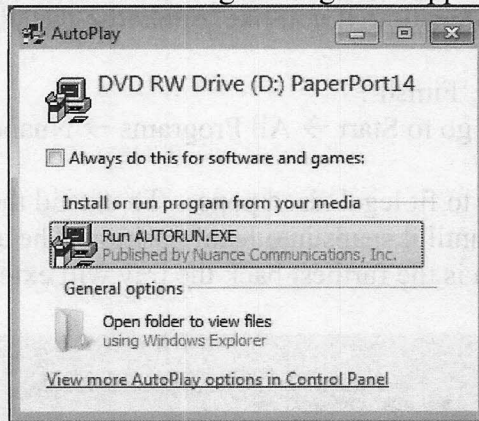
3. Remove your printer and second paper tray from their boxes and place in your desired workspace. (Leave some room to swivel your printer around as you will need to connect cables in the back of the printer.) If you need assistance in setting up the equipment, click on the User's Guide located under 'Support' on the Dell Printer Easy Install Menu. The unpacking instructions begin on page 19.
4. Install the second paper tray. The tray should face forward, and be flush with all sides of the Printer. There will be a tray connector inside a small plastic bag attached to the top of the tray. Remove the connector from the bag and first connect it to the second paper tray, then connect it to the base of the printer. The yellow wire should be at the top of the connection on the printer base (see the picture below), and the "out" label should face out when connecting to the second paper tray. You may want to review the "Optional Tray 2 Installation Guide" included with the second paper tray.



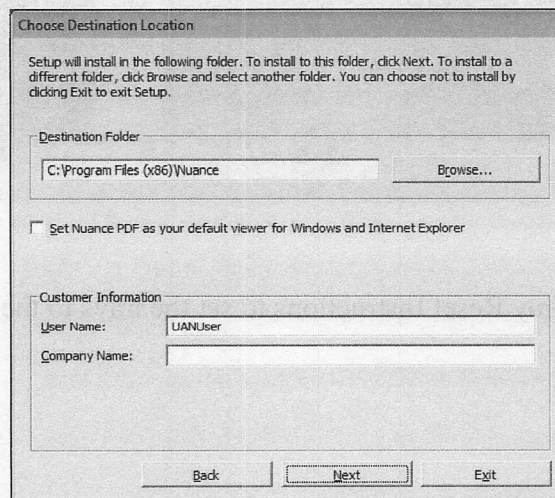
5. Click on the 'Setup' option. You may choose either Ethernet or USB as your connection. These instructions will follow the USB path. You may choose the Ethernet path, but some additional assistance from your IT Professional may be required. You should now power up the printer, and run the USB cable from the printer into a USB port on the computer.
6. Once the printer is powered on, the initial setup will need to be performed on the printer's LCD screen.



1. On the Select Language Screen, choose 'English' then click 
2. On the select Country Screen, choose 'USA' then click 
3. On the Date and Time Screen, make sure everything is correct then click 
4. The Printer will then ask you if you want to setup a fax. You may step through this process now, or revisit this later. Click  to finish the Setup.
7. Click 'USB'
8. On the Dell Printer Easy Install Screen, click 'Install'. The install will take about 5 minutes.
9. Click 'Exit' to end the install.
10. Remove the Drivers and Documentation disc and insert the Dell PaperPort 14 disc into the DVD/CD-ROM drive. The following message will appear:

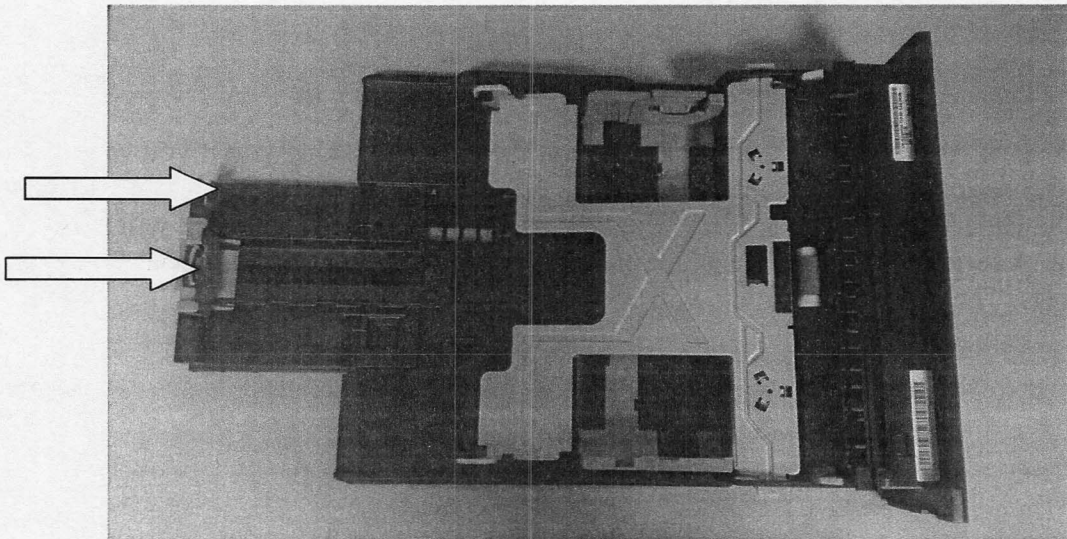


11. Click 'Run Autorun.exe', then click 'Yes' on the message asking you if you want to make changes to your computer.
12. On the PaperPort 14 screen, Click 'English' as your language. The install will now begin. A series of Windows Installer progress bars will display, taking about 5 minutes. The following window will appear:



13. Leave everything on this Windows as it appears. Your username may not be 'UANUser', that is okay. The username that you logged in as will default here. Click

- 'Next'.
14. On the License Agreement window, choose the 'I accept the terms in the license agreement.' Option, then click 'Next'.
  15. On the Nuance PaperPort 14 - InstallShield Wizard window, click 'Next'.
  16. You will now be asked to choose a Setup Type. Select the 'Complete' option then click 'Next'. (You may choose the Custom option if you want to limit the number of programs installed on your computer.)
  17. Click 'Install', the install will take about 2 minutes.
  18. Click 'Finish'.
  19. A series of programs will now install, taking about 5 minutes.
  20. When the install is complete, you will come to a Product Registration Screen. You may Register online at this time if you like, or choose the 'Remind me in 7 days' option to skip past it.
  21. Click 'OK', then Click 'Finish'.
  22. To setup your scanner, go to Start → All Programs → Nuance PaperPort 14 → Scanner Setup Wizard.
  23. Extend the middle tray to fit legal sized paper. To extend the tray, squeeze both tabs and pull the tray back until it snaps into legal position. The arrows below point to these tabs. The legal position is the furthest back the tray will extend.



24. See the Dell Printer Tray Reset Instructions to set the trays to the UAN preferred paper tray settings.

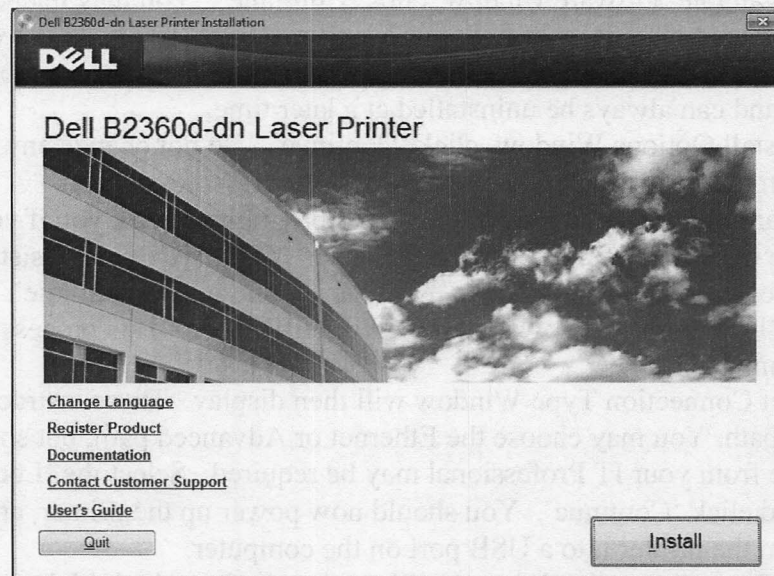


## Installation Instructions for Dell B2360DN (Single Function)

1. Insert the disc labeled “Software and Documentation” into your DVD/CD-ROM drive. It will automatically run the install. The following message box will appear:

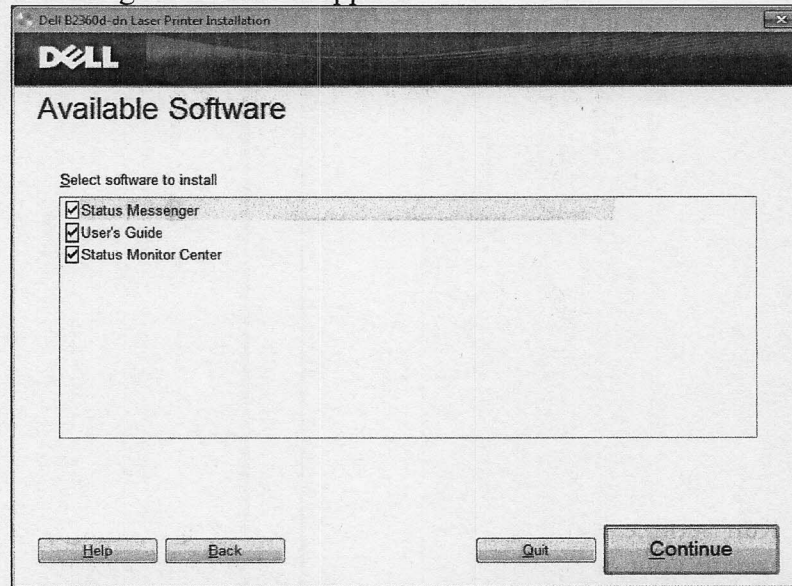


2. Click on ‘Run Setup.exe’ then, click ‘Yes’ on the message asking you if you want to make changes to your computer. The following Menu will appear:



3. Remove your printer and second paper tray from their boxes and place in your desired workspace. (Leave some room to swivel your printer around as you will need to connect cables in the back of the printer.) If you need assistance in setting up the equipment, click on the User’s Guide located above the Quit button. The instructions begin on page 17.
4. Install the second paper tray. The tray should face forward, and be flush with all sides of the Printer.
5. Click ‘Install’
6. On the License Agreement Window, click ‘Agree’.

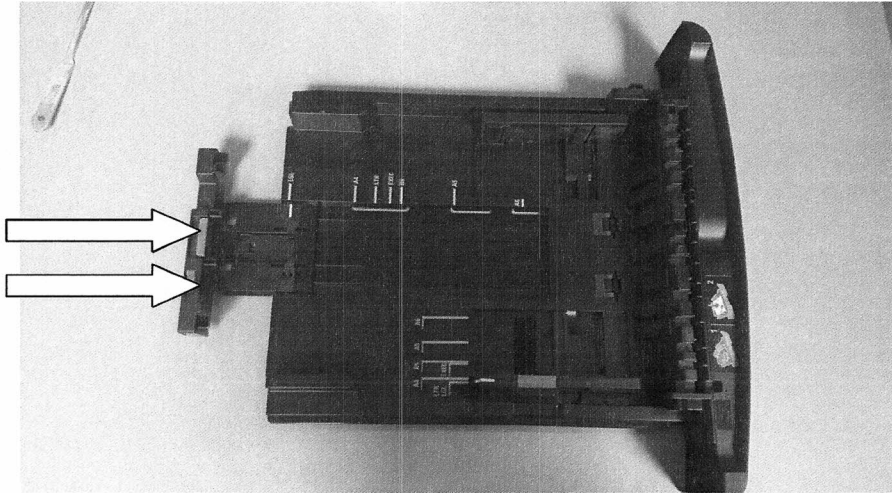
7. On the Security Notification Window, click 'Continue'. If you receive a prompt for a Windows password, you will need to speak to your IT Professional to gain installation access. The following Window will appear:



8. On the Available Software window, click 'Continue'. You may uncheck the boxes next to 'Status Messenger' and 'Status Monitor Center' if you do not want a notification message every time that you print. These messages do not affect the UAN software and can always be uninstalled at a later time.
9. On the Install Options Window, click 'Continue'. Do not change any of the options on this screen unless instructed to by UAN or your IT Professional.
10. On the Hardware Setup Window, the install program will ask you if you need assistance in setting up the hardware. Choose 'Yes' if you need assistance. For the purposes of this document, choose 'No Thanks' and click 'Continue'.
11. The Install Program will now install the Printer Drivers. This process should take about 5 minutes.
12. The Select Connection Type Window will then display. These instructions will follow the USB path. You may choose the Ethernet or Advanced path, but some additional assistance from your IT Professional may be required. Select the 'Local Connection' option and click 'Continue'. You should now power up the printer, and run the USB cable from the printer into a USB port on the computer.
13. Once the printer is powered on, we will need to perform the initial setup on the printer's LCD screen.
  1. On the Language Screen, choose 'English' then click 'OK'.
  2. On the Country/Region Screen, choose 'United States' then click 'OK'.
  3. On the Time Screen, choose 'USA/Canada EST' then click 'OK'.
  4. On the Set Date Screen, choose the correct date then click 'OK' three times.
  5. On the Set Time Screen, choose the correct time then click 'OK' three times.
  6. The Screen should now show 'Ready'.
14. Click 'Finish' to end the install.
15. Extend the middle tray to fit legal sized paper. To extend the tray, squeeze both tabs and pull the tray back until it snaps into legal position. The arrows below point to



these tabs. The legal position is the furthest back the tray will extend.



16. See the Dell Printer Tray Reset Instructions to set the trays to the UAN preferred paper tray settings.