

Memo

To: WIC Coordinators
From: MN WIC Operations Unit
Date: September 11, 2007
Subject: New Printers (ST9512) to replace ST9116 and ST9216 Printers

New Printers

Beginning the week of *September 24, 2007*, the existing Source Technologies ST9116 and ST9216 Printers used by WIC Local Agencies will be replaced with the ST9512 portable printers in accordance with our normal long-range hardware plans. This shipment will include extra supplies (a toner cartridge and photoconductor) that do not need to be installed now.

We ask that the replacement printers be put into use as soon as you can and the ST9116 and ST9216 printers be returned to Covansys within **two weeks** of receiving the new ones, unless you plan to keep the printer(s) for non-CHIP use.

When placing the printers into use you will not be installing any software. All that is required is to set the printer up according to the **quick set up guide (without the software installation)** included with the printer and install the current print server you are already using.

In order to ensure that vouchers will print correctly at your clinic site, we ask that you print a test voucher. To print a test voucher, simply select any participant eligible for voucher issuance and print one set of vouchers. Please verify that the MICR font prints clearly and correctly on the voucher (as shown below).

| | | | | | | |
|---|----------|-----------------------|------|--------|------------------|-----------------|
| 9999 | 01 | Doe | Jane | 99 | 2/7/2003 | 3/6/2003 |
| HOUSEHOLD I.D. NO. | MBR I.D. | NAME OF PARTICIPANT | | AGENCY | FIRST DAY TO USE | LAST DAY TO USE |
| PAY TO THE ORDER OF | | MINNESOTA WIC PROGRAM | | 01 | 110542536 | |
| FOR THESE ITEMS ONLY (SEE WIC-ALLOWED FOOD LIST): | | MDH | | CLINIC | | |

1 gallon(s) fluid milk
1 pound(s) WIC allowed cheese
1 18 oz. (or less) peanut butter
36 oz. (or less) WIC allowed cereal
2 container(s) WIC Allowed 100% Juice (11.5 - 12oz froz/non-froz conc, 46oz containers)
1 dozen eggs

The MICR font should appear centered within the box on the bottom margin of the voucher.

| | |
|---|---------------------------------|
| NO PAYMENT WITHOUT | VENDOR: FILL IN \$ AMOUNT BELOW |
| MINNESOTA WIC VENDOR STAMP | \$ |
| VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE. | NOT TO EXCEED: \$ ***** |
| AUTHORIZED SIGNATURE _____ MP | |

|| 10542536 || :091912482: 801203||



If the test voucher **does not** print correctly, please contact the Help Desk immediately.

Once you've verified the MICR font on the voucher, please remember to VOID the voucher(s) in CHIP, enter the comment "test voucher for new printer" and click on the Report Only button.

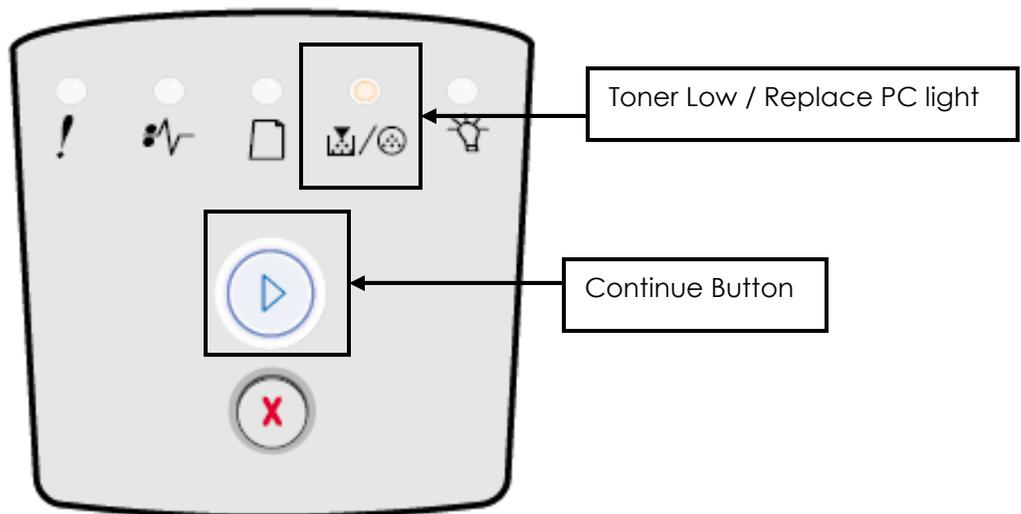
Lastly, please **fax** the packing slip to the State Office at 651-215-8951, attn: Deb Grundmanis.

ST9512 Printers and Photoconductor Units

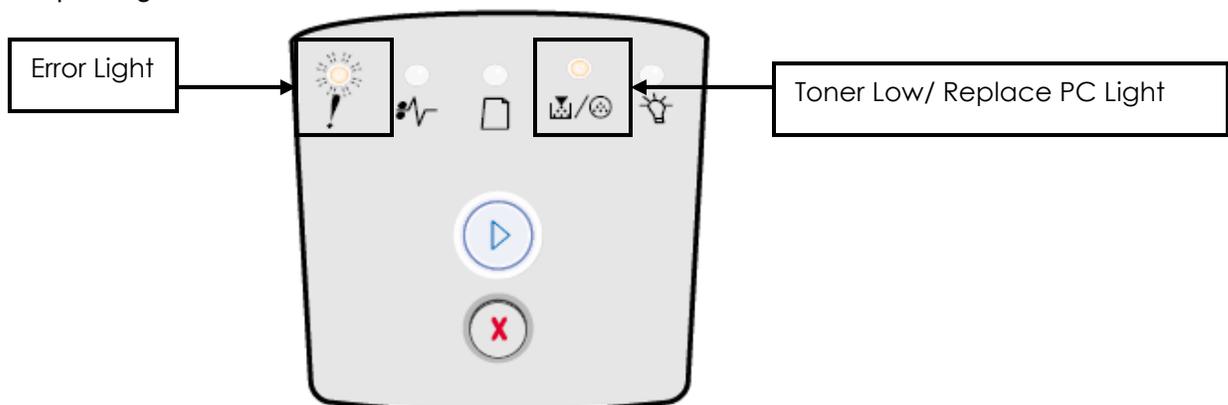
Each new ST9512 printer has an additional component, called a photoconductor. The photoconductor, similar to the toner cartridge, will need to be replaced and this will vary between printers. You will receive an **extra** photoconductor and toner with your printer. We suggest you store this part with the replacement toner cartridges and always have an extra on hand. When you replace the photoconductor or toner cartridge, please reorder using the [Request for Supplies from Covansys](#) electronic form on the MDH WIC website.

Replacing Toner Cartridge

The printer will stop with the **Toner Low / Replace PC light** and the **Continue button ON**. Press the Continue button and the printer will return to Ready and continue printing. The Toner Low light will remain ON while in the toner low state. The printer will stop again on power cycles and other situations such as jams or paper out conditions. Simply press the button to continue printing. The Toner Low light will remain ON until the cartridge is replaced or Toner Out is reached.

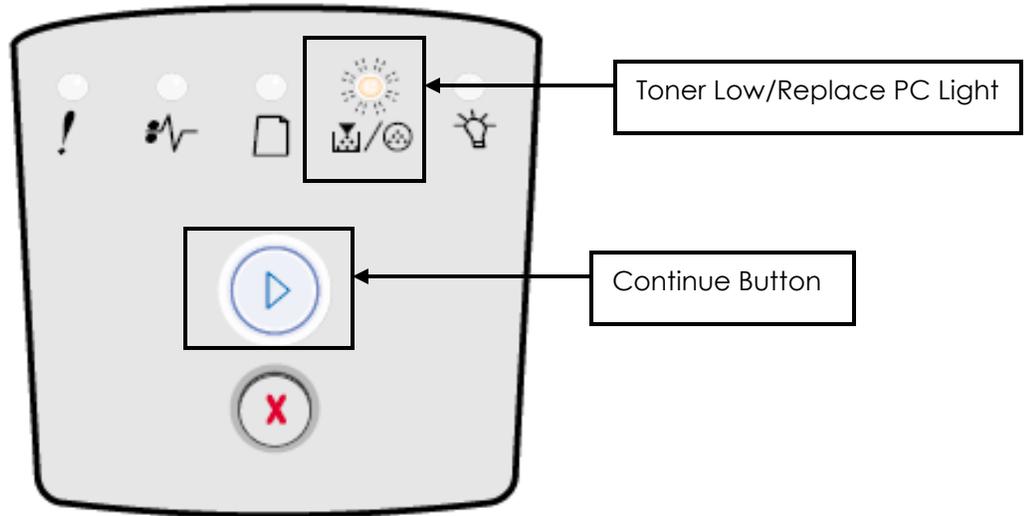


After approximately 500 pages beyond the first Toner Low condition the printer will stop printing and display a **Toner Out light**. The **Toner Low / Replace PC light** will be ON and the **Error light** will be BLINKING. All other lights will be off. You must replace the toner cartridge to continue printing.

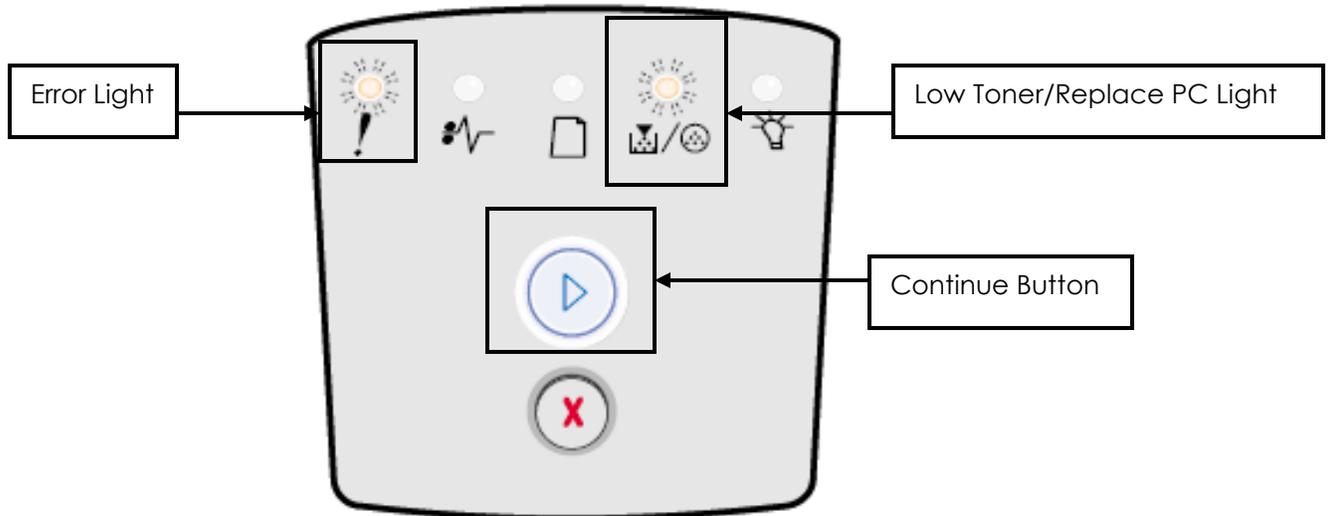


Replacing the Photoconductor Unit

Once 85% of the photoconductor unit is used, the printer will stop with the **Continue button** ON, and **Toner Low / Replace PC light** will be BLINKING. Press Continue and the printer returns to Ready and printing continues.



Once over 100% of the photoconductor unit is used, the printer will hard stop with **Error Light** and **Toner Low / Replace PC Light** BLINKING and the **Continue button** ON. If you Press Continue, one page will print with instructions in multiple languages to replace the Photoconductor Unit.



Retirement and Disposition of Used ST9116 and ST9216 Printers

Your agency may want to keep the ST9116 and/or ST9216 for **Non-CHIP** use, or for general office use.

- If your agency wants to keep the printer(s), please complete the enclosed form noting your acceptance of the printer(s) and fax it to the Operations Unit at 651-215-8951.

- If your agency does not want to keep the printer(s), call the Help Desk so they can send the PRP shipping form(s). Please return the printer(s) and the form(s) to Covansys within **2 weeks** of receiving the new equipment.
- At some time in the future, other local agencies may have the opportunity to request these additional printers for non-CHIP use. We will notify agencies if this occurs.

If you have any questions please contact the State Office at wichardware@health.state.mn.us.