Amazon Dash Replenishment
Frequently Asked Questions

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Amazon Dash – Quick Introduction

Why Amazon Dash Replenishment?
Amazon Dash Replenishment Service technology allows your printer to automatically order toner from Amazon before you even know your toners are running low, allowing for a hands free replenishment process. This technology helps eliminate the stressful times where you run out of toner at an inopportune time, while also saving you a trip to the store or having to manually place an order.
Your device determines when to place an order based on the level of toner, and the order is placed far enough in advance so that it is delivered before you run out. You will receive a confirmation email when an order is placed by your device. You get the same low prices, great selection, and convenient delivery found on Amazon.com.

How do I know if my printer is Amazon Dash Replenishment Enabled?
You will usually see "Amazon Dash Replenishment Enabled" in the title and mentioned in the bullet points of eligible products.

I live outside the United States. Is it possible to register for Amazon Dash Replenishment?
Dash Replenishment Service is currently only available in the United States.

Signing Up

How do I register my printer for Amazon Dash Replenishment?
Registering your printer with Amazon Dash Replenishment requires a few easy steps.
1. Your printer MUST be powered ON and connected to the network.
2. Log in to the Xerox Amazon Dash Replenishment using this link www.xerox.com/dashreplenish.
3. Click **Login with Amazon**.
4. Enter your Amazon user information and click **Sign in**.
5. Provide consent (one-time) to allow access your Amazon profile details.
6. **Accept** the Xerox Terms when prompted.
7. Enter your device serial number and then click **Next**.
8. Click **Choose Toner.**
9. Enter your Amazon user information if prompted.
10. Provide consent (one-time) to allow access to Dash Replenishment Service.
11. Select the toner(s) for your printer to automatically reorder.
12. After you select all your toner(s), you complete the setup and a popup message will confirm that Amazon Dash Replenishment is enabled for the device.
13. An email will also be sent to you to confirm Amazon Dash Replenishment subscription.

Where is the serial number located on my printer?
1. Log in to the Xerox Amazon Dash Replenishment using this link www.xerox.com/dashreplenish.
2. Click **Login with Amazon**.
3. Enter your Amazon user information and click **Sign in**.
4. **Accept** the Xerox Terms if prompted.
5. On the **Enter Your Serial Number** screen, click on the **Serial Number Location Table** link.
6. Locate your printer model in the table.

Is there another way to find the serial number of my printer?
1. The serial number can be found on the configuration report.
2. For VersaLink devices, at the printer control panel, press the **Home** button.
3. Touch **Device→About→Information Pages**.
4. Touch **Configuration Report**.
5. For other Xerox devices see the printer's User Guide to print the Configuration Report.

How do I register another printer for Amazon Dash Replenishment?
1. Log in to the Xerox Amazon Dash Replenishment using this link www.xerox.com/dashreplenish.
2. Click **Login with Amazon**.

3. Enter your Amazon user information and click **Sign in**.
4. **Accept** the Xerox Terms if prompted.
5. Click on **Add Device** from the device dashboard.
6. Repeat the same steps used to register your first printer.

How do I complete registration if I started the registration process but did not finish it?
1. Log in to the Xerox Amazon Dash Replenishment using this link www.xerox.com/dashreplenish.
2. Click **Login with Amazon**.
3. Enter your Amazon user information and click **Sign in**.
4. **Accept** the Xerox Terms if prompted.
5. Locate your device on the device dashboard**.**
6. Click **Choose Toner**.
7. Enter your Amazon user information if prompted.
8. Provide consent (one-time) to allow access to Dash Replenishment Service.
9. Select the toner(s) for your printer to automatically reorder.
10. After you select all your toner(s), the enabled Amazon Dash Replenishment confirmation page will display.
11. An email will also be sent to you to confirm Amazon Dash Replenishment subscription.

What do I do if I see an error message "Device not found….." after I enter the printer serial number and click Next?
The error may be due to the following:
1. The serial number you entered may have been entered incorrectly. Recheck the serial number and try again.
2. The serial number you entered is a serial number of a Xerox device not supported for the Amazon Dash Replenishment service. Verify your device is listed in the **Serial Number Location Table**.
3. For additional help, review the Troubleshooting Section of this document or contact customer support by phone at 1-877-860-2336 or by email at dashreplenish@xerox.com.

What do I do to complete registration of my preregistered device for the Amazon Dash Replenishment service?
If you preregistered your device for the Amazon Dash Replenishment service at the time of device purchase on Amazon.com, you need to complete registration to use the service. You will also receive a reminder email to finish setup of Amazon Dash Replenishment on Xerox's website.
1. Log in to the Xerox Amazon Dash Replenishment using this link www.xerox.com/dashreplenish.
2. Click **Login with Amazon**.
3. Enter your Amazon user information and click **Sign in**.
4. **Accept** the Xerox Terms if prompted.
5. Locate your device on the device dashboard**.**
6. Click **Complete Setup**
7. Provide consent (one-time) to allow access to Dash Replenishment Service.
8. Select the toner(s) for your printer to automatically reorder.
9. After you select all your toner(s), the enabled Amazon Dash Replenishment confirmation page will display.
10. An email will also be sent to you to confirm Amazon Dash Replenishment subscription

How many printers can I register with my account?
As many as you want! We do not have a limit for the number of printers you can add to your account.

Does the service work if I lose Internet connection?
Your device needs to be connected to the internet to tell us that it is time to place an order. If your device is permanently disconnected from the internet, no Dash Replenishment Service orders can be placed.

Managing Replenishment Settings

Can Amazon Dash Replenishment be turned off?
From your account at Amazon.com, there are two ways to turn off Dash Replenishment:
1. You can pause your subscription at any time by following these steps:
   a. Navigate to **Manage Your Content and Devices** (MYCD) page and click on the **Devices** tab.
   b. Select your device.
      i. Select **Manage Dash Replenishment Settings** to toggle the switch next to **Allow auto reorder**.
      ii. Select **Deregister** if you would like to remove the selected device completely from the service. You will receive an email confirmation of device deregistration.

Alternatively, from the Xerox Amazon Dash Replenishment site, www.xerox.com/dashreplenish:
1. Click **Login with Amazon**.
2. Enter your Amazon user information and click **Sign in**.
3. **Accept** the Xerox Terms if prompted.
4. Select your device from the dashboard and click **Edit**.
5. Toggle the switch next to **Allow auto reorder**.

How and where do I manage my Amazon Dash Replenishment settings?
There are two ways to manage your Amazon Dash Replenishment settings.

From your account at Amazon.com:
1. Navigate to **Manage Your Content and Devices** (MYCD) page and click on the **Devices** tab.
2. Select your device with Amazon Dash Replenishment.
3. Select **Manage Dash Replenishment Settings**.
4. Select your toner to change the options.

From the Xerox Amazon Dash Replenishment site, www.xerox.com/dashreplenish:
6. Click **Login with Amazon**.
7. Enter your Amazon user information and click **Sign in**.
8. **Accept** the Xerox Terms if prompted.
9. Select your device from the dashboard and click **Edit**.
10. Select your toner to change the options.

Note: Depending on the product, you may have different replenishment options like color or size (standard yield, high yield, etc).) This can be changed at any time after registration. You will receive an email of any changes in your subscription status.

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Toner Orders

Can I cancel a Dash Replenishment order?
Yes you can. Every Dash Replenishment order is made with a 24 hour hold period during which you can easily cancel your pending order. Visit **Orders** on Amazon.com or the Amazon shopping app, and your Dash Replenishment orders will appear alongside your other Amazon.com orders. You will receive an email notification that an order had been placed on your behalf with additional instructions to make changes or cancel the order.

What types of toner are available through the Dash Replenishment Service?
Only genuine toner produced by Xerox is available through Dash Replenishment Service.

What happens if the toner is out of stock when my device tries to order?
You will receive an email notifying you that the toner is out of stock and we will continue to attempt to place this order for you for up to 72 hours. You will receive an email to confirm whether the order has

been successful or not at the end of this window. Note that your device will continue to attempt to place the order while your toner levels are low, including outside of the 72 hours window. If after 72 hours the toner is still out of stock, we recommend changing the toner assigned to Dash Replenishment.

From your account at Amazon.com:
1. Navigate to **Manage Your Content and Devices** (MYCD) page and click on the **Devices** tab.
2. Select your device with Amazon Dash Replenishment.
3. Select **Manage Dash Replenishment Settings**.
4. Select your toner to change the options.

Where can I check the status of my toner auto order?
You can check the order status by going to your account at Amazon.com and clicking on **Orders**.

What if the price has increased since my last order?
Each order confirmation will contain price (and shipping) information for your review. If the price of your order has increased and you wish to modify or cancel your order, you may do so during the 24 hour hold period at any time before it is marked as "Shipping Soon", either by visiting **Your Orders** on Amazon.com or the Amazon shopping app.

Can I return a toner ordered through this service?
Yes, returns will work like a standard Amazon return. Check the Amazon returns page at Amazon.com for more details.

Where can I find order details?
To view all order details or update an order, go to **Your Orders** in your Amazon.com account.

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Billing and Payment

How and when do I get billed for the order placed through Amazon Dash Replenishment?
Amazon Dash Replenishment uses the payment and shipping method you specify during device registration. Billing occurs when your item has shipped. You can modify these settings at any time using the following instructions:
1. Log in to your Amazon.com account.
2. Go to **Manage Your Content and Devices** and select the **Devices** tab.
3. Select your device with Amazon Dash Replenishment.
4. Select **Manage Dash Replenishment Settings**.
5. Select the **Shipping Address & Payment** Section to modify your settings.

Can I use an Amazon gift card to pay for my replenished toner?
At this time, credit cards are the only supported payment method for Amazon Dash Replenishment. Gift cards, debit cards, and promotional codes cannot be used to purchase toner through Dash Replenishment at this time.

Do I pay for shipping with Dash Replenishment Orders?
If you are an Amazon Prime member, then you will not be charged for shipping fees. If you are not an Amazon Prime member, Amazon will use the default shipping method to calculate shipping fees. You can see the total shipping cost and estimated delivery date after the order is placed.

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Emails and Notifications

How do I opt-out of promotional emails received from Amazon?
Click on the **opt-out-here** link in the promotional emails to stop receiving that type of email from Amazon.com in the future. You can also update your Communication Preferences in your Amazon account.

How do I update my communication preferences on the Amazon website?
You can update your Amazon communication settings by logging into your Amazon account.
1. Log in to your Amazon.com account.
2. Go to your **Your Account**.
3. Locate the section **for Email alerts, messages, and ads** to update your preferences.

Cancelling Replenishment Service

How do I de-register my device from Amazon Dash Replenishment?
You can de-register your device from your Amazon account.
1. Log in to your Amazon.com account.
2. Navigate to **Manage Your Content and Devices** (MYCD) page and click on the **Devices** tab.
3. Select your device.
4. Select **Deregister** to remove the selected device completely from the service. You will receive an email confirmation of device deregistration.

What happens if I cancel the service?
If you have paused or deregistered the Dash Replenishment Service, your printer will no longer place toner orders for you. If you decide you would like to re-enable the service, you may toggle your subscription on if you paused it, or reregister your device if you fully deregistered it.

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Troubleshooting

Is your device powered on and connected to the internet?
Your printer MUST be powered ON and connected to the network.

What do I do if I see an error message "Device not found....." after I enter the printer serial number and click Next?
The error may be due to the following:
1. The serial number you entered may have been entered incorrectly. Recheck the serial number and try again.
2. The serial number you entered is a serial number of a Xerox device not supported for the Amazon Dash Replenishment service. Verify your device is listed in the **Serial Number Location Table**.
3. The synchronization with the Xerox Communication Server might have failed. To correct for this problem please follow instructions below.

(VersaLink printers) Is the Remote Services Upload feature enabled on the printer?
For VersaLink printers, the Remote Services Upload feature on your printer must be enabled. You can check the feature's configuration by using the following instructions:
1. Open a browser on your PC.
2. Enter the IP address of your printer and hit **Enter**.
3. Click **Log In** in the upper right of the display. (**Proceed through security warning message if displayed and continue to webpage, the printer uses a self-signed certificate.**)
4. Click on the **Admin** user account.
5. Enter password and click **Log In**.
6. Click **System** in the left-hand menu.
7. Click **Remote Services Upload**.
8. Remote Services Upload is enabled by default. Enable the feature if it is disabled.

How do I change the time that the device data upload occurs?
Remote Services data is uploaded once per 24 hour interval. As Sys Admin, you can configure the time of day for data transmission.

1. Open a browser on your PC.
2. Enter the IP address of your printer and hit **Enter**.
3. Click **Log In** in the upper right of the display. (**Proceed through security warning message if displayed and continue to webpage, the printer uses a self-signed certificate.**)
4. Click on the **Admin** user account.
5. Enter password and click **Log In**.
6. Click **System** in the left-hand menu.
7. Click **Remote Services Upload**.
8. Click **Settings** and adjust Settings accordingly.

Note: The setting takes effect immediately and does not require a reboot.

Settings

Schedule Upload

Upload daily at:

8 : 30

(24-Hour Clock)

Is a proxy server required to communicate with the internet?
The first upload of Remote Services data will occur when the device is turned on and connected to the internet if either of the following conditions are met:
1. A proxy server is not required for the device to communicate with the internet.
2. If a proxy server is required, the proxy server settings are properly configured.
   a. If the device can automatically detect the proxy server it will do so and then connect to Remote Services.
   b. If the device cannot automatically detect the proxy server then the user must manually configure the proxy server settings.

   Note: If a proxy server is required and not configured, the device will show a Remote Services communication error.

How do I configure the proxy server?
1. Open a browser on your PC.
2. Enter the IP address of your printer and hit **Enter**.
3. Click **Log In** in the upper right of the display. (**Proceed through security warning message if displayed and continue to webpage, the printer uses a self-signed certificate.**)
4. Click on the **Admin** user account.
5. Enter password and click **Log In**.
6. Click **System** in the left-hand menu.
7. Click **Connectivity**.
8. Navigate to the **Protocols** section
9. Click **HTTP**.
10. Enable **Proxy Server**.
11. Configure its settings.

Proxy Server	
Setup	Manual
Type	Host Name
Host Name : Port	:
Password Required	
Exception List	

Cancel   OK

12. Click **Ok** to save the updated settings.
13. The device will require a reboot for the new settings to take effect. Following the reboot the device will then establish communications with the Remote Services server and will perform its initial data push.

(Phaser 3610) Is the Xerox Server Communication enabled on the printer? How do I change the Transmission Time?

For the Phaser 3610 printer, the Xerox Server Communication feature on your printer must be enabled. You can check the feature's configuration by using the following instructions:

1. Open a browser on your PC.
2. Enter the IP address of your printer and hit **Enter**.
3. Click on the **Properties** tab.
4. In the left-hand menu at the bottom of the list, click on **Smart eSolutions** to expand menu**.**
5. Click on **Registration**.
6. Click on **2. Register with Xerox Communication Server** under **Setup** to the right of the menu.
7. Server Communication is enabled by default. Enable the feature if it is disabled.

8. Update the **Transmission Time** as desired. (NOTE: For example, update time 30 minutes ahead of the current time to allow for synchronization with the Xerox Communication Server in the near future.)

9. Click on **Save Changes**.

(Phaser 3330/WorkCentre 3335/3345) Is the printer enrolled in Smart eSolutions? How do I change the Daily Transaction Time?

For the Phaser 3330/WorkCentre 3335/3345, the printer must be enrolled in the Smart eSolutions. You can check the printer's configuration by using the following instructions:

1. Open a browser on your PC.
2. Enter the IP address of your printer and hit **Enter**.
3. Click on the **Properties** tab.
4. In the left-hand menu, click on **General Setup** to expand menu.
5. Click on **Smart eSolutions**.
6. At the prompt, enter User name and Password, then click **OK**.
7. To the right of the menu, Smart eSolutions should be enrolled by default. Enroll in this feature if it is not checked.

8. Update the **Daily Transaction Time** as desired. (NOTE: For example, update time 30 minutes ahead of the current time to allow for synchronization with the Xerox Communication Server in the near future.)

9. Click on **Apply**.

Contact Us

Who can I contact for additional help?
For shipping and billing/payment issues, contact Amazon customer support by phone at 1-888-280-4331.

For device registration issues, contact Xerox customer support by phone at 1-877-860-2336 or by email at dashreplenish@xerox.com

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