



Auto Toner Ordering

Support Guide

Table of contents

Introduction	2
Overview	2
How it works?	2
Instructions	4
Where it works?	4
Supported Products	7
Frequently Asked Questions (FAQ)	9
General Questions	9
Billing and Payment	12

Introduction

This document is a guide that provides a brief introduction of the Auto Toner Ordering feature for supported Samsung Printers and includes the following topics:

- **Overview:** Provides information of how the auto toner ordering options works.
- **Instructions:** Provides information of where the Auto Toner Ordering works.
- **Frequently Asked Questions**

Overview

Using your Samsung Mobile Print or Easy Printer Manager application, you can register your Samsung compatible printer and manage auto toner ordering options. Once you select your fulfillment provider and agree to the terms, your Samsung printer will be registered to the service.

Your printer must be connected to the internet so we know when your toner is running low. When your toner runs low, Samsung notifies your selected fulfillment provider of the status. The fulfillment provider will then deliver your toner directly to you before your toner runs out and only be charged for that transaction.

You can opt out from this service at any time.

How it works?

Step 1: Activate your Dash-enabled printer.



Step 2: Print documents and photos.



Step 3: When supplies are low, your printer will automatically order more ink or toner from Amazon.



Step 4: Your ink or toner is delivered when you need it.



Instructions

Download and install one of the following applications to set up the Auto Toner Ordering feature:

- **Samsung Mobile Print**
- **Easy Printer Manager**

Where it works?

Samsung Mobile Print

Download **Samsung Mobile Print** ([iOS](#), [Google Play](#)) to setup Auto Toner Ordering.

1. Ensure your printer is always connected to your network.
2. Download and install Samsung Mobile Print application.

Note: Automatic Toner Ordering feature is supported with v4.01.xx or higher (Android) and v2.02.xx or higher (iOS).

3. Make sure your mobile device is also connected to your Wi-Fi network.



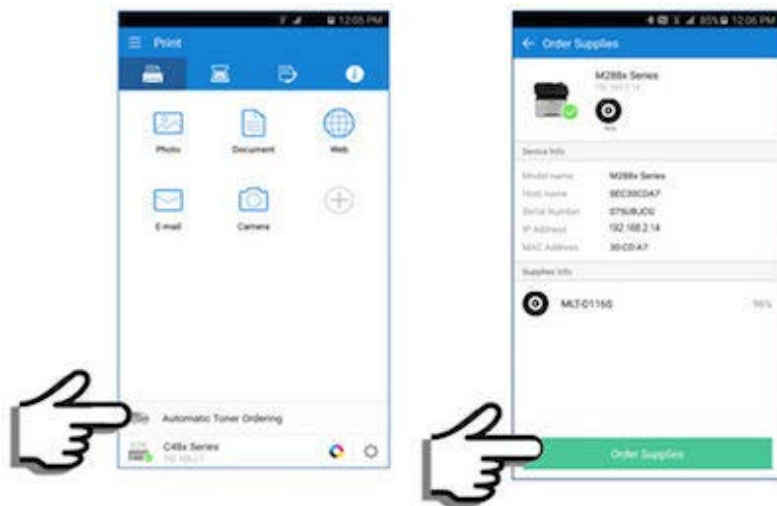
4. Open the Samsung Mobile Print app and select the compatible printer from the app.



Note: Select your network printer with Auto Raw description.

Do not select the printer with DIRECT-xxxx Series which is used for direct mobile printing.

5. Select “Order Supplies”.



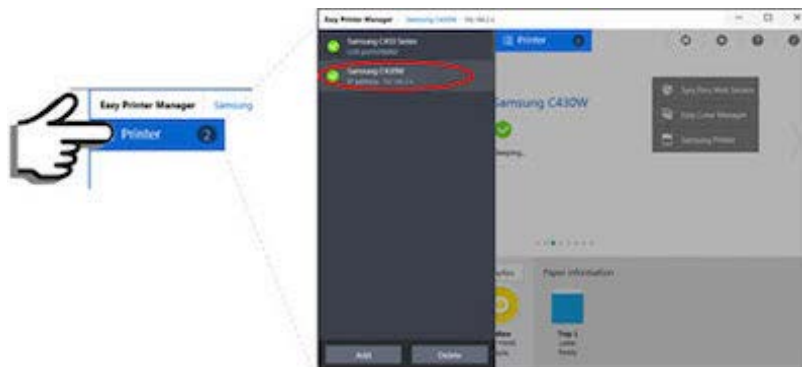
6. Select the fulfillment provider and complete the onboarding process.

Note: Once you have successfully joined a fulfillment provider, the “Order Supplies” button will change to “Manage Supplies” button.

Samsung Easy Printer Manager

Download **Samsung Easy PC Manager** v2.01.0.0 or higher (Windows) and EPM v1.03.00 or higher (Mac) to set up Auto Toner Ordering.

1. Make sure your printer is always connected to your network.
2. Download and install Easy Printer Manager (Windows or Mac).
3. Open your app and select the compatible printer from the app.

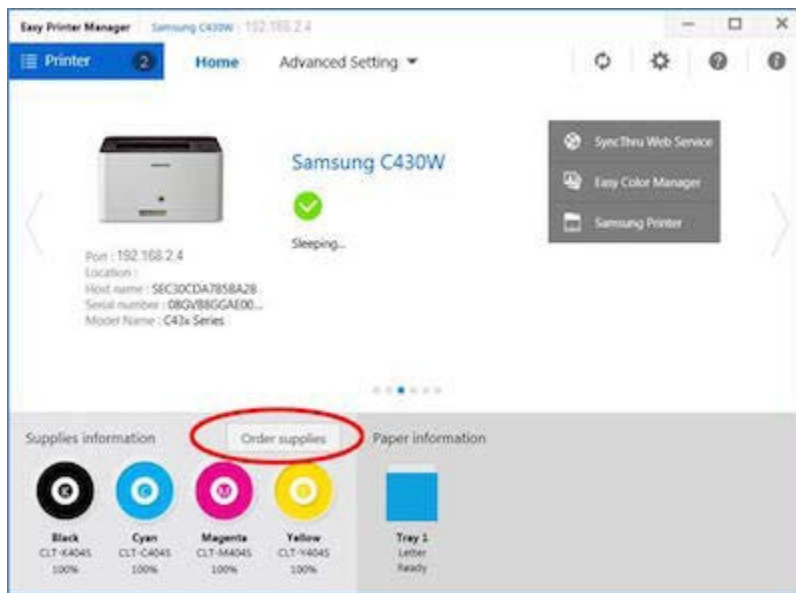


Note: Make sure your selected printer is connected to your network (example: IP address: 192.168.2.4). If you select a printer that is connected to USB port, it will not work.

If you do not see your printer, please check the following:

- Mac: Make sure your printer driver is installed on your Mac. Once installed, open Easy Printer Manager and your printer will appear in the list.
- PC: Click the Add button to search, and then add your network printer to the list.

4. Click "Order Supplies".



5. Select the fulfillment provider and complete the onboarding process.

Note: Once you have successfully joined a fulfillment provider, the Order Supplies button will change to Manage Supplies button.

Supported Products

See the below table for the Auto Toner Ordering supported Samsung printers.

Product Picture	Model Name	Comments
	Samsung SL-M2020W/XAA	Wireless Monochrome Printer
	Samsung SL-M2885FW/XAA	Wireless Monochrome Printer with Scanner, Copier and Fax
	Samsung Xpress SL-M2835DW/XAA	Wireless Monochrome Printer
	Samsung Xpress SL-M2070FW/XAA	Wireless Monochrome Printer with Scanner, Copier and Fax

	Samsung Electronics Xpress SL-C430W/XAA	Wireless Color Printer
	Samsung Electronics Xpress SL-C480FW/XAA	Wireless Color Printer with Scanner, Copier & Fax
	Samsung SL-C1810W/XAA	Wireless Color Printer
	Samsung SL-C1860FW/XAA	Wireless Color Printer with Scanner, Copier and Fax

*Future models coming soon. Some models might require a firmware update.

Frequently Asked Questions (FAQ)

General Questions

1. Why use Amazon Dash Replenishment?

Amazon Dash Replenishment Service technology allows your printer to automatically order ink or toner from Amazon before you even know your supplies are running low, allowing for a hands-free replenishment process. This technology helps eliminate the stressful times where you run out of ink or 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 ink or 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.

2. Can I cancel a Dash Replenishment order?

Yes. Every Dash Replenishment order is made with a 24-hour hold period during which you can easily cancel your pending order. Visit **Your Orders** on Amazon.com or the Amazon shopping app, and your Dash Replenishment orders will appear alongside your other Amazon.com orders.

3. Can Amazon Dash Replenishment be turned off?

There are two ways to turn off Dash Replenishment:

- A. You can pause your subscription at any time by following these steps:
 - Click 'Manage Dash Replenishment Settings' on your device listed on **MYCD** or through your device's mobile app or website.
 - Toggle the switch next to 'Auto Ordering is On'.
- B. You can also deregister the device completely from your account. Simply click 'Deregister' on your device listed on **MYCD**.

4. 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.

5. How and where do I manage my Amazon Dash Replenishment settings?

- a. Navigate to the Devices section of **MYCD**.
- b. Select your device with Amazon Dash Replenishment.
- c. Select Manage Dash Replenishment Settings.
- d. Select your product to change the options.

6. What types of ink or toner are available through the Dash Replenishment Service?

At this time only, genuine ink or toner produced by your printer manufacturer is available through Dash Replenishment Service.

7. Can I change the ink or toner I order through Amazon Dash Replenishment after registration?

Yes, see the below steps to change the ink or toner.

Configure Product Options

Depending on the product, you may have different replenishment options like color or size (standard yield, high yield, etc.).

- a. Go to **Manage Your Content and Devices** and select the Your Devices tab.
- b. Select your device with Amazon Dash Replenishment.
- c. Select Manage Dash Replenishment Settings.
- d. Select your product to change the options.

8. What happens if the product is out of stock when my device tries to order?

You will receive an email notifying you that the product 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 product levels are low, including outside of this 72-hours window.

If after 72 hours the product is still out of stock, we recommend changing the product assigned to Dash Replenishment. Please [click here](#), select your device, and click 'Manage Dash Replenishment Settings'.

9. Where can I check the status of my ink or toner auto order?

You can check the order status by going to your account and clicking on "Your Orders".

10. 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.

11. Can I return an ink or toner ordered through this service?

Yes, returns will work like a standard Amazon return. Click [here](#) for more details.

12. Where can I find order details?

To view all order details or update an order, go to **Your Orders**.

13. 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 will be placed.

14. 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.

15. How do I register my printer?

Follow these steps to register your Samsung printer:

- a. Set up your printer and connect it to Wi-Fi. [View user guides on Samsung.com](#). (Find your device by model number).
- b. Download the Samsung Mobile Print App from [iTunes](#) or [Google Play](#).
- c. In the Samsung Mobile Print App, select 'Dash Replenishment', log in using your Amazon username and password, select your ink or toner, and then confirm 1-Click Payment Settings.

16. Will I be able to re-enable the service on my printer after de-registering?

After you de-register your device with Amazon Dash Replenishment, the device can no longer place orders. You will need to follow the registration instructions in order to re-enable your device.

Tip: You do not need to deregister your Dash Replenishment device if you want to stop automatic reorders. To turn off automatic reorders, go to [Manage Amazon Dash Replenishment Settings](#).

Follow these steps to Turn Auto Reorder On/Off feature:

- a. Go to and select the Your Devices tab.
- b. Select your device with Amazon Dash Replenishment.
- c. Select Manage Dash Replenishment Settings.
- d. Toggle the Auto Reorder switch on/off.

To de-register your device from Amazon:

- a. Go to [Manage Your Content and Devices](#) and select the Your Devices tab.
- b. Select your device that is configured with Amazon Dash Replenishment.
- c. Select De-register.

17. How many printers can I register with my account?

There is no limit for the number of printers you can add to your account, you can add as many printers you want.

18. What happens if I cancel the service?

If you have paused or de-registered the Dash Replenishment Service, after cancelling the service, your printer will no longer place ink or 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 re-register your device if you fully de-registered it.

Billing and Payment

19. 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:

- a. Go to **Manage Your Content and Devices** and select the Your Devices tab.
- b. Select your device with Amazon Dash Replenishment.
- c. Select Manage Dash Replenishment Settings.
- d. Click the Shipping and Address Payment Section to modify your settings.

20. Can I use an Amazon gift card to pay for my replenished Ink or 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 ink or toner through Dash Replenishment at this time.

21. 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, then you will cover the need to pay shipping costs for orders under \$35. Click [here](#) to learn more about Amazon Prime.

You can see the total shipping cost and estimated delivery date after the order is placed.

For more information:

To read more about this issue, go to: **hp.com/support**

Call to action:

Please contact your HP representative or visit: **hp.com/go/product**

hp.com/go/support

Current HP driver, support, and security alerts delivered directly to your desktop.

© Copyright 2017 HP Inc. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Trademark acknowledgments, if needed.

c06075869ENW, Created Month 2017

