

## **ASR Frequently Asked Questions**

- **How can I tell if my device is ASR capable?**
  - Your device capability can be checked by going to:  
<http://www.test.accounts.xerox.com/meters/amr-capability-test.jsf>  
Once at this site, enter your device serial number, confirm that the device is connected and enter submit to check for device eligibility.
- **Will I need to set up my device for ASR capability?**
  - The registration process is handled by Xerox. Customers can assist Xerox by ensuring their device is connected, that we have your correct “ship to address,” and that the supplies are placed in the correct contracted device.
- **Do I need to have toner supplies on hand to ensure my device never goes down?**
  - The ASR process functions based on days remaining. It is not intended to maintain a specific stock level at customer accounts. Depending on device usage, onsite stock may or may not be required.
- **So if my device is on ASR, then I will never have to place a supply order?**
  - If your upcoming usage of toner is higher than your normal usage, then you will need to contact Xerox ahead of time to order what you need for the upcoming job. ASR is only enabled for toner, solid ink, and select waste toner bottles.
- **What is the auto order trigger point for supply replacement?**
  - ASR triggers an order based on the calculated days remaining of toner (at least 30 days) that is in the machine and may be present on the customer’s shelf. This is determined by the actual device usage of toner also known as toner consumption.
- **Does ordering by phone or web have any impact on my ASR orders?**
  - ASR is based on actual consumption of toner and takes into account any stock you may have on hand or been recently shipped. Ordering manually therefore could result in ASR sending you less supplies.
- **Is it acceptable to fair share supplies with other accounts?**
  - ASR tracks the amount of toner remaining on site and considers that when calculating future need. When toner is fair shared with another account or device, unless that toner is replaced, it will impact ASR calculations and future orders.

- **Will ASR work if I turn my device off?**
  - ASR will only transmit data if the device is powered on. If the device is not active you can put it into power save mode to save on energy. Using the power save mode is actual more energy efficient than powering down and powering up the device. Supplies information is sent back to Xerox server on a daily basis.
  
- **Will our company confidential information be transmitted?**
  - No, Xerox has one way data transmission for maximum security and at no point will any Company Confidential or personal data be transmitted. We use Industry standard security and encryption.
  
- **How will I know when an ASR order has been placed for my device?**
  - There are two confirmation e-mails sent to the customer. An order confirmation is sent first, and following that, a shipping confirmation for each specific shipment is sent to identify what supply has left the warehouse on a particular date. From this shipping confirmation order a link is provided to track shipments. Inside this link it will notify the customer whether an item has left the warehouse by providing a parcel tracking number, or if the item has not been sent and is in a backorder status.