



Test Report

MULTIFUNCTIONAL PRODUCTS

Xerox WorkCentre PE16

17 PPM / SEGMENT 1

Copier/Fax/Scanner/Printer

GENERAL APPRAISAL



With a suggested retail price that is significantly below the average for Segment 1 multifunctional products in this speed range—indeed, its price is less than one-fifth the average—the 17-ppm Xerox WorkCentre PE16 is practically in a class of its own. In spite of its extremely low price, this model proved to be a good overall performer in BLI's tests. Designed for personal use, this compact laser-based unit offers standard standalone copy and fax (including color fax transmission) functions and PC-based print and color scan capabilities. It proved to be highly reliable, completing BLI's three-month, 15,000-impression test without a single malfunction or misfeed. In addition, the simplex-only Xerox WorkCentre PE16 prints at 600 x 600 dpi and received BLI's highest image quality rating for all types of output (text, line art, halftones and solids) in both print and copy modes. It offers a first-page print time, at 13.90 seconds, that is competitive for Segment 1 units tested to date.

Testing also revealed that the Xerox WorkCentre PE16 is easy to use, both from the control panel

and from the PC via its GDI print driver. The well-laid-out control panel, which incorporates an LCD display, has dedicated keys grouped by function. In addition, the unit proved easy to maintain, offering simple procedures for removing and replacing the imaging cartridge, which includes toner and drum. Documentation and the unit's methods for removing misfeeds and loading paper were also good. In addition, the document feeder can be adjusted for height, making it easier to copy pages in books.

This Energy Star-qualified unit, which accommodates up to legal-size originals and legal-size output, offers an automatic document feeder capacity that, at 30 sheets, is competitive in this range. In addition, the Xerox WorkCentre PE16 offers an 8-MB memory capacity and a 250-sheet paper capacity (both nonupgradable), as well as two-in-one mode and the ability to make 99 copies in a single run. Performance as a 33.6-Kbps fax with MMR compression (JPEG for color) was good overall, offering the ability to transmit faxes in color and features such as multi-access, a 7.12-second-per-page BLI-tested fax scan speed using a 4-percent document, 4 MB of dedicated fax memory, broadcasting to 99 destinations, 10 one-touch keys, 90 speed-dial keys and a secure fax feature, which enables the unit to receive faxes into memory and allows them to be printed only after the user enters a secure passcode. The Xerox WorkCentre PE16 also

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General Appraisal *continued*

offers good procedures for transmitting after a failed communication, transmitting only the pages from the point of error.

Connectivity

Connected to a test PC via its standard USB interface (a parallel interface is also standard), the Xerox WorkCentre PE16 performed well as a printer. The unit's GDI print driver supports Windows 95, 98, 2000, Me, XP and Windows NT 4.0 and offers features that would be expected for a device in this category, including selections for paper size, fit to page, resolution (300 dpi and 600 dpi), quantity (up to 999), reduction/enlargement (25% to 400%), N-up printing (2 to 16), poster printing, overlays, watermarks, toner-save mode and the ability to save settings.

The Xerox WorkCentre PE16 also performed well as a scanner via its bundled TWAIN scan driver that can be used with any application that supports TWAIN, such as Adobe Photoshop. Also included is OmniPage SE, a software application that allows the user to scan documents for OCR and then view, edit and manipulate the scanned images. The user can scan documents from either the platen or the ADF. In testing OCR capability, BLI technicians found one text error and 13 formatting errors.

Shortcomings

BLI technicians observed the following shortcomings: 1) Although not uncommon for devices in this category, ease of adjusting paper drawers was rated "Fair" because the unit does not automatically detect the size of paper after the paper size has been changed. 2) While typical of Segment 1 units tested to date, multitasking is limited in that a copy job cannot be

programmed while another copy job is in progress. In addition, the unit does not allow a copy job to be programmed while receiving a fax. 3) The unit's overall copy efficiency rate is far below the average for Segment 1 units tested to date; in fact, it is the lowest efficiency rate in this range. It should be noted, however, that this is due to the unit's electronic collation feature; thus, if the user typically copies only one set (which is likely since this product is suited to personal use), electronic collation can be turned off and output will be faster. In addition, the unit's first-copy times, at 15.6 seconds from the document feeder and 10.6 seconds from the platen, are slower than the average for Segment 1 units tested to date. 4) As would be expected for a unit designed for personal use and with such a low price, the unit's maximum paper capacity is the lowest of available units in this range, its maximum memory capacity is lower than that of the most competitive units and its tested toner yield is among the lowest for Segment 1 devices tested to date.

Pricing Analysis and Summary

BLI's pricing analysis reveals that the Xerox WorkCentre PE16 is priced significantly lower than all of the comparably equipped copier-centric units available in the 12- to 22-ppm speed range. Indeed, its price is tied with one other for the lowest price in the group and most competitors are priced five to eight times higher. The unit's suggested retail price is less than one-fifth of the average. As would be expected for a personal GDI unit, however, its supplies cost per page is higher than that of most Segment 1 units tested to date. Because of its outstanding reliability performance, ease of use and aggressive pricing, BLI recommends the Xerox WorkCentre PE16

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General Appraisal *continued*

for users in need of a multifunctional unit with copy, fax, print and color scan functions for monthly volumes of up to 5,000 impressions.

Copy Quality:

Text: Good
Line art: Good
Halftones: Good
Solids: Good

Print Quality:

Text: Good
Line art: Good
Halftones: Good
Solids: Good

Ease of use: Good
Ease of maintenance: Good
Estimated waste: Low
Estimated downtime: Low
Misfeeds: 0
Misfeed rate: Not applicable
Total service calls (including PMs): 0
MIBF: Not applicable
MIBS: Not applicable
Toner yield (at 6% page coverage): 2,597 impressions

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