

# Digital Imaging Review

JUNE/JULY 2003

A PUBLICATION OF BUYERS LABORATORY INC.

Vol. 25 No. 6/7

## OFFICE IMAGING PRODUCTS 2003: BLI'S PICKS OF THE YEAR

During the testing period for this year's awards, which ran from the summer of 2002 to the late spring of 2003, more than 120 multifunctional products, fax machines and printers were subjected to BLI's rigorous in-house evaluation. The battery of tests includes an extensive durability test during which each unit is run at the manufacturer's maximum recommended monthly volume. In addition to assessing reliability, the tests are designed to evaluate such critical factors as misfeed frequency, copy and print quality, copy and print productivity, ease of use and economy, as well as connectivity issues such as feedback to workstations, administrative utilities, print drivers and multitasking.

As is the case every year, some models performed below

the bar in one or more areas, while others clearly excelled. While many products performed well this past year, a number stood out from the rest as clearly superior to their competition. Each year, with its "Pick of the Year" awards, BLI gives special recognition in each category to the products that provided the most outstanding performances in the laboratory, as well as the vendor whose overall product line was demonstrated to be the best by virtue of its cumulative test results (of course, only units tested by BLI are eligible to receive awards). The purpose of these awards is to better guide equipment buyers in their acquisition decisions.

Among the winners is...

### Xerox WorkCentre Pro 580

*Outstanding Low-Volume Fax-Centric Multifunctional Imaging System, 2003*

Xerox Corporation  
Xerox Square  
1350 Jefferson Road  
Rochester, NY 14623  
585-423-5090  
www.xerox.com



**Xerox WorkCentre Pro 580**

BLI has selected the Xerox WorkCentre Pro 580 as an "Outstanding Low-Volume Fax-Centric Multifunctional Imaging System" in its 2003 "Pick of the Year" awards because of its reliable performance, good ease of use and offering of features that can help users to save money. This compact 8-ppm laser-based multifunctional device offers standard faxing, convenience copying and PC printing and scanning with OCR capability.

Dedicated keys for power-save mode, toner-save mode, paper-save mode and toll-save mode (see below) conveniently grouped together on the WorkCentre Pro 580's control panel contribute to the unit's good overall ease of use. Noteworthy is that whereas many fax-centric units offer delayed transmission, what's different about the WorkCentre Pro 580's toll-save mode is that rather than requiring a programming opera-

tion to set up a specified time for later delivery, the user simply presses the "Toll" key and the document is automatically stored into memory to be transmitted at the programmed time. There are, similarly, dedicated keys for the other three modes, as well as fax forwarding, which are usually embedded in nested menus.

Also contributing to the unit's good ease of use is its well-laid-out and uncluttered control panel, which incorporates a

Digital Imaging Review (ISSN#1527-4721) is published monthly by Buyers Laboratory Inc., 20 Railroad Ave., Hackensack, NJ 07601; www.buyerslab.com; (201) 488-0404. \$295/yr. Periodical postage paid at Hackensack, NJ. Postmaster: Send address change to Buyers Laboratory Inc., 20 Railroad Ave., Hackensack, NJ 07601. Subscriber comments herein are their opinions only; Buyers Lab expresses no opinion on their accuracy. Copyright 2003 by Buyers Laboratory Inc. All rights reserved. **Reproduction in whole or in part without written permission is prohibited.**

610P717830

---

2-1/2" x 1/2" one-line, 16-character LCD display. Moreover, the unit displayed good procedures for removing and replacing the imaging cartridge, which contains toner as well as photoconductor. Further contributing to ease of maintenance is a selection of features in the WorkCentre Pro 580's software, such as "Clean Drum" and "Adjust Shading," which helps users deal with output quality problems. Ease of use as a connected device, which includes setup of the Windows GDI print driver via the Xerox installation disk, also proved to be good. Furthermore, documentation, as well as the unit's methods for removing misfeeds and loading paper, were rated "Good."

In addition to making the unit convenient to use, the "save" modes can help users to cut costs. As mentioned above, in addition to power-save mode, the unit offers toner-save mode, which helps to conserve toner, paper-save mode, in which two pages of a fax or copy are printed on one page, and toll-save mode, in which documents are stored in memory and sent at a specified time when the toll for the call is reduced. Other features that can help users to save money include a 33.6-Kbps modem, not offered on the majority of low-volume fax-centric units, and timers for delayed transmission (to memory capacity).

Other fax features of the WorkCentre Pro 580 include MMR compression, a 2-MB memory and a 150-sheet paper capacity (both nonupgradable), multi-access, broadcasting (to 100 destinations), 100 autodial destinations (20 one-touch keys and 80 speed-dial destinations), error-correction mode, 30-minute battery backup,

access codes and distinctive-ring detection. The WorkCentre Pro 580 also demonstrated good procedures for transmitting from memory after a failed communication.

As a convenience copier, the WorkCentre Pro 580, which can make up to 99 copies in one session, outputs copies at 600-dpi resolution and offers zoom reduction/enlargement from 50% to 200% in 1% increments.

Tested in a single-user environment via a direct parallel port connection to a PC, the WorkCentre Pro 580, which has 4 MB of dedicated print memory, includes a 600-dpi, Windows GDI print driver offering basic features that was easy to use. And unlike the majority of models tested in this category, the unit, which did not experience any compatibility issues, received BLI's highest image quality rating for all types of output produced in print mode.

Scanning via the bundled TWAIN scan driver, which is loaded on the PC and can be used with any application that supports TWAIN, proved to be easy. BLI tested the scan function using the bundled TextBridge Pro Millennium with OCR capability, which converted a document to editable text, and found it very easy to use.

While the Xerox WorkCentre Pro 580 is priced higher than most low-volume units, it has a faster modem speed and a faster print speed than the majority of these lower-priced competitors and when compared with other laser-based fax-centric units equipped with a 33.6-Kbps modem it's priced lower than the majority of currently available models. The unit's cost per page is competitive with that of other units tested to date in this class.

(This article has been reprinted with the written permission of Buyers Laboratory Inc.)