Lab Test Report

A Comprehensive BLI Laboratory Evaluation | FEBRUARY 2015

Xerox WorkCentre 5955

55 PPM Monochrome
Copier • Printer • Scanner • Fax

Reliability	Excellent
Multitasking	Excellent
Administrative Utilities	Excellent
Feedback to Workstations	Excellent
Ease of Network Setup	Excellent
Print Drivers	Very Good
Scan Functions	Good
Black Print/Copy Quality	Very Good/Good
Black Print/Copy Productivity	Good
Ease of Use	Very Good
Feature Set	Excellent
Security Features	Excellent
Accessibility Features	Not Rated
Environmental Features	Not Rated
Toner Yield	Good
Value	Good

BLI RECOMMENDATION

Replacing the WorkCentre 5855, the Xerox WorkCentre 5955 gave an outstanding overall performance in BLI's Lab Test. The device proved to be highly reliable over its 200,000-impression test. Adding to its strong reliability is that, unlike with most competitive devices, consumable parts including the drum, fuser and separation roller can all be replaced by end users, eliminating the need for service to replace them. In addition, there is no waste toner tank that needs to be replaced for this engine. Rather, the machine recycles all the toner that is collected in the compartment of the imaging drum, essentially removing the need for a waste toner bottle to be replaced. The device's competitive overall image quality stood out for its high-quality text and line art; text exhibited above average darkness and character formation, and closely spaced fine lines were distinct and of consistent thickness. Enhancing the unit's ease of use is the wealth of device and job status available to users from the bidirectional print drivers and by access to Xerox's online support resources and how-to guides directly from the control panel. While the device is priced higher than average, it does offer the highest standard and maximum paper capacities of the group. The 200-sheet capacity of the duplex single-pass feeder is the second highest of the group. The device is also built on Xerox's Con-

Test duration: Two months, including a 200,000-impression durability test.

Manufacturer's maximum monthly duty cycle[1]: 200,000 impressions.

Average optimum monthly volume for models in this speed range: Up to 39,000 impressions[2].

[1] The manufacturer's maximum monthly duty cycle is the maximum volume, as specified by the vendor, that the unit is capable of producing in a month; however, it isn't recommended that the unit be run at this volume on a regular basis.

[2] Based on a survey conducted by BLI. When comparing models, note that this optimum volume was instituted in May 2012. Optimum monthly volumes for models tested prior to May 2012 may be higher or lower.

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nectKey technology platform, and features Xerox's App Studio, which allows for resellers to set up nearly a dozen apps designed to simplify workflow, all of which are accessible from the device's control panel. Among the apps available are scan to Dropbox, scan to email and scan to multiple destinations. The ConnectKey technology platform also offers enhanced security offerings from McAfee and Cisco, as well as the latest in EIP architecture, which allows for scanning files directly into SharePoint and cloud-based repositories. Based on its performance in BLI's tests, BLI Highly Recommends the Xerox WorkCentre 5955 for an optimum monthly volume of 39,000 impressions.

STRENGTHS

- Excellent reliability
- High-quality printed and copied text and line art
- Tested scan speeds are faster than average in simplex modes, and significantly faster than the average of the group in duplex modes
- User-replaceable drum, fuser and separation roller minimize downtime; the machine recycles all the toner that is collected in the compartment of the imaging drum, essentially removing the need for a waste toner bottle to be replaced
- Bidirectional print drivers display device and job status, eliminating the need to install additional software, which takes up resources
- Highly detailed feedback to workstations helps ensure that supplies are on hand when needed, reducing downtime
- Strong multitasking capabilities, including access to the control panel even while pages are being scanned through the document feeder
- Integrated address book consolidates all selectable destinations in one place, eliminating the need to search for destinations in multiple locations
- Highest standard and maximum paper capacities of the competitive group
- Xerox's new App Studio allows for Xerox's resellers to set up nearly a dozen apps designed to simplify workflow
- Maintenance Assistant enables users to send diagnostic information directly to Xerox to help support staff resolve problems
- Standard EIP architecture allows for integration with third-party software solutions to automate workflow and control costs
- Highly customizable cloning of device settings from one device to another at the web utility

WEAKNESSES

- Lack of separation between halftone levels at the darker end of the scale in copy mode
- Control panel does not allow for customization of basic functions, nor for shortcuts for quicker access to sub-menu selections
- No preview support at scan menu or for USB jobs
- Separate menus for the various scan to destinations on the control panel require users to toggle back and forth between multiple screens; no encryption support for scan files
- No point-and-click support for selection of paper source and output destination from the print drivers
- The user-replaceable drum cannot be removed without opening the side door, unless excessive force is used which could damage the device
- Default driver names are not easily identifiable
- Only some of the selections for a typical print job are available on the first print driver tab; no point-and-click support for selection of paper source and output destination

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TEST RESULTS AND OBSERVATIONS

+, — and ○ represent positive, negative and neutral attributes, respectively.

RELIABILITY

EXCELLENT

+ The WorkCentre 5955 did not require any service over the course of its 200,000-impression durability test and it experienced only six misfeeds, for a misfeed rate of 33,333 impressions.

+ Because the drum, fuser and separation roller are user-replaceable, the need for service to come and replace these parts when they expire is eliminated, further increasing uptime. In addition, there is no waste toner tank that needs to be replaced for this engine. Rather, the machine recycles all the toner that is collected in the compartment of the imaging drum, essentially removing the need for a waste toner bottle to be replaced.

— When replacing the drum, users must also open the left side of the machine. If a user attempts to force the drum out without opening the left side of the device, the device could be damaged.

MULTITASKING

EXCELLENT

+ The device experiences virtually no delay between jobs, and the number of print and copy jobs that can be stored to the device is limited only by memory.

+ Unlike with most other units tested, the next copy or scan job can be programmed ahead while the originals of the current copy or scan job are still being scanned.

+ Secure print jobs can be released while printing, scanning and copying, and also while jobs are being scanned through the document feeder, which is rare.

— Although users can scan a job to a destination and copy a job to memory when the device is misfed or out of paper, because an override key is not provided, it takes a number of keystrokes to first close the misfeed removal animation screens before programming the next scan or copy job. These screens repeatedly pop up until the issue is resolved.

+ While the machine is out of paper or toner, or there is a misfeed, print jobs are downloaded to the device from the network, scan jobs can be sent to a destination and copy jobs are automatically stored to memory.

○ Settings from the previous copy job, such as quantity, are retained for 60 seconds, and the timeout can be extended, so that a second job requiring the same settings can be run without the user having to make all the selections.

○ The Interrupt hard key can be used to interrupt either copy or print jobs to perform an immediate copy job. During testing, the unit stopped the current job in the middle of a set. It would be preferable to enable the current job to continue running while the

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user programs the interrupt job. All of the features required for a typical copy job are accessible (such as document feeder, duplex and staple). The device returned to non-interrupted mode immediately.

ADMINISTRATIVE UTILITIES

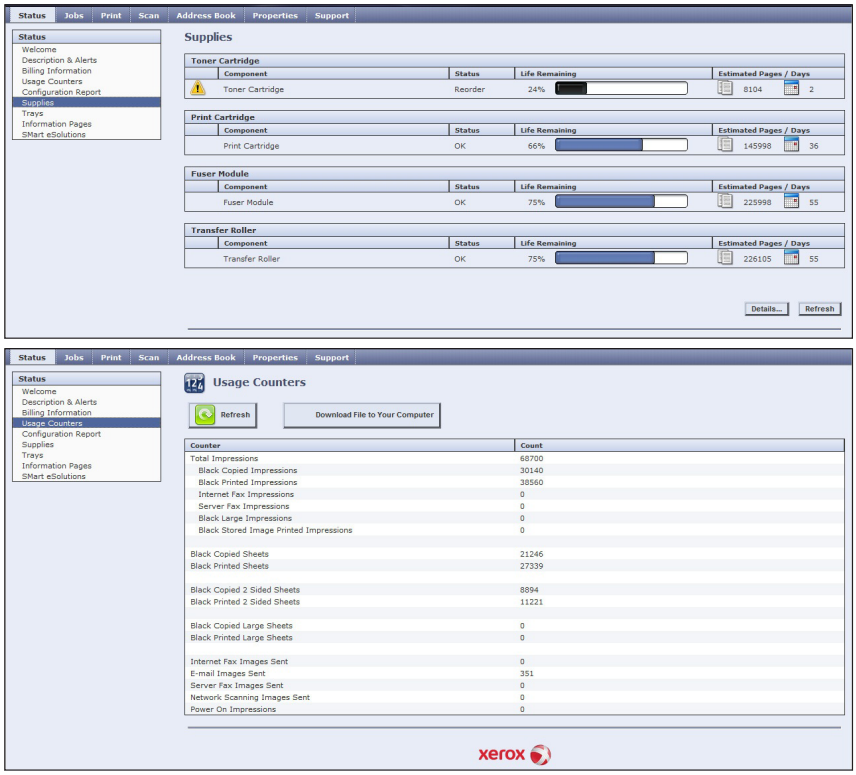
EXCELLENT

+ The WorkCentre 5955's web utility was found to offer above average overall ease of use. The web utility features graphical administrator management screens and an integrated address book.

+ The web utility provides highly detailed consumables status for the toner, drum, fuser and transfer roller.

○ The paper size, color and type in each drawer are also indicated; the amount of paper in each drawer is indicated only as ready, low, empty or jammed.

+ Error messages are provided for misfeeds and other device conditions. Low supply warnings sent to administrators can be customized from one to 20 days in advance. Email alerts can also be automatically sent to administrators when errors occur and consumables are low or depleted. There can be up to three groups, with each group containing up to five email addresses. Meter readings and email alerts can also be automatically sent to dealers.



The web utility provides highly detailed feedback on supplies, as well as usage counters

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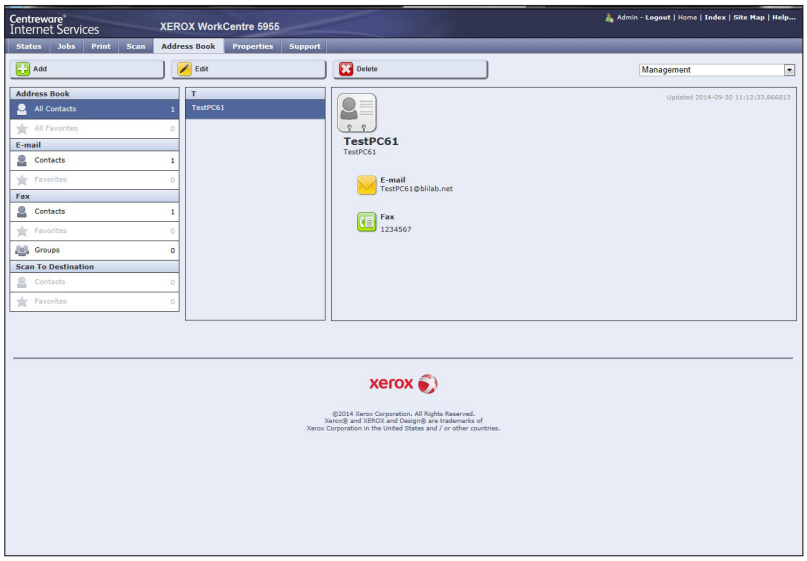
○ Email alerts indicating completed print, copy or scan jobs are not supported.

+ Administrators can assign access codes to users and groups so that usage can be restricted and tracked by user and group for each function.

+ With the integrated address book, users can freely pick and choose what information, which is initially determined by the administrator, to view for each contact, such as first name, last name, email address and fax number, program contacts as favorites, and program all possible destinations from the same book, including email, fax and Internet fax. Adding or deleting of addresses from the address book is reserved for administrators. Favorites or frequently used settings are also available. The address book can also be exported in CSV format.



The integrated address book allows users to freely pick and choose what information to view for each contact

+ Cloning device settings from one WorkCentre 5955 to others in the organization via the web utility is highly customizable; settings available include accounting, audit log, e-mail, Smart eSolutions, print settings, authentication, fax, job management, network scanning, connectivity settings, Internet fax, security, power saver and templates.

○ Status information is available for active and saved print jobs, and active scan jobs.

— No status information is provided on copy jobs. Moreover, job history is not provided at the utility.

○ Information provided includes user name/ID, number of sets programmed for a print job, file name for print jobs and application name for print jobs.

— The job list does not include total originals, start/end times or job progress.

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+ An electronic meter counter at the web utility includes details on prints, copies, faxes and scans, as well as duplex printing and copying and total pages.

+ The web utility allows for direct printing of files in PDF, PCL, PostScript, TIFF, JPEG and XPS formats. Features supported for direct printing include duplex, collate, orientation, quantity up to 9,999 and finishing options, including staple, hole punch and fold. In addition to paper size and paper drawer, users can specify the type and color of paper. Selections for secure print, sample print, reprint and delay print are supported.

+ Administrators can log into the web utility while the device is in use and save changes to the device.

+ The User Permissions feature allows administrators to create roles for all users or specific users when printing or using the control panel. Administrators can specify when users can print in black and white or color, if they can print in simplex, what job types can be printed, which paper trays can be used. Administrators can also customize the print driver's default application settings so that, for example, PowerPoint presentations can be set to always print in duplex, or Outlook e-mails can be set to always print in black and white, or jobs can be printed in color only during certain hours of the day. These customized settings will be dynamically reflected in the print driver.

+ CentreWare Web, which is available as a free download from Xerox's website, is a device management utility with an uncluttered, customizable interface. Though it lacks drag-and-drop support, the utility makes it easy to execute tasks, thanks in large part to various wizards accessible via the program's home page. Monitoring and management features are strong, and CentreWare Web provides more reporting options than most competing utilities.

+ Xerox's Remote Control Panel allows administrators or users to remotely operate the WorkCentre 5955's control panel from an office PC via the web utility. This makes it easier to train users and for IT staff to remotely view and monitor the user interface. Admins can enable Remote Control Panel for administrators only, for admins and diagnostics users only, or for all users. Additionally, admins can block or allow access to the local control panel when a remote session is active; a warning message appears on the screen when the control panel is being used remotely.

+ Xerox offers Smart eSolutions, which provides two applications for automating device management. MeterAssistant automatically collects and securely submits the device's meter reads using a built-in audit process to increase billing accuracy. SuppliesAssistant proactively manages toner supplies and monitors usage to make sure the customer has the correct amount of supplies at the right time. Both utilities can be downloaded from Xerox's website free of charge.

+ Xerox Standard Accounting tracks copies, prints, scans and faxes. The utility is embedded in the software of the device; no additional third-party applications are required. Setup of different types of accounts is enabled via the web utility. Up to 2,500 user IDs and 500 group accounts are available. Both administrators and users can generate usage reports.

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FEEDBACK TO WORKSTATIONS

EXCELLENT

+ The WorkCentre 5955 offers feedback through its bidirectional print drivers, so there is no need to install additional software.

+ The information provided is highly detailed, and includes the amount of paper in each drawer in 10-percent increments, as well as a toner gauge, in 1-percent increments. Toner and paper gauges are located on the bottom of the print driver window, regardless of the tab being viewed. Job status for completed and active jobs is also supported within the driver. Paper status further includes the color and type of paper loaded in each drawer. Detailed messages for device status and error conditions such as front door open and toner near end of life are also supported.

○ While feedback on the drums or other consumables are not provided within the driver, the drivers do feature a link to the web utility, which provides information on toner, drum, fuser and transfer roller in 1 percent increments. Status also includes pages and days remaining in current life.

+ Pop-up messages are available via the bidirectional drivers for print job completion and deletion, as well as when the selected drawer is out of paper. Pop-up messages appear in one window and dissolve automatically.

+ Audible alerts for print job completion are available.

+ Error messages are provided for misfeeds and other device conditions. Low supply warnings sent to administrators can be customized from one to 20 days in advance. Email alerts can also be automatically sent to administrators when errors occur and consumables are low or depleted. There can be up to three groups, with each group containing up to five email addresses. Meter readings and email alerts can also be automatically sent to dealers.

○ Email alerts indicating completed print, copy or scan jobs are not supported.

○ While icon alerts are available, they're only active when the utility is running and do not change in color, shape or size.

EASE OF NETWORK SETUP

EXCELLENT

+ The feedback utility is built into the driver, and therefore no software outside of the drivers needs to be installed on the system.

+ During the initial device installation, the administrator is prompted with a screen to enter the network settings. This is not seen on most devices and greatly simplifies installation.

+ Installation of the drivers is simple. The CD auto-launches upon insertion into the drive, and the default (PostScript) driver and PCL driver can be installed in 9 clicks. The port is automatically created during installation. All accessories are automatically located once the drivers are installed, and administrators do not have to initiate this capability.

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— The default names of the installed drivers are more cryptic than what is found on other systems and not easily identified by the user, though they can be manually changed. Some competitive devices have the drivers more clearly named from install, and others let users rename them during the install.

+ A function enabling an administrator to confirm that LDAP, SMTP and SMB settings have been configured correctly is available via the web utility, saving users from having to go to the device and physically send a scan to make sure the communication between the device and the servers are OK.

○ When administrators click on Printer Management Links and Additional Drivers, they are linked directly to the area on Xerox's website from which they can download Xerox's Mobile Express and Global Print drivers, as well as firmware and a font management utility, once they enter the device model number and operating system of the drivers.

PRINT DRIVERS

VERY GOOD

+ The WorkCentre 5955 comes equipped with a 1-GHz processor, along with standard PCL 5c/6 and Adobe PostScript 3, and optional XPS drivers.

○ Resolution modes include Standard, High Resolution (PostScript only) and Toner Save.

+ The PCL and PostScript print drivers are very similar in appearance and layout, which makes navigating their screens easier for users who need to switch between them for different types of jobs.

+ While the drivers are not defaulted to duplex mode, earth-friendly settings are selectable via the green icon on the bottom left corner of all the driver tabs. Settings include 2-Sided Print, No Banner Pages, 2-Up, and Sample Set. Changing these settings within the print drivers changes the default settings for all applications.

+ The drivers feature three tabs (Printing Options, Document Options and Advanced), and most of the selections for a typical print job are available on the first tab. These include job type, paper source, duplex and most finishing selections.

— Selections for quantity and collate are programmable from the Advanced tab, but should be programmable from the main tab.

○ In addition to quantity and collate, the Advanced tab features selections for offsetting.

— The drivers do not offer a point-and-click interface for selecting paper source.

○ Note, however, that the illustration of the machine shown in the drivers graphically changes to reflect the currently selected paper source and exit tray.

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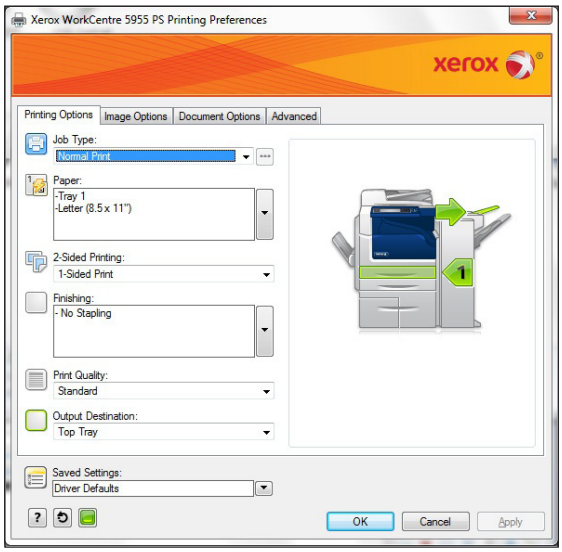
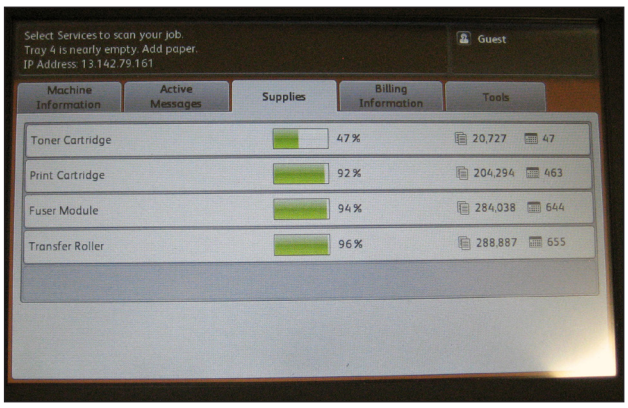


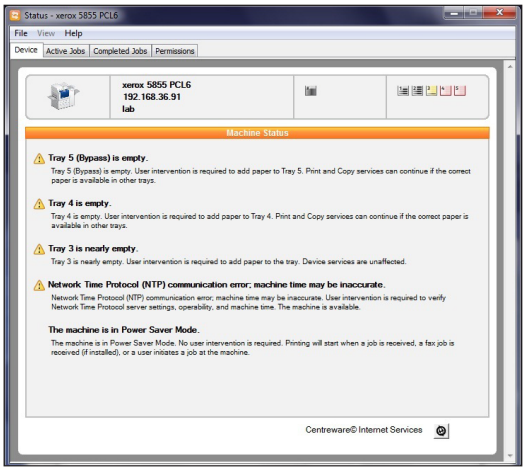
Print Driver Printing Options Tab

○ The order of the tabs and features available for selection on the first screen cannot be customized in the drivers, whereas some competing machines support this capability. Users can, however, store the settings for an unlimited number of commonly run jobs, reducing the number of clicks required to program more complex jobs. But unlike with the drivers of some other vendors, there are no preset settings stored for Saved Settings.

— A job review selection summarizing all current job settings is not supported, unlike with most competitors.

+ The drivers are bidirectional, allowing users to check the status of the device directly within the print driver before sending a print job without having to install any additional software that uses system resources. Gauges are provided for toner and paper supply in 1-percent and 10-percent increments, respectively; job status for completed and active jobs is also supported.





Details on consumables and machine status is outstanding from both the control panel and drivers

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○ Users can save settings to be the default for specific applications. For example, Microsoft Word documents can be set to always print in duplex, or PowerPoint presentations can be set to print in color mode.

\+ User permissions, when set by the administrator, prevent users from using certain print settings such as color mode or simplex printing. These customized settings are dynamically reflected in the print driver.

○ Available job types include Normal Print, Secure Print, Sample Set, Delay Print and Saved Job. Fax is also available if the fax option is configured.

○ Secure print jobs can be accessed via the Job Status button on the control panel, and require a four to 10-digit ID/code to store or access.

\+ No secure print details are shown while the job is still in the secure print queue. While job name, user name and application for secure print jobs are not hidden in default when released into the public queue, job name can be hidden via the device's job conceal capability, which conceals the job name and application even for non-secure print jobs via job conceal.

\+ In addition, even after releasing a secure print job, a walk-up user cannot delete the job without entering a code, which is very rare.

○ Seven clicks are required to release a secure print job. Multiple secure print jobs with the same PIN can be released one by one or all at once.

\+ Users can release secure print jobs while the device is printing, scanning or copying.

— Unlike with some competing machines, users cannot change simplex/duplex settings, paper settings, or the number of sets for secure print jobs.

○ Via Image Options in the PostScript driver, the lightness and contrast of the image can be adjusted in fine increments. A preview is also available.

○ Within the Document Options tab are secondary tabs for Page Layout, Special Pages, Watermark and Orientation.

\+ The Special Pages tab enables users to custom build an entire job within the print driver. Users can select front covers only, back covers only, front and back covers the same, and front and back covers different.

○ While users can select size, type and color of covers within the drivers, paper source for special pages is not supported within the drivers. Preferred would be to have paper source available for the selection of covers in addition to providing size, media and type.

\+ Users can also add inserts and exceptions to their jobs via Special Pages. Covers and inserts can be added before or after pages. Exceptions can be set for specific pages or page ranges, and includes duplex or simplex printing and paper size, color and type. A summary window of exceptions programmed allows users to edit, delete or undo any exceptions programmed.

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○ Subset finishing is not supported for exceptions. While exception programming within the drivers is not as robust as some competing engines, BLI found the procedures to be intuitive and simple.

○ Via the Watermark tab, existing watermarks can be edited and new watermarks can be created.

○ Printing onto tab paper is supported through the bypass, however the drivers do not make it clear that only the bypass supports tab paper.

— Printing onto tab extensions is not supported, whereas this capability is supported by some competitors.

+ With the device's Print-Around capability, a job will be held if resources required for that job are not available, allowing the next job to run.

+ New to the device is the Just Print capability, which is an extension of the device's Print Around functionality. With Print Around, if paper is not loaded for a job sent to the queue, the job will sit in the queue until the appropriate paper is loaded in the drawer, allowing other jobs to be run in which the appropriate paper size is available. With the Just Print feature, if a job is sent to the queue and held because the appropriate paper size is not loaded in the drawer, a user can actually pull paper from a different drawer in order for the job to be released. Plus, the job will scale to whatever paper size is loaded in the new drawer selected for the job.

○ While envelopes are supported through the bypass tray, the drivers do not make it clear that only the bypass tray supports envelopes. However, with the optional envelope tray configured, this should not be an issue. The drivers should clearly specify that the bypass tray should be the paper source for envelopes when the envelope tray is not configured.

○ The driver does not support carbon copy mode, blank page removal, overlay or poster mode, whereas the drivers of some competing engines support some or all of these capabilities.

○ It takes 9 clicks to program a multiple-set print job fed from the second drawer with stapling using the PCL and PostScript drivers, which is competitive with other engines tested.

+ The Xerox Global Print driver allows users to print to different Xerox devices without installing multiple drivers, and the Mobile Express Print driver is convenient for users in offsite locations because it detects devices available for printing. It enables users to print to any networked wired or wireless output destination.

△▽ SCAN FUNCTIONS — GOOD

+ The WorkCentre 5955 features standard scanning speeds of up to 105 ipm in both color

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and black. File formats supported include PDF, PDF/A, searchable PDF, compact PDF, XPS, TIFF and JPEG (color only). Scan resolutions include 72, 100, 150, 200, 300, 400 and 600 dpi. TWAIN scanning and LDAP are standard.

+ Standard searchable PDF and XPS file formats are standard and supported in multiple languages, which is rare.

— Encryption for scan files is not supported.

+ Tested scan speeds are faster than average in simplex modes, and significantly faster than the average of the group in duplex modes.

○ Scan destinations include email, SMB, FTP, USB, secure FTP and HTTPS, and device-resident mailbox. Additionally, authenticated users can create a “scan to home” shortcut to send directly to a specified destination.

— Unlike with some competitive machines, in which scan to functions are all programmable from one central location at the control panel, users must toggle through several screens and menus in order to program different scan to functions, including email, fax, Internet fax and workflow scanning.

○ While users cannot scan to several of these destination types in a single session out of the box, Xerox's Smart Document Travel, server-based document routing software, enables users to scan to multiple destinations in a single scan.

+ The integrated address book includes a “Scan To” destination for each contact, which can be configured via the web utility to scan documents to FTP, SFTP, SMB or NetWare destinations. Via the “Scan to” button on the control panel, users can search for and select a desired contact and send files directly to their designated folder.

+ The Single Touch Scan feature allows users to create a dedicated scan button directly on the Services Home screen with a customized scan workflow for fast document distribution and archiving. These dedicated buttons can be branded with a company logo, service name and color scheme, and administrators can control who has access to it and manage permissions. Up to 10 custom buttons can be added to the Services Home screen.

○ Selecting searchable PDF and XPS requires users to switch from Image Only to Searchable from a pull-down menu located on a sub-menu within the scan screen. It would be preferable to have searchable PDF/XPS as a standalone selection at the control panel.

+ The unit’s on-screen QWERTY keyboard features large keys that are clearly delineated from each other, but closely spaced. The keyboard also features dedicated “@” and “.” keys for use in email addresses on the main screen.

○ Carbon copy and blind carbon copy features are not supported. In addition, the device does support an optional keyboard to simplify the process of entering email destinations.

○ The machine does not support the storage of short messages or pre-populated subject lines.

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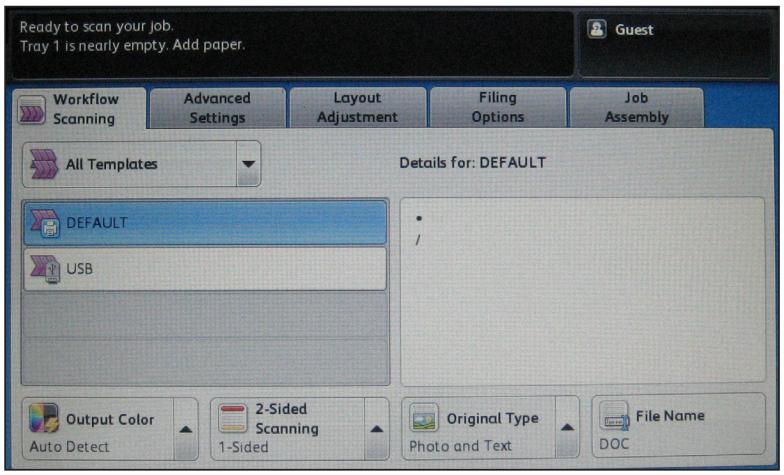
— Neither a scan preview nor thumbnail preview is available at the control panel for any scan functions.

+ Duplex scanning is selectable from the main screen of the scan menu.

+ Background suppression mode is supported.

○ Blank page removal and color drop-out mode are not supported.



Workflow Scanning Screen

○ Job build supports mixplex (simplex/duplex) and image quality changes between batches, but does not support the mixing of paper sizes from the document feeder and platen.

+ Users can print from PDF, JPEG, TIFF, and XPS files from a USB memory drive. The USB port is conveniently located at the front of the device. The menu is automatically populated when a USB device is inserted into the unit. In contrast, with some other systems, users must navigate through several menus to locate the USB printing capabilities. Users can browse into subfolders, and can apply duplex settings, select paper size and source and specify quantity of sets.

+ Print from USB also supports the ability to program ahead and print around. Duplex, paper source, multi-position stapling and quantity are also supported.

— The USB print capability does not support a preview function or the ability for users to select and print multiple files at the same time. Blank page removal is also not supported.

+ Users can also scan to USB in all supported file formats. As with print from USB, the menu is automatically populated when a USB is inserted into the device. In addition, the scan to USB function is maintained in the same menu as scan to email, unlike with some competitors who have separate interfaces for scan and scan to USB functions. Users can also name files and select a storage location.

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— Unlike with print from USB, users cannot browse into subfolders via scan to USB. In addition, users can't create folders from the device.

+ The device supports nine LDAP servers, with one acting as the default server, enabling users to access destinations from a server at the control panel. Multiple destinations can be selected from an LDAP search.

○ Destination addresses entered manually at the control panel can be added to the device-resident address book, but administrators must first enable this capability at the web utility.

+ The LDAP look-up procedure was found to be very easy for users to navigate. In addition, switching to the internal public address book is very easy via the pull-down menu.

○ It takes 15 keystrokes to perform a scan to email job using LDAP support with a 300-dpi file when sending to one destination. Adding another destination requires two additional keystrokes.

+ Optional Scan to PC Desktop software allows users to create personalized scan menus at the device. Users can route documents to different destinations (e-mail, content management systems or desktop) simultaneously and convert documents, images and drawings into PDF files.

+ Default and compressed scan file sizes are smaller than the average of those of most models tested to date.

PRINT/COPY QUALITY

VERY GOOD/GOOD

+ Printed image quality was very good overall, earning very good marks for printed text and printed line art, and an excellent rating for halftone range, which was visible from 10%, which is the minimum coverage level of the original, to 100%, with distinct separation between all levels. Smoothness of halftone fill was above average, although some banding was evident. Printed text exhibited above average darkness and character formation, along with average sharpness of characters and smoothness of curves and serifs. There was no evidence of toner overspray. Printed line art earned above average marks for distinction of fine lines and consistency of line thickness, and as with printed text, there was no evidence of toner overspray. An average amount of stair-stepping was evident in diagonal lines, however.

○ Printed solids were rated good, with average darkness and consistency of coverage.

+ Copied text was excellent, displaying above average darkness, sharpness, character formation and smoothness of curves and serifs. There was also no evidence of toner overspray or haloing.

+ Copied line art, which was very good overall, exhibited above average distinction of closely spaced fine lines and consistency of line thickness, and as with copied text, there was no evidence of toner overspray or haloing. An average amount of stair-stepping was evident in diagonal lines, however.

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○ Copied solids exhibited above average darkness, although some mottling was evident.

○ Halftone range in copy mode was visible from 15%, which is the minimum coverage level of the original, to 100%, with distinct separation between most levels; separation was lacking between the 91% to 95% levels. In addition, the 100% level was not dark enough. Although some banding was evident, halftone fill was smooth overall, with some banding evident.

PRINT/COPY PRODUCTIVITY

GOOD

○ The WorkCentre 5955's productivity when printing BLI's job stream from the both the PCL and Post Script drivers was competitive with the group.

○ The model's productivity when printing sets was also competitive with the group in both simplex and duplex modes.

○ The model's productivity when copying multiple sets was competitive with the group in all modes tested.

○ First-copy times were competitive with the group from both the platen and document feeder.

EASE OF USE

VERY GOOD

+ The control panel features a full-color touch-screen LCD and a menu system with tab browsing that is logically organized overall and offers above average overall ease of use.

○ While adjusting the display contrast requires users to navigate through Machine Status to the Tools menu, the display is bright and clear overall.

– The control panel does not move or tilt and text cannot be enlarged.

○ A dedicated Help hard key displays an index of features that explains the capabilities of the selected feature, but the Help function is not dynamic in terms of bringing up specific information related to the selection users are currently programming.

+ Administrators can add an Online Support button to the Services home screen, which links to the full Xerox Online Support database and includes preset help topics and how-to guides, and the ability to search by keyword. This feature is also available from the print driver. The device also features the Maintenance Assistant, accessed via the Machine Status button, which enables users to send diagnostic information directly to Xerox to help support staff resolve problems.

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Services Home Screen

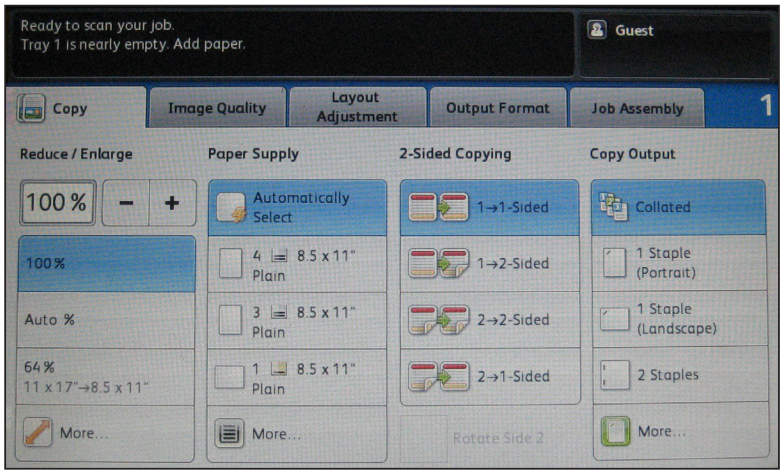
+ All available device functions—Copy, Print From and Workflow Scanning—are accessible via the Services Home hard key. In addition, administrators can customize the device functions that are available for selection via the Services Home screen.

+ The ID Card Copy function, which allows for both sides of an ID card to be copied in one pass off the platen glass, is also conveniently located on the Home screen.

+ The Copy screen is similar to that of its predecessors, with most of the features required for a typical copy job programmable from the first screen, including paper selection, duplexing, reduction/enlargement, sorting and finishing options.

+ While the WorkCentre 5955's control panel does not allow for customization of basic copy functions, Xerox's new App Studio site, available for devices that support version 1.5 of the ConnectKey platform, enables Xerox's partners to setup apps to simplify workflow. Eleven pre-developed apps, including scan to Dropbox, scan to email and scan to multiple destinations, are available, all of which can be accessed from the device's control panel.

○ The settings for up to 50 commonly run jobs can also be saved, but only within the Job Assembly tab. Some competing models allow users to save current settings and to access saved settings from all of the tabs, which is an added convenience.



Most typical copy job selections are programmable from the first screen

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○ Sample Job, selectable from the Job Assembly tab, allows a user to print out the first set of a multi-set job once it has been programmed to ensure that the settings are correct before outputting the job in its entirety.

○ The job build capability allows users to mix pages from the platen and the document feeder, and mix various paper sizes. However, mixplex changes, image quality changes and subset stapling are not supported.

+ When a copy job is running, a pop-up message detailing information on the job, including number of originals in a copy job, number of output pages in copy and print jobs, number of sets programmed in a copy job, and the counting of pages when copying, is provided on the main screen of the control panel. In addition, a progress bar graphically indicates how far along to completion a job is.

○ This level of information for copy jobs is also provided within the job list screen, though users must click on a specific job for the details. It would be preferable to have all the information provided in one location, versus having to toggle back and forth between the two screens.

○ While the job queue provides detailed information on the currently running print job, accessing it requires navigating through several different sub-menus. The number of originals, number of sets selected and number of sets completed are viewable from the Job Progress menu, which is available when the job is highlighted in the queue. But users must navigate to the Details menu in order to view the job submission time, as well as quantity, output color, reduction/enlargement and simplex/duplex. Then, the Required Resources tab, located within the Job Details menu, provides users with paper size and type selected for the job and whether that paper is available. The number of output pages for print jobs is not provided, nor is the time remaining until a print job is completed.

+ Copy, print and scan jobs are conveniently maintained in a single queue. Both print and copy jobs can be moved, deleted and held.

○ Jobs in the queue cannot be modified.

+ The amount, size and type of paper in each drawer is graphically indicated on the first screen as well. Thus, users know how much paper is in the selected drawer and paper type without ever having to leave the first screen. Additional details on paper sources are available when users select the More touch key under Paper Supply, as a gauge shows the percentage of remaining paper. There is also a message in the top left corner of the main copy screen indicating the status of paper for the current drawer selected.

+ Details on consumables, including toner, drum cartridge, fuser and transfer roller are provided via the Machine Status hard key. The Supplies tab displays the percentage of toner and drum remaining for each color in 1-percent increments, going so far as to estimate the pages and days remaining before each of the drums needs to be replaced.

+ This information can also be printed out in a more comprehensive form than is available on screen. For example, the printout provides a date on which the item was last installed, as well as the reorder numbers for consumables and routine maintenance items.

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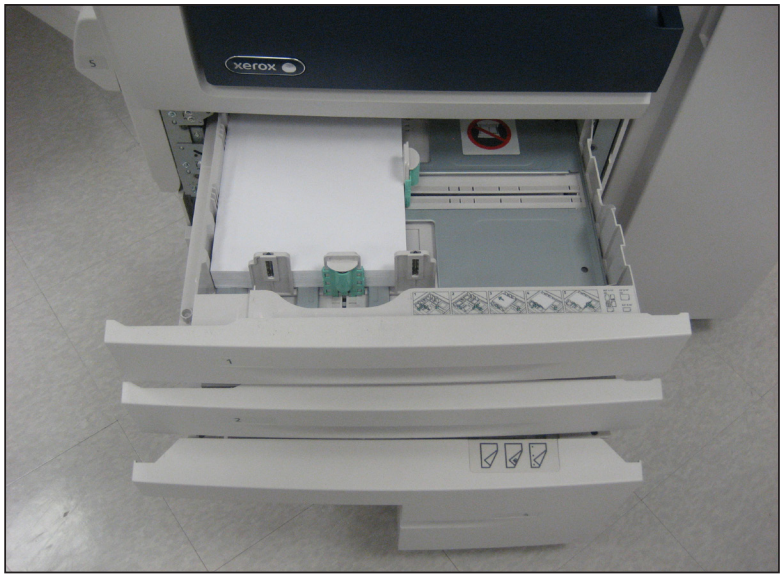
○ The Billing Information tab provides users with the electronic meter counter, including the device serial number, the current meter reading for print, copy, scans and Internet fax pages, as well as total impressions.

+ Loading paper into the user-adjustable drawers is simple, as each adjustable drawer features a sliding length and width guide and no corner separators or other restrictions. There are also easy to see limit indicators in each drawer. The drawers also feature automatic paper sensors.

+ When media is loaded into the bypass tray, the machine also automatically detects the paper type and presents the user with a screen to confirm the media type. This can be a very useful feature, as it accepts many weights and types of media not supported from the drawers. Presenting this screen eliminates several keystrokes that would typically be required to locate a paper type menu buried within the control panel.



Sliding length and width guides make adjusting paper size in the drawers easy

— In copy mode, there is no finisher tray selection on the copy output menu. This capability is reserved for administrators. Output is delivered to the default output tray unless the default output tray does not support the job attributes. It would be preferable for users to have the ability to select a different tray from the control panel for copy jobs.

○ The user is prompted to confirm the paper size and type via the control panel every time the drawer is opened and closed, even if the paper size has not been changed. This involves just one extra button press, and allows the bidirectional driver to accurately reflect the paper size, type and color loaded in each drawer. This process can be more convenient than those of several competing engines, which require users to navigate through sub-menus to find out details on paper size, type and color. But users must remember to confirm the paper size prior to walking away from the machine, or the jobs in the queue will not run.

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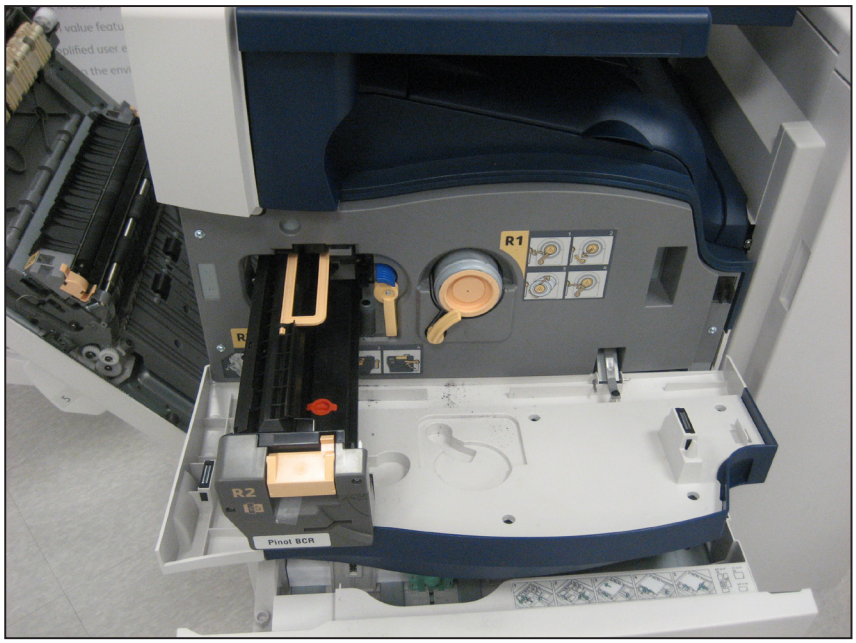
+ Though toner cannot be loaded on the fly, procedures for replacing toner are simple. Instructions are illustrated to the right of the toner; users simply need to move a lever to the side to release the cartridge.

○ Clearing misfeeds was found to be moderately simple. There is no need to move the finisher away from the machine, keeping the device's footprint from expanding. In addition, step-by-step instructions are provided with text and graphics. Although the graphical display clearly indicates the location of each misfeed, all of the misfeeds must be cleared before any of the indicators will clear from the graphical display.



Procedures for replacing toner are simple, and the drum is also user-replaceable, further increasing uptime

△ FEATURE SET

EXCELLENT

○ The device's non-upgradeable 2 GB of RAM and 250-GB hard drive capacity are competitive with the group.

+ The WorkCentre 5955 has a standard paper capacity of 4,700 sheets, which is the highest of the competitive group.

+ The maximum paper capacity the WorkCentre 5955 can handle is 8,700 sheets, which is also the highest of the competitive group.

○ The capacity of the 100-sheet bypass is competitive.

○ Paper weights supported from the drawers and bypass tray are also competitive with the group.

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+ The standard DSPF has a capacity of 200 sheets, which is the second highest of the group. Duplexing single-pass feeders reduce wear and tear on the original as the paper needs only to be scanned once to copy both sides.

+ Users can select multi-copy runs up to 9,999; 999 is the maximum for the majority of the group.

+ Up to 2,150 copy control codes are available, which is the highest of the group.

+ Additional features include a zoom range of 25% to 400% in 1% increments, ID card copy, tab copying, print-to-edge, Bates stamping, and mixed size originals.

○ Available finishing options include the Office Finisher, which offers a 2,250-sheet capacity, optional hole punch and multi-position stapling of up to 50 sheets. In addition, the Office Finisher with Booklet Maker adds the ability to saddle-stitch up to 15 sheets to create 60-page booklets, and a post-process inserter. A Centre Offset Tray, which is available of the Office Finisher is not purchased, holds up to 400 sheets with a standard center offset tray. A tray for feeding envelopes is also available, as is a convenience stapler.

+ Standard EIP architecture allows the device to integrate with third-party software solutions that can help control costs, simplify administration, heighten security and ease burdens associated with document capture, routing and management. Recent optional EIP enhancements include Xerox ConnectKey for SharePoint, in order to scan files directly into SharePoint, and ConnectKey for eCopy Cloud, for scanning to cloud-based repositories such as Google Docs, SalesForce.com, Office 365 and Dropbox.

+ Xerox's new App Studio site, available for devices that support version 1.5 of the ConnectKey platform, enables Xerox's partners to setup apps to simplify workflow. Eleven pre-developed apps, including scan to Dropbox, scan to email and scan to multiple destinations, are available, all of which can be accessed from the device's control panel.

+ The device supports mobile printing via Apple AirPrint and Xerox PrintBack, as well as optional Xerox Mobile Print Cloud and Xerox Mobile Print Solution.

+ Standard McAfee embedded technology uses whitelisting technology, which prevents any unauthorized file or function to read, write or change something on the operating system. Xerox pre-defines the set of files that the operating system is allowed to run. If an unauthorized file action is detected, the McAfee embedded agent stops the action and sends alerts via email, or to McAfee's ePolicy Orchestrator security console, or via XDM.

+ The optional McAfee Integrity control will prevent an ".exe" file from running on the operating system as well. This chargeable upgrade prevents new files from being executed from any location, and prevents writing of protected executable files.

+ The device's integration with Cisco TrustSec provisions users to only see certain parts of the network.

○ The 33.6-Kbps fax option, available in one- and two-line varieties, features 200 broadcast groups and 400 broadcast destinations, as well as LAN faxing for sending faxes

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from desktop applications. In addition, fax forwarding allows users to forward incoming faxes to an e-mail address or a document repository as secure, searchable PDFs.

SECURITY FEATURES

EXCELLENT

AUTHENTICATION	
Network user authentication at control panel	Standard
Windows	Yes
Novell NetWare NDPS	Yes
LDAP	Yes
Kerberos	Yes
802.1x wireless	Yes
SMTP	Yes
POP before SMTP	No
Biometric	No
ID Card	Optional
HID	Yes
Common Access	Yes
Other	Mifare; Indala; Magnetic Stripe Readers; Visual Barcode Reader, Elatec, .Net
Registered department or user ID codes	Standard
Number	Xerox Standard Accounting: 2,500 user IDs and 500 account IDs Network Accounting: 10,000 user IDs and 60,000 account IDs
ACCESS CONTROL	
Restrict color	Yes, embedded with device and print drivers
Control panel lock/disablement	Standard
Restrict access to address book	Standard
Restrict USB port	Yes
Restrict direct printing	Standard – see User Permissions
Restrict other	May restrict printing by time of day, color, duplex/simplex, paper trays, type of job (i.e.Secure) and Windows application (ie. Disallow printing Microsoft Outlook jobs in color)
HARD DRIVE	
Encryption	Standard
Maximum level	256-bit AES
Overwrite	Standard
Method	Immediate after each job or On Demand or Scheduled
Maximum number after a job	3 per DoD pattern
Maximum number at end of lease	3 per DoD pattern
Lock	No
Removable	No (not needed with Immediate Overwrite after each job)
Password-protected mailboxes	Standard

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Data auto-deletion in mailboxes	Standard
JOB TRACKING	
Job logs	Standard
Digital signature	Standard
Verify document came from device	No
Verify document came from specific user	Yes
JOB PROTECTION	
Encrypted secure print	Yes, via IPSec
Secure print	Yes – both PIN choice and without PIN using all control panel authentication methods
Encrypted scanning	No
Maximum level	NA
For scan to USB	No
Unauthorized scan/copy protection block (watermark)	Standard
Compatible with same-brand devices	Yes
Compatible with third-party devices	Yes
NETWORK SECURITY/PROTOCOLS	
Protocol disablement	Standard, used open ports displayed in McAfee ePO also
Port disablement	Standard
IP address filtering	Standard
MAC address filtering	Standard
HTTPS	Standard
Self-signed certificate	Yes
Certificate signing request	Yes
IPsec	Standard
IPv6	Standard
Secure Sockets Layer (SSL)	Standard
S/MIME encryption	Standard
SNMPv3 support	Standard
Transport Layer Security (TLS)	Standard
Trusted Platform Module (TPM)	No
CERTIFICATIONS	
Common Criteria	Yes
EAL level	2+
Capabilities certified	Entire device
FIPS 140-2	Yes
Level	2
IEEE 2600	Yes
OTHER	
Administrator password length	Up to 12 alpha/numeric characters
Password-protected web server	Yes
Additional features	McAfee Embedded Control with whitelisting technology, optional McAfee Integrity Control; Cisco TrustSec integration with >100 Xerox devices natively profiled
Third-party features	See above

INA: The vendor declined to provide this information
NA: Not applicable

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ACCESSIBILITY FEATURES

Accessibility handle	No
Braille label kit	No
Enlarged display mode	No
Remote operator software	Yes
Tilting control panel	No
Voice guidance (audible instructions)	No
Voice operation (responds to voice commands)	Yes

ENVIRONMENTAL FEATURES

NOT RATED

Specified capable of running 30% post-consumer recycled paper	Yes
Specified capable of running 50% post-consumer recycled paper	Yes
Specified capable of running 100% post-consumer recycled paper	Yes
Instant/Quick Fusing	Yes
Duplexing	Yes
Toner-save mode	Yes
Energy-save mode/modes	Yes
RoHS compliant	Yes
Percentage of this product that is made with recycled materials/parts	Less than 1%
Are recycled materials taken from previous devices that have been returned by your customers	Yes
Are recycled materials taken from post-consumer materials	Yes
Are recycled materials taken from pre-consumer materials	No
Are recycled materials taken from bio-based materials	Yes
Product designed for recycling (easily disassembled, no binding agents)	Yes
Hardware remanufacturing program for this product	Yes
Toner cartridge recycling program for this product	Yes
Pre-paid label for return of toner cartridges/bottles for this unit	Yes
Toner recycling system	No
Ability to program features such as duplexing and auto shut-off over entire fleet	Yes
What tool can be used to do this?	Driver Earth Smart Settings; Driver User Permissions
Green packaging materials for the product	Yes
Green packaging materials for its consumables	Yes
Packaging materials used	Cardboard, polystyrene foam, polyethylene, wood, tape, straps, nylon 6/6 packaging material, lead-free packaging

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Eco-Label Certifications	
ENERGY STAR	Yes
Other	Canada EcoLogo, Germany Blue Angel
Tested energy consumption levels of the device (watts):	
Ready/Idle	INA
Energy-save	INA
Sleep mode	INA
During Printing	INA
How fast can this product be programmed to go into the following modes:	
Ready/Idle	INA
Energy-save	INA
Sleep mode	INA
Can the above settings be programmed by a walkup user	INA
First-print time after being in sleep mode (seconds)	INA
Emissions output from this device for the following substances (mg/h):	
Ozone	INA
Styrene	INA
Benzene	INA
TVOC	INA
Dust	INA
Other	INA

INA: The vendor declined to provide this information
NA: Information not available

TONER YIELD

GOOD

○ While the device's tested toner yield fell short of its rated yield by nearly 4,000 impressions, it is competitive with the group overall.

VALUE

GOOD

+ Although the WorkCentre 5955 is priced higher than the average of comparably equipped devices in its speed range, it offers an excellent feature set, making it a good value.

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SUPPORTING TEST DATA

Test Environment: This product was tested in BLI's 10,000-square-foot U.S. test lab, in an environment monitored by an Extech RH S20 Digital RH/Temperature Recorder and Honeywell Model 61 Seven-Day Temperature/Relative Humidity Chart Recorder. All products lab tested by BLI are powered by dedicated circuits that are protected by ESP (Electronic Systems Protection, Inc.) surge protectors to prevent transient power and communication disturbances from affecting equipment under test.

Test Equipment: BLI's dedicated test network, consisting of Windows 2008 R2 and Microsoft Exchange 2010 servers, Windows 7 Professional workstations, 100BaseT/1000BaseTX network switches and CAT5 cabling.

Test Duration: Products are tested for two months, five weeks of which consists of a durability test during which the product is run at its manufacturer-rated maximum monthly duty cycle, with 25 percent of the test volume comprised of copy jobs and 75 percent comprised of print jobs. BLI's daily test usage is designed to replicate real-world use over an eight-hour workday, and as such includes a mix of various-size documents, simplex and duplex modes, and a mix of short, moderate and long run lengths, and on/off cycles, throughout the day. The durability evaluation also includes testing of the document feeder/scanner in simplex and duplex modes for an additional 10 percent of the monthly maximum volume, evenly divided over the course of the test. Imaging media includes 20-lb. virgin letter, legal and ledger multi-use paper with up to 80% of the volume generated on letter, 10% on legal and 10% on ledger. Recycled multi-use paper comprised of 30%, 50% and 100% post-consumer waste is also tested for up to 10% usage of each of the recycled media types.

Tested Configuration: Base model with staple finisher.

Test Procedures: The test methods and procedures employed by BLI in its lab testing include BLI's proprietary procedures and industry-standard test procedures, including a BLI-developed variation of ASTM's 1318-90 Test Method for Determination of Productivity using Electrostatic Copy Machines. In addition to a number of proprietary test documents, BLI uses an industry-standard KATUN test original for evaluating black image quality and test suites from Quality Logic to evaluate applications compatibility. Along with a visual observation, color print quality is tested using the ANSI standard IT8 Color Test Target, which is read using the Minolta CM503i Spectrophotometer, and samples are analyzed using the CIE XY Chromaticity Diagram. Additionally, density of black and color output is measured using an X-Rite 428 Densitometer. Georgia-Pacific Spectrum Multi-Use 20-lb. bond is used in the tests, 10 percent of which is recycled paper containing 30 percent post-consumer content. Image quality is tested using Georgia-Pacific Printing Paper (95 brightness, 22-lb. bond).

Note: This report is based on BLI testing one representative test sample at a specific point in time. BLI is not responsible for differences in performance that may be the result of lot-to-lot variation, changes in production and machine modifications implemented by the manufacturer, service issues or any other reason beyond BLI's control. Test unit serial # A2M620846.

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RELIABILITY

Test Duration	200,000 impressions and 20,000 scans
Service Calls/PMs	0/0
Misfeeds	6
Misfeed Rate	33,333

IMAGE QUALITY

Print Quality

Text	Very Good
Line Art	Very Good
Halftone Pattern	Good
Halftone Range	Excellent
Solids	Good

Print Density Range

WorkCentre 5955	1.30 to 1.30
Density for devices in this class tested to date	1.05 to 1.64

Measurements are based on four readings corresponding to four different solid black locations on output. The higher the density reading, the darker the image.

Print Density Average

WorkCentre 5955	1.30
Average density for devices in this class tested to date	1.37

The higher the density reading, the darker the image.

Halftone range:
Halftone output was visible from the 10% to 100% dot-fill levels, with distinct transitions between all levels.

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Copy Quality

Text	Excellent
Line Art	Very Good
Halftone Pattern	Good
Halftone Range	Good
Solids	Good

Copy Density Range

Original	1.69 to 1.71
WorkCentre 5955	1.28 to 1.33
Density for devices in this class tested to date	1.13 to 1.60

Measurements are based on two readings corresponding to two different solid black locations on the output. The higher the density, the darker the image.

Copy Density Average

WorkCentre 5955	1.31
Average density for devices in this class tested to date	1.39

The higher the density reading, the darker the image.

Visible Halftone Range

WorkCentre 5955	15% to 100%
Halftone increments on test original	15, 29, 53, 77, 83, 91, 95, 100%

PRODUCTIVITY

Print Productivity

Average Print Productivity | Competitive Average

	SPEED IN PPM		PERCENT OF RATED SPEED	
1:1	**44.1**	44.4	**80.2**	83.4
1:2	**44.0**	41.3	**79.9**	77.4

Efficiency is tested using a 10-page black document. BLI obtains the overall efficiency for each mode by averaging the efficiency ratings (derived by dividing the tested speed of the device by the rated speed and then multiplying by 100) for each run length (1, 5, 10, and 20 sets). The unit's efficiency was tested using the PCL driver.

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Job Stream | Competitive Average

	SPEED IN PPM		PERCENT OF RATED SPEED	
PCL	37.1	38.0	67.5	71.7
PostScript	33.0	32.2	59.9	61.2

BLI's job stream includes Word documents, Outlook e-mail messages, Excel spreadsheets, PowerPoint, HTML and Acrobat PDF files, totaling 19 pages. This test simulates the type of traffic a typical device might experience in a real-world, multi-user environment. All of the files are sent to the device as a group, at which time the stopwatch begins; timing ends when the last page of the last file exits the device. Job stream efficiency is determined by the percentage of the rated speed at which the device operates when producing real-world jobs. The closer the rate is to 100%, or if it exceeds 100%, the more efficient the device.

Copy Productivity

Average Copy Productivity | Competitive Average

	SPEED IN PPM		PERCENT OF RATED SPEED	
1:1	**46.6**	45.2	**84.8**	85.0
1:2	**42.3**	41.0	**77.0**	77.1
2:2	**47.2**	43.8	**85.9**	82.1

Efficiency is tested using a 10-page black document. BLI obtains the overall efficiency for each mode by averaging the efficiency ratings (derived by dividing the tested speed of the device by the rated speed and then multiplying by 100) for each run length (1, 5, 10 and 20 sets).

First-Copy Time in Seconds | Competitive Average

Platen	**6.41**	5.77
Document Feeder	**9.05**	7.46

SCAN FUNCTIONS

Tested Scan Speed in IPM | Competitive Average

AUTO COLOR		
1:1	**75.0**	62.0
2:2	**109.1**	81.0
BLACK		
1:1	**75.0**	64.4
2:2	**127.5**	86.4

Files are scanned at 300 dpi in PDF format. Competitive averages represent the average scan speed for devices in this speed range tested to date.

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Tested Scan File Size in KB | Competitive Average

Full Color (default compression)	**172**	1089.4
Full Color (compact PDF)	**135**	318.1
Black	**40.7**	266.3
Black (compact PDF)	**40.5**	47.8

Testing is conducted with single-page files scanned at 300 dpi in PDF format. Competitive averages represent the smallest file size for devices tested to date.

PRINT DRIVERS

WorkCentre 5955 Print Driver Features

Windows XP	PCL	PostScript 3
Auto Feature/Device Detection	Yes	Yes
Blank Page Removal	No	No
Booklet Printing	Yes	Yes
Carbon Copy Mode	No	No
Collate Sets	Yes	Yes
Consumables Gauge	Yes	Yes
Cover Mode	Yes	Yes
Default Duplex	No	No
Delayed Print	Yes	Yes
Envelope Selection	Yes	Yes
Exception Programming	Yes	Yes
Max Paper Sources Per Job	2	2
N-up Printing	2 to 16	2 to 16
Overlay	No	No
Paper Gauge	Yes	Yes
Point Click Output Source	No	No
Point Click Paper Source	No	No
Poster Mode	No	No
Print and Hold	No	No
Print Text as Black	No	No
Proof Print	Yes	Yes
Quantity Selection	Up to 9,999	Up to 9,999
Reduction/Enlargement	10% to 400%	10% to 400%
Resolution Modes (dpi)	Standard, High Resolution	Standard, High Resolution

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Windows XP	PCL	PostScript 3
Save Settings	Yes	Yes
Secure Printing	Yes	Yes
Tab Printing	No	No
Toner Save Mode	Yes	Yes
Watermarks/Custom Watermarks	Yes/Yes	Yes/Yes

TONER YIELD

Tested Toner Yield | Competitive Average

Tested Impressions	**40,833**	42,058
Rated Toner Yield	**44,000**	40,023
Rated Drum Yield*	**200,000**	802,583

Tested impressions are based on an average of two cartridges using BLI's 6% coverage toner yield test original.
*All-in-one Print Cartridge includes drums, developer module and rollers.

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Certificate of Reliability

Awarded to

XEROX CORPORATION

for the performance of the

Xerox WorkCentre 5955

in BLI's in-house durability test.

Anthony F. Polifrone
Managing Director

February 2015
Date

This is to certify that when subjected to a 200,000-impression Buyers Lab durability test, the Xerox WorkCentre 5955 proved to be a highly reliable product.

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