Customer Expectation Document

WorkCentre 5865/5875/5890 Multifunction Printers

Version 2.8, January 28, 2013

Customer Support

The **Xerox Customer Support Centers** are available to provide general information, answer questions, or place a supply or service call

United States	1-800-821-2797
Canada	1-800-939-3769

Product Range/Positioning

Configuration	Recommended Avg Monthly Page Volume Range / # calls per year at AMPV	Maximum Duty Cycle[1]
WorkCentre 5865	25K – 110K / 3-4 calls per year at 30K AMPV	Up to 250K
WorkCentre 5875	30K – 125K / 3-4 calls per year at 40K AMPV	Up to 300K
WorkCentre 5890	50K – 150K / 4-5 calls per year at 60K AMPV	Up to 400K

[1] Maximum monthly copy/print volume supported under standard vendor supplied service. Defines the upper end of the expected customer volume band for the device. Customers should consider higher volume machines or multiple machines if average monthly volume approaches duty cycle on a continual basis.

Space Requirements

The table below reflects the dimensions for a fully configured product

Configuration	Machine Width mm/in	Machine Depth mm/in
BOF & Shelf	1556/61.3	725/28.5
BOF	1603/63.1	725/28.5
LVF & Shelf	1556/61.3	725/28.5
LVF	1603/63.1	725/28.5
HVF & Shelf	1935/76.2	725/28.5
HVF	2039/80.3	725/28.5
HVF BM & Shelf	1955/77.0	725/28.5
HVF BM	2059/81.1	725/28.5
HVF BM Trifold & Shelf	3515/91.1	725/28.5
HVF BM Trifold	2419/95.2	725/28.5

The table below reflects space requirements

Configuration	Install Width mm/in		Install Depth mm/in	
	Moveable	Fixed	Moveable	Fixed
2K LCSS & Shelf	2556/100.6	3556/140.0	1725/67.9	2725/107.3
2K LCSS	2603/102.5	3603/140.0	1725/67.9	2725/107.3
LVF & Shelf	2556/100.6	3556/140.0	1725/67.9	2725/107.3
LVF	2603/102.5	3603/140.0	1725/67.9	2725/107.3
HVF & Shelf	2935/115.6	3935/154.9	1725/67.9	2725/107.3
HVF	3039/119.6	4039/159.0	1725/67.9	2725/107.3
HVF BM & Shelf	2955/116.3	3955/155.7	1725/67.9	2725/107.3
HVF BM	3059/120.4	4059/159.8	1725/67.9	2725/107.3
HVF BM Trifold & Shelf	3315/130.5	315/169.9	1725/67.9	2725/107.3
HVF BM Trifold	3419/134.6	4419/174.0	1725/67.9	2725/107.3

OCT = Offset Catch Tray, HCF = High Capacity Feeder, BOF = Basic Office Finisher, LVF = Low Volume Finisher, OF = Office Finisher, HVF – High Volume Finisher, TF = Tri-fold unit, BM = Booklet Maker

- US/Canada only: If installing in a hallway or exit route, allow 44" (1,118 mm) more in front of machine to meet fire code requirements.
- Doorway minimum width is 29" (737 mm) for clearance.
- The dimensions shown above provide the overall service space required, including the space to the nearest obstruction.
- For Copier/Printer configurations add 1 in. / 25 mm to depth
- Convenience Stapler option add 11.2 in./285 mm to width for shelf

Environmental Requirements

	Minimum	Maximum
Temperature	50 degrees F 10 degrees C	90 degrees F 32 degrees C
Humidity	10 % RH	85 % RH

- Machine operates satisfactorily at altitudes up to 10,000 ft / 3,000 meters but can be adjusted for high altitudes in tools settings on the device.

Not To Exceed Noise Levels*

	speed	Standby dB (A) SPL	Run Continuous dB (A) SPL	Run Impulse dB (A) I. SPL
Copier	5865	35	57	62
	5875	35	57	62
	5890	35	58	63
Copier/ Printer	5865	35	57	62
	5875	35	57	62
	5890	35	58	63

* Noise levels shown are "Not To Exceed" levels. Actual noise levels will be lower.

Electrical Requirements

	North America	Europe
Line Options:	Dedicated Outlet	Dedicated recommended
Voltage	110-140	220-240
Amperage	**20**	10
Cycles	60 Hz, single phase	50 Hz
Receptacle Xerox Part No.	600S3703	
Receptacle NEMA Part No.	5-20R	Various
Receptacle Diagram		Various

- Power source must be within six (6) feet / 1830mm of device.
- Recovery from power off time is 3min 22 secs (for both copy and print); recovery from sleep is less than 28 secs., recovery from standby is under 10 secs.
- The convenience stapler option requires separate 110 Volt 15 Amp circuit for North America
- No incremental power is required for any finisher options.

The WorkCentre 5865/5875/5890 is Energy Star 2007 compliant (*Except Copier configs)

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Paper Tray Media range

Paper Source	GSM	Lb. Cover	Lb. Bond	Lb. Index
ADF	50 – 160	18 – 60	13 – 42	27 – 90
Bypass Tray	60 – 216	22 – 80	16 – 57	33 – 120
Tray 1-4	60 – 200	22 – 75	16 – 53	33 – 110
HCF	60 – 200	22 – 75	16 – 53	33 – 110
Post Process Inserter	60 – 216	22 – 80	16 – 57	33 – 120

ADF Scan Simplex and Duplex Speeds

Paper Source	8.5 x 11 A4	8.5 x 14 B4	11 x 17 A3
5865 simplex	107 ipm	66 ipm	58 ipm
5875 simplex	107 ipm	66 ipm	58 ipm
5890 simplex	107 ipm	66 ipm	58 ipm
5865 duplex	200 ipm	160 ipm	140 ipm
5875 duplex	200 ipm	160 ipm	140 ipm
5890 duplex	200 ipm	160 ipm	140 ipm

Reliability

	Expected # of Service Calls per Million Pages	Mean Copies / Prints between Service Calls[1]
WC5865/5875/5890	7-10	100K – 140K

[1] The number of copies/prints between service calls is highly dependent on monthly page volume, throughput materials, accessory configurations and customer expectations of image quality.

SMart Kits

SMart Kits (replaceable modules) enable the device to predict and prevent downtime. As a SMart Kit approaches end of life the device issues an alert via the user interface, the print driver and/or CentreWare Internet Services.

Replaceable Module	North America Part No.	Europe Part No.	# per Box	Expected Average Yield
Xerographic Module [1] *Xerox Service Plan*	113R672	113R672	1	450,000
Xerographic Module [1] *Time and Materials*	113R674	113R673	1	450,000
Fuser Module [1] *Xerox Service Plan*	109R773	109R772	1	400,000

[1] Actual life will vary based on customer usage patterns

- Full Service Maintenance Agreements include SMart Kit replacements at no additional cost. Replacements can be ordered through the Welcome Center at 1-800-821-2797
- Time & Material agreements require customer to purchase SMart Kits from Customer Parts at 1-800-828-5881.

Supplies

Replaceable Module	Part No.	# per Box	Expected Average Yield
Toner – Black With Waste Toner Bottle	6R01552	2	55,000 / bottle 110,000 / Pack
Office Finisher (50 Sheet Stapling) Staple Cartridge	108R493	3	5,000 per cartridge
High Volume Finishers (100 Sheet Stapling) Staple Cartridge Staple Pack Refill	8R12912 8R12898	1 3	5,000 per cartridge 5,000 per cartridge
Booklet Maker Staples for High Volume Finisher w/ Booklet Maker (50 Sheet Stapling) Staple Cartridge	8R12897	8 (4x2)	2,000 per cartridge
Convenience Stapler (50 Sheet Stapling) Staple Cartridge Staple Pack Refill	8R12964 8R12941	1 3	5,000 per cartridge 5,000 per cartridge

Dry Ink yield is measured per bottle and based on 6 % coverage. Yield will vary depending on area coverage, density setting and paper size.

Supplies, including throughput, are ordered by calling 1-800-822-2200 (North America only) 1-800-668-1099 CAN (English), 1-800-668-0133 CAN (French). (Europe?)

Service Plans that included supplies call the Metered Supply Hotline at 1-800-599-2198 for Dry Ink (North America only).

Device Memory

- Standard 1Gb split 384MB EPC and 640MB NC
- Extendable with 1Gb kit (Total 2Gb split 1Gb EPC and 1Gb NC)

Equipment Considerations

- If size-for-size Mixed Size Original or Auto R/E is needed onto specific size paper, the Mixed Size Originals feature must be selected. When using this feature the system takes some extra time to determine the original size and scan the image. This delays the first copy set completion, but all subsequent sets are delivered at rated speed.
- Rated speed is measured mid-job during full productivity on A4 / 8.5"x11" Long Edge Feed (LEF). As media size changes, so will the output speed for those sizes as the table below illustrates for simplex rates:

WorkCentre	5865	5875	5890
A4/8.5"x11"	65.2	75	90
B4/8.5"x14"	49.2	49.2	54.1
A3/11"x17"	42	42	46.5

- When using the Envelope Tray for tray 2, speed will slow to 42 ppm for 5865/5875/5890.
- Envelope tray capacity will depend on thickness of envelope.
- It is recommended to use photo mode when copying continuous tone images for optimum image quality.
- When copying from the platen, use the "Original Input" feature to customize to the special original size when an irregular sheet is scanned if the "unknown size" warning message appears on the user interface.
- Stock not supported:
  - Textured Paper
  - Less than 16 lb

- Heavyweight stock considerations

- o Select "Heavyweight" in the Paper Type selection of the User Interface for optimum quality
- o Some 65 lb. stocks may not fully fuse. Substitute 60 lb. cover stock or 90 lb. Index paper for improved image quality performance.
- Carbonless paper is approved for limited short run occasional use. Expect some level of curl. In all cases the carbonless paper needs to be fanned before stacking in the tray. Xerox Paper 4 Part Reverse and Xerox 3 part straight are what was tested and is recommended
- Tab Stock considerations:
  - o For assistance in printing and copying on tab stock refer to the tab creation supplement and tab templates located in the Support & Drivers documentation section on www.xerox.com . This document includes instructions for loading tab stock, creating tab masters and the steps to program tab insertion & image on the tab.
  - o If job includes tabs imaging, use the job build or inserts option. Do not use image/margin shift.
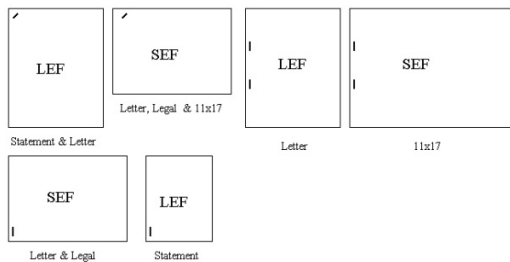 - o It is not recommended to feed more than 10 bank tab sets

Tabs must be ordered before the job if a partial bank is required. Unused tabs are not purged.
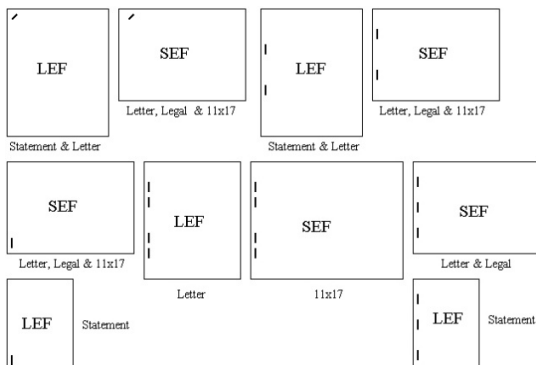
Finisher Considerations
- If banner sheets or covers are selected when creating a booklet, the job will be held for resources until the SEF/Landscape paper is loaded
- The Office Finisher and Professional Finisher will periodically pause to allow the user to remove small stapled sets (e.g., 2-4 pages of 8.5x11" / A4, 20 lb. / 75 gsm). The user can expect 70-100 sheets of a 2- sheet stapled set to be printed before the system pauses. The High Volume Finisher will not pause but the user may see set-to-set scatter on large stacks.
- The Top Tray does not offset between sets.
- The default output tray destination (factory pre-set) is the Main Tray

Staple Positions include:
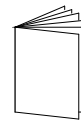Office Finisher – Multiple Position – 50 Sheets
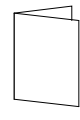

High Volume Finishers–100 Sheets

High Volume Finisher w/ Booklet Maker:
- Booklet jobs are delivered face down.
- Has unlimited capacity with Tray Stop in "Down" position
- Capacity with Tray Stop in "Up" position:
  - 1-5 sheets per booklet (4-20 pages) 30 booklets
  - 6-10 sheets per booklet (24-40 pages) 20 booklets
  - 11-15 sheets per booklet (44-60 pages) 12 booklets
- When using lightweight papers (<18 lb./60 gsm), saddle-stitch booklet sizes should be limited to 1-9 sheets (4-36 page booklet). Running lightweight papers using over 9 sheets may sometimes result in sheet wrinkle.

Saddle-Stitch and Bi Fold
- Fold and Saddle-Stitch (2-staples) 2-15 sheets (20 lb./75gsm or equivalent thickness; e.g., 12 sheets of 20lb. with one cover of 110 lb.)
- Fold (V-Fold) 1-5 sheets (20 lb./75gsm or equivalent thickness)

Fold & Saddle-Stitch 2-15 sheets (8-60) page booklet)

V-Fold 1-5 Sheets (Unstapled)

- Paper sizes: 8.5x11"/8.5x14"/11x17"/A4/8.5x13"/A3
- Paper weights: 16lb bond to 110lb index/bond/60-200 gsm
- If the user elects to "Delete" a saddle-stitch booklet maker job while the job is in progress (printing), the user should open and close the finisher door after "deleting" the job. This is necessary to ensure any sheets remaining in the booklet maker are purged.
- Hole punching options include 2 and 3 hole punch capability but cannot be used at the same time.
- The Office Finisher/High Volume Finishers 2 and 3 hole punch kits can be interchanged by a customer to meet requirements.
- Z-Fold/C-Fold unit
- Z and C folds of 8 ½ x 11/A4 paper only
- Has unlimited capacity with tray stop in the down position

Fax
Memory

Model	1 fax line	2 fax lines
WorkCentre	32 MB	256MB

Fax Telephone Line Requirements
If the embedded fax option is installed, the following telephone line requirements are applicable:
- Telephone service supported:
  - Sole-use, non switchboard (direct dial)
  - RJ11 – 6 position, 4 pin modular jack
  - Single analog line is required

For dual line embedded fax, a second telephone line meeting the requirements identified in the items above is required.

Telephone Fax
- Fax Memory - 1 Line (32MB) Fax kits. Users wishing to make extensive use of Mailboxes for Secure Receive and Polling should use 2 Line (256MB) Fax Kits.
- Fax Forwarding to E-Mail and/ or File feature available.
- Fax options do NOT include On/Off Hook Dial, Alarms, or Turn Around (Receive after Send) features.
- If Network Job Based Accounting is in use, it will NOT track/count embedded fax jobs.

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- Private data characters (e.g., PIN) will be printed on the Fax Activity Report.
- ASDL/DSL, VOIP (Voice Over IP), T1 Trunk or E1 Trunk (Europe) may function; ISDN may function using an adaptor. However, these are not supported. By using an analog Terminal Adaptor it is possible to fax over an IP network. For additional information see the customer tip available at: http://www.office.xerox.com/support/dctips/dc08cc0439.pdf.

LAN Fax
No NT drivers are supplied with WC 5800 series

Network Connectivity (WorkCentre- Copier/Printer and Copier/Printer/Scanner)
When USB target mode interface is used for print job submission-some print jobs will be split into 2 jobs

Customers with a requirement to use Apple's Rendezvous/Bonjour protocol must enable Multicast DNS

Network Printing (WorkCentre- Copier/Printer and Copier/Printer/Scanner)
Bi-Directional Windows drivers in a 10Mbmay run a little slow, causing delays in receiving status messages.

If unable to automatically install drivers with NDPS it is recommended to install manually using the Novell tool

Please refer to the print driver or CentreWare Readme files for any consideration with individual print drivers or CentreWare software.

Workflow scanning with E-Mail (available for WorkCentre Copier/Printer/Scanner)
If a version of Free Flow Scan to PC Desktop earlier than 7.0 is being used with a WorkCentre then JBIG2 compression needs to be deselected as the compression default.

Workflow scanning configuration must be done using CentreWare Internet Services or other optional Workflow scanning Software as opposed to the device local user interface.

To use SMARTdocument Travel with this product, please retrieve SMARTdocument Travel version 4.01 (or higher) from the software upgrade website.

Scan document name allows for 40 characters

- Image file may not transfer successfully on very large scan build jobs (>500 pages) when using either a TWAIN or WIA driver template.

Scan file sizes are dependent on the image quality mode selected when scanning the document.

Quality/File Size descriptions:

- Normal Quality / Small File Size
- Higher Quality / Large File Size
- Maximum Quality / Largest File Size

Scan Presets descriptions:

Achival Record (Normal Quality – Smallest file Size)
Sharing and Printing (Normal Quality – Small file size)
For High Quality Printing (High Quality – Large File Size)
For OCR (High Quality – Large File Size)
Simple Scan (Normal Quality – Small file size)

- OmniPage SE and OmniPage Pro cannot process images at 600 DPI larger than 14", legal and ledger.

Network Server Fax
Third Party components are required for all Server fax solutions (ie Captaris RightFax, Omtool Genifax, StreemCentre).

3rd party server fax solution requires the use of either the fee-based Server Fax enablement or Workflow scanning to File Template.

Transmission speeds, number of lines, compatibility and compression are dependent on the server fax configuration and anticipated fax volume.

Fax destinations (except SMTP) can be used via Workflow scanning to File templates.

If server fax is configured via SMTP and this destination is added to a Workflow Scanning template, then the whole job will fail.

When fax destination is configured via SMTP, selecting fax destination in a scan to file web template, adds the default scan destination.

Office Fax Pro enablement option does not require third party components

For Omtool AccuRoute, when defining a scan template for use with this product, enable only CCITT Group 4 compression as a supported compression. All other compressions should be disabled.

For Captaris RightFax, if you use any of the RightFax supplied scan templates to initiate your job, you should use multi-page TIFF as the output file format. PDF files will not be properly processed by RightFax.

Xerox Standard Accounting (available on WC Copier/Printer and Copier/Printer/Scanner)
Provides usage tracking of copy, print, scan or network fax jobs on Copier/Printer and Copier/Printer/Scanner devices.

- Incorrect XSA user ID or group/general account IDs will cancel a job and will require that job to be resubmitted with correct codes.

Job interrupt does not work with XSA enabled.

If XSA is enabled and the network controller is not available copying will not be available.

Network Accounting
Network Accounting is mutually exclusive to all accounting options (Xerox Standard Accounting (XSA)) and Foreign Device Interface (also called Auxiliary Access Device).

XSA & Foreign Device Interface do not work together

Network Accounting requires the use of Third Party software components or Xerox Page Accountant Software. Provides data on how the WorkCentre is being used including comprehensive usage tracking and reporting: print, scan, copy, Network Server Fax and Internet Fax jobs.

Embedded Fax jobs are not tracked as part of network job based accounting.

- External Accounting device usage through the Foreign Interface has special considerations in conjunction with Scan Ahead and Job interrupt.

Interrupt Mode: All jobs scanned ahead and those completed during job interrupt will be applied to the same user or account code entered for the first job. To avoid this, all jobs scanned ahead should be allowed to print before a new user or account code is entered into the external device – and select job interrupt again.

Scan to Home

Images are not fully scanned when using Mixed sized paper option.

- Xerox Secure Access will not provide authentication for the scan to home feature. A user will be required to manually login.

Image Overwrite

When initiating On Demand Image Overwrite, there should be no active jobs running in the system.

When On Demand Image Overwrite is performed, all documents stored via Scan to Mailbox or Store Print will be erased from the disk.

Image Overwrite takes up to 60 minutes.

The Xerox Secure Access Unified ID System®

- USB card reader configuration eliminates the need for the Authentication Device (also known as the flatbox controller).
- The USB card reader connects directly to the MFP controller eliminating the need for a second IP address.
- The USB card reader configuration offers the same capabilities and card readers as the Authentication Device with card reader configuration.

Xerox Secure Access USB Part Numbers

Description	Xerox KIT Part Number w/product code
Xerox Secure Access - Magstripe USB Reader	300N03602RAF
Xerox Secure Access - Mifare/HID I-Class USB Reader	300N03603RAG
Xerox Secure Access - Legic USB Reader	300N03604RAH
Xerox Secure Access - HID USB Reader	300N03605RAK

Common Access Card enablement

- The Xerox CAC/1C Solution uses a SmartCard issued by a U.S. Federal Government Registration Authority as standard identification for Government DoD personnel and contractors. CAC can be used for general identification, controlled building access as well as for authentication to personal computers, MFPs and the networks that connect them.
- The Xerox CAC solution was designed to integrate seamlessly into current CAC environments, and requires no modifications to the network setup. The solution assumes that customers will supply their own preferred CAC reader which connects to the MFP over an industry standard USB interface. This interface also powers both the card reader and the card itself. For more information on CAC and the card readers and cards that have been tested and found compatible please see the Technical Support Disclosure Guide available at http://xww.docushare-xogpsg.world.xerox.com/dsweb/Get/Document-726743/dc08td072.pdf.
- The Xerox Common Access Card solution is enabled on the WorkCentre 5800 Family devices via a 'Feature Enable Key'.

Updated drivers for new operating systems and CAC-1C

- For end users running with the latest operating systems, print drivers are available to support Microsoft Windows 7© (32 and 64 bit versions) and XenApp 5.0

(32 and 64 bit versions) and Citrix Presentation Server 4.5. on 32 bit Windows Server©

- Drivers have been updated for compliancy with CAC1-1C
- When authenticating via SmartCard, with the device setup for secure print job submission with user ID, the ID will automatically be sent from the print driver with the job. This negates the need for a secure print pin to be entered via the driver. When releasing the job, the user will be required to authenticate using the identical SmartCard used when submitting the job.
- Alternatively, if other login credentials (i.e. user ID and pin) are used to authenticate when submitting a job, the same login credentials are required to release the job.
- This applies to other authentication methods e.g. junk authentication modes.

Scan to Self

- "Only Send to Self" is disabled by default so has to be enabled to use this feature

Xerox Extensible Interface Platform

The additional features enabled by the Xerox Extensible Interface Platform require the use of optional server based software application. This optional software is available through Xerox, Xerox Business Partners or can be developed by the customer.

Refer to http://www.office.xerox.com/eip/enus.html for information on currently available software applications for the Extensible Interface

- TCP/IP must be enabled on each MFP, with a DNS host name or static IP address assigned.
- SSL Enabled and creation of a self-signing digital certificate is required on each MFP.

Software Upgrades and Downgrades

- Software downgrades on existing in-place equipment is performed by field service (CSE)
- Once the enhancement software is loaded on existing in-place equipment, a previous clone file will not be able to be submitted to the device, since the file needs to be digitally signed.
- Enhanced software release #s are TBD

Common Criteria Certification

- The WC 5700 series is planned to be re-submitted for CCC update with the new software release
- For more information please contact your local sales administrative group or go to the security website at the Security@Xerox link in Xerox.com.

Responsibility Matrix

	Responsibility	
Action	Customer	Xerox
Ensure adequate space and power to configure the WorkCentre 5700 series.	X	
Unpack system / components		X
Install system hardware		X
Connect all System Components prior to powering up the system		X
Install the printer description files and server, status Desktop Accessories on Client	X	

Ensure network configuration	X	
Confirm network integrity	X	
Acquire and install client workstation network software	X	
Run initial software diagnostics when directed	X	
Monitor and adjust as required	X	
Load any additional fonts	X	
Provide a network connection	X	
Order and replace Customer Replaceable Units (Drum cartridges, Fuser and Waste Toner Cartridge) as needed.	X	
Provide Help Line support (with purchase of FSMA)		X
Provide spared parts (with purchase of FSMA)		X
Provide service (with purchase of FSMA)		X

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Special Considerations or performance limitations identified by Xerox and understood by the customer:

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

I have reviewed and understand this product information and my responsibilities to support the product:

_____   _____

Customer Key Operator and Key contact for Hardware and replaceable module ordering/installation

Xerox Sales Representative

_____   _____

Customer Systems Analyst/designate for network installation including client workstation configuration and print driver loading

Xerox Systems Analyst

_____

Xerox High Volume Office Systems Specialist