

Xerox® Phaser®
5550
A3
Black and White
Printer



Phaser 5550 Printer Evaluator Guide

About this Guide

This guide introduces you to the Xerox® Phaser® 5550 printer, explains its key features and performance advantages and provides guidance throughout your printer evaluation process.

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Section 1: Introducing the Xerox® Phaser® 5550 Printer

Product Overview

Productive, reliable and packed with value, the Phaser 5550 printer means serious business for any office with diverse and high-volume print demands.

Powerful Productivity

Get up to speed with the Phaser 5550 - the A3 printer that delivers the ultimate combination of peak performance and impressive print quality.

- Fast printing at up to 50 ppm for single-sided and 50 ipm for two-sided printing quickly handles even the most demanding print workloads.
- True 1200 x 1200 dpi print resolution and Xerox-exclusive EA-HG toner technology deliver exceptional print quality without slowing down the printer's exceptional performance.
- Complex print jobs made easy - even multipage jobs with graphics, images and charts - thanks to a powerful 500 MHz processor.
- A first-page-out time as fast as 6.5 seconds means no waiting, even on a busy network.
- Custom media sizes plus advanced printing features, like collation, booklet making and edge-to-edge printing, meet your complex printing needs. The available finisher adds stapling and hole punching.



Smart, Reliable Operation

The Phaser 5550 printer comes loaded with cutting-edge intelligence features that simplify installation and everyday use. In addition, the Phaser 5550 comes with highly durable components throughout, so you can count on total reliability day after day.

- Easily output heavy print volumes thanks to a robust duty cycle of 300,000 pages per month.
- Xerox Installer automatically installs and configures your printer for easy network connection, getting you up and running in minutes.
- Private data stays secure thanks to built-in support for 802.1X and IPv6, the latest network security protocols.
- Network printing is easier than ever to manage. Helpful features like Xerox® CentreWare® IS Embedded Web Server let users manage the device from their computers and Email Alerts notify administrators of common occurrences, such as low toner levels, before they impact productivity.
- PhaserSMART® online troubleshooting provides 24/7 access to the online Xerox Knowledge Base, delivering fast solutions so you get back to work quickly. Plus, PrintingScout® notification delivers instant pop-up messages right to your desktop if issues arise.

Value Throughout

It's simple: The Xerox® Phaser® 5550 printer delivers more for the money than any other printer in its class and always-low operating costs keep it truly bottom-line friendly.

- An unbeatable total cost of ownership results from the printer's affordable purchase price and low cost-per-page.
- Long-lasting consumables increase uptime and separate print drum and toner cartridge allow for optimised use of each component.
- Expect consistent, trouble-free performance from a printer that's rated to deliver an impressive 500,000 mean prints between failure.
- Get best-in-class value with extensive printer management tools, up to 1 GB memory, Adobe® PostScript® 3™ and more.
- The Usage Analysis Tool and Job Accounting feature let you collect, organise and analyse usage data for tighter cost control.
- A standard one-year warranty ensures that we stand behind our promise of outstanding reliability and performance.

Phaser 5550 Quick Facts

- Print up to 50 ppm
- True 1200 x 1200 dpi
- Powerful 500 MHz processor
- Robust 300,000 pages/month duty cycle
- 256 MB memory, expandable to 1 GB
- First page out time of 6.5 seconds



WxDxH:
5550B, N, DN:
640 x 525 x 498 mm
5550DT:
640 x 525 x 778 mm



Phaser 5550 DT including 1,000-sheet feeder

Xerox® Phaser® 5550 Printer Configurations



Phaser 5550B

The Phaser 5550B delivers high-speed black and white printing with support for A3 paper.

Performance:

- Print speed of up to 50 ppm
- First-page-out-time (FPOT) as fast as 6.5 seconds
- True 1200 x 1200 dpi print resolution
- Two-sided output (optional)
- Page Description Language: PCL® 6/5e emulation, Adobe® PostScript® 3™, Direct PDF (with optional Productivity Kit)
- 500 MHz processor
- 256 MB (standard), 1 GB (maximum) memory
- USB 2.0 and Parallel connectivity
- Optional Productivity Kit includes 40 GB Hard Drive

Paper Handling:

- **Paper Capacity:** 1,100-sheet standard capacity, 4,100-sheet maximum capacity
- **Tray 1 (Multipurpose tray):** 100-sheet capacity; Custom sizes from 106 x 148 mm to 216 mm x 356 mm; 60 to 215 gsm
- **Trays 2 and 3:** 500-sheet capacity each; Custom sizes from 140 x 182 mm to 297 x 432 mm; 60 to 215 gsm
- **Trays 4 and 5 (optional):** 1,000-sheet Feeder; Custom sizes from 140 x 182 mm to 297 x 432 mm; 60 to 215 gsm
- **Tray 6 (optional):** 2,000-sheet feeder; A4; 60 to 215 gsm
- **Paper Output:** 500 sheets



Phaser 5550DT

Builds on the Phaser 5550DN with the addition of:

Paper Handling:

- **Paper Capacity:** 2,100-sheet standard
- **Tray 1 (Multipurpose tray):** 100-sheet capacity
- **Trays 2 and 3:** 500-sheet capacity each
- **Trays 4 and 5:** 500-sheet capacity each

Print Features:

- **Standard Features:** Booklet Printing, Cover Pages, Edge-To-Edge Printing, Job Completion Notification, Job Accounting, MailinX Alerts, N-Up Printing, Negative/Mirror Images, Scaling, Separator Pages, Tray Switching, Usage Profile Reports, Watermarks
- **Advanced Features (requires optional Productivity Kit):** Secure Print, Proof Print, Personal Print, Personal Saved, Saved Print, Hard Disk Collation, Print With*, PDF-Direct Printing, Extended Font/Form Storage
- **Security Features:** 802.1X, Front Panel Lock, HTTPS, IPV6

*Not available for AppleTalk or USB connected printers.

Reliability:

- **Duty Cycle:** 300,000 pages
- **Recommended Average Monthly Print Volume:** Up to 50,000 pages
- One-year on-site warranty,



Phaser 5550DX

Builds on Phaser 5550DT with the addition of:

Paper Handling:

- **Paper Capacity:** 4,100-sheet standard
- **Tray 1 (Multipurpose tray):** 100-sheet capacity
- **Trays 2 and 3 :** 500-sheet capacity each
- **Trays 4 and 5 :** 500-sheet capacity each
- **Tray 6 :** 2,000-sheet capacity



Phaser 5550N

Builds on the Phaser 5550B with the addition of:

Controller:

- **Connectivity:** 10/100/1000BaseTX Ethernet



Phaser 5550DN

Builds on the Phaser 5550N with the addition of:

Print Performance:

- Automatic Two-Sided Output

Paper Output:

- 4,000-sheet standard
- **Standard Output:** 500 sheets
- **Finisher:** 3,500 sheets plus stapling and hole-punching

Performance:

- Productivity Kit as standard

Section 2: Evaluating Black and White Printers

Overview

A work group printer is a resource typically shared by up to 25 networked users on a regular basis. Because it is common for a network to include multiple computer platforms, such as any of the various versions of Microsoft Windows, Mac OS, Unix, or Linux and because a network printer is relied upon by multiple users, it is recommended that the following criteria be used when evaluating which printer to purchase for your office:

Deployment, Management and Ease-of-use

Is the printer simple for your IT staff to deploy and manage and will it be easy for your employees to use?

Productivity

Can the printer keep up with the demands of your daily and monthly print volumes?

Reliability

Is the printer robust enough to handle your workload and is it backed by quality service?

This section examines each of the above evaluation criteria in greater detail, covering the specific features and performance attributes you should look for in a high volume black and white printer. When the same criteria are used to evaluate every device under consideration, you'll see how the Xerox® Phaser® 5550 printer excels against other manufacturers' products.

Evaluate Deployment, Management and Ease-of-use

Deploying printers can be challenging, whether in a large organisation or small office. The process includes integrating the printers into your existing network infrastructure and deploying print drivers to users' computers. Evaluate whether the driver deployment process can be automated. Also, evaluate the management tools delivered with the printer and whether they will ease the task of managing the device. Lastly, think about ease of use. Is the device simple to operate and will users quickly feel comfortable using it? Are the user interfaces, both the front panel and print driver, well designed and easy to navigate?

How the Xerox® Phaser® 5550 printer exceeds the deployment requirement

Installation

Easy installation starts with unpacking the device and ends when it's powered up and ready for use. The Phaser 5550 printer is easily removed from its packaging and the quick install guide helps install optional accessories, connect the printer to your network and a power source plus power-up the device. The printer will automatically be assigned an IP address and join the network via DHCP (other networking protocols can be set at the front panel) and device settings such as language selection and feature setup are completed either at the front panel or via remote management software like Xerox® CentreWare® Internet Services (CentreWare IS) or CentreWare Web.

Driver Deployment

Installing print drivers onto users' computers is a simple process. Simply insert the Phaser 5550 installation CD and follow the prompts. Or, users can enter the printer's IP address into any standard web browser and download and install print drivers using the Phaser 5550 CentreWare IS page. Lastly, for large, distributed environments, Xerox print drivers can be automatically installed by IT staff using remote desktop-management software.

How the Phaser 5550 printer exceeds the management requirement

Xerox Management Software

Xerox CentreWare Web is a powerful device management solution for IT departments. This free software eases the chore of installing, configuring, managing, monitoring and pulling reports from SNMP-compliant networked printers and multifunction printers throughout your enterprise - regardless of vendor. Xerox also addresses enterprise asset management through compatibility with network management tools for Sun, Novell, Microsoft and other environments.

The Phaser 5550 printer also includes CentreWare IS, an embedded web server that allows users and IT personnel to perform detailed status checks on the system and consumables, administer system settings and manage access and accounting controls via any standard web browser.



CentreWare Web helps administrators quickly install, configure and troubleshoot all networked printers and multifunction systems - regardless of manufacturer.

Network Management

The Xerox® Phaser® 5550 printer integrates into virtually any network environment. Network configuration is simple with Xerox® CentreWare® Web configuration wizards, which enable remote configuration of one or many devices, regardless of manufacturer. The Phaser 5550 printer supports many common network protocols (including TCP/IP [IPv4, IPv6, DNS/WINS], SNMP, Novel IP, Ethertalk, IPP, SLP, TFTP, Port 9100, LPR, FTP and WSD) and integrates with network management applications via CentreWare plug-ins (for Unicenter® TNG®, Tivoli®, Netware® and HP® OpenView®).

Xerox Office Services

Lastly, Xerox offers a host of productivity-enhancement services for managing an office's document output and asset infrastructure. Such services deliver measurable business results by leveraging a powerful set of office technologies, business processes, methodologies and software tools to reduce costs and improve productivity. These offerings are summarised in Section 3 of this guide.

How the Phaser 5550 printer exceeds the ease-of-use requirement

Front Panel Interface

The Phaser 5550 printer features a large, high-contrast, front-panel display that is simple, well-organised and backlit for comfortable viewing. The front panel offers menu-based navigation features and information, with options such as walk-up features, paper tray setup, printer setup, troubleshooting and shutdown.

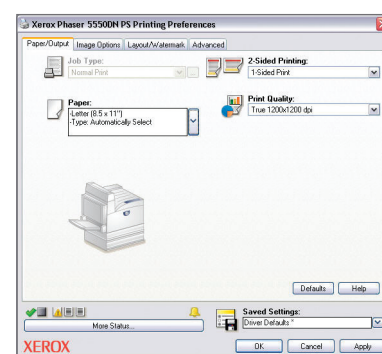
The front panel is also a valuable resource for help topics. Pressing the “?” button activates a contextual help message that explains whatever menu function or message is currently displayed. Furthermore, if the Phaser 5550 printer requires attention, the front panel will display easy-to-follow instructions regarding what steps should be taken to get the printer back up and printing.

Bi-directional Print Drivers

The Phaser 5550 printer includes print drivers for Adobe® PostScript® 3™ and PCL® 6/5e emulations. Organised by tabs, the print drivers make job programming easy and intuitive. The most commonly used features are located on the default tab, with advanced features easily accessible when programming more complex jobs. The print drivers also provide bi-directional information such as system status, consumable status, job status, currently loaded paper sizes, installed options and more.

Replacing Consumables

Commonly replaced consumables, such as the toner cartridge and maintenance kit, are easily accessed via the front of the Phaser 5550 printer – no need to pull the printer out of its location, or turn it around, when periodic replacement of consumables is required.



Bi-directional print drivers allow for easy job programming right at the user's desktop.

Evaluate Productivity

Productivity is a critical consideration when evaluating department-class printers, such as the Xerox® Phaser® 5550 printer. Does the printer deliver the level of performance required to support the workload of larger groups of users? Does it produce sufficient print quality? Can the printer be expanded to meet a work group's evolving needs and does it offer the media flexibility to support a variety of jobs?

How the Phaser 5550 printer exceeds the productivity requirement

Printing Performance

Even the heaviest workloads are handled with ease by the Phaser 5550 printer. The powerful 500 MHz processor can receive a rapid succession of simple and complex print jobs while maintaining all-day productivity.

Plus, whether printing single or double-sided documents, the Phaser 5550 maintains its print speed of up to 50 ppm.

For average print jobs of three pages or less, the most important specification is first-page-out time and the Phaser 5550 printer delivers in as few as 6.5 seconds.

Print Quality

The Phaser 5550 delivers true 1200 x 1200 dpi print resolution, producing outstanding print quality without compromising the printer's top-rated speed. Whether printing spreadsheets, presentations or customer collaterals, the Phaser 5550 printer delivers truly impressive results. Plus, Xerox Emulsion Aggregate High Grade (EA-HG) toner - chemically grown to produce smaller, more uniformly sized particles - delivers excellent shadowing and outstanding fine-line detail.

Expandability

Numerous accessories are available to tailor-fit the Phaser 5550 printer to your environment. For those users who print a high volume of large, complex files, controller memory can be expanded to a maximum of 1 GB with 256 or 512 MB upgrades. Plus, a 40 GB hard disk can be added for additional security features or the ability to store forms in the printer for easy reprinting.

For work groups of 10 or more users, consider increasing paper capacity by including an additional 1,000-sheet feeder. If that isn't enough, a 2,000-sheet feeder can be added, boosting total paper capacity to 4,100 sheets.

A finisher may be necessary to support a work group that regularly produces multiple sets of large documents. The Phaser 5550 printer offers a finisher that offset stacks up to 3,500 sheets for easy retrieval, with optional hole-punching and stapling.



Phaser 5550/DX printer shown with 2,000-sheet feeder and 3,500-sheet finisher as standard.

Media Support

The Xerox® Phaser® 5550 printer offers scalable paper capacity to handle the diverse needs of offices of all sizes. Paper capacity starts at 1,100 sheets, with an optional maximum capacity of 4,100 sheets.

Paper capacity and media support offered by the Phaser 5550 printer include:

Standard Trays:

- **Tray 1 (Multipurpose tray):** Up to 100 sheets; custom sizes from 106 x 148 mm to 216 mm x 356 mm; 60 to 215 gsm
- **Trays 2 and 3:** Up to 500 sheets each; custom sizes from 140 x 182 mm to 297 x 432 mm; 60 to 215 gsm

Optional Trays:

- **Trays 4 and 5:** Up to 500 sheets each; custom sizes from 140 x 182 mm to 297 x 432 mm; 60 to 215 gsm
- **Tray 6:** Up to 2,000 sheets; A4; 60 to 215 gsm
- **Envelope Tray:** Capacity depends on envelope size; custom sizes from 89 x 148 mm to 162 x 241 mm

Evaluate Reliability

Office productivity is tied directly to the reliability of the devices upon which users depend. Consider whether the printer helps proactively avoid disruptions in operations. If a disruption occurs, will the printer help users diagnose and address the issue?

How the Xerox® Phaser® 5550 printer exceeds the reliability requirement

Day-to-day Operation

With a rated duty cycle of up to 300,000 pages* per month, the Phaser 5550 printer is adept at handling normal daily workloads as well as the heaviest peak-period workloads. The Phaser 5550 printer also helps avoid interruptions thanks to its standard 1,100-sheet paper capacity and the ability to increase paper capacity to 4,100 sheets. Plus, proactive reporting of current toner levels ensures you'll have replacement cartridges on hand when you need them.

*Print volume uniformly distributed over 30 days.

Troubleshooting

The Phaser 5550 printer helps users avoid unnecessary downtime and backups at the device. If the printer requires intervention during a print job, Xerox PrintingScout® notification will alert the user at his or her desk with specific instructions for how to get the printer back up and running. Clicking on the PrintingScout notification will provide graphical instructions as to what action the printer requires and similar graphical instructions will be available at the printer's front panel as well.

Automated Support

The Phaser 5550 printer includes the Xerox-exclusive PhaserSMART® utility, an automated, internet-based support and service delivery tool. PhaserSMART leverages information from your printer to diagnose and deliver self-support solutions. Available 24 hours a day, seven days a week, PhaserSMART is only a mouse-click away.

Service/support

Building on the reliability engineered into the Phaser 5550 printer, Xerox has implemented a sophisticated service-delivery network capable of maintaining your equipment, addressing issues and training IT staff and users on how to get the most out of your Xerox purchase.

Section 3: Configurations, Specifications, Supplies, Support and Additional Information Sources

Configuration Summary

The following sections provide details about the various Xerox® Phaser® 5550 configurations, available options and supplies plus more helpful information.

Phaser 5550



		5550B	5550N	5550DN	5550DT	5550DX
Speed		Up to 50 ppm (A4)			Up to 50 ppm one-sided, 50 ipm two-sided (A4)	
Duty Cycle		Up to 300,000 pages / month				
Paper Handling	Standard	Tray 1 (MPT): 100 sheets; Custom sizes: 89 x 98 mm to 297 x 432 mm				
		Tray 2: 500 sheets; Custom sizes: 140 x 182 mm to 297 x 432 mm				
		Tray 3: 500 sheets; Custom sizes: 140 x 182 mm to 297 x 432 mm				
	Optional	Tray 4-5: 1,000 sheet Feeder; Custom sizes: 140 x 182 mm to 297 x 432 mm				Standard
		Tray 6: 2,000 sheet Feeder; Sizes: A4				Standard
		Envelope Tray: Custom sizes: 98 x 148 mm to 162 x 241 mm				
Paper output	Standard	500 sheets				
	Optional	Stacker: 3,000-sheet stacker with 500-sheet top tray				N/A
		Finisher: 3,000-sheet stacker with 500-sheet top tray, 50-sheet multi-position stapling and 2/4 hole-punch				Standard
Automatic two-sided printing		Optional			Standard	
Print						
First-page-out-time		As fast as 6.5 seconds				
Resolution (max)		True 1200 x 1200 dpi				
Processor		500 MHz				
Memory (std / max)		256 MB / 1 GB				
Connectivity		Parallel, USB 2.0		10/100/1000 Base-T Ethernet, Parallel, USB 2.0		
Page description languages		Adobe® PostScript® 3™, PCL® 6 / PCL® 5e emulation, Direct PDF (with 512 MB memory and optional hard drive)				
Print features	Standard	Smart Trays, Booklet printing, Edge-to-edge printing, Negative image, Mirror image, Scaling, Watermarks, Auto fit, Custom-size pages, Covers, Separation pages, RAM collation, N-up, Job completion notification				
		NA		Remote printing, Job accounting		
	Optional	Productivity Kit (includes 40 GB Hard Drive) enables Secure/Proof/Personal/Saved Print, Hard disk collation, Print With, PDF-direct printing, Extended font/form storage				Standard
Warranty		One-year on-site warranty*				

* Products purchased under a "PagePack" agreement do not carry a warranty. Please refer to your service agreement for full details of your enhanced service package.

Specifications

Specifications	
Device Management	Xerox® CentreWare® IS Embedded Web Server, Xerox CentreWare Web, Xerox NDPS Gateway, Xerox Usage Analysis Tool, PrintingScout® Alert Notification, MailInX Email Alerts, PhaserSMART® (not available on non-networked configuration)
Print Driver Support	Apple: Mac OS® X 10.3 and higher Linux: Red Hat® Fedora™ Core 5, SUSE 10.0 Microsoft: Windows® 2000/XP/2003 Server, Vista Novell: Netware® 5.x/6.5 (NDPS only) Unix: HP-UX 11.0/11i, IBM AIX® 5.1, Sun Microsystems Solaris™ 9/10 Xerox: Walk-Up® Printer Drivers (with Windows 2000 or higher)
Protocol Support	Connectivity: USB 2.0, IEEE 1394 Parallel, 10/100/1000 TX-Base Ethernet (N, DN, DT and DX configurations) Network: EtherTalk, HTTP, HTTPS, SNMP v.1/2/3, TCP/IP (IPv4, IPv6, DNS/WINS), IPP, SLP, TFTP, Port 9100, LPR, FTP, WSD Management: Auto IP, DHCP, SNMP v.1/2/3 Page Description Languages: Adobe® PostScript® 3™, PCL® 6 / PCL® 5e emulation, Direct PDF
Media Handling Paper Capacity	Tray 1 (MPT): Up to 100 sheets Trays 2 and 3: Up to 500 sheets each Trays 4 - 5 (optional): 1,000-sheet feeder Tray 6 (optional): 2000-sheet feeder
Media Weight	Trays 1, 3-6: 60-215 gsm Tray 2: 60-105 gsm Two-Sided Output: 60-163 gsm
Media Size	Tray 1 (MPT): Custom sizes from 89 x 98 to 297 x 432 mm Trays 2 and 3: Custom sizes from 140 x 182 to 297 x 432 mm Trays 4 and 5 (optional): Custom sizes from 140 x 182 to 297 x 432 mm Tray 6 (optional): A4 Envelope Tray (optional): 98 x 148 to 162 x 241 mm
Operating Environment	Temperature: 5° to 32° C Relative Humidity: 15 % to 85 % Sound Pressure: Printing: 54 dB(A), Standby: 22 dB(A) Sound Power: Printing: 7.19 B, Standby: 5.0 B Warm-Up Time (from power save): As fast as 37 seconds FPOT (from power save): 45 seconds
Electrical	Power: 220-240 VAC, 50/60 Hz Power Consumption: Printing: 900 W, Standby: 105 W, Power Save: 11 W
Dimensions Width x Depth x Height, Weight	Phaser 5550B / N / DN: 640 x 525 x 498 mm, 41 kg Phaser 5550DT: 640 x 525 x 778 mm, 64 kg Duplex Unit: 64 x 458 x 211 mm, 1.8 kg 1000-Sheet Feeder: 540 x 520 x 280 mm, 23 kg 2000-Sheet Feeder: 385.5 x 600 x 363 mm, 28 kg 3500-Sheet Finisher: 740 x 650 x 1050 mm, 49 kg
Certifications	Listed to UL 60950-1/CSA 60950-1-03, 1st Edition, FDA/CDRH – Class 1 Laser Product, FCC Part 15, Class A, Canada ICES-033 Class A, CE marked, Low Voltage Directive 73/23/EEC, EN 60950-1, 1st Edition, EN 60825-1 – Class 1 Laser Product, EMC Directive 89/336/EEC, EN 55022, Class A, EN 55024, RoHS Directive 2002/95/EC, WEEE Directive 2002/96/EC

Supplies and Accessories

	Description	Details	Part Number
Supplies and Routine Maintenance Items	Toner Cartridge	Average 35,000 standard pages ¹	106R01294
	Drum Cartridge	Approximately 60,000 pages ¹	113R00670
	Maintenance Kit (220V)	Approximately 300,000 pages ²	109R00732
	Staple Pack	Qty. 15,000	008R12941
Accessories	256 MB Phaser memory upgrade	Increases device memory	097S03743
	512 MB Phaser memory upgrade	Increases device memory	097S03635
	Productivity Kit	Includes Hard Drive (40 GB)	097S03878
	Phaser 5550 B to N Upgrade Kit	Adds 10/100/1000 Ethernet connectivity	097S03879
	32 MB Flash memory	DIMM for SAP and fonts/forms/macros	097S03880
	Duplex Unit	Adds automatic two-sided printing	097S03220
	Envelope tray	Prints envelopes from paper trays	097S03286
	1,000-sheet feeder	Adds trays 4 and 5	097S03716
	2,000-sheet feeder*	Adds tray 6	097S03717
	3,500-sheet stacker*	Includes Job Offset	097S03719
	3,500-sheet finisher*	With stapling and 2/4 hole punching (Recommend 40GB hard disk)	097S03720
	Wireless Network Adapter	220V - European	097S03741
	Wireless Network Adapter	220V - UK	097S03742
Extended Service Agreements	2 Years Additional (total of 3 years) ³		5550ES3
	3 Years Additional (total of 4 years) ³		5550ES4

¹ Declared Yield in accordance with ISO/IEC 19752. Yield will vary based on image, area coverage and print mode.

² Declared Yield based on an average job size of 3 pages A4 size. Yield will vary based on job run length, media size and orientation.

³ Available for purchase during first 90 days of ownership.

* Must have 1000 Sheet Feeder installed

Support and Additional Information Sources

Unrivalled Service and Support

Behind every Xerox® product is a large network of customer support that's unrivalled in the industry and available when you need it. Xerox® service professionals use leading-edge technologies to keep you up and running. They're even linked to the engineers who designed your product, so you can be confident when you choose Xerox. In addition Genuine Xerox® supplies are always readily available.

Xerox® Office Services Support

Asset Management Services

- Asset Optimisation and Tracking – Process and tools to optimise an enterprise's office output infrastructure and reduce overall costs
- Break-Fix Management – Single point of ownership and management for break-fix service for all brands of office output devices
- Supplies Management– Process and tools to procure, monitor and replenish all document-related supplies proactively

Imaging and Output Management Services

- Output Management – Single point of management of office output from all output devices, regardless of manufacturer
- Image Capture and Workflow – Cost-efficient solutions for capturing, managing, retrieving and distributing information into digital repositories

Support Services

- Technology Procurement and Deployment – A creative and flexible end-to-end print/computer product acquisition solution that uses a single-point-of-contact model while lowering the total cost of acquisition
- Help Desk Services – A broad range of enterprise services managed through a centralised single point of contact and delivered through an on-site or off-site model
- End User Services – Microsoft software implementation, IT project consulting and customer education

Additional Information Sources

What's in the Box:

- Printer
- Toner cartridge (35,000 print capacity)
- Drum cartridge (60,000 print capacity)
- World kit (includes Software and documentation CD, Registration card, Warranty booklet)
- Power Cord

Xerox® Phaser® 5550 Front Panel

- The front panel offers tools and information pages to help with machine setup, feature selections, operational problems, media feed and supply issues.

On the Web

Visit www.xerox.com/office for:

- Product, supplies and support information
- Downloading drivers
- Finding your local Xerox sales representative
- Online documentation

Visit www.xerox.com/office/support for:

Support and service information, including the same troubleshooting Knowledge Base used by Xerox® Customer Support staff to provide the latest technical information on:

- Application issues
- Errors
- Print-quality issues
- Troubleshooting

Questions? Comments? Problems?

If for any reason you need to contact your Xerox® sales representative, please call or visit us on the web at www.xerox.com/office.

