Xerox® Phaser® 5550
Laser Printer
Evaluator Guide

xerox ®

About this Guide

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

Section 1: Introducing the Xerox® Phaser® 5550 Laser Printer
Product Overview

Productive, reliable and packed with value, the Phaser 5550 laser 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 tabloid-size laser printer that delivers the ultimate combination of peak performance and impressive print quality.

- Fast printing at up to 50 ppm — for both single-sided and two-sided printing — quickly handles even the most demanding print workloads.

- 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 multi-page 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 laser printer comes loaded with cutting-edge intelligence features that simplify installation and everyday use. And with highly durable components throughout, count on total reliability day after productive 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 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 Phaser 5550 laser 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 optimized 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, organize and analyze usage data for tighter cost control.

- A standard one-year warranty and the Xerox Total Satisfaction Guarantee ensure 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

Print

11 x 17 in.

50 ppm
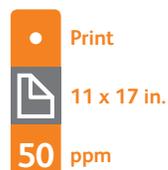
WxDxH:
5550B, N, DN:
25.2 x 20.7 x 19.6 in.
640 x 525 x 498 mm
5550DT:
25.2 x 20.7 x 30.6 in.
640 x 525 x 778 mm
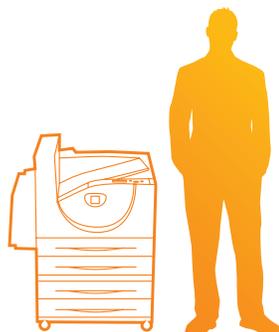
Phaser 5550 DT with 1,000-sheet feeder shown to scale

Section 1: Introducing the Xerox® Phaser® 5550 Laser Printer
Phaser 5550 Laser Printer Configurations

Phaser 5550B

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

Performance:

- Print speed of up to 50 ppm
- First-page-out-time (FPOT) as fast as 6.5 seconds
- Up to 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 3.0 x 3.87 in. (106 x 148 mm) to 8.5 x 14 in. (216 mm x 356 mm); 16 to 57 lb. bond / 60 to 215 gsm
- **Trays 2 and 3:** 500-sheet capacity each; Custom sizes from 5.5 x 7.16 in. (140 x 182 mm) to 11.7 x 17 in. (297 x 432 mm); 16 to 57 lb. bond / 60 to 215 gsm
- **Trays 4 and 5 (optional):** 1,000-sheet Feeder; Custom sizes from 5.5 x 7.16 in. (140 x 182 mm) to 11.7 x 17 in. (297 x 432 mm); 16 to 57 lb. bond / 60 to 215 gsm
- **Tray 6 (optional):** 2,000-sheet feeder; 8.5 x 11 in. (A4); 16 to 57 lb. bond / 60 to 215 gsm
- **Paper Output:** 500 sheets

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

Reliability:

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

*Not available for AppleTalk or USB connected printers.

Phaser 5550N

Builds on the Phaser 5550B with the addition of:

Controller:

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

Phaser 5550DN

Builds on the Phaser 5550D with the addition of:

Print Performance:

- Automatic Two-Sided Output

Phaser 5550DT

Builds on the Phaser 5550DN with the addition of:

Paper Handling:

- **Paper Capacity:** 2,100-sheet standard capacity, 4,100-sheet maximum capacity

- **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 (optional):** 2,000-sheet capacity

Section 2: Evaluating Black-and-White Laser Printers
Overview

A workgroup 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 laser printer. When the same criteria are used to evaluate every device under consideration, you'll see how the Phaser® 5550 laser printer excels against other manufacturers' products.

Section 2: Evaluating Black-and-White Laser Printers
Evaluate Deployment, Management and Ease of Use

Deploying printers can be challenging, whether in a large organization 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 Phaser® 5550 laser 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 laser printer is easily removed from its packaging, and the included quick install guide helps install optional accessories, connect the printer to your network and a power source, and 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 laser 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 laser 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.

Network management

The Phaser 5550 laser printer integrates into virtually any network environment. Network configuration is simple with CentreWare Web configuration wizards, which enable remote configuration of one or many devices, regardless of manufacturer. The Phaser 5550 laser printer supports many common network protocols (including TCP/IP [IPv4, IPv6, DNS/

CentreWare Web helps administrators quickly install, configure and troubleshoot all networked printers and MFPs — regardless of manufacturer.

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 summarized in Section 3 of this guide.

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

Front panel interface

The Phaser 5550 laser printer features a large, high-contrast, front-panel display that is simple, well-organized 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. Further, if the Phaser 5550 laser 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 laser printer includes print drivers for Adobe® PostScript® 3™ and PCL® 6/5e emulations. Organized 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 bidirectional 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 laser printer — no need to pull the printer out of its location, or turn it around, when periodic replacement of consumables is required.
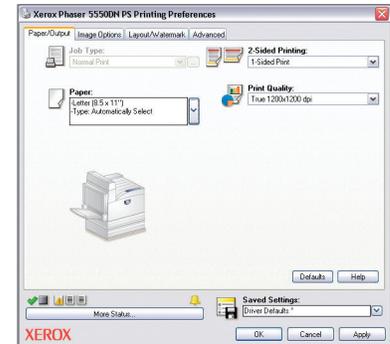
Bi-directional print drivers allow for easy job programming right at the user's desktop.

Section 2: Evaluating Black-and-White Laser Printers
Evaluate Productivity

Productivity is a critical consideration when evaluating department-class printers, such as the Phaser 5550® laser 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 workgroup's evolving needs, and does it offer the media flexibility to support a variety of jobs?

How the Phaser 5550 exceeds the productivity requirement

Printing performance

Even the heaviest workloads are handled with ease by the Phaser 5550 laser 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 laser 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 laser 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 laser 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 workgroups 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 4,000 sheets.

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

Media support

The Phaser 5550 laser 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 laser printer include:

Standard trays:

- **Tray 1 (Multipurpose tray):** Up to 100 sheets; custom sizes from 3.0 x 3.87 in. (106 x 148 mm) to 8.5 x 14 in. (216 mm x 356 mm); 16 to 57 lb. bond / 60 to 215 gsm

- **Trays 2 and 3:** Up to 500 sheets each; custom sizes from 5.5 x 7.16 in. (140 x 182 mm) to 11.7 x 17 in. (297 x 432 mm); 16 to 57 lb. bond / 60 to 215 gsm

Optional trays:

- Trays 4 and 5: Up to 500 sheets each; custom sizes from 5.5 x 7.16 in. (140 x 182 mm) to 11.7 x 17 in. (297 x 432 mm); 16 to 57 lb. bond / 60 to 215 gsm

- Tray 6: Up to 2,000 sheets; 8.5 x 11 in. (A4); 16 to 57 lb. bond / 60 to 215 gsm

- Envelope Tray: Capacity depends on envelope size; custom sizes from 3.87 x 5.82 (89 x 148 mm) to 6.38 x 9.5 in. (162 x 241 mm)

Phaser 5550/DT laser printer shown with optional 2,000-sheet feeder and 3,500-sheet finisher.

Section 2: Evaluating Black-and-White Laser Printers
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 Phaser® 5550 exceeds the reliability requirement

Day-to-day operation

With a rated duty cycle of up to 300,000 pages* per month, the Phaser 5550 laser printer is adept at handling normal daily workloads as well as the heaviest peak-period workloads. The Phaser 5550 laser 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 laser 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 laser 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 laser 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.

PhaserSMART® online troubleshooting provides 24/7 access to the online Xerox Knowledge Base, delivering fast solutions so users get back to work quickly.

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

The following sections provide details about the various Phaser® 5550 configurations, available options and supplies, and more helpful information.
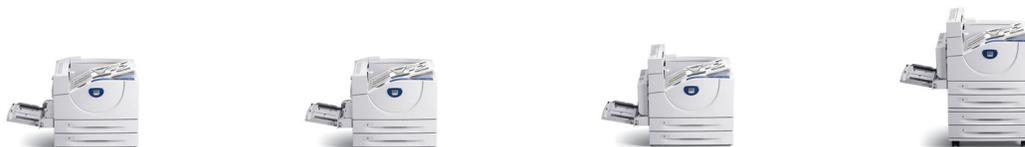
	5550B	5550N	5550DN	5550DT
Speed	Up to 50 ppm (letter)		Up to 50 ppm one-sided, 50 ppm two-sided (letter)	
Duty Cycle	Up to 300,000 pages / month			
Paper Handling Paper input — Standard	**Tray 1 (MPT):** 100 sheets; Custom sizes: 3.5 x 3.87 to 11.7 x 17 in. / 89 x 98 mm to 297 x 432 mm			
	Tray 2: 500 sheets; Custom sizes: 5.5 x 7.16 to 11.7 x 17 in. / 140 x 182 mm to 297 x 432 mm			
	Tray 3: 500 sheets; Custom sizes: 5.5 x 7.16 to 11.7 x 17 in. / 140 x 182 mm to 297 x 432 mm			
Optional	**Tray 4-5:** 1,000 sheet Feeder; Custom sizes: 5.5 x 7.16 to 11.7 x 17 in. / 140 x 182 mm to 297 x 432 mm			Standard
	Tray 6: 2,000 sheet Feeder; Sizes: 8.5 x 11 in. / A4			
	Envelope Tray: Custom sizes: 3.87 x 5.82 to 6.38 x 9.5 in. / 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			
	Finisher: 3,000-sheet stacker with 500-sheet top tray, 50-sheet multi-position stapling and 3 or 2/4 hole-punch			
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			
Warranty	One-year on-site warranty, Xerox Total Satisfaction Guarantee			

Section 3: Configurations, Specifications, Supplies, Support and Additional Information Sources
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® 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
Protocol Support	**Connectivity:** USB 2.0, IEEE 1394 Parallel, 10/100BaseTX Ethernet (N, DN, and DT 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:** 16-40 lb. bond, 50-80 lb. cover / 60-215 gsm **Tray 2:** 16-28 lb. bond, 22-39 lb. cover / 60-105 gsm **Two-Sided Output:** 16-43 lb. bond / 60-163 gsm
Media Size	**Tray 1 (MPT):** Custom sizes from 3.5 x 3.87 to 11.7 x 17 in. (89 x 98 to 297 x 432 mm) **Trays 2 and 3:** Custom sizes from 5.5 x 7.16 to 11.7 x 17 in. (140 x 182 to 297 x 432 mm) **Trays 4 and 5 (optional):** Custom sizes from 5.5 x 7.16 to 11.7 x 17 in. (140 x 182 to 297 x 432 mm) **Tray 6 (optional):** 8.5 x 11 in. (A4) **Envelope Tray (optional):** 3.87 x 5.82 to 6.38 x 9.5 in. (98 x 148 to 162 x 241 mm)
Operating Environment	**Temperature:** 41° to 90° F (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:** 110-127 VAC, 50/60 Hz or 220-240 VAC, 50/60 Hz **Power Consumption:** Printing: 900 W, Standby: 105 W, Power Save: 11 W **ENERGY STAR:** Qualified (DN and DT configurations)
Dimensions Width x Depth x Height, Weight	**Phaser 5550B / N / DN:** 25.2 x 20.7 x 19.6 in. (640 x 525 x 498 mm), 97.2 lb. (44.1 kg) **Phaser 5550DT:** 25.2 x 20.7 x 30.6 in. (640 x 525 x 778 mm), 141 lb. (64 kg) **Duplex Unit:** 2.52 x 18 x 8.3 in. (64 x 458 x 211 mm), 4 lb. (1.8 kg) **1000-Sheet Feeder:** 21.3 x 20.5 x 11 in. (540 x 520 x 280 mm), 50.7 lb. (23 kg) **2000-Sheet Feeder:** 15.2 x 23.6 x 14.3 in. (385.5 x 600 x 363 mm), 62 lb. (28 kg) **3500-Sheet Finisher:** 29 x 25.6 x 41.3 (740 x 650 x 1050 mm), 108 lb. (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

Section 3: Configurations, Specifications, Supplies, Support and Additional Information Sources
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 (110V)	Approximately 300,000 pages[2]	109R00731
	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 3-hole punching	097S03282
	Wireless Network Adapter[3]	110V	097S03740
	Wireless Network Adapter[3]	220V	097S03741
Extended Service Agreements	Annual On-Site Service Agreement		E5550SA
	2 Years Additional (total of 3 years)[4]		E5550S3
	3 Years Additional (total of 4 years)[4]		E5550S4

[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 letter/A4 size. Yield will vary based on job run length, media size and orientation.
[3] Declared Yield based on letter/A4-size 20 lb. (75 gsm) pages. Yield will vary based on media type, size, weight, orientation and usage patterns.
[4] Available for purchase during first 90 days of ownership.

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

Unrivaled Service and Support

Behind every Xerox product is a large network of customer support that's unrivaled 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. And Genuine XEROX® supplies are always readily available.

Total Satisfaction Guaranteed

The exclusive Xerox Total Satisfaction Guarantee, recognized as unique in the industry, covers every Phaser device that has been continuously maintained by Xerox or its authorized representatives under a Xerox express warranty or Xerox maintenance agreement. You decide when you're satisfied.

Xerox Office Services Support

Asset Management Services

- Asset Optimization and Tracking — Process and tools to optimize 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 centralized 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

Access Managed Services

- Student and Library Patron Access — Custom designed and implemented customer-managed solutions for student and library patron print access management

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, Warranty booklet)
- Power Cord

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

Notes

Questions? Comments? Problems?

If for any reason you need to contact your Xerox sales representative, please call
1-877-362-6567, or visit us on the web at **www.xerox.com/office**.

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