

WorkCentre 5632/5638/5645/5655

Customer Expectation Document

Customer Support

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

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

Product Range/Positioning

Configuration	Expected Avg. Monthly Page Volume / Expected Machine Life	Maximum Duty Cycle ¹
WC 5632	8,000 - 10,000 / 1 M	Up to 125,000
WC 5638	10,000 – 12,500 / 1 M	Up to 150,000
WC 5645	15,000 – 18,000 / 2.5M	Up to 175,000
WC 5655	25,000 – 28,000 / 2.5M	Up to 200,000

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 space requirements for a fully configured product (IOT with DADF/Bypass Tray and Finishing Option)

Configuration- MOVEABLE	Width	Depth	Height
WC 5632/238/5645/5655 – OCT	77"	66"	78"
WC 5632/5638/5645 – Basic Office Fin	87"	66"	78"
WC 5632/5638/5645/5655 – Office Fin	87"	66"	78"
WC 5632/WC38/WC45/WC5655 – Professional Fin	95"	66"	78"
WC 5655 High Volume Finisher	104"	66"	78"
WC 5655 High Volume Finisher w/ Booklet Maker	105"	66"	78"
WC 5655 High Volume Finisher w/ Booklet Maker w/ C-Fold/Z-Fold unit	119"	66"	78"
Additional for High Capacity Feeder	15"	0	0

Configuration- FIXED	Width	Depth	Height
WC 5632/238/5645/5655 – OCT	116"	105"	78"
WC 5632/5638/5645 – Basic Office Fin	127"	105"	78"
WC 5632/5638/5645/5655 – Office Fin	127"	105"	78"

WC 5632/WC38/WC45/WC5655 – Professional Fin	135"	105"	78"
WC 5655 High Volume Finisher	145"	105"	78"
WC 5655 High Volume Finisher w/ Booklet Maker	145"	105"	78"
WC 5655 High Volume Finisher w/ Booklet Maker w/ C-Fold/Z-Fold unit	159"	105"	78"
Additional for High Capacity Feeder	15"	0	0

- Basic Office Finisher is only available on 5632, 5638, and 5645 configurations.
- Platen Cover is only available on 5632 Copier and Copier/Printer.
- 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.

Environmental Requirements

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

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

Electrical Requirements

	North America	Europe
Line Options:	Dedicated recommended	
Voltage	110-140	220-240
Amperage	15	10
Cycles	60 Hz, single phase	50 Hz
Receptacle Xerox Part No.	600S3704	
Receptacle NEMA Part No.	5-15R	Various

Receptacle Diagram



Various

- Power source must be within eight (8) feet of device.
- Warm up Ready to Copy \leq 28 seconds; Warm-up Ready to Print \leq 130 seconds.
- The convenience stapler option requires separate 110 Volt 15 Amp circuit
- No incremental power is required for any finisher options.
- These products are Energy Star compliant

Paper Tray Media Range

Paper Source	GSM	Cover Weight (lbs.)	Bond Weight (lbs.)	Index Weight (lbs.)
DADH	50 – 120	18 – 44	13 – 32	27 – 67
Bypass Tray	60 – 216	22 – 80	16 – 57	33 – 110
Tray 1-4	60 – 200	22 – 75	16 – 53	33 – 110
HCF	60 – 216	22 – 80	16 – 57	33 – 110
Post Process Inserter	60 – 216	22 – 80	16 – 57	33 – 110

DADH Scan Simplex and Duplex Speeds

	8.5 x 11 A4	8.5 x 14 B4	11 x 17 A3
5632/5638 Simplex	60 ipm	38 ipm	32 ipm
5645/5655 Simplex	60 ipm	38 ipm	32 ipm
5632/5638 Duplex	28 ipm	18 ipm	16 ipm
5645/5655 Duplex	28 ipm	20 ipm	17 ipm

Reliability

	Expected # of Service Calls per Million Pages	Mean Copies / Prints between Service Calls ¹
WC 5632/5638	16-21	47-62,000
WC 5645/5655	10-12	83-100,000

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 #	Europe Part #	# per Box	Expected Average Yield

Xerographic Module ¹ -Metered

WC 5632/5638	113R608	113R608	1	200,000
WC 5645/5655	113R672	113R672	1	400,000

Xerographic Module ¹ - Sold

WC 5632/5638	113R610	113R607	1	200,000
WC 5645/5655	113R674	113R673	1	400,000

Fuser Module ¹	109R752	109R751	1	400,000
5632/5638 Document Handler	113R717	113R717	1	150,000
Feeder Rolls				feeds
5645/5655 Document Handler	113R718	113R718	1	150,000
Feeder Rolls				feeds

¹ Actual life will vary based on customer usage patterns

- Full Service Maintenance Agreement include SMart Kit replacements at no additional cost. Replacements can be ordered through the Welcome Center at 1-800-821-2797
- Time and 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 Cartridge	6R1046	2	32,000 – per bottle
Waste Toner Bottle (Supplied with each Toner cartridge box)		1	100,000 per bottle
<u>Basic Office Finisher (30 Sheet Stapling)</u>			
Staple Cartridge	108R682	1	5,000 per cartridge
Staple Pack	108R535	3	5,000 per cartridge
<u>Office Finisher/ Professional Finisher (50 Sheet Stapling)</u>			
Staple Cartridge	108R493	3	5,000 per cartridge
<u>High Volume Finishers (100 Sheet Stapling)</u>			
Staple Cartridge	8R12912	1	5,000 per cartridge
Staple Pack Refill	8R12898	3	5,000 per cartridge
<u>Booklet Maker Staples for High Volume Finisher w/ Booklet Maker and Professional Finisher (50 Sheet Stapling)</u>			
Staple Cartridge	8R12897	8 (4x2)	2,000 per cartridge
<u>Convenience Stapler (50 Sheet Stapling)</u>			
Staple Cartridge	8R12964	1	5,000 per cartridge
Staple Pack Refill	8R12941	3	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, can be order by calling 1-800-822-2200 (North America only), 1-800-668-1099 CAN (English), 1-800-668-0133 CAN (French).
- Service Plans that included supplies call the Metered Supply Hotline at 1-800-599-2198 for Dry Ink (North America only).

Electronic Pre-Collation Memory

Model	Standard Memory	Memory Options	Maximum Memory

WorkCentre (Copier)	128 MB	(2) 256 Mb	512 Mb*
WorkCentre (Copier/Printer)	384 MB	(1) 256 Mb	512 Mb**

- *To obtain the maximum EPC memory for Copier order (2) 256 Mb accessory options. The original 128 Mb will be removed.
- **To obtain the maximum EPC memory for the Copier/Printer and Copier/Printer/Scanner order (1) 256Mb accessory. 128Mb from the original configuration will be removed.
- The EPC memory upgrade is recommended for environments that often copy/fax documents over 60 pages.

Network Controller Memory

Model	Standard Memory	Memory Options	Maximum Memory
WorkCentre	256 Mb	NA	256 Mb

Fax Memory

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

Equipment Considerations

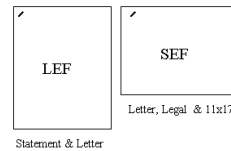
- If size-for-size Mixed Size Originals or Auto R/E is needed onto specific size paper, the Mixed Size Originals feature must be selected. When using this feature the system takes some extra time to determine the original size and scan the image. This delays the first copy set completion, but all subsequent sets are delivered at rated speed.
- Left side of the platen glass must be kept clean with a damp cloth.
- 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
 - Select "Heavyweight" in the Paper Type selection of the User Interface for optimum quality
 - 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 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:
 - 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.

- If job includes tabs imaging, use the job build or inserts option. Do not use image/margin shift.
- 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.

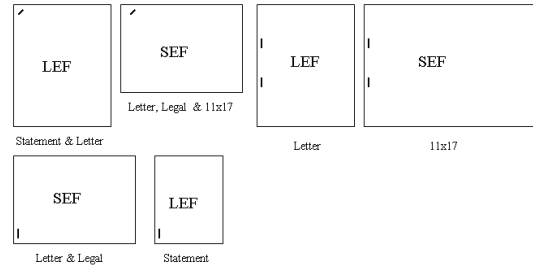
Finisher Considerations

- 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 to accommodate.
- The system may 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 Top Tray does not offset between sets.
- The default output tray destination (factory pre-set) is MainTray

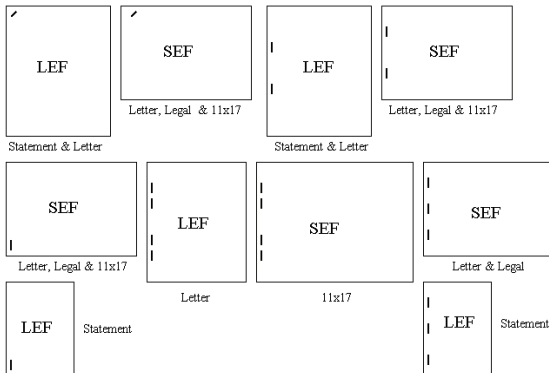
- Staple positions include:
 - Basic Office Finisher – Single Position –30 Sheets



- Office Finisher – Multiple Position – 50 Sheets



- **Professional Finisher/High Volume Finishers –50/100 Sheets**

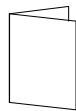


• **Professional finisher booklet maker /High Volume Finisher w/ Booklet Maker:**

- 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./80gsm or equivalent thickness; e.g., 12 sheets of 20lb. with one cover of 110 lb.)
 - Fold (V-Fold) 1-5 sheets (20 lb./80gsm 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/bond60-200 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.
 - The Professional Finisher Booklet Maker 2 and 3 hole punch kits are not easily interchangeable and require a screw driver.
- Z-Fold/C-Fold unit

Z and C folds of 8 ½ x 11 paper only

- Has unlimited capacity with tray stop in the down position

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 items 1 and 2 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 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.
- Batch Send - (Dual Line fax enabled machines) Two jobs sent to the same destination with Batch Send turned on will use both lines on the Fax card.
- 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. FOIP (Fax Over IP) T.38 protocol is not supported.

LAN Fax

- NT drivers are not supplied with WC 5600 series.

Network Connectivity (Copier/Printer and Copier/Printer/Scanner)

Additional considerations may need to be considered on the specific network or desktop environment being supported.

- 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 (Copier/Printer and Copier/Printer/Scanner)

- Bi-Directional support in Windows drivers in a 10MB environment may 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

Network 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 WCP then JBIG2 compression needs to be deselected as the compression default.
- Network scanning configuration must be done using CentreWare Internet Services or other optional Network Scanning Software as opposed to the device local user interface.
- Novell Server – subsequent scan jobs will be overwritten by the device even if New Auto Generate is selected as a filing policy.
- 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:
 - Archival Record (Normal Quality – Smallest file Size)
 - For 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 Integration (available for WorkCentre Copier/Printer/Scanner) with Office Fax Pro or third party fax server suppliers

- Third Party components are required for all Server fax solutions (ie Captaris RightFax, Omttool Genifax, StreamCentre).
- 3rd party server fax solution requires the use of either the fee-based Server Fax enablement or Network Scan to File Template.
- Network Server fax and embedded fax are mutually exclusive – only one can be enabled at a time on one machine.
- 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 Network Scan to File templates. 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 Omttool 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.

Internal Auditor

- Internal Auditor provides accounting for copy jobs on all configurations.
- Internal Auditor will allow new user or account codes to be entered as each job is scanned, even if scan ahead is used.

Xerox Standard Accounting (available on 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 (available on Copier/Printer)

- Network Accounting is mutually exclusive to all accounting options (Internal Auditor and Xerox Standard Accounting (XSA)) and Foreign Device Interface.
- Auditor & Foreign Device Interface DO work together
- XSA & Foreign Device Interface DO work together
- Network Accounting requires the use of Third Party software components or Xerox Page Accountant Software. Provides data on how the WorkCentre Pro 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.
- Control System's ScanTrack and Equitrac's ScanPost does not work with this product at this time.
- External Accounting device usage through the Foreign Interface have 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.

Xerox Secure Access Unified ID System

- Solution requires one customer provided network drop, but yields 2 network IP addresses. One for MFP and the other for Secure Access hardware
- Each MFP will require SSL enablement and creation of a self signing certificate

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
- To enable the Custom Services capability provided by EIP, a small 'enablement' file needs to be installed on the MFD. This file is available at <http://www.xerox.com/eipinfo>. Click on 'EIP capable hardware'
- TCP/IP must be enabled on each MFP, with a DNS host name or static IP address assigned.
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- 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 5600 series is planned to be Common Criteria Certified
- For more information please source your local sales administrative group or go to the security website at the Security@Xerox link in Xerox.com.
- Common Criteria software release #s are TBD

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