

What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



Executive Summary

During our hands-on testing of Lexmark's OfficeEdge Pro5500, we evaluated all aspects of performance, from installation and set-up, to image quality, productivity, and ease of use:

Image Quality – Overall, image quality was very good in both print and copy modes.

Black text was readable down to 4 pt. font size. Overall output also displayed good resolution and fine-line reproduction, as well as good dot (pixel) control. The system was also able to produce the black, cyan, magenta, and yellow halftone gradations in our test target very well.

Photos displayed good detail, excellent color saturation, no banding, and very good, natural and accurate flesh tones, with photos displaying a pleasing appearance. However, there was a slight grainy appearance in flesh tones when producing color photographic quality.

No image anomalies such as mis-registration, poor fill, broken text, banding, etc. were observed. No ink bleed-through or smearing was observed.

Lexmark's Vizix Pro pigment inks performed as advertised, as there were no noticeable defects when our water-fastness test target was subjected to drops of water and drawing with a highlighter pen.

Tested Productivity - Tested print speeds were up to 19.16 ppm printing black text, slightly shy of Lexmark's rated print speed of 21 ppm. Tested color print was up to 9.16 ppm, which was also slightly shy of Lexmark's rated color print speed of up to 14 ppm.

Copy productivity was a competitive 13.94 (black)/10.15 (color) ppm from the document feeder in normal mode. Using the flatbed platen, copy speed was slower at up to 6.73 ppm.

Duplex copying was slowed by ink drying time; ink drying time was approximately 22.2 seconds for black text, and approximately 23.5 seconds for color output, which is longer than that of some competitive units. However, thanks to the excellent automatic document feeder with single-pass scanning, we noted fast tested color scan speeds of up to 16.20 (simplex)/30.30 (duplex) originals per minute (opm), making this a very strong scanner. In duplex print mode, ink drying time was approximately 10.3 seconds for black text, and 12.6 seconds for color.

Office Feature Set – The OfficeEdge Pro5500 provides a comparatively outstanding feature set for business use. This includes: automatic duplex printing and single-pass duplex scanning; a broad range of scan destinations (network folders, PCs, USB drives, and media cards), scan and print from USB drives and media cards,

What It Is



Lexmark OfficeEdge Pro5500

"I've always been a fan of the elegant simplicity of ink-jet imaging, and there is nothing more traditional and natural than ink-on-paper imaging. While for the most part ink-jet has been relegated to the realm of SOHO, we were pleased to see that Lexmark's OfficeEdge Pro5500 has the potential to land on any desk with its advanced manageability, and business-class feature set and construction. The OfficeEdge Pro5500 deserves a hard look from any small office or workgroup looking for an economical and versatile color MFP with a state-of-the-art touch screen and workflow apps." - Terry Wirth, President, Wirth Consulting.

- Imaging Technology:** Thermal Color Ink-Jet
- Functions:** Print/ Copy/ Scan/ Fax (all in color)
- Maximum Monthly Volume:** 30,000 pages
- Recommended Monthly Volume:** 500 - 1,500 pages
- List Price:** \$399.00
- Availability:** Retailers, Lexmark Web site.
- Introduction Date:** January 2012

Lexmark's OfficeEdge Pro5500 is a full-color ink-jet All-in-One designed for small businesses and workgroups, and for enterprise deployment. There are two configurations: the Pro5500 (\$399.00) has a 4.3" color touch screen, duplex scanning, and Ethernet and wireless-N network connectivity, while the Pro5500t (\$499.00) adds a second 550-sheet paper drawer.

The OfficeEdge Pro5500 incorporates a new ink-imaging system, and uses Lexmark's new Vizix Pro pigment-based inks. It also includes support for enterprise deployment with Markvision Enterprise compatibility, and the ability to create custom installation scripts for fast deployment of multiple units.

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SmartSolution apps, 300-sheet paper capacity expandable to 850 sheets, and high-yield ink cartridges for less frequent replacement. The system is suitable for enterprise deployment with custom install scripts and support for MarkVision Enterprise.

Ease of Use – The OfficeEdge Pro5500 features an outstanding 4.3” color touch-screen display – to date, it’s the highest quality touchscreen in its segment. We found it very responsive and very easy to read. It’s also very easy to enter text on the QWERTY-style keyboard, and menu systems are very easy to navigate. Lexmark’s designers also incorporated “swiping” capability, and there’s a soft click to confirm that you’ve made a selection.

Client Software Ease of Use - The OfficeEdge Pro5500’s included software suite, which includes print, scan, and fax drivers, is intuitive, non-intrusive and easy to use, and there is plenty of help and guidance.

Administrative Management –To minimize downtime, administrators can configure automatic e-mail alerts so that specified users are automatically alerted to conditions requiring attention, for instance, a paper jam or low ink. The OfficeEdge Pro5500 is also compatible with Markvision Enterprise.

SmartSolutions - We had no difficulty installing, using and managing Lexmark’s SmartSolutions. Among the free SmartSolutions are many very useful workflows for apps for streamlining multi-stepping tasks, such as copying a document and sending it via e-mail and to a network folder. There’s also scanning to online document-storage sites including to Evernote (our favorite), Box.net and xambox.com. We’re likely to continue to see developers come up with more useful SmartSolutions, which will only enhance the OfficeEdge Pro5500’s value and versatility.

Installation - Hardware set up was fast at less than 13 minutes and notably, the print head is conveniently pre-installed. However, it should be noted that the hardware unpacking and setup instructions are on the included CD-ROM (instead of on the setup poster). This was not clearly indicated, even though we suspected that this was likely based on our experience with other Lexmark products. Nevertheless, we observed a minimal amount of packaging materials that had to be removed and disposed of, which makes setup fast and eco-friendly.

Software and network installation took 34 minutes, including in-process software updates. Installation included a fax setup wizard, product registration process and SmartSolutions setup. We experienced difficulty setting up wireless networking, as the device would accept an IP address but not communicate otherwise when connected to our Cisco WRVS4400N Wireless-N Gigabit Security Router with VPN 2.0. After multiple un-install/re-install processes, we finally resolved the connectivity issue after we added a Netgear WG603 v2 legacy Wireless g access point to our network and connected through it. It will be interesting to see how this process can be streamlined with a Lexmark automated deployment procedure.

Build Quality – Build quality is comparatively exceptional. The overall finish of the device is matte except for the glossy touch panel. Lexmark thoughtfully includes a cleaning cloth in order to combat the inevitable finger-print build-up on the touch panel.

Maintenance - Replacing the four separate ink cartridges is very easy—just open the front panel, press a button over the depleted cartridge to pop it out, and slide in a new cartridge. Because the OfficeEdge Pro5500 uses an off-line ink-carrier system, the ink cartridges are housed on the front of the unit for convenient access. There’s also minimal packaging to remove from the simply constructed and eco-friendly ink cartridges. It should also be noted that the device ships with lower-yield starter ink cartridges and that busy offices may want to purchase some high-yield cartridges along with their unit.

Reliability - During our evaluation, no ink smudging was observed, installing ink cartridges was clean and easy, printed output was neatly stacked, and with the exception of WiFi connectivity, functions worked correctly the first time, etc. However, we noted that within the first 100 printed pages, we encountered several double feeds with plain paper and one misfeed with photo paper. Moreover, we noted slight curl in the ColorLok approved paper on prints with very high ink coverage and occasional nicks from the paper feed mechanism on the leading edge of printed media.

Cost per Page and Total Cost of Ownership - Black and color Cost per Page is competitive at 1.8¢ and 9.4¢ when using Lexmark’s high-yield ink cartridges and a very competitive 1.5¢ and 7.8¢ when customers use Lexmark’s Return Cartridge Program (customers must return depleted cartridges back to Lexmark).

Total Cost of Ownership is considerably less than that of a typical color laser All-in-One in this segment (see charts at the end of this report), which is a huge advantage. For instance, TCO over a five-year period printing 1,000 pages per month (with equal color and black output) is just \$3,198.70 for the OfficeEdge Pro5500, and is three times as much (\$9,577.60) for a typical sub-\$500 color laser All-in-One. Energy consumption by the OfficeEdge Pro5500 will also be considerably less than with laser units.

Recommendation – The OfficeEdge Pro5500’s most significant weaknesses in our testing were slow ink drying time in duplex mode and difficulty setting up wireless connectivity, the latter of which we solved however when we added a legacy Netgear wireless access point to our network. However, some of these weaknesses were made up for by the following:

- Solid, business-caliber build quality.
- Strong office-feature set.
- Outstanding color touch screen.
- Fast scanning speed, which is key, as scanning is increasingly becoming a key business use.
- Very useful SmartSolution workflow apps for making it much easier and faster to execute multi-step workflows.
- Overall very good image quality in print and copy modes.
- Very competitive Cost Per Page and Total Cost of Ownership.
- Easy hardware setup, and very easy maintenance, especially replacing ink cartridges, thanks to offline ink-carrier system (cartridges are readily accessible).
- Suitable for enterprise deployment with custom install scripts and support for MarkVision Enterprise.

Consequently, Lexmark’s OfficeEdge Pro5500 is *Outstanding*, and will be an excellent choice for use in small businesses and offices, and in enterprises, particularly where MarkVision Enterprise is used and/or as part of a Managed Print Services contract.

IMAGE QUALITY

TESTED IMAGE QUALITY

In order to evaluate image quality, Wirth Consulting uses:

1. The highest image-quality settings.
2. ImageXpert™ Printer 600 dpi Target Version 5.1.
3. ImageXpert Test Target EP-PSv1.
4. Northlight Images UK Grayscale Linearization Test Chart.
5. Synthetic (photographic) test images derived from ISO Internal Standard 12640 Graphic Technology (Prepress Digital-Data Exchange – CYMK Standard Color Image Data [CYMK/SCID]).
6. Hammermill 100/112+ Euro Bright, 28 lb. Color Copy Paper.
7. Hammermill 20-lb. Copy Plus with ColorLok technology.

NOTE: Image-quality samples contained in this report are raw TIFF, non-compressed photos that have been recorded using a high-end digital camera. They are intended to provide readers with our best approximation of image quality. However, all Wirth Consulting comments on image-quality are based on a visual examination of the actual printed image-quality samples themselves, not on the photographs.

<u>Imaging Technology:</u>	Thermal ink-jet, full-color
<u>Ink Base (Black/Color):</u>	Pigment-based
<u>Max. Print Resolution Black:</u>	2400 x 1800 dpi
<u>Max. Print Resolution Color:</u>	4800x3600 dpi

STRENGTHS

- Very good overall image quality in both print and copy modes.
- Black text quality was readable down to 4 pt. font size. Output also displayed good resolution and fine-line reproduction, as well as good dot (pixel) control. The system was also able to produce the black, cyan, magenta, and yellow halftone gradations in our test target very well.
- Photos displayed good detail, excellent color saturation, no banding, and very good, natural and accurate flesh tones, with photos displaying a pleasing appearance. However, there was slight graininess displayed in flesh tones when producing color photographic quality.
- Color graphic and text output displayed no smearing when subjected to water and a highlighter pen.
- No image anomalies such as mis-registration, poor fill, broken text, banding, etc. were observed.
- No ink bleed-through or smearing was observed.

LIMITATIONS

- None.

PRINT-MODE IMAGE QUALITY SAMPLES (RAW TIFF DIGITAL PHOTOS)



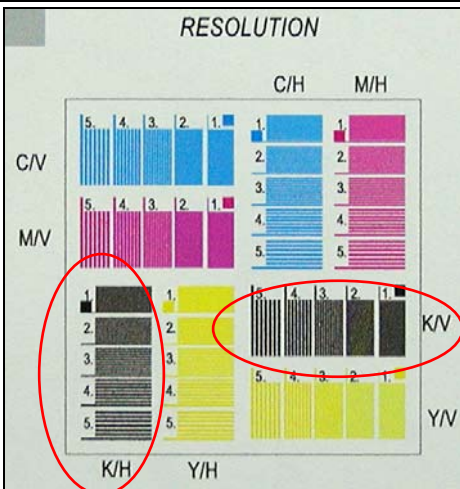
Image-quality originals used by Wirth Consulting when evaluating a device's image quality.



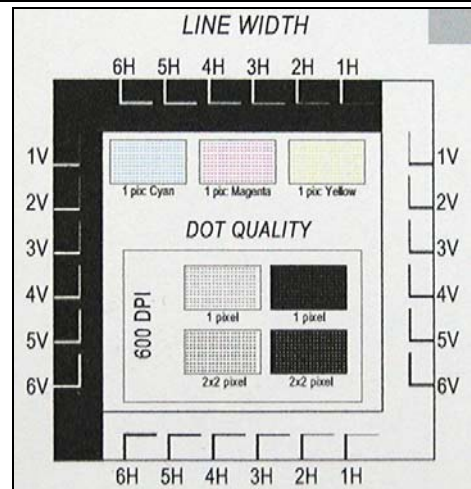
Raw TIFF photo of the test target printed on Bright White Paper (plain paper). Overall the photo has an attractive appearance, and colors are true—for instance, the musician's dress is a burgundy shade, as it should be, and flesh tones are smooth and natural, although there is some graininess in flesh tones upon close examination.



Raw TIFF photo of the test target printed on Lexmark PerfectFinish photo paper. While our plain-paper sample is good, colors are much more vibrant and vivid printed on glossy photo paper. Colors are very accurate, and flesh tones are good, although there is some graininess displayed in flesh tones upon close examination. Fine detail is good, as for instance, on the left, fine strands of hair are visible.

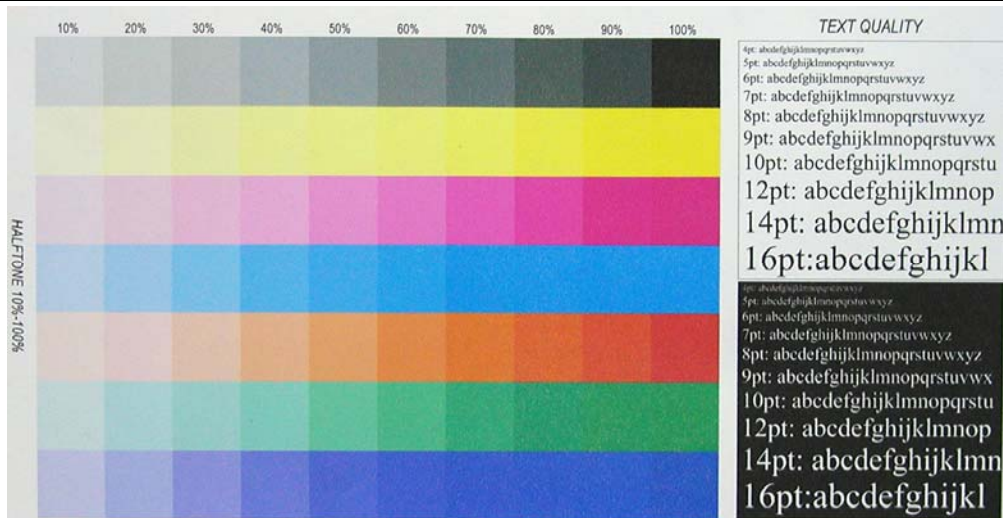


When printing the test target that evaluates resolution, the OfficeEdge Pro5500 was able to produce black horizontal and vertical lines (circled in red) as thin as 3 pt. size, which is typical of office-imaging printers and MFPs. It produced cyan and magenta down to 3 pt. size, and yellow down to 4 pt.size, which is also typical.



In the test target above, the OfficeEdge Pro5500 was able to produce positive horizontal and vertical lines down to 1 pt., which is very good, and negative horizontal and vertical lines down to 2 pt., which is good. In the Dot (Pixel) Quality measurement, the system performed very well: it produced approximately 90% of pixels correctly in the 2x2 positive and negative black pixel box; and 90% and 80% of pixels in the 1x1 black positive and negative pixel boxes respectively. It produced 70% of the pixels in the cyan box, 80% of the pixels in the magenta box, and 70% of pixels in the yellow box.

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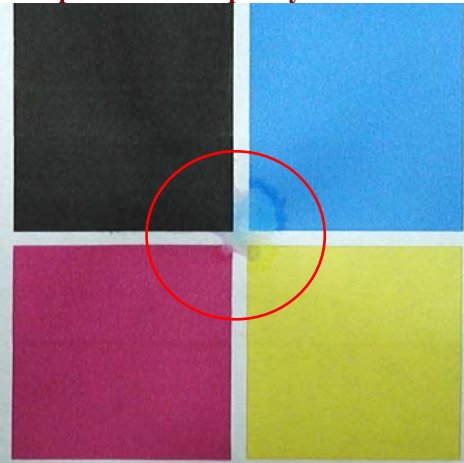
The first row of the halftone chart shows the OfficeEdge Pro5500's ability to produce grayscale images. The system was able to perfectly produce all 10 shades correctly in distinct 10% steps, indicating it will be able to produce grayscale images very well. Based on an examination of the actual printed output, the system was also able to correctly produce the next three colors (yellow, magenta, and cyan) accurately in 10% steps, although there was some indistinct stepping in the 90% to 100% yellow, magenta, and cyan range. The system produced the lower orange, green and blue halftone scales fairly well, although there was some indistinct stepping in the 80% to 100% green range and indistinct stepping in the 70% to 100% blue range.

The OfficeEdge Pro5500 produced clear, readable negative and positive text down to 4 pt. font size—the smallest font size most office users will ever require. Overall, text was sharp and compared very well with text produced by other office-imaging printers and All-in-Ones tested by Wirth Consulting.

WATER- AND HIGHLIGHTER-RESISTANCE TEST

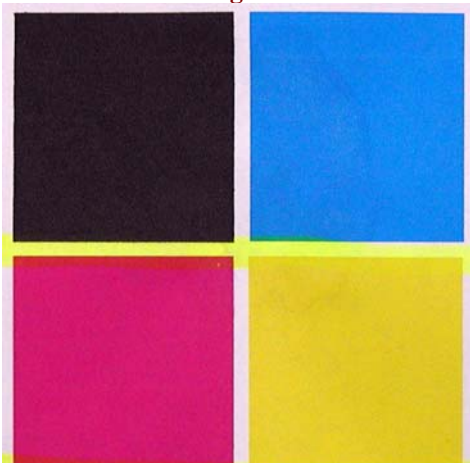
Wirth Consulting conducted an ink water-resistance test by placing drops of distilled water on printed output via an eyedropper, and then waited 24 hours to view the results. Drops of distilled water were placed on the inner area where all four color blocks meet, and on black text in the center of the print reading "Duis." We also performed a highlighter-resistance test, marking each of the printouts with a yellow Sanford highlighter pen as seen in the photographs of the printed output below.

Competitive Contemporary Ink-Jet Device



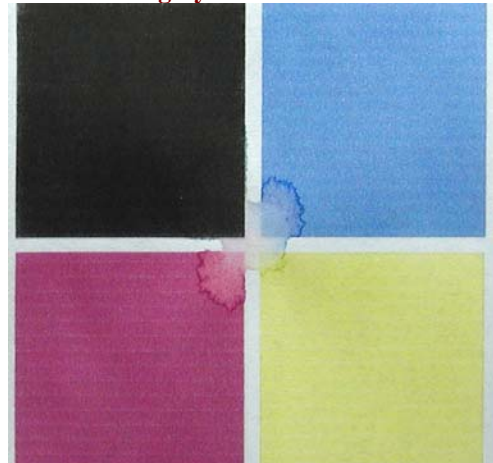
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 Ink bled in the areas where water was applied,
 both in the color area and the letter "D" in the
 black text. Note that the text highlighted with
 yellow has slightly smeared.

OfficeEdge Pro5500



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 There is only very minimal evidence that water
 was applied to the print. Also note that the
 colored boxes and the text highlighted with
 yellow have not smeared.

Legacy Ink-Jet Device



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 Ink bled in the areas where water was applied,
 both in the color area and in the black text. Note
 that the text highlighted with yellow has also
 smeared.

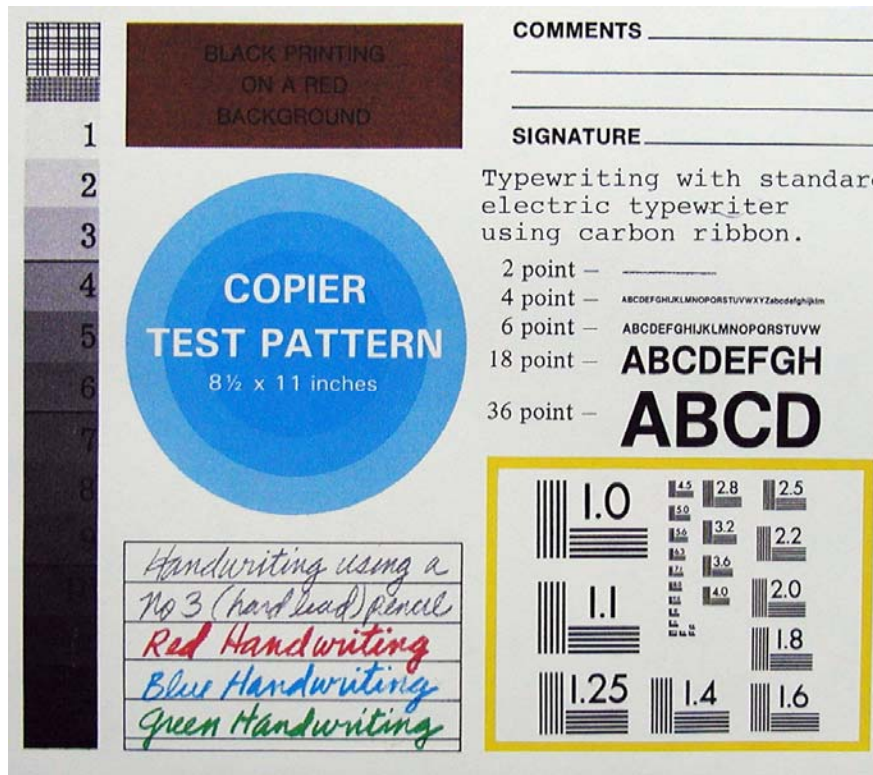
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COPY-MODE IMAGE QUALITY



In the image-quality sample to the left copied in Best color mode, the system was able to produce the halftone scale to the far left in increments of 10% to 100% well. Reproduction of text was very good, with distinct, readable text down to 4 pt. font size. The handwriting samples reproduced in different colors were also distinct and readable, and the Copier Test Pattern was also correctly reproduced. The system was able to produce readable black text in the dark red box in the upper left—something we've observed some more expensive systems have not been able to do as well. In the line pairs per millimeter chart in the lower right, the system was able to clearly reproduce lines as fine as 5.0 to 5.6 lp/mm, which is very good.

PRINT

STRENGTHS

- Tested print speeds were up to 19.16 ppm printing black text, slightly shy of Lexmark's rated print speed of 21 ppm. However color print was up to 9.16 ppm, which was somewhat slower than Lexmark's rated color print speed of up to 14 ppm.
- Standard wired Ethernet and wireless network connectivity, as well USB port for print from/scan to USB memory drives and a port for print from/scan to media cards.
- Apple AirPrint compatible for mobile printing; Lexmark also provides a free mobile-printing app, LexPrint App v3.1, which can be downloaded at the Android App Store and Apple iTunes Store. Users can print from Android and Apple iOS smartphones and tablet PCs, with Apple devices running iOS 3.0 or later.

LIMITATIONS

- None.

Operating Systems Supported

Microsoft: XP, Server 2003, XP x64, Server 2003 x64, Vista, Vista x64, Server 2008, Server 2008 x64, 7, 7 x64, Server 2008 R2

Apple Mac: OS X (10.4, 10.5, 10.6, 10.7)

Linux: SUSE Linux Enterprise Server 10, 11, SUSE Linux Enterprise Desktop 10, 11, Red Flag Linux Desktop 6.0, Linpus Linux Desktop 9.6, Ubuntu 9.04, 9.10, 10.04, 10.10, openSUSE 11.2, 11.3, 11.4, Debian GNU/Linux 5.0, 6.0, Fedora 14, Red Hat Enterprise Linux WS 4.0, 5.0, 6.0

UNIX: Sun Solaris SPARC 8, 9, 10, Sun Solaris x86 10, HP-UX 11.11, 11.23, 11.31, IBM AIX 5.2, 5.3, 6.1, 7.1.

Print Drivers: PCL 5c, PCL 6, PostScript 3 emulation. Also supports xHTML, PDF, and Direct Image 1.6 printing, and Lexmark's Universal Print Driver.

ISO* Speed:	21/14 ppm	PictBridge Port:	Yes
Draft Print Speed:	40/36 ppm	Bluetooth:	No
First Page Out Time:	9/7 seconds	USB Host Port:	2.0
Std./Max. Mem.	256/256 MB	USB Memory Port:	Yes
Media Card Slots:	One	CPU:	330 MHz
Wireless Networking:			802.11 b/g/n
Ethernet Networking:			10/100Base TX

*Lexmark's rated print tested obtained using ISO/IEC 24734 test method.

TEST PLATFORM: Microsoft Office 2010; 32-bit Microsoft Windows 7 Professional SP1; Adobe Acrobat 9.5.0.

TESTED PRINT PERFORMANCE (NORMAL MODE – 8.5"X11" MEDIA)

UNIVERSAL PRINT DRIVER

Test Document	First Page Out Time (seconds)
1-Page Photo	38.09
1-Page Adobe Acrobat Color	14.85
1-Page Adobe Acrobat Text	12.46
1-Page Power Point Color	22.30
1-Page B/W Word Text	14.10
1-Page B/W Word Duplex	36.10

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Network Management Protocols Supported

HTTP, WINS, IGMP, BOOTP, RARP, APIPA (AutoIP), DHCP, ICMP, DNS, SNMPv2c, Bonjour, DDNS, mDNS, ARP Telnet.

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HTTP, WINS, IGMP, BOOTP, RARP, APIPA (AutoIP), DHCP, ICMP, DNS, SNMPv2c, Bonjour, DDNS, mDNS, ARP Telnet.

Network Protocols Supported

TCP/IP, IPv4, AppleTalk, TCP/IP, IPv6, TCP, UDP.

Network Security

802.1x Authentication: MD5, MSCHAPv2, LEAP, PEAP, TLS, TTLS.

UNIVERSAL PRINT DRIVER

Test Document	FPOT (sec.)	Job Time (sec.)	PPM
1-Page Photo	38.09	38.09	1.58
10-Page Adobe Acrobat Color	13.63	71.74	9.29
10-Page Adobe Acrobat Text	11.88	40.07	19.16
10-Page Power Point Color	34.32	197.60	3.31
10-Page B/W Word Text	14.40	42.79	19.02
10-Page B/W Word Duplex*	35.50	136.10	4.77

Drying time for the first side of the page in duplex mode was approximately 10.3 seconds for black text, and 12.6 seconds for color output. Ink-drying time will vary depending on page coverage; the less page coverage, the faster the drying time.

PRINT-FILE SIZES (MB) UNIVERSAL PRINT DRIVER

Test Document	Native File Size	Print File Size
1-Page Photo	2.011	15.0
10-Page Adobe Acrobat Color	0.568	1.43
10-Page Adobe Acrobat Text	0.146	23.70
10-Page Power Point Color	3.641	0.44
10-Page B/W Word Text	0.069	0.32
10-Page B/W Word Duplex	0.069	0.32

SMARTSOLUTIONS

SmartSolutions consist of automated workflows that provide shortcuts for common tasks (for instance, setting up an icon for scanning to a frequently used e-mail address), and also provide access from the touch screen to Web content, such as MSNBC.com news headlines. A variety of SmartSolutions are available many of which are free and some of which are available for purchase.

Currently available free SmartSolutions for the OfficeEdge Pro5500 are available at Lexmark's [SmartSolutions Web site](http://smartsolutions.lexmark.com).

We found it easy to download additional SmartSolutions at Lexmark's <http://smartsolutions.lexmark.com> Web site



SmartSolutions include workflow apps and apps for accessing Web content, such as the MSNBC Headlines app.

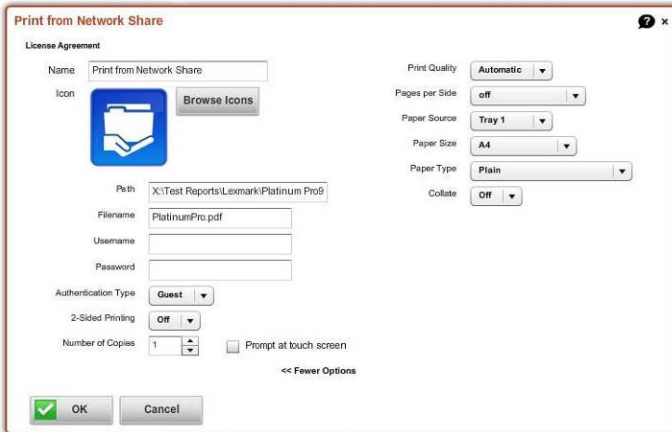
STRENGTHS

- We installed all SmartSolutions available for the OfficeEdge Pro5500 upon initial setup of the device (SmartSolutions can also be added at a later time). Adding SmartSolutions at the Lexmark's Web site was relatively easy, and requires setting up an account, and automatic discovery of the OfficeEdge Pro5500, which was successful after the second time, and then entering a code at the touch screen. Overall, it was a relatively easy process – the user drags a SmartSolution into a workspace to activate it, and can also delete specified SmartSolutions.
- These free SmartSolutions will be particularly helpful for business use include:
 - ID Card Copy– Copy both sides of ID cards onto a single side of paper.
 - Automate multi-step workflows – the user just presses a single icon in order to: copy/e-mail/and save to PC folder; copy/e-mail/and save to network folder; copy and fax; e-mail and save to network folder, etc.
 - Envelope Wizard – After specifying your address, print envelopes by entering the destination address at the touch screen – no need to use a program at the PC workstation.
 - Print from Network Share – from the touch screen, access and print files such as company directions, patient forms, etc. from a personal or network folder; eliminates the need to store hardcopy which can become outdated.

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With the Print from Network Share app, users can print PDF, HTML, PNG, JPG, DCX, PCX and GIF files stored in a network folder on demand without having to use a PC workstation or print driver. This also eliminates the need to store hard copies, which can become outdated. Above, the user specifies the network path, file name, and print settings such as simplex/duplex, number of copies, etc. By selecting Guest, all users can print the file; alternately, users must enter a User Name and Password to print the file.

- Scan to online document-storage sites Evernote.com, Box.net, xambox.com.
- Stamps.com Shipping – Purchase and print stamps and shipping labels.
- Scan to E-Mail – Scan and send to a list of e-mail contacts.
- Access, view and print photos stored on popular photo-storing sites.
- For-pay SmartSolutions that will be particularly helpful for business users include printing of legal forms downloaded from LegalZoom.com at the touch screen.

LIMITATIONS

- None.

COPY

Lexmark rates the OfficeEdge Pro5500 at up to 21/14 ppm in normal mode, and copying is via an 8.5”x14” platen glass and 50-sheet single-pass duplexing automatic document feeder.

STRENGTHS

- Copy productivity was a competitive 13.94 (black)/10.15 (color) ppm from the document feeder in normal mode.
- Document feeder with single-pass duplex scanning (copy both sides of original in a single pass) for faster scanning.
- ID copy—copy both sides of two-sided cards onto one side of a page.
- Legal-size flatbed platen for copying fragile or bulky larger-size originals – many units in this class provide only a letter-/A4-size platen.
- Provides most frequently used copy features, including collate, image modes, reduction and enlargement (25-400%), background removal, N-Up copying, make up to 999 copies in a single operation, etc.

LIMITATIONS

- None.



<u>Draft Copy Speed:</u>	40/36 ppm	<u>Flatbed Scanner:</u>	Yes
<u>First Copy Out:</u>	7 seconds	<u>Max. # of Copies:</u>	999
<u>Auto Doc. Feeder:</u>	50 sheets	<u>Collation:</u>	Yes
<u>Duplexing Doc. Feeder:</u>	Yes	<u>Reduce/Enlarge:</u>	Yes**
<u>Max. Copy Size:</u>	8.5”x14”	<u>Presets:</u>	No
<u>N-Up Copying:</u>	Yes		

Image Modes: Automatic, Best, Normal, Draft

**Reduce or enlarge from 25-400% in 1% increments.

TESTED COPIER PERFORMANCE* (Normal Mode from Document Feeder)

Test Document	FPOT (sec.)	Job Time (sec.)	Print Speed PPM
Simplex Black	13.66	52.4	13.94
Simplex Color	18.38	71.6	10.15
Duplex Black	50.8	192.6	3.39
Duplex Color	47.91	248.7	3.39

*Copy productivity was tested using a 10-page test original composed of black and color text with 5% area coverage.

Drying time for the first side of the page in duplex mode was approximately 22.2 seconds for black text, and approximately 23.5 seconds for color output. Ink-drying time will vary depending on page coverage; the less page coverage, the faster the drying time.

(Normal Mode from Platen)

Test Document	FPOT (sec.)	Job Time (sec.)	Print Speed PPM
Simplex Black	23.33	103.56	6.73
Simplex Color	24.2	105.02	6.68

*Copy productivity was tested using a 10-page test original composed of black and color text with 5% area coverage.

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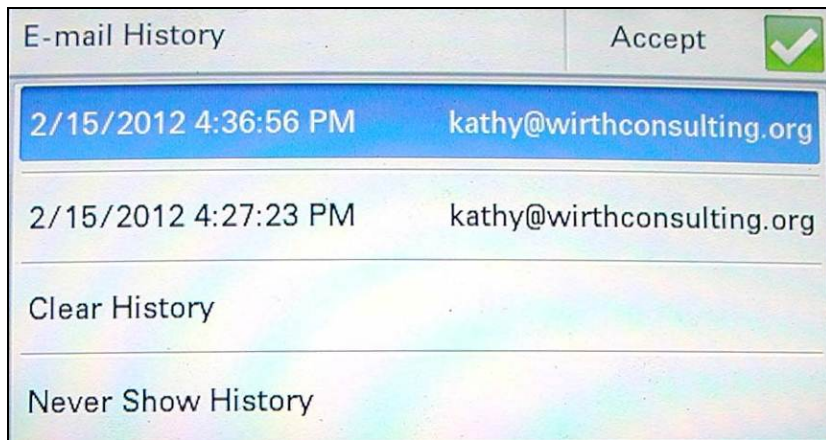
Lexmark OfficeEdge Pro5500



SCAN



The OfficeEdge Pro5500 is equipped with monochrome and full-color scanning. From the device, users can scan to network locations, e-mail addresses, PCs, fax, and USB memory drives and media cards.



The OfficeEdge Pro5500's touch screen displaying a list of scanned scan to e-mail jobs.

<u>Duplex OPM A4/Ltr Black:</u>	26/28	<u>Color Scan:</u>	Yes
<u>Duplex OPM A4/Ltr Color:</u>	16/18	<u>OCR Software:</u>	Yes
<u>Scanner Type:</u>	CIS	<u>Flatbed Scanner:</u>	Yes
<u>Scan to Network Folders:</u>	Yes	<u>Scan to FTP:</u>	No
<u>Scan to PC:</u>	Yes	<u>Scan to URL:</u>	No
<u>Scan to e-Mail:</u>	Yes	<u>LDAP Lookup:</u>	No
<u>Scan to USB drives:</u>	Yes	<u>TWAIN Driver:</u>	Yes
<u>Scan to Media Cards:</u>	Yes	<u>Net. Authentication:</u>	No
<u>Max. Scan Size:</u>	8.5"x14"		

TESTED SCAN PERFORMANCE (ADOBE PDF SCAN MODE)

Test Document	Scan Speed (sec.)	OPM
10-page original* simplex in black copy mode	37.00	16.22
5-page duplex original*	19.80	30.30

*Original consisting of 5% CYMK text coverage with equal amounts of CYMK.

STRENGTHS

- Tested color scan speeds of up to 16.20 (simplex)/30.30 (duplex) originals per minute (opm).
- Scan in full color.
- Broad range of scan destinations, including to network folders, and to USB drives and media cards.
- Scan from your PC (pull scan) using the TWAIN v1.10 scan driver.
- Touch screen provides QWERTY-style keypad for entering text such as file names.
- ReadIris Pro OCR software for converting scanned files into text-editable documents.

LIMITATIONS

- None—we observed no difficulties with either scanning from the touch screen, and no difficulty using the TWAIN scan driver.

FAX

The OfficeEdge Pro5500 is equipped with monochrome and full-color 33.6 Kbps Super Group 3 walkup fax and PC fax.

STRENGTHS

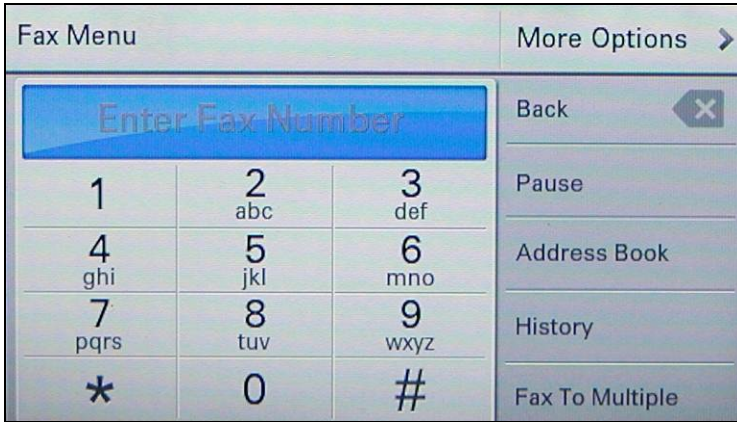
- Full-color fax—send and print faxes in color.
- Send electronic files as faxes from Microsoft Windows PCs and Apple Macs with PC fax.
- Substantial fax memory for incoming faxes – up to 500 pages.
- Good range of fax features, including PC fax, broadcasting, distinctive ring, delayed send, fax phonebook, etc.
- Easy set up of walkup fax using software at the PC.

LIMITATIONS

- None.

<u>Fax Speed:</u>	33.6 Kbps (3 sec.)	<u>Color Fax:</u>	Yes
<u>Fax Memory:</u>	500 pages	<u>Error Correction:</u>	Yes
<u>PC Fax:</u>	Yes	<u>Speed Dial Keys:</u>	No
<u>Distinctive Ring:</u>	Yes	<u>Junk-Fax Block:</u>	No
<u>Auto Redialing:</u>	Yes	<u>Delayed Send:</u>	Yes
<u>Auto Fax Reduction:</u>	Yes	<u>Fax Forward:</u>	No
<u>Broadcasting:</u>	Yes	<u>Internet Fax:</u>	No
<u>Receive Resolution:</u>	400 dpi		

TOUCH PANEL AND TOUCH SCREEN

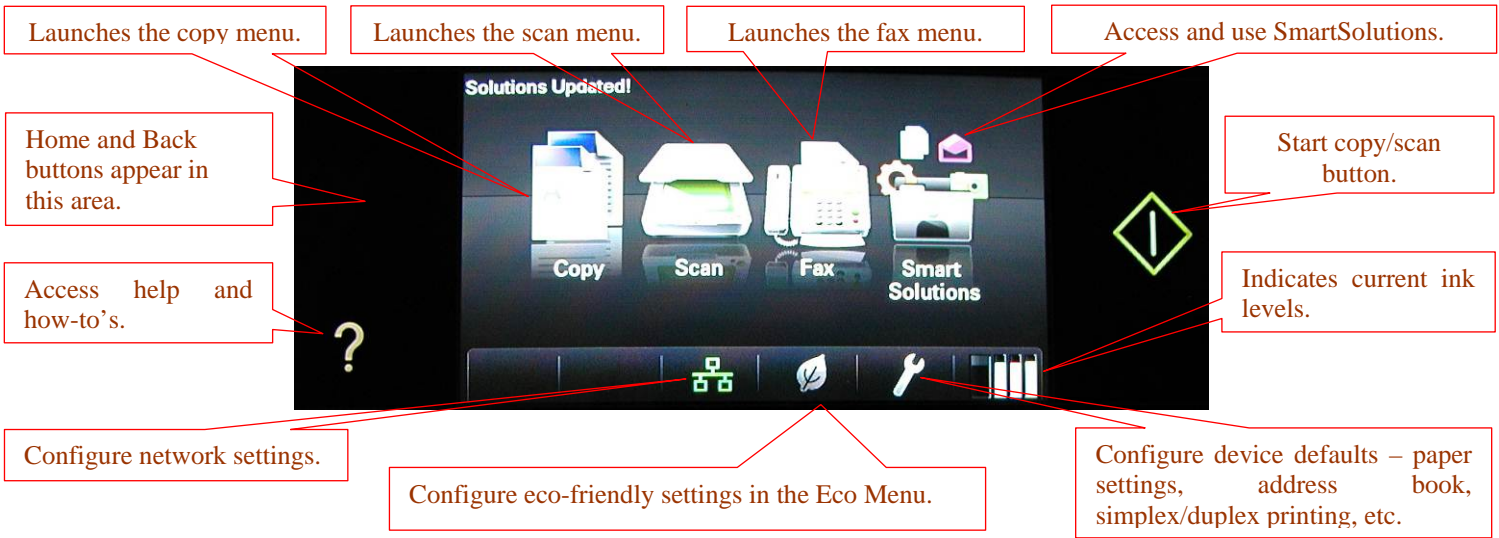


STRENGTHS

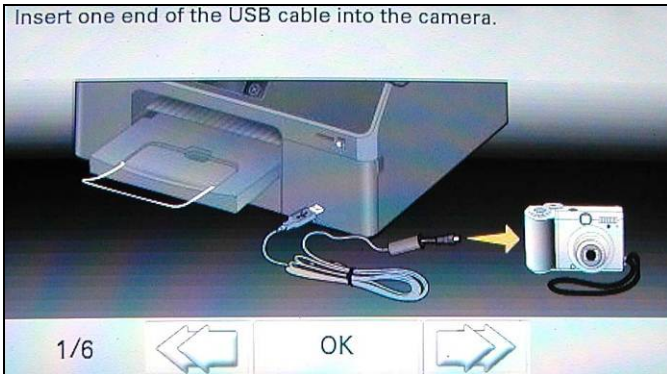
- This is an outstanding touch-screen display – the touchscreen is very responsive, text is large and easy to read, and menu systems are very easy to navigate. There’s also a soft click to confirm that you’ve made a selection.
- Large, on-screen QWERTY-style keyboard for entering text.
- When scanning to e-mail, network, etc., preview scanned images and documents on the touch screen to make sure they’ve been scanned correctly.

LIMITATIONS

- None.

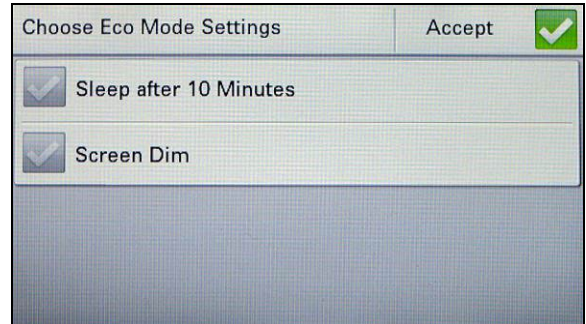


PRINT FROM PICTBRIDGE-COMPATIBLE DIGITAL CAMERAS



Help topics include step-by-step instructions for performing tasks such as printing from PictBridge-compatible digital cameras.

ECO MENU



Specify that the system go into sleep mode after 10 minutes of non-use (instead of the default 10, 30, 60, 120 or 240 minutes), and/or to immediately reduce the brightness of the display in order to conserve energy.

However, testing showed that it takes approximately 13.7 seconds for the device to wake up from Eco Sleep Mode. Additionally, the device does not wake up if the touch panel is pressed, an original is placed in the document feeder, or the document feeder is opened—the power button must be pressed.

MAKE COPIES

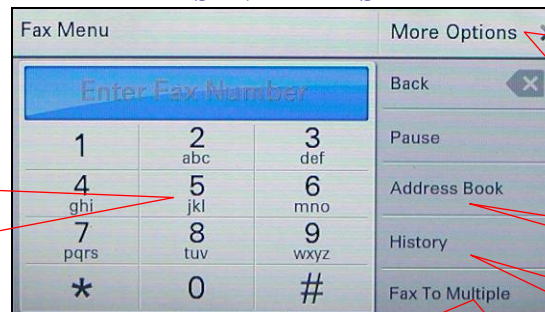


Press the + and – keys to enter number of copies. Press the quantity display to launch a numeric keypad to enter the number of copies.

Press to access settings such as reduce/enlarge, sharpen, contrast, etc.

Press color or black-and-white to make copies.

SEND FAXES



Enter destination fax number using the numeric keypad, or select a destination fax number from the address book using the Address Book option on the right.

Specify Quality (Standard, Fine, Superfine, Ultrafine), Content Type (text, graphics, and photos, photo, text, or graphics and lines), background removal, schedule when a fax should be sent. etc.

Select fax number from address book.

View incoming and outgoing fax transmissions.

Fax to multiple fax systems.

SEND SCANS



Retrieve and execute scan profiles for pull scanning from PC workstations.

Scan to USB memory drives and media cards.

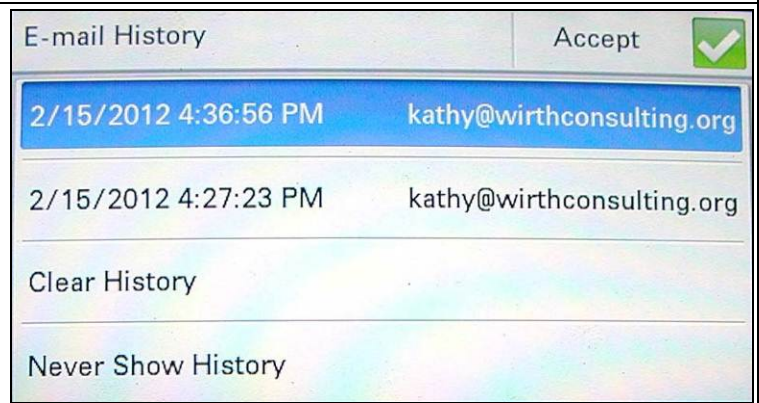
Scan and send to an e-mail server.

Push scans to PC workstations.

Scan to shared network folders.



A QWERTY-style keypad is provided for entering e-mail addresses, and other text. We found its operation to be very responsive.



Administrators can track outgoing scan to e-mails.

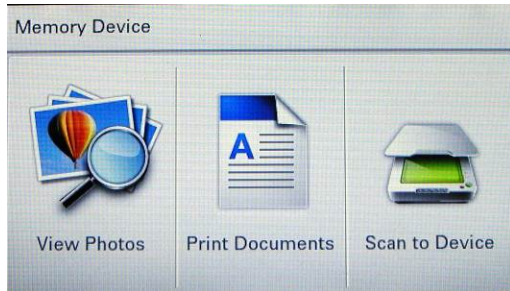
What You Should Know

Hands-On Test Report

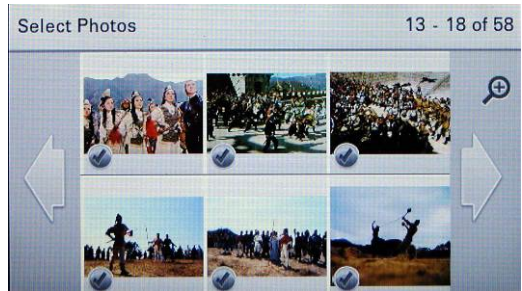
Lexmark OfficeEdge Pro5500



PRINTING FROM USB MEMORY DRIVES AND MEDIA CARDS



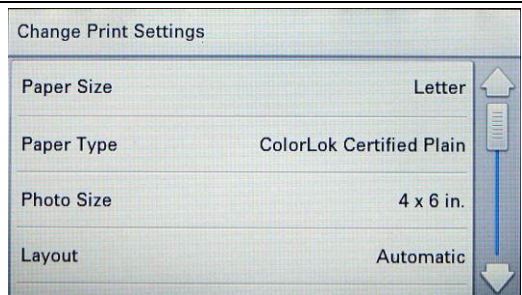
Printing photos and documents stored on USB drives and media cards is easy. Once you insert a drive or card, the menu above launches on the touch screen.



We selected View Photos, and all of the photos on our drive were automatically displayed on the touch screen. Touch a photo to print it.

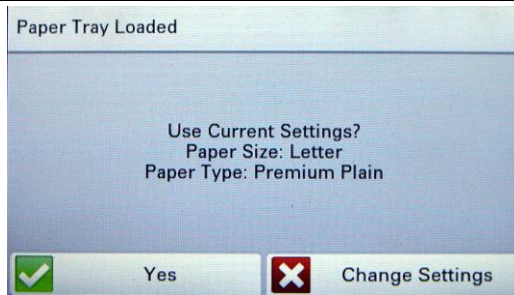


Rotate the image if needed and specify number of copies.

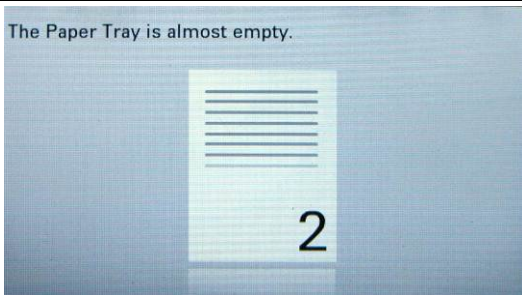


Configure print settings such as paper size and type, layout (number of photos on a sheet), mode (auto, best, normal, draft), etc., and press the Start key to print.

TOUCH-SCREEN ALERTS



Each time the media drawer is opened, the user must respond to these prompts to confirm the paper size and type.



The display also displays the progress of print jobs, and alerts users when paper or ink is low.

PRINT DRIVERS

A Universal GDI print driver that supports PCL 5e/6 and PostScript Level 3 and a PC fax driver are provided. Traditional Universal Print Drivers for PCL 5e, PCL XL and PostScript Level 3 emulations are available from the Lexmark Online Support and Downloads Center. The OfficeEdge Pro5500 also supports xHTML, PDF and Direct Image 1.6 printing.

A Travel Print plug-in feature is also available for the Lexmark Universal Drivers. It enables dynamic printer discovery and selection at print time. The Travel Print feature is an installable port to be used in conjunction with the Lexmark Universal Driver 1.5 and up.

STRENGTHS

- While the evaluated PCL print driver has five tabs, it's relatively easy to navigate and configure settings.
- Collections of print-driver settings can be configured (for instance, a collection of settings for in-house documents might include draft, duplex, N-Up, etc.). Print-driver settings can also be conveniently imported and exported.

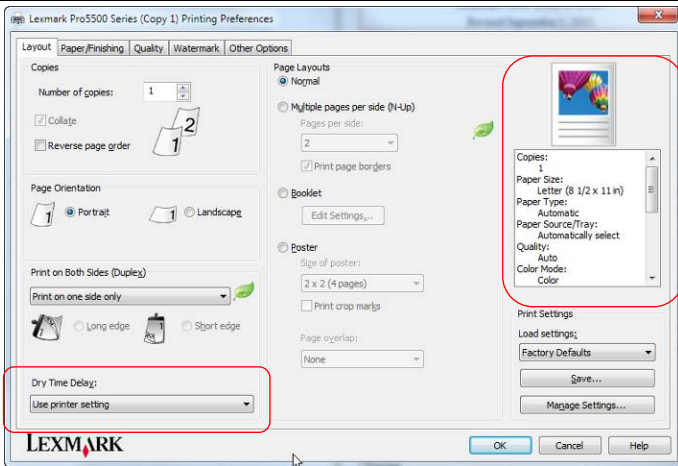
LIMITATIONS

- None.

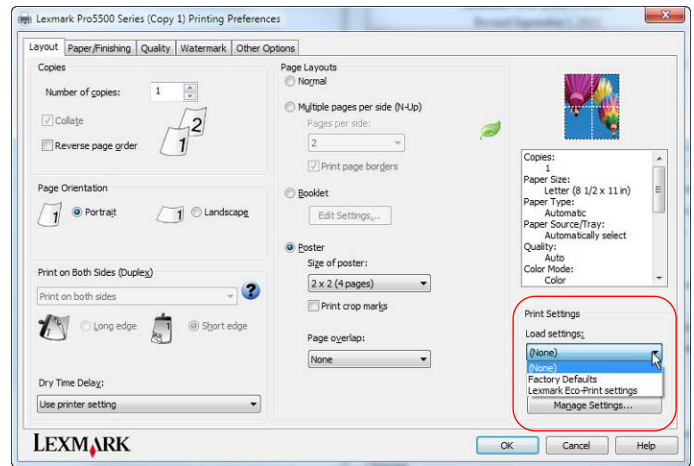
What You Should Know

Hands-On Test Report

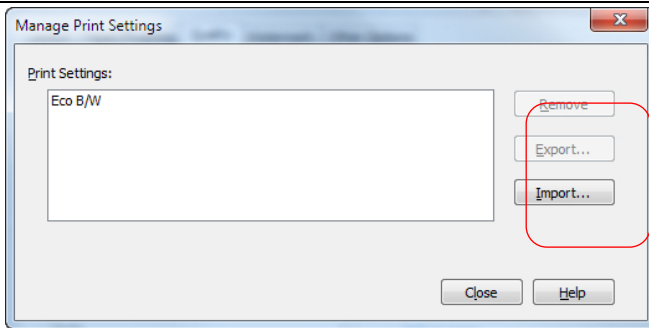
Lexmark OfficeEdge Pro5500



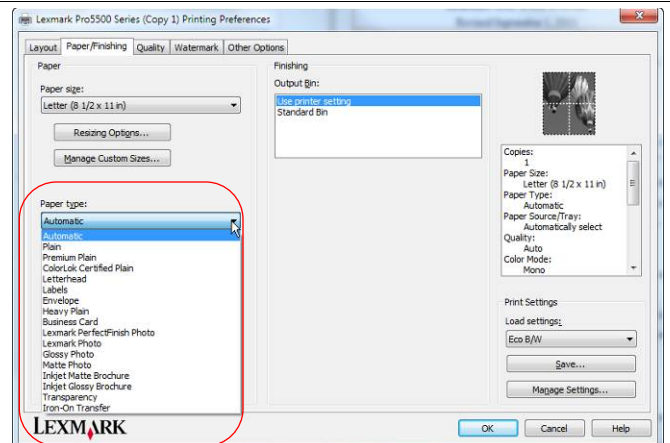
The print driver's first tab contains the most frequently used settings, such as number of copies, duplexing, etc. The Dry Time Delay option enables the user to adjust the amount of time to enable ink to dry – for instance, when printing heavy page coverage, users might wish to allow extra drying time. In the upper right, currently selected settings are displayed.



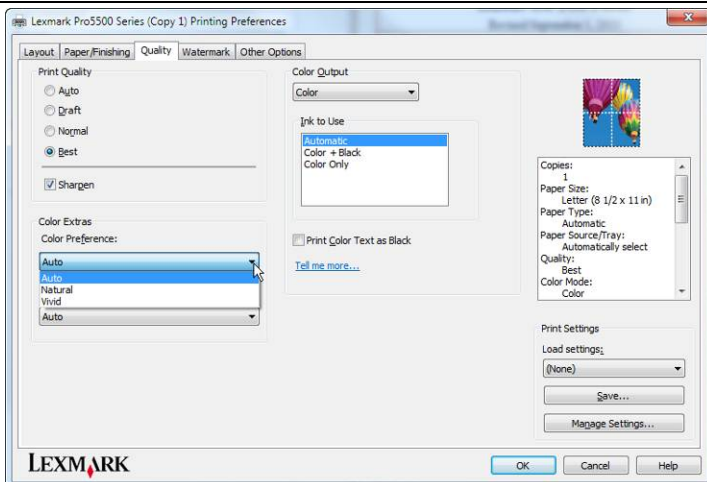
The Print Settings' drop-down menu enables users to save and name collections of settings.



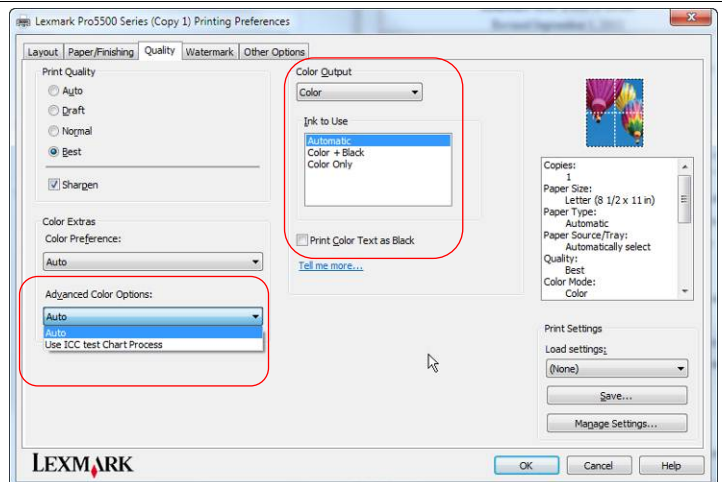
Lexmark's preconfigured Eco B/W setting applies black-and-white printing, duplex, etc. Print-driver settings can also be imported and exported.



A broad range of media types are supported.



A good range of image-quality settings are also provided, including sharpen, Vivid or natural color saturation, etc.

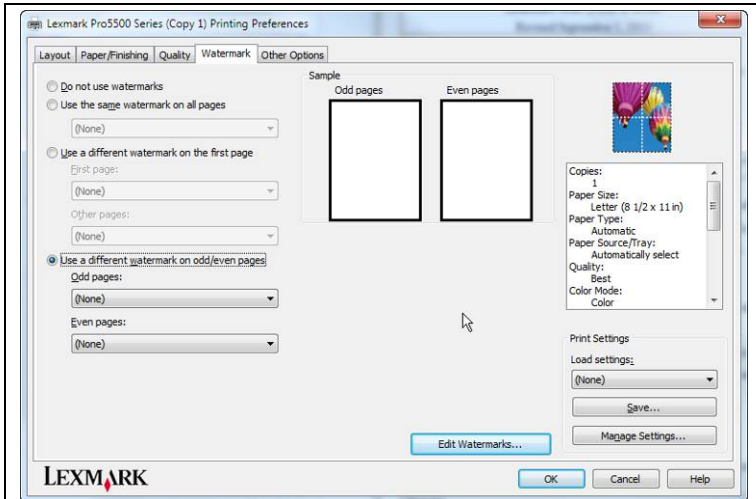


Note that users can print in greyscale or print colored text in black in order to save on color ink costs, and that CYM only or CMYK can be used to produce color images. ICC color-matching is also provided.

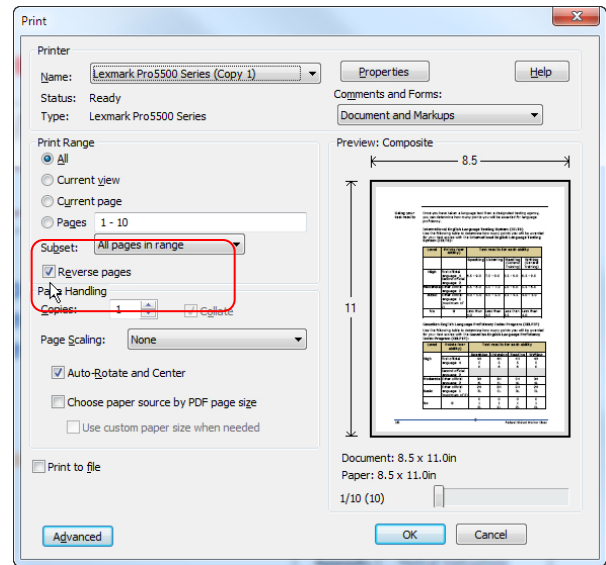
What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500

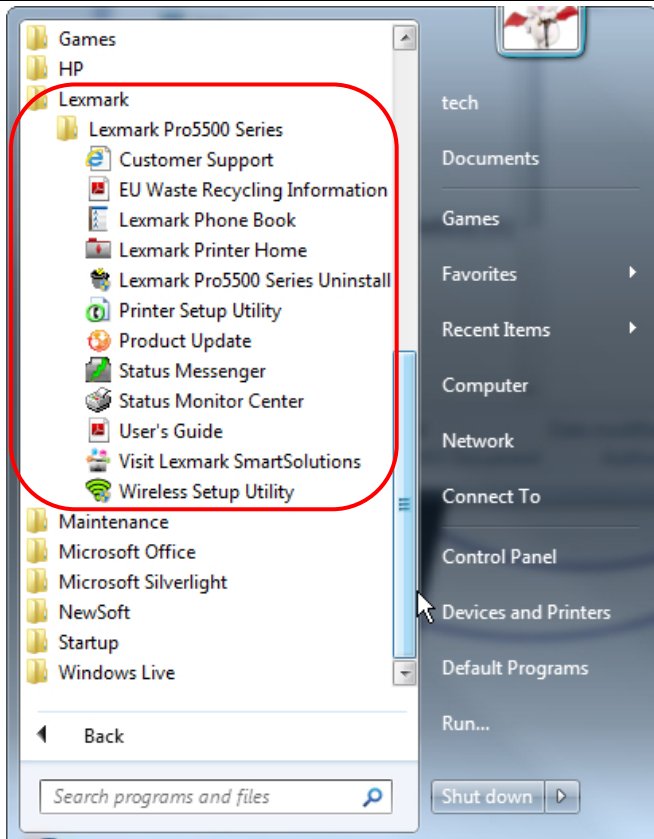


Extensive watermarking options are provided for printing “Draft,” “Confidential,” etc. on documents.



When printing Adobe Acrobat files, make sure to un-check the Reverse Pages option.

CLIENT AND ADMINISTRATIVE SOFTWARE



The OfficeEdge Pro5500's installed software.

STRENGTHS

CLIENT SOFTWARE

- We experienced no difficulty using client software, or PC fax and TWAIN scan drivers.

ADMINISTRATIVE SOFTWARE

- Easy setup of pull scanning from PCs.
- Status Messenger utility automatically notifies users of specified alerts, so that they can address problems, such as mismatched paper size, before downtime occurs.
- Lexmark's Embedded Web Server provides an easy to use interface for Web-based device monitoring and management, and easy configuration of system setup (including cloning printer settings), security, Scan Profiles, etc. It also provides detailed usage data. Administrators can configure automatic e-mail alerts so that specified users are alerted when problems need to be corrected or supplies replaced.
- Compatible with Markvision Enterprise network and fleet-management solution that's Web-based for remote administration. Markvision Enterprise is Lexmark's network-management solution for managing, monitoring, and administering Lexmark and third-party network peripherals. Because it's Web-based, its toolset can be accessed from any workstation, and there's no client application to install. The database itself can be located on a remote server or on the server that hosts the Markvision software.

LIMITATIONS

- In order to update firmware, the user has to periodically check Lexmark's support site, enter the model number, and then download the firmware. With some competitors, the system automatically notifies the user via its touch screen if a new firmware update is available; the user just accepts the new update, and the firmware is automatically downloaded and installed.

What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



LEXMARK PRINTER HOME

Provides pull scanning from the PC workstation with the included TWAIN scan driver.

Links to product information, technical support, etc.

Fax from the PC workstation, as well as receive faxes, and set-up fax.

Access user's guide.

Perform periodic, automated maintenance, such as clean and align the print head.

Configure system defaults and network connectivity.

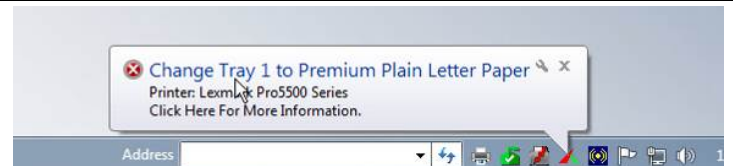
Download additional software.

Preview, download, and remove Lexmark SmartSolutions.

STATUS MESSENGER UTILITY



Status Messenger is installed on the Windows' task bar and provides real-time device alerts ...



Such as this message indicating that the installed paper size needs to be changed in order to match the paper type specified by a print job.

Alert Settings

- Alert me when a problem prevents printing
- Alert me when my supplies are low
- Show me detailed status about my supplies

Other Options

- Keep a log of error messages
- Run Status Messenger at startup

When I click an error message...

- Get the most up-to-date help from the knowledge base (requires Internet connection)
- Show the help file on my computer

Users can customize Status Messenger to warn them of specified error conditions.

Lexmark Pro5500 Series

Connected to: ET002000BF84C2 [Printer's Web Page](#)

Device type: Color Inkjet

Status: Ready

Supplies Status

Cartridges: Black, Cyan, Magenta, Yellow

Note: Supply levels are approximate. [Order Supplies](#)

Paper source	Capacity	Size	Type
Tray 1	300	Letter	Plain Paper

Double-clicking on the status Messenger icon launches this window, which indicates current device status, ink levels, and installed paper size and type.

What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



PRINTER WEB PAGE

Enter the printer's IP address in the address field of a Web browser to access the printer's Web page.

Create scan profiles for pull scanning from the PC

Device status.

Configure settings such as default copy, fax, and paper settings; configure network settings and ports, configure automatic alerts, set up address books, etc.

Print a variety of reports including number of pages printed, color pages printed per function, simplex pages printed, scan profiles, etc.

Links to Lexmark's Technical Support, Firmware Updates, and to configuring system setup.

Current ink levels.

Order supplies online such as ink cartridges and media.

Current media status, and currently installed media size and type.

Tool for setting up a scan profile (a collection of scan settings for initiating push scanning from the control panel).

Set up automatic e-mail alerts, so that specified users are notified via e-mail if ink cartridges are low, paper needs to be replaced, and if there's a misfeed.

Name	Path	Workgroup	Format	Authentication Type	Content	Color	Resolution
Kathy Inbox	\\server125\public\kathy\scan inbox\	 	JPEG (.jpg)	Guest	Text/Photo	Color	300 dpi

In the settings menu (left), configure scan to network folder, so that, from the touch screen, users can select a network folder and send scans to it.

What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



MARKVISION ENTERPRISE

The screenshot displays the Lexmark Markvision Enterprise web interface. On the left, there are three reports: 'Lifetime Page Count' (a table with columns for IP, Model, Serial Number, and Lifetime Page Count), 'Lifecycle State - Summary' (a pie chart showing 'FOUND' at 83.33% and 'MISSING' at 16.67%), and 'Printer Capabilities - Summary' (a bar chart showing the number of printers for various capabilities like Color, Duplex, etc.). The main area shows a 'Managed Printers' list with columns for IP Address, System Name, Hostname, and Model. A search filter is applied, showing 1639 results found. The filter includes 'Color Capable' (1244), 'Manufacturers' (LEXMARK: 1400, NUCLEUS: 65, DELL: 37, HP: 34), 'Multifunction' (1184), and 'Model Names' (LEXMARK X646e: 82, LEXMARK X945e: 70, NUCLEUS SHMP Agent: 65, LEXMARK X658de: 57).

The OfficeEdge Pro5500 is compatible with Lexmark's Markvision Enterprise Web-based fleet-management solution. Markvision Enterprise is used for managing, monitoring, and administering groups of Lexmark and third-party network peripherals.

Among Markvision's advantages is that, with Asset Manager, Markvision discovers networked printers and MFPs, collects information from them, and allows IT to organize these devices into groups so that IT can perform searches, schedule tasks, and keep track of printers and MFPs throughout their lifecycle. Other capabilities enable IT to:

- Audit devices to gather information about them, such as their installed options, page counts, and other statistics.
- Search for and then group devices based on their attributes and then bookmark the results so they can be quickly accessed.
- Generate inventory reports in Adobe PDF or CSV format to better understand the makeup of the fleet and share information with other personnel.

HARDWARE INSTALLATION



The OfficeEdge Pro5500's open shipping carton, with instructions for basic hardware setup placed on top of the unit for easy access. However, it should be noted that the hardware unpacking and setup instructions are on the included CD-ROM (instead of on the setup poster).

The system ships with four ink cartridges, power cord, USB, setup instructions, and software CD. Above are setup guide, notices, cleaning cloth, and software CD.

Hardware Installation Time: 12 minutes, 42 seconds

STRENGTHS

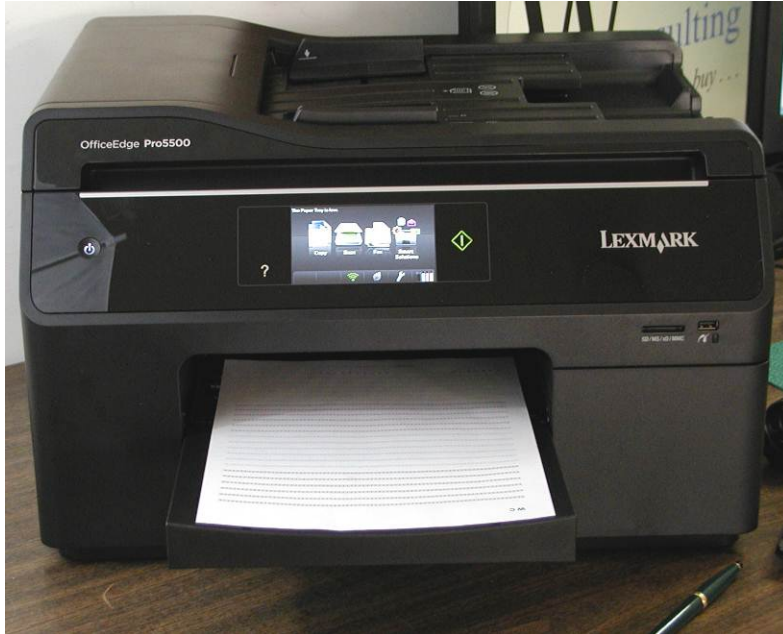
- Hardware setup of the OfficeEdge Pro5500 was easy and fast at approximately 10 minutes, and can easily be performed by just one person.
- Print head is pre-installed, so only four consumables (four ink cartridges) need to be installed.
- Very little packaging material must be removed for fast setup.

LIMITATIONS

- None.

SOFTWARE AND NETWORK INSTALLATION

The OfficeEdge Pro5500 ships with a CD-ROM containing an automated installation utility.



The OfficeEdge Pro5500 as tested by Wirth Consulting.

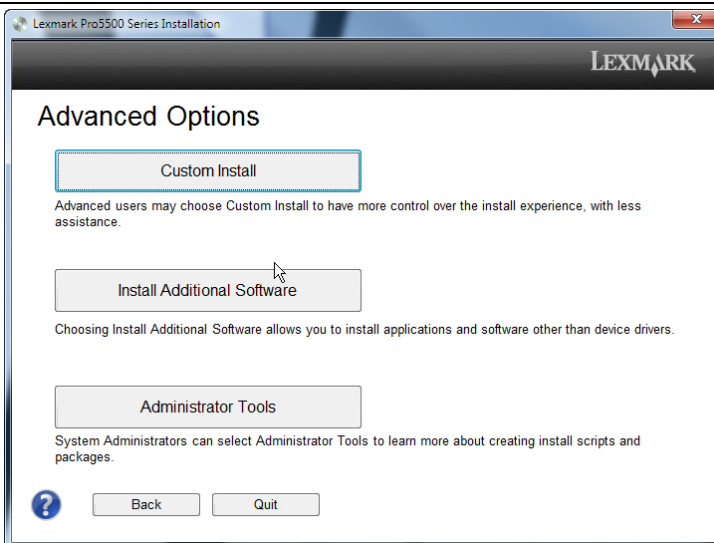
Software & Wired Network Installation Time: 34 minutes
Total Software/Network/Hardware Installation: 47 minutes

STRENGTHS

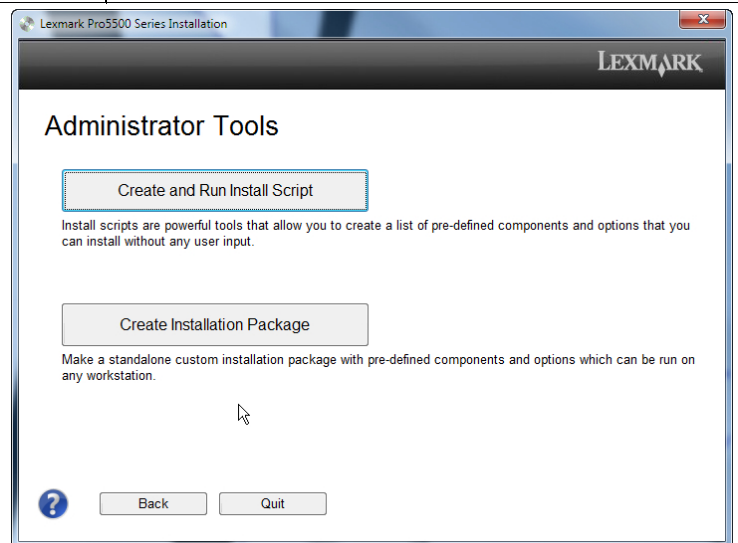
- Using the wired Ethernet network installation option required 29 click-throughs, and included software update, e-mail setup, fax setup, scan-to-PC activation, auto update setup, online product registration, and online SmartSolutions setup.
- Administrators can create custom installation scripts, enabling them to quickly download print drivers and software to users' PC workstations without having to use the installation utility at each user's PC workstation.

LIMITATIONS

- We were unable to perform a successful wireless installation on a wireless network with a Cisco WRVS4400 Wireless-N Gigabit Security Router VPN 2.0. However, we were eventually able to connect wirelessly when we installed and connected to a legacy Netgear WG602 v3 wireless b/g Access Point on our network.



Custom Install options enable administrators to choose which software to install. A key capability for this business-class ink-jet All-in-One are Lexmark's Administrator Tools that enable fast deployment of the OfficeEdge Pro5500 across the enterprise for sharing by multiple users.

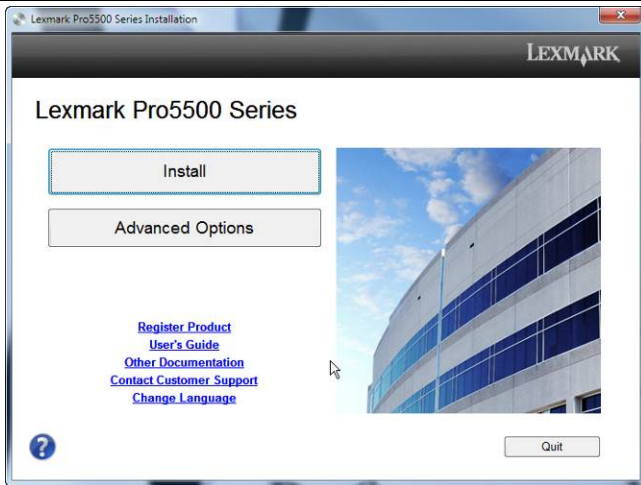


These tools enable administrators to quickly deploy print drivers and software to users' PC workstations without having to install software from the CD at each user's PC workstation – which could be a very lengthy and time-consuming when multiple users are sharing the system. Silent installation packages requiring no user input can also be created.

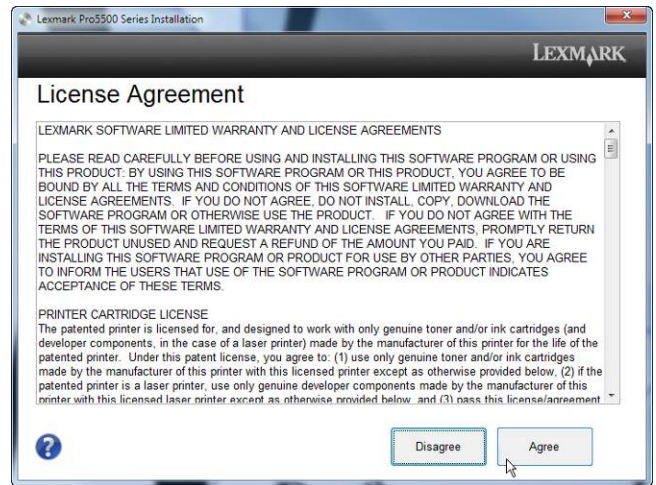
What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



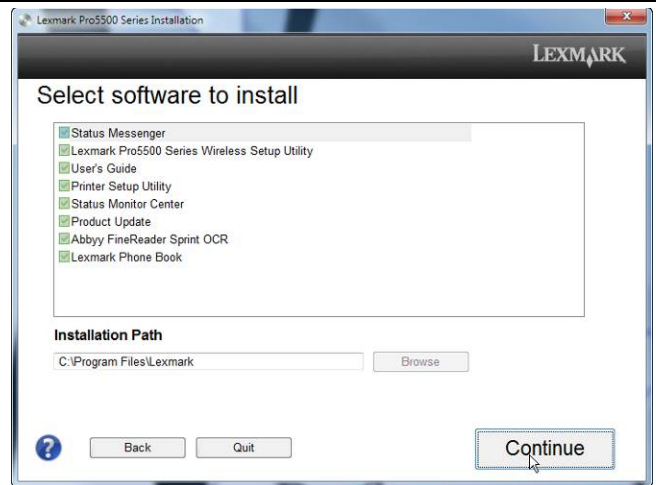
For testing purposes, we chose the default "Install" option.



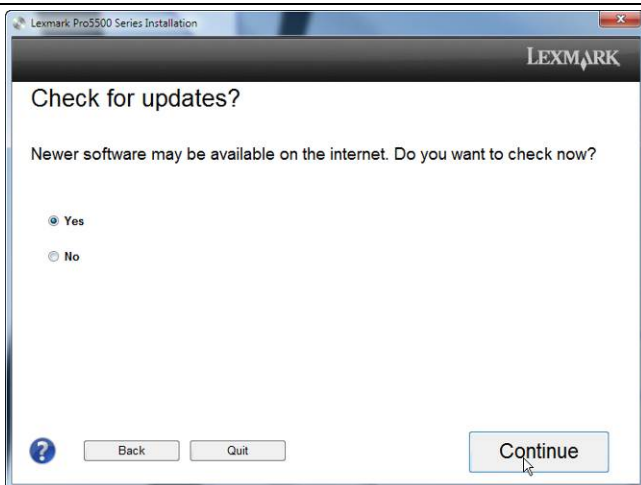
Agree to the software license agreement.



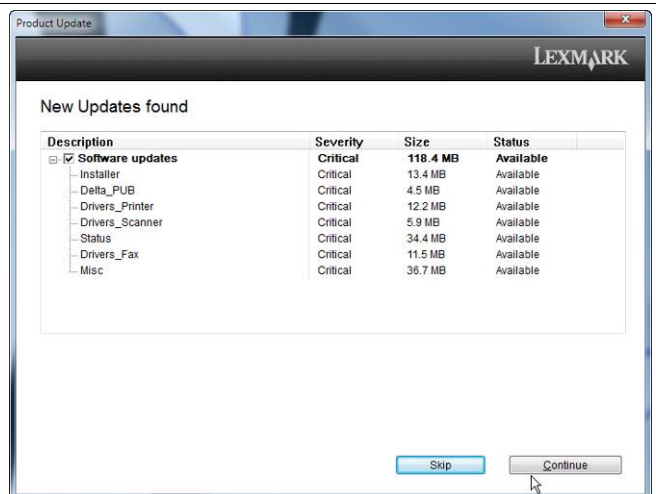
Allow Lexmark software to access your PC workstation.



Confirm software to install.



Check for software updates (recommended).

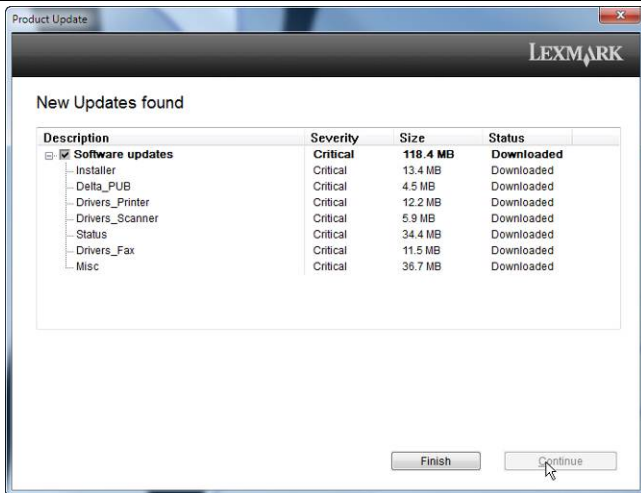


Download updates.

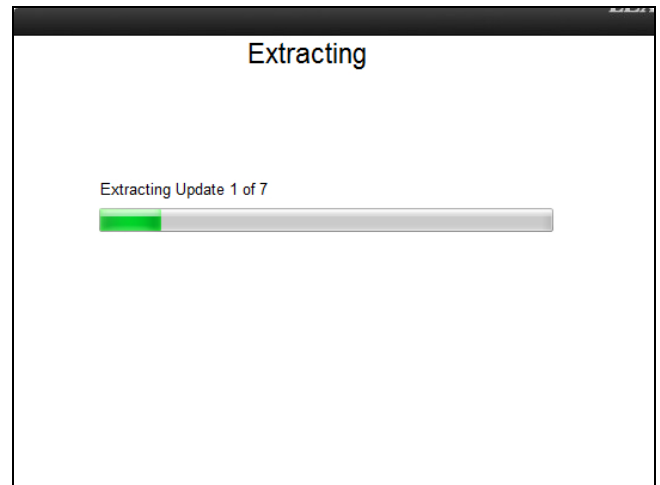
What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



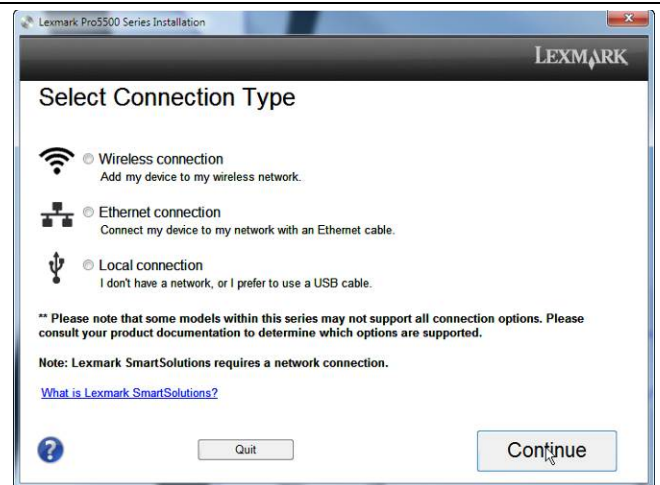
Select Finish.



Downloaded software is being extracted for installation.



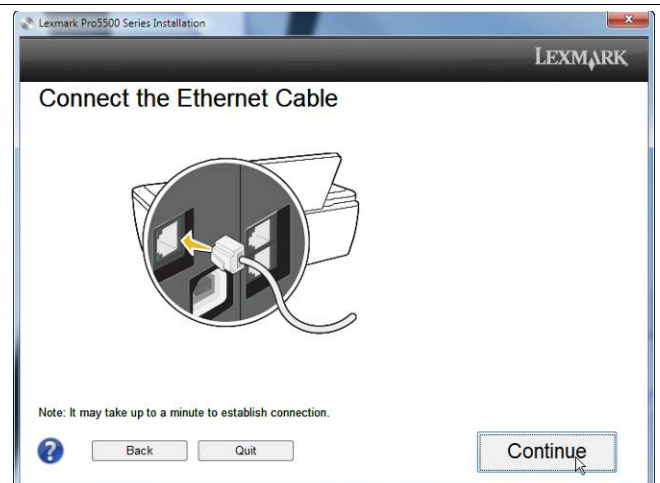
View instructions for hardware setup.



Select wireless or wired network connectivity, or direct connection via USB port.



For wireless installation, match the icon on the control panel to the examples shown above.

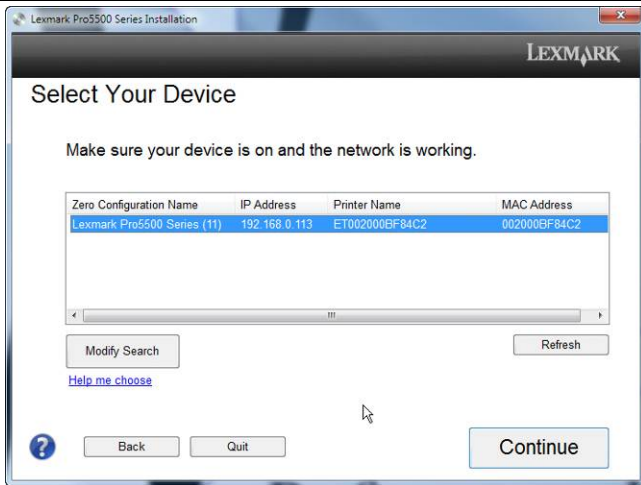


For wired Ethernet installation, connect a network cable to the OfficeEdge Pro5500.

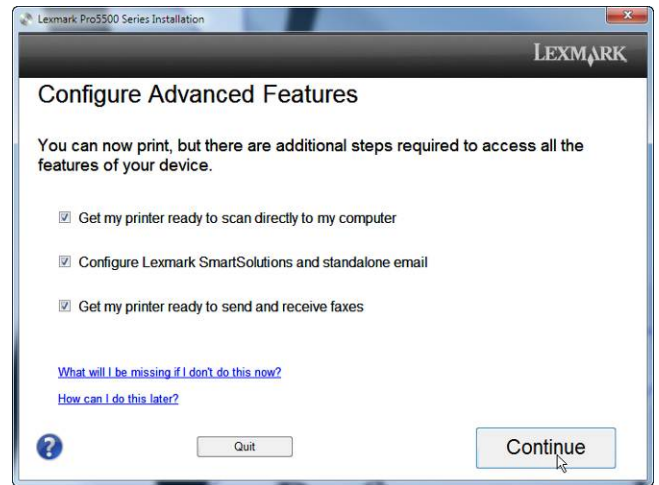
What You Should Know

Hands-On Test Report

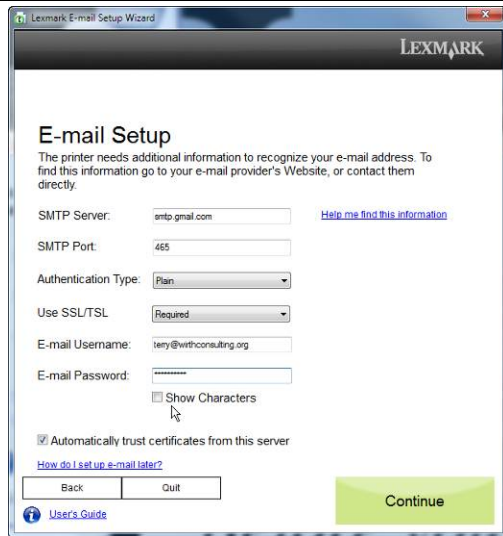
Lexmark OfficeEdge Pro5500



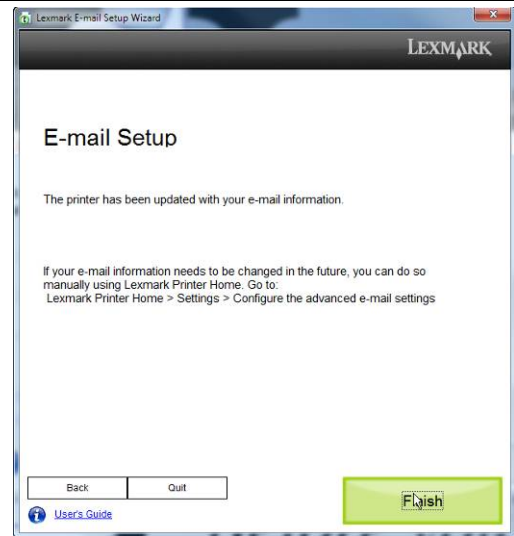
The OfficeEdge Pro5500 is automatically discovered. Select Continue.



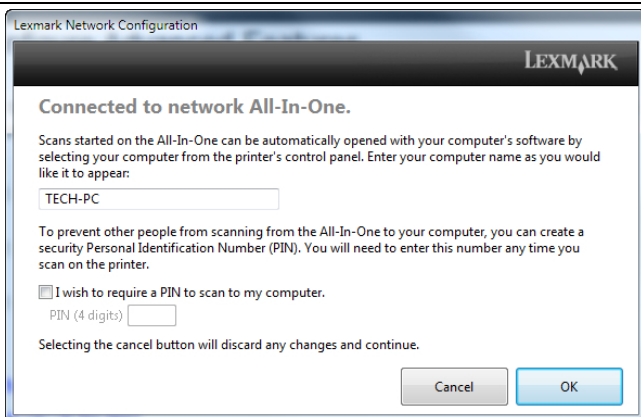
Wired Ethernet network setup is complete. However, at this point, you can also set up pull scanning from the PC workstation, download SmartSolutions, set up scan to e-mail, and configure fax.



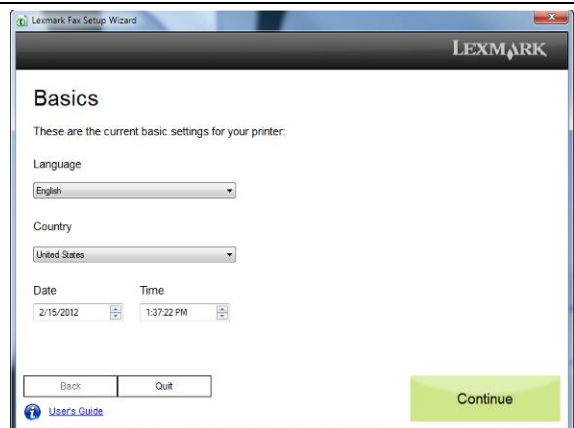
Setting up scan to e-mail from the touch screen was straightforward – just enter your e-mail server settings and your e-mail address and password.



Select Finish to complete scan to e-mail setup.



Administrators and users can password-protect scanning to their individual PC workstations by requiring that a PIN be entered at the touch screen.



The Fax Setup Wizard is also straightforward – select your language, country, and set date and time.

What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



Personalization (Required)

The following is placed at the top (header) of each faxed page:

Your name or company name:
With Consulting, LL

Your fax number:
973-366-6782

What is my fax number?

Back Quit Continue

User's Guide

Enter your company name and fax number.

Dialing Settings

Will this fax machine be used in an office environment where you must dial a specific number (like "9" or an access code) before an outside number?

No
 Yes

My dialing prefix: []

Commas may be added if pause or delay is needed after prefix.

Help me with special regional settings

Back Quit Continue

User's Guide

Specify if an access code is required for dialing.

Telephone Service for Fax Line

Will your fax line use a Voice over Internet Protocol (VoIP) service?

No
 Yes

What is VoIP?

Back Quit Continue

User's Guide

Specify if your fax line uses voice over IP.

Confirm Fax Setup

Will this number be used to

Send and receive faxes only
 Send and receive fax and voice calls
 using a telephone with no answering machine

using a telephone with a built-in answering machine
using a telephone and answering machine (separate devices)

Help me identify my phone line connection
What if my telephone/answering machine is in a different room?

Phone Line Printer Telephone

Back Quit Continue

User's Guide

Specify whether the line will be used for fax transmissions only, and if not, if it's connected to an answering machine.

Go to your printer

follow the setup diagram below

Step 1: Connect Printer to Phone Line
Step 2: Connect Telephone

Help me identify my phone line connection
What if my telephone/answering machine is in a different room?

Phone line Printer Telephone

Back Quit Continue

User's Guide

Connect the printer to the phone line.

Connection Test

To confirm your fax connections are correct, click Test Connection below.

Select "Back" to return to Setup Instructions

Test Connection

Test Results
All components working successfully.

Fax test results are saved at this location: C:\Users\tech\AppData\Local\Temp\

Fax Setup Troubleshooting

Back Quit Continue

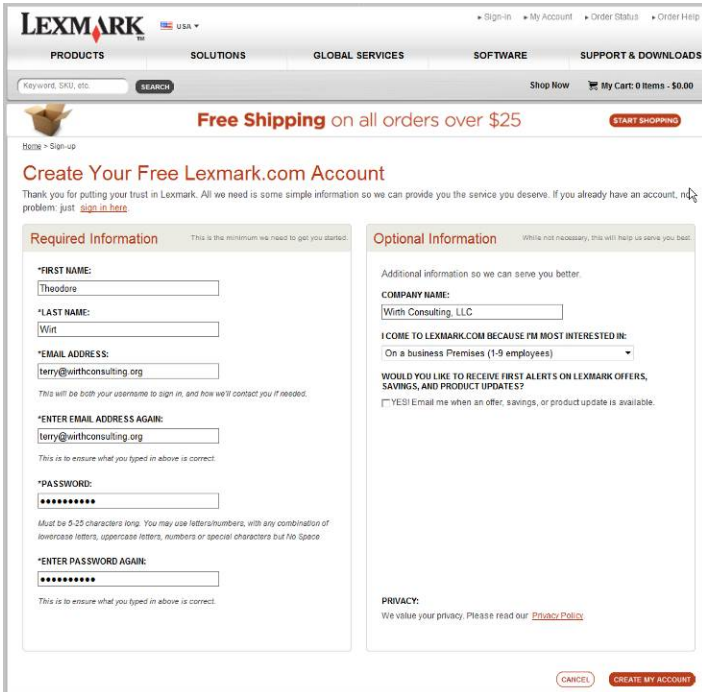
User's Guide

Perform a test to confirm that the fax connection is successful.

What You Should Know Hands-On Test Report Lexmark OfficeEdge Pro5500

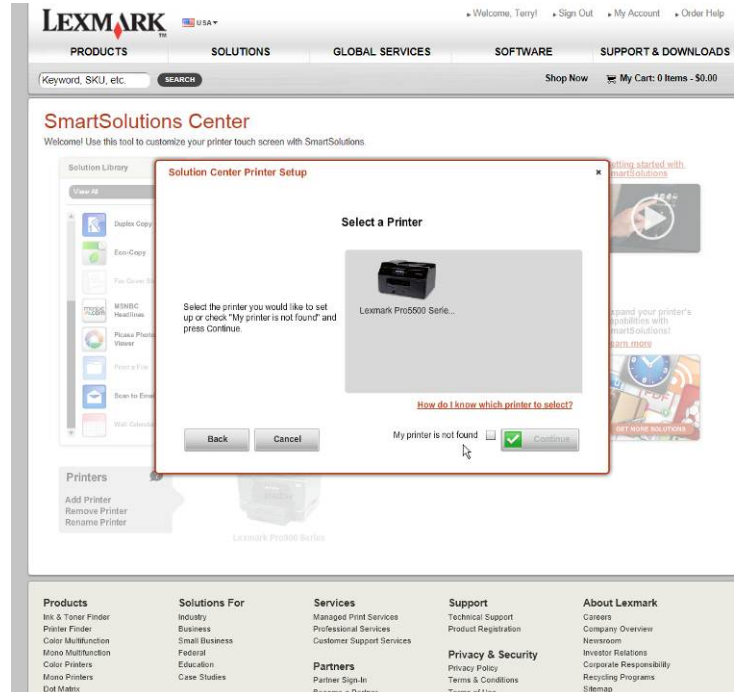


DOWNLOADING AND INSTALLING SMARTSOLUTIONS



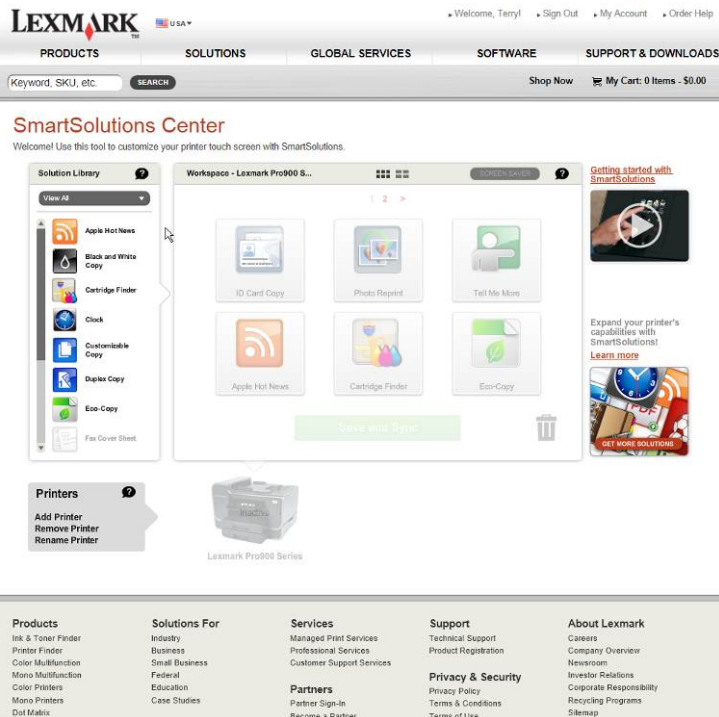
The screenshot shows the Lexmark website's account creation page. It features a navigation bar with 'PRODUCTS', 'SOLUTIONS', 'GLOBAL SERVICES', 'SOFTWARE', and 'SUPPORT & DOWNLOADS'. A search bar and a shopping cart icon are also visible. The main heading is 'Create Your Free Lexmark.com Account'. Below this, there are two columns of form fields: 'Required Information' and 'Optional Information'. The 'Required Information' section includes fields for 'FIRST NAME', 'LAST NAME', 'EMAIL ADDRESS', and 'PASSWORD'. The 'Optional Information' section includes fields for 'COMPANY NAME' and a dropdown menu for 'I COME TO LEXMARK.COM BECAUSE I'M MOST INTERESTED IN:'. There are also checkboxes for 'WOULD YOU LIKE TO RECEIVE FIRST ALERTS ON LEXMARK OFFERS, SAVINGS, AND PRODUCT UPDATES?' and a 'PRIVACY' link.

As part of the installation process, you can download SmartSolutions from Lexmark's Web site (the OfficeEdge Pro 5500 must be connected to wireless or wired network with Internet connectivity in order to download SmartSolutions). Begin by setting up an account by specifying a user name and password.



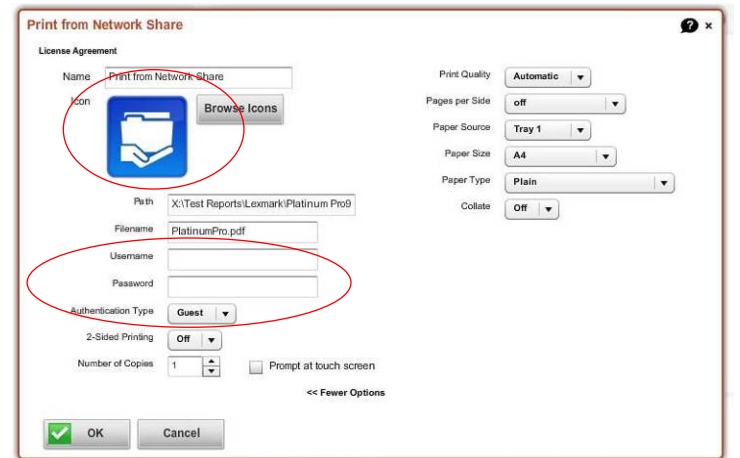
The screenshot shows the Lexmark SmartSolutions Center interface. A modal window titled 'Solution Center Printer Setup' is open, displaying a 'Select a Printer' dialog. The dialog shows a list of printers, with 'Lexmark Pro5500 Serie...' selected. Below the list, there is a checkbox for 'My printer is not found' and a 'Continue' button. The background shows the main interface of the SmartSolutions Center, including a 'Solution Library' and a 'Printers' section.

The OfficeEdge Pro5500 was automatically discovered...



The screenshot shows the Lexmark SmartSolutions Center interface. The 'Print from Network Share' app is highlighted in the 'Solution Library'. The app icon is a blue folder with a printer icon inside. The app is titled 'Print from Network Share' and has a 'Browse Icons' button. The app is located in the 'Workspace - Lexmark Pro900 S...' section. The background shows the main interface of the SmartSolutions Center, including a 'Solution Library' and a 'Printers' section.

...so that we could begin selecting SmartSolutions by dragging a SmartSolution icon from the left over to the right.



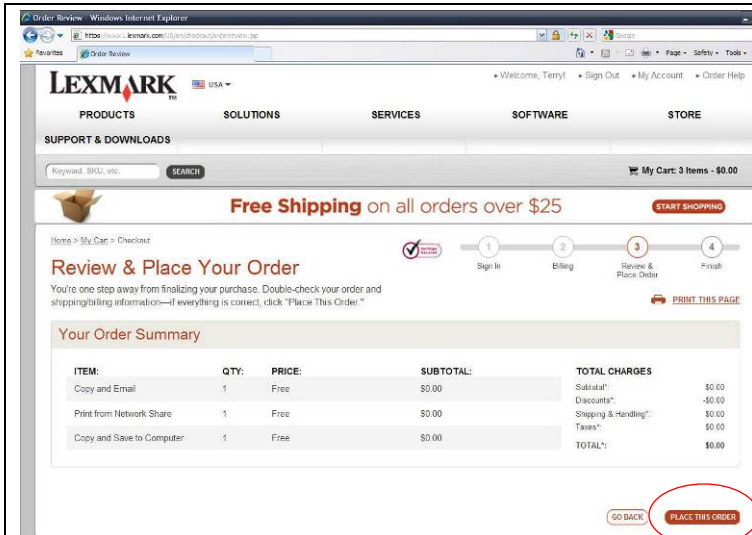
The screenshot shows the 'Print from Network Share' app settings. The 'License Agreement' section is visible, with a 'Print from Network Share' icon circled in red. The 'Path' field is set to 'X:\Test Reports\Lexmark\Platinum Pro9'. The 'Filename' field is set to 'PlatinumPro.pdf'. The 'Username' and 'Password' fields are empty. The 'Authentication Type' is set to 'Guest'. The '2-Sided Printing' is set to 'Off'. The 'Number of Copies' is set to '1'. The 'Print Quality' is set to 'Automatic'. The 'Pages per Side' is set to 'off'. The 'Paper Source' is set to 'Tray 1'. The 'Paper Size' is set to 'A4'. The 'Paper Type' is set to 'Plain'. The 'Collate' is set to 'Off'. There are 'OK' and 'Cancel' buttons at the bottom.

With the Print from Network Share app, you're prompted to enter the file's network path and file name, as well as number of copies and simplex/duplex printing, print quality, paper size, etc. Users just press the icon (circled in red) at the touch screen to print the file without having to use their PC workstation. You can enable all users to print by selecting Guest, or specify that only a specified user be able to print by specifying their network username and password, which they must enter at the touch screen. The following file types can be linked to: PDF, HTML, BMP, PNG, JPEG, DCX, PCX, and GIF.

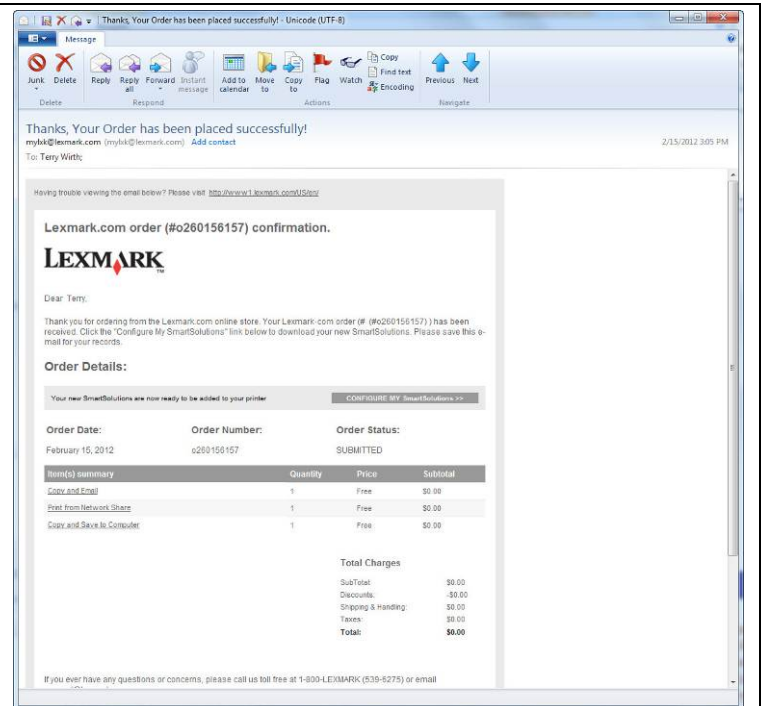
What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



You can add additional SmartSolutions by shopping for them and adding them to a cart – the SmartSolutions above are free. Once you select Place This Order, select Configure My Printer to add them.



After installing solutions, a confirmation e-mail is sent to the user that is registered at the Solutions Center. This helps monitor the installation of unauthorized applications.

USER MAINTENANCE



Current ink levels are indicated in the bottom right of the touch screen. A detailed display of ink levels is shown if this icon is pressed.



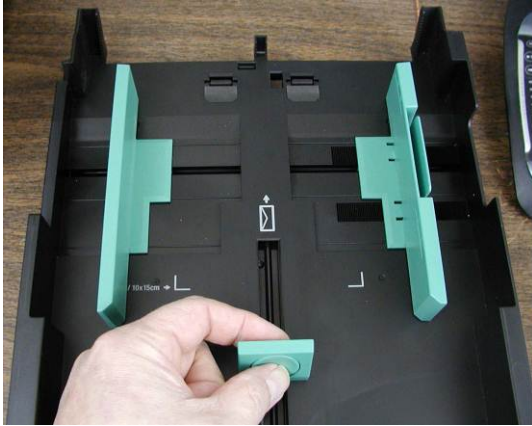
STRENGTHS

- **Replacing Imaging Supplies** – The OfficeEdge Pro5500 uses an offline ink-imaging system – ink cartridges are not attached to the print head – instead ink is carried via tubing to the print head. This means ink cartridges can be housed within very easy access. Just open the front door to access the cartridges, press a cartridge to release it, and then slide in the new cartridge. Cartridges are configured so that only the correct color cartridge can be inserted into its appropriate color-coded slot.
- **Replenishing Media** – Loading media is straightforward, as is adjusting the paper drawer's width and length guides and extending it to accommodate longer legal-size paper. The paper drawer can be completely removed, which we've found makes adjusting the paper drawer for a new paper size much easier.
- **Removing Misfeeds** – Accessing misfeed-removal areas was straightforward and easy. Within the first 100 pages in testing, a misfeed occurred when feeding photo paper, and double feeding occurred when feeding plain paper.
- The touch screen provides animated clips for performing common maintenance tasks such as replacing ink cartridges.

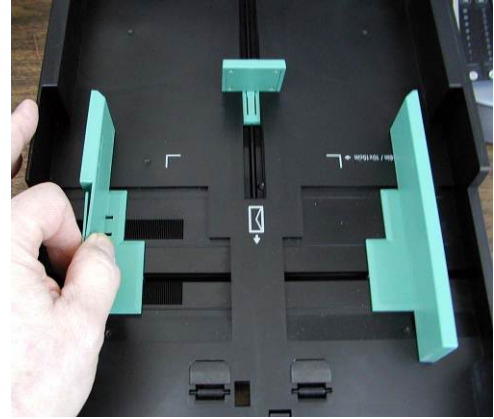
LIMITATIONS

- None.

REPLENISHING MEDIA



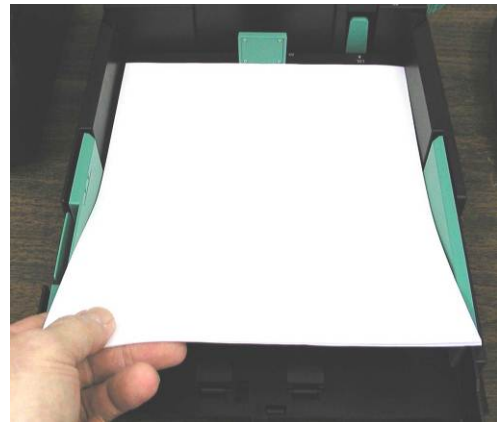
The sturdy 300-sheet media drawer can be completely removed. Adjust the drawer to the media length by pressing the button and sliding the back stop.



Adjust the media drawer to the media width by pinching the lock and sliding the geared side guides. Note that the drawer is clearly marked for different media sizes and their orientation.



Press this button to extend the media drawer to accommodate legal-size media.



Media simply slips into the drawer. There are no protrusions or corner separators to adjust.

REPLACING INK CARTRIDGES



Because the OfficeEdge Pro5500 utilizes an offline ink carrier system, ink cartridges can be housed away from the permanent print head, making them easier to access. Just lower this front door to access ink cartridges.



Push the cartridge to release and slide it out, then slide in the new cartridge. Cartridges are color-coded to match each slot, and a cartridge can't fit properly in the wrong slot – making it virtually impossible to install a cartridge in the wrong slot.

What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



The touch screen provides instructions for replacing ink cartridges.

MISFEED ACCESS



Lift up this cover to access any misfeeds that may occur in the 50-sheet single-pass duplexing document feeder. Rotating the cover slightly further left releases the rollers for even simpler removal.



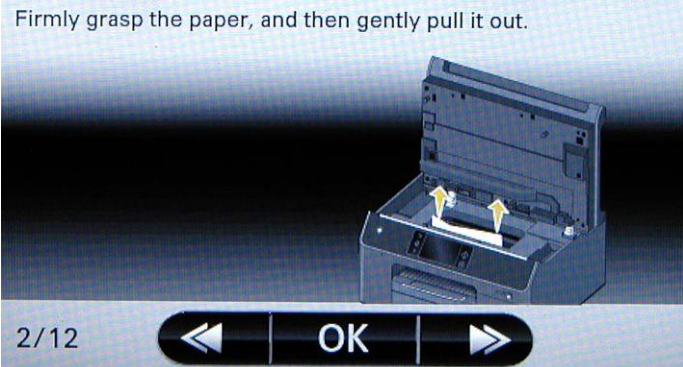
Remove the duplex unit on the back of the unit to access any misfeeds that may occur in the back of the media path.



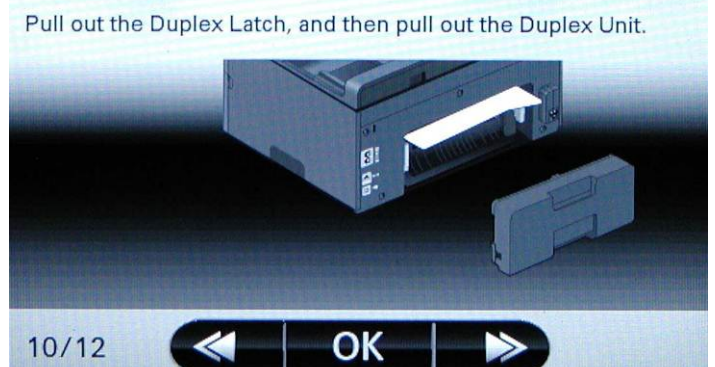
You can check within the duplex unit itself for the misfeed...



...or within the back end of the media path. To access misfeeds that may occur in the front end of the media path, remove the media drawer.



The touch screen automatically displays step-by-step guidance for removing a misfeed from locations such as the media path above...



...and the rear of the media path, which requires removing the duplex unit.

What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



MEDIA HANDLING

The OfficeEdge Pro5500 is an A4 All-in-One that prints and scans on up to letter- and legal-size media, and is equipped with 50-sheet single-pass duplexing automatic document feeder, 300-sheet letter/legal-size media drawer, automatic duplex printing, and 150-sheet media output tray.



(Left) Adjusting the 50-sheet single-pass duplexing automatic document feeder. (Right) Feed rollers sometimes nicked the leading edge of the media.

Media Sizes Supported

10 Envelope, 7 3/4 Envelope, 9 Envelope, A4, A5, B5 Envelope, C5 Envelope, DL Envelope, B5 Custom (Up to 8.5"x17") Hagaki Card, Index Card, Executive, Folio, Legal, Letter, 4"x6", Statement L, 2L, 5"x7", 13x18 cm 10x15 cm 10x20 cm, 4"x8", Oficio, A6

Media Types Supported

Card Stock, Envelopes, Labels, Plain Media, Transparencies, Hagaki Card, Iron-On Transfers, Photo Media, Heavy Weight Matte Media

Min./Max. Print Size:	4"x6"/ 8.5"x14"
Min./ Max. Media Weight:	18 lb. bond - 110 lb. index (67 - 413 g/m ²)
Std./Max Media Capacity:	300/850 sheets
Std./Max. Media Sources:	1/2
Automatic Document Feeder:	50 sheets
Automatic Duplexing Doc. Feeder:	Yes (single-pass)
Max. Media Size Via Doc Feeder:	8.5"x14" (Legal)
Max. Media Size Via Platen:	8.5"x14" (Legal)
Output Media Tray:	150 sheets
Automatic Duplex Printing:	Yes
Min./Max Borderless Printing Sizes:	4"x6"/8.5"x14"
Media Options:	550-sheet drawer (\$179)

STRENGTHS

- Expand media capacity to 850 sheets with 550-sheet media drawer (\$179.00), which is very substantial for the business ink-jet All-in-One segment, and means users spend less time replacing media.
- Supports a good range of media sizes and media types, the latter of which includes various photo stock, brochure media, ink-jet media, card stock, etc.
- Produce borderless output on up to 8.5" x 14".
- Automatic document feeder with single-pass duplex scanning for two-sided scanning of originals.
- Media drawer is fully enclosed, so that loaded media is protected from dust and humidity, and users will obtain best results when printing.

LIMITATIONS

- At times, the feed rollers nicked the leading edge of the media (left).

COST PER PAGE

The OfficeEdge Pro5500 ships with Lexmark's 200 black ink cartridge (yield ~ 500 pages), and three 200 cyan, magenta and yellow ink cartridges, each of which yields ~ 625 pages.

200XLA High-Yield Ink Cartridges

Ink Color	Price	Page Yield*	Cost Per Page
200XLA Black	\$44.39	2,500	1.776¢
200XLA Cyan	\$40.79	1,600	2.549¢
200XLA Magenta	\$40.79	1,600	2.549¢
200XLA Yellow	\$40.79	1,600	2.549¢

CYMK Color Cost Per Page 9.423¢

*Average page yield based on continuous printing in one-sided (simplex) mode up to this number of Standard Pages in accordance with ISO/IEC 24711 standard.

200XL High-Yield Ink Return Program Cartridges

Ink Color	Price	Page Yield*	Cost Per Page
200XLA Black	\$36.99	2,500	1.480¢
200XLA Cyan	\$33.99	1,600	2.124¢
200XLA Magenta	\$33.99	1,600	2.124¢
200XLA Yellow	\$33.99	1,600	2.124¢

CYMK Color Cost Per Page 7.852¢

*Average page yield based on continuous printing in one-sided (simplex) mode up to this number of Standard Pages in accordance with ISO/IEC 24711 standard. Customers must participate in the Return Cartridge Program, which requires them to return depleted ink cartridges to Lexmark.

STRENGTHS

- Competitive black and color cost per page of 1.8¢ and 9.4¢ using Lexmark high-yield cartridge. Cost per page is lower at a very competitive 1.5¢ and 7.8¢ when customers use Lexmark's Return Cartridge Program, which requires customers to return depleted cartridges back to Lexmark.
- Four individual ink cartridges means that users need only replace the ink cartridge that is depleted, avoiding waste.

LIMITATIONS

- None.

What You Should Know
Hands-On Test Report
Lexmark OfficeEdge Pro5500



TOTAL COST PER PAGE AND TOTAL COST OF OWNERSHIP

Lexmark OfficeEdge Pro5500								
Supply Type	Black Cost	Black Yield ¹	Color Cost	Color Yield ¹	Black Ratio	Color Ratio	Device Purchase Price	
High Yield	\$36.99	2,500	\$33.99	1,600	50.00%	50.00%	\$399.00	
Monthly Page Volume	Black Supply Cost Per Page ²	Color Supply Cost Per Page ³	Total Cost Per Page ⁴	Black Supply Cost Per Month ⁵	Color Supply Cost Per Month ⁵	Total Supply Cost Per Month ⁵	5-Year Supply Cost ⁵	Total Cost of Ownership ⁶
100	\$0.0148	\$0.0637	\$0.0785	\$0.74	\$3.19	\$4.67	\$279.97	\$678.97
250	\$0.0148	\$0.0148	\$0.0785	\$1.85	\$7.97	\$11.67	\$699.92	\$1,098.92
500	\$0.0148	\$0.0148	\$0.0785	\$3.70	\$15.93	\$23.33	\$1,399.85	\$1,798.85
750	\$0.0148	\$0.0148	\$0.0785	\$5.55	\$23.90	\$35.00	\$2,099.77	\$2,498.77
1,000	\$0.0148	\$0.0148	\$0.0785	\$7.40	\$31.87	\$46.66	\$2,799.70	\$3,198.70
1,500	\$0.0148	\$0.0148	\$0.0785	\$11.10	\$47.80	\$69.99	\$4,199.55	\$4,598.55
2,000	\$0.0148	\$0.0148	\$0.0785	\$14.80	\$63.73	\$93.32	\$5,599.40	\$5,998.40
2,500	\$0.0148	\$0.0148	\$0.0785	\$18.50	\$79.66	\$116.65	\$6,999.24	\$7,398.24

¹In accordance with ISO/IEC 24711/24712 standard.

²Based on an original with 5% area coverage.

³Based on an original with 15% area coverage composed of equal quantities of CYM coverage.

⁴Based on an original with 20% area coverage composed of equal quantities of CYMK coverage.

⁵Based on the specified ratio of black to color printing.

⁶Based on 60 months usage, plus the device's purchase price.

Sub-\$500 Color Laser All-in-One								
Supply Type	Black Cost	Black Yield ¹	Color Cost	Color Yield ¹	Black Ratio	Color Ratio	Device Purchase Price	
High Yield	\$81.99	1,200	\$56.99	1,000	50.00%	50.00%	\$349.00	
Monthly Page Volume	Black Supply Cost Per Page ²	Color Supply Cost Per Page ³	Total Cost Per Page ⁴	Black Supply Cost Per Month ⁵	Color Supply Cost Per Month ⁵	Total Supply Cost Per Month ⁵	5-Year Supply Cost ⁵	Total Cost of Ownership ⁶
100	\$0.0683	\$0.1710	\$0.2393	\$3.42	\$8.55	\$15.38	\$922.86	\$1,271.86
250	\$0.0683	\$0.1710	\$0.2393	\$8.54	\$21.37	\$38.45	\$2,307.15	\$2,656.15
500	\$0.0683	\$0.1710	\$0.2393	\$17.08	\$42.74	\$76.91	\$4,614.30	\$4,963.30
750	\$0.0683	\$0.1710	\$0.2393	\$25.62	\$64.11	\$115.36	\$6,921.45	\$7,270.45
1,000	\$0.0683	\$0.1710	\$0.2393	\$34.16	\$85.49	\$153.81	\$9,228.60	\$9,577.60
1,500	\$0.0683	\$0.1710	\$0.2393	\$51.24	\$128.23	\$230.72	\$13,842.90	\$14,191.90
2,000	\$0.0683	\$0.1710	\$0.2393	\$68.33	\$170.97	\$307.62	\$18,457.20	\$18,806.20
2,500	\$0.0683	\$0.1710	\$0.2393	\$85.41	\$213.71	\$384.53	\$23,071.50	\$23,420.50

¹In accordance with ISO/IEC 24711/24712 standard.

²Based on an original with 5% area coverage.

³Based on an original with 15% area coverage composed of equal quantities of CYM coverage.

⁴Based on an original with 20% area coverage composed of equal quantities of CYMK coverage.

⁵Based on the specified ratio of black to color printing.

⁶Based on 60 months usage, plus the device's purchase price.

What You Should Know

Hands-On Test Report

Lexmark OfficeEdge Pro5500



SPACE/POWER CONSUMPTION/WARRANTY

STRENGTHS

- Maximum power consumption at 37 watts is significantly lower than color laser All-in-Ones in this class—for laser All-in-Ones, power consumption typically averages between 300 and 500 watts.
- Standard one-year warranty and EPA Energy Star compliant.
- Lexmark states that use of Eco Mode can reduce energy consumption by as much as 28 percent.

LIMITATIONS

- None.



SPACE REQUIREMENTS

	<u>Width</u>	<u>Depth</u>	<u>Height</u>
<u>Footprint (inches):</u>	19.7	16.8	11.8
<u>Footprint (mm):</u>	500.38	426.72	299.72
<u>Required Cubic Feet:</u>			2.26
<u>Required Cubic Centimeters:</u>			68.88

WEIGHT

<u>Weight (lbs.):</u>	35.5
<u>Weight (Kg):</u>	16.10

POWER REQUIREMENTS

<u>Electrical Supply:</u>	100 - 240V AC, 50/60 Hz
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POWER CONSUMPTION

<u>Print:</u>	37 watts
<u>Copy:</u>	36 watts
<u>Scan:</u>	19 watts
<u>Ready Mode:</u>	12 watts
<u>Sleep Mode:</u>	5.3 watts
<u>Off Mode:</u>	0.55 watts

MAINTENANCE ACCESS

<u>Access Requirements:</u>	Front, top, back
-----------------------------	------------------

WARRANTY

The OfficeEdge Pro5500 has a one-year warranty with next business-day replacement.

ECO-FRIENDLY FEATURES

Lexmark Environmental Statement



PURCHASE. PRINT. REPLACE. RECYCLE.

Lexmark provides an environmentally friendly life cycle for your printers.



LEXMARK CARTRIDGE COLLECTION PROGRAM

Protecting the environment is part of our nature

"When it comes to our planet, there is no substitute. Lexmark is committed to protecting our planet's natural resources and proud of the progress we are making to reduce the environmental impacts of printing.

Environmental sustainability at Lexmark begins with our pledge to provide innovative, high-quality printing solutions and services for our customers in a safe, environmentally responsible manner; it encompasses our operations, where we deploy cost-effective best practices for energy conservation, wise water use, and waste reduction; and it extends to our support of community, where Lexmark employees are dedicated to creating cleaner, smarter, safer futures where we live and work.

As a provider of printing solutions, Lexmark produces and distributes millions of supplies each year, including ink, toner and media. Lexmark understands its unique environmental responsibility and has implemented the Lexmark Cartridge Collection Program to encourage you, our customer, to easily recycle your empty Lexmark inkjet cartridges – at absolutely no cost to the consumer.

The Lexmark Cartridge Collection Program includes various methods of return and sponsors unique collection partnerships around the world. This program is designed to help ensure that empty Lexmark print cartridges are properly recovered, reused or recycled; resulting in less solid waste and fewer resources consumed. The Lexmark Cartridge Collection Programs are always free to the consumer and are designed to be easy to use.

As a provider of printing solutions including inkjet, laser, and all-in-ones, Lexmark shares in the environmental responsibility for those products at the end-of-life. Lexmark offers customers an environmentally responsible choice for disposal of their end-of-life printers - the Lexmark Equipment Collection Program.

Through this program, customers may return any end-of-life Lexmark branded products, and Lexmark will recycle the equipment for free. This program does not apply to warranty issues for Lexmark printers. For warranty exchange or service for a printer still under warranty, please follow the instructions included with the product."

What You Should Know
Hands-On Test Report
Lexmark OfficeEdge Pro5500



STRENGTHS

- Energy Star-qualification means the systems meet U.S. EPA power-conservation standards for low power consumption in power-save standby mode.
- Automatic duplex printing reduces media consumption and helps conserve natural resources.
- Lexmark provides ink-cartridge recycling with its Lexmark Cartridge Collection Program
- The free Cartridge Recycling App makes it easy to ship depleted cartridges back to Lexmark for recycling. At the touch screen, the user selects the Cartridge Recycling App, enter their address, and Lexmark will ship them packaging for returning cartridges.
- In print mode, the OfficeEdge Pro5500 consumes just 37/36 (print/copy) watts of power, while color laser All-in-Ones in this class consume from approximately 300 to 500 watts. Customers will not only pay for less energy consumption, but will contribute less to carbon emissions.
- Lexmark states that use of Eco Mode can reduce energy consumption as much as 28% with some models.

LIMITATIONS

- None.

ABOUT WIRTH CONSULTING

Wirth Consulting was founded in order to provide independent comprehensive evaluations of digital-imaging equipment. Founder Terry Wirth has over 30 years of experience in the evaluation and testing of business-imaging equipment, and as former chairman and member since 1989 of the American Society for the Testing of Materials (ASTM) F05 Committee on Business Imaging Products, he has authored numerous, published ASTM test methods.

ABOUT WIRTH CONSULTING RATINGS

When Wirth Consulting rates imaging devices, it assigns the device one of the following ratings: Outstanding, Well Worth Consideration, Worth Consideration, and Not Worth Consideration.

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