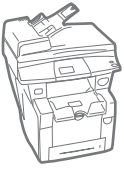


Phaser®
8860 / 8860MFP
A4
Colour
Printer / Multifunction Printer



Xerox® Phaser® 8860 Colour Printer / Phaser 8860MFP Multifunction Printer Evaluator Guide



About this Guide

This guide will introduce you to the **Xerox Phaser 8860 colour printer and Phaser 8860MFP colour multifunction printer** and assist you in your evaluation process.

Section 1: Introducing the Phaser 8860 and Phaser 8860MFP Colour Printers

- 3 Overview
- 4 Phaser 8860 / Phaser 8860MFP Specifications

Section 2: Evaluating Colour Printers

- 6 Overview
- 7 Evaluating Costs
- 9 Evaluating Environmental Impact
- 10 Evaluating Ease-of-Use

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

- 11 Configuration Summary
- 12 Specifications
- 13 Supplies and Options
- 14 Support and Additional Information Sources

Section 1: Introducing the Xerox Phaser 8860 colour printer and Phaser 8860MFP colour multifunction printer

Overview

Welcome to a new way to think about colour. Years ago, Xerox brought the ease-of-use and reliability of black and white laser printers to colour printing with its exclusive solid ink technology. Now, Xerox is changing the game again with solid ink – this time bringing you colour printing for the cost of black and white, with environmentally friendly supplies and the same great ease-of-use and reliability that you’ve come to expect from Xerox solid ink technology.

Colour by the numbers

Xerox has a revolutionary solution to minimise the operating costs of your growing colour print volumes: What would you say if we offered you high-performance, vibrant colour printing for the same cost as black and white?

- **Colour for black and white.** It’s true, with the Phaser 8860 printer and Phaser 8860MFP the cost of printing colour pages is the same as printing black and white pages.
- **Why buy colour laser?** Imagine how much you can save with the Phaser 8860 printer and Phaser 8860MFP versus comparable colour laser printers.

It is easy being green

Xerox solid ink printing technology has environmental responsibility built right in. You’ll be glad you chose the Phaser 8860 printer or Phaser 8860MFP when you experience:

- **Less waste.** Simply put, Xerox solid ink products generate less waste than comparable laser-based printers and multifunction printers, with fewer supplies and cartridge-free design.
- **Less space.** Reclaim your cabinet and shelf space with solid ink supplies that take less than one-tenth the space of laser printer supplies.

Reliable, no-hassle people-pleasers

You’ve never had it so easy. Xerox solid ink printers make colour printing extremely easy, with simple supplies, easy interfaces, and a range of features that maximise productivity.

- **Simple supplies.** Loading ink is as simple as loading a stapler, drop the ink sticks into the keyed slots and close the printer.
- **Cartridge-free design.** Say goodbye to toner spills and print jobs interrupted by empty cartridges – when one colour gets low, you can top all of them off.
- **Maximise productivity.** Easy user interfaces, solid management tools, and proactive features improve your productivity day to day and week to week.

Section 1: Introducing the Xerox Phaser 8860 colour printer and Phaser 8860MFP colour multifunction printer

Phaser 8860 / 8860MFP Specifications

Both the Phaser 8860 printer and Phaser 8860MFP are sold with a single, full-featured configuration and multiple accessory options for customising the system to fit your specific office needs.



Phaser 8860

Print Capabilities

- Print Speed – Up to 30 ppm colour and black and white
- Two-Sided Output – Automatic
- First-Page-Out Time (FPOT) – As fast as 5 seconds
- Resolution – Up to 2400 FinePoint™
- Page Description Languages (PDLs) – True Adobe® PostScript® 3™, PCL® 5c emulation
- Print Features (standard) – Custom-size pages, Intelligent Ready, PrintingScout®, Booklet printing, N-up, Remote printing, Job accounting, Run black
- Print Features (require optional Productivity Kit) – Personal/personal saved/secure/proof/saved print, Print with, Extended font/form storage, Collation, Hard drive overwrite

Controller

- Processor – 750 MHz PowerPC
- Memory – 512 MB (1 GB max.)
- Hard Drive – Optional 40 GB
- Connectivity – 10/100Base-TX Ethernet, USB 2.0

Media Handling

Tray 1/MPT:

- Capacity – 100 sheets
- Media Sizes – Custom sizes from 76 x 127 mm to 216 x 356 mm
- Media Weights – 60 to 120 gsm

Tray 2, Optional Trays 3 and 4:

- Capacity – 525 sheets
- Media Sizes – Selectable sizes from 140 x 216 mm to 216 x 356 mm
- Media Weights – 60 to 122 gsm)

Reliability

- Duty Cycle – Up to 120,000 pages per month*
- Warranty – One-year on-site

Optional Accessories

- Paper Capacity – Up to 2 additional 525-sheet feeders
- Cart with storage capacity
- Memory – 256 MB and 512 MB memory upgrades
- Controller – Productivity Kit with 40 GB hard drive

** Range reflects the number of pages per month the product can regularly print while maintaining optimal performance (considering factors including supplies replenishment and reliability over the expected product life).*



Phaser 8860MFP

Print Capabilities

- Print Speed – Up to 30 ppm colour and black and white
- Two-Sided Output – Automatic
- First-Page-Out Time (FPOT) – As fast as 6 seconds
- Resolution – Up to 2400 FinePoint™
- Page Description Languages (PDLs) – True Adobe® PostScript® 3™, PCL® 5c emulation
- Print Features – Custom-size pages, Intelligent Ready, PrintingScout®, Booklet printing, N-up, Remote printing, Job accounting, Run black, Personal/personal saved/secure/proof/saved print, Print with, Extended font/form storage, Collation, Hard drive overwrite

Copy Capabilities

- Copy Speed – Up to 22 pm colour and black and white
- Two-Sided Output – Automatic
- First-Copy-Out Time (FCOT) – As fast as 15 seconds
- Resolution – 600 x 600 dpi
- Copy Features – Book copying, Booklet creation, Collation, Covers, Image center, Image shift, N-up, Repeat image and more

Scan Capabilities

- Scan Speed – Up to 22 ppm
- Resolution – Up to 600 x 600 dpi
- File Formats – JPEG, TIFF, PDF
- Scan Destinations – PC/Mac Desktop, Email, Public/Private Folders, TWAIN application
- Scan Software – Scan to PC Desktop® Professional Small Business Edition, Scan to PC Desktop SE Small Business Edition

Fax Capabilities

- Transmission Speed – Up to 33.6 Kbps
- Resolution – Up to 400 x 400 dpi (Superfine)
- Speed Dial – 200 individual settings, 100 group settings
- Fax Features – LAN Fax, Fax to multiple addresses, Delay Send, Auto Suppression, Secure Fax

Controller

- Processor – 750 MHz PowerPC
- Memory – 512 MB (1 GB max.)
- Hard Drive – 40 GB
- Connectivity – 10/100Base-TX Ethernet, USB 2.0

Media Handling

DADF:

- Capacity – Up to 50 sheets
- Two-Sided Scanning – Automatic
- Media Sizes – 114 x 140 mm to 216 x 356 mm
- Media Weights – 60 to 120 gsm

Tray 1/MPT:

- Capacity – 100 sheets
- Media Sizes – Custom sizes from 76 x 127 mm to 216 x 356 mm
- Media Weights – 60 to 120 gsm

Tray 2, Optional Trays 3 and 4:

- Capacity – 525 sheets
- Media Sizes – Selectable sizes from 140 x 216 mm to 216 x 356 mm
- Media Weights – 60 to 122 gsm

Reliability

- Duty Cycle – Up to 120,000 pages per month*
- Warranty – One-year on-site

Optional Accessories

- Paper Capacity – Up to 2 additional 525-sheet feeders
- System Cart with storage capacity
- Memory – 512 MB memory upgrade

* Range reflects the number of pages per month the product can regularly print while maintaining optimal performance (considering factors including supplies replenishment and reliability over the expected product life)

Section 2: Evaluating Colour Printers

Overview

Evaluating the Phaser 8860 colour printer and Phaser 8860MFP colour multifunction printer is unlike evaluating traditional colour printers and multifunction printers. The Phaser 8860 and Phaser 8860MFP pack a powerful mix of performance and functionality that help increase employee productivity and improve your company's use of colour.



With the Phaser 8860 and Phaser 8860MFP, Xerox has changed the game for colour printing. Accordingly, the evaluation process should be adjusted to consider the following factors:

Evaluate Costs

Think about the actual per-page printing costs of your current black and white or colour printers, and evaluate the savings you could realise with the Phaser 8860 or Phaser 8860MFP.

Evaluate Environmental Impact

Look at the amount of waste generated by your office equipment, and the size and weight of the supplies you'll need to store in your office.

Evaluate Ease-of-Use

Consider the day-to-day experience of using and supporting the printer or multifunction printer you choose to deploy into your office environment.

If you evaluate the Phaser 8860 and Phaser 8860MFP using these criteria, and compare the cost savings, environmental impact and ease-of-use of these products against their closest competitors, you'll find that Xerox offers a unique set of products that deliver an exceptional set of benefits.

Section 2: Evaluating Colour Printers

Evaluating Costs

When evaluating the costs of printing, it's important to first think about your current actual printing costs, whether you are using black and white or colour printers. Once you understand the actual per-page costs of your printing activities, you can gain a deeper understanding of the total costs associated with your printer over its lifetime.

How the Phaser 8860/Phaser 8860MFP exceed the printing costs requirement:





Per-Page Printing Costs

When evaluating printing costs, most small and medium-sized companies think about the costs of purchasing new consumables for their printer. Another way to think about printing costs is the actual per-page cost of the pages you print, as this offers the truest reflection of the cost of your printing activity.

According to gap intelligence, inc.¹, the average per page printing costs for workgroup-class colour printers are € 1.2 for black and white pages, and € 6 for colour pages. The costs fluctuate depending on the area coverage of the print, or the amount of toner or solid ink used to print the image.

With the Phaser 8860 printer and Phaser 8860MFP, Xerox is offering a revolutionary solution for controlling colour printing costs. With these

products, the cost of printing colour pages is the same as the cost of printing black and white pages. The chart below illustrates the area coverage rates for a variety of commonly printed business documents, and compares the costs of printing them on average colour laser printers against the Phaser 8860 and Phaser 8860MFP. Take a look, and consider how much your company can save while deploying colour capabilities into your environment.

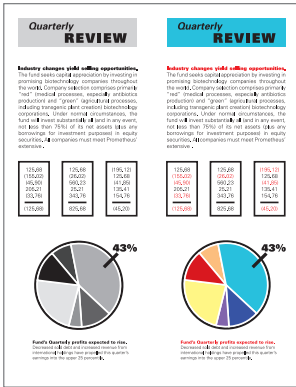
		Letter	Presentation	Conference Agenda	Newsletter
					
Black and white	Coverage	3%	7%	11%	25%
	Average Laser ²	€ 0.0130	€ 0.0239	€ 0.0340	€ 0.0720
	8860 / 8860MFP	€ 0.0100	€ 0.0220	€ 0.0340	€ 0.0760
Colour	Total Coverage	4%	10%	18%	45%
	Average Laser ²	€ 0.0239	€ 0.0480	€ 0.0942	€ 0.2320
	8860 / 8860MFP	€ 0.0073	€ 0.0190	€ 0.0250	€ 0.0580

¹ gap intelligence – July 30, 2007

² Costs are approximate. Actual costs will vary depending on vendor and product model.

black and white

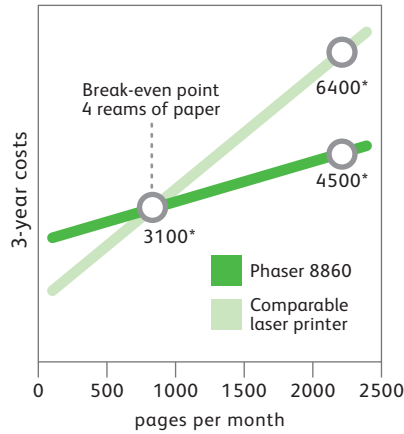
colour



If you could do all of your company's printing in attention-grabbing colour for the same low price as black and white, why wouldn't you?

Using colour in your business-critical documents is the easiest way to achieve the best results – more sales, better retention, higher response rates and fewer mistakes. The Phaser 8860 printer and 8860MFP multifunction printer make it easier and more affordable than ever.

Solid ink total cost of ownership advantage over 3 years



The print volume advantage.

If your monthly print volume averages 4 reams of paper or more, the Phaser 8860 printer and 8860MFP multifunction printer deliver a cost of colour that's by far the best deal going.

* Total expense does not include service contract.

Lifetime Printing Costs

Companies can also evaluate their printing costs by considering the total cost of printing over the lifetime of the printer (total cost includes acquisition and operating costs). If your employees are printing 2,000 or more pages-per-month (four reams of paper or more), then you will find it easy to see the cost savings you could experience with the Phaser 8860 or Phaser 8860MFP. At this print volume, you can easily experience total cost savings of 30% over comparable workgroup-class colour laser printers, and the savings you'll experience will grow as your print volumes rise.

The chart to the left illustrates how the total three-year costs for the Phaser 8860 and Phaser 8860MFP compare to workgroup-class colour laser printers – the break-even point is actually closer to 800 pages-per-month, but considerable cost savings will be realised at 2,000 pages-per-month and beyond.

Section 2: Evaluating Colour Printers

Evaluating Environmental Impact

Environmental impact can be assessed in a variety of ways. The most obvious is the waste generated by the operation of a printer or multifunction printer. Another factor to consider is the weight of supplies and how that compares to supply weight for other printer types. Lastly, think about the storage space required by your printer and multifunction printer supplies – and remember that less is more when you opt for Xerox solid ink supplies.

How the Phaser 8860/Phaser 8860MFP exceeds in reducing environmental impact:

Less Waste

Most people would agree that creating less waste is a good thing for the environment. It results in less landfill contribution, less CO₂ emissions in shipping and less hassle for you. See the comparison of the waste created over four years of printing (approximately 192,000 pages) between laser and solid ink. The difference is as clear as night and day.

By nature of the cartridge-free design of Xerox solid ink technology, the Phaser 8860 and Phaser 8860MFP produce a fraction of the waste generated by competing colour laser products. Utilising the standard two-sided printing capabilities will also decrease the amount of paper your office consumes.

Less Space

Xerox understands that space in your office is at a premium. Purchasing equipment with consumables that take up less space also contributes to savings in shipping costs, reduced CO₂ emissions in shipping and helps free up in-house storage. Over the course of four years of printing, the approximate space required for consumables is:

- Typical Colour Laser – approximately 0.906 cubic metres
- Phaser 8860/Phaser 8860MFP – approximately 0.087 cubic metres

Recover your cabinet space with Xerox solid ink.



204 vs. 10.5 kg. of waste

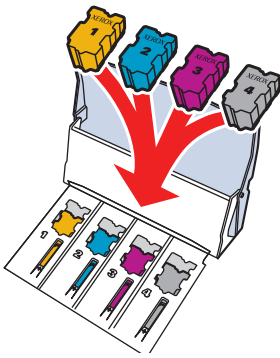
Think beyond the ink. The benefits of solid ink go beyond cost and colour quality.

Over the course of printing 192,000 pages, the waste generated by typical cartridge-based toner amounts to an astounding 204 kg. Xerox solid ink, on the other hand, produces only 10.5 kg. of waste – an amazing ratio of almost 20 to 1.

Section 2: Evaluating Colour Printers

Evaluating Ease-of-Use

When you purchase and deploy printers and multifunction printers into your environment, ease-of-use is a critical factor in how well your employees adapt to the new device. How easy will it be for your employees to load supplies and keep the device running? Look for features that contribute to reliability and availability. Lastly, the user interfaces need to be well designed to help your employees maximise productivity.



No-fuss drop-in loading.

Xerox solid ink sticks are engineered for maximum ease of use. Each colour has a unique shape, making it impossible to misload. Solid ink can be replenished before the device runs out so there's no device downtime when replacing ink.

How the Phaser 8860/Phaser 8860MFP exceeds the ease-of-use requirement:

Consumable Supplies

It doesn't get any easier than solid ink. Like loading a stapler, simply open the printer and drop the ink into its corresponding slot. The inks are keyed to avoid loading into the wrong slot, and the cartridge-free design allows the inks to be topped off before the printer runs empty, without any workflow interruption. Solid ink sticks are safe to handle and spill free – there is nothing to smudge your clothes.

Reliability Features

The Phaser 8860 and Phaser 8860MFP include a variety of features that help maximise the availability and reliability of the device, ensuring you won't have to wait for the printer or multifunction printer to get your work done.

Intelligent Ready:

- System tracks your office usage patterns, warming up when your work day starts and going to sleep when your work day ends

PrintingScout®:

- Sends an automatic alert to your computer when attention is needed to complete a print job
- Includes graphic instructions on how to resolve the issue, helping you get back up and running as quickly as possible

Easy Interfaces

The Phaser 8860 and Phaser 8860MFP utilise a variety of interfaces designed to help your employees to get the most out of the printer and MFP – whether they are programming a print or copy job, managing the settings of your system, or administering a fleet of devices across your network.

Front Panel Interface:

- Easy and intuitive access to programming features for copy, fax and scan jobs
- Convenient access to regularly used features and settings, with easy access to more advanced features through the LCD display

Print Driver Interface:

- Intuitive print driver interface with easy access to commonly used features, and tab-based access to advanced programming features

Management Tools:

- CentreWare® IS – an embedded web server that enables employees and administrators to manage system settings, get current system status, and access scan and fax features of the Phaser 8860MFP
- CentreWare Web – a web-based utility that simplifies management of printers and multifunction printers across your network

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

Configuration Summary



	8860N	8860MFP/D
Speed	Up to 30 ppm colour / 30 ppm black and white	
Duty Cycle	120,000 images / month	
Paper Handling	Tray 1: 100 sheets; Custom sizes: 76 x 127 mm to 216 x 356 mm Tray 2: 525 sheets; Selectable sizes: 140 x 216 mm to 216 x 356 mm Tray 3: 525 sheets; Selectable sizes: 140 x 216 mm to 216 x 356 mm Tray 4: 525 sheets; Selectable sizes: 140 x 216 mm to 216 x 356 mm	
Paper input	standard	
	optional	
Document handler	NA	Duplex Automatic Document Feeder: 50 sheets
Paper output	250 sheets	
Two-sided output	Standard	
Copy		
First-page-out time	NA	As fast as 15 seconds colour / 15 seconds black and white
Resolution (max)	NA	600 x 600 dpi
Copy features	NA	Book copying, Booklet creation, Collation, Covers, Image Centre, Image shift, N-up, Reduce / Enlarge, Repeat image, Colour Password Protection
Print		
First-page-out time	As fast as 5 seconds colour	As fast as 6 seconds colour
Resolution (max)	Up to 2400 FinePoint™	
Memory (std / max)	256 MB / 1 GB	512 MB / 1 GB
Processor / PDL	750 MHz processor / True Adobe® PostScript® 3™, PCL® 5c emulation	
Connectivity	10/100Base-TX Ethernet, USB 2.0	
Print features	Custom-size pages, Xerox Installer, Intelligent Ready, Booklet printing, Smart Trays, Remote Printing, Job Accounting, Printer Neighbourhood, Run Black	
Productivity kit (with Hard drive)	Optional	Personal/Personal Saved/Secure/Proof/Saved Print, (with Hard drive) Print With, Extended font/form storage, Collation, Hard Drive Overwrite
Scan		
Scan destinations	NA	Scan to PC / Mac, Scan to TWAIN application, Scan to email via PC, Scan to desktop, Scan to Public / Private Folders
Scan to PC Desktop®	NA	Scan to PC Desktop, Professional Small Business Edition
Fax		
Fax features	NA	33.6 kbps Super Group 3, 200 individual / 100 group Speed dials, fax to multiple addresses, Fax security
Warranty	One-year on-site warranty	

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

Specifications

Specifications	
Device Management	Xerox CentreWare® Printer Management for Microsoft, Novell and UNIX; Xerox CentreWare® IS Embedded Web Server; Xerox CentreWare Web; Xerox NDPS Gateway; Usage Analysis Tool; PrintingScout®, MailinX email alerts; PhaserSMART®
Printer Driver Support	Microsoft: Windows® XP/2003 Server, Vista, 7 Apple: Mac OS® 10.3 and higher Novell: NetWare® 5.x/6.5 (NDPS only) Xerox Walk-Up® Print Drivers
Protocol Support	Connectivity: USB 2.0, 10/100Base-TX Ethernet, Wireless (IEEE 802.11a/b/g) (optional) Network: EtherTalk®, HTTP, HTTPS, LPR, SNMP v.1/2/3, TCP/IP, UDP Management: Auto IP, DHCP, SNMP v.1/2/3
Media Handling	Tray 1/MPT: up to 100 sheets • Weights – 60 to 220 gsm • Sizes – Custom sizes from 76 x 127 mm to 216 x 356 mm Trays 2 through 4: up to 525 sheets each • Weights – 60 to 120 gsm • Sizes – Selectable sizes from 140 x 216 mm to 216 x 356 mm DADF (Phaser 8860MFP only): up to 50 sheets • Weights – 60 to 120 gsm • Sizes – Custom sizes from 114 x 140 mm to 216 x 356 mm
Operating Environment	Temperature: Nonoperating – -30° to 60° Celsius; Operating – 10° to 32° Celsius Relative Humidity: Nonoperating – 10% to 95%; Operating – 10% to 80% Sound Power Levels: Operating – 54 dBA; Standby – 33 dBA
Electrical	Power: 110 to 240 V, 50 to 60 Hz Power Consumption: Average – 230 W; Maximum – 1500 W ENERGY STAR® qualified (S configurations only)
Dimensions (Width x Depth x Height, Weight)	Phaser 8860: 406 x 533.4 x 368 mm, 28 kg Phaser 8860MFP: 532 x 665 x 620 mm, 43 kg Additional Tray: 406 x 533.4 x 135 mm, 7.3 kg System Cart: 500 x 670 x 360 mm
Certification	Certified to UL 60950-1/CSA 60950-1-03, 1st Edition, FCC Part 15 Class A, Canada ICES-003 Class A, Low Voltage Directive 73/23/EEC, EN 60950-1, EMC Directive 89/336/EEC, GOST EN 55022 Class A, EN 55024, ROHS Directive 2002/95/EC

Print Quality Modes	Description	Print Speed
Fast Colour	Fastest full colour output – great for general office correspondence	Up to 30 ppm
Standard	Light presentation mode for documents like Microsoft PowerPoint® handouts	Up to 24 ppm
Enhanced	Optimal balance of print quality and speed – professional presentation quality	Up to 16 ppm
High Resolution/Photo	2400 FinePoint™ – near-photographic detail	Up to 10 ppm

	Selection	Use For
Xerox Colour Corrections	Automatic	Applies the best colour correction to each graphic element (text, artwork and photographs)
	Office Colour	sRGB Display approximates the colours on a computer display sRGB Vivid produces brighter, more saturated colours than sRGB Display
	Press Match	SWOP Press matches Specifications for Web Offset Publications Euroscale matches FOGRA glossy paper specification Commercial approximates U.S. commercial press target SNAP Press matches Specifications for Newsprint Advertising Production
	None	Applies no colour correction (for use with other colour management tools such as ICC profiles, ColourSync, or the PANTONE® Colour Chart for your printer)
	Black and white	Converts all colours to shades of grey

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

Supplies and Options

Supplies	Description	Details	Part Number
Solid Ink Sticks	Solid Ink, Cyan (6 sticks)	Approx. 14,000 pages ¹	108R00746
	Solid Ink, Magenta (6 sticks)	Approx. 14,000 pages ¹	108R00747
	Solid Ink, Yellow (6 sticks)	Approx. 14,000 pages ¹	108R00748
	Solid Ink, Black (6 sticks)	Approx. 14,000 pages ¹	108R00749
Routine Maintenance Items	Drum Maintenance Kit	Approx. 30,000 pages ²	113R00736
	Waste Tray	N/A	109R00754
	Cleaning Kit	N/A	016-1845-00

¹ Average standard pages. Declared Yield in accordance with ISO/IEC 24711. Yield will vary based on image, area coverage and print mode.

² Declared Yield based on letter-/A4-size 20 lb. (75 gsm) pages. Yield will vary based on media type, size, weight, orientation and usage patterns.

	Description	Details	Part Number
Accessories	525-Sheet Feeder	For Phaser 8860	097S03667
	525-Sheet Feeder	For Phaser 8860MFP	097S03638
	System Cart	For Phaser 8860/Phaser 8860MFP	097S03318
	256 MB Memory	For Phaser 8860	097S03381
	512 MB Memory	For Phaser 8860/Phaser 8860MFP	097S03382
	Productivity Kit (with Hard Drive)	For Phaser 8860	097S03856
	Wireless Network Adapter - European Power Converter** - UK Power Converter	For Phaser 8860/Phaser 8860MFP	097S03741 097S03742
	Scan to PC Desktop Professional	For Phaser 8860MFP (additional licenses) See web for order details: www.xerox.com/office/scantodesktop	

	Description	Details	Part Number
Extended Service Agreement	Annual On-Site Service Agreement	For Phaser 8860	E8860SA
	2 Years Additional (total of 3 years)*	For Phaser 8860	E8860S3
	3 Years Additional (total of 3 years)*	For Phaser 8860	E8860S4
	Annual On-Site Service Agreement	For Phaser 8860MFP	E886MFS4
	2 Years Additional (total of 3 years)*	For Phaser 8860MFP	E886MFS3
	3 Years Additional (total of 3 years)*	For Phaser 8860MFP	E886MFS4

* Available for purchase during first 90 days of product ownership.

** Not available in Denmark and Switzerland

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

Support and Additional Information Sources

Unrivalled service and support

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

Xerox Office Services Support

Asset Management Services

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

Imaging and Output Management Services

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

Support Services

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

Additional Information Sources

What's in the box:

- Printer/multifunction printer pre-loaded with one stick of each colour
- Solid Ink Rainbow Pack (one stick of each colour)
- Documentation and Software:
 - Software and documentation CD
 - Setup and Quick Reference Guide
 - Support and Warranty Information
- Power Cord
- Telephone Cord

- Warranty

Phaser 8860/Phaser 8860MFP Front Panel:

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

On the web:

Visit www.xerox.com/office for:

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

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

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

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

Notes

Questions? Comments? Problems?

If you have any questions, please contact your Xerox sales representative or visit us on the web at www.xerox.com/office.

