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Date: August 18, 2008

Subject: Volatility statement for Phaser 5550 laser printer

The Phaser 5550 printer does not retain any latent user image in the mechanical system of the printer during normal operation. If a print job is disrupted prior to completion, a latent image may exist in the mechanical system of the printer. The image may be removed by clearing a paper jam (resulting from the disruption), cycling power or printing a new page.

No user image data is maintained in the print controller or associated RAM following the cycling of power.

The Phaser 5550 printer contains non-volatile flash memory on the controller board. This memory does not retain any variable printing data, but is used to retain firmware. No user image data is retained in this memory.

The Phaser 5550 printer equipped with a hard disk drive will retain latent images in the hard disk only when the job retention features are enabled/utilized such as Secure Print, Proof Print, Saved Print, etc.

A procedure for securely erasing any hard disk data is available in a separate document titled "Internal Hard Disk File Security".

The Phaser 5550 printer contains non-volatile memory in the form of a configuration card. This card does not retain any image data, but does retain printer configuration details. This configuration card can be removed and/or destroyed to eliminate the stored data. However, the printer will not function properly without a replaced configuration card.

The Phaser 5550 printer contains non-volatile memory in the form of an optional font DIMM. This DINN does not retain any image data, but does retain user developed macros used for overlays such as forms, logos and custom fonts and etc. The optional font DIMM can be removed and/or destroyed to eliminate the stored macros. The printer is fully functional if the optional font DIMM in not installed or is removed.

The table on the next page lists the corresponding memory types for the Xerox Phaser 5550 printers. Please note there are no remnants of customer image data retained in the printer when both the (i) hard disk drive is removed (from printers with hard drives) and (ii) the power is cycled.

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Model Number	Memory Type	Volatility	User Data
5550/B/N/DN/DT	SDRAM	Volatile	Yes[1]
	EEPROM	Non-Volatile	No[2]
	Configuration Card	Non-Volatile	No[2]
	Flash / ROM	Non-Volatile	No[3]
	Hard Disk (Optional)	Non-volatile	Yes[4]
	Font DIMM (Optional)	Non-volatile	Yes[5]

Notes:

[1] *SDRAM memory can be upgraded to 2GB for all models*
[2] *Contains printer configuration and operational parameters. It does not contain user image data.*
[3] *Is used for firmware code and contains no user image data.*
[4] *Hard drive may contain user image data.*
[5] *Font DIMM may contain user developed macro data. It does not contain image data.*