



# Fujitsu fi-5220C

## BUYERS LABORATORY INC. Lab Test Report

A Comprehensive BLI Laboratory Evaluation

### Fujitsu fi-5220C

25 PPM / 50 IPM \* Duplex Flatbed  
Workgroup Document Scanner



|                                 |           |
|---------------------------------|-----------|
| Reliability .....               | Excellent |
| Media Handling .....            | Excellent |
| Ease of Setup .....             | Very Good |
| Drivers/Software .....          | Very Good |
| Image Processing Features ..... | Excellent |
| Hardware Ease of Use .....      | Good      |
| Ease of User Maintenance .....  | Good      |
| Productivity .....              | Good      |
| File Size .....                 | Good      |
| Footprint .....                 | Good      |
| Value .....                     | Good      |

\* Manufacturer-rated speed at 200 dpi

Test duration: Two weeks, 7,500 scans  
Manufacturer-rated maximum daily duty cycle: 2,000 sheets

### BLI RECOMMENDATION

The Fujitsu fi-5220C, a 25-ppm color scanner, is distinguished from the competition by some very notable features. For example, the unit's excellent media-handling capabilities allow users to scan a wide array of media types, including credit, embossed, ID and business cards and checks either through the 50-sheet automatic document feeder (ADF) or flatbed. The flatbed also gives users the option of scanning very small originals or materials that could be damaged if fed through a document feeder (e.g., photos). In addition, the fi-5220C comes with a full version of Kofax's VRS Professional software, a robust document software package that reduces the number of manual document scanning steps users would otherwise have to make. Moreover, the ultrasonic double-feed detection feature ensures that pages do not feed simultaneously through the ADF. Because of its good overall performance in the tests, the Fujitsu fi-5220C is recommended by BLI for users with letter- and legal-size scanning.

LABTEST



### STRENGTHS

- Highly reliable
- Standard Kofax VRS Professional
- Full version of Adobe Acrobat included
- Ultrasonic double-feed detection
- Supports credit cards, ID cards and longer documents
- Speed drops only minimally at higher resolution

### WEAKNESSES

- Priced above the average
- "Send To" buttons must first be programmed within Windows
- Speed is substantially slower in color mode and is also slower for two-sided pages
- File sizes in color mode are larger than average

## PERFORMANCE OVERVIEW

+, – and ○ represent positive, negative and neutral attributes, respectively.

## RELIABILITY

**EXCELLENT**

- + The Fujitsu fi-5220C scanned 7,500 pages in BLI's tests with just one misfeed occurring.
- The Fujitsu fi-5220C is backed by a one-year limited warranty, which enables customers to return the product for a replacement unit with postage pre-paid. An extended one-year Advance Exchange Service Warranty is also available.

### Manufacturer's Maximum Daily Volume: 2,000 scans

| Malfunctions                    | Service Required   | Meter Count (Scans) |
|---------------------------------|--------------------|---------------------|
| Meter Count (beginning of test) |                    | 0                   |
| End of Test Period              |                    | 7,500               |
| Total Misfeeds / Misfeed rate   | 1 / Not applicable |                     |
| Total Malfunctions              | 0                  |                     |



## MEDIA HANDLING

**EXCELLENT**


fi-5220C with Flatbed

- + The fi-5220C features a 50-sheet automatic document feeder (ADF) that supports paper weights up to 34 lbs. Although the document feeder does not tilt, BLI technicians noted it was at a comfortable angle.
- + This model is also equipped with a flatbed to scan delicate documents that otherwise would be damaged through a document feeder.
- + A selection in the print driver enables the unit to automatically distinguish between documents placed in the ADF or on the platen.
- + The unit can handle paper sizes from 2.1" x 2.9" to 8.5" x 14" from the flatbed and the ADF, and satisfactorily handled credit, embossed, ID and business cards, as well as checks, carbonless forms and wrinkled paper, through both. In addition, long documents up to 34" can feed through the ADF.
- The device does not offer a separate feed slot for business cards, but cards can be fed through the document feeder. The ADF paper guides easily slide to specific sizes and users align paper in between them.
- + The fi-5220C offers multi-feed detection, which can be disabled to allow for the feeding of multi-part forms.
- + In BLI's tests, the device handled a mixed batch of different sizes, types and weights without any problem.
- The exit tray can be extended to support longer documents.



## EASE OF SETUP

**VERY GOOD**

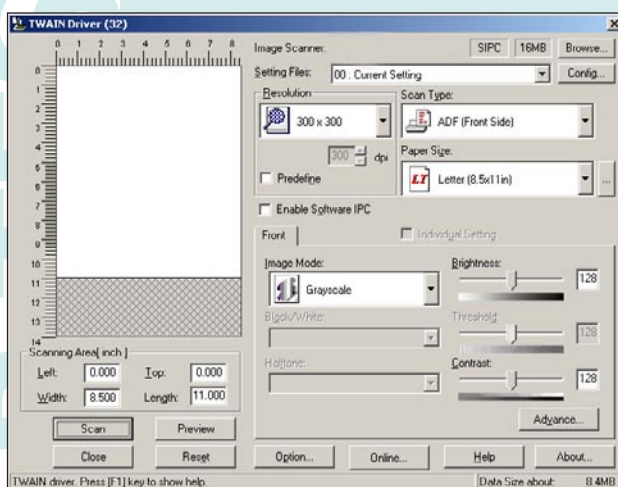
- Installing the software and drivers was simple, although a total of 56 mouse clicks and a PC restart were required for installation. The first CD auto-launches; in addition to the scanner drivers, it contains various applications, such as a demo version (up to 30 uses) of EMC/Captiva's Quick Scan imaging processing software 3.0, and Error Recovery, Getting Started and Operator Guides. Users can choose which programs to install and select where to install them.
- + A second CD contains VRS Professional 4.10 (requires Internet Explorer 5.5 or higher), which can make difficult-to-read or damaged documents legible and allows users to scan challenging documents, such as those printed on wrinkled paper, for example. Eight mouse clicks plus a PC restart are required for installation. A third CD contains a full version of Adobe Acrobat 7.0 Standard, which was not installed because BLI already has it on its test network.

- + Users then connect the USB cable between the PC and the scanner and plug one end of the AC adapter into the scanner and the other end into an electrical outlet.
- Users must also attach the feed tray, a step that is not required with some other units, although it was easy to do.

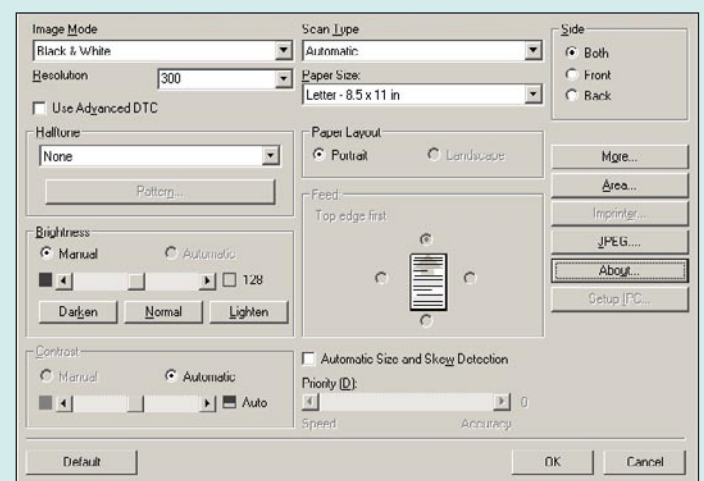
## DRIVERS/SOFTWARE

VERY GOOD

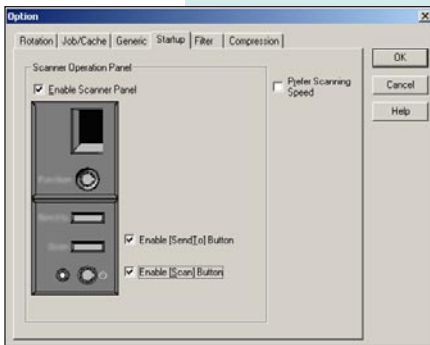
- + TWAIN and ISIS drivers are included.
- The drivers are not Microsoft certified.
- BLI technicians noted average overall ease of use from the drivers. The TWAIN driver contains all of the most commonly used features found on the main screen (duplex, resolution, paper size and scan mode). More advanced settings are found in the Advanced and Option Screens.
- Unlike other scanners tested that enable users to select the destination for scan jobs (e.g., the file location or application), as well as the settings for commonly used scan jobs, from one application, the Fujitsu fi-5220C requires users to first establish destinations (up to nine) from the Properties menu of the device within Windows. Destinations may include file locations on the PC, the network, or applications on the locally connected PC, such as Outlook, Word or Adobe Acrobat. BLI technicians found that models that enable users to make all necessary selections from one piece of software offer superior ease of use.



TWAIN Driver



ISIS Driver



TWAIN Driver—Setup Tab

- Once created, these destinations are selectable from the control panel.
- Selecting the “Scan” drop-down menu in the Menu bar of the print driver allows users to save their scanned image to a file, an FTP site, or to applications such as Adobe Acrobat, an e-mail application and Microsoft SharePoint Portal Server.
- + The TWAIN driver enables users to create an apparently unlimited number of scan profiles, each containing the settings for commonly used scan jobs.
- Unlike with other scanners, however, the profiles contain only combinations of commonly used settings; they do not contain destinations.
- + The “Custom Size” tab in the print driver enables users to customize the settings required for scanning different-sized documents, such as checks.
- The fi-5220C does not feature any factory-preset one-touch button settings.
- + A Help file is available in both the TWAIN and ISIS print drivers.
- + Scan preview is available in the TWAIN driver. Although a page count is not displayed during scanning, pop-up messages indicating a paper jam, for example, are displayed at the PC via the Fujitsu Error Recovery utility.
- + Unlike previous Fujitsu scanners, the fi-5220C offers standard Kofax VRS Professional, a widely used application that reduces the amount of manual image enhancements that need to be made for document scanning.
- + A full version of Adobe Acrobat 7.0 is also a standard offering.
- File formats supported by the fi-5220C include TIFF, PDF, DOC and PUB.
- OCR software is not included with the fi-5220C, but any OCR software could be used.

## IMAGE PROCESSING FEATURES

EXCELLENT

- + Image enhancement features of VRS Professional include auto page size detection, blank page removal, de-skew, smoothing, auto cropping, despeckling and eliminating or ignoring punch markings.
- + The Color Drop-Out function, which enables users to drop out red, green or blue to allow for improved OCRing, performed very well in BLI’s tests, with no shading remaining around text on forms with colored backgrounds. In addition, users can preview the scan after a color is dropped out.

- The blank page removal feature also performed well in the tests.
- The fi-5220C can scan at resolutions ranging from 75 x 75 dpi up to 600 x 600 dpi.



## HARDWARE EASE OF USE

GOOD



fi-5220C Control Panel

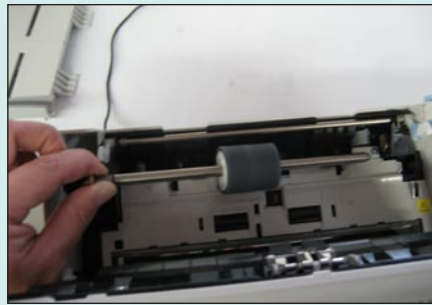
- The device features one integrated output tray located at the bottom exit area.
- The “Function” hard key allows users to scroll through and select one of nine destinations they selected within the device’s Properties menu within Windows. Once the destination is selected at the device, users press the “Send To” button to launch the driver, from which they can either select a profile or make desired document settings and select “Scan.”
- + When errors occur, the operator panel indicates “U” followed by a number for temporary errors or “E” followed by a number for device alarms (permanent error). Temporary errors can be resolved by the administrator; the device alarm requires attention by service technicians. In addition, the Error Recovery Guide that is installed on the user’s PC displays information such as error names and error codes when an error occurs.
- + The paper guides on the ADF slide easily to specific sizes that are marked on the feed tray and users align paper in between them.
- + BLI technicians noted that loading paper was very simple. Users can easily move the ADF slides with one hand.
- + BLI technicians found ease of removing misfeeds to be above average. Users simply press the ADF button and remove any jammed documents. In addition, a comprehensive Jam Recovery Guide instructs users on how to remove misfeeds, as well as ways to avoid them. The Guide even includes a video.



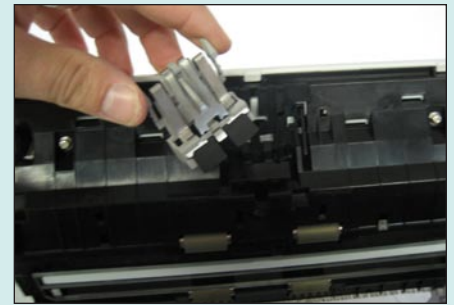
## EASE OF USER MAINTENANCE

GOOD

- The fi-5220C’s ADF pad assembly and pick-up rollers are expected to last for up to 50,000 and 100,000 scans, respectively. Replacing the ADF pad assembly was very simple, noted BLI technicians. Users must first press on a blue button and then squeeze the tabs on the pad to remove. Ease of replacing and installing the pick-up rollers was below average, however. Users must first remove the feed tray, squeeze tabs on the cover of the pick-up roller to remove it, move a well-marked mechanical bushing on the left side of the pick-up shaft, and then lift up and remove. (BLI prefers designs in which covers can swing out of the way instead of having to be removed.)



fi-5220C Feed Roller



ADF Pad

- Fujitsu recommends cleaning the ADF pad and rollers on occasion (after 1,000 scanned sheets) using a lint-free dry cloth and rubbing alcohol.
- + A counter showing the total number of pages scanned is available via the Device Settings tabs in the Properties menu of the device within Windows.



## PRODUCTIVITY

GOOD

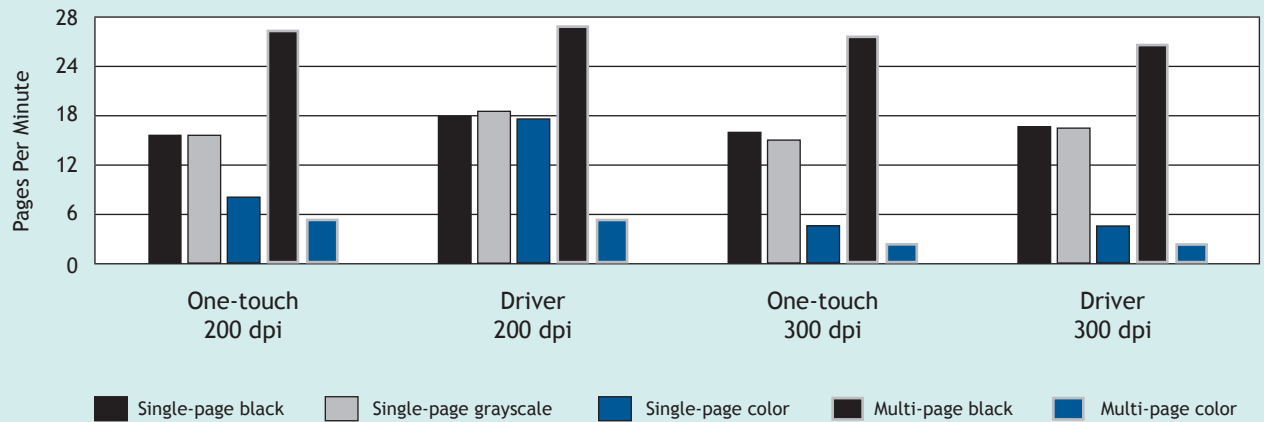
- In black mode, the Fujitsu fi-5220C's speeds were competitive overall in BLI's productivity tests.
- The fi-5220C's speed slows down substantially in color mode.
- When comparing the difference in speed between scanning at 200-dpi resolution and 300-dpi resolution, the fi-5220C's speed slowed down by only approximately 10 percent, which is better than some competitive models.
- The unit's speed slows down significantly when scanning two-sided pages.

### Scan Speed (in Pages per Minute)

|                       | One-touch 200 dpi | Driver 200 dpi | One-touch 300 dpi | Driver 300 dpi |
|-----------------------|-------------------|----------------|-------------------|----------------|
| Single-page black     | 14.67             | 16.71          | 14.02             | 15.46          |
| Single-page grayscale | 14.67             | 16.85          | 13.61             | 15.87          |
| Single-page color     | 7.59              | 16.39          | 3.78              | 3.87           |
| Multi-page black      | 26.46             | 26.62          | 23.78             | 24.16          |
| Multi-page color      | 5.12              | 5.16           | 2.32              | 2.33           |



### Graphic Representation of Scan Speed



\*Speed is not the same for one-sided and two-sided pages.

### FILE SIZE

GOOD

- File sizes of the scanned images produced in the tests are competitive with the average for most types of documents in black mode at 200-dpi and 300-dpi resolution.
- File sizes in color mode, especially for the multi-page document, are higher than average.

### File Size (in Kilobytes)

|                       | 200 dpi | 300 dpi |
|-----------------------|---------|---------|
| Single-page black     | 33.6    | 46.9    |
| Single-page grayscale | 685     | 1,334   |
| Single-page color     | 362     | 902     |
| Multi-page black      | 740     | 1,064   |
| Multi-page color      | 13,312  | 32,868  |



**FOOTPRINT****GOOD**

- + Measuring 11.9" wide x 22.4" deep and 9.0" high and weighing 18.5 pounds, the Fujitsu fi-5220C has an average footprint for scanners in this range.
- As with most other scanners tested, the ports are located on the back of the device.

**VALUE****GOOD**

- Although the Fujitsu fi-5220C's price of \$1,995 is higher than that of some other flatbed models in this range, the bundled Kofax VRS Professional software and a full version of Adobe Acrobat contribute to good overall value.



## PERFORMANCE OVERVIEW

### Test Environment

*This product was tested in BLI's 10,000-square-foot test lab, in an environment monitored by a Honeywell Temp/RH chart recorder, which replicates typical office conditions.*

### Test Equipment

*A PC running Microsoft XP Professional, based on a 2.8-GHz Intel P4 processor with 1-GB memory and an 80-GB hard drive. The scanner is connected to the PC via a USB cable.*

### Test Duration

*Products are tested for two weeks, one week of which consists of a reliability test during which the product is run for 1,500 scans a day.*

### Tested Configuration

*Base unit.*

### Test Procedures

*The test methods and procedures employed by BLI in its lab testing include BLI's proprietary procedures. An industry-standard KATUN test original, as well as BLI's 6% coverage original, is used in the speed tests. BLI's test is designed to replicate real-world use over an eight-hour workday, and as such includes a mix of various types and sizes of documents, color and black-and-white, legal size and letter size, single-sided and double-sided. Tested originals include lightweight invoices, checks, business cards, heavier card stocks, credit cards, ID cards and embossed cards, when supported. Speed tests are conducted in black-and-white, grayscale and color modes using both a single page and a stack of 25 pages. The tests are performed at 200-dpi resolution using single-sided pages and default settings, but a test is conducted to check for any slowdowns in duplex mode. Speed tests are also conducted at 300 dpi to gauge the degree of slowdown at high resolutions. The speed is measured both for scans sent from the driver and for scans sent via one-touch key, when available. OCR tests are performed using default settings at 200 dpi and 300 dpi using a clean, good-quality test document, as well the same document that contains highlighted text; the same document wrinkled; and the same document printed with very light text.*

LAB TEST

# CERTIFICATE OF RELIABILITY

AWARDED TO  
**FUJITSU LIMITED**

For the performance of the  
**Fujitsu fi-5220C**  
throughout BLI's in-house durability test.

This is to certify that when subjected to a 7,500-scan  
Buyers Lab durability test, the Fujitsu fi-5220C  
proved to be a highly reliable product.

  
ANTHONY F. POLIFRONE  
MANAGING DIRECTOR



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DATE

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