



BUYERS LABORATORY INC.

Field Test Report

A Buyers Laboratory Document Imaging Device Assessment

Toshiba e-STUDIO352
 35 PPM Segment 3 Monochrome Device
 Copy • Print • Fax • Scan



Performance Ratings*

Click ratings for details. Click ▲ to return to ratings.

Overall Rating.....	★★★★★
Value.....	★★★★★
Ease of Use.....	★★★★★
Copy Productivity.....	★★★★★
Print Productivity.....	★★★★★
Image Quality.....	★★★★★
Multitasking.....	Lab Test Report Only
Utilities.....	Lab Test Report Only
Reliability.....	Lab Test Report Only
Feedback to Workstations.....	Lab Test Report Only
Toner Yield/Costs per Page.....	Lab Test Report Only

*Based upon a five-star rating system where five is the best.

Suggested retail price: \$7,625 base unit. (Complete specifications information for this unit, including pricing for accessories and options, is available through bliQ™, at www.buyerslab.com/bliq.)

Testing method: The unit's copy/print capabilities were tested using a Windows XP workstation with a crossover cable, the e-BRIDGE controller and the PostScript 3 print driver (version 2.6.27.0). The crossover cable eliminates network traffic, allowing for optimal productivity of the unit.

Comparative Analysis

The e-STUDIO352 is designed for small- to medium-sized workgroups that produce between 100,000 and 120,000 copies per month. The replacement model for the e-STUDIO350, to which it is very similar, this 35-ppm unit offers standard copy functionality, along with optional print, scan (including Internet faxing) and fax capabilities via a single circuit board within the device. The unit offers 256 MB of non-upgradeable standard memory and a 40-GB hard drive that is shared, including 32 MB of page memory for temporarily storing files and documents to the hard drive when the main memory is not available. The e-STUDIO352 offers exceptional value, and demonstrated outstanding overall copy productivity, as well as good overall print productivity and ease of use.

The latest-generation e-BRIDGE controller's all-in-one architecture now offers faster processing with a 400-MHz processor and more memory, compared to its predecessor's 266-MHz processor and 128 MB of memory. Because of the controller's unified design, users can purchase USB key "enablers" (one for print, one for scan and one for print and scan) to activate these functions on the controller. According to Toshiba,



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the single-board architecture of the e-BRIDGE controller (an additional board is required for fax) helps reduce processing time because the system can process a job and prepare it for printing faster than it could if a separate controller had to feed the copier's processor, which prepares the job for printing.

The unit can also run eCopy's ScanStation OP. Earning a Five Star rating in BLI's solutions report, eCopy's ScanStation OP is a third-party scan routing solution

Advantages

- Outstanding overall copy productivity. For example, the unit's first-copy time from the document feeder is the fastest compared to similarly equipped models tested to date, and its first-copy time from the platen is among the fastest for the group.
- Good overall ease of use from the control panel. For example, the buttons are large and easy to read, and the entire control panel can be tilted to 45 degrees at any angle to allow for adjustments in various lighting situations and increased ease of use for individuals with disabilities, thereby contributing to Section 508 compliance.
- The PostScript 3 and PCL 6 print drivers are identical in appearance and layout. Further, all of the selections required for a typical print job are available on the first tab of the print drivers, and advanced features such as Scheduled Print, Private Print, Proof Print and Store to e-Filing are available. PostScript 3 and PCL 6 are both standard with the optional e-BRIDGE controller.
- The unit's job build functionality allows users to "build" a job that may require different settings, such as simplex copies that contain photos or duplex copies for different page ranges within a document. The job build feature also enables users to copy documents that exceed the capacity of the document feeder.
- Enhanced security features include LDAP and network user authentication, which requires users to log in with their network user name and password before being able to access data or features in a Windows and non-Windows environment.

Shortcomings

- All of the selections required for programming a typical copy job are not available on the Basic tab of the control panel.
- No point-and-click interface or consumables feedback via the PostScript 3 or PCL 6 print drivers.
- More cumbersome procedure for adjusting paper size than in some other units BLI has tested. Further, the drum is partially exposed when the user accesses the inside of the unit to remove misfeeds and could easily be scratched.
- More service intervention required than most competitive units because of its below-average drum life (120,000 impressions) and preventive maintenance schedule (120,000 impressions), and more user intervention because of its below-average toner yield (21,000 impressions).





that enables users to integrate the device with networked applications, and serves as a distribution and management system for users' scanned documents. The solution also provides several core scanning functions, including Scan and Mail, Scan to Desktop, Scan and Fax and Scan to Printer. Further, eCopy QuickConnect Connectors provide additional integration capabilities. (BLI's *eCopy ScanStation OP v3.0 for Toshiba Solutions Report* is available via bliQ™.)

Some standard features included with the e-STUDIO352 enhance the unit's overall functionality. The e-Filing scanning solution allows users to scan, copy or print into electronic mailboxes, which can later be accessed over the network or by walk-up users. It also enables users to merge documents from various applications (Excel and PowerPoint, for example) into one file, which can then be exported as a PDF or TIFF file and sent as an e-mail attachment. The e-STUDIO352's templates allow users to program commonly used job settings for future jobs, including finishing features, from the control panel and the print drivers.

Unlike its predecessor, the e-STUDIO352 provides LDAP authentication, which matches users' e-mail addresses against an LDAP server in a non-Windows environment, and network user authentication, which is a more secure log in measure as it requires users to log in with their network user name and password before they can access any features or data at the device. For users requiring enhanced security, the optional Disk Data Overwrite feature overwrites all data on the device's hard drive after a job is completed, and notification on the control panel's display alerts users to the overwriting process. Further, a Scrambler Board option encrypts data stored on the hard drive using 128-bit encryption, making it difficult to retrieve data should the hard drive be compromised. In addition, e-Filing and scanning to the device's hard drive can be deactivated by service technicians, thereby satisfying HIPAA guidelines.

The e-STUDIO352's faster wireless transmission speeds enable wireless-enabled PCs to communicate with the unit up to 54 Mbps with support for the new industry-standard 802.11g specification. Via the wireless capability, a wireless access point configured on the network transfers data between PCs and the e-STUDIO352. In addition to the 802.11g specification, the unit offers Bluetooth wireless technology, which enables it to connect to and exchange information between devices like PDAs and printers via secure, low-cost, globally available, short-range radio frequency. Further, the unit's drivers are also Windows Hardware Quality (WHQL)-certified, which entitles Toshiba to use the "Designed for Windows" logo on its products. When administrators configure the unit for network printing in a Windows environment, the unit's certified drivers will prevent incompatibility issues with Windows operating systems. An on-board 10/100-Mbps NIC card for TCP/IP network connectivity and data cloning are now included. By the end of the first quarter of 2006 the unit will also offer role-based access and a plug-in for the HP Jet Web Admin utility.

Toshiba also offers four service modules (developer unit, cleaning unit, charging unit and fuser unit) for this unit, which are replaced by a service technician when





preventive maintenance is performed. This is beneficial for users because it results in less downtime, as spent modules can be replaced easily and quickly. In addition, the modules guarantee a level of service that is universal throughout Toshiba's dealer channels. The unit is also Energy Star- and RoHS-compliant, and is lead-, halogen- and chromium-free.

Finishing options include a 900-sheet finisher that offers single-position stapling of up to 30 sheets, a 2,000-sheet multi-position finisher and a 2,000-sheet saddle-stitch finisher that both offer multi-position stapling of up to 50 sheets. In addition, a new 2,250-sheet Console Finisher with one 2,000-sheet moving tray and one 250-sheet stationary tray offers multi-position stapling. Further, the saddle-stitch finisher can saddle-stitch up to 15 sheets to create 60-page booklets. The multi-position and saddle-stitch finishers both offer two- and three-hole punching capability. An offset catch tray that jogs multiple sets and a job separator that separates copy, print and fax jobs are also available. Additionally, the standard PostScript 3 print driver that is available with the print enabler provides users support for pre-imposed booklets.

▲ Value Analysis



The e-STUDIO352, configured as a copier/printer with PostScript 3 printing, saddle-stitch finishing and a RADF, has a suggested retail price (SRP) that is among the lowest for competitive models available. In addition, this unit offers an RADF capacity (100 sheets) that is among highest for the group. Further, the e-STUDIO352's bypass (100 sheets), standard paper (1,100 sheets) and maximum paper (3,700 sheets) capacities are competitive for the group. BLI rates value by evaluating a unit's SRP in relation to its overall performance, paper handling, and user and service intervention (see Advantages/Shortcomings).

▲ Summary

Because of its exceptional value, outstanding overall copy productivity, as well as its good overall print productivity and ease of use, BLI gives the e-STUDIO352 an overall Field Tested Rating** of **Four Stars**.

***Note: The data presented in this Field Test Report was obtained from testing performed by BLI outside of our 10,000 sq. ft. test lab. BLI's Lab Test Reports contain the results of BLI's extensive in-house testing for reliability, multitasking, toner yield/cost per page and performance of additional functions and on additional platforms. Please contact BLI (phone 201-488-0404, or e-mail info@buyerslab.com) for information regarding when the Lab Test Report for this product will be available.*

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