

### Epson WorkForce Pro WF-5620 Series\*

20 PPM Colour • 20 PPM Black

Inkjet Printer • Scanner • Copier • Fax



Reliability .....	Excellent
Multitasking .....	Good
Administrative Utilities .....	Fair
Feedback to Workstations .....	Very Good
Ease of Network Setup .....	Good
Print Drivers .....	Very Good
Colour/Black Print Quality .....	Good/Very Good
Colour/Black Copy Quality .....	Good
Colour/Black Print Productivity .....	Very Good
Colour/Black Copy Productivity .....	Very Good
Scan Functions .....	Good
Ease of Use .....	Very Good
Feature Set .....	Very Good
Security Features .....	Not Rated
Environmental Features .....	Not Rated
Ink Yield .....	Very Good

## EXECUTIVE SUMMARY

The Epson WorkForce Pro WF-5620 DWF gave a strong overall performance in BLI's evaluation. Among the A4-size inkjet all-in-one's strengths are support for printing from various mobile devices and standard automatic duplexing. The unit registered fast first-print times from overnight sleep mode, fast speeds when printing colour sets and fast first-copy times from the platen. The device comes equipped with a standard wireless interface, while its Epson Connect utility supports mobile print solutions such as Email Print (which allows users to print email and file attachments) and, for Wi-Fi-enabled configurations, Epson iPrint, Apple AirPrint and Google Cloud Print. In addition, WiFi Direct connectivity creates a secure peer-to-peer connection between mobile devices and the device, and helps to minimize the security risk of unauthorised access to the corporate network. The unit's scan functionality is good overall. For day-to-day workflows, users can scan to a variety of destinations including cloud repositories, USB drives, network folders and to email; while OCR software converts paper documents to searchable/editable digitized content. Furthermore, colour scan compression worked very well, with the document file size greatly reduced, which can help attachments stay within corporate email limits and prevent messages bouncing back.

Print output was rated good overall, with crisp, dark fonts,

**Test duration:** Two months, including a 22,500-impression durability test.

**Maximum monthly duty cycle:** 45,000 impressions.

**Manufacturer's recommended monthly volume for optimum performance:** Up to 45,000 impressions.

**More information on the Epson WorkForce Pro WF-5620 DWF** is available through bliQ ([www.buyerslab.com/bliQ](http://www.buyerslab.com/bliQ)).

\* BLI tested the WF-5620 DWF, which is sold in Europe, while the WF-5620 is sold in North America/Australia/New Zealand/Latin America, the WF-5623 is sold in China and the WF-5621 is sold in the rest of Asia.

distinct fine lines and natural flesh tones. In copy mode, it was judged to be good overall, though colours were somewhat washed out; users can select best mode to improve copy quality. Ease of use is also a key trait with this model. The WorkForce Pro WF-5620's colour touchscreen control panel is easy to use and offers added functionality for walk-up users, including the ability to turn on eco settings, check consumables status and configure network settings; another useful feature is that users are able to save settings for regular jobs in the driver. Perfect reliability over its 22,500-impression test and simple routine maintenance procedures will keep downtime to a minimum. Given its very good performance, BLI found this device to be a strong contender in the small workgroup category.

## STRENGTHS

- Highly reliable—flawless durability performance
- Mobile print support offered via Email Print (which allows users to print email and file attachments) and, for Wi-Fi-enabled configurations, Epson iPrint, Apple AirPrint and Google Cloud Print
- Fast first-print times from overnight sleep and ready mode versus inkjet and laser devices; fast running speeds in simplex and duplex when printing sets in colour and black modes versus inkjet devices
- Fast first-copy times from the platen in colour and black modes
- OCR functionality enables users to create editable, searchable digital files; compression in colour mode worked very well
- Control panel integration with Epson's Document Capture Pro simplifies capture/routing workflows
- Broad greyscale range, crisp fonts and dark solids in print mode; natural flesh tones in photographic print output; no ink transfer when water was dripped across black output; minimal ink transfer when two types of highlighters were used
- Standard automatic duplexing reduces paper waste; printing in economy mode helps extend the life of the cartridges
- Easy-to-use host-based driver has preprogrammed job settings and allows users to save their own one-click selections; Job Arranger Lite lets users insert blank pages and reorganize, rotate or delete pages in a document
- Much higher than average tested yields for all colours; average tested yields for black, cyan and yellow exceeded the declared specifications

## WEAKNESSES

- Copied text appeared fuzzy due to ink bleed; colours in business graphics in default copy mode lacked vibrancy
- Slow performance in some print, copy and scan tests versus laser models

## TEST RESULTS AND OBSERVATIONS



## RELIABILITY

EXCELLENT

PMS/Malfunctions	Service Required	Meter Count (Impressions)	ADF Counts (Scans)
Starting Meter Count		0	0
Ending Meter Count		22,500	2,250
Total Misfeeds/Misfeed Rate	0/Not applicable		0/Not applicable
Service Calls	0		



## MULTITASKING

GOOD

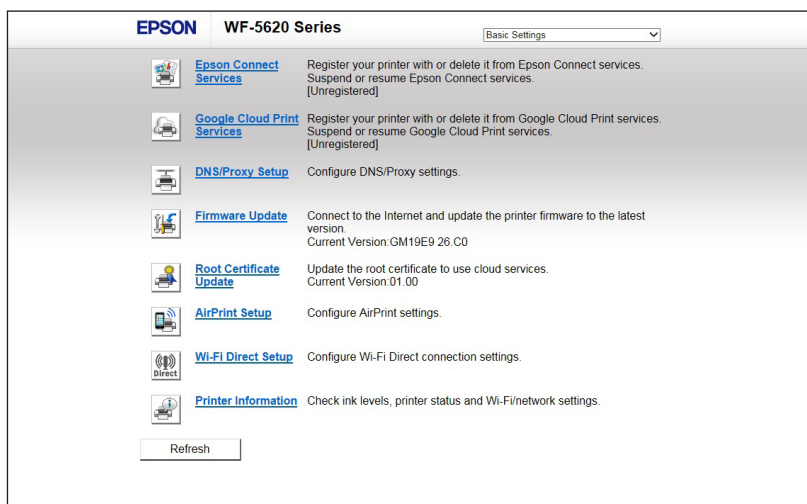
- Typical of devices in this class, the device downloads one print job at a time from the network queue, and jobs are processed on a first-in, first-out basis; administrators cannot select and prioritise different job types. The unit downloads one print job at a time from the network queue. Jobs are processed on a first-in, first-out basis; administrators can't change priority. However, quite unlike some devices in this class, the unit allows users to perform a few multiple functions concurrently. Users can program scan and copy jobs while the device is printing.
- Quite unusual for entry-level devices, an Interrupt hard key lets walk-up users stop the current job to perform a quick copy job.



## ADMINISTRATIVE UTILITIES

FAIR

- The embedded web server allows users to perform a wide variety of tasks. These include configuring DNS/proxy and AirPrint (mobile printing from Apple devices) settings; checking for firmware updates; registering the device with Epson Connect and Google Cloud Print services; and accessing ink levels, device status and network settings information. Although by default there's no password protection, this can easily be set up by administrators.
- Network configuration settings can also be done at the control panel, or using the EpsonNet Config utility, included on the CD or available to download from Epson's website. This utility enables administrators to configure the network interface of Epson printers only; it is not as fully-featured as some of the fleet management software available with other OEMs, which can simplify the management of a mixed fleet of Epson and third-party output devices on the network for administrators, as well as provide device monitoring features such as email alerts or activity reports.



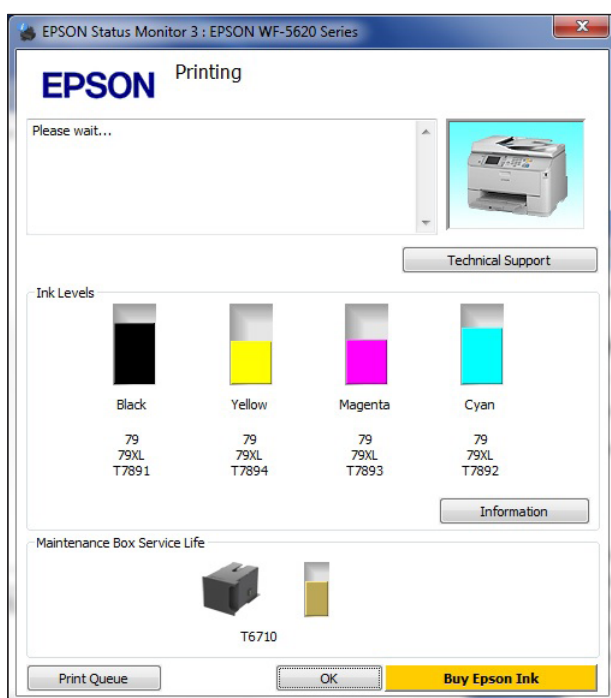
Administrators can configure mobile printing via Wi-Fi Direct, Epson Connect, AirPrint and Google Cloud Print.

- The embedded web server allows email alerts to be set up for error conditions and when consumables need replacing. Up to eight email alerts can be set up for events (paper out, ink low, scanner error, maintenance box nearing end, among others) and delivered to up to five recipients; email alerts can be tailored to each recipient.



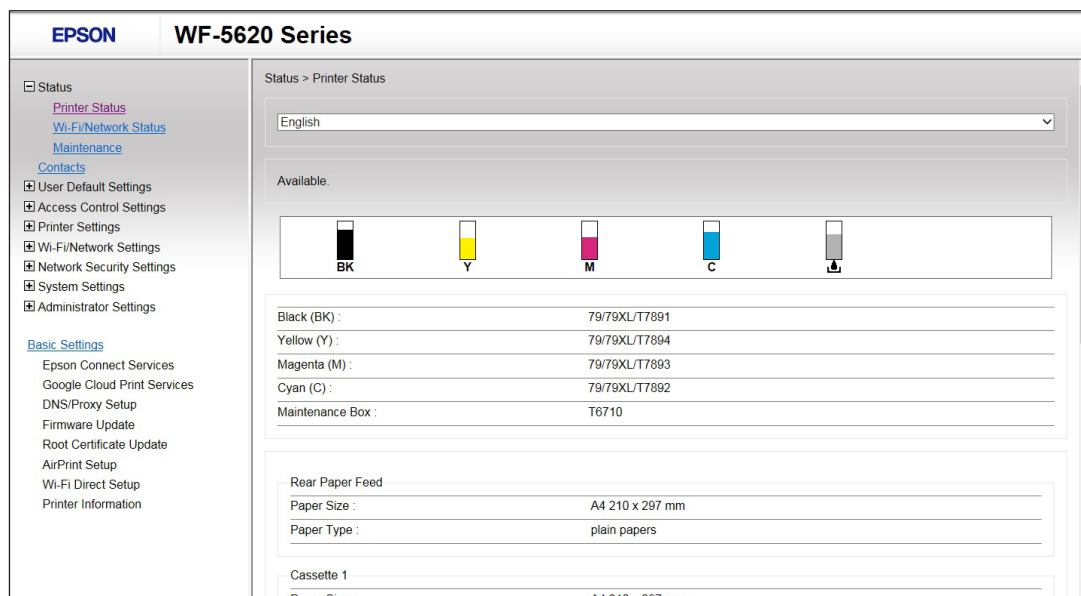
## FEEDBACK TO WORKSTATIONS

VERY GOOD



Status Monitor is the chief feedback utility and provides pop-up messages for warnings and errors such as “Ink is low” or when a jam has occurred. No pop-ups for print job completion notification are available. In the window (multiple ones appear if there are multiple problems) users can see ink status, indicated in colour-coded approximate-percentage gauges; click the Online Support button to receive instructions about resolving the issue; view the queue; and order supplies.

- Users can click on the icon on the taskbar at any point to check device status, and it provides some level of maintenance with options for administrators to instigate a nozzle check, head clean or printhead alignment.



Users can proactively access the embedded web server to view device and ink status.

- By clicking the Ink Levels button on the main screen of the driver, users receive this pop-up, in which they can see the remaining life of the cartridges. Clicking the Information button provides at-a-glance details such as the cartridge codes for reordering.

## EASE OF NETWORK SETUP

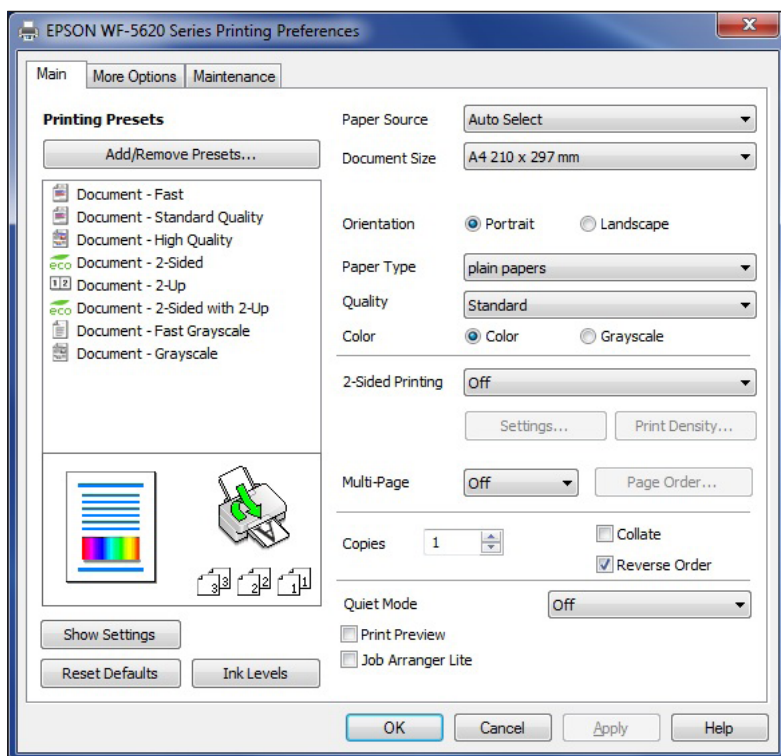
GOOD

- Physical setup of the unit, which comes preassembled, is straightforward. Only one person is required to lift the unit out of the box and place it in the desired location, as it's much lighter than rival laser devices. Packaging materials aren't excessive. The starter ink cartridges (rated yields: black, 900 pages; cyan, magenta and yellow, 800 pages each) aren't preinstalled; users open the protective pouch that each one comes in and can then install them.
- It takes 13 clicks to install the host-based driver and the utilities, including those for scanning; the user guide is also installed. The IP address is assigned and the port is created, both automatically; the unit will detect the optional paper drawer if it's purchased.
- Epson advises that Epson NetSetup can be used to deploy the host-based driver across multiple workstations. An admin pack is also available for group policies.

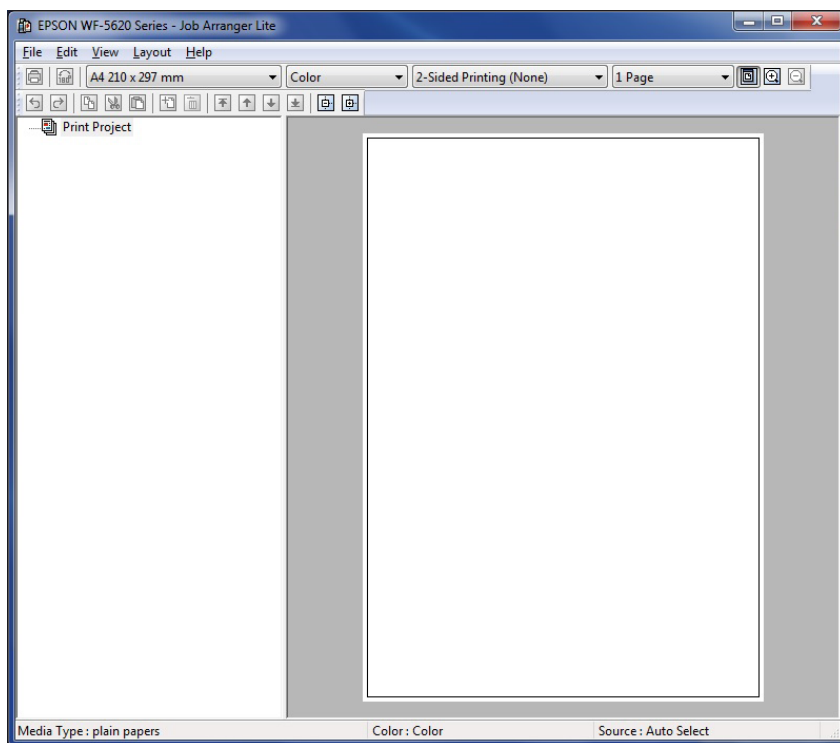


## PRINT DRIVERS

VERY GOOD

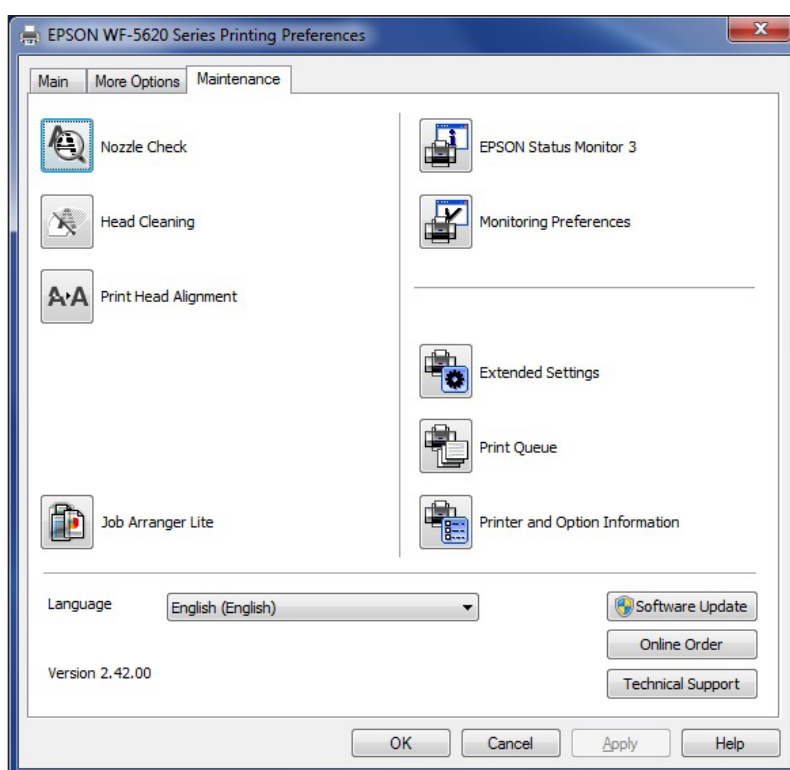


A host-based driver that supports various Windows and Mac operating systems is included. While quantity, duplex, orientation, and paper size are on the main screen, users can create one-touch shortcuts—eight are preprogrammed—for common jobs. Graphical changes indicate which features have been selected.



Users can open Job Arranger Lite via the Maintenance tab, which allows them to insert blank pages and reorganize, rotate or delete pages of a file before printing, without affecting the original document. Multiple jobs can be combined into one, too.





The Maintenance tab lets users check device errors and consumables status or perform a head cleaning routine to improve image quality, among other things.

- File size doesn't increase regardless of whether collate is selected from the driver or within the print screen of the application. The host-based driver also has fix red-eye and edge smoothing features, and lets users take advantage of custom colour correction settings (adjust brightness, contrast, saturation and density).

### Epson WorkForce Pro WF-5620 DWF Print Driver Features

	Host-Based
Auto Feature/Device Detection	Not applicable <sup>1</sup>
Booklet Printing	Yes
Collate	Yes
Max Paper Sources per Job	1
Mirror Image	Yes
Negative Image	No
N-up Printing	2 to 4
Overlay	No
Paper Gauge	No
Print and Hold	No
Proof Print	No
Quantity Selection	Up to 999
Reduction/Enlargement	Auto, 10 to 400%
Resolution Modes	Normal (default), economy, fine, quality
Save Settings	Yes
Secure Print	No

	Host-Based
Watermarks/Custom Watermarks	Yes
Cover Mode	No
Poster Mode	Yes (up to 4 x 4)
Separator Pages	No
Ink Gauge	No (popup via feedback utility)
Ink Save	Yes (economy mode)
Print All Text as Black	No

<sup>1</sup> If the optional paper drawer (not tested) is purchased, the unit will auto-detect it.



## COLOUR/BLACK PRINT QUALITY

GOOD/VERY GOOD



**Draft Mode:** Output was washed out, as would be expected, but showed some finer details.



**Standard Mode:** Though colours were not as vibrant as those in output produced by laser models, photographic output showed a good level of fine detail, though images on dark backgrounds lacked some clarity (in the image of the car above, the roof line lacks clear definition). Some minor banding was visible on dark backgrounds.





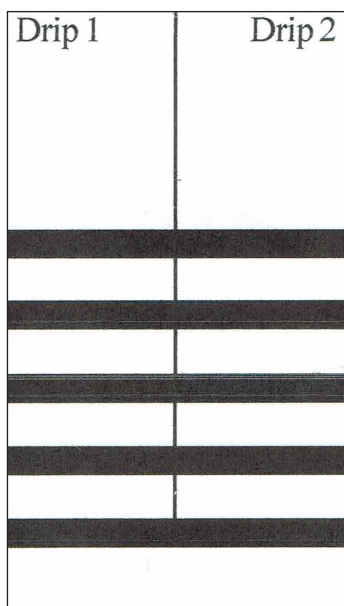
**High Quality Mode:** Output exhibited bright colours and very good transitions from light to dark areas. Finer details were not lost in dark backgrounds (see image of the car above; note how the folds in the fabric under the car are clearly visible).

- In the default Standard mode, colour business graphics output displayed average consistency of solids, sharpness of fine detail, production of pastel shades, and background reproduction; however, saturation was not bright enough in default settings. Photographic images exhibited average smoothness and sharpness of fine detail, and an above average halftone range, while flesh tones were natural-looking.

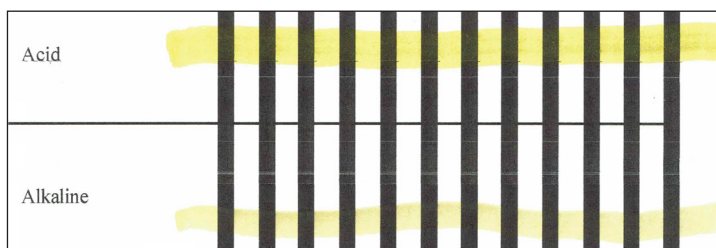
**BUYERS LAB**

Characters (above, magnified to show detail) were dark and fully formed, with average sharpness and smoothness of curves/serifs and no visible breakup. A minimal amount of ink bleed was visible in text and line art under magnification, detracting from overall sharpness.

- Production of closely spaced fine lines and consistency of line thickness were above average, while circles and diagonal lines showed no evidence of breakup or stair-step-ping, respectively. Greyscale was visible over the whole range, with distinct separation between all levels; smoothness of halftone coverage was average and there was no banding. Solids showed average darkness but no mottling.
- In the default photo mode, BLI technicians noted that if users select fine mode, image quality is improved.



Waterfastness of black ink was superior to that of comparable models; when technicians applied water to black output, no visible ink transfer was observed.



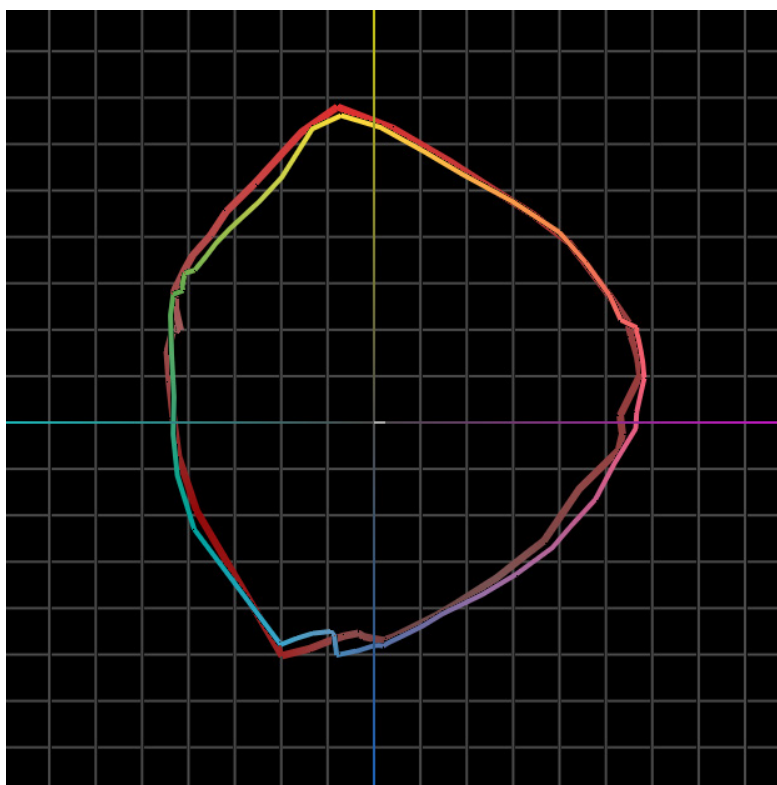
When two types of highlighters (acid and alkaline) were applied, only very minimal ink transfer was noted.

### Image Quality

Text	Very Good
Line Art	Very Good
Halftone Pattern	Good
Halftone Range	Excellent
Solids	Good
Colour Business Graphics	Good
Colour Photographic Images	Good

### Comments:

Colour print quality is tested using a colour test target with print samples taken at five evenly spaced intervals throughout the test period. Test targets are read using an X-Rite Eye-One/iO Colour Spectrophotometer, and samples are analysed using the CIE XY Chromaticity Diagram. The unit employs an internal automatic calibration process.



Over the course of testing the overall colour gamut showed very little shift—indicating a consistent reproduction of colour over time—with only a small difference from the beginning (shown chromatically) to the end of testing (shown in red).

### Colour Print Density Readings

	Epson WorkForce Pro WF-5620 DWF	Competitive Average (Inkjet)	Competitive Average (Laser)
Cyan	0.90	0.88	1.12
Magenta	0.81	0.94	1.16
Yellow	0.68	0.77	0.85

Density of a printed image with blocks of all solid colours (based on the average of two readings for each colour).

### Print Density

	Density Range	Average Density
Epson WorkForce Pro WF-5620 DWF (Host-Based)	1.29 to 1.30	1.31
Density for inkjet devices in this class tested to date	1.06 to 1.57	1.37
Density for laser models tested to date	1.12 to 1.69	1.45

Measurements are based on four readings corresponding to four different solid black locations on the output. The higher the density reading, the darker the image.

### Visible Halftone Range

Epson WorkForce Pro WF-5620 DWF (Host-Based)	10% to 100%
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The halftone range test original consists of 10 blocks of increasing dot-fill levels (10%, 20%, 30%, 40%, 50%, 60%, 70%, 80%, 90% and 100%).



### Black Waterfastness

	Drip 1	Drip 2	Average
Epson WorkForce Pro WF-5620 DWF	0.002	0.006	0.004
Average for devices tested to date	0.160	1.161	0.160

This test measures the amount of colourant transferred from a printed to an unprinted area when a drip of distilled water is allowed to run across five parallel bars. Five density readings are averaged for two separate drips. The sample is allowed to dry for one hour before the test is performed. One sample is tested at default quality.

### Black Highlighter Smearfastness

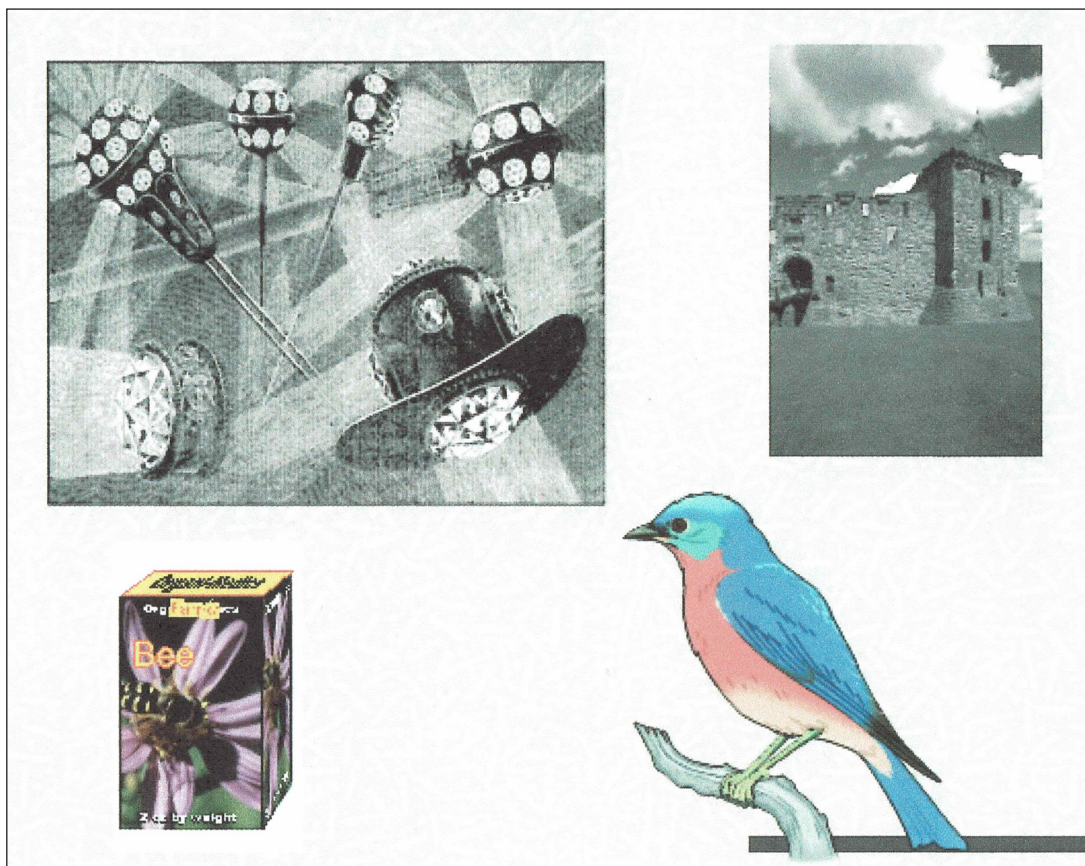
	Alkaline	Acid
Epson WorkForce Pro WF-5620 DWF	0.000	0.020
Average for devices tested to date	0.033	0.056

This test measures the amount of colourant transferred from a printed to an unprinted area when briefly contacted by two types of highlighters. Density readings are taken for each highlighter before and after vertically crossing five printed parallel horizontal bars to determine the amount of black ink transferred. The sample is allowed to dry one hour before the test is performed. One sample is tested at default quality.



## COLOUR/BLACK COPY QUALITY

GOOD

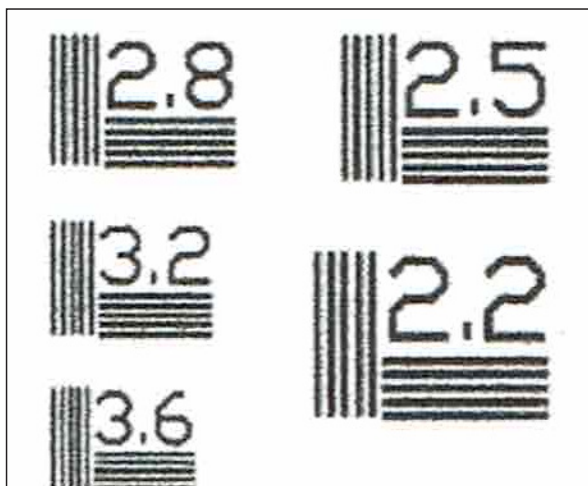


Colours in business graphics output were washed out and lacked sharpness of fine detail (note how the subtle background patterning visible at the top of the image above fades out near the bottom of the image). Consistency of solids and production of pastel shades were average.





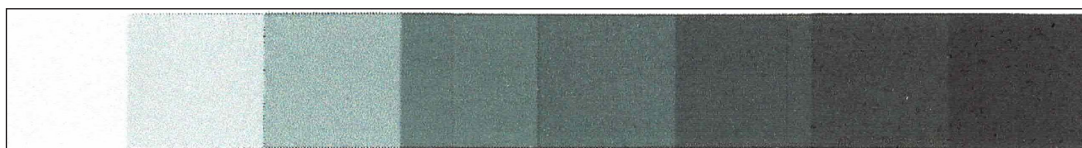
Photographic images had an excellent halftone range, but exhibited some graininess, and flesh tones were slightly yellowish.



Production of closely spaced fine lines was average and the clear presence of ink bleed impacted on the consistency of line thickness. Circles were smooth and fully formed and diagonal lines exhibited no stair-stepping.

# Today's plain paper

In the default standard mode, characters in text (above, magnified to show detail) displayed average darkness, but visible ink bleed gave text a fuzzy overall appearance.



Greyscale was visible over the entire range, with distinct separation between all levels; halftone coverage had below-average smoothness (slight graininess up to the 50 percent level) and no banding. Solids exhibited average darkness and some mottling.

Text	Good
Line Art	Good
Halftone Pattern	Good
Halftone Range	Excellent
Solids	Good
Colour Business Graphics	Good
Colour Photographic Images	Good

## Colour Copy Density Readings

	Original Density	Epson WorkForce Pro WF-5620 DWF Copy Density	Competitive Average (Inkjet)	Competitive Average (Laser)
Cyan	1.58	0.95	0.92	1.21
Magenta	1.53	0.82	0.96	1.17
Yellow	1.11	0.76	0.76	0.85

Density of copied image when tested in the default mode using a KATUN test original containing blocks of all solid colours (based on the average of two readings for each colour).

## Copy Density

	Density Range	Average Density
Original	1.68 to 1.78	1.72
Epson WorkForce Pro WF-5620 DWF	1.27 to 1.30	1.31
Density for inkjet devices tested to date	1.00 to 1.55	1.34
Density for laser devices tested to date	1.15 to 1.89	1.44

Measurements are based on two readings corresponding to two different solid black locations on the output. The higher the density, the darker the image.

## Visible Halftone Range

Epson WorkForce Pro WF-5620 DWF	29% to 100%
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The halftone range test original consists of eight blocks of increasing dot-fill levels (15%, 29%, 53%, 77%, 83%, 91%, 95%, 100%).



## COLOUR/BLACK PRINT PRODUCTIVITY

VERY GOOD

- First-print time from overnight sleep is faster than average compared with A4-size inkjet all-in-ones in this class tested to date and small workgroup colour laser/LED devices tested. First-print times for all three test files are faster than average for both groups—in fact, easily the fastest in its class for the PowerPoint file.
- Running speed when printing multiple sets in colour and black simplex and duplex modes is faster than the average for competitive inkjet devices, and faster than average in simplex and competitive in duplex versus small workgroup colour laser/LED devices tested. Running speed when printing BLI's job stream, which simulates typical traffic in a multiuser environment, is above average in colour and competitive in black mode compared with the inkjet group, but slower than average versus the laser/LED group.

### First-Print Time from Overnight Sleep

	Time in seconds	Epson is % faster
Epson WorkForce Pro WF-5620 DWF (Host-Based)	20.16	
Inkjet Competitive Average	24.62	22.10%
Small Workgroup Colour Laser/LED Competitive Average (PCL)	25.13	24.70%

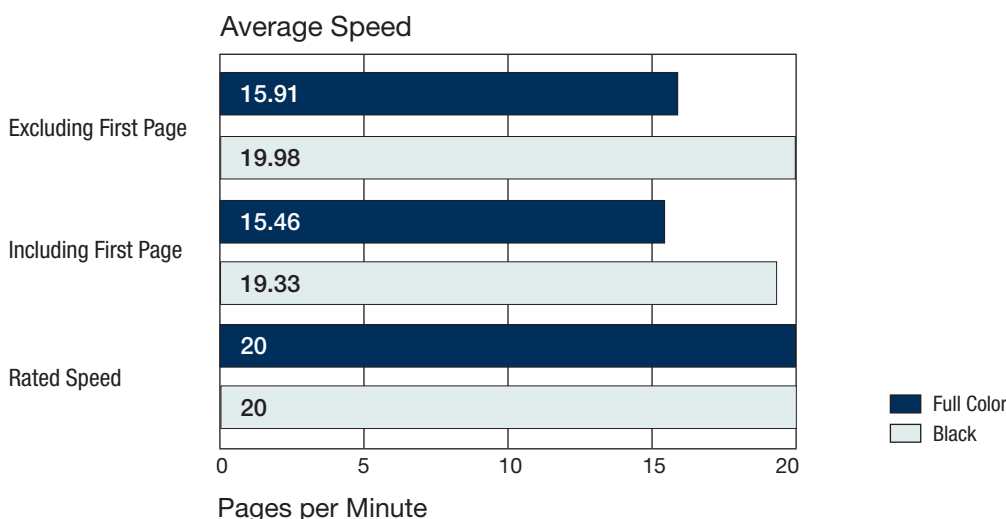
Device sits idle overnight. Time in seconds includes warming up, processing, imaging and delivering a single-page test file to the tray.

### First-Print Times | Competitive Averages

Windows 7		Epson WorkForce Pro WF-5620 DWF	Inkjet Competitive Average	Epson is % faster than inkjet average	Small Workgroup Colour Laser/LED Competitive Average (PCL)	Epson is % faster than laser average
Word DOC	Black Text	7.84	14.31	82.50%	16.12	105.60%
PowerPoint PPT	Colour Graphic/Text	8.00	16.09	101.10%	19.21	140.10%
Acrobat PDF	Black Graphic/Text	8.02	14.41	79.70%	19.24	139.90%

Speeds tested with the host-based driver at 600 dpi. Time in seconds includes processing, imaging and delivering a single-page test file to the tray.

### BLI's Tested Print Speeds versus Manufacturer's Rated Speeds



Print speed is tested using BLI's Monochrome Test Original with 6% page coverage and BLI's Colour Test Original with 10% coverage for each colour (cyan, magenta, yellow, and black). The test page is printed in a quantity equal to double the vendor's rated print speed for the device in each mode tested (e.g., if the vendor's rated print speed is 20 ppm, 40 pages are printed). The unit's print speeds were tested using the host-based driver.

## Average Print Productivity | Competitive Averages

SPEED IN PPM	Epson WorkForce Pro WF-5620 DWF (Host-Based)	Inkjet Competitive Average	Small Workgroup Colour Laser/LED Competitive Average (PCL)
FULL COLOUR			
1:1	16.9	10.7	13.8
1:2	9.8	6.2	11.1
BLACK			
1:1	18.9	14.0	15.1
1:2	9.9	7.3	11.1

Print speed is tested using BLI's Monochrome Test Original with 6% page coverage and BLI's XLS test file, which consists of colour text and graphics. The test page is printed in a quantity equal to double the vendor's rated print speed for the device in each mode tested (e.g., if the vendor's rated print speed is 20 ppm, 40 pages are printed). The unit's print speeds were tested using the host-based driver.

## Job Stream | Competitive Averages

	Epson WorkForce Pro WF-5620 DWF (Host-Based)	Inkjet Competitive Average	Small Workgroup Colour Laser/LED Competitive Average (PCL)
SPEED IN PPM			
Full Colour	8.9	6.9	11.6
Black	9.3	8.5	14.0

The unit was tested with the host-based driver. BLI's job stream includes Word documents, Outlook email messages, Excel spreadsheets, PowerPoint, HTML and Acrobat PDF files, totalling 19 pages. This test simulates the type of traffic a typical device might experience in a real-world, multi-user environment. All of the files are sent to the device as a group, at which time the stopwatch begins; timing ends when the last page of the last file exits the device.



## COLOUR/BLACK COPY PRODUCTIVITY

VERY GOOD

- First-copy times from the platen in black and colour modes are much faster than average—in fact, the fastest tested to date—compared with A4-size inkjet and laser all-in-ones in this class tested to date, while those from the document feeder are competitive in both modes.
- Running speed when copying sets in all colour modes is the fastest tested to date for A4 inkjet all-in-ones, while that in 1:1, 1:2 and 2:2 black modes is also faster than average.
- Compared with the laser/LED group, running speed in all modes is slower than average.

## First-Copy Time in Seconds | Competitive Averages

	Epson WorkForce Pro WF-5620 DWF	Inkjet Competitive Average	Small Workgroup Laser/LED Competitive Average
FULL COLOUR			
Platen	13.56	20.73	22.66
Document Feeder	20.88	22.86	24.73
BLACK			
Platen	7.83	11.79	18.08
Document Feeder	14.13	15.77	18.27



## Average Copy Productivity | Competitive Averages

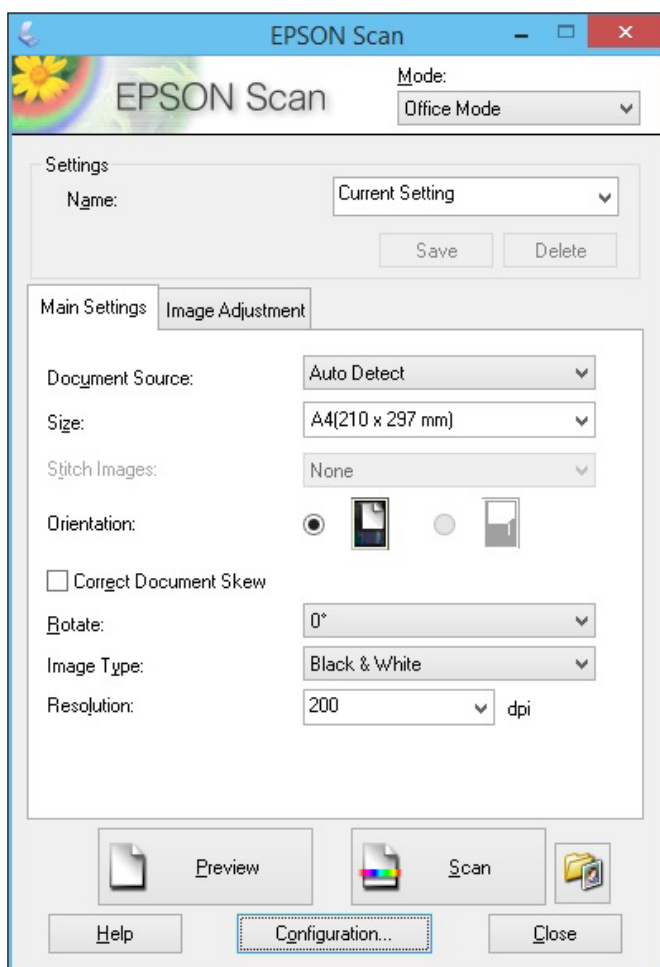
SPEED IN PPM	Epson WorkForce Pro WF-5620 DWF	Inkjet Competitive Average	Small Workgroup Colour Laser/ LED Competitive Average (PCL)
<b>FULL COLOUR</b>			
1:1	<b>7.9</b>	5.9	11.0
1:2	<b>5.5</b>	4.1	9.2
2:2	<b>5.0</b>	3.9	9.1
<b>BLACK</b>			
1:1	<b>10.4</b>	8.6	14.3
1:2	<b>6.8</b>	5.6	10.2
2:2	<b>6.0</b>	5.3	10.0

Copy speed is tested using a 10-page full-colour document (printed in full-colour mode) and a 10-page mixed-colour-and-black document (printed in black mode). BLI obtains the overall copy speed for each mode by averaging the tested speed for each run length (1 and 5 sets).



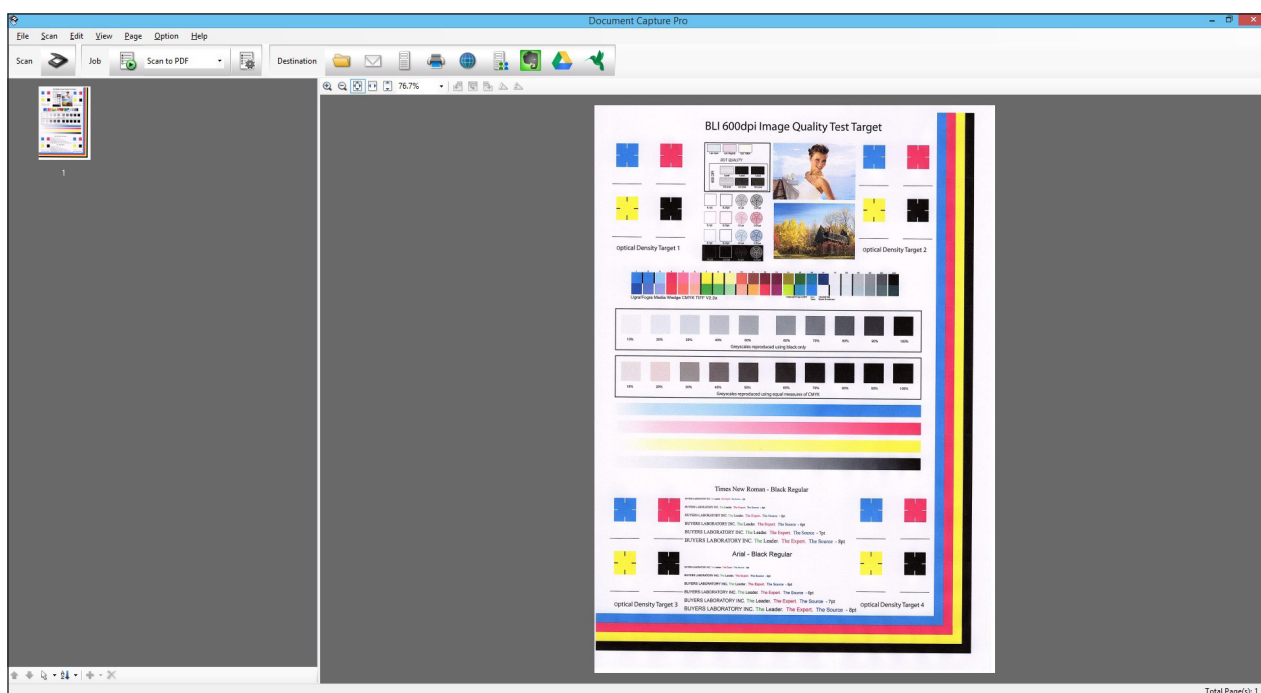
## SCAN FUNCTIONS

GOOD



With Epson Scan (standard with the WF-5620 DWF) users can scan a document in colour, black or greyscale and send it as an attachment to their email address. The process is started at the control panel and finalized at the PC. Optical resolution is 2400 x 1200 dpi, while the maximum resolution (interpolated) is 9600 dpi. Acceptable file formats are JPEG and PDF.

- When scanning to the desktop, users can preview the first page of a scan for quality before transmission.
- Users can scan a document in colour or black and send it to a network folder, cloud repositories, FTP folder or print directly. In addition, the device provides TWAIN scanning and users can opt to send the scan file as an attachment to a selected email address. Users can edit email settings such as email subject header and the scan filename prefix for clarity. Maximum email file size attachment is 30MB; a Scan to Email log is available to users to print.
- In addition to the ability to select addresses directly from LDAP servers, users can select addresses from a local address book or program them at the control panel, which features a QWERTY keypad and offers a dedicated @ symbol for email addresses.
- Standard ABBYY FineReader Sprint provides OCR functionality to enable users to create editable, searchable digital files.



Document Capture Pro

- The device offers control panel integration with Epson's Document Capture Pro solution, which aims to simplify capture/routing workflows, including adding, reordering or deleting pages from a document; it offers users additional image and job processing features (such as fix skewed documents and split images after scanning) as well as the ability to customize and save scan profiles for frequently used operations. Profiles can include a variety of image enhancements and document adjustments, as well as output destinations such as Evernote, Google Drive, Microsoft SharePoint, WebDav, FTP, email and folder.
- Scan speed in duplex colour mode is competitive compared with A4-size inkjet all-in-ones in this class tested to date, while that in colour simplex and black simplex and duplex modes are slower than average. Compared with small workgroup laser/LED devices tested, scan speed in all modes is slower than average.

- Compression, which is unusual for this class of device, in colour mode worked very well, reducing file size to a much more workable level.

## Scan Speed in IPM | Competitive Averages

	Epson WorkForce Pro WF-5620 DWF	Inkjet Competitive Average	Small Workgroup Laser/LED Competitive Average
FULL COLOUR			
1:1	5.7	5.0	10.9
2:2	4.4	4.0	9.5
BLACK			
1:1	6.0	7.3	14.5
2:2	4.6	5.2	12.4

Files are scanned at 300 dpi in PDF format.

## Scan File Size in KB

FULL COLOUR (no compression)	1818
FULL COLOUR (high compression)	591
BLACK (no compression)	49
BLACK (high compression)	N/A

Testing is conducted with single-page files scanned at 300 dpi in PDF format.



## EASE OF USE

VERY GOOD



The control panel has, among others, an alphanumeric keypad and dedicated keys for Home, Back, Interrupt and Status, along with several LEDs (power and error). A 4.3-inch colour touchscreen makes walk-up activity highly intuitive. Navigation of the display is straightforward as the menu is clear and logically organized; there are four large icons for copy, scan and fax functions and presets, while smaller icons are located underneath for Memory Device, Contacts, Epson Connect, Eco Mode and Setup. Users can view ink status by pressing the Status hard key, then choosing Ink Levels. The Eco Mode button lets users quickly select 'green' features for jobs.



Loading paper is an easy process as there are no spring-loaded ramps or corner separators; paper is simply dropped into the drawer. Users must confirm paper type (for example, recycled, plain, letterhead, preprinted) and paper size via the display, which is common. There is a small hole in the paper tray which acts as a visual level indicator.

- A couple of quirks were observed by BLI technicians: it's easy for users to pull out the exit tray at the same time as pulling out the paper tray, and so it is preferable for users to slide in the exit tray before removing the paper tray (but this is impractical if the device is running a job). The exit tray must be locked in place otherwise paper is liable to overflow on to the desk or floor area.
- Adjusting the trays for different-size media is simple. The length guide easily slides when pushed in or out, and the width guides move in sync (BLI recommends that users push both of them together or apart, though). The paper tray at the rear of the device can accommodate specialized media, such as envelopes, matte coated, thick paper, photo paper and glossy paper.
- Removing a misfeed from any of the three access areas—one each in the front, rear and the document feeder—is easy. Users simply lift the cover on the RADF or open the front cover of the unit, while the duplexer in the rear of the unit is easily removed by pressing two buttons simultaneously. Cartridges don't have to be removed during the routine.
- When a jam happens, the display alert indicates the misfeed location and provides graphical instructions on removing the jammed paper; users must confirm when they have cleared the misfeed.





Replacing ink cartridges is a clean process. Users open the front cover and then push in the empty cartridge to release it (it's spring-loaded). Slots are colour-coded and cartridges are “keyed,” making the process foolproof. While there are no instructions on the display or packaging, illustrations on the inside of the cover provide basic guidance and the whole process is very simple.



## FEATURE SET

VERY GOOD

- The unit has standard Ethernet and wireless interfaces for networked printing, and a USB port for local printing.
- Wi-Fi Direct provides a direct wireless connection between the MFP and the mobile device, allowing users to print wirelessly without the security risk of unauthorised access to the corporate network. The device also has its own email address via the bundled Epson Connect, enabling users to print from mobile devices by sending an email to the printer. Epson Connect supports mobile print solutions such as Email Print (which allows users to print email and file attachments) and, for Wi-Fi-enabled configurations, Epson iPrint, Apple AirPrint and Google Cloud Print.
- Users can also print from and scan to a USB drive via the port on the right side of the unit. While the device confirms a USB device is recognized, it does not immediately display its contents and users will have to select Memory Device from the home screen. They must confirm the file type they require (JPEG, TIFF or PDF) for the device to then display the relevant documents found on the USB stick. When a file is selected, the filename, date created and file size are displayed; a thumbnail preview is offered for JPEG and TIFF files; users can make adjustments such as selecting fix red-eye prior to initiating printing.
- The WorkForce Pro WF-5620 offers an RADF capable of duplex scanning, copying and faxing; standard automatic duplexing, which is unusual for low-end laser models, contributes to less paper waste. An eco mode icon on the unit's home touchscreen allows users to select eco-friendly settings to save ink and paper.

- Epson, as with a third of the competitive inkjet all-in-ones in this class, did not provide a figure for installed memory therefore BLI cannot evaluate its capacity against its competitors.
- Standard (330 sheets) and maximum (580 sheets) paper capacities are competitive and above average, respectively; not uncommon for devices in the inkjet group, the WP-5690 does not offer a bypass (approximately half the group offers a bypass). The paper tray can support paper weights up to 90gsm, which is competitive with the group; the RADF accommodates paper weights up to 256gsm, which is above average. The rear tray can accommodate special media types—photo glossy, premium presentation, as well as envelopes among others. Output capacity is 150 sheets.
- Standard fax features enable users to configure fax settings, store up to 550 pages in memory, fax to email, program the address book and access PC faxing.



## SECURITY FEATURES

NOT RATED

- As expected of an inkjet all-in-one in this class, the device does not offer many security measures. However, job logs are available for Epson Connect print jobs and recent faxes.
- Secure printing is offered with PIN code release; jobs are automatically deleted from the unit when released.
- Walk-up users are able to view filenames of jobs to be released via Confidential Print, even if they are not authorised to release the job.



## ENVIRONMENTAL FEATURES

NOT RATED

Specified capable of running 30% post-consumer recycled paper	Yes
Specified capable of running 50% post-consumer recycled paper	Yes
Specified capable of running 100% post-consumer recycled paper	Yes
Instant/Quick Fusing	NA
Duplexing	Yes
Ink-save mode	Yes (host-based: Economy Quality mode)
RoHS compliant	Yes
Percent of product made from previous devices	Less than 1%
Percent of product made from post-consumer materials	0
Percent of product made from pre-consumer materials	0
Percent of product made from bio-based materials	0
Product designed for recycling (easily disassembled, no binding agents)	Yes
Items that can be recycled	Plastics (device housing), metals (frame, wiring)
Hardware remanufacturing program for this product	No
Ink cartridge recycling program for this product	Yes
Prepaid label for return of toner cartridges/bottles for this unit	No
Toner recycling system	NA
Ability to program features such as duplexing and auto shut-off over entire fleet	No
What tool can be used to do this?	NA
Green packaging materials for the product	NA
Green packaging materials for its consumables	Yes
Packaging materials used	Recycled paper, PE, EPS
Eco-Label Certifications	
ENERGY STAR	Yes
Other	Japan Eco Mark, ECMA-370/The Eco Declaration, Germany Blue Angel, Korea Eco Label, Taiwan Green Mark, China Eco Label
Tested energy consumption levels of the device (watts)	
Ready/Idle	7.8
Energy-save	1.8
Sleep mode	0.3
During Printing	20
How fast can this product be programmed to go into the following modes (seconds)	
Ready/Idle	Instant
Energy-Save	60
Sleep mode	60
Can the above settings be programmed by a walkup user?	Yes
First-print time out of sleep mode (seconds)	7.0
Emissions output from this device for the following substances (mg/h)	
Ozone	INA
Styrene	INA
Benzene	INA
TVOC	INA
Dust	INA
Other	INA

NA: Not applicable

INA: Information not available.



## INK YIELD

VERY GOOD

- Based on an average of two cartridges per colour, tested yields for black, cyan, magenta and yellow are among the highest compared with A4-size inkjet all-in-ones in this class tested to date.

### Tested Ink Yield

	Black	Cyan	Magenta	Yellow
Tested Impressions	4,976	5,514	3,749	6,389
Average across CMY	5,217			
Inkjet Competitive Average	2,657	2,789	2,014	2,765
Competitive Average across CMY	2,523			

Tested impressions is based on an average of two cartridges per colour using the ISO 24712 five-page colour test original.

### Tested Ink Cost per Page

	France	Germany	Italy	UK
Ink Cost per Page	0,04084€	0,04084€	0,04084€	3.41p

Ink cost per page is based on Epson's web pricing and BLI's tested toner yields (based on an average of two print cartridges) from the host-based driver using the ISO 24712 colour toner yield test original. Note that BLI's cost per page does not include the price for the maintenance kit, as it is service replaceable. As such, users must purchase a service contract which will increase cost per page/cost of ownership.



## SUPPORTING TEST DATA

**Test Environment:** Testing was conducted under ambient conditions of 22°C (+/-2.7°C) and 45% RH (+/-10%); monitored daily by two Seven-Day Temperature/Humidity Chart Recorders, in Buyers Lab's test facility at Unit 1 Station Industrial Estate, Wokingham, Berkshire RG41 2YQ. All products lab tested by BLI are powered by dedicated circuits that are protected by ESP (Electronic Systems Protection, Inc.) surge protectors to prevent transient power and communication disturbances from affecting equipment under test.

**Test Equipment:** BLI's dedicated test network in Europe, consisting of Windows 2008 servers, Windows 7 workstations, 10/100/1000BaseTX network switches and CAT5e/6 cabling.

**Test Duration:** Products are tested for two months, three weeks of which consists of a durability test during which the product is run at half of its manufacturer-rated maximum monthly volume. BLI's daily test usage is designed to replicate real-world use over an eight-hour workday, and as such includes a mix of various-size documents, simplex and duplex modes, and a mix of short, moderate and long run lengths, and on/off cycles, throughout the day. All products lab tested by BLI are powered by dedicated circuits that are protected by ESP (Electronic Systems Protection, Inc.) surge protectors to prevent transient power and communication disturbances from affecting equipment under test.

**Tested Configuration:** Epson WorkForce Pro WF-5620 DWF base unit.

**Test Procedures:** BLI's lab testing includes both BLI proprietary and industry-standard test procedures and documents. In addition to a visual image quality evaluation, optical density of primary color (CMYK) solid fill output is measured using a densitometer, and color gamut and consistency are evaluated using a color spectrophotometer. The reliability test is conducted using Georgia Pacific and Boise paper in the US, and UPM, Data Copy and Mondi paper in the UK. In both labs, 30 percent of the paper is recycled. The media used for image quality testing is Georgia Pacific Printing Paper (24 lb., 96 brightness) in the US and UPM Future ImageTech 100 gsm in the UK.

**About Buyers Laboratory LLC:** Buyers Laboratory LLC (BLI) is the world's leading independent provider of analytical information and testing services to the document management industry. For over 50 years, buyers have relied on BLI to help them differentiate products' strengths and weaknesses and make the best purchasing decisions, while industry sales, marketing and product professionals have turned to BLI for insightful competitive intelligence and valued guidance on product development, competitive positioning and sales channel and marketing support. BLI also offers private, for-hire testing services that help manufacturers develop and market better products and consumables.

For more information on Buyers Laboratory LLC, please call +44 (0) 118-977-2000, visit [www.buyerslab.com](http://www.buyerslab.com), or email [david.sweetnam@buyerslab.com](mailto:david.sweetnam@buyerslab.com).

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# CERTIFICATE OF RELIABILITY

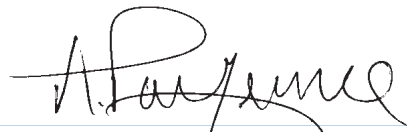
Awarded to

**SEIKO EPSON CORPORATION**

for the performance of the

Epson WorkForce Pro WF-5620 DWF

in BLI's in-house durability test.



ANTHONY F. POLIERONE  
MANAGING DIRECTOR



MARCH 2015

DATE

This is to certify that when subjected to a 22,500-impression Buyers Lab durability test,  
the Epson WorkForce Pro WF-5620 DWF proved to be a highly reliable product.

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