Phaser 3610/WorkCentre 3615 Frequently Asked Questions

Secure Digital (SD) memory card compared to Hard Disk Drive (HDD)

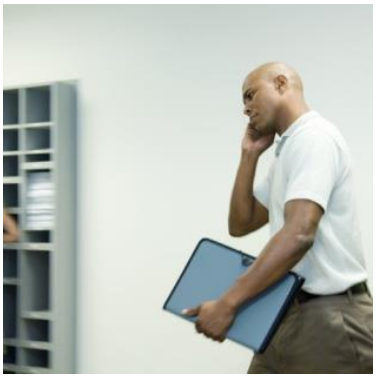
Background

This document provides answers to several common questions regarding the use of SD Memory in Xerox Phaser 3610 and WorkCentre 3615 products, included with the optional productivity kit. Hard disk drives are utilized as the go-to technology in providing static memory storage for macros, forms, fonts, and other content necessary to support specialty printing needs, as well as certain product features such as Secure Print. Recent advancements in industrial-use Solid State Device memory have resulted in a shift away from these unnecessarily large hard disk drives. The following is a list of common questions and answers about this technology transition.

Frequently Asked Questions:

Is the SD Memory included in the productivity kit the same memory I can purchase at my local technology retailer?

The memory provided by Xerox for these devices is not the same. Solid-state memory deteriorates over time based on the volume of read/write cycles it experiences. Low cost SD memory cards commonly found in technology retailers may support enough cycles for consumer electronics products such as a digital camera however, these memory cards are not a viable, reliable solution for printers. In order to overcome this weakness, the SD memory card provided in the productivity kit is an Industrial-grade quality, capable of handling many more read/write cycles than the more commonly available SD memory.



Also, Xerox works with secure suppliers to ensure our equipment, including SD memory, is free from malware.

Can I use a low-cost SD card in my Phaser 3610 or WorkCentre 3615, or do I need the productivity kit from Xerox?

Both of these products are only capable of recognizing and working with the memory provided in the productivity kit available from Xerox.

Is my data secure with SD Memory?

Storing data on any media poses a risk. -Xerox takes every precaution to secure that information. AES 256 bit data encryption and randomization of memory byte storage locations are employed to secure all information stored on SD memory. In addition, an overwrite function is available to clear the memory.

With digital media there is no residual charge left behind when information is erased. Performing one Image Overwrite cycle will remove all data.

Will performing the Image Overwrite function have any impact on the life and performance of SD memory?

Phaser 3610 and WorkCentre 3615 products utilize a high-performance SD memory technology that employs wear leveling and error correction technology to provide maximum life and reliability of data storage. -Solid-state memory can wear out as each memory block is used multiple times and over life may experience data loss. In order

to ensure long life, SD Memory should only be overwritten as necessary.

Can I use the same SD Memory card in multiple devices?

No, in order to utilize the SD card in a different Phaser 3610 or WorkCentre 3615, The SD Memory card will need to be re-formatted which will delete all content.

Can I see my data on the SD Memory card if I insert it into my PC?

No, all data on the card is formatted and encrypted for exclusive use with the printer it is installed in.

What are the benefits to using SD Memory instead of a HDD?

SD memory is a higher performance media with much faster access times and is not as vulnerable to mechanical failure. This is largely due to the fact that there are no moving parts with SD memory.

How is data deleted from SD Memory cards?

When data (such as fonts, forms or Macros) is written to either a HDD or SD memory, it is encrypted and written to random memory locations. When data is deleted from either a hard disk drive or digital media, typically what is being deleted is the data map, which serves as a decoder for where the data is stored on the media itself. Technically speaking the data still resides on the media in random locations however, there's no map so it's extremely difficult to piece back together. Think of this like shredding a document into thousands of tiny bits of paper, mixing it into a large pile of shredded documents, then attempting to tape that original document back together.