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Xerox<sup>®</sup> VersaLink<sup>®</sup> B400 Printer

Xerox<sup>®</sup> VersaLink<sup>®</sup> B405 Multifunction Printer

Customer Expectation and Installation Guide

Xerox<sup>®</sup> VersaLink<sup>®</sup> B400 Printer

Xerox<sup>®</sup> VersaLink<sup>®</sup> B405 Multifunction Printer

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# 1 Product Overview

## Introduction

This document is intended to help you understand the performance and capabilities of the Xerox® B400 and Xerox® B405, including information on optional accessories. Installation planning information is provided later in this document and it contains specifications and guidelines for installing your device. Specifications and data in this document include Xerox and customer proprietary information. The customer will use all reasonable efforts to safeguard the document, will not disclose its contents to third parties, and should only circulate it within the organization on a need-to-know basis.

## Product Highlights

The compact B400 and B405 excel in small office environments where high-impact speed, and ease of use are important.

### Convenience

- Compact designs fit in tight busy spaces
- Optional Wireless Adapter allows untethered mobility with new Wi-Fi installation wizard and WPS setup
- Wi-Fi Direct (with optional Wi-Fi kit)
- NFC tap-to-pair
- Apple® AirPrint®
- Mopria®

### Performance

- Up to 47 ppm
- Duplex Automatic Document Feeder (MFP only)
- Large 550 Sheet Paper Tray
- Hefty processing power with generous amount of standard memory
- Outstanding output image quality

### Ease

- Large 5.0" color capacitive touchscreen (swipe) interface
- Scan to email (MFP only)
- Scan to (MFP only) and print from USB at the device
- App Gallery inbox App for easy access to downloadable Apps

## System / Product Configuration

Each version of the product will be available in the following configurations. The B400 will be available in the Printer only configuration at 47 ppm. The B405 will be available in 47 ppm Multi-Function Printer configurations.

B400 Printer



B405 Multi-Function Printer



## 2 Detailed Specifications and Product Brochure

VersaLink B400/B405 Product Brochure

[Xerox VersaLink B400 Printer and Xerox VersaLink B405 Multifunction Printer Brochure](#)

VersaLink B400 – Detailed Specification Sheet

[Xerox® VersaLink® B400 Printer](#)

Versalink B405 -Detailed Specification Sheet

[Xerox® VersaLink® B405 Multifunction Printer](#)

### 3 Maintenance and Support

This section helps define the support and services that Xerox will supply and what is expected of the customer.

#### Customer/Operator Maintenance

##### Support Services

The majority of service related issues can be resolved by the customer using the Xerox Online Support tools from the front panel of the device, the device driver resident on the computer, or through the device Embedded Web Server page. To supplement the Xerox Online Support experience, knowledgeable support resources will be available via the phone. The phone support resources typically resolve issues on the first call. In the event phone support is required, customers will be expected to actively participate in the phone diagnosis and service processes. For issues that cannot be resolved over the phone, customers will typically receive onsite field service the following day from a combination of Xerox Employees and Xerox Authorized National Service Providers.

In addition to onboard, driver based customer tools, telephone and on-site service, customers will also have access to web technical support:

[www.xerox.com/officeprinting/support/](http://www.xerox.com/officeprinting/support/).

##### Call Procedure

Contact your local sales and service team for details:

#### Product Sustainability

**Packaging Take-Back Service for Xerox Branded Products:** (US only) Whenever possible, Xerox encourages you to recycle packaging locally as it reduces greenhouse gas emissions associated with transportation. However, if unable to recycle locally, we offer a packaging take-back and recycling service to our customers for Xerox branded products, where customers pay for the return shipping and Xerox pays for the recycling. If interested in this service, please send your packaging to: Xerox Corporation, ESSO – Scrap, 6500 State Route 63, Middletown, OH 45044, ATTN: EPEAT Packaging Returns.

#### Supplies and Consumables

Xerox supplies for your machine, including paper and CRUs, can be ordered from Xerox by going to [www.xerox.com](http://www.xerox.com) and clicking on either the Contact Us link for specific contact information/telephone numbers in your area or by clicking on the Supplies and entering/selecting your specific machine information (product family and model type).

Note: Always refer to [www.xerox.com](http://www.xerox.com) for the latest Customer Replaceable Units (CRUs) part numbers.

Consumables for this product are part of the Xerox Green World Alliance Supplies Recycling Program. For more information, please visit the Green World Alliance website at [www.xerox.com/gwa](http://www.xerox.com/gwa).

Item	Description/Yield	Xerox Order#
Sold Toner - NA/XE	BLACK STANDARD CAPACITY TONER CARTRIDGE, B400/B405 5.9K PAGES	106R03580
Sold Toner - DMO	BLACK STANDARD CAPACITY TONER CARTRIDGE, B400/B405 5.9K PAGES	106R03581
Sold Toner - NA/XE	BLACK HIGH CAPACITY TONER CARTRIDGE, B400/B405 13.9K PAGES	106R03582
Sold Toner - DMO	BLACK HIGH CAPACITY TONER CARTRIDGE, B400/B405 13.9K PAGES	106R03583
Sold Toner - NA/XE	BLACK EXTRA HIGH CAPACITY TONER CARTRIDGE, B400/B405 24.6K PAGES	106R03584
Sold Toner - DMO	BLACK EXTRA HIGH CAPACITY TONER CARTRIDGE, B400/B405 24.6K PAGES	106R03585
WW METERED	BLACK METERED TONER CARTRIDGE, B400/B405 25K PAGES	106R03586
DRUM CARTRIDGE	DRUM CARTRIDGE, B400/B405 65K PAGES	101R00554

\*Average standard pages. Declared Yield in accordance with ISO/IEC 19752. Yield will vary based on image, area coverage and print mode.

## 4 Installation Preparation

### Rolls and Responsibilities

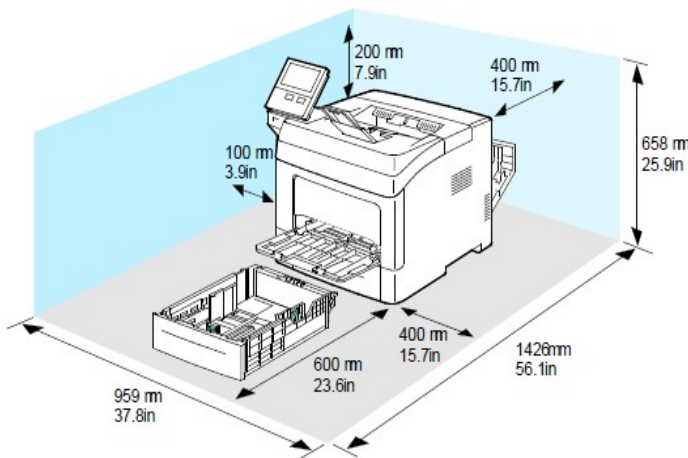
This section is key to clearly state Xerox/Partner and the customer roles and responsibilities and necessary actions.

### Responsibility Matrix

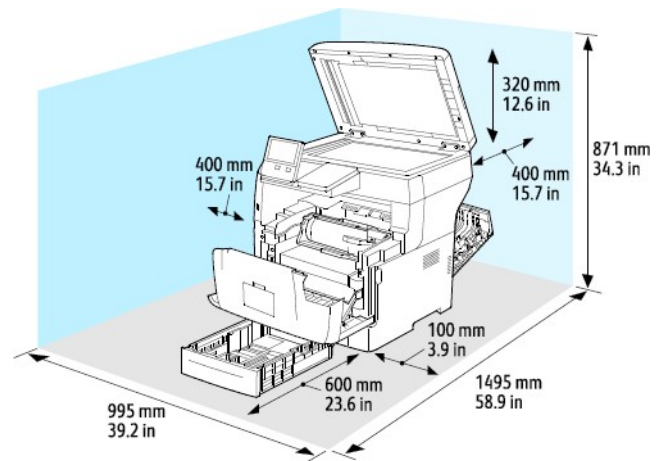
Action	Customer	Xerox/Partner
Ensure adequate space and power to install system	X	
Ensure Site survey is completed, and the size requirements are communicated to the customer.		X
Unpack system / components	X	
Install system hardware	X	
Connect all System Components prior to powering up the system	X	
Ensure network configuration	X	
Confirm network integrity	X	
Acquire and install client software including print drivers	X	
Run initial software diagnostics when directed	X	
Monitor and adjust as required	X	
Load any additional fonts	X	
Order and replace Customer Replaceable Units as needed.	X	
Provide Help Line support		X
Provide spared parts		X

### Installation Planning

B400 Install Space:



B405 Install Space:



**Installation Considerations**

Physical delivery is performed by a Xerox authorized common carrier, such as UPS or Xerox carrier. The customer is responsible for un-boxing, setup, connecting and configuring the equipment on their network. The products require a two-person lift based on the weight of the products. Customer to provide a table or desk capable of supporting the weight of the equipment. For hallway installations, the customer is to independently review and consider any applicable federal, state, local or other codes and requirements related to emergency egress in the area of installation.

Electrical requirements and space requirements must be satisfied before the equipment is delivered.

## 5 Appendix

### Customer Expectations Agreement

**I have reviewed and understand the product expectations and installation preparation requirements, as referenced in this CEIG document: (Signatures Required)**

Customer \_\_\_\_\_

Xerox/Partner Sales Representative \_\_\_\_\_

Xerox/Partner Analyst Representative \_\_\_\_\_

Xerox/Partner Service Representative \_\_\_\_\_