

KODAK MOMENTS Picture Kiosk, KODAK Adaptive Picture Exchange, and the KODAK MOMENTS Self-Service Print Station

User's Guide for Hardware and Accessories

October 2023

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Safety and Compliance Information

IMPORTANT: *This device should only be accessed and operated by a trained operator.*

Safety Information



CAUTION:







Use of controls, adjustments, or the performance of procedures other than those specified herein may result in injury and/or damage to the equipment.

Safety Guidelines

- This equipment is not suitable for household use or locations where children are likely to be present.
- Follow all warnings and instructions marked on the equipment.
- The power outlet must be grounded. An ungrounded outlet can cause fire, electric shock, or harmful interference to nearby electrical devices.
- Do not expose the components to moisture or water.
- Do not allow any foreign objects or liquids to fall or spill inside the components or cabinets. Fire or electric shock could result.
- Do not use household extension cords with this system.
- If the system is not installed in a cabinet, **it is strongly recommended that you purchase a power strip with built-in surge protection.**
- Secure components with stabilizing plates and/or brackets prior to operation, where supplied.
- Components must be securely positioned in cabinets or on counter tops to prevent tipping.
- Do not block or cover the slots and openings in the equipment. Blocking them can cause the system to overheat.

- Unplug the system from the power outlet and refer servicing to qualified service personnel if:
 - the power cord or plug is frayed or damaged.
 - the equipment gets wet.
 - the equipment does not operate normally when the operating instructions are followed. Adjust only those controls covered in the operating instructions. Improper adjustment of other controls may result in extensive damage and require work by a qualified technician to restore normal operation.
 - the equipment is dropped or the housing is damaged.
 - the equipment performance changes distinctly.

Definition of Safety Symbols

	Risk of Electrical Shock, disconnect all sources of supply prior to servicing.
	Crush Hazard, keep hands clear of moving parts.
	Pinch Hazard, keep hands clear of moving parts.
<div style="border: 1px solid black; padding: 5px; display: flex; align-items: center;">  <div style="margin: 0 10px;"> CAUTION 注意 注意 </div> <div style="flex-grow: 1;"> High temperature, may cause burn. 高温、火傷注意。 高温、注意烫伤 1641133058 </div>  </div> <p>HOT SURFACE—To prevent burns, use caution in these areas.</p>	
<div style="border: 1px solid black; padding: 5px; display: flex; align-items: center;"> <div style="flex: 1;">  </div> <div style="flex: 1; text-align: center;"> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">  CAUTION 注意 注意 </div> <p>Papercutter can cut fingers. Do not put fingers into the gap. 内有刀具、请勿将手指放入缝隙中。 奥にカッターがあります。 隙間に指を入れないでください。</p> </div> <div style="flex: 1;">  </div> </div> <p>Do not insert hands or objects. There are sharp cutter blades inside the printer.</p>	

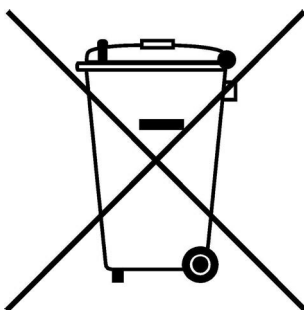
Acoustic Level

The operator position noise emission value is less than 70dB(A).

Disposal Information

The product is designed to meet worldwide environmental requirements. Disposal of this material may be regulated due to environmental considerations. For disposal or recycling information, please contact your local authorities or, in the USA, visit: www.kodakalaris.com/go/recycle. The product packaging is recoverable.

In the European Union, this symbol indicates that when the last user wishes to discard this product, it must be sent to appropriate facilities for recovery and recycling. Contact Service and Support or refer to www.kodakalaris.com/es-mx/about/ehs for additional information on the collection and recovery programs available for this product.



EU and UK REACH

Kodak Alaris Holdings Limited has provided data for the SCIP database. Please consult www.kodakalaris.com/go/ehs for further information on our compliance with Regulation (EC) No. 1907/2006 (REACH).

EU and UK Simplified Declarations of Conformance (DoC)

Hereby, Kodak Alaris Holdings Limited declares that this product is in compliance with the following Directives to which they apply: 2011/65/EU, 2014/53/EU, 2014/30/EU, and 2014/35/EU. The full text of the EU and UK Declarations of Conformity are available at the Internet address <http://www.kodakalaris.com/go/EHS>.

This is a Class A product. In a residential environment, this product may cause radio interference in which case the user may be required to take adequate measures.

- a. frequency band(s) in which the radio equipment operates:
13.56 MHz
- b. maximum radio-frequency power transmitted in the frequency band(s) in which the radio equipment operates:
200 mW

United States

FCC Statement: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his or her own expense.

Canada

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device may accept any interference, including interference that may cause undesired operation of the device.

Ce dispositif est conforme aux normes de RSS exemptes de licence d'Industrie Canada. L'opération est sujette aux deux conditions suivantes: (1) cet appareil ne peut pas causer d'interférences, et (2) ce dispositif peut accepter toute interférence, y compris les interférences pouvant causer un fonctionnement indésirable de l'appareil.

Korea

A급 기기 (업무용 방송통신기자재)
이 기기는 업무용(A급) 전자파적합기기로서 판매자또는사용자는 이 점을 주의하시기 바라며,
가정 외의지역에서 사용하는 것을 목적으로 합니다.

China

声明：本设备属 A 类产品。在住宅环境中，本产品可能会对无线电产生干扰，需要用户采取实际措施。

Declaration: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may need to perform practical action.

1 Managing Printers

The information in this chapter covers managing printers connected to the KODAK Picture Kiosk or the KODAK Adaptive Picture Exchange (APEX system).

Enabling or Disabling a Thermal Printer

IMPORTANT: *You must wait until all jobs are complete before performing this task.*

The printer must be enabled before you can begin printing. By default, the printer is enabled. Typically, it is not necessary to disable a printer unless there is a problem with the printer.

1. Follow the steps for your system:

Picture Kiosk	APEX System	Self-Service Print Station
<ol style="list-style-type: none">a. From the Setup screen, touch <i>Manage Devices</i>.b. Select the printer for which you want to enable or disable.c. If you have two of the same kind of printers, select which printer you would like to enable or disable.d. If the printer is disabled, the <i>Enable Printer</i> button appears. Touch <i>Enable Printer</i> if you want to enable the printer.e. Touch:<ul style="list-style-type: none">▪ <i>Previous</i> to return to the Printer Selection screen. Repeat steps c-e if you have a second printer.▪ <i>Start Over</i> to return to the Setup screen.	<ol style="list-style-type: none">a. From the Setup screen, touch <i>Manage Devices</i>.b. From the Setup screen, touch <i>Thermal Printers</i>.c. Select a printer.d. Select <i>Disable Printer</i>. Select it again to enable it.e. Select <i>Done</i>.	<ol style="list-style-type: none">a. At the top right corner of the clerk view, select the menu icon.b. Select <i>Setup</i>c. If necessary, enter the Setup password. Select <i>OK</i>.d. Select <i>Manage Devices</i>.e. Select <i>Thermal Printers</i>.f. Select a printer.g. Select <i>Disable Printer</i>. Select it again to enable it.h. Select <i>Done</i>.

Resetting a Thermal Printer to Factory Defaults

We recommend that you reset the factory settings before you calibrate your printer.

1. Follow the steps for your system:

Picture Kiosk	APEX System
<div><div>a. From the Setup screen, touch <i>Manage Devices</i>.</div><div>b. Select the printer for which you want to reset the factory settings.</div><div>c. If you have two of the same kind of printers, select which printer you would like to calibrate.</div><div>d. Touch <i>Reset Factory Calibration</i>.</div><div>e. Touch Yes at the prompt. <i>The following message appears:</i> <i>"Printer Calibration is completed. Touch OK to continue."</i></div><div>f. Touch OK.</div><div>g. Touch:<div><div>▪ <i>Previous</i> to return to the Printer Selection screen. Repeat steps c-f if you have a second printer.</div><div>▪ <i>Start Over</i> to return to the Setup screen.</div></div></div></div>	<div><div>a. From the Setup screen, touch <i>Manage Devices</i>.</div><div>b. From the Setup screen, touch <i>Thermal Printers</i>.</div><div>c. Select a printer.</div><div>d. Touch <i>Reset Calibration to Default</i>.</div><div>e. Touch Yes at the prompt. <i>The following message appears:</i> <i>"Printer Calibration is completed. Touch OK to continue."</i></div><div>f. Touch OK.</div><div>g. Select <i>Done</i>.</div></div>

Calibrating a Printer

IMPORTANT: *Make sure that you reset the factory settings for your printer before you calibrate your printer! See [“Resetting a Thermal Printer to Factory Defaults”](#) on page 1-2.*

For best image quality, we recommend that you calibrate the printer:

- if there is a noticeable change in print quality.
- after installing software.
- when recommended by Service and Support.

IMPORTANT:

- *You must wait until all jobs are complete before performing this task.*
- *This section does not apply to the 6900 / 6950 Printer.*

Calibrating a Printer Connected to a Kiosk using a Print Scanner

Follow these instructions if you have a print scanner connected to the Kiosk.

NOTE: If you do not have a print scanner connected to the Kiosk, see [“Calibrating a Printer Connected to a Kiosk Without a Print Scanner”](#) on page 1-4.

IMPORTANT: *Make sure that you reset the factory settings for your printer before you calibrate your printer! See [“Resetting a Thermal Printer to Factory Defaults”](#) on page 1-2.*

1. From the Setup screen, touch *Manage Devices*.
2. Select the printer that you want to calibrate.

NOTE: If you have multiple printers, calibrate each printer separately. For best results, calibrate all printers.

3. If you have two of the same kind of printers, select which printer you would like to calibrate.
4. Touch *Calibrate Printer*.

A calibration target is printed.

5. Place the calibration target on the print scanner as shown on the screen. Match the arrow on the calibration target to the arrow on the print scanner.

6. Touch *Calibrate*.

*When the calibration is complete, the following message appears:
“Your system has been successfully calibrated.”*

7. Touch *OK*.

8. Touch:

- *Previous* to return to the Printer Selection screen. Repeat steps 3-7 if you have a second printer.
- *Start Over* to return to the Setup screen.

Calibrating a Printer Connected to a Kiosk Without a Print Scanner

Follow these instructions if you do not have a print scanner connected to the Kiosk.

NOTE: If you have a print scanner connected to the Kiosk, see ["Calibrating a Printer Connected to a Kiosk using a Print Scanner" on page 1-3.](#)

IMPORTANT: *Make sure that you reset the factory settings for your printer before you calibrate your printer! See ["Resetting a Thermal Printer to Factory Defaults" on page 1-2.](#)*

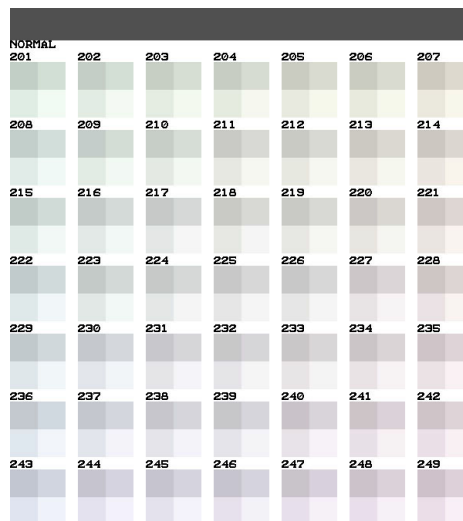
1. From the Setup screen, touch *Manage Devices*.
2. Select the printer that you want to calibrate.

NOTE: If you have multiple printers, calibrate each printer separately. For best results, calibrate all printers.

3. If you have two of the same kind of printers, select which printer you would like to calibrate.
4. Touch *Calibrate Printer*.

The Kiosk prints a calibration target. The calibration target contains 49 squares. Each square is labeled with a number in its upper left corner

5. Remove the calibration target from the printer.



6. Look at the calibration target. Select the square that appears the most neutral gray (has the least amount of color). Typically, the most neutral gray is located at the center of the calibration target (number 225).
7. Use the on-screen keypad to enter the number of the most neutral gray square and touch OK.
When the calibration is complete, the following message appears: "Your system has been successfully calibrated."
8. Touch OK.

9. Touch:

- *Previous* to return to the Printer Selection screen. Repeat steps 3-8 if you have a second printer.
- *Start Over* to return to the Setup screen.

Calibrating a Printer Connected to an APEX System

NOTE: Calibration cannot be performed while there are active orders in the system.

IMPORTANT: *Make sure that you reset the factory settings for your printer before you calibrate your printer! See ["Resetting a Thermal Printer to Factory Defaults"](#) on page 1-2.*

To calibrate a thermal printer:



1. From the Setup screen, select *Manage Devices*.



2. Select *Thermal Printers*.

3. Select the printer you want to calibrate.

4. Select *Calibrate Printer*.

A calibration target is printed.

5. Follow one of the procedures below, according to your setup.

To calibrate the printer with a connected flatbed print scanner:

IMPORTANT: *The Print Scanner must be calibrated at least once before it can be used for calibration of thermal printers (see [page 11-3](#))*

- a. Place the calibration target on the print scanner as shown on the screen, making sure to match the arrow on the calibration target to the arrow on the print scanner.



- b. Select *Calibrate*.

*When calibration is complete, the following message appears:
"Your printer has been successfully calibrated."*

- c. Select *OK*.

To calibrate the printer manually, without a connected calibration device:

- a. Look at the calibration target. Select the square that appears the most neutral gray (has the least amount of color). Typically, the most neutral gray is located at the center of the calibration target (number 225).
- b. Enter the number of the most neutral gray square, then select *OK*.

To calibrate the KODAK D4000/D4600 Duplex Photo Printer:

Two calibration targets are printed. You will scan target A and remove it from the print scanner. You will then scan target B. Follow the instructions on the screen.

Printing a Test Print

There are two methods for making a test print. You can print from:

- Printer Option screen,
- Print Test Images screen

Printing a Test Print from the Printer Option Screen

Make an individual test print on a specific printer.

1. Follow the steps for your system:

Picture Kiosk	APEX System	Self-Service Print Station
a. From the Setup screen, touch <i>Manage Devices</i> . b. Select the printer that you would like to make a test print on. c. If you have two of the same kind of printers, select on which printer you would like to print the test print. d. Touch <i>Make Test Print</i> .	a. From the Setup screen, touch <i>Manage Devices</i> . b. From the Setup screen, touch <i>Thermal Printers</i> . c. Select on which printer you would like to print the test print. d. Touch <i>Test Print</i> .	a. At the top right corner of the clerk view, select the menu icon. b. Select <i>Setup</i> c. If necessary, enter the Setup password. Select <i>OK</i> . d. Select <i>Manage Devices</i> . e. Select <i>Thermal Printers</i> . f. Select on which printer you would like to print the test print. g. Touch <i>Test Print</i> .

Printing a Test Print from the Print Test Images Screen

Use the Test Print Images screen to print on Kiosks configured with local printers. If you have USB printers connected to a Host Kiosk, you will not be able to run the Test Print on the Satellite Kiosks. If you have USB Printers connected to an APEX, the Test Print will not run on the Kiosk. The Test Print should be used on the APEX system.

1. From the Setup screen, touch *Diagnostics*.
2. Touch *Print Test Images*.
3. Touch *Select All*, or choose individual printers.
4. Select one of the test images.
5. If you have a duplex printer, use the arrows to set the greeting card quantity.
6. Do the step for your system.

Kiosk	APEX System	Self-Service Print Station
Select <i>Print</i> .	Select <i>Test Print</i> .	Select <i>Print Test Images</i> .

Using Color Adjust for a Printer Connected to a Kiosk

The Kiosk lets you adjust the color, brightness, and contrast for printer output.

NOTE: These adjustments do not appear on the screen. They appear on the printed output only.

IMPORTANT: *You must wait until all jobs are complete before performing this task.*

1. From the Setup screen, touch *Manage Devices*.
2. Select the printer that you would like to adjust.
3. If you have two of the same kind of printers, select which printer you would like to adjust.

IMPORTANT: *This setting effects both printers, regardless of which printer is selected.*

4. Touch *Printer Color Adjust*.
5. Touch the *Brightness* arrows to change the brightness for all color prints.
6. Touch the *Contrast* arrows to change the contrast for all color prints.
7. Touch the *Red, Green, and Blue* arrows to change the overall content of that color in all color prints.
8. Touch *Save*.

Additional Thermal Printer Settings for the APEX System



1. From the Setup screen of the APEX system, select *Manage Devices*.



2. Select *Thermal Printers*.

3. For each thermal printer connected to your system, you can view the:

- Name
- Printer/Priority
- Output location
- Serial number
- Status
- Ribbon Size
- % Ribbon Remaining
- % Paper Remaining

Printer/Priority	Output Location	Serial Number	Status	Ribbon Size	% Ribbon Remaining	% Paper Remaining
KODAK 7000 Photo Printer - 1 Standard	Unassigned	L79EM316	Enabled Calibration: Unknown	6 x 8"	84	Unavailable
KODAK 7000 Photo Printer - 2 Standard	Unassigned	L7XPP110	Enabled Calibration: Unknown	6 x 8"	49	Unavailable
KODAK 7000 Photo Printer - 3 Standard	Unassigned	L830609	Enabled Calibration: Unknown	6 x 8"	41	Unavailable
KODAK 7015 Photo Printer - 1 Standard	Unassigned	N87EMC05	Enabled Calibration: Unknown	5 x 7.5"	100	Unavailable
KODAK Photo Printer 8800 Standard	Unassigned	88C052900529	Enabled Calibration: Unknown	8 x 10"	39	56

Test Print
Reset Calibration to Default
Calibrate Printer
Large Volume Print Threshold

Modify
Disable Printer
Adjust Backprinter Density

Done

Kodak
APEX V4.0



4. When finished, select *Done*.

Pausing Printers in the APEX System

If you need to load ribbon or paper, use the software to pause printing before opening the cabinet.

IMPORTANT: *Failure to pause printing before changing ribbon or paper could result in a paper jam or other printer error.*

To pause the printers:



1. At the top right corner of the screen, select the *Tools* button.
2. Select *Small Format Printers*.
3. Select *Pause Printers*, then select *Done*.
4. Wait for printing to stop.
5. Open the cabinet, then load ribbon or paper as needed.
6. Close the cabinet.
7. Deselect *Pause Printers*, then select *Done*.

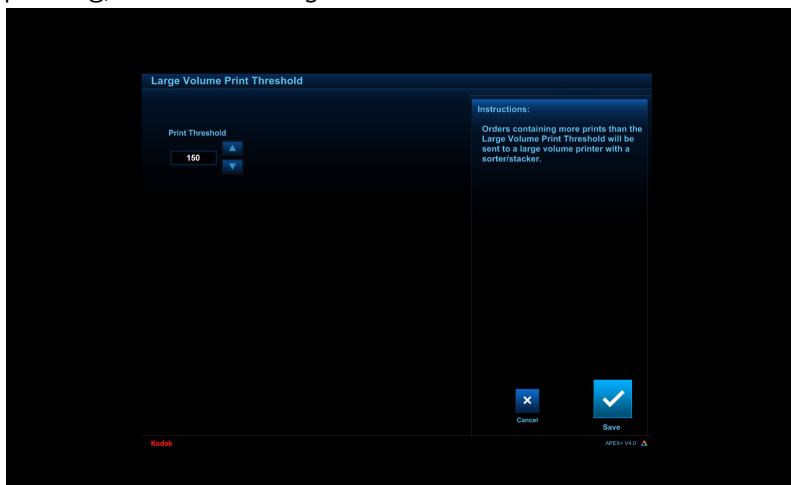
Setting the Large Volume Print Threshold

You can designate a printer as a high volume printer where orders over a configured number of prints will go to that printer only. Any printer designated a high volume printer can still print other orders. You must have a printer with a four tray sorter. Printers without a four tray sorter cannot be designated as high volume printers.

NOTE: The *Large Volume Print Threshold* option appears on the Thermal Printers screen only if a Four Tray Sorter is installed.



1. From the Setup screen, select *Manage Devices*.
2. Select *Thermal Printers*.
3. Select the printer that you want to use for high-volume printing, then select *Large Volume Print Threshold*.



4. Use the arrows to set the print threshold.
5. Select *Save* to keep your changes. Otherwise, select *Cancel*.



Changing a Thermal Printer Output Location and Printer Priority

The output location appears on the Printers screen and the Order Management screen. You can set the output location to correspond with the number posted next to each printer on your cabinet or workstation. If you are not sure of a printer's location, select the printer from the list, then select *Test Print* to print a test page. Note the number next to the printer that created the test print, then assign that printer to the output location that matches this number:

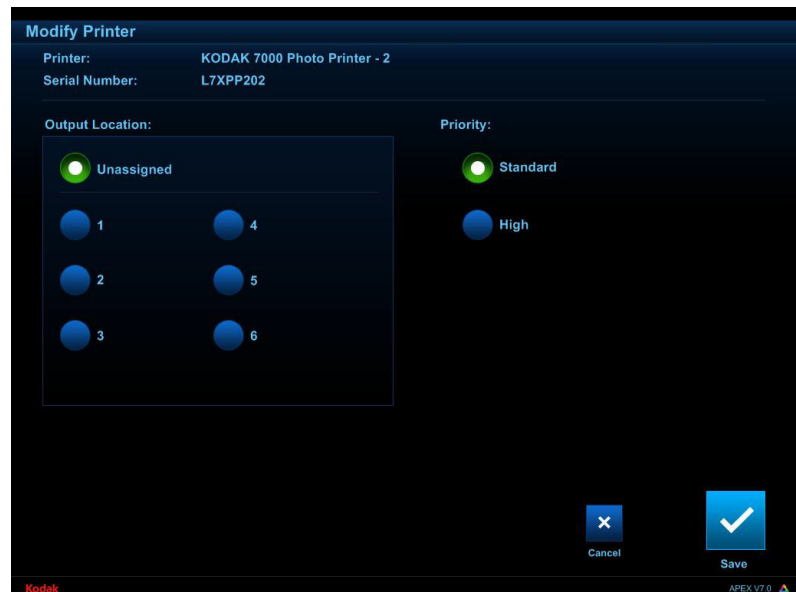


1. From the Setup screen, select *Manage Devices*.



2. Select *Thermal Printers*.

3. Select the printer you want to modify, then select *Modify*.



4. View or select the output location for the selected printer.
- NOTE: A printer designated as a high-priority printer **only** prints high-priority orders.



5. Select *Save* to keep your changes. Otherwise, select *Cancel*.

Adjusting Backprinter Density

NOTE: The *Adjust Backprinter Density* option appears on the Thermal Printers screen only if a backprinting thermal printer is installed.

To make backprinting lighter or darker:



1. From the Setup screen, select *Manage Devices*.



2. Select *Thermal Printers*.
3. Select a printer that has backprinting capability (such as the KODAK 7010 Photo Printer or KODAK 7015 Photo Printer), then select *Adjust Backprinter Density*.

NOTE: This option does not appear if a backprint-capable thermal printer is not installed.



4. Use the up/down arrows to adjust the density setting.
5. Select *Save* to keep your changes. Otherwise, select *Cancel*.



Maintaining the Printers

To maintain good print quality, clean the exterior of the printer regularly to eliminate dust buildup and prevent debris from entering the printer.

Make sure you have the KODAK Thermal Printer Cleaning Kit available. This kit contains 10 individually packaged alcohol pads.

**CAUTION:**

Alcohol is a flammable liquid. It can cause eye irritation and dry skin. Wash your hands with soap and water following any maintenance procedures where you use alcohol pads. For additional information, see the Material Safety Data Sheet (MSDS).

Cleaning Kit

Use the KODAK Thermal Printer Cleaning Kit when performing routine maintenance.

KODAK Thermal Printer Cleaning Kit	
Catalog Number	172-1117
Contents	10 individually packaged alcohol pads

Cleaning the Exterior of the Printer

1. Move the power switch for the printer to the Off (○) position.
2. If installed, remove the:
 - exit tray
 - trim tray
3. Empty the trim tray.
4. Wipe the exterior of the printer, exit tray, and trim tray with a damp, lint-free cloth.
5. Insert the trim tray and exit tray.
6. Move the power switch to the On (|) position.

Cleaning the Interior of the Printer

See the individual chapter for the printer for instructions on cleaning the interior of the printer.

Handling and Storing the Paper and Ribbon

For the best quality prints, carefully handle and store the paper and ribbons.

- To avoid fingerprints, handle the photo ribbon by the spool ends. Handle the backprinter ribbon by the cartridge. Do not touch the ribbon material.
- Do not touch the glossy side of the paper.
- Store the paper and ribbons away from direct sunlight.

Recovering from a Power Interruption



CAUTION:

If the printer loses power while printing, the printer stops with the thermal head positioned against the platen roller. The platen roller could become damaged if the thermal head is left in this position.

If a power outage occurs:

1. Open the printer cover to immediately release the pressure on the platen roller. Leave the cover open until power is restored.
2. When power is restored, restart the printer by following the procedure for Clearing a Paper Jam for your printer.
3. Send your print job again.

Checking the Status of Connected Hardware

The Device Health Checks screen appears automatically each time you turn on the system. The information displays the status of connected hardware and is useful in identifying general problems with hardware configuration or performance.

For information on error messages that may have appeared during the Device Health Check process, see the User's Guide for the KODAK Picture Kiosk, or the User's Guide for the KODAK Adaptive Picture Exchange.

2 Using and Maintaining the KODAK 305 Photo Printer



CAUTION:

The printer weighs 26.5 lbs (12 kg). Use caution when lifting or moving the printer.

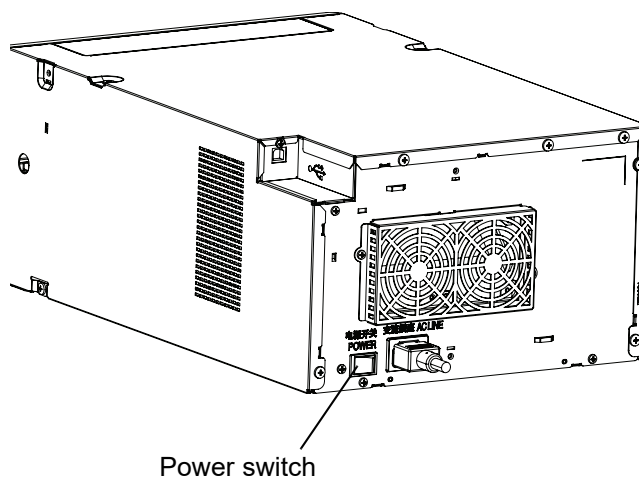
Using the Printer

This chapter provides information on:

- Turning the printer on and off
- Using the operator panel
- Adjusting the paper guides
- Loading paper
- Loading ribbon

Turning the Printer On and Off

1. Move the power switch to the On (|) position.



2. To turn off the printer, move the power switch to the Off (O) position.

Operator Panel Lights

LED Display			Printer Status
ALARM	PAPER RIBBON	POWER	
○	○	○	The printer power is off.
○	○	✱	The thermal print head is cooling/heating. When the indicator stops blinking, the printer resumes printing.
○	○	✱	This printer is in standby mode.
✱	○	●	This printing unit is open.
○	○	●	The printer is ready.
✱	✱	●	There is a paper jam or problem with the ribbon.
○	✱	●	The wrong ribbon is loaded.
○	●	●	The paper is empty, or not loaded.

Key	
●	= ON
○	= OFF
✱	= Blinking

Photo Print Kits

The KODAK Photo Print Kits contains the correct paper and ribbon for the KODAK 305 Photo Printer. Photo Print Kits are sold separately.

Go to www.kodakalaris.com/go/printerupdates for information on ordering supplies.

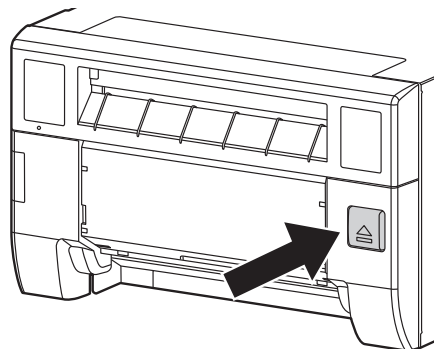
The paper roll contains a small amount of additional paper to allow for the extra feed when loading the paper and to minimize end-of-roll impressions.

KODAK Photo Print Kit 305 / 6R	
Contents	2 rolls of paper and 2 ribbons
Capacity	Maximum: 2 x 320 4 x 6 in. prints 2 x 160 6 x 8 in. prints
Paper Width	6 in. (15.1 cm)
Ribbon Width	6.2 in. (15.9 cm)
Ribbon Patch Length	36 in. (92.6 cm)

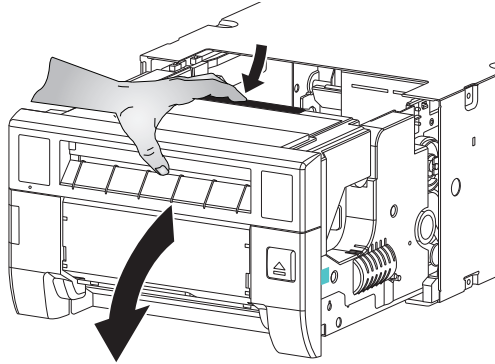
KODAK Photo Print Kit 305 / 5R	
Contents	2 rolls of paper and 2 ribbons
Capacity	Maximum: 2 x 180 5 x 7 in. prints
Paper Width	5 in. (12.7 cm)
Ribbon Width	5.3 in. (13.5 cm)
Ribbon Patch Length	36 in. (92.6 cm)

Adjusting the Paper Guides

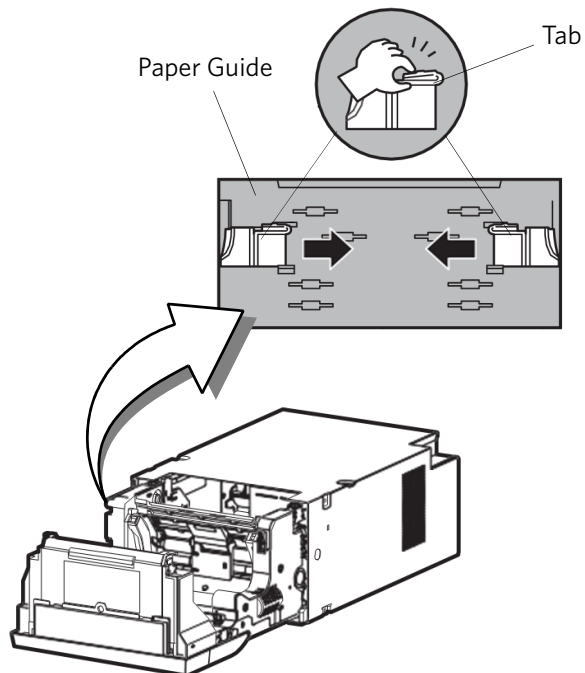
1. Press Open.



2. Open the paper access door.



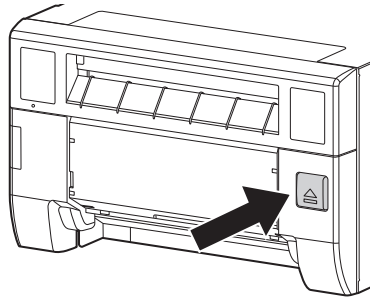
3. Pinch the tab on the adjustable paper guide.
4. Slide the paper guide inward until it stops and locks into place.
5. Repeat Steps 3-4 for the second paper guide.



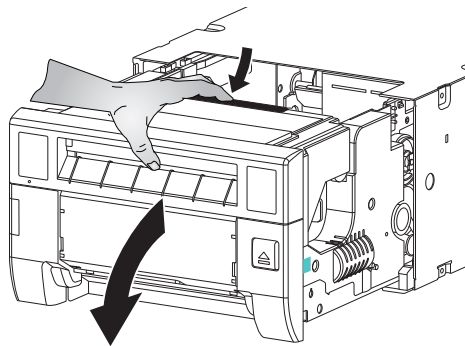
Loading the Paper

Make sure that you have the appropriate media available. See ["Photo Print Kits" on page 2-3](#).

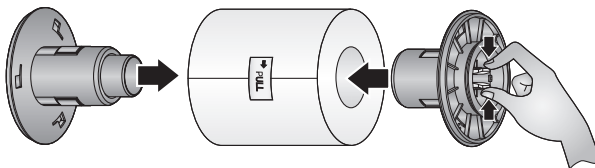
1. Press Open.



2. Open the paper access door.

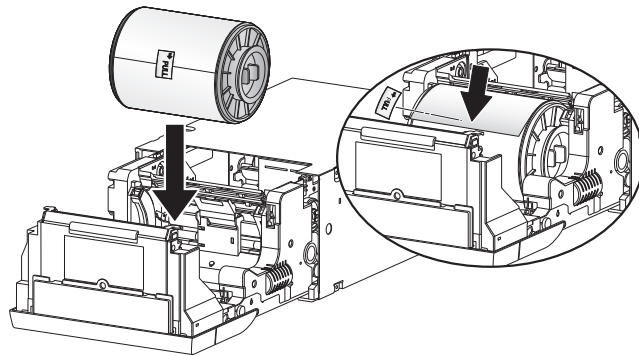


3. If you are replacing a used paper roll:
 - a. Remove the used paper roll.
 - b. Save the flanges from the roll.
4. Remove the plastic wrapper from the new paper roll. Do not remove the tape from the new paper roll.
5. Pinch the tabs on the paper flange and insert the flanges into the new paper roll.

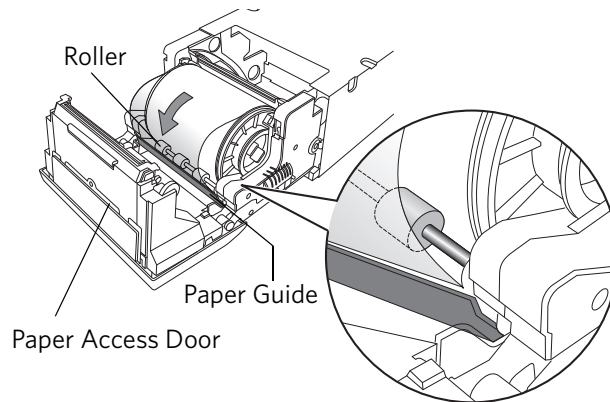


6. Carefully lower the paper into the printer.

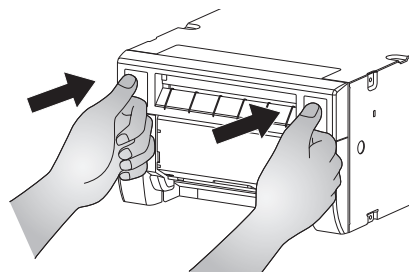
7. Remove the label. Verify that the paper unrolls from the top of the roll.



8. Insert the paper between the rollers and paper guide.
9. Feed the paper into the printer until you hear a beep.



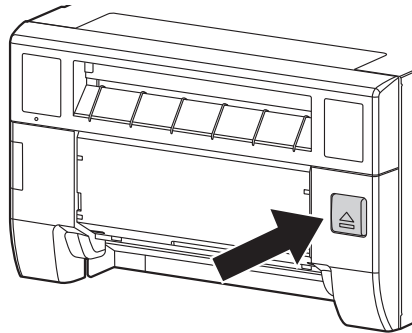
10. Close the paper access door.
11. Carefully close the print unit. The printer advances and cuts 3 sheets of paper to avoid fingerprints or other damage on the first prints.



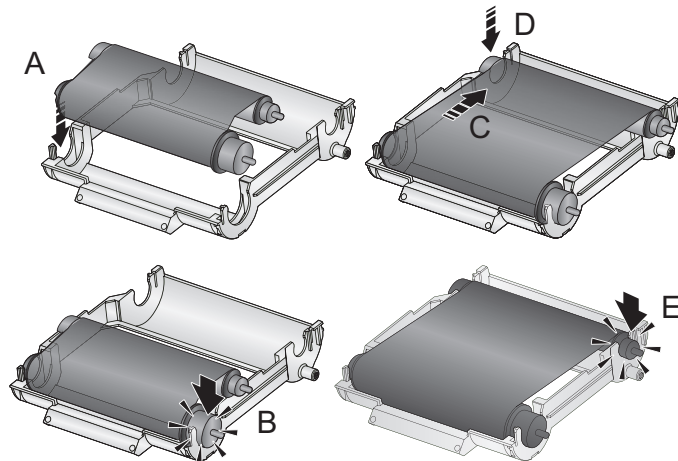
Loading the Ribbon

Make sure that you have the appropriate media available. See ["Photo Print Kits" on page 2-3](#).

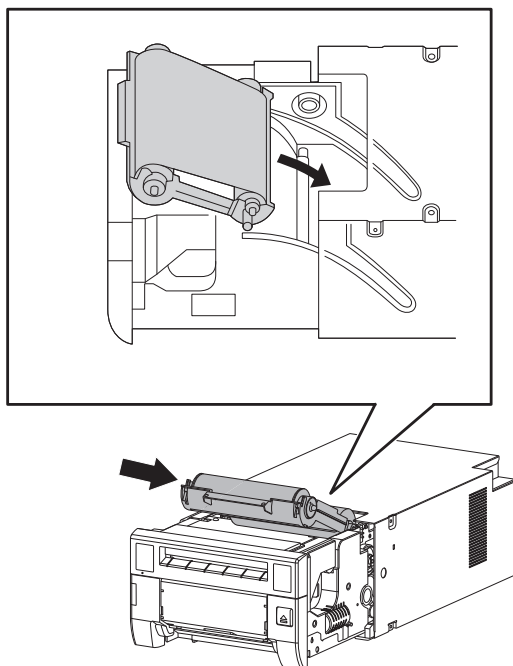
1. Press Open.



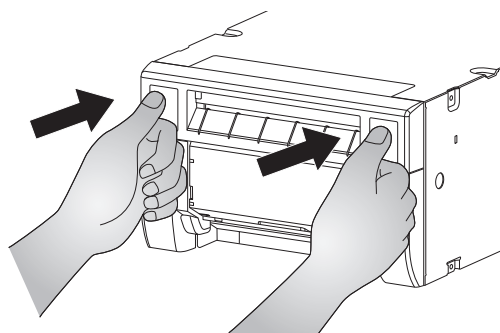
2. Remove the ribbon cassette.
3. Remove the plastic wrapper from the new ribbon.
4. Load the ribbon into the cassette:
 - a. Insert the left side of the supply spool.
 - b. Insert the right side of the supply spool.
 - c. Unwind the ribbon.
 - d. Insert the left side of the take-up spool.
 - e. Insert the right side of the take-up spool.
5. Remove any slack in the ribbon by turning the take-up spool.



6. Insert the cassette into the printer. Make sure that you align the cassette with the guides on the printer.



7. Carefully close the print unit.



Cleaning the Printer

Cleaning the Exterior of the Printer See [“Cleaning the Exterior of the Printer” on page 1-13.](#)

Cleaning the Thermal Print Head and the Peel Roller *IMPORTANT: Only do this procedure if directed by a service representative.*

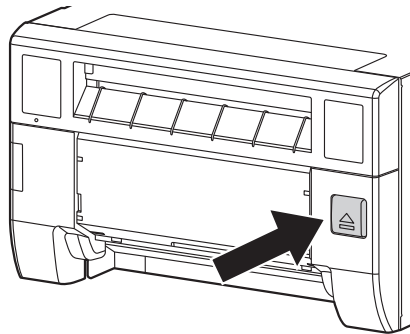
1. Move the power switch to the Off (O) position.



CAUTION:

**The thermal print head becomes extremely hot during normal operation.
Do not touch it.**

2. Press Open.



3. Remove the ribbon cassette.
4. Wait approximately five minutes for the thermal print head to cool.

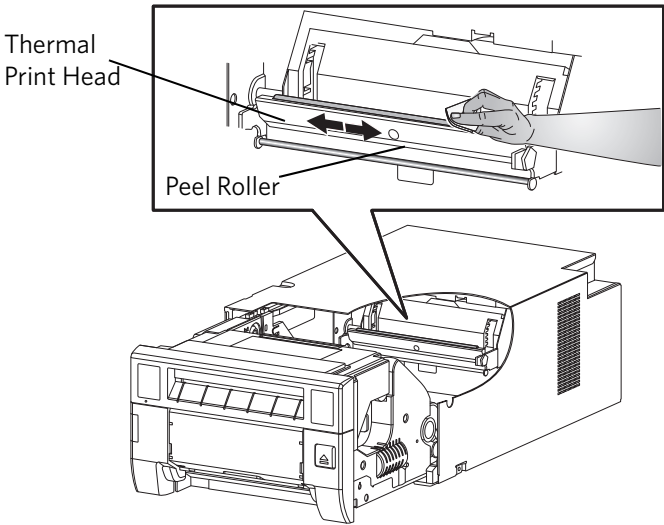


CAUTION:

Fingerprints can damage the glass part of the thermal print head. Never touch it with your bare hands or fingers.

5. Remove a new alcohol pad from its packaging. When you clean the thermal head:
 - Apply firm, even pressure.
 - Wipe along the entire length of the area, in one direction only.
 - Make at least three passes, using a clean part of the pad for each pass.

- Repeat, as needed, until no dirt appears on the pad.



6. Use a new alcohol pad to wipe the peel roller. Rotate the roller to clean the entire roller surface.
7. Allow the alcohol to dry completely (about five minutes) before you resume printing.
8. Load the ribbon cassette (see [page 2-7](#)).
9. Carefully close the print unit.
10. Move the power switch to the On (|) position.

Troubleshooting

Use the information in this section to identify problems and recommended procedures for correcting the problem. If you cannot solve the problem, contact Service and Support.

Troubleshooting Print Quality

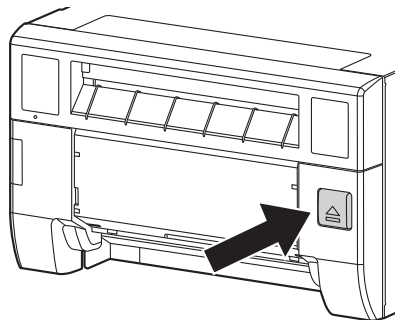
Problem/Message	Possible Solution
Prints have a vertical white line.	Clean the thermal print head (see page 2-9).
Prints appear out of focus.	Check that the ribbon is loaded properly. If it is almost depleted, load a new ribbon (see page 2-7).

Troubleshooting Other Printer Issues

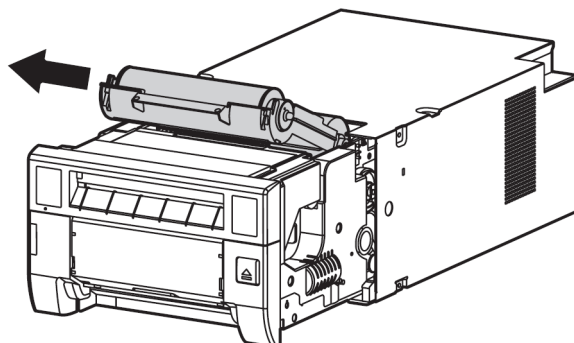
Problem	Possible Solution
Prints have a vertical white line.	Clean the thermal print head (see page 2-9).
Prints have a color tint.	Adjust the Printer Color Adjust settings. See the Hardware User's Guide for the KODAK Picture Kiosk and the KODAK Adaptive Picture Exchange.
Prints appear out of focus.	Check that the ribbon is loaded properly. If it is almost depleted, load a new ribbon (see page 2-7).
There is a paper jam.	Clear the paper jam (see page 2-11).
Printer indicates NOT FOUND on the Device Health Checks Screen.	Check that the: <ul style="list-style-type: none"> printer is turned on. power cord is connected. USB cable is connected to the printer and the console.
Printer applications do not appear on the screen.	Check that: <ul style="list-style-type: none"> the printer is turned on. the USB cable is connected. there is no printer error. the application is enabled under User Mode. Run Application Health Checks.

Clearing a Paper Jam

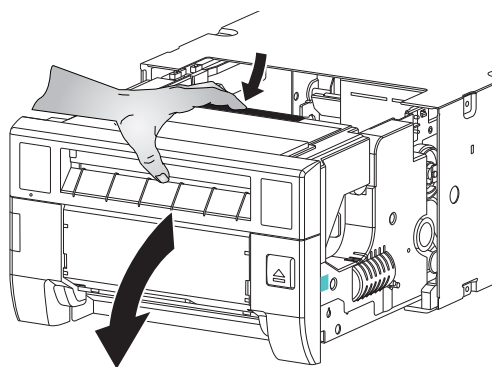
1. Move the power switch to the Off (O) position.
2. Press Open.



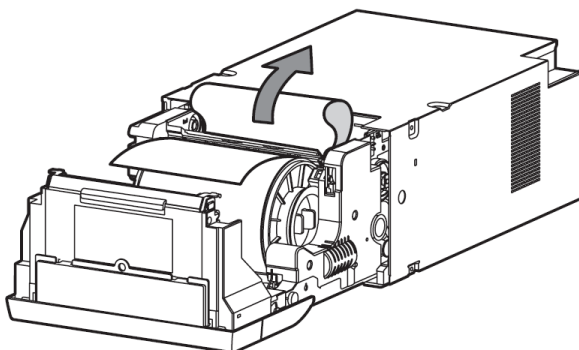
3. Remove the ribbon cassette.



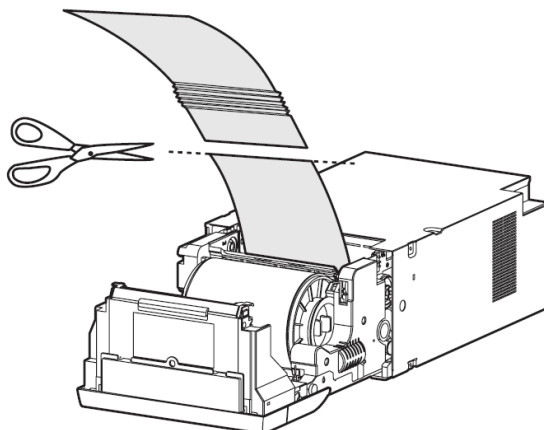
4. Open the paper access door.



5. Carefully remove the paper.



6. Cut off any damaged or printed areas of the paper.



7. Look inside the printer and carefully remove any pieces of paper.
8. Load the paper (see [page 2-5](#)).
9. Load the ribbon cassette (see [page 2-7](#)).
10. Close the front of the printer.
11. Move the power switch to the On (|) position.

3 Using and Maintaining the KODAK 605 Photo Printer

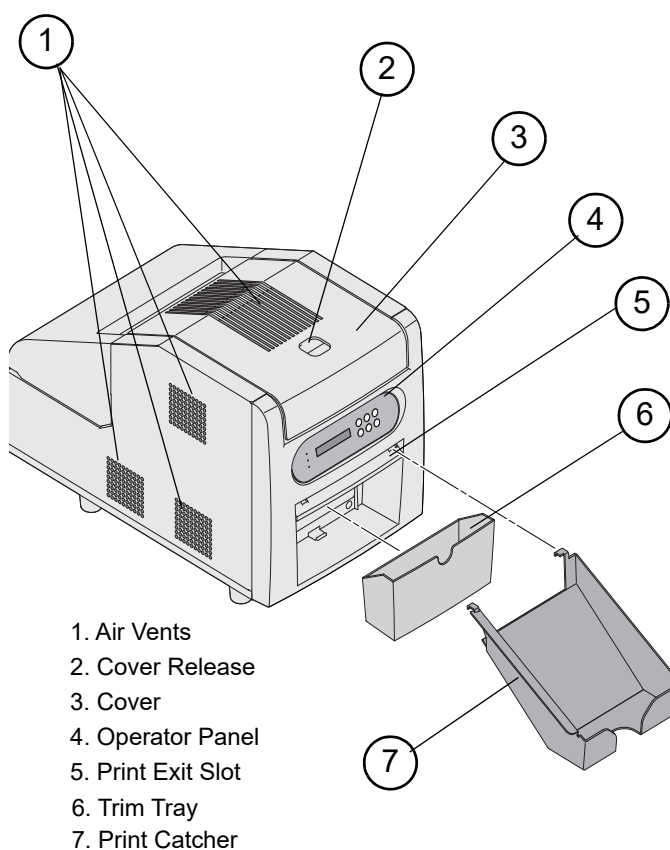


CAUTION:

The printer weighs 40 lbs (18 kg) and is heavier at the front. Use caution when lifting or moving the printer.

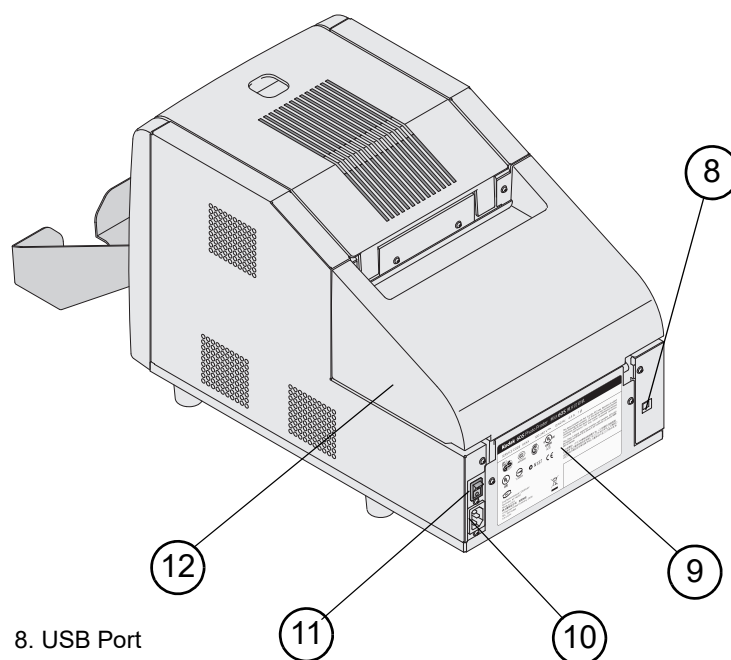
Identifying the Printer Parts

Front View



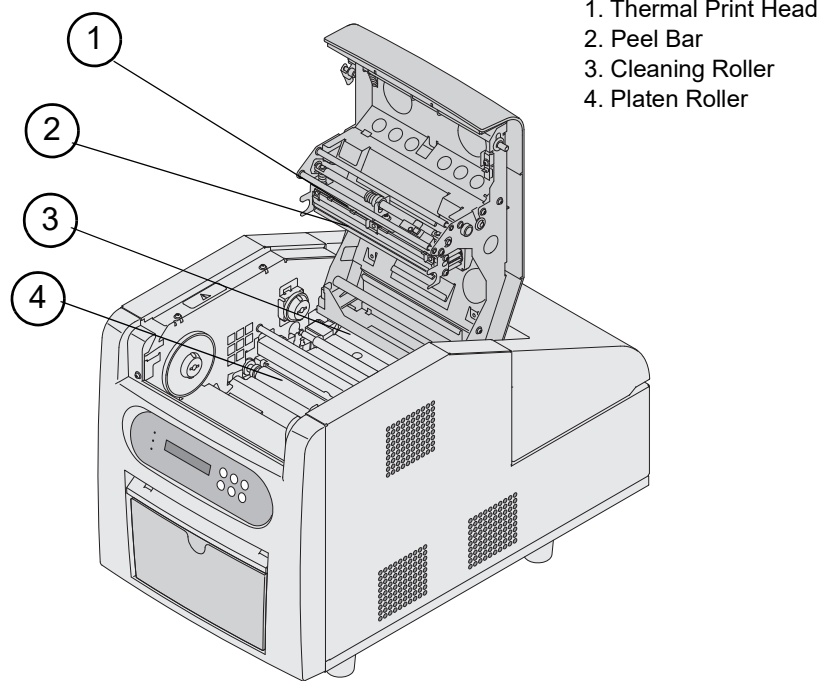
- 1. Air Vents
- 2. Cover Release
- 3. Cover
- 4. Operator Panel
- 5. Print Exit Slot
- 6. Trim Tray
- 7. Print Catcher

Rear View

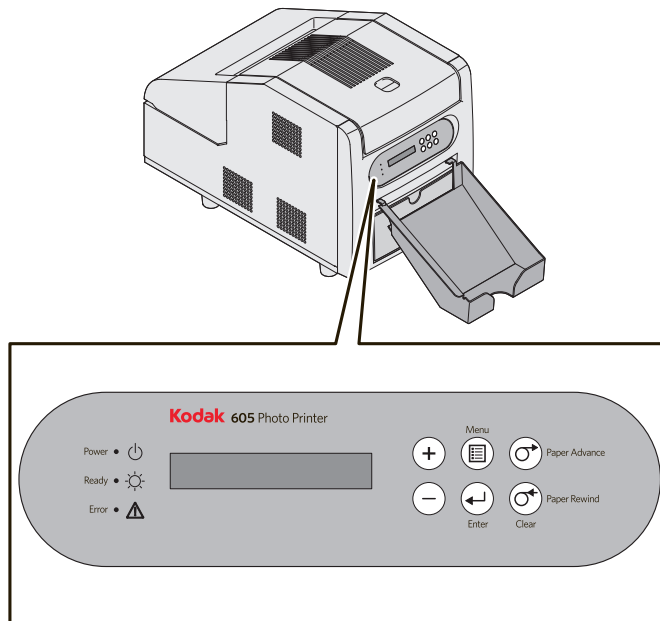


- 8. USB Port
- 9. Data Plate
- 10. Power Connector
- 11. Power Switch
- 12. Paper Door

Internal View



Operator Panel



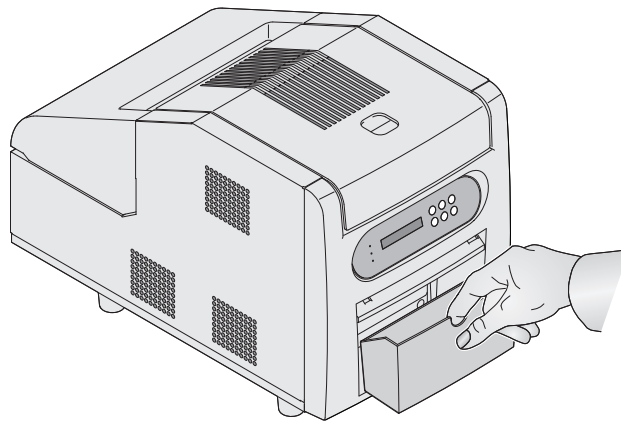
Installing the Trim Tray

The trim tray collects paper trimmings that are generated when the printer cuts the prints.

 **CAUTION:**

There are sharp cutter blades inside the printer. Do not insert hands or objects.

Slide the trim tray into the printer as shown.

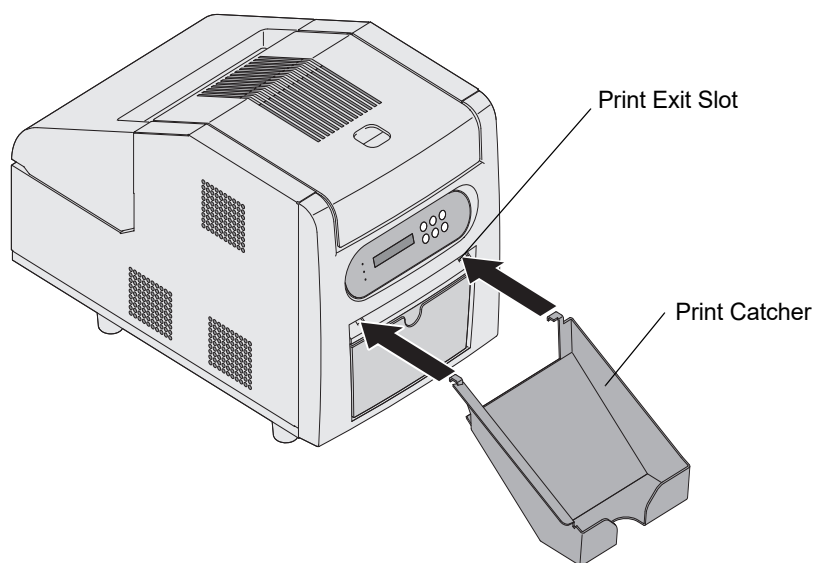


IMPORTANT: *To keep your prints dust-free and to prevent paper jams, empty the trim tray each time you change the paper.*

Installing the Print Catcher

The print catcher collects the finished prints as they exit the printer.

Attach the print catcher from the print exit slot if you are not installing the printer in a cabinet.



Using the Printer



CAUTION:

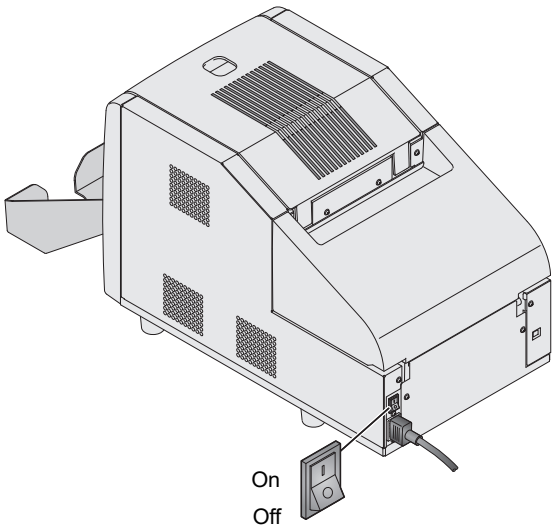
The printer weighs 40 lbs (18 kg) and is heavier at the front. Use caution when lifting or moving the printer.

Before using the printer, make sure that you:

- read and understand the safety information.
- load paper and ribbon (see [page 3-8](#) and [page 3-10](#)).

Turning the Printer On and Off

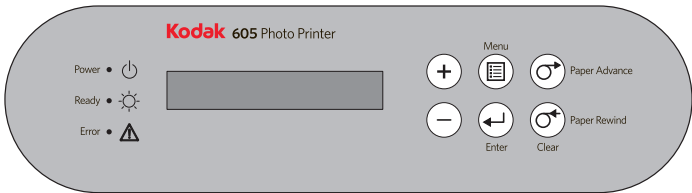
- 1. Move the power switch to On (I).






On the operator panel, the orange Power light illuminates and the Ready message appears.

- 2. To turn off the printer, move the power switch to Off (O).

Operator Panel



Operator Panel Lights

Light		Color	Printer Status
	Power	Orange	Printer power is on.
	Ready	Green	Printer is ready to make prints.
	Error	Red	An error has occurred. See the messages on the operator panel, then see page 3-15 .

Operator Panel Buttons







Button		Use
	Plus	To scroll through printer selections.
	Minus	To scroll through printer selections.
	Menu	To enter Setup Mode. Press <i>Menu</i> repeatedly to scroll through printer settings.
	Enter	To initiate an action or accept a change.
	Paper Advance	To advance paper.
	Paper Rewind/Clear	To rewind paper or to exit Setup Mode.

Photo Print Kits

The KODAK Photo Print Kit 6800/6R contains the correct paper and ribbon for the KODAK 605 Photo Printer. Photo Print Kits are sold separately.

Go to www.kodak.com/go/printerupdates for information on ordering media.

The paper roll contains a small amount of additional paper to allow for the extra feed when loading the paper and to minimize end-of-roll impressions.

KODAK Photo Print Kit 6800/6R	
Band Color	White
Contents	1 roll of paper and 1 ribbon
Capacity	750 - 4 x 6-in. prints, paper, and ribbon, or 375 - 6 x 8-in. prints, paper, and ribbon
Paper and Ribbon Width	6 in. (15.2 cm)
Ribbon Patch Length	8 in. (20.3 cm)

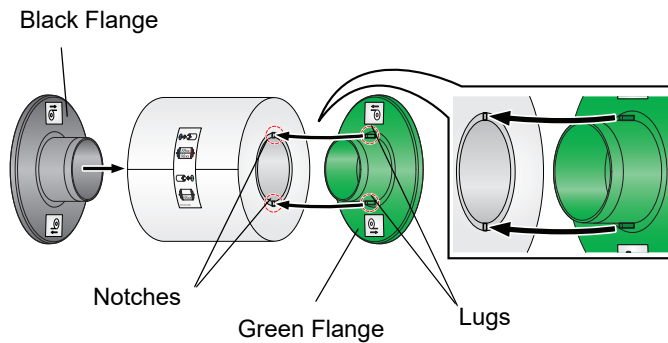
Loading the Paper

Have a KODAK Photo Print Kit 6800/6R available.

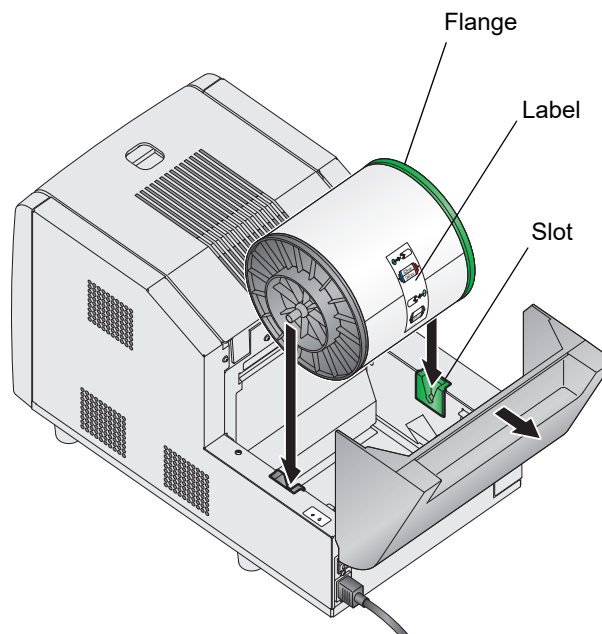
See ["Photo Print Kits" on page 3-7](#).

1. Open the paper door.
2. If you are replacing a used paper roll:
 - a. Press *Paper Rewind* on the operator panel.
 - b. Remove the used paper roll. Remove and save the plastic flanges from the roll.
3. Insert the flanges into the new paper roll. Align the lugs on the green flange with the notches in the roll.

Note: If you do not attach the flanges properly, the paper roll will not fit into the printer.

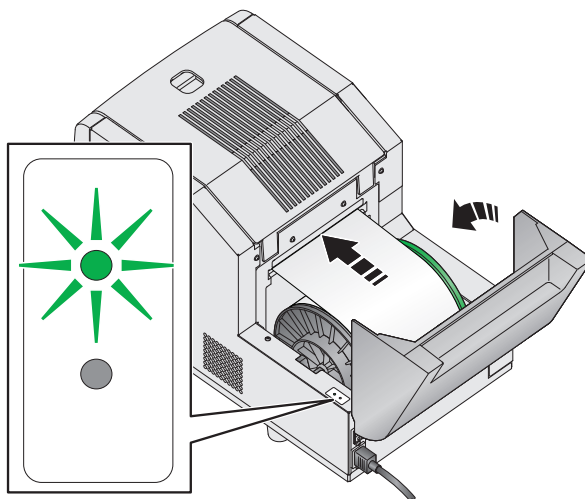


4. Carefully lower the paper roll into the slots. Match the geared flange (green) with the geared slot (green) on the printer.
5. Remove the label. Verify that the paper unrolls from the top of the roll.

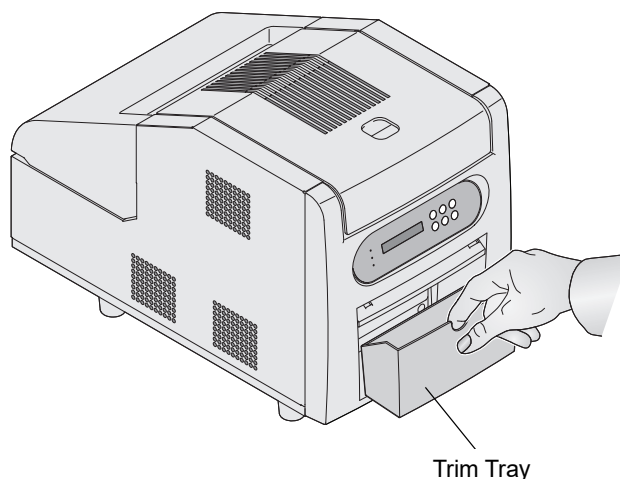


6. Feed the paper into the printer until the red LED light turns off and the green LED light turns on.
7. Close the paper door.

Note: Ribbon must be loaded in the printer before the paper automatically advances.



8. The printer advances and cuts 6 sheets of paper to avoid fingerprints or other damage on the first prints. The operator panel displays the Ready message.
9. Empty the trim tray.



10. To ensure good print quality, reset the factory defaults and calibrate the printer. See ["Resetting a Thermal Printer to Factory Defaults"](#) on page 1-2.

Loading the Ribbon

Have a KODAK Photo Print Kit 6800/6R available. See ["Photo Print Kits" on page 3-7](#).

1. Open the cover.



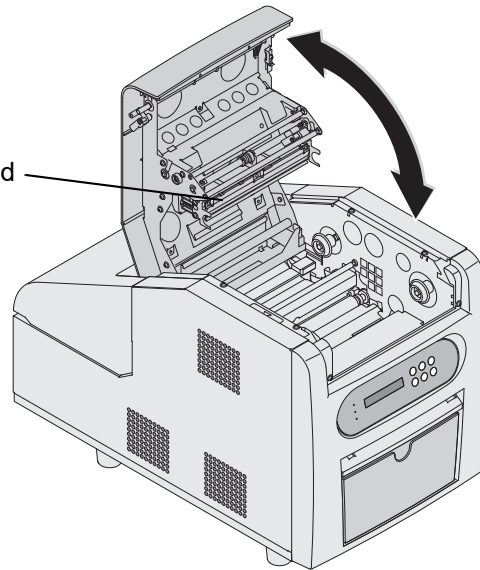
CAUTION:

The thermal print head becomes extremely hot during normal operation.
Do not touch it.



CAUTION: HOT SURFACE

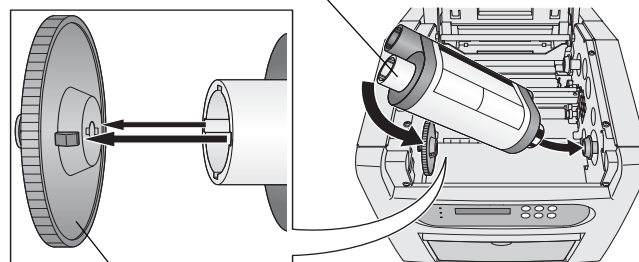
Thermal Print Head



IMPORTANT: *Images remain on the ribbon after printing. Maintain confidentiality.*

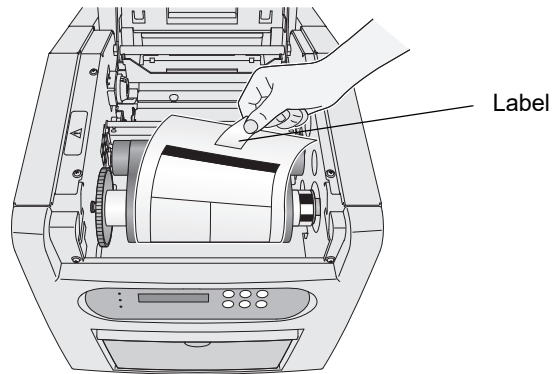
2. If you are replacing a used ribbon:
 - a. Remove the used ribbon.
 - b. Dispose of the used ribbon appropriately.
3. Push the barcode end of the supply spool onto the spool holder on the right. Push the other end of the supply spool onto the spool holder on the left.
4. Rotate the thumb wheel until the lugs on the spool holder lock into the notches on the supply spool.

Supply Spool

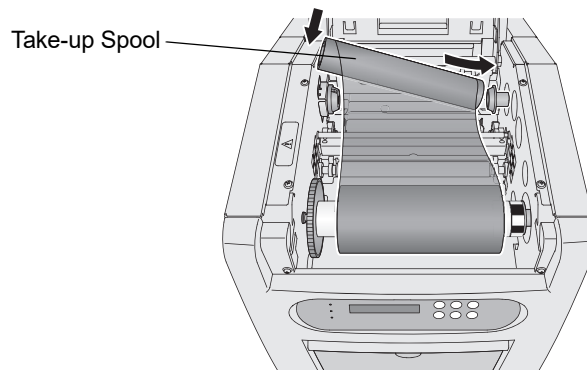


Thumb Wheel

5. Remove the label.



6. Push the take-up spool onto the spool holder on the right.
Push the other end of the take-up spool onto the spool holder on the left.
7. Adjust the take-up spool until the lugs on the spool holder lock into the notches on the take-up spool.



IMPORTANT: *Slack in the ribbon can cause a paper jam.*

8. Remove any slack in the ribbon by turning the supply spool.
9. Close the cover.
10. To ensure good print quality, reset the factory defaults and calibrate the printer. See ["Resetting a Thermal Printer to Factory Defaults" on page 1-2.](#)

Cleaning the Printer

Cleaning the Exterior of the Printer See [“Cleaning the Exterior of the Printer” on page 1-13.](#)

Cleaning the Thermal Print Head **IMPORTANT:** *Only do this procedure if directed by a service representative.*

1. Make sure that the printer power is off.
2. Open the cover.



CAUTION:

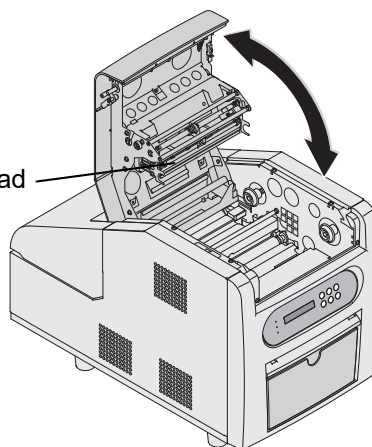
The thermal print head becomes extremely hot during normal operation. Do not touch it.

3. Wait approximately two minutes for the thermal print head to cool.



**CAUTION:
HOT SURFACE**

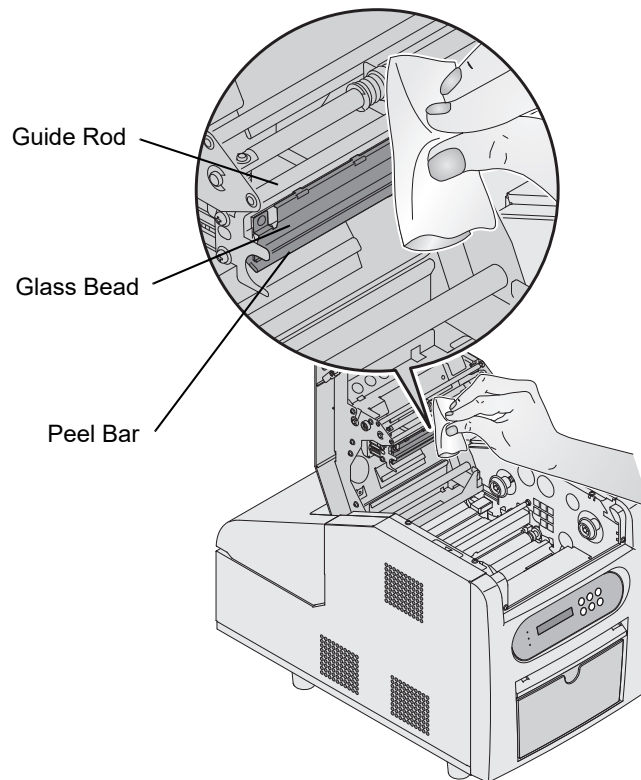
Thermal Print Head



CAUTION:

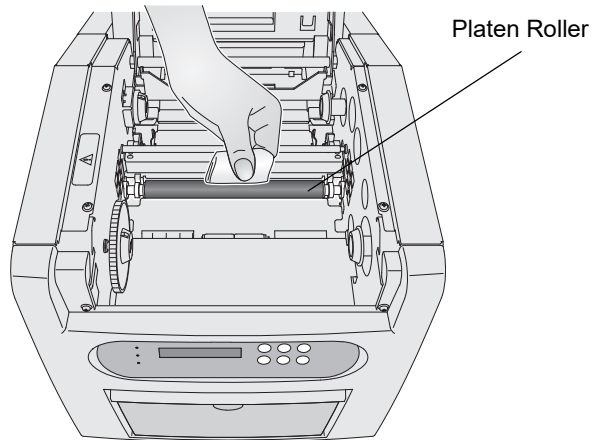
Fingerprints can damage the glass part of the thermal print head. Never touch it with your bare hands or fingers.

4. Use lint-free alcohol pads to clean the guide rod, glass bead, and peel bar, as follows:
 - a. Apply firm, even pressure.
 - b. Wipe along the entire length of the area, in one direction only.
 - c. Make at least three passes, using a clean part of the pad for each pass.
 - d. Repeat, as needed, until no dirt appears on the pad.



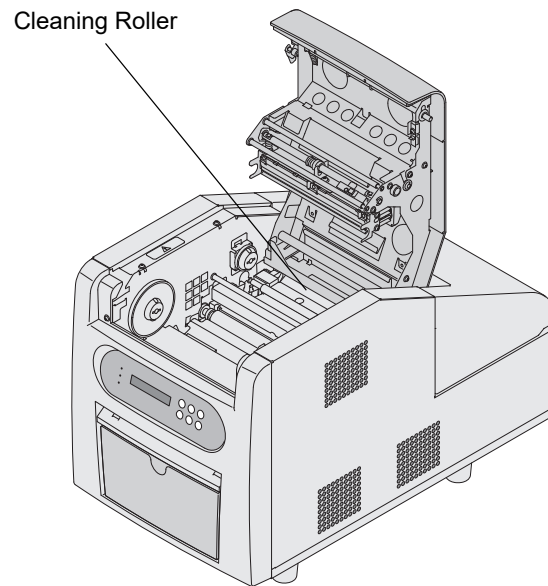
Cleaning the Platen Roller

1. Make sure that the printer power is off.
2. Use a lint-free alcohol pad to clean the platen roller. Wipe in one direction only, rotating the roller to clean the entire surface.



Cleaning the Cleaning Roller

1. Make sure that the printer power is off.
2. Use a lint-free alcohol pad to clean the cleaning roller. Wipe in one direction only, rotating the roller to clean the entire surface.



3. Plug in and turn on the printer.
4. Load the paper (see [page 3-8](#)) and ribbon (see [page 3-10](#)).

Troubleshooting

Use the information in this section to identify problems and recommended procedures for correcting the problem. If you cannot solve the problem, contact Service and Support.

Troubleshooting Printer Error Messages

See the following table to resolve errors reported on the operator panel.


LCD Message	Problem	Solution
Incorrect Ribbon	The printer could not read the barcode on the ribbon.	Check that the ribbon has a barcode and/or replace the ribbon (see page 3-10).
Ribbon Empty	The ribbon is empty, is not loaded, or is stuck to the paper.	Load the ribbon (see page 3-10).
Cover Open	The cover is open.	Make sure that the cover is securely closed.
Paper Jam XX	The paper is stuck in the printer or paper path.	Clear the paper jam (see page 3-17).
Paper Empty	The paper is empty or is not loaded.	Load the paper (see page 3-8).
Paper Cover Open	The paper door is open.	Make sure that the paper door is closed.
Take Out Paper	The paper is at the end of the roll.	Load the paper (see page 3-8).
Ready Loading	The printer is ready to load paper.	Load the paper (see page 3-8).
Mecha Error 11	The cutter did not move completely to one side.	Check the paper path for a jam (see page 3-17).
Mecha Error 12		

LCD Message	Problem	Solution
Mecha Error XX	The printer has a mechanical problem.	Contact Service and Support. Have available: <ul style="list-style-type: none"> the error code number (XX) the printer model number. the serial number (listed on the printer data plate).
Control Error XX	The printer has a system control problem.	
TempSens Err XX	The printer has a problem with the temperature sensor.	
Sensor Error XX	The printer has a sensor problem.	

Troubleshooting Print Quality

Problem/Message	Possible Solution
Prints have white or colored spots.	<ol style="list-style-type: none"> Clean the exterior (see page 1-13). Clean the cleaning roller (see page 3-14).
Prints have a vertical white line.	Clean the thermal print head (see page 3-12).
Prints have impression marks at regular intervals.	Clean the platen roller (see page 3-14).
Prints have a color tint.	Reset the calibration (see page 1-2).

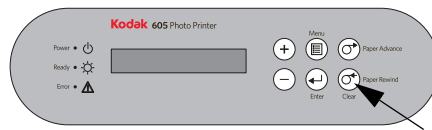
Troubleshooting Other Printer Issues

Problem/Message	Possible Solution
There is a paper jam.	Clear the paper jam (see page 3-17).
Prints are not cut completely.	<div>  CAUTION: There are sharp cutter blades inside the front roller area. Do not insert hands or objects. </div> <ol style="list-style-type: none"> Empty the trim tray. Turn the printer off, then back on. Check that there are no paper clippings hanging from the trim exit or interfering with paper movement.

Problem/Message	Possible Solution
Printer indicates NOT FOUND on the Device Health Checks Screen.	Check that the: <ul style="list-style-type: none"> printer is turned on. power cord is connected. USB cable is connected to the printer and the console.
Printer applications do not appear on the screen.	Check that: <ul style="list-style-type: none"> the printer is turned on. the USB cable is connected. there is no printer error. the application is enabled under User Mode. Run Application Health Check (see page 30-3).

Clearing a Paper Jam

1. Press and hold *Paper Rewind* until the Paper Empty message appears.



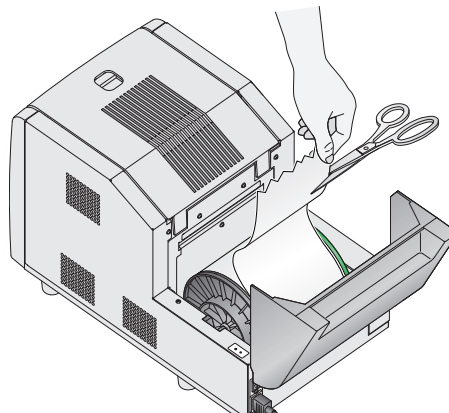
2. Once the Paper Empty message appears:
 - a. Open the paper door.



CAUTION:

Do not damage or mark any of the rollers.

- b. Cut off any damaged or printed areas of the paper.



- c. Load the paper (see [page 3-8](#)).

If the operator panel displays the Ready message, the jam is cleared.

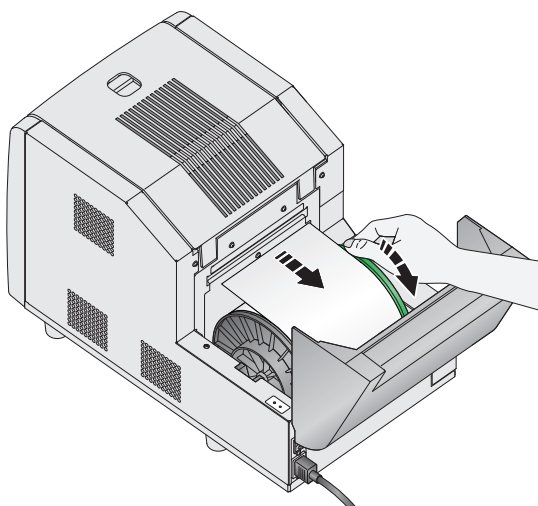
3. If the Paper Jam message is still displayed on the operator panel:
 - a. Turn off the printer.
 - b. Open the paper door.
 - c. Open the cover.
 - d. Remove the ribbon.



CAUTION:

Prevent damage to the printer. Do not pull abruptly on the paper.

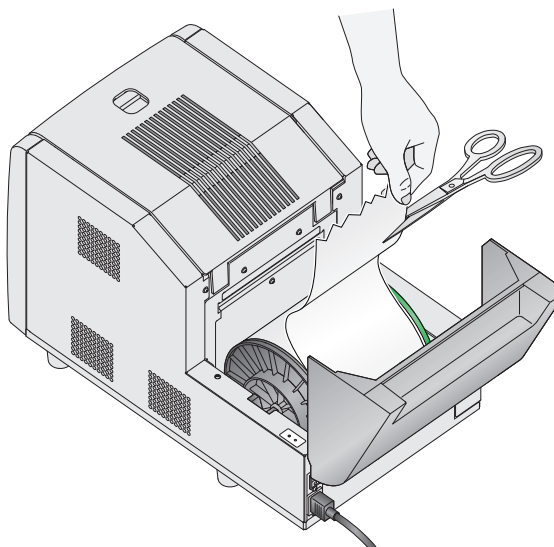
4. Manually rewind the paper onto the roll.



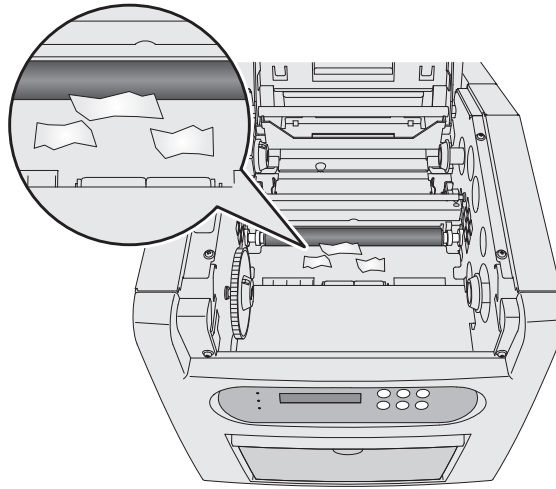
CAUTION:

Do not damage or mark any of the rollers.

5. Cut off any damaged or printed areas of the paper.



6. Look inside the printer and carefully remove any pieces of paper.



7. Turn on the printer.
8. Load the ribbon (see [page 3-10](#)).
9. Load the paper (see [page 3-8](#)).

Note: If the Paper Jam message is still displayed on the operator panel, and you are at the end of a paper roll, it is possible that a segment of paper is too short to automatically exit the printer. Contact Service and Support.

4 Using and Maintaining the KODAK Photo Printer 6800/6850

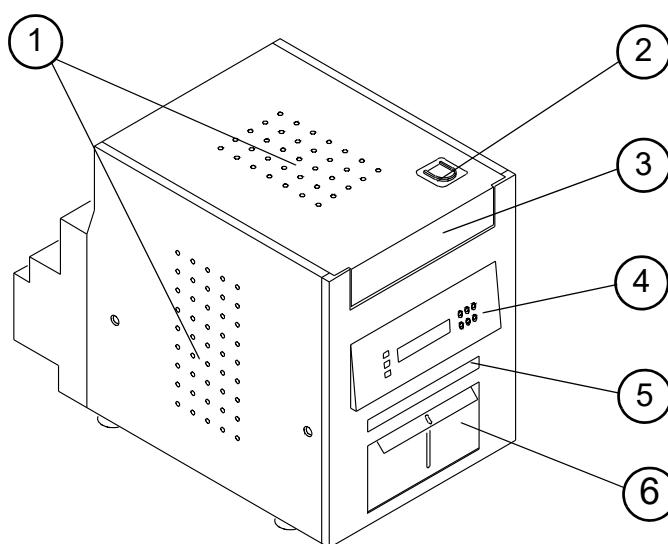


CAUTION:

The printer weighs 56 lbs (25.4 kg) and is heavier at the front. Use caution when lifting or moving the printer.

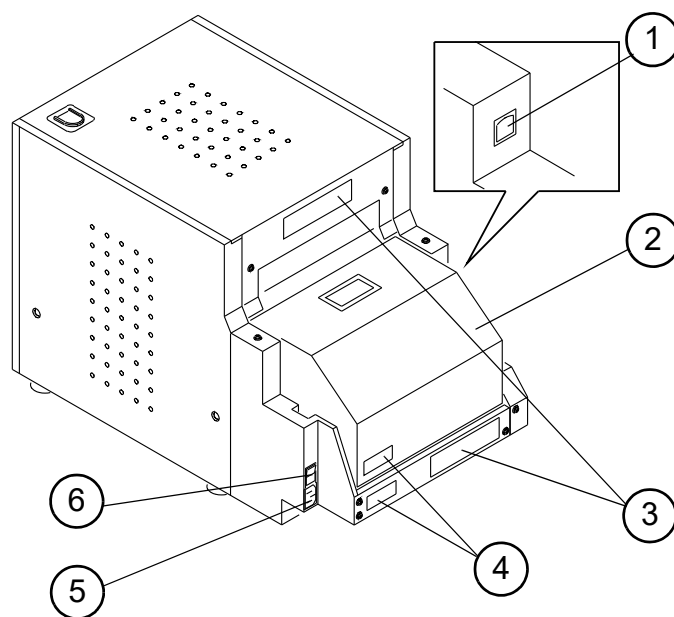
Identifying the Printer Parts

Front View



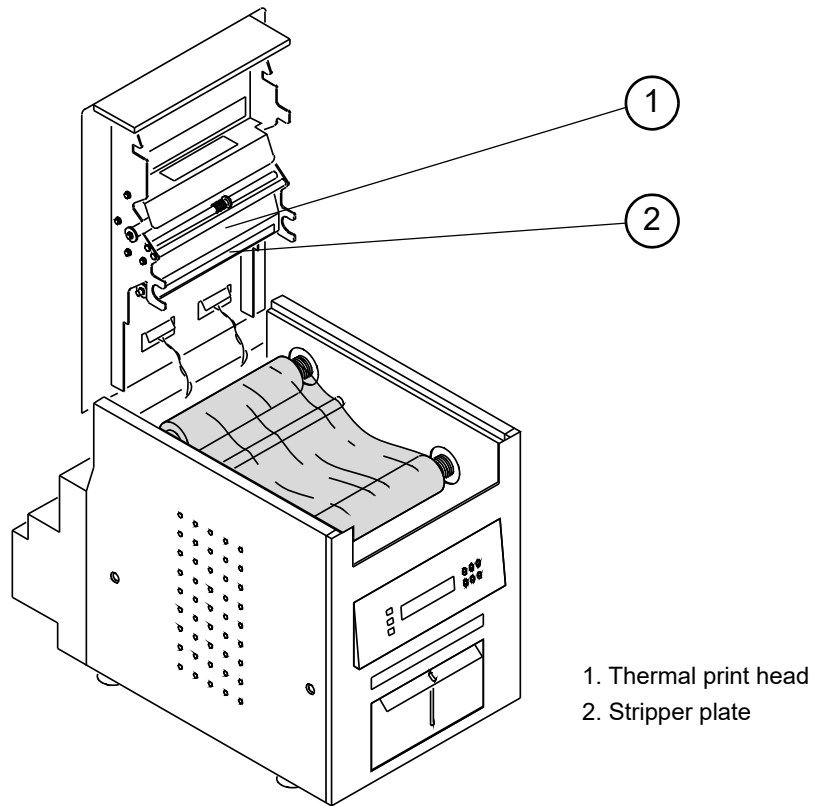
1. Filter openings
2. Cover release
3. Cover
4. Operator panel
5. Print exit slot (Print Catcher not shown)
6. Trim tray

Rear View

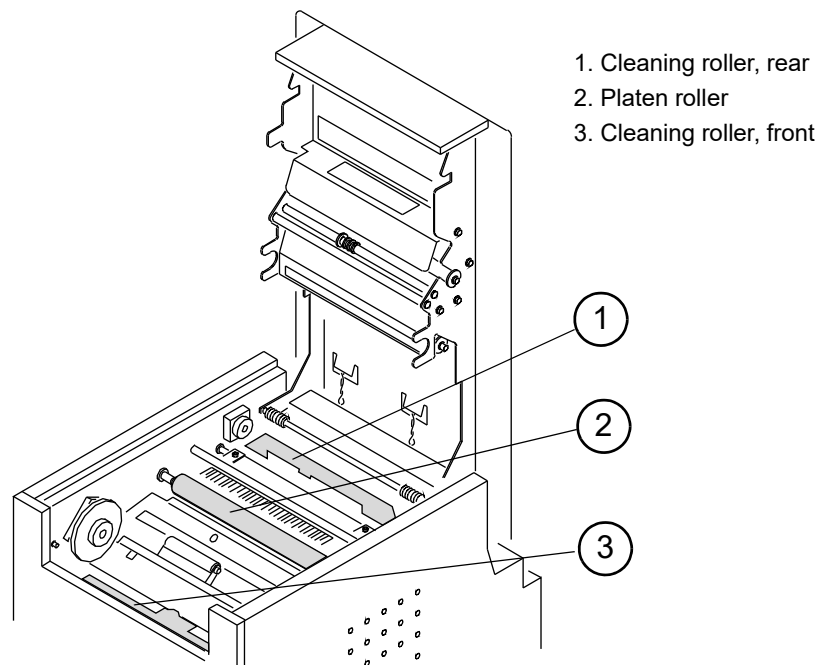


1. USB port
2. Paper door
3. Data plate (location may vary)
4. Serial number (location may vary)
5. Power connector
6. Power switch

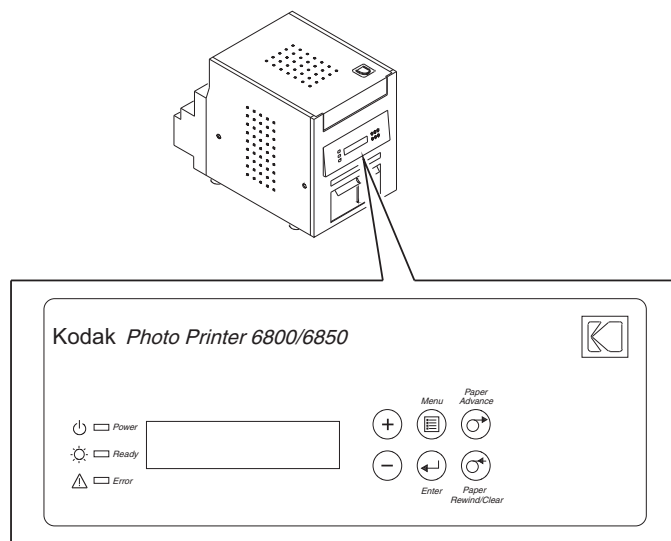
Internal View with Ribbon Installed



Internal View with Ribbon Removed



Operator Panel



Installing the Trim Tray

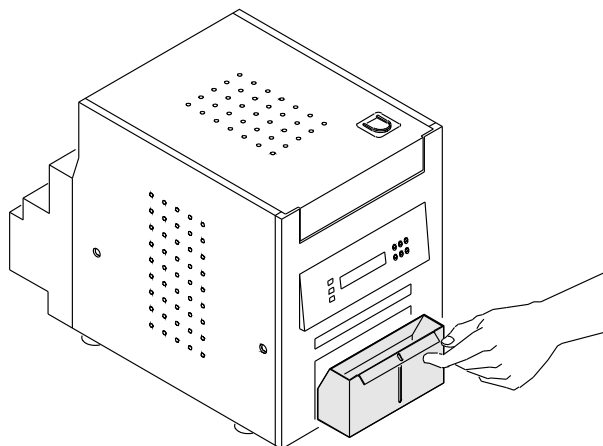
The trim tray collects paper trimmings that are generated when the printer cuts the prints.



CAUTION:

There are sharp cutter blades inside the printer. Do not insert hands or objects.

Slide the trim tray into the printer as shown.

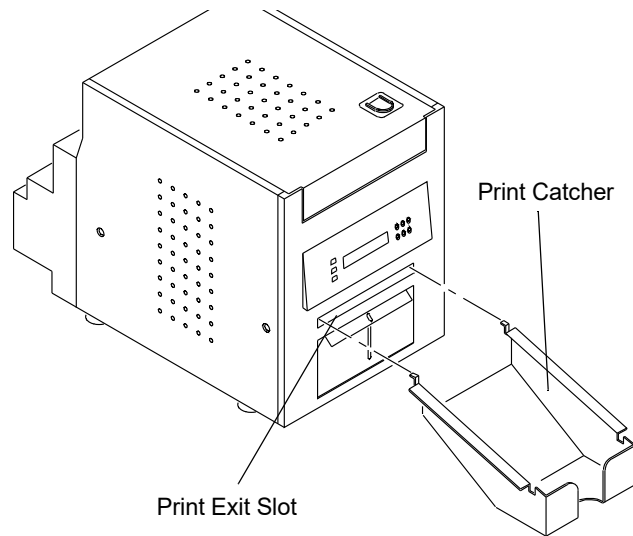


IMPORTANT: *To keep your prints dust-free and to prevent paper jams, empty the trim tray each time you change the paper.*

Installing the Print Catcher

The print catcher collects the finished prints as they exit the printer.

Attach the print catcher from the print exit slot as shown.



Using the Printer



CAUTION:

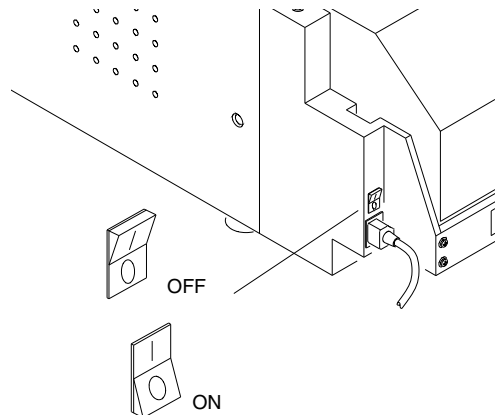
The printer weighs 56 lbs (25.4 kg) and is heavier at the front. Use caution when lifting or moving the printer.

Before using the printer, make sure that you:

- read and understand the safety information.
- load paper and ribbon (see page 4-7 and page 4-10).

Turning the Printer On and Off

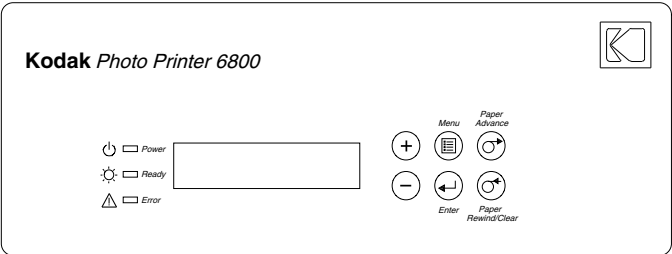
1. Move the power switch to On (|).



On the operator panel, the orange Power light and the green Ready light illuminate and the Ready message appears.

2. To turn off the printer, move the power switch to Off (O).

Operator Panel



Operator Panel Lights

Light		Color	Printer Status
	Power	Orange	Printer power is on.
	Ready	Green	Printer is ready to make prints.
	Error	Red	An error has occurred. See the messages on the operator panel, then see page 4-16.

Operator Panel Buttons

Button		Use
	Plus	To scroll through printer selections.
	Minus	To scroll through printer selections.
	Menu	To enter Setup Mode. Press Menu repeatedly to scroll through printer settings.
	Enter	To initiate an action or accept a change.



Button		Use
	Paper Advance	To advance paper.
	Paper Rewind/Clear	To rewind paper or to exit Setup Mode.

Photo Print Kits

The KODAK Photo Print Kit 6800/6R contains the correct paper and ribbon for the KODAK Photo Printer 6800/6850. Photo Print Kits are sold separately.

Go to www.kodak.com/go/printerupdates for information on ordering media.

The paper roll contains a small amount of additional paper to allow for the extra feed when loading the paper and to minimize end-of-roll impressions.

KODAK Photo Print Kit 6900/6800 / 6R	
Band Color	White
Contents	1 roll of paper and 1 ribbon
Capacity	750 - 4 x 6-in. prints, paper, and ribbon, or 375 - 6 x 8-in. prints, paper, and ribbon
Paper and Ribbon Width	6 in. (15.2 cm)
Ribbon Patch Length	8 in. (20.3 cm)

Loading the Paper

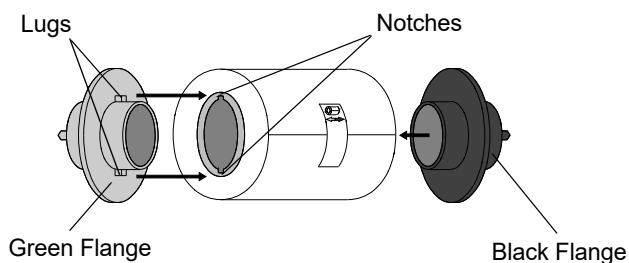
Have a KODAK Photo Print Kit 6800/6R available.

See “Photo Print Kits” on page 4-7.

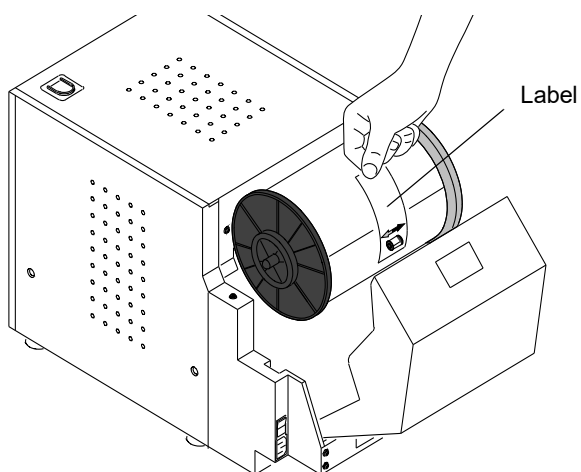
1. Open the paper door.
2. If you are replacing a used paper roll:
 - a. Press *Paper Rewind* on the operator panel.
 - b. Remove the used paper roll. Remove and save the flanges from the roll.

3. Insert the flanges into the new paper roll. Align the lugs on the green flange with the notches in the roll.

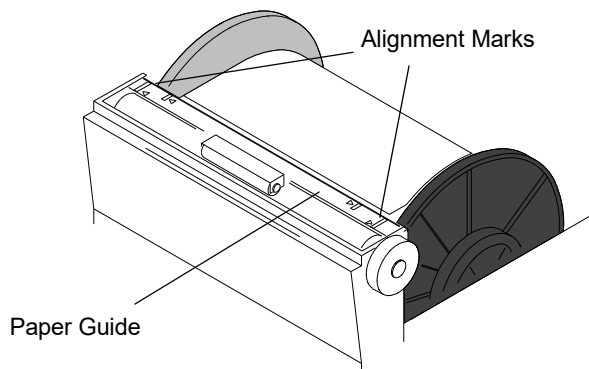
NOTE: If you do not attach the flanges properly, the paper roll will not fit into the printer.



4. Install the paper roll into the printer. Follow the green and black arrows on the label.
5. Remove the label. Verify that the paper unrolls from the top of the roll.



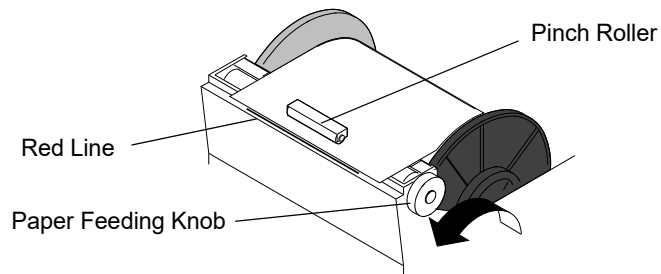
6. Align the edge of the paper with the 6" alignment marks on the paper guide.



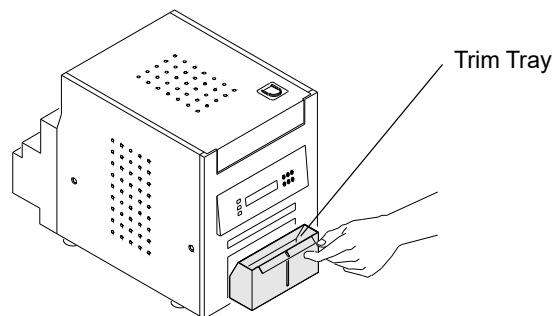
7. Insert the paper under the pinch roller.

IMPORTANT: *Do not advance the paper past the red line or you may cause a paper jam.*

8. Advance the paper to the red line by turning the paper feeding knob.



9. Close the paper door.
10. Press *Paper Advance* on the operator panel.
The printer advances and cuts 6 sheets of paper to avoid fingerprints or other damage on the first prints. The operator panel displays the Ready message.
11. Empty the trim tray.



12. To ensure good print quality, reset the factory defaults and calibrate the printer. See "Resetting a Thermal Printer to Factory Defaults" on page 1-2.

Loading the Ribbon

Have a KODAK Photo Print Kit 6800/6R available.
See "Photo Print Kits" on page 4-7.

1. Open the cover.



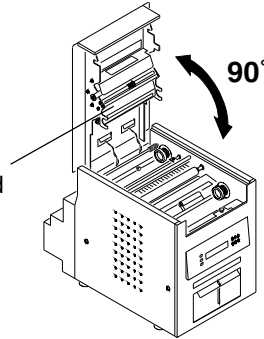
CAUTION:

The thermal print head becomes extremely hot during normal operation. Do not touch it.



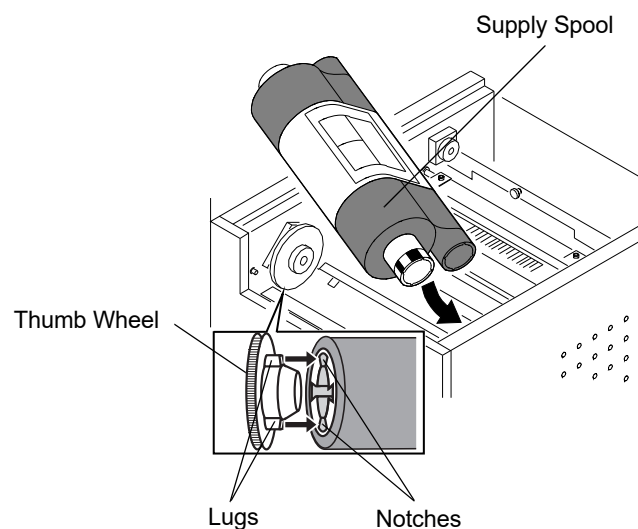
CAUTION: HOT SURFACE

Thermal Print Head

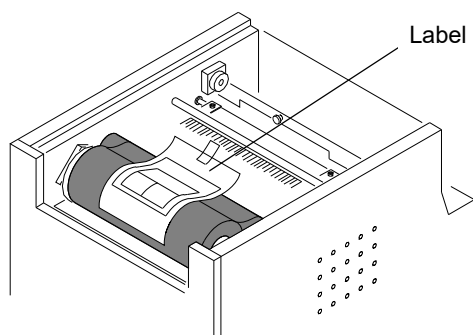


IMPORTANT: *Images remain on the ribbon after printing. Maintain confidentiality.*

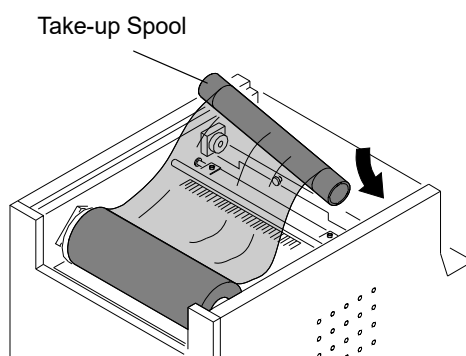
2. If you are replacing a used ribbon:
 - a. Remove the used ribbon.
 - b. Dispose of the used ribbon appropriately.
3. Push the barcode end of the supply spool onto the spool holder on the right. Push the other end of the supply spool onto the spool holder on the left.
4. Rotate the thumb wheel until the lugs on the spool holder lock into the notches on the supply spool.



5. Remove the label.



6. Push the take-up spool onto the spool holder on the right.
Push the other end of the take-up spool onto the spool holder on the left.



7. Adjust the take-up spool until the lugs on the spool holder lock into the notches on the take-up spool.

IMPORTANT: *Slack in the ribbon can cause a paper jam.*

8. Remove any slack in the ribbon by turning the supply spool.
9. Close the cover.
10. To ensure good print quality, reset the factory defaults and calibrate the printer. See "Resetting a Thermal Printer to Factory Defaults" on page 1-2.

Cleaning the Printer

Cleaning the Exterior of the Printer See “Cleaning the Exterior of the Printer” on page 1-13.

Cleaning the Thermal Print Head **IMPORTANT:** *Only do this procedure if directed by a service representative.*

1. Make sure that the printer power is off.
2. Open the cover.



CAUTION:

The thermal print head becomes extremely hot during normal operation.

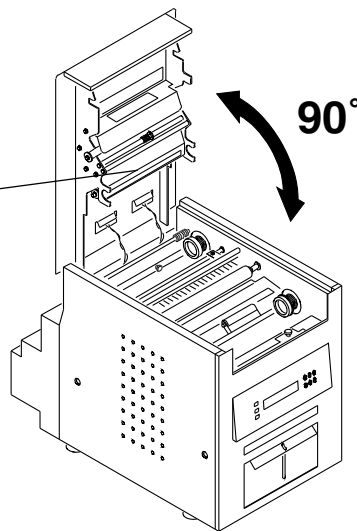
Do not touch it.

3. Wait approximately two minutes for the thermal print head to cool.



CAUTION:
HOT SURFACE

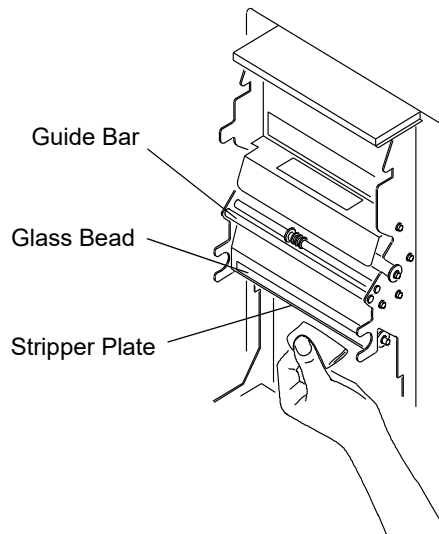
Thermal Print Head



CAUTION:

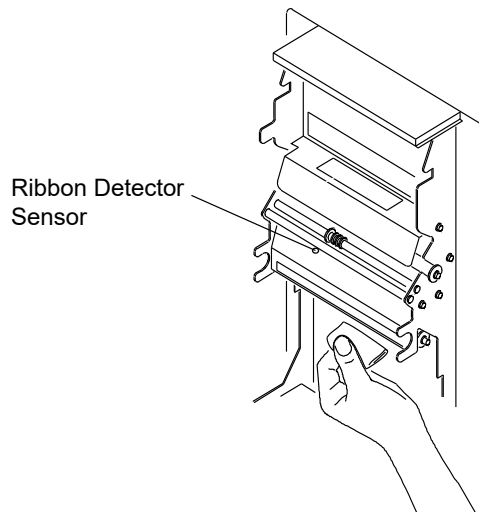
Fingerprints can damage the glass part of the thermal print head. Never touch it with your bare hands or fingers.

4. Use lint-free alcohol pads to clean the stripper plate, glass bead, and guide bar, as follows:
 - a. Apply firm, even pressure.
 - b. Wipe along the entire length of the area, in one direction only.
 - c. Make at least three passes, using a clean part of the pad for each pass.
 - d. Repeat, as needed, until no dirt appears on the pad.



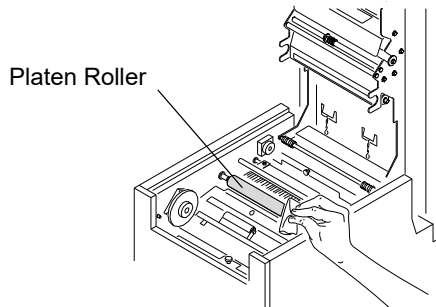
Cleaning the Ribbon Detector Sensor

1. Make sure that the printer power is off.
2. Use a lint-free alcohol pad to clean the ribbon detector sensor.



Cleaning the Platen Roller

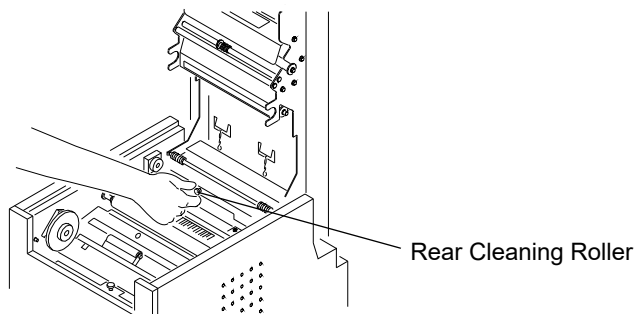
1. Make sure that the printer power is off.
2. Use a lint-free alcohol pad to clean the platen roller. Wipe in one direction only, rotating the roller to clean the entire surface.



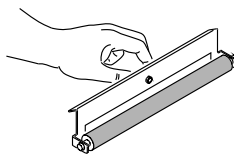
Cleaning the Cleaning Rollers

IMPORTANT: *There are two cleaning rollers in the printer. They are not interchangeable. Clean them separately to prevent reinstalling them in the wrong position.*

1. Make sure that the printer power is off.
2. Remove the rear cleaning roller by pulling the black knob in the center of the roller.



3. Use a lint-free alcohol pad to clean the rubber section of the cleaning roller.



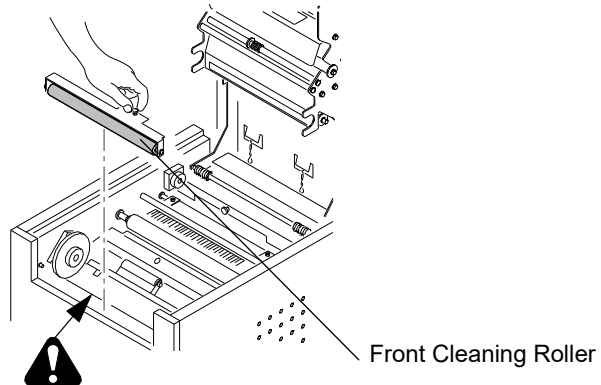
4. Reinstall the roller in the printer. Push the black knob until the roller clicks into place.



CAUTION:

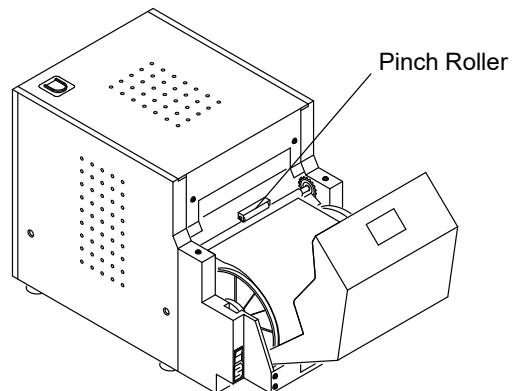
There are sharp cutter blades inside the front roller area. Do not insert hands or objects.

5. Repeat steps 2-4 to clean and reinstall the front cleaning roller.



Cleaning the Pinch Roller

1. Make sure that the printer power is off.
2. Open the paper door.
3. Use a lint-free alcohol pad to clean the pinch roller. Wipe in one direction only, rotating the roller to clean the entire surface.



4. Plug in and turn on the printer.
5. Load the paper (see page 4-7) and ribbon (see page 4-10).

Troubleshooting

Use the information in this section to identify problems and recommended procedures for correcting the problem. If you cannot solve the problem, contact Service and Support.

Troubleshooting Printer Error Messages

See the following table to resolve errors reported on the operator panel.

LCD Message	Problem	Solution
Paper Empty	The paper is empty or is not loaded.	Load the paper (see page 4-7).
Ribbon Empty	The ribbon is empty, is not loaded,	Load the ribbon (see page 4-10).
Incorrect Paper/ Incorrect Ribbon	The paper and ribbon do not match.	Make sure that the paper and ribbon are the same width. Load the correct paper or ribbon (see page 4-7 or page 4-10).
Paper Jam XX	The paper is stuck in the printer or paper path.	Clear the paper jam (see page 4-19).
Cover Open	The cover is open or not latched.	Close the cover by pressing on its center until it clicks.
Paper Guide Error	The paper and paper guide sizes are different.	Load the correct paper (see page 4-7).
Data Error	There is a communication problem between the printer and processor.	<ul style="list-style-type: none">▪ Check the processor.▪ Check that the USB cable is connected.▪ Turn the Kiosk off, then back on.

LCD Message	Problem	Solution
Mecha Error XX	The printer has a mechanical problem.	Contact Service and Support. Have available: <ul style="list-style-type: none"> the error code number (XX). the printer model number. the serial number (listed on the printer data plate).
Control Error XX	The printer has a system control problem.	
TempSens Err XX	The printer has a problem with the temperature sensor.	
Sensor Error XX	The printer has a sensor problem.	


Problem/ Message	Problem	Solution
No Ribbon or Wrong Ribbon Size message appears when the correct ribbon is loaded.	The ribbon is not detected correctly.	1. Turn off the Kiosk. 2. Clean the sensors. 3. Turn on the Kiosk. 4. If the problem persists, contact Service and Support.
Reload Paper or Wrong Paper Size message appears when the correct paper is loaded.	The paper is not detected correctly.	

Troubleshooting Print Quality

Problem/Message	Possible Solution
Prints have white or colored spots.	1. Clean the exterior (see page 1-13). 2. Clean the cleaning rollers (see page 4-14). 3. Clean the pinch roller (see page 4-15).
Prints have a vertical white line.	Clean the thermal print head (see page 4-12).
Prints have impression marks at regular intervals.	Clean the platen roller (see page 4-14).

Problem/Message	Possible Solution
Prints have a color tint.	<ol style="list-style-type: none"> 1. Adjust the Printer Color Adjust settings (see page 1-8). 2. Reset the printer calibration (see page 1-2).
Prints appear out of focus.	<ol style="list-style-type: none"> 1. Check that the ribbon is loaded properly. If it is almost depleted, load a new ribbon (see page 4-10). 2. Clean the pinch roller (see page 4-15).

Troubleshooting Other Printer Issues

Problem	Possible Solution
There is a paper jam.	Clear the paper jam (see page 4-19).
Prints are not cut completely.	<p> CAUTION: There are sharp cutter blades inside the front roller area. Do not insert hands or objects.</p> <ol style="list-style-type: none"> 1. Empty the trim tray. 2. Turn the printer off, then back on. 3. Check that there are no paper clippings hanging from the trim exit or interfering with paper movement.
Printer indicates NOT FOUND on the Device Health Checks Screen.	<p>Check that the:</p> <ul style="list-style-type: none"> ▪ printer is turned on. ▪ power cord is connected. ▪ USB cable is connected to the printer and the console.
Printer applications do not appear on the screen.	<p>Check that:</p> <ul style="list-style-type: none"> ▪ the printer is turned on. ▪ the USB cable is connected. ▪ there is no printer error. ▪ the application is enabled under User Mode. <p>Run Application Health Check (see the User's Guide for the KODAK Picture Kiosk Plus, Software Version 9.x).</p>

Clearing a Paper Jam

If the Paper Jam message appears on the operator panel:

1. Turn off the printer.
2. Open the cover.

CAUTION:

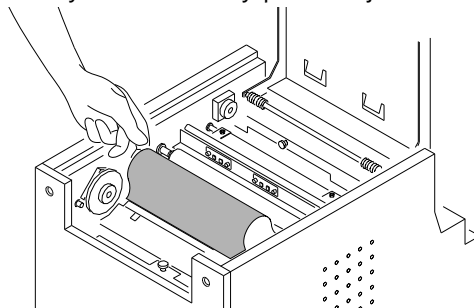
The thermal print head becomes extremely hot during normal operation. Do not touch it.

3. Remove the ribbon from the printer.

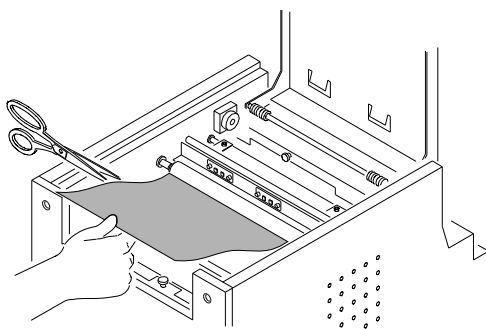
CAUTION:

Prevent damage to the printer. Do not pull abruptly on the paper.

4. Slowly and carefully pull the jammed paper out of the printer.



5. Cut off any damaged or printed areas of the paper.



6. Close the cover and turn on the printer.
7. Press *Paper Rewind* on the operator panel.

If the Paper Jam message still appears on the operator panel, press *Paper Rewind* again.

8. Load the ribbon (see page 4-10).
9. Load the paper (see page 4-7).

NOTE: If the Paper Jam message still appears on the operator panel, and you are at the end of a paper roll, it is possible that a segment of paper is too short to automatically exit the printer. Remove the front cleaning roller (see "Cleaning the Cleaning Rollers" on page 4-14) and remove the segment of paper.

5 Using and Maintaining the KODAK 6900 Photo Printer and the KODAK MOMENTS 6950 Photo Printer

Using the Printer

This chapter contains instructions for using the KODAK 6900 Photo Printer and the KODAK MOMENTS 6950 Photo Printer (printer).



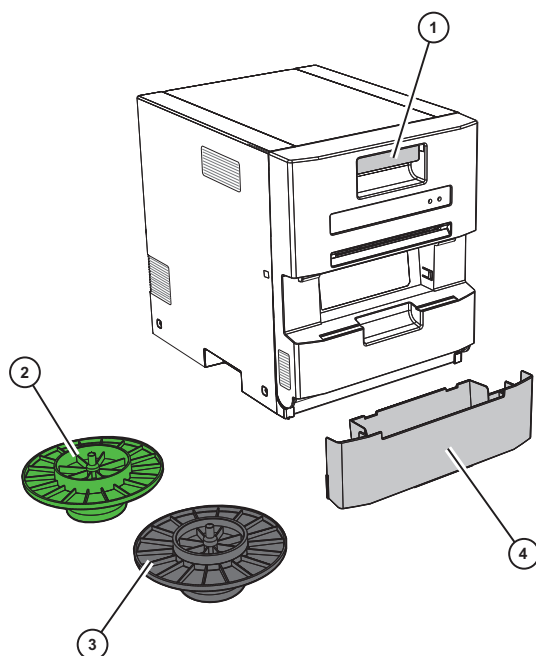
CAUTION:

**The 6900 Printer weighs approximately 17.46 kg (38.5 lbs).
The 6950 Printer weight 18.7 kg (41.22 lbs). Use caution
when moving the printer.**

Before using the printer, make sure that you:

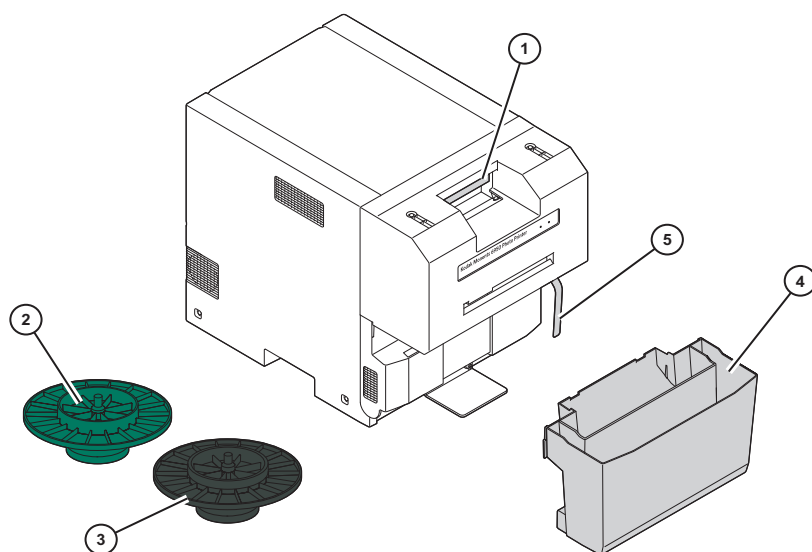
- read and understand the safety information.
- load paper and ribbon.

6900 - Front View



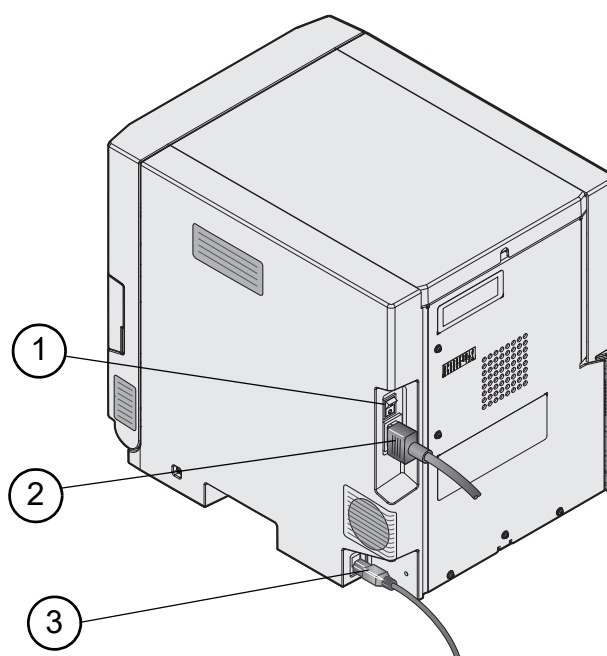
1. Door latch
2. Paper flange with gear (light green)
3. Paper flange without gear (black)
4. Trim Tray

6950 - Front View



1. Door latch
2. Paper flange with gear (dark green)
3. Paper flange without gear (dark gray)
4. Trim Tray
5. Diverter

6900 / 6950 - Rear View



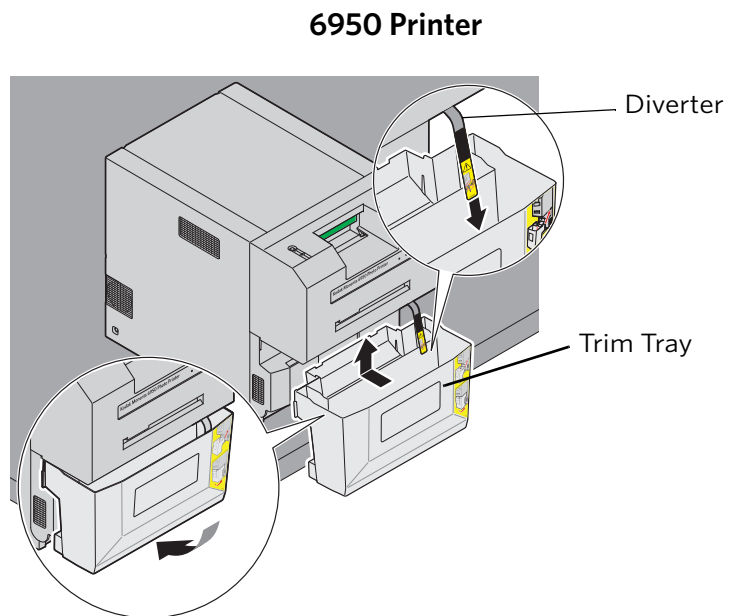
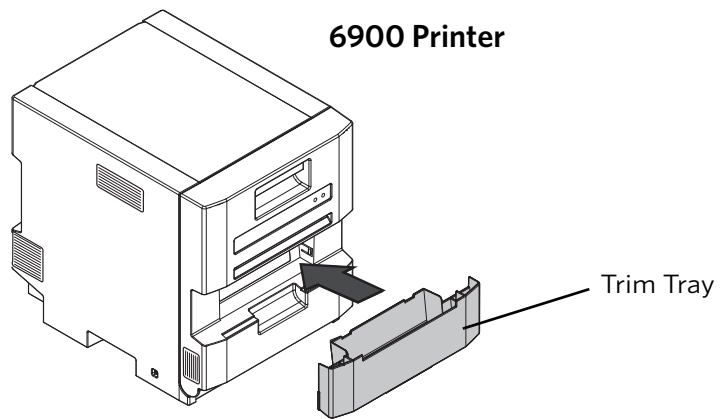
- 1. Power switch
- 2. Power cord
- 3. USB cable

Installing the Trim Tray

IMPORTANT: *If you have the 6950 Printer, make sure that the diverter goes inside of the front compartment of the trim tray.*

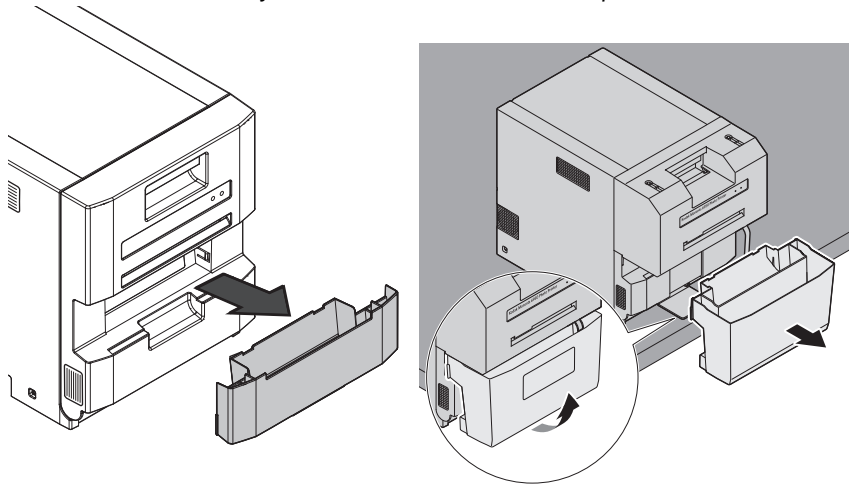
1. Insert the trim tray on the front of the printer:
 - Tilt the top of the trim tray inward.
 - If you have the 6950 Printer, make sure that the diverter goes inside of the front compartment of the trim tray.
 - Push in the bottom of the trim tray.

Note: If the trim tray is not inserted properly, a paper jam can occur.



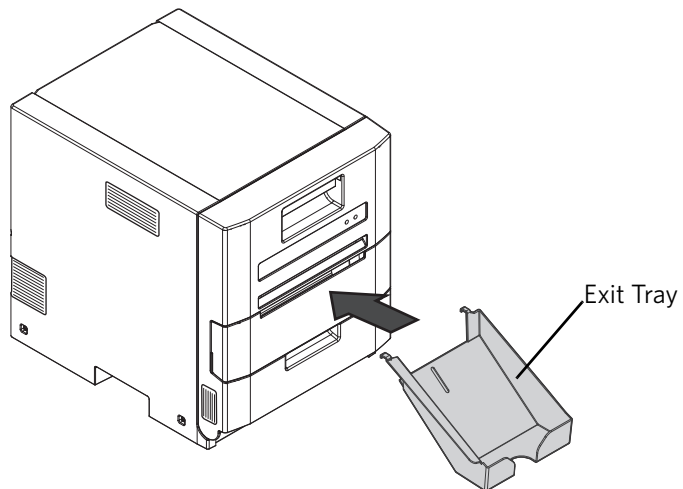
Removing the Trim Tray

1. Lift up on the bottom of the trim tray.
2. Pull the trim tray out from the front of the printer.



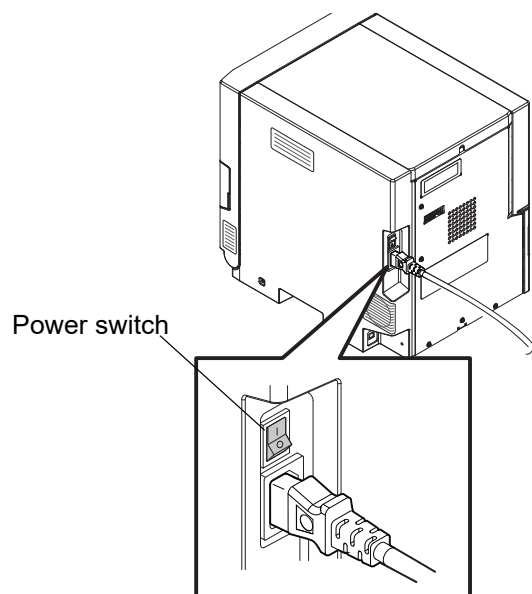
Installing the Exit Tray on the 6900 Printer

1. Install the exit tray.



Turning the Printer On and Off

1. Move the power switch to On (|).



On the operator panel, the Power light illuminates green.

2. To turn off the printer, move the power switch to Off (O).

Operator Panel Lights

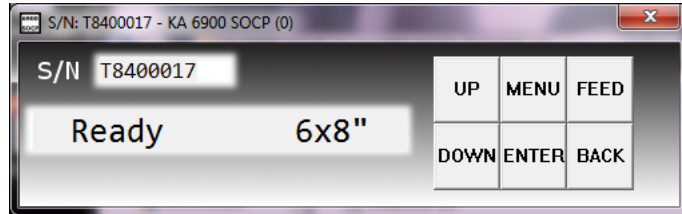
LED Display			Printer Status
POWER	ERROR	Paper Set	
			The printer power is off.
		N/A	The printer is initializing after powering on, or the thermal print head is cooling/heating during the printing process.
		N/A	The printer is ready.
			The paper is empty, or not loaded.
		 Yellow	The ribbon is empty, or not loaded.
		 Blue	The wrong ribbon is loaded.
		 Yellow	The printer could not wind the ribbon.
		 Red	There is a paper jam.
		N/A	The front door is open.
Concurrently			
		N/A	The front door is not closed properly.
Alternately			
		 Blue	Paper is installed.
Concurrently			
		N/A	There is a problem with the controller board.

Key	
	= ON
	= OFF
	= Slow Blink
	= Fast Blink

Software Operator Control Panel

The software operator control panel allows you to view and change settings on the printer, and view error messages. Follow the steps below to launch the software operator control panel.

1. From the Setup screen, touch *Manage Devices*.
2. Touch *KODAK 6900 Photo Printer Options*.
3. If you have more than one printer, select a printer.
4. Touch *Operator Control Panel*.



Button	Use
UP	To scroll through printer selections.
DOWN	To scroll through printer selections.
MENU	Click MENU repeatedly to scroll through printer settings.
ENTER	To initiate an action or accept a change.
FEED	To advance paper.
BACK	To rewind paper or to exit Setup Mode.

Photo Print Kits

The KODAK Photo Print Kits contains the correct paper and ribbon for the KODAK 6900 Photo Printer. Photo Print Kits are sold separately.

Go to www.kodakalaris.com/go/printerupdates for information on ordering supplies.

The paper roll contains a small amount of additional paper to allow for the extra feed when loading the paper and to minimize end-of-roll impressions.

KODAK Photo Print Kit 6900 / 6800 / 6R Specifications	
Contents	1 roll of paper and 1 ribbon
Capacity	750 - 4 x 6-in. prints, paper, and ribbon, or 375 - 6 x 8-in. prints, paper, and ribbon
Paper and Ribbon Width	6 in. (15.2 cm)
Ribbon Patch Length	8 in. (20.3 cm)

KODAK Photo Print Kit 6900 / 6800 / 5R Specifications	
Contents	1 roll of paper and 1 ribbon
Capacity*	750 - 3.5 x 5 in. (8.9 x 12.7 cm) prints, paper, and ribbon** or 375 - 5 x 7 in.(12.7 x 17.8 cm) prints, paper, and ribbon**
Paper and Ribbon Width	5 in. (12.7 cm)
Ribbon Patch Length	8 in. (20.3 cm)

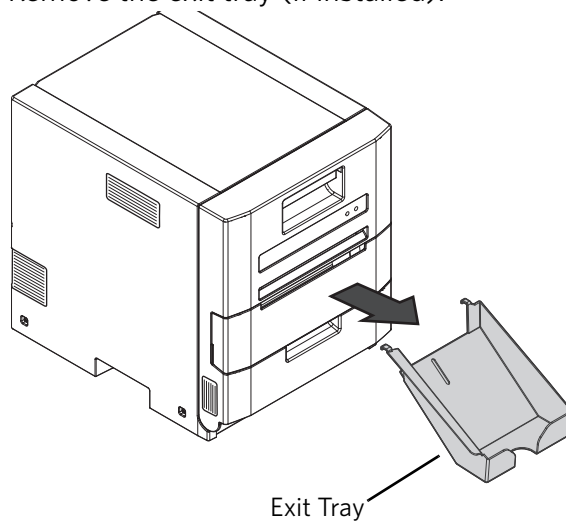
* The paper roll contains a small amount of additional paper to allow for the extra feed when loading the paper.

** Paper and ribbon rolls contain material to make the stated print quantity. Actual number of prints will vary depending on mix of 3.5 x 5 in. and 5 x 7 in. prints produced.

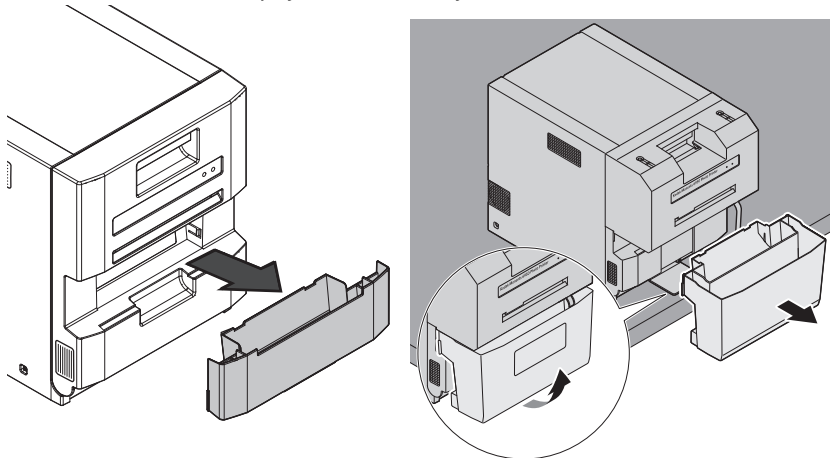
Loading the Paper

Make sure that you have the appropriate media kit available (see ["Photo Print Kits" on page 5-10](#)).

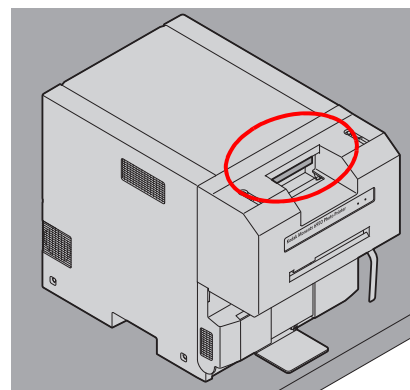
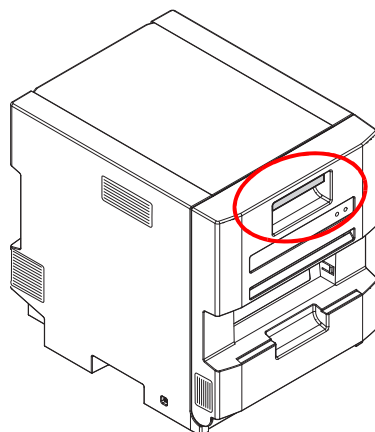
1. Make sure that the power switch is in the On (|) position.
2. Remove the exit tray (if installed).



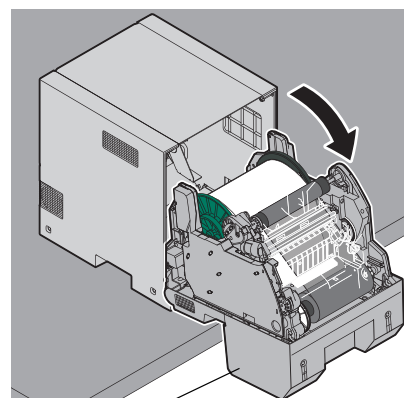
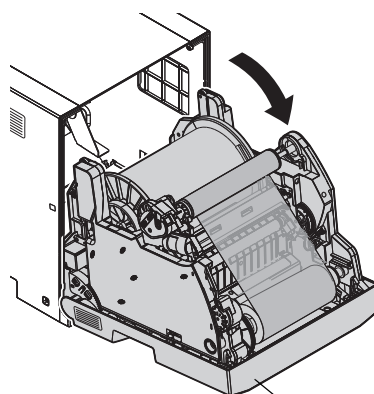
3. Remove and empty the trim tray.



4. Pull the latch on the front door.



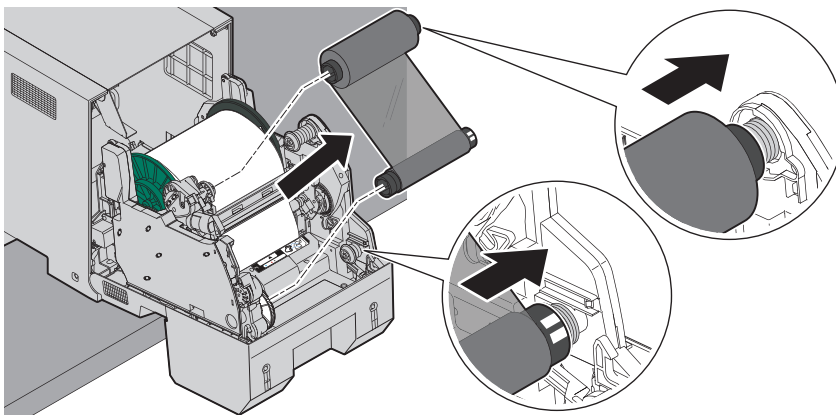
5. Carefully lower the door until it is fully open.



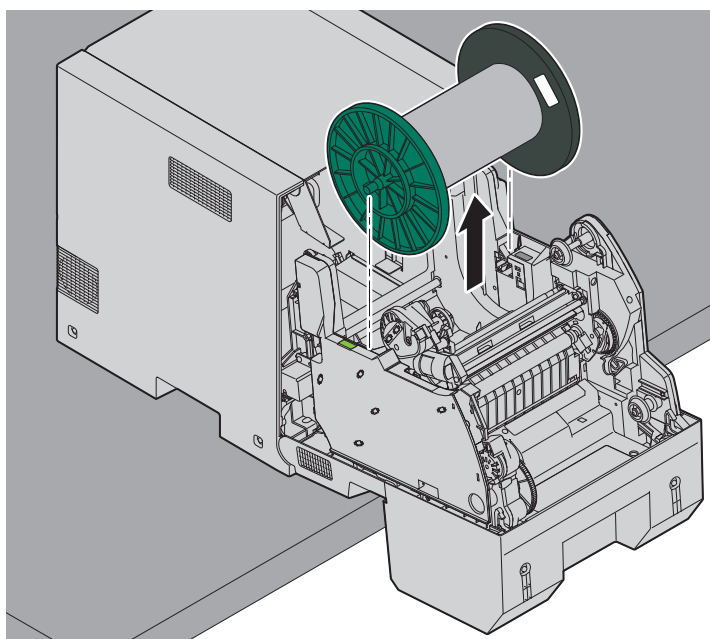
Door

6. Remove the used ribbon.

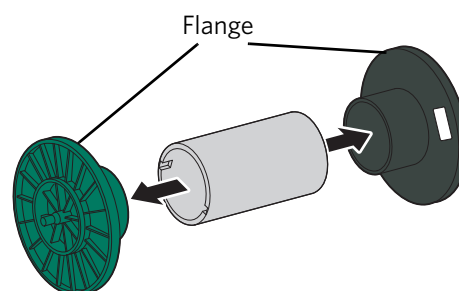
Note: Images remain on the ribbon after printing. If you need to maintain confidentiality, dispose of the used ribbon appropriately.



7. Remove the used paper roll.



8. Remove the flanges from the used paper roll. Save the flanges.



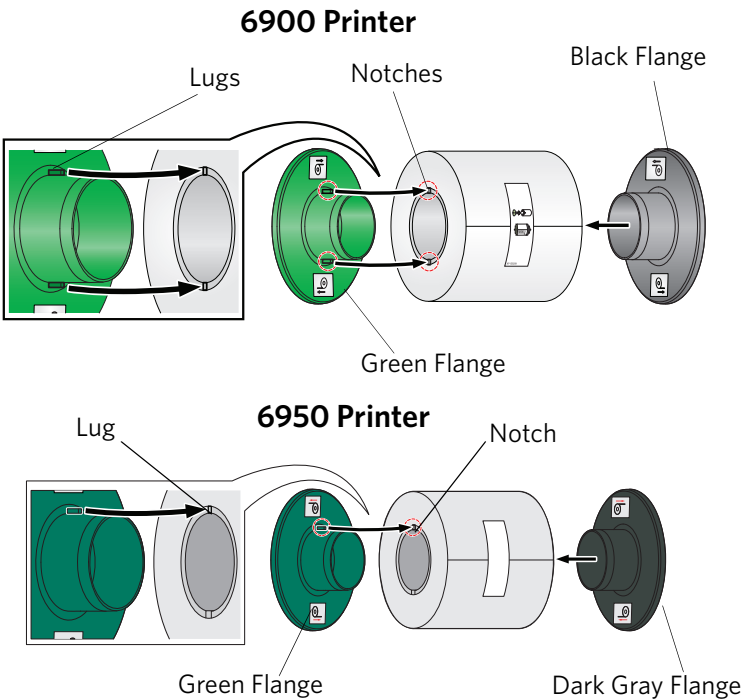
9. Remove the plastic wrapper from the new paper roll. Do not remove the tape from the new paper roll.

IMPORTANT: *If you have a 6900 Printer and a 6950 Printer, the flanges are not interchangeable!*

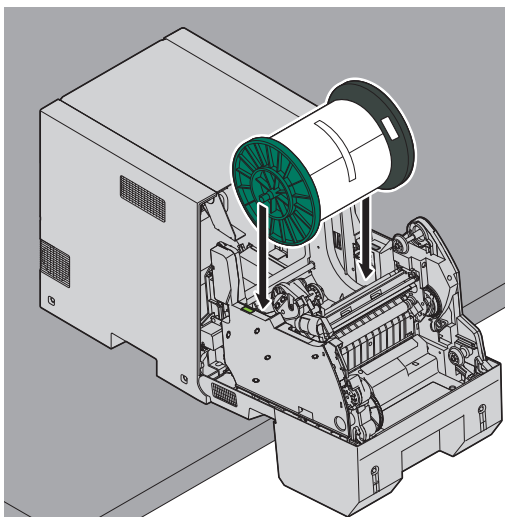
	6950 Flanges	6900 Flanges
Flange Color	Green and Dark Gray	Green and Black
Number of lugs	1 lug on green flange	2 lugs on green flange
Code on the label of the flange	2XXXXXB - Seventh digit is B.	XXXXXXA - Seventh digit is the letter A.

10. Attach the paper flanges to each end of the paper roll.
- a. Align the lug(s) on the green paper flange with the notch(es) on the paper roll.
 - b. Insert green paper flange into the end of the paper roll.
 - c. Insert the black paper flange on the paper roll.

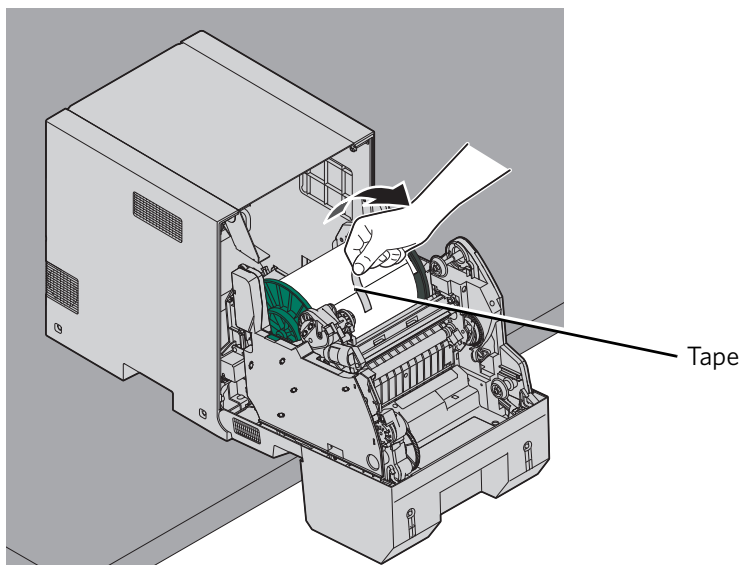
Note: If you do not attach the flanges properly, the paper roll will not fit into the printer.



11. Match the colored flanges with the slots of the same color on the printer, then carefully lower the paper roll into the slots.

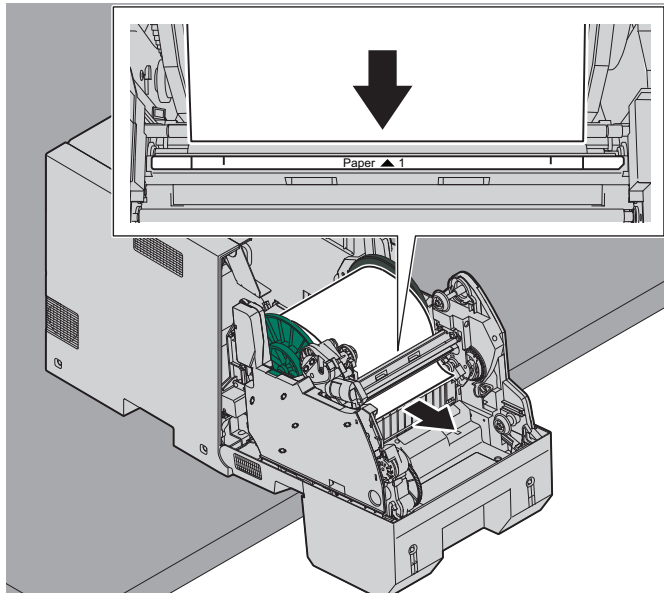


12. Remove the tape from the paper roll.
Note: Verify that the paper unrolls from the top of the roll.



IMPORTANT: Ribbon must be loaded in the printer (see [“Loading the Ribbon” on page 5-18](#)) before the paper automatically loads and advances.

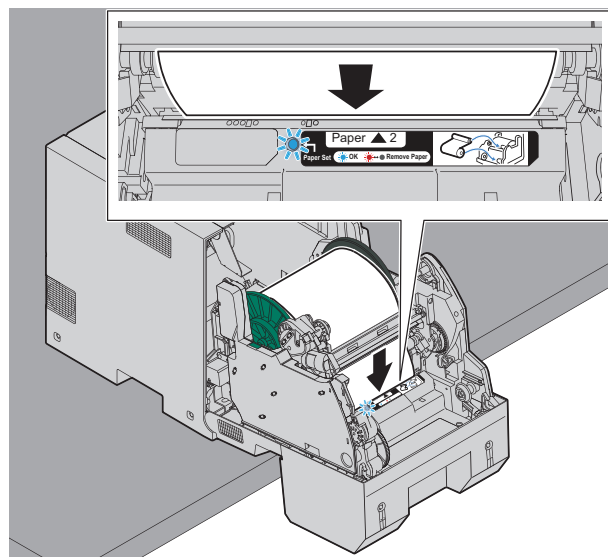
13. Insert the edge of the paper between the metal roller and black roller at Paper p1.



IMPORTANT: Make sure that the paper is straight. If paper is not aligned properly, rotate the paper roll back and insert the paper again.

14. Feed the paper through the slot at Paper p 2 until the light in the printer turns blue.

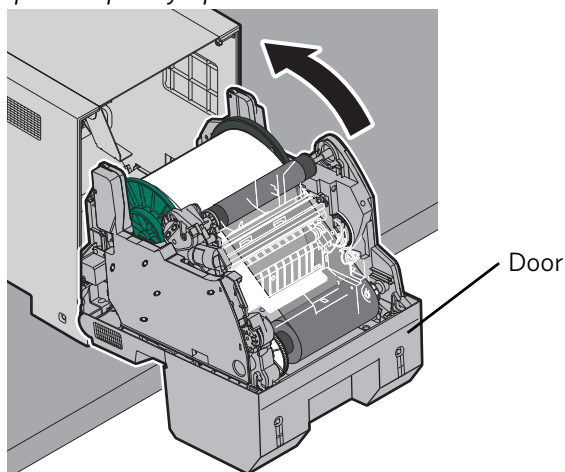
Note: If the blue light turns off, remove the paper and reinsert it into the slot at Paper p 2.



15. Load the ribbon. See [“Loading the Ribbon” on page 5-18](#).
16. Close the front of the printer.

Once the ribbon is loaded, the light on the front of the printer blinks green and the printer automatically loads the paper. If the light blinks red, there is an error with media loading.

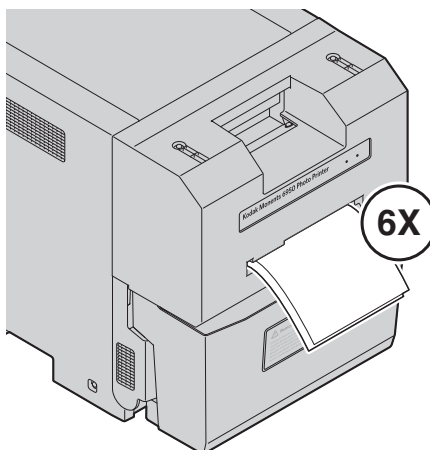
Six blank sheets of paper are advanced. This portion of the roll may have fingerprints from handling. This does not decrease the print capacity of the roll.



17. Insert the trim tray. See [“Installing the Trim Tray” on page 5-5](#).

Note: If the trim tray is not inserted properly, a paper jam can occur.

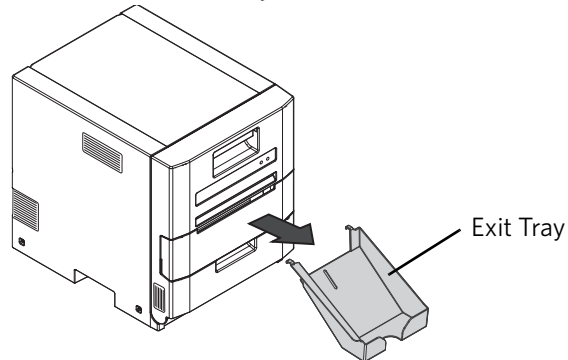
18. Wait for the blank sheets to exit the printer.
19. Install the exit tray (if present).



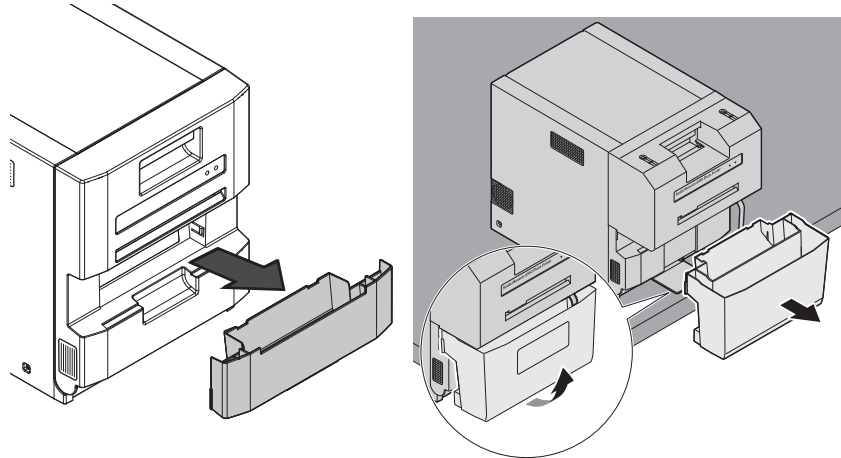
Loading the Ribbon

Make sure that you have the appropriate media kit available (see ["Photo Print Kits" on page 5-10](#)).

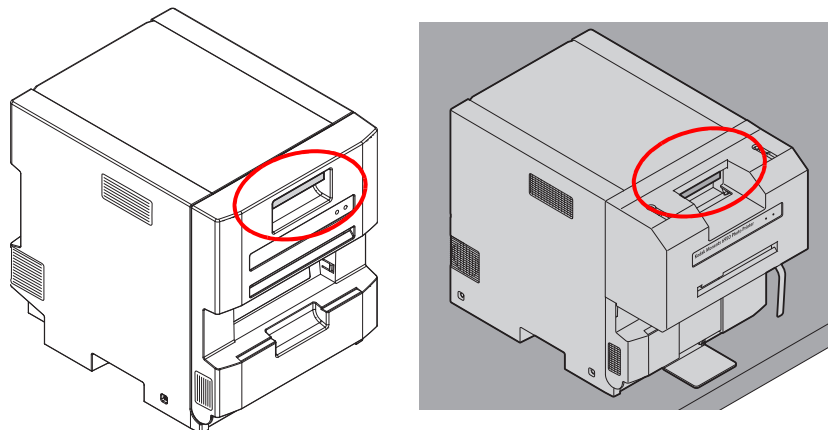
1. Make sure that the power switch is in the On (|) position.
2. Remove the exit tray (if installed).



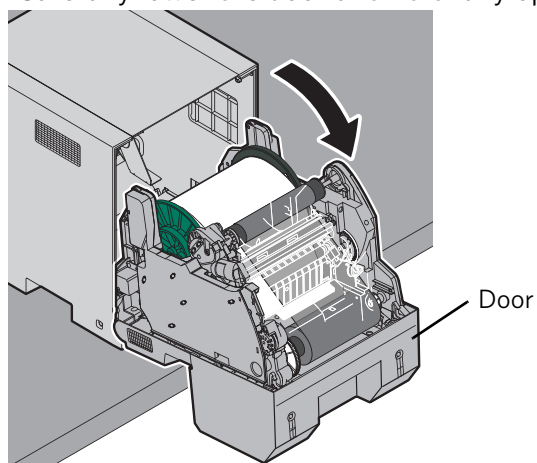
3. Remove and empty the trim tray.



4. Pull the latch on the front door.

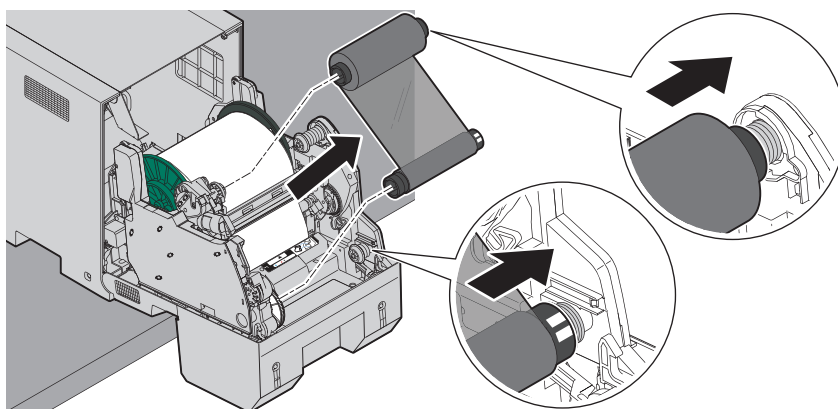


5. Carefully lower the door until it is fully open.

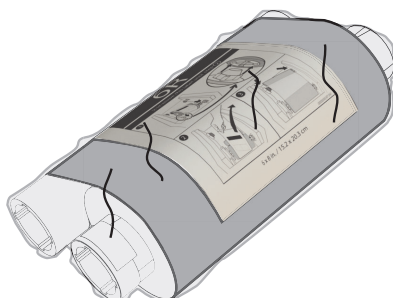


6. Remove the used ribbon.

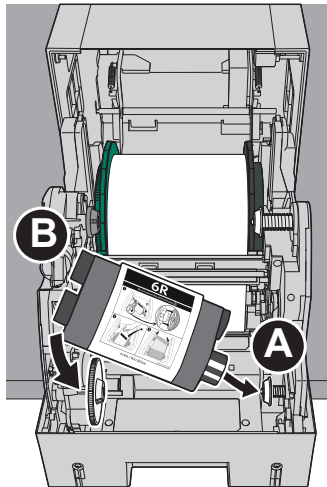
Note: Images remain on the ribbon after printing. If you need to maintain confidentiality, dispose of the used ribbon appropriately.



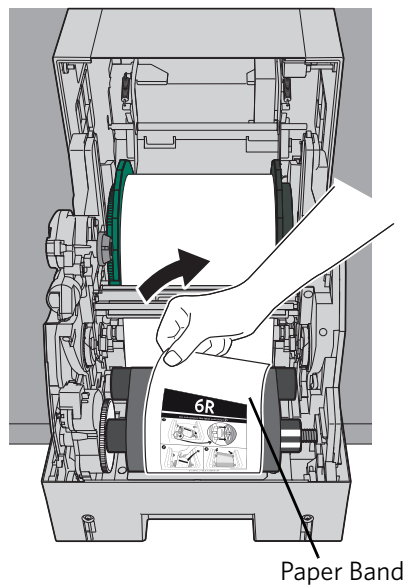
7. Remove the plastic wrapper from the new ribbon. Do not remove the paper band.



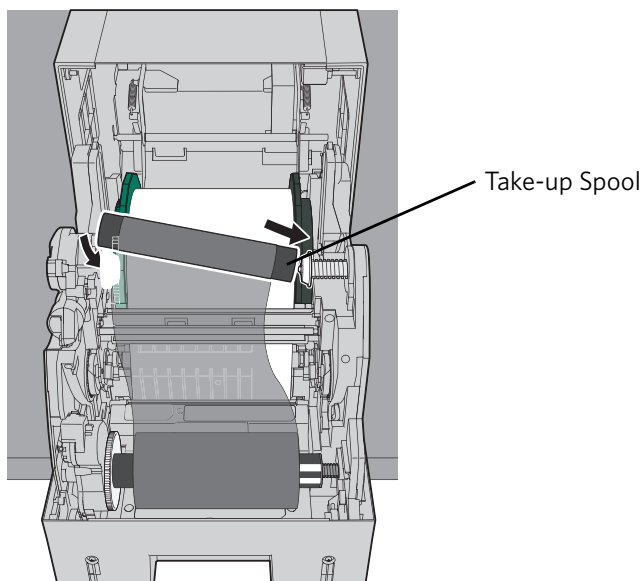
8. Load the new ribbon:
 - a. Insert right side of the supply spool into the spool holder on the lower right.
 - b. Insert left side of the supply spool into the spool holder on the lower left.
 - c. Adjust the supply spool until the spool locks into place.



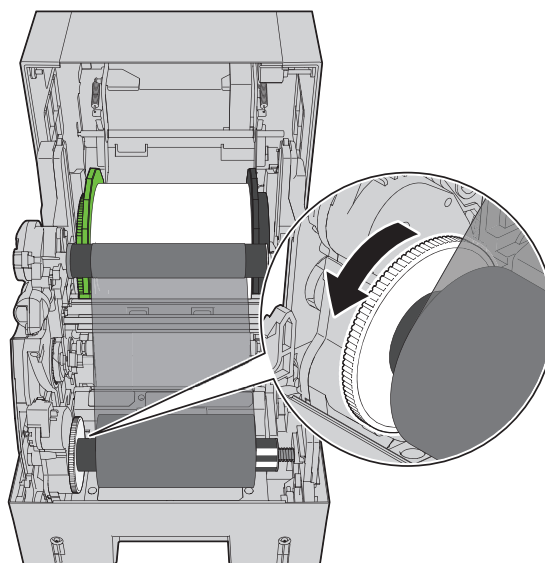
9. Remove the paper band from the ribbon.



10. Insert the right side of the take-up spool into the spool holder on the right.
11. Insert the left side of the take-up spool into the spool holder on the left.



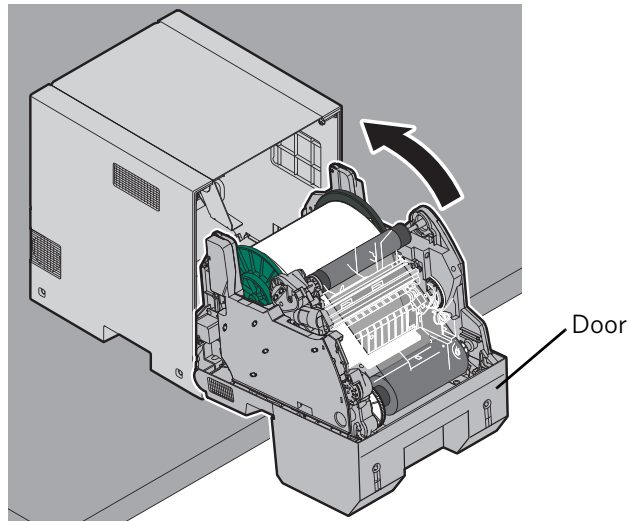
12. Adjust the take-up spool until the spool locks into place.
 13. Remove any slack in the ribbon by turning the supply spool.
- IMPORTANT:** *Slack in the ribbon can cause a paper jam.*



14. Close the front of the printer.

The light on the front of the printer blinks green. If red light turns on, there is an error with media loading.

The green light stops blinking and the printer is ready to print.

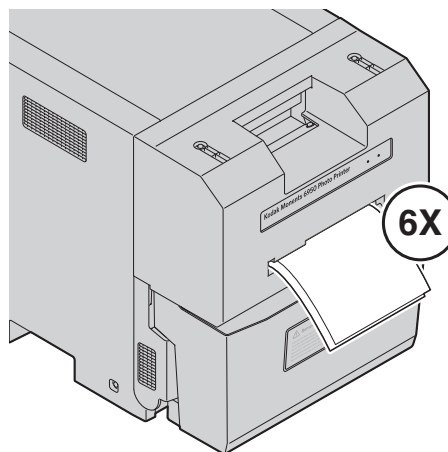


15. Insert the trim try.

Note: If the trim tray is not inserted properly, a paper jam can occur.

16. Wait for the blank sheets to exit the printer.

17. Install the exit tray (if present).

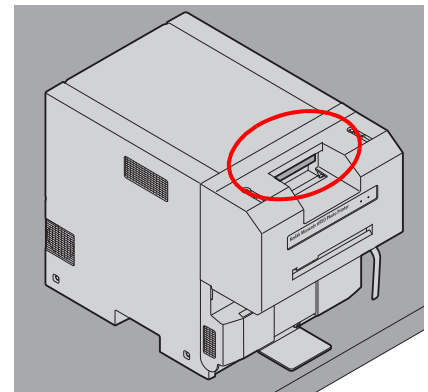
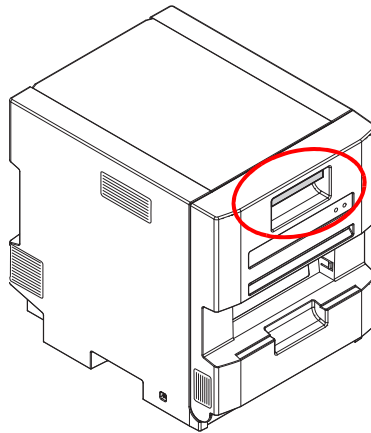


Cleaning the Printer

Cleaning the Exterior of the Printer See [“Cleaning the Exterior of the Printer” on page 1-13.](#)

Cleaning the Thermal Print Head and the Peel Roller *IMPORTANT: Only do this procedure if directed by a service representative.*

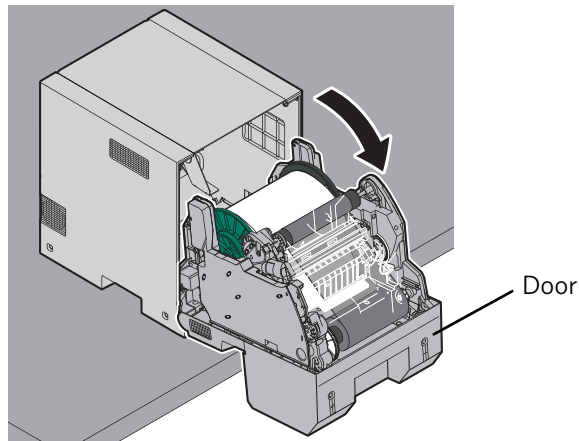
1. Move the power switch to the Off (○) position.
2. Remove the exit tray (if installed).
3. Remove and empty the trim tray. See [“Removing the Trim Tray” on page 5-6.](#)
4. Pull the latch on the front door.



CAUTION:

The thermal print head becomes extremely hot during normal operation. Wait approximately five minutes after you open the front of the printer before cleaning it. Fingerprints can damage the thermal head. Never touch it with your bare hands or fingers.

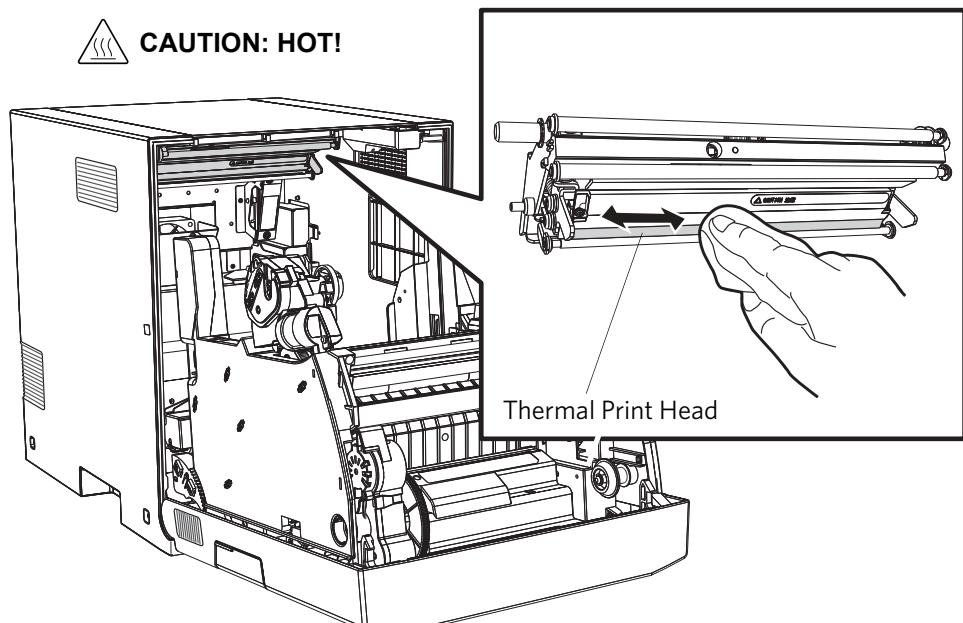
5. Carefully lower the door until it is fully open.
6. Remove the ribbon and paper.



7. Remove a new alcohol pad from its packaging. Move the pad along the entire length of the thermal print head, in one direction only. When you clean the thermal head:
 - Apply firm, even pressure.
 - Make three passes along the thermal print head.
 - Use a clean part of the pad for each pass.

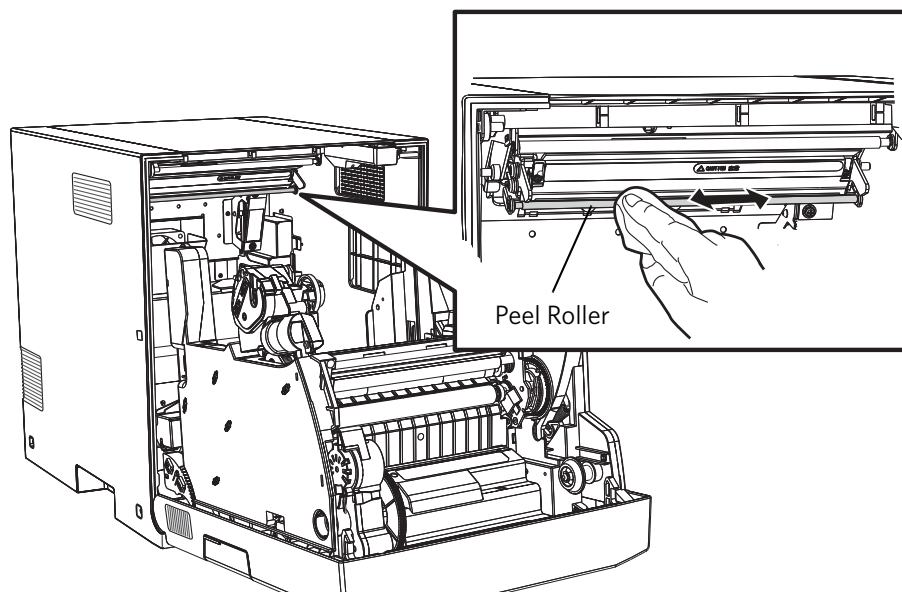


CAUTION: HOT!

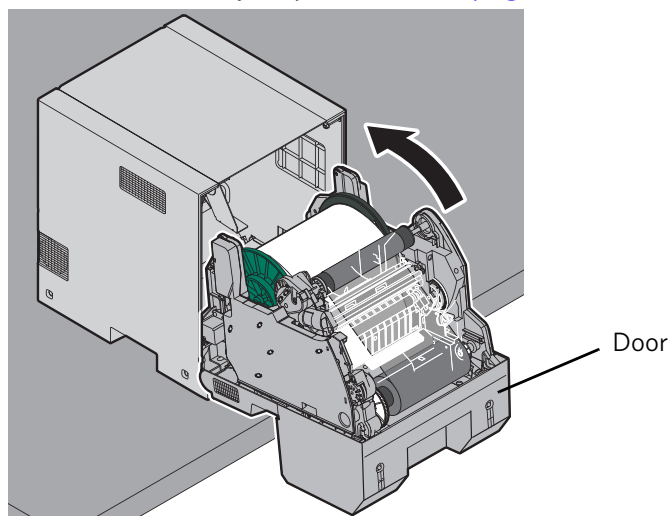


8. Use a new alcohol pad to wipe the peel roller. Rotate the roller to clean the entire roller surface.
9. Allow the alcohol to dry completely (about five minutes) before you resume printing.

10. Move the power switch to the On (|) position.



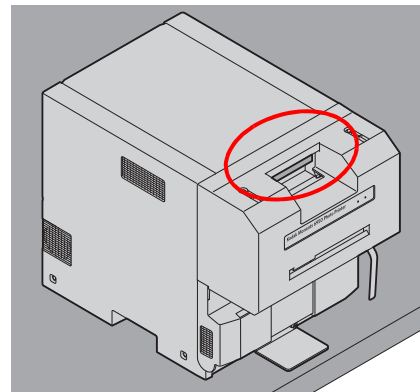
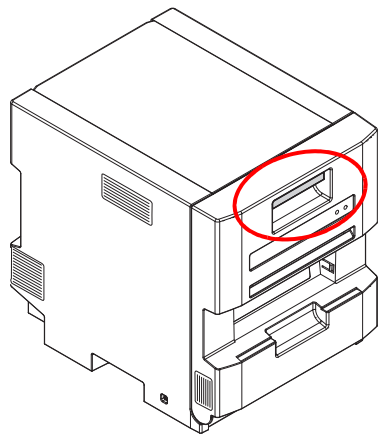
11. Install the paper and ribbon. See pages [2-9](#) and [2-16](#).
12. Close the front of the printer.
13. Install the exit tray (if present). [See page 2-6](#).



Cleaning the Platen and Pinch Rollers

1. Move the power switch to the Off (○) position.
2. Remove the exit tray (if installed).
3. Remove and empty the trim tray. [See "Removing the Trim Tray" on page 5-6.](#)

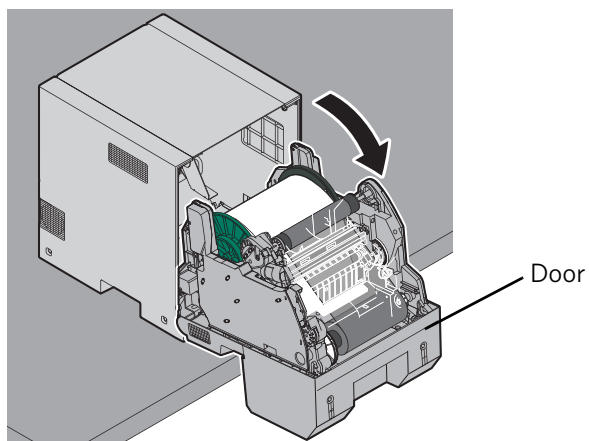
4. Pull the latch on the front door.



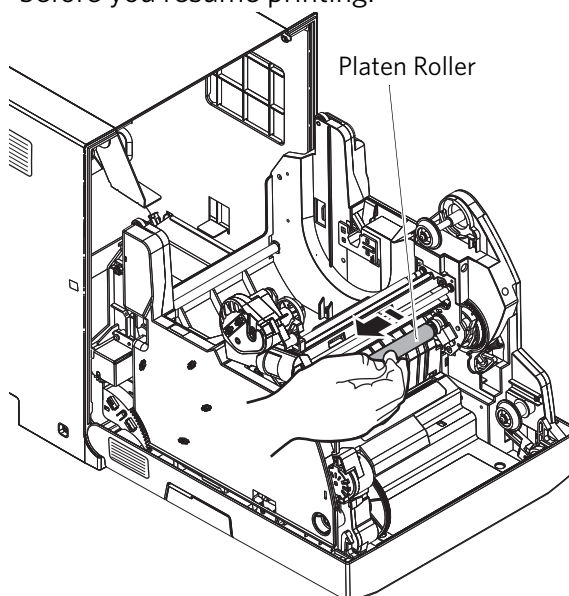
CAUTION:

The thermal print head becomes extremely hot during normal operation. Wait approximately five minutes after you open the front of the printer before cleaning it. Fingerprints can damage the thermal head. Never touch it with your bare hands or fingers.

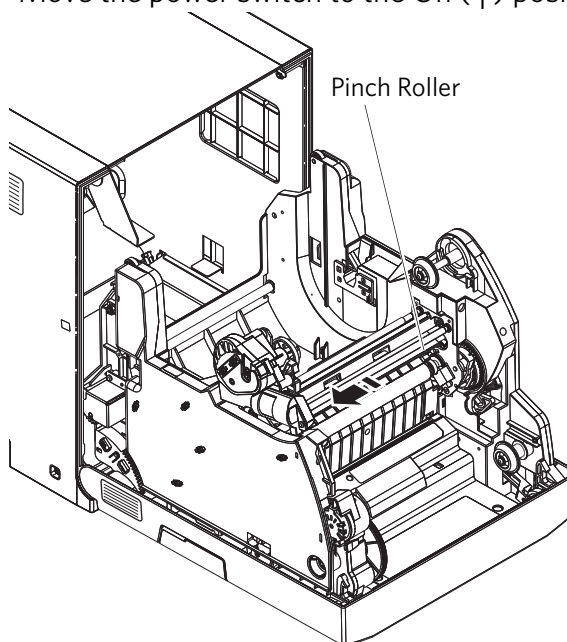
5. Carefully lower the door until it is fully open.
6. Remove the ribbon and paper.



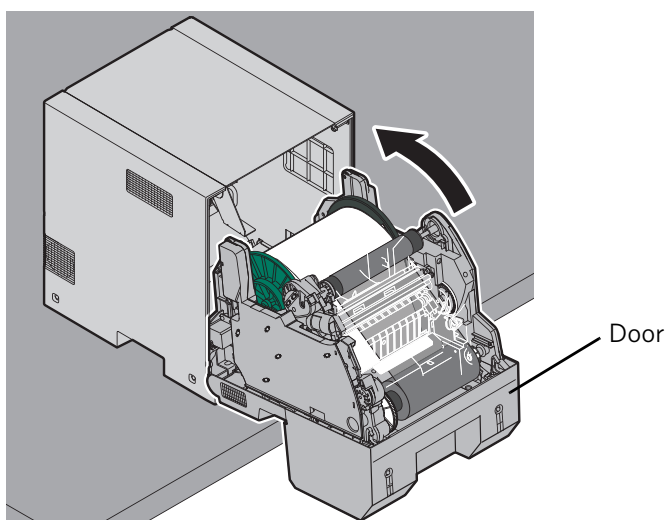
7. Remove an alcohol pad from its packaging. Wipe the rubber section of the platen roller with the pad.
8. Rotate the roller to clean the entire surface.
9. Allow the alcohol to dry completely (about five minutes) before you resume printing.



10. Remove a new alcohol pad from its packaging. Wipe the metal pinch roller with the pad.
11. Rotate the roller to clean the entire surface.
12. Allow the alcohol to dry completely (about five minutes) before you resume printing.
13. Move the power switch to the On (|) position.

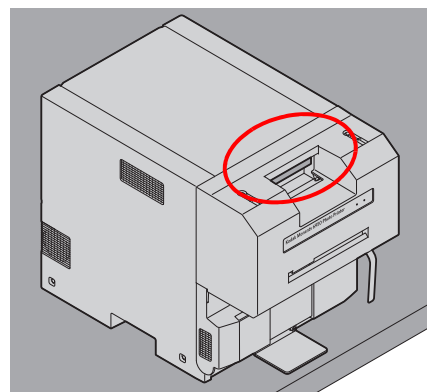
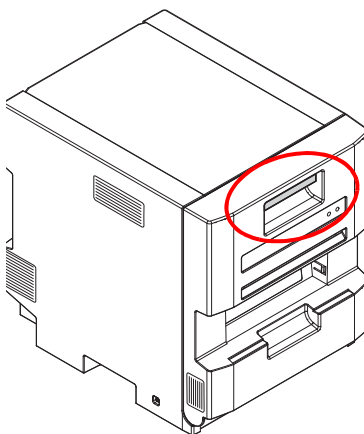


14. Install the paper and ribbon. See pages [5-11](#) and [5-18](#).
15. Close the front of the printer.
16. Install the exit tray (if present). See page [5-6](#).



Cleaning the Cleaning Roller

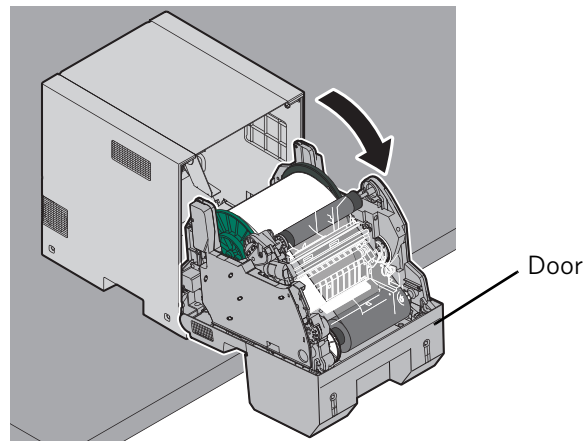
1. Move the power switch to the Off (○) position.
2. Remove the exit tray (if installed).
3. Remove and empty the trim tray. [See "Removing the Trim Tray" on page 5-6.](#)
4. Pull the latch on the front door.



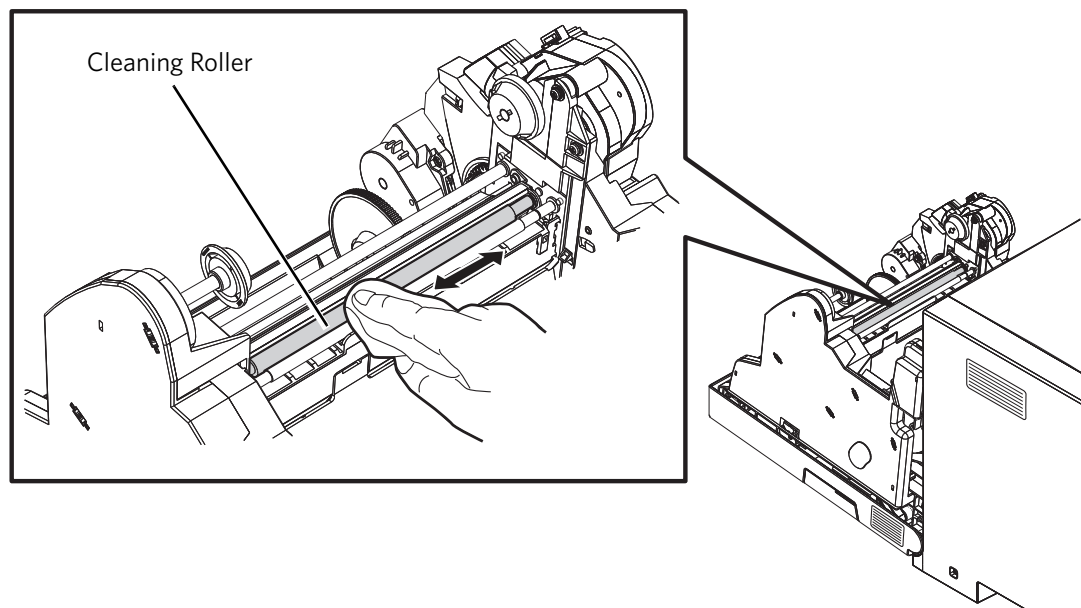
CAUTION:

The thermal print head becomes extremely hot during normal operation. Wait approximately five minutes after you open the front of the printer before cleaning it. Fingerprints can damage the thermal head. Never touch it with your bare hands or fingers.

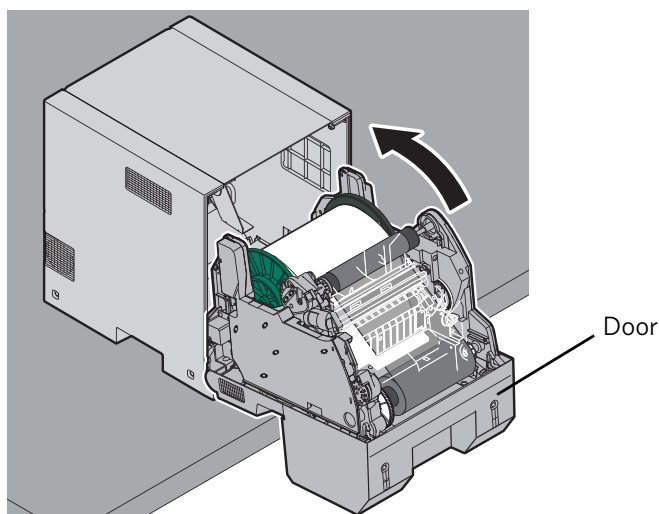
5. Carefully lower the door until it is fully open.
6. Remove the ribbon and paper.



7. Remove a new alcohol pad from its packaging. Wipe the rubber section of the cleaning roller with the pad.
8. Rotate the roller to clean the entire surface.
9. Allow the alcohol to dry completely (about five minutes) before you resume printing.
10. Move the power switch to the On (|) position.



11. Install the paper and ribbon. See pages [5-11](#) and [5-11](#).
12. Close the front of the printer.
13. Install the exit tray (if present). See page [5-6](#).



Troubleshooting


Use the information in this section to identify problems and recommended procedures for correcting the problem. If you cannot solve the problem, contact Service and Support.

Troubleshooting Print Quality

Problem/Message	Possible Solution
Prints have white or colored spots.	<ol style="list-style-type: none"> 1. Clean the exterior (see page 5-23). 2. Clean the cleaning roller (see page 5-29). 3. Clean the pinch roller (see page 5-26).
Prints have a vertical white line.	Clean the thermal print head (see page 5-23).
Prints have impression marks at regular intervals.	Clean the platen roller (see page 5-26).
Prints have a color tint.	<ol style="list-style-type: none"> 1. Adjust the Printer Color Adjust settings (see page 1-8).

Problem/Message	Possible Solution
Prints appear out of focus.	<ol style="list-style-type: none"> 1. Check that the ribbon is loaded properly. If it is almost depleted, load a new ribbon (see page 5-18). 2. Clean the pinch roller (see page 5-26).

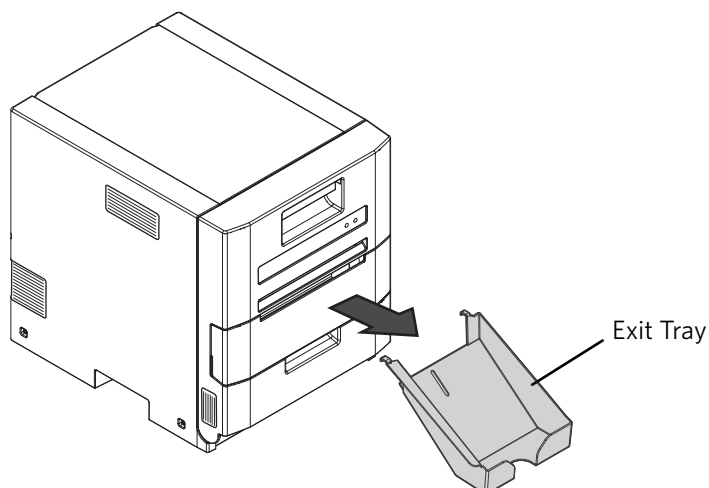
Troubleshooting Other Printer Issues

Problem	Possible Solution
There is a paper jam.	Clear the paper jam (see page 5-33).
Prints are not cut completely.	<p> CAUTION: There are sharp cutter blades inside the front roller area. Do not insert hands or objects.</p> <ol style="list-style-type: none"> 1. Empty the trim tray. 2. Turn the printer off, then back on. 3. Check that there are no paper clippings hanging from the trim exit or interfering with paper movement.
Printer indicates NOT FOUND on the Device Health Checks Screen.	<p>Check that the:</p> <ul style="list-style-type: none"> • printer is turned on. • power cord is connected. • USB cable is connected to the printer and the console.
Printer applications do not appear on the screen.	<p>Check that:</p> <ul style="list-style-type: none"> • the printer is turned on. • the USB cable is connected. • there is no printer error. • the application is enabled under User Mode. <p>Run Application Health Check.</p>
Print borders are not even.	<ul style="list-style-type: none"> • Make sure that the paper is loading correctly and wound tightly onto the roll, see page 5-11. • Clear any debris from the paper path. • Download the calibration application from www.kodakalaris.com/go/printerupdates.

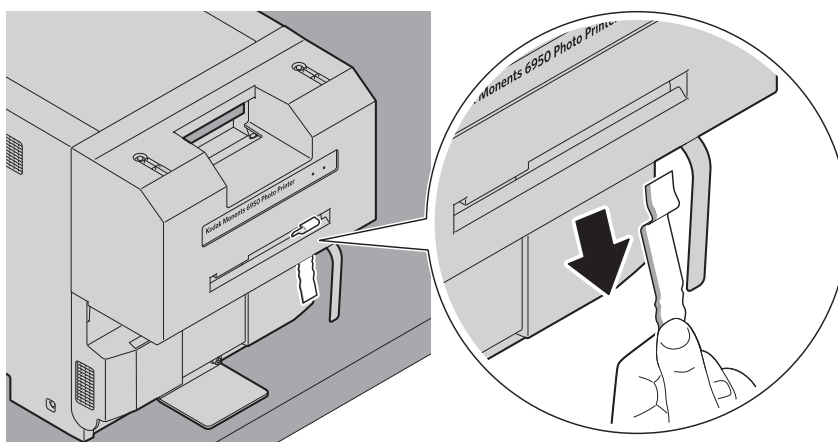
Clearing a Paper Jam

If a Paper Jam message appears on the software operator control panel, follow this procedure. If a paper jam occurs in the slit, or Paper Jam 70 -79 appears on the software operator control panel, see ["Clearing a Slitter Jam from the 6950 Printer" on page 5-37.](#)

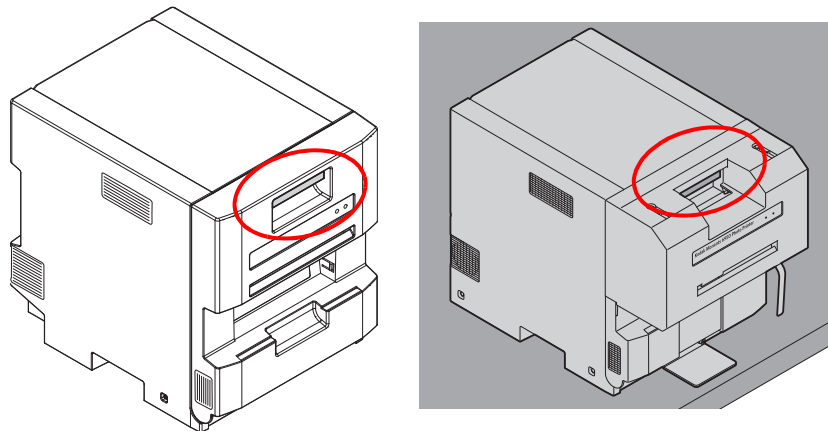
1. Move the power switch to the Off (O) position.
2. Remove the exit tray (if installed).
3. Remove and empty the trim tray. See ["Removing the Trim Tray" on page 5-6.](#)



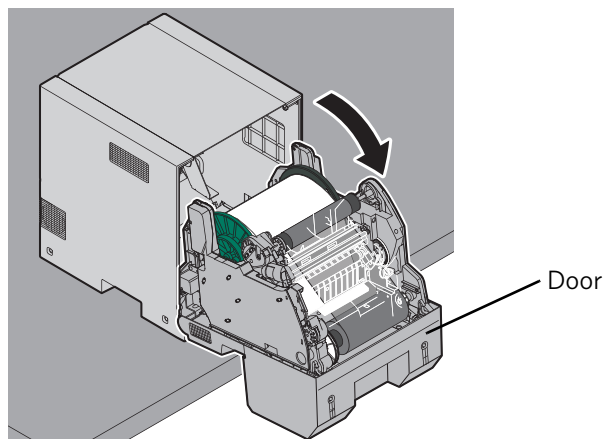
4. Clear any debris from the exit.



5. Pull the latch on the front door.

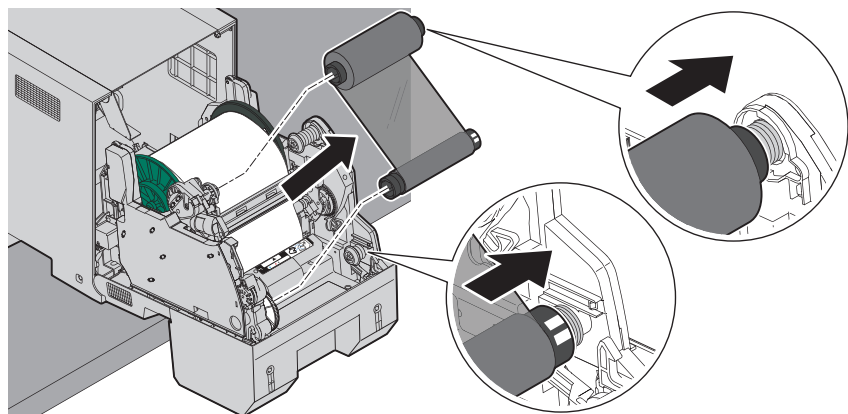


6. Carefully lower the door until it is fully open.



7. Remove the used ribbon.

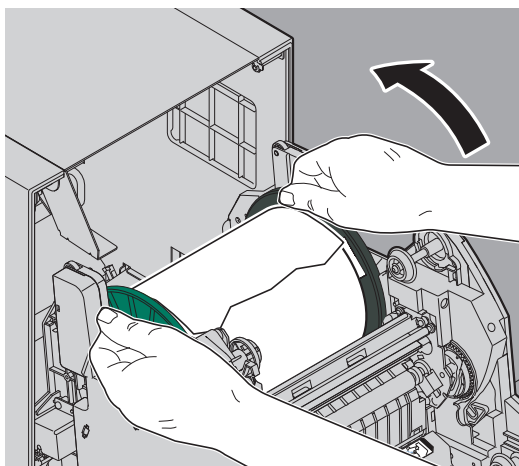
Note: Images remain on the ribbon after printing. If you need to maintain confidentiality, dispose of the used ribbon appropriately.



⚠ CAUTION:

To prevent damage to the printer, do not pull abruptly on the paper.

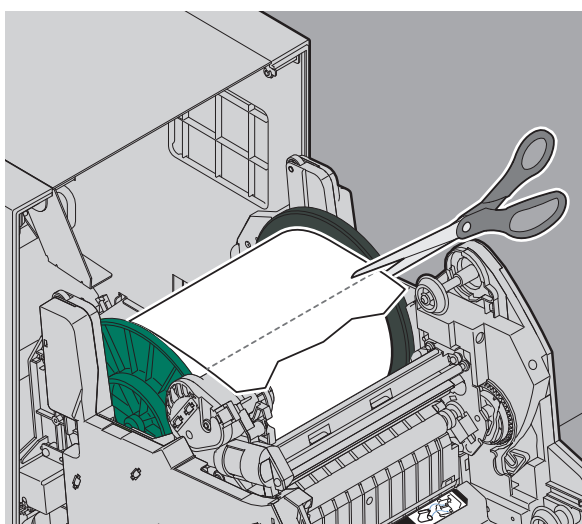
8. Use both hands to manually rewind the paper onto the roll.



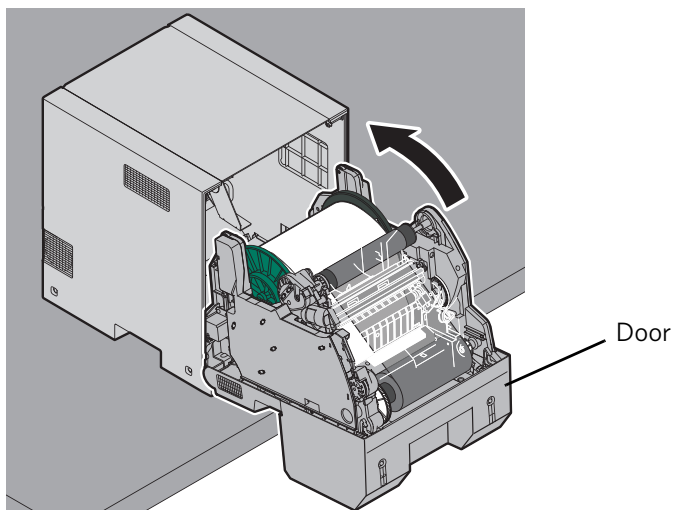
⚠ CAUTION:

Be careful not to damage or mark any rollers.

9. Cut off damaged or printed areas of the paper.
10. Look inside the printer and carefully remove any pieces of paper.
11. Move the power switch to the On (|) position.
12. Install the paper and ribbon. See pages [5-11](#) and [5-18](#).



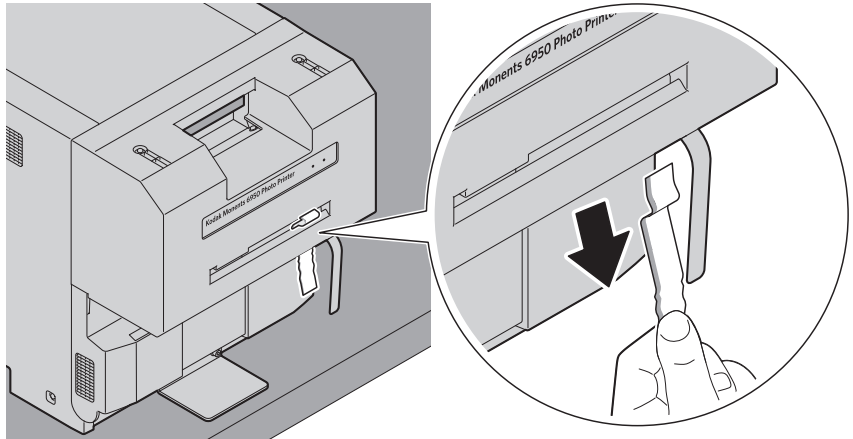
13. Close the front of the printer.
14. Install the trim tray. [See page 5-5.](#)
15. Install the exit tray (if present). [See page 5-6.](#)



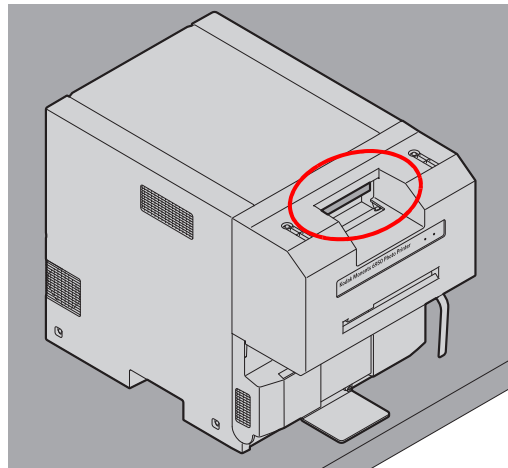
Clearing a Slitter Jam from the 6950 Printer

If a paper jam occurs in the slitter, or Paper Jam 70 - 79 appears on the software operator control panel, follow this procedure.

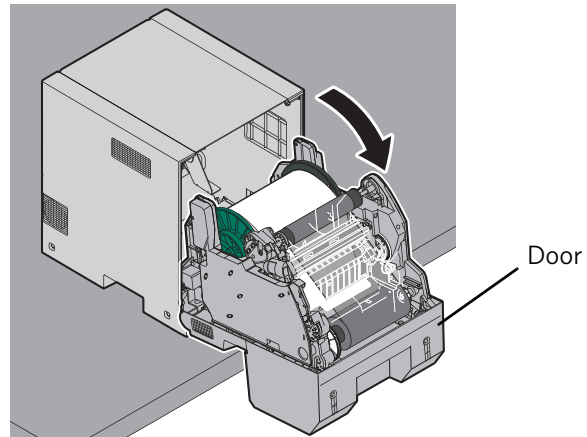
1. Remove and empty the trim tray. See ["Removing the Trim Tray" on page 5-6](#).
2. Move the power switch to the Off (O) position.
3. Clear any debris from the exit.



4. Pull the latch on the front door.

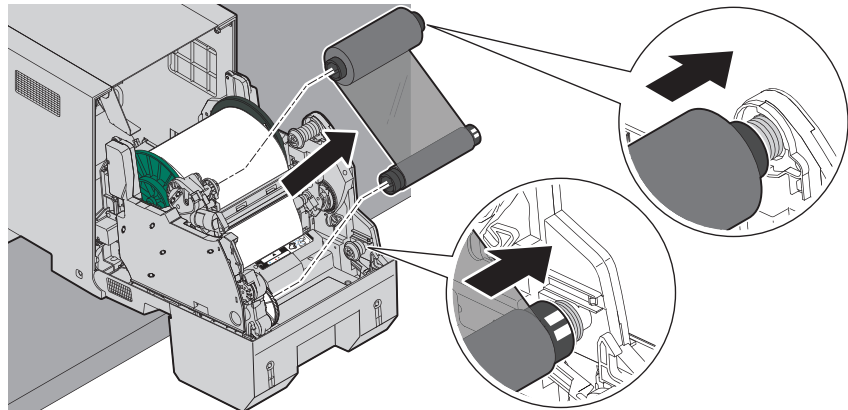


5. Carefully lower the door until it is fully open.



6. Remove the used ribbon.

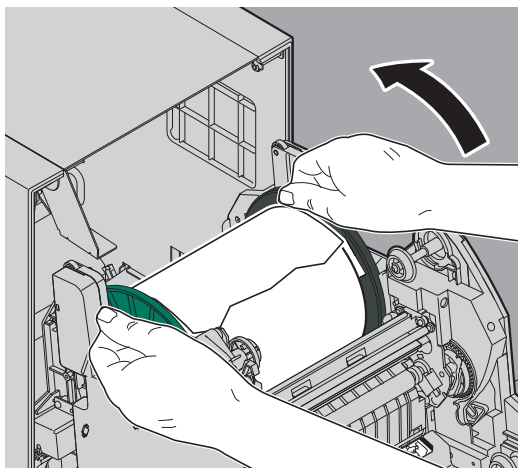
Note: Images remain on the ribbon after printing. If you need to maintain confidentiality, dispose of the used ribbon appropriately.



⚠ CAUTION:

To prevent damage to the printer, do not pull abruptly on the paper.

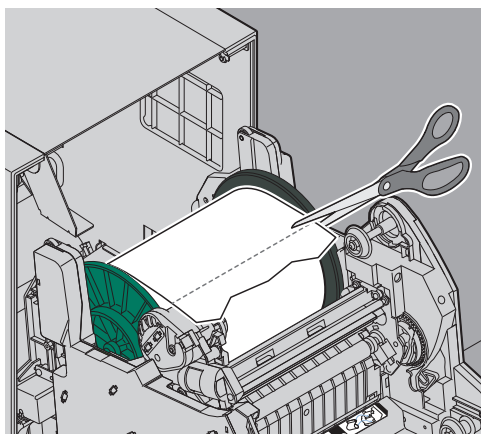
7. Use both hands to manually rewind the paper onto the roll.



⚠ CAUTION:

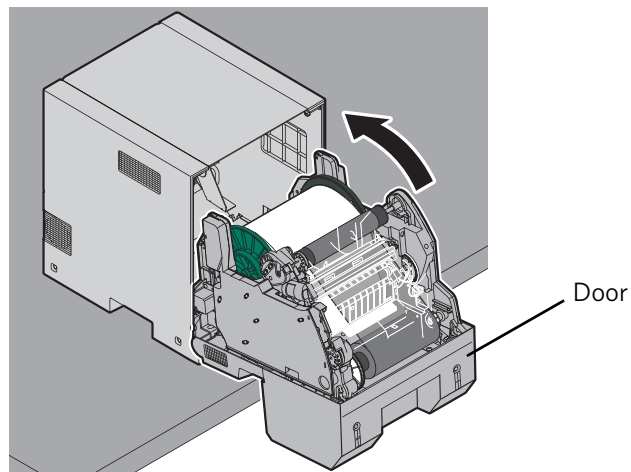
Be careful not to damage or mark any rollers.

8. Cut off damaged or printed areas of the paper.



9. Look inside the printer and carefully remove any pieces of paper.
10. Close the front of the printer.
11. Move the power switch to the On (|) position.
12. Open the Software Operator Control Panel (SOCP).
13. Click MENU until "Clear Slitter" appears.
14. Click ENTER.
15. Click ENTER to confirm "Clear Slitter?".
16. Close the SOCP once "Complete" appears.
17. Open the front of the printer.

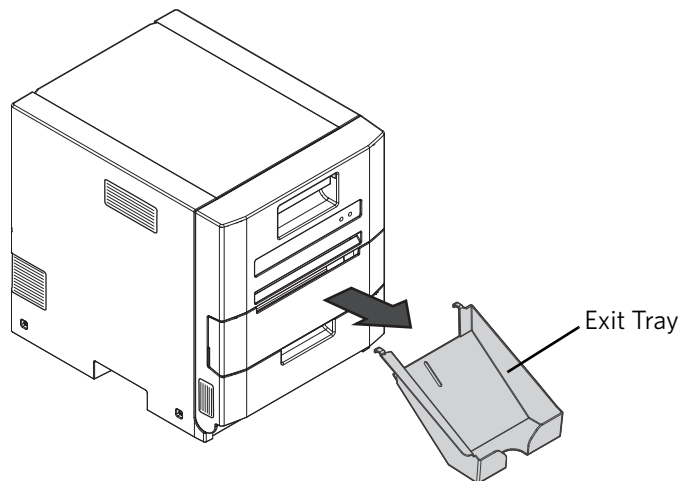
18. Install the paper and ribbon. See pages [5-11](#) and [5-18](#).
19. Close the front of the printer.



20. Install the trim tray. [See page 5-5](#).
21. Install the exit tray (if present). [See page 5-6](#).

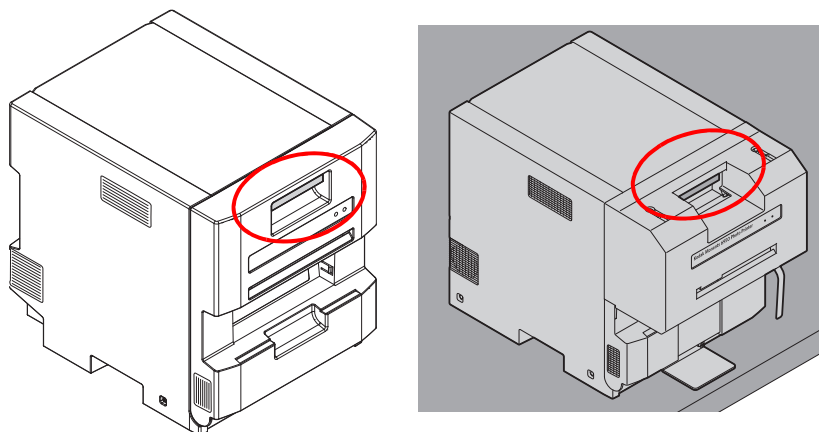
Repairing a Damaged Ribbon

1. Move the power switch to the Off (O) position.
2. Remove the exit tray (if installed).

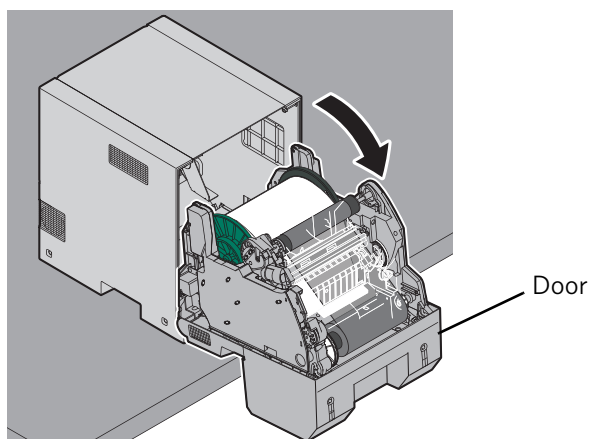


3. Remove and empty the trim tray. [See "Removing the Trim Tray" on page 5-6](#).

4. Pull the latch on the front door.

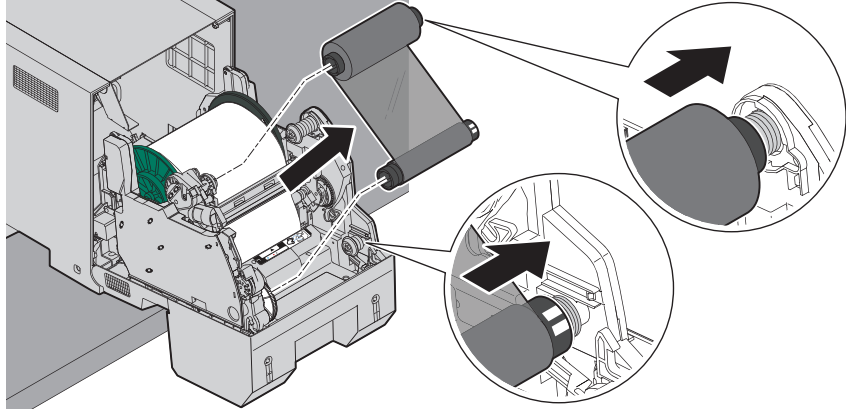


5. Carefully lower the door until it is fully open.

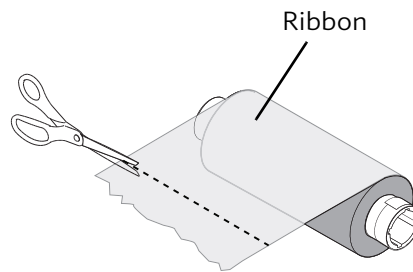


6. Remove the used ribbon.

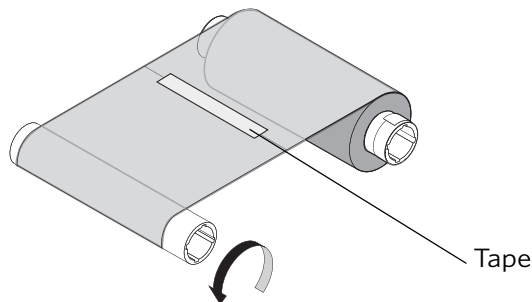
Note: Images remain on the ribbon after printing. If you need to maintain confidentiality, dispose of the used ribbon appropriately.



7. Cut off any damaged areas of the ribbon.



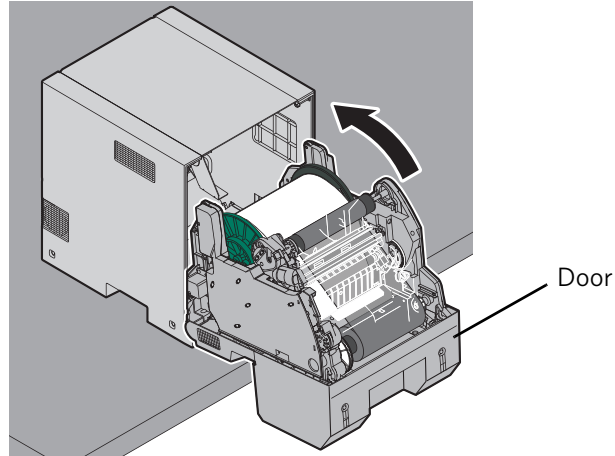
8. Overlap the ends of the ribbon.
9. Place tape at the center and at each end of the ribbon.



IMPORTANT: *Slack in the ribbon can cause a paper jam.*

10. Wind the repaired end of the ribbon onto the take-up spool. Make sure that you remove any slack in the ribbon.
11. Move the power switch to the On (|) position.
12. Install the ribbon. [See "Loading the Ribbon" on page 5-18.](#)

13. Close the front of the printer.



14. Install the trim tray. [See page 5-5.](#)
15. Install the exit tray (if present). [See page 5-6.](#)



CAUTION:

If the printer loses power while printing, the printer stops with the thermal print head is positioned against the platen roller. The platen roller could become damaged if the thermal print head is left in this position.

Recovering from a Power Interruption

If a power outage occurs:

1. Remove the exit tray (if installed).
2. Were you printing when the power outage occurred?

Yes	No
<ol style="list-style-type: none"> a. Power cycle the printer. b. Follow the procedure for “Clearing a Paper Jam” on page 5-33. c. Send the print job again. 	Power on the printer when the power is restored.

Using the Offset Adjustment Tool

Use the Offset Adjustment Tool to adjust the:

- Vertical and horizontal image position relative to the paper. The black bars on the edges of the image position target are cut off.
- Left and right slit positions for the 6950 Printer. The slit lines must go through the black bars on the slit position target.

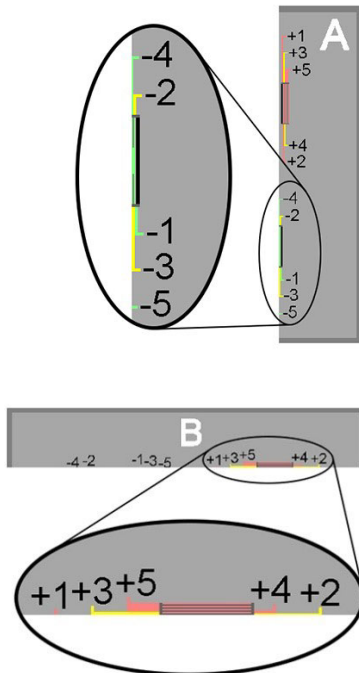
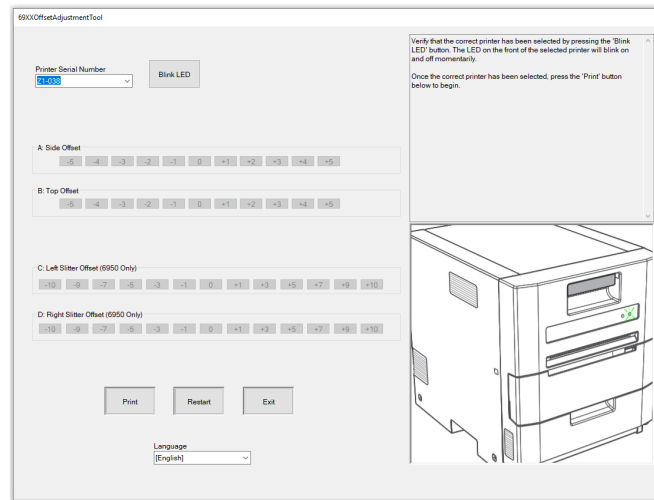
1. Follow the steps for your system:

Picture Kiosk	APEX System	Self-Service Print Station
a. Select the Menu icon. b. Select <i>Setup</i> . c. If necessary, enter the Setup password. Select <i>OK</i> . d. Select <i>Diagnostics</i> . e. Select <i>69XX Offset Adjustment Tool</i> .	a. Select <i>Setup</i> . b. Select <i>Diagnostics</i> . c. Select <i>69XX Offset Adjustment Tool</i> .	a. At the top right corner of the clerk view, select the menu icon. b. Select <i>Setup</i> c. If necessary, enter the Setup password. Select <i>OK</i> . d. Select <i>Diagnostics</i> . e. Select <i>69XX Offset Adjustment Tool</i> .

2. From the drop-down menu, select the serial number of the printer that you want to check.
3. Select *Blink LED*.
4. Does the LED on the front of the printer that you are checking blink?

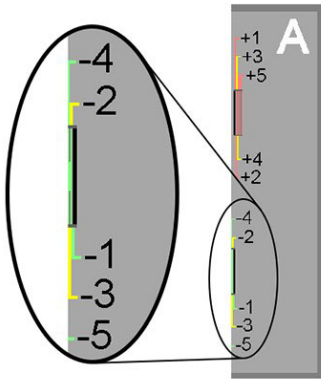
Yes	No
Continue to the next step.	Repeat steps 1-4 until your printer is selected.

5. Select *Print*. Wait for the test prints.



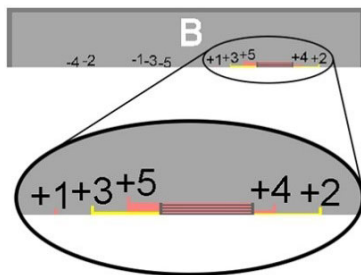
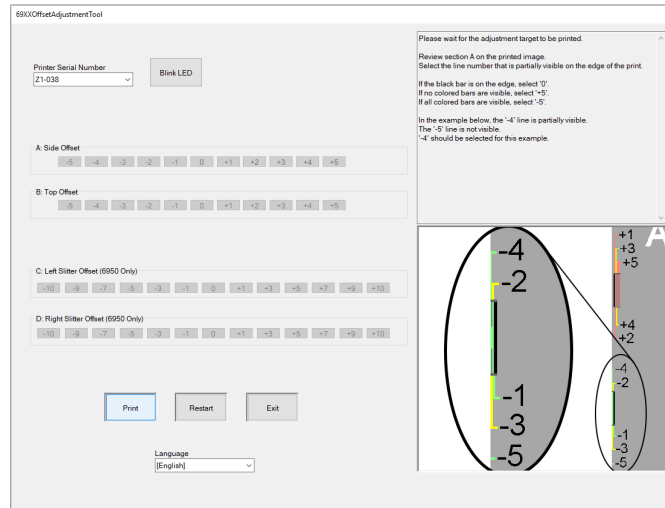
6. Check the area A for side adjustment and area B for top adjustment. The black bars must be on the edge of the paper. Both the examples shown to the left need to be adjusted.
7. Are the black bars on the edge of the print for area A and area B?

Yes	No
No adjustments are necessary. Select: <ul style="list-style-type: none"> <i>Exit</i> to close the tool. <i>Done</i> 	Continue to the next step.

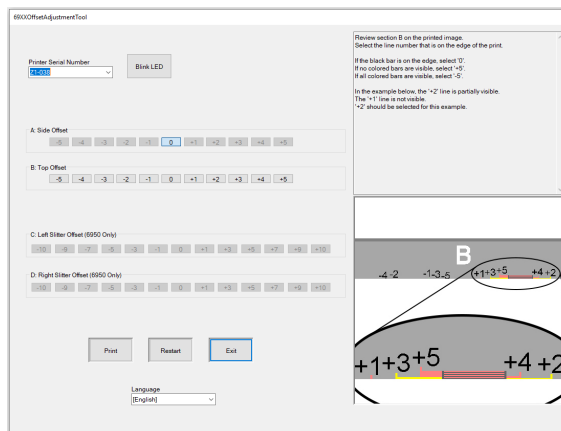


8. Review area A on the print.
9. Select the line number that is partially visible on the edge of the print. If the black bar is on the edge, go to step 10. In the example to the left, the "-4" line is partially visible. The "-5" line is not visible. Therefore, "-4" should be selected for "A: Side Offset".

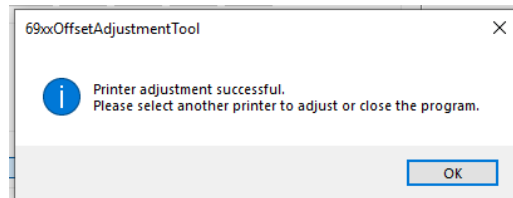
Note: If no colored bars are visible, select "+5". If all colored bars are visible, select "-5".



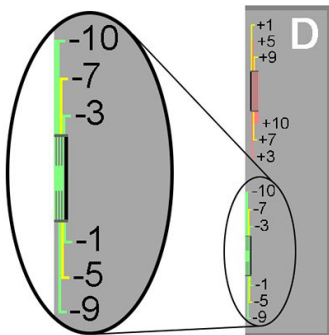
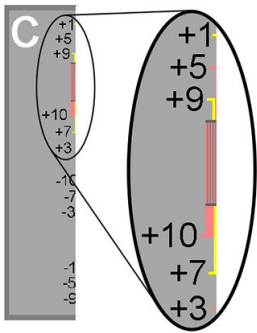
10. Review area B (Top Offset) on the print.
11. Select the line number that is partially visible on the edge of the print. Select that number for "B: Top Offset".
12. Repeat steps 6-12 until the black bars are on the edge of the print.



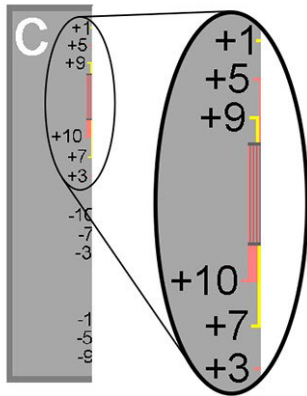
13. Once "0" is selected for both "A: Side Offset" and "B: Top Offset", a message appears. Select OK.



14. If you have a 6900 Printer, select *Exit* when you are done.
15. If you have a 6950 Printer, additional test prints are made to check the left and right slit positions. Wait for the print to be made. Continue with the next step.
16. Check area C for left slit adjustment and area D for right slit adjustment. The slit lines must cut through the black bars. Both the examples shown to the left need to be adjusted.
17. Are the black bars split for area C and area D?

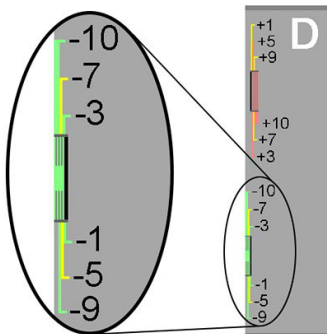
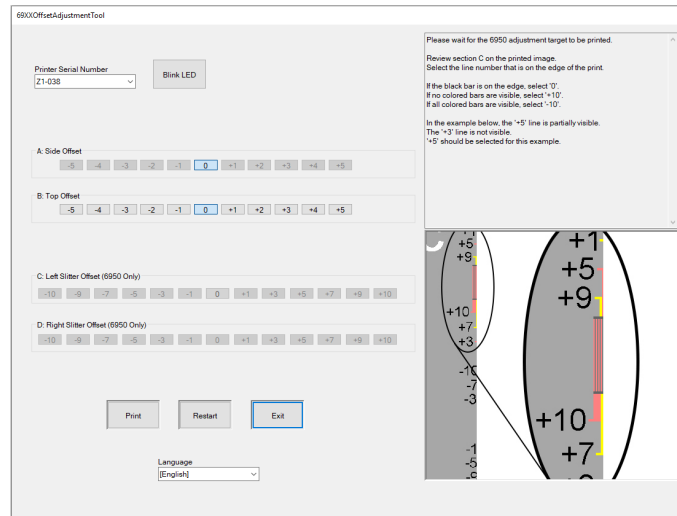


Yes	No
No adjustments are necessary. Select: <ul style="list-style-type: none"> • <i>Exit</i> to close the tool. • <i>Done</i> 	Adjustment is required. If C is not within specification, the left slit offset needs to be adjusted. If D is not within specification, the right slit offset needs to be adjusted. Continue to the next step.

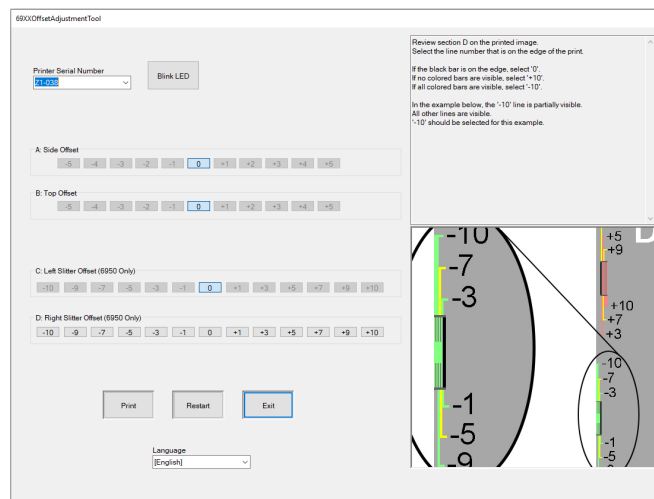


18. Review area C on the print.
19. Select the line number that is partially visible on the edge of the print. If the black bar is on the edge, go to step 10. In the example to the left, the "+5" line is partially visible. The "+3" line is not visible. Therefore, "+5" should be selected.

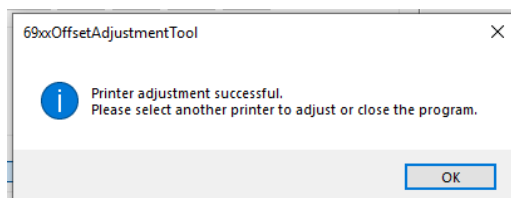
Note: If no colored bars are visible, select "+10". If all colored bars are visible, select "-10".



20. Review area D (R-Slitter Offset) on the print.
21. Select the line number that is partially visible on the edge of the print.
22. Repeat steps 6-12 until the slit edges cut through the black bars.



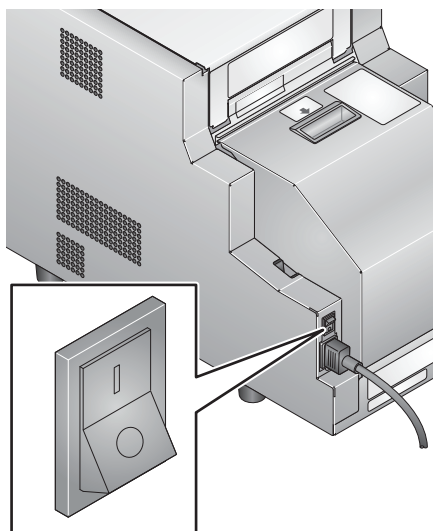
23. Once "0" is selected for both "C: Left Slitter Offset" and "D: Right Slitter Offset", a message appears. Select OK.



24. Select *Exit* when you are done.

6 Using and Maintaining the KODAK 7000/7010/7015 Photo Printer

Turning On the Printer






Move the power switch to on (I).







On the operator panel, the orange Power light illuminates. If paper and ribbon are loaded, a Ready message appears.

To turn off the printer, move the power switch to off (O).

Operator Panel Lights

Light	Color	Printer Status
 Power	Orange	The printer power is on.
 Ready	Green	The printer is ready to make prints.
 Error	Red	An error has occurred. See the message on the operator panel, then see "Resolving Printer Status/Error Messages" on page 6-19.

Operator Panel Buttons

Button		Use
	Menu	To enter Setup Mode.
	Menu scroll	To scroll through printer settings.
 	Setting options scroll	To scroll forward or backward through setting options.
	Enter	To initiate an action or accept a change.
	Paper Advance	To advance paper.
	Paper Rewind/ Clear	To rewind paper.
		To return to the previous menu.

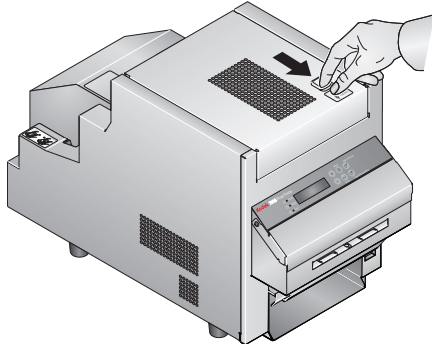
Loading the Ribbons

IMPORTANT: *Use the software to pause printing (see page 1-10) before opening the cabinet to load the ribbon. Failure to do so could result in a paper jam or other printer error.*

Loading the Photo Ribbon

Make sure you have the appropriate media kit available. This kit contains the correct photo ribbon for your printer (see "Printer Supplies" on page 6-18).

1. Slide the top cover latch release toward you.



2. Carefully open the top cover.

IMPORTANT: *The top cover does not open beyond a 90° angle.*



CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

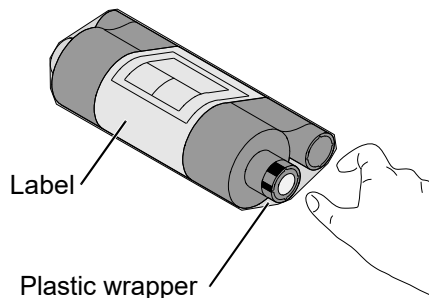
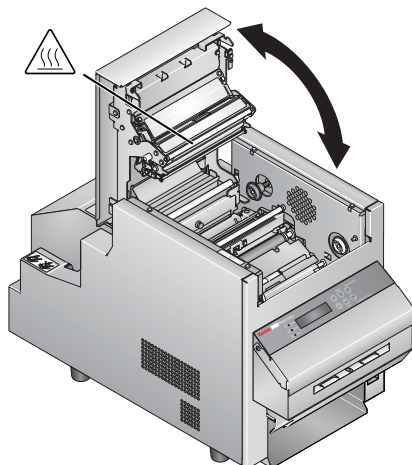
There are sharp cutter blades inside the printer. Follow instructions carefully to avoid touching any areas that may be hazardous.

3. Remove the used ribbon from the printer.

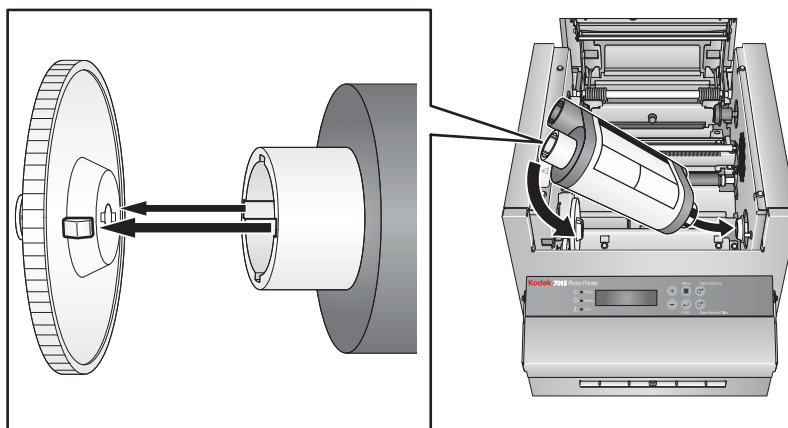
NOTE: Images remain on the photo ribbon after printing. If you need to maintain confidentiality, dispose of the used ribbon appropriately.

4. Insert your fingers into the holes in the plastic wrapper on the end of the photo ribbon. Remove the plastic wrapper from the ribbon.

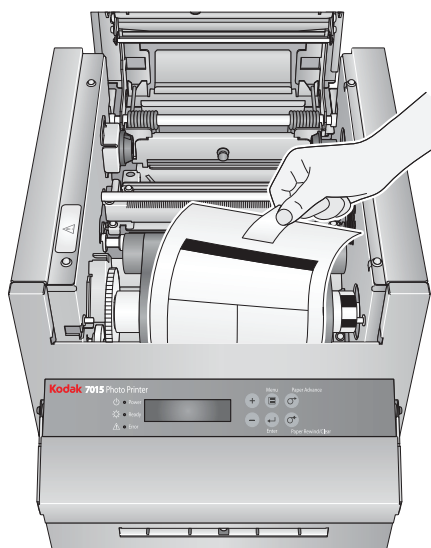
IMPORTANT: *Do not remove the label from the ribbon at this time.*

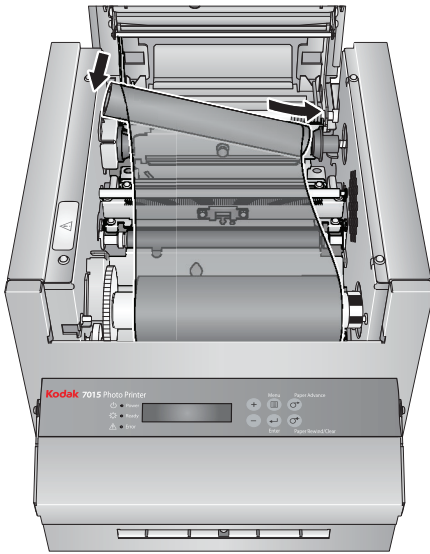


5. Push the bar code end of the supply spool onto the front spool holder on the right.
6. Insert the left side of the supply spool onto the front spool holder on the left. Align the notches on the supply spool with the lugs on the spool holder.



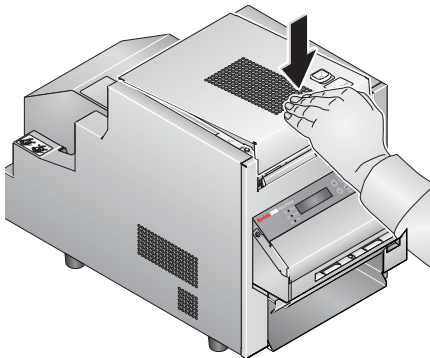
7. Adjust the supply spool until the spool locks into the spool holder.
8. Remove the label.





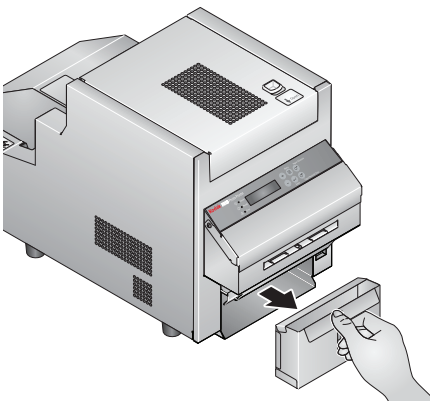
9. Push the right side of the take-up spool onto the rear spool holder on the right.
10. Insert the left side of the take-up spool onto the spool holder on the left.
11. Rotate the take-up spool until it locks into place.
12. If there is any slack in the ribbon, remove it by turning the supply spool.

IMPORTANT: *Slack in the ribbon can cause a paper jam.*



13. Close the top cover.
14. To ensure good print quality, reset the factory defaults and calibrate the printer. See "Resetting a Thermal Printer to Factory Defaults" on page 1-2.

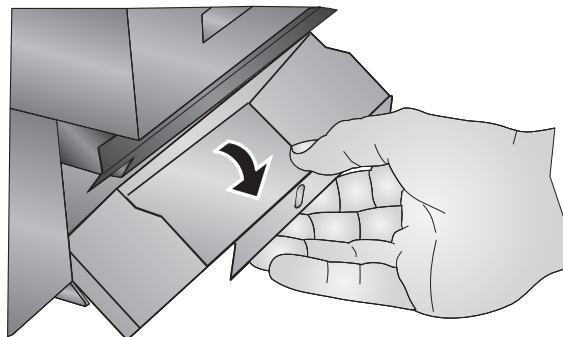
Loading the Backprinter Ribbon Cartridge for the 7010/7015 Printer



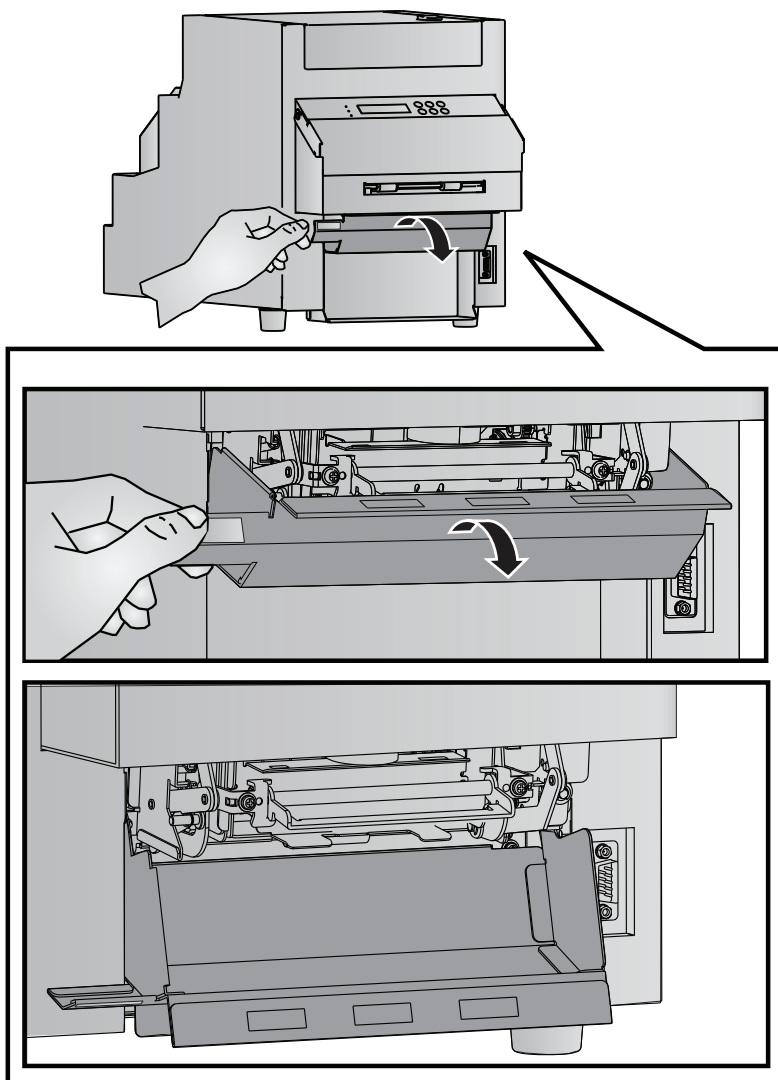
Make sure you have the appropriate media kit available. This kit contains the correct ribbon cartridge for your printer (see "Printer Supplies" on page 6-18).

1. Remove the trim tray.

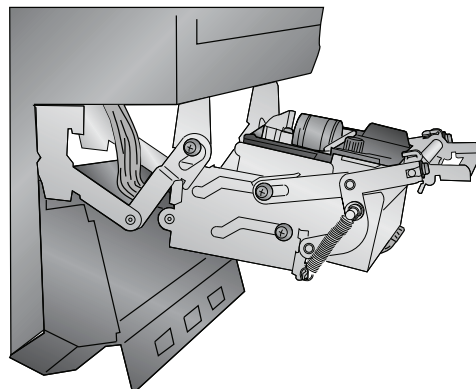
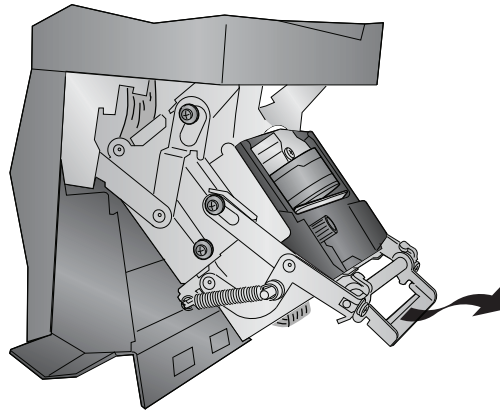
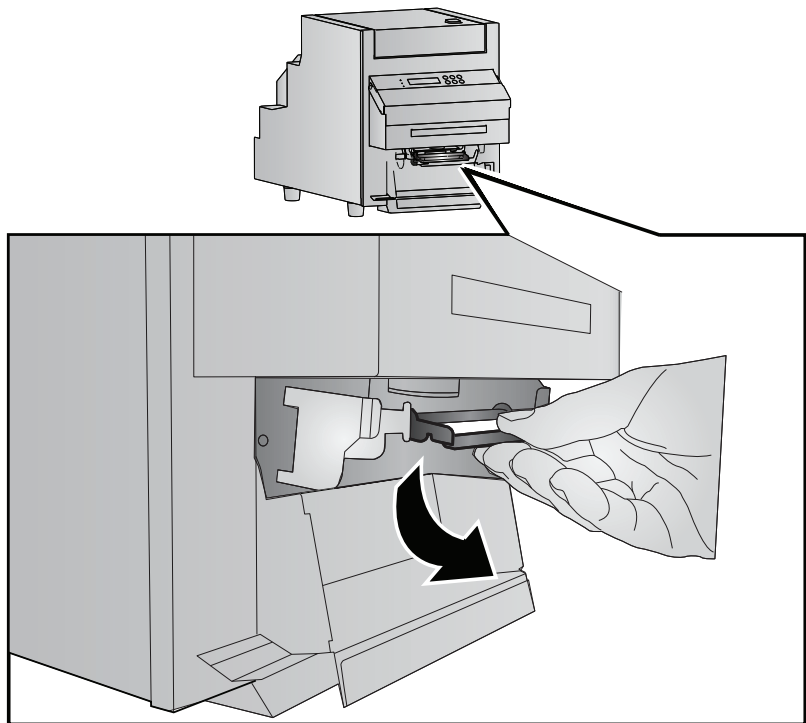
NOTE: If space is limited, the trim tray can be removed by tilting then pulling it out of the printer.



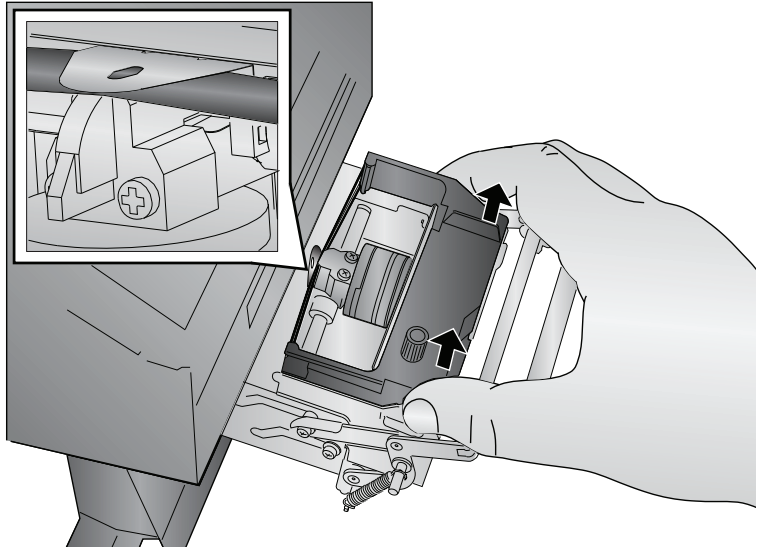
2. Use the lever on the backprinter cover to release the cover from the magnets that hold it in place. Carefully, allow the cover to swing open.



3. Pull the carriage link downward and outward to move the carriage to the loading position.

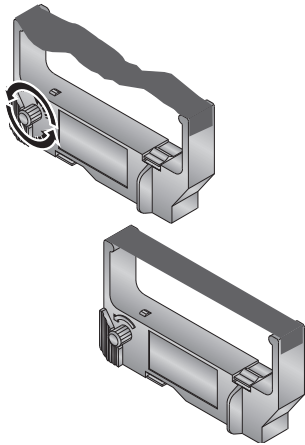


4. Carefully remove the installed cartridge:
 - a. Grasp the cartridge by the edges, near the bottom.
 - b. Remove the cartridge, lifting the bottom end first. Pull the cartridge the rest of the way out, making sure the ribbon clears the print head.



5. Locate the new ribbon. If there is slack in the new ribbon, remove it by turning the tension knob counterclockwise.

IMPORTANT: *Slack in the ribbon can cause a jam.*



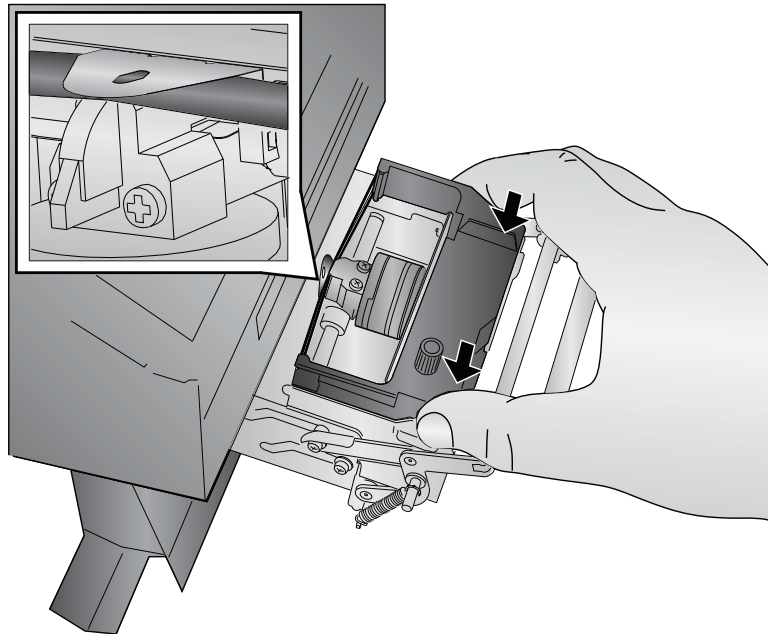
6. Carefully install the new cartridge:
 - a. Insert the cartridge into the carriage as shown, ribbon end first. Slide the ribbon between the guide plate and the print head. If necessary, use the tension knob on the cartridge to maintain tension on the ribbon.



CAUTION:

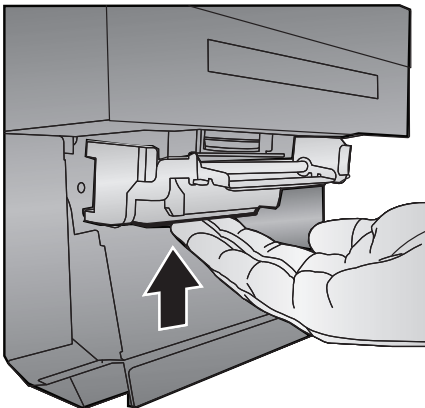
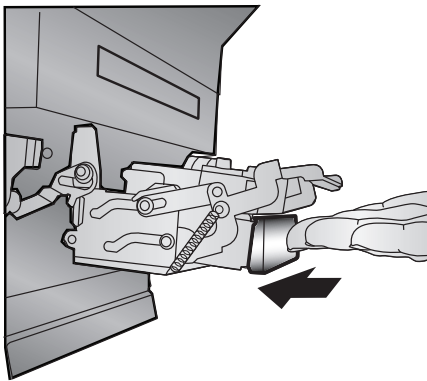
Do not thread the ribbon by hand. The ribbon could become twisted and cause damage to the guide.

- b. With the ribbon in place, press down on the cartridge to seat it.

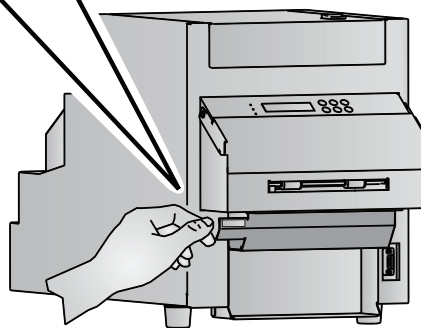
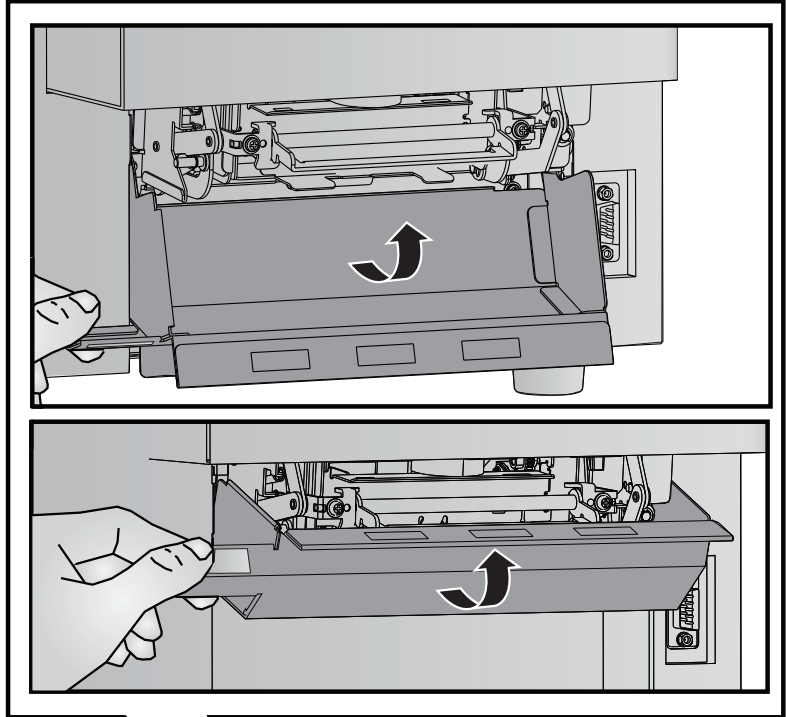


7. Press the carriage inward then upward back into the printer position. The carriage locks into place when it is in the correct position.

IMPORTANT: *Allow the carriage to follow the guide slots along the carriage plate. Do not force.*

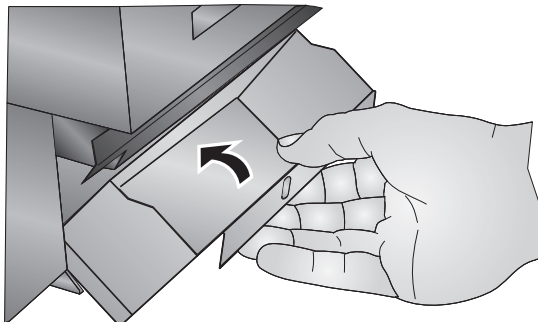
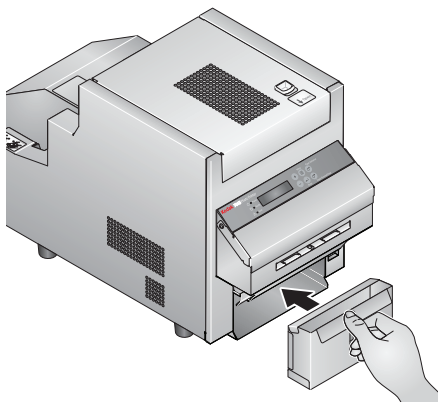


8. Close the backprinter cover, making sure it is seated against the magnets. (If the cover is not fully closed, the trim tray cannot be inserted or removed, and the backprinter will not print.)



9. Replace the trim tray.

NOTE: If space is limited, the trim tray can be installed by tilting then inserting it into the printer.



Loading the Paper

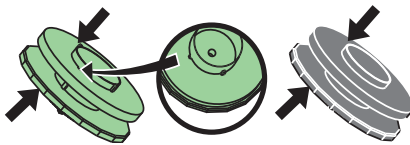
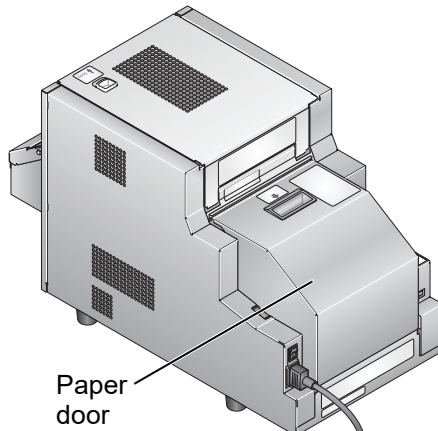
IMPORTANT: *Use the software to pause printing (see page 1-10) before opening the cabinet to load the paper. Failure to do so could result in a paper jam or other printer error.*

Make sure you have the appropriate media kit available. This kit contains the correct paper for your printer (see "Printer Supplies" on page 6-18).

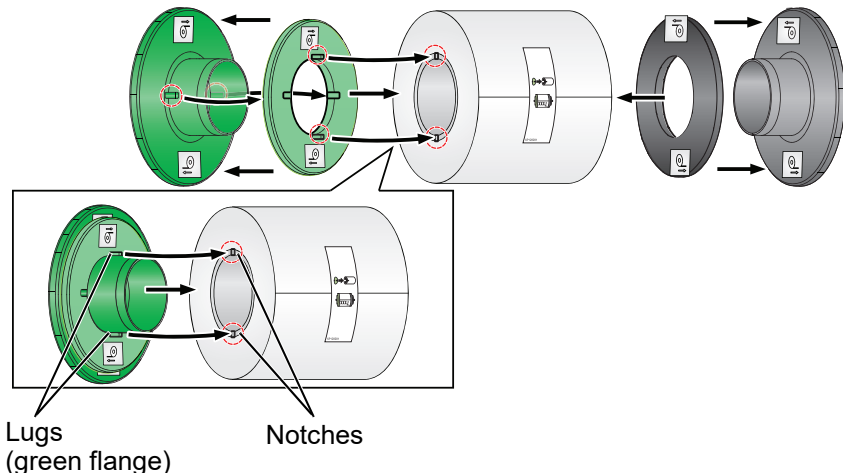
1. Make sure the printer power is on (|).
2. Open the paper door and remove the used paper roll from the printer.
3. Remove the plastic from the new paper roll.

IMPORTANT: *Do not remove the label from the paper roll until you have successfully loaded the paper in the printer.*

NOTE: The spacers are used only for a printer that are set up for 5R printing.

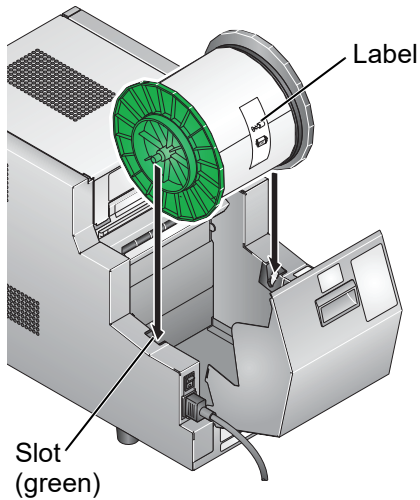


4. Attach the paper flanges and spacers to each end of the paper roll:
 - a. Locate the green flange and the green spacer.
 - b. Orient the flange and spacer so that the labels face the same direction.
 - c. Align the lugs on the flange with the corresponding notches on the spacer, then place the spacer over the flange hub.
 - d. Insert the flange-spacer assembly into the notched end of the paper roll.



- e. Repeat steps a-c for the gray flange and spacer, then insert the gray flange-spacer assembly into the other end of the paper roll.

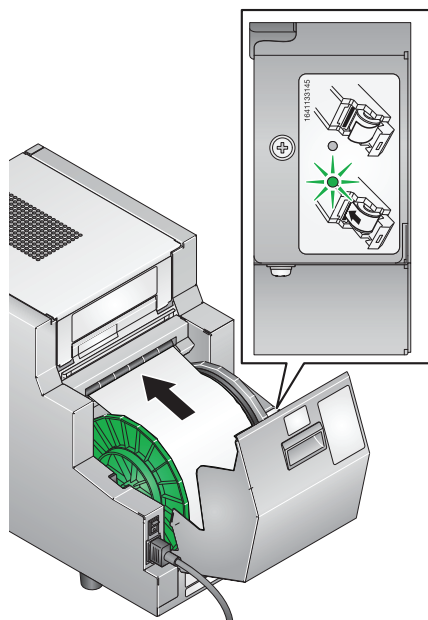
NOTE: If the paper flanges and spacers are improperly assembled or improperly attached to the roll, the paper roll will not fit into the printer.



5. Carefully lower the paper roll into the slots. Match the geared flange (green) with the geared slot (green) on the printer.

6. Remove the label from the paper roll.

NOTE: Verify that the paper unrolls from the top of the roll.



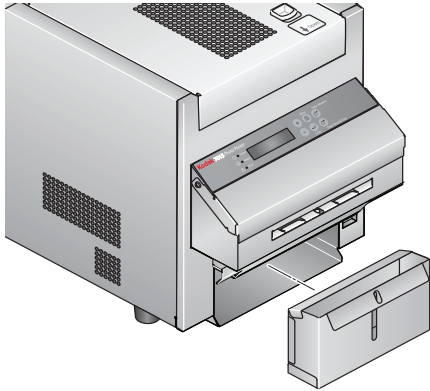
7. Feed the paper into the rear printer slot until the red LED light turns off and the green LED light turns on.

8. Gently close the paper door.

NOTE: The photo ribbon must be loaded in the printer (see page 6-3) before the paper automatically advances.

The printer advances the paper, then cuts and discharges 6 blank test prints—about 24 in. (61 cm). This reduces the possibility of fingerprints or other damage to the prints. It does not decrease the 1000 4 x 6 in. (10 x 15 cm) print capacity of the paper roll.

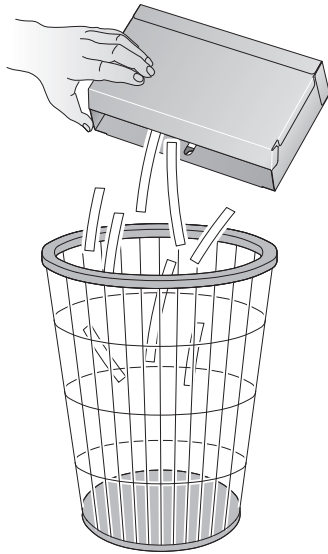
The operator panel displays the Ready message.



9. Empty and replace the trim tray.

NOTE: To keep your prints dust-free and to prevent paper jams, empty the trim tray each time you change the paper.

10. To ensure good print quality, reset the factory defaults and calibrate the printer. See "Resetting a Thermal Printer to Factory Defaults" on page 1-2.



Performing Routine Maintenance

To maintain good print quality, we recommend that you clean the exterior of the printer and the filter openings regularly (see page 6-14) to eliminate dust buildup and prevent debris from entering the printer.

NOTE: If paper or ribbon is loaded in the printer, remove it before performing maintenance procedures.



CAUTION:

Alcohol is a flammable liquid. It can cause eye irritation and dry skin. Prolonged or repeated skin contact may cause drying, cracking, or irritation. Wash your hands with soap and water following any maintenance procedures where you use alcohol pads. For additional information, see the Material Safety Data Sheet (MSDS).

For health, safety, and environmental information, customers should contact their local customer service representative.

Cleaning the Exterior

See "Cleaning the Exterior of the Printer" on page 1-13.

Cleaning the Thermal Print Head and Peel Roller

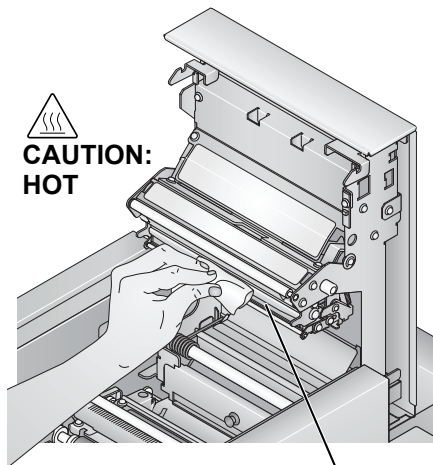
IMPORTANT: *Only do this procedure if directed by a service representative.*

1. Make sure the power switch is turned off (○).
2. Open the top cover.

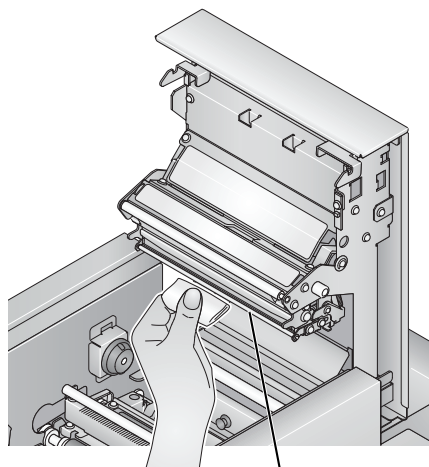
CAUTION:

The thermal print head becomes extremely hot during normal operation. Wait approximately five minutes after you open the top cover before cleaning it. Fingerprints can damage the thermal head. Never touch it with your bare hands or fingers.

3. Remove a new alcohol pad from its packaging. Move the pad along the entire length of the thermal print head, in one direction only. When you clean the thermal head:
 - Apply firm, even pressure.
 - Make three passes along the thermal print head.
 - Use a clean part of the pad for each pass.



Thermal head



Peel roller

4. Use another clean alcohol pad to wipe the peel roller.
5. Allow the alcohol to dry completely (about five minutes) before you resume printing.
6. Close the top cover.

Cleaning the Paper Guide

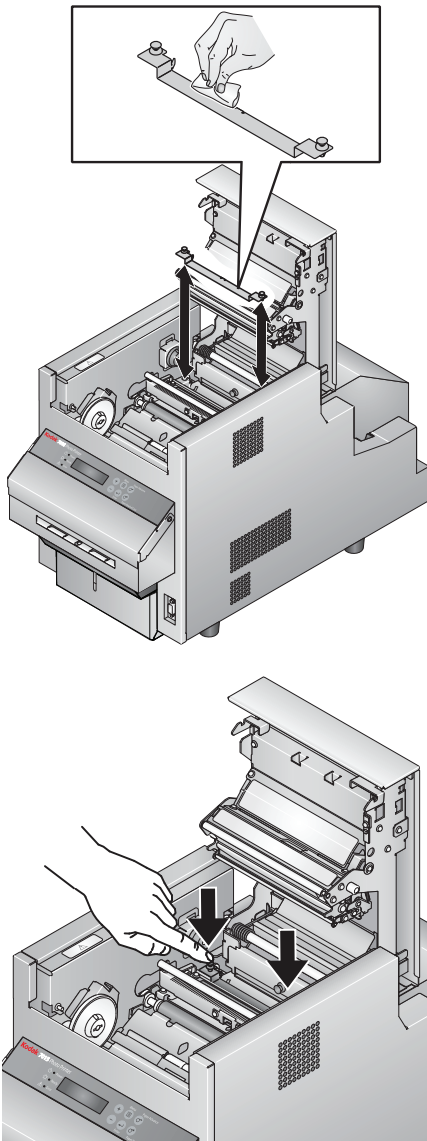
1. Make sure the power switch is turned off (○).
2. Carefully open the top cover.



CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

There are sharp cutter blades inside the printer. Follow instructions carefully to avoid touching any areas that may be hazardous.



3. Remove the paper guide by pulling up on the two black knobs.
4. Remove an alcohol pad from its packaging. Wipe the surfaces of the guide with the pad.

5. Reinstall the paper guide. Press down on each knob until each side of the paper guide clicks into place.
6. Allow the alcohol to dry completely (about five minutes) before you resume printing.
7. Close the top cover.

Cleaning the Platen Roller

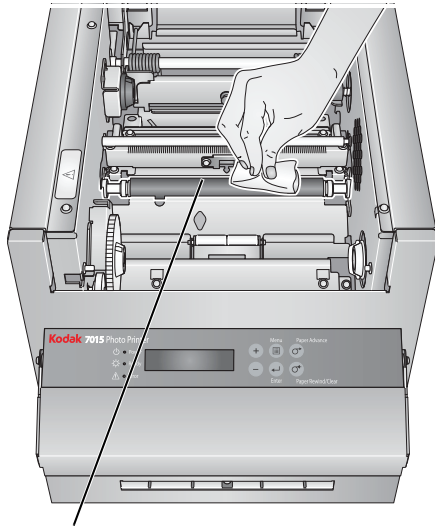
1. Make sure the power switch is turned off (○).
2. Open the top cover.



CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

There are sharp cutter blades inside the printer. Follow instructions carefully to avoid touching any areas that may be hazardous.



Platen roller

3. Remove an alcohol pad from its packaging. Wipe the rubber section of the platen roller with the pad.
4. Rotate the roller to clean the entire surface.
5. Allow the alcohol to dry completely (about five minutes) before you resume printing.
6. Close the top cover.

Cleaning the Cleaning Rollers

It is essential to keep the cleaning rollers clean to prevent dirt from transferring back onto the prints and to keep the printer operating correctly.

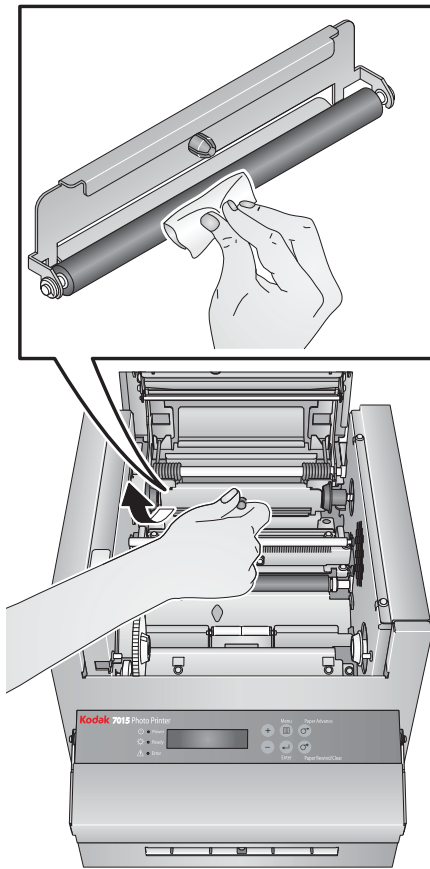
1. Make sure the power switch is turned off (○).
2. Open the top cover.



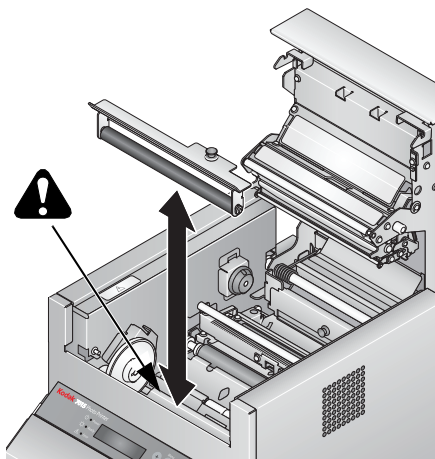
CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

There are sharp cutter blades inside the printer. Follow instructions carefully to avoid touching any areas that may be hazardous.



3. Remove the rear cleaning roller by pulling up on the black knob.
4. Remove an alcohol pad from its packaging. Wipe the rubber section of the roller with the pad.
5. Reinstall the rear cleaning roller in the printer. Push the black knob until the roller clicks into place.



6. Repeat steps 1-3 to remove, clean, and reinstall the front cleaning roller.



CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

There are sharp cutter blades inside the printer. Follow instructions carefully to avoid touching any areas that may be hazardous.

7. Allow the alcohol to dry completely (about five minutes) before you resume printing.
8. Close the top cover.

Printer Supplies

Go to www.kodakalaris.com/go/printerupdates for information on ordering supplies.

Print Kits

The KODAK 7000 Print Kit 5R and the Backprinter Media Kit for KODAK 70XX Photo Printers (sold separately) contain the correct paper and ribbon for your printer.

KODAK 7000 Print Kit 5R
Contents:
<ul style="list-style-type: none">1 roll of paper—5 in. (12.7 cm)1 ribbon—8 in. (20.3 cm)

KODAK 7000 Print Kit 6R
Contents:
<ul style="list-style-type: none">1 roll of paper—6 in. (15.2 cm)1 ribbon—8 in. (20.3 cm)

Backprinter Media Kit for KODAK 70XX Photo Printers
Contents:
<ul style="list-style-type: none">6 cartridges

Cleaning Kit

Use the KODAK Thermal Printer Cleaning Kit (sold separately) when performing routine maintenance (see page 6-14).

KODAK Thermal Printer Cleaning Kit
Contents:
<ul style="list-style-type: none">10 individually packaged alcohol pads

Troubleshooting the 70XX Photo Printer

Problem	Description or Cause	Possible Solution
The printer indicates NOT FOUND on the Device Health Checks screen.	Verify that the: <ul style="list-style-type: none"> printer is turned on. power cord is connected. USB cable is connected to the printer and the processor. 	
Prints have vertical white lines, vertical colored lines, or scratches.	Thermal print head is dirty.	Clean the thermal print head (see page 6-14).
Prints have streaks made up of small dots.	The platen roller is dirty.	Clean the platen roller (see page 6-16).
Prints are tinted green, blue, or pink.	The printer may be out of calibration.	Calibrate the printer (see page 1-3).
	The print scanner may be out of calibration.	Calibrate the print scanner (see page 1-3).
Prints have ink smudges	There is ink on the backprinter platen.	Advance the paper (see page 6-2) until ink smudging is no longer visible.
Backprinting is too light	The backprinter ribbon cartridge needs replacing or is not loaded properly.	Check and if necessary, replace the ribbon cartridge (see page 6-5).

Resolving Printer Status/Error Messages



Refer to the following table to resolve errors reported on the operator panel. If the error persists, contact Service and Support.

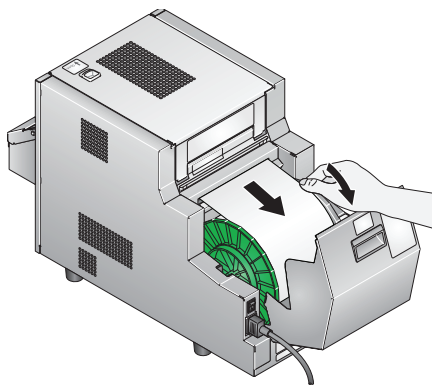
Message	Description or Cause	Possible Solution
Paper Empty	The paper is empty or is not installed correctly.	Load (or reload) the paper (see page 6-11).
Ribbon Empty	The photo ribbon is empty, is not loaded, or is stuck to the paper.	Load (or reload) the photo ribbon (see page 6-3).

Message	Description or Cause	Possible Solution
Incorrect Ribbon	The printer could not read the bar code on the photo ribbon or the wrong size is installed.	Check that the photo ribbon has a bar code and/or replace it with the correct size (see page 6-3).
Cover Open	The top cover is open.	Make sure the top cover is securely closed.
Paper Cover Open	The paper cover is open.	Make sure the paper cover is securely closed.
BackP Cover Open	The backprinter cover is open.	Make sure the backprinter cover is securely closed.
Paper Jam XX	The paper is jammed.	Clear the paper jam (see page 6-21) then reload the paper. If the error persists, turn the printer off then on again.
Sensor Error XX	The printer has a specific problem that may require service.	Turn the printer off. After 10 or more seconds, turn on the printer. If, after warming up, the error persists, contact Service and Support. Have available: <ul style="list-style-type: none"> Error code number (XX.YY.ZZ). Printer model number and serial number (shown on the printer data plate).
Mecha Error XX		
Control Error XX		
Initializing	The printer is preparing to print.	Wait for printing to start.
Cooling	The printer is too hot to print.	Wait for the printer to complete cooling.
Ready Loading	The printer is preparing to load paper.	No action is necessary.

Clearing a Paper Jam



1. Press the Paper Rewind button twice.
2. Open the paper door.

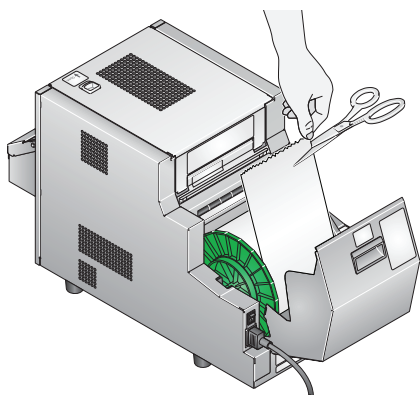


3. If the paper is not fully rewound, manually rewind the paper onto the roll.

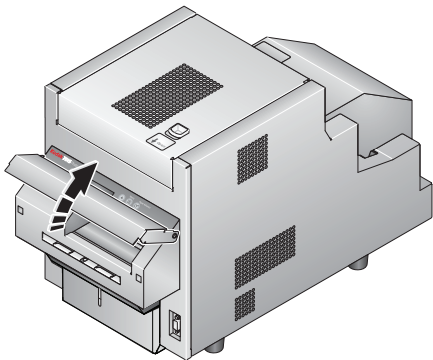


CAUTION:

To prevent damage to the printer, do not pull abruptly on the paper.

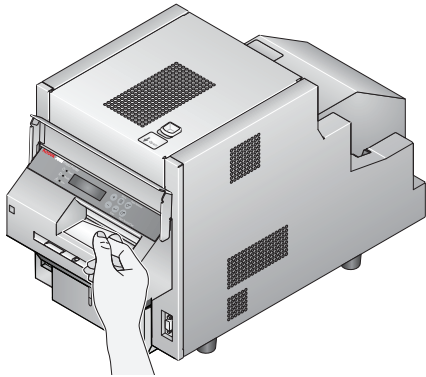


4. Cut off any damaged or printed areas of the paper.
IMPORTANT: Be careful not to damage or mark any rollers.
5. Load the paper (see page 6-11), then close the paper door.



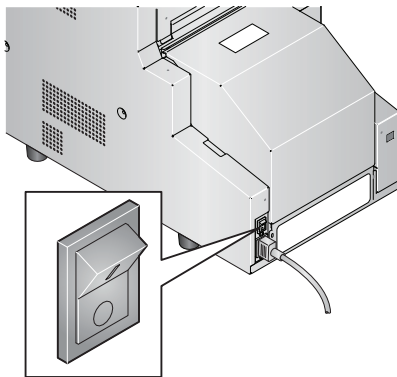
If the Paper Jam message is still displayed on the operator panel:

1. Open the front cover.



2. Look inside the front compartment and carefully remove any paper or obstructions.
3. Close the front cover.

If the Paper Jam message is still displayed on the operator panel:



1. Turn off the printer.

2. Open the top cover.

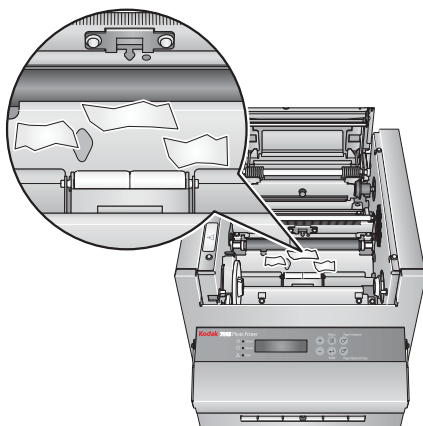


CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

There are sharp cutter blades inside the printer. Follow instructions carefully to avoid touching any areas that may be hazardous.

3. Remove the ribbon.
4. Look inside the ribbon compartment and carefully remove any pieces of paper.
5. Load the ribbon (see page 6-3).
6. Close the top cover.
7. Turn on the printer.



If the Paper Jam message is still displayed on the operator panel, contact Service and Support.

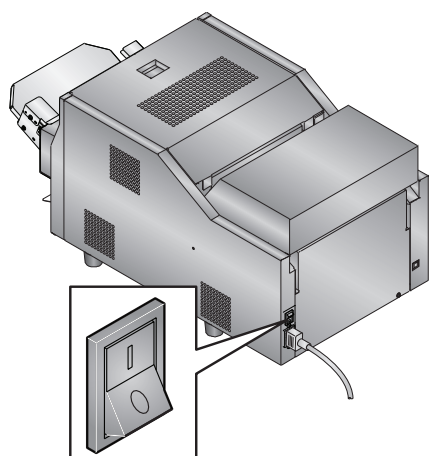
7 Using and Maintaining the KODAK 8810 Photo Printer



CAUTION:

The printer weighs approximately 60 lbs (27 kg) and is heavier at the front than at the back. Use caution when lifting or moving the printer.

Turning On the Printer






Move the power switch to on (I).






On the operator panel, the orange Power light illuminates. If paper and ribbon are loaded, a Ready message appears.

To turn off the printer, move the power switch to off (O).

Operator Panel Lights

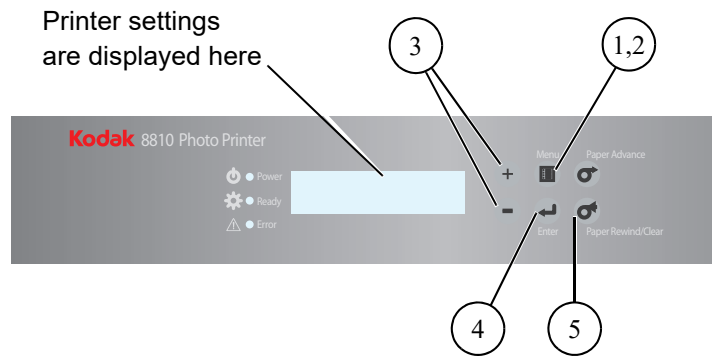
Light	Color	Printer Status
 Power	Orange	The printer power is on.
 Ready	Green	The printer is ready to make prints.
 Error	Red	An error has occurred. See the message on the operator panel, then see "Resolving Printer Status/Error Messages" on page 7-18.

Operator Panel Buttons

Button		Use
	Menu	To enter Setup Mode.
	Menu scroll	To scroll through printer settings.
	Setting options scroll	To scroll forward or backward through setting options.
	Enter	To initiate an action or accept a change.
	Paper Advance	To advance paper.
	Paper Rewind/ Clear	To rewind paper.
		To return to the previous menu.

Printer Settings

Use the operator panel buttons to review and change printer settings.



- 1. Press **Menu** to enter Setup Mode.
- 2. Press **Menu** repeatedly to scroll through the printer settings.
- 3. Press **+/-** to scroll through selections.
- 4. Press **Enter** to initiate an action or accept a change.
- 5. Press **Clear** to exit Setup Mode.

Display	Description
Ready	The printer is on and ready to make prints.
Energysave Mode	When selected, press Enter, then + or - to enable or disable Energy Save mode (the default is off). When enabled, to conserve power, the printer does not maintain printing temperature when idle. The printer takes additional time to warm-up before initiating printing.
Test Print Mode	When selected, press Enter to make a test print.
Remain = XXX/YYY	XXX represents how many remaining prints you can make with the current paper roll. YYY represents the total number of prints on a paper roll. The counter is reset each time you press Paper Rewind.
Printed = XXXXXX	XXXXXX represents the total number of prints made since the printer was manufactured. This counter cannot be reset.

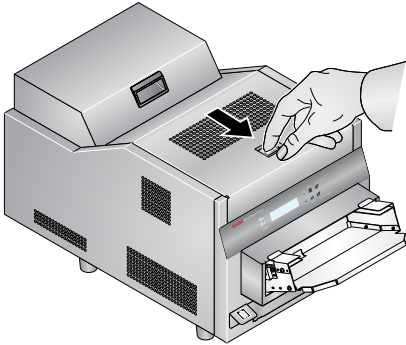
Display	Description
Donor = XXX[%]	XXX[%] represents the percentage of the installed ribbon that is available for making prints.
Main Firm = XX . YY	XX . YY represents the printer control firmware version number.
DSP Firm = XX . YY	XX . YY represents the image processing firmware version number.
USB Firm = XX . YY	XX . YY represents the USB firmware version number.
TABLE Firm = XX . YY	XX . YY represents the print parameter table version number.

Loading the Ribbon

IMPORTANT: *Wait until the printer has finished printing before opening the cabinet to load the ribbon. Failure to do so could result in a paper jam or other printer error.*

Make sure you have a KODAK Photo Print Kit 8800/8810S or KODAK Photo Print Kit 8800/8810L (sold separately) available. These kits contain the correct ribbon for your printer (see "Printer Supplies" on page 7-17).

1. Slide the top cover latch release toward you.



2. Carefully open the top cover.



CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

There are sharp cutter blades inside the printer. Follow instructions carefully to avoid touching any areas that may be hazardous.

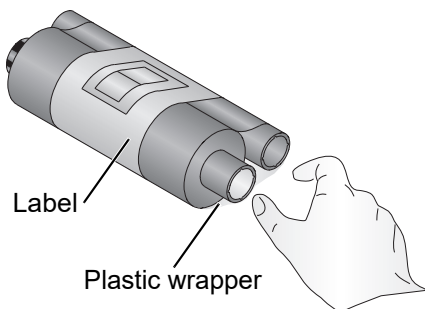
IMPORTANT: *The top cover does not open beyond a 90° angle.*

3. If you are replacing the ribbon, remove the used ribbon.

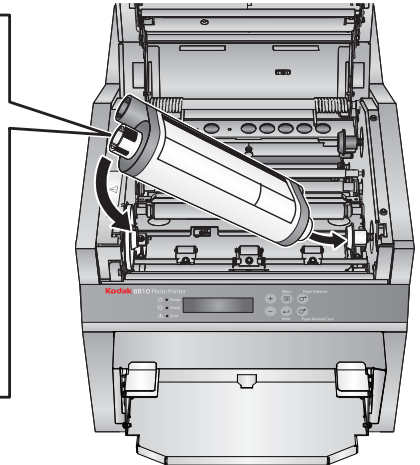
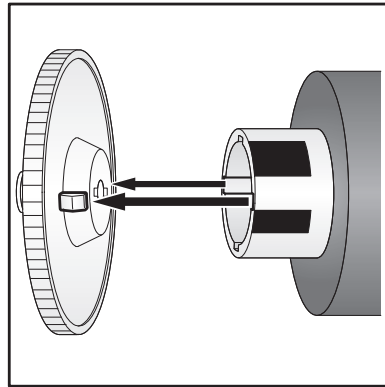
NOTE: Images remain on the ribbon after printing. If you need to maintain confidentiality, dispose of the used ribbon appropriately.

4. Insert your fingers into the holes in the plastic wrapper on the end of the ribbon. Remove the plastic wrapper from the ribbon.

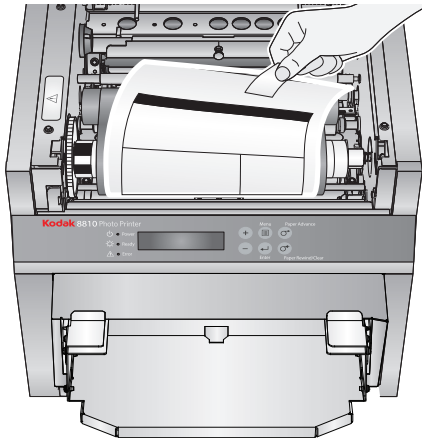
IMPORTANT: *Do not remove the label from the ribbon at this time.*

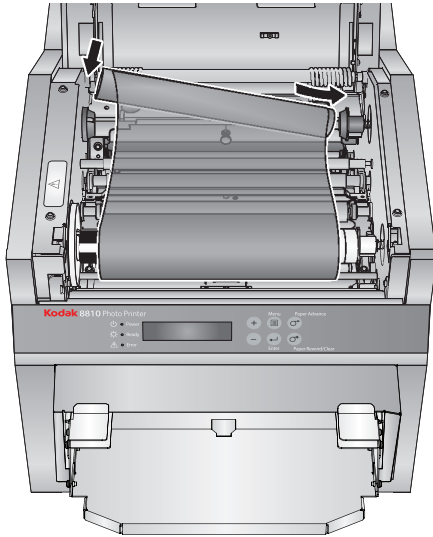


5. Push the end of the supply spool without the bar code onto the front spool holder on the right.
6. Insert the left side of the supply spool onto the front spool holder on the left. Align the notches on the supply spool with the lugs on the spool holder.



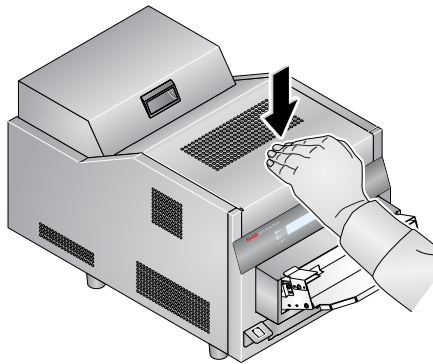
7. Adjust the supply spool until the spool locks into the spool holder.
8. Remove the label.





9. Push the right side of the take-up spool onto the rear spool holder on the right.
10. Insert the left side of the take-up spool onto the spool holder on the left.
11. Rotate the take-up spool until it locks into place.
12. If there is any slack in the ribbon, remove it by turning the supply spool.

IMPORTANT: *Slack in the ribbon can cause a paper jam.*



13. Close the top cover.
14. To ensure good print quality, reset the factory defaults and calibrate the printer. See "Resetting a Thermal Printer to Factory Defaults" on page 1-2.

Loading the Paper

IMPORTANT: *Wait until the printer has finished printing before opening the cabinet to load the paper. Failure to do so could result in a paper jam or other printer error.*

Make sure you have a KODAK Photo Print Kit 8800/8810S or KODAK Photo Print Kit 8800/8810L (sold separately) available. These kits contain the correct ribbon for your printer (see "Printer Supplies" on page 7-17).

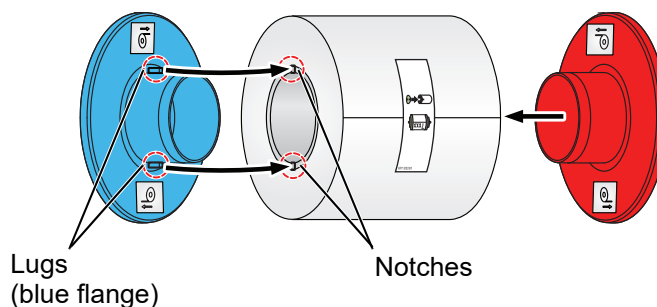
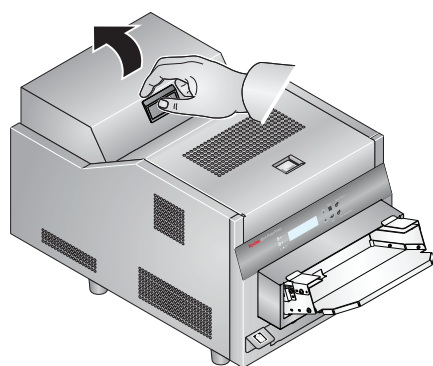
1. Make sure the printer power is on (|).
2. Grasp the handle on the paper door cover to release the door latch, then lift open the paper door.
If you are replacing the paper, remove the used paper roll.

NOTE: If there is paper remaining and you still want to replace it, close the cover and follow the instructions for "Clearing a Paper Jam" on page 7-21.

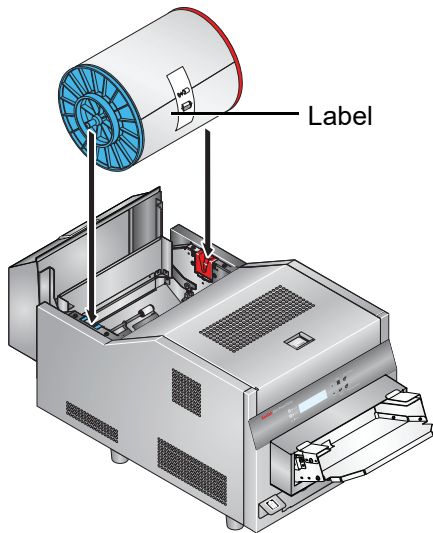
3. Remove the plastic from the new paper roll.

IMPORTANT: *Do not remove the label from the paper roll until you have successfully loaded the paper in the printer.*

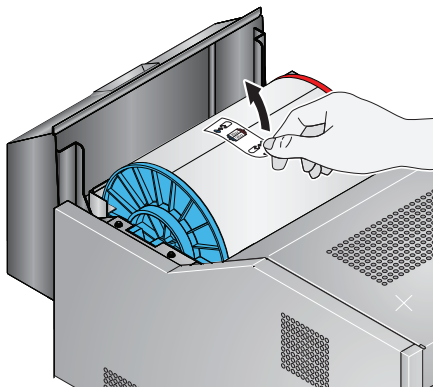
4. Align the lugs on the blue flange with the notches in the paper roll, then insert into the new paper roll. Insert the red flange into the other end of the roll.



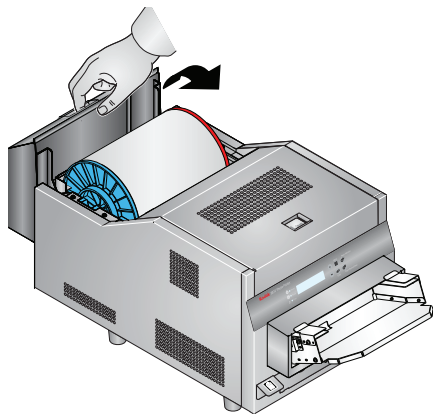
NOTE: If the paper flanges are improperly attached to the roll, the paper roll will not fit into the printer.



5. Match the colored flanges with the slots of the same color on the printer, then carefully lower the paper roll into the slots.



6. Remove the label from the paper roll.

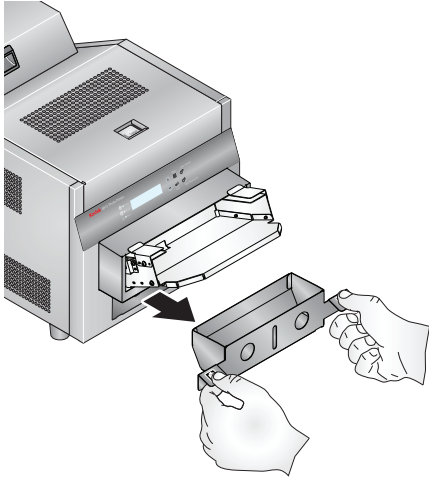


7. Gently close the paper door.

NOTE: The ribbon must be loaded in the printer (see page 7-5) before the paper automatically loads and advances.

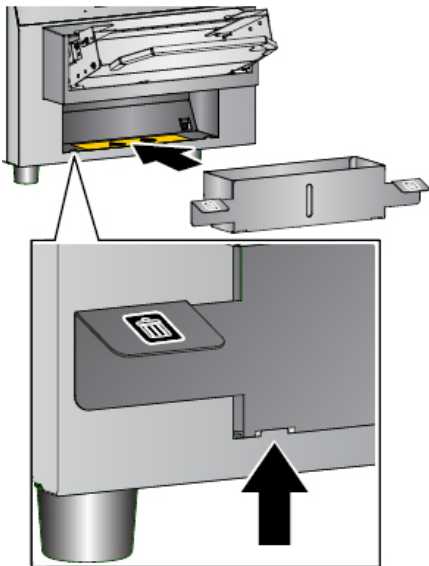
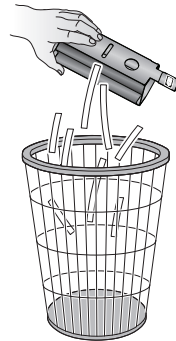
The printer loads the paper. It then prints a blank sheet—the portion of the roll that may have fingerprints as a result of handling. The printing of this sheet does not decrease the print capacity of the roll.

When loading is complete, the operator panel displays the Ready message.



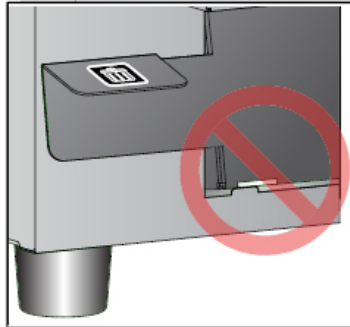
8. Remove the trim tray:
 - a. Hold both sides of the trim tray.
 - b. Lift up on the front of the trim tray.
 - c. Pull the trim tray straight out of the printer.
9. Empty the trim tray.

NOTE: To keep your prints dust-free and to prevent paper jams, empty the trim tray each time you change the paper.



10. Replace the trim tray. Make sure to push it all the way in, until both of the tabs on the printer are fully inserted into the trim tray slots.

If the tray is not inserted properly, a paper jam can occur.



11. To ensure good print quality, reset the factory defaults and calibrate the printer. See "Resetting a Thermal Printer to Factory Defaults" on page 1-2.

Cleaning the Printer

Cleaning the Exterior

See “Cleaning the Exterior of the Printer” on page 1-13.

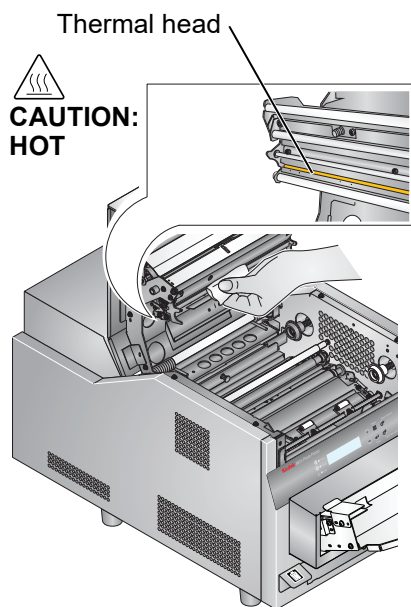
Cleaning the Thermal Print Head and Peel Roller

IMPORTANT: *Only do this procedure if directed by a service representative.*

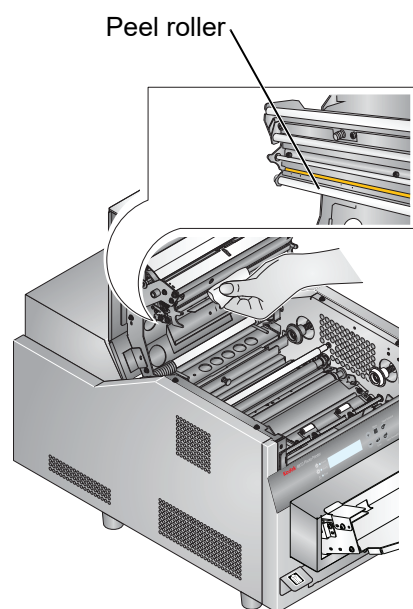
1. Make sure the power switch is turned off (○).
2. Carefully open the top cover.

CAUTION:

The thermal print head becomes extremely hot during normal operation. Wait approximately five minutes after you open the top cover before cleaning it. Fingerprints can damage the thermal head. Never touch it with your bare hands or fingers.



3. Remove a new alcohol pad from its packaging. Move the pad along the entire length of the thermal print head, in one direction only. When you clean the thermal head:
 - Apply firm, even pressure.
 - Make three passes along the thermal print head.
 - Use a clean part of the pad for each pass.



4. Use another clean alcohol pad to wipe the peel roller. Rotate the peel roller while wiping to clean all of the roller surface.
5. Allow the alcohol to dry completely (about five minutes) before you resume printing.
6. Close the top cover.

Cleaning the Platen Roller

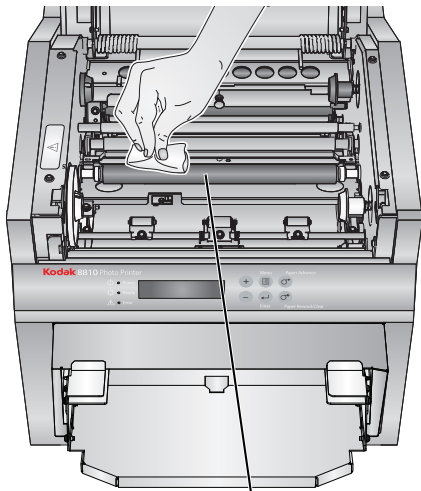
1. Make sure the power switch is turned off (○).
2. Carefully open the top cover.



CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

There are sharp cutter blades inside the printer. Follow instructions carefully to avoid touching any areas that may be hazardous.



Platen Roller

3. Remove an alcohol pad from its packaging. Wipe the rubber section of the platen roller with the pad.
4. Rotate the roller to clean the entire surface.
5. Allow the alcohol to dry completely (about five minutes) before you resume printing.
6. Close the top cover.

Cleaning the Cleaning Rollers

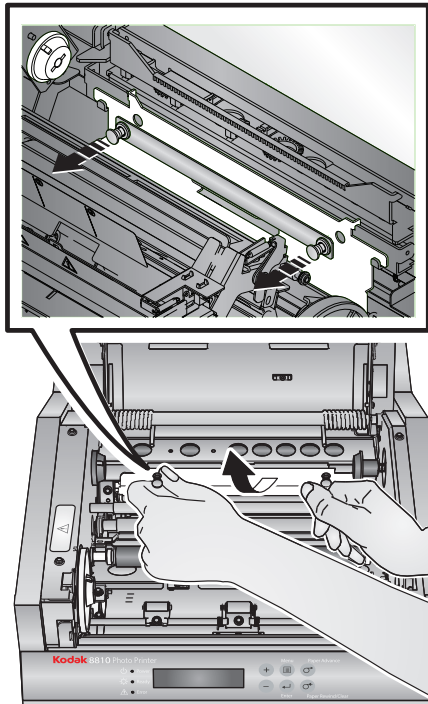
It is essential to keep the cleaning rollers clean to prevent dirt from transferring back onto the prints and to keep the printer operating correctly.

1. Make sure the power switch is turned off (○).
2. Carefully open the top cover.



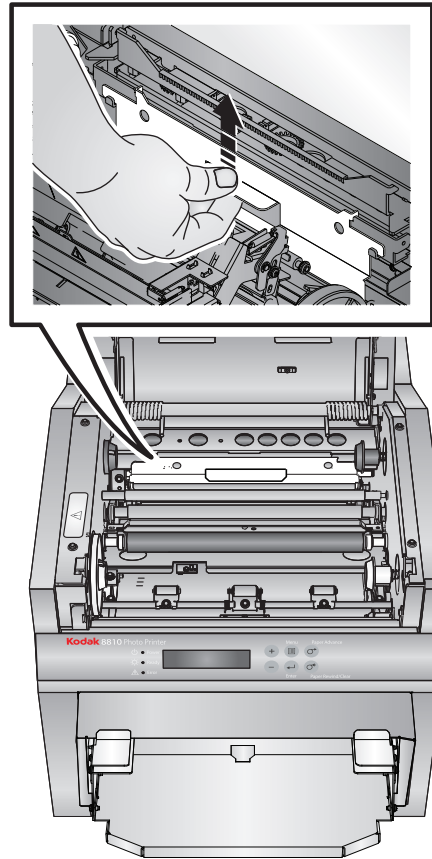
CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

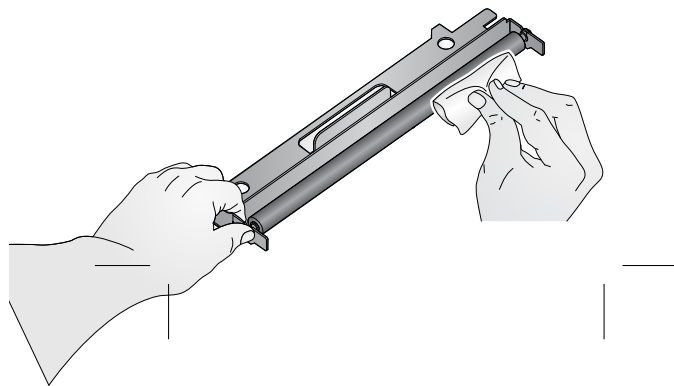


3. Remove, clean, and reinstall the rear cleaning roller:

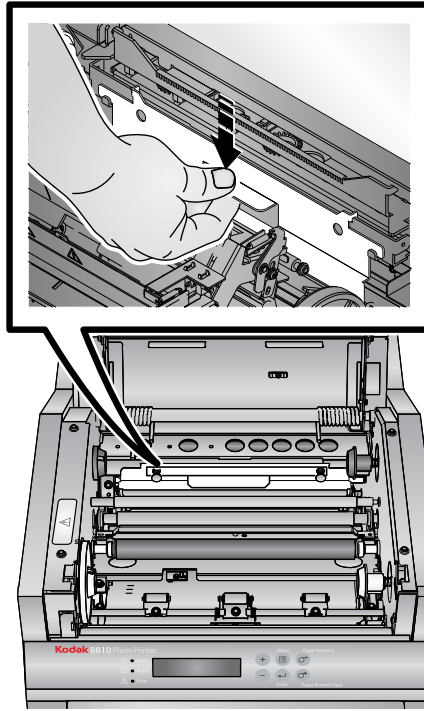
- a. Pull on the two black pins, located against the back wall of the ribbon compartment, to remove the rear cleaning roller retaining plate.
- b. Lift the rear cleaning roller assembly upward to remove it.



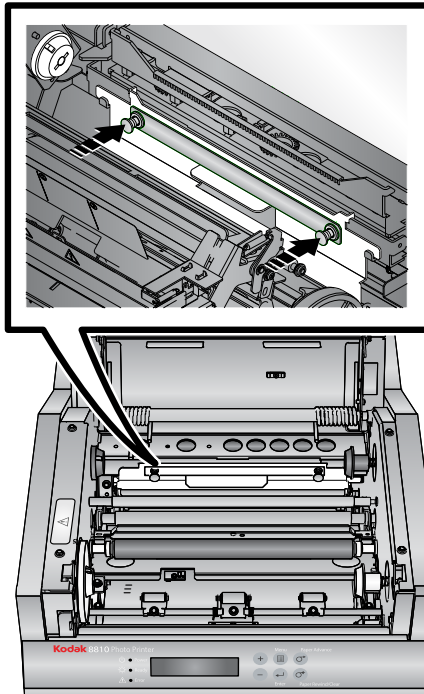
- c. Remove an alcohol pad from its packaging. Wipe the rubber section of the roller with the pad.

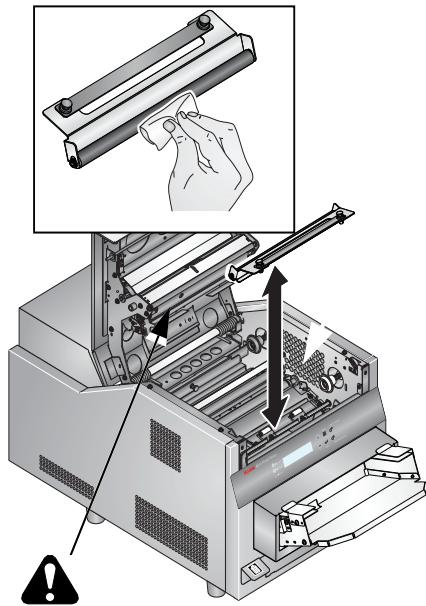


- d. Place the rear cleaning roller assembly back into position. Gently press down on the roller assembly to make sure it is fully seated.



- e. Replace the retaining plate. Push the black pins until each side clicks into place.





4. Remove, clean, and reinstall the front cleaning roller:

⚠ CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

There are sharp cutter blades inside the printer. Follow instructions carefully to avoid touching any areas that may be hazardous.

- a. Pull up on the two black pins, located near the front of the ribbon compartment.
 - b. Remove an alcohol pad from its packaging. Wipe the rubber section of the roller with the pad.
 - c. Place the front cleaning roller assembly back into position. Push the black pins until each side of the roller clicks into place.
5. Allow the alcohol to dry completely (about five minutes) before you resume printing.
 6. Close the top cover.

Printer Supplies

Go to www.kodakalaris.com/go/printerupdates for information on ordering supplies.

Print Kits

Print and media kits contain the correct paper and ribbon for your printer model. Print and media kits are sold separately.

IMPORTANT: *For best results, replace both the paper and ribbon at the same time. Used ribbon is safe for land-fill disposal. Do not recycle used ribbon.*

KODAK Photo Print Kit 8800/8810S
Contents: <ul style="list-style-type: none">• 1 roll of paper• 1 ribbon—10 in. (25.4 cm)
Capacity*: <ul style="list-style-type: none">• 300 8 x 10 in. (20.3 x 25.4 cm) prints

KODAK Photo Print Kit 8800/8810L
Contents: <ul style="list-style-type: none">• 1 roll of paper• 1 ribbon—12 in. (30.5 cm)
Capacity*: <ul style="list-style-type: none">• 250 8 x 12 in. (20.3 x 30.5 cm) prints

*Paper and ribbon rolls contain material to make the stated print quantity. The paper roll contains a small amount of additional paper for lead edge and trailing edge waste.

Cleaning Kit

Use the KODAK Thermal Printer Cleaning Kit (sold separately) when performing routine maintenance (see page 7-11).

KODAK Thermal Printer Cleaning Kit
Contents: <ul style="list-style-type: none">• 10 individually packaged alcohol pads

Troubleshooting the 8810 Photo Printer

Resolving Printer Status/Error Messages



Refer to the following table to resolve errors reported on the operator panel. If the error persists, contact Service and Support.


Message	Description or Cause	Possible Solution
Paper Empty	The paper is empty or is not installed correctly, or the label is still attached to the roll.	Load (or reload) the paper (see page 7-8).
Ribbon Empty	The ribbon is empty, is not loaded, or is stuck to the paper.	Load (or reload) the ribbon (see page 7-5).
Incorrect Ribbon	The printer could not read the bar code on the ribbon or the wrong type is installed.	Check that the ribbon has a bar code and/or replace it with the correct type (see page 7-5).
Cover Open	The top cover is open.	Make sure the top cover is securely closed.
Paper Cover Open	The paper cover is open.	Make sure the paper cover is securely closed.
Paper Jam XX	The paper is jammed.	Clear the paper jam (see page 7-21) then reload the paper. If the error persists, turn the printer off then on again.
Sensor Error XX	The printer has a specific problem that may require service.	Turn the printer off. After 10 or more seconds, turn on the printer. If, after warming up, the error persists, contact Service and Support. Have available: <ul style="list-style-type: none"> Error code number (XX.YY.ZZ). Printer model number and serial number (shown on the printer data plate).
Mecha Error XX		
Control Error XX		
Initializing	The printer is running internal checks and processes.	No action is necessary. When initialization is complete, "Ready" appears in the display.

Message	Description or Cause	Possible Solution
Cooling	The printer is too hot to print.	Wait for the printer to complete cooling.
Ready Loading	The printer is preparing to load paper.	No action is necessary.

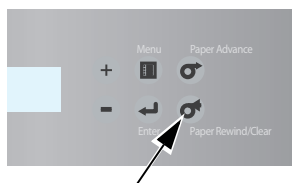
Troubleshooting Print Quality

Problem/Message	Possible Solution
Prints have white or colored spots.	<ol style="list-style-type: none">1. Clean the exterior (see page 1-13).2. Clean the cleaning rollers (see page 7-13).
Prints have a vertical white line.	Clean the thermal print head (see page 7-11).
Prints have impression marks at regular intervals.	Clean the platen roller (see page 7-13).
Prints have a color tint.	<ol style="list-style-type: none">1. Adjust the Printer Color Adjust settings (see page 1-8).2. Reset the printer calibration (see page 1-2).
Prints appear out of focus.	Check that the ribbon is loaded properly. If it is almost depleted, load a new ribbon (see page 7-5).

Troubleshooting Other Printer Issues

Problem	Possible Solution
There is a paper jam.	Clear the paper jam (see page 7-21).
Prints are not cut completely.	 CAUTION: There are sharp cutter blades inside the front roller area. Do not insert hands or objects. <ol style="list-style-type: none">1. Empty the trim tray.2. Turn the printer off, then back on.3. Check that there are no paper clippings hanging from the trim exit or interfering with paper movement.
Printer indicates NOT FOUND on the Device Health Checks Screen.	Check that the: <ul style="list-style-type: none">▪ printer is turned on.▪ power cord is connected.▪ USB cable is connected to the printer and the console.
Printer applications do not appear on the screen.	Check that: <ul style="list-style-type: none">▪ the printer is turned on.▪ the USB cable is connected.▪ there is no printer error.▪ the application is enabled under User Mode. Run Application Health Check (see page 1-14).

Clearing a Paper Jam



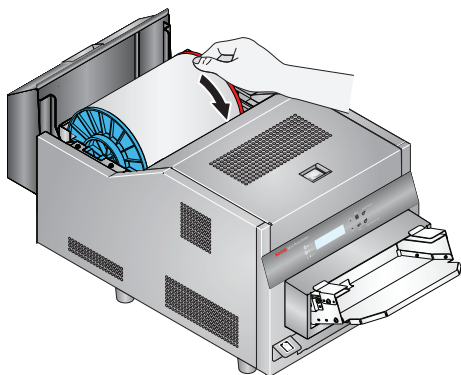
1. Press the **Paper Rewind** button twice.
2. Open the paper door.

3. If the paper is not fully rewound, manually rewind the paper onto the roll.

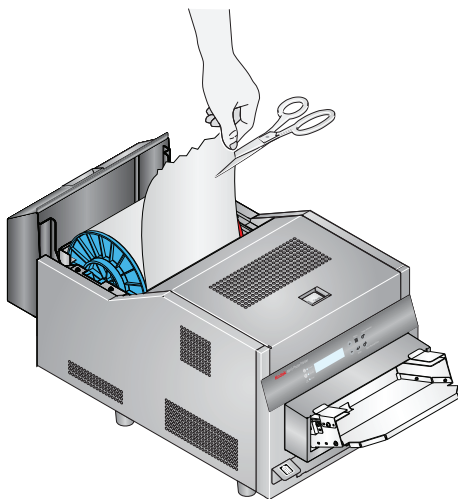


CAUTION:

To prevent damage to the printer, do not pull abruptly on the paper.

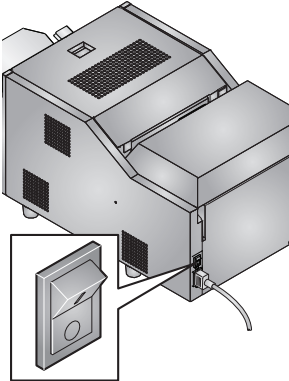


4. Cut off any damaged or printed areas of the paper.
IMPORTANT: *Be careful not to damage or mark any rollers.*
5. Load the paper (see page 7-8), then gently close the paper door.



If the Paper Jam message is still displayed on the operator panel:

1. Turn off the printer.



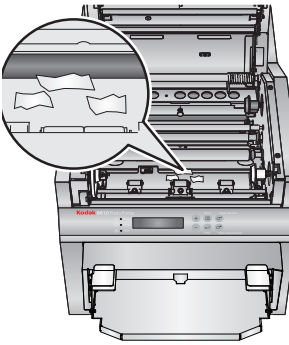
2. Carefully open the top cover.



CAUTION:

**The thermal head becomes extremely hot during normal operation.
Do not touch it.**

3. Remove the ribbon.
4. Look inside the ribbon compartment and carefully remove any pieces of paper.
5. Load the ribbon (see page 7-5).
6. Close the top cover.
7. Turn on the printer.
8. If the Paper Jam message is still displayed on the operator panel, contact Service and Support.



8 Using the KODAK D4600 Duplex Photo Printer

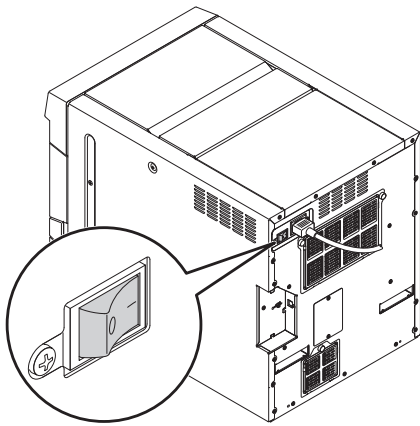
The KODAK D4600 Duplex Photo Printer can be used to create photo books, calendars, and greeting cards that are printed on both sides.



CAUTION:

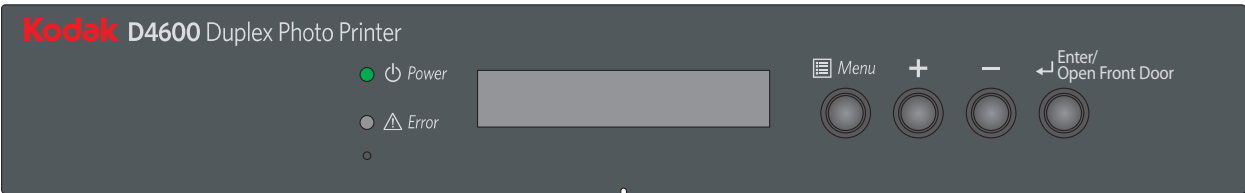
The printer weighs approximately 66.14 lbs (30 kg) and is heavier at the front than at the back. Use caution when lifting or moving the printer.

Turning the Printer On and Off





1. Move the power switch to the On (|) position.
On the operator panel, the orange Power light illuminates. If paper and ribbon are loaded, a Ready message appears.
2. To turn off the printer, move the power switch to the Off (O) position.





Operator Panel



Operator Panel Lights

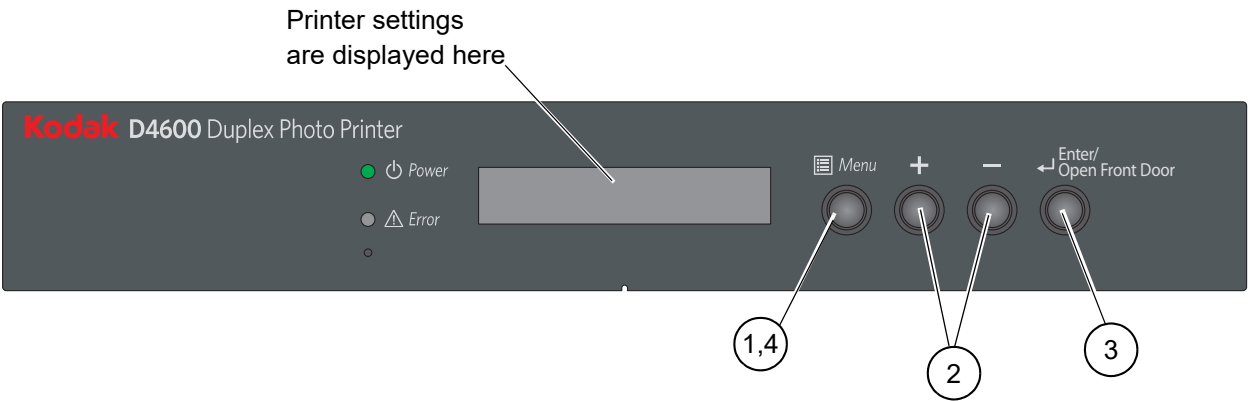
Light	Color	Printer Status
 Power	Orange	The printer is initializing.
	Solid Green	The printer is ready to make prints.
 Error	Red	An error has occurred. See the message on the operator panel, then see "Troubleshooting Printer Error Messages" on page 8-28

Operator Panel Buttons

Button		Use
	Menu	To enter User Mode.
	Menu scroll	To scroll through printer settings.
 	Setting options scroll	To scroll forward or backward through setting options.
	Enter, Open Front Door	To initiate an action or accept a change, or unlock the front door. NOTE: When the front of the printer is closed, and paper and ribbon are loaded, the front door is locked.

Printer Settings

Use the operator panel buttons to review and change printer settings.



- 1. Press **Menu** to enter User Mode.
- 2. Press **+/-** to scroll through selections.
- 3. Press **Enter** to initiate an action or accept a change.
- 4. Press **Menu** to exit User Mode.

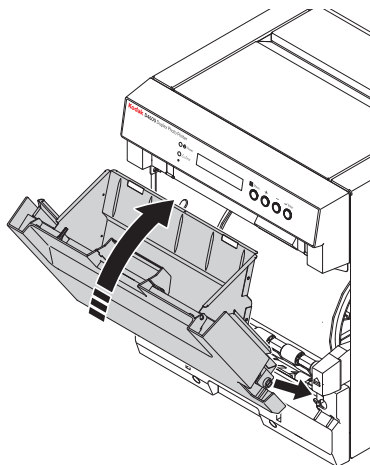
Display - Level 1	Display - Level 2	Description
Ready 8x10 Ready 8x12	----	The printer is on and ready to make prints. 8x10 or 8x12 represents the size of ribbon that is loaded.
Printer Info	Printed	Total number of prints printed.
	Paper Left = %	Remaining paper shown as a percentage.
	Donor Left = %	Remaining ribbon shown as a percentage.
	Firmware	Main firmware version number.
	FPGA	FPGA version number.
	Table	Print parameter table version number.
	Serial #	Printer serial number.
	Model #	Printer model number: D4600
	PTR Date	Month and year the Printer was manufactured.
	TPH Model	Thermal Print Head model number: 21681
	TPH SN	Thermal Print Head serial number.
	TPH RES	Resistance of the Thermal Print Head.
Test Prints	10 Level Gray	Prints a 10-level gray test print.
	Status Print	Prints a sheet with the Printer serial number, counts, errors, and firmware information.

Display - Level 1	Display - Level 2	Description
Wait Time	Wait Time	The amount of time the Printer waits for the next print.
	Time Out	The amount of time the Printer waits for the next print before printing a single sided print.
Maintenance	Clear Chad	Clear a paper jam from the slit. "Clearing a Paper Jam from the Slitter" on page 8-38

Installing the Front Door Waste Bin

The waste bin collects paper trimmings that are generated when the printer cuts the prints.

IMPORTANT: *To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you change the paper.*



1. Install the front door waste bin. Align the waste bin with the rail on the side of the printer.

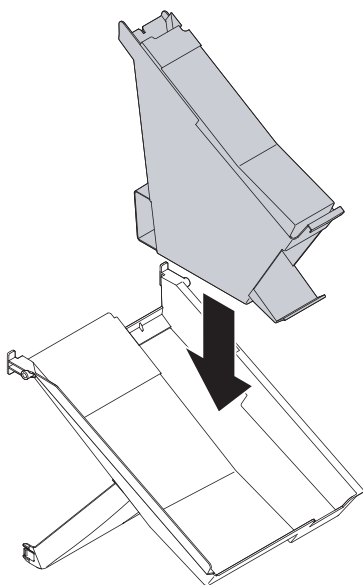
NOTE: If the waste bin is not inserted properly, a paper jam can occur.

2. Insert the waste bin into the printer as shown.

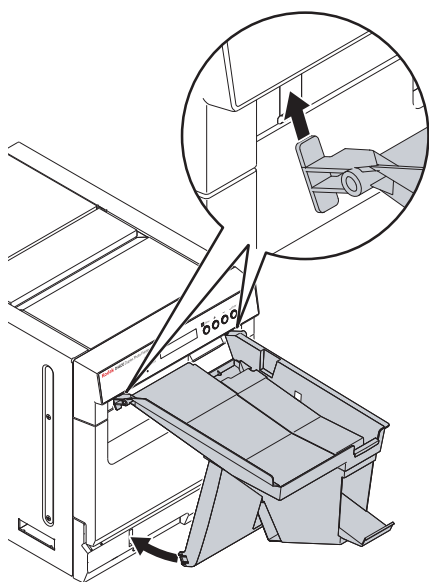
Installing the Exit Tray and the Exit Tray Waste Bin

The exit tray collects the finished prints as they exit the printer.

1. Insert the exit tray waste bin into the exit tray.



2. Insert the exit tray into the four slots on the printer.



Printer Supplies

Print and media kits contain the correct paper and ribbon for your printer. Print and media kits are sold separately.

Go to www.kodakalaris.com/go/printerupdates for information on ordering media.

IMPORTANT: *For best results, replace both the paper and ribbon at the same time. Used ribbon is safe for land-fill disposal. Do not recycle used ribbon.*

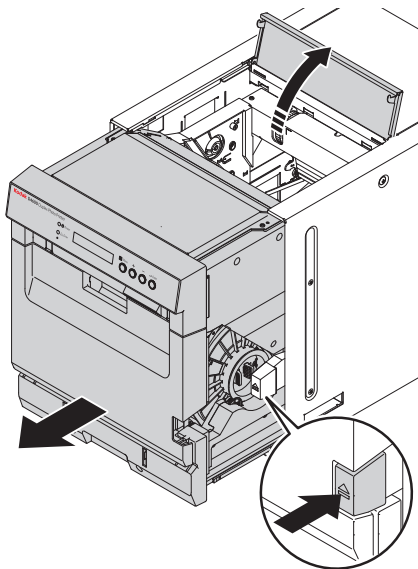
KODAK Duplex Photo Ribbon D4600	
Contents	2 ribbons—10 in. (25.4 cm)
Capacity*	300 - 8 x 10 in. (20.3 x 25.4 cm) prints
Contents	2 ribbons—12 in. (30.5 cm)
Capacity*	250 - 8 x 12 in. (20.3 x 30.5 cm) prints

KODAK Duplex Photo Book Paper D4600	
Contents	1 roll
Capacity*	300 - 8 x 10 in. (20.3 x 25.4 cm) prints 250 - 8 x 12 in. (20.3 x 30.5 cm) prints

* Paper and ribbon rolls contain material to make the stated print quantity. The paper roll contains a small amount of additional paper for lead edge and trailing edge waste.

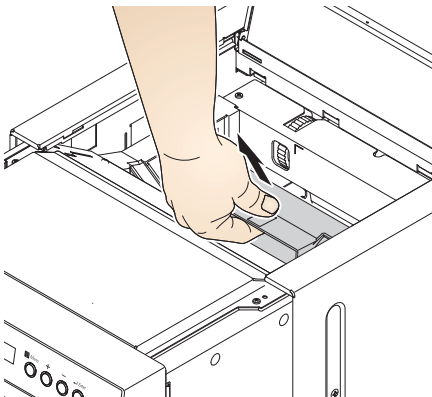
Loading the Ribbon

Make sure you have the appropriate media available. See “Printer Supplies” on page 8-6.

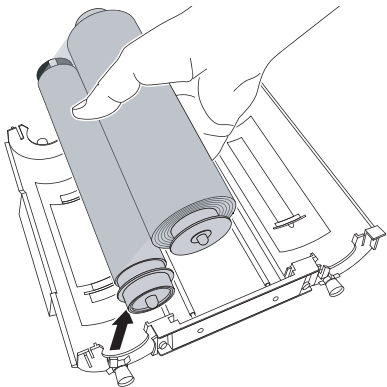


- 1. Move the power switch to the On (|) position.
- 2. Open the front of the printer.
 - a. Press the release button.
 - b. Pull the front of the printer forward until it stops.
- 3. Open the top door of the printer.
- 4. Are you loading the ribbon for the first time?

Yes	No
Go to step 9.	Continue with step 5.

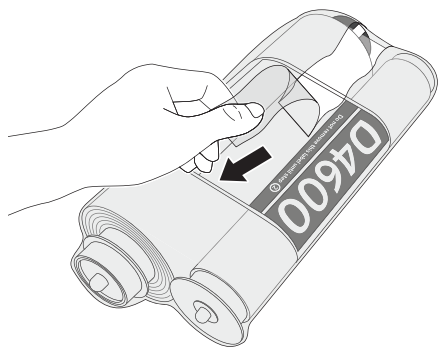


- 5. Pull up on the handle to remove the ribbon cassette. Support the cassette with two hands.
- 6. Place the cassette on a flat surface.

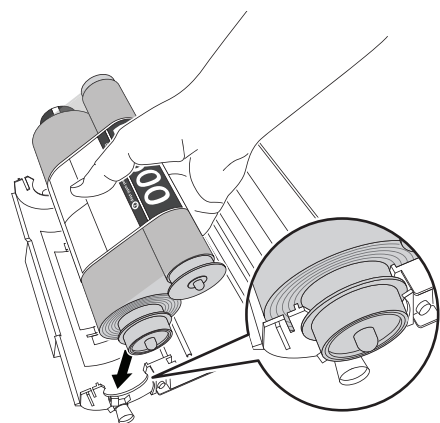


- 7. Remove the used ribbon from the cassette. Dispose of the used ribbon appropriately.

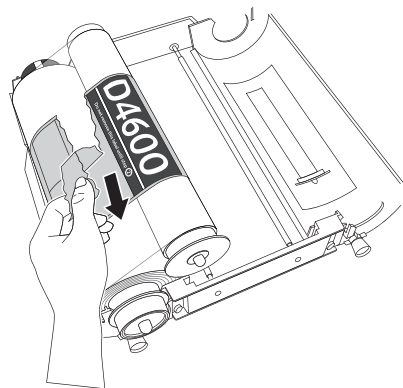
IMPORTANT: *Images remain on the ribbon after printing. Maintain confidentiality.*



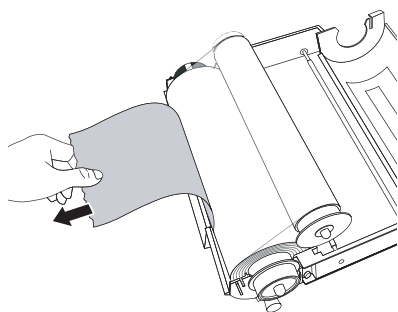
8. Remove the plastic wrapper from the new ribbon. Do not remove the paper band.



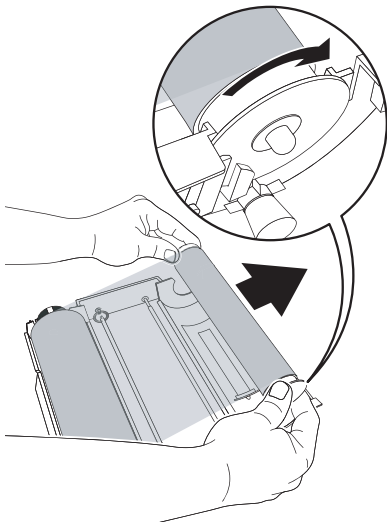
9. Load the new ribbon into the cassette:
- a.** Insert the supply spool in the cassette on the side with the yellow label. Make sure that the flange on the spool is seated on the outside of the cassette.
 - b.** Snap the spool into place.



10. Tear the paper band from the ribbon.



11. Remove the paper band from the ribbon.

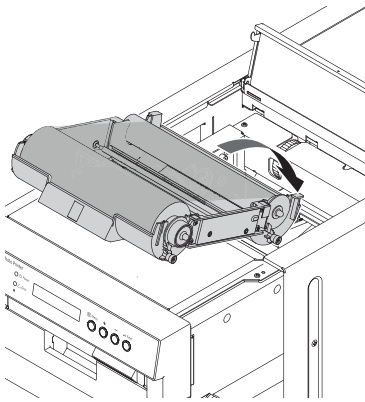


12. Insert the take-up spool in the cassette on the side with the white label. Make sure that the flange on the spool is seated on the outside of the cassette.

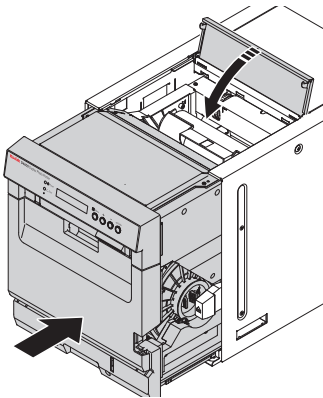
13. Snap the spool into place.

IMPORTANT: *Slack in the ribbon can cause a paper jam.*

14. Remove any slack in the ribbon by turning the supply spool.



15. Carefully insert the cassette until it clicks into place.



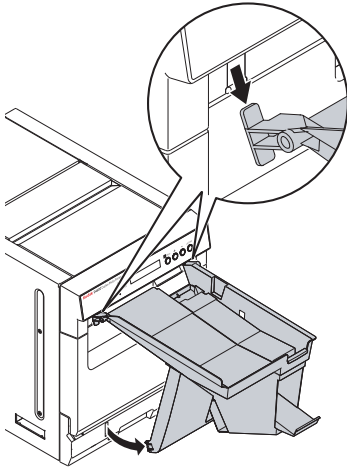
16. Close the top door.

17. Close the front of the printer.

Loading the Paper

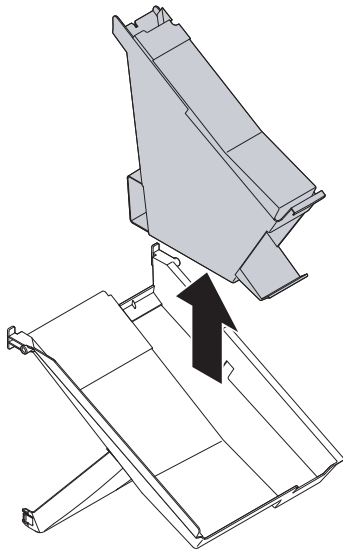
Make sure you have the KODAK D4600 Photo Paper available. See "Printer Supplies" on page 8-6.

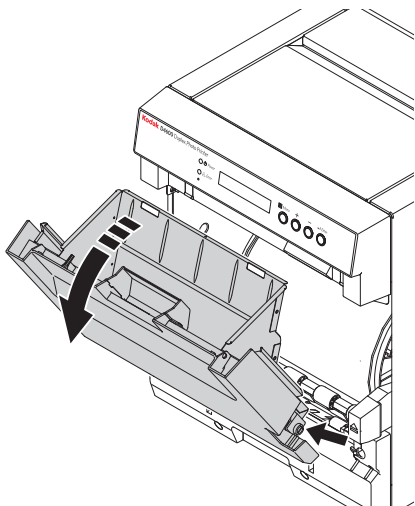
1. Make sure that the power switch is in the On (|) position.
2. Remove the exit tray.



3. Remove and empty the exit tray waste bin.

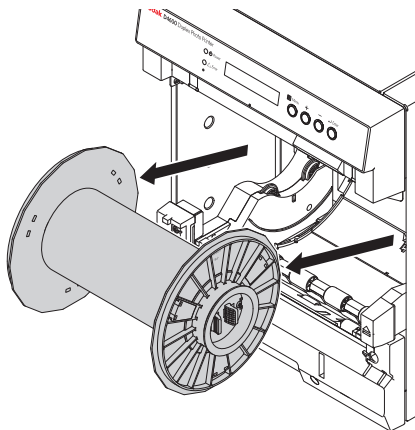
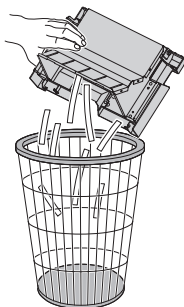
NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.





4. Remove the front door waste bin:
- a. Press and hold the **Enter** button.
 - b. Grasp the waste bin by the handle.
 - c. Pull the waste bin towards you. Lift it up and out of the printer.
 - d. Empty the waste bin.

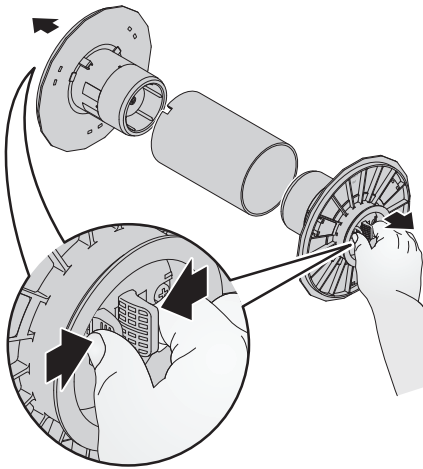
NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.



5. Are you loading paper for the first time?

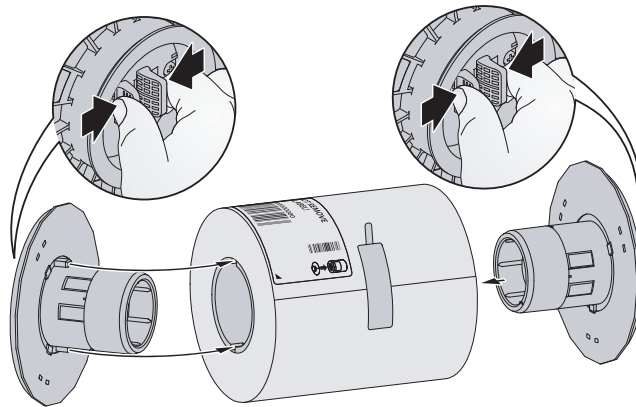
Yes	No
Go to step 8.	Continue with step 6.

6. Remove the used paper roll.

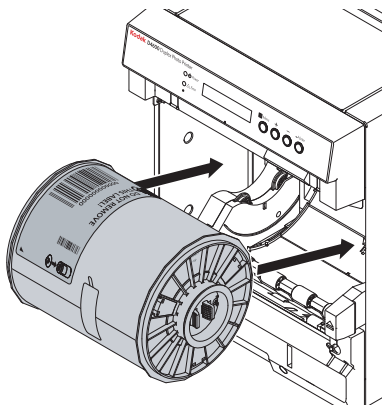


7. Squeeze the tabs at the end of the spool to remove the flanges. Save the flanges from the used paper roll.
8. Remove the plastic wrapper from the new paper roll. Do not remove the tape from the new paper roll.
9. Squeeze the tabs on the yellow flange and align the lugs on the flange with the notches in the new paper roll. Insert the yellow flange into the roll.
10. Squeeze the tabs on the black flange and insert the flange into the other end of the paper roll.

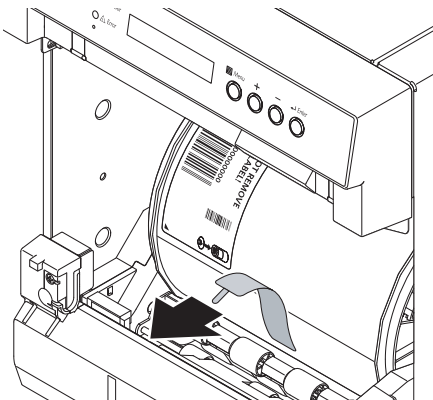
NOTE: If you do not attach the flanges properly, the paper roll will not fit into the printer.



11. Match the colored flanges with the slots of the same color on the printer, then carefully lower the paper roll into the slots.

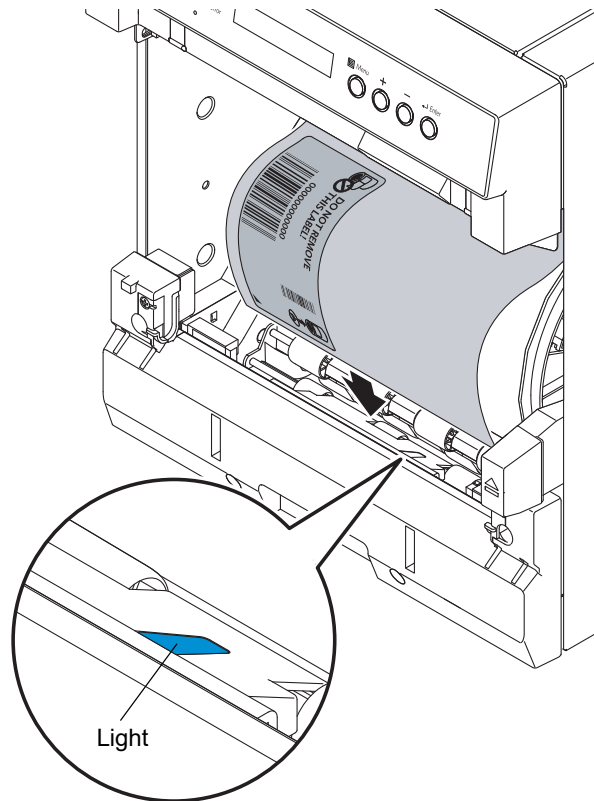


12. Remove the tape from the paper roll.



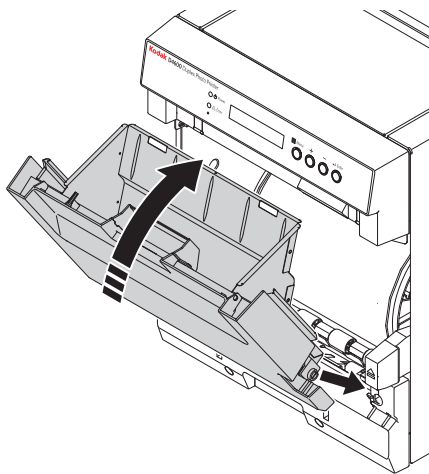
IMPORTANT: *Ribbon must be loaded in the printer (see "Loading the Ribbon" on page 8-7) before the paper automatically loads and advances.*

13. Feed the paper between the rollers until the light in the printer turns blue.

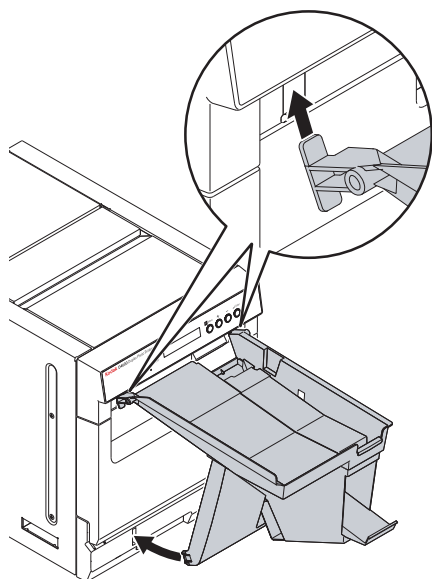


14. Insert the front door waste bin. Align it with the rail on the side of the printer.

NOTE: If the waste bin is not inserted properly, a paper jam can occur.



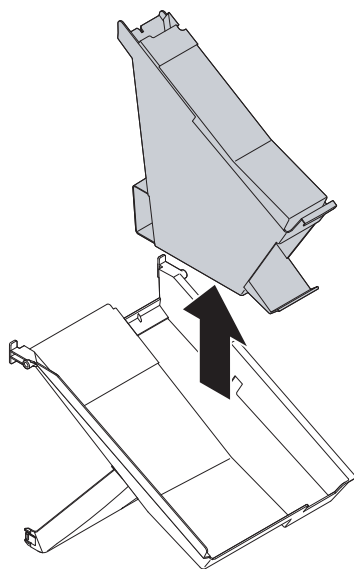
*The printer loads the paper. Two blank sheets are advanced. This portion of the roll may have fingerprints from handling. This does not decrease the print capacity of the roll. Depending on the size of ribbon that is loaded, the operator panel displays **Ready 8x10** or **Ready 8x12**.*



15. Wait for the blank sheets to exit the printer.
16. Insert the exit tray waste bin into the exit tray.
17. Install the exit tray.

Maintaining the Printer

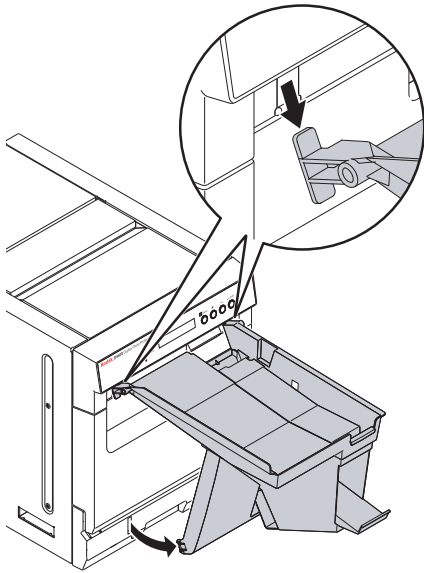
Removing the Exit Tray and the Exit Tray Waste Bin



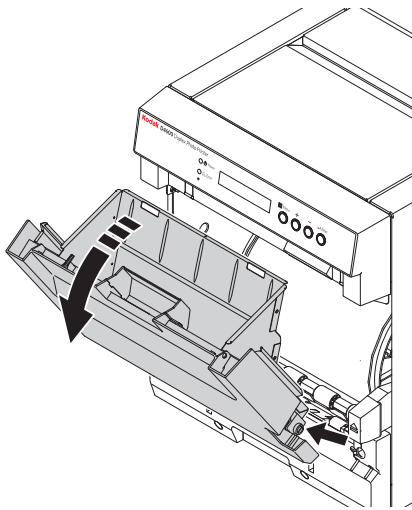
1. Lift to remove the exit tray waste bin.
2. Empty the exit tray waste bin.

NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.

3. Lift the exit tray to remove it.

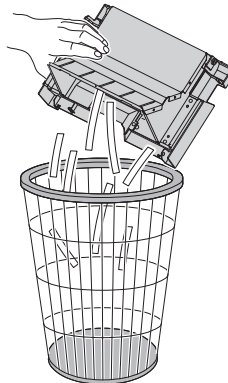


Removing the Front Door Waste Bin

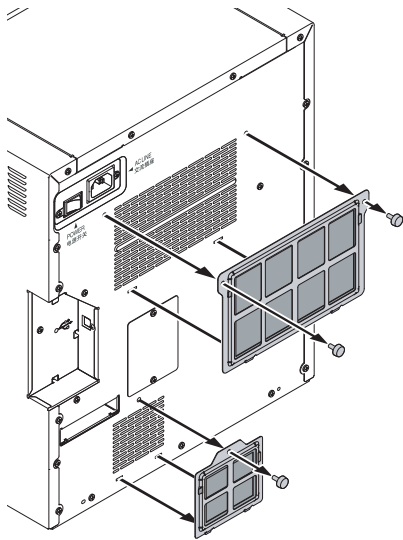


1. Remove the exit tray and exit tray waste bin (see "Removing the Exit Tray and the Exit Tray Waste Bin" on page 8-14).
2. Remove the front door waste bin:
 - a. Press and hold the **Enter** button.
 - b. Grasp the waste bin by the handle.
 - c. Pull the waste bin towards you. Lift it up and out of the printer.
3. Empty the waste bin.

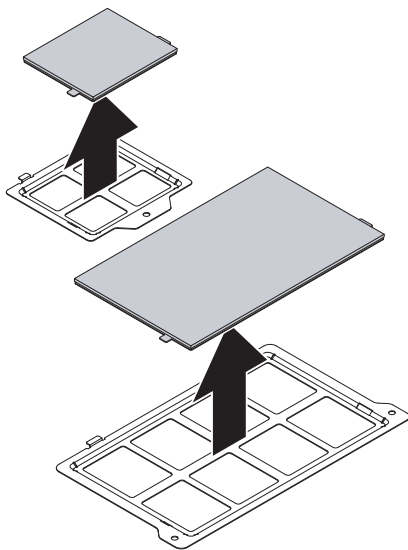
NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.



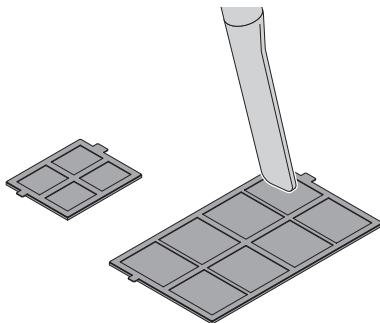
Cleaning the Filters



1. Move the power switch to the Off (○) position.
2. Disconnect the power cord for the printer.
3. Loosen the thumb screws for both filters on the back of the printer.

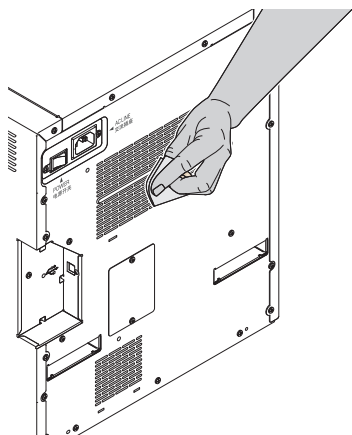


4. Remove the filters from the frames.

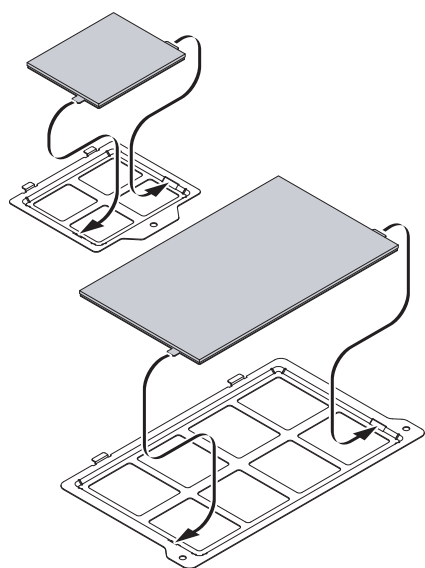


5. Carefully vacuum both sides of the filters.

6. Gently wipe the back of the printer with a damp cloth.

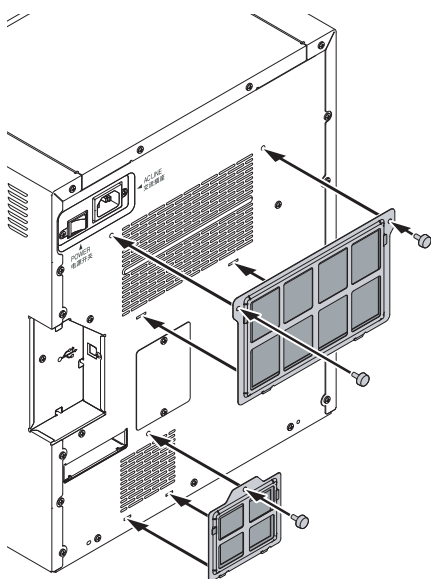


7. Insert the filters into the frames.



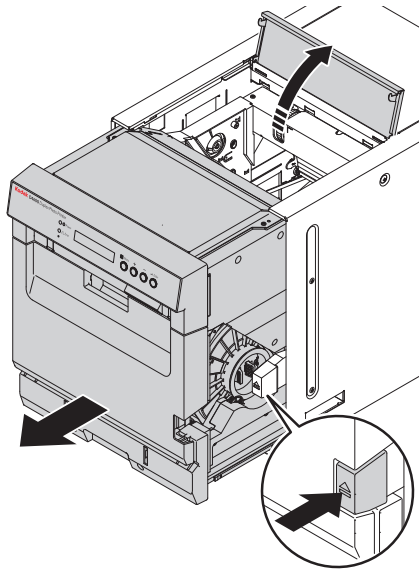
8. Install the filters:
- Insert the filters on the back of the printer.
 - Tighten the thumb screws.

9. Connect the power cord for the printer.
10. Move the power switch to the On (|) position.



Cleaning the Thermal Print Head and the Peel Roller

IMPORTANT: *Only do this procedure if directed by a service representative.*



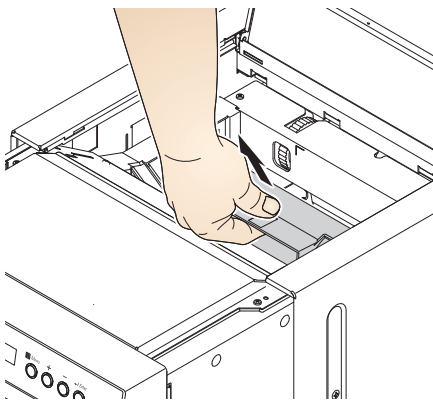
1. Remove the exit tray and the exit tray waste bin (see "Removing the Exit Tray and the Exit Tray Waste Bin" on page 8-14).
2. Open the front of the printer:
 - Press the release button.
 - Pull the front of the printer forward until it stops.
3. Open the top door of the printer.



CAUTION:

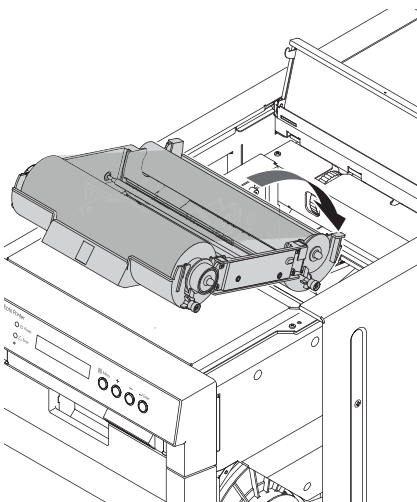
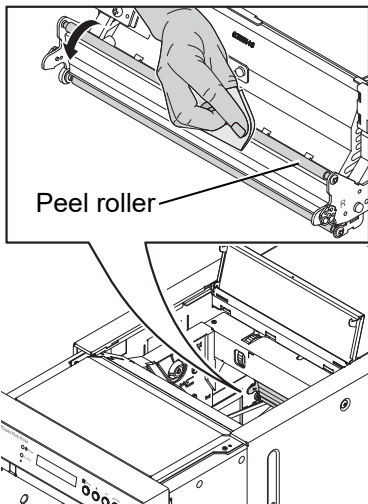
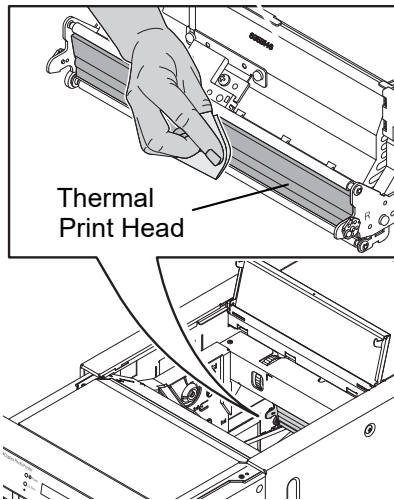
The thermal print head becomes extremely hot during normal operation. Wait approximately five minutes after you open the top door before cleaning it. Fingerprints can damage the thermal head. Never touch it with your bare hands or fingers.

4. Move the power switch to the Off (○) position.
5. Pull up on the handle to remove the ribbon cassette. Support the cassette with two hands.
6. Place the cassette on a flat surface.

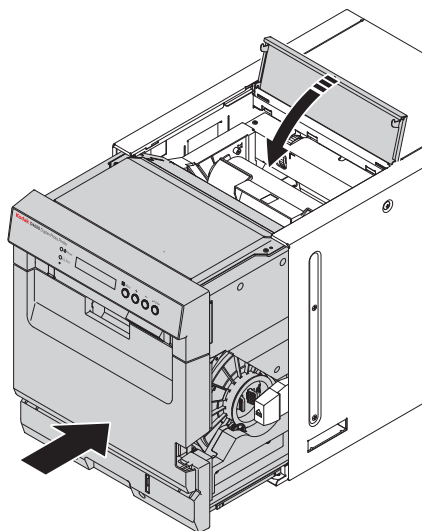




CAUTION: HOT!

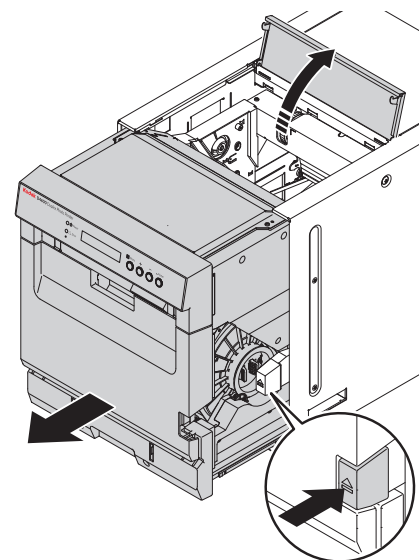


7. Remove a new alcohol pad from its packaging. Move the pad along the entire length of the thermal print head, in one direction only. When you clean the thermal head:
 - Apply firm, even pressure.
 - Make three passes along the thermal print head.
 - Use a clean part of the pad for each pass.
8. Use a new alcohol pad to wipe the peel roller. Rotate the roller to clean the entire roller surface.
9. Allow the alcohol to dry completely (about five minutes) before you resume printing.
10. Carefully insert the cassette until it clicks into place.



11. Close the top door.
12. Close the front of the printer.
13. Install the exit tray and exit tray waste bin (see “Installing the Exit Tray and the Exit Tray Waste Bin” on page 8-5).
14. Move the power switch to the On (|) position.

Cleaning the Platen and Pinch Rollers



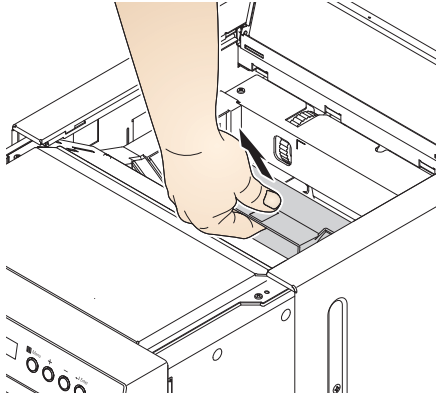
1. Remove the exit tray and the exit tray waste bin (see “Removing the Exit Tray and the Exit Tray Waste Bin” on page 8-14).
2. Open the front of the printer:
 - Press the release button.
 - Pull the front of the printer forward until it stops.
3. Open the top door of the printer.



CAUTION:

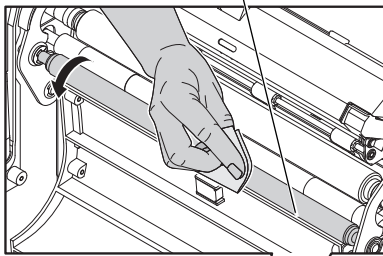
The thermal print head becomes extremely hot during normal operation. Wait approximately five minutes after you open the top door before cleaning it. Fingerprints can damage the thermal head. Never touch it with your bare hands or fingers.

4. Move the power switch to the Off (○) position.

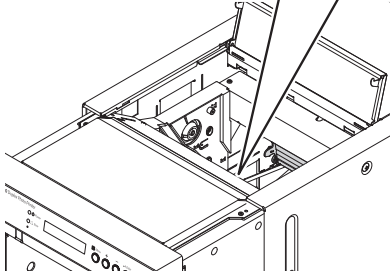


5. Pull up on the handle to remove the ribbon cassette. Support the cassette with two hands.
6. Place the cassette on a flat surface.

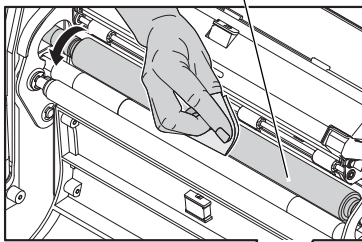
Platen Roller



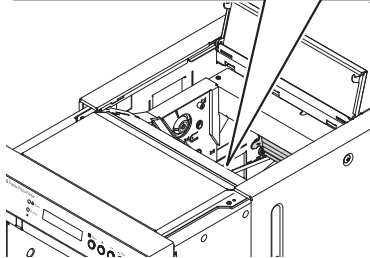
7. Remove an alcohol pad from its packaging. Wipe the rubber section of the platen roller with the pad.
8. Rotate the roller to clean the entire surface.
9. Allow the alcohol to dry completely (about five minutes) before you resume printing.

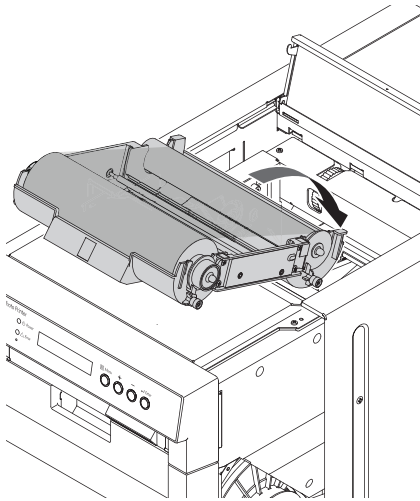


Pinch roller

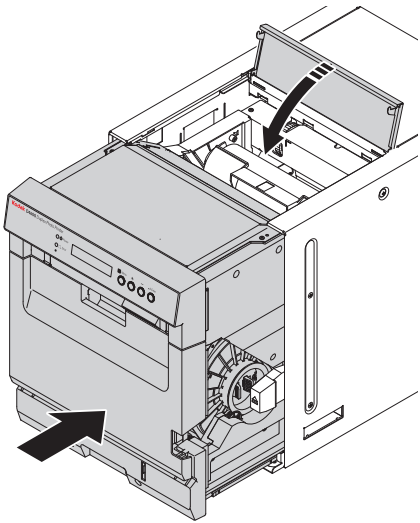


10. Remove a new alcohol pad from its packaging. Wipe the rubber section of the pinch roller with the pad.
11. Rotate the roller to clean the entire surface.
12. Allow the alcohol to dry completely (about five minutes) before you resume printing.



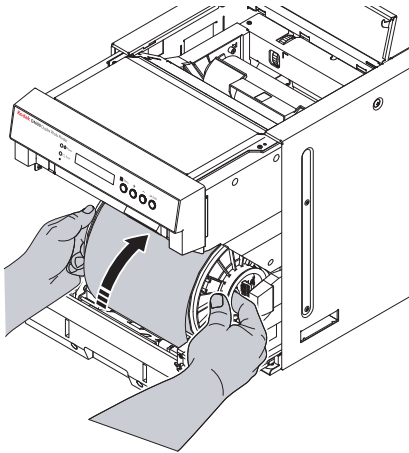


13. Carefully insert the cassette until it clicks into place.



14. Close the top door.
15. Close the front of the printer.
16. Install the exit tray and exit tray waste bin (see "Installing the Exit Tray and the Exit Tray Waste Bin" on page 8-5).
17. Move the power switch to the On (|) position.

Cleaning the Cleaning Rollers



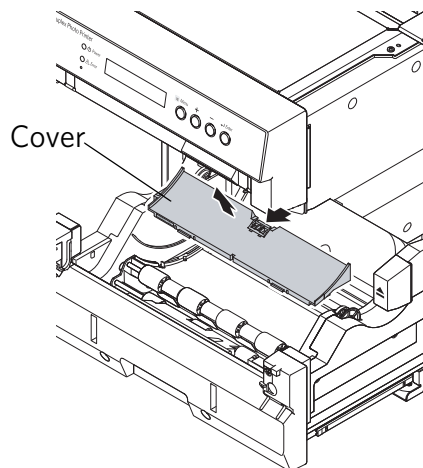
1. Remove the exit tray and the exit tray waste bin (see "Removing the Exit Tray and the Exit Tray Waste Bin" on page 8-14).
2. Remove the front door waste bin (see "Removing the Front Door Waste Bin" on page 8-15).
3. Move the power switch to the Off (O) position.



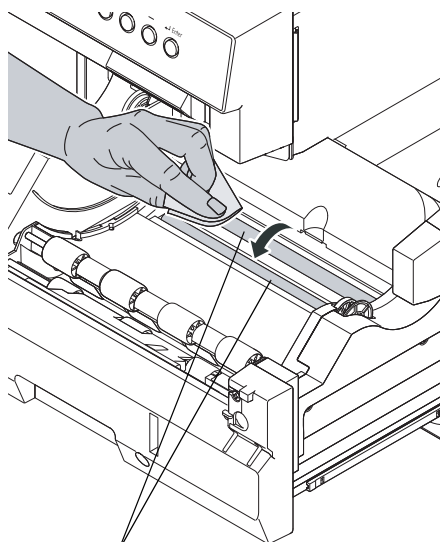
CAUTION:

To prevent damage to the printer, do not pull abruptly on the paper.

4. Manually rewind the paper onto the roll.
5. Remove the roll of paper.

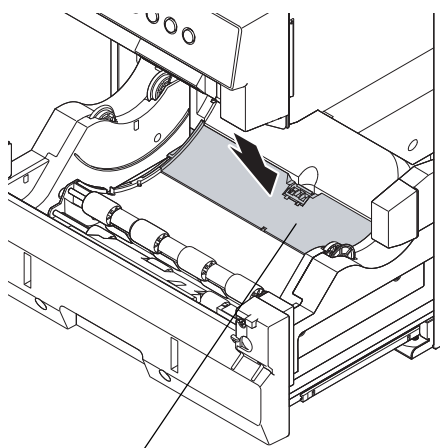


6. Remove the cover for the cleaning rollers.



Cleaning Rollers

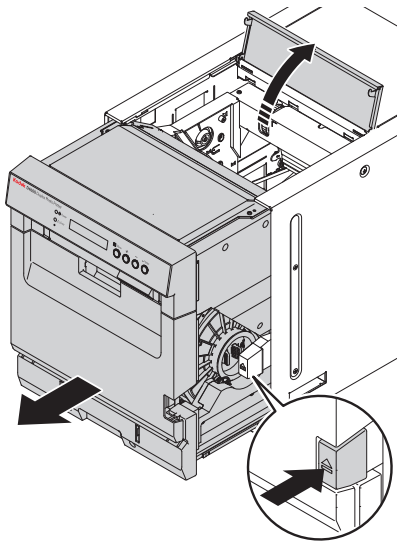
7. Remove a new alcohol pad from its packaging. Wipe the cleaning roller with the pad.
8. Rotate the roller to clean the entire surface.
9. Allow the alcohol to dry completely (about five minutes) before you resume printing.
10. Repeat steps 7-9 for the second cleaning roller.



Cover

11. Install the cover for the cleaning rollers.
12. Move the power switch to the On (|) position.
13. Load the paper. See "Loading the Paper" on page 8-10.
14. Install the front door waste bin, exit tray, and exit tray waste bin (see "Installing the Front Door Waste Bin" on page 8-4 and "Installing the Exit Tray and the Exit Tray Waste Bin" on page 8-5).

Cleaning the Capstan Roller

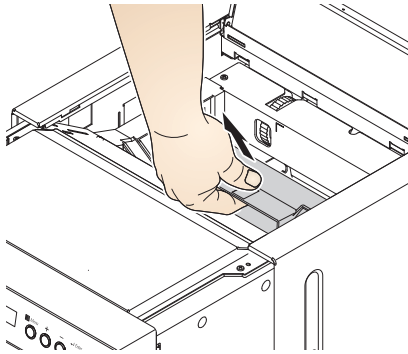


1. Move the power switch to the Off (○) position.
2. Remove the exit tray and the exit tray waste bin (see "Removing the Exit Tray and the Exit Tray Waste Bin" on page 8-14).
3. Open the front of the printer:
 - Press the release button.
 - Pull the front of the printer forward until it stops.
4. Open the top door of the printer.

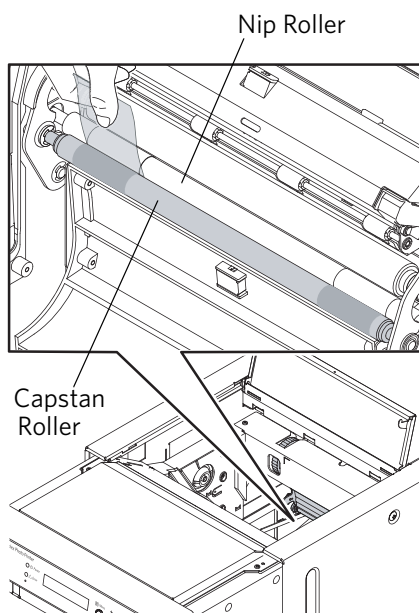


CAUTION:

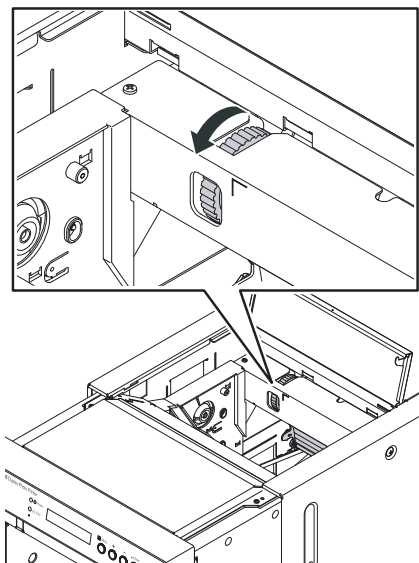
The thermal print head becomes extremely hot during normal operation. Wait approximately five minutes after you open the top door before cleaning it. Fingerprints can damage the thermal head. Never touch it with your bare hands or fingers.



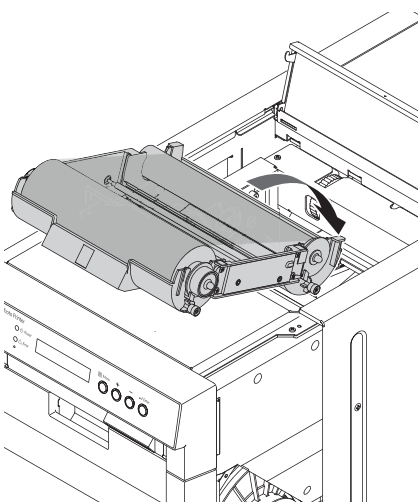
5. Pull up on the handle to remove the ribbon cassette. Support the cassette with two hands.
6. Place the cassette on a flat surface.



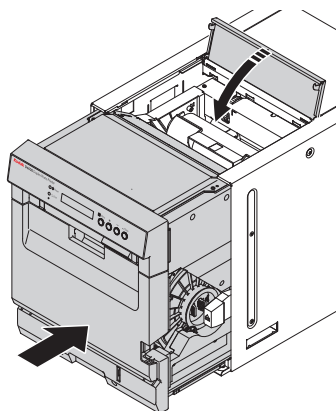
7. Insert a 1 x 2 in. (2.5 x 5 cm) piece of tape between the left side of the nip and capstan rollers, with the adhesive side on the capstan roller.
8. Press your thumb firmly on the tape.
9. Remove the tape from the roller.



10. Turn the green gear one quarter turn. Make sure that you move the gear in the same direction each time that you turn it.
11. Repeat steps 7-10 until the circumference of the roller is cleaned completely. Use a clean piece of tape each time.
12. Repeat steps 7-11 for the right side of the nip and capstan rollers.



13. Carefully insert the cassette until it clicks into place.



14. Close the top door.
15. Close the front of the printer.
16. Install the exit tray and exit tray waste bin (see "Installing the Exit Tray and the Exit Tray Waste Bin" on page 8-5).

Troubleshooting the KODAK D4600 Duplex Photo Printer

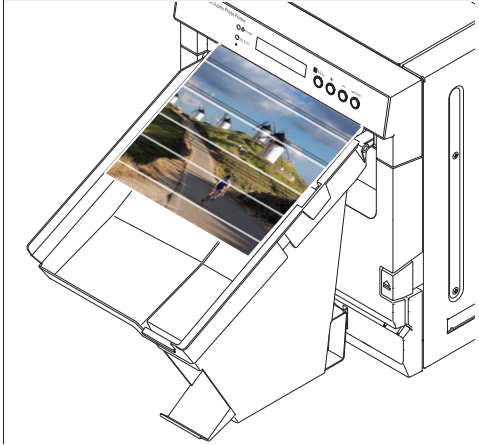
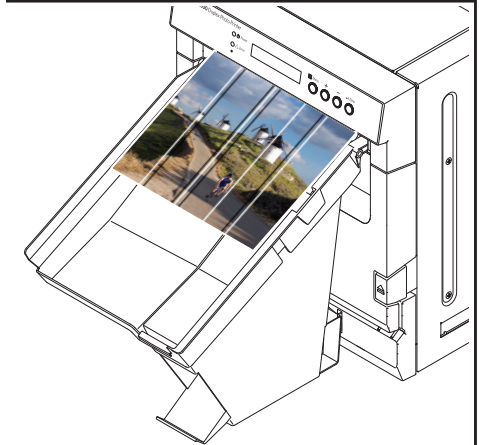
Use the information in this section to identify problems and recommended procedures for correcting the problem. If you cannot solve the problem, contact Service and Support.

Troubleshooting Printer Error Messages

Refer to the following table to resolve errors that appear on the operator panel. If the error persists, contact Service and Support.

Message	Description or Cause	Possible Solution
Top Door Open	The top door is open.	Close the top door.
S Door Open	The slide door is open.	Close the slide door.
Incorrect Rib	The wrong type of ribbon is loaded.	Check the donor supply and replace it with the correct type (see page 8-7).
Ribbon Mismatch	The wrong ribbon is loaded.	Load the correct ribbon (see page 8-7).
2022-Donor End	The ribbon is empty.	Load (or reload) the ribbon (see page 8-7).
Paper Empty	The paper is empty or is not loaded correctly. Automatic loading failed.	Load (or reload) the paper (see page 8-10).
Set Paper	The paper is empty or is not loaded correctly.	Load (or reload) the paper (see page 8-10).
Take Out Paper	The printer detected the end of the paper and ejected the remaining paper.	Load new paper (see page 8-10).
Ready Loading	The printer is preparing to load paper.	No action is necessary.
Paper Jam	The paper is jammed in the paper path.	Clear the paper jam from the paper path (see page 8-33), then reload the paper. If the error persists, turn the printer off and then on again.
7011 - MECHA ERROR	There is a paper jam at the slit.	Clear the paper jam from the exit path (see page 8-31). If the error persists, turn the printer off and then on again.

Troubleshooting Print Quality

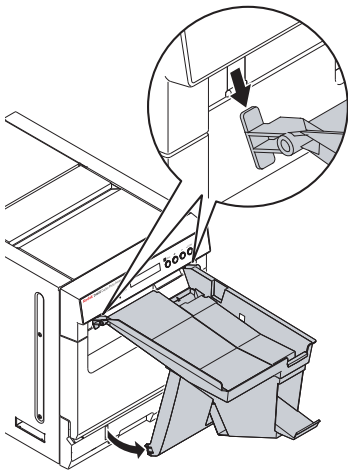
Problem	Description or Cause	Possible Solution
Sections of the image are not printed.	<ul style="list-style-type: none"> Platen roller is dirty. Pinch roller is dirty. 	<ol style="list-style-type: none"> 1. Clean the platen roller (see page 8-20). 2. Clean the pinch roller (see page 8-20).
Paper surface is scratched.	<ul style="list-style-type: none"> Thermal print head is dirty. Debris in the paper path. 	<ol style="list-style-type: none"> 1. Clean the thermal print head (see page 8-18). 2. Clear any debris from the paper path (see page 8-31).
Prints have horizontal streaks.	 <ul style="list-style-type: none"> Thermal print head is dirty. Peel roller is dirty. Platen roller is dirty. Pinch roller is dirty. 	<ol style="list-style-type: none"> 1. Clean the thermal print head, including the peel rollers (see page 8-18). 2. Clean the platen roller (see page 8-20). 3. Clean the pinch roller (see page 8-20).
Prints have vertical streaks.	 <p>Thermal print head is dirty.</p>	Clean the thermal print head (see page 8-18).
Prints have streaks made up of small dots.	Platen roller is dirty.	Clean the platen roller (see page 8-20).

Problem	Description or Cause	Possible Solution
Paper is skewed.	<ul style="list-style-type: none"> Paper is not loaded correctly, or it is loose on the roll. Debris in the paper path. Pinch roller is dirty. 	<ol style="list-style-type: none"> Make sure that the paper is loaded correctly and wound tightly onto the roll (see page 8-10). Clear any debris from the paper path (see page 8-31). Clean the pinch roller (see page 8-20).
Paper edge is bent.	Debris in the paper path.	Clear any debris from the paper path (see page 8-31).
An abnormal noise occurs during paper feeding.		
Computer does not recognize the printer.	USB cable is not connected correctly, or it is damaged.	Check that the USB cable is connected correctly and not damaged.
Data transfer stops and the operator panel displays Data error .		

Clearing a Paper Jam

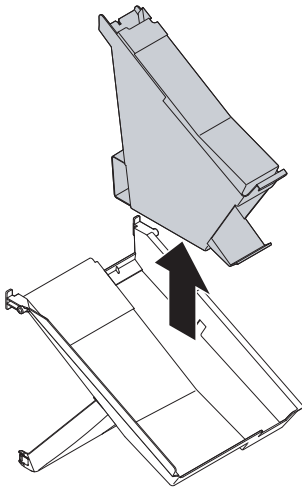
If a **Paper Jam** message appears on the operator panel, follow this procedure.

1. Move the power switch to the On (|) position.
2. Remove the exit tray from the front of the printer.

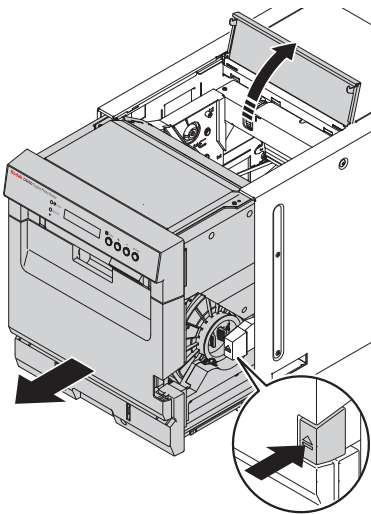


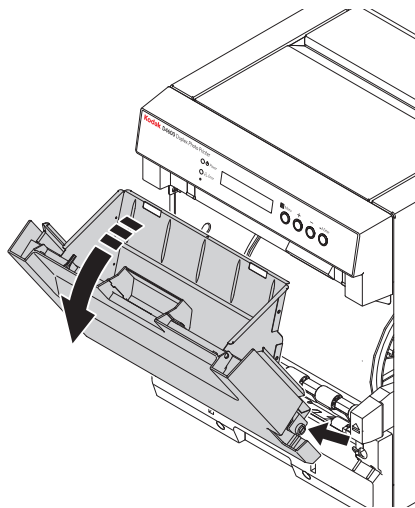
3. Remove and empty the exit tray waste bin.

NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.



4. Open the front of the printer.
 - Press the release button.
 - Pull the front of the printer forward until it stops.
5. Open the top door of the printer.





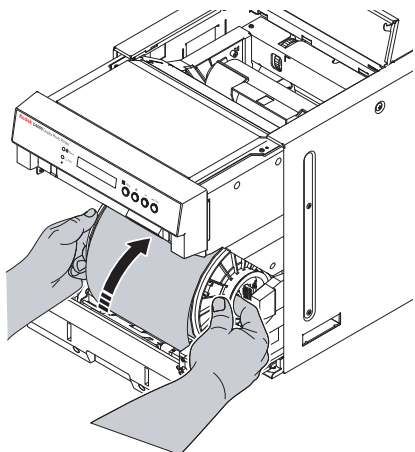
6. Remove the front door waste bin:
 - a. Press and hold the **Enter** button.
 - b. Grasp the waste bin by the handle.
 - c. Pull the waste bin towards you. Lift it up and out of the printer.
7. Empty the waste bin.

NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.



CAUTION:

To prevent damage to the printer, do not pull abruptly on the paper.



8. Use both hands to manually rewind the paper onto the roll.



CAUTION: HOT

Thermal print head



CAUTION:

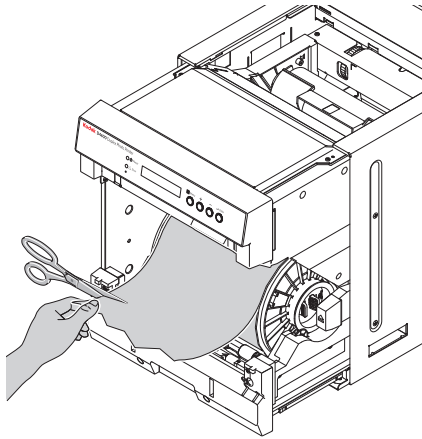
The thermal print head becomes extremely hot during normal operation, and fingerprints can damage it. Never touch the thermal print head.
Do not allow any objects to fall onto the thermal print head.

9. Wait approximately five minutes to allow the thermal print head to cool.



CAUTION:

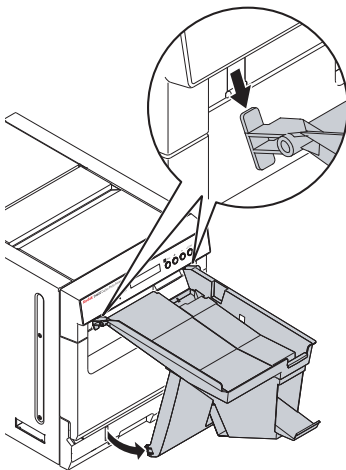
Be careful not to damage or mark any rollers.



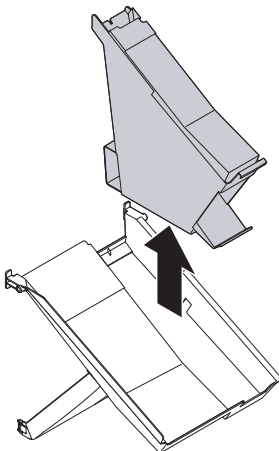
10. Cut off damaged or printed areas of the paper.
11. Look inside the printer and carefully remove any pieces of paper.
12. Clean the platen and pinch rollers. See "Cleaning the Platen and Pinch Rollers" on page 8-20.
13. Load the paper. See "Loading the Paper" on page 8-10.

Clearing a Type "A" Paper Jam

If a **Paper Jam** message appears on the operator panel with an error code that contains the letter "A" in the third position of the code (i.e., 4CA1), follow this procedure.

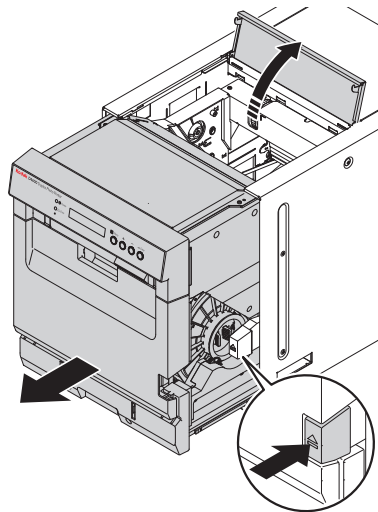


1. Move the power switch to the On (|) position.
2. Remove the exit tray from the front of the printer.

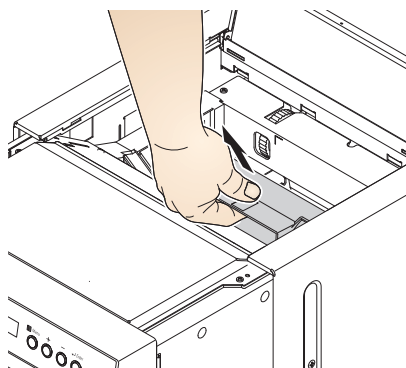


3. Remove and empty the exit tray waste bin.

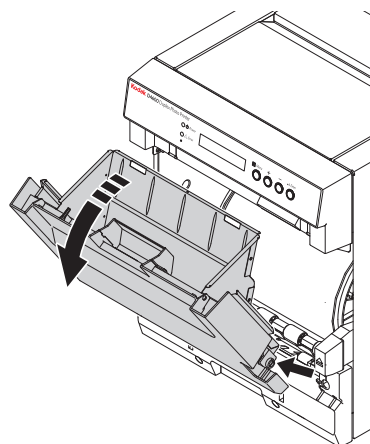
NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.



4. Open the front of the printer.
 - Press the release button.
 - Pull the front of the printer forward until it stops.
5. Open the top door of the printer.



6. Pull up on the handle to remove the ribbon cassette. Support the cassette with two hands.
7. Place the cassette onto a flat surface.



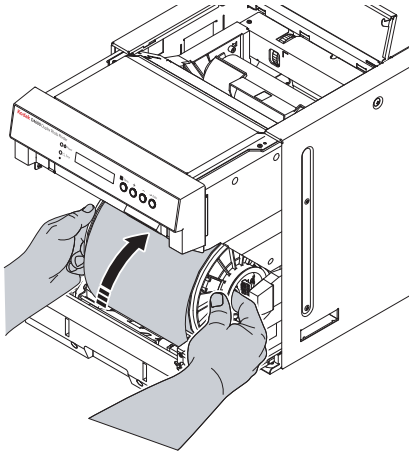
8. Remove the front door waste bin:
 - a. Press and hold the **Enter** button.
 - b. Grasp the waste bin by the handle.
 - c. Pull the waste bin towards you. Lift it up and out of the printer.
9. Empty the waste bin.

NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.



CAUTION:

To prevent damage to the printer, do not pull abruptly on the paper.

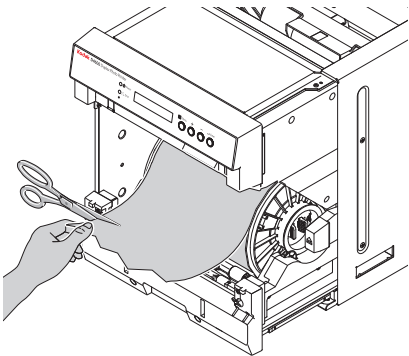


10. Use both hands to manually rewind the paper onto the roll.

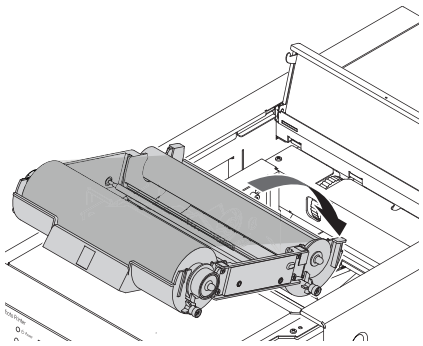


CAUTION:

Be careful not to damage or mark any rollers.



11. Cut off damaged or printed areas of the paper.
12. Look inside the printer and carefully remove any pieces of paper.

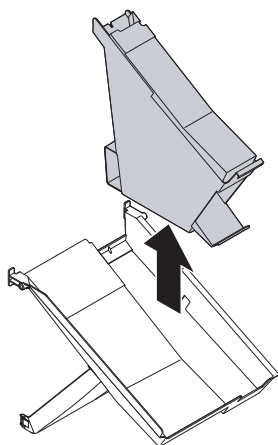
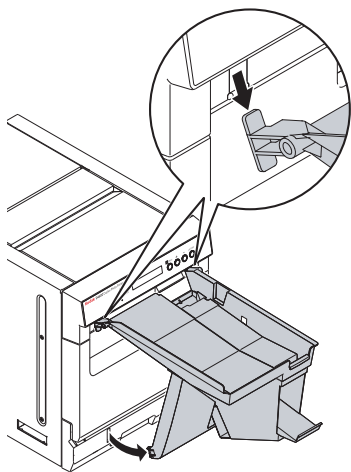


13. Carefully insert the cassette until it clicks into place.
14. Close the top door.
15. Close the front of the printer.
16. Load the paper. See "Loading the Paper" on page 8-10.

Clearing a Type "B" Paper Jam

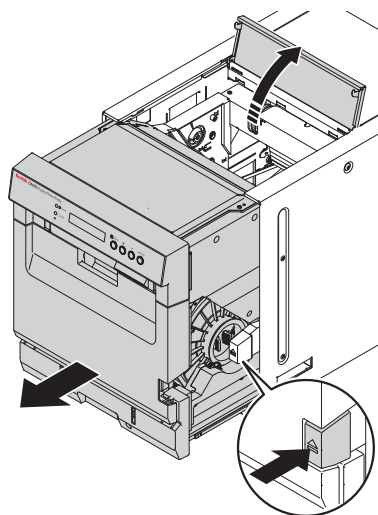
If a **Paper Jam** message appears on the operator panel with an error code that contains the letter "B", in the third position of the code (i.e., 56B1), follow this procedure.

1. Move the power switch to the On (|) position.
2. Remove the exit tray from the front of the printer.

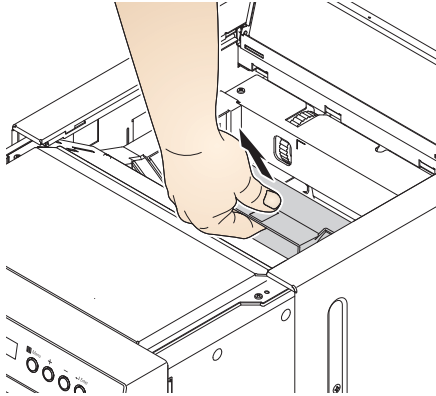


3. Remove and empty the exit tray waste bin.

NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.



4. Open the front of the printer.
 - Press the release button.
 - Pull the front of the printer forward until it stops.
5. Open the top door of the printer.

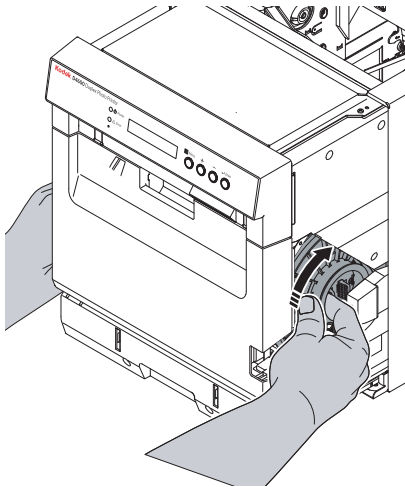


6. Pull up on the handle to remove the ribbon cassette. Support the cassette with two hands.
7. Place the cassette onto a flat surface.

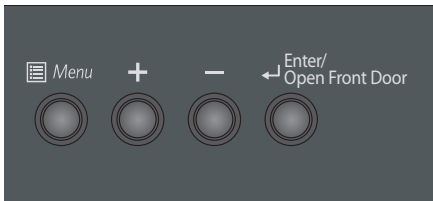


CAUTION:

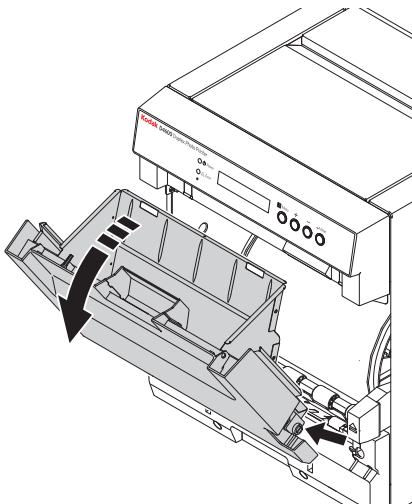
To prevent damage to the printer, do not pull abruptly on the paper.



8. Manually rewind the paper onto the roll.



9. Press **Enter** on the Operator Panel.



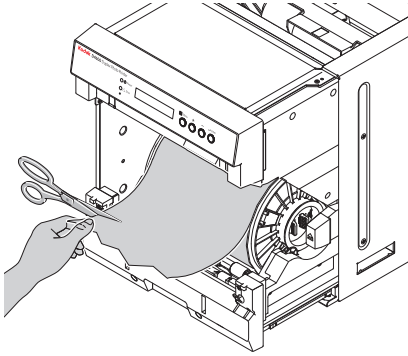
10. Remove the front door waste bin:
 - a. Grasp the waste bin by the handle.
 - b. Pull the waste bin towards you. Lift it up and out of the printer.
11. Empty the waste bin.

NOTE: To keep your prints dust-free and to prevent paper jams, empty the waste bin each time you replace the paper.

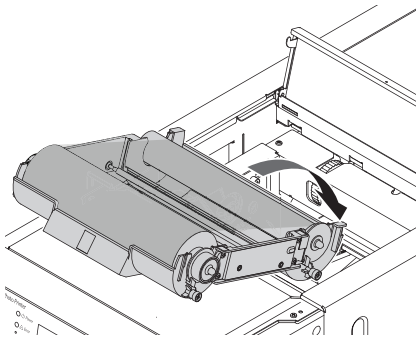


CAUTION:

Be careful not to damage or mark any rollers.



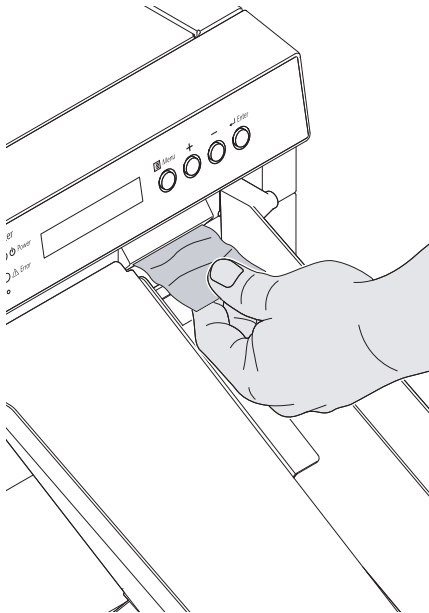
12. Cut off damaged or printed areas of the paper.
13. Look inside the printer and carefully remove any pieces of paper.



14. If necessary, repair any damaged ribbon.
15. Insert the cassette until it clicks into place.
16. Close the top door.
17. Close the front of the printer.
18. Load the paper. See "Loading the Paper" on page 8-10.

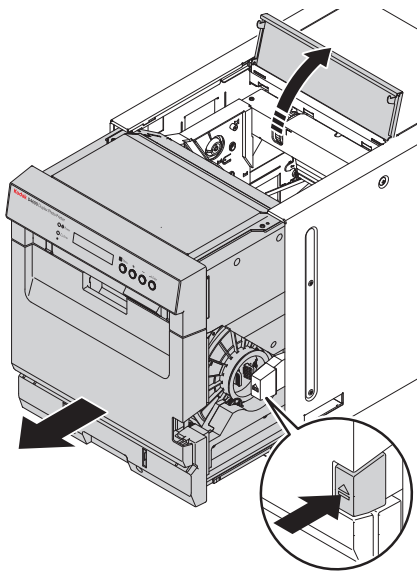
Clearing a Paper Jam from the Slitter

If a 7011 - MECHA ERROR message appears on the operator panel, follow this procedure.

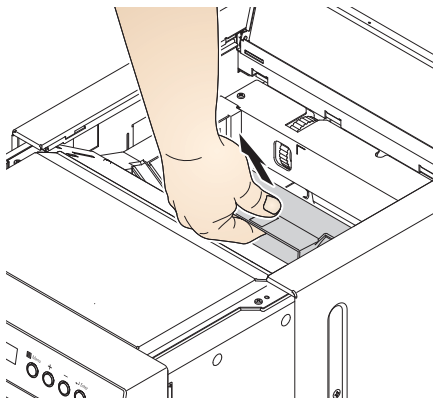


1. Press **Menu** on the operator panel.
2. Press **+** until MAINTENANCE displays.
3. Press **Enter**.
CLEAR CHAD appears on the operator panel.
4. Press **Enter**.
5. Wait for the slitter to move out of position.
6. Remove any pieces of paper from the exit slot.
7. Press **Menu** two times.
READY appears on the operator panel.

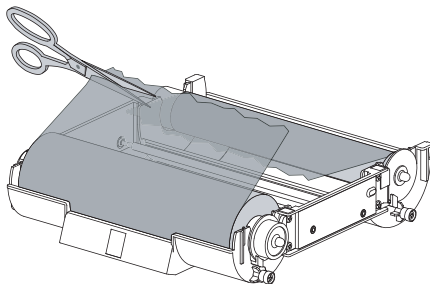
Repairing a Damaged Ribbon



1. Open the front of the printer.
 - a. Press the release button.
 - b. Pull the front of the printer forward until it stops.
2. Open the top door of the printer.

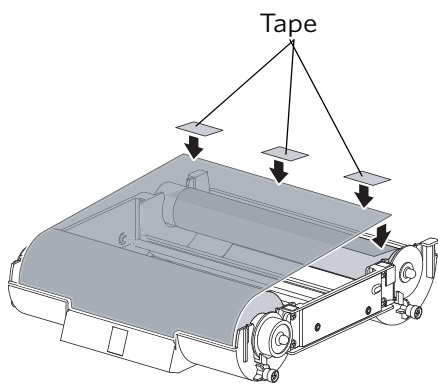


3. Pull up on the handle to remove the ribbon cassette. Support the cassette with two hands.
4. Place the cassette on a flat surface.



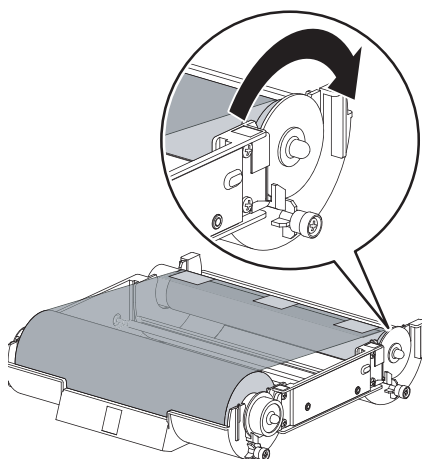
5. Cut off any damaged areas of the ribbon.

6. Overlap the ends of the ribbon.
7. Place tape at the center and at each end of the ribbon.

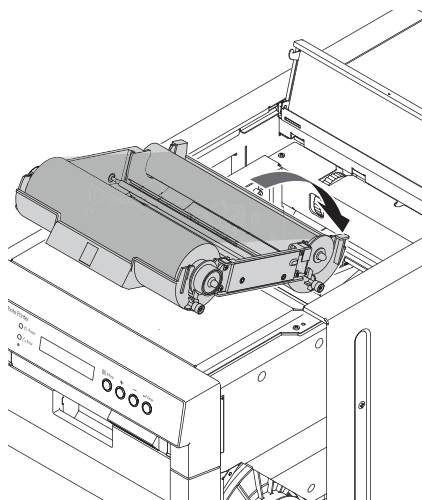


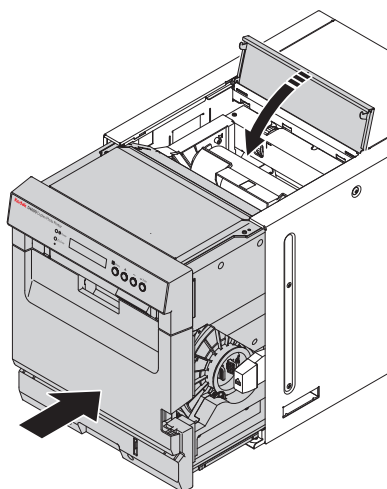
IMPORTANT: *Slack in the ribbon can cause a paper jam.*

Wind the repaired end of the ribbon onto the take-up spool.
Make sure that you remove any slack in the ribbon.



8. Carefully insert the cassette until it clicks into place.





9. Close the top door.
10. Close the front of the printer.

9 Using and Maintaining the KODAK DL2100 Duplex Printer and the DL2200 Duplex Printer

The DL2100 / DL2200 Duplex Printer can be used to create photo books, calendars, and greeting cards that are printed on both sides.

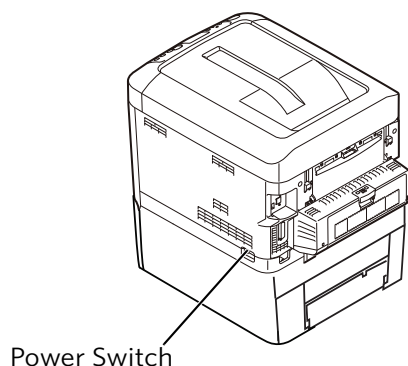
IMPORTANT: *Before you can use the KODAK DL2100 Duplex Printer with your APEX system, you must install the Enablement Software. Before you can use the DL2200 Duplex Printer with your APEX system, you must install the Module Software.*



CAUTION:

The printer weighs 78 lbs (35.3 kg). Use caution when lifting or moving the printer.

Turning On the Printer



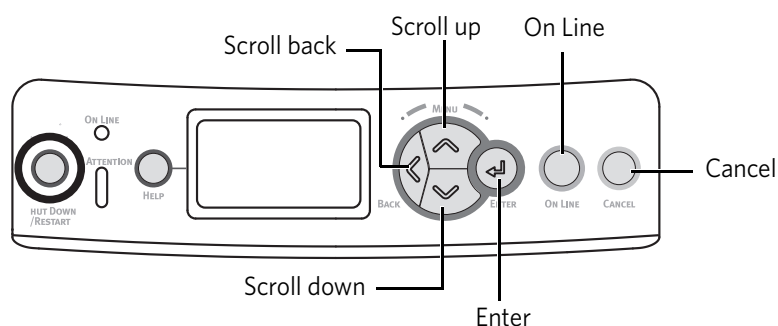
Move the power switch to on (|).

On the operator panel, the Ready light illuminates. If paper and ribbon are loaded, a Ready message appears.

To turn off the printer:

- Move the power switch to off (○).

Operator Panel Buttons



1. Press *Enter* to enter Menu mode.
2. Press the up/down arrows to scroll through the categories, items, and values.
3. Press *Enter* to select a category, item, or value to change, or to select the new setting for a value.
4. Press *On Line* to exit Menu mode.

Printing a Configuration Report

A configuration report provides a list of the current printer menu settings as well as the remaining life for the toner cartridges, image drums, transfer belt, and fuser.

To print a configuration report:

1. Press *Enter*.
2. Use the Down button to scroll to "Print Information".
3. Press *Enter*.
4. Press *Enter* again to select "Configuration".
5. Press *Enter* once again to select "Execute".

A configuration report is printed.

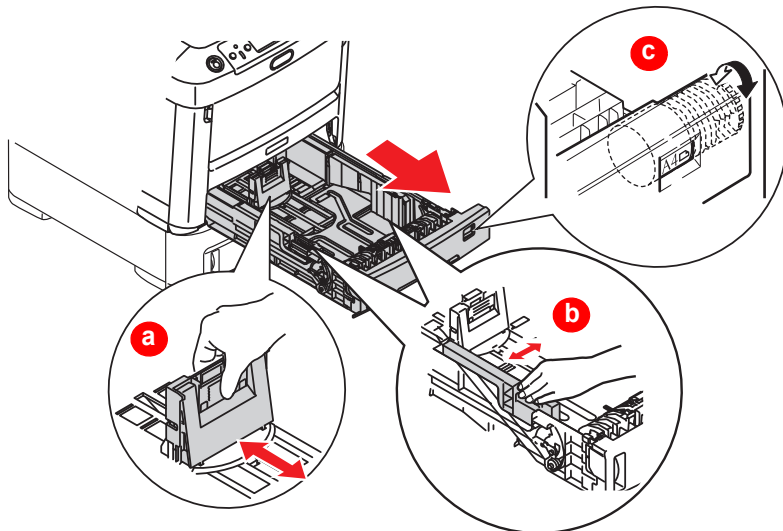
Loading Paper and Greeting Card Paper

Make sure you have the KODAK DL2100 Duplex Printer Paper or KODAK DL2100 Duplex Printer Greeting Card Paper available (see "Printer Supplies" on page 9-25).

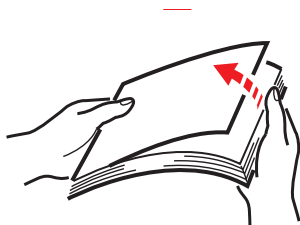
IMPORTANT: *Use the upper tray for paper and the lower tray for greeting card paper.*

1. Remove the appropriate tray from the printer.
2. Adjust the cassette to hold the paper. Move the:
 - a. rear stopper to adjust for the paper length.
 - b. paper guides to adjust for the paper width.

c. paper size dial to the "Letter" setting.



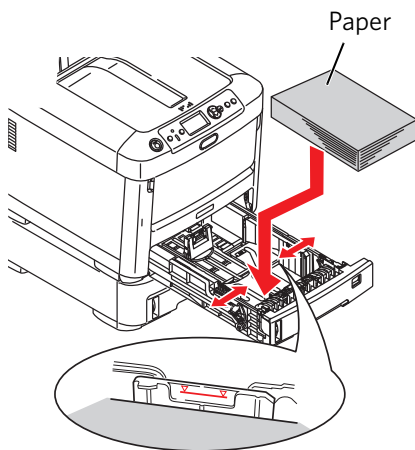
3. Fan the edges of the paper to separate the sheets.

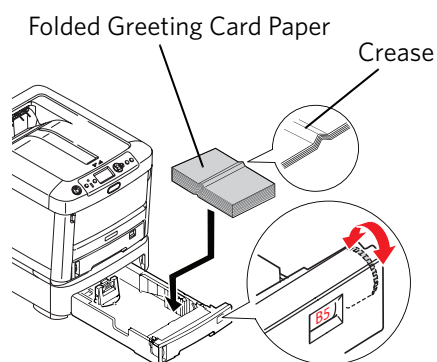


4. Load the paper.

NOTE: The upper cassette holds 250 sheets of paper.

5. Insert the cassette.



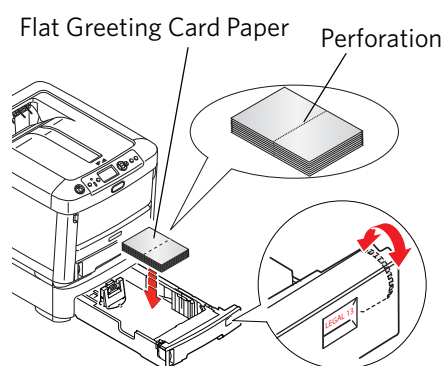


6. If you are loading greeting card paper, make sure that you load it in the lower cassette. Load the:

- folded card stock with the crease facing up. Set the paper size dial to B5.
- flat card stock with the perforated side facing up. Set the paper size dial to Legal 13.

NOTE: The lower tray holds 100 sheets of greeting card paper.

7. Insert the cassette.



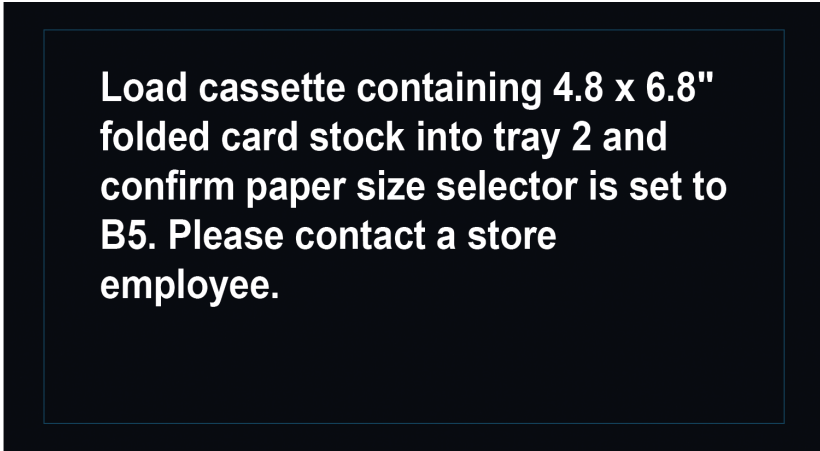
Working with Paper Cassettes During Daily Operation

Your DL2100 / DL2200 Duplex Printer uses three paper cassettes loaded with three different types of media to allow your customers to make two-sided Photo Books, Calendars, folded greeting cards and flat greeting cards.

1. Insert the cassette with 8.5 x 11 in. paper into the top tray of the printer.
2. Insert one of the cassettes with card stock into the bottom tray of the printer.
3. Store the extra paper cassette in a secure, but convenient location.

You will need both card stock cassettes to fulfill orders for two-sided flat greeting cards and folded greeting cards.

If one type of greeting card is ordered and the paper cassette for the other type of greeting card is installed in the printer, an error message appears.



Load cassette containing 4.8 x 6.8" folded card stock into tray 2 and confirm paper size selector is set to B5. Please contact a store employee.

If this type of error message appears:

1. Remove the paper cassette from the bottom tray of the printer.
2. Install the paper cassette with the correct paper for the order.
If the customer orders:
 - Two-sided flat cards—confirm that there is KODAK DL2100 Duplex Printer Card Stock/Flat CAT# 800 2420 in the tray and the paper size dial set to Legal 13.
 - Folded cards—confirm that there is KODAK DL2100 Duplex Printer Card Stock/Folded CAT# 843 3260 in the tray and the paper size dial is set to B5.
3. Click OK to clear the error message.
4. Store the extra paper cassette in a secure, but convenient location.

Loading Toner Cartridges

CAUTION:

In case of contact with toner, consult the Material Safety Data Sheet (MSDS) for first aid recommendations.

IMPORTANT: *To avoid toner waste and possible toner sensor errors, do not change the toner cartridge(s) until the LCD displays TONER EMPTY.*

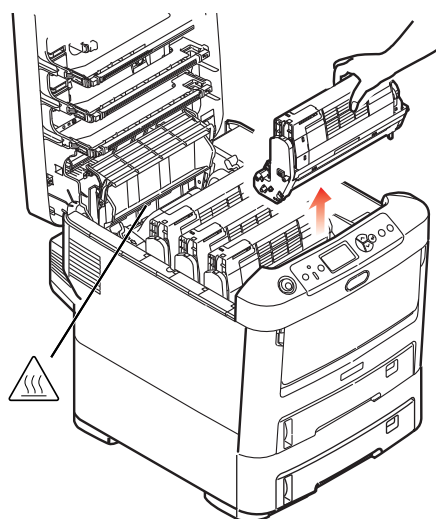
Do not leave the top cover open for more than 5 minutes when the image drums are in the printer.

Make sure you have the correct toner cartridge for the DL2100 / DL2200 Duplex Printer available (see "Printer Supplies" on page 9-25).

1. Prepare a sheet of paper on which to place the used cartridge.
2. Open the top cover.

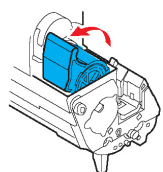
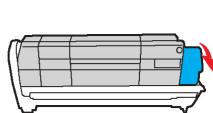
CAUTION:

The fuser becomes extremely hot during normal operation. Do not touch it.



3. Hold the center of the toner cartridge/image drum and lift it out of the printer.
4. Place the toner cartridge/image drum on a sheet of paper.

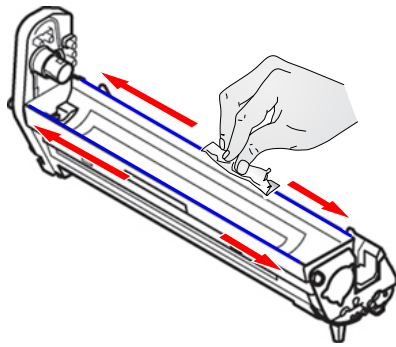
IMPORTANT: *Avoid spilling toner. Do not shake or jar the toner cartridge. If you spill toner, lightly brush it off. If the toner remains, use a cool, damp cloth to remove any residue. Do not use hot water or solvents of any kind. They will make permanent stains.*



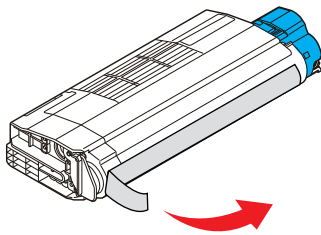
5. Lift the toner release lever.
6. Hold the right end of the cartridge and carefully lift it out of the drum assembly.

IMPORTANT: *Do not touch the green surface of the image drum.*

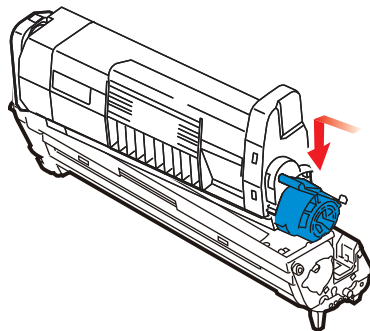
7. Place the toner cartridge on a sheet of paper.



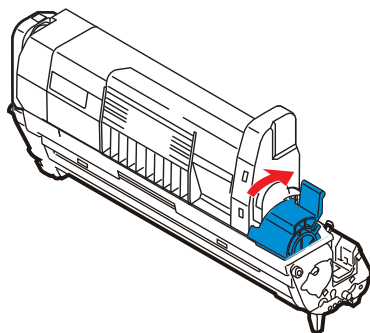
8. Clean the top of the image drum unit with a clean, lint-free cloth.



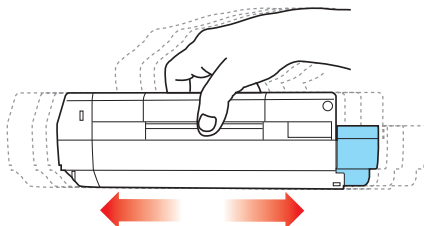
9. Remove the new cartridge from the box.
10. Remove the wrapping and the adhesive tape from the cartridge.



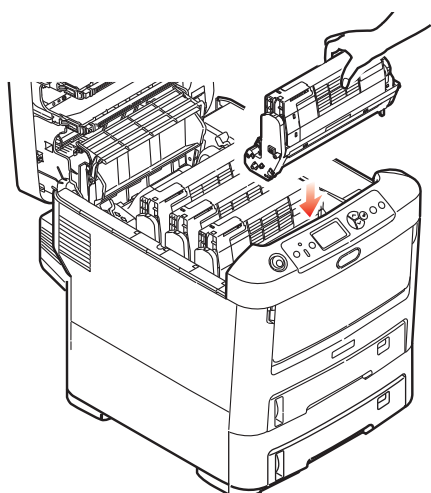
11. Carefully place the new toner cartridge onto the image drum.



12. Press down on the toner release lever.



13. Gently shake the new cartridge/image drum from side to side to distribute the toner evenly inside the cartridge.



14. Hold the center of the toner cartridge/image drum and lower it into the printer. Align the pegs on the drum assembly with the slots on the printer.
15. Close the top cover.
16. Place the old cartridge inside the packaging from the new cartridge. Recycle appropriately.

Cleaning the Printer

Cleaning the Exterior

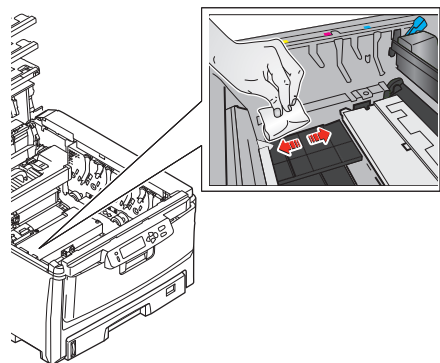
See “Cleaning the Exterior of the Printer” on page 1-13.

Cleaning the Interior



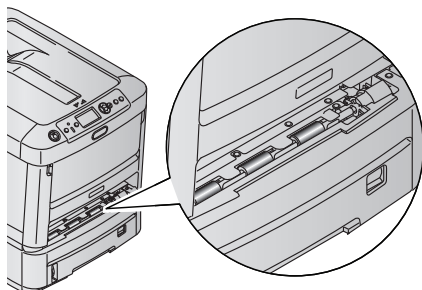
CAUTION:

**The fuser becomes extremely hot during normal operation.
Do not touch it.**



1. Turn off the printer.
2. Open the top cover.
3. Use a damp, lint-free cloth to remove excess toner from the interior of the printer.
4. When you are finished, turn on the power for the printer.

Cleaning the Transport Rollers



IMPORTANT: *Make sure that you wear lint-free gloves to perform this procedure.*

1. Turn off the printer.
2. Unplug the power cord.
3. Remove the paper trays from the printer.
4. Dampen a lint-free cloth with warm water.
5. Use an alcohol pad to clean the three rollers. Wipe in one direction only, rotating each roller to clean the entire surface.
6. Wait approximately 5 minutes for the rollers to dry.
7. Insert the paper trays.
8. Plug in the power cord.
9. Turn on the printer.

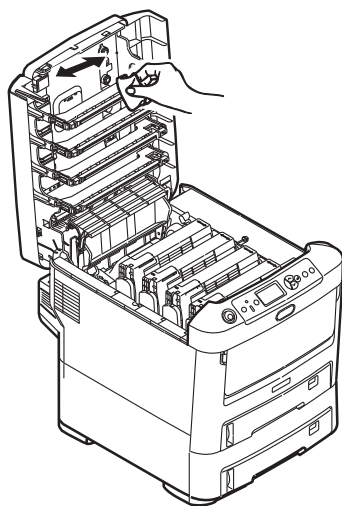
Cleaning the LED Head

Clean the LED head each time you replace a toner cartridge, or if the printed image is not clear or has white lines.



CAUTION:

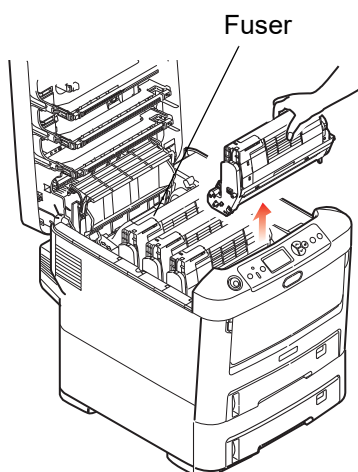
Do not use methyl alcohol or other solvents on the LED head. Damage to the lens surface will occur.



1. Turn off the printer.
2. Unplug the power cord.
3. Open the top cover.
4. Gently wipe the LED head surface with a dry, lint-free cloth.
5. Close the top cover.
6. Plug in the power cord.
7. Turn on the printer.

Cleaning the Image Drums

Clean the image drums if, after you clean the LED head (see page 9-10), the printed image is still not clear or has white lines.



1. Turn off the printer.
2. Unplug the power cord.
3. Make sure that you have a sheet of paper on which to place the cartridges/image drums.
4. Open the top cover.

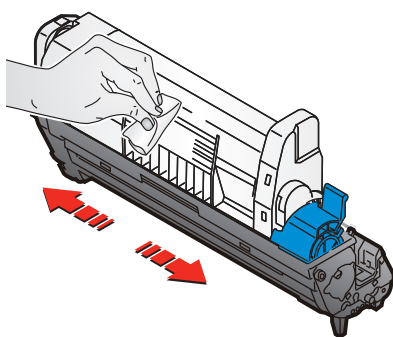


CAUTION:

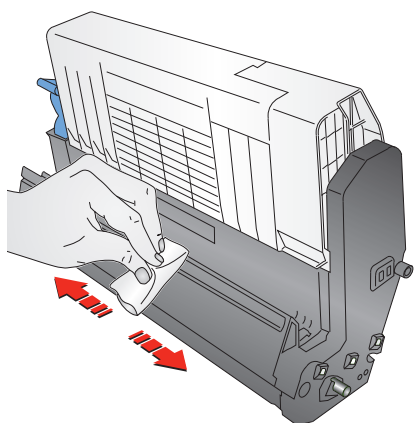
The fuser becomes extremely hot during normal operation. Do not touch it.

5. Hold the center of the toner cartridge/image drum, and lift it out of the printer.

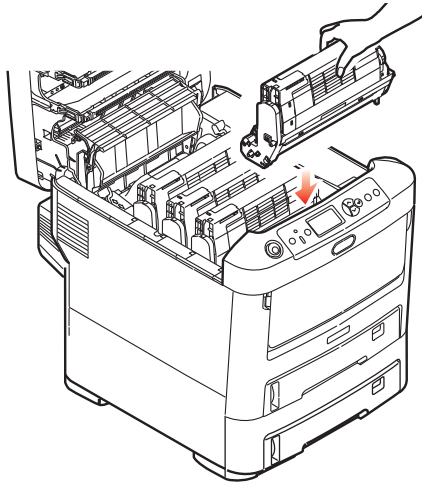
IMPORTANT: *If the image drums are out of the printer for more than 5 minutes, cover them to avoid exposure to direct light. Exposure to light for more than 5 minutes will damage the image drums.*



6. Place the toner cartridge/image drum on a sheet of paper.
7. Clean the outside of the toner cartridge/image drum with a clean, dry lint-free cloth.

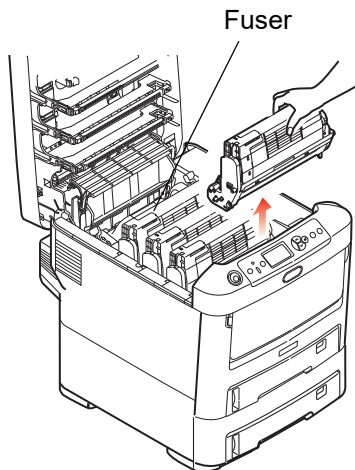


8. Clean the drum access flap.



9. Install each toner cartridge/image drum.
10. Close the top cover.
11. Plug in the power cord.
12. Turn on the printer.
13. After making approximately 20 prints, check the print quality. If the printed image is still not clear or has white lines, replace the image drums (see page 9-20).

Cleaning the Transfer Belt



1. Turn off the printer.
2. Unplug the power cord.
3. Make sure that you have a sheet of paper on which to place the cartridges/image drums.
4. Open the top cover.

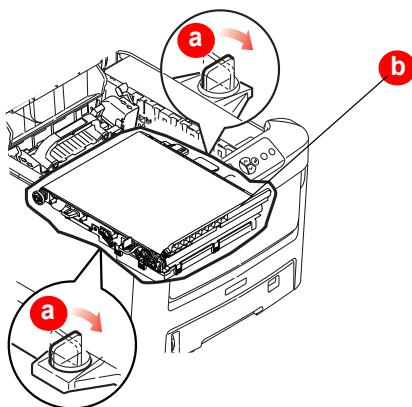


CAUTION:

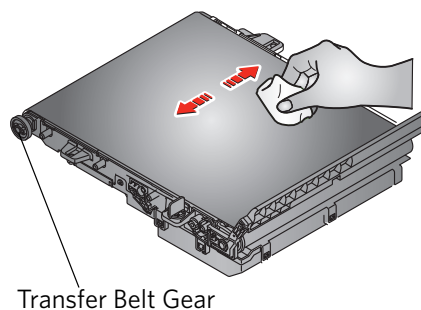
The fuser becomes extremely hot during normal operation. Do not touch it.

5. Hold the center of the toner cartridge/image drum, and lift it out of the printer.

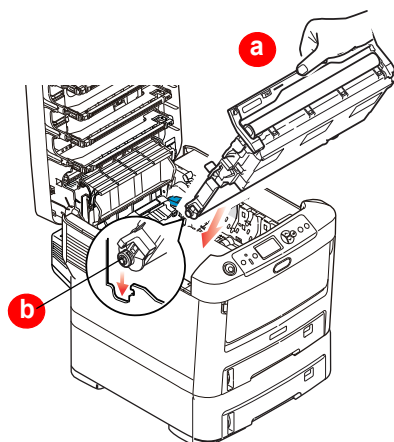
IMPORTANT: *If the image drums are out of the printer for more than 5 minutes, cover them to avoid exposure to direct light. Exposure to light for more than 5 minutes will damage the image drums.*



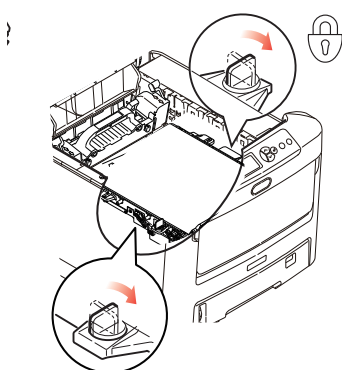
6. Remove the belt unit:
 - a. Turn the two fasteners to the unlocked position.
 - b. Lift the handle of the belt unit, and remove it from the printer.



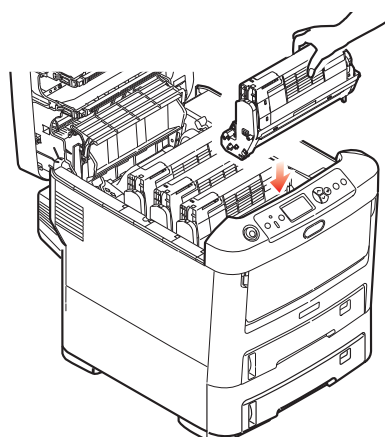
7. Turn the transfer belt gear to rotate the belt. Use a lint-free cloth to clean the entire surface of the transfer belt.



8. Install the belt unit:
 - a. Lower the belt unit into the printer. Make sure that the handle is at the front of the printer, and the drive gear is at the rear of the printer.
 - b. Align the drive gear on the belt with the gear in the printer.



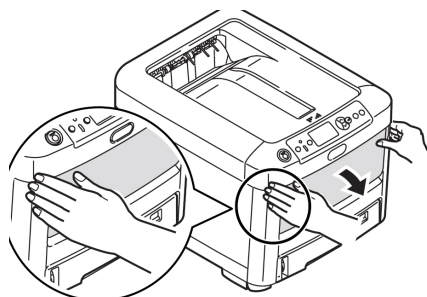
9. Press the belt into place.
10. Turn the two fasteners to the locked position.



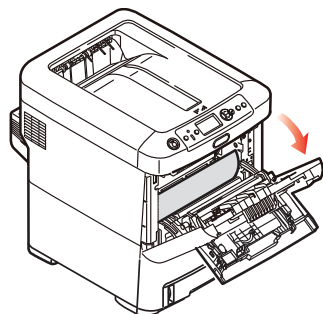
11. Install each toner cartridge/image drum.
12. Close the top cover.
13. Plug in the power cord.
14. Turn on the printer.

Cleaning the Front Rollers

IMPORTANT: *Make sure that you wear lint-free gloves to perform this procedure.*

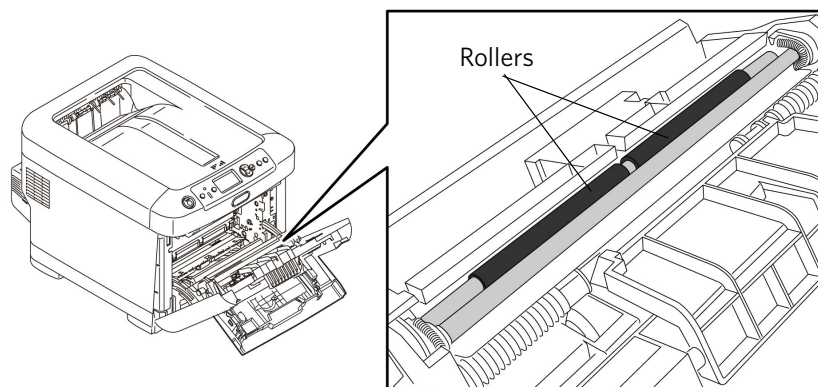


1. Turn off the printer.
2. Unplug the power cord.
3. Open the multi-purpose tray.



4. Pull up the center handle to open the front cover.

5. Use an alcohol pad to clean the black and chrome rollers. Wipe in one direction only, rotating each roller to clean the entire surface.



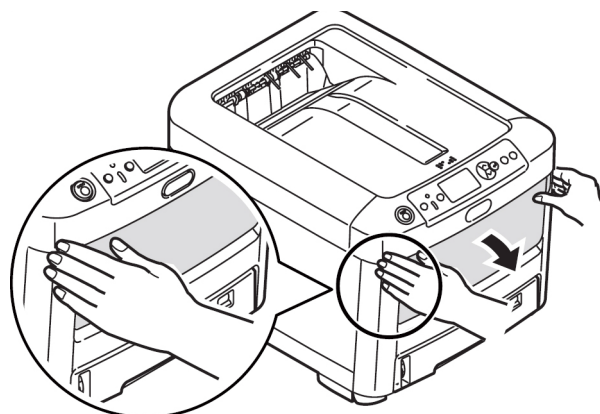
6. Wait approximately 5 minutes for the rollers to dry.
7. Close the front cover.
8. Plug in the power cord.
9. Turn on the printer.

Cleaning the Registration Roller on the DL2100

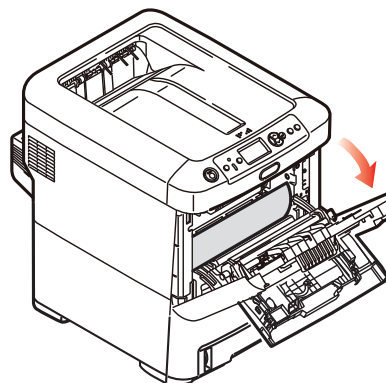
IMPORTANT: You must use PathKleen cleaning paper (8F9057) to clean the registration roller.

Perform this cleaning procedure monthly. Clean the printer more often if image quality issues occur, or if the printer produces a very high volume of prints. Clean only the parts below unless Service and Support instructs you to clean other parts.

1. Turn off the printer.
2. Unplug the power cord.
3. Open the multi-purpose tray.

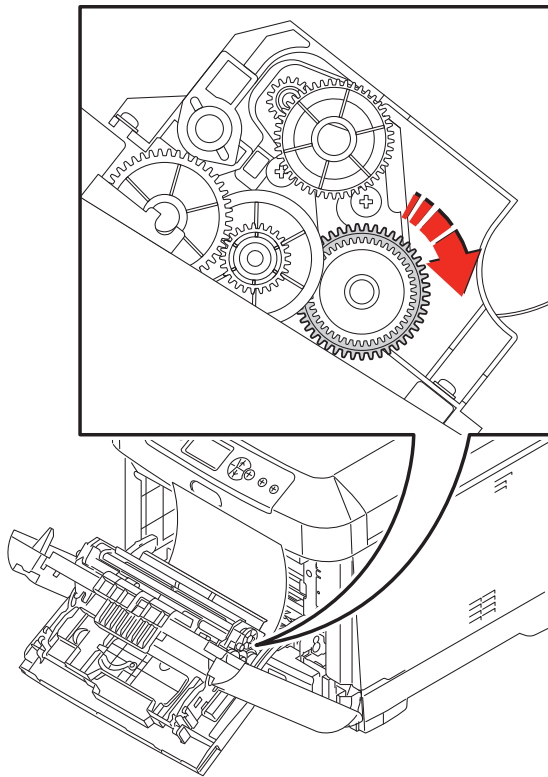


4. Pull up the center handle to open the front cover.



5. Insert the PathKleen paper in the registration path with the tacky side up.

6. Turn the inside registration gear clockwise. Advance the PathKleen paper until the paper stops.

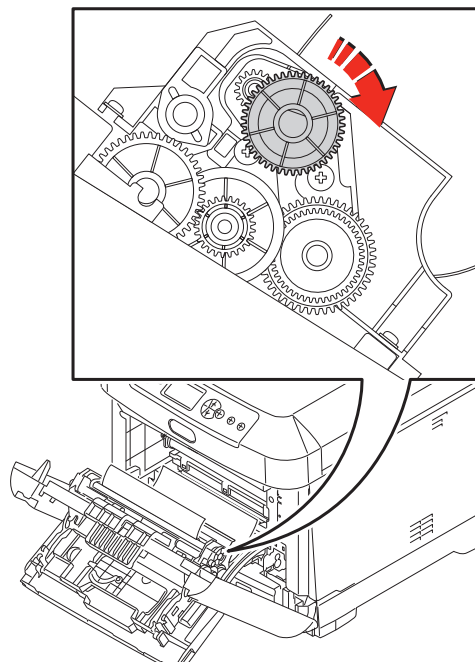


CAUTION:

Do not pull the paper by hand. Damage to the printer can occur.

7. Turn the front roller gear clockwise to remove the Pathkleen paper.

8. Use a new PathKleen sheet and repeat steps 5-7 if additional cleaning is necessary.



9. Close the front cover.
10. Plug in the power cord.
11. Turn on the printer.

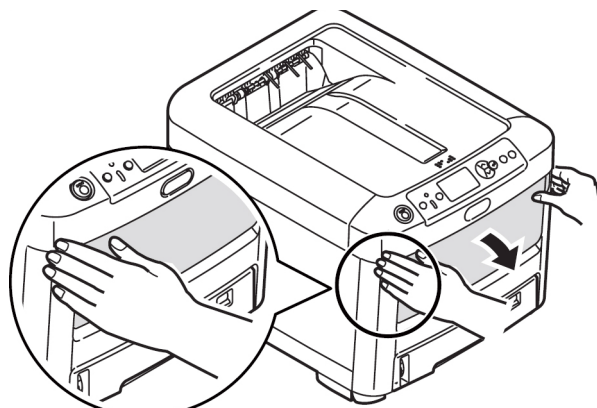
Cleaning the Registration Roller on the DL2200

IMPORTANT: *You must use PathKleen cleaning paper (8F9057) to clean the registration rollers.*

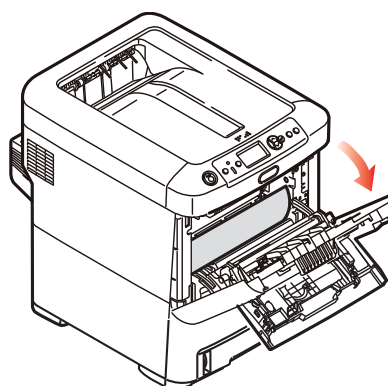
Perform this cleaning procedure every 5,000 sheets. Clean the printer more often if image quality issues occur, or if the printer produces a very high volume of prints. Clean only the parts below unless Service and Support instructs you to clean other parts.

1. Turn off the printer.
2. Unplug the power cord.

3. Open the multi-purpose tray.



4. Pull up the center handle to open the front cover.

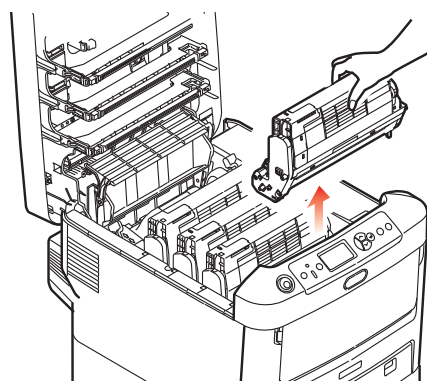


5. Prepare a sheet of paper on which to place the image drums.
6. Open the top cover.

7. Hold the center of the toner cartridge/image drum and lift it out of the printer.

⚠ CAUTION:

The surface of the green image area of the drum is delicate and light sensitive. Do not touch it, and do not expose it to normal room light for more than 5 minutes. If the drum needs to be out of the printer for more than 5 minutes, wrap the drum inside a black plastic bag to protect it from light. Never expose the drum to direct sunlight or bright room lighting.



8. Place the toner cartridge/image drums on a sheet of paper.
9. Use an alcohol pad to clean the bottom registration roller (black). Turn the pinch (chrome) roller to rotate the bottom registration roller (black). Wipe in one direction only, and clean the entire surface of the black roller.
10. Wait approximately 5 minutes for the roller to dry.



Bottom Registration Roller

Pinch Roller

11. Insert the PathKleen paper in the registration path of the top registration roller (black) with the tacky side down.
12. Turn the pinch roller (chrome) to rotate the top registration roller (black).



Pinch Roller

Top Registration Roller

13. Advance the PathKleen paper until the paper appears on the inside of the printer.
14. From the inside of the printer, carefully pull the Pathkleen paper through the rollers.

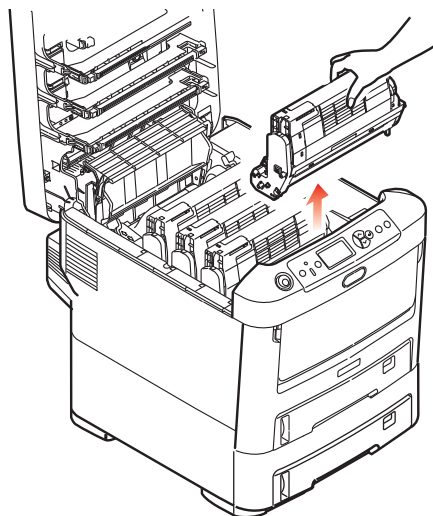


15. Install each toner cartridge/image drum.
16. Close the top and front covers.
17. Plug in the power cord.
18. Turn on the printer.

Replacing the Image Drums

The printer contains four image drums: cyan, magenta, yellow, and black. Replace these if, after cleaning the LED head (see page 9-9) and performing the drum cleaning process (see page 9-10), the printed image is still not clear or has white lines. For best results, the image drums should be replaced at least every 10,000 duplex sheets.

1. Prepare a sheet of paper on which to place the old image drums.
2. Open the top cover.
3. Hold the center of the toner cartridge/image drum and lift it out of the printer.

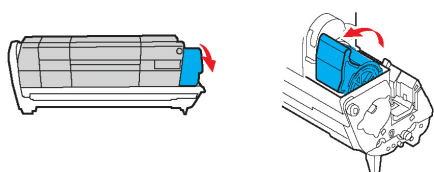


⚠ CAUTION:

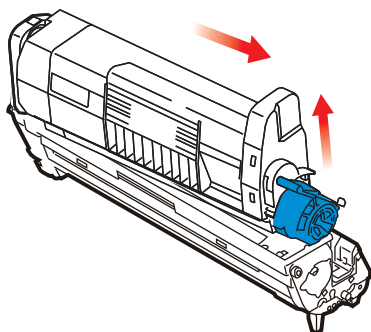
The surface of the green image area of the drum is delicate and light sensitive. Do not touch it, and do not expose it to normal room light for more than 5 minutes. If the drum needs to be out of the printer for more than 5 minutes, wrap the drum inside a black plastic bag to protect it from light. Never expose the drum to direct sunlight or bright room lighting.

4. Place the toner cartridge/image drum on a sheet of paper.

IMPORTANT: *Avoid spilling toner. Do not shake or jar the toner cartridge. If you spill toner, lightly brush it off. If the toner remains, use a cool, damp cloth to remove any residue. Do not use hot water or solvents of any kind. They will make permanent stains.*



5. Lift the toner release lever.

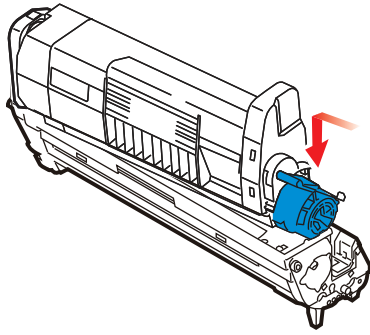


6. Hold the right end of the cartridge and carefully lift it out of the drum assembly.

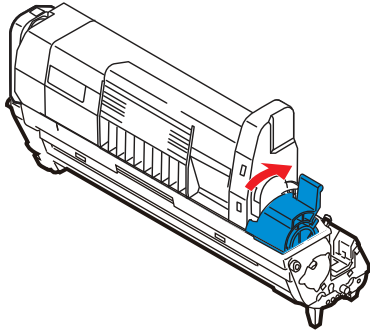
IMPORTANT: *Do not touch the green surface of the image drum.*

7. Place the toner cartridge on a sheet of paper.
8. Remove the packaging from the new image drum. Place the image drum on a sheet of paper.
9. Place the old image drum inside the packaging material.

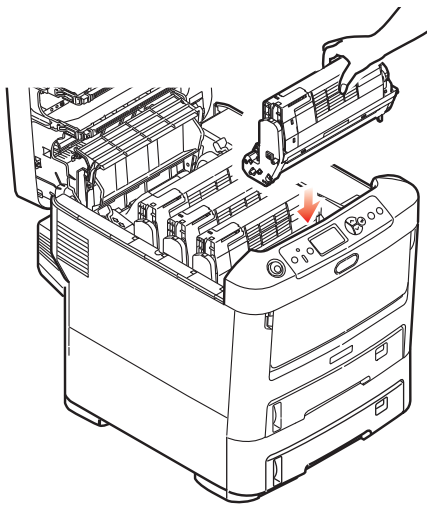
10. Carefully place the toner cartridge onto the new image drum.



11. Press down on the toner release lever.



12. Hold the center of the toner cartridge/image drum and lower it into the printer. Align the pegs on the assembly with the slots on the printer.



13. Repeat steps 1-12 for the remaining image drums.
14. Close the top cover.

Replacing the Transfer Belt The belt unit is located under the four image drums. It should be replaced approximately every 30,000 duplex sheets.

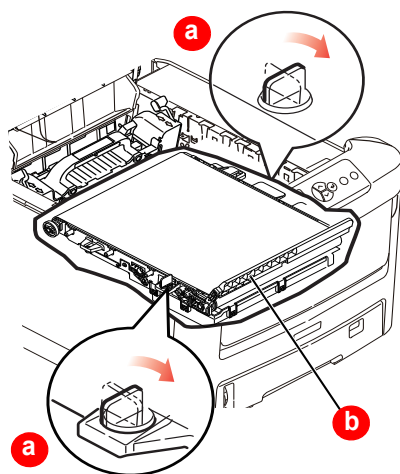
1. Turn off the printer.
2. Wait approximately 10 minutes for the fuser to cool.
3. Open the top cover.

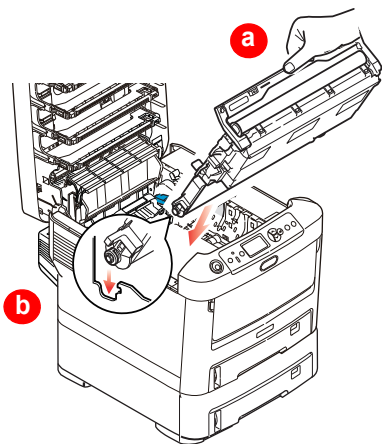
⚠ CAUTION:

The fuser becomes extremely hot during normal operation. Do not touch it.

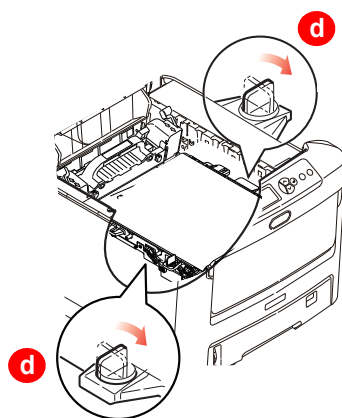
The surface of the green image area of the drum is delicate and light sensitive. Do not touch it, and do not expose it to normal room light for more than 5 minutes. If the drum needs to be out of the printer for more than 5 minutes, wrap the drum inside a black plastic bag to protect it from light. Never expose the drum to direct sunlight or bright room lighting.

4. Remove each toner cartridge/image drum from the printer (see page 9-20).
5. Place each toner cartridge/image drum in a light-safe bag.
6. Remove the belt unit:
 - a. Turn the two fasteners 90° to the left.
 - b. Lift the handle of the belt unit and remove it from the printer.
7. Remove the new belt from its packaging.





8. Install the new belt:
 - a. Lower the belt into the printer. Make sure that the handle is at the front of the printer, and the drive gear is at the rear of the printer.
 - b. Align the drive gear on the belt with the gear in the printer.
 - c. Press the belt into place.
 - d. Turn the two fasteners 90° to the right.
9. Install each toner cartridge/image drum (see page 9-6).
10. Close the top cover.
11. Turn on the printer.



Replacing the Fuser

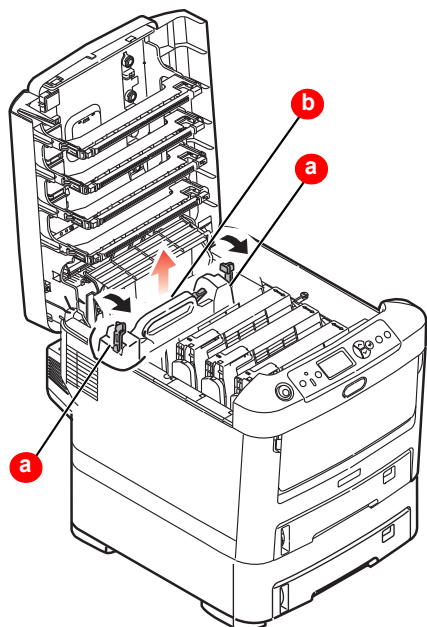
The fuser is located inside the printer just behind the four image drums. It should be replaced approximately every 30,000 duplex sheets.

1. Turn off the printer.
2. Wait approximately 10 minutes for the fuser to cool.
3. Open the top cover.

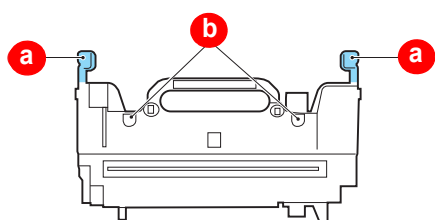


CAUTION:

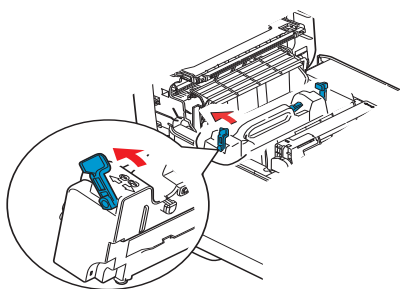
The fuser becomes extremely hot during normal operation.
Do not touch the bottom of the fuser.



4. Remove the fuser:
 - a. Move both fuser release levers toward the front of the printer to release the fuser.
 - b. Hold the handle of the fuser and lift it out of the printer. If the fuser is still warm, place it on a flat surface that will not be damaged by heat.
5. Remove the new fuser from its packaging.



6. Hold the new fuser by the handle. Make sure that the retaining levers (a) are upright and the locating lugs (b) are facing you.
7. Install the fuser in the printer. Make sure that the lugs are aligned with the slots in the printer.



8. Move the fuser release levers toward the rear of the printer.
9. Close the top cover.
10. Turn on the printer.

Printer Supplies

Item	Catalog Number	Quantity
DL2200 / DL2100 Black toner	102-3324	1 cartridge (makes 5000 duplex prints)
DL2200 / DL2100 Magenta toner	102-3282	1 cartridge (makes 1000 duplex prints)
DL2200 / DL2100 Yellow toner	102-3316	1 cartridge (makes 1000 duplex prints)
DL2200 / DL2100 Cyan toner	102-3274	1 cartridge (makes 1000 duplex prints)
KODAK DL2100 Duplex Printer Paper / Glossy / 8.5 x 11 in.	885-1875	250 sheets
KODAK DL2100 Duplex Printer Paper / Glossy / A4	190-4267	250 sheets
KODAK DL2100 Duplex Printer Card Stock / Flat	800-2420	250 sheets
KODAK DL2100 Duplex Printer Card Stock / Folded	843-3260	250 sheets
KODAK DL2100 Duplex Printer Enabler Kit for KODAK Picture Kiosk and KODAK Adaptive Picture Exchange	157-8152	1 CD

Troubleshooting the DL2100 / DL2200 Duplex Printer

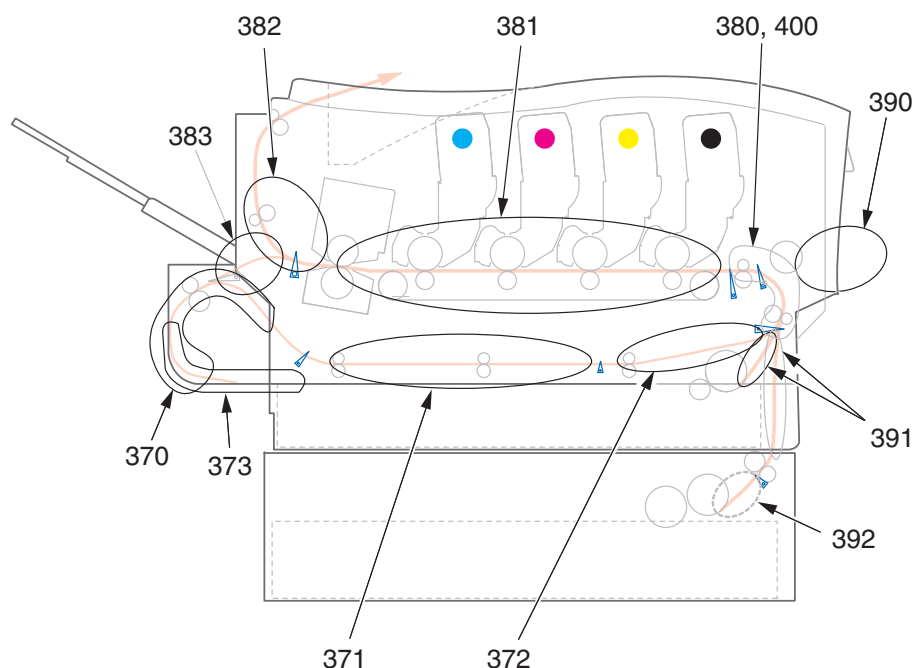
Problem/Message	Possible Solution
"Paper jam."	See "Clearing a Paper Jam" on page 9-28.
"Cover open."	Close the printer cover.
"Out of paper."	Verify that paper or greeting card paper is loaded. If necessary, load more paper as necessary (see page 9-2).
"Toner is empty."	Verify that there is toner. Load toner as necessary (see page 9-6).
Prints are skewed.	Clean the front pick rollers and/or duplex rollers (see page 9-34).
Printed image is not clear or has white lines.	<ol style="list-style-type: none"> 1. Clean the LED head (see page 9-9). 2. If the printed image is still not clear or has white lines, clean the image drums (see page 9-10). 3. If the printed image is still not clear or has white lines, replace the image drums (see page 9-20). <p>If the problem persists, contact Service and Support.</p>
Printing takes more than 5 minutes per page.	Turn off the power to the printer, then turn it back on.
Printer applications do not appear on any screens.	<ol style="list-style-type: none"> 1. Check that: <ul style="list-style-type: none"> ▪ there is no printer error. ▪ the power cord is connected. ▪ the printer is turned on. ▪ the USB cable is connected to the printer and the processor or the Ethernet cable is connected to the printer and the network device. 2. Run Application Health Checks. 3. Check that the enablement software for the DL2100 Printer, or the Module for the DL2200 Duplex Printer, is installed. <p>If the problem persists, contact Service and Support.</p>
You are having connectivity issues and your site uses DHCP.	<ol style="list-style-type: none"> 1. Select <i>Setup</i>. 2. Select <i>System Configuration</i>. 3. Select <i>Configure Network</i>. 4. Under Network Utilities, use the up/down arrows to select <i>ipconfig/renew</i>. 5. Select <i>Execute</i>. 6. Check the network settings with your system administrator. <p>If the problem persists, contact Service and Support.</p>

Problem/Message	Possible Solution
"Disconnected" appears on the DL2100 / DL2200 Duplex Printer configuration screen.	<ol style="list-style-type: none"> 1. Check that the network cable is connected at both ends. 2. Check that the network device that the system is connected to is powered on. 3. Check the network settings with your system administrator. <p>If the problem persists, contact Service and Support.</p>
The printer indicates NOT FOUND on the Device Health Checks screen (USB connection).	<ol style="list-style-type: none"> 1. Check that: <ul style="list-style-type: none"> ▪ there is no printer error. ▪ the power cord is connected. ▪ the printer is turned on. ▪ the USB cable is connected to the printer and the processor. 2. Restart the system. <p>If the problem persists, contact Service and Support.</p>
<p>"No printers were found. Make sure the printer is plugged into the network on the same subnet as the APEX."</p> <p>or</p> <p>The printer indicates NOT FOUND on the Device Health Checks screen (Ethernet connection).</p>	<ol style="list-style-type: none"> 1. Check that: <ul style="list-style-type: none"> ▪ there is no printer error. ▪ the power cord is connected. ▪ the printer is turned on. ▪ the Ethernet cable is connected to the printer and the network device. ▪ the processor is connected to the network. ▪ the printer is on the same subnet as the system. 2. Select <i>Setup</i>. 3. Select <i>Manage Devices</i>. 4. Select <i>KODAK DL2100 Duplex Printer</i> or <i>DL2100 Duplex Printer</i>. 5. Select <i>Search for Printers</i>. <p>If a printer is found, select the printer from the list that you want to use as a default, then select <i>Save</i>.</p> <p>If a printer is not found:</p> <ol style="list-style-type: none"> a. Select <i>Manually Configure</i>. b. Enter the IP address of the printer. c. Select <i>Manually Configure</i>. d. Select <i>Test Connection</i>. e. Select <i>Save</i>. 6. If the connection is still not found, check the network settings with your system administrator. <p>If the problem persists, contact Service and Support.</p>

Clearing a Paper Jam

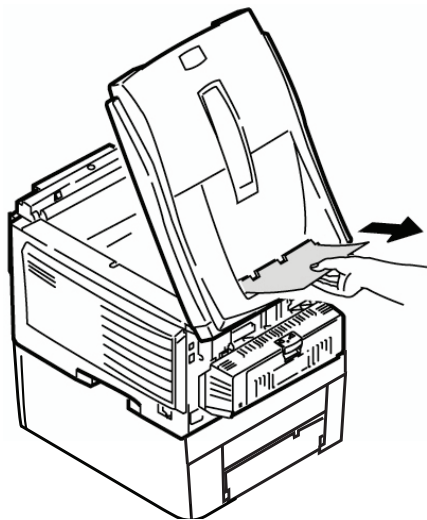
When "Paper Jam" appears on the operator panel, one or more sheets of print media are jammed in the printer. The diagram and table below illustrate possible jam locations. Refer to the error code next to the display message to help determine the location of the jam. If one sheet is removed and there are more sheets in the printer, the initial message will go away temporarily, then "Paper Jam" will appear again.

If paper jams continue to occur, see "Cleaning the Printer" on page 9-8.



Code	Jam Location	Code	Jam Location/Problem
370	Duplex unit	382	Paper exit
371		383	Duplex unit
372		390	Multi-purpose tray
373		391	Paper tray
380	Paper feed	392	Second paper tray
381	Paper path	400	Paper size

1. Make sure you have a sheet of paper on which to place the toner cartridge/image drum.
2. Open the top cover.



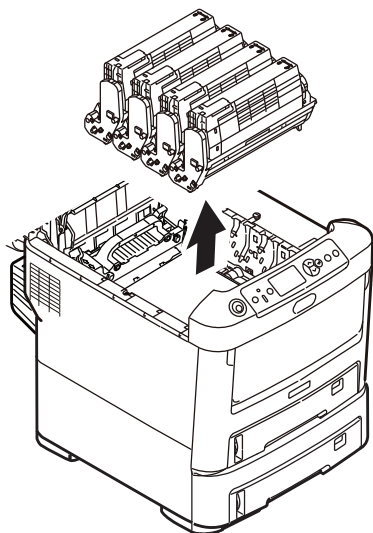
3. If a sheet is advanced out of the top of the printer, gently pull the paper out.



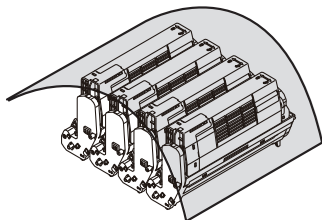
CAUTION:

The fuser becomes extremely hot during normal operation. Do not touch it.

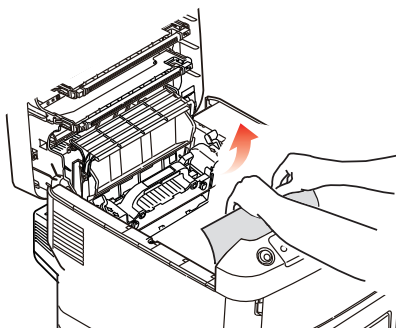
The surface of the green image area of the drum is delicate and light sensitive. Do not touch it, and do not expose it to normal room light for more than 5 minutes. If the drum needs to be out of the printer for more than 5 minutes, wrap the drum inside a black plastic bag to protect it from light. Never expose the drum to direct sunlight or bright room lighting.



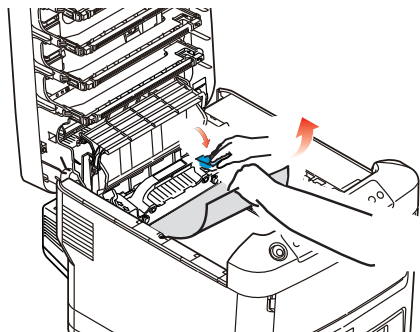
4. Remove all of the toner cartridge/image drums, and place them on a sheet of paper.



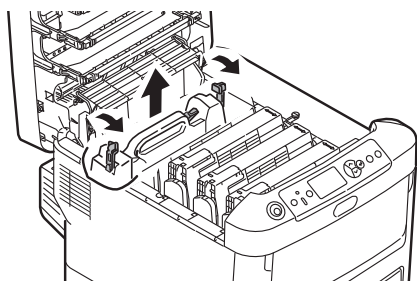
5. Cover the toner cartridge/image drums to protect them from light.



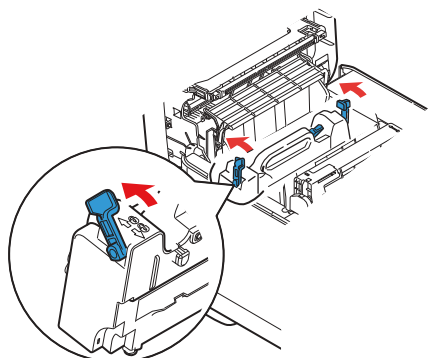
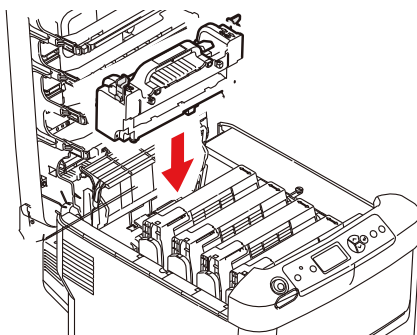
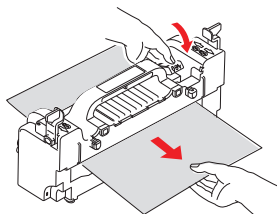
6. Carefully remove any jammed paper.

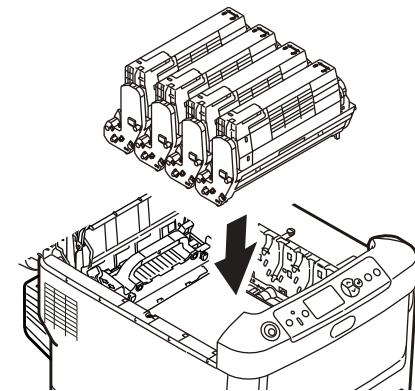


7. To remove a sheet just entering the fuser:
 - a. Separate the trailing edge of the sheet from the belt.
 - b. Move the paper release lever for the fuser toward the front, and remove the sheet.
 - c. Release the lever.



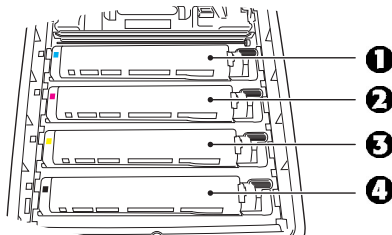
8. If the sheet is well advanced into the fuser:
 - a. Move both fuser release levers toward the front of the printer to release the fuser.
 - b. Hold the fuser by the handle and lift it out of the printer. If the fuser is still warm, place it on a flat surface that will not be damaged by heat.
 - c. Move the paper release lever and pull the jammed paper from the fuser.
 - d. Replace the fuser unit and move the fuser release levers toward the rear of the printer (see page 9-23).





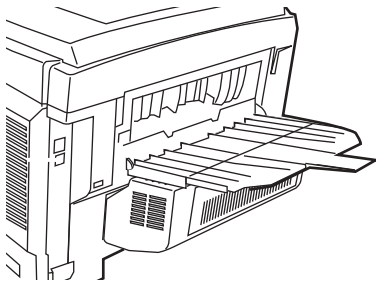
9. Replace the toner cartridge/image drums. Make sure to install them in the proper sequence:

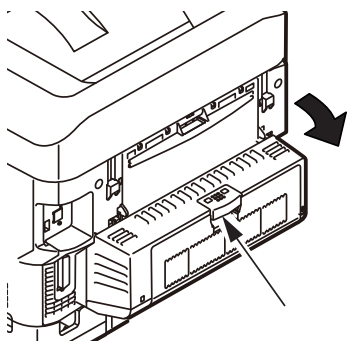
- 1—Cyan
- 2—Magenta
- 3—Yellow
- 4—Black



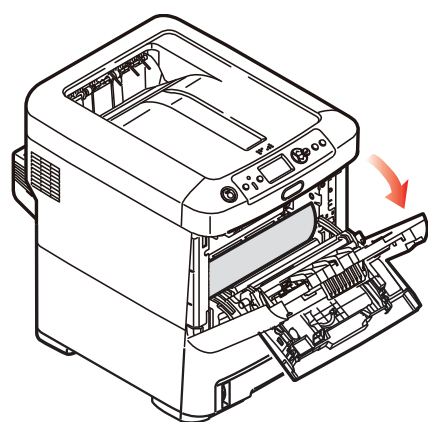
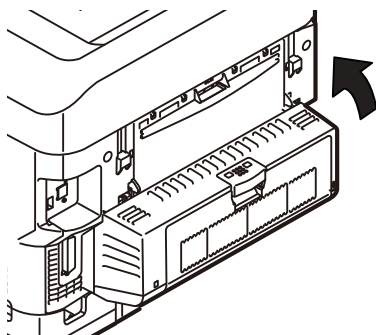
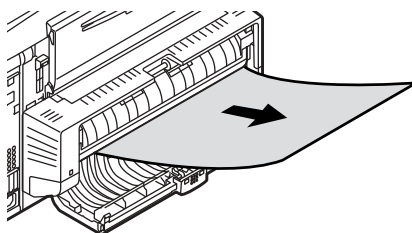
Printer front

10. Close the top cover.
11. Open the rear exit tray and pull out any paper.
12. Close the rear exit tray.



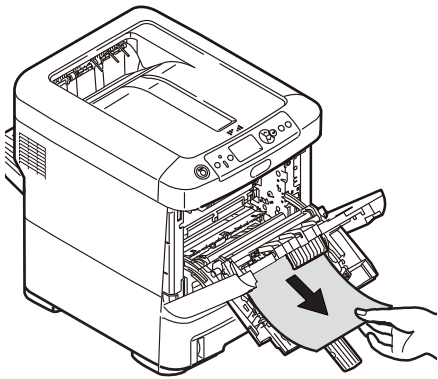


13. If there is paper jammed in the duplex unit:
- a. Open the cover for the duplex unit and remove any paper.
 - b. Close the cover for the duplex unit.



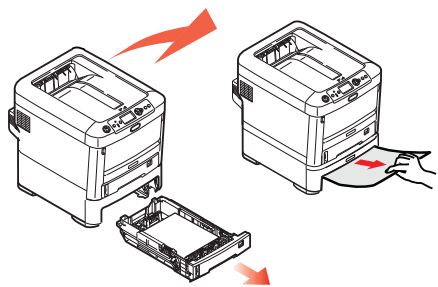
14. Open the front door to access the release lever for the front cover.
15. Lift the release lever and open the front cover.

16. Remove any jammed paper.

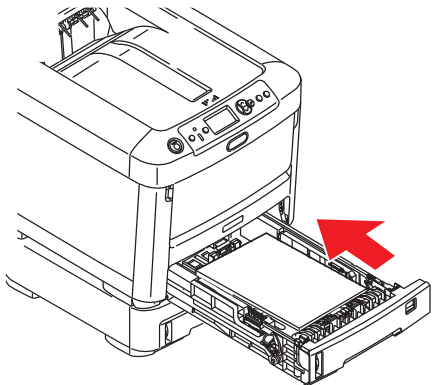


17. Close the front cover.

18. Pull out the paper tray and remove any jammed paper.

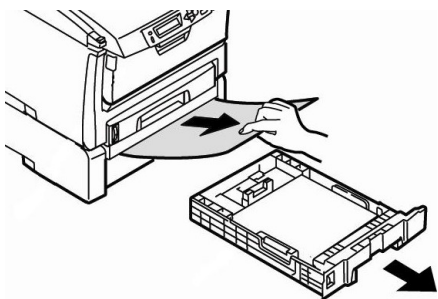


19. Insert the tray.



20. If there is paper jammed in the second paper tray:

- a. Pull out the second paper tray and remove any jammed paper.
- b. Insert the tray.



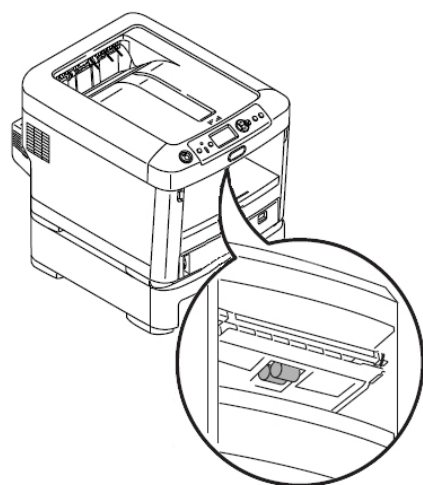
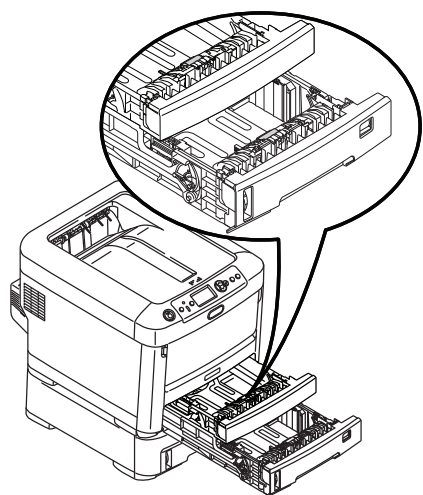
Correcting Print Skewing

Where does the skewing occur on the print?

- Top of print—clean the front pick rollers (see “Cleaning the Front Pick Rollers” below).
- Bottom of print—clean the duplex rollers (see “Cleaning the Duplex Rollers” below).

Cleaning the Front Pick Rollers

IMPORTANT: *Make sure that you wear lint-free gloves to perform this procedure.*

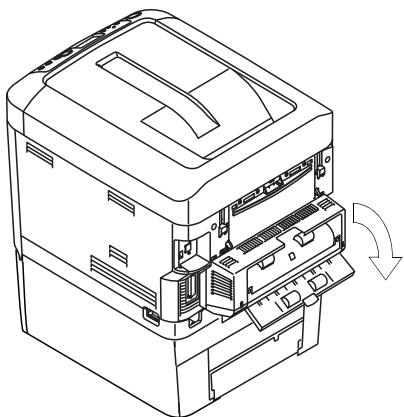


1. Turn off the printer.
2. Unplug the power cord.
3. Pull out the paper trays.
4. Use an alcohol pad to clean the rollers on both paper trays. Wipe in one direction only, rotating each roller to clean the entire surface.
5. Remove the paper trays from the printer.
6. Repeat the cleaning procedure on the rollers inside of the bays for the paper trays.
7. Wait approximately 5 minutes for the rollers to dry.
8. Insert the paper trays.
9. Plug in the power cord.
10. Turn on the printer.

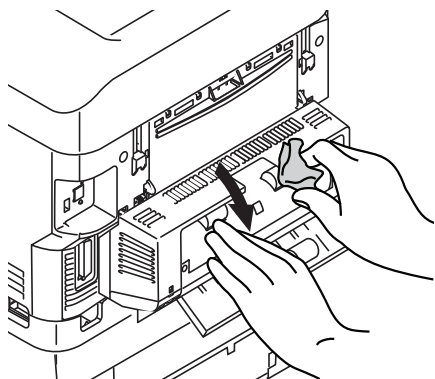
Cleaning the Duplex Rollers

IMPORTANT: *Make sure that you wear lint-free gloves to perform this procedure.*

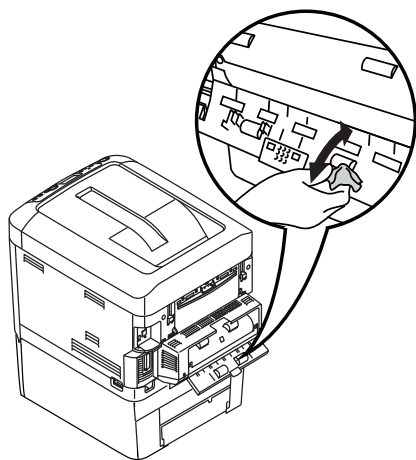
1. Turn off the printer.
2. Unplug the power cord.
3. Open the cover for the duplex unit.



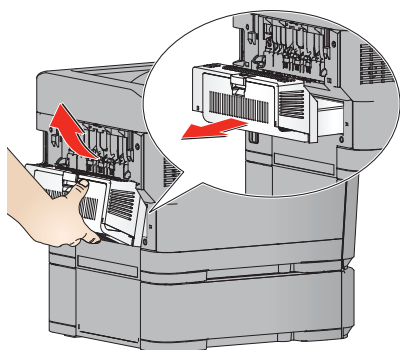
4. Use an alcohol pad to clean the rollers. Turn one roller while you use the pad to wipe the other roller. Wipe the entire surface of the roller. Use a new alcohol pad to repeat the procedure for the second roller.



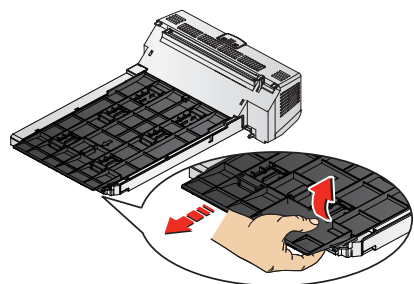
5. Use an alcohol pad to clean the lower set of rollers. Wipe in one direction only, rotating each roller to clean the entire surface.
6. Wait approximately 5 minutes for the rollers to dry.
7. Close the cover for the duplex unit.



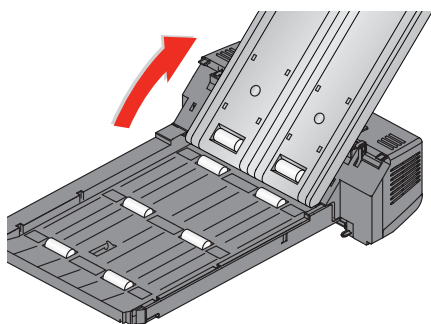
8. Lift the Duplex Unit and pull out to remove it from the printer.



9. Slide the top panel forward, and then pull up.



10. Use an alcohol pad to clean the six rollers. Wipe in one direction only, rotating each roller to clean the entire surface.
11. Wait 5 minutes for the rollers to dry.
12. Close the top panel of the Duplex Unit.
13. Install the Duplex Unit back into the printer.
14. Plug in the power cord.
15. Turn on the printer.



10 Using and Maintaining the KODAK D4000 Duplex Photo Printer

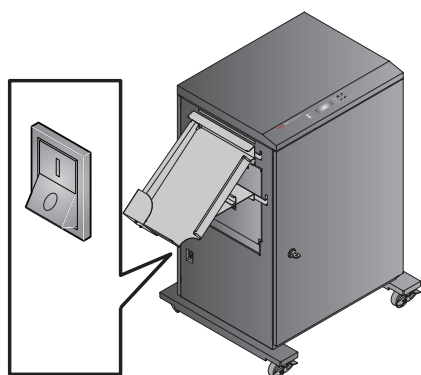
The KODAK D4000 Duplex Photo Printer can be used to create premium photo books and calendars that are printed on both sides.



CAUTION:

The printer weighs 151.5 lbs (68.7 kg). Use caution when lifting or moving the printer.

Turning On the Printer






Move the power switch to on (|).

On the operator panel, the orange Power light illuminates. If paper and ribbon are loaded, the "8x10 YMC-YMC" or "8x12 YMC-YMC" message appears, depending on the size of ribbon that is loaded.

To turn off the printer, move the power switch to off (○).

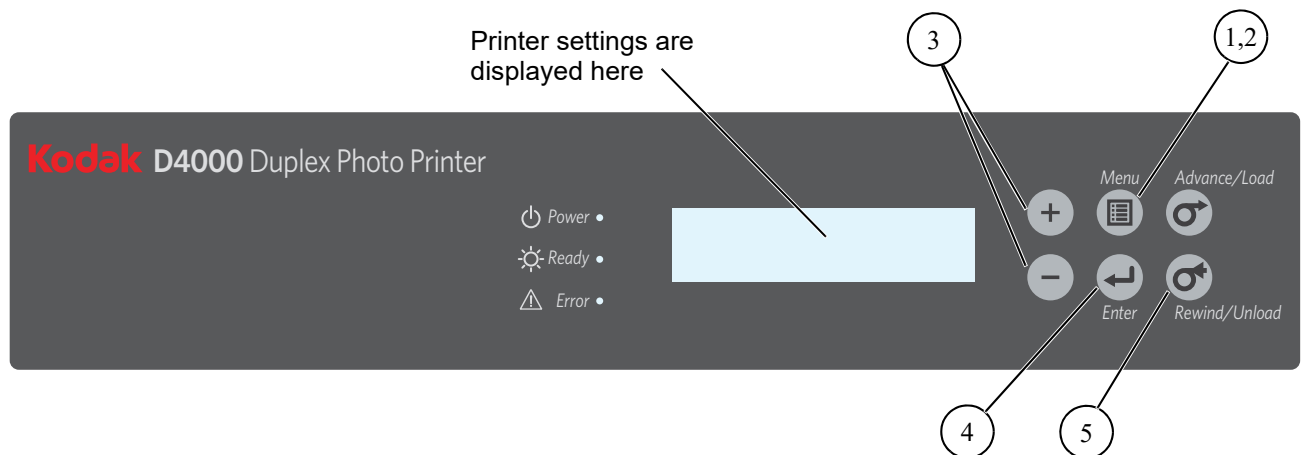
Operator Panel Lights

Light	Color	Printer Status
 Power	Orange	The printer power is on.
 Ready	Green	The printer is ready to make prints.
 Error	Red	An error has occurred. See the message on the operator panel, then see "Resolving Printer Status/Error Messages" on page 10-20.

Operator Panel Buttons

Button		Use
	Menu	To enter Setup Mode.
	Menu scroll	To scroll through printer settings.
	Setting options scroll	To scroll forward or backward through setting options.
	Enter	To initiate an action or accept a change.
	Advance/Load	To advance paper.
	Rewind/Unload	To rewind paper.
		To return to the previous menu.

Use the operator panel buttons to review and change printer settings.

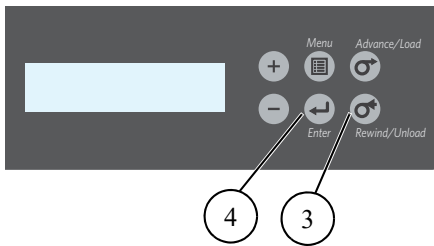


1. Press *Menu* to enter Setup Mode.
2. Press *Menu* repeatedly to scroll through the printer settings.
3. Press *+/-* to scroll through selections.
4. Press *Enter* to initiate an action or accept a change.
5. Press *Rewind/Unload* to exit Setup Mode.

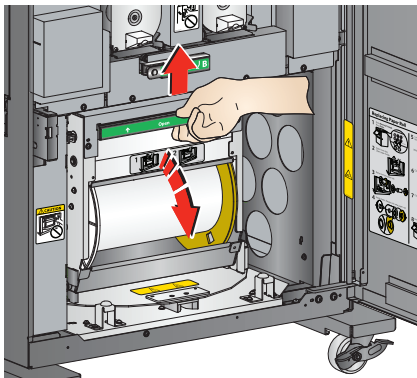
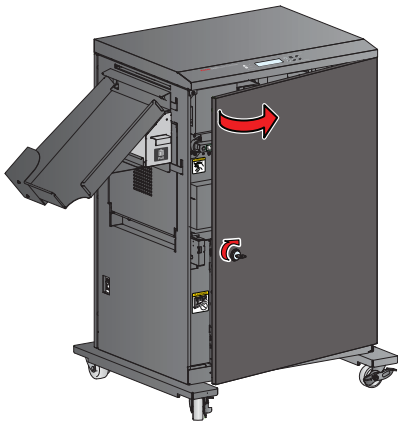
Loading Paper

Make sure you have the appropriate media available (see [“Printer Supplies” on page 10-17](#)).

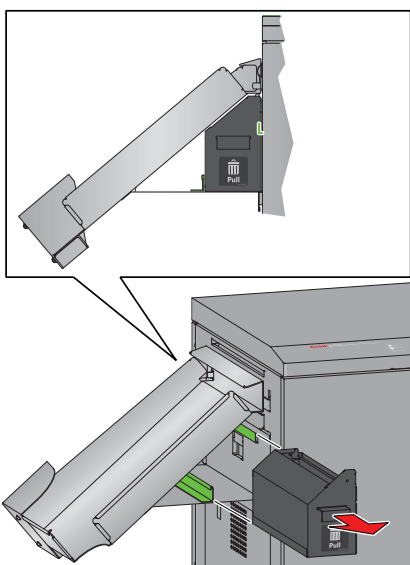
1. Make sure the power switch is turned on (|) and the front door is closed.
2. If you are:
 - loading the paper for the first time, go to [step 5](#).
 - replacing the paper, continue with the next step.
3. Press Rewind/Unload on the operator panel.
4. When “RollBack OK ?” appears, press Enter.
“Paper Rollback” appears, followed by “Load Paper”.



5. When “Load Paper” appears on the operator panel, unlock and open the front door.



6. Lift the handle on the paper holder to release the latch, then open the paper holder.
7. If you are:
 - loading the paper for the first time, go to [step 13](#).
 - replacing the paper, continue with the next step.



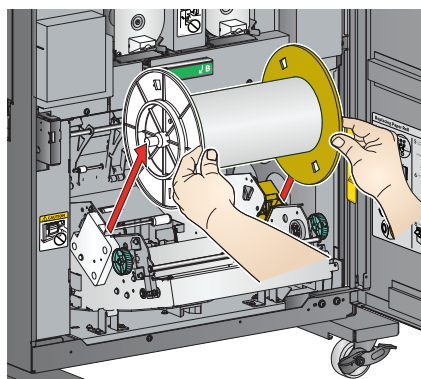
8. Pull the handle on the trim tray to remove the tray.

9. Empty the trim tray.

NOTE: To keep your prints dust-free and to prevent paper jams, empty the trim tray each time you replace the paper.

10. Insert the trim tray. Align it with the rail on the side of the printer.

NOTE: If the tray is not inserted properly, a paper jam can occur.



11. Remove the used paper roll.

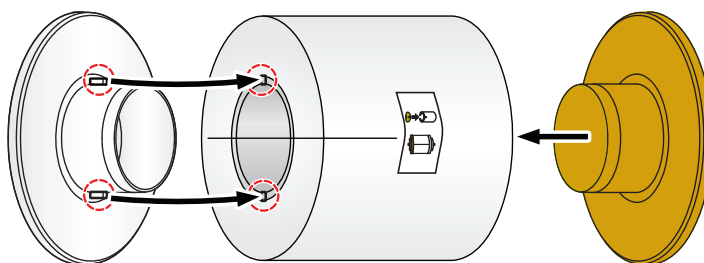
12. Remove and save the white and yellow flanges from the used paper roll.

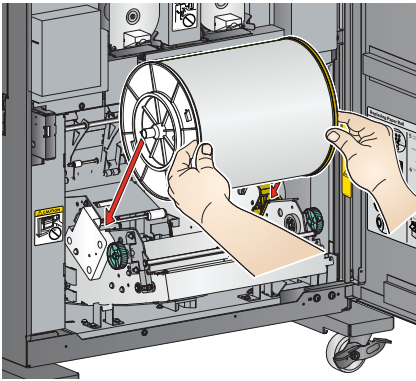
13. Remove the plastic wrapper from the new paper roll. Do not remove the label.

14. Align the lugs on the white flange with the notches in the new paper roll, then insert the white flange into the roll.

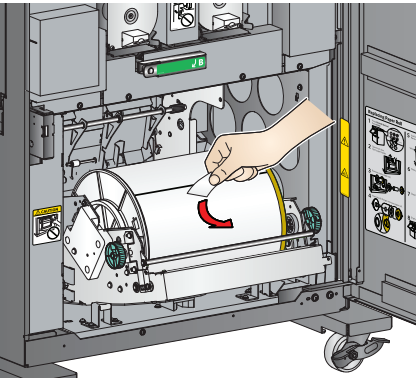
15. Insert the yellow flange into the other end of the paper roll.

NOTE: If you do not attach the flanges properly, the paper roll will not fit into the printer.

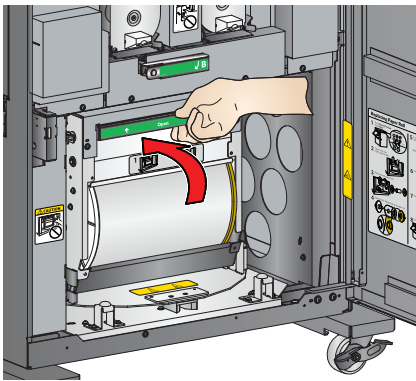




16. Match the colored flanges with the slots of the same color on the printer, then carefully lower the paper roll into the slots.



17. Remove the label.



18. Close the paper holder.

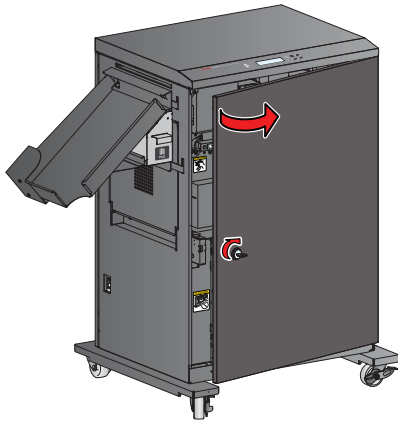
IMPORTANT: *The ribbon must be loaded into the printer (see ["Loading Ribbon" on page 10-5](#)) before the paper loads and advances.*

19. Close the front door.

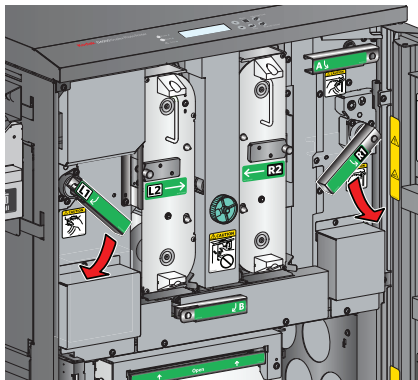
The printer loads the paper. It then prints three blank sheets—the portion of the roll that may have fingerprints as a result of handling. The printing of this sheet does not decrease the print capacity of the roll. Depending on the size of ribbon that is loaded, the operator panel displays the "8x10 YMC-YMC" or "8x12 YMC-YMC" message.

Loading Ribbon

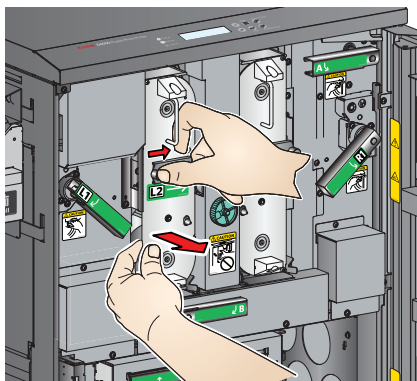
Make sure you have the appropriate media available (see ["Printer Supplies" on page 10-17](#)). The same type of ribbon must be loaded on both sides of the printer. You can replace the ribbon on both sides at the same time or on one side at a time.



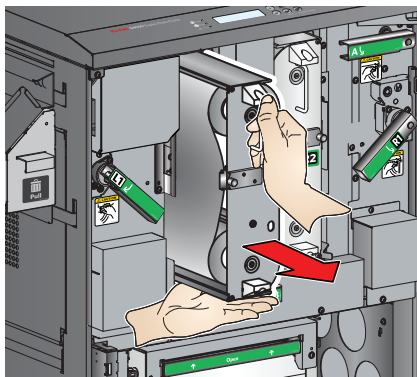
1. Make sure the power switch is turned on (|).
2. Unlock and open the front door.



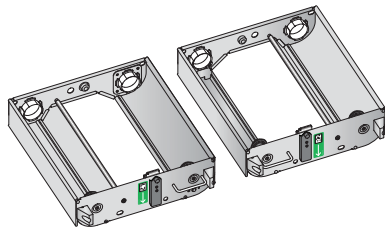
3. Rotate the thermal head release lever on the left side (labeled L1) or the right side (labeled R1) down to the unlocked position.
4. If you are:
 - loading the ribbon for the first time, go to [step 10](#).
 - replacing the ribbon, continue with the next step.



5. Slide the cassette release lever on the left side (labeled L2) or the right side (labeled R2) to the unlocked position. Pull the cassette slightly forward.

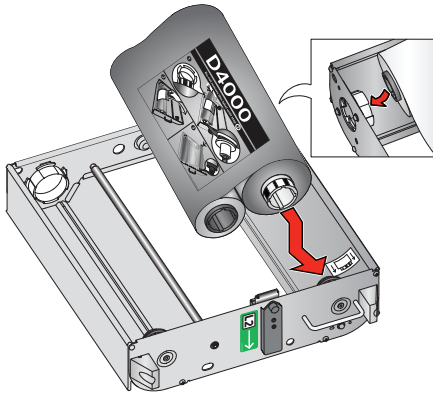


6. Pull the handle to remove the cassette. Support the cassette with both of your hands.

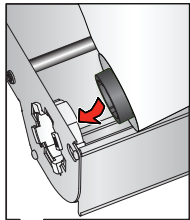


7. Place the cassette onto a flat surface with the handle toward you.
8. If necessary, repeat [steps 3 - 7](#) to remove the cassette on the other side.

IMPORTANT: *Images remain on the ribbon after printing. Maintain confidentiality.*

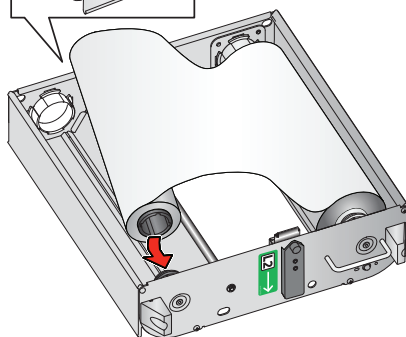


9. Remove the used ribbon from each cassette, and dispose of the used ribbon appropriately.
10. To load the new ribbon into the left cassette (labeled L2):
 - a. Remove the plastic wrapper from the new ribbon. Do not remove the paper band.
 - b. Align the bar code end of the supply spool over the label that shows the bar code position on the cassette.
 - c. Push the bar code end of the supply spool against the spring-loaded spool holder. Insert the other end of the supply spool through the hole in the cassette frame.

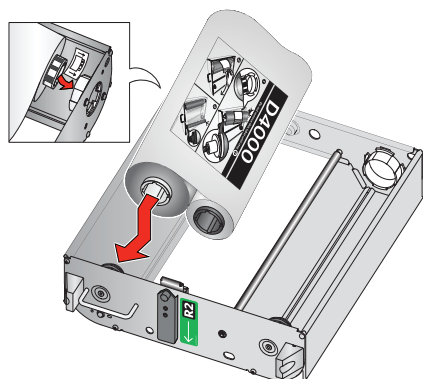


11. Remove the paper band from the ribbon.
12. Push the end of the take-up spool against the spring-loaded spool holder. Insert the other end of the take-up spool through the hole in the cassette frame.

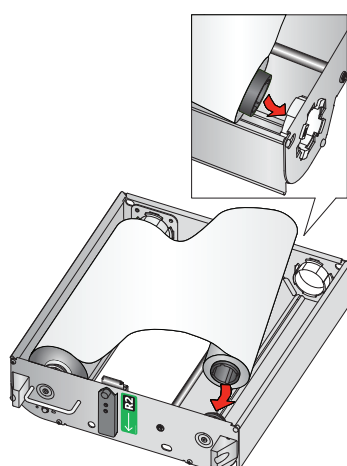
IMPORTANT: *Slack in the ribbon can cause a paper jam.*



13. Remove any slack in the ribbon by turning the supply spool.



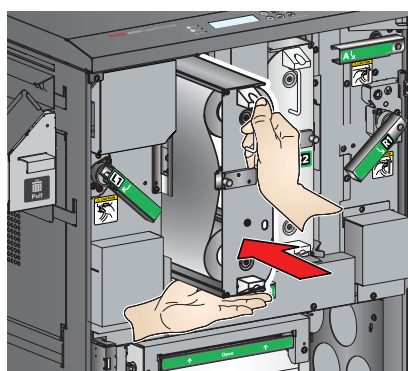
14. To load the new ribbon into the right cassette (labeled R2):
 - a. Remove the plastic wrapper from the new ribbon. Do not remove the paper band.
 - b. Align the bar code end of the supply spool over the label that shows the bar code position on the cassette.
 - c. Push the non-bar code end of the supply spool against the spring-loaded spool holder. Insert the bar code end of the supply spool through the hole in the cassette frame.



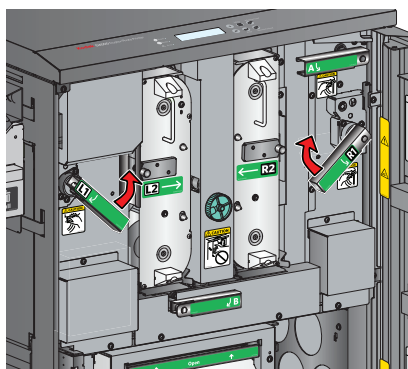
15. Remove the paper band from the ribbon.
16. Push the end of the take-up spool against the spring-loaded spool holder. Insert the other end of the take-up spool through the hole in the cassette frame.

IMPORTANT: *Slack in the ribbon can cause a paper jam.*

17. Remove any slack in the ribbon by turning the supply spool.



18. Insert each cassette until it clicks into place.

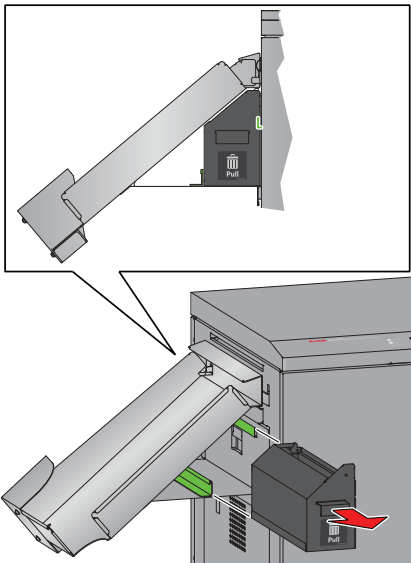


19. Rotate the thermal head release lever on the left side (labeled L1) and/or the right side (labeled R1) up to the locked position.
20. Close the front door.

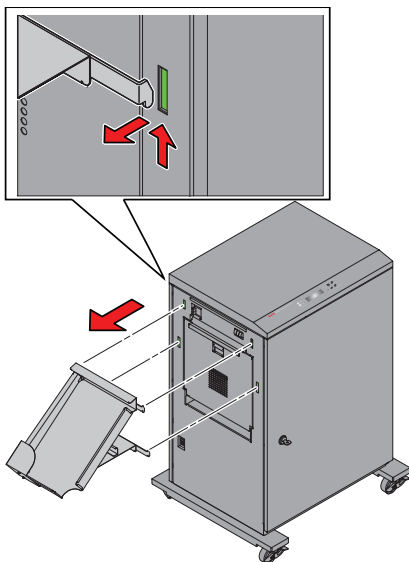
Cleaning the Printer

Removing the Trim Tray and the Exit Tray

1. Pull the handle on the trim tray to remove the tray.



2. Lift the exit tray to remove it.

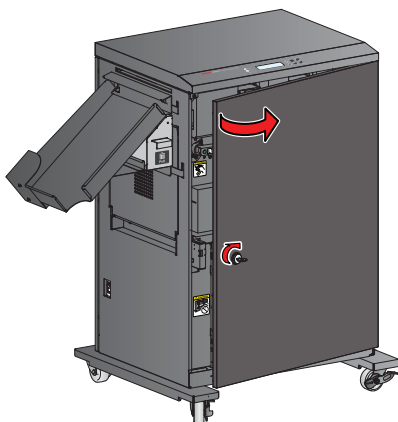


Cleaning the Exterior

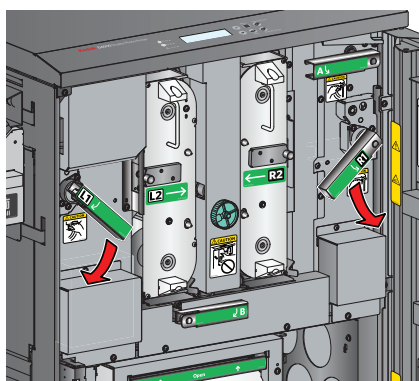
See [“Cleaning the Exterior of the Printer” on page 1-13.](#)

Accessing the Interior

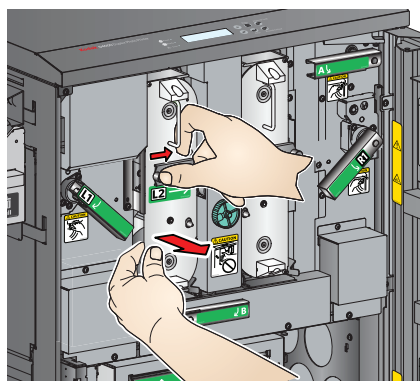
1. Unlock and open the front door.

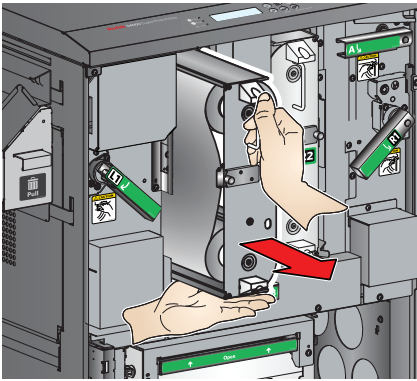


2. Rotate the thermal head release lever on the left side (labeled L1) or the right side (labeled R1) down to the unlocked position.

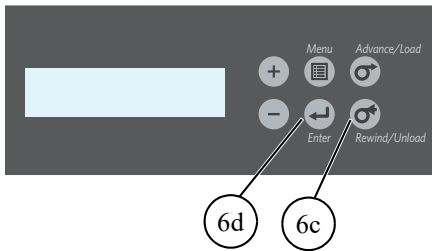


3. Slide the cassette release lever on the left side (labeled L2) or the right side (labeled R2) to the unlocked position. Pull the cassette slightly forward.

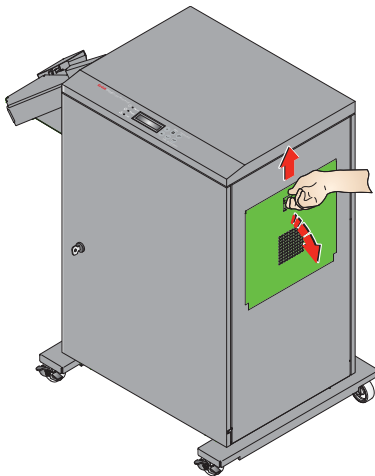




4. Pull the handle to remove the cassette. Support the cassette with both of your hands.
5. Repeat [steps 2 - 4](#) to remove the cassette on the other side.



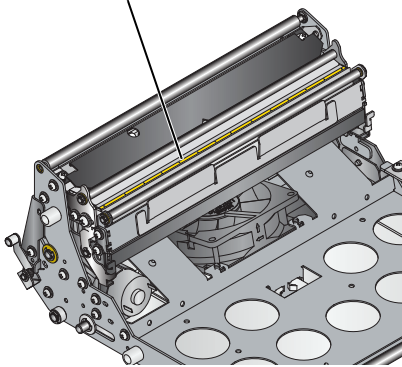
6. If paper is loaded:
 - a. Make sure the power switch is turned on (|).
 - b. Close the front door.
 - c. Press *Rewind/Unload* on the operator panel.
 - d. When "RollBack OK ?" appears, press *Enter*.
"Paper Rollback" appears, followed by "Load Paper".
 - e. Wait until "Load Paper" appears.
7. Turn the power switch off (○).
8. To clean the parts on the left side, remove the trim tray and the exit tray (see ["Removing the Trim Tray and the Exit Tray" on page 10-9](#)).
9. On the left side and the right side, slowly open the side panel.
The thermal print head assembly drops down toward you.
- 10.





CAUTION: HOT

Thermal print head



CAUTION:

The thermal print head becomes extremely hot during normal operation, and fingerprints can damage it. Never touch the thermal print head.

Do not allow any objects to fall onto the thermal print head.

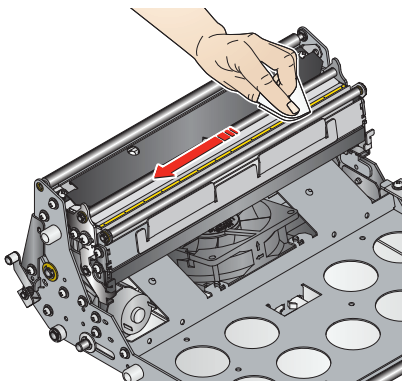
11. Wait approximately five minutes to allow the thermal print head on each side to cool.

Cleaning the Thermal Print Heads and Related Rollers

IMPORTANT: *Only do this procedure if directed by a service representative.*



CAUTION: HOT

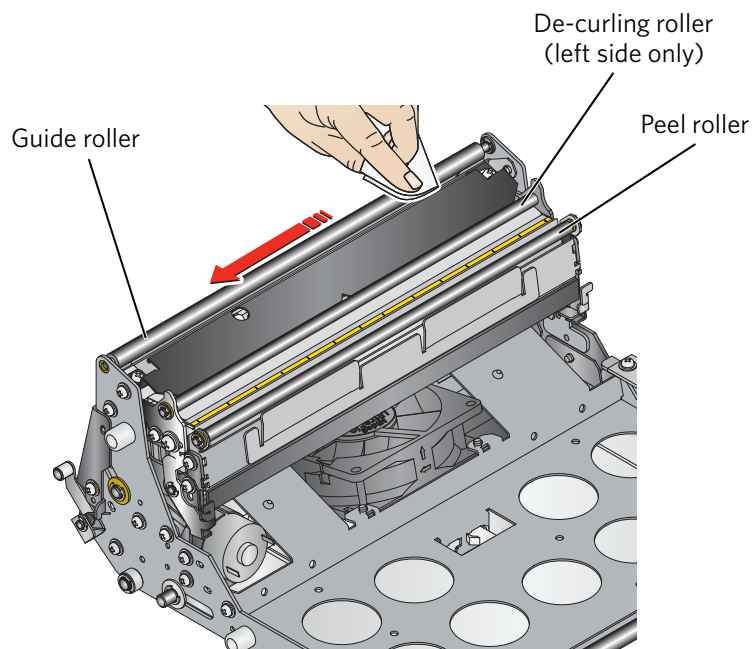


CAUTION:

To prevent damage to the print heads, remove jewelry before cleaning the print heads and rollers!

1. Access the interior (see ["Accessing the Interior" on page 10-10](#)).
2. On the left side, use a new alcohol pad to clean the thermal print head.
 - Apply firm, even pressure.
 - Wipe along the entire length of the thermal print head, in one direction only.
 - Make three passes, using a clean part of the pad for each pass.

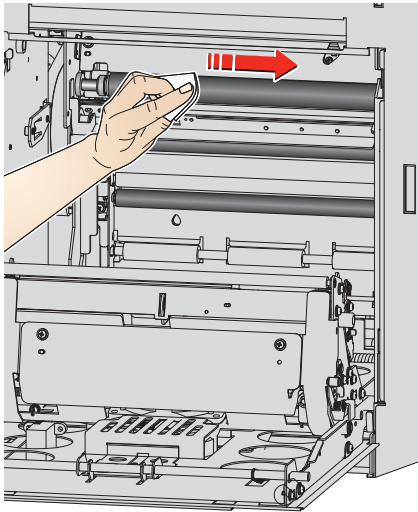
3. On the left side, use clean alcohol pads to wipe the guide roller, de-curling roller, and peel roller. Wipe in one direction only, rotating each roller to clean the entire surface.



4. Repeat [steps 2](#) and [3](#) on the right side.
- NOTE: The right side of the printer does not include a de-curling roller.
5. Allow the alcohol to dry completely (about five minutes) before you resume printing.
 6. To close the printer, reverse the steps for accessing the interior (see ["Accessing the Interior" on page 10-10](#)).

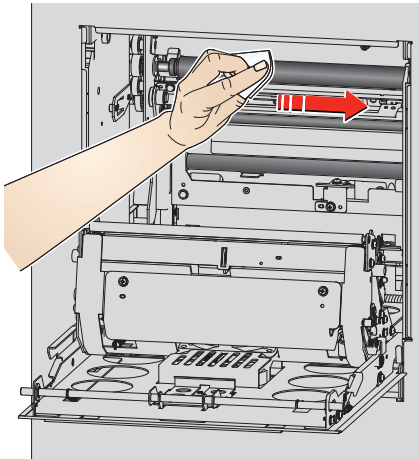
Cleaning the Platen Rollers

Left side



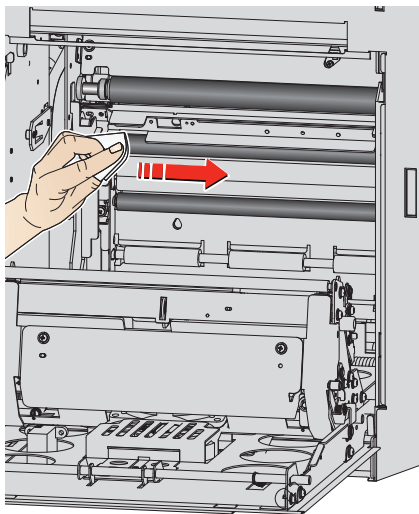
1. Access the interior (see ["Accessing the Interior" on page 10-10](#)).
2. On the left side and the right side, use a new alcohol pad to clean the rubber section of the platen roller. Wipe in one direction only, rotating the roller to clean the entire surface.
3. Allow the alcohol to dry completely (about five minutes) before you resume printing.
4. To close the printer, reverse the steps for accessing the interior (see ["Accessing the Interior" on page 10-10](#)).

Right side



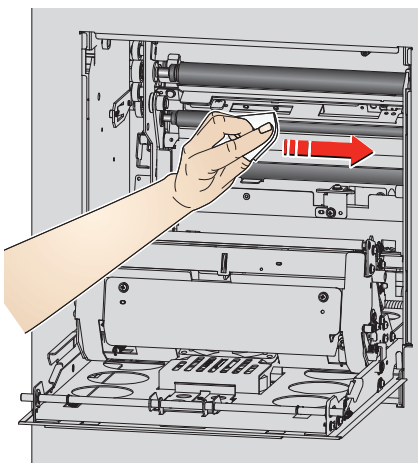
Cleaning the Pinch Rollers

Left side



1. Access the interior (see ["Accessing the Interior" on page 10-10](#)).
2. On the left side and the right side, use a new alcohol pad to clean the rubber section of the pinch roller. Wipe in one direction only, rotating the roller to clean the entire surface.
3. Allow the alcohol to dry completely (about five minutes) before you resume printing.
4. To close the printer, reverse the steps for accessing the interior (see ["Accessing the Interior" on page 10-10](#)).

Right side

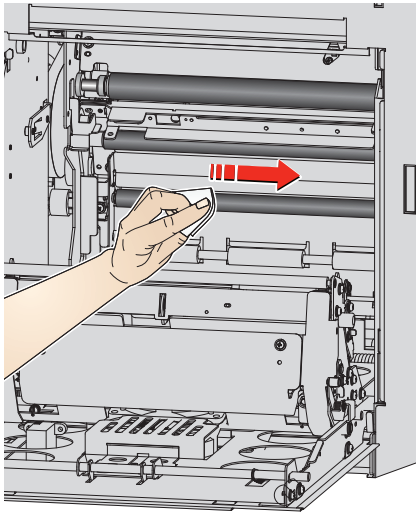


Cleaning the Cleaning Rollers

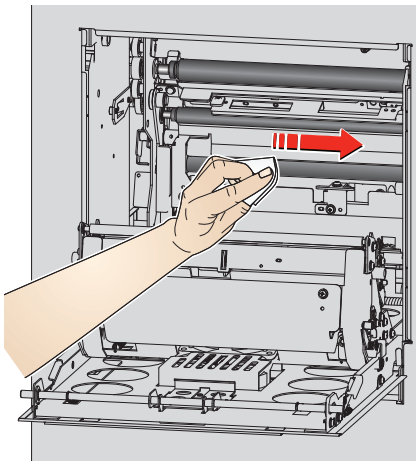
It is essential to keep the cleaning rollers clean to prevent dirt from transferring back onto the prints and to keep the printer operating correctly.

1. Access the interior (see ["Accessing the Interior" on page 10-10](#)).
2. On the left side and the right side, use a new alcohol pad to clean the rubber sections of the cleaning roller. Wipe in one direction only, rotating the roller to clean the entire surface.
3. Allow the alcohol to dry completely (about five minutes) before you resume printing.
4. To close the printer, reverse the steps for accessing the interior (see ["Accessing the Interior" on page 10-10](#)).

Left side



Right side



Printer Supplies

Go to www.kodakalaris.com/go/printerupdates for information on ordering supplies.

Paper and Ribbon

Paper and ribbon are sold separately.

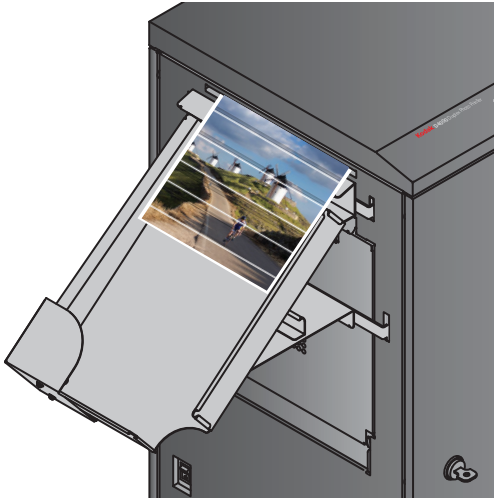
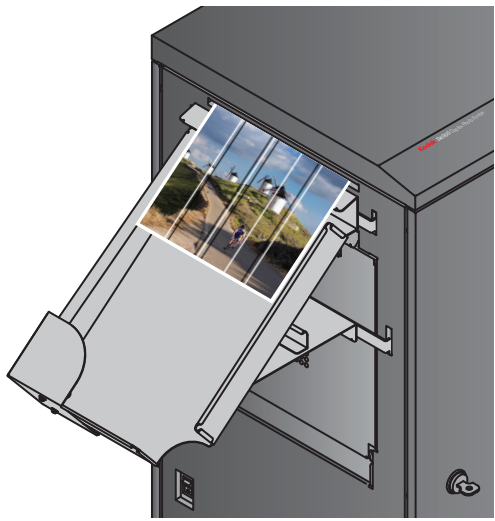
IMPORTANT: *For best results, replace both the paper and ribbon at the same time. Used ribbon is safe for land-fill disposal. Do not recycle used ribbon.*

KODAK Duplex Photo Ribbon D4000	
Contents	2 ribbons—10 in. (25.4 cm)
Capacity*	300 8 x 10 in. (20.3 x 25.4 cm) prints
Contents	2 ribbons—12 in. (30.5 cm)
Capacity*	250 8 x 12 in. (20.3 x 30.5 cm) prints

KODAK Duplex Photo Book Paper D4000	
Contents	1 roll
Capacity*	300 8 x 10 in. (20.3 x 25.4 cm) prints
	250 8 x 12 in. (20.3 x 30.5 cm) prints

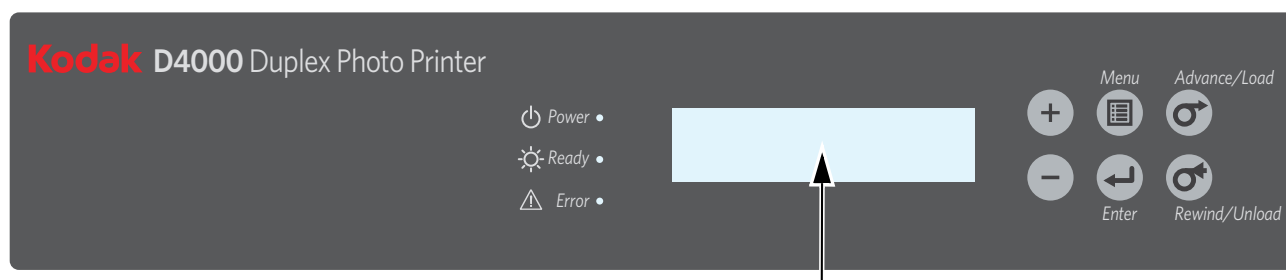
* Paper and ribbon rolls contain material to make the stated print quantity. The paper roll contains a small amount of additional paper for leading edge and trailing edge waste.

Troubleshooting the KODAK D4000 Duplex Photo Printer

Problem	Description or Cause	Possible Solution
Sections of the image are not printed.	<ul style="list-style-type: none"> Platen rollers are dirty. Pinch rollers are dirty. Cleaning rollers are dirty. 	<ol style="list-style-type: none"> 1. Clean the platen rollers (see page 10-14). 2. Clean the pinch rollers (see page 10-15). 3. Clean the cleaning rollers (see page 10-16).
Paper surface is scratched.	<ul style="list-style-type: none"> Thermal print heads are dirty. Debris is in the paper path. 	<ol style="list-style-type: none"> 1. Clean the thermal print heads (see page 10-12). 2. Clear any debris from the paper path (see page 10-22).
Prints have horizontal streaks. 	<ul style="list-style-type: none"> Thermal print heads are dirty. Peel rollers are dirty. Platen rollers are dirty. Pinch rollers are dirty. Cleaning rollers are dirty. 	<ol style="list-style-type: none"> 1. Clean the thermal print heads, including the peel rollers (see page 10-12). 2. Clean the platen rollers (see page 10-14). 3. Clean the pinch rollers (see page 10-15). 4. Clean the cleaning rollers (see page 10-16).
Prints have vertical streaks. 	Thermal print heads are dirty.	Clean the thermal print heads (see page 10-12).

Problem	Description or Cause	Possible Solution
Prints have streaks made up of small dots.	Platen rollers are dirty.	Clean the platen rollers (see page 10-14).
Paper is skewed.	<ul style="list-style-type: none">▪ Paper is not loaded correctly, or it is loose on the roll.▪ Debris is in the paper path.▪ Pinch rollers are dirty.	<ol style="list-style-type: none">1. Make sure that the paper is loaded correctly and wound tightly onto the roll (see page 10-3).2. Clear any debris from the paper path (see page 10-22).3. Clean the pinch rollers (see page 10-15).
Paper edge is bent.	Debris is in the paper path.	Clear any debris from the paper path (see page 10-22).
An abnormal noise occurs during paper feeding.		
Computer does not recognize the printer.	USB cable is not connected correctly, or it is damaged.	Check that the USB cable is connected correctly and not damaged.
Data cannot be transferred from the computer.		
Data transfer stops and the operator panel displays “Data error”.		
Printer indicates NOT FOUND on the Device Health Checks screen.	<ol style="list-style-type: none">1. Check that:<ul style="list-style-type: none">- there is no printer error.- the power cord is connected.- the printer is turned on.- the USB cable is connected to the printer and the processor.2. Restart the system. <p>If the problem persists, contact Service and Support.</p>	
Printer applications do not appear on any screens.	<ol style="list-style-type: none">1. Check that:<ul style="list-style-type: none">- there is no printer error.- the power cord is connected.- the printer is turned on.- the USB cable is connected to the printer and the processor.2. Run Application Health Checks.3. Check that the enablement software for the D4000 Duplex Photo Printer is installed. <p>If the problem persists, contact Service and Support.</p>	

Resolving Printer Status/Error Messages



Refer to the following table to resolve errors reported on the operator panel. If the error persists, contact Service and Support.

Message	Description or Cause	Possible Solution
Side Cover L Open	The side panel on the left is open.	Securely close the side panel on the left.
Side Cover R Open	The side panel on the right is open.	Securely close the side panel on the right.
UpperUnit L Up	The thermal print head on the left is not in the printing position.	Rotate the thermal head release lever on the left (labeled L1) up to the locked position.
UpperUnit R Up	The thermal print head on the right is not in the printing position.	Rotate the thermal head release lever on the right (labeled R1) up to the locked position.
Front Cover Open	The front door is open.	Securely close the front door.
Paper Cover Open	The paper holder is open.	Securely close the paper holder.
Incorrect Rib L	The printer could not read the bar code on the ribbon on the left, or the wrong type is loaded.	Check that the ribbon on the left has a bar code, and/or replace it with the correct type (see page 10-5).
Incorrect Rib R	The printer could not read the bar code on the ribbon on the right, or the wrong type is loaded.	Check that the ribbon on the right has a bar code, and/or replace it with the correct type (see page 10-5).
Ribbon Mismatch	The ribbons loaded on the left and the right are not the same size.	Load ribbons that are the same size (see page 10-5).
Ribbon Empty L	The ribbon on the left is empty.	Load (or reload) the ribbon on the left (see page 10-5).

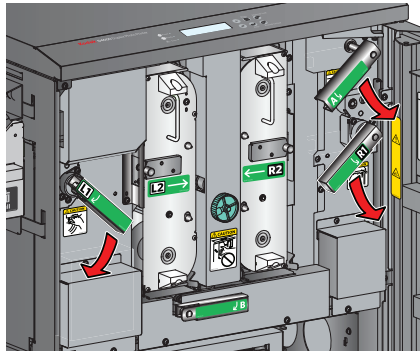
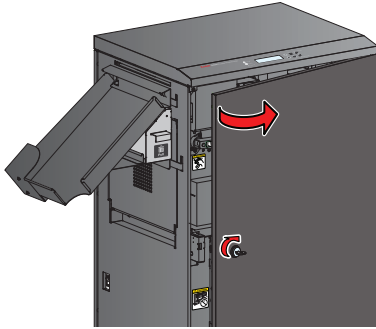
Message	Description or Cause	Possible Solution
Ribbon Empty R	The ribbon on the right is empty.	Load (or reload) the ribbon on the right (see page 10-5).
Paper Empty	The paper is empty or is not loaded correctly. Automatic loading failed.	Load (or reload) the paper (see page 10-3).
Load Paper	The paper is empty or is not loaded correctly.	Load (or reload) the paper (see page 10-3).
Take Out Paper	The printer detected the end of the paper and ejected the remainder of the paper.	Load new paper (see page 10-3).
Ready Loading	The printer is preparing to load paper.	No action is necessary.
Control Error	The printer has a specific problem that may require service.	Turn the printer off. After 10 or more seconds, turn the printer on and wait for it to warm up. If the error persists, contact Service and Support. Have available: <ul style="list-style-type: none"> error code number. printer model number and serial number (shown on the printer data plate).
Mecha Error		
Sensor Error		
TempSensErr		
Upper L Jam	The paper is jammed on the left side of the upper paper path.	Clear the paper jam from the upper paper path (see page 10-22), then reload the paper. If the error persists, turn the printer off and then on again.
Upper R Jam	The paper is jammed on the right side of the upper paper path.	
Lower Jam	The paper is jammed in the lower paper path.	Clear the paper jam from the lower paper path (see page 10-24) and then reload the paper. If the error persists, turn the printer off and then on again.

Clearing a Paper Jam

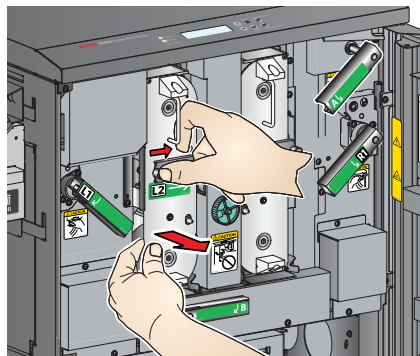
Clearing a Paper Jam from the Upper Paper Path

If an "Upper L Jam" message appears on the operator panel, follow this procedure on the left side of the printer. If an "Upper R Jam" message appears on the operator panel, follow this procedure on the right side of the printer.

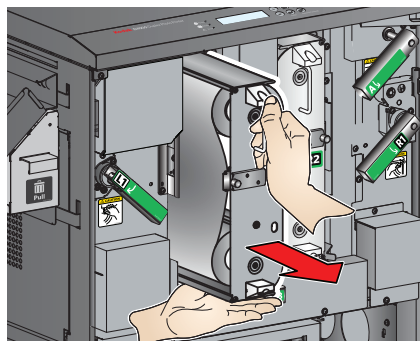
1. Unlock and open the front door.



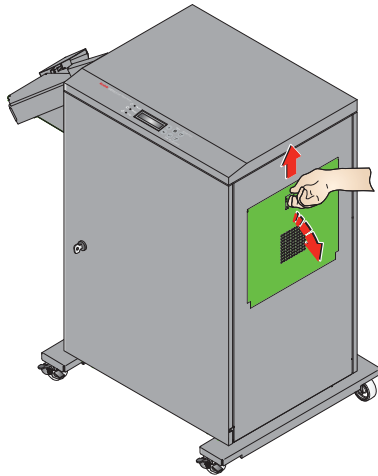
2. Rotate the paper path release lever on the top (labeled A) down to the unlocked position.
3. Rotate the thermal head release lever on the left side (labeled L1) or the right side (labeled R1) down to the unlocked position.



4. Slide the cassette release lever on the left side (labeled L2) or the right side (labeled R2) to the unlocked position. Pull the cassette slightly forward.
- 5.



6. Pull the handle to remove the cassette. Support the cassette with both of your hands.
7. To access the parts on the left side, remove the trim tray and the exit tray (see ["Removing the Trim Tray and the Exit Tray" on page 10-9](#)).

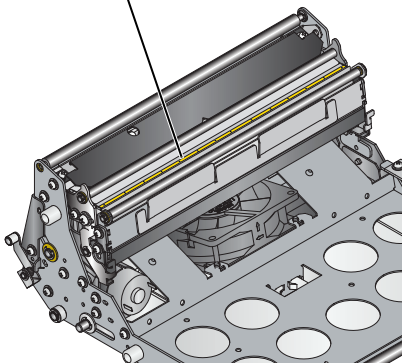


8. On the left side or the right side, slowly open the side panel.
The thermal print head assembly drops down toward you.



CAUTION: HOT

Thermal print head



CAUTION:

The thermal print head becomes extremely hot during normal operation, and fingerprints can damage it. Never touch the thermal print head.

Do not allow any objects to fall onto the thermal print head.

9. Wait approximately five minutes to allow the thermal print head to cool.



CAUTION:

Be careful not to damage or mark any rollers.

10. Cut off any damaged or printed areas of the paper.
11. Look inside the printer and carefully remove any pieces of paper.

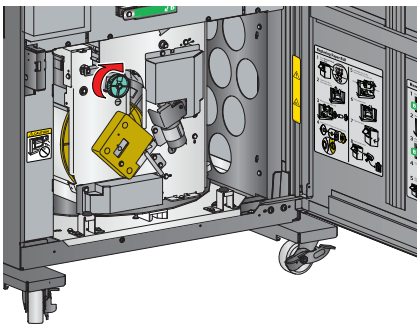
12.



CAUTION:

To prevent damage to the printer, do not pull abruptly on the paper.

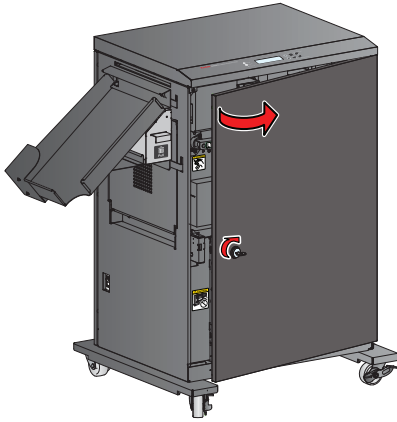
13. Manually rewind the paper onto the roll.
14. To close the printer, reverse [steps 1 - 8](#).



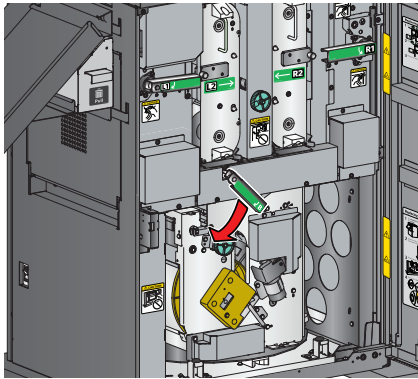
Clearing a Paper Jam from the Lower Paper Path

If a "Lower Jam" message appears on the operator panel, follow this procedure.

1. Unlock and open the front door.



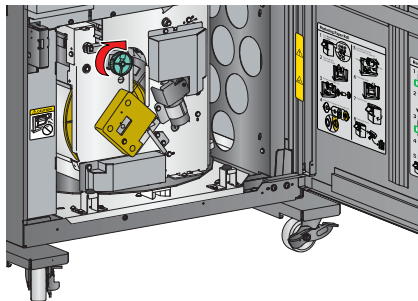
2. Rotate the paper path release lever on the bottom (labeled B) down to the unlocked position.

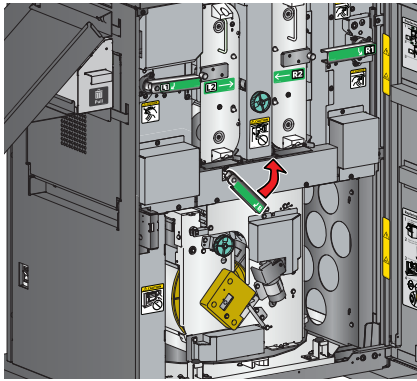


CAUTION:

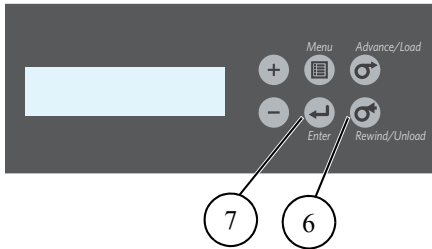
To prevent damage to the printer, do not pull abruptly on the paper.

3. Manually rewind the paper onto the roll.

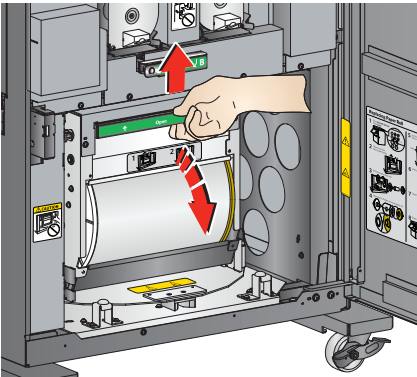




4. Rotate the paper path release lever on the bottom (labeled B) up to the locked position.
5. Close the front door.



6. Press *Rewind/Unload* on the operator panel.
7. When "RollBack OK ?" appears, press *Enter*.
"Paper Rollback" appears, followed by "Load Paper".
8. Open the front door.



9. Lift the handle on the paper holder to release the latch, then open the paper holder.

CAUTION:

Be careful not to damage or mark any rollers.

10. Cut off any damaged or printed areas of the paper.
11. Look inside the printer and carefully remove any pieces of paper.
12. Close the paper holder.
13. Close and lock the front door.

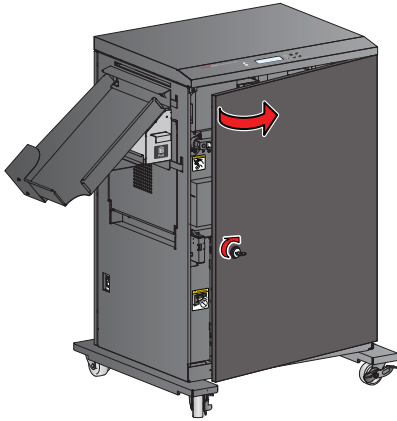
CAUTION:

If the printer loses power while printing, the printer stops with the thermal print heads positioned against the platen rollers. The platen rollers could become damaged if the thermal print heads are left in this position.

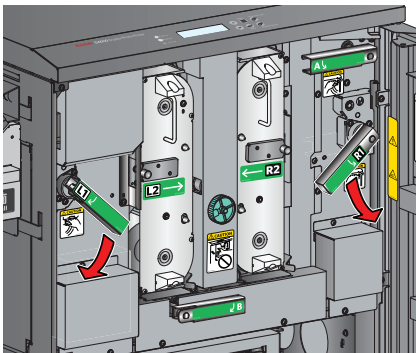
If a power outage occurs:

Recovering from a Power Interruption

1. Unlock and open the front door.



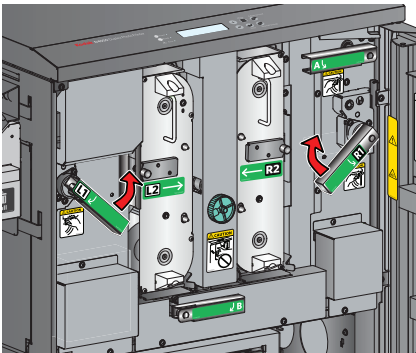
2. Rotate the thermal head release levers (labeled L1 and R1) down to the unlocked position.



3. When power is restored:
 - a. Rotate the thermal head release levers (labeled L1 and R1) up to the locked position. Place both of your hands on each lever and rotate it slowly.

NOTE: Rotating the levers after a power interruption requires more force than rotating the levers during normal operation.

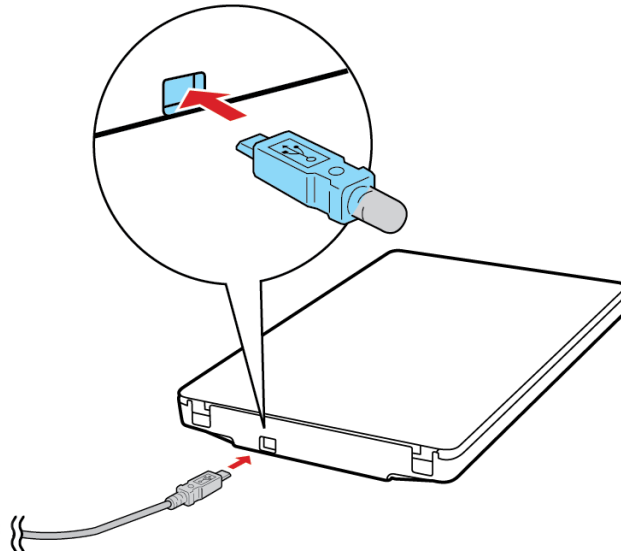
- b. Restart the printer.
- c. Send your print job again.



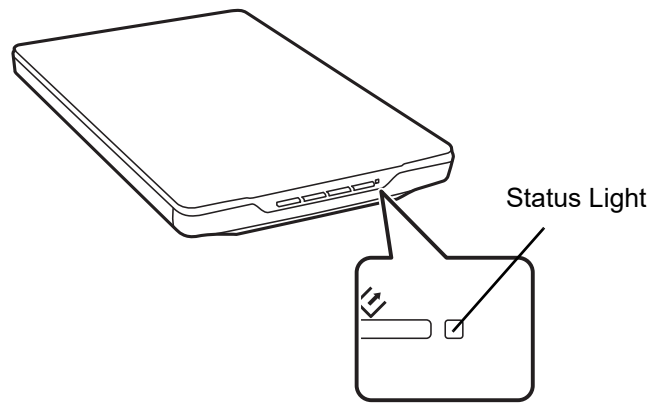
11 Using and Maintaining the PS13 / PS14 Print Scanner

Turning On the Print Scanner

Connect the USB cable to turn on the print scanner.



Understanding the Print Scanner Status Light



Light Status	Scanner Status
On	Ready to scan pictures.
Flashing - 1 second intervals	The scanner flashes at one second intervals while the application software is communicating with the scanner for scanning or calibration. The scanner is scanning or initializing. Wait for the status light to stop flashing before removing power from the scanner.
Flashing rapidly (0.5 second intervals)	The scanner flashes rapidly (0.5 second intervals) while initializing during system start up or if unplugged and reconnected during system start up. Check the USB cable connection at the back of the scanner and processor.
Off	The scanner is off, or WINDOWS Operating System is not communicating with the scanner yet (too early in the start up process).

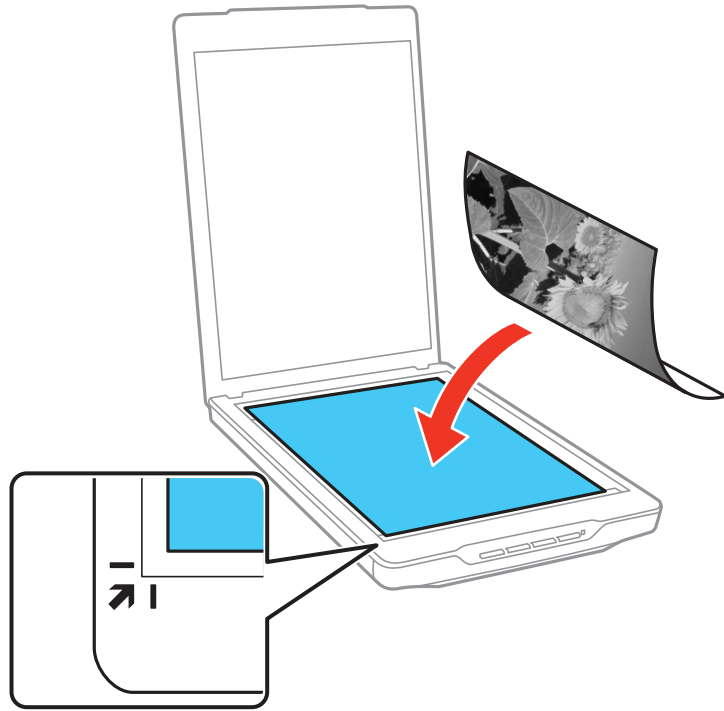
Calibrating the Print Scanner

Follow the steps for your system:

Picture Kiosk	APEX System
<ol style="list-style-type: none"> From the Setup screen, touch <i>Manage Devices</i>. Touch <i>Calibrate Scanner</i>. Open the Print Scanner cover and remove any items from the Print Scanner glass. Close the Print Scanner cover. Touch <i>Calibrate Scanner</i>. The Print Scanner is calibrated. When the calibration is complete, the following message appears: "Your scanner has been successfully calibrated." Touch: <ul style="list-style-type: none"> <i>Continue</i> <i>Start Over</i> <i>Exit</i> 	<ol style="list-style-type: none"> From the Setup screen, touch <i>Manage Devices</i>. Touch <i>Calibrate Scanner</i>. Open the Print Scanner cover and remove any items from the Print Scanner glass. Close the Print Scanner cover. Touch <i>Calibrate Scanner</i>. The Print Scanner is calibrated. When the calibration is complete, the following message appears: "Your scanner has been successfully calibrated." Touch: <ul style="list-style-type: none"> <i>Done</i> <i>Done</i> <i>Done</i>

Placing a Picture on the Print Scanner

1. Make sure the Print Scanner is powered on.
2. Open the Print Scanner cover.
3. Place the picture face down on the Print Scanner glass. Align the print with the arrow in the corner.



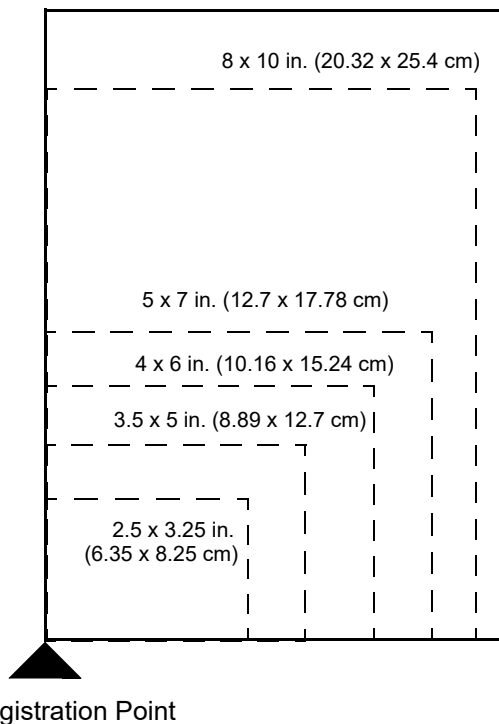
4. Close the Print Scanner cover. Do not move the picture.

NOTE: Make sure that the:

- picture is flat against the glass.
- Print Scanner cover is closed to prevent interference from external light.
- Print Scanner cover is not twisted.
- pictures do not remain on the glass for an extended period of time because they may stick to the glass.

The following illustration shows common picture sizes and how to orient them on the Print Scanner glass.

Print Scanner Glass—8.5 x 11.7 in. (21.6 x 29.7 cm)



Cleaning the Print Scanner

- If the Print Scanner glass gets dirty, clean it with a soft, dry, lint-free cloth.
- If the Print Scanner glass is stained with grease or other hard-to-remove substances, spray a small amount of non-ammonia glass cleaner on a soft cloth and gently wipe the Print Scanner glass.
- If the outer case gets dirty, clean it with a cloth dampened with a mild detergent.
- If dust is lodged under the glass:
 1. Place a cloth over the area and firmly tap the glass with the tip of your index finger.
 2. Tip the Print Scanner on its side and tap firmly to dislodge the dust.

Troubleshooting

Use the tables to identify problems, possible causes, and recommended procedures for correcting the problem.

Troubleshooting Image Quality

Problem	Possible Solution
The picture on the screen has lines, scratches, or spots.	Clean the glass on the print scanner.
The picture on the screen is incomplete.	<ol style="list-style-type: none"> 1. Touch Rescan and select the print size you are scanning. 2. Clean the glass on the print scanner. 3. If the problem persists, contact Service and Support.
The picture on the screen is distorted or blurred.	<p>The Print Scanner may have been moved or bumped during scanning. Verify that the Print Scanner is placed on a flat, stable surface, and re-scan the picture.</p> <p>The picture may be wrinkled or curled, which prevents it from lying flat on the Print Scanner glass. Re-scan the picture with an average sized book on the Print Scanner cover.</p>
The printed image does not look the same as the original.	<p>Make sure that the Print Scanner glass and the inside of the cover are clean. If not:</p> <ol style="list-style-type: none"> 1. Shut down the processor. 2. Clean the Print Scanner cover and glass. See "Cleaning the Print Scanner" on page 11-5. 3. Turn on the power to the processor.

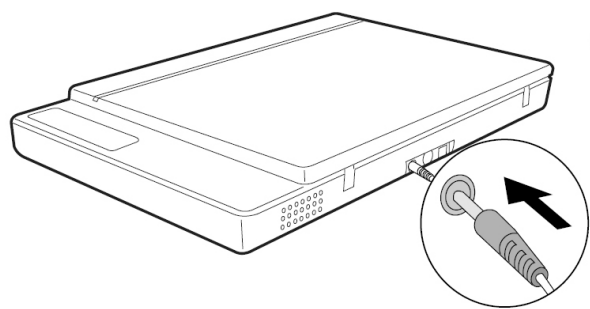
Troubleshooting Other Conditions

Problem	Possible Solution
The Print Scanner is listed as NOT FOUND in Device Health Checks	<ol style="list-style-type: none"> 1. Check that the Print Scanner power light is on. 2. Check that the Print Scanner USB cable is connected securely to the Print Scanner, processor, or USB Hub. 3. Shut down the processor. 4. Restart the processor. 5. If the problem continues, contact Service and Support.
"The system cannot communicate with the Print Scanner."	
The Print Scanner does not scan.	
<p>The following message appears when the Kiosk is turned on:</p> <p>"Service mode invoked. Check Print Scanner's connector. Power cycle to return to normal operation."</p>	<ol style="list-style-type: none"> 1. Check that the Print Scanner: <ul style="list-style-type: none"> • power light is on. • USB cable is connected securely. 2. Turn off the processor, then turn it back on.
Print scanner applications do not appear on the screen.	<ol style="list-style-type: none"> 1. Check that: <ul style="list-style-type: none"> • the Print Scanner power light is on. • the Print Scanner USB cable is connected securely. • there is no Print Scanner error. • the applications are enabled under User Mode on the Kiosk. 2. Run Device Health Check. Verify that the Print Scanner is listed as FOUND.




12 Using and Maintaining the KODAK PS12 Print Scanner

Turning On the Print Scanner

Connect the USB cable to turn on the print scanner.



Understanding the Print Scanner Status Light

Light Status		Color	Scanner Status
	On	blue	Ready to scan pictures.
	On (flashing)	blue	Initializing or busy scanning.
	Off	N/A	Verify that the power cord and USB cable are connected.

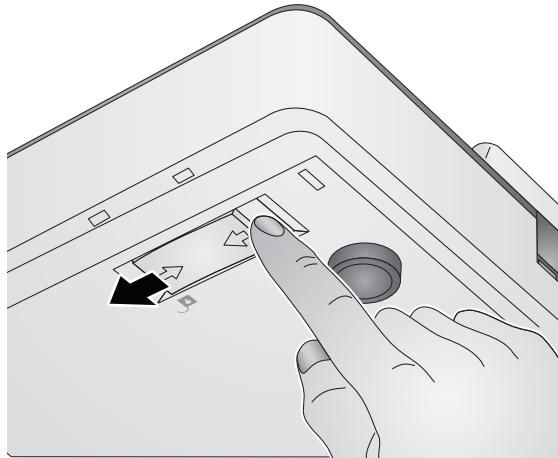
Unlocking the Transportation Lock

Move the transportation lock (on the bottom of the Print Scanner) to the unlocked position.



CAUTION:

Do not turn the scanner over; this may damage the scanner.



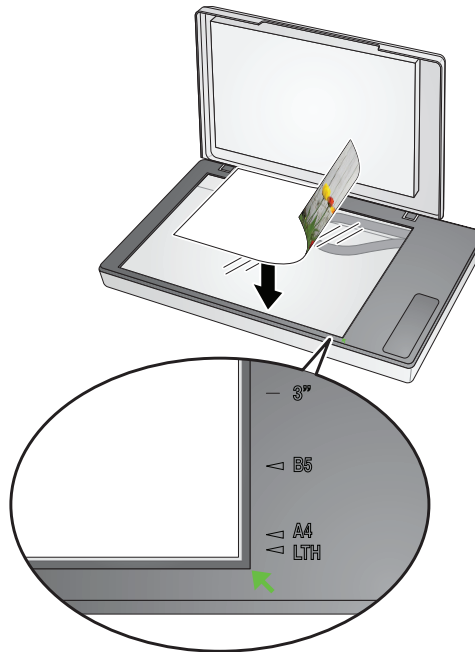
Calibrating the Print Scanner

Follow the steps for your system:

Picture Kiosk	APEX System
<div>a. From the Setup screen, touch Manage Devices.</div> <div>b. Touch <i>Calibrate Scanner</i>.</div> <div>c. Open the Print Scanner cover and remove any items from the Print Scanner glass.</div> <div>d. Close the Print Scanner cover.</div> <div>e. Touch <i>Calibrate Scanner</i>. The Print Scanner is calibrated. When the calibration is complete, the following message appears: "Your scanner has been successfully calibrated."</div> <div>f. Touch:<div><div>▪ <i>Continue</i></div><div>▪ <i>Start Over</i></div><div>▪ <i>Exit</i></div></div></div>	<div>a. From the Setup screen, touch Manage Devices.</div> <div>b. Touch <i>Calibrate Scanner</i>.</div> <div>c. Open the Print Scanner cover and remove any items from the Print Scanner glass.</div> <div>d. Close the Print Scanner cover.</div> <div>e. Touch <i>Calibrate Scanner</i>. The Print Scanner is calibrated. When the calibration is complete, the following message appears: "Your scanner has been successfully calibrated."</div> <div>f. Touch:<div><div>▪ <i>Done</i></div><div>▪ <i>Done</i></div><div>▪ <i>Done</i></div></div></div>

Placing a Picture on the Print Scanner

1. Make sure the Print Scanner is turned on.
2. Open the Print Scanner cover.
3. Place the picture face down on the Print Scanner glass. Align the print with the arrow in the corner.



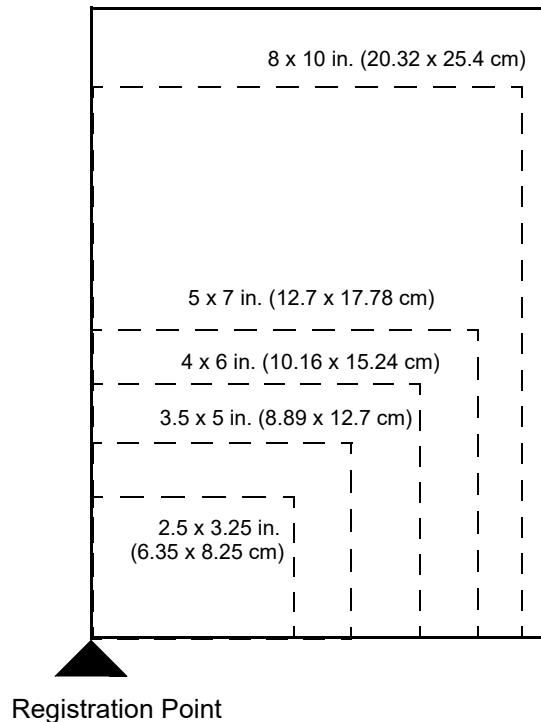
4. Close the Print Scanner cover. Do not move the picture.

NOTE: Make sure that the:

- picture is flat against the glass.
- Print Scanner cover is closed to prevent interference from external light.
- Print Scanner cover is not twisted.
- pictures are not left on the glass for an extended period of time because they may stick to the glass.

The following illustration shows common picture sizes and how to orient them on the Print Scanner glass.

Print Scanner Glass—8.5 x 11.7 in. (21.6 x 29.7 cm)



Cleaning the Print Scanner

- If the Print Scanner glass gets dirty, clean it with a soft, dry, lint-free cloth.
- If the Print Scanner glass is stained with grease or other hard-to-remove substances, spray a small amount of non-ammonia glass cleaner on a soft cloth and gently wipe the Print Scanner glass.
- If the outer case gets dirty, clean it with a cloth dampened with a mild detergent.
- If dust is lodged under the glass:
 1. Place a cloth over the area and firmly tap the glass with the tip of your index finger.
 2. Tip the Print Scanner on its side and tap firmly to dislodge the dust.

Troubleshooting

Use the tables to identify problems, possible causes, and recommended procedures for correcting the problem.

Troubleshooting Image Quality

Problem	Possible Solution
The picture on the screen has lines, scratches, or spots.	Clean the glass on the print scanner.
The picture on the screen is incomplete.	<ol style="list-style-type: none"> 1. Touch Rescan and select the print size you are scanning. 2. Clean the glass on the print scanner. 3. If the problem persists, contact Service and Support.
The picture on the screen is distorted or blurred.	<p>The Print Scanner may have been moved or bumped during scanning. Verify that the Print Scanner is placed on a flat, stable surface, and re-scan the picture.</p> <p>The picture may be wrinkled or curled, which prevents it from lying flat on the Print Scanner glass. Re-scan the picture with an average sized book on the Print Scanner cover.</p>
The printed image does not look the same as the original.	<p>Make sure that the Print Scanner glass and the inside of the cover are clean. If not:</p> <ol style="list-style-type: none"> 1. Turn off the Kiosk power. 2. Clean the Print Scanner cover and glass. See "Cleaning the Print Scanner" on page 12-5. 3. Turn on the Kiosk power.

Troubleshooting Other Conditions

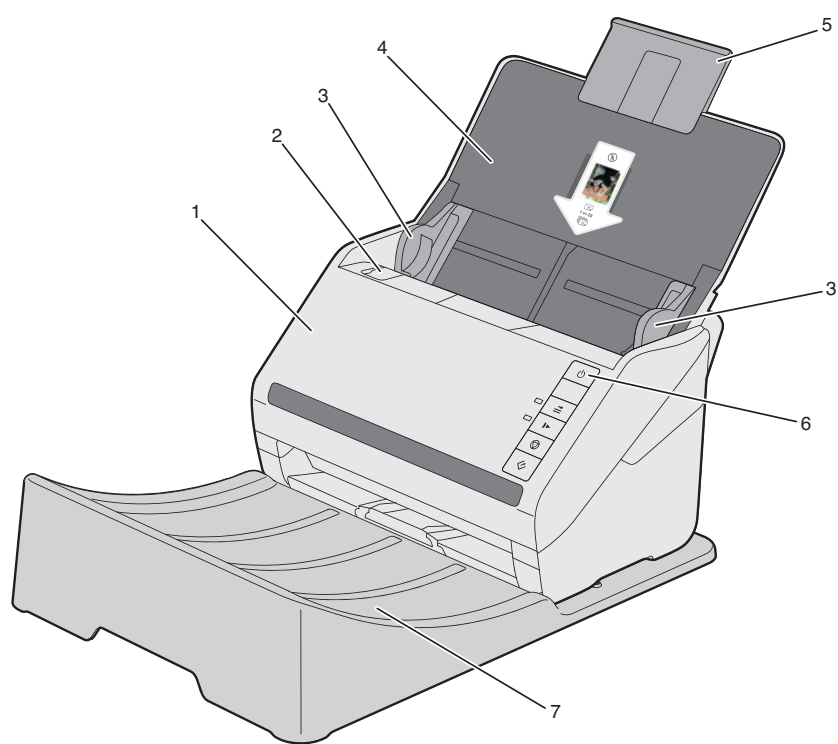
Problem	Possible Solution
The Print Scanner is listed as NOT FOUND in Device Health Checks	<ol style="list-style-type: none"> 1. Check that the Print Scanner power light is on. 2. Check that the Print Scanner USB cable is connected securely to the Print Scanner, processor, or USB Hub.
"The system cannot communicate with the Print Scanner."	<ol style="list-style-type: none"> 3. Check that the transportation lock is in the unlocked position. See "Unlocking the Transportation Lock" on page 12-2. 4. Shut down the processor. 5. Restart the processor.
The Print Scanner does not scan.	<ol style="list-style-type: none"> 6. If the problem continues, contact Service and Support.
The following message appears when the Kiosk is turned on: "Service mode invoked. Check Print Scanner's connector. Power cycle to return to normal operation."	<ol style="list-style-type: none"> 1. Check that the Print Scanner: <ul style="list-style-type: none"> • power light is on. • USB cable is connected securely. 2. Turn off the processor, then turn it back on.
Print scanner applications do not appear on the screen.	<ol style="list-style-type: none"> 1. Check that: <ul style="list-style-type: none"> • the Print Scanner power light is on. • the Print Scanner USB cable is connected securely. • there is no Print Scanner error. • the applications are enabled under User Mode on the Kiosk. 2. Run Device Health Check. Verify that the Print Scanner is listed as FOUND.

13 Using and Maintaining the KODAK MOMENTS Rapid Print Scanner III

The KODAK MOMENTS Rapid Print Scanner III lets you scan up to 20 pictures at a time. The Scanner accepts print sizes from 2 x 2.5 in. (5 x 6.35 cm) to 8.5 x 14 in. (21.6 x 35.6 cm).

Scanner Components

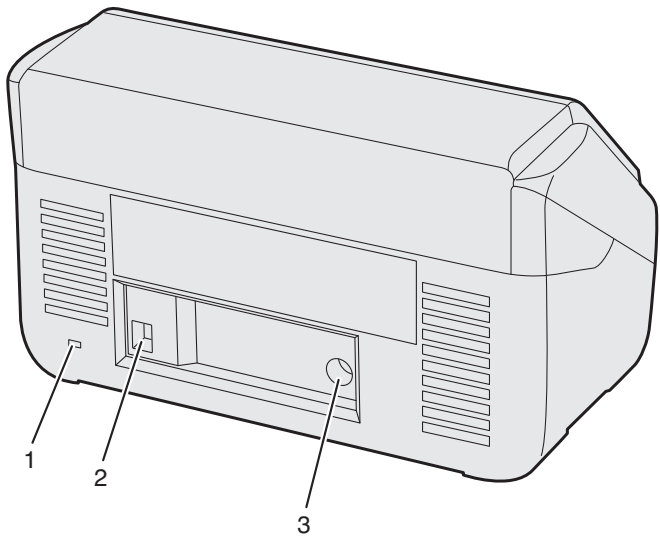
Front View



	Component and Function
1	Scanner cover — when opened, provides access to internal components such as the imaging area and the feed and separation rollers.
2	Scanner cover release lever — opens the scanner to allow access to the paper path for cleaning or for clearing a document jam.
3	Side guides — the side guides can be moved in and out to accommodate the size of pages you are scanning. Side guides may be locked in place for letter size or A4 size paper.

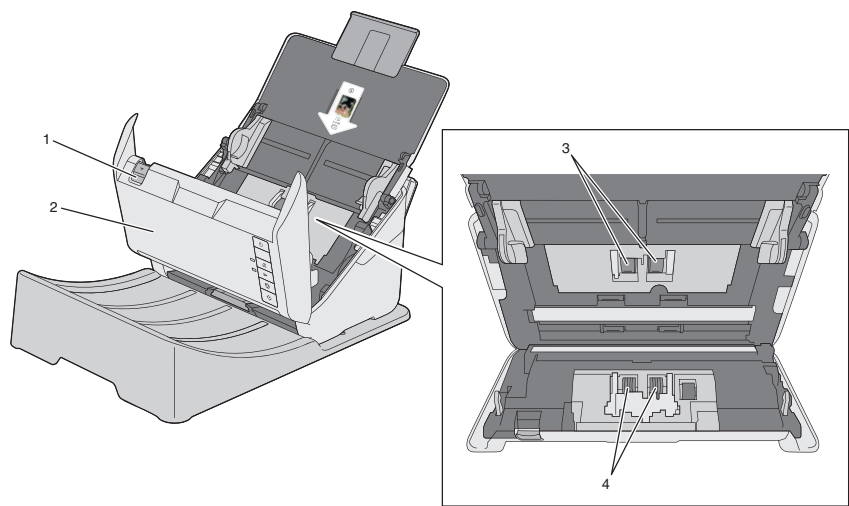
	Component and Function
4	Input Tray — Place your originals (image area first) on the input tray.
5	Input Tray Extension — additional support for larger originals.
6	Power button — turns the scanner on or off. The power button is lighted when the scanner is powered on.
7	Output tray — collects the scanned pictures / pages.

Back View



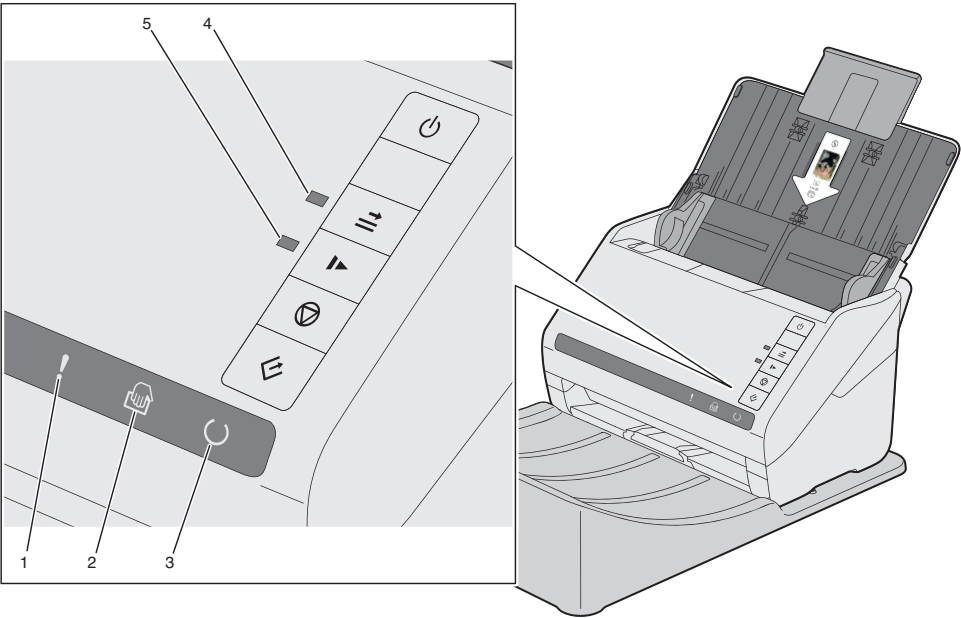
	Component and Function
1	Security lock port — allows you to connect a security lock to the scanner. You can purchase a standard security lock at an office supply store.
2	USB 3.0 port — connects the scanner to the processor.
3	Power port — connects the power supply to the scanner.

Internal View



	Component and Function
1	Cover release latch — opens the scanner cover.
2	Scanner cover — when opened, provides access to internal components such as the imaging area and the feed and separation rollers.
3	Pickup roller — pulls the next page into scanner from the input tray.
4	Separation roller — provides smooth page feeding and separation.

Understanding the Status Lights



Scanner Lights		
1	!	Error light
2		Automatic feed mode light
3		Ready light
4		Double feed detection skip light
5		Slow mode light

Using the Scanner

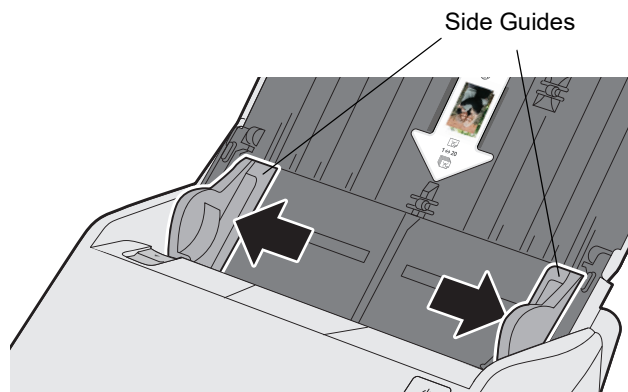
IMPORTANT: *If the original pictures are curled, bent, wrinkled, or torn, we recommend that you scan them with a flatbed scanner (e.g., PS13 Print Scanner), if available. You can also use an EPSON Carrier Sheet if available. See ["Scanner Supplies" on page 13-14.](#)*

Make sure that the original pictures are:

- facing up, centered in the input tray, and the top of the image is inserted first.
- no smaller than 2 x 2.5 in. (5 x 6.35 cm); no larger than 8.5 x 14 in. (21.6 x 35.6 cm).
- in a set of no more than 20 prints at a time.



1. Follow the on-screen instructions for creating an order.
2. Select the Rapid Print Scanner III as the input source.
3. Move the Side Guides to the width of the original.



4. Place the pictures or documents in the input tray with the image facing up. Make sure that the pictures or documents are centered in the input tray, and the top of the image/page is inserted first.



5. Follow the on-screen instructions to complete the order.

Maintenance

IMPORTANT:

- Do not use household cleaners. Do not use alcohol or products containing alcohol.
- Allow surfaces to cool to ambient temperature before cleaning. Do not use cleaners on hot surfaces.
- Use adequate ventilation. Do not use cleaners in confined areas.
- After cleaning, allow rollers to dry before using the scanner.
- Clean the outer case with a soft, dry cloth. Do not use liquid or chemical cleansers. If the outer case still requires additional cleaning, use a slightly damp cloth to wipe the outer case. Then wipe the case with a soft, dry cloth.

Your scanner needs to be cleaned periodically. For any of these issues you should first clean your scanner:

- Pictures/pages do not feed easily
- Several pictures/pages feed at the same time
- Streaks appear on your pictures
- Pictures/pages exiting the scanner have roller/tire marks

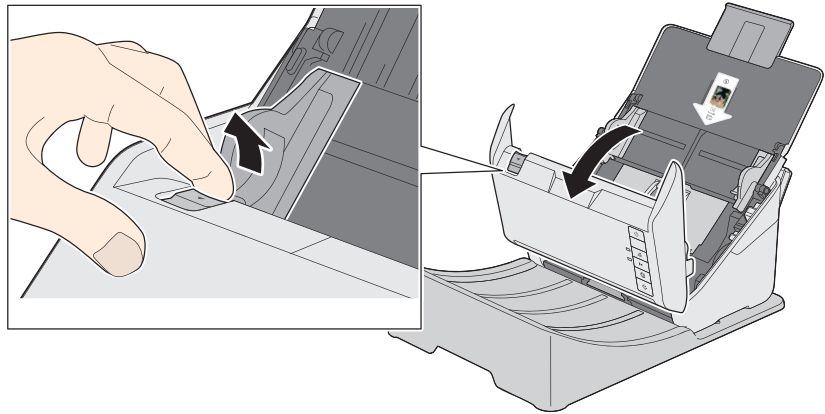
Cleaning the Scanner Glass and Sensors

We recommend that you clean your scanner regularly to make sure that no dust builds up on the glass scanning surfaces.

CAUTION:

Do not use a hard brush, alcohol, or paint thinner to clean the scanner or you may damage it. Do not use oil or other lubricants inside the scanner or let water get inside.

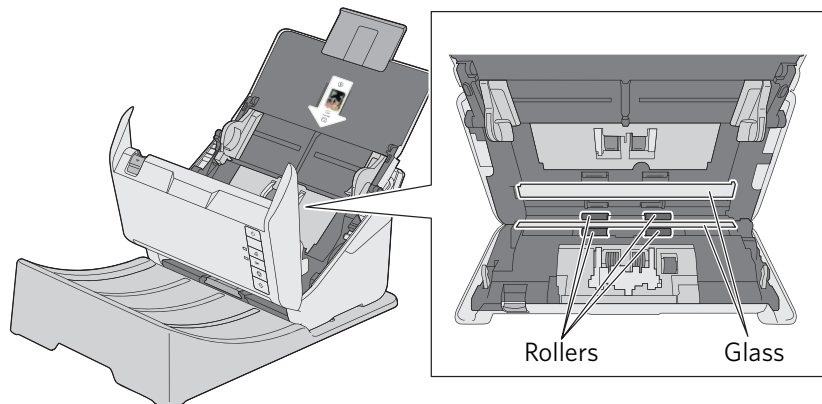
1. Power off the scanner.
2. Disconnect the power cord for the scanner.
3. Press the cover release to open the scanner cover.



CAUTION:

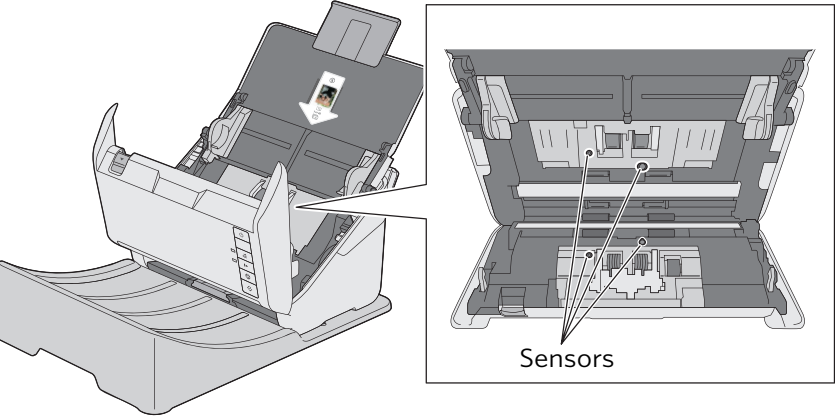
Do not spray glass cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass.

4. Use a soft, moist cloth to wipe off any dust or dirt on the glass scanning surfaces. If the glass surface is stained with grease or some other hard-to-remove material, use an EPSON cleaning kit to remove stains. Use a small amount of cleaner on the cleaning cloth to remove the stains. Wipe off all remaining liquid.



CAUTION:
Do not use liquid or glass cleaner on the cotton swab.

5. Use a cotton swab to wipe off any dust or dirt on the sensors.



6. Close the scanner cover.
7. Plug in the power cord for the scanner.
8. Power on the scanner.
9. Follow the steps for the system that the scanner is connected to:

Picture Kiosk	APEX System
a. From the Setup screen, touch <i>Diagnostics</i> .	a. From the Setup screen, select <i>Diagnostics</i> .
b. Touch <i>Device Health Check</i> .	b. Select <i>Health Checks</i> .
c. Make sure that the scanner is listed as Found.	c. Select <i>Device Health Checks</i> .
d. Touch <i>Continue</i> .	d. Make sure that the scanner is listed as Found.
	e. Select <i>Done</i> .

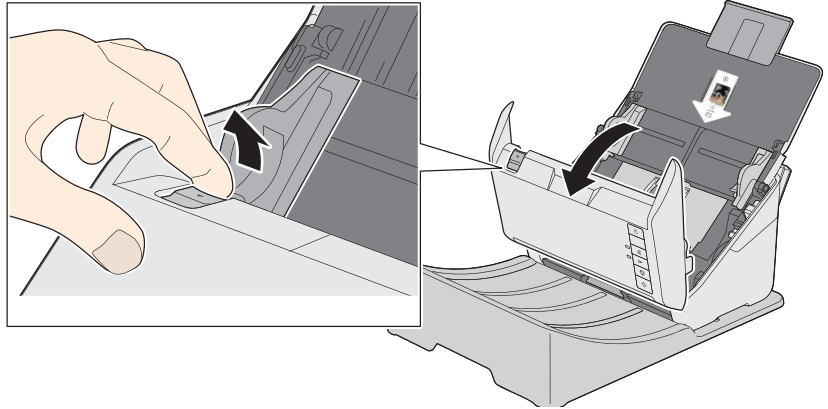
Cleaning the Separation Roller



CAUTION:

Do not use a hard brush, alcohol, or paint thinner to clean the scanner or you may damage it. Do not use oil or other lubricants inside the scanner or let water get inside.

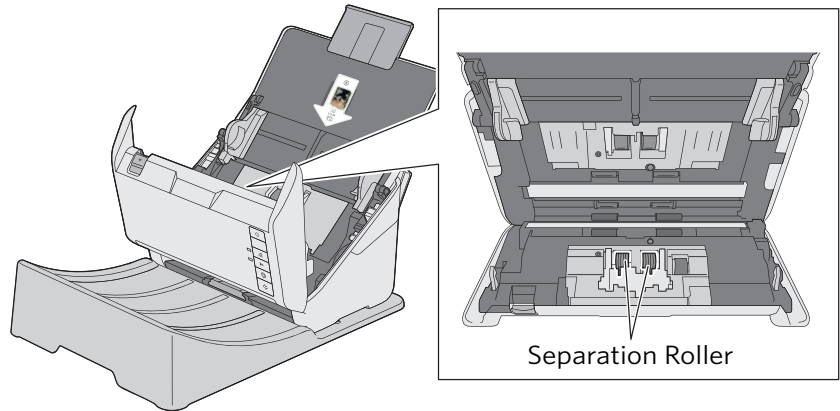
1. Power off the scanner.
2. Disconnect the power cord for the scanner.
3. Press the cover release to open the scanner cover.



CAUTION:

Use only a genuine EPSON cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.


4. Wipe off any dust or dirt on the separation roller using a genuine EPSON cleaning kit or a soft, moist cloth.



5. Close the scanner cover.
6. Plug in the power cord for the scanner.
7. Power on the scanner.

8. Follow the steps for the system that the scanner is connected to:

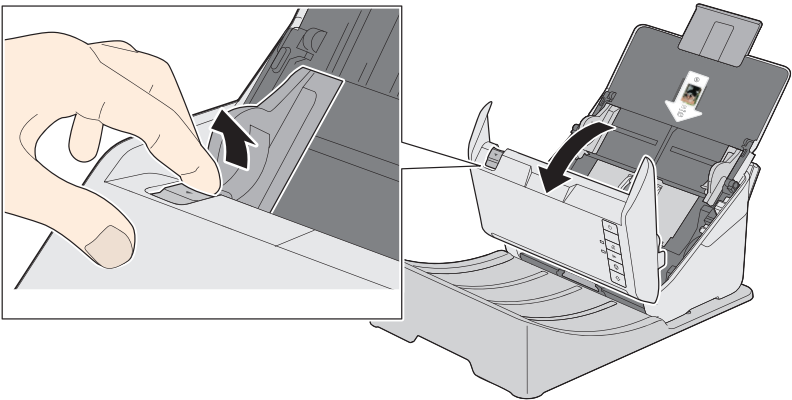
Picture Kiosk	APEX System
a. From the Setup screen, touch <i>Diagnostics</i> .	a. From the Setup screen, select <i>Diagnostics</i> .
b. Touch <i>Device Health Check</i> .	b. Select <i>Health Checks</i> .
c. Make sure that the scanner is listed as Found.	c. Select <i>Device Health Checks</i> .
d. Touch <i>Continue</i> .	d. Make sure that the scanner is listed as Found.
	e. Select <i>Done</i> .

**CAUTION:**

Cleaning the Pickup Rollers

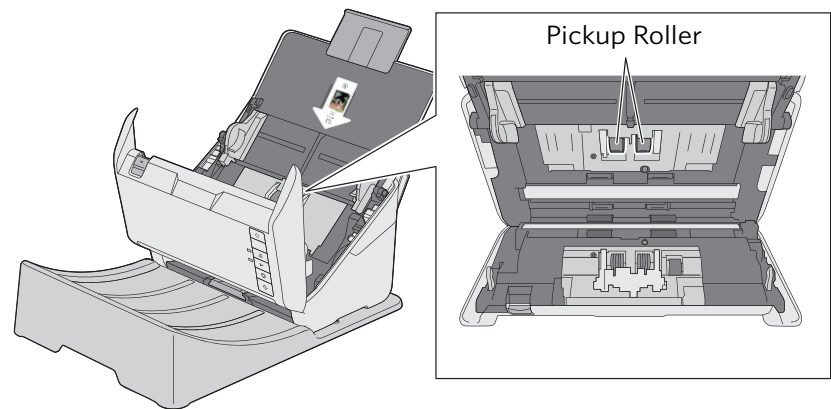
Do not use a hard brush, alcohol, or paint thinner to clean the scanner or you may damage it. Do not use oil or other lubricants inside the scanner or let water get inside.

1. Power off the scanner.
2. Disconnect the power cord for the scanner.
3. Press the cover release to open the scanner cover.



CAUTION:
Use only a genuine EPSON cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.

4. Wipe off any dust or dirt on the pickup roller using a genuine EPSON cleaning kit or a soft, moist cloth.

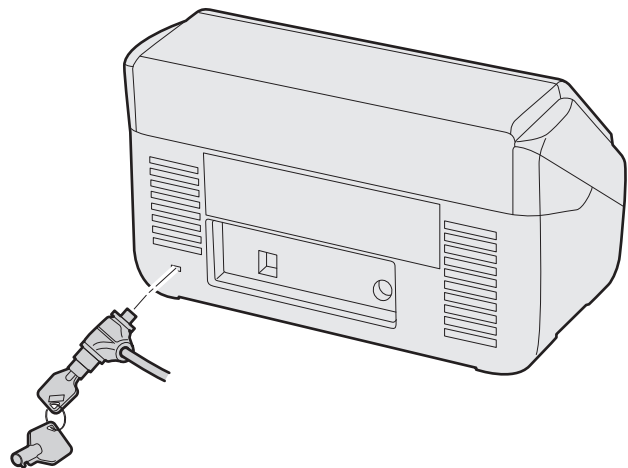


5. Close the scanner cover.
6. Plug in the power cord for the scanner.
7. Power on the scanner.
8. Follow the steps for the system that the scanner is connected to:

Picture Kiosk	APEX System
a. From the Setup screen, touch <i>Diagnostics</i> .	a. From the Setup screen, select <i>Diagnostics</i> .
b. Touch <i>Device Health Check</i> .	b. Select <i>Health Checks</i> .
c. Make sure that the scanner is listed as Found.	c. Select <i>Device Health Checks</i> .
d. Touch <i>Continue</i> .	d. Make sure that the scanner is listed as Found.
	e. Select <i>Done</i> .

Locking the Scanner

A port for a security lock is available on the back of the scanner. You can purchase a standard security lock, such as the KENSINGTON MICROSAVER Keyed Retractable Notebook Lock, at any office supply store.



1. Insert the lock into the back of the scanner.
2. Use the key to lock the scanner in place.
3. Secure the lock cable and scanner to a stationary object.

Scanner Supplies

Use the following supplies (sold separately) when performing routine maintenance.




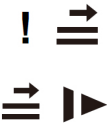
EPSON Part	EPSON Part Number
EPSON Carrier Sheets <ul style="list-style-type: none">Quantity: 5 sheets per packageUsed for holding fragile documents or fragile photos for scanning.	B12B819051
EPSON Roller Assembly Kit <ul style="list-style-type: none">User-replaceable feed rollersReplace the rollers and pad every 200,000 sheets.	B12B819671
EPSON Cleaning Kit <ul style="list-style-type: none">Contains cleaning solution and cleaning cloth.Clean dust off of the paper path or scanning glass to prevent vertical lines on the scanned image.	B12B819291

Troubleshooting

Problem/Message	Possible Solution
The scanner indicates NOT FOUND on the Device Health Checks screen.	<ol style="list-style-type: none"> 1. Check that the scanner ready light is lit. 2. Check that the scanner USB cable is connected securely to the scanner and processor. 3. Shut down the system. 4. Restart the system. 5. If "NOT FOUND" appears again, contact Service and Support.
The scanner does not scan pictures.	
"The system cannot communicate with the Scanner."	
On the Order Entry screen, the <i>Prints</i> button does not appear under Input Options.	<p>Check that:</p> <ul style="list-style-type: none"> ▪ The scanner ready light is lit. ▪ The scanner USB cable is connected securely to the scanner and processor. <p>If the problem persists, contact Service and Support.</p>
The scanner is jammed.	<ol style="list-style-type: none"> 1. Check for a paper jam. See "Removing a Paper Jam" on page 13-17. 2. If the original picture is flat and not torn, scan the picture again. If the original picture is not flat, or is damaged, scan the picture with the flatbed Print Scanner if present.
Poor scan quality.	<ol style="list-style-type: none"> 1. Rotate the picture and reinsert it into the scanner. 2. Scan the picture again.
No images are displayed.	Check that you are scanning pictures face up.
Roller marks appear on the picture after scanning.	Clean the pickup rollers (see page 13-12).
The scanner will not scan or feed pictures.	<p>Check that:</p> <ul style="list-style-type: none"> ▪ the power cord is plugged securely into the back of scanner and the wall outlet. ▪ the scanner ready light is lit. ▪ the wall outlet is not defective (call a licensed electrician). ▪ picture(s) is making contact with the feed rollers. ▪ you are not scanning more than 20 prints at a time.
The scanner scans more than one picture at a time.	<ol style="list-style-type: none"> 1. Clean the rollers (see page 13-12). 2. If the problem persists, scan one picture at a time.
Pictures stick to the rollers in the scanner.	

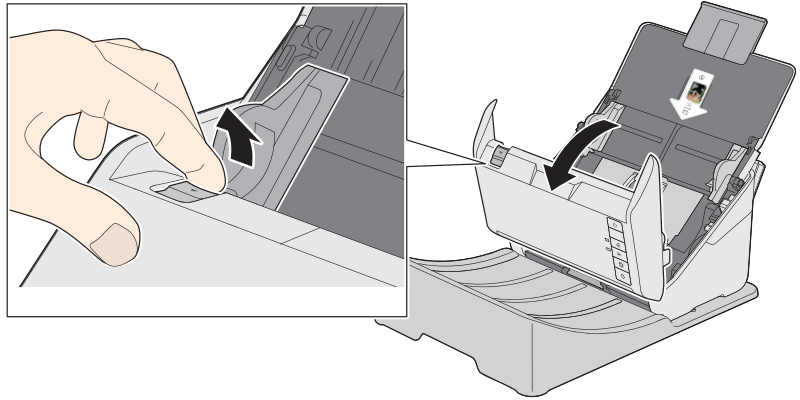
Resolving Scanner Errors

Refer to the following table to resolve errors reported on the scanner.

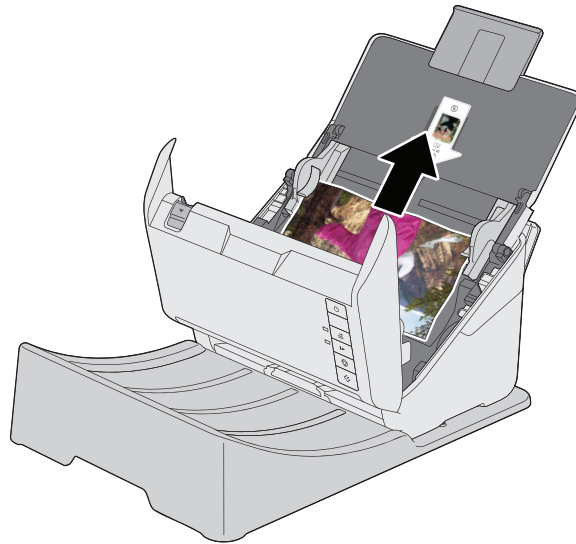
Light / Description	Possible Solution
 The error light flashes slowly.	<ol style="list-style-type: none"> 1. Check for a paper jam. See "Removing a Paper Jam" on page 13-17. 2. If the problem persists, power off the scanner and then power it back on. 3. If the problem persists, contact Service and Support.
 The error light is on.	<ol style="list-style-type: none"> 1. Make sure that the scanner cover is closed. 2. If the problem persists, check for a paper jam. See "Removing a Paper Jam" on page 13-17. 3. If the problem persists, contact Service and Support.
 The error and ready lights flash rapidly.	<ol style="list-style-type: none"> 1. Check the USB connection on the scanner and processor. 2. If the problem persists, power off the scanner and then power it back on. 3. If the problem persists, contact Service and Support.
 The ready light is off and the other lights are on.	<ol style="list-style-type: none"> 1. The firmware update has failed and the scanner is in recovery mode. Try updating the firmware again. 2. If the problem persists, contact Service and Support.

Removing a Paper Jam

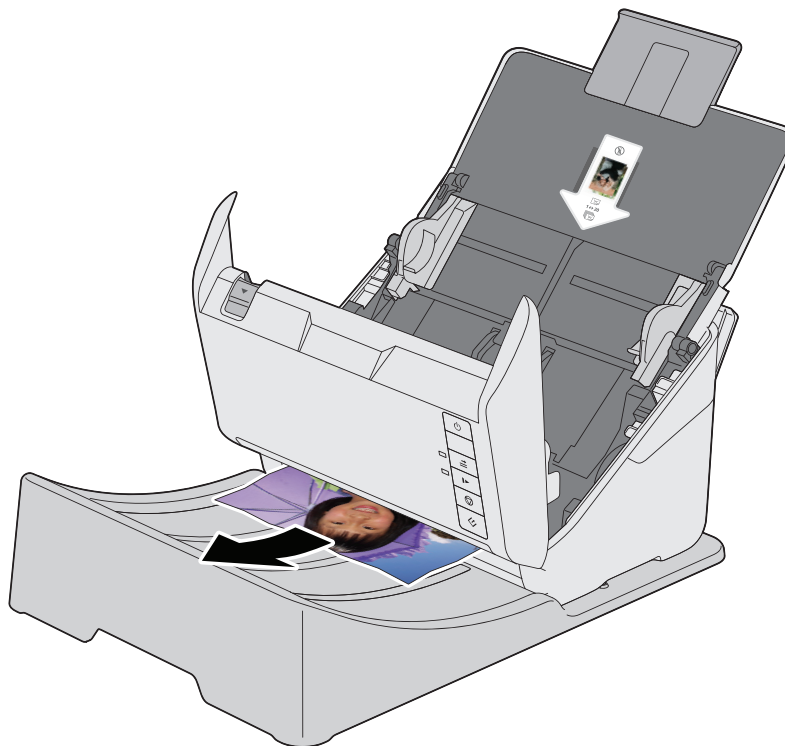
1. Power off the scanner.
2. Remove all originals from the input tray.
3. Press the cover release to open the scanner cover.



4. Carefully remove any originals from inside the scanner.



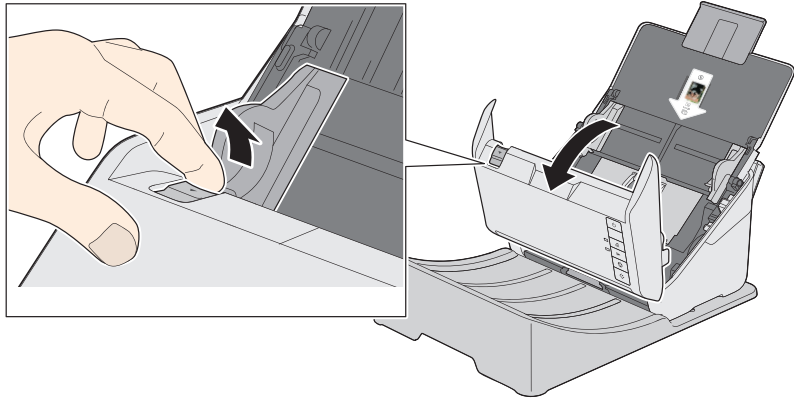
5. Carefully remove any originals from the output tray.



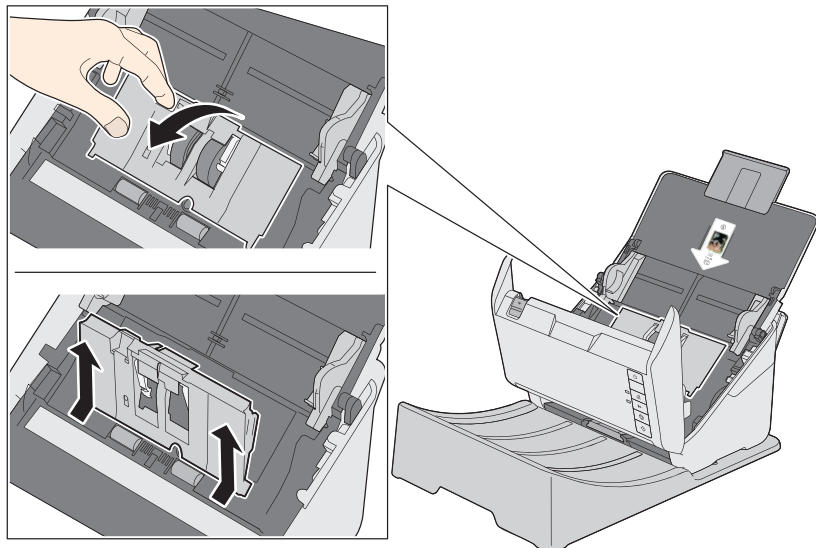
6. Close the scanner cover.
7. Power on the scanner.
8. Start the scan again.

Replacing the Pickup Roller

1. Power off the scanner.
2. Disconnect the power cord for the scanner.
3. Press the cover release to open the scanner cover.

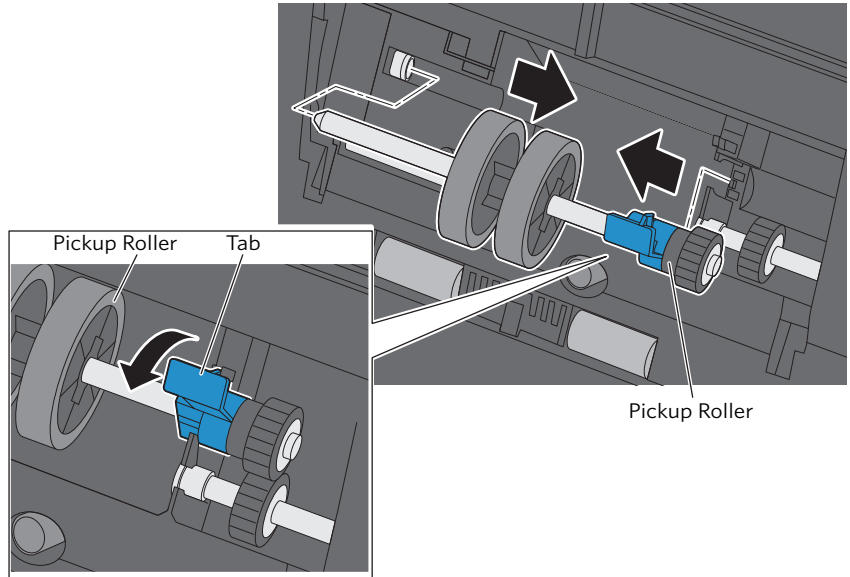


4. Press down on the latch for the pickup roller cover and pull up the cover to remove it.

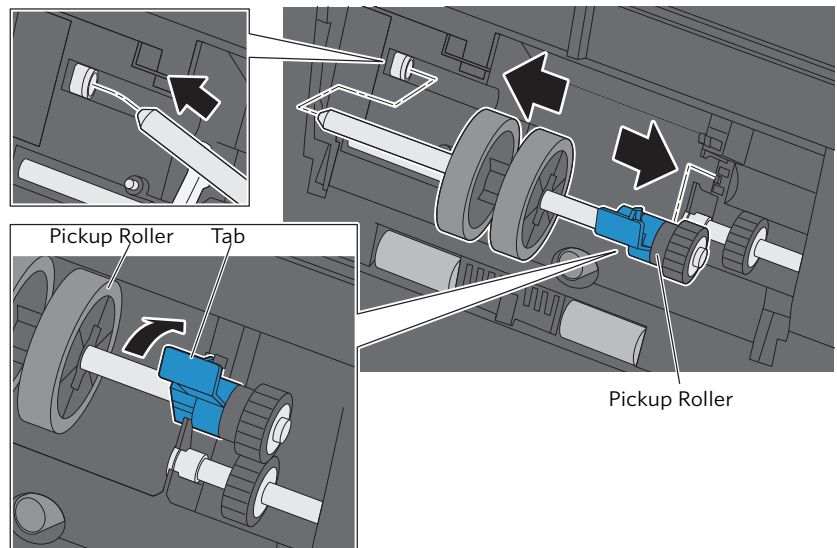


IMPORTANT: *Do not use force to pull out the pickup roller; doing so may damage the inside of the scanner.*

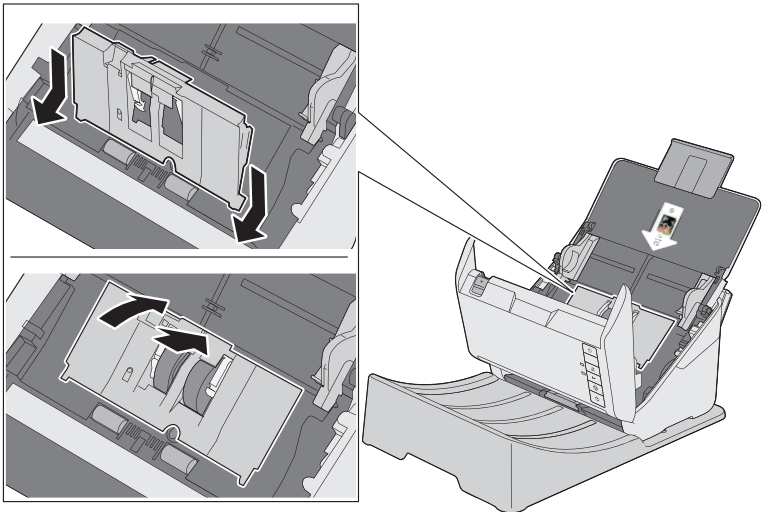
5. Pull down the tab on the pickup roller and slide the roller to the right to remove it.



6. To install the new pickup roller, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the roller.



7. Align the bottom edge of the cover for the pickup roller into the notches and press it down until it clicks into place. If you are not able to close the cover, the pickup roller is not installed correctly. Remove the roller unit and reinstall it. Close the cover again.

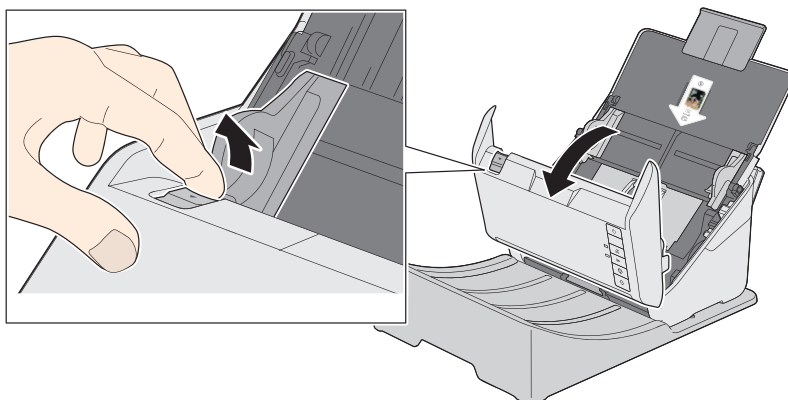


8. Close the scanner cover.
9. Plug in the power cord for the scanner.
10. Power on the scanner.
11. Follow the steps for the system that the scanner is connected to:

Picture Kiosk	APEX System
<p>a. From the Setup screen, touch <i>Diagnostics</i>.</p> <p>b. Touch <i>Device Health Check</i>.</p> <p>c. Make sure that the scanner is listed as Found.</p> <p>d. Touch <i>Continue</i>.</p>	<p>a. From the Setup screen, select <i>Diagnostics</i>.</p> <p>b. Select <i>Health Checks</i>.</p> <p>c. Select <i>Device Health Checks</i>.</p> <p>d. Make sure that the scanner is listed as Found.</p> <p>e. Select <i>Done</i>.</p>

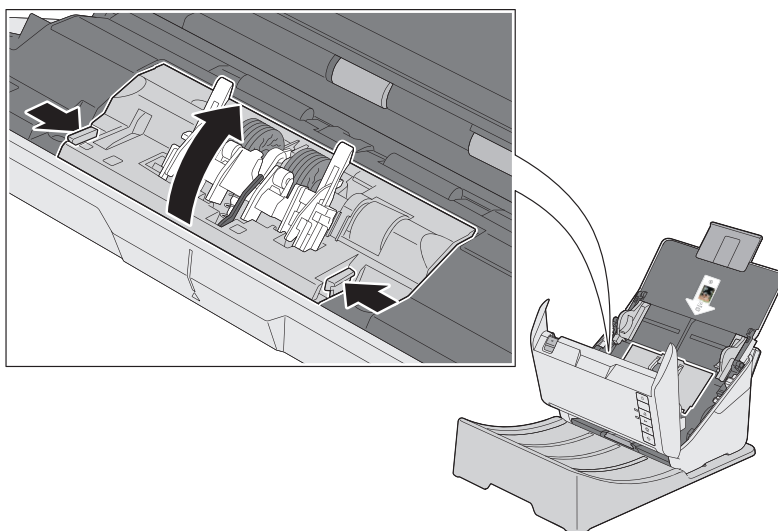
Replacing the Separation Roller

1. Power off the scanner.
2. Disconnect the power cord for the scanner.
3. Press the cover release to open the scanner cover.

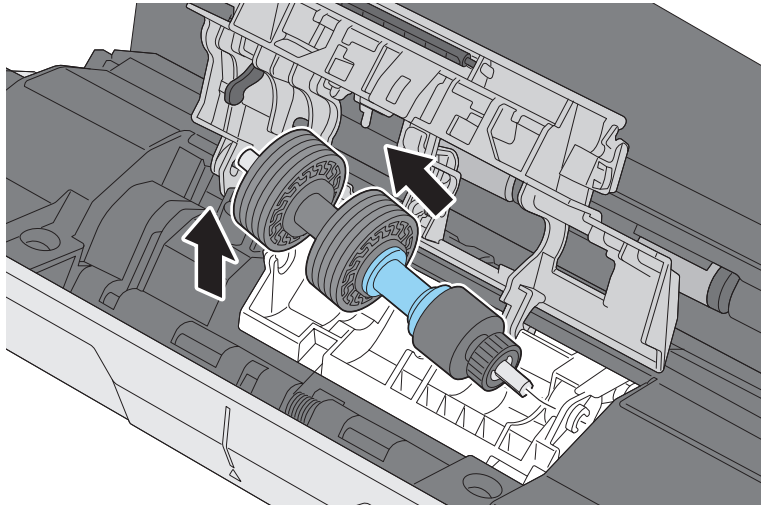


IMPORTANT: *Be careful not to apply too much force when opening the cover.*

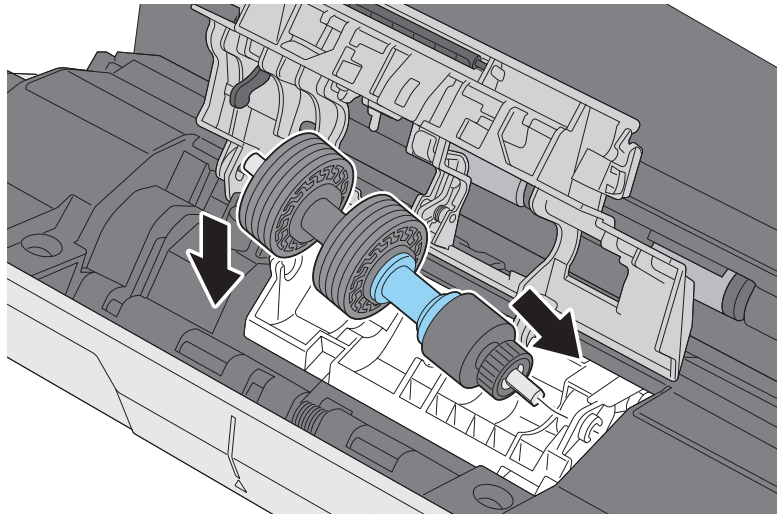
4. Squeeze the tabs on the sides of the cover for the separation roller and open the cover.



5. Slide the separation roller to the left and remove it.



6. To install a new separation roller, insert the end of the roller into the hole on the right side and lower the other end of the roller into place.



7. Close the separation roller cover until you hear it click into place. If you are not able to close the cover, the roller is not installed correctly. Remove the roller and reinstall it, then try to close the cover again.
8. Close the scanner cover.
9. Plug in the power cord for the scanner.
10. Power on the scanner.

11. Follow the steps for the system that the scanner is connected to:

Picture Kiosk	APEX System
a. From the Setup screen, touch <i>Diagnostics</i> .	a. From the Setup screen, select <i>Diagnostics</i> .
b. Touch <i>Device Health Check</i> .	b. Select <i>Health Checks</i> .
c. Make sure that the scanner is listed as Found.	c. Select <i>Device Health Checks</i> .
d. Touch <i>Continue</i> .	d. Make sure that the scanner is listed as Found.
	e. Select <i>Done</i> .






14 Using and Maintaining the KODAK Rapid Print Scanner II

The KODAK Rapid Print Scanner II lets you scan up to 20 pictures at a time. The Scanner accepts print sizes from 2 x 2.5 in. (5 x 6.35 cm) to 8.5 x 14 in. (21.6 x 35.6 cm).

Status Light



The status light indicates the current state of the scanner.

Light Status		Color	Scanner Status
	On (flashing)	Green	Scanning or power save mode on.
	On	Green	Ready to scan pictures.
	On	Red	Scanner error. Check that: <ul style="list-style-type: none">the scanner cover is closed.there is not a print jam.the USB cable is connected.
	On (flashing)	Red	Scanner failure.
	Off	N/A	Scanner power is off. Check that the: <ul style="list-style-type: none">power is on.power cord is connected.

Function Window



The function window displays a numeric code, which identifies error conditions (see [page 14-12](#)).

Scanning Pictures

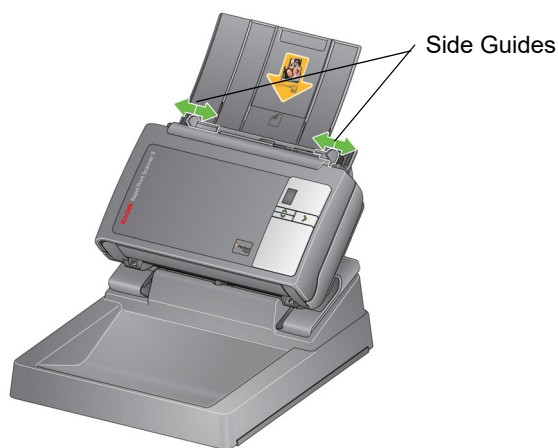
IMPORTANT: *If the original pictures are curled, bent, wrinkled, or torn, we recommend that you scan them only with a flatbed scanner (e.g., PS13 Print Scanner), if available.*

Make sure that the original pictures are:

- facing up, centered in the input tray, and the top of the image is inserted first.
- no smaller than 2 x 2.5 in. (5 x 6.35 cm); no larger than 8.5 x 14 in. (21.6 x 35.6 cm)
- in a set of no more than 20 prints at a time



1. Follow the on-screen instructions for creating an order.
2. Select the Rapid Print Scanner II as the input source.
3. Move the Side Guides to the widest setting.



4. Place the pictures in the input tray with the image facing up. Make sure that the pictures are centered in the input tray, and the top of the image is inserted first.



5. Follow the on-screen instructions to complete the order.

Maintenance

For good performance and high-quality output:

- Make sure the operating environment is clean and dust free.
- Keep the surrounding area vacuumed and litter-free.
- Protect the scanner from tobacco smoke, dust, sand, and liquid spills.
- Use only approved supplies (sold separately) when performing routine maintenance.

CAUTION:

Never use compressed air on any part of the scanner.

Never use abrasives or harsh chemicals to clean any part of the scanner.

For additional information on these products, see the Material Safety Data Sheet (MSDS).

For health, safety, and environmental information, customers should contact their local customer service representative.

Cleaning the Transport Rollers

We recommend that you clean the rollers once a month using a KODAK DIGITAL SCIENCE Transport Cleaning Sheet (see [page 14-10](#)).

IMPORTANT: *When a cleaning sheet gets dirty, discard it and use a new one.*



1. Follow the on-screen instructions for creating an order from prints, but instead of inserting prints in the scanner input tray, insert a cleaning sheet, adhesive side up.
2. Start the scan.
The cleaning sheet is fed through the scanner.
3. Reinsert the cleaning sheet, adhesive side up, into the scanner.
4. Start the scan again.
5. Insert the same cleaning sheet, adhesive side down, into the scanner.
6. Repeat steps 3-5 until all residue is removed from the rollers.
7. When finished, delete the order.

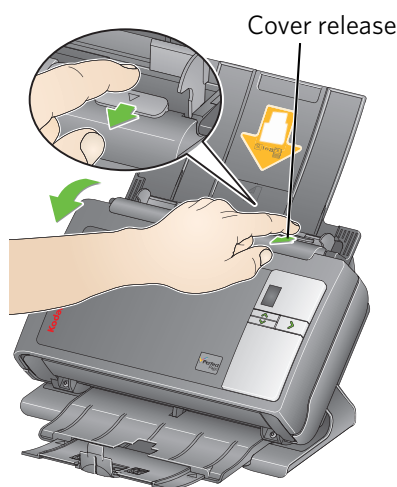
Cleaning the Feed Rollers

We recommend that you clean the rollers once a month or as needed, using a KODAK DIGITAL SCIENCE Roller Cleaning Pad (see [page 14-10](#)).



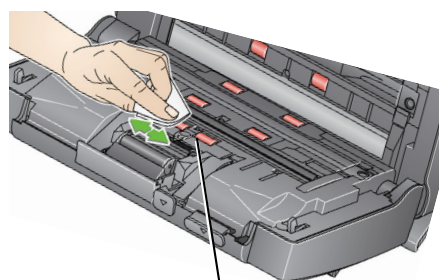
CAUTION:

Roller Cleaning Pads contain sodium lauryl ether sulfate which can cause eye irritation. For additional information, see the Material Safety Data Sheet (MSDS).



Cover release

1. Press the cover release to open the scanner cover.



Feed rollers

2. Use a roller cleaning pad to wipe the feed rollers from side to side. Rotate the feed rollers and clean the entire surface.
3. Dry the rollers with a lint-free cloth.

Cleaning the Separation Module

We recommend that you clean the separation module once a month or as needed, using a KODAK DIGITAL SCIENCE Roller Cleaning Pad (see [page 14-10](#)).

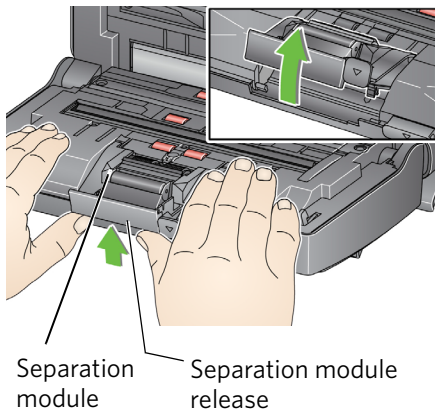


CAUTION:

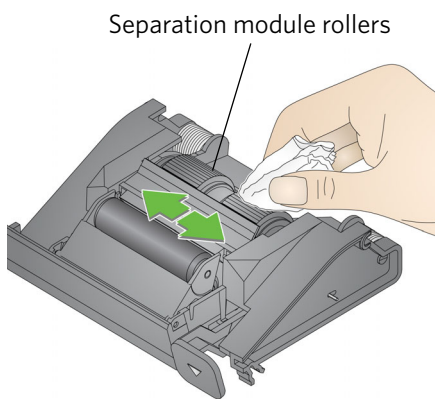
Roller Cleaning Pads contain sodium lauryl ether sulfate which can cause eye irritation. For additional information, see the Material Safety Data Sheet (MSDS).



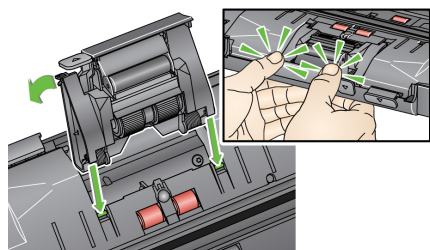
1. Press the cover release to open the scanner cover.



2. Press the separation module release and remove the separation module.



3. Rotate and wipe the separation module rollers with a roller cleaning pad.



4. Install the separation module:
 - Align the tabs with the slots.
 - Snap the module into position.
5. Close the scanner cover.

Cleaning the Feed Module

We recommend that you clean the feed module once a month or as needed, using a KODAK DIGITAL SCIENCE Roller Cleaning Pad (see [page 14-10](#)).



CAUTION:

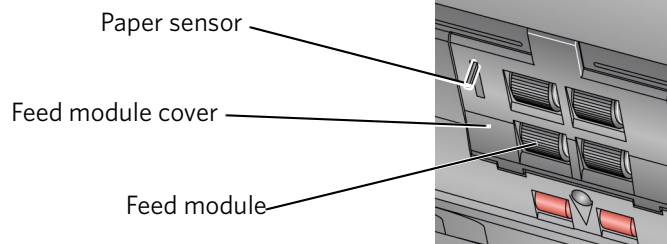
Roller Cleaning Pads contain sodium lauryl ether sulfate which can cause eye irritation. For additional information, see the Material Safety Data Sheet (MSDS).

1. Press the cover release to open the scanner cover.

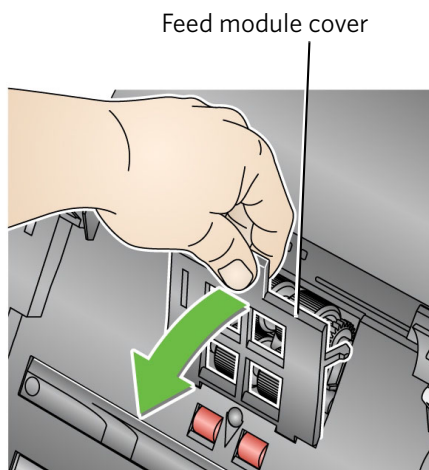


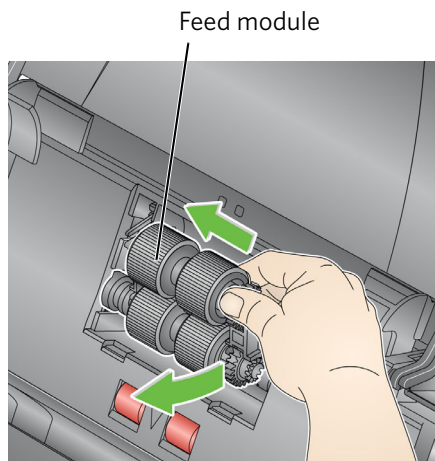
CAUTION:

Be careful not to damage the paper sensor when removing or cleaning the feed module.

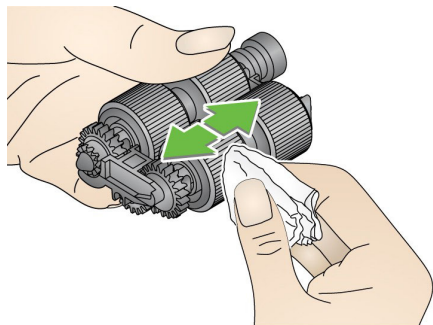


2. Lift the feed module cover to remove it.

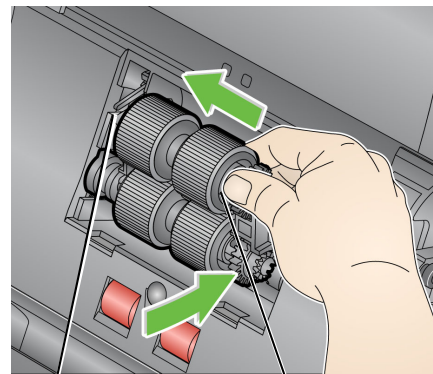




3. Push the feed module to the left. Lift the feed module to remove it.



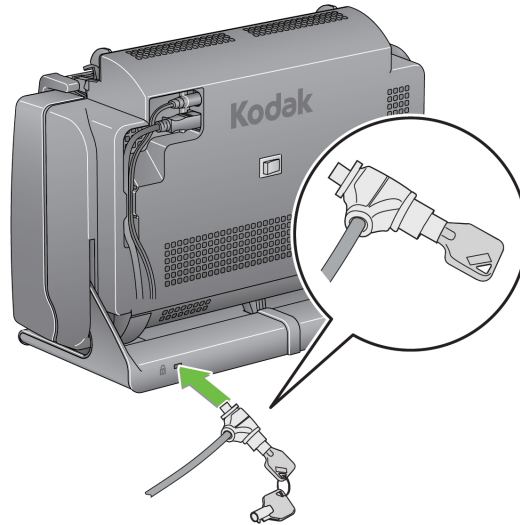
4. Wipe the feed module with a roller cleaning pad.
5. Wipe the dust and debris from the feed module area with the cleaning pad.



6. Install the feed module:
 - Align the pin.
 - Push the feed module to the left.
 - Make sure that the gear is aligned. Snap the module into place.
7. Install the cover for the feed module:
 - Align the cover tabs in the slots.
 - Push the cover for the feed module down until it snaps into place.
8. Close the scanner cover.

Locking the Scanner



A port for a security lock is available on the back of the scanner. You can purchase a standard security lock, such as the KENSINGTON MICROSAVER Keyed Retractable Notebook Lock, at any office supply store.



1. Insert the lock into the back of the scanner.
2. Use the key to lock the scanner in place.
3. Secure the lock cable and scanner to a stationary object.

Scanner Supplies

Use the following supplies (sold separately) when performing routine maintenance.

Description		CAT No.
	KODAK DIGITAL SCIENCE Transport Cleaning Sheets <ul style="list-style-type: none">Quantity: 50 sheets per packageUsage: one sheet per month, or as needed	169-0783
	KODAK DIGITAL SCIENCE Roller Cleaning Pads <ul style="list-style-type: none">Quantity: 24 pads per packageUsage: one pad per month, or as needed	853-5981

Troubleshooting the KODAK Rapid Print Scanner

Problem/Message	Possible Solution
The scanner indicates NOT FOUND on the Device Health Checks screen.	<ol style="list-style-type: none"> 1. Check that the status light is green. 2. Check that the scanner USB cable is connected securely to the scanner and processor. 3. Shut down the system. 4. Restart the system. 5. If "NOT FOUND" appears again, contact Service and Support.
The scanner does not scan pictures.	
"The system cannot communicate with the Scanner."	
On the Order Entry screen, the <i>Prints</i> button does not appear under Input Options.	<p>Check that:</p> <ul style="list-style-type: none"> • The status light is green. • The scanner USB cable is connected securely to the scanner and processor. <p>If the problem persists, contact Service and Support.</p>
The scanner is jammed.	<ol style="list-style-type: none"> 1. Press the cover release to open the scanner cover. 2. Remove any pictures from inside the scanner. 3. Close the cover. 4. If the original picture is flat and not torn, scan the picture again. If the original picture is not flat, or is damaged, scan the picture with the PS13 Print Scanner.
Poor scan quality.	<ol style="list-style-type: none"> 1. Rotate the picture and reinsert it into the scanner. 2. Scan the picture again.
No images are displayed.	Check that you are scanning pictures face up.
Roller marks appear on the picture after scanning.	Clean the transport rollers (see page 14-5).
The scanner will not scan or feed pictures.	<p>Check that:</p> <ul style="list-style-type: none"> • the power cord is plugged securely into the back of scanner and the wall outlet. • the status light is green. • the wall outlet is not defective (call a licensed electrician). • picture(s) is making contact with the feed rollers. • you are not scanning more than 20 prints at a time.
The scanner scans more than one picture at a time.	<ol style="list-style-type: none"> 1. Clean the rollers (see page 14-6). 2. If the problem persists, scan one picture at a time.
Pictures stick to the rollers in the scanner.	

For status light conditions, see [page 14-1](#).

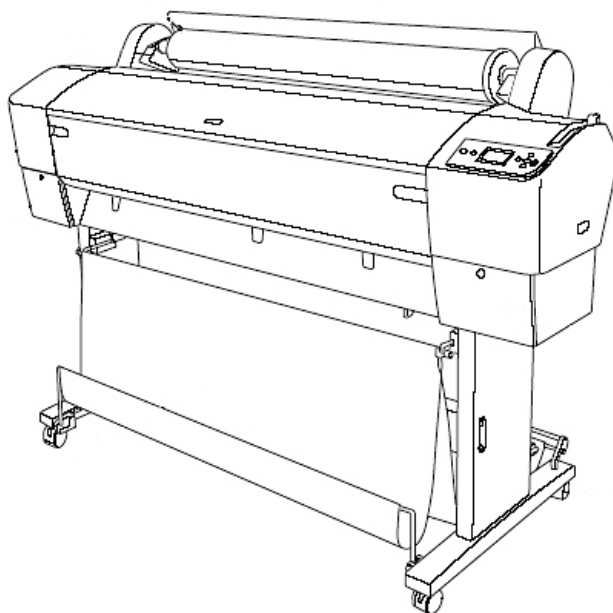
Resolving Scanner Status/Error Codes

Refer to the following table to resolve errors reported on the function window of the scanner.

Code	Description	Possible Solution
0	Check the USB cable	Check that the Scanner USB cable is connected securely to the Scanner and Processor.
U5, E3	More than one picture was fed into the scanner	Check the preview screen on the Kiosk or APEX system to determine if the pictures were scanned. If the pictures did not scan properly, scan the pictures again.
U8	More than one picture was fed into the scanner.	Check the preview screen on the Kiosk or APEX system to determine if the pictures were scanned. If the pictures did not scan properly, scan the pictures again.
U6, U9	Paper Jam	<ol style="list-style-type: none"> 1. Press the Cover Release to open the scanner cover. 2. Remove any pictures from inside the scanner. 3. Close the cover.
E1, E2, E4, E7	The scanner detected an error that cannot be resolved	<ol style="list-style-type: none"> 1. Shutdown the application software on the Kiosk or APEX system. 2. Turn off the power for the system, then back on. 3. If the problem continues, contact Service and Support.

15 Ordering Supplies for the EPSON STYLUS Pro 7880 Printer

The following table contains information for ordering supplies for the EPSON STYLUS Pro 7880 Printer. For information on using the printer, see the user's guide packed with the printer.



Item	Description	Catalog Number
110 ml Ink Cartridges	EPSON ULTRACHROME K3 Ink—Photo Black	804-8431
	EPSON ULTRACHROME K3 Ink—Light Black	822-7068
	EPSON ULTRACHROME K3 Ink—Light Light Black	856-4429
	EPSON ULTRACHROME K3 Ink—Cyan	870-4330
	EPSON ULTRACHROME K3 Ink—Light Cyan	880-3629
	EPSON ULTRACHROME K3 Ink—Vivid Magenta	110-0817
	EPSON ULTRACHROME K3 Ink—Vivid Light Magenta	835-3385
	EPSON ULTRACHROME K3 Ink—Yellow	853-2871
Paper	KODAK Rapid-Dry Poster Paper—Lustre, 260g	842-5696
Paper	KODAK Artists' Semigloss Canvas, 20 mil	877-0778
Customer Replaceable Parts	EPSON STYLUS Pro Replacement Ink Maintenance Tank	811-4639
Poster Printer Enablement Software	EPSON Stylus Pro Printer Module	844-1503

16 Ordering Supplies for the EPSON STYLUS Pro 7890 and the ESPON SureColor P6000 Printers

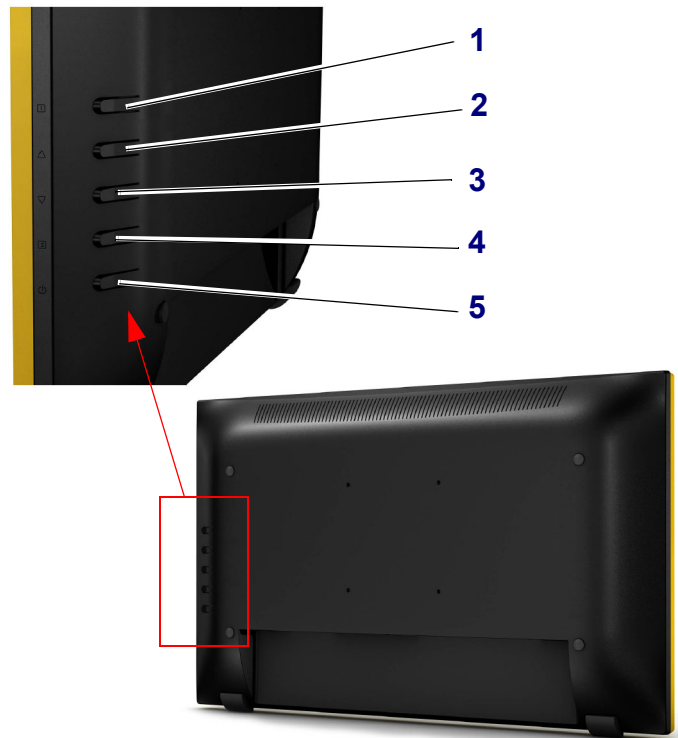
The following table contains information for ordering supplies for the EPSON STYLUS Pro 7890 Printer. For information on using the printer, see the user's guide packed with the printer.

Item	Description	Catalog Number
350 ml Ink Cartridges	EPSON ULTRACHROME K3 Ink—Photo Black	195-0781
	EPSON ULTRACHROME K3 Ink—Light Black	106-2199
	EPSON ULTRACHROME K3 Ink—Light Light Black	162-3057
	EPSON ULTRACHROME K3 Ink—Cyan	159-4555
	EPSON ULTRACHROME K3 Ink—Light Cyan	880-3876
	EPSON ULTRACHROME K3 Ink—Vivid Magenta	821-3928
	EPSON ULTRACHROME K3 Ink—Vivid Light Magenta	140-6065
	EPSON ULTRACHROME K3 Ink—Yellow	157-9499
Paper	KODAK Rapid-Dry Poster Paper—Lustre, 260g	842-5696
Customer Replaceable Parts	EPSON STYLUS Pro Replacement Ink Maintenance Tank	811-4639
Poster Printer Enablement Software	EPSON Stylus Pro Printer Module	844-1503

17 Using the Touch-Screen Display

Using the Control Buttons for the PM27/PM30 Monitor

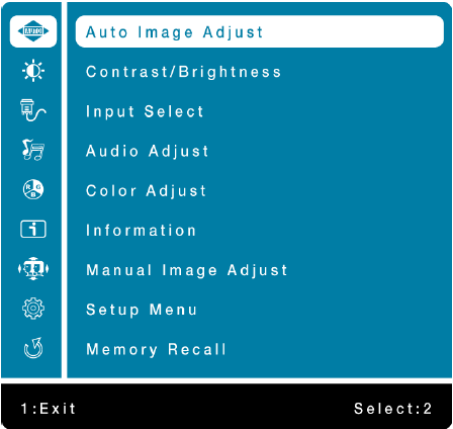
Use the controls on the touch-screen to change the display settings. The adjustments that you make are automatically stored.






	Function
1	Access the On Screen Display (OSD) menu.
2	Preset mode, scroll up, or increase the value of adjustment items.
3	Volume Adjust, scroll down, or decrease the value of adjustment items.
4	Use to select the adjustment on the menu, or confirm the selection.
5	Turns the monitor power on and off.

Using the Menu Controls for the PM27/PM30 Monitor

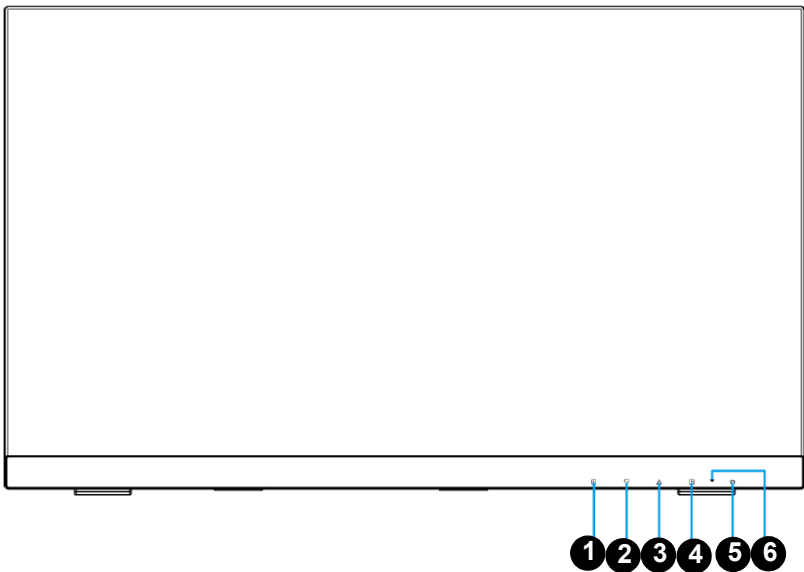
1. Press **1** to display the menu for the On Screen Display (OSD).
2. Press **2**, **3**, or **4** to select and adjust an OSD menu.









Icon	Menu Selection
	Auto Image Adjust—automatically adjust Horizontal Position, Vertical Position, Phase (Fine Tune) and Clock (H. Size) of the screen.
	Contrast/Brightness—control the picture contrast and brightness.
	Input Select—change the input signal to VGA, DVI, HDMI or Auto.
	Audio Adjust—control the volume.
	<div>Color Adjust—select one of the preset color temperatures (9300°K, 6500°K, 5400°K, and User Color).</div> <ul style="list-style-type: none">▪ 9300K—adds blue to the screen image for a cooler white.▪ 6500K—adds red to the screen image for a warmer white and richer red.▪ 5400K—adds green to the screen image for a darker color.▪ User Color—make individual adjustments for red (R), green (G), and blue (B).

	Information—display the current input signal coming from the graphic card in the computer.
	Manual Image Adjust—manually adjust the Horizontal Size, H. / V. Position, Fine Tune, Sharpness, Video Mode Adjust and Preset Mode.
	Horizontal Size—adjust the width of the screen image.
	H. / V. Position—adjust the horizontal and vertical position of the screen image.
	Fine Tune—adjust the delay time of data and clock.
	Sharpness—adjust the clarity of a non-Full HD Resolution (1920 x 1080) signal.
	Video Mode Adjust—select the video mode from Full Screen or Over Screen.
	Preset Mode—select from one of five preset display environments.
	Setup Menu—set up Language, OSD Position, OSD Time Out and OSD Background.
	Language Select—select the menu language.
	OSD Position—adjust horizontal and vertical position.
	OSD Time Out—automatically turn off the OSD after a preset period of time.
	OSD Background—turn the OSD background On or Off.
	Memory Recall—recall factory settings for video and audio controls.

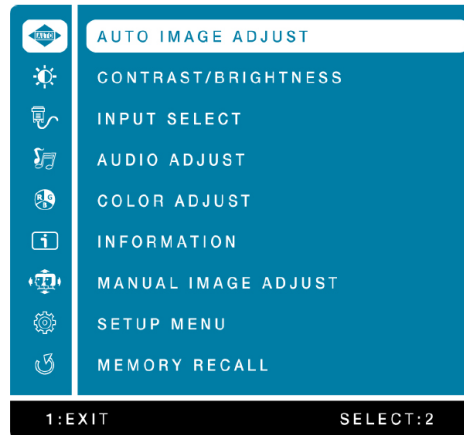
Using the Control Buttons for the PM26 Monitor










Number / Position	Symbol	Function
1		Access the On Screen Display (OSD) menu
2		Scroll Down/ Adjust Decrease/ Brightness / Auto
3		Scroll UP/ Adjust Increase
4		Input select/ Confirm Selection
5		Power On/ Off
6		LED Indicator



Using the Menu Controls for the PM26 Monitor

1. Press **1** to display the menu for the On Screen Display (OSD).
2. Use the arrows to highlight an OSD menu.
3. Press **2** to select an OSD menu.



Icon	Menu Selection
	AUTO IMAGE ADJUST—automatically adjust Horizontal Position, Vertical Position, Phase (Fine Tune) and Clock (H. Size) of the screen.
	CONTRAST / BRIGHTNESS—To manually adjust the Contrast, Brightness, ECO Mode, and Over Drive of the screen image.
	CONTRAST—Use the arrow keys to increase or decrease contrast.
	BRIGHTNESS—Use the arrow keys to increase or decrease brightness.
	ECO MODE—Contrast and Brightness adjustment will be disabled when ECO is active. Press the arrow keys to select three different ECO Modes: Mode 1: Back light 75%, Mode 2: Back light 50%, Mode 3: Back light 15%)
	OVER DRIVE—change the Over Drive strength. Improve the quality of motion pictures.
	INPUT SELECT—change Input signal to VGA, HDMI, DISPLAYPORT, or AUTO.
	AUDIO ADJUST—control the volume.

Icon	Menu Selection
	<p>COLOR ADJUST—select one of the preset color options: Cool, Normal, Warm, User Color, Picture Mode and Blue Light Reducer.</p> <ul style="list-style-type: none"> ▪ COOL—adds blue to the screen image for a cooler white. ▪ NORMAL—adds red to the screen image for a warmer white and richer red. ▪ WARM—adds green to the screen image for a darker color. ▪ USER COLOR—make individual adjustments for red (R), green (G), and blue (B). ▪ PICTURE MODE—Provides an optimum display environment depending on the contents displayed. ▪ BLUE LIGHT REDUCER—to decrease the blue light emitted from the display to reduce the risk of blue light exposure to your eyes.
	<p>INFORMATION—display the current input signal coming from the graphic card in the computer.</p>
	<p>MANUAL IMAGE ADJUST—manually adjust the Horizontal Size, H. / V. Position, Fine Tune, Sharpness, and Video Mode Adjust.</p> <p>H. / V. POSITION—adjust the horizontal and vertical position of the screen image.</p> <p>HORIZONTAL SIZE—adjust the width of the screen image.</p> <p>FINE TUNE—adjust the delay time of data and clock.</p> <p>SHARPNESS—adjust the clarity of a non-Full HD Resolution (1920 x 1080) signal.</p> <p>VIDEO MODE ADJUST—select the video mode from FULL SCREEN or ASPECT RATIO.</p>

Icon	Menu Selection
	SETUP MENU—set up Language, OSD Position, OSD Time Out and OSD Background.
	LANGUAGE SELECT—select the menu language.
	OSD POSITION—adjust horizontal and vertical OSD position.
	OSD TIME OUT—automatically turn off the OSD after a preset period of time.
	OSD BACKGROUND—turn the OSD background On or Off.
	Memory Recall—recall factory settings for video and audio controls.

Using the Lock Out Feature

To lock out all four buttons on the front of the monitor except the "POWER" button:

1. Press and hold the first two buttons for 10 seconds.
The monitor displays a "Locking OSD" message, and then an "OSD Locked" message.
2. Repeat Step 1 to unlock the buttons.

To lock out all five buttons on the front of the monitor including the "POWER" button:

1. Press and hold the first and third buttons for 10 seconds.
The monitor displays a "Locking power button" message, and then a "Lock Out" message.
2. Repeat Step 1 to unlock the buttons.

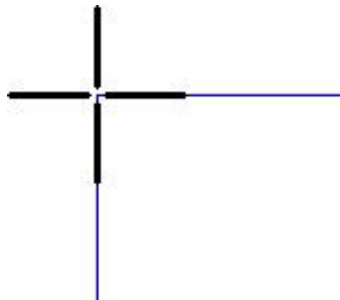
Calibrating the Touch-Screen Display



1. From the Setup screen, select *Manage Devices*.



2. From the Setup screen, select *Calibrate Touch Screen*.
A target screen appears.
3. Touch the target. Make sure that you do not touch the plastic bezel when you touch the screen.



4. Touch each additional target that appears on the screen.
5. At "Do you want to save calibration?", touch:
 - Yes to save the calibration settings.
 - No if you do not want to save the settings.

If you do not respond within the time-out period, the calibration is canceled and you return to the Manage Devices screen.

Cleaning the Touch-Screen Display

To keep the touch-screen display in good working condition:

- Keep the surrounding area vacuumed and litter-free.
- Protect the touch-screen display from tobacco smoke, dust, and liquid spills.
- Clean the outside of the touch-screen display cabinet using a soft, clean, lint-free cloth slightly moistened with a mild detergent solution. Rinse the cloth with clear water, wring it dry, and wipe the cabinet to remove any detergent residue.

IMPORTANT:

Do not apply the cleaner from a spray bottle. The cleaner could seep into the touch-screen display and cause damage.

1. Shut down the system and disconnect the console from the power outlet before you clean it.

IMPORTANT:

Do not apply liquid or aerosol spray cleaners directly on the screen or cabinet. Do not use any type of abrasive pad, alkaline cleaner, scouring powder or solvent (such as petroleum distillates, acetone, or benzine) to clean the touch-screen display. Avoid getting liquids inside the touch-screen display. If liquid does get inside, have a qualified service technician check it before you power it on again.

2. Wipe the touch-screen with a soft, clean, lint-free cloth slightly moistened with a non-ammonia based glass cleaner.
3. Make sure that the touch-screen display is completely dry before you reconnect the power cord and turn the power on.

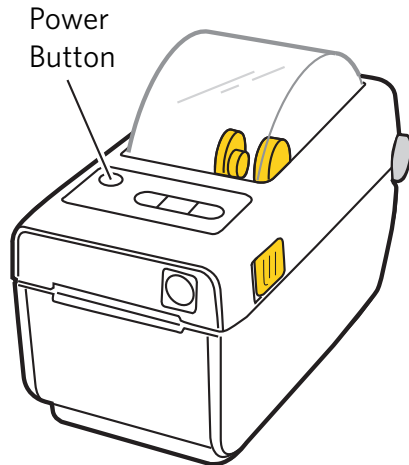
Troubleshooting

Problem/Message	Possible Solution
No picture on the touch-screen display.	<p>Check that:</p> <ul style="list-style-type: none">▪ The processor power switch is turned on.▪ The power cord is plugged in and the outlet is known to be working. <p>If the problem persists, contact Service and Support.</p>
The touch-screen display does not respond to touch.	<ul style="list-style-type: none">▪ Make sure there is nothing taped or touching the screen.▪ Calibrate the touch-screen display. See "Calibrating the Touch-Screen Display" on page 17-8.▪ Restart the system. <p>If the problem persists, contact Service and Support.</p>

18 Using and Maintaining the Label Printer

The label printer is connected to the APEX system.

Turning On the Printer



































































Press the power button.

The Status light illuminates.

To turn off the printer, press the power button.

Status Lights

Color	Status
Off	The printer is off.
    	The printer is ready to print.
    	The printer is paused.
    	The printer is out of labels. Load a new roll of labels. See "Loading the Labels" on page 18-3.
    	Data communications have not finished, but nothing is being actively transferred.
    	The printer is receiving data.
    	There is a jam in the cutter.

Color	Status
    	The printer cover is open. Close the cover.
    	<p>CAUTION: The printhead may be hot and could cause severe burns. Allow the printhead to cool.</p> <p>The printhead is over temperature. Allow the printhead to cool.</p>
   	<p>CAUTION: The printhead may be hot and could cause severe burns. Allow the printhead to cool.</p> <p>The printhead is over temperature. Turn the printer OFF. Wait several minutes to allow the printer to completely cool. Once the printer is cool, turn the printer ON.</p>
    	The printer is under temperature. Wait for the printer to warm up.
    	There is a problem with the printhead. Contact Service and Support.
    	There is a problem with the printhead. Contact Service and Support.
    	The printer is short on memory. Turn the printer off, then back on. If the problem persists, contact Service and Support.

Loading the Labels

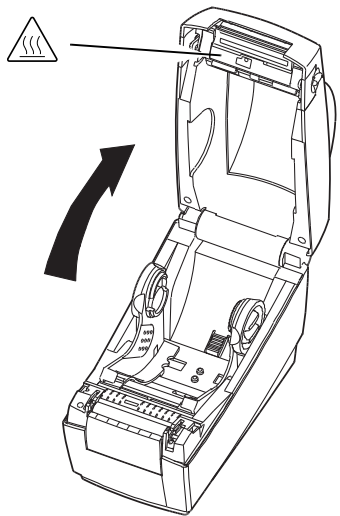
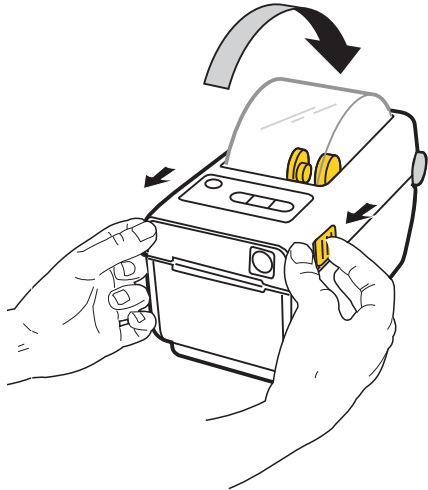
NOTE: Use only 2.25 x 4 in. (57.15 x 101.6 mm) direct thermal labels. See "Printer Supplies" on page 18-8 for ordering information.



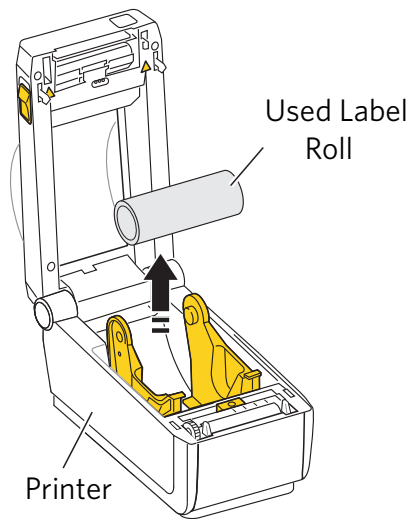
CAUTION:

The thermal head becomes extremely hot during normal operation. Do not touch it.

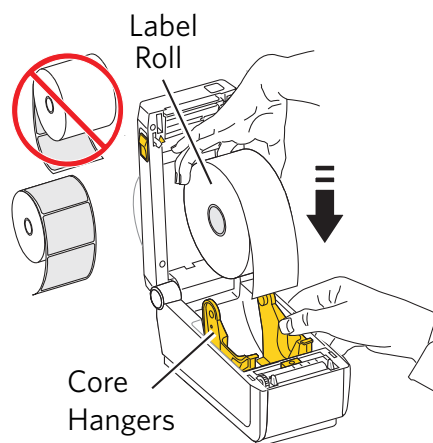
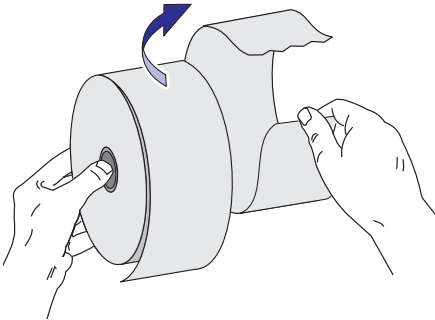
1. Pull both release levers toward you, then lift the cover upward.



2. Lift the used label roll out of the printer.

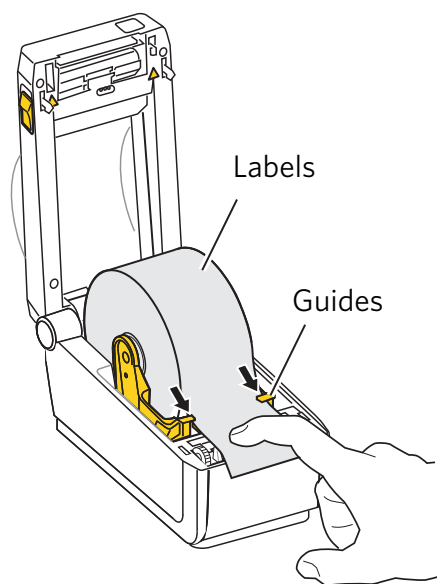


3. Remove and discard the outside portion of the new label roll.

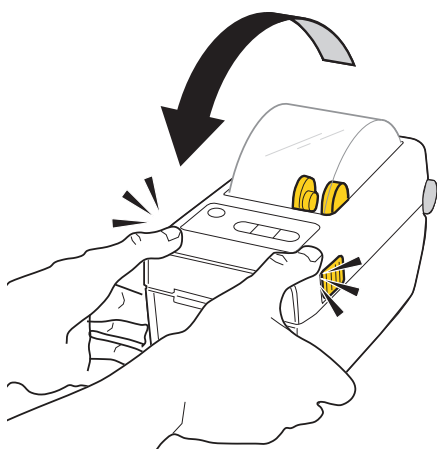


4. Separate and hold open the core hangers.
5. Orient the roll label-side up, with the end of the roll toward the front of the printer.
6. Place the roll between the hangers and close them onto the core.

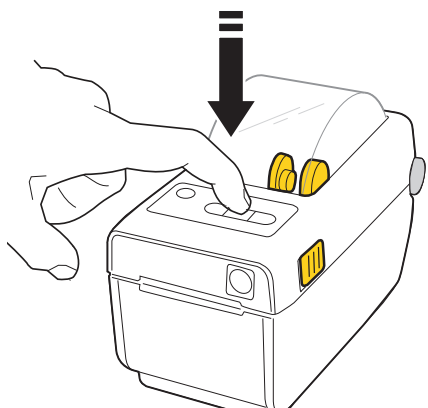
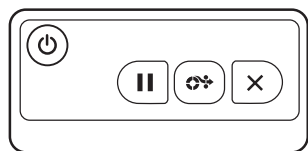
7. Thread the labels through the guides.



8. Close the top cover. Press down on the cover, making sure it snaps into place.



9. Press the advance button to set the label roll into position, then tear off excess labels.



Performing Routine Maintenance

To maintain good print quality, clean the exterior of the printer regularly (see “Cleaning the Exterior”, below) to eliminate dust buildup and prevent debris from entering the printer.

In addition, each time you load a new roll of labels:

- clean the thermal print head (see page 18-7).
- inspect the label path and guides, and remove dust and debris.



CAUTION:

Alcohol is a flammable liquid. It can cause eye irritation and dry skin. Prolonged or repeated skin contact may cause drying, cracking, or irritation. Wash your hands with soap and water following any maintenance procedures where you use alcohol pads. For additional information, see the Material Safety Data Sheet (MSDS).

For health, safety, and environmental information, customers should contact their local customer service representative.

Cleaning the Exterior



CAUTION:

Never use abrasives or harsh chemicals to clean any part of the printer. Do not allow any foreign objects or liquids to fall or spill inside the printer. Fire or electric shock could result. If any foreign object enters the printer, turn off the printer power immediately, remove the power cord, and contact Service and Support.

Wipe the exterior of the printer with a damp, lint-free cloth.

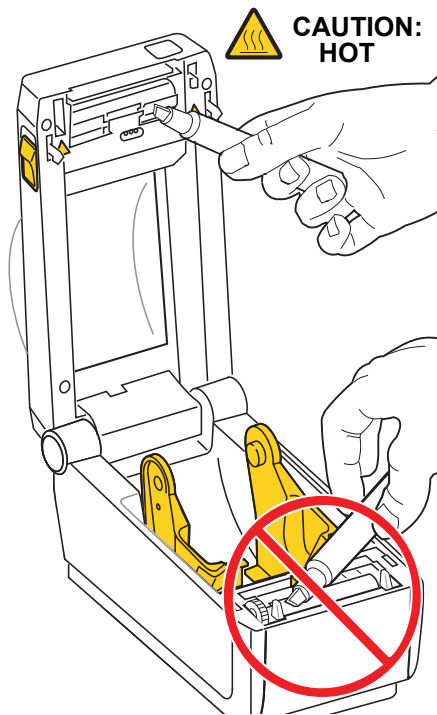
Cleaning the Thermal Print Head

To clean the thermal print head, use a cleaning pen, such as the Zebra print head cleaning pen. See www.zebra.com for more information.

1. Open the cover.

CAUTION:

The thermal print head becomes extremely hot during normal operation. Wait approximately five minutes after you open the top cover before cleaning the inside of the printer. Fingerprints can damage the thermal head. Never touch it with your bare hands or fingers.



2. Using the cleaning pen, wipe the print head from end to end. Avoid cleaning the platen roller.
3. Wait one minute for the alcohol to dry, then close the cover.

Printer Supplies

Item	Catalog Number	Quantity
Media Kit for KODAK Adaptive Picture Exchange Label Printer	125-9902	4 rolls (350 labels per roll)

Troubleshooting the Label Printer

Problem	Description or Cause	Possible Solution
The printer indicates NOT FOUND on the Device Health Checks screen.	Verify that the: <ul style="list-style-type: none"> printer is turned on. power cord is connected. USB cable is connected to the printer and the processor. 	
Printed labels are blank, faded, or have vertical white lines, or the overall print quality is poor.	An incompatible label roll is loaded. The print head is dirty.	Use only 2.25 x 4 in. (57.15 x 101.6 mm) direct thermal labels, such as Zebra Z-Select 4000D labels. See www.zebra.com for more information. Reload with proper labels as necessary (see page 18-3).
Printing does not start at the top of the label, or labels are otherwise misprinted.	The labels are not threaded under the guides.	Open the printer and reload the labels (see page 18-3).
After reloading labels, labels continue to print.	If orders are entered when there are no labels in the label printer, labels that reflect the most recent orders (up to 50) are printed.	Although this behavior is intentional, to prevent this from occurring, when labels are depleted: <ol style="list-style-type: none"> Turn off the label printer. Run the Reset Device Configuration utility. After loading new labels (see page 18-3): <ol style="list-style-type: none"> Turn on the label printer. Run the Device Health Checks utility.

For status light conditions, see page 18-1.

19 Using and Maintaining the Receipt Printer

The receipt printer is connected to the Picture Kiosk and provides customers with a receipt for their orders.

Before using the receipt printer, make sure that you:

- use the correct receipt paper (see page [19-1](#)).
- configure the receipt printer feature (see the User's Guide for KODAK Picture Kiosk Plus).

Receipt Printer Maintenance

When the paper in the receipt printer is low, the receipts are printed with colored stripes on the edges. When the receipt printer runs out of paper, the following message appears on the screen:

“Error Receipt Printing. There is not much paper left in the receipt printer. Please install a new roll and try printing again.”

When this happens, you must load a new roll of paper into the printer.

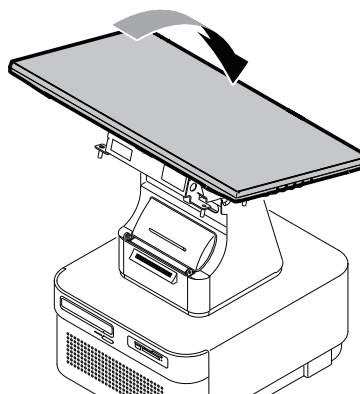
Receipt Paper Specifications

Use the following specifications for receipt paper:

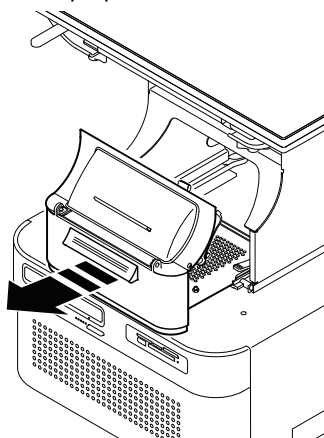
Specifications for the Receipt Paper		
Paper Width	3.125 in. (79.37 mm)	
Paper Thickness	Minimum	.0025 in. (0.064 mm)
	Maximum	.0049 in. (0.124 mm)
Maximum Roll Diameter	3.15 in. (80 mm)	
Paper Core Diameter	Inner Diameter	0.47 in. (12 mm)
	Maximum Outer Diameter	0.70 in. (18 mm)

Loading Paper in the Receipt Printer

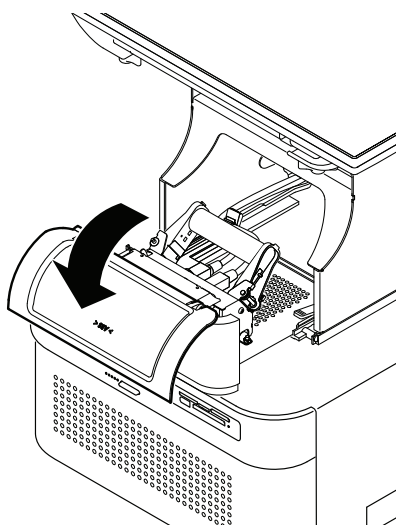
1. Tilt back the monitor.



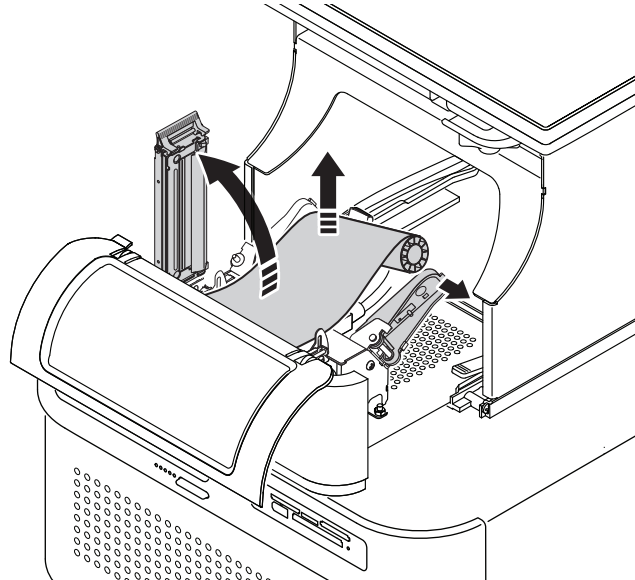
2. Pull out the receipt printer.



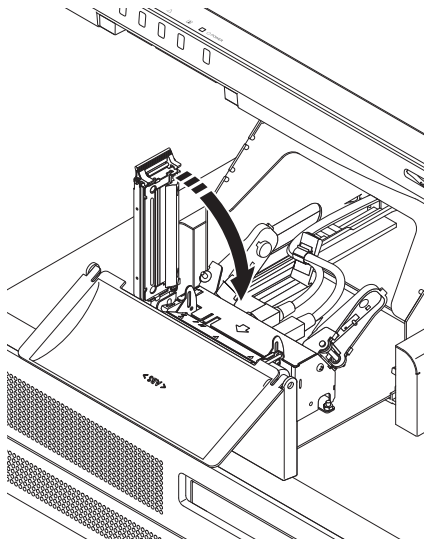
3. Open the door for the receipt printer.



4. Remove old roll of paper:
 - Lift the print head.
 - Remove and discard the old roll of paper.



5. Lower the print head.



6. The start of the new roll of paper is glued. Peel back the glued portion.
7. Trim the paper to remove any traces of glue.



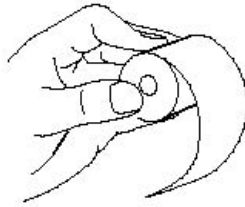
CAUTION:

Any glue left on the paper can cause damage to the printer.

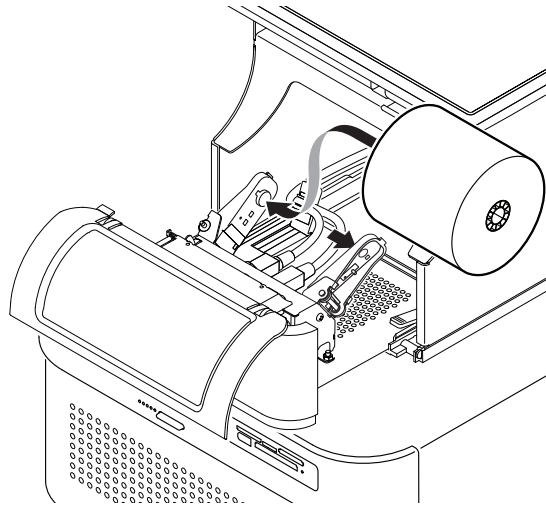
8. Make sure the paper is flat and that there are no creases.

NOTE: If there are creases in the paper, cut the paper as straight as possible to remove the creased section.

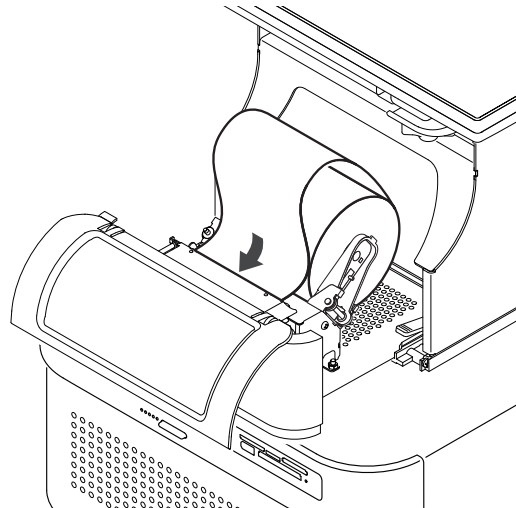
9. Hold the new paper roll so that the feed paper rolls off the top.



10. Insert the new roll of paper on the back of the receipt printer.



11. Thread the paper between the print head and the platen roller until the printer grabs the paper. The paper should load automatically.



12. The paper is trimmed automatically. Remove the excess paper from the receipt slot.
13. Push in the receipt printer.

14. Close the door for the receipt printer.
15. Tilt the monitor down.
16. Print a test receipt, see “Customizing the Receipt” on page 2-10 of the User’s Guide for the KODAK Picture Kiosk
17. If you cannot print a test receipt:
 - Reload the receipt paper.
 - If the problem persists, contact Service and Support.

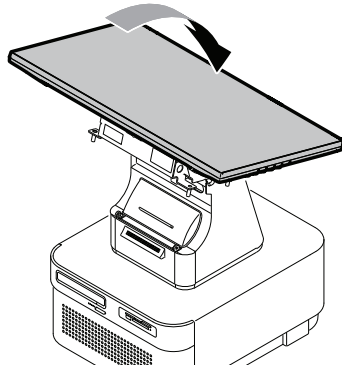
Troubleshooting

Problem/Message	Possible Solution
Receipt Printer Not Found error.	<ul style="list-style-type: none"> ▪ Verify that there is receipt paper loaded. ▪ Turn off the power to the console, and then turn on the power to the console. ▪ Pull out the receipt printer shelf. Look for the red LED on the back of the thermal print head. The LED should go out after 2 minutes. If LED remains on, contact Service and Support. ▪ If problem persists, contact Service and Support.
The receipts are printed with colored stripes on the edges.	The receipt paper is low. Replace the receipt paper. See page 18-2.
“Error Receipt Printing. There is not much paper left in the receipt printer. Please install a new roll and try printing again.”	Replace the receipt paper. See page 18-2.
“Print head is up.”	Lower the platen lever.
“Print head temperature is high.”	This message appears when the print head temperature is above 176° F (80° C). Do not use the printer until the print head cools down.
“Auto cutter error.”	Possible paper jam. <ul style="list-style-type: none"> ▪ Verify that the receipt paper is loaded properly. ▪ Make a test receipt. See the User’s Guide for the KODAK Picture Kiosk. ▪ If the printer does not print, contact Service and Support.
“Paper is low.”	Check the paper supply. <ul style="list-style-type: none"> ▪ If the receipt paper supply is low, replace the receipt paper. See page 18-2. ▪ If the receipt paper supply is not low, verify that the receipt paper is loaded properly. See page 18-2. ▪ If the receipt printer does not print, contact Service and Support.

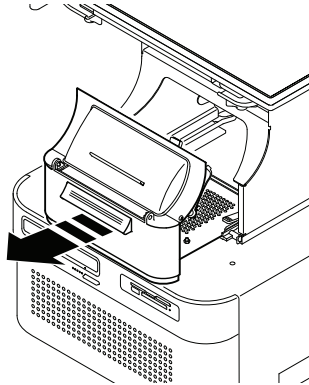
Problem/Message	Possible Solution
Paper Jam	<ul style="list-style-type: none">▪ Clear the paper jam. See page 18-7 and page 18-8.▪ Make sure that you are using the correct receipt paper. See “Receipt Paper Specifications” on page 18-1.

Clearing a Paper Jam from the Print Head

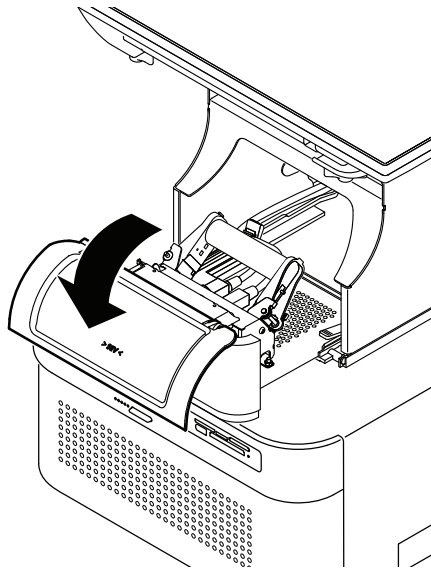
1. Tilt back the monitor.



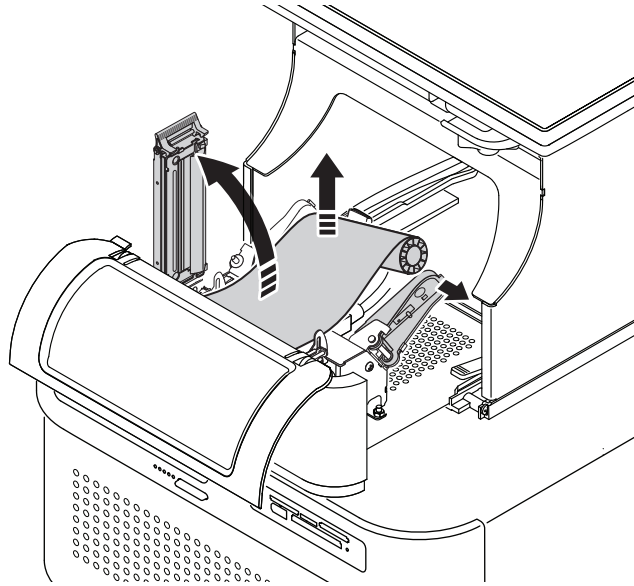
2. Pull out the receipt printer.



3. Open the door for the receipt printer.



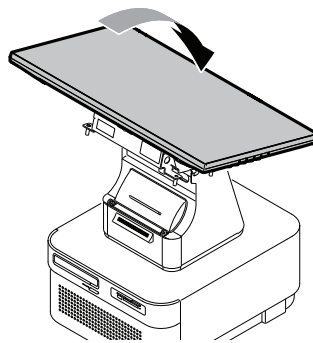
4. Lift the print head. Remove the paper from the print head.



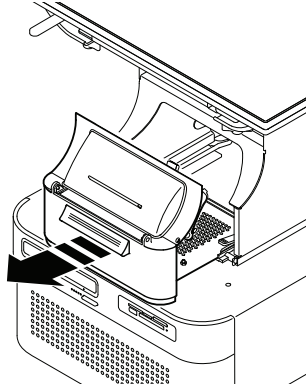
5. Trim the paper to remove any creases.
6. Insert the paper into the printer. See ["Loading Paper in the Receipt Printer" on page 18-2](#).

Clearing a Paper Jam from Between the Print Head and Exit Slot or from Inside the Exit Slot

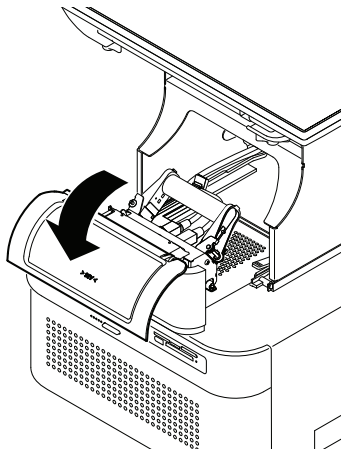
1. Tilt back the monitor.



2. Pull out the receipt printer.



3. Open the door for the receipt printer.



4. Cut the paper between the print head and the exit slot.
5. Pull the paper out of the slot.
6. Remove the paper from the print head.
7. Trim the paper to remove any creases.
8. Insert the paper into the printer. See ["Loading Paper in the Receipt Printer" on page 18-2.](#)

Appendix A: System Specifications

Physical Specifications

PS14 Print Scanner

Specifications for the PS14 Print Scanner		
General	Scanner Type	Flatbed, color
	Light Source	Three Color RGB LEDs
	Maximum Input Size	8.5 x 11.7 in. (21.6 x 29.7 cm)
	Resolution	4800 x 4800 dpi
Physical	Size	Width: 9.9 in. (25.9 cm) Depth: 14.4 in. (36.57 cm) Height: 1.50 in. (3.81 cm)
	Weight	approximately 3.4 lbs (1.5 kg)
Electrical	Rated Voltage	5 V
	Power Consumption (operating)	2.5 W
	Power Consumption (ready)	1.1 W
	USB Power	USB interface bus power (micro-B connector)
Environmental	Temperature	Operation: 50 to 95°F (10 to 35°C) Storage: 14 to 140 °F (-10 to 60 °C)
	Humidity	Operation: 20 to 80%, without condensation Storage: 10 to 85%, without condensation
	Operating Conditions	Avoid operating the scanner under direct sunlight, near a strong light source, or in extremely dusty conditions.

PS13 Print Scanner

Specifications for the PS13 Print Scanner		
General	Scanner Type	Flatbed, color
	Light Source	Three Color RGB LEDs
	Maximum Input Size	8.5 x 11.7 in. (21.6 x 29.7 cm)
	Resolution	4800 x 4800 dpi
Physical	Size	Width: 9.9 in. (25.9 cm) Depth: 14.4 in. (36.57 cm) Height: 2.12 in. (5.4 cm)
	Weight	approximately 3.4 lbs (1.5 kg)
Electrical	Rated Voltage	5 V
	Power Consumption (operating)	2.5 W
	Power Consumption (ready)	1.1 W
	USB Power	USB interface bus power (micro-B connector)
Environmental	Temperature	Operation: 50 to 95°F (10 to 35°C) Storage: 14 to 140 °F (-10 to 60 °C)
	Humidity	Operation: 20 to 80%, without condensation Storage: 10 to 85%, without condensation
	Operating Conditions	Avoid operating the scanner under direct sunlight, near a strong light source, or in extremely dusty conditions.

KODAK PS12 Print Scanner

Specifications for the PS12 Print Scanner		
General	Scanner Type	Flatbed, color
	Photoelectric Device	Color CCD line sensor
	Maximum Input Size	8.5 x 11.7 in. (21.6 x 29.7 cm)
	Scanning Resolution	200/300/400/600/800 dpi
	Product Disposal	This scanner contains a small amount of mercury in the fluorescent lamp. Disposal of this mercury may be regulated due to environmental considerations. For disposal or recycling information, contact your local authorities. In the U.S.A., contact the Electronics Industry Alliance Web site at www.eiae.org .
Physical	Size	Width: 17.46 in. (44.3 cm) Depth: 10.97 in. (27.8 cm) Height: 2 in. (5.08 cm)
	Weight	approximately 5.59 lbs (2.5 kg)
Electrical	Rated Voltage	DC 12 V
	Rated Current	1.25 A
	Power Consumption	approximately 15 watts maximum
	Rated Input frequency	50 to 60 Hz
Electrical - AC Adapter	Rated Input Voltage Range	AC 100 - 240 volts
Environmental	Temperature	Operation: 50 to 104°F (10 to 40°C) Storage: 14 to 140 °F (-10 to 60 °C)
	Humidity	Operation: 20 to 85%, without condensation Storage: 10 to 85%, without condensation
	Operating Conditions	Avoid operating the scanner under direct sunlight, near a strong light source, or in extremely dusty conditions.

KODAK MOMENTS Rapid Print Scanner III

Specifications for the Rapid Print Scanner III		
General	Scanning Technology	Color Contact Image Sensor (CIS)
	Maximum Input Size	8.5 x 14 in. (21.6 x 35.6 cm)
	Minimum Input Size	2 x 2 in. (5.08 x 5.08 cm)
	Scanning Resolution	600 dpi
	Illumination	RGB LED
Physical	Size	Width: 11.7 inches (29.6 cm) Depth: 6.7 inches (16.9 cm) Height (not including input tray): 6.9 inches (17.6 cm)
	Weight	approximately 8.2 lb (3.7 kg)
Electrical	Rated Input Voltage Range	AC 100 - 240 volts
	Rated Input Frequency	50 to 60 Hz
	Power Consumption	Operating: 11 watts Sleep mode: 1.2 watts
Environmental	Operating Temperature	41 to 95°F (5 to 35°C)
	Humidity	15 to 80%, without condensation
	Operating Conditions	Avoid operating the scanner under direct sunlight, near a strong light source, or in extremely dusty conditions.
	ENERGY STAR	Qualified
	Acoustic Noise	Operating: less than 58 dB(A) Standby: less than 30 dB(A)

KODAK Rapid Print Scanner II

Specifications for the Rapid Print Scanner II		
General	Scanning Technology	CCD Type
	Maximum Input Size	8.5 x 14 in. (21.6 x 35.6 cm)
	Minimum Input Size	2 x 2.5 in. (5 x 6.35 cm)
	Scanning Resolution	300 dpi
	Illumination	Indirect LED
Physical	Size	Width: 13 in. (33 cm) Depth: 6.3 in. (16 cm) Height (not including input tray): 9.7 in. (24.6 cm)
	Weight	approximately 12 lbs (5.4 kg)
Electrical	Rated Input Voltage Range	AC 100 - 240 volts
	Rated Input Frequency	50 to 60 Hz
	Power Consumption	Operating: < 35watts Sleep mode: < 4 watts
Environmental	Operating Temperature	50 to 95°F (10 to 35°C)
	Humidity	15 to 76%, without condensation
	Operating Conditions	Avoid operating the scanner under direct sunlight, near a strong light source, or in extremely dusty conditions.
	ENERGY STAR	Qualified
	Acoustic Noise	Operating: less than 58 dB(A) Standby: less than 30 dB(A)

KODAK 305 Photo Printer

KODAK 305 Photo Printer Specifications		
Electrical	Voltage	120 VAC / 220-240 VAC
	Frequency	50 / 60 Hz
	Current	4.6 - 2.4 A
Physical	Size	Width: 10.8 in. (27 cm) Depth: 17.6 in. (45 cm) Height: 6.7 in. (17 cm)
	Weight	26.5 lbs (12 kg)
Operating Environment	Temperature	59 to 95°F (15 to 35°C)
	Relative Humidity	20 to 60%
Space Requirements	Allow the following amount of space on each side of the printer.	
	Top	1.97 in. (5 cm)
	Back	1.97 in. (5 cm)
	Left Side	1.97 in. (5 cm)
	Right Side	1.97 in. (5 cm)
Print Capacity	6R - Print Size	6R - Prints Per Roll
	4 x 6 in. (10.16 x 15.24 cm)	up to 320, paper and ribbon
	6 x 8 in. (15.24 x 20.32 cm)	up to 160, paper and ribbon
	5R - Print Size	5R - Prints Per Roll
	5 x 7 in. (12.7 x 18 cm)	up to 180, paper and ribbon
General	Resolution	300 pixels per inch (ppi)

KODAK 605 Photo Printer

KODAK 605 Photo Printer Specifications		
Electrical	Power Voltage/ Frequency (auto detection of the following ranges)	100 to 240 V AC, 48 to 62 Hz
	Power Consumption	5.0 A at 100 V AC or 2.5 A at 240 V AC maximum
Physical	Size	Width: 17.4 in. (44.1 cm) Depth: 25.2 in. (64.1 cm) Height: 19 in. (48.3 cm)
	Weight	40 lbs (18 kg)
Operating Environment	Temperature	59 to 95°F (15 to 35°C)
	Relative Humidity	20 to 60%
Space Requirements	Allow the following amount of space on each side of the printer.	
	Top	1.97 in. (5 cm)
	Back	1.97 in. (5 cm)
	Left Side	1.97 in. (5 cm)
	Right Side	1.97 in. (5 cm)
Print Capacity	Print Size	Prints Per Roll
	4 x 6 in. (10.16 x 15.24 cm)	up to 750, paper and ribbon
	6 x 8 in. (15.24 x 20.32 cm)	up to 375, paper and ribbon
General	Resolution	300 pixels per inch (ppi)

KODAK Photo Printer 6800/6850

KODAK Photo Printer 6800/6850		
Electrical	Power Voltage/ Frequency (auto detection of the following ranges)	100 to 240 V AC, 48 to 62 Hz
	Power Consumption	320 watts maximum
Physical	Size	Width: 11.5 in. (29.2 cm) Depth: 22 in. (55.88 cm) Height: 13.6 in. (34.6 cm)
	Weight	56 lbs (25.4 kg)
Operating Environment	Temperature	59 to 95°F (15 to 35°C)
	Relative Humidity	20 to 60%
Space Requirements	Allow the following amount of space on each side of the printer.	
	Top	2 in. (5.08 cm)
	Back	1 in. (2.5 cm)
	Left Side	2 in. (5.08 cm)
	Right Side	2 in. (5.08 cm)
Print Capacity	Print Size	Prints Per Roll
	4 x 6 in. (10.16 x 15.24 cm)	up to 750, paper and ribbon
	6 x 8 in. (15.24 x 20.32 cm)	up to 375, paper and ribbon
General	Resolution	300 pixels per inch (ppi)

KODAK 6900 Photo Printer

KODAK 6900 Photo Printer		
Electrical	Power Voltage/ Frequency (auto detection of the following ranges)	100-240 V / 50-60 Hz
	Power Consumption	Less than 5.0 Amps at 100V AC or 2.3 Amps at 240V AC
Physical	Size	Width: 11.42 in. (29 cm) Depth: 14.76 in. (37.5 cm) Height: 13.58 in. (34.5 cm)
	Weight	38.5 lbs (17.46 kg)
Operating Environment	Temperature	59 to 95°F (15 to 35°C)
	Relative Humidity	20 to 90% non condensing
Space Requirements	Allow the following amount of space on each side of the printer.	
	Top	3 in. (7.62 cm)
	Back	3 in. (7.62 cm)
	Left Side	3 in. (7.62 cm)
	Right Side	3 in. (7.62 cm)
Print Capacity	Print Size	Prints Per Roll
	4 x 6 in. (10.16 x 15.24 cm)	up to 750, paper and ribbon
	6 x 8 in. (15.24 x 20.32 cm)	up to 375, paper and ribbon
General	Resolution	300 pixels per inch (ppi)

KODAK MOMENTS 6950 Photo Printer

KODAK 6900 Photo Printer		
Electrical	Power Voltage/ Frequency (auto detection of the following ranges)	100-240 V / 50-60 Hz
	Power Consumption	Less than 5.0 Amps at 100V AC or 2.3 Amps at 240V AC
Physical	Size	Width: 11.42 in. (29 cm) Depth: 18.11 in. (46 cm) Height: 13.58 in. (34.5 cm)
	Weight	41.22 lbs (18.7 kg)
Operating Environment	Temperature	59 to 95°F (15 to 35°C)
	Relative Humidity	20 to 90% non condensing
Space Requirements	Allow the following amount of space on each side of the printer.	
	Top	3 in. (7.62 cm)
	Back	3 in. (7.62 cm)
	Left Side	3 in. (7.62 cm)
	Right Side	3 in. (7.62 cm)
Print Capacity	Print Size	Prints Per Roll
	4 x 6 in. (10.16 x 15.24 cm)	up to 750, paper and ribbon
	6 x 8 in. (15.24 x 20.32 cm)	up to 375, paper and ribbon
General	Resolution	300 pixels per inch (ppi)

KODAK 7000/7010/7015 Photo Printer

KODAK 7000/7010/7015 Photo Printer		
Electrical	Power Voltage/ Frequency (auto detection of the following ranges)	100 to 240 V AC, 48 to 62 Hz
	Power Consumption	320 watts maximum
Physical	7000 Printer	
	Size	Width: 11.5 in. (29.2 cm) Depth: 22 in. (55.9 cm) Height: 13.6 in. (34.6 cm)
	Weight	58 lbs (26.0 kg)
	7010/7015 Printer	
	Size	Width: 11.6 in. (29.4 cm) Depth: 23.1 in. (58.6 cm) Height: 14.6 in. (37 cm)
	Weight	63 lbs (29 kg)
Operating Environment	Temperature	59 to 95°F (15 to 35°C)
	Relative Humidity	20 to 60%
Space Requirements	Allow the following amount of space on each side of the printer.	
	Top	3 in. (7.62 cm)
	Back	3 in. (7.62 cm)
	Left Side	3 in. (7.62 cm)
	Right Side	3 in. (7.62 cm)
Print Capacity	Print Size	Prints Per Roll
	4 x 6 in. (10.16 x 15.24 cm)	up to 750, paper and ribbon
	6 x 8 in. (15.24 x 20.32 cm)	up to 375, paper and ribbon
General	Resolution	300 pixels per inch (ppi)

KODAK 8810 Photo Printer

KODAK 8810 Photo Printer Specifications		
Electrical	Power Voltage/ Frequency	100 to 240 V AC, 50 to 60 Hz
	Power Consumption	320 watts maximum
Physical	Size	Width: 13.25 in. (33.66 cm) Height: 12.25 in. (31.12 cm) Length without exit tray: 23 in. (58.42 cm) Length with exit tray: 27.5 in. (69.85 cm)
	Weight	60 lbs (27 kg)
Operating Environment	Temperature	59 to 95°F (15 to 35°C)
	Relative Humidity	20 to 60%
Space Requirements	Allow the following amount of space on each side of the printer.	
	Front	3 in. (7.62 cm)
	Back	3 in. (7.62 cm)
	Left Side	3.94 in. (10.00 cm)
	Right Side	3.94 in. (10.00 cm)

DL2100 / DL2200 Duplex Printer

DL2100 /DL2200 Duplex Printer Specifications		
Electrical	Power Voltage/ Frequency	220 to 240 V AC @ 50/60 Hz \pm 1 Hz
	Power Consumption	Operating: 1200 maximum; 530 W
		Stand-by: 100 maximum; 150 W
		Power saving: 17 W maximum
Physical	Size without duplex unit	Height: 14.6 in. (37 cm)
		Width: 17 in. (43.5 cm)
		Depth: 21 in. (53.6 cm)
	Weight without paper and ribbon	78 lbs (35.3 kg)
Operating Environment	Temperature	50 to 90° F (10 to 32 °C)
	Relative Humidity	20 to 80% non condensing
Environmental	Acoustic Level	Operating: 55 dB (A) Standby: 37 dB (A)
Space Requirements	Allow the following amount of space on each side of the printer.	
	Top	27 in. (70 cm)
	Back	23 in. (60 cm)
	Front	40 in. (100 cm)
	Left Side	8 in. (20 cm)
	Right Side	8 in. (20 cm)

KODAK D4000 Duplex Photo Printer

KODAK D4000 Duplex Photo Printer Specifications		
Electrical	Power Voltage/ Frequency	100 to 240 V AC, 50 to 60 Hz
	Power Consumption	Less than 5.0 Amps at 100 V AC or 2.5 Amps at 240 V AC
Physical	Size with casters	Height: 30.9 in. (78.5 cm)
		Width, without exit tray: 21.8 in. (55.4 cm)
		Width, with exit tray: 32.5 in. (82.5 cm)
		Depth: 18.8 in. (47.8 cm)
	Weight without paper and ribbon	151.5 lbs (68.7 kg)
Operating Environment	Temperature	59 to 95°F (15 to 35°C)
	Relative Humidity	20 to 60% non condensing
Space Requirements	Allow the following amount of space on each side of the printer.	
	Top	4 in. (10.16 cm)
	Back	16 in. (40.64 cm)
	Front	14 in. (35.56 cm)
	Left Side	23 in. (58.42 cm)
	Right Side	4 in. (10.16 cm)

KODAK D4600 Duplex Photo Printer

KODAK D4600 Duplex Photo Printer Specifications		
Electrical	Power Voltage/ Frequency	100 to 240 V AC, 50 to 60 Hz
	Power Consumption	Less than 5.0 Amps at 100 V AC or 2.5 Amps at 240 V AC
Physical	Size	Height: 15.75 in. (40 cm)
		Depth, without exit tray: 19.9 in. (50.48 cm)
		Depth, with exit tray: 31 in. (78.74 cm)
		Width: 13.25 in. (33.66 cm)
	Weight without paper and ribbon	66.14 lbs (30 kg)
Operating Environment	Temperature	59 to 95°F (15 to 35°C)
	Relative Humidity	20 to 60% non condensing
Space Requirements	Allow the following amount of space on each side of the printer.	
	Top	4 in. (10.16 cm)
	Back	3 in. (7.62 cm)
	Front	3 in. (7.62cm)
	Left Side	3.94 in. (10 cm)
	Right Side	3.94 in. (10 cm)

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