KODAK Photo Printer 6850

User Guide

Eastman Kodak Company
343 State Street
Rochester, New York 14650

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ENERGY STAR is a U.S. registered trademark.

Part Number 4J7961_US

Safety and Regulatory Information

Important Safety Information

⚠ CAUTION:
Use of controls or adjustments, or performance of procedures other than those specified in this manual may result in injury and/or damage to the printer.

- The power outlet should be easily accessible and installed near the printer.
- Position the power cable so that it cannot be pulled on or tripped over.
- Never allow the power cable to contact hot surfaces.
- The power outlet must be grounded. An ungrounded outlet can cause fire, electric shock, or harmful interference to nearby electrical devices.
- Use only the power cable provided with the printer.
- Do not operate the printer with a damaged power cable.
- Always unplug the power cable from the printer before cleaning or when the printer is not in use.
- If the printer has been dropped or damaged, be sure a qualified service person examines the printer before you use it.
- Do not block the filter openings on the printer cabinet.
- Do not expose the printer to moisture or water.
- Do not allow any foreign objects or liquids to fall or spill inside the printer. Fire or electric shock could result.
- The thermal head becomes extremely hot during normal operation. Do not touch it.
- Alcohol pads are used to clean the thermal head and other internal printer components. In the United States for health, safety, and environment information, call 585-722-5151. Customers outside the U.S. can contact their local KODAK Service Representative.

Safety Labels

Please observe the important safety warnings that are posted on the printer.

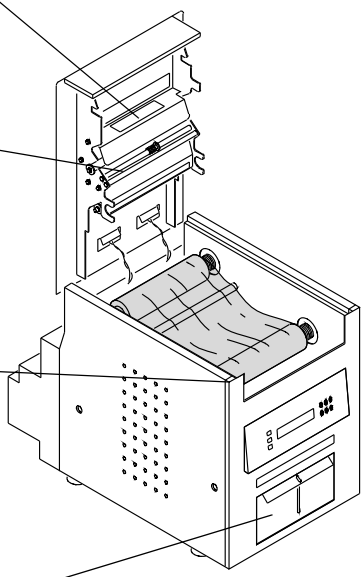
CAUTION HOT SURFACE
To avoid burns, use caution when closing the cover.

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

CAUTION SHARP OBJECTS
The metal edges of the printer may be sharp.

CAUTION SHARP CUTTER BLADE
There are sharp cutter blades inside the printer. Do not insert hands or objects.

This label is posted behind the trim tray.



Regulatory and Safety Compliance

Safety

Complies with UL 60950-1:2006 Third Edition—CAN/CSA C22.2 No. 60950-1-03

EN 60950-1:2006+A11:2009

IEC 60950-1:2005 2nd Edition

Tested for Norwegian IT Power systems 240V phase to phase

Electromagnetic Compatibility (EMC)

NOTE: 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 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 interference to radio communications. Operation of this equipment in a residential area is likely to cause interference in which case the user will be required to correct the interference at his or her own expense.

Requirements of the EMC directive 89/336/EEC were met through compliance with the following:

- EN 55022: 94 (class A) with Amendments A1:95 and A2:97
- EN 55024: 98 ITE Immunity includes the following:

  EN 61000-4-2 ESD

  EN 61000-4-3 Radiated RF immunity

  EN 61000-4-4 EFT

  EN 61000-4-5 Surge

  EN 61000-4-6 Conducted RF immunity

  EN 61000-4-11 Voltage dips and interruptions
- EN 61000-3-2 Harmonics
- EN 61000-3-3 Flicker

⚠ CAUTION:

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

"Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment."

This is a Class A product based on the standard of the Voluntary

Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波障害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

警告使用者:
這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

Noise Emission

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

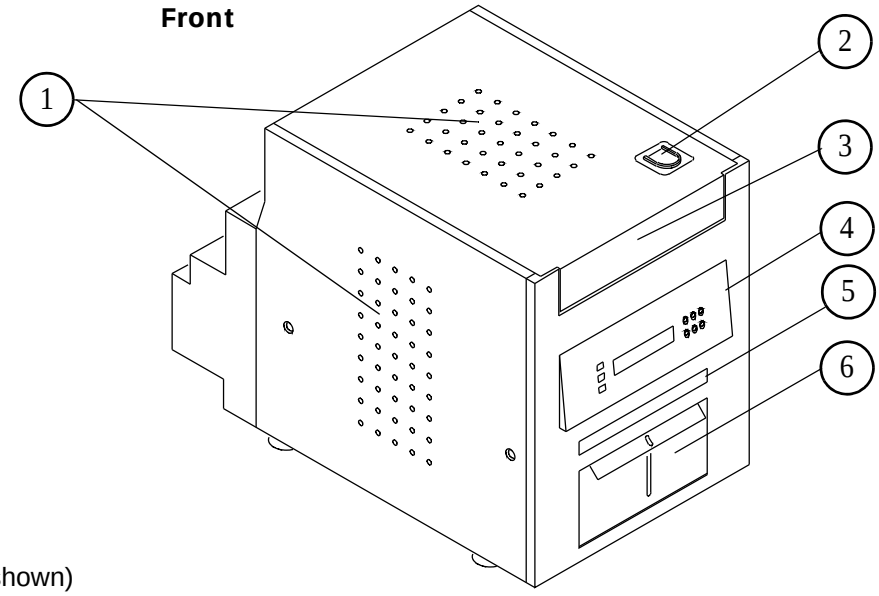
* Average value specified in accordance to JIS Z8731

Disposal

This product contains a small amount of lead in the solder on the circuit boards. Disposal of this material may be regulated due to environmental considerations. For disposal or recycling information, please contact your local authorities. In the USA, contact the Electronics Industry Alliance at www.eiae.org.

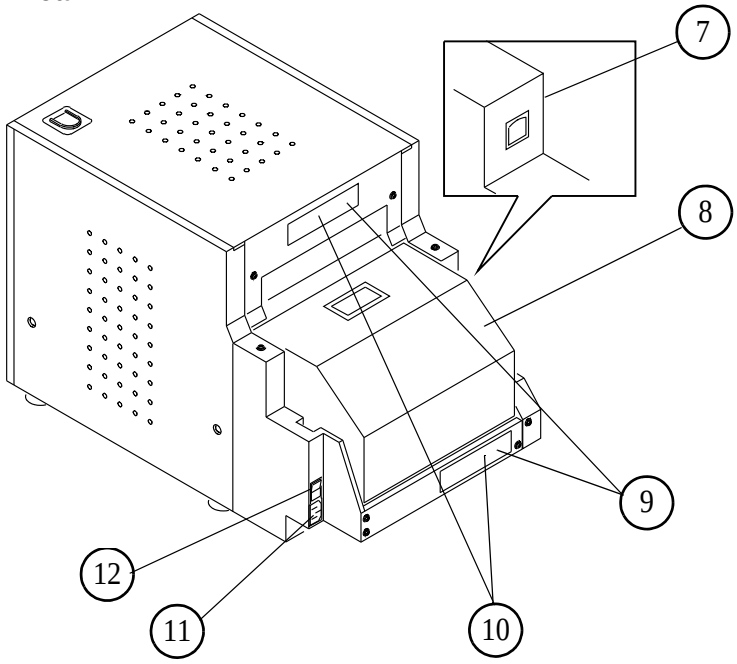
In the European Union, this symbol indicates that when the last user wishes to discard this product, it must be sent to appropriate facilities for recovery and recycling. Contact your local KODAK Representative or refer to www.kodak.com/go/recycle for additional information on the collection and recovery programs available for this product.

Front



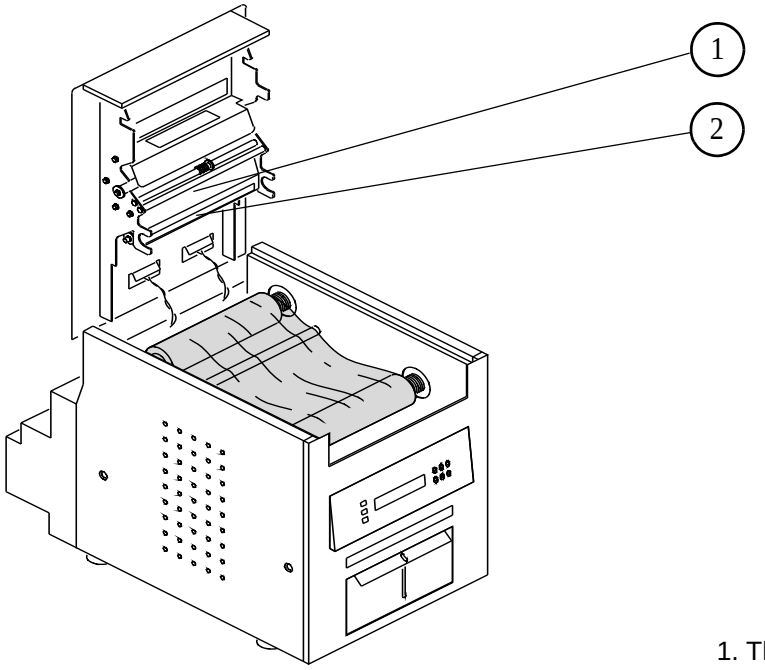
1. Filter openings
2. Cover release
3. Upper cover
4. Operator panel
5. Print exit slot (print catcher not shown)
6. Trim tray

Rear



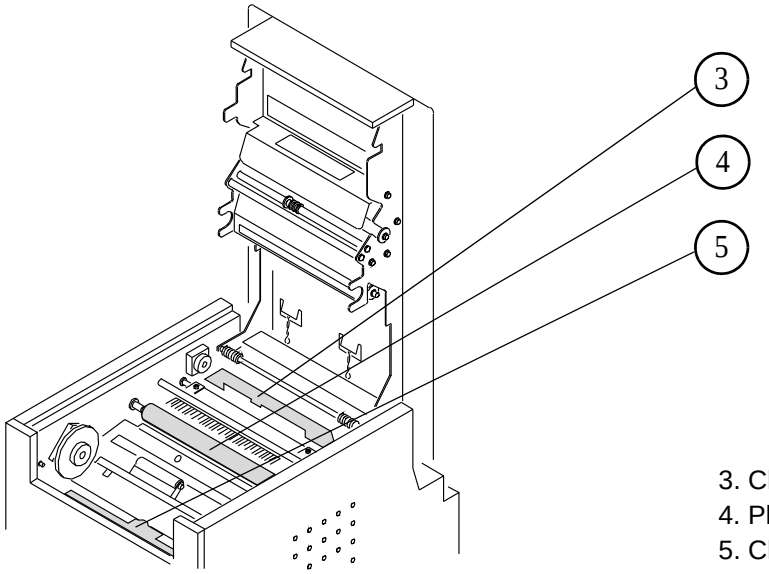
7. USB connector
8. Paper door
9. Data plate (location may vary)
10. Serial number/Bar code label (location may vary)
11. Power connector
12. Power switch

Internal View with Ribbon Installed



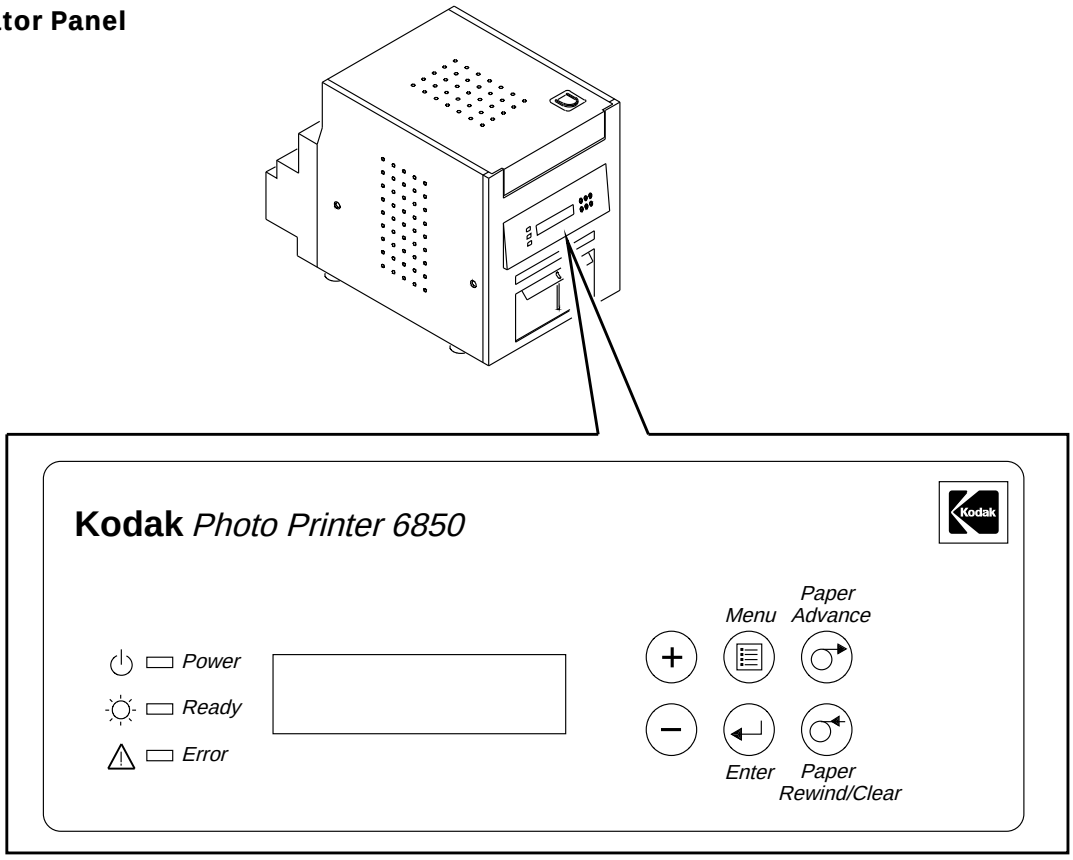
1. Thermal head
2. Stripper plate

Internal View with Ribbon Removed



3. Cleaning roller, rear
4. Platen roller
5. Cleaning roller, front

Operator Panel



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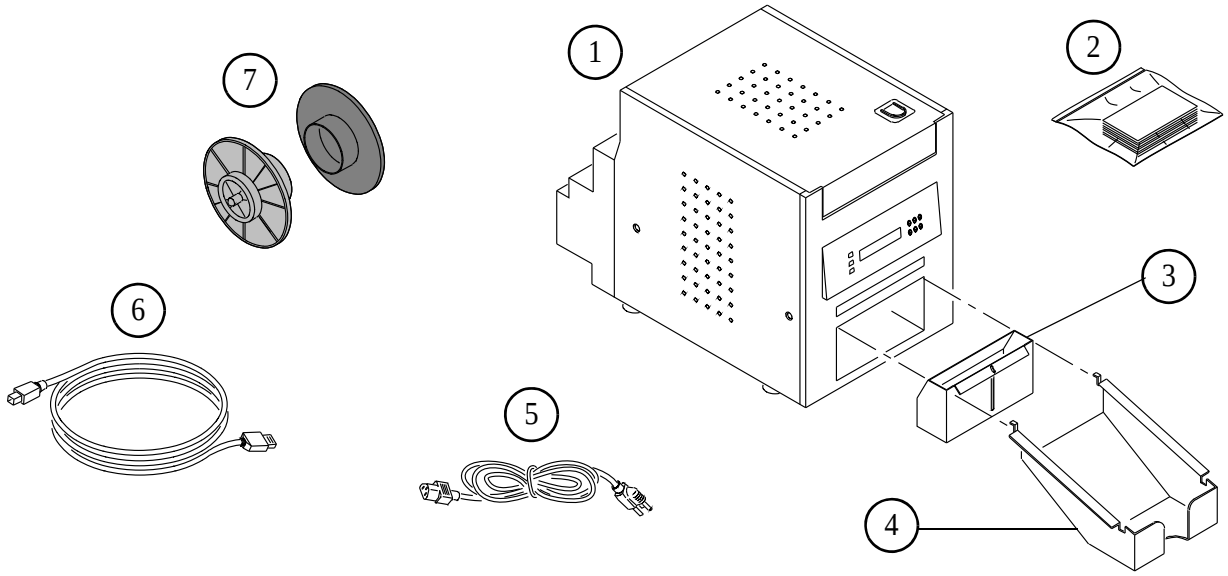
1 Setting Up the Printer

Package Contents

The KODAK Photo Printer 6850 is packaged with the following items:



1. Printer
2. KODAK Thermal Printer Cleaning Kit
3. Trim Tray (not installed)
4. Print Catcher (not installed)
5. (4) 6850 Power Cable (1 US, 1 Europe, 1 Australia, 1 China)
6. USB Cable
7. (2) Paper Flange
8. User Guide and software CD, not pictured (in some countries, the User Guide is provided on the CD, not in printed form)

Before You Begin

IMPORTANT: *Your KODAK Photo Printer comes with several power cables. Be sure to select the correct power cable required for your country.*

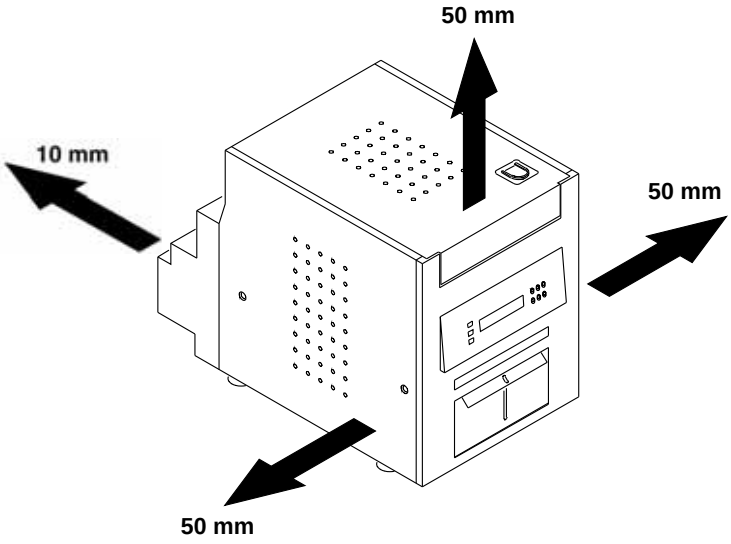
Have the following items available before you begin your printer setup:

- KODAK Photo Print Kit 6800/4R or KODAK Photo Print Kit 6800/6R which contains the correct paper and ribbon for the best print quality and print life from your printer. See Appendix A for details on the Photo Print Kit (sold separately).
- USB cable (included).

IMPORTANT: *The printer weighs 56 lb (25 kg) and is heavier at the front than at the back. Use caution when lifting or moving the printer.*

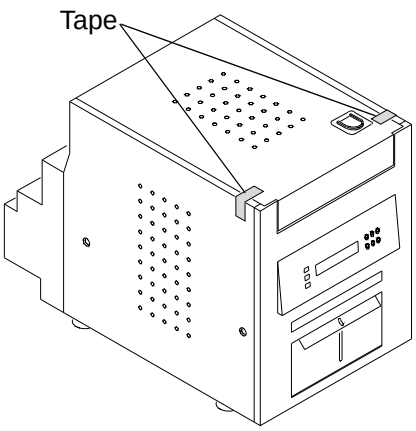
Recommended Air Flow Clearances

If you plan to set up the printer in a restricted space, such as in a cabinet, refer to the following illustration for the recommended air flow clearances for this type of setup.

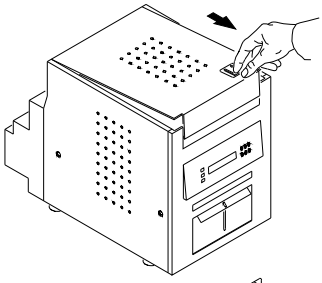


Removing the Packing Material

The printer is packaged with protective inserts that prevent damage during shipping. Remove these inserts before using the printer. Keep the carton and packing inserts; reinstall them when repacking and transporting the printer.

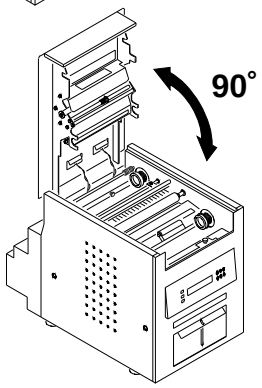


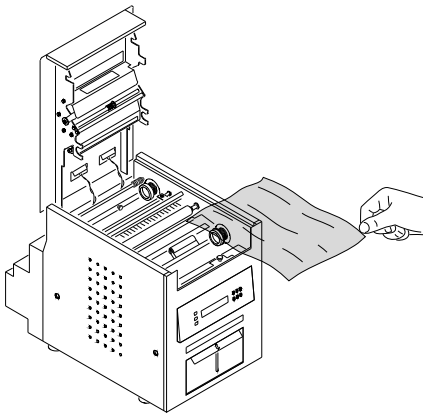
1. Remove the tape from the upper cover.



2. Slide the cover release toward you, then open the upper cover carefully.

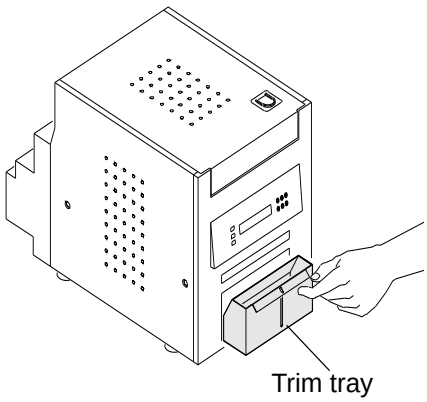
IMPORTANT: *Cover does not open beyond a 90° angle.*





3. Remove the packing material.

Installing the Trim Tray



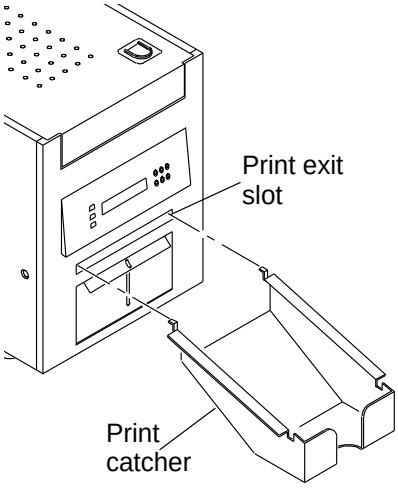
The trim tray collects paper trimmings that are generated when the printer cuts the prints.

- Slide the trim tray into the printer as shown.

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

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

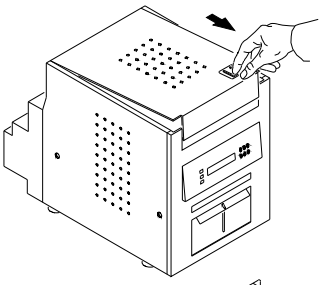
Installing the Print Catcher

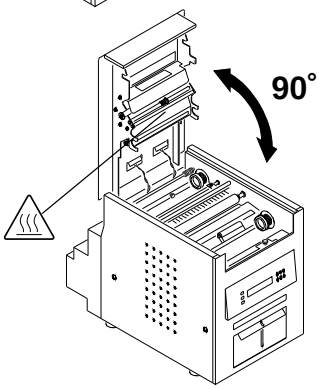


The print catcher collects the finished prints as they exit the printer.

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

Loading the Ribbon





Have a KODAK Photo Print Kit 6800/4R or KODAK Photo Print Kit 6800/6R available. These kits contain the correct size ribbon for your printer. See Appendix A for details on the Photo Print Kits (sold separately).

To load the ribbon into the printer:

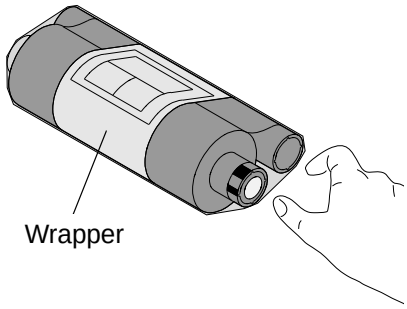
1. Slide the cover release toward you, then open the upper cover carefully.

IMPORTANT: *Cover does not open beyond a 90° angle.*

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

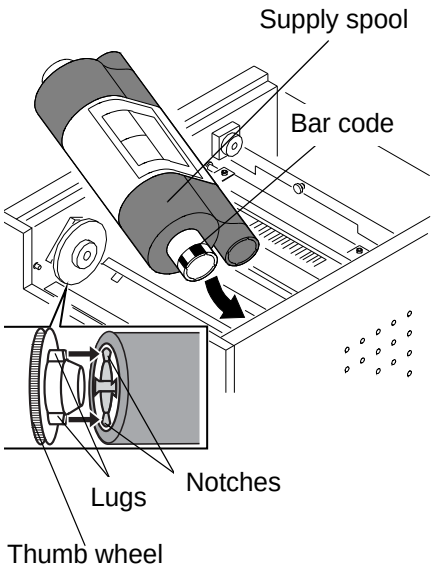
2. If you are replacing a ribbon, remove the used ribbon from the printer.

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

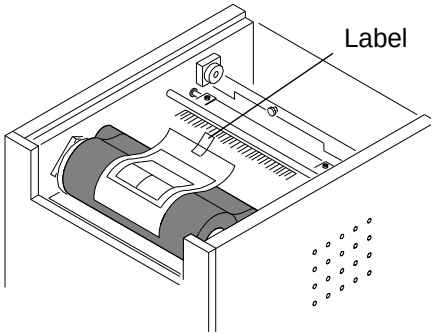


3. Insert your fingers into the holes in the plastic on the end of the ribbon. Remove the plastic cover from the ribbon.

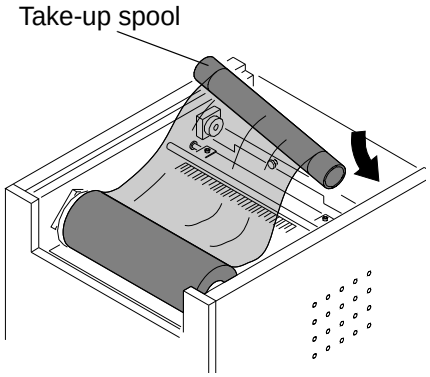
IMPORTANT: *Do not remove the wrapper from the ribbon at this time.*



4. Push the bar code end of the supply spool into the spool holder on the right.
5. Place the left side of the supply spool into the spool holder on the left.
6. Rotate the thumb wheel until the lugs on the spool holder lock into the notches on the supply spool.



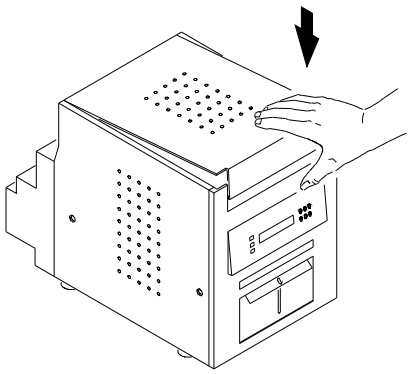
7. Remove the label and wrapper from the ribbon.



8. Push the right side of the take-up spool into the spool holder on the right.
9. Place the left side of the take-up spool into the spool holder on the left.
10. Adjust the take-up spool until the lugs on the spool holder lock into the notches on the take-up spool.

11. 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 when making prints.*



12. Close the upper cover by pressing on the center of the cover until it clicks in place.

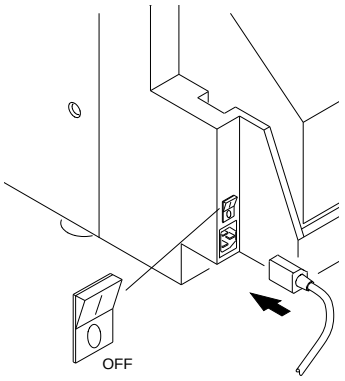
Connecting the Cables

If you plan to install the printer driver software on your computer, you will need to install the software before you connect the cables. See Chapter 2 , Installing the Printer Driver Software.

IMPORTANT: *You must install the printer driver software before connecting the cables or your printer will not work.*

Connecting the Power Cable

You may have received more than one power cable with your printer. Be sure to use the correct power cable required for your country.



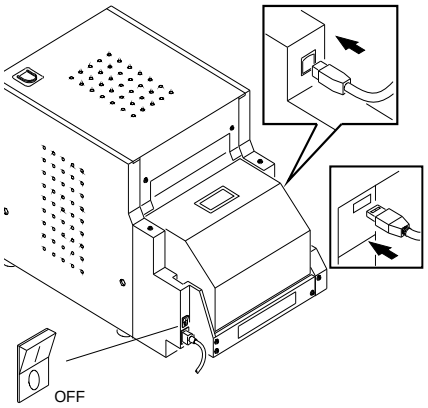
1. Check that the power switch is turned off (◯).

⚠ CAUTION:
The power outlet must be grounded. An ungrounded outlet can cause fire, electric shock, or harmful interference to nearby electrical devices.

2. Connect the power cable to the power connector on the back of the printer and to a grounded power outlet.

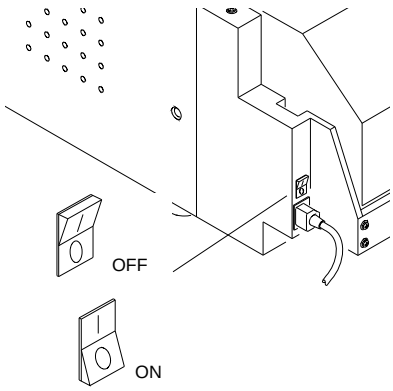
Connecting the USB Cable

Use the included USB cable.



1. Check that the power switch is turned off (◯).
2. Connect the USB cable to the USB connector on the back of the printer and to the USB connector on the computer.

Turning On the Printer



1. Press the power switch to on (|).

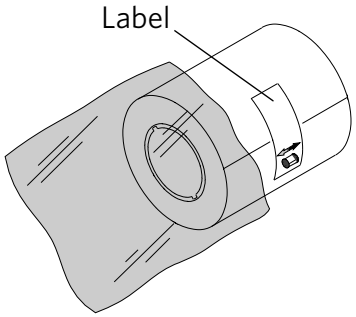
   On the operator panel, the orange Power light and the green Ready light illuminate, and the Ready message appears when the printer is initialized.
2. To turn off the printer, press the power switch to off (◯).

Loading the Paper

Have a KODAK Photo Print Kit 6800/4R or KODAK Photo Print Kit 6800/6R available. These kits contain the correct size paper for your printer. See Appendix A for details on the Photo Print Kits (sold separately).

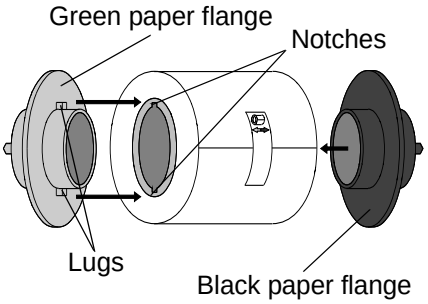
IMPORTANT: *To keep your prints dust-free and to prevent paper jams, empty the trim tray each time you change the paper.*

To load the paper into the printer:



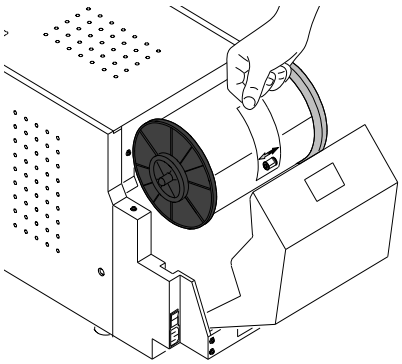
1. Remove the plastic cover from the new paper roll.

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



2. Attach the paper flanges to each end of the paper roll.
   a. Line up the lugs on the green paper flange with the notches on the left side of the paper roll.
   b. Place the green paper flange on the left side of the paper roll.
   c. Place the black paper flange on the right side of the paper roll.

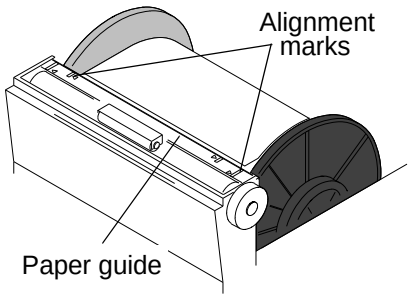
NOTE: Be sure to match up the lugs on the green paper flange with the notches on the left side of the paper roll. If you do not attach the paper flange properly, the paper roll will not fit into the printer.



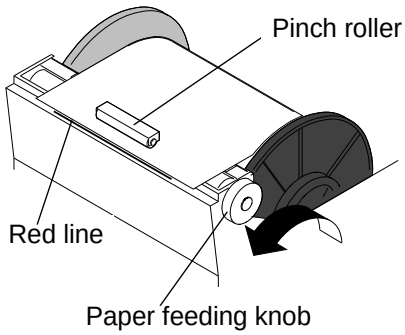
3. Open the paper door.

   The operator panel displays the Cover Open message.

4. Set the paper roll into the printer according to the green and black arrows on the label.
5. Remove the label from the paper roll.



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



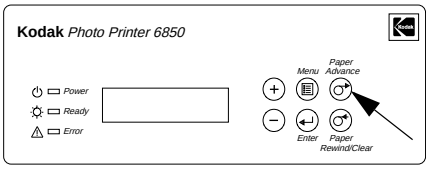
7. Insert the paper under the pinch roller.

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

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

9. Carefully close the paper door.

   The operator panel displays the Paper Empty message.



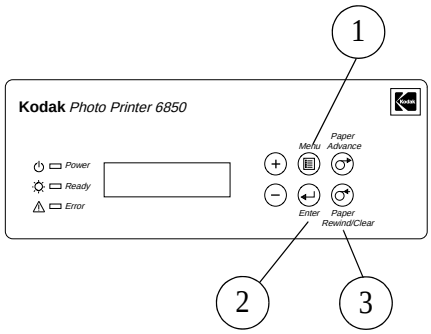
10. Press **Paper Advance** to load the paper into the printer.

    The printer advances the paper, then cuts and discharges about 24 in. (61 cm) of blank paper. This reduces the possibility of fingerprints or other damage to the prints. It does not decrease the 750 4 x 6 in. (10 x 15 cm) print capacity of the paper roll (see page A-2).

    The operator panel displays the Ready message.

Making a Test Print

Make a test print to check that the printer is installed and set up correctly.



1. Press **Menu** twice until Test Print Mode appears.
2. Press **Enter** to start printing the test print.
3. Press **Clear** to return to Ready after the test print is printed.

For more information on using the operator panel in Setup mode, see "Using Setup Mode to Review Printer Settings" on page 4-2.

Online User Guide

For the latest User Guide and Quick Setup Guide:

1. Go to: www.kodak.com/go/6850.
2. Select the Standalone Printer tab.
3. Select the **Technical Resources** link for the 6850 Printer.
4. Select **Manuals and Guides** from the drop-down menu.
5. Click the link for the guide you wish to view.

NOTE: The Guides are in PDF format; ADOBE ACROBAT Reader is required to read them. Follow the on-screen directions to install ADOBE ACROBAT Reader if you do not already have it installed on your system

2 Installing the Printer Driver Software

A printer driver is software that allows the operating software to access the printer features.

The WINDOWS 2000/XP 6850 printer driver requires the following:

Operating System	Service Pack	Minimum Memory
WINDOWS 2003 Server	SP1	512 MB
WINDOWS 2000 Professional	SP3	128 MB
WINDOWS 2000 Server	SP3	256 MB
WINDOWS 2000 Advanced Server	SP3	256 MB
WINDOWS XP Home	SP1	128 MB
WINDOWS XP Professional	SP1	128 MB

The printer driver also requires a functional USB port to communicate with the printer. The printer is compliant with the USB 2.0 protocol.

NOTE: If your equipment only supports the USB 1.1 protocol, data communication to the printer will be slower and may affect print times.

Installing the Printer Driver

IMPORTANT: *You must have Administrator privileges to install the printer driver.*

NOTE: The driver installer automatically uninstalls older versions of the 6800 printer driver.

1. Go to: www.kodak.com/go/6850 for the latest Printer Driver, Firmware, and Color profile updates.
2. Before installing the software, read the Printer Driver Readme file for important information and updates about the software.
3. Select:
   - the Standalone Printer tab
   - the **Technical Resources** link for the 6850 Printer
4. Follow the on-screen instructions to download and install the printer driver.

Customizing Printer Properties

The Printer Properties dialog box displays options for setting the printer properties.

1. For your operating system, do the following:

WINDOWS 2000	WINDOWS XP
Select **Start > Settings > Printers**.	Select **Start > Printers and Faxes**.

2. Right-click the printer icon for your printer model.
3. Select **Properties**.
4. Adjust the printer settings appropriately for your printer.

Customizing Printing Preferences

The Printing Preferences dialog box displays options for setting how your printer will print.

1. For your operating system, do the following:

WINDOWS 2000	WINDOWS XP
Select **Start > Settings > Printers**.	Select Start > Printers and Faxes.

2. Right-click the printer icon for your printer model.
3. Select **Printing Preferences.**
4. On the **Layout** tab, click **Advanced**.

   The Advanced Options dialog box appears.
5. Adjust the printing preferences appropriately for your printer.

Uninstalling the Printer and Printer Driver

IMPORTANT: *You must have Administrator privileges to uninstall the printer and printer driver.*

1. For your operating system, do the following:

WINDOWS 2000	WINDOWS XP
• Select **Start > Settings > Printers**.	• Select **Start > Printers and Faxes**.
The Printers dialog box appears.	*The Printers and Faxes dialog box appears.*

2. Right-click the printer you want to remove and select **Delete**.
3. Click **Yes** to delete the printer.
4. Select **File > Server Properties**.
5. Select **Drivers**.
6. Highlight the printer driver you want to remove and click **Remove**.
7. Click **Yes** to delete the printer driver.
8. Click **Close**.

3 Calibrating the Printer

The KODAK Photo Printer Calibration Application allows the KODAK Photo Printer to produce the best possible color response. Printer calibration adjusts the response of the printer so that a specific data input value yields a specific color density output. When a printer is properly calibrated, it generates the correct density for each given data value.

Your KODAK Photo Printer is shipped with default factory calibration values. You should be able to set up your printer and begin printing right away without having to first calibrate the printer. However, if you are dissatisfied with the color of your prints, follow the steps in this chapter to calibrate your printer.

Installing the Calibration Application Software

1. Go to www.kodak.com/go/6850.
2. Select:
   - the Standalone Printer tab
   - the **Technical Resources** link for the 6850 Printer
3. Download the KODAK Photo Printer Calibration Application for WINDOWS.
4. Review the user's guide for the calibration application.
5. Down load the calibration application.

NOTE: Before installing the software, read the Calibration Software Readme file for important information and updates about the software.

6. Follow the on-screen instructions to install the calibration software.

NOTE: The latest color profiles are also available to ensure proper color reproduction.

4 Operating the Printer

Making Prints

You make prints using photo printing software applications. For application-specific printing information, see the user's guide or online Help for the software application.

Handling and Storing Prints

For best results:

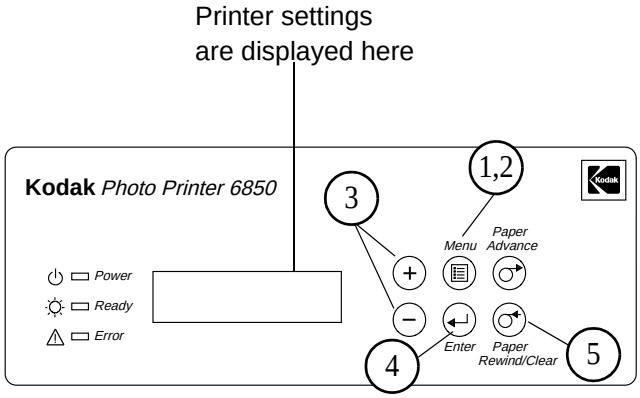
- Make sure hands are clean and free of food, oil, and grease.
- Store prints in a cool, dry environment free of chemical contamination.
- Store prints at temperatures below 72° F (25° C) for extended periods.
- Store prints at a relative humidity between 30% and 50%.
- Avoid exposure to high-intensity light sources, particularly fluorescent light and sunlight, which are rich in ultraviolet radiation.
- Avoid exposure to vinyl items (those made of polyvinyl chloride, PVC) and any plastic that contains plasticizer. If you use transparent sleeves, make sure that they are not PVC-based.

Understanding the 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 Operator Panel Error Messages" on page 6-3.

Using Setup Mode to Review Printer Settings

Use the operator panel to review printer settings in Setup mode.



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.

Accessing the Printer Settings

Press **Menu** repeatedly to scroll through the printer settings in the following order.

Printer Setting	Operator Panel Display	Action Required
Printer ready	Ready	None. The printer is on and ready to make prints.
Changing energy save mode	Energy Save Mode	Press **Enter** to turn Energy Save Mode on or off. The default is off. When turned on, the printer goes into a standby mode after 30 minutes, using less power. When the printer goes into standby, the time for the first print is increased. Press: • **Energy Save Mode** • **Enter** • "**+**" or "**-**" to turn on or off • **Enter** • **Clear**
Making a test print	Test Print Mode	Press **Enter** to make a test print. See "Making a Test Print" on page 1-10.
Check remaining paper status	Remain = XXX/YYY	None. 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**.
Checking the printer total print count	Printed = XXXXX	None. XXXXX represents the total number of prints made since the printer was manufactured. This counter cannot be reset.
Checking the ribbon status	Donor = XX[%]	None. XX[%] represents the percentage of the installed ribbon that is available for making prints.
Checking the printer firmware version	Main Firm =	None. The printer control firmware version number is displayed.
Checking the image processing firmware version	DSP Firm =	None. The image processing firmware version is displayed.

Printer Setting	Operator Panel Display	Action Required
Changing the wait time	Wait Time	Press Enter to change wait time from 0 to 100 seconds. The default is 1 second. This only applies when printing 4R prints using 6R ribbon. The wait time is the length of time that the printer waits before it starts printing after receiving a 4R print. This allows the printer to receive a second 4R print that will print at the same time as the first 4R print. This decreases the print time when printing multiple 4R prints using 6R ribbon. Press: • Wait Time • Enter • "+" or "-" to change the number • Enter • Clear

5 Maintaining the Printer

To ensure good printer performance and high-quality prints, keep the printer and its environment clean and dust-free.

Cleaning the Cabinet

Clean the exterior cabinet and filter openings regularly to eliminate dust build-up and to prevent dirt from entering the printer.

⚠ 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 your KODAK Service Representative.

1. Wipe the exterior cabinet, print catcher, and trim tray with a damp, lint-free cloth.
2. Vacuum the filter openings to remove dust.

Performing Routine Maintenance

To maintain good print quality:

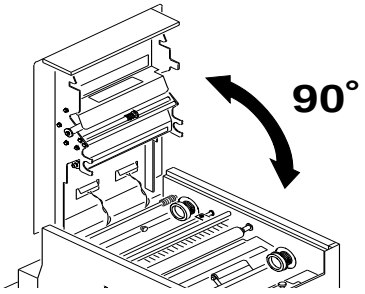
1. Clean the stripper plate, platen roller, and cleaning rollers monthly, using the alcohol pads included in the KODAK Thermal Printer Cleaning Kit.
2. Only clean the thermal head if directed to do so by a KODAK Service Representative. Do not include the thermal head in your monthly cleaning process.

NOTE: If there is paper or ribbon 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).

In the United States for health, safety, and environment information, call 585-722-5151. Customers outside the U.S. can contact their local KODAK Service Representative.

Cleaning the Thermal Head and Stripper Plate

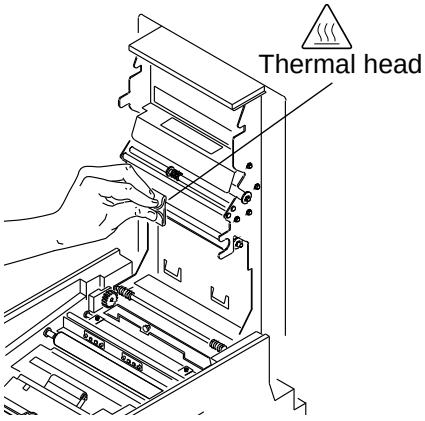


⚠ CAUTION:
Fingerprints can damage the thermal head, which looks like a glass bar. Never touch it with your bare hands or fingers.

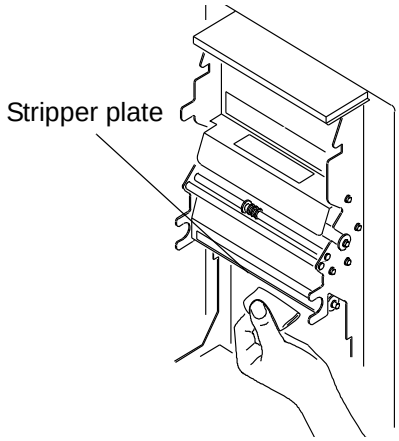
1. Make sure the power switch is turned off (◯).
2. Slide the cover release toward you, then open the upper cover carefully.

IMPORTANT: *Cover does not open beyond a 90° angle.*

⚠ CAUTION:
The thermal head becomes extremely hot during normal operation. Wait approximately five minutes to begin cleaning the head after you open the upper cover.

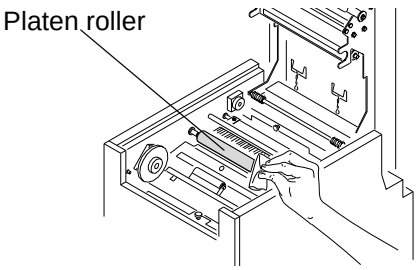


3. Remove an alcohol pad from its packaging. Move the pad along the entire length of the thermal head, in one direction only. When you clean the thermal head:
   - Apply firm, even pressure.
   - Make three passes along the thermal print head.
   - Use a clean part of the pad for each pass.



4. Use another clean alcohol pad to wipe the edge of the stripper plate.

Cleaning the Platen Roller

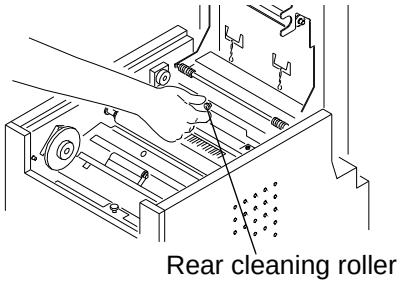


1. Remove an alcohol pad from its packaging. Wipe the rubber section of the platen roller with the pad.
2. Rotate the roller to clean the entire surface.
3. Allow the alcohol to dry completely (about five minutes) before you resume printing.

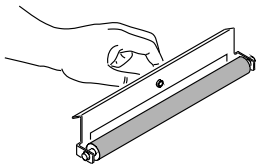
Cleaning the Cleaning Rollers

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.

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

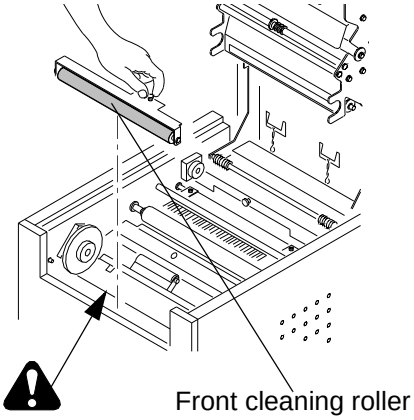


1. Remove the rear cleaning roller by pulling up on the black knob.

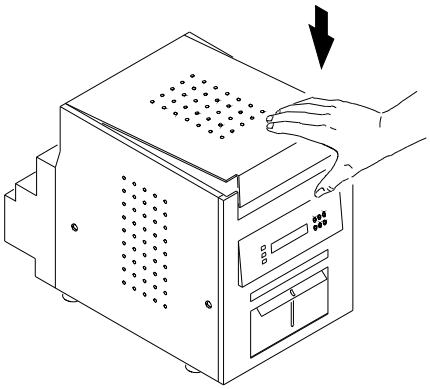


2. Remove an alcohol pad from its packaging. Wipe the rubber section of the roller with the pad.
3. Reinstall the rear cleaning roller in the printer. Push the black knob until the roller clicks into place.

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



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



5. Close the upper cover by pressing on the center of the cover until it clicks in place.
6. Allow the alcohol to dry completely (about five minutes) before you resume printing.

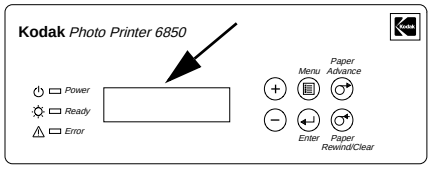
6 Troubleshooting

Resolving Potential Problems

Problem	Description or Cause	Possible Solution
Paper jam; error light is on, printer does not operate	The paper is stuck in the printer.	Clear the paper jam. See "Clearing a Paper Jam" on page 6-4.
Prints have linear streaks	The thermal head is dirty.	Clean the thermal head. See "Cleaning the Thermal Head and Stripper Plate" on page 5-2. If the problem persists, the heating element may be damaged. Contact your KODAK Service Representative.
Prints have streaks made up of small dots	The cleaning rollers are dirty.	Clean the cleaning rollers. See "Cleaning the Cleaning Rollers" on page 5-3.
Print size or aspect ratio is not what you expected	The image file or printing options need to be adjusted in your photo printing software application.	In your photo printing software application: • Use the Fit to Page or Clip options (may not be offered by all photo printing applications). • Adjust the image size to match the paper size. • Make sure the Portrait / Landscape setting matches the orientation of the picture. • For details, see the photo printing application online Help. NOTE: It is not necessary to adjust the image resolution (dpi) to match the printer resolution. The printer driver automatically scales your image to match the printer resolution.
Insufficient Memory errors occur on your computer (not on the printer) after making a substantial number of prints	Your computer is low on RAM and/or disk caching memory. This can happen when you are manipulating (rotating, scaling, retouching, etc.) high-resolution images (>72 dpi).	• Minimize the number of images that are open at the same time. • Purge the contents of the clipboard often. • Close all applications except the photo printing software application. • See the photo printing software application online Help for tips on memory optimization.

Problem	Description or Cause	Possible Solution
Print color is not accurate.	The current settings are not correct.	Reset the printer to factory defaults.
	The color profile is out of date.	1. Check for a new color profile at www.kodak.com/go/6850. 2. Select: ▪ the Standalone Printer tab ▪ the **Technical Resources** link for the 6850 Printer
	Variability in media or environment.	Calibrate the printer. See "Chapter 3 Calibrating the Printer" on page 3-1.
	The printer driver or imaging application is not properly using the color profile supplied for the KODAK 6850 Printer.	Review the Profile Read me and use the test profile to verify the settings are correctly addressing the color profile. 1. Go to: www.kodak.com/go/6850. 2. Select: ▪ the Standalone Printer tab ▪ the **Technical Resources** link for the 6850 Printer

Resolving Operator Panel Error Messages



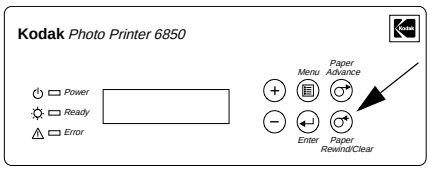
Refer to the following table to resolve errors reported on the operator panel. If the problem persists, contact your KODAK Service Representative.

Error Message	Description or Cause	Possible Solution
Paper Empty	The paper is empty or is not loaded.	Load the paper. See "Loading the Paper" on page 1-8.
Ribbon Empty	The ribbon is empty or is not loaded.	Load the ribbon. See "Loading the Ribbon" on page 1-5.
Paper Jam XX	The paper is stuck in the printer or paper path.	See "Clearing a Paper Jam" on page 6-4.
Cover Open	The upper cover is open or not latched.	Close the upper cover by pressing on the center of the cover until it clicks.
Data Error	There is a communication problem between the printer and host computer.	Check the host computer.
Mecha Error XX	The printer has a mechanical problem.	Contact your KODAK Service Representative. Have available: • the error code number (XX) • the printer model number and serial number (listed on the printer data plate)
Control Error XX	The printer has a system control problem.	
TempSensErr XX	The printer has a problem with the temperature sensor.	
Sensor Error XX	The printer has a sensor problem.	

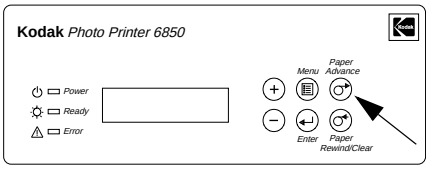
Clearing a Paper Jam

If the Paper Jam message is displayed on the operator panel, there are two methods that you can use to try to clear the paper jam.

Method 1



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



2. Press **Paper Advance** to re-load the paper into the printer.

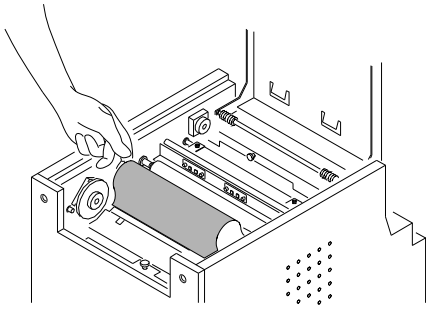
   The printer advances the paper, then cuts and discharges about 24 in. (61 cm) of blank paper. This reduces the possibility of fingerprints or other damage to the prints (see page A-2).

   The operator panel displays the Ready message.

Method 2

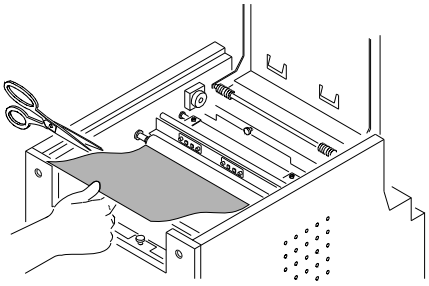
If the Paper Jam message is still displayed on the operator panel:

1. Turn off the printer and open the upper cover.
2. Remove the ribbon from the printer.



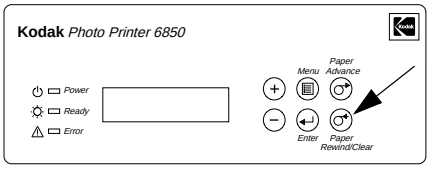
CAUTION:
Prevent damage to the printer. Do not pull abruptly on the paper.

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



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

NOTE: Do not damage or mark any of the rollers.



5. Close the upper cover and turn on the printer.
6. Press **Paper Rewind** to rewind the paper into the printer.

   If the Paper Jam message still appears on the operator panel, press Paper Rewind again.
7. Open the upper cover and reload the ribbon. See "Loading the Ribbon" on page 1-5.
8. Close the cover.
9. Reload the paper. See "Loading the Paper" on page 1-8.

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. Remove the front cleaning roller (see "Cleaning the Cleaning Rollers" on page 5-3) and remove the segment of paper.

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 be deformed and damaged if the thermal head is left in this position.

If a power outage occurs:

1. Open the upper cover immediately to 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" on page 6-4.
3. Submit your print job again.

Appendix A: Important Printer Information

Printer Specifications

Dimensions	Width Depth Height	11.4 in. (290 mm) 19.6 in. (496 mm) 13.6 in. (346 mm)
Weight (without ribbon and paper)		56 lbs (25 kg)
Operating environment	Temperature	50 to 95° F (+10 to +35° C)
	Relative Humidity	20 to 80%
	Altitude	8000ft (2440 m) maximum
Power Voltage/Frequency (auto detection of the following ranges)		90 V to 132 V / 48 Hz to 62 Hz 180 V to 264 V / 48 Hz to 62 Hz
Power consumption		320 watts maximum
Print size		KODAK Photo Printer 6850: • 4 x 6 in. (10 x 15 cm) • 6 x 8 in. (15 x 20 cm) with border • 6 x 8 in. (15 x 20 cm) borderless
Printing time (after file download)		4 x 6 in. (10 x 15 cm) - 8 seconds 6 x 8 in. (15 x 20 cm) - 14 seconds

Printer Supplies

Paper and Ribbon

Each Photo Print Kit contains the correct media set (roll-feed paper and ribbon) for your printer model. Photo Print Kits are sold separately.

IMPORTANT: *For best results, replace both the paper and ribbon at the same time.*

KODAK Photo Print Kit 6800 / 4R Specifications	
Storage specifications	86° F (30° C) or lower 60% relative humidity or lower
Capacity*	750 prints, paper and ribbon
Paper and ribbon width	6 in. (15 cm)
Ribbon patch length	4 in. (10 cm)

KODAK Photo Print Kit 6800 / 6R Specifications	
Storage specifications	86° F (30° C) or lower 60% relative humidity or lower
Capacity*	750 - 4 x 6 in. (10 x 15 cm) prints, paper, and ribbon** or 375 - 6 x 8 in.(15 x 20.3 cm) prints, paper, and ribbon**
Paper and ribbon width	6 in. (15 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 and to minimize end-of-roll impressions.

** Paper and ribbon rolls contain material to make the stated print quantity. Actual number of prints will vary depending on mix of 6 x 8 and 4 x 6 prints produced.

Handling and Storing the Paper and Ribbon

For the best quality prints, carefully handle and store your paper and ribbon:

- To avoid fingerprints, handle the ribbon by the spool ends; do not touch the ribbon material. Do not touch the glossy side of the paper.
- Store the paper and ribbon away from direct sunlight.

Thermal Printer Cleaning Kit

Use the KODAK Thermal Printer Cleaning Kit when performing routine maintenance on the printer (see page 5-1). One Thermal Printer Cleaning Kit is included with your printer.

KODAK Thermal Printer Cleaning Kit	
Catalog number	172-1117
Contents	Individually packaged alcohol pads (10)

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.

Packing and Transporting the Printer

CAUTION:
Do not ship the paper and ribbon in the printer. Doing so may cause physical damage to the printer during shipping. Ship paper and ribbon separately.

1. Remove the paper and ribbon from the printer.
2. Reinstall the packing materials (see page 1-2).
3. Repack the printer in the original packing box. See the packing/unpacking instructions included with the box.

ENERGY STAR Partner

As an ENERGY STAR Partner, Eastman Kodak Company has determined that this product meets the ENERGY STAR Guidelines for energy efficiency.

Getting Help

Help with your printer is available from the following sources:

- "Chapter 6 Troubleshooting" on page 6-1.
- Your KODAK Service Representative.
- Go to: www.kodak.com/go/6850 for the most recent Software, Firmware, Profiles, User Guides and Read me files.
  - the Standalone Printer tab
  - the **Technical Resources** link for the 6850 Printer