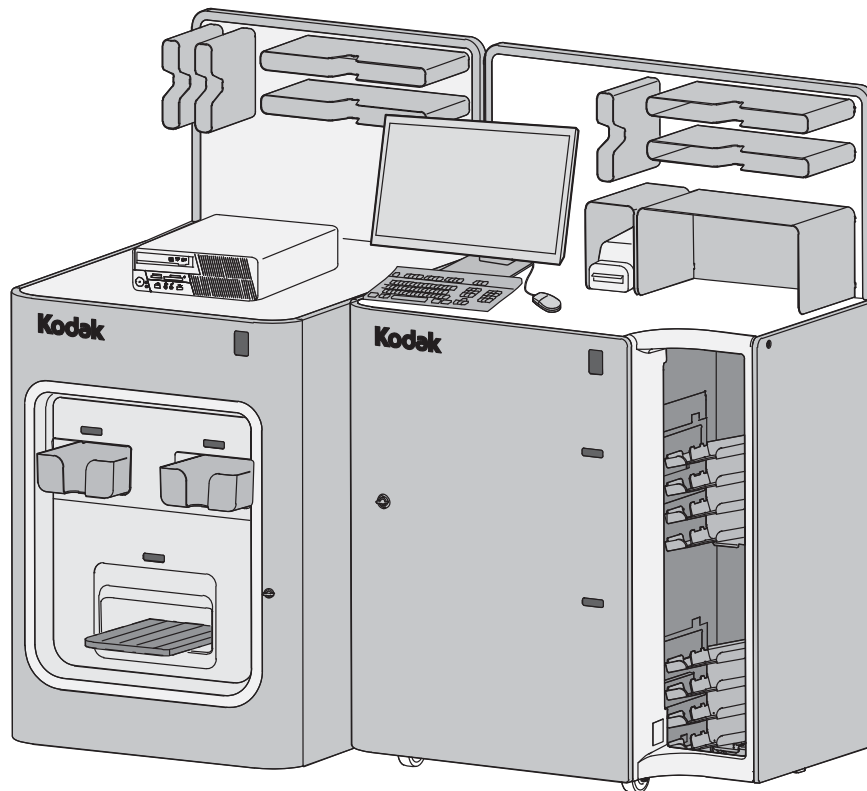


# Kodak

## Adaptive Picture Exchange



## User's Guide

Software Version 24.X Plus  
October 2024

Includes information on the:

- KODAK Adaptive Picture Exchange Cabinet 30 (KODAK Cabinet Model 30)
- KODAK Adaptive Picture Exchange Cabinet 30-4 (KODAK Cabinet Model 30-4)
- KODAK Adaptive Picture Exchange Cabinet 40 (KODAK Cabinet Model 40)
- KODAK Adaptive Picture Exchange 70
- KODAK MOMENTS Cabinet Models 4332
- KODAK MOMENTS Cabinet Models 4336
- KODAK MOMENTS Console Model 8A

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# 1 Overview

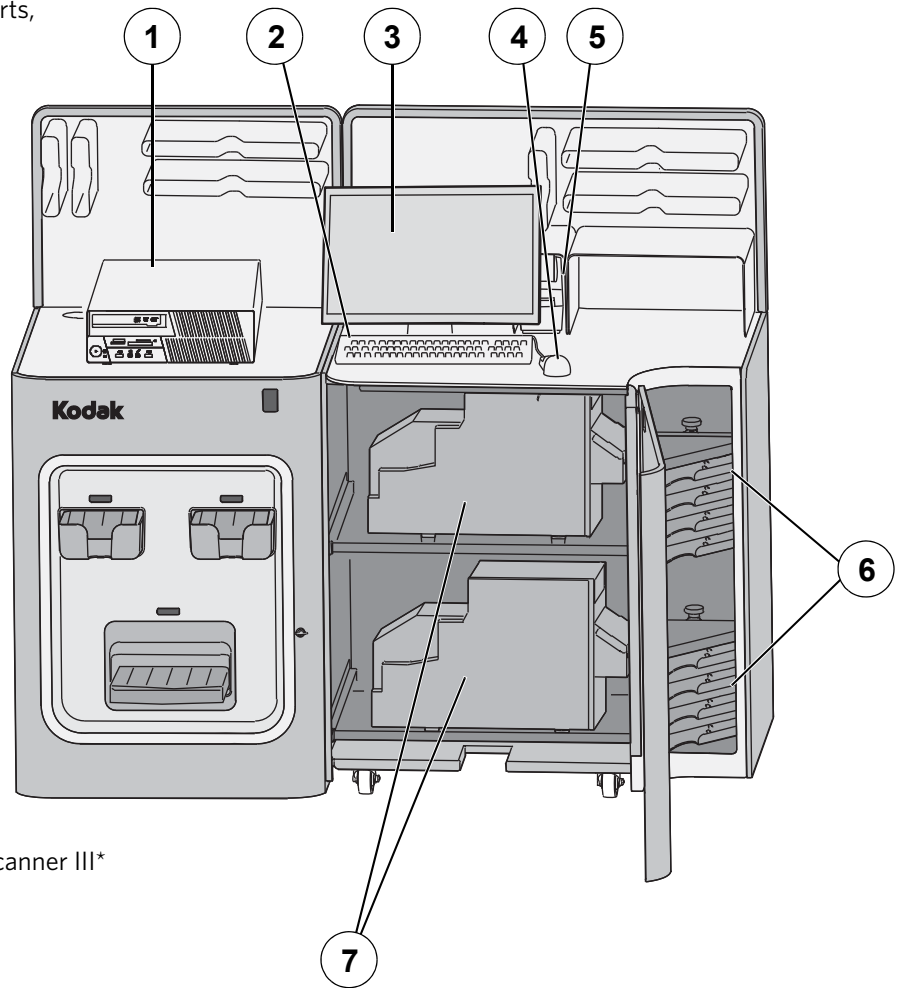
The KODAK Adaptive Picture Exchange can make KODAK Prints, KODAK Picture CDs, and Archive DVDs quickly and easily from prints, CDs, DVDs, digital media, and the Internet.

You can enter your customers' orders or your store may have a KODAK Picture Kiosk connected via network to allow your customers to enter their own orders at the Picture Kiosk.

1. Processor (equipped with USB ports, DVD/CD-RW drive, and camera card slots)
2. Keyboard
3. Touch screen monitor
4. Mouse
5. Label printer
6. Four tray sorters
7. KODAK 70XX Photo Printers

Not shown:

- KODAK Photo Printer 8800 or KODAK 8810 Photo Printer (inside cabinet)
- KODAK DL2100 Duplex Printer\*
- DL2200 Duplex Printer\*
- KODAK D4000 Duplex Photo Printer\*
- KODAK D4600 Duplex Photo Printer\*
- KODAK 305 Photo Printer\*
- KODAK 6900 Photo Printer\*
- KODAK MOMENTS 6950 Photo Printer\*
- KODAK MOMENTS Rapid Print Scanner III\*
- KODAK PS13/PS14 Print Scanner\*
- Poster printer\*
- Bar code scanner\*
- Spectrophotometer (calibration tool)\*

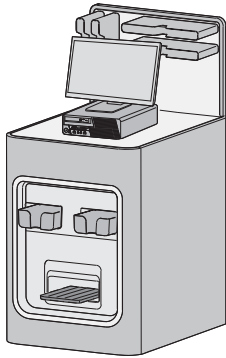


NOTE: Your configuration may differ.

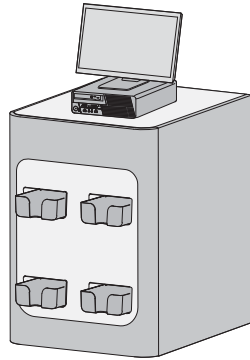
\*Optional components.

## System Configurations

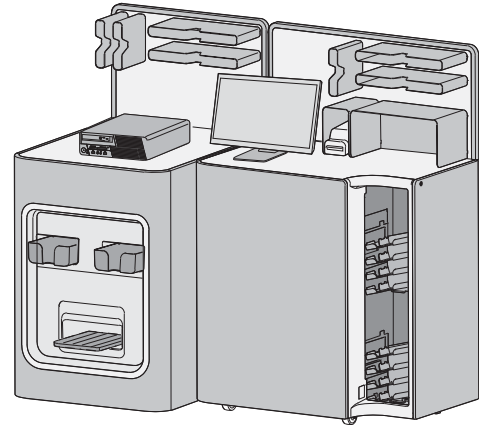
To suit different business needs, the KODAK Adaptive Picture Exchange comes in several different configurations. Whatever arrangement you may have, this user's guide contains the necessary information to operate your system.



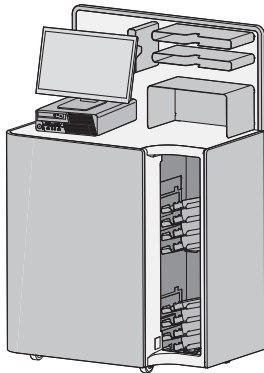
30 in.



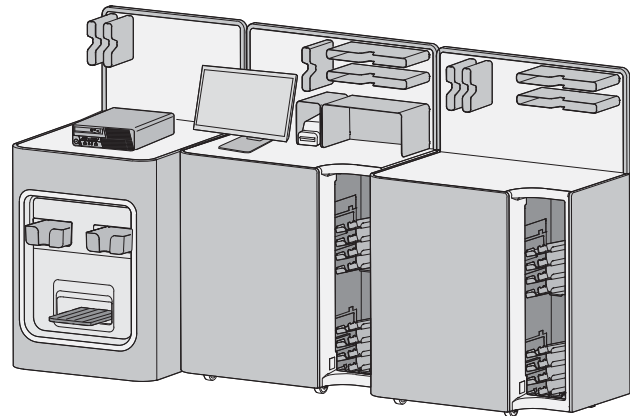
30-4 in.



70 in.



40 in.



110 in.



KMC 43H-36W-38.5D



KMC 43H-18W-38.5D

## Turning On the System

If the system is:

- connected with a power strip, turn on the power strip.
- in one or more cabinets, turn on the power switch for the cabinet(s).

**IMPORTANT:** *To ensure that the system detects connected hardware, wait to turn on the power for the processor until all other hardware is powered on.*

*The Order Management screen appears when the system is turned on.*

## 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.

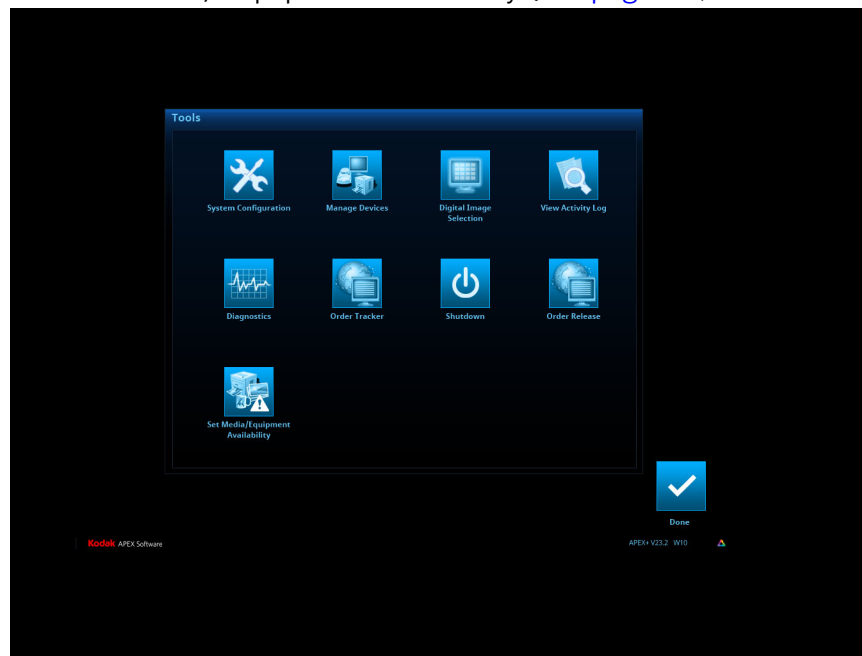
For information on error messages that may have appeared during the Device Health Checks process, see [page 8-3](#).

**NOTE:** The Device Health Checks screen is also accessible from the Setup screen (see [page 4-61](#)).

## Using the Tools

The Tools screen provides easy, non-password protected access to a number of functions:

- System Configuration (see [page 4-2](#))
- Manage Devices (see [page 4-21](#))
- Digital Image Selection (see [page 4-51](#))
- View Activity Log (see [page 4-55](#))
- Diagnostics (see [page 4-58](#))
- Order Tracker (see [page 1-5](#))
- Shutdown (see [page 1-6](#))
- Set Media / Equipment Availability (see [page 1-7](#))



NOTE: The tools available depend on your system configuration.

## Using the Order Tracker

The Order Tracker button is available when Net-2-Retail is enabled and registered. Use the Order Tracker to view orders submitted from a particular store location. To use the order tracker:

1. At the top right corner of the screen, select the *Tools* button.

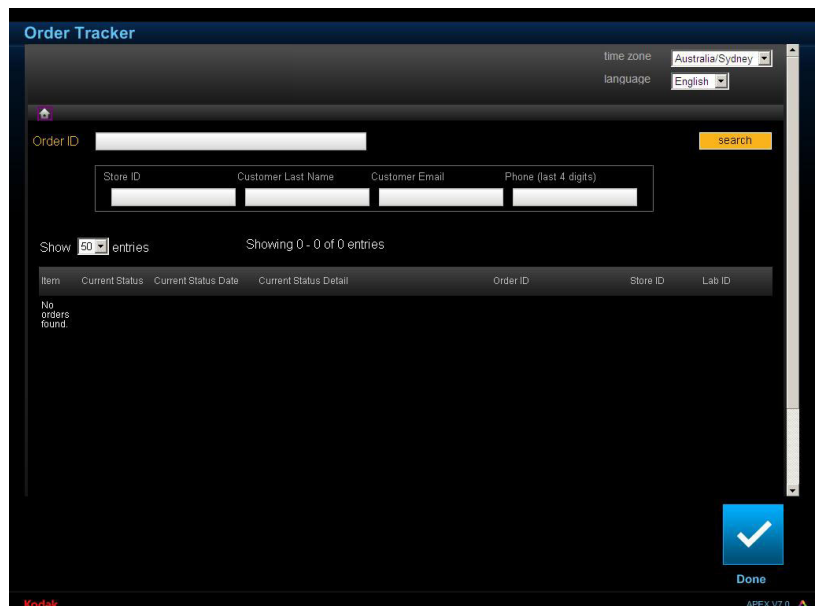


2. Select *Order Tracker*.

3. Enter the information to search for an order. You can search by:

- Order ID
- Store ID
- Customer Last Name
- Customer Email
- Last four digits of the customer's telephone number

4. Select *Search*.



5. To exit, select *Done*.



## Turning Off the System

Before you turn off the power:



1. Select *Setup* or select *Tools*.
2. Select *Shutdown*.
3. Select *Shutdown*.
4. At “Do you want to shut down the system?”, touch Yes.
5. Wait for the system to shut down.
6. Turn off the system power using the power strip switch or the switch for each cabinet.

## Restarting the System

Before you turn off the power:

1. Select *Setup* or select *Tools*.
2. Select *Shutdown*.
3. Select *Restart System*.
4. At “Do you want to restart the system?”, touch Yes.
5. Wait for the system to restart.

## Restarting the Application

1. Select *Setup* or select *Tools*.
2. Select *Shutdown*.
3. Select *Restart Application*.
4. At “Do you want to restart the application?”, touch Yes.
5. Wait for the application to restart.

## Set Media and Equipment Availability

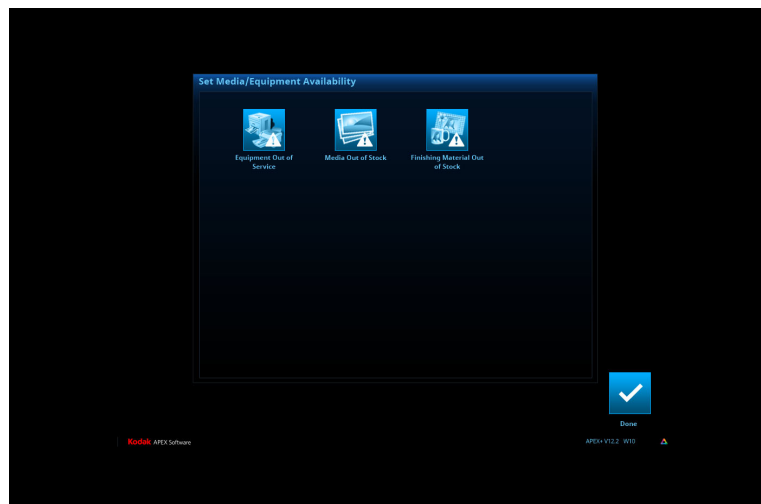
If you run out of media for a product (e.g., paper, ribbon etc.), have an issue with equipment (e.g., broken printer), or if you run out of a finishing material (e.g., photo book bindings) - you can deactivate a product so that the product does not appear on the Kiosk.

Once a selection is made, it will take approximately 5 minutes for the associated products to be deactivated on the Kiosk.

Once the media is available, or equipment is back on line - you must activate the options that you previously deactivated.

You can select:

- *Equipment out of Service*—to take a piece of equipment out of service.
- *Media out of Stock*—to select media that may be out of stock.
- *Finishing Material out of Stock*—to select finishing material that is out of stock.



## Equipment Out of Service

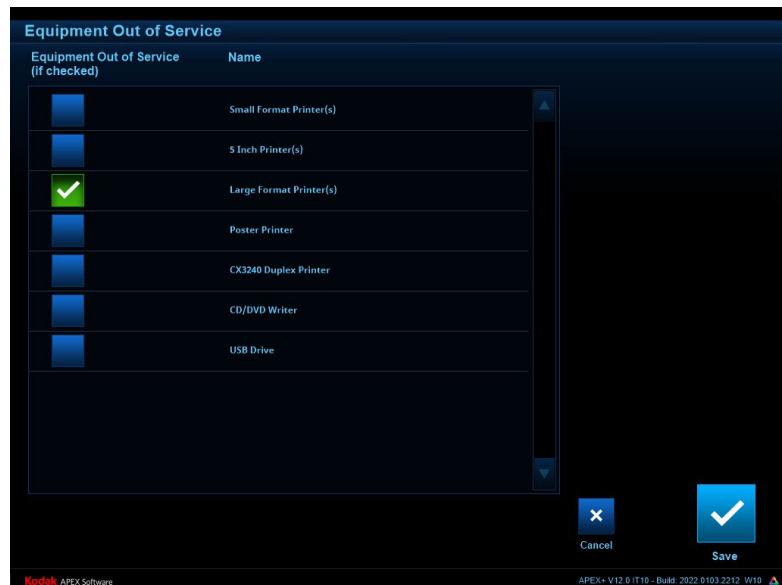


1. From the Tools screen, select *Set Media / Equipment Availability*.



2. Select *Equipment Out of Service*.

3. Select the equipment that is out of service.



4. When finished, select *Save*.

5. Select *OK* at the message prompt.

6. Select *Done*.

7. Select *OK* at the message prompt.

8. Wait for the associated products to be temporarily removed from the Kiosk.

**IMPORTANT:** *You must repeat these steps to enable the products once the equipment is available again!*

## Media Out of Stock

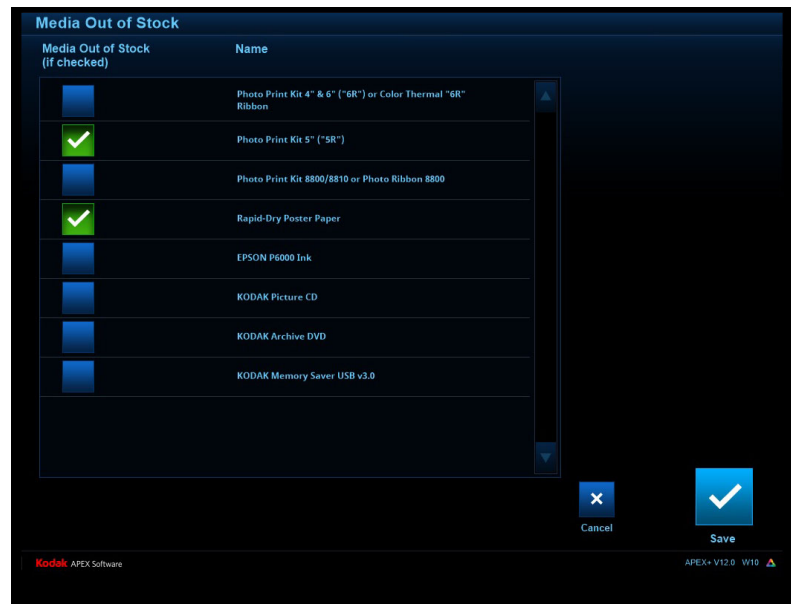


1. From the Tools screen, select *Set Media / Equipment Availability*.



2. Select *Media Out of Stock*.

3. Select the media that is out of stock.



4. When finished, select *Save*.

5. Select *OK* at the message prompt.

6. Select *Done*.

7. Select *OK* at the message prompt.

8. Wait for the associated products to be temporarily removed from the Kiosk.

**IMPORTANT:** *You must repeat these steps to enable the products once the media is available again!*

## Finishing Material Out of Stock

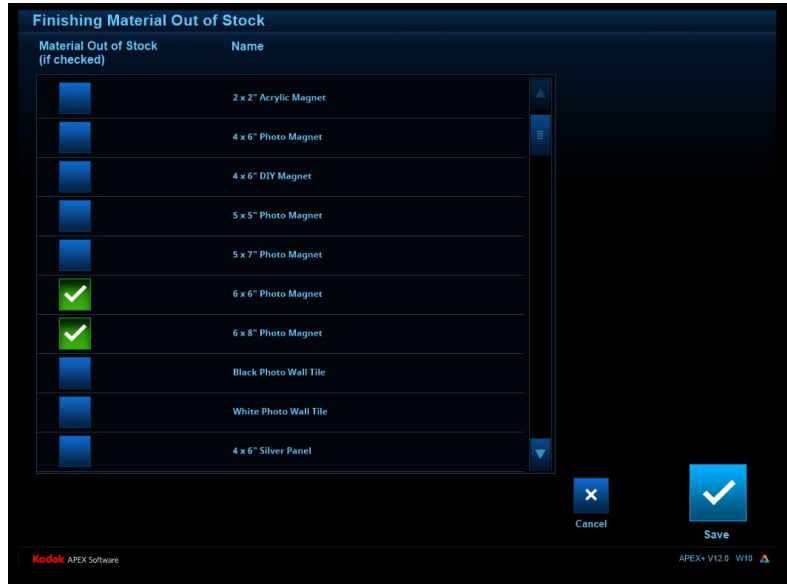


1. From the Tools screen, select *Set Media / Equipment Availability*.



2. Select *Finishing Material Out of Stock*.

3. Select the finishing material that is out of stock.



4. When finished, select *Save*.

5. Select *OK* at the message prompt.

6. Select *Done*.

7. Select *OK* at the message prompt.

8. Wait for the associated products to be temporarily removed from the Kiosk.

**IMPORTANT:** *You must repeat these steps to enable the products once the finishing material is available again!*

---

## General Care and Maintenance

Regular cleaning of your work area and equipment and routine maintenance to the system is the key to its reliable operation.

- Always vacuum or otherwise remove debris on or around the cabinet.
- Protect the cabinet and connected hardware from tobacco smoke, dust, and liquid spills.
- With the system power off:
  - wipe the outside of the cabinet, connected hardware, and four tray sorter with a clean, soft, and slightly moistened lint-free cloth.
  - Remove dust, dirt, fingerprints, and marks on the touch screen by wiping the screen with a soft, clean, lint-free cloth slightly moistened with a non-ammonia based glass cleaner.

**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 alcohol or benzine) to clean the touch screen display. Avoid getting liquids inside the touch screen display. If liquid does get inside the touch screen, have a qualified service technician check it before you power it on again.*

*Make sure the touch screen display and connected hardware are completely dry before you turn the system power on.*

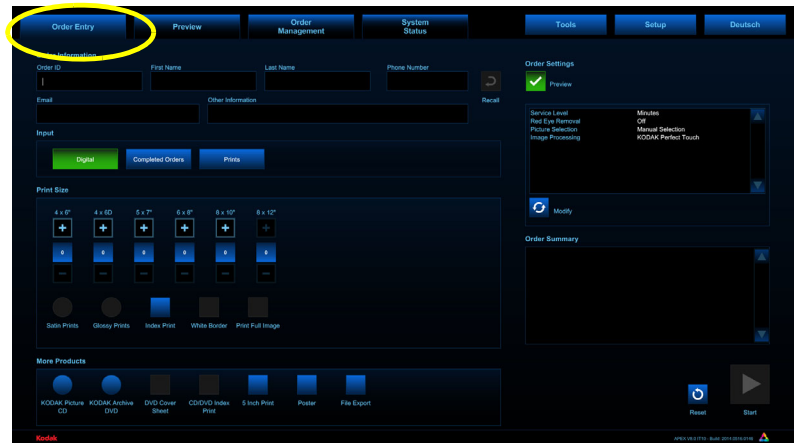
- See the Hardware User's Guide for the KODAK Picture Kiosk Plus and KODAK Advanced Picture Exchange Plus to perform regular maintenance on connected hardware, including:
  - KODAK 7000 Photo Printer
  - KODAK 7010 Photo Printer
  - KODAK 7015 Photo Printer
  - KODAK 8810 Photo Printer
  - KODAK 305 Photo Printer
  - KODAK 6900 Photo Printer
  - KODAK MOMENTS 6950 Photo Printer
  - label printer
  - KODAK D4600 Duplex Photo Printer
  - KODAK DL2100 Duplex Printer
  - KODAK D4000 Duplex Photo Printer
  - KODAK Rapid Print Scanner II
  - connected Kiosks (see the Kiosk user's guide)

---

## 2 Creating an Order

### Entering an Order

1. At the top of the screen, select the *Order Entry* tab.



2. Use the keyboard to enter an order ID (if it is not automatically generated). The order ID can be up to 7 characters.  
Enter other customer information including first name, last name, telephone number, email address, and additional order information, as appropriate.  
- Or -  
Select *Recall* to retrieve the order information from the last order entered.
3. Under Input, select the input source:
  - *Digital*—for pictures on digital camera cards, USB flash drives, CDs, and DVDs—continue with [“Creating an Order from Digital Pictures” on page 2-3](#).
  - *Prints* (appears if a flatbed print scanner or KODAK Rapid Print Scanner II is connected and enabled)—to scan photographic prints—continue with [“Creating an Order from Photographic Prints” on page 2-7](#).
  - *Completed Orders*—for creating a new order from an order that has already been fulfilled—continue with [“Creating a New Order from a Completed Order” on page 2-12](#).

- Create@Home Project (appears if this module is installed)—for fulfilling a premium order that was created at home with KODAK Create@Home desktop software—continue with [“Using Create@Home Project” on page 2-15](#).
4. Use the + and - buttons to set the print quantity for each print size that you want to order, including 4 x 6D prints, if enabled (see [page 4-32](#)).
  5. Select a print finish type—either *Glossy Prints* or *Satin Prints*.

NOTE: The print sizes available depend on your system configuration.

6. Select *Index Print* to print an index summary print of the order.
7. Select *White Border* (if enabled - see [page 4-35](#)) to add a white border to each print.
8. Select *Print Full Image* to fit the entire image on the selected print size.

NOTE: If the aspect ratio of a selected image differs from the aspect ratio of the selected print size, white borders appear on either side of the print as necessary to fit the entire image.

9. Under More Products, select additional options as needed:
  - *KODAK Picture CD*
  - *Shoebox CD* (appears only if a KODAK Rapid Print Scanner II is connected and enabled - see [page 2-10](#))—to copy scanned photographs to a CD.
  - *Archive DVD*—to create a KODAK Archive DVD.
  - *DVD Cover Sheet*—to create a cover sheet that is inserted in the DVD wallet.
  - *CD/DVD Index Print*—to create an index summary print of the CD or DVD order.  
See [page 2-24](#) for more information.
  - *Poster* (appears only if a valid Poster Printer Module is installed - see [page 4-70](#) - and a supported poster printer is connected - see [page 4-54](#))—for making prints 8 x 14 in. (20 x 36 cm) and larger.  
See [page 2-15](#) for more information.
  - *File Export* (appears if enabled - see [page 4-7](#))—to copy digital or scanned images to a specified hard drive or network location.
  - *ID Photo* (appears if enabled - see [page 4-28](#))—for printing passport or ID photos.  
See [page 2-17](#) for more information.



- 5 in. Prints (appears if you have a KODAK 305 Photo Printer, KODAK 6900 Photo Printer, or a KODAK 7015 Photo Printer)—for 5 in. print sizes.

See [page 2-21](#) for more information.

- Square Prints—for square print sizes.

See [page 2-22](#) for more information.

10. Select *Preview* to see a summary of the order and make final edits before processing.

NOTE: *Preview* is not available for KODAK Picture CDs or Shoebox CDs if the *Quick Save* option is enabled (see [page 4-39](#)).

NOTE: *Preview* is never available for KODAK Archive DVDs (see [page 4-40](#)). *Preview* is available on the Order Entry.

## Creating an Order from Digital Pictures

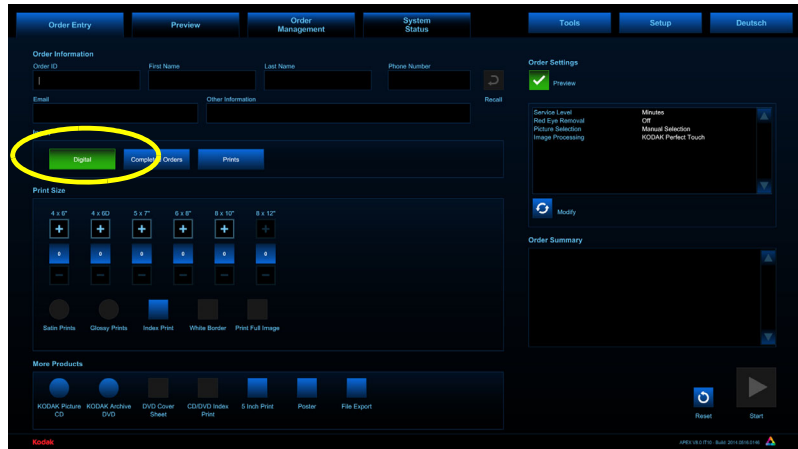
The following procedure applies to orders created from digital pictures stored on removable digital media, including camera cards, CDs, DVDs, and USB flash drives.

1. Insert the media into the appropriate slot, drive, or port.

If pictures are on a camera card, insert the card into the camera card reader or into the appropriate card slot on your processor, if equipped (see [page 2-6](#)).

NOTE: If no media is inserted but the picture import feature is enabled (see [“Hard Disk Input/Output” on page 4-7](#)), pictures stored on the hard drive will be made available.

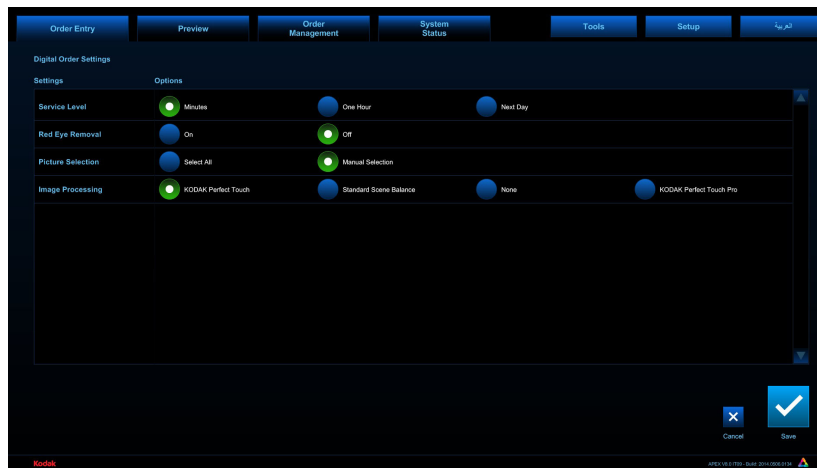
2. Follow the steps under “Entering an Order” on page 2-1. Under Input, select *Digital*.



NOTE: Follow steps 3 through 9 to modify order settings. To use the current settings, go to step 10.



3. Select *Modify*.



4. Select a Service Level.

NOTE: The service levels that appear depend on your system configuration (see [page 4-5](#)).

5. Select a Red Eye Removal setting. Turn on to enable automatic red eye detection and correction on the selected images.
6. Select a Clear Caption setting. Turn on to add semi-transparent order information to the laminate layer of the print.
7. Choose a Picture Selection option:
  - *Select All*—select all images from the input source.
  - *Manual Selection*—select individual images from the input source.

8. Select an Image Processing option:
  - *KODAK Perfect Touch*—the system automatically adjusts the color, brightness, and contrast.
  - *KODAK Perfect Touch Pro*—the system automatically adjusts the color, brightness, and contrast. The Pro option yields whiter whites, blacker blacks, and softer transitions.
  - *Standard Scene Balance*—standard processing.
  - *None*—image enhancement is not applied.

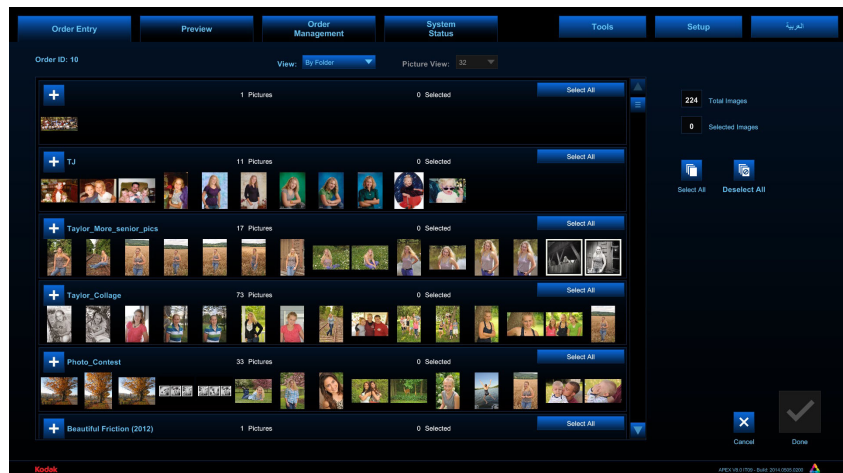


9. Select *Save*.  
*The settings remain in effect until you change them.*



10. On the Order Entry screen, select *Start*.

NOTE: If *Manual Selection* was chosen in step 7, a selection screen appears—follow steps 11-14 below. Otherwise, go to step 15.



11. Select a View option:
  - *All Images*
  - *By Folder*—sort and display images by folders found on the input source. Select + under any folder to view its contents.
  - *By Date*—sort and display images by file date. Select + under any date to view its contents.
12. Select a Picture View for the number of thumbnail pictures to display on one page:
  - 32
  - 8
13. Select the images you want to include in the order. Use *Select All* to select all of the images found on the input source.

NOTE: If using a keyboard, you can select multiple images by pressing and holding [Ctrl] while selecting images. To select a range of images, press and hold [Shift] while selecting the first then last image in the range.

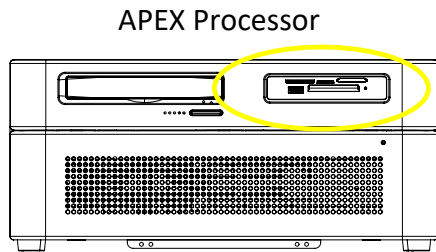
Use the arrows or slider to the right of the screen to view more thumbnail pictures.

IMPORTANT: *When selecting multiple images, continue to hold [Ctrl] on the keyboard as you view and select images on different pages.*



14. Select *Done*.
15. When prompted, remove the removable media, then select *OK*.
16. If you enabled Preview, continue with [“Previewing an Order” on page 2-25](#).

## Using the Camera Card Reader



- Carefully insert the camera card into the appropriate card slot on the card reader or on your processor (if equipped). Do not force.
- Remove the camera card only when it is not being read. Complete or exit any open tasks before removing the camera card.



### CAUTION:

**Do not remove the camera card while performing any of the procedures in this manual. Complete or exit a task before removing the camera card.**

## Compatible Camera Cards

### DELL XE4 Processor

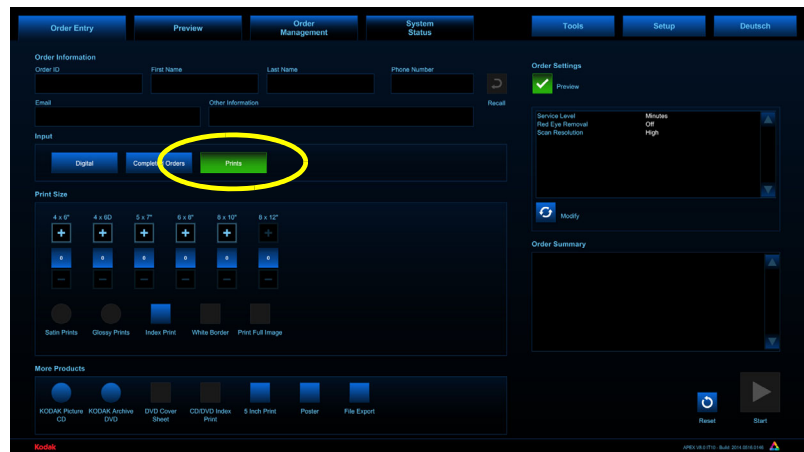
- COMPACTFLASH
- COMPACTFLASH II
- SECURE DIGITAL (SD)
- Micro SECURE DIGITAL (SD)
- SDHC
- MINISD
- MINISDHC
- MULTIMEDIA CARD (MMC)
- MMCPLUS
- MMCMOBILE
- RS-MMC
- RS-MMC Dual Voltage
- MEMORY STICK
- MEMORY STICK Duo
- MEMORY STICK Pro
- MEMORY STICK Pro Duo
- XD
- XD Type M
- XD Type H

## Creating an Order from Photographic Prints

The following procedure applies to orders created by scanning photographs with the optional print scanner or KODAK Rapid Print Scanner II. Contact Service and Support for ordering information.

**IMPORTANT:** *The print scanner must be calibrated at least once before it can be used to scan prints for orders (see User's Guide for Hardware and Accessories).*

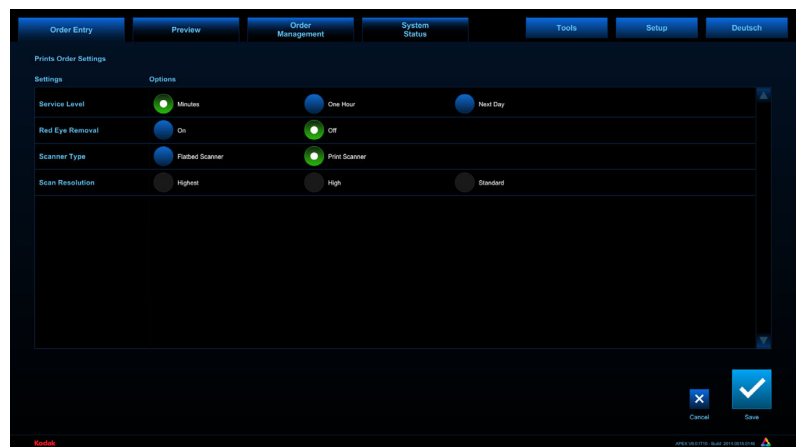
1. Follow the steps under “Entering an Order” on page 2-1. Under Input, select *Prints*.



**NOTE:** Follow steps 2 through 6 to modify order settings. To use the current order settings, go to step 7.



2. Select *Modify*.



3. Select a Service Level.

**NOTE:** The service levels that appear depend on your system configuration (see page 4-5).

4. Select a Red Eye Removal setting. Turn on to enable automatic red eye detection and correction on the selected images.

5. Select the Scanner Type to specify which connected print scanner to use.

NOTE: This option only appears if more than one type of print scanner is connected.

6. Select a Scan Resolution option (applies to flatbed scanner only):

- Highest—600 dpi; highest image quality; best for making enlargements; longest scan time.
- High—400 dpi; high image quality; good for making the same size prints or smaller, and for CDs.
- Standard—300 dpi; standard image quality; good for making small prints; shortest scan time.



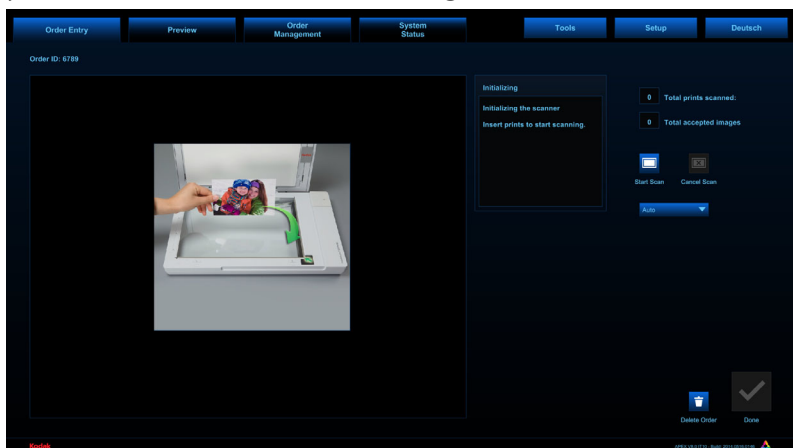
7. Select Save.

*The settings remain in effect until you change them.*

8. If you are using a flatbed print scanner, see [page 2-8](#).  
If you are using the KODAK Rapid Print Scanner II, see [page 2-10](#).

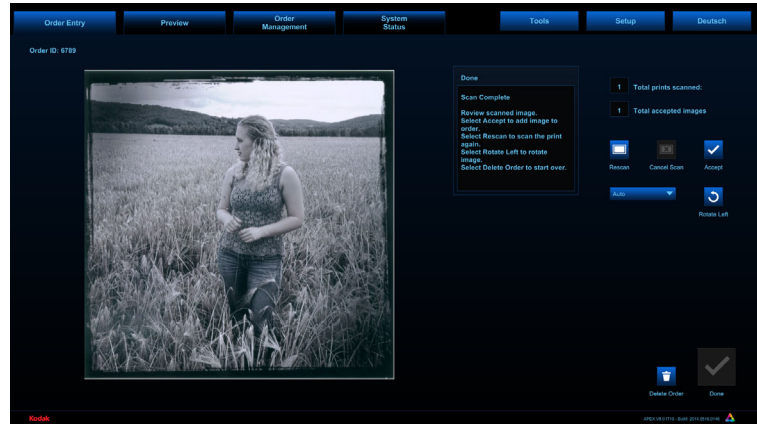
## Using the Flatbed Print Scanner

1. Follow the steps under “[Creating an Order from Photographic Prints](#)” on [page 2-7](#).
2. Open the cover on the print scanner, and place the original picture face down on the scanner glass, as shown.

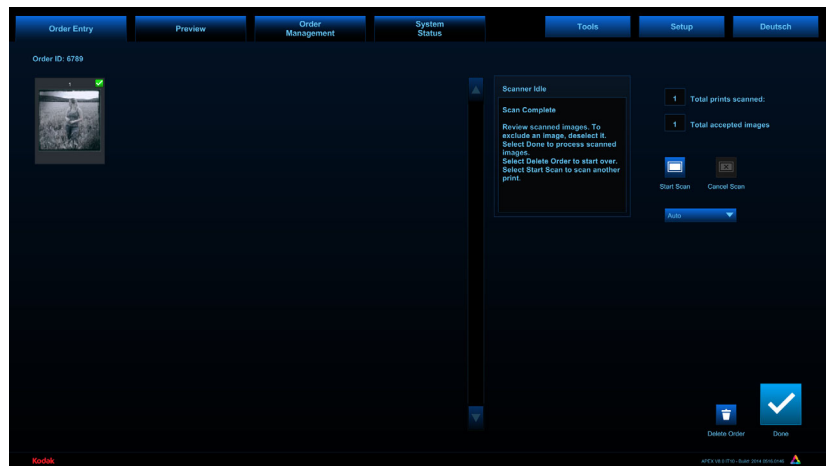


3. Select *Start Scan*.  
*The print is scanned.*

4. View the scan result.
  - Select *Rotate Left* to rotate the image.
  - If the scanned image appears cropped or inaccurate, select the print size from the drop-down menu to the left of the *Rescan* button (the default is *Auto*), then select *Rescan*.
  - If the result is acceptable, select *Accept*.



When you accept the scan result, the image appears in a summary screen that displays all of the prints scanned for the order.



5. Review the scanned images. Select an image to remove it from the order. Select it again to re-add it to the order.

NOTE: If using a keyboard, you can select multiple images by pressing and holding [Ctrl] while selecting images. To select a range of images, press and hold [Shift] while selecting the first then last image in the range.

Use the arrows or slider to the right of the screen to view more thumbnail pictures.

IMPORTANT: When selecting multiple images, continue to hold [Ctrl] on the keyboard as you view and select images on different pages.

6. To scan more prints, replace the print with another one, then select *Start Scan*.

To delete the entire order and start over, select *Delete Order*.

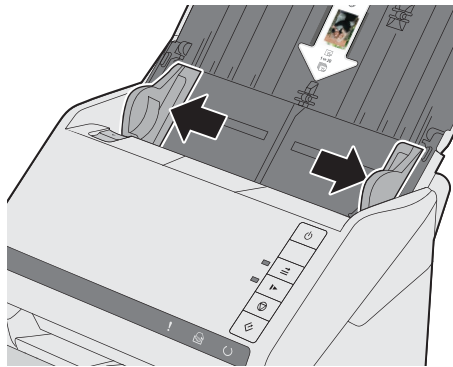


7. When finished, select *Done*.
8. If you enabled Preview, continue with ["Previewing an Order"](#) on page 2-25.

## Using the Rapid Print Scanner

Follow the steps below to create an order using the KODAK Rapid Print Scanner, KODAK Rapid Print Scanner II, and the KODAK MOMENTS Rapid Print Scanner III.

1. Follow the steps under ["Creating an Order from Photographic Prints"](#) on page 2-7.
2. Move the input tray guides on the scanner to the widest setting.



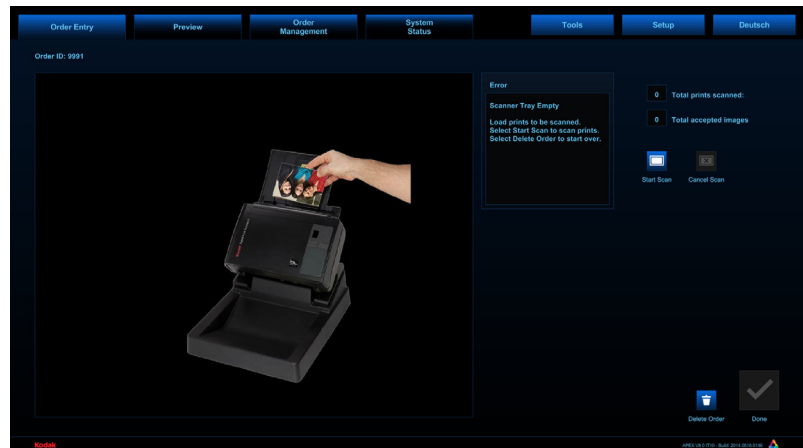
3. Place the original pictures in the input tray with the image facing up and the top of the image is inserted first. Make sure the pictures are:

- not bent, wrinkled, or torn
- no smaller than 2 x 2.25 in. (5 x 5.7 cm); no larger than 8 x 12 in. (20 x 30 cm)
- in a set of no more than 20 prints at a time



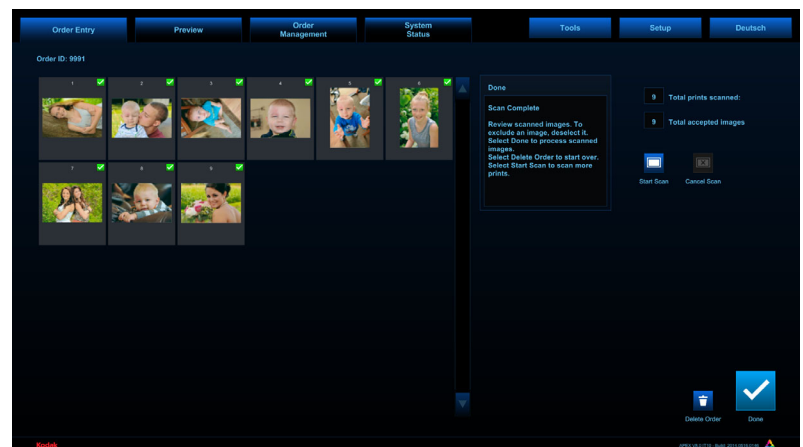


- centered in the input tray



4. Select *Start Scan*.

*The prints are scanned then ejected. The scanned images appear in a summary screen.*



NOTE: If the prints do not scan properly, see “Troubleshooting the Rapid Print Scanner” in the Hardware User’s Guide for the KODAK Picture Kiosk Plus and the KODAK Adaptive Picture Exchange Plus.

5. Review the scanned images. Select an image to remove it from the order. Select it again to re-add it to the order.

NOTE: If using a keyboard, you can select multiple images by pressing and holding [Ctrl] while selecting images. To select a range of images, press and hold [Shift] while selecting the first then last image in the range.

Use the arrows or slider to the right of the screen to view more thumbnail pictures.

IMPORTANT: *When selecting multiple images, continue to hold [Ctrl] on the keyboard as you view and select images on different pages.*

6. To scan more prints, insert them into the scanner, then select *Start Scan*.

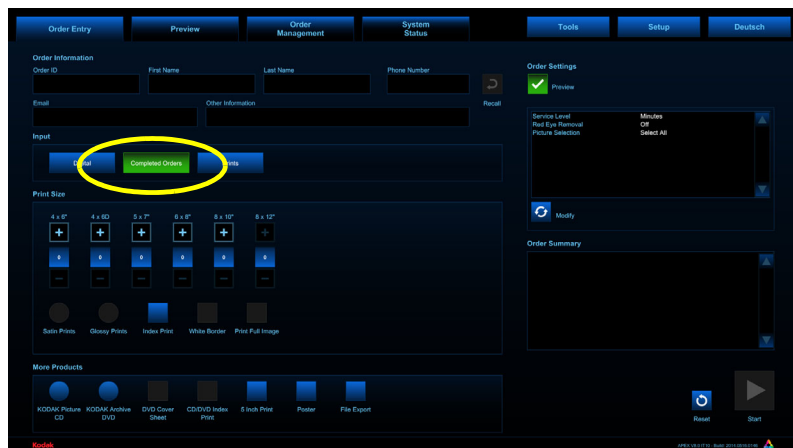


7. When finished, select *Done*.

8. If you enabled Preview, continue with [“Previewing an Order”](#) on page 2-25.

## Creating a New Order from a Completed Order

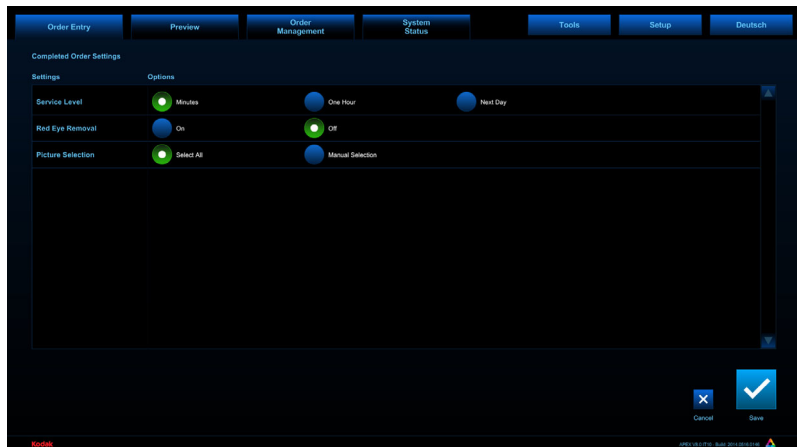
1. Follow the steps under [“Entering an Order”](#) on page 2-1. Under Input, select *Completed Orders*.



NOTE: Follow steps 2 through 7 to modify order settings. To use the current settings, go to step 8.



2. Select *Modify*.



3. Select a Service Level.

NOTE: The service levels that appear depend on your system configuration (see [page 4-5](#)).

4. Select a Red Eye Removal setting. Turn on to enable automatic red eye detection and correction on the selected images.

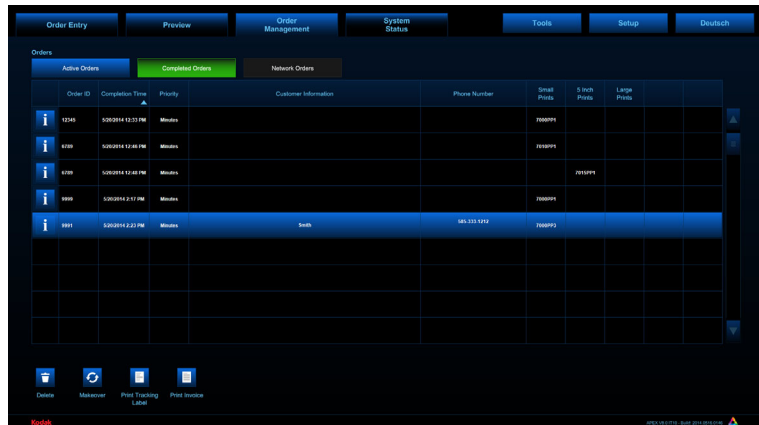
5. Choose a Picture Selection option:
  - *Select All*—select all images.
  - *Manual Selection*—select individual images.



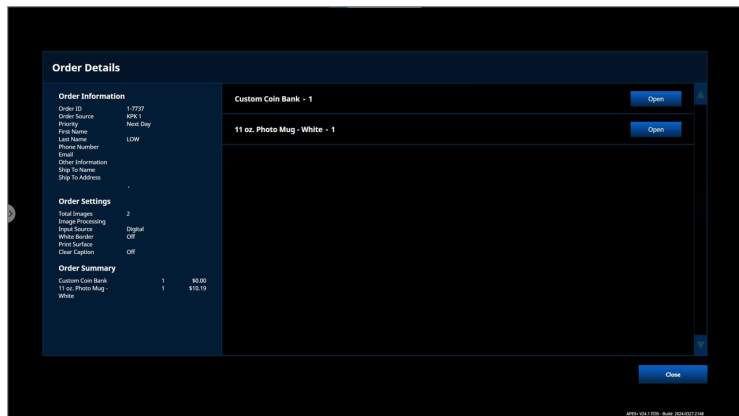
6. Select *Save*.  
*The settings remain in effect until you change them.*



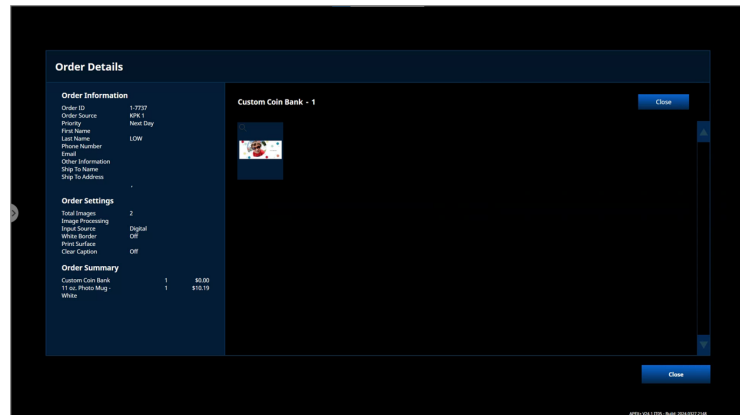
7. On the Order Entry screen, select *Start*.
8. Touch or click an order to select it.
9. Select the *i* button to view the details of the order.



10. Select *Open* to view the details of the order.



11. Select *Close*.

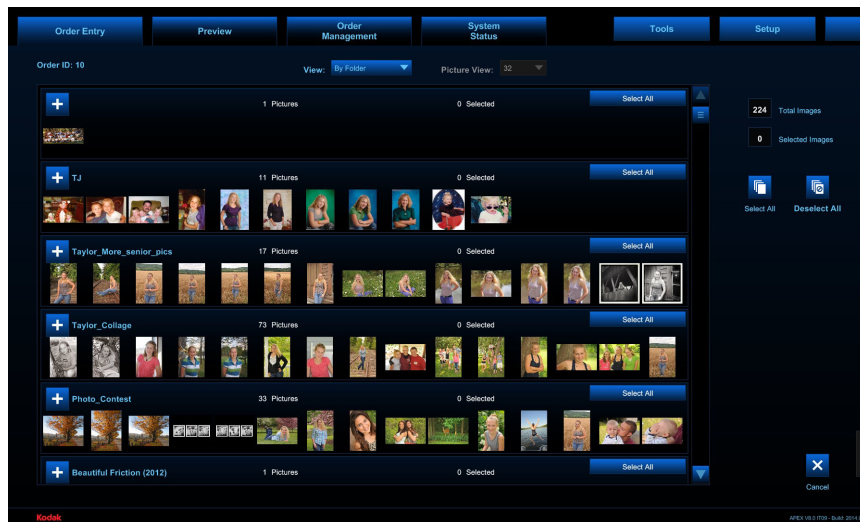


12. Select *Close* to close the detail screen.



13. Select *Continue*.

NOTE: If *Manual Selection* was chosen in step 6, a selection screen appears—follow steps 14-17 below. Otherwise, go to step 18.



14. Select a View option:

- *All Images*
- *By Folder*—sort and display images by folders. Select + under any folder to view its contents.
- *By Date*—sort and display images by file date. Select + under any date to view its contents.

15. Select a Picture View for the number of thumbnail pictures to display on one page:

- 32
- 8

16. Select the images you want to include in the order. Use *Select All* to select all of the images.

NOTE: If using a keyboard, you can select multiple images by pressing and holding [Ctrl] while selecting images. To select a range of images, press and hold [Shift] while selecting the first then last image in the range.

Use the arrows or slider to the right of the screen to view more thumbnail pictures.

IMPORTANT: *When selecting multiple images, continue to hold [Ctrl] on the keyboard as you view and select images on different pages.*



17. Select *Done*.
18. If you enabled Preview, continue with [“Previewing an Order” on page 2-25](#).

## Using Create@Home Project

If the KODAK Create@Home module is installed, your system supports fulfillment of a premium order that was created at home with KODAK Create@Home desktop software.

1. On the Order Entry screen, in the Input section, select *Create@Home Project*.
2. Under Products, select a Quantity.
3. Select *Start*.
4. On the KODAK Create@Home Project screen, select the project(s) to be fulfilled.



5. Select *Done*.
6. Select the *Preview* tab to see the output.
7. Click the plus sign to see different components of the order.

NOTE: Since these individual images are already rendered, you are unable to edit the individual components.

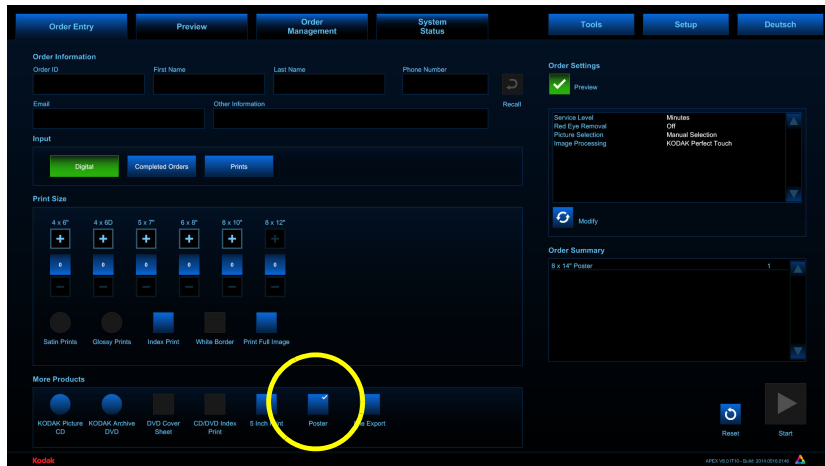
## Creating Posters

If a valid Poster Printer Module is installed (see [page 4-70](#)) and a supported poster printer is connected (see [page 4-54](#)), the *Poster* option becomes available under *More Products* in the Order Entry screen.

To add posters to the order:

1. Follow the steps under [“Entering an Order” on page 2-1](#).

2. Under More Products, select *Posters*.



NOTE: If the *Posters* option does not appear on the Order Entry screen, check to see that a valid Poster Printer Module is installed (see [page 4-70](#)) and a supported poster printer is connected (see [page 4-54](#)).

3. Select the poster sizes you want to print. For each selection, use the *Quantity +* and *-* buttons to set the print quantity.

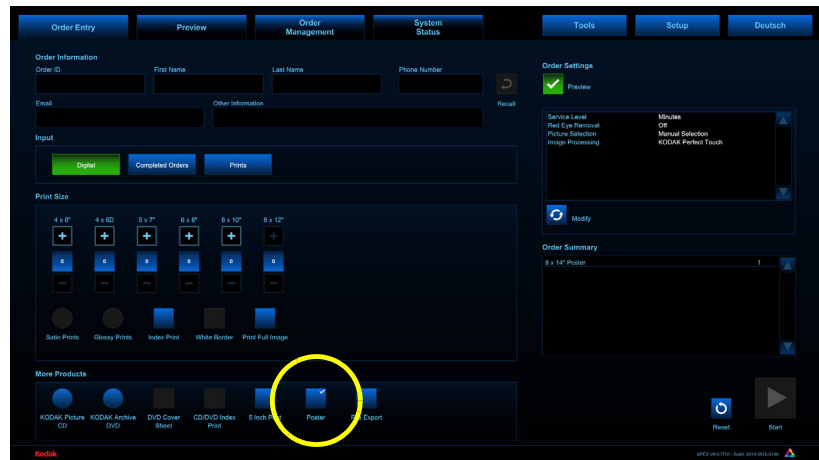


NOTE: To set the poster sizes that your store offers, see [page 4-33](#).



4. Select Save.

A check mark appears in the Poster box on the Order Entry screen, and the selected poster products appear under Order Summary.



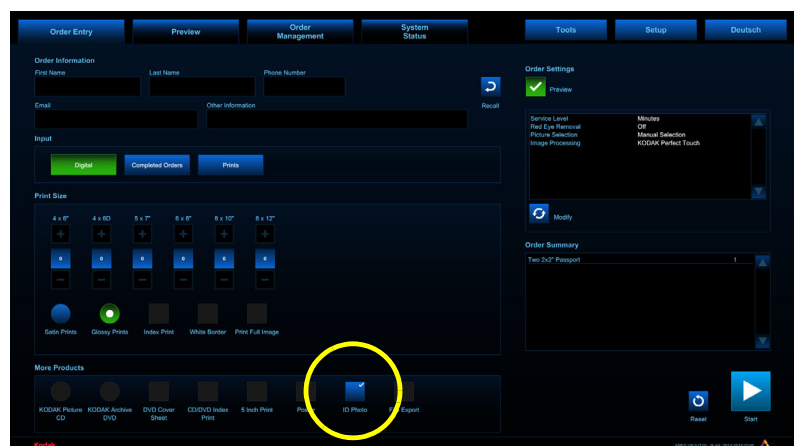
## Creating Passport or ID Photos

Your system can make photographic prints for passports or ID photos. If *Enable Passport/ID Photo* is selected on the Passport/ID Photo Setup screen (see [page 4-28](#)), the ID Photo option becomes available under *More Products* in the Order Entry screen. To make passport/ID photos:

1. Follow the steps under “[Entering an Order](#)” on [page 2-1](#). Under Input, select *Digital*, *Prints*, or *Completed Orders*.

NOTE: You cannot make passport or ID photos from film.

2. Under More Products, select *ID Photo*.

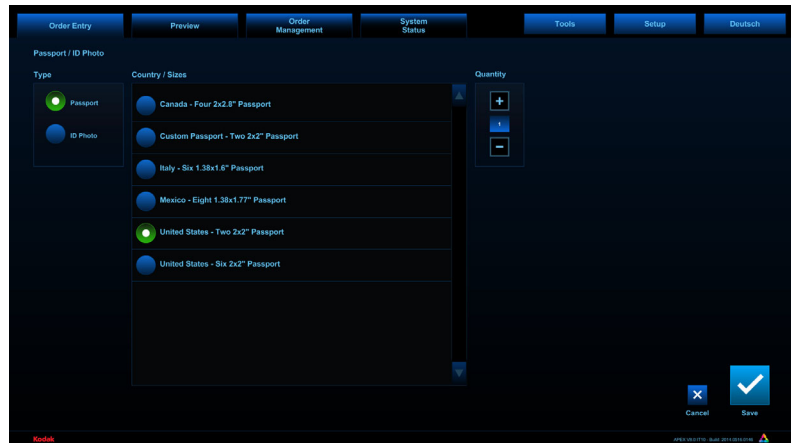


NOTE: If the *ID Photo* option does not appear on the Order Entry screen, check to see that it is enabled on your system (see [page 4-28](#)).

NOTE: You can select *ID Photo* only if no other products are selected (and you can select other products only if *ID Photo* is not selected).

### 3. Select Type:

- *Passport*—for formats in accordance with supported country-specific passport requirements.
- *ID Photo*—for multiple formats.



4. Select an option under Country/Sizes. Use the arrows or slider to the right of the list to view more choices.

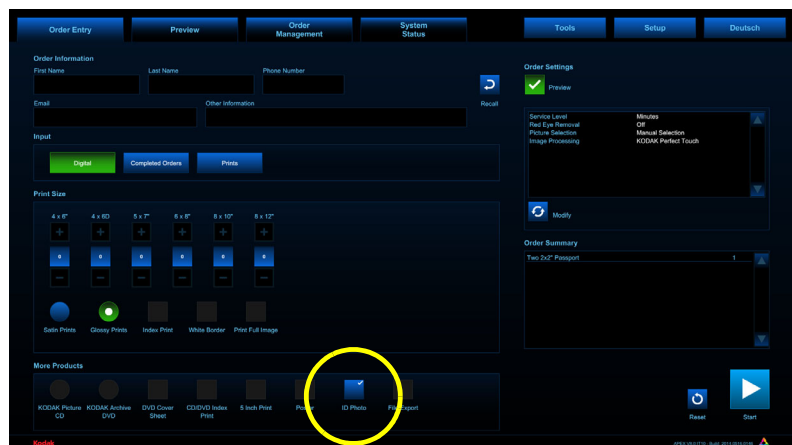
NOTE: To set the Country/Sizes that your store offers, see [page 4-28](#).

5. Use the *Quantity* + and - buttons to set the print quantity.



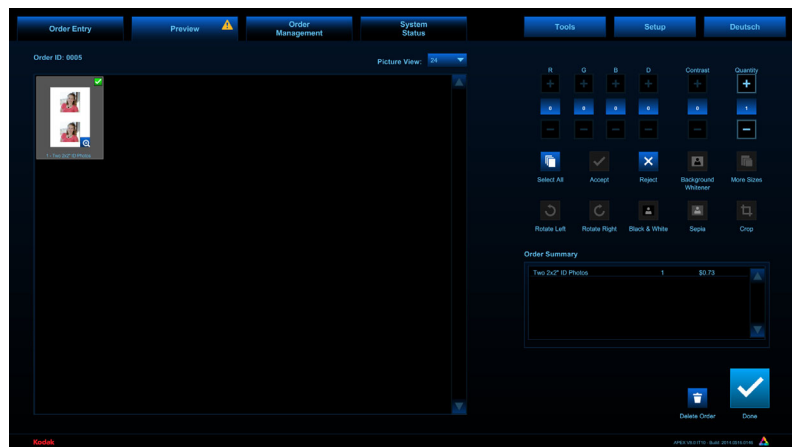
6. Select Save.

*A check mark appears in the ID Photo box on the Order Entry screen, and the selected ID Photo products appear under Order Summary.*



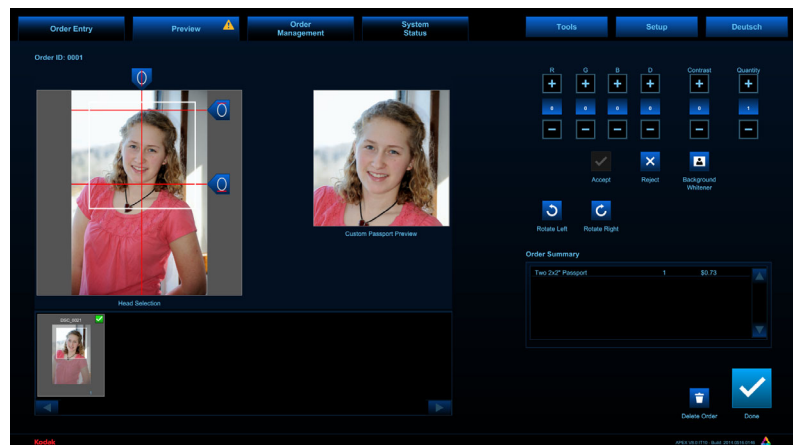


7. **If you are making a passport or photo ID from digital pictures**, refer to steps 10-15 under [“Creating an Order from Digital Pictures”](#) on page 2-3, then go to step 8.  
**If you are making a passport or photo ID from photographic prints**, refer to steps 7-11 under [“Creating an Order from Photographic Prints”](#) on page 2-7, then go to step 8.  
**If you are making a passport or photo ID from a completed order**, refer to steps 8-16 under [“Creating a New Order from a Completed Order”](#) on page 2-12, then go to step 8.
8. Select the *Preview* tab at the top of the screen.  
**If you are printing a photo ID**, the standard Preview screen appears.




To edit pictures or modify the order, see [“Editing Pictures in Preview”](#) on page 2-26.

**If you are printing a passport picture**, a passport-specific Preview screen appears.



- a. Select a passport format, if applicable (refer to the age guidelines for the country for which you are making the passport):
  - *Adult*
  - *Child*
- b. Select and drag the guideline tab to align them with the center, top, and bottom of the subject's head.

**IMPORTANT:** *Position the tabs so that the area from the top of the subject's head (including hair) to the bottom of the subject's chin is within the guide lines.*

*After positioning the tabs, if the software detects that the image does not meet the selected country's specifications (if not enough of the subject's body is shown, for example), a warning message  appears. A valid passport picture cannot be created with this image. Select *Reject* to remove this image from the order, or select *Delete Order* to start over using a different image.*

- c. Make further edits as needed:
  - Use the **+** and **-** buttons to adjust the red (*R*), green (*G*), blue (*B*), density (*D*), and *Contrast* for the selected images.
  - Use the *Quantity* **+** and **-** buttons to set the print quantity for the selected products.
  - Select a picture then select *Reject* to remove it from the order; select *Accept* to add it to the order again.
  - Select *Background Whitener* to lighten the background behind the subject.
  - Select *Rotate Left* and *Rotate Right* to rotate selected images.
- d. To delete the entire order and start over, select *Delete Order*.



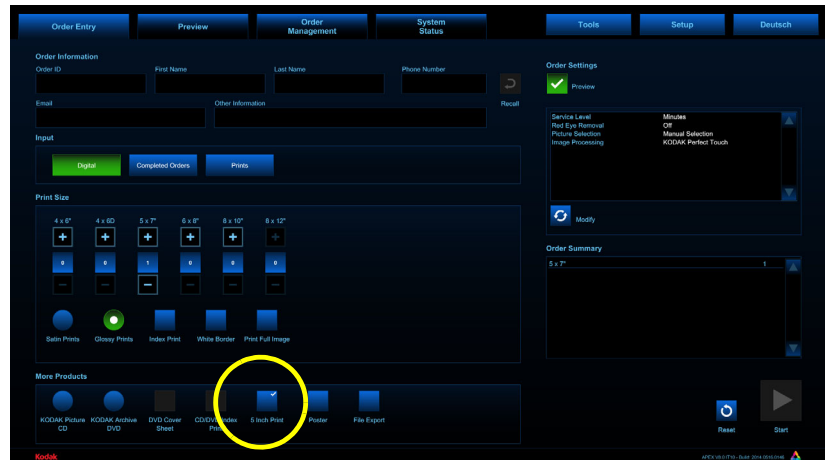
9. When finished, select *Done*.

## Creating 5 Inch Prints

You can offer 5 in. prints if you have a KODAK 7015 Photo Printer, a KODAK 6900 Photo Printer, or a KODAK 305 Photo Printer with the 5R conversion kit installed. The *5 Inch Prints* option becomes available under *More Products* in the Order Entry screen.

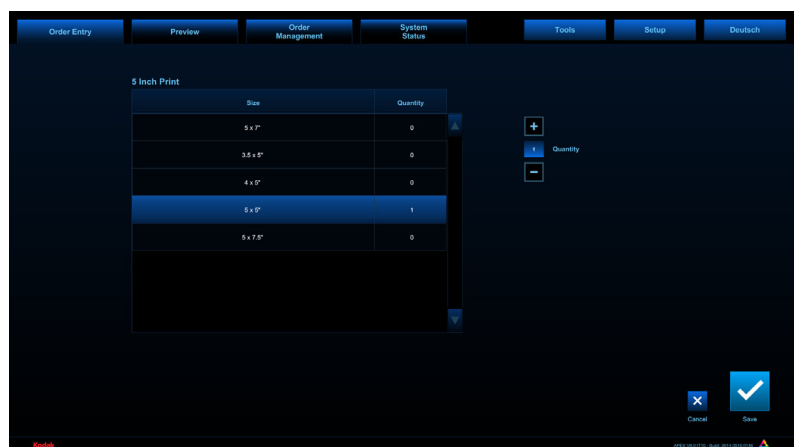
To add 5 in. prints to the order:

1. Follow the steps under ["Entering an Order" on page 2-1](#).
2. Under *More Products*, select *5 Inch Prints*.



NOTE: If the *5 Inch Prints* option does not appear on the Order Entry screen, check that the Printer is connected.

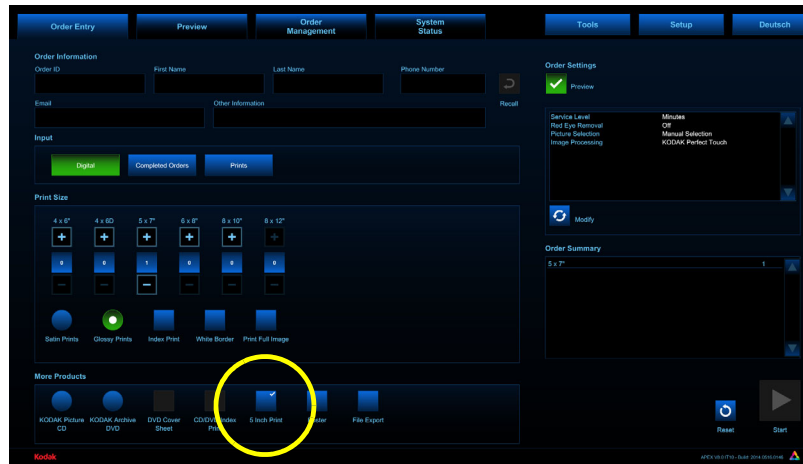
3. Select the 5 in. print sizes that you want to print. For each selection, use the *Quantity +* and *-* buttons to set the print quantity.





### 4. Select Save.

A check mark appears in the 5 Inch Prints box on the Order Entry screen, and the selected print sizes appear under Order Summary.

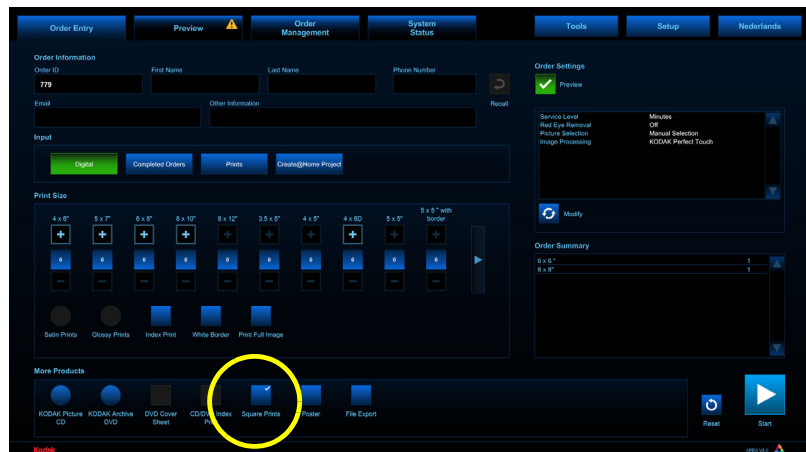


## Creating Square Prints

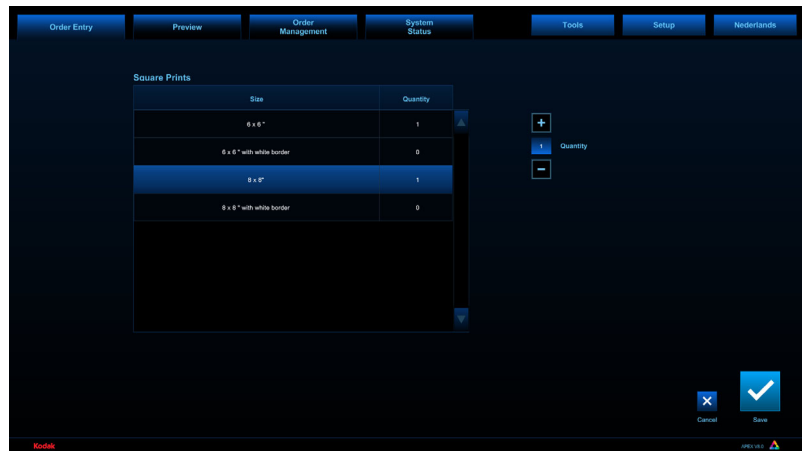
The *Square Prints* option becomes available under *More Products* in the Order Entry screen.

To add square prints to the order:

1. Follow the steps under [“Entering an Order”](#) on page 2-1.
2. Under *More Products*, select *Square Prints*.

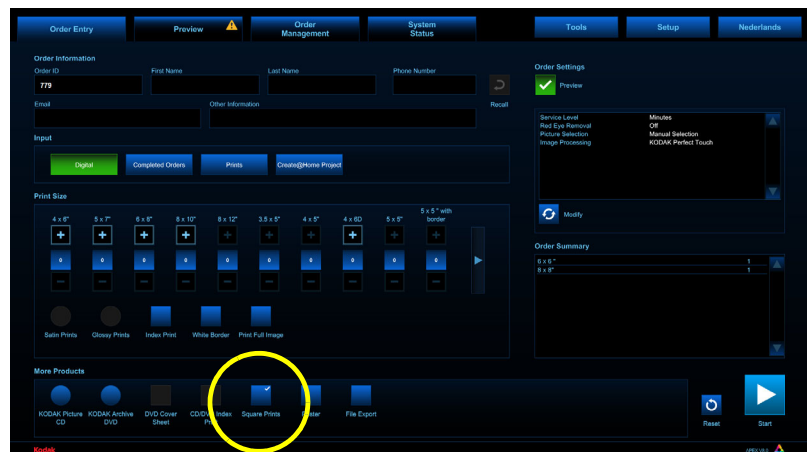


3. Select the square print sizes that you want to print. For each selection, use the *Quantity +* and *-* buttons to set the print quantity.



4. Select Save.

*A check mark appears in the Square Prints box on the Order Entry screen, and the selected print sizes appear under Order Summary.*



## Creating a KODAK Picture CD or Shoebox CD

When creating a KODAK Picture CD or Shoebox CD, make sure:

- the *KODAK Picture CD or Shoebox CD* option is selected on the Order Entry screen (see [“Entering an Order” on page 2-1](#)).

NOTE: The *Shoebox CD* option is only available if a KODAK Rapid Print Scanner II is connected and enabled. Shoebox CDs are written to KODAK Picture CDs.

- images are properly oriented and not rotated (see [“Previewing an Order” on page 2-25](#)).
- you have a supply of blank KODAK Picture CDs (contact Service and Support for ordering information) and there is a blank Picture CD in the DVD/CD-RW drive.

## Creating a KODAK Archive DVD

When creating a KODAK Archive DVD, make sure:

- the *KODAK Archive DVD* product is selected on the Order Entry screen (see [“Entering an Order” on page 2-1](#)).

NOTE: If the option does not appear on the Order Entry screen, you may need to enable it (see [“KODAK DVD Setup” on page 4-40](#)).

- you have a supply of blank KODAK Archive DVDs (contact Service and Support for ordering information), and there is a blank Archive DVD in the DVD/CD-RW drive.
1. Select the *Order Entry* tab at the top of the screen.
  2. Select *KODAK Archive DVD*. The DVD Cover Sheet option is automatically selected. Deselect this box to disable this option.
  3. Select *CD/DVD Index Print* if you want to include one for the KODAK Archive DVD.
  4. Select *Start*.
  5. Select the image for the cover sheet.
  6. Crop or rotate the image, and enter text, if desired.
  7. When finished, select *Done*.



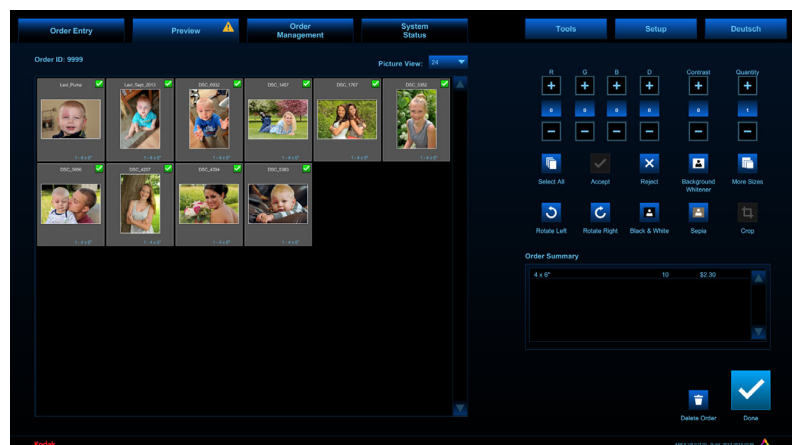
*A cover sheet is printed, your images and media files from your input source are copied to the DVD, and you are prompted to remove the digital media.*

## Previewing an Order

If you selected the *Preview* option on the Order Entry screen (see [page 2-1](#)), after entering initial order information you can view and make adjustments to the order in the Preview screen. Preview is automatically selected when making passports and photo IDs (see [page 2-17](#)).

NOTE: Preview is never available for KODAK Archive DVDs.  
Preview is not available for KODAK Picture CDs or Shoebox CD if the *Quick Save* option is enabled (see [page 4-39](#)).

1. Select the *Preview* tab at the top of the screen.
2. Select a Picture View for the number of thumbnail images to display on one page:
  - 24
  - 6
  - 1



3. Use the arrows or slider to view more thumbnail images.
4. To edit pictures or modify the order, see [“Editing Pictures in Preview”](#).  
To delete the entire order and start over, select *Delete Order*.



5. When finished, select *Done*.  
*A label containing order and customer information is printed.*

**Editing Pictures in Preview** Select the picture you want to edit or modify. Use *Select All* to choose all images.

NOTE: If using a keyboard, you can select multiple images by pressing and holding [Ctrl] while selecting images. To select a range of images, press and hold [Shift] while selecting the first then last image in the range.

**Adjusting Color Properties** Use the + and - buttons to adjust the red (R), green (G), blue (B), density (D), and *Contrast* for the selected images.

Select *Black & White* or *Sepia* to change the selected images to Black & White or Sepia tone.

Select *Background Whitener* to whiten the background of portrait type images with a neutral background that may have a color shift.

NOTE: Any color changes you make are applied to all products using the same image.

**Changing the Print Quantity** Use the *Quantity +* and - buttons to set the print quantity for the selected products.

NOTE: Quantity adjustment is not available for images being written to a Picture CD.

Select a picture then select *Reject* to remove it from the order; select *Accept* to re-add it to the order.

**Rotating Pictures** Select *Rotate Left* and *Rotate Right* to rotate selected images.

IMPORTANT: *When creating a Picture CD, make sure the images are in the proper orientation.*

NOTE: Any orientation changes you make are applied to all products using the same image.

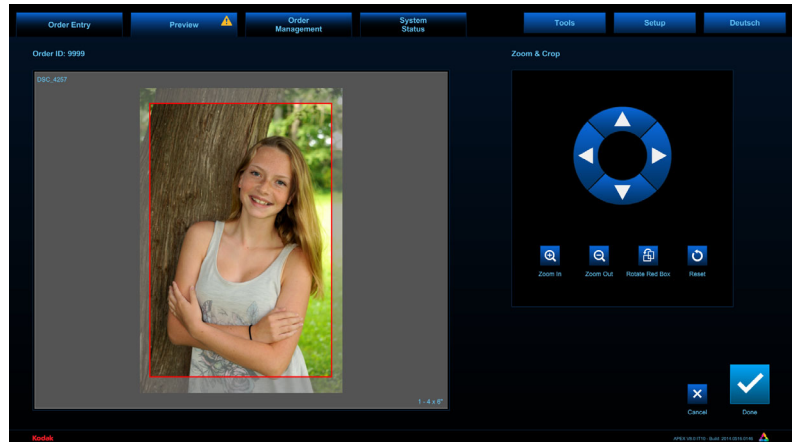
**Cropping Pictures** A white auto-crop boundary appears on each image. This boundary outlines the area that will be printed to accommodate the selected print size.

To change the crop boundary:

1. Select *Crop*.
2. Position the red crop box.
  - Select *Zoom In* or *Zoom Out* to change the size of the red box.



- Select *Rotate Red Box* to rotate the crop box.



3. When finished, select *Done*.

*The area within the red box will be printed. Everything outside of the red box is not printed.*

NOTE: *Crop* is not available for images being written to a Picture CD.

### Adding More Sizes to a Print Order

Select *More Sizes* to choose more print sizes for the selected images.

NOTE: This option is only available if you have hardware connected that is capable of printing the additional size you choose.

1. Select the additional print size(s).
2. Use the *Quantity +* and *-* buttons to set the print quantity for the selected sizes.
3. Select *Save*.



4. Select *Done*.

---

# 3 Managing Orders







At the top of the screen, select the *Order Management* tab. From the Order Management screen, you can access:

- Active Orders
- Completed Orders
- Network Orders

## Managing Active Orders

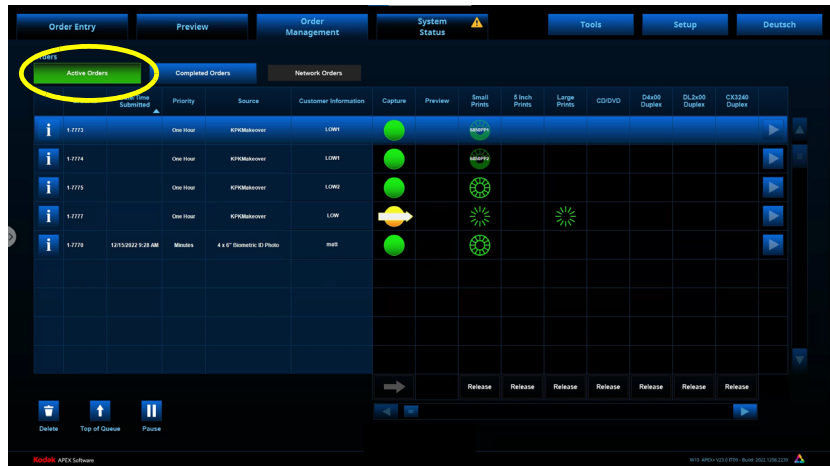
The Active Orders Queue:

- lists all queued jobs.
- lets you remove orders from the output queue.
- lets you release orders waiting for approval.
- lets you view order details.

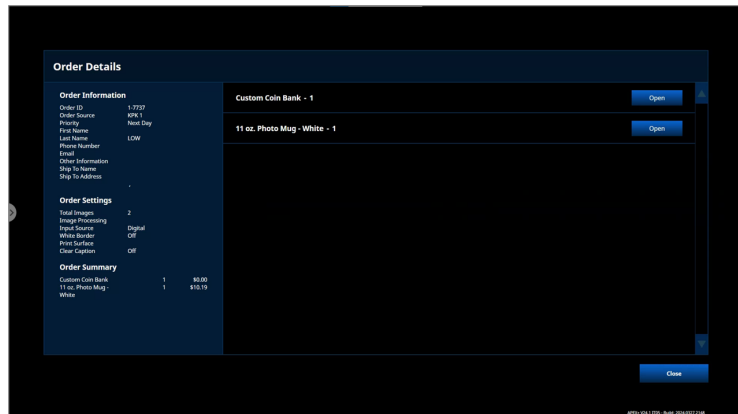
| Indicator   | Status  |
|---|---|
|   | The order is scheduled to complete this step of fulfillment some time in the future.                        |
|  | The order is waiting at this step of fulfillment.   |
|  | This step of fulfillment is currently in progress.  |
|  | The order has completed this step of fulfillment.   |
|  | An error has occurred during this step of fulfillment.  |
|  | The order is ready for release. No other orders can be sent through this step until this step is completed. |

NOTE: To add progress detail to the status indicators, see [page 4-8](#).

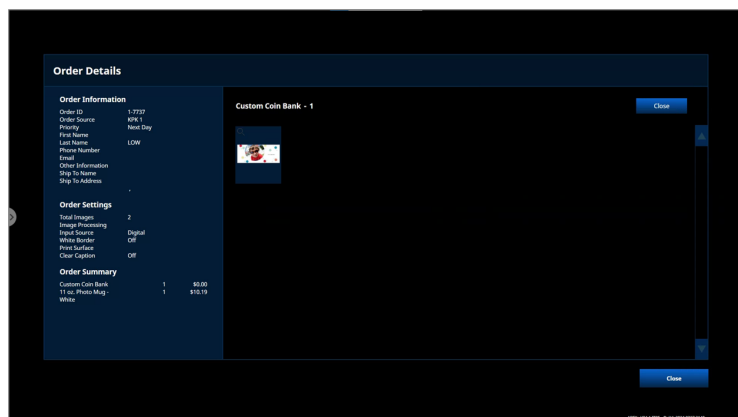
1. From the Order Management screen, select *Active Orders*.



2. View the active orders.
3. Use the arrows or slider to view more orders.
4. Touch or click an active order to select it.
5. Select the *i* button to view the details of the order.
6. Select *Open* to view the details of the order.



7. Select *Close*.



8. Select *Close* to close the detail screen.
9. Select:

- *Delete*—to delete the selected order.

NOTE: If using a keyboard, you can select multiple orders to delete by pressing and holding [Ctrl] while making selections. To select a range of orders, press and hold [Shift] while selecting the first then last order in the range.

- *Top of Queue*—to move the selected order to the top of the queue. The order will be the next order fulfilled.
- *Pause*—to pause the selected order.
- *Resume*—to resume the printing of the selected order.
- *Print Tracking Label*—to reprint the tracking label for the selected order.



- or -



If there is an active release button at the bottom of a column, select it to release the selected order to the next stage.

Select one of the following column headings to sort the list by that column:

- Order ID
- Date/Time Submitted
- Priority
- Source
- Customer Information

The remainder of the columns in the Active Orders screen indicate the current workflow stage and progress of the products for each order, including:

- Capture
- Preview
- Small Prints
- 5 Inch Prints
- Large Prints
- CD/DVD
- D4x00 Duplex
- DL2x00 Duplex
- Poster
- Canvas Poster
- Faux Canvas Poster
- Textured Canvas Poster
- Cut Sheet Canvas
- Board
- Vinyl Poster

- Metallic Poster
- Adhesive Poster
- Gift Wrap
- Mug
- Photo Gifting
- File Export
- USB
- Labs
- Passport Upload

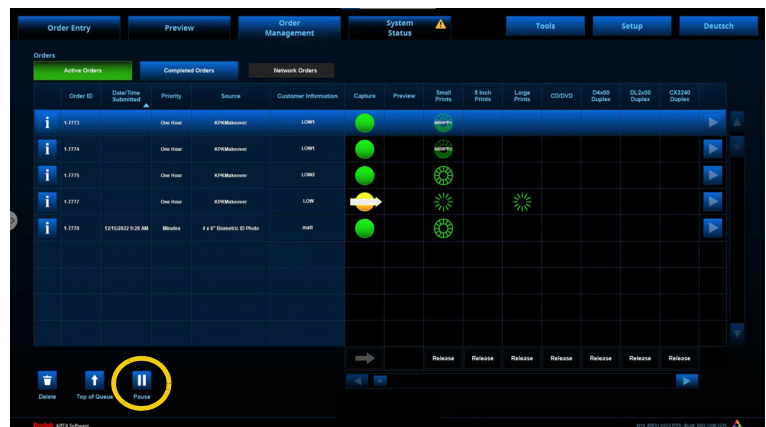
NOTE: To add progress detail to the status indicators, see [page 4-8](#).

## Pausing an Order

- This feature allows you to pause an order and select a specified order to print immediately.
- You can pause as many orders as needed.
- If an order is using multiple printers (e.g., printing on 8x and 6x), only a single printer can be paused for a single order.
- Single-sided 6x, 5x, and 8x printers can be paused. No other printers can be paused (e.g., poster printer, duplex printer).

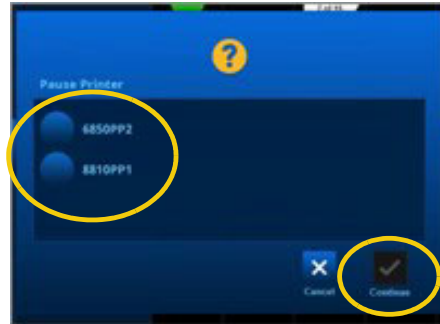
NOTE: Orders made on the 305 / 305 5R Photo Printer and the 8800 Photo Printer cannot be paused.

1. From the Active Orders screen, select the:
  - Order that you want to pause.
  - Pause icon.



2. Select:

- The printer that you want to pause (if more than one is listed).
- *Continue*.

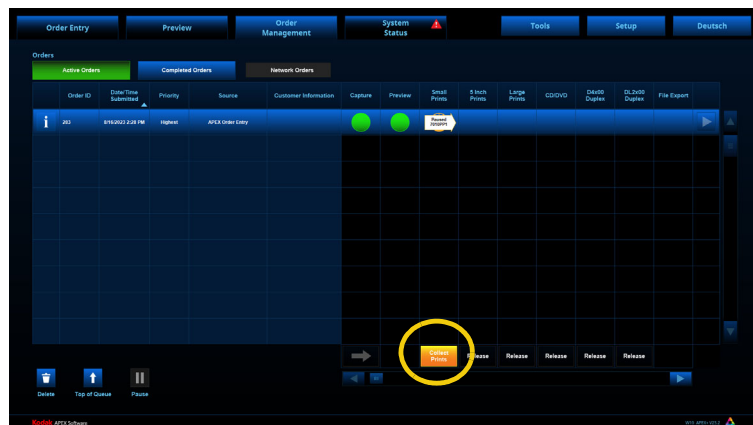


3. Select:

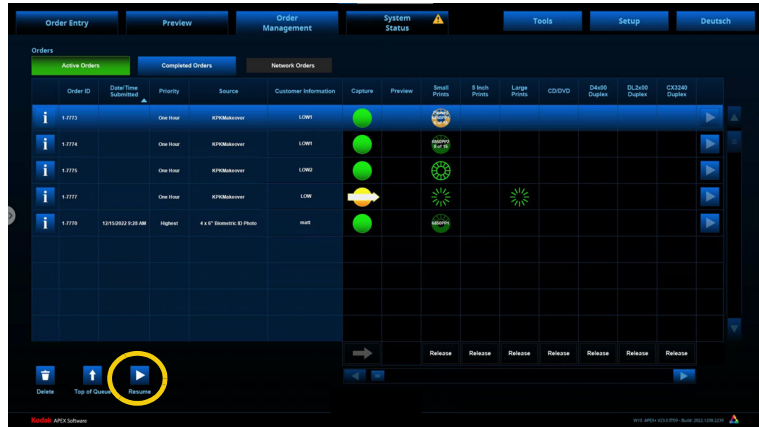
- The order that you want to print.
- *Top of Queue*.

4. Collect any prints that printed for the order that you paused.  
Set the prints aside until the rest of the order is printed later.

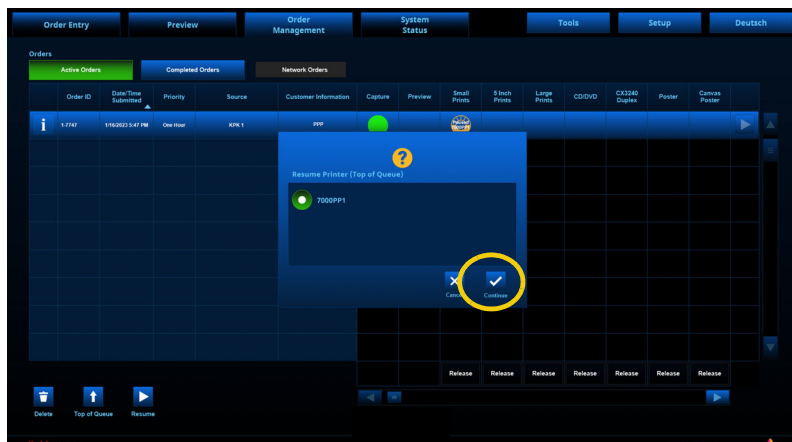
NOTE: If your system has a Sorter/Stacker, once you collect the prints, the order at the top of the queue starts printing. On a system without the Sorter/Stacker, you must collect the prints and then select *Collect Prints*.



5. When you are ready to resume the order that you paused, select:
- The order.
  - *Resume*.

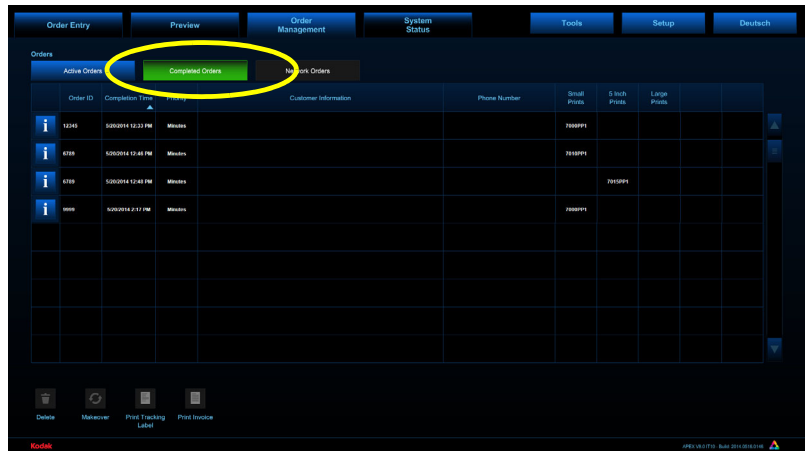


6. Select *Continue*.

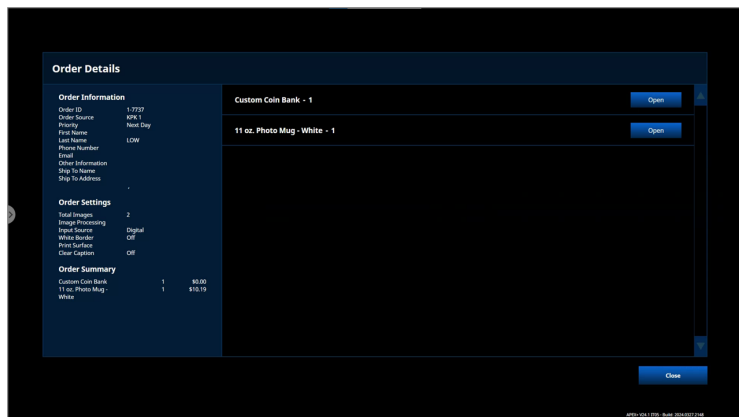


# Managing Completed Orders

1. From the Order Management screen, select *Completed Orders*.

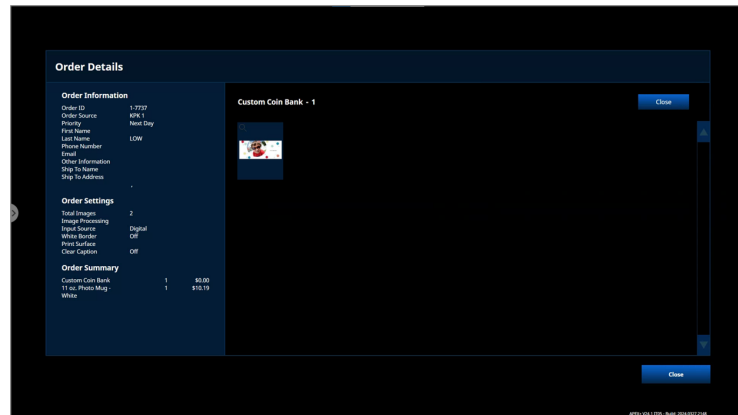


2. View the completed orders.
3. Use the arrows or slider to view more orders.
4. Touch or click a completed order to select it.
5. Select the *i* button to view the details of the order.
6. Select *Open* to view the details of the order.





### 7. Select *Close*.



### 8. Select *Close* to close the detail screen.

### 9. Select:

- *Delete*—to delete the selected order.

NOTE: If using a keyboard, you can select multiple orders to delete by pressing and holding [Ctrl] while making selections. To select a range of orders, press and hold [Shift] while selecting the first then last order in the range.

- *Makeover*—to make corrections to and resubmit the selected order (see "[Makeovers](#)" on page 3-8).
- *Print Tracking Label*—to reprint the label for the selected order.
- *View Photo Gifting Orders*—to view only off-site photo gift orders submitted through a connected Kiosk.

NOTE: This option only appears if photo gifting is set up on your system (see [page 4-40](#)).

- *Print Invoice*—to print the invoice.

## Makeovers

The *Makeover* button is used to resubmit an order, usually if there is a problem with the quality of the prints. The customer is not charged for the resubmitted order.

On the Completed Order screen (see [page 3-7](#)), when you select the *Makeover* button, you then have the opportunity to make color and other image quality adjustments.

NOTE: When using Makeover, you cannot change or add products for the order, however you can remove products or reduce the quantity of a product.

1. From the Completed Orders screen, select the order you want to resubmit.



2. Select *Makeover*.



3. Select *Resubmit Product* next to each product you want to make over on the order.
4. Change the Service Level and select a Print Finish, as necessary.
5. For further image quality corrections, or to select specific images to reprint (rather than the entire order), select the *Edit* button next to the product you want to change.



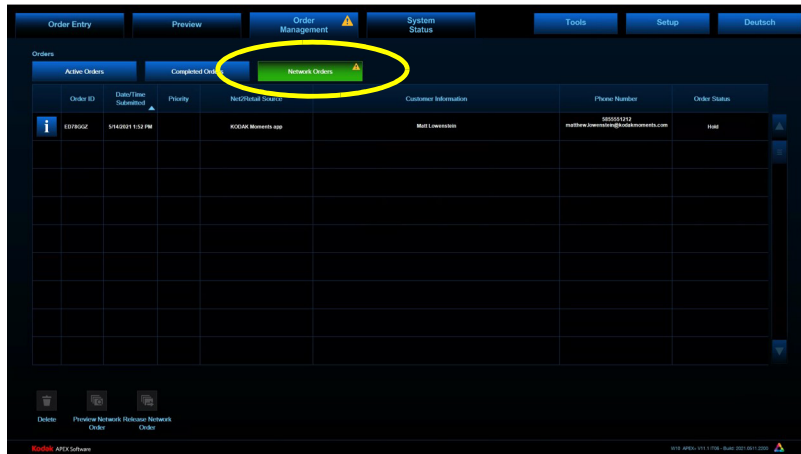
6. Select *Start*.

*The order is resubmitted with the corrections you specified.*

## Managing Network Orders

NOTE: You can only view this screen when there are network orders on the system that are being held for manual release.

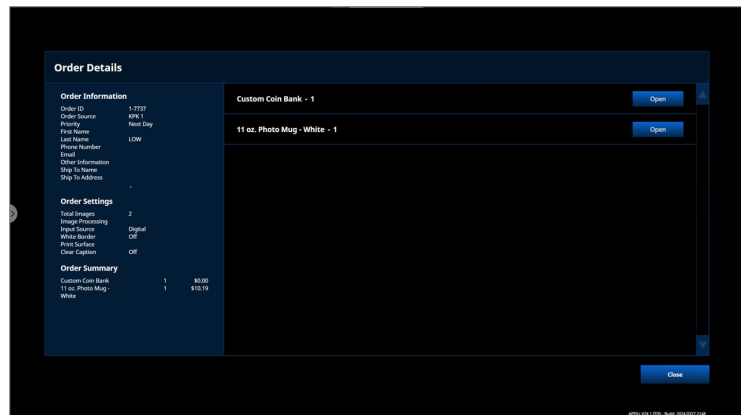
1. From the Order Management screen, select *Network Orders*.



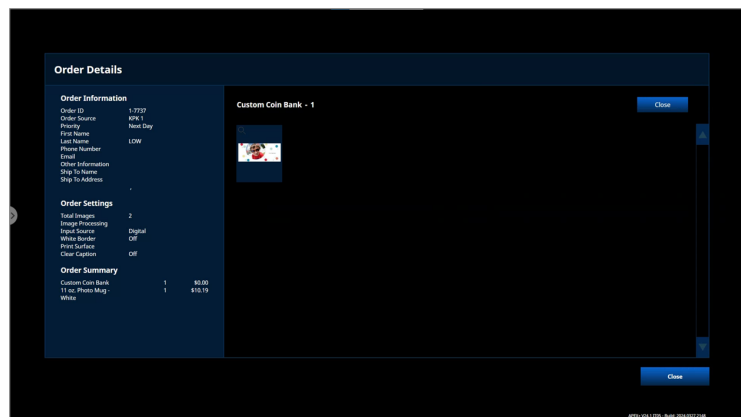
2. View the network orders.
3. Use the arrows or slider to view more orders.
4. You can view the:
  - Order ID
  - Date and time the order was submitted
  - Priority
  - Net-to-Retail Source
  - Customer Information
  - Customer Phone Number
  - Order Status
5. Touch or click a network order to select it.
6. Select the *i* button to view the details of the order.



7. Select *Open* to view the details of the order.



8. Select *Close*.



9. Select *Close* to close the detail screen.

10. Select:

- *Delete*—to delete the selected order.

NOTE: If using a keyboard, you can select multiple orders to delete by pressing and holding [Ctrl] while making selections. To select a range of orders, press and hold [Shift] while selecting the first then last order in the range.

- *Preview Network Order*—to preview the selected order. (When an order is previewed, it disappears from the Network Orders screen and appears on the Active Orders screen.)

NOTE: If active, the order must be previewed before it can be released for fulfillment.

- *Release Network Order*—to release the selected order for fulfillment. (When an order is released, it disappears from the Network Orders screen and appears on the Active Orders screen.)

Select a column heading to sort the list by that column.

---

# 4 Viewing and Changing System Settings

You can view and change the settings for your system from the Setup screen.

To access the Setup screen:

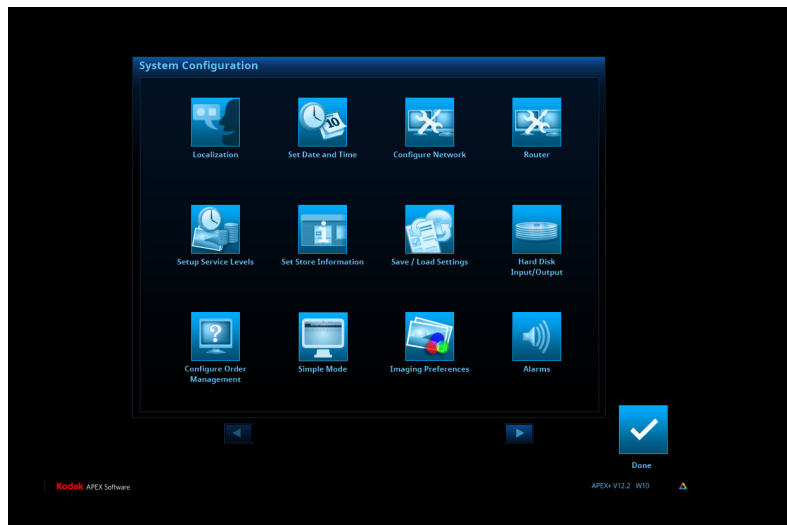
1. At the top right corner of the screen, select the *Setup* tab.
2. If you have the password for the Setup screen enabled, enter the password, then select *OK*.



From the Setup screen, you can select:

- *System Configuration* (see [page 4-2](#))
- *Order Setup* (see [page 4-14](#))
- *Manage Devices* (see [page 4-21](#))
- *Manage Features* (see [page 4-24](#))
- *Logs* (see [page 4-55](#))
- *Passwords* (see [page 4-57](#))
- *Diagnostics* (see [page 4-58](#))
- *Install* (see [page 4-69](#))
- *Backup System* (see [page 4-72](#))
- *Restore System* (see [page 4-72](#))
- *Shutdown* (see [page 1-6](#))

## System Configuration



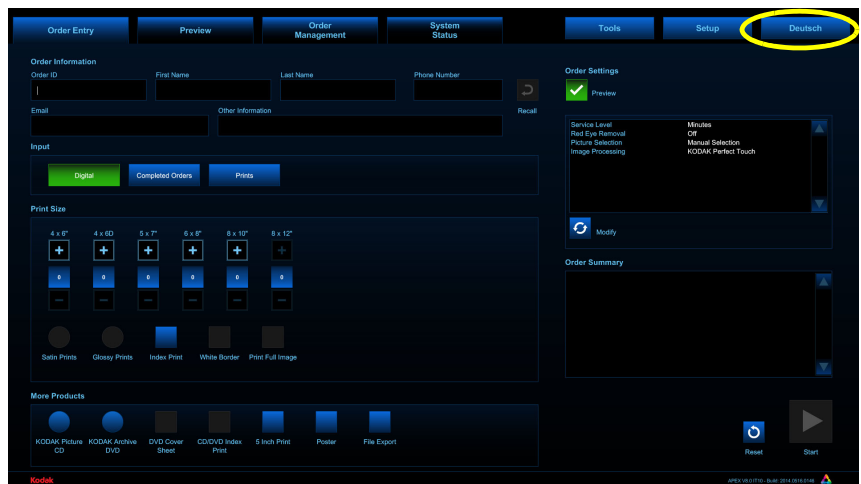
From the System Configuration screen, you can select:

- *Localization*—to set the primary language, secondary language, and measurement system (see [page 4-3](#)).
- *Set Date and Time*—to change the date, time, time zone, and to enable automatic daylight savings time adjustment (see [page 4-4](#)).
- *Configure Network*—to view or enter network settings for your Adaptive Picture Exchange or Kiosk configuration (see [page 4-4](#)).
- *Setup Service Levels*—to enable or disable service level options (see [page 4-5](#)).
- *Set Store Information*—to view or set the K number and country code for your system (see [page 4-5](#)).
- *Save/Load Settings*—to save current system settings to a CD or the system hard drive, or to load settings from a previously created CD or the system hard drive (see [page 4-6](#)).
- *Hard Disk Input/Output*—to use the internal hard drive of the processor as a source for capturing or saving digital images (see [page 4-7](#)).
- *Configure Order Management*—to add enhanced order progress indicators to selected products on the Active Orders screen (see [page 4-8](#)).
- *Simple Mode*—to enable or disable Simple Mode on the Tools screen (see [page 5-1](#)).
- *Imaging Preferences*—to select a color effects profile that can be applied to prints (see [page 4-9](#)).

- *Alarms*—to enable or disable audible alarms (see [page 4-10](#)).
- *Auto Shutdown and Startup*—to enable your system to automatically shutdown and start up (see [page 4-10](#)).
- *RBM Package Status*—status of the RBM packages installed (see [page 4-12](#)).
- *Router*—Enable your Wi-Fi Router to appear in Device Health Checks (see [page 4-13](#)).

## Localization

Use the localization setting to set the primary and secondary languages for your system interface. Once set, the secondary language appears in the language button near the upper right corner on several different screens (Deutsch in the example below).



Select this button to instantly change the system interface to that language. Select the language button again to return the system interface to the primary language that you selected.

You can also change the setting so that the language button does not appear on the screen, by setting the secondary language option to *None* (see below).



1. From the Setup screen, select *System Configuration*.



2. Select *Localization*.

3. Use the up/down arrows to select:

- *Primary Language*—sets the language for all screens, menus, and messages.
- *Secondary Language*—sets the language option of the secondary language button.



4. Select a measurement system:

- *English*
- *Metric*



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

## Set Date and Time



1. From the Setup screen, select *System Configuration*.



2. Select *Set Date and Time*.

3. Use the up/down arrows to set the time and date.

4. Select the time zone for your region. To enable automatic adjustment during daylight savings time (observed in certain regions), select *Automatically adjust clock for daylight savings time*.



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

## Configure Network

The Configure Network screen is used to synchronize multiple systems on the same network. When your system was installed, it was set up as a host system, and any Kiosks connected to it were set up as satellite systems. Typically, it is not necessary to make changes to these settings. See your Kiosk user's guide for more information.

## Service Levels

The system uses service levels to determine the priority of orders. For example, if a Same Day order is in the queue when a One Hour order is placed, the system fulfills the One Hour order first.



1. From the Setup screen, select *System Configuration*.



2. Select *Setup Service Levels*.

3. Select up to three service levels that you want to offer:

- *Instant*
- *One Hour*
- *Same Day*
- *Next Day*
- *Multi Day*



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

## Store Information

Store information is required if your system is connected to the KODAK Remote Business Manager.



1. From the Setup screen, select *System Configuration*.



2. Select *Set Store Information*.

3. View (or change **ONLY** if instructed by Service and Support) the store information, which includes:

- *K Number*—matches the K Number found on your system equipment.
- *Store Name*
- *Address 1*—the Store Address
- *City*—City location of the Store
- *State/Province*—State/Province of the Store
- *ZIP/Postal Code*—ZIP/Postal Code of the Store
- *Country Code*—the relevant country code for your region
- *Store ID*—Store ID



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

### Save/Load Settings

You can save your current system settings to a CD or the system hard drive, allowing you to easily restore them at a later time.



1. From the Setup screen, select *System Configuration*.



2. Select *Save/Load Settings*.

3. **To save the system settings to a CD:**

- a. Insert a blank CD into the DVD/CD-RW drive.
- b. Select *Save Settings*.

*After the settings have been saved, the CD is ejected.*

- c. Remove the CD and label it appropriately, then store it with the other software for your system.

**To restore the system settings from a CD:**

- a. Insert the settings CD into the DVD/CD-RW drive.
- b. Select an option:
  - *Load All Configuration Settings*—restores all settings, **including** the settings specific to your processor, such as the K number and network settings.
  - *Load Retailer Personality Settings Only*—restores all settings **except** the settings specific to your processor.
- c. Select *Load Settings*.

*After the settings are loaded, the CD is ejected.*

- d. Remove the CD, and store it with the other software for your system.

**To save all settings to the system hard drive:**

- Select *Save Settings to Hard Disk*.

**To restore previously saved settings from the system hard drive:**

- Select *Load Settings from Hard Disk*.

NOTE: This option only appears if the *Save Settings to Hard Disk* feature has been used before.



4. When finished, select *Done*.

### Hard Disk Input/Output

Use the Hard Disk Input/Output screen to use the internal hard drive or a shared network drive as a storage location for digital images.

If *Enable Hard Disk Image Input* is selected, and if no media is inserted when creating a digital order (see [page 2-3](#)), the specified file location is queried for images.

If *Enable File Export* is selected, digital or scanned images are written, or exported, to the specified location.

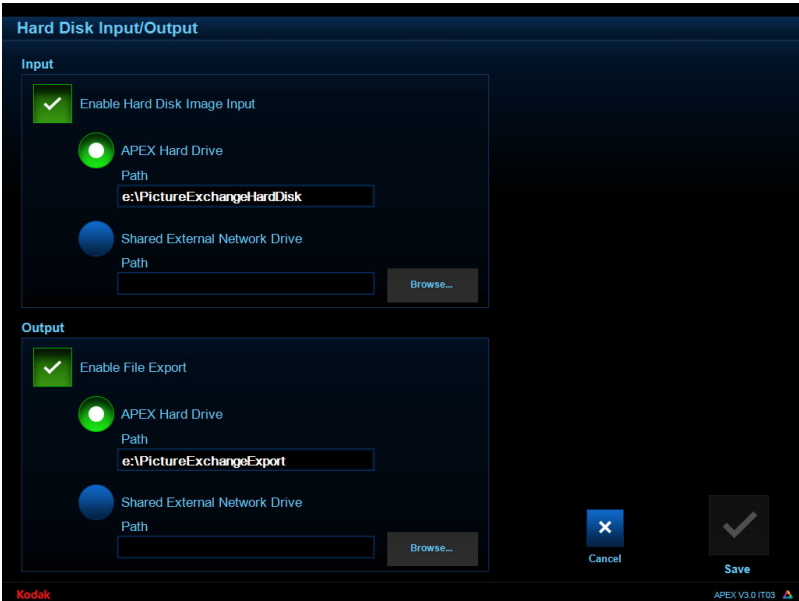
To activate these features:



- 1. From the Setup screen, select *System Configuration*.



- 2. Select *Hard Disk Input/Output*.



3. To specify a query location for digital orders:
  - a. Select *Enable Hard Disk Image Input*.
  - b. Select either *APEX Hard Drive* or *Shared External Network Drive*, then verify or change the drive location. Select the *Browse* button to search for and select a network drive location.

To specify a location for saving images (and to enable the *File Export* option on the Order Entry screen):

- a. Select *Enable File Export*.
- b. Select either *APEX Hard Drive* or *Shared External Network Drive*, then verify or change the drive location. Select the *Browse* button to search for and select a network drive location. By default, images are saved to a folder with the same name as the Order ID.

NOTE: Make sure to periodically purge the export file location of images that are no longer needed, as the storage location will become full over time.



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

## Configure Order Management

Use the Configure Order Management screen to add progress detail to the status indicators in the Active Orders screen (see [page 3-1](#)). When enabled, values such as "1 of 10" and "30%" for example, appear on the status indicators for selected products. As an order is processed, the value changes according to the progress of each step.

The screenshot displays the 'Configure Order Management' interface. At the top, there are navigation tabs: Order Entry, Preview, Order Management, System Status, Tools, and Setup. Below these, there are sub-tabs for Orders: Active Orders, Ready for Pickup, Completed Orders, and Network Orders. The main area is a table with columns for Order ID, Date/Time Submitted, Priority, Customer Information, and several progress indicators (Capture, Preview, Packaging, Small Prints, CD, DL2100 Duplex, Poster, Camera Poster, Film Camera Printer, DVD, File Export). The table shows two active orders. The first order has progress indicators for Capture, Preview, and Packaging. The second order has progress indicators for Capture, Packaging, and Small Prints. At the bottom, there are buttons for Delete, Top of Queue, Print Tracking and Address, and Release. The Kodak logo is visible in the bottom left corner.

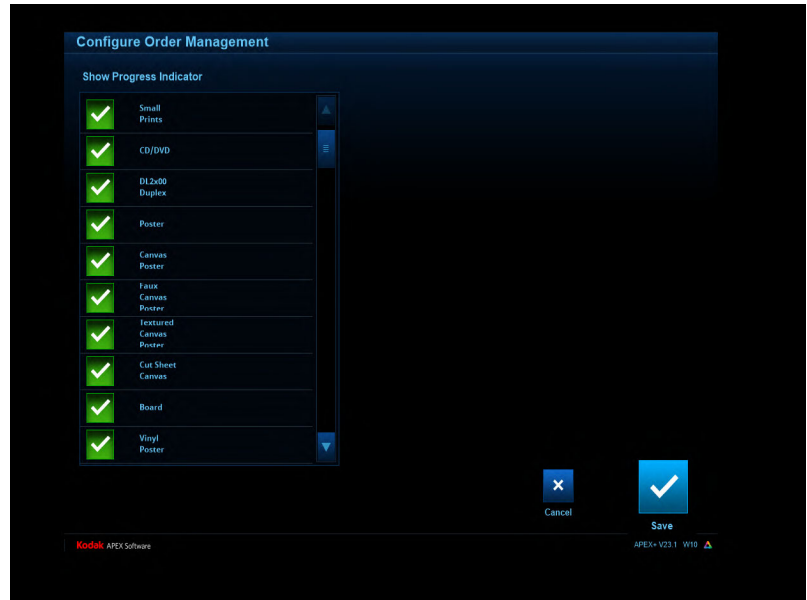
To activate this feature:



1. From the Setup screen, select *System Configuration*.



2. Select *Configure Order Management*.



3. Select the product types you want to activate this feature for.



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

## Image Preferences

Use the Image Preferences screen to configure the color effects options that will be available to the customer.

To activate these features:

1. From the Setup screen, select *System Configuration*.

2. Select *Imaging Preferences*.

3. Select a color profile:

- *Standard*—to apply a maximal modification of colors, making them more pleasing to most people
- *None*—to apply a minimal modification of colors
- *Professional*—to apply a moderate modification of colors, making them more natural and consistent with silver-based prints

NOTE: The selected color effects profile will only be applied to prints from digital image files that are printed on KODAK 70xx, 88xx, or D4000 printers.

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

## Alarms

Use the Alarms screen to enable audible alarms.

To activate this feature:

1. From the Setup screen, select *System Configuration*.
2. Select *Alarms*.
3. Select *System Alarms*.
4. Use the keyboard to set the alarm duration (time in seconds).
5. Select *Incoming Network Order Alarms*.
6. Use the keyboard to set the alarm duration (time in seconds).
7. Select *Save* to keep your changes. Otherwise, select *Cancel*.

## Auto Shutdown and Startup

Configure the APEX system to shutdown and start up at specific times.

To activate this feature:

1. From the Setup screen, select *System Configuration*.
2. Select *Auto Shutdown and Startup*.
3. Select *Auto Shutdown and Startup*.
4. Select a *12 Hour* or *24 Hour* Clock.
5. Select *Enable Sleep Mode* to enable the sleep mode feature.
6. Select *Modify* to adjust the startup and shutdown times.



- 7. Use the arrows to select the Hour and Minutes for the Auto Startup and Shutdown times.
- 8. Select *Done*.



- 9. If you would like to apply the changes to other days of the week, select the radio button in the "Copy From" column next to next to the day of the week that you updated.
- 10. Select the check box in the "Copy To" column next to each day that you want to change.
- 11. Select *Copy*.



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



## Checking the RBM Package Status

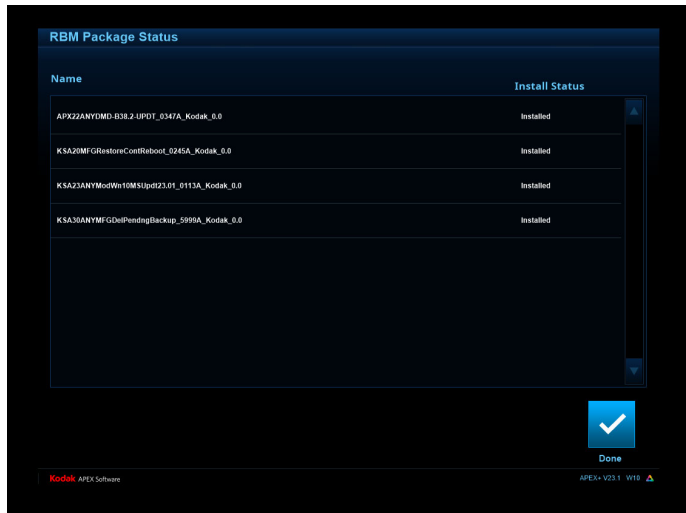
To check the RBM Package Status:



1. From the Setup screen, select *System Configuration*.



2. Select *RBM Package Status*.



3. Check the status of the installed RBM Packages.

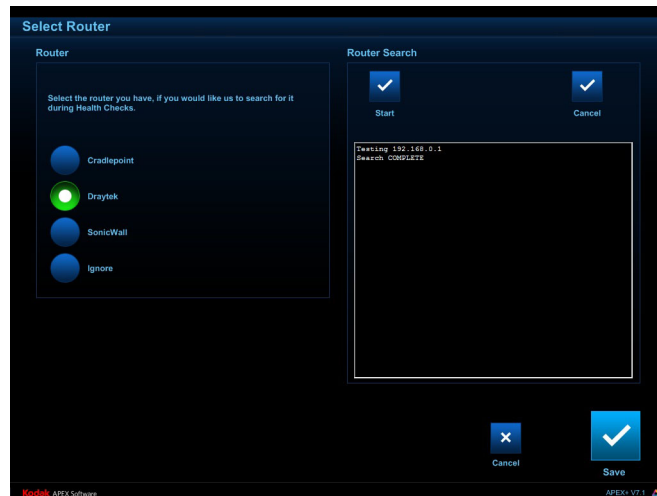
4. Select *Done* when you are finished.

## Configuring Router Detection

If your system has a wireless router, it will not be detected in Device Health Checks unless it is configured to do so on the Router screen.

The default setting is *Ignore*. If *Ignore* is selected, the wireless router does not appear in Device Health Checks.

1. From the Setup screen, select *System Configuration*.
2. Select *Router*.
3. Select your router:
  - Cradlepoint
  - Draytek
  - SonicWall
  - Ignore



4. Select *Start* to scan the network for the currently selected router.

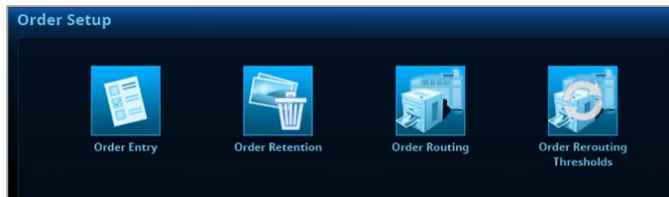
NOTE: This is only functional for Cradlepoint and Draytek routers.

*Search Complete* appears when the system is done searching for the router.

5. Select *Save* to keep your changes. Otherwise, select *Cancel*.  
Once the router type is saved on the screen, Device Health Checks searches for the router. It is listed as *FOUND* or *NOT FOUND* as any other connected device.

## Order Setup

1. From the Setup screen, select *Order Setup*.



2. From the Order Setup screen, you can select:
  - *Order Entry*—to set order numbering style, maximum number of digital pictures, and maximum number of copies that appears on the Order Entry screen (see [page 4-15](#)).
  - *Order Retention*—to set the number of days completed orders stay in the system (see [page 4-16](#)).
  - *Order Routing*—to set up networking rules and to determine how and where orders on networked equipment are released and printed (see [page 4-18](#)).
  - *Order Routing Thresholds*—to set the large order routing thresholds to behind the counter for 5-inch, 6-inch, and 8-inch print orders (see [page 4-20](#)).

## Order Entry

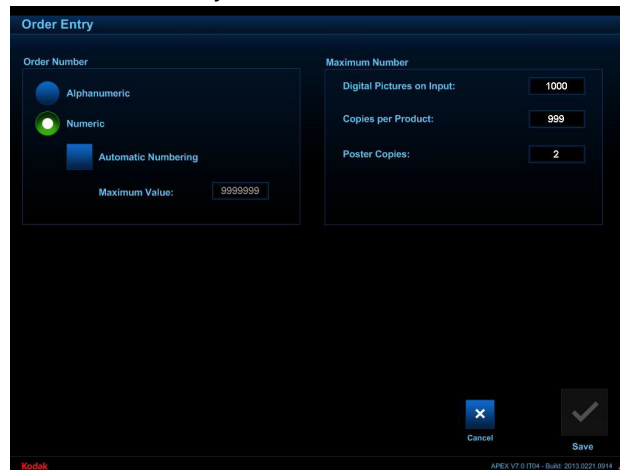
Use Order Entry to set the order numbering style, the maximum number of pictures that can be printed for an order, and the maximum number of copies allowed is automatically entered when starting a new order.



1. From the Setup screen, select *Order Setup*.



2. Select *Order Entry*.



3. Select an Order Number option:

- *Alphanumeric*—allows letters and numbers in the Order ID field
- *Numeric*—allows only numbers in the Order ID field  
If you choose numeric:
- Select the box next to *Automatic Numbering* to enable automatic order numbering. Deselect this box to disable this option.
- Use the keyboard to enter a maximum Order Number value, up to seven digits.

4. Use the keyboard to enter the maximum value for:

- *Digital Pictures on Input*—the maximum quantity of digital pictures that can be input for an order, up to 1,000.
- *Copies per Product*—the maximum quantity of prints allowed for an order, up to 999.
- *Poster Copies*—the maximum copies allowed for a single poster print, up to 99.

NOTE: *Poster Copies* appears only if the EPSON Stylus Pro Printer Module is installed - see [page 4-70](#) - and a supported poster printer is connected - see [page 4-54](#).



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

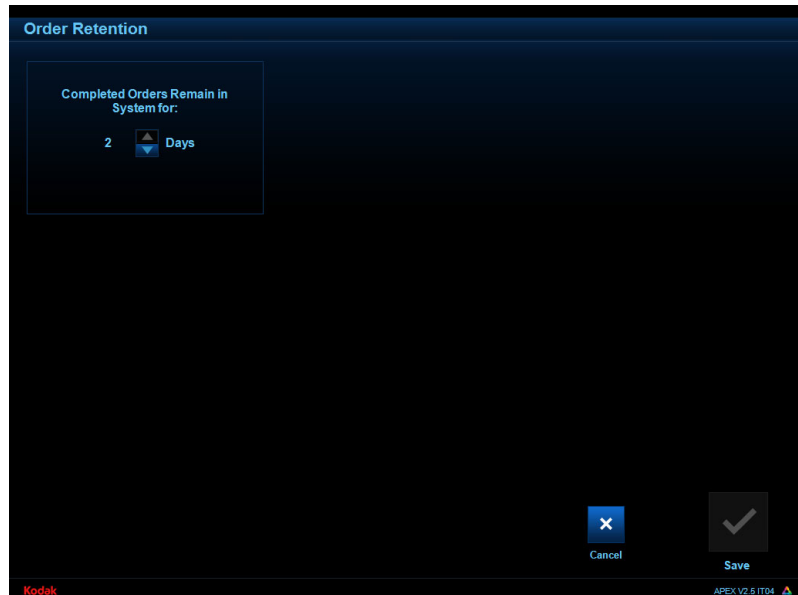
## Order Retention



1. From the Setup screen, select *Order Setup*.



2. Select *Order Retention*.



3. Use the up/down arrows to set the maximum number of days that completed orders remain in the system, up to 2.



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

## Kiosk Orders



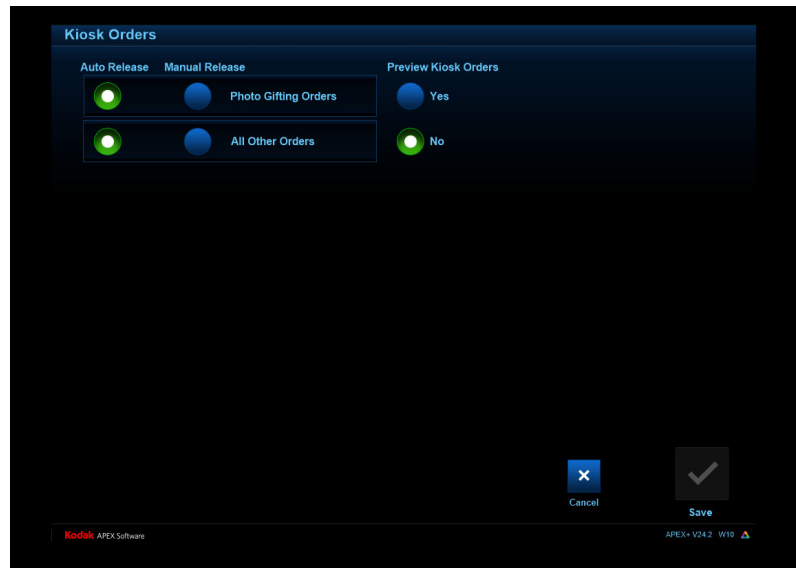
1. From the Setup screen, select *Order Setup*.



2. Select *Order Routing*.



3. Select *Kiosk Orders*.



4. Select Kiosk Orders options for both photo gifting orders and all other orders:

- *Auto Release*—to immediately fulfill Kiosk orders.
- *Manual Release*—to hold Kiosk orders. Orders are not fulfilled until the operator manually releases them.

See [“Chapter 3 Managing Orders”](#) for more information.

5. Select whether or not you want the ability to preview and modify kiosk orders.

- *Yes*—to allow the clerk to preview the kiosk order.
- *No*—to disable the ability to preview the kiosk order.

NOTE: When previewing a kiosk order, the clerk can select different components of the order to view. For example, to preview a photo book, the clerk could click the plus sign to see and modify each separate page of the book.



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

## Network Orders



1. From the Setup screen, select *Order Setup*.



2. Select *Order Routing*.



3. Select *Network Orders*.



4. Select a Network Order Release option:

- *Auto Release*—to immediately fulfill all network orders without operator intervention. Use the keyboard to enter a value for the print maximum, up to 999: this is the quantity of prints from Internet orders that can be automatically released. Orders for prints exceeding this quantity are held, and appear on the Network Orders screen, until they are manually released.
- *Auto Release with Schedule*—All Network orders by-pass the Network Order queue and start to fulfill without clerk interaction, only during the hours of operation as defined by the Auto Release schedule.
- *Manual Release*—to hold all network orders. Orders are not fulfilled until the operator manually releases them on the Network Orders screen.

See “[Chapter 3 Managing Orders](#)” for more information.

5. Enable the *Active Order Maximum* feature.
  - Select the checkbox next to *Active Order Maximum* to enable the feature.
  - Enter the order maximum in the box. This sets the maximum number of orders that can go directly to the Active Order queue at any time.
  - If enabled, when a network order is received, the system checks to see if the maximum threshold for the active order queue is exceeded.
  - If it is exceeded, the order is held in the network queue and does not move to the active order queue until the quantity is lower than the maximum active order threshold.
6. Select *Modify Schedule* to adjust the schedule for Network Order release.
7. Use the arrows to select the Hour and Minutes for the Network Order release.
8. Select *Done*.
9. If you would like to apply the changes to other days of the week, select the radio button in the "Copy From" column next to next to the day of the week that you updated.
10. Select the check box in the "Copy To" column next to each day that you want to change.
11. Select *Copy*.

| Day       | Start Time | End Time | Copy From | Copy To                             | Clock                                    |
|-----------|------------|----------|-----------|-------------------------------------|--|
| Sunday    | 9:00       | 21:00    | Modify    | <input type="radio"/>               | <input type="checkbox"/> 12 Hour         |
| Monday    | 9:00       | 21:00    | Modify    | <input checked="" type="checkbox"/> | <input checked="" type="radio"/> 24 Hour |
| Tuesday   | 9:00       | 21:00    | Modify    | <input checked="" type="checkbox"/> |  |
| Wednesday | 9:00       | 21:00    | Modify    | <input checked="" type="checkbox"/> |  |
| Thursday  | 9:00       | 21:00    | Modify    | <input checked="" type="checkbox"/> |  |
| Friday    | 9:00       | 21:00    | Modify    | <input checked="" type="checkbox"/> |  |
| Saturday  | 9:00       | 21:00    | Modify    | <input checked="" type="checkbox"/> |  |

Copy

Cancel Save

Kodak APEX Software APEX-V242 1010



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



## Order Routing Thresholds

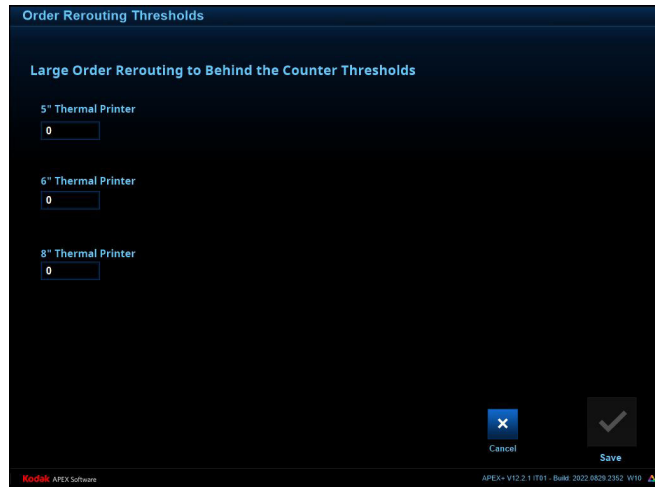


1. From the Setup screen, select *Order Setup*.



2. Select *Order Routing Thresholds*.

3. Set the large order routing thresholds to behind the counter for 5-inch, 6-inch, and 8-inch print orders.



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

## Manage Devices



From the Manage Devices screen, you can select:

- *Thermal Printers*—to display thermal printer information, print a test print, calibrate or reset calibration to factory defaults, change a thermal printer output location and priority, or disable a thermal printer (see *User's Guide for Hardware and Accessories*).
- *DL2200 Duplex Printer* (if enabled and connected)—to select a default printer for the DL2200 Duplex Printer, if more than one is connected to your network (see [page 4-22](#)).
- *KODAK DL2100 Duplex Printer* (if enabled and connected)—to select a default printer for the DL2100 Duplex Printer, if more than one is connected to your network (see [page 4-22](#)).
- *Poster Printer*—to select a default poster printer, if more than one is connected to your network (see [page 4-22](#)). Appears only if the EPSON Stylus Pro Printer Module is installed (see [page 4-70](#)) and if a supported poster printer is connected (see *User's Guide for Hardware and Accessories*).
- *DVD/CD Dispenser* (if connected)—to specify the type of media installed in the DVD/CD writer/dispenser (see [page 4-23](#)).
- *Calibrate Touchscreen*—to calibrate the touch screen display (see [page 4-23](#)).
- *Calibrate Print Scanner* (if connected)—to calibrate the flatbed print scanner (see *User's Guide for Hardware and Accessories*).

### Selecting a Default for the DL2100/DL2200 Duplex Printer

If you have more than one DL2100/DL2200 Duplex Printer connected to your network, you can select one as a default.



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



2. Select:

- *DL2200 Duplex Printer*—if you have a DL2200 Duplex Printer.
- *KODAK DL2100 Duplex Printer*—if you have a DL2100 Duplex Printer.

3. Follow the instructions on the screen to search for connected printers.

4. Select the printer that you want to use as a default from the list.

5. If a printer does not appear, select *Manually Configure*.

6. Enter the IP Address of the printer and test the connection.



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

### Selecting a Default Poster Printer

If you have more than one poster printer connected to your network, you can select one as a default.

NOTE: This feature is only available if the EPSON Stylus Pro Printer Module is installed (see [page 4-70](#)) and if a supported poster printer is connected (see "[Paper Cut Mode](#)" on [page 4-54](#)).



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



2. Select *Poster Printer*.

3. Follow the instructions on the screen to search for connected printers.

4. Select the printer that you want to use as a default from the list.

5. If a printer does not appear, select *Manually Configure*.

6. Enter the IP Address of the printer and test the connection.



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

## Specifying Media Type for the DVD/CD Writer/Dispenser

If a DVD/CD Writer/Dispenser is connected to your system, you should specify the type of media that it is loaded with. Do this each time you change the media type as well.



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



2. Select *DVD/CD Dispenser Setup*.

3. Select the type of media that is loaded in the dispenser:

- *KODAK Picture CD*
- *KODAK Archive DVD*



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

## Calibrating the Touch Screen Display

**IMPORTANT:** *The touchscreen will not work on upgraded systems with small monitors. The touchscreen will only work on systems with wide screen monitors.*



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



2. Select *Calibrate Touchscreen*.

*A target screen appears.*

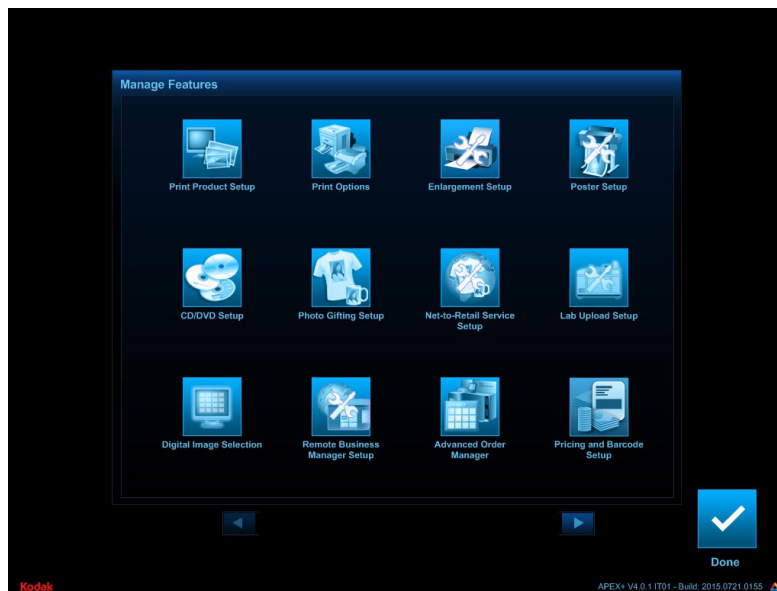
3. Touch and hold your finger on each target as it appears.

4. If the cursor follows your finger, touch *Done*.

If you do not respond within the time-out period, the system cancels the calibration and returns to the *Manage Devices* screen.

5. Touch *Calibrate* if the cursor does not follow your finger. You return to the target screen. Repeat steps 3-4.

## Manage Features

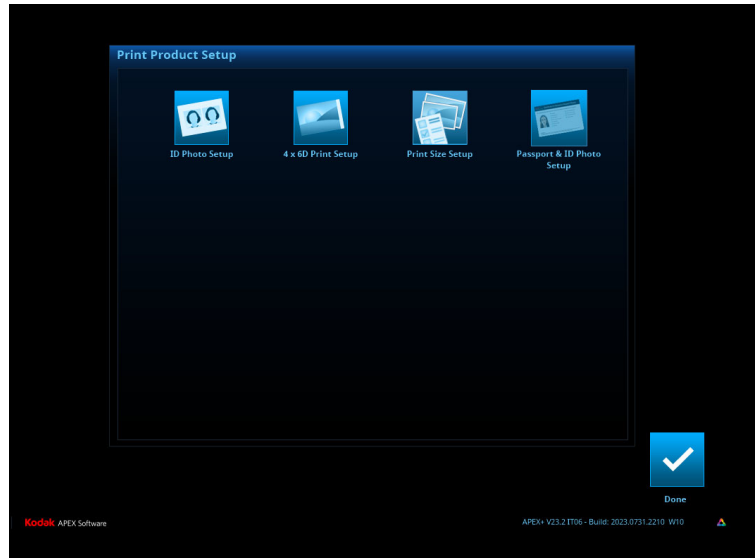


From the Manage Features screen, you can select:

- *Print Product Setup*—to enable additional product types and selections (see [page 4-26](#)).
- *Print Options*—to enable or disable order summary prints and the clear caption printing option, to choose a default print surface, to enable or disable white borders, and to specify border width (see [page 4-34](#)).
- *Order Summary Print Setup*—to set up order summary prints (see [page 4-36](#)).
- *Backprinter Setup* (if KODAK 7010/7015 Photo Printer is connected)—to enable or disable backprinting on the KODAK 7010 Photo Printer or KODAK 7015 Photo Printer, to select information to print on the back of small format prints, and to add custom text (see [page 4-38](#)).
- *CD/DVD Setup*—to configure KODAK Picture CD and KODAK DVD options (see [page 4-39](#)).
- *Poster Setup*—to enable or disable various media types and select a cut mode (see [page 4-53](#)).
- *Photo Gifting Setup*—to register your system for uploading and maintaining off-site photo gift orders submitted through a connected Kiosk (see [page 4-40](#)).
- *Net-to-Retail Service Setup*—to register your system, test your connection to the Net-to-Retail order interface, and include finishing instructions and summary prints with Net-to-Retail orders (see [page 4-40](#)).

- *Lab Upload Setup*—to view or configure settings for interfacing with your existing minilab (see [page 4-49](#)).
- *Digital Image Selection*—to choose a default view option (see [page 4-51](#)).
- *Remote Business Manager Setup*—to register your system for Remote Business Manager (see [page 4-43](#)).
- *Advanced Order Manager*—to enable additional workflow management options (see “[Chapter 6 Advanced Order Manager](#)”).
- *Pricing and Barcode Setup*—to set product pricing and barcode information (see [pages 4-43-4-45](#)).
- *Order Notification Options*—to configure text messaging options (see [page 4-47](#)).

## Print Product Setup



Use Print Product Setup to enable additional product types and selections that your store offers.

- *ID Photo Setup*—to enable and configure settings for printing passport or ID photos (see [page 4-28](#)).
- *4 x 6D Print Setup*—to enable or disable 4 x 6D prints, specify 4 x 6D border location, and enable or disable date stamping on 4 x 6D prints (see [page 4-32](#)).
- *Print Size Setup*— to select the print sizes your store offers (see [page 4-27](#)).
- *Passport & ID Photo Setup*—to enable and configure settings for printing passports or ID photos (see [page 4-30](#)).
- *Poster Product Setup*<sup>3</sup>— to select the poster sizes your store offers (see [page 4-33](#)).

<sup>3</sup>Appears only if the EPSON Stylus Pro Printer Module is installed (see [page 4-70](#)) and if a poster printer is connected (see “[Paper Cut Mode](#)” on [page 4-54](#)).

## Print Size Setup

Use Print Size Setup to select the print sizes your store offers.



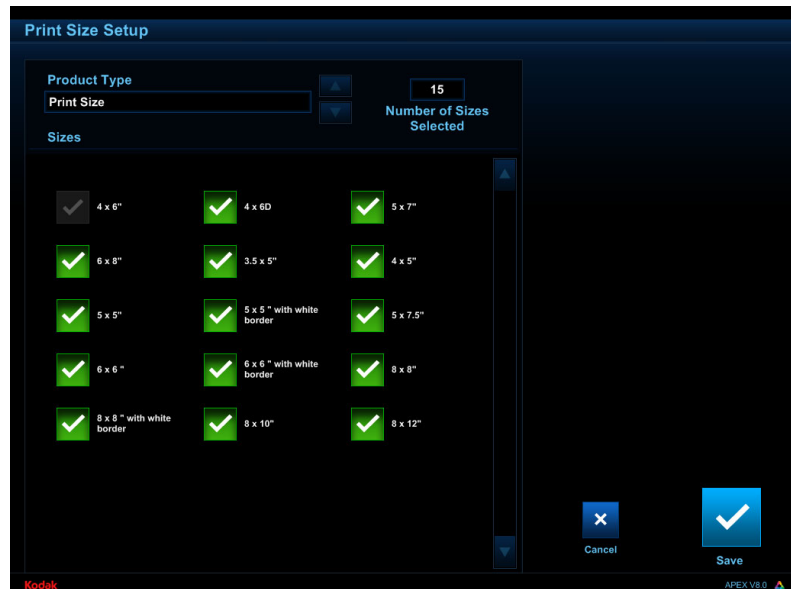
1. From the Setup screen, select *Manage Features*.



2. Select *Print Product Setup*.



3. Select *Print Size Setup*.



4. Select the print sizes your store offers.



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

*If you selected one or more sizes, they appear under Print Sizes on the Order Entry screen (see "Chapter 2 Creating an Order"). Up to 11 print sizes display at a time. If more than 11 print sizes are selected, an arrow button lets you scroll through the list of more print sizes.*



### ID Photo Setup

Use ID Photo Setup to enable and configure settings for printing passport or ID photos.



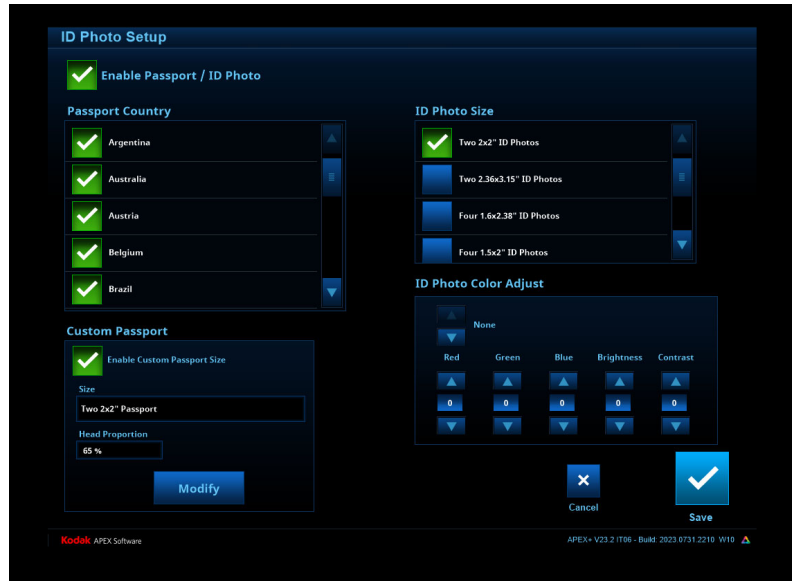
1. From the Setup screen, select *Manage Features*.



2. Select *Print Product Setup*.



3. Select *ID Photo Setup*.



4. Select the box next to *Enable Passport/ID Photo* to offer Passport and/or ID Photo products.

*The ID Photo option becomes available under More Products in the Order Entry screen (see “Creating Passport or ID Photos” on page 2-17).*

5. Select the countries and ID sizes that your store offers.

6. For ID Photo Color Adjust, touch the arrows to select:

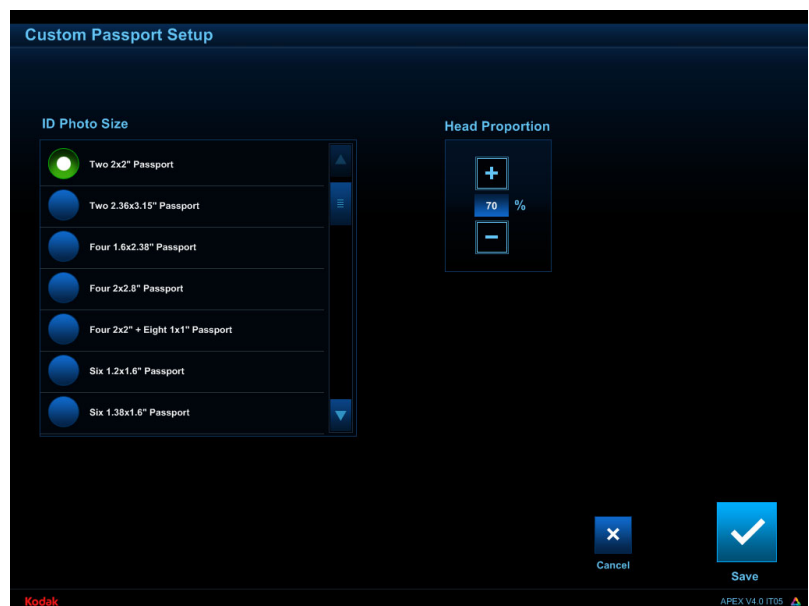
- *Apply Backdrop Whitener to ID Photos*—used for ID Photos taken against a white background.
- *None* if you do not want to apply any the above enhancements.

7. Select the:
  - Red, Green, and Blue arrows to increase or decrease the amount of each color in ID Photos.
  - Brightness arrows to increase or decrease the brightness for all ID Photos.
  - Contrast arrows to increase or decrease the contrast for all ID Photos.
8. Select *Enable Custom Passport Size* if your store offers passports for a country that is not listed. (To change custom passport specifications, see ["Setting Up a Custom Passport/ID Photo"](#).)
9. Select *Save* to keep your changes. Otherwise, select *Cancel*.



### Setting Up a Custom Passport/ID Photo

1. On the Passport/ID Photo Setup screen (see [page 4-28](#)), select *Enable Custom Passport Size*, then select *Modify*.



2. Select a size from the list.
3. Use the + and - buttons to specify the head proportion percentage for the custom passport.
4. Select *Save* to keep your changes. Otherwise, select *Cancel*.  
*The values appear under Custom Passport on the Passport/ID Photo Setup screen.*



### Passport & ID Photo Setup

Use Passport & ID Setup to enable and configure settings for printing passport or ID photos.



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



2. Select *Print Product Setup*.



3. Select *Passport & ID Photo Setup*.



4. Select the box next to *Enable Flash Detection on Passport & ID Photos* to use the flash detection feature.

5. Select the box next to *Allow Passport & Photo ID Adjustments* to use the Adjust Image feature.

NOTE: This option appears only if the Manual Biometric ID Photo Module 2.0 is installed. It is recommended to leave this feature disabled. If you make adjustments to the ID and cause the image to fail analysis, it can still be added to the order.

6. Select the arrows to set Passport and ID Photo Color Adjust:

- Apply Backdrop Whitener to ID Photos—used for Passport Photos taken against a white background.
- None if you do not want to apply the above enhancements.

7. Select the:

- Red, Green, and Blue arrows to increase or decrease the amount of each color in Passport Photos.
- Brightness arrows to increase or decrease the brightness for Passport Photos.
- Contrast arrows to increase or decrease the contrast for Passport Photos.

8. Select a Passport and ID Photo Archive Product:

- Digital Passport ID Archive CD
- Digital Passport ID Archive DVD
- Passport Memory Saver 16GB Flash Drive
- Passport Memory Saver 8GB Flash Drive
- No Digital Passport ID Archive Product
- E-mail Option
- E-mail Option Pre-selected
- Enable warning dialog



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

### 4 x 6D (10 x 15D) Print Setup

4 x 6D (10 x 15D) prints are 4 x 6 in. (10 x 15 cm) prints that include a white side margin. A date stamp can be added to the side margin, or it can be left blank. The image area on a 4 x 6D (10 x 15D) print is suitable for full size (4:3) pictures, without cropping.

When enabled, the 4 x 6D (10 x 15D) option appears under *Print Sizes* on the Order Entry screen.



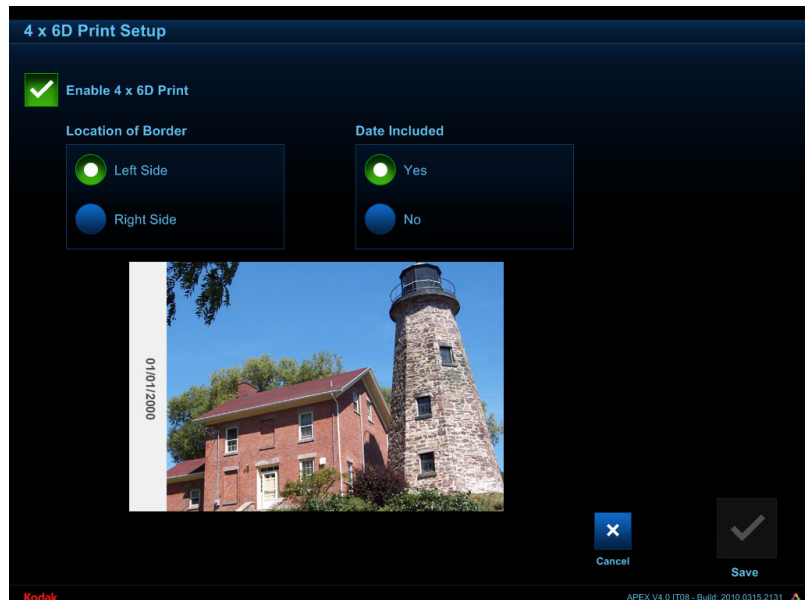
1. From the Setup screen, select *Manage Features*.



2. Select *Print Product Setup*.



3. Select *4 x 6D Print Setup*.



4. Select the box next to *Enable 4 x 6D Print* to make this product available on the Order Entry screen. Clear this box to disable the 4 x 6D option from the Order Entry screen.

5. Select a border location, either *Left Side* or *Right Side*.

6. Select *Yes* or *No* depending on whether or not you want to include a date stamp.

NOTE: For digital images, the date stamp reflects the date the picture was taken (if this information is available), otherwise it marks the date the picture was printed.



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

Poster Product Setup

Use Poster Product Setup to select the poster sizes your store offers.



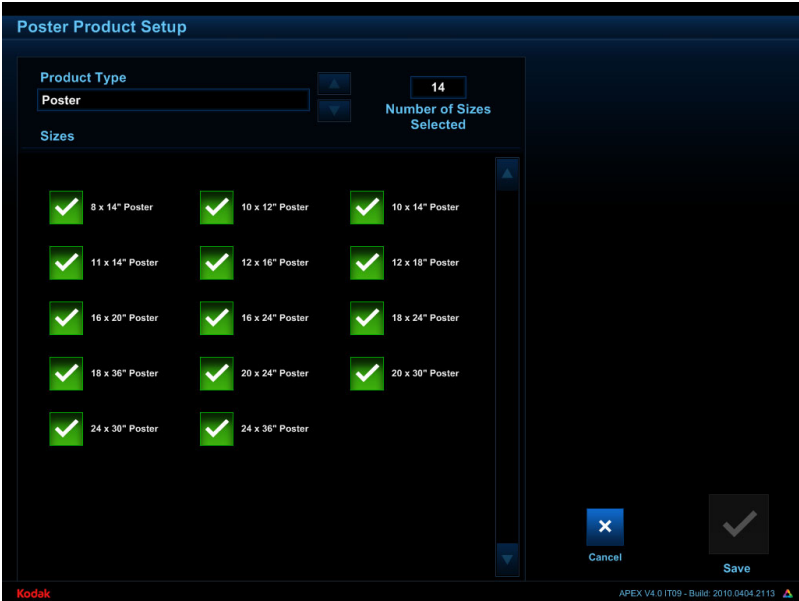
1. From the Setup screen, select *Manage Features*.



2. Select *Print Product Setup*.



3. Select *Poster Product Setup*.

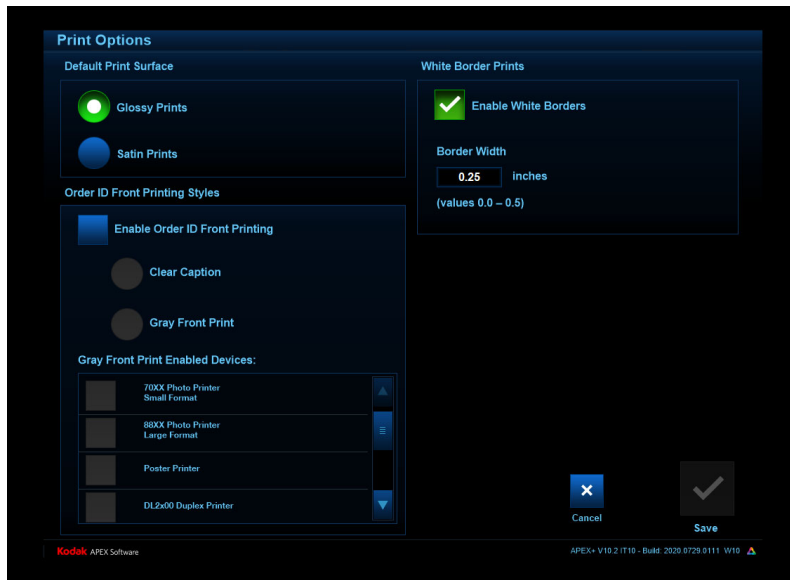


4. Select the poster sizes your store offers.



5. Select *Save* to keep your changes. Otherwise, select *Cancel*.  
*If you selected one or more sizes, Poster Products becomes available under More Products in the Order Entry screen (see "Chapter 2 Creating an Order").*

## Print Options



Use Print Options to enable clear caption and white borders on the Order Entry screen, to specify the border width on bordered prints, and to set the default print surface to glossy or satin.

### Enabling Glossy or Satin Options



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



2. Select *Print Options*.

3. Under *Default Print Surface*, select either *Glossy* or *Satin* to choose the default selection on the Order Entry screen.



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

### Enabling White Borders



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



2. Select *Print Options*.

3. Select the box next to *Enable White Borders* to make white bordered prints available on the Order Entry screen. Deselect this box to disable this option.

NOTE: This option must be enabled to fulfill bordered prints orders submitted by a connected Kiosk.

4. Enter a value for *Border Width*.

NOTE: The border width value supersedes the border width value on orders submitted by a connected Kiosk.



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

*White Borders* becomes available under *Print Size* in the Order Entry screen (see "[Chapter 2 Creating an Order](#)").



### Enabling and Adding Advertisements to Order Summary Prints

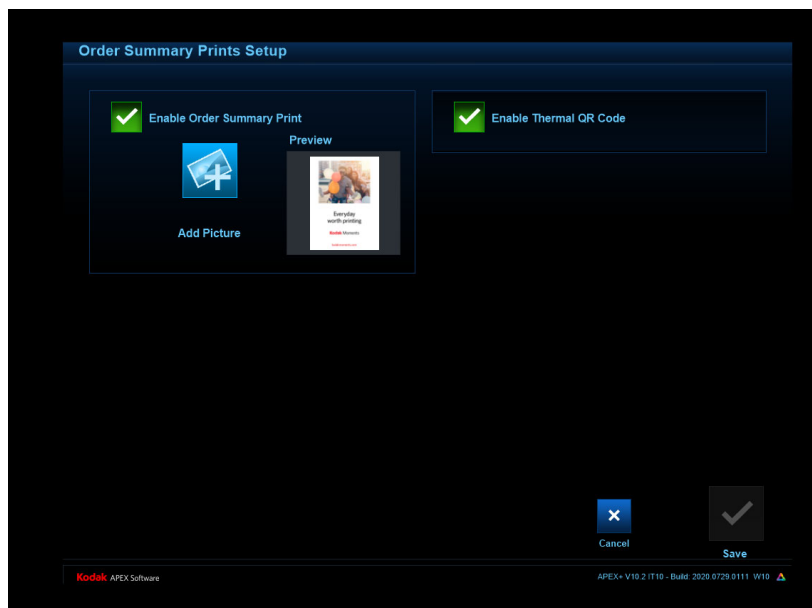
Include an order summary print with orders. In addition, you can select an image, such as a coupon or advertisement, to add to order summary prints.



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



2. Select *Order Summary Prints Options*.



3. Select the box next to *Enable Order Summary Print* to activate this feature. Deselect this box to deactivate this feature.

When enabled, each order includes a 4 x 6 in. (10 x 15 cm) print containing the order ID, the customer name and phone number, and the products that were ordered.

4. Select the box next to *Enable Thermal QR Code* to activate this feature. Deselect this box to deactivate this feature.

When enabled, each order includes a QR code printed on the order summary print.

5. To add a 2 x 3 in. (5 x 7.5 cm) picture - such as an advertisement - to the right half of each order summary print:

- Insert the media with the picture into the appropriate slot, drive, or port.
- Select *Add Picture*.
- Navigate to the picture.
- Select *Open*.

A preview of the selected picture appears.

**IMPORTANT:** Make sure the picture you select has a 3:4 aspect ratio and is .jpg format. When printed, approximately 5% of the right side and 2.5% on the top and bottom of the image will be cropped.



Crop boundary



6. Select Save to keep your changes. Otherwise, select Cancel.

## Backprinter Setup

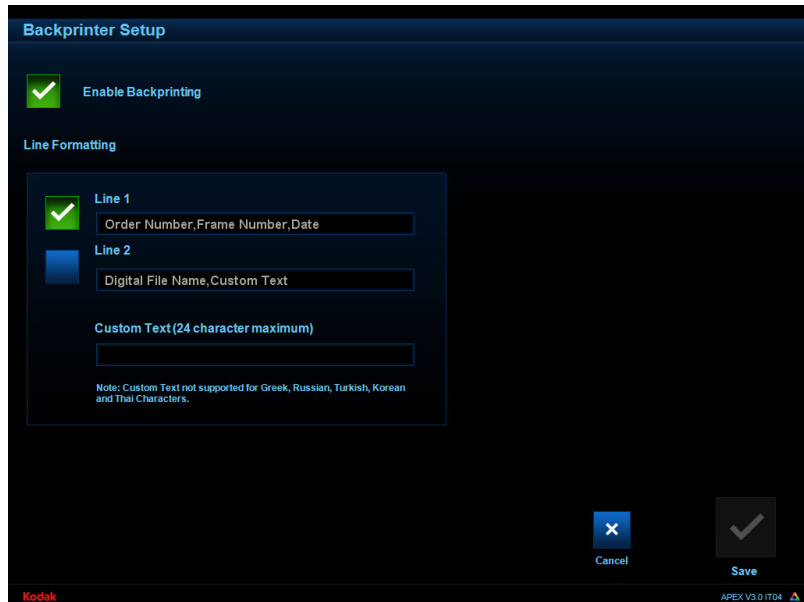
Use Backprinter Setup to enable or disable backprinting on the KODAK 7010 Photo Printer or KODAK 7015 Photo Printer, to select information to print on the back of small format prints, or to add custom text.



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



2. Select *Backprinter Setup*.



3. Select *Enable Backprinting* to add up to two lines of text to the back of small format prints.

4. Select *Line 1* to include order number, frame number, and date info on the back of each print.

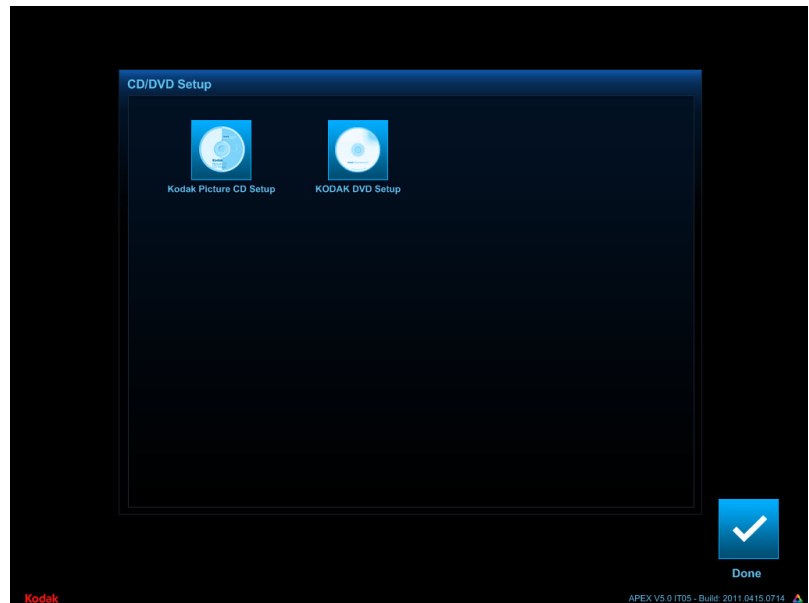
Select *Line 2* to include the digital file name and custom text on the back of each print. Enter custom text in the field shown.

NOTE: Custom text is not supported for Greek, Russian, Turkish, Korean, and Thai.



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

## CD/DVD Setup



Select *CD/DVD Setup* to access:

- KODAK Picture CD Setup (see [page 4-39](#)).
- KODAK DVD Setup (see [page 4-40](#)).

## KODAK Picture CD Setup

Use KODAK Picture CD Setup to choose whether to allow previews and edits of images to be written to KODAK Picture CDs.



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



2. Select *CD/DVD Setup*.



3. Select *KODAK Picture CD Setup*.

4. Choose a CD Type:

- *Quick Save*—bypasses preview and copies image and media files from your input source to the CD (up to 400 MB).
- *Select Pictures*—allows previewing and minor edits of pictures before they are copied to the CD (up to 200 pictures).



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

### KODAK DVD Setup

Use KODAK DVD Setup to activate or deactivate KODAK Archive DVDs on the system.



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



2. Select *CD/DVD Setup*.



3. Select *KODAK DVD Setup*.

4. Select *Enable KODAK Archive DVD* to make the option available on the Order Entry screen.



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

### Photo Gifting Setup

Use Photo Gifting Setup to register your system for uploading and maintaining off-site photo gift orders submitted through a connected Kiosk. Do not change this information unless you are instructed to do so by Service and Support.

### Net-to-Retail Service Setup

Use Net-to-Retail Service Setup to register your system, test your connection to the Net-to-Retail order interface, and include finishing instructions (either on-screen or printed) and summary prints with Net-to-Retail orders.

NOTE: Registration and configuration of Net-to-Retail service is only effective if your store has an active subscription. See your store manager for more information.



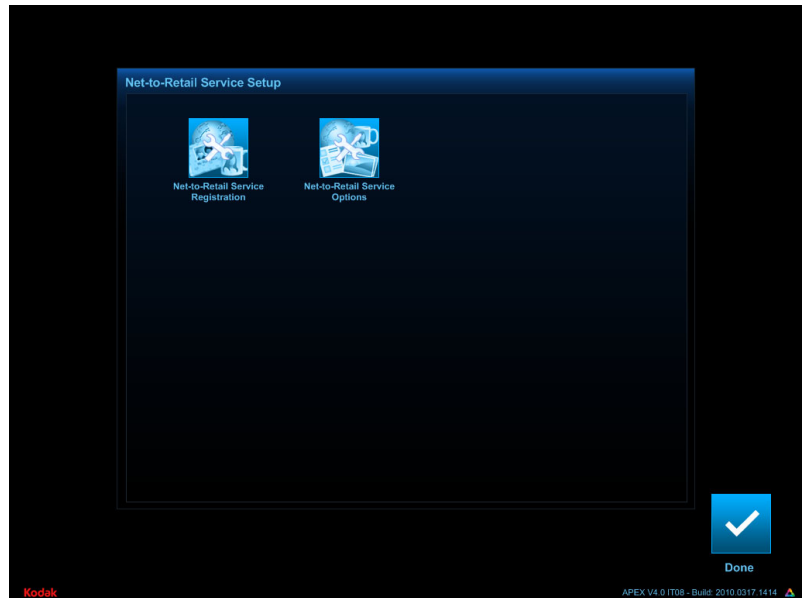
1. From the Setup screen, select *Manage Features*.



2. Select *Net-to-Retail Services Setup*.



3. Select *Net-to-Retail Service Registration*.



## Net-to-Retail Service Registration

Use Net-to-Retail Service Registration to register your system, and test your connection to the Net-to-Retail order interface. Do not change this information unless you are instructed to do so by Service and Support.

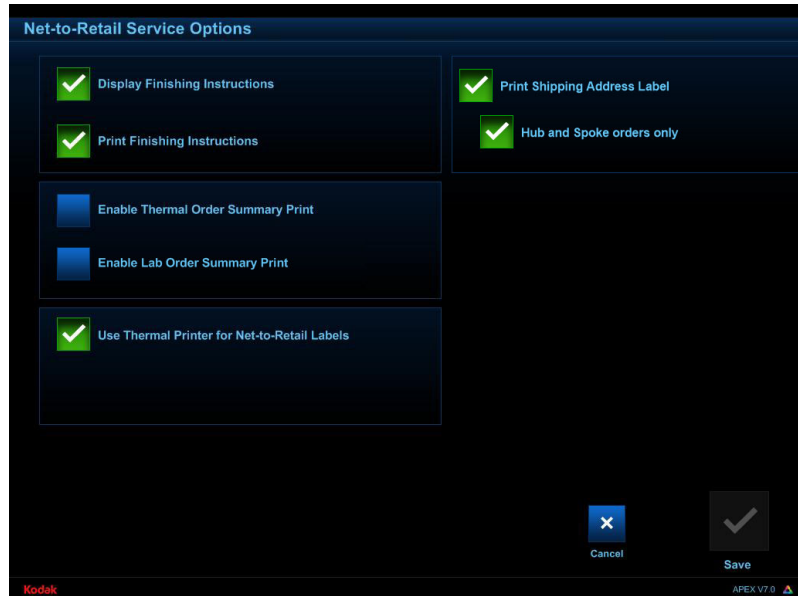
NOTE: Registration and configuration of Net-to-Retail service is only effective if your store has an active subscription. See your store manager for more information.

### Net-to-Retail Service Options

Use Net-to-Retail Service Options to include finishing instructions (either on-screen or printed) and summary prints with Net-to-Retail orders.



1. Follow the instructions under “[Net-to-Retail Service Setup](#)” on [page 4-40](#), then select *Net-to-Retail Service Options*.



2. Select:
  - *Display Finishing Instructions*—to display order finishing instructions on the screen when you process a Net-to-Retail order.
  - *Print Finishing Instructions*—to print order finishing instructions when you process a Net-to-Retail order.
  - *Enable Thermal Order Summary Prints*—to include an order summary print with each Net-to-Retail order printed on a thermal printer.
  - *Enable Lab Order Summary Prints*—to include an order summary print with each Net-to-Retail order printed on a connected minilab system.
  - *Use Thermal Printer for Net-2-Retail Labels*—to print Net-to-Retail receipts on a small format thermal printer when a label printer is not connected to the system.
  - *Enable/Disable printing an address label*—to print as address label.
  - *Print Shipping Address Label*—to print a shipping address label.
  - *Hub and Spoke Orders Only*—to only print shipping labels for Hub and Spoke orders.



3. When finished, select *Done*.

### Remote Business Manager Setup

When your system was installed, the installer entered the proper Remote Business Manager information for your system. Do not change this information unless you are instructed to do so by Service and Support.

### Setting Pricing

Use Pricing Setup to enable invoice label printing, load product pricing information, specify the unit of currency, and add order pricing information in the order detail screen.

To set pricing options:



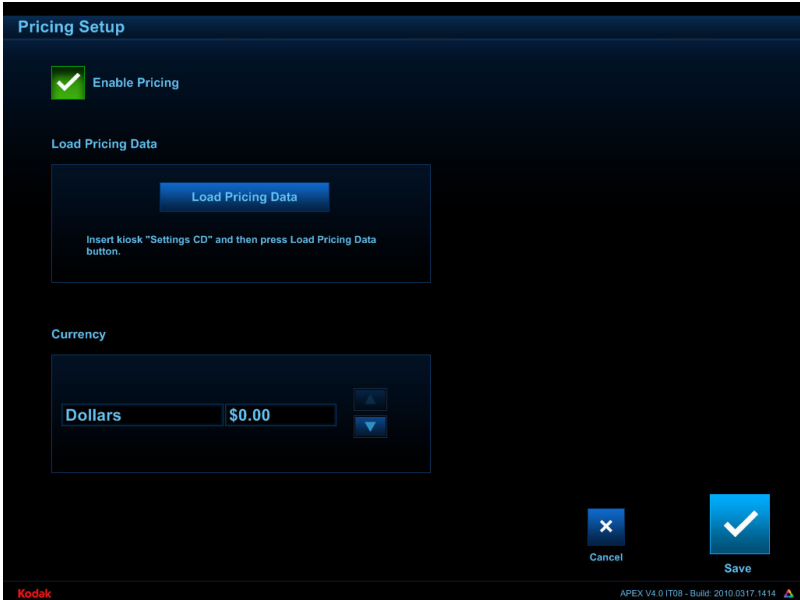
1. From the Setup screen, select *Manage Features*.



2. Select *Pricing and Barcode Setup*.



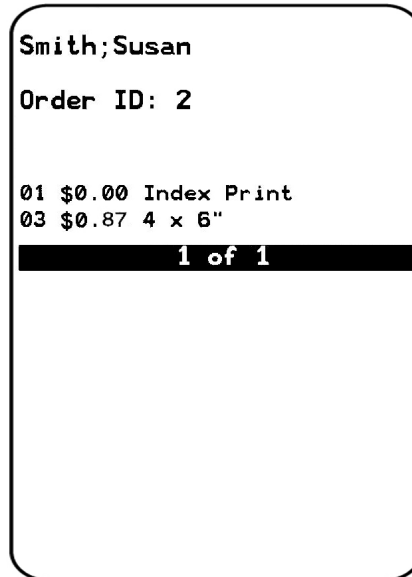
3. Select *Pricing Setup*.



4. Select *Enable Pricing* to:



- Enable printing of order invoice labels.



- Add order pricing information to the Order Details and Preview screens.
5. To manually enter the pricing information from Kiosks that are connected to your system:
    - a. Enter the product prices on the Kiosk.
    - b. Make a Kiosk Settings CD, making sure to include pricing settings. Then, insert the CD into the APEX DVD/CD-RW drive, and select *Load Pricing Data*. Follow the instructions on the screen.

See your Kiosk user's guide for more information.

Pricing information can be loaded automatically on your system with Remote Business Manager. Contact Service and Support for details.

6. Use the up/down arrows to select the currency type for your country. If your currency is not listed, select *Units*.
7. Select *Save* to keep your changes. Otherwise, select *Cancel*.



## Setting Barcode Information

Use Barcode Setup to enable bar code printing on invoice labels, and to set the type of bar code that appears on invoice labels. When enabled, the invoice label prints after an order is completed.

To configure bar code options for invoice labels:



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



2. Select *Pricing and Barcode Setup*.



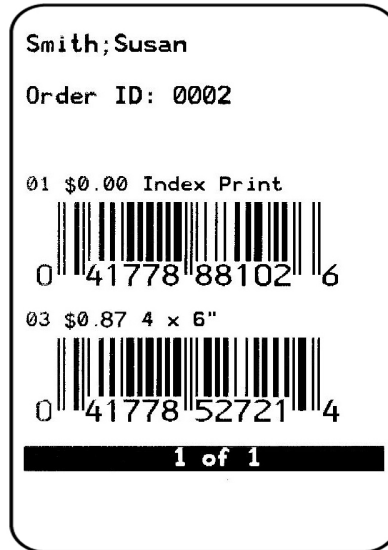
3. Select *Barcode Setup*.



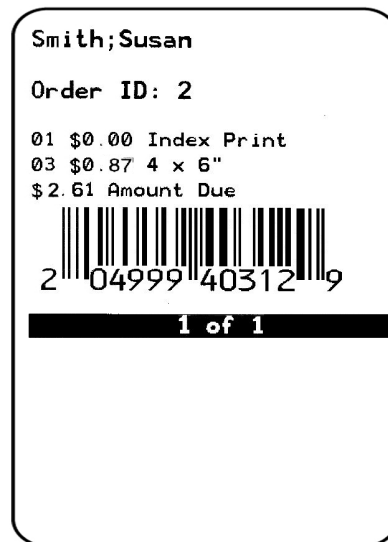
- 4. Select *Enable Barcode*.
- 5. Select an invoice barcode format for your store.  
If you select UCC 128 format, enter a barcode prefix number.

IMPORTANT: You must enable pricing if using UCC 128 format (see [page 4-43](#)).

6. Select a bar code type:
  - *Line Item Barcode*—to print a bar code for each individual item on the order.



- *Order Total Barcode*—to print a bar code for the total price of the order.



IMPORTANT: You must enable pricing if using Order Total Barcode (see [page 4-43](#)).



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

### Setting Invoice Information

Use Invoice Setup to configure invoice labels.  
To configure invoice labels:



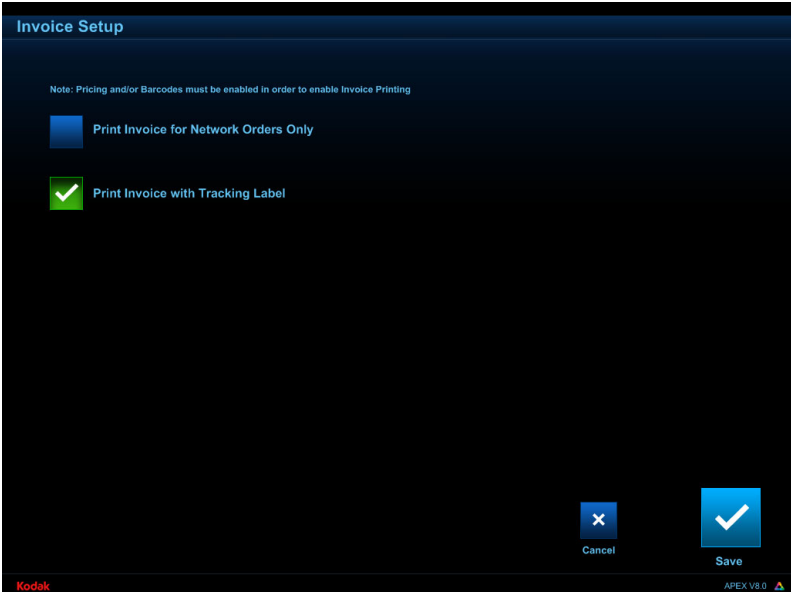
1. From the Setup screen, select *Manage Features*.



2. Select *Pricing and Barcode Setup*.



3. Select *Invoice Setup*.



- 4. Select *Print Invoice for Network Orders Only*—to only print an invoice for network orders.
- 5. Select *Print Invoice with Tracking Label*—to print an invoice with the tracking label.



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

### Order Notification Options

Configure your APEX system to send text messages or emails to customers to alert them when their order is complete.

NOTE: To use this feature, you must have:

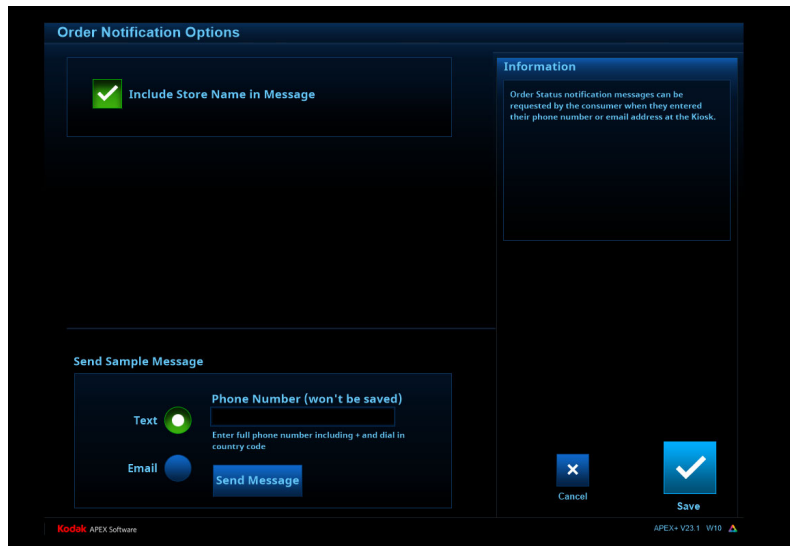
- a KODAK Picture Kiosk G4 XL/XL II Console with Software Version 3.0 or later.
- the feature enabled on the Kiosk.



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



2. Select *Order Notification Options*.



3. Select *Include Store Name in Message* to include the name of your store in the message sent to customers.

4. Select:

- Text—to enable the Order Notification to be sent as a text message.
- Email—to enable the Order Notification to be sent as an email message.

5. To send a sample text message:

- Select next to *Text*.
- Enter a mobile telephone number.
- Select *Send Message*.

6. To send a sample email message:

- Select next to *Email*.
- Enter an email address.
- Select *Send Message*.



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

## Lab Upload Setup

Use Lab Upload Setup to view, change, or test settings for your connected DLS/KIS lab or Noritsu QSS series lab.



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



2. Select *Lab Upload Setup*.



3. Select *Select Lab*.

Choose your lab configuration:

- *None*
- *Noritsu QSS Lab*
- *Wholesale Lab*



4. Select *Save*.

## Wholesale Lab

1. From the Select Lab screen (see "[Lab Upload Setup](#)", above), select *Wholesale Lab*.



2. Select *Save*.



3. Select *Wholesale Lab Setup*.

4. Follow the instructions on the screen.

To test the connection to the Wholesale lab, select *Test Connection*.

*A message box appears with the network connection information.*



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

### To include an order summary print with each lab order:

1. From the Lab Configuration screen (see "[Lab Upload Setup](#)", above), select *Lab Options*.

2. Select the box next to *Enable Order Summary Prints*.



3. Select *Save*.

### Entering Lab Product Codes for Wholesale Labs



1. From the Lab Configuration screen (see [“Lab Upload Setup”](#), above), select *Lab Product Codes*.
2. Use the keyboard to enter the Lab Product Codes.

Lab Product Codes

4 x 6" Receipt Print  
PM10x13

4 x 6" Receipt Print Matte  
PM10x13Matte

3.5 x 5"  
PM9x13

3.5 x 5" Matte  
PM9x13Matte

3.5 x 5" Premium  
PM9x13Premium

4 x 5"  
PM10x13

4 x 5" Matte  
PM10x13Matte

4 x 5" Premium  
PM10x13Premium

Cancel Save

APEX V7.0



3. Select Save.

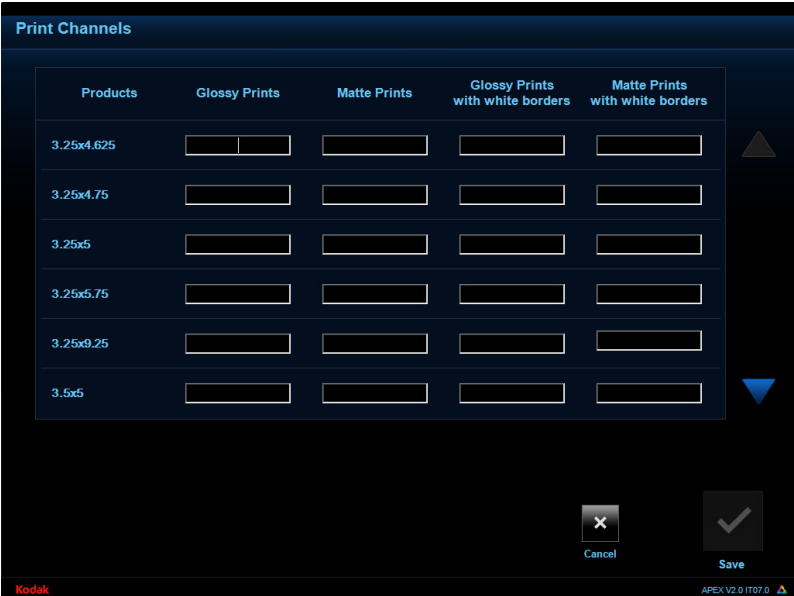
### Noritsu QSS Lab



1. From the Select Lab screen (see [“Lab Upload Setup”](#) on [page 4-49](#)), select *Noritsu QSS Lab*.
2. Select Save.



3. Select *Lab Print Channel Setup*.



4. Enter the print channels for the products used in your lab. Use the up/down arrows to view more products.



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

**To include an order summary print with each lab order:**

1. From the *Select Lab* screen (see [“Lab Upload Setup” on page 4-49](#)), select *Noritsu QSS Lab*.



2. Select *Save*.



3. Select *Lab Options*.

4. Select the box next to *Enable Order Summary Prints*.



5. Select *Save*.

**Digital Image Selection**

Use Digital Image Selection to set the initial view of the Order Entry - Picture Selection screen and the Preview screen.



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



2. Select *Digital Image Selection*.





3. Choose a default view:

- *View All Images*
- *View Images by Folder*—sort and display images by folders found on the input source.
- *View Images by Date*—sort and display images by file date.



4. Select *Save*.

## Poster Setup

If your store offers posters, use Poster Setup to:

- Enable various media types
- Set paper cut mode

NOTE: This feature is only available if the EPSON Stylus Pro Printer Module is installed (see [page 4-70](#)) and if a supported poster printer is connected.

## Enable Media Types



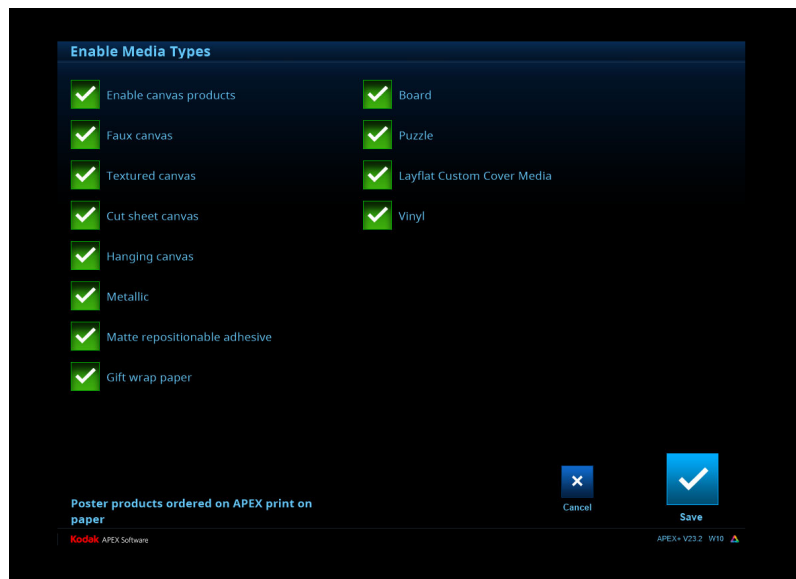
1. From the Setup screen, select *Manage Features*.



2. Select *Poster Setup*.



3. Select *Enable Media Type*.



4. Select the products that you want to offer.

NOTE: A check mark appears next to the products that are enabled.



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

### Paper Cut Mode

If you are using EPSON 78xx printers in your store, select a paper cut mode.

NOTE: This feature is only available if the EPSON Stylus Pro Printer Module is installed (see [page 4-70](#)) and if a supported poster printer is connected.



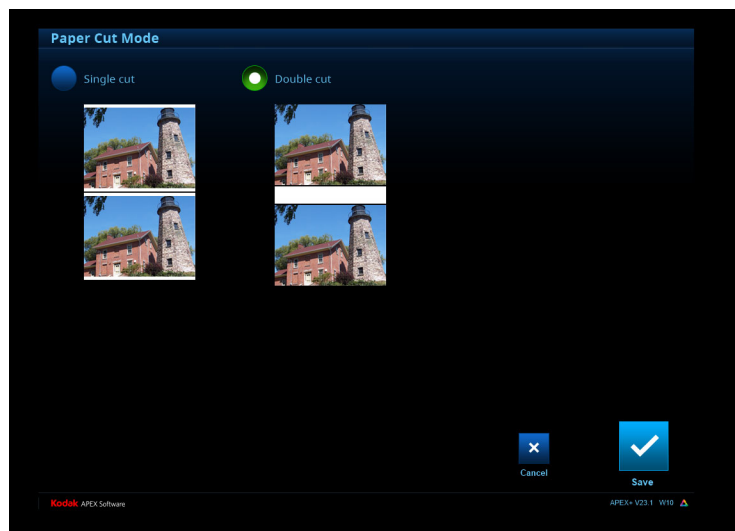
1. From the Setup screen, select *Manage Features*.



2. Select *Poster Setup*.



3. Select *Paper Cut Mode*.

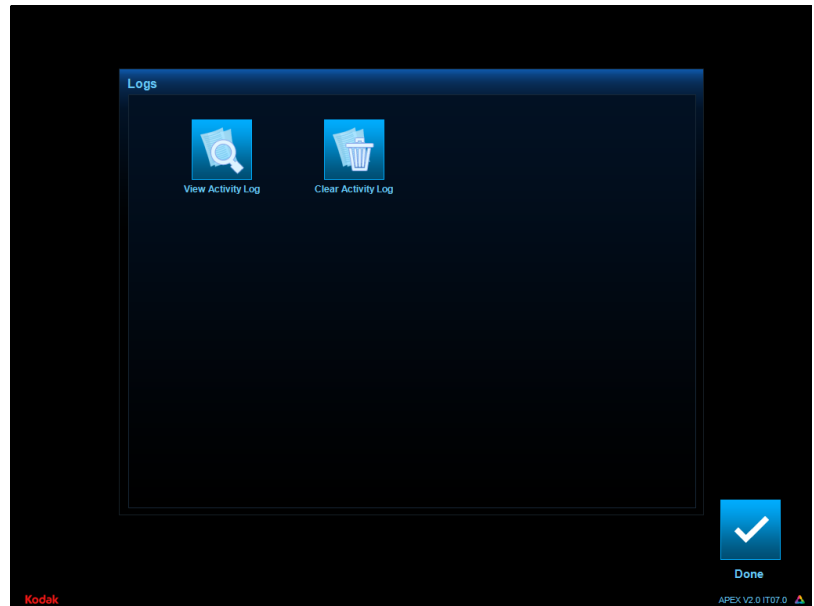


4. If you are using EPSON 78xx printers in your store, select a paper cut mode:
- *Single cut mode*—provides a white border at the top and bottom of the picture, so only one cut needs to be made.
  - *Double cut mode*—does not provide a white border at the top and bottom of the picture, so two cuts need to be made.



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

## Logs



From the Logs screen, you can select:

- *View Activity Log*—to display the activity log (see [“Viewing the Activity Log”](#), below) and copy it to a CD (see [page 4-56](#)).
- *Clear Activity Log*—to clear the activity log information (see [page 4-57](#)).

### Viewing the Activity Log

The activity log contains:

- Last log reset and last job entry times
- Input sources used and number of times used
- Number and types of edits made
- Quantity and sizes of prints produced
- Number and types of CDs and DVDs written
- Print count of attached printers



1. From the Setup screen, select *Logs*.



2. Select *View Activity Log*.

3. View the activity log.



4. When finished, select *Done*.

### Copying the Activity Log to CD

You must use a blank 70- or 80-minute CD-R with a certified write speed of at least 8X.

**IMPORTANT:** *Do not use a KODAK Picture CD.*



1. From the Setup screen, select *Logs*.



2. Select *View Activity Log*.

3. Insert the CD into the DVD/CD-RW drive.

4. Select *Copy Log to CD*.

*The Activity Log writes to the CD. When the system is done copying the log to the CD, it ejects the CD and the following message appears:*

*"Your activity report has been successfully written."*



5. Select *OK*, then select *Done*.

### Clearing the Activity Log Information



1. From the Setup screen, select *Logs*.



2. Select *Clear Activity Log*.

The following message appears:  
"Clearing the activity log will result in all history data for this system being lost. Do you wish to Continue?"



3. Select *OK*, then select *Done*.

### Passwords

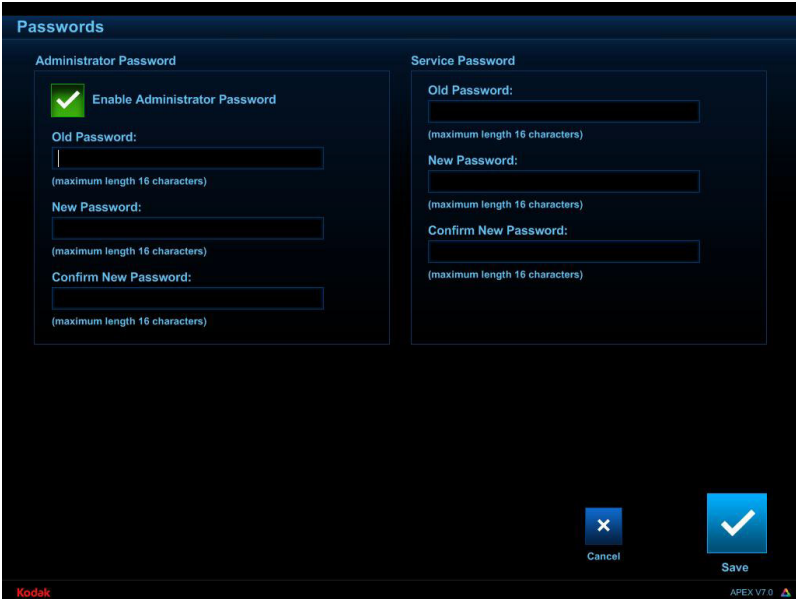
If your site uses passwords, change them regularly. Do not use your store number as a password.

You can set separate passwords for these users:

- Administrator—allows authorized administrators to access the Setup screens, to perform operations such as order setup and enabling features.
- Service—allows only authorized technicians to perform certain operations from the Setup screens, to make repairs.



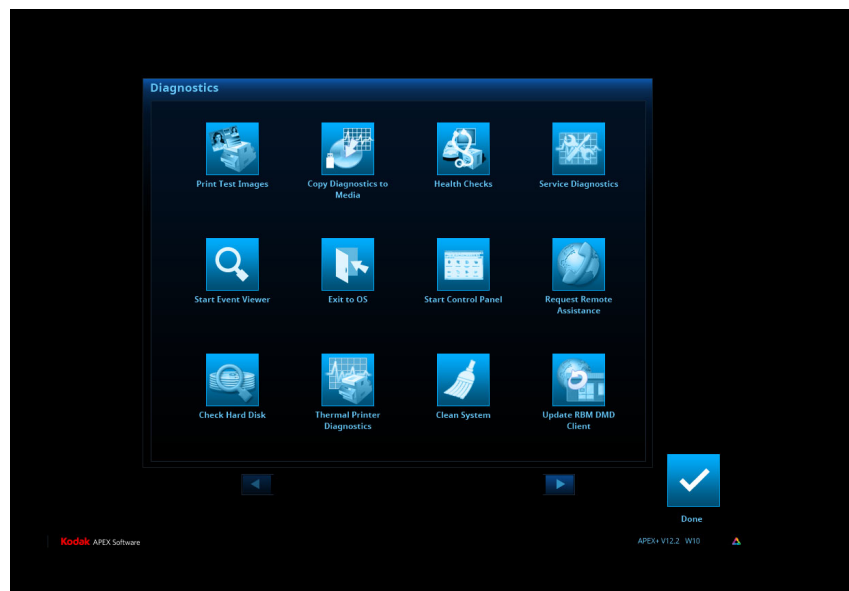
1. From the Setup screen, select *Passwords*.



2. Select the box next to *Enable Administrator Password*.
3. Set the Administrator Password (up to 16 characters). Use the keyboard to:
  - Enter the old password
  - Enter the new password
  - Confirm the new password
4. Select *Save* to keep your changes. Otherwise, select *Cancel*.



## Diagnostics



From the Diagnostics screen, you can select:

- *Copy Diagnostics to Disk*—to write system diagnostic information to a CD (see [page 4-59](#)).
- *Health Checks*—to display the status of connected hardware, system information and installed software versions, and to reset hardware connections (see [page 4-60](#)).
- *RBM Delay* (see [page 4-65](#)).
- *Service Diagnostics*\* (see [page 4-66](#)).
- *Start Event Viewer*\* (see [page 4-66](#)).
- *Exit to OS*\* (see [page 4-66](#)).
- *Start Control Panel*\* (see [page 4-66](#)).
- *Request Remote Assistance*—to electronically contact Service and Support for help (see [page 4-66](#)).
- *Check Hard Disk*\* (see [page 4-67](#)).

- *Thermal Printer\* Diagnostics* (see [page 4-67](#))
- *Update RBM DMD Client\* Diagnostics* (see [page 4-67](#))
- *Clean System\**— to maintain processor performance and free hard disk space (see [page 4-67](#)).
- *69XX 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.

NOTE: See the Hardware and Accessory Guide for the KODAK MOMENTS Picture Kiosk, KODAK Adaptive Picture Exchange, and the KODAK MOMENTS Self-Service Print Station to use the offset adjustment tool.

\*Appears only if the Enhanced Service Module is installed (see [page 4-70](#)).

## Copying Diagnostics to Media

You may be asked to review diagnostics information with Service and Support.

If you are copying the diagnostics to a CD, you must use a blank 70- or 80-minute CD-R with a certified write speed of at least 8X.

IMPORTANT: *Do not use a KODAK Picture CD.*

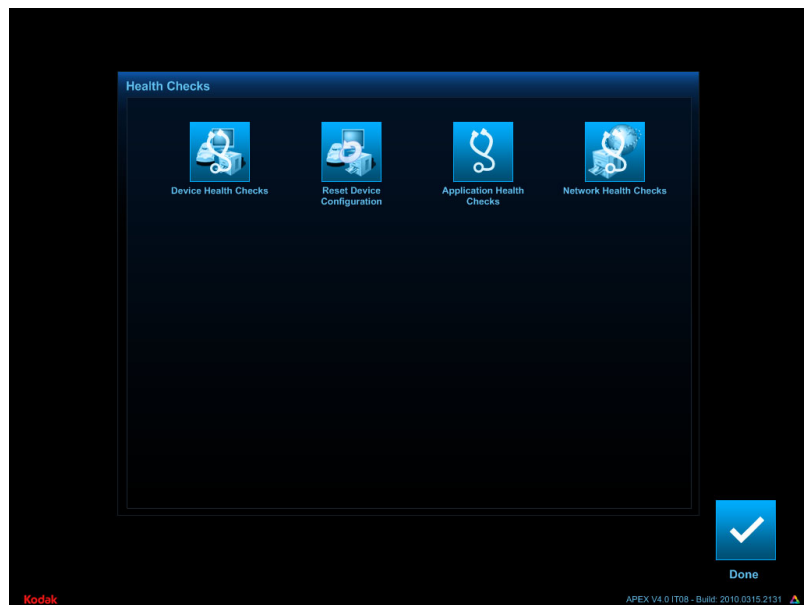


1. From the Setup screen, select *Diagnostics*.
2. Insert the media into the processor.
3. Select CD or USB.

IMPORTANT: *Do not remove the media until copying is complete.*



## Using Health Checks



From the Health Checks screen, you can select:

- *Device Health Checks*—to display the status of connected hardware (see [page 4-61](#)).

- *Reset Device Configuration*—to remove a device from the system when it has been physically removed, or if it will be out of service for an extended period of time. (see [page 4-62](#)).
- *Application Health Checks*—to view system information and the installed versions of software (see [page 4-62](#)).
- *Network Health Checks\**—to view system information and the installed versions of software (see “[Using Network Health Checks](#)” on [page 4-64](#)).

\*Appears only if the Enhanced Service Module is installed (see [page 4-70](#)).

## Using Device Health Checks

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. To run device health checks at any time:



1. From the Setup screen, select *Diagnostics*.



2. Select *Health Checks*.



3. Select *Device Health Checks*.

| Device                       | Status | Information   |
|------------------------------|--------|---|
| Camera card reader device    | FOUND  | G:<br>H:<br>I:<br>J:  |
| CD-ROM Reader Device         | FOUND  | Drive: F PIONEER DVD-RW DVR-212D                                  |
| KODAK Photo Printer 6800 - 1 | FOUND  | 6055JD5B 3-71-1-12-6800 Enabled=True                              |
| KODAK 7000 Photo Printer - 1 | FOUND  | L79EM316 02.01 02.00 01.00 02.00 Enabled=True                     |
| Order Import Service         | FOUND  | ENABLED   |
| Order Download Service       | FOUND  | KOFSE   |
| CD-R Writer Device           | FOUND  | UNREGISTERED  |
| DVD-R Writer Device          | FOUND  | F:PIONEERDVD-RW DVR-212D1.15<br><F>: PIONEER DVD-RW DVR-212D 1.15 |



4. When finished, select *Done*.

For information on error messages that may have appeared during the Device Health Checks process, see [page 8-3](#).

### Resetting Device Configuration

NOTE: Device configuration cannot be reset if there are active orders in the system (see [page 3-1](#)).

After you disconnect a hardware device from your system, you should use the Reset Device Configuration feature.



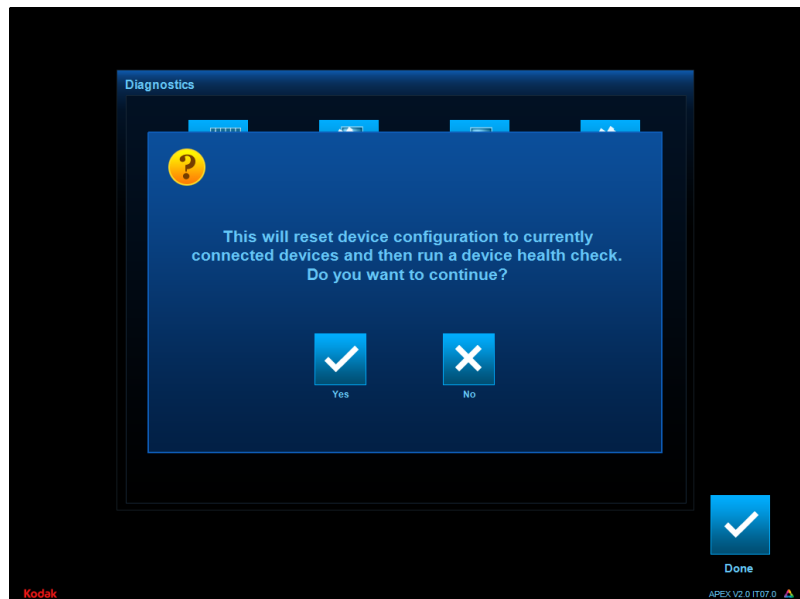
1. From the Setup screen, select *Diagnostics*.



2. Select *Health Checks*.



3. Select *Reset Device Configuration*, then select *Yes*.



*The Device Health Check process runs and the system initializes.*

### Using Application Health Checks

Use Application Health Checks to view system information and versions for installed software:



1. From the Setup screen, select *Diagnostics*.

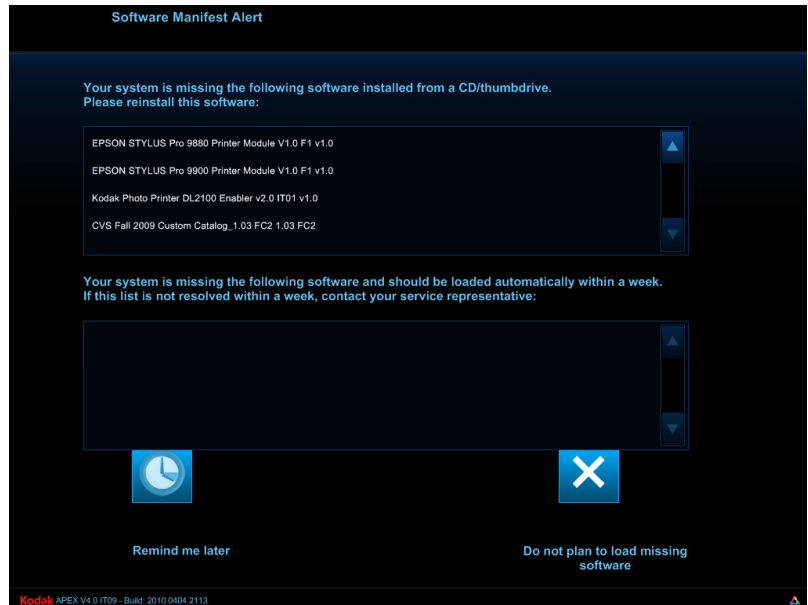


2. Select *Health Checks*.



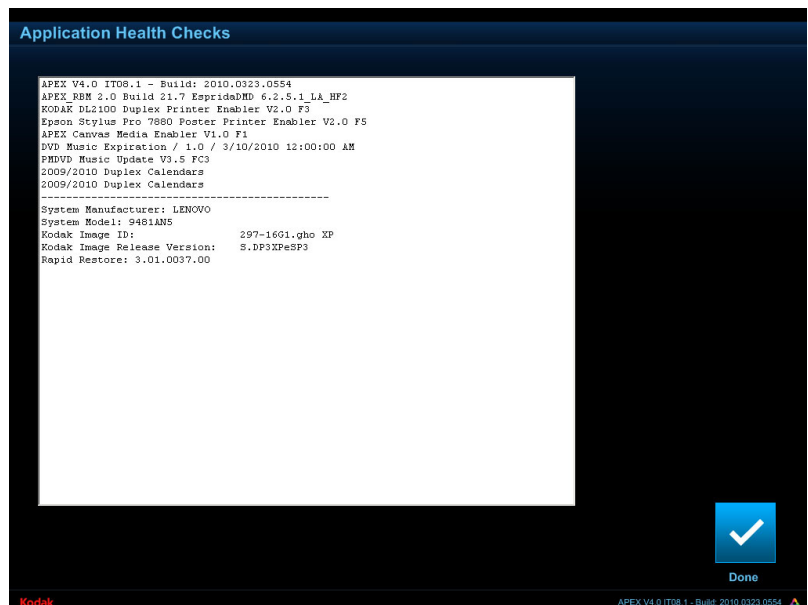
### 3. Select *Application Health Checks*.

If your system detects that previously installed software is missing, the *Software Manifest Alert* screen appears.



Select *Remind me later* to dismiss the screen and be reminded next time *Application Health Checks* runs, or select *Do not plan to load missing software* to permanently dismiss it.

The system information is displayed.



### 4. When finished, select *Done*.

### Using Network Health Checks

Use Network Health Checks to view the status of the network and network-connected devices and systems:

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 4-70](#)).



1. From the Setup screen, select *Diagnostics*.



2. Select *Health Checks*.



3. Select *Network Health Checks*.

4. To test the connection to a device or system, select it from the list, then select *Test Connection*.

To test all devices or systems on the network, select *Test All Connections*.



5. When finished, select *Done*.

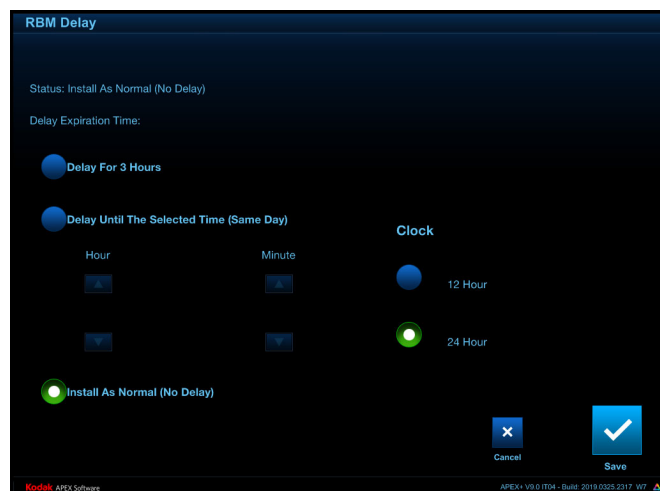
## Using RBM Delay

The installation of RBM Packages are delayed based on how you configure the feature. This is a “One Time” delay (not reoccurring) that service personnel can activate while servicing a device. The delay prevents RBM packages from installing in between device reboots. You must set the delay each time you want to delay the RBM install. This feature is disabled by default.



1. From the Setup screen, select *Diagnostics*.
2. Select *RBM Delay*.
3. Select an expiration time for the delay:
  - *Delay for 3 hours*
  - *Delay Until the Select Time (Same Day)*
4. If you selected *Delay Until the Select Time (Same Day)*, select the:
  - Arrow buttons to set the hour and minute of the delay.
  - 12-hour or 24-hour clock
5. Select *Install as Normal (No Delay)* if you do not want to delay the RBM Packages.
6. Select *Save*.

NOTE: The RBM Packages will resume downloading when the time period expires and the system is restarted.



**Using Service Diagnostics** Service Diagnostics requires a service password. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 4-70](#)).

**Starting the Event Viewer** Use Start Event Viewer to view logs of recorded system errors and events. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 4-70](#)).

**Exiting to the OS** Exit to OS requires a service password. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 4-70](#)).

**Starting the Control Panel** Start Control Panel requires a service password. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 4-70](#)).

### Requesting Remote Assistance

If instructed, you can contact Service and Support for help from your system:



1. From the Setup screen, select *Diagnostics*.



2. Select *Request Remote Assistance*.

3. Select the name of your local service representative.



4. Select *Done*.

### **Checking the Hard Disk**

Check Hard Disk requires a service password. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 4-70](#)).

### **Using Thermal Printer Diagnostics**

Thermal Printer Diagnostics requires a service password. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 4-70](#)).

### **Cleaning the System**

Use the Clean System option, only if instructed to do so by Service and Support, to maintain processor performance and free hard disk space.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 4-70](#)).

### **Updating the RBM DMD Client**

Use the Update RBM DMD Client option, only if instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 4-70](#)).



## Setting the Thermal Printer Power Save Mode

Set the power save mode for your thermal printers.



1. From the Setup screen, select *Diagnostics*.



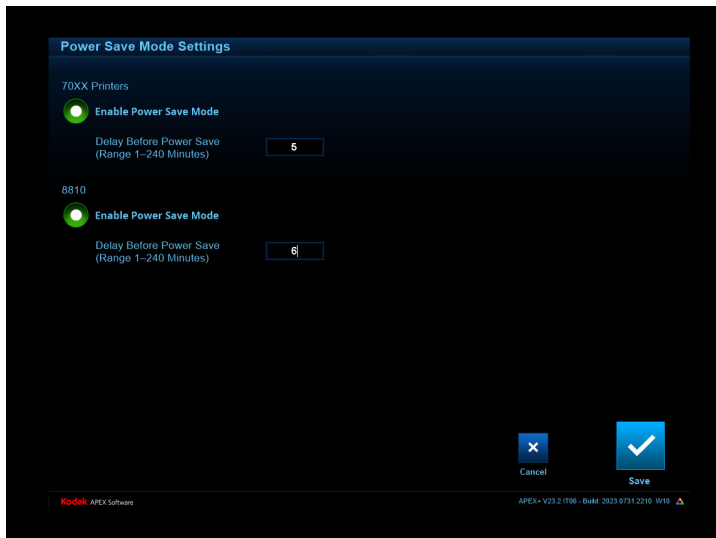
2. Select *Service Diagnostics*.



3. Select *Thermal Printer Power Save*.

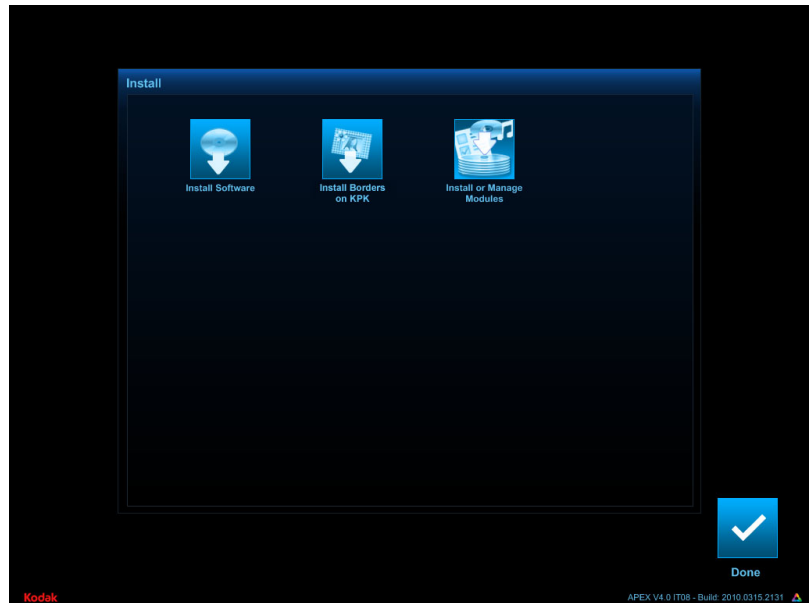
4. Enable the power save mode for your thermal printers.

5. Set the sleep mode time (in minutes). You can select a time between 1 and 240 minutes.



6. Select *Save*.

# Install



From the Install screen, you can:

- Install software (see [“Installing Software”](#), below)
- Install borders (see [page 4-70](#))
- Install or manage modules (see [page 4-70](#))

## Installing Software

The following procedure applies to the installation of software upgrades, patches, enablers, and firmware updates. Only perform this process if you are instructed to do so by Service and Support.



1. From the Setup screen, select *Install*.



2. Select *Install Software*.
- The following message appears:*

*“Software Installation. Please insert installation media.”*

3. Insert the CD into the DVD/CD-RW drive, and wait approximately 10 seconds.
4. Select *Check for Media*.
5. Follow the instructions on the screen.

NOTE: Do not interact with the screen unless prompted.

*A system backup may occur before software installation. When the installation is complete, the system restarts.*

6. Remove the CD, and store it with the other software for your system.

## Installing Borders on the KODAK Picture Kiosk

From the Install screen, you can now install creative content onto all of your connected Kiosks.

## Installing and Managing Modules

Modules are additional features that can be installed on your system. Once installed, new menu items and options that reflect the enhancements are added to the software.

### Installing Modules from a CD or USB device

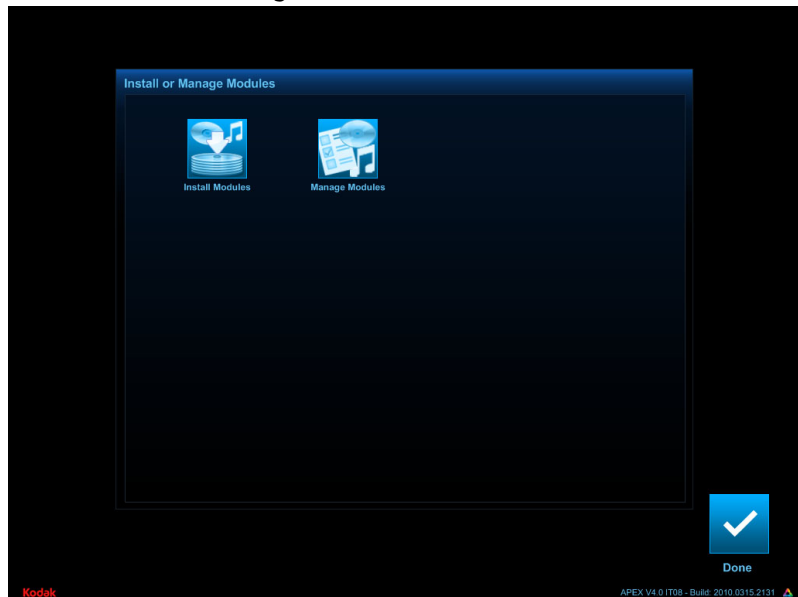


1. From the Setup screen, select *Install*.

2. Insert the module CD into the DVD/CD-RW drive or USB device into the USB port.



3. Select *Install or Manage Modules*.



4. Select *Install Modules*. Follow the instructions on the screen.



5. When finished, select *Done*.

6. Remove the CD or USB device, and store it with the other software for your system.

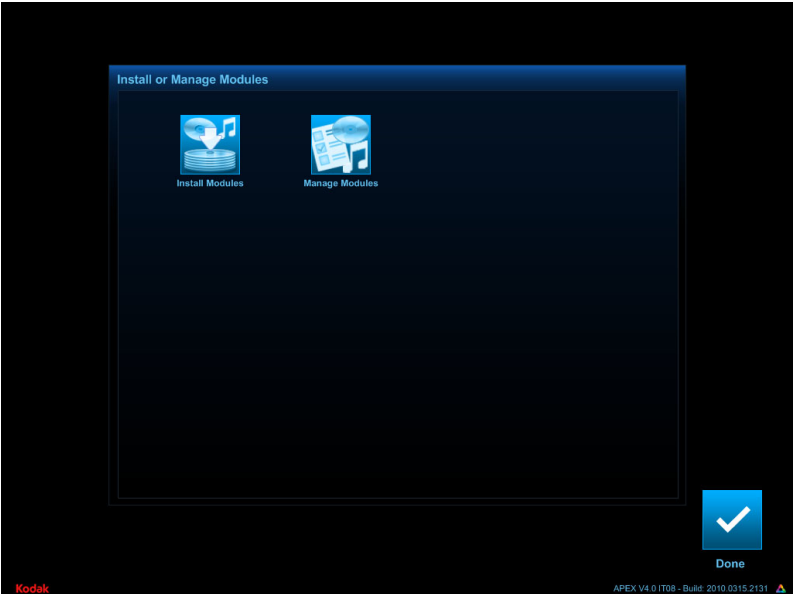
### Viewing and Managing Installed Modules



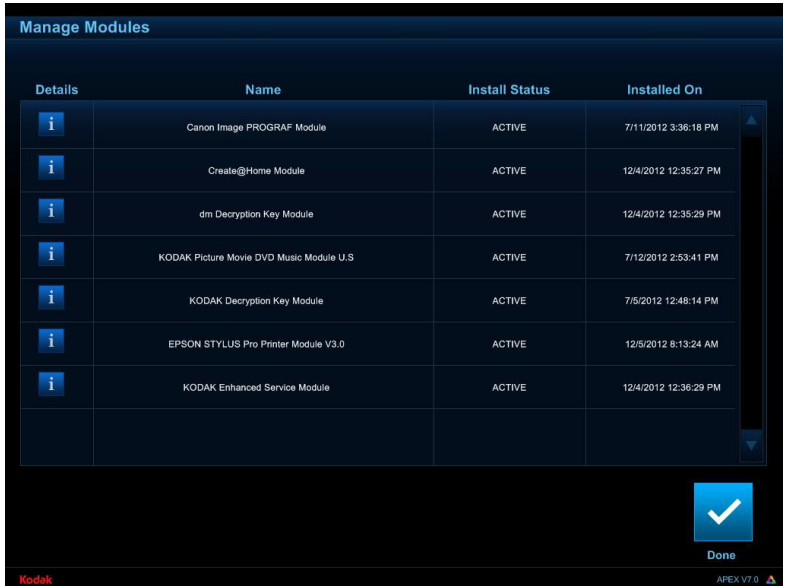
1. From the Setup screen, select *Install*.



2. Select *Install or Manage Modules*.



3. Select *Manage Modules*.



4. Select the *i* button to next to a module to view more information.



5. When finished, select *Done*.

## Backup System

When your system was installed, the installer saved a backup of your system. Typically, you do not need to use this feature, which requires a service password to access.

## Restore System

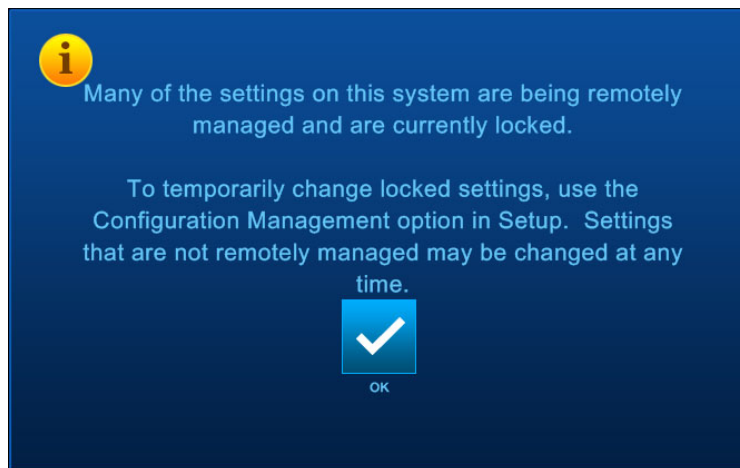
When your system was installed, the installer saved a backup of your system. Use Restore System to use this backup of your system. Typically, you do not need to use this feature, which requires a service password to access.

## Using Configuration Management

If your store uses Configuration Management, some of your set up options may be locked. Follow these steps to temporarily change locked settings. If you unlock the settings, they will remain unlocked for 7 days unless you manually lock them again.

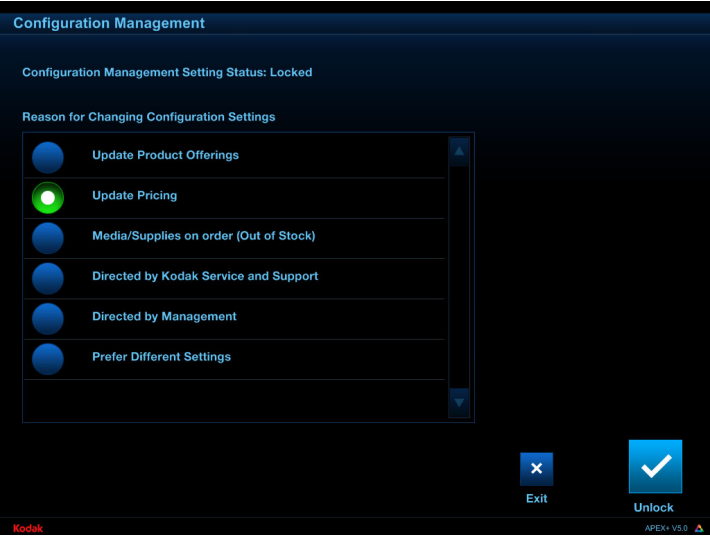
### Unlocking Configuration Management

1. Select *Setup*.
2. At the message prompt, select *OK*.

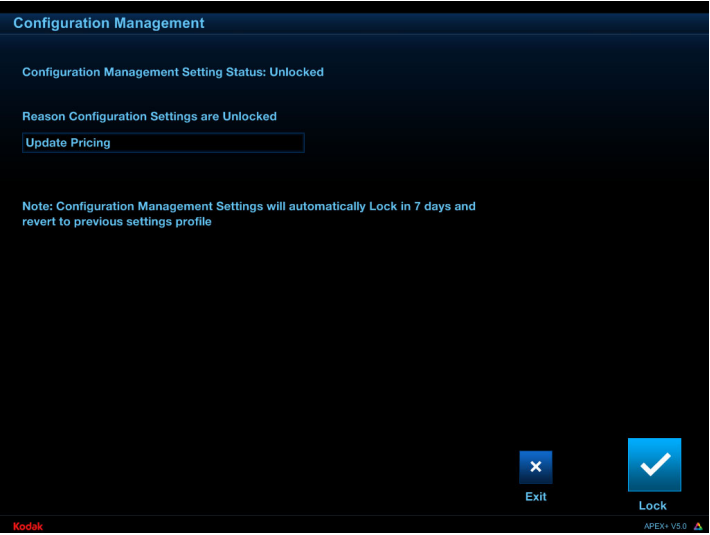


3. Touch *Configuration Management*.

- 4. From the Configuration Management screen, select:
  - a reason for unlocking the settings
  - *Unlock*

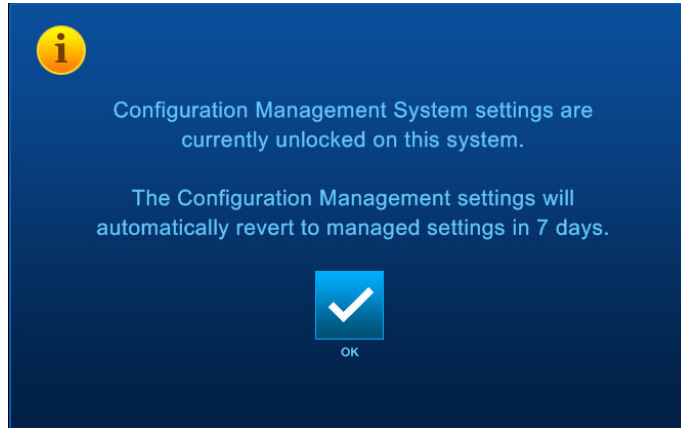


- 5. Select *Exit*.

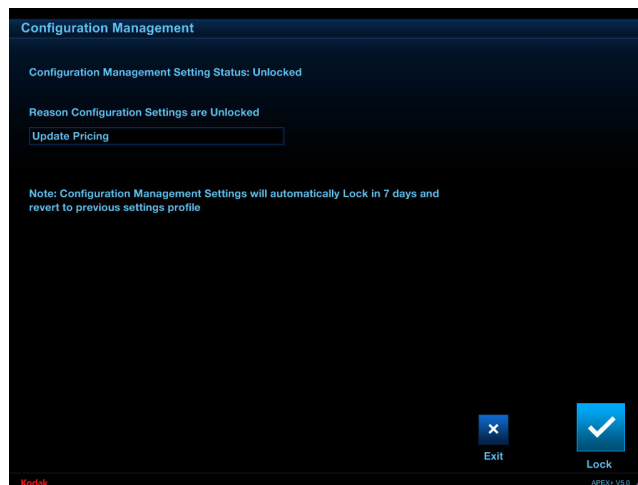


## Locking Configuration Management

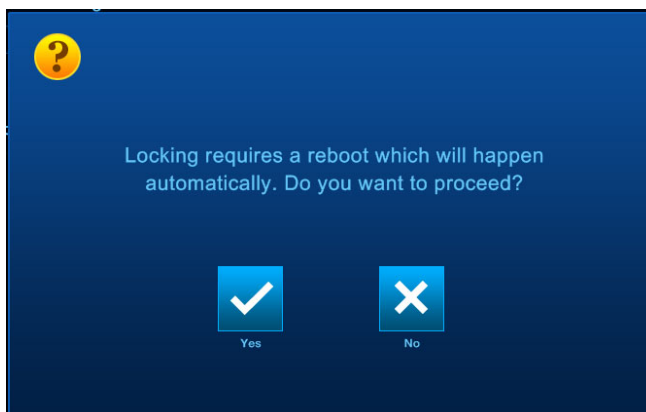
1. Select *Setup*.
2. At the message prompt, select *OK*.



3. Touch *Configuration Management*.
4. Select *Lock*.



5. Select *Yes*.



The APEX system restarts.

---

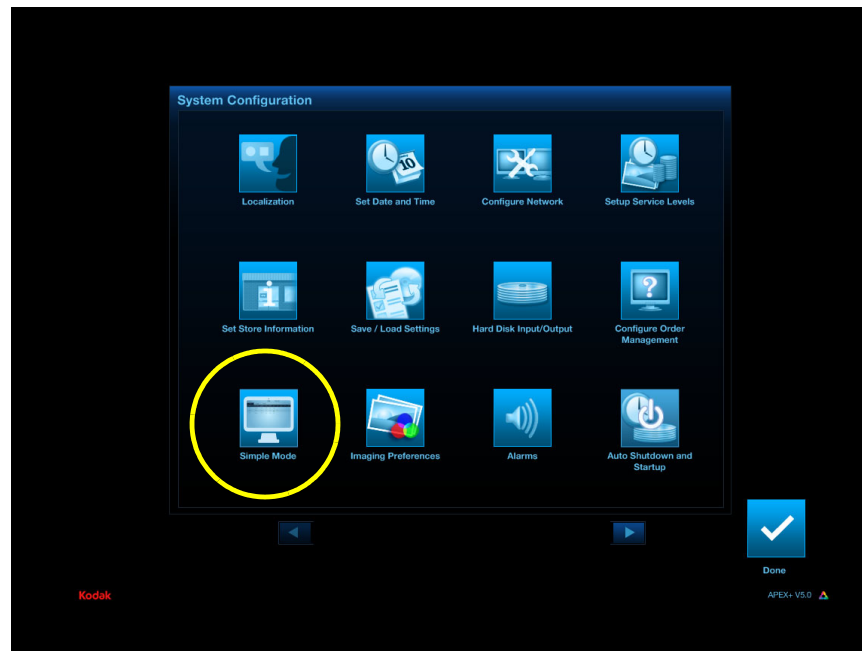
# 5 Using Simple Mode

Simple Mode gives you access to:

- Active Orders
- Completed Orders
- Network Orders
- System Information
- Setup
- Tools

When you are using Simple Mode, you do not have access to Order Entry or Preview.

The Simple Mode option appears on the System Configuration screen.





## Configuring the Simple Mode Options

From the Simple Mode Setup screen, you can:

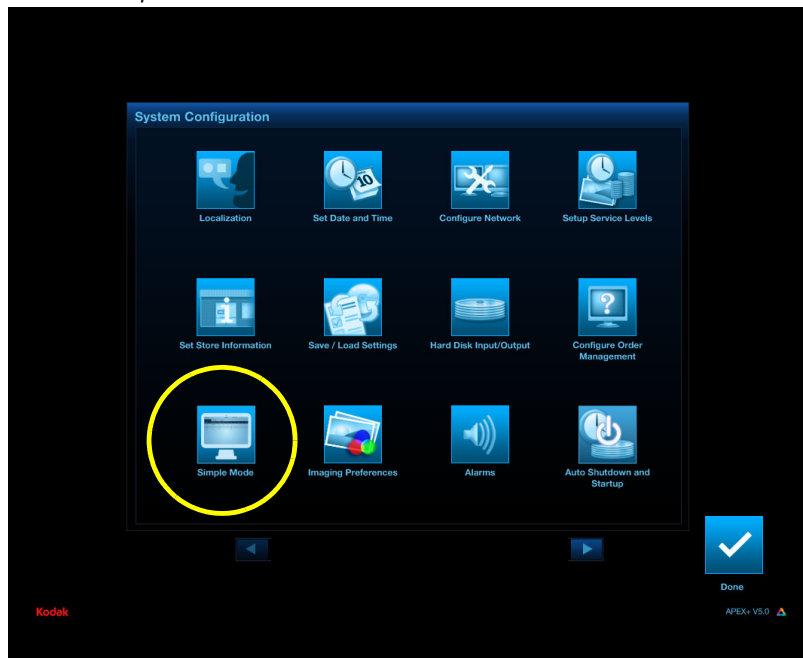
- Enable Simple Mode as the default.
- Add a button to the Tools screen that lets you toggle between simple and standard modes.



1. From the Setup screen, select *System Configuration*.

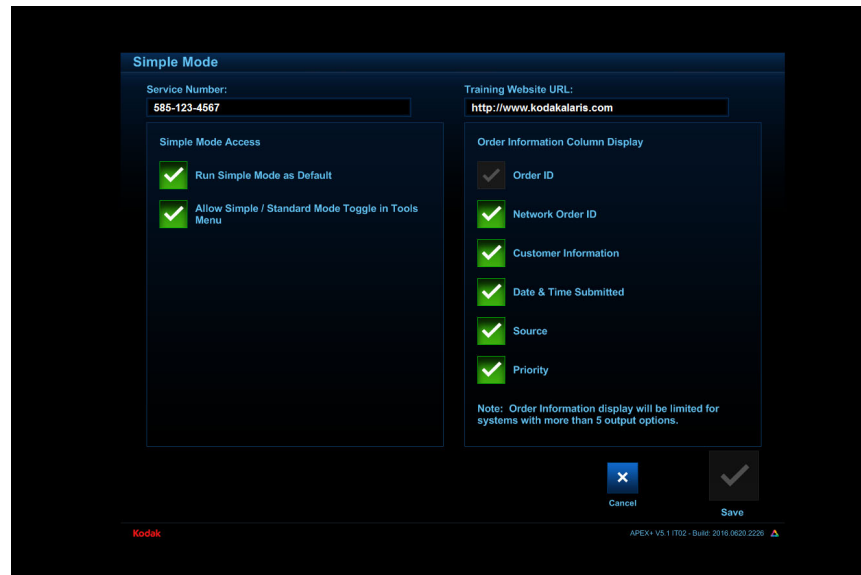


2. Select *Simple Mode*.



3. Enter a Service Number if you would like it to appear on the Simple Mode screen.
4. Select options to enable or disable:
  - Run Simple Mode as default—to set Simple Mode as the default.
  - Allow Simple/Standard Mode Toggle in Tools Menu—to add a button to the Tools screen that lets you toggle between simple and standard modes.
5. Enter the Training Website URL if you want to enable the Training tab.
6. Select what order information appears on the screen:
  - Network Order ID
  - Customer Information
  - Date and Time Submitted
  - Source
  - Priority

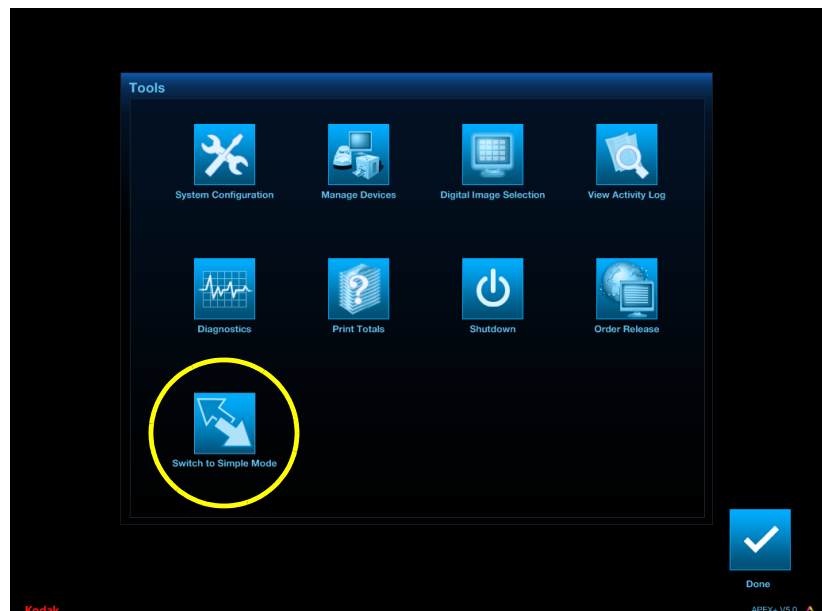
NOTE: Order ID cannot be deselected.



7. Select Save to keep your changes. Otherwise, select Cancel.

## Switching Modes

When Simple Mode is enabled (see [page 5-2](#)), a *Switch to Simple Mode* option appears on the Tools screen.



To switch to Simple Mode:



1. On the Tools screen, select *Switch to Simple Mode*.

To switch to Standard Mode:









1. On the Tools screen, select *Switch to Standard Mode*.

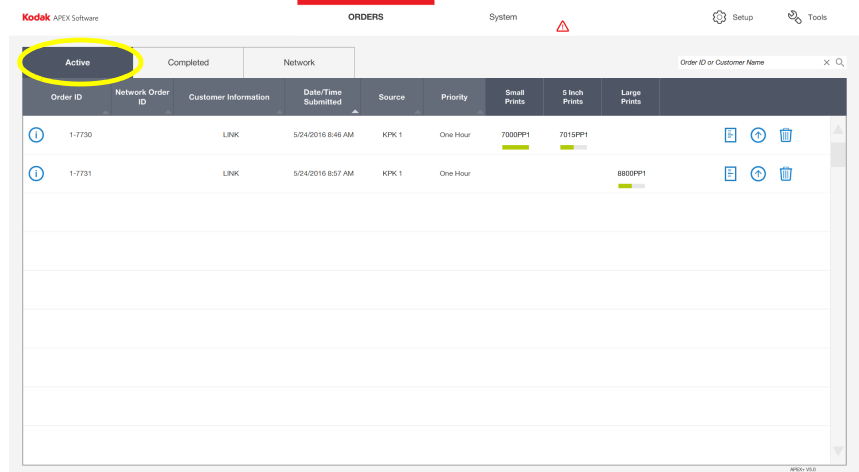
## Managing Active Orders in Simple Mode

The Active Orders Queue:

- lists all queued jobs.
- lets you remove orders from the output queue.
- lets you release orders waiting for approval.
- lets you view order details.

| Indicator   | Status   |
|---|--|
|    | The order is inactive.                                 |
|   | The order is currently in progress.                    |
|  | The order has completed this step of fulfillment.      |
|  | An error has occurred during this step of fulfillment. |
|  | The printer is paused.                                 |
|  | The order is paused.                                   |


1. From the Orders screen, select *Active*.



2. View the active orders.

3. Use the arrows or slider to view more orders.

4. Touch or click an active order to select it.

 5. Select the *i* button to view the details of the order.

6. Select:

- *Open*—to view the images within the order.
- *Close*—to close the order detail window.



7. Select:



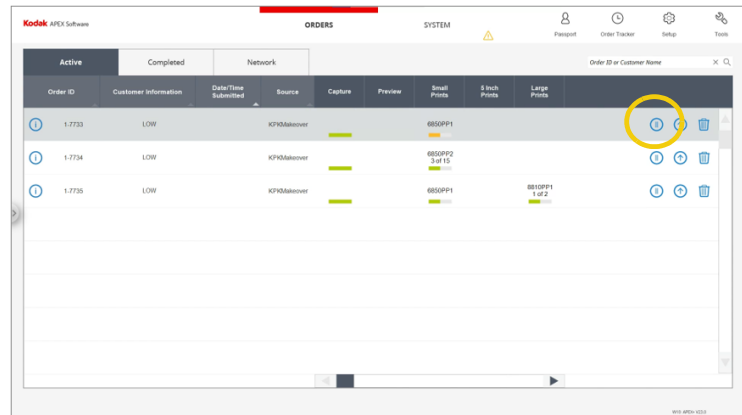
- *Delete*—to delete the selected order.
- *Top of Queue*—to move the selected order to the top of the queue. The order will be the next order fulfilled.
- *Print Tracking Label*—to reprint the label for the selected order.
- *Pause*—to pause the selected order.
- *Resume*—to resume the printing of the selected order.

## Pausing an Order in Simple Mode

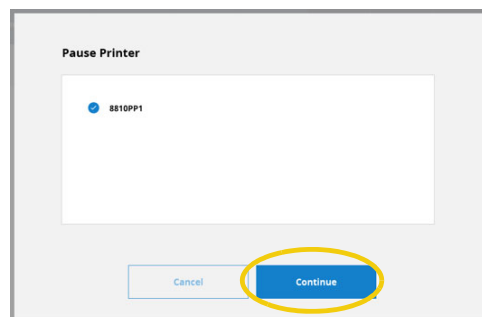
- This feature allows you to pause an order and select a specified order to print immediately.
- You can pause as many orders as needed.
- If an order is using multiple printers (e.g., printing on 8x and 6x), only a single printer can be paused for a single order.
- Single-sided 6x, 5x, and 8x printers can be paused. No other printers can be paused (e.g., poster printer, duplex printer).

NOTE: Orders made on the 305 / 305 5R Photo Printer and the 8800 Photo Printer cannot be paused.

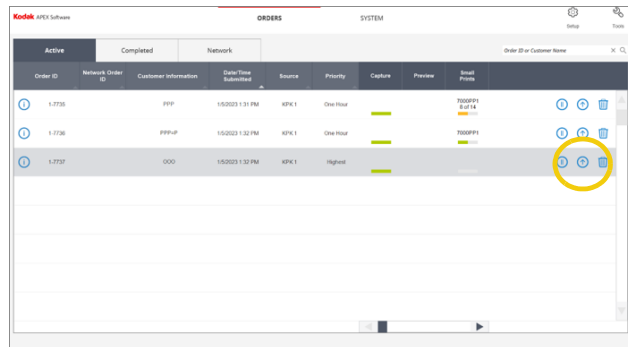
1. From the Active Orders screen, select the:
  - Order that you want to pause.
  - Pause icon.



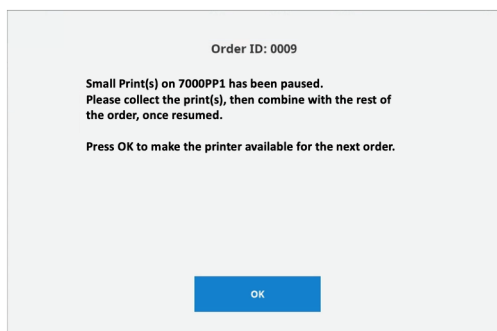
2. Select:
  - The printer that you want to pause (if more than one is listed).
  - *Continue*.



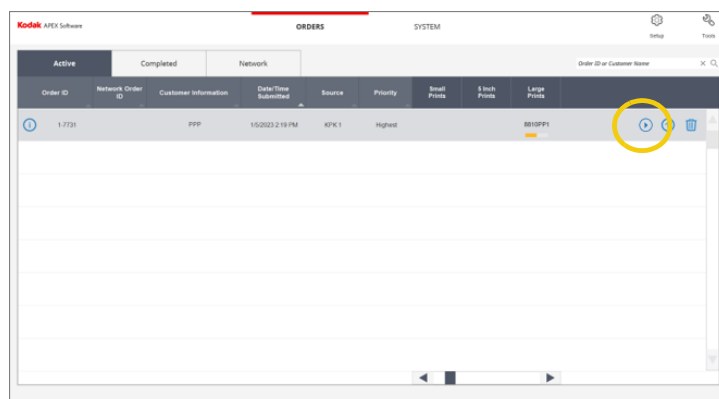
3. Select the:
- Order that you want to print.
  - Arrow icon.

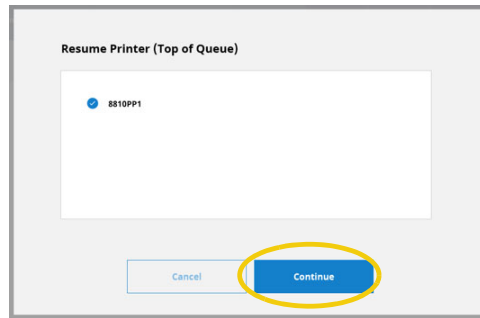


4. Collect any prints that printed for the order that you paused. Set the prints aside until the rest of the order is printed later. Select OK at the dialog.

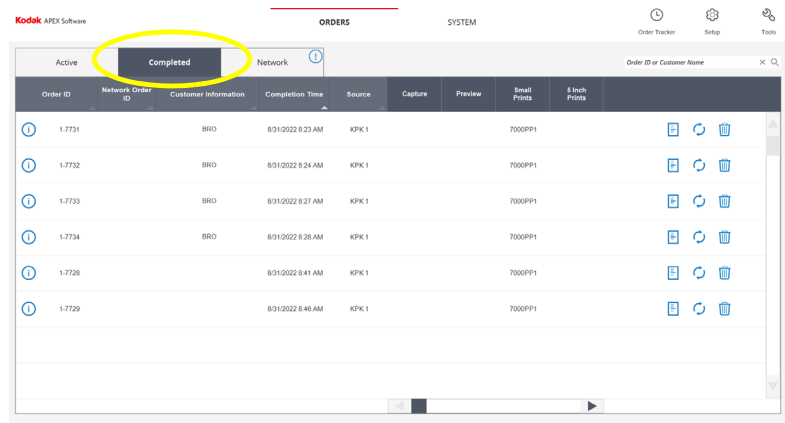


5. When you are ready to resume the order that you paused, select the:
- Order.
  - Arrow icon.



6. Select *Continue*.

## Managing Completed Orders in Simple Mode

1. From the Orders screen, select *Completed*.

2. View the completed orders.
3. Use the arrows or slider to view more orders.
4. Touch or click a completed order to select it.
5. Select the *i* button to view the details of the order.
6. Select:
  - *Open*—to view the images within the order.
  - *Close*—to close the order detail window.





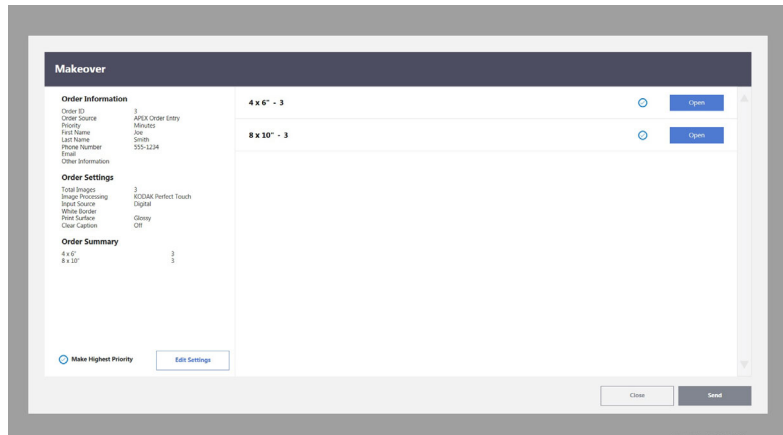
- 7. Select:
  - *Delete*—to delete the selected order.
  - *Makeover*—to make corrections to and resubmit the selected order (see “[Makeovers in Simple Mode](#)” on page 5-10)
  - *Print Tracking Label*—to reprint the label for the selected order.
  - *Print Invoice*—to print the invoice.

**Makeovers in Simple Mode** The *Makeover* button is used to resubmit an order, usually if there is a problem with the quality of the prints. The customer is not charged for the resubmitted order.

NOTE: When using *Makeover*, you cannot change or add products for the order, however you can remove products or reduce the quantity of a product.

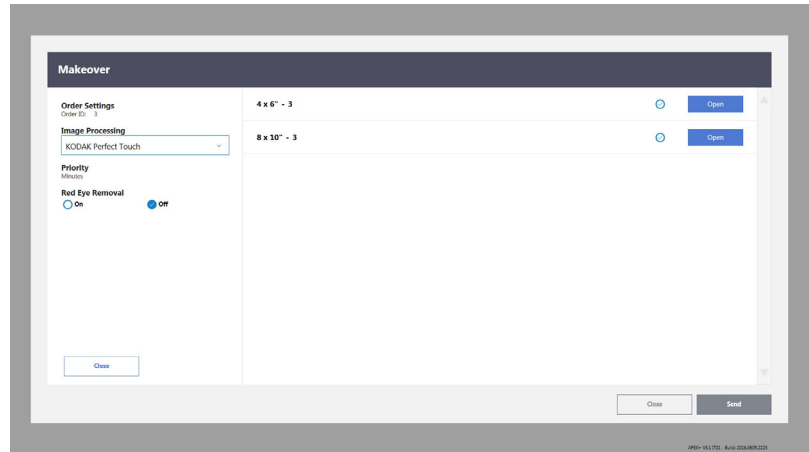
1. From the Completed Orders screen, select the order you want to resubmit.

2. Select *Makeover*.



3. Select next to each product you want to make over.
4. Select next to *Make Highest Priority* in the lower left of the screen to make the order the highest priority.
5. For further image quality corrections, or to select specific images to reprint (rather than the entire order), select the *Edit Settings*.

6. From the Edit Settings screen you can edit:
  - Image Processing
  - White Border
  - Print Surface
  - Red-Eye
7. To choose specific images to include or exclude, select *Open* to view thumbnails of all the images. Select the green check mark to deselect an image.

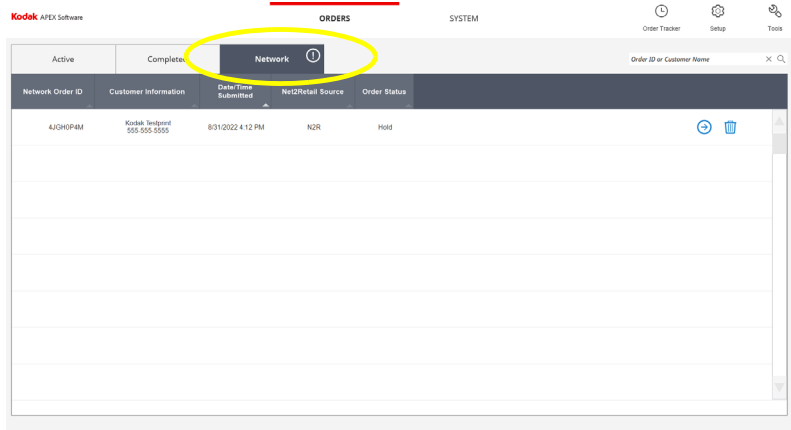


8. Select *Send*.  
*The order is resubmitted with the corrections you specified.*

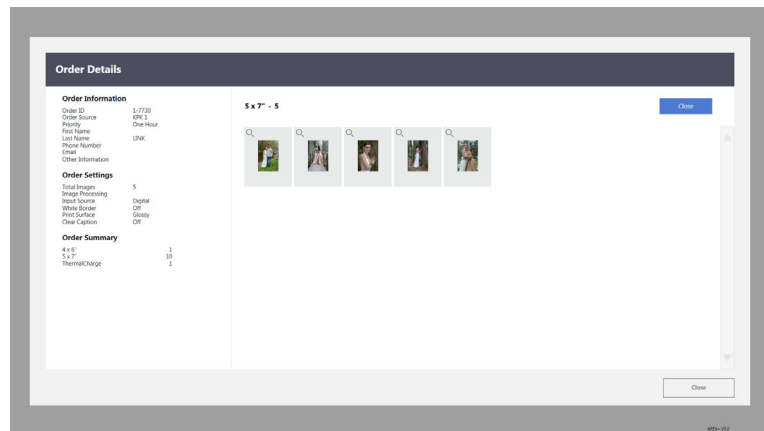
# Managing Network Orders in Simple Mode

NOTE: The Network screen is only available when the system is configured to hold network orders for manual release.

1. From the Orders screen, select *Network*.



2. View the network orders.
3. Use the arrows or slider to view more orders.
4. Touch or click a network order to select it.
5. Select the *i* button to view the details of the order.
6. Select:
  - *Open*—to view the images within the order.
  - *Close*—to close the order detail window.





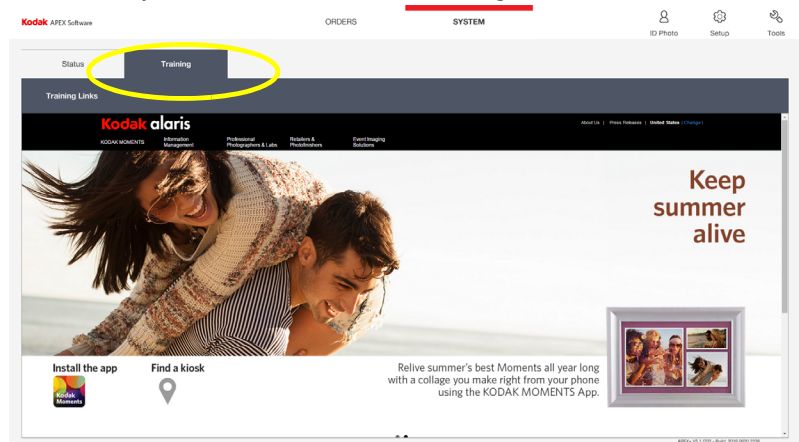
7. Select:

- *Delete*—to delete the selected order.
- *Release Network Order*—to release the selected order for fulfillment. (When an order is released, it disappears from the Network Orders screen and appears on the Active Orders screen.)

## Using the Training Tab in Simple Mode

NOTE: You must enter a URL for your training Website to use this feature. See [“Configuring the Simple Mode Options”](#) on page 5-2.

1. From the System screen, select *Training*.

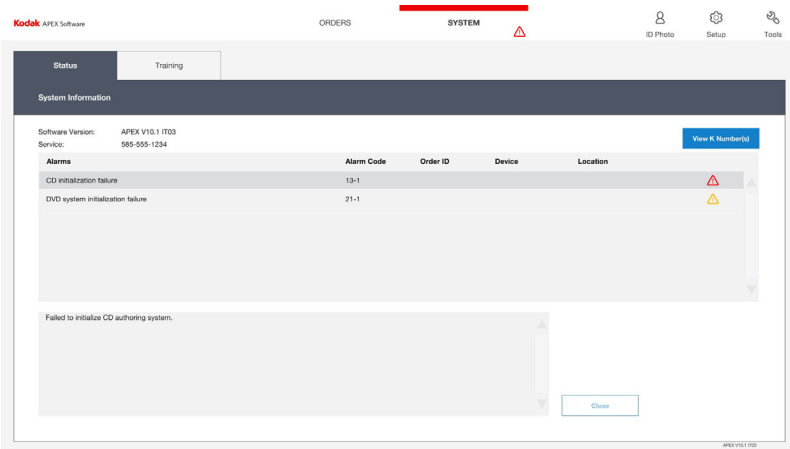





2. View the training site.

## Checking the System Status in Simple Mode

From the Systems screen, select the *Status* tab. Active alarms are listed on the screen and include the:

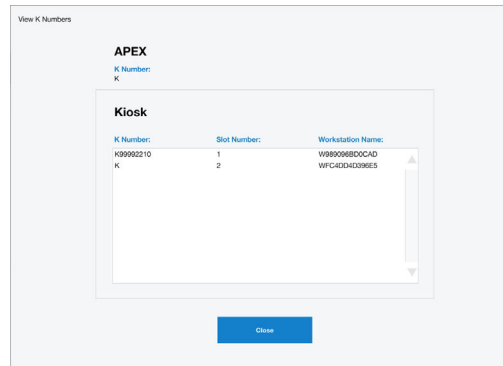
- severity of the alarm
- alarm code
- description of the alarm
- affected order ID
- affected device
- device location



| Symbol  | Status   |
|---|--|
|  | Yellow—An alarm needs attention, but the operator can finish other tasks first.  |
|  | Red—An alarm should be resolved as soon as possible because it could affect other orders.  |
|  | Silence Alarm—An audible alarm is enabled and stops when the alarm is resolved. To stop the audible alarm before resolution, an operator can select <i>Silence Alarm</i> . |

## Resolving Alarms

1. Select the *Status* tab.
2. Select an alarm from the list.
3. Refer to the information window for details about the alarm.
4. If necessary, select *View K-Numbers* to view the K-Numbers and Workstation Names.
5. View the information and select *Close* when you are finished.

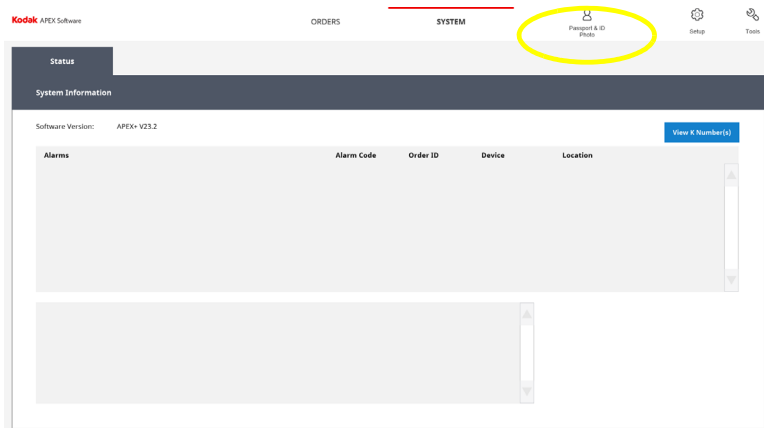


6. Resolve the alarm, then select *OK*.
- NOTE: If the *OK* button is unavailable, the alarm will disappear after it is resolved.

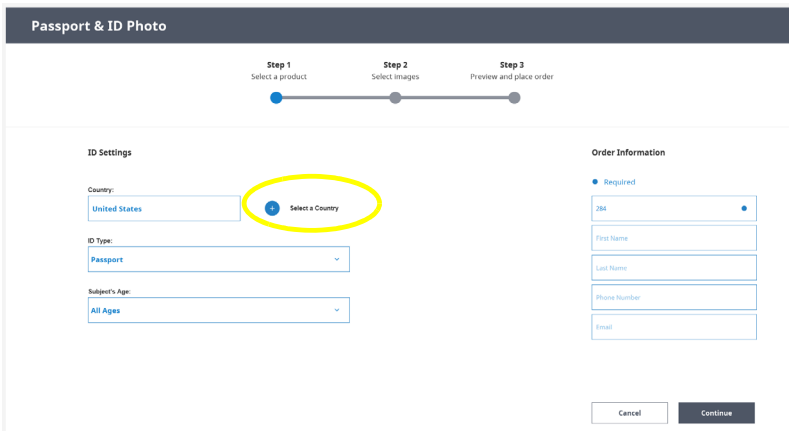
# Creating Passport and ID Photos in Simple Mode

You must have the Passport and ID Photo Module V4.0 installed on an APEX system.

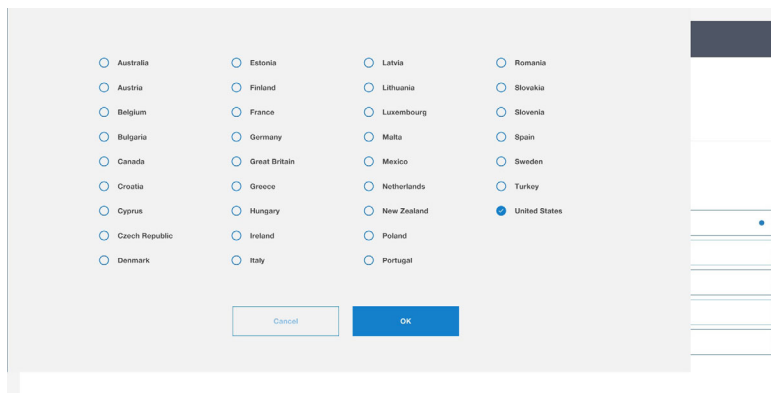
1. Insert the digital media into the APEX system.
2. From the Orders screen, select *Passport & ID Photos*.



3. Select *Select a Country*.



4. Select:
  - a country
  - OK



5. Select:
- ID Type
  - Subject's Age

NOTE: The information that appears in the drop down menu for the Subject's Age is determined by the country selected in Step 4.

- Enter the Order ID, customer name, telephone number, and email address.

NOTE: The Order ID is a required field.

- Select *Continue*.

The screenshot displays the 'Passport & ID Photo' application interface. At the top, a progress bar indicates three steps: Step 1 (Select a product), Step 2 (Select images), and Step 3 (Preview and place order). The current step is Step 1, which is highlighted with a blue dot. Below the progress bar, the interface is divided into two main sections: 'ID Settings' and 'Order Information'. The 'ID Settings' section includes a 'Country' field with 'United States' selected, an 'ID Type' dropdown menu with 'Passport' selected, and a 'Subject's Age' dropdown menu with 'All Ages' selected. The 'Order Information' section includes a 'Required' field with '284' entered, and fields for 'First Name', 'Last Name', 'Phone Number', and 'Email'. At the bottom right, there are 'Cancel' and 'Continue' buttons.



6. From the Picture View drop-down menu, select the size of the thumbnail view:

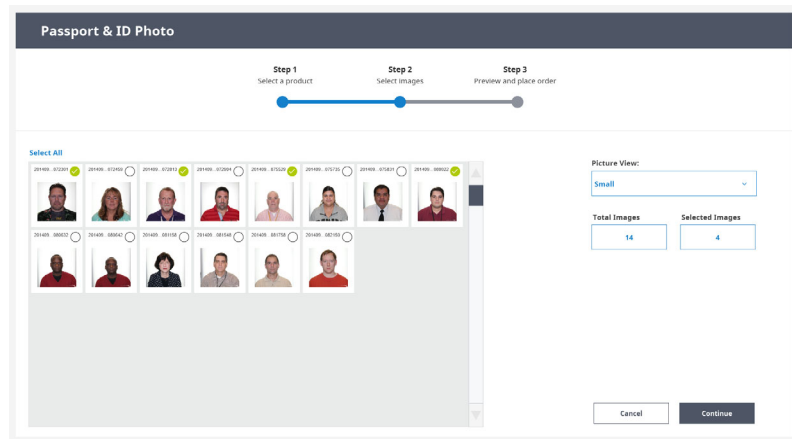
- Small
- Medium
- Large

7. Select:

- the image(s) you want to use.

NOTE: Select *Select All* or click to select individual images.

- *Continue*.



8. From the preview screen you can:

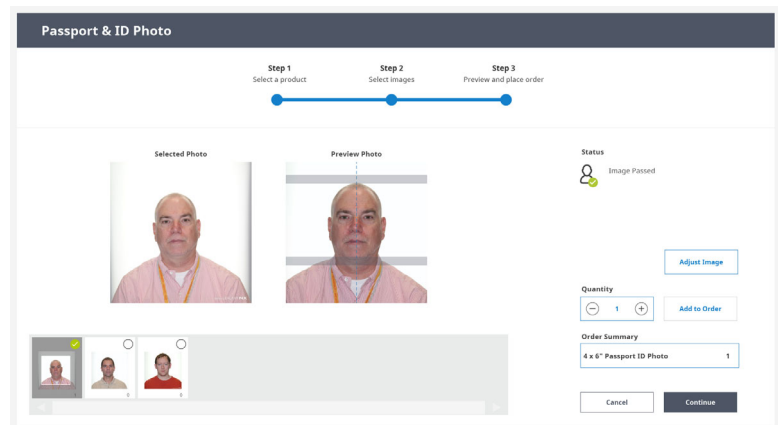
- Check the image status (i.e., did the image pass).
- Set the ID quantity.
- Select *Add to Order*.

9. Select:

- *Continue* to print the ID.
- *Adjust Image* to make adjustments to the ID.

NOTE: You must have "Allow Passport and ID Photo Adjustments" enabled in Passport / ID Photo Setup to use the Adjust Image feature. See "ID Photo Setup" on page 4-28.

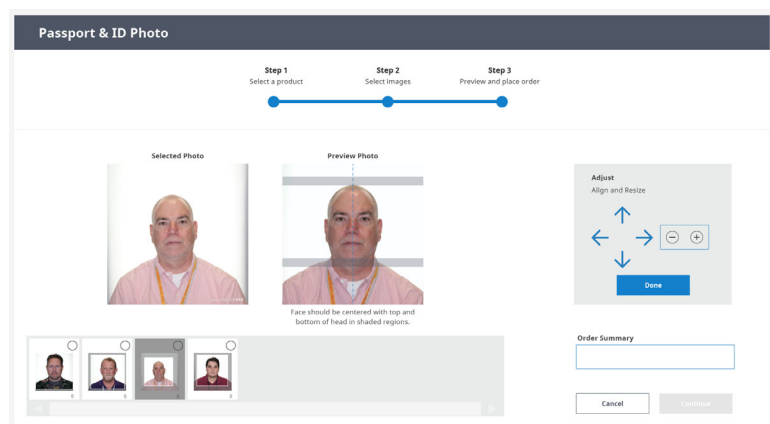
NOTE: Some images that fail analysis can still be added to the order. If a failed image can still be ordered, the *Add to Order* button is labeled *Override / Add to Order*.



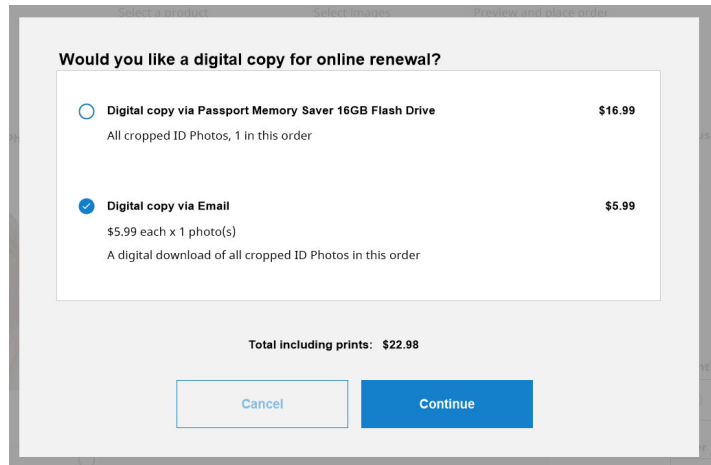
10. If "Allow Passport and ID Photo Adjustments" is enabled, you can:

- Use the arrows to:
  - position the subject's head within the shaded regions.
  - center the subject's face on the gray line.
- Use the + or - buttons to adjust the head size.

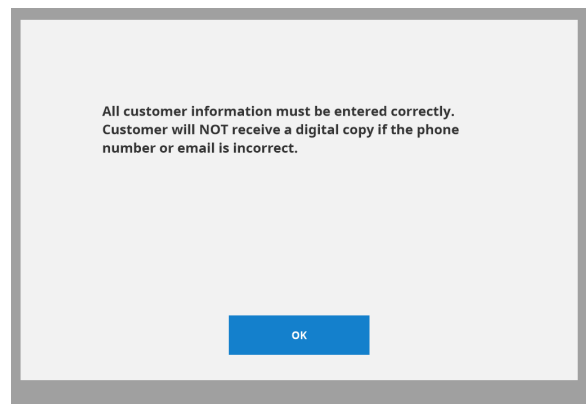
11. Select *Done*.



12. Depending on the APEX Configuration, the following message may appear:
- If you have a Passport Photo ID Archive Product enabled and you want to include the archive product, select next to the archive product (see [page 4-30](#)).
  - If you have the email option enabled and you want to include the digital copy in email, select next to the email option (see [page 4-30](#)).



13. If you have the warning dialog enabled (see [page 4-30](#)), the following message appears. Select OK.

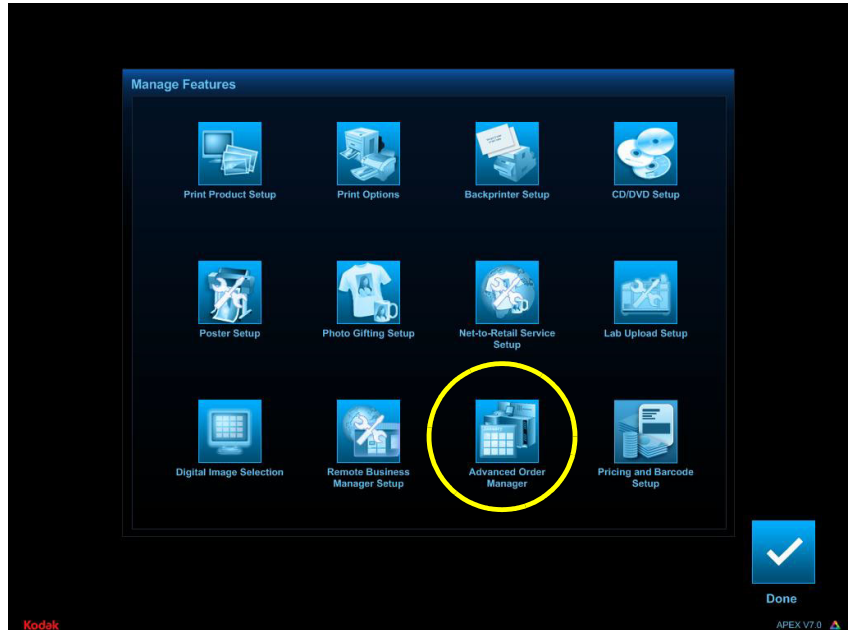


14. Follow the on-screen instructions to complete the order.

---

# 6 Advanced Order Manager

The Advanced Order Manager option appears on the Manage Features screen.



Advanced Order Manager provides options such as pickup times. In addition, the ability to customize store settings and workflow times provides more accurate estimates for when an order will be ready for pickup.

For example, an estimated pickup time helps the consumer manage their time by letting them know when they can expect their order to be ready for pickup. It also provides store personnel extra detail needed to ensure on-time delivery of orders.

## Configuring Advanced Order Manager Options



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



2. Select *Advanced Order Manager*.



3. Select *Configure Advanced Order Manager*.



4. Select options to enable or disable:

- Enable Pickup Time—to add a calculated pickup time to every order on the system. When the order is created, on the APEX system or on a connected Kiosk, the system uses Advanced Order Manager settings, system capacity, and system workload to calculate when the order will be completed (see [page 6-3](#)).

- Enable Barcode Printing on Order Tracking Label—to print order ID bar codes on order tracking labels that can be scanned (see [page 6-5](#)).
- Enable Packaging—to add a Packaging step to order fulfillment, which appears on the Active Orders screen (see [page 6-6](#)).
- Enable Ready for Pickup—to add a Ready for Pickup tab on the Order Management screen (see [page 6-6](#)).
- Hub and Spoke Orders Only—to add a Ready for Pickup tab for Hub and Spoke orders (see [page 6-7](#)).



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

## Pickup Time

Pickup Time settings specify the start times, pickup times, and critical time intervals for your store. This is helpful if you want to increase the visibility of order delivery times.

When enabled, a *Pickup Time* column and next order delivery time information appears on the Active Orders screen, and any connected Kiosks automatically notify users when their order is expected be ready for pickup.

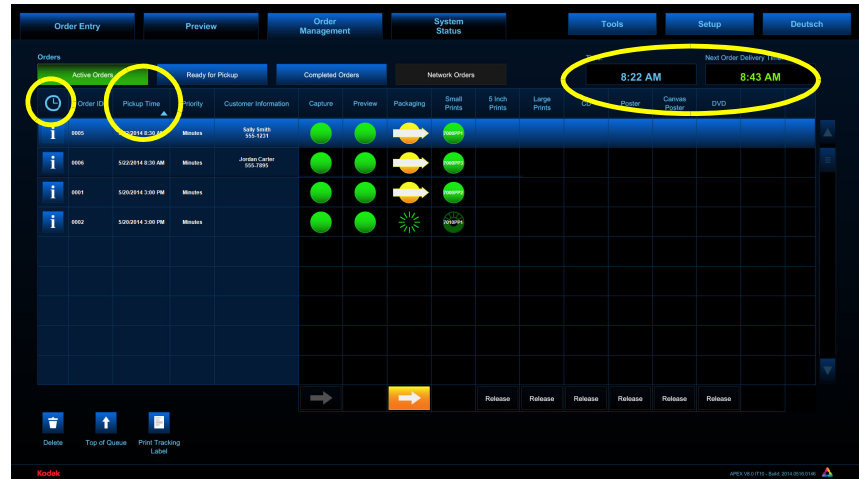
**IMPORTANT:** *When Enable Pickup Time is selected, the Order ID field on the Order Entry screen is no longer available since a unique ID is automatically generated for each order.*

To enable this option, see [page 6-1](#).

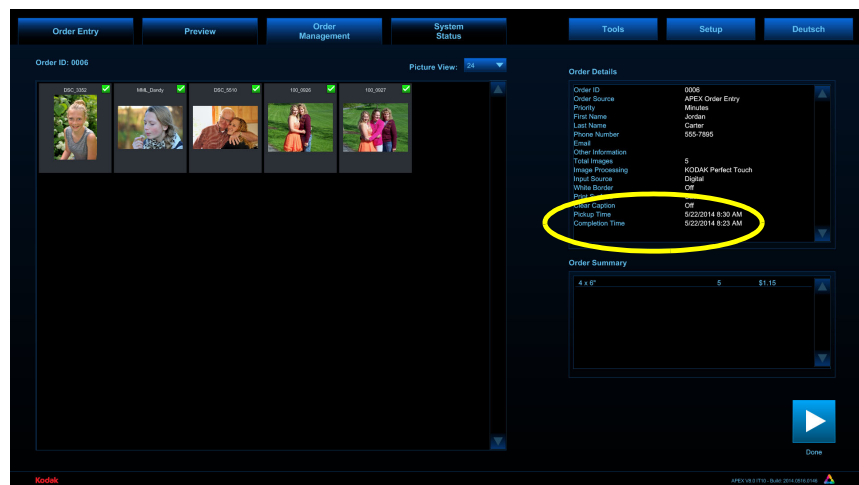
To configure Pickup Time settings, see [page 6-7](#).



Additionally, when Pickup Time is enabled, a clock icon appears in the first column heading. Select it to sort orders by their “on-time” or “late” status. This is helpful if you want to see which orders are closest to their promised Ready for Pickup time, or which orders are in jeopardy of being late.

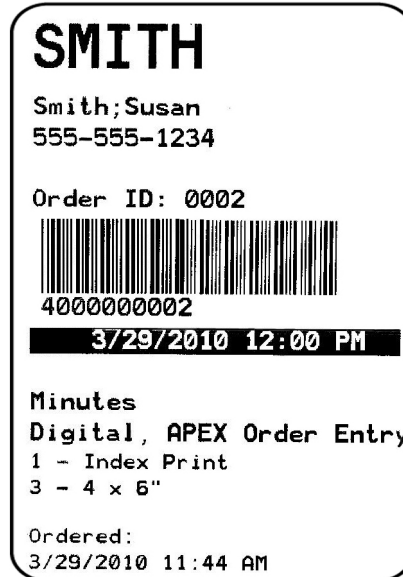


If you select the *i* button to view the details of an order, Pickup Time and Completion Time now appear in the Order Details screen.



## Barcode Printing on Order Tracking Label

When this option is enabled, bar-coded order IDs are printed on the order tracking label. If an optional bar code scanner is connected to your system, you can use the scanner to quickly move orders through your workflow.



On the Order Management screen, if there is an active arrow release button at the bottom of a column, simply scan the tracking label with the bar code scanner to release the order to the next stage.

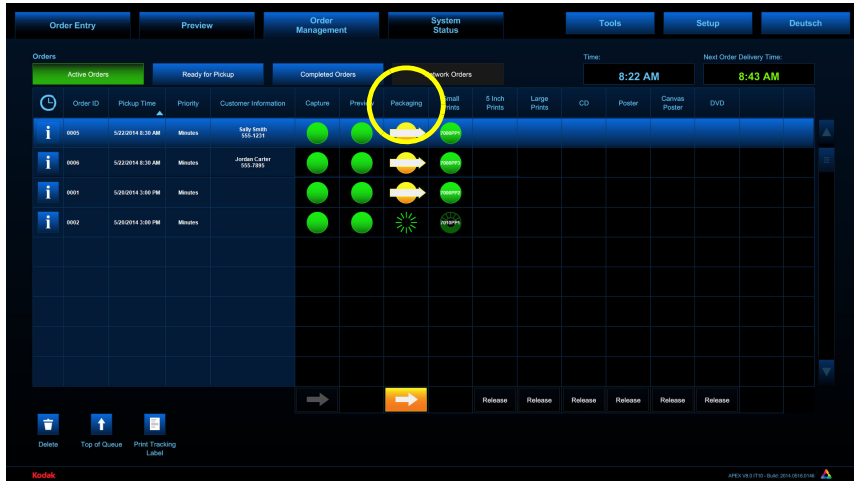
NOTE: A release button that is labeled *Release* must be manually selected.

To enable this option, see [page 6-1](#).



## Packaging

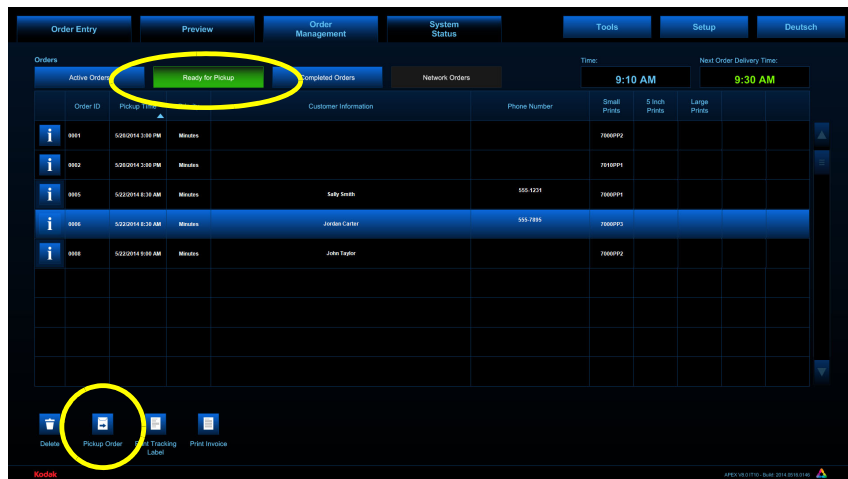
You can add a Packaging step to your workflow. When enabled, a *Packaging* column appears on the Active Orders screen. When an entire order has been fulfilled, it moves to the packaging column. After it is packaged and released, the order becomes ready for pickup.



To enable this option, see [page 6-1](#).

## Ready for Pickup

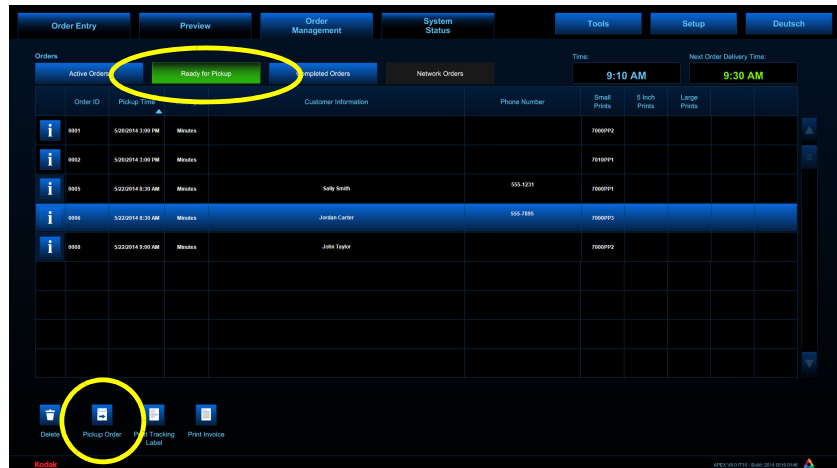
You can easily view and release orders that are ready for pickup. When Ready for Pickup is enabled, a Ready for Pickup tab is added to the Order Management screen. When an order is completed, it moves from the Active Orders screen to the Ready for Pickup screen. Here you can view the completed orders that are waiting for customer pickup. Then, when an order is picked up, select the order from the list then select *Pickup Order*. Or, simply scan the bar code on the order tracking label, if enabled (see [page 6-5](#)). The order then moves to the Completed Orders screen.



To enable this option, see [page 6-1](#).

## Hub and Spoke Orders Only

You can easily view and release orders that are ready for pickup. When Ready for Pickup is enabled, a Ready for Pickup tab is added to the Order Management screen. When an order is completed, it moves from the Active Orders screen to the Ready for Pickup screen. Here you can view the completed orders that are waiting for customer pickup.



To enable this option, see [page 6-1](#).

## Setting Pickup Time Information

When Pickup Time is enabled (see [page 6-3](#)), a Pickup Time option appears on the Advanced Order Manager screen.



To set pickup time information:



1. On the Advanced Order Manager screen, select *Pickup Time*.
2. Select an option:
  - Store Settings—to enter or change your store hours or specify days on which your store is closed (see [page 6-9](#)).
  - Pickup Time Intervals—to set up pickup time rules for different service levels (see [page 6-10](#)).

## Store Settings



1. Follow the instructions under “[Setting Pickup Time Information](#)”, above, and select *Store Settings*.

| Day       | Startup Time | Latest Minutes/One Hour Pickup Time | Earliest Same Day Pickup Time | Earliest Next/Multi Day Pickup Time | Next/Multi Day Cutoff Time |
|-----------|--------------|-------------------------------------|-------------------------------|-------------------------------------|----------------------------|
| Monday    | 9:30 AM      | 8:45 PM                             | 6:00 PM                       | 10:30 AM                            | 8:45 PM                    |
| Tuesday   | 9:30 AM      | 8:45 PM                             | 6:00 PM                       | 10:30 AM                            | 8:45 PM                    |
| Wednesday | 9:30 AM      | 8:45 PM                             | 6:00 PM                       | 10:30 AM                            | 8:45 PM                    |
| Thursday  | 9:30 AM      | 8:45 PM                             | 6:00 PM                       | 10:30 AM                            | 8:45 PM                    |
| Friday    | 9:30 AM      | 8:45 PM                             | 6:00 PM                       | 10:30 AM                            | 8:45 PM                    |
| Saturday  | 9:30 AM      | 8:45 PM                             | 6:00 PM                       | 10:30 AM                            | 8:45 PM                    |
| Sunday    | 9:30 AM      | 8:45 PM                             | 6:00 PM                       | 10:30 AM                            | 8:45 PM                    |

2. Select the day for which you want to view or change startup and pickup times, then select *Modify*. If your store is closed on that day, instead of *Modify*, select *Photo lab closed for selected day*.

*If you select **Modify**, the **Modify Store Settings** screen appears.*

3. View or change store settings as necessary:

- Lab Startup Time—the time the photo department opens for business.
  - Latest order pickup time for “Minutes” and “One Hour” Service Level orders—the latest time of day these types of orders can be picked up by a customer. If the system determines a pickup time will be later than this time, it is moved to the next day.
  - Earliest customer pickup time for “Same Day” Service Level orders\*—the earliest time of day this type of order can be picked up by a customer.
  - Earliest customer pickup time for “Next Day” and “Multi Day” Service Level orders\*—the earliest time these types of orders can be picked up by a customer on the day specified.
  - Cutoff time for “Next Day” and “Multi Day” Service Level orders\*—the latest time of day these types of orders can be submitted by a customer on the day specified. If the order is submitted later than this time, one day is added to the pickup time.
4. Select the one or more days from the list to apply the store settings to.
  5. Select **Save** to keep your changes. Otherwise, select *Cancel*.



\*If you do not offer Same Day or Multi Day service levels, you do not need to set or change these values.

See [page 4-5](#) for more information.

### Pickup Time Intervals



1. Follow the instructions under “[Setting Pickup Time Information](#)” on [page 6-7](#), and select *Pickup Time Intervals*.

2. View or change pickup time intervals as necessary:

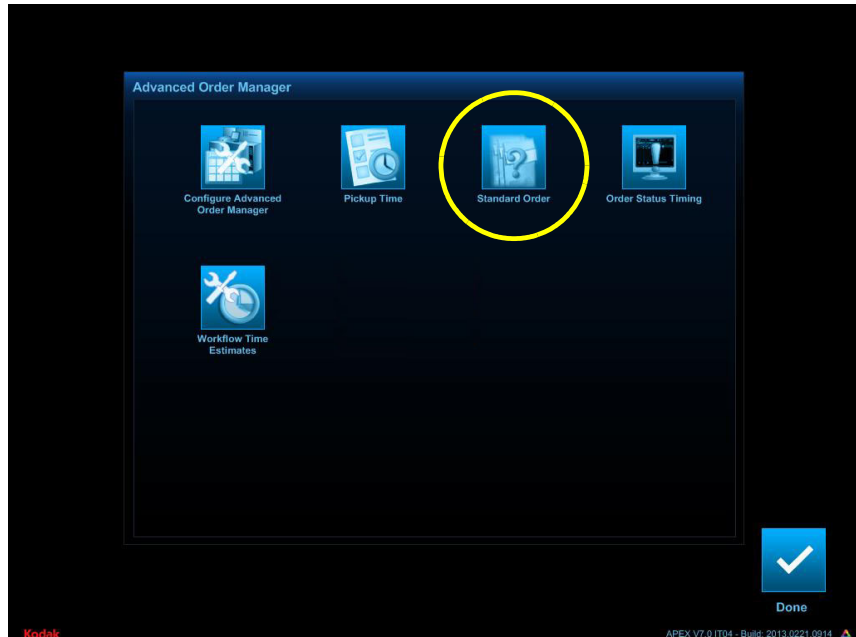
The screenshot displays the 'Pickup Time Intervals' configuration interface. It features three rows of settings, each with a text label, a numerical input field, and up/down arrow buttons. The first row is for 'Minutes' service level orders with a value of 15. The second row is for 'One Hour' service level orders with a value of 30. The third row is for 'Multi Day' orders with a value of 3. At the bottom right, there are 'Cancel' and 'Save' buttons. The footer includes the 'Kodak' logo and the version 'APEX V4.0 IT09'.

- Minimum pickup time interval for “Minutes” Service Level orders (in minutes)—the minimum number of minutes the system uses to set a pickup time for Minutes service level orders.
  - Minimum pickup time interval for “One Hour” Service Level orders (in minutes)—the minimum number of minutes the system uses to set a pickup time for One Hour service level orders.
  - Minimum Multi Day order pickup time interval (in days)—the number of days allocated for processing this type of order.
3. Select *Save* to keep your changes. Otherwise, select *Cancel*.

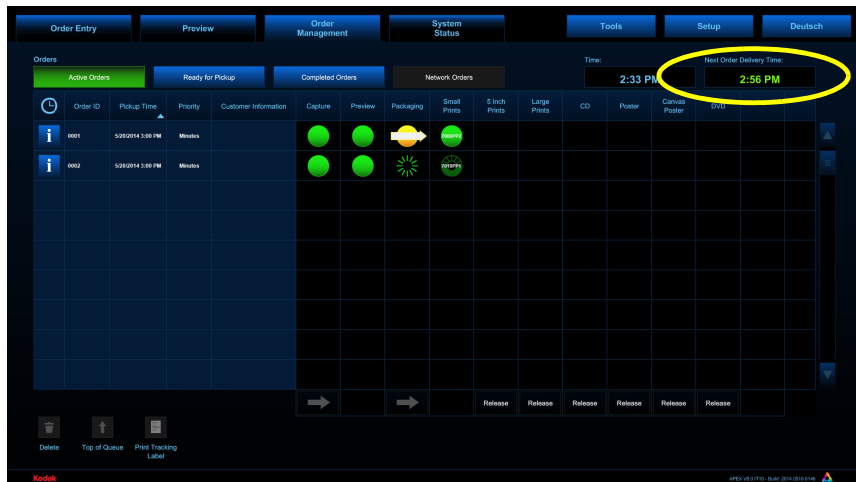


## Setting Standard Order Time

When Pickup Time is enabled (see [page 6-3](#)), a Standard Order option appears on the Advanced Order Manager screen. The Standard Order setting is the amount of time it takes for your store, on average, to process a standard order.



Together with the current system workload, the Standard Order time determines the Next Order Delivery Time on the Active Orders screen.

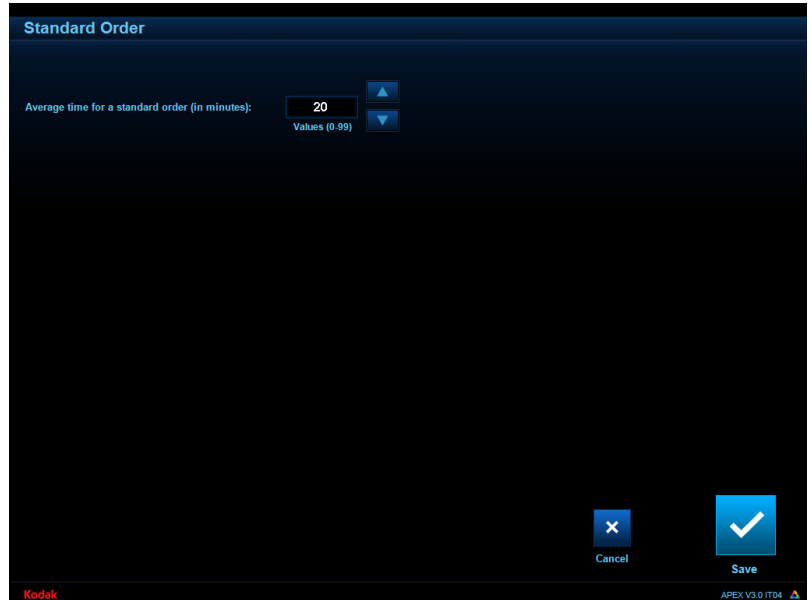


To set standard order time:



1. On the Advanced Order Manager screen, select *Standard Order*.

- View or change the average standard order time as necessary.



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

## Setting Order Status Timing

When Pickup Time is enabled (see [page 6-3](#)), an Order Status Timing option appears on the Advanced Order Manager screen.



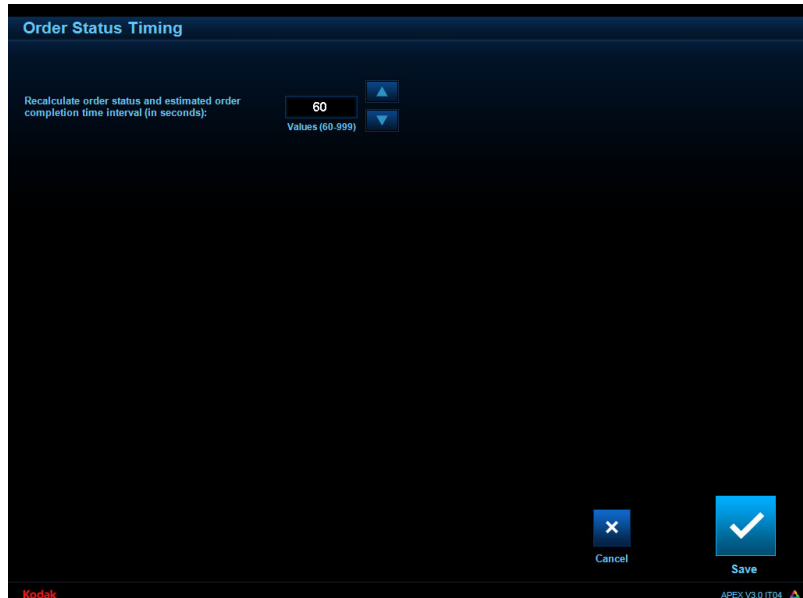


You can increase or decrease the interval, for how often the system recalculates the estimated completion times (pickup times) for active orders.

To set order status timing:



1. On the Advanced Order Manager screen, select *Order Status Timing*.
2. View or change the order status recalculation time interval as necessary.



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

After the system recalculates, if the new estimated pickup time for an order is later than the original pickup time, the status icons for that order turn yellow on the Active Orders screen. This indicates that the order is in jeopardy of being late.

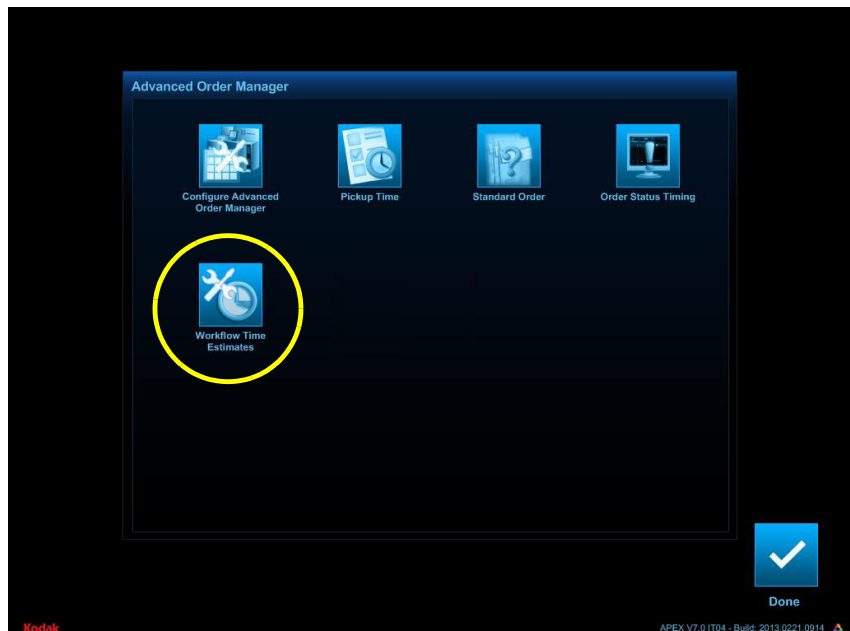


If the current time is past the original pickup time, the status icons for that order turn red on the Active Orders screen, indicating that the order is late.



## Setting Workflow Times

When Pickup Time is enabled (see [page 6-3](#)), a Workflow Time Estimates option appears on the Advanced Order Manager screen.



Use the Workflow Time Estimates settings to set time durations for key workflow tasks for lab personnel.

To set workflow times:



1. On the Advanced Order Manager screen, select *Workflow Time Estimates*.

### 2. View or change workflow time estimates as necessary.

| Workflow Step   | Value | Range          |
|---|-------|----------------|
| Film Scanning Preparation Time (in seconds)             | 34    | Values (0-999) |
| Image Preview Rate (images per minute)                  | 60    | Values (0-999) |
| Product Retrieval and Order Packaging Time (in seconds) | 111   | Values (0-999) |
| Photo Book Binding Time (in minutes)                    | 5     | Values (0-999) |
| CD/DVD Insertion / Removal Time (in seconds)            | 30    | Values (0-99)  |
| Canvas Finishing Time (in minutes)                      | 5     | Values (0-99)  |

- Film Scanning Preparation Time (in seconds)—the average number of seconds it takes a photo clerk to handle and prepare film for scanning.
- Image Preview Rate (images per minute)—the average number of images a photo clerk can preview and edit - using the Preview screen - in one minute.
- Product Retrieval and Order Packaging Time (in seconds)—the average number of seconds it takes a photo clerk to collect and package all finished products and prepare an order for customer pickup.
- Photo Book Binding Time (in minutes)—the average number of minutes it takes a photo clerk to bind a Photo Book.
- CD/DVD Insertion/Removal Time (in seconds)—the average number of seconds it takes a photo clerk to handle and insert or remove a CD or DVD.
- Canvas Finishing Time (in minutes)—the average number of minutes it takes a photo clerk to mat a poster.


NOTE: You do not need to set or change values for products your store does not offer.



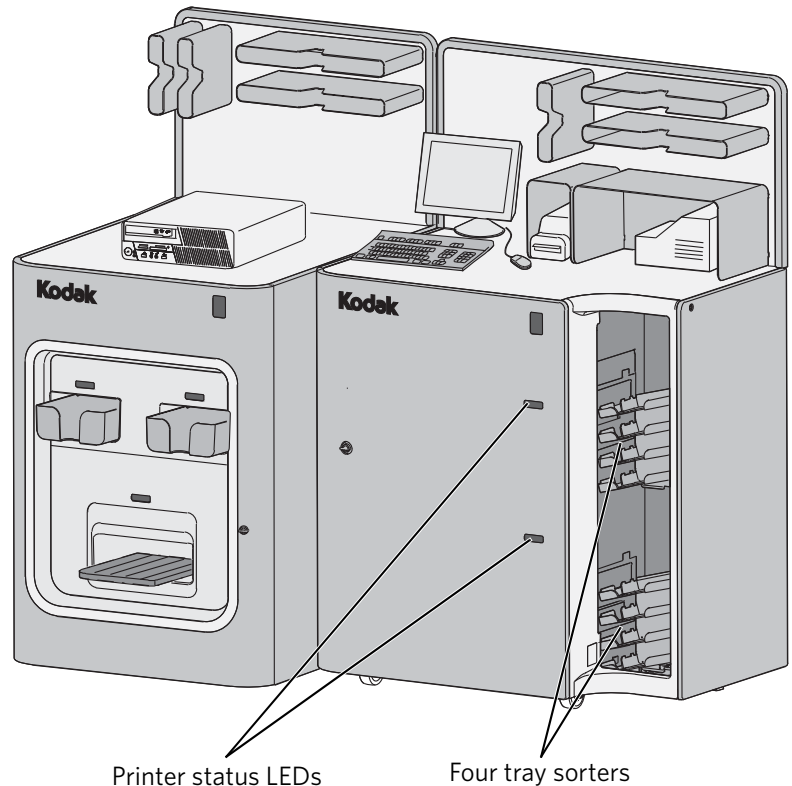
### 3. Select Save to keep your changes. Otherwise, select *Cancel*.

---

# 7 Cabinet and Four Tray Sorter Overview

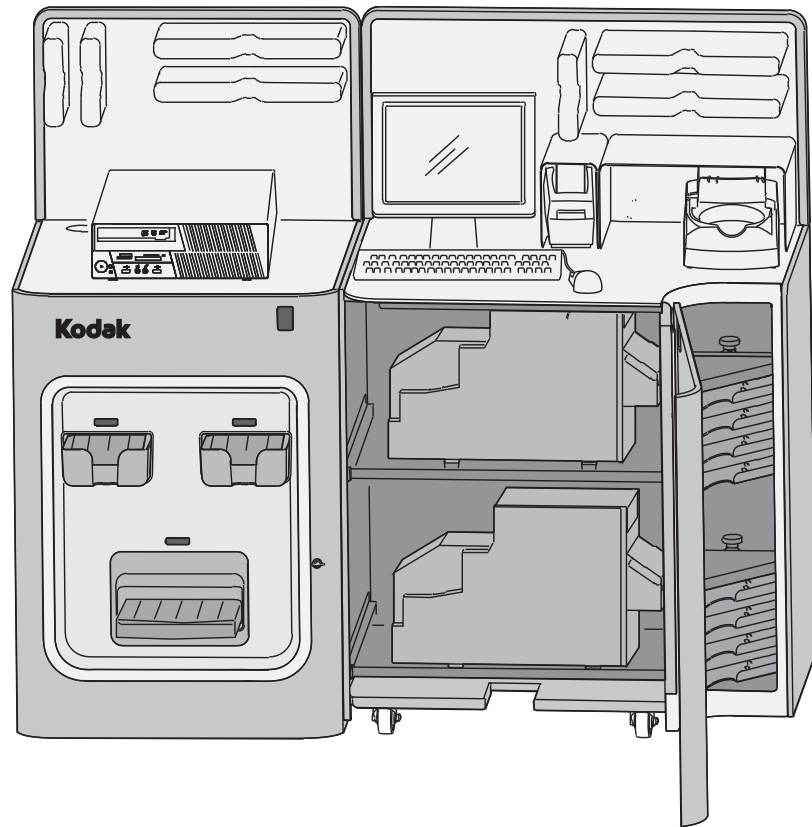
|   |   |
|---|---|
|  | <p>Do not put your hands in the Sorter:</p> <ul style="list-style-type: none"><li>• Until all printers have stopped printing</li><li>• Any time that the sorter is in motion, including returning to the home position after print orders have been removed</li></ul> |
|---|---|

Some cabinet-enclosed systems eject small format prints into attached four tray sorters (see [page 1-2](#)). This configuration makes it possible to fulfill multiple orders, utilizing up to two KODAK 7000/7010/7015 Photo Printers at once. Each sorter tray holds up to 50 prints. If an order consists of more than fifty small format prints, the order is split and sent to two or more trays. If a sorter is full, printing pauses and a system status message alerts you. When all prints are removed from the sorter, the sorter returns to the home position and printing resumes.



NOTE: Your configuration may differ.

The printer status LEDs indicate the current state of the 7000/7010/7015 Photo Printers. A green light indicates the printer is ready or is printing. A red light indicates that printing has stopped (the printer may be out of paper or ribbon for example). See the Hardware User's Guide for the KODAK Picture Kiosk Plus and the KODAK Adaptive Picture Exchange Plus for more information.

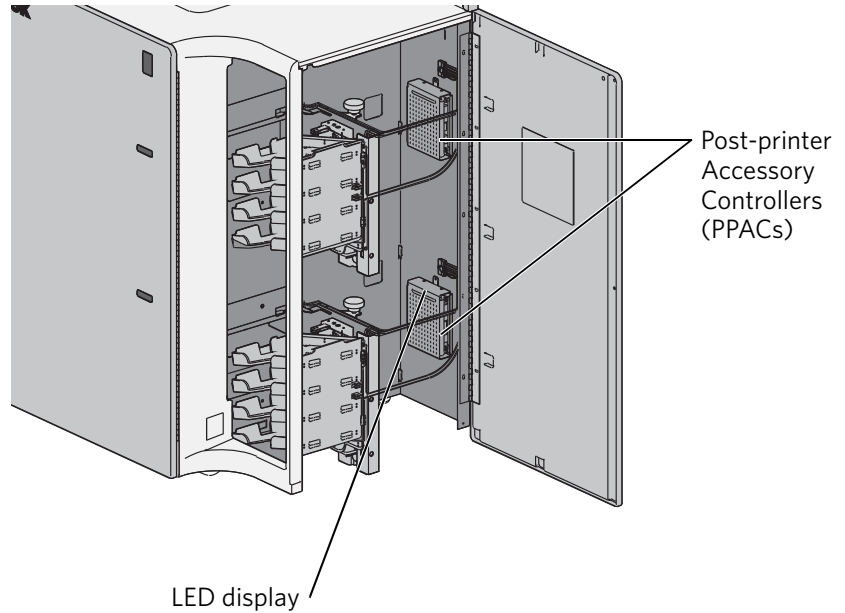


If you open the cabinet while printing, **both** printers (if equipped) pause. Printing resumes when you close the doors.

**IMPORTANT:** *Unwanted posterization, also known as banding, could appear on prints if printing is paused for an extended time. For this reason, close the doors promptly after resolving printer issues.*

## Locating the Post-Printer Accessory Controllers

There are two post-printer accessory controllers (PPACs) attached to the back panel of the main cabinet. The PPACs are responsible for communication between the four tray sorters, small format printers, and the processor. The PPACs are visible when opening the right panel of the main cabinet.



A LED display located at the top of each PPAC is used for monitoring and diagnosing communication status and errors (see [page 8-23](#)).

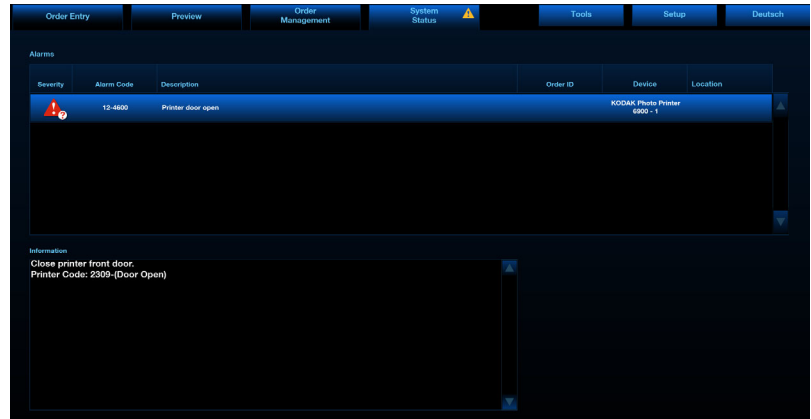
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# 8 Troubleshooting

## Checking the System Status

At the top of the screen, select the *System Status* tab. Active alarms are listed on the System Status screen which include the:

- severity of the alarm
- alarm code
- description of the alarm
- affected order ID
- affected device
- device location



| Symbol  | Status   |
|---|--|
|  | Yellow—An alarm needs attention, but the operator can finish other tasks first.  |
|  | Red—An alarm should be resolved as soon as possible because it could affect other orders.  |
|  | Silence Alarm—An audible alarm is enabled and stops when the alarm is resolved. To stop the audible alarm before resolution, an operator can select <i>Silence Alarm</i> . |

## Resolving Alarms

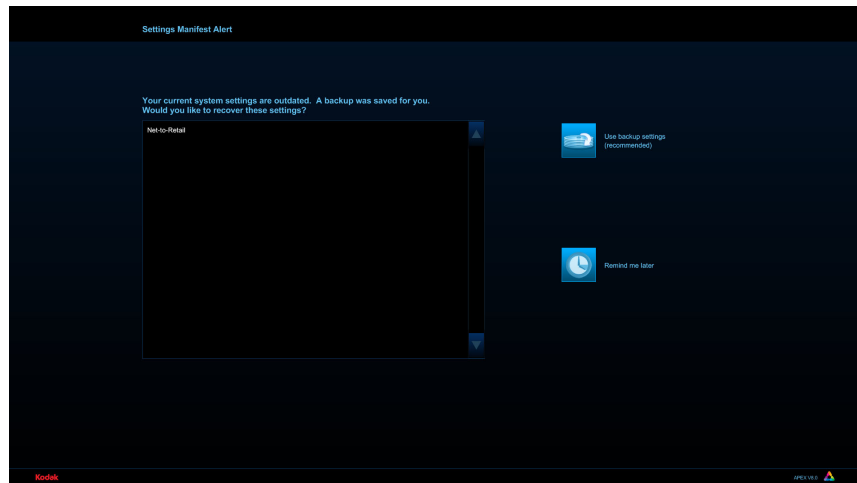
1. At the top of the screen, select the *System Status* tab.
2. Select an alarm from the list.
3. Refer to the information window for details about the alarm.
4. Resolve the alarm, then select *OK*.

NOTE: If the *OK* button is unavailable, the alarm will disappear after it is resolved.

## Software Manifest Alert Screen

When the system first starts up, it may display the Software Manifest Alert screen. You can select:

- Use backup settings—to use the saved settings from your backup.
- Remind me later—take no action and continue with start up.





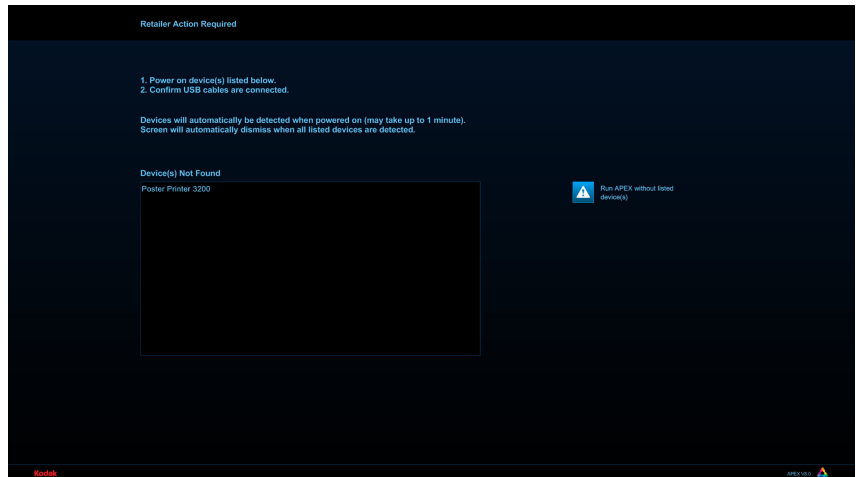
## Software Module Alert Screen

When the system first starts up, it may display the Software Module Alert screen.

1. Check all equipment listed.

Devices are automatically detected when powered on. This screen will dismiss once the equipment is detected.

2. Select *Run APEX without detected device(s)* to start the system without the device.



## Troubleshooting Device Health Checks

| Problem   | Possible Solution  |
|---|--|
| A hardware device indicates NOT FOUND.            | <p>Verify that the:</p> <ul style="list-style-type: none"> <li>• device is turned on.</li> <li>• power cord is connected.</li> <li>• USB cable is connected to the hardware device and the processor.</li> <li>• Ethernet cable (if using instead of a USB cable with the DL2100/DL2200 Duplex Printer or a supported poster printer) is connected to the hardware device and the network device.</li> </ul> <p>After turning on and connecting the device, use the Device Health Checks feature (see <a href="#">page 4-61</a>). If the Device Health Checks screen still indicates the device is not found, turn the system off, then back on. If the problem persists, contact Service and Support.</p> |
| Total Physical Memory indicates less than 384 MB. | Turn the system off, then back on. If the problem persists, contact Service and Support.   |
| Hard Disk(s) indicates other than available.      |  |

## Troubleshooting Error Messages

The following error messages appear on the monitor of the APEX system and the display of the 70xx printer. Follow the steps to resolve the error messages.

### '12-902 Door Open' Error Message

#### Problem

The '12-902 Door Open' error message appears on the monitor of the APEX system, and the 'CAB DOOR OPEN' message appears on the 70xx printer. The Post Printer Accessory Controller (PPAC) has detected a Cabinet Door Open error.

#### Cause

- The main front door of the APEX cabinet (40 inch or 48 inch only) is open.
- The 'Door Switch' system may be disconnected, out of position, or malfunctioning.

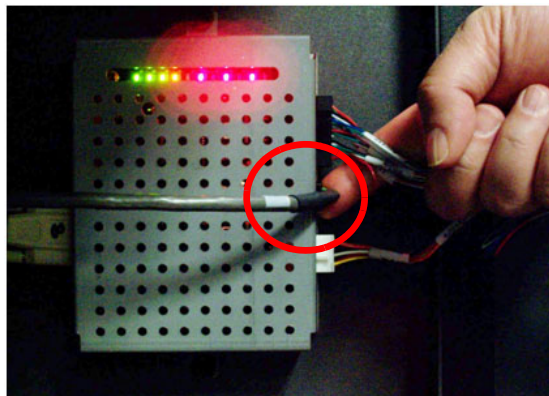
NOTE: This error does not indicate a problem with the printer, sorter/stacker assembly, or the application software on the APEX system.

#### Resolution

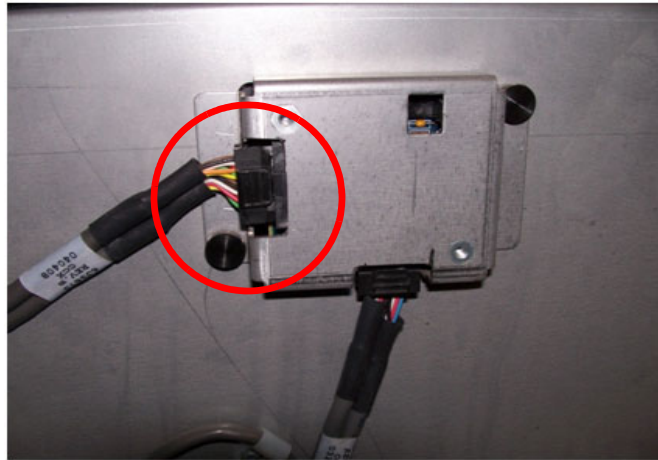
1. Close the main front door of the APEX cabinet.
2. Did the error message clear from the screen?

| Yes                      | No                    |
|--------------------------|-----------------------|
| The problem is resolved. | Continue with Step 3. |

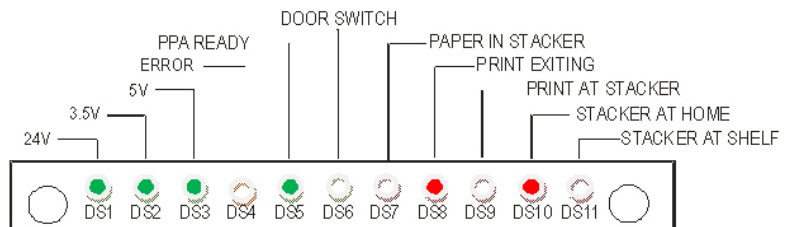
3. Reset the cabinet:
  - a. Remove all orders from the sorter trays.
  - b. Turn off the power for the APEX cabinet.
  - c. Open the side access door of the APEX cabinet.
  - d. Empty the trim tray from all printers in the cabinet.
  - e. Check that the PPAC/Door Sensor Board Harness connector is secure at the PPAC.



- f. Check that the PPAC/Door Sensor Board Harness connector, located on the inside of the main cabinet door, is secure at the Door Switch Circuit Board.



- g. Turn on the power for the APEX cabinet and close the cabinet doors.
4. Check status of the PPAC LED. The PPAC status LED pattern should be the same as the LED pattern below. The "Main Cabinet Status LED" indicators should be solid green.



5. Did the '12-902 Door Open' error message clear from the screen?

|                          |                       |
|--------------------------|-----------------------|
| Yes                      | No                    |
| The problem is resolved. | Continue with Step 6. |

6. Check the pattern of the PPAC LED. Is the DS2 (3.5 V) or DS3 (5V) LED off?

|                       |                          |
|-----------------------|--------------------------|
| Yes                   | No                       |
| Continue with Step 7. | The problem is resolved. |

7. Test the door switch sensor:
  - a. Cut a piece of print paper approximately 1/2 in. wide.
  - b. Flex and insert the paper into the opening of the door switch sensor.



8. Check the PPAC LED pattern for both PPAC's. What displays?

| <b>The DS4 (Error) LED is 'On' (Orange) and the DS6 (Door Open) LED is 'On' (Red) for both PPAC's</b> | <b>The DS4 (Error) LED is 'Off' and the DS6 (Door Open) LED is 'Off' for both PPAC's</b>               | <b>The PPAC LED pattern is different between both boards</b>   |
|---|--|--|
| a. Contact Service and Support.<br>b. Continue with Step 9.   | a. The Door Switch Sensor should be replaced. Contact Service and Support.<br>b. Continue with Step 9. | a. The the PPAC/Door Sensor Board Harness should be replaced. Contact Service and Support.<br>b. Continue with Step 9. |

9. Remove the paper from the sensor opening.
10. Disconnect the serial cable from the 70xx Printer(s).
11. Run Device Health Checks.
12. If the conditions in Step 8, columns 1 and 2 exist; disconnect the serial cables from both printers.

NOTE: This allows the printer to function without the PPAC or Sorter Stacker Assembly. Orders must be manually released and will not be limited to 50 prints per tray. Be cautious of paper jams.

**'12-900 Sorter full' Error Message**

**Problem**

The '12-900 Sorter full' error message appears on the monitor of the APEX system, and the 'SORTER FULL' message appears on the 70xx printer. The Post Printer Accessory Controller (PPAC) has detected a sorter full error.

**Cause**

- The sorter has reached the highest tray position and must return to the home position before additional orders can be printed.
- The 'Paper in Stacker' sensor system is blocked, disconnected, out of position, or malfunctioning.

NOTE: This error does not indicate a problem with the printer or application software on the APEX system.

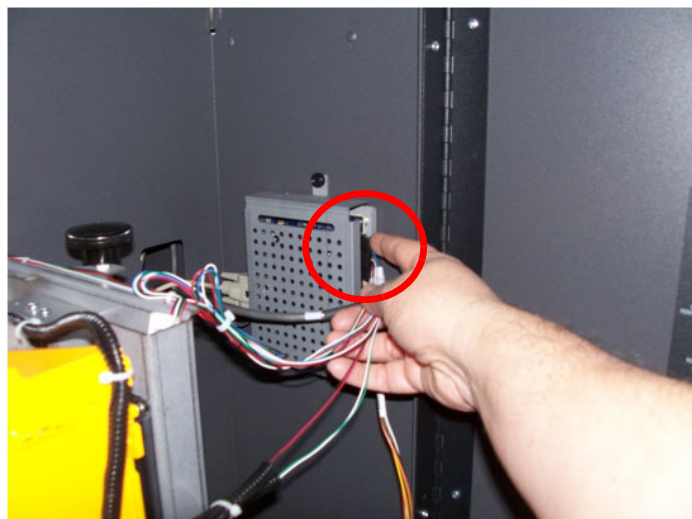
**Resolution**

IMPORTANT: *Verify the error condition on the APEX monitor and the printer(s) Operator Control Panel (OCP).*

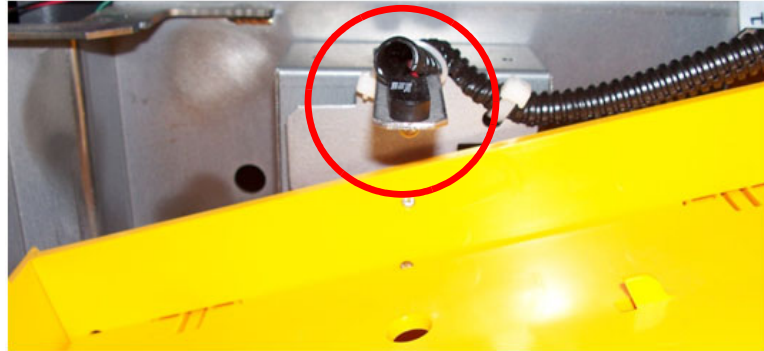
1. Remove all prints from the sorter trays.
2. Did the error message clear from the screen?

|                          |                       |
|--------------------------|-----------------------|
| Yes                      | No                    |
| The problem is resolved. | Continue with Step 3. |

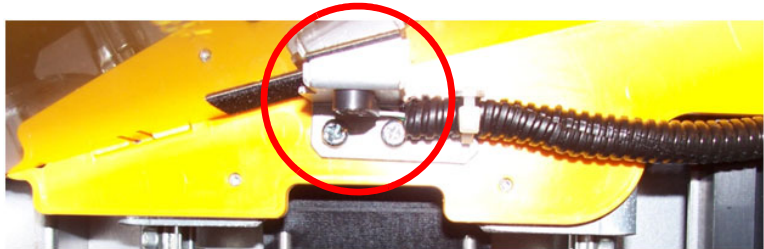
3. Reset the cabinet:
  - a. Remove all orders from the sorters.
  - b. Turn off the power for the APEX cabinet.
  - c. Open the side access door of the APEX cabinet.
  - d. Empty the trim tray from all printers in the cabinet.
  - e. Check that the P2 sensor connector is secure at the PPAC.



- f. Make sure that the “Paper in Stacker” LED, located above top sorter, is mounted properly.

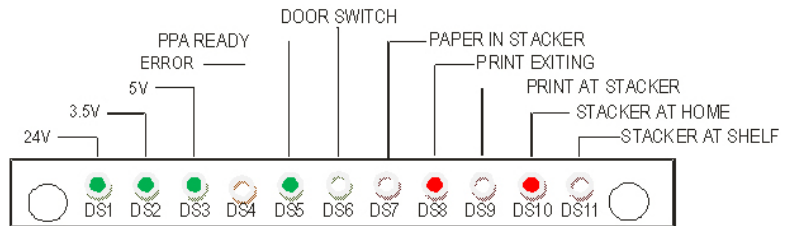


- g. Make sure the “Paper in Stacker” Sensor, located below bottom sorter tray, is mounted properly.



- h. Turn on the power for the APEX cabinet and close the cabinet doors.

4. Check status of the PPAC LED. The PPAC status LED pattern should be the same as the LED pattern below. The “Main Cabinet Status LED” indicators should be solid green.



5. Clear any printer errors.
6. Did the '12-900 Sorter full' error message clear from the screen?

|                          |                       |
|--------------------------|-----------------------|
| Yes                      | No                    |
| The problem is resolved. | Continue with Step 7. |

7. Check the pattern of the PPAC LED. Does the PPAC LED pattern match that shown in Step 4?

| Yes   | No                    |
|---|-----------------------|
| a. Clear any printer errors.<br>b. Send 2 single orders to verify that the Sorter / Stacker assemblies are working.<br>c. If the orders complete correctly, the problem is resolved. If the orders do not complete correctly, continue with Step 8. | Continue with Step 8. |

8. Check the PPAC LED pattern for both PPAC's. What displays?

| <b>The DS2 (3.5 V) or DS3 (5V) LED is off</b>  | <b>The '12-900 Sorter Full Error' still displays</b>  |
|--|---|
| a. The the PPAC should be replaced. Contact Service and Support.<br>b. Continue with Step 9. | a. The Sorter Stacker Assembly should be replaced. Contact Service and Support.<br>b. Continue with Step 9. |

9. Disconnect the serial cable from the 70xx Printer(s).

10. Run Device Health Checks.

NOTE: This allows the printer to function without the PPAC or Sorter Stacker Assembly; however, orders will have to be manually released and will not be limited to 50 prints per tray. Be cautious of paper jams.

### '12-906 Tray Sensor' Error Problem Message

The '12-906 Tray Sensor Error' message appears on the monitor of the APEX system, and the 'SORTER ERROR 23' message appears on the 70xx printer. The Post Printer Accessory Controller (PPAC) has detected a tray sensor error.

#### Cause

- The 'Stacker at Shelf' sensor system is blocked, disconnected, out of position, or malfunctioning.
- The Sorter Stacker drive motor is disconnected or malfunctioning.
- The Sorter Stacker lead screw is damaged.
- A tray position flag is broken.

NOTE: This error does not indicate a problem with the printer or application software on the APEX system.

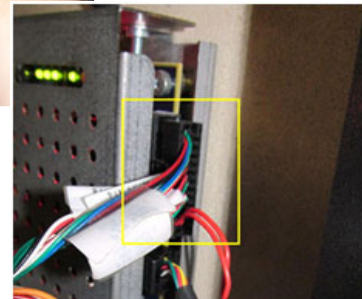
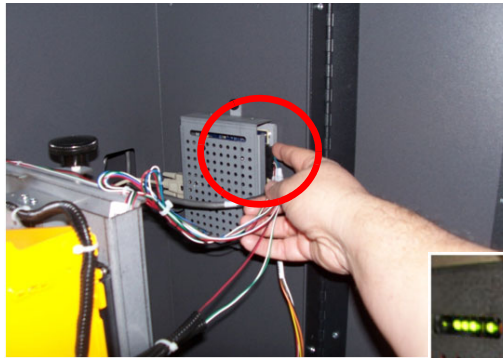


**Resolution**

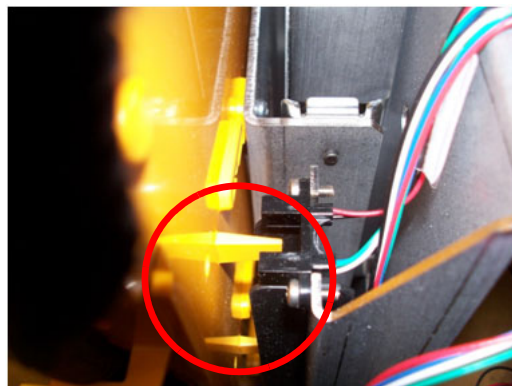
1. Remove all prints from the sorter trays.
2. Did the error message clear from the screen?

|                          |                       |
|--------------------------|-----------------------|
| Yes                      | No                    |
| The problem is resolved. | Continue with Step 3. |

3. Reset the cabinet:
  - a. Remove all orders from the sorters.
  - b. Turn off the power for the APEX cabinet.
  - c. Open the side access door of the APEX cabinet.
  - d. Empty the trim tray from all printers in the cabinet.
  - e. Check that the P2 sensor connector is secure at the PPAC.

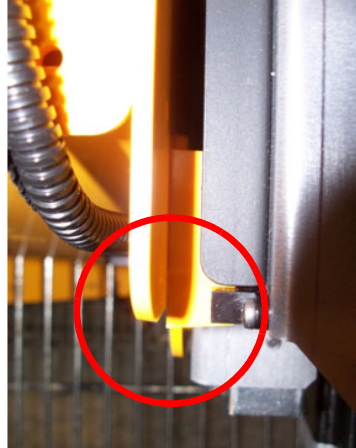


- f. Make sure that the "Stacker at Shelf" sensor is mounted properly. Remove any objects other than the 'Stacker at Shelf' flag.

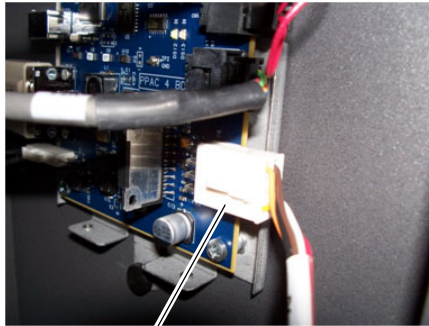




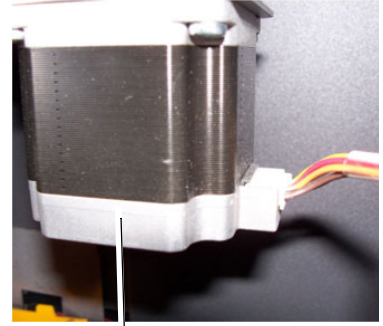
- g. Make sure that the "Stacker at Home" flag is not damaged.



- h. Make sure that the drive motor harness is secure at the PPAC Connector P8 and at the base of the stepper motor.



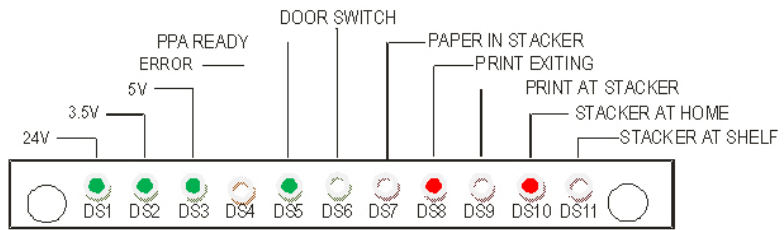
P8 Connector



Stepper Motor

- i. Turn on the power for the APEX cabinet and close the cabinet doors.

- Check status of the PPAC LED. The PPAC status LED pattern should be the same as the LED pattern below. The “Main Cabinet Status LED” indicators should be solid green.



- Did the ‘12-906 Tray Sensor Error’ message clear from the screen and the PPAC LED pattern match the above pattern?

| Yes   | No                    |
|---|-----------------------|
| <ol style="list-style-type: none"> <li>Clear any additional printer errors.</li> <li>Send 2 single orders to verify that the Sorter / Stacker assemblies are working.</li> <li>If the orders complete correctly, the problem is resolved. If the orders do not complete correctly, continue with Step 6.</li> </ol> | Continue with Step 6. |

- Check the PPAC LED pattern for both PPAC's. What displays?

| The DS2 (3.5 V) or DS3 (5V) LED is off   | The '12-906 Tray Sensor Error' still displays   |
|--|---|
| <ol style="list-style-type: none"> <li>The the PPAC should be replaced. Contact Service and Support.</li> <li>Continue with Step 9.</li> </ol> | <ol style="list-style-type: none"> <li>The Sorter Stacker Assembly should be replaced. Contact Service and Support.</li> <li>Continue with Step 9.</li> </ol> |

- Disconnect the serial cable from the 70xx Printer(s).
- Run Device Health Checks.

NOTE: This allows the printer to function without the PPAC or Sorter Stacker Assembly. Orders must be manually released and will not be limited to 50 prints per tray. Be cautious of paper jams.

**'12-905 Sorter Error 22'  
Message**

**Problem**

The '12-905 Sorter Error 22' error message appears on the monitor of the APEX system, and the 'SORTER ERROR 22' message appears on the 70xx printer.

**Cause**

- No print was detected entering the sorter assembly after exiting the printer.
- Objects partially blocking the sorter entrance sensor path (i.e. print chad) can cause interference in the sorter entrance sensing system.
- Ambient light conditions at the site (such as direct sunlight, showroom lighting, or other lighting fixtures) can cause interference with the APEX sorter stacker sensing system. This applies to APEX 48-in. and APEX 40-in. systems only.
- The 'Print at Stacker' sensor located on the Sorter assembly near the wall of the APEX main cabinet is malfunctioning.

NOTE: This error does not indicate a problem with the printer or application software on the APEX system.

**Resolution**

1. Open the cabinet doors.
2. Remove all prints from the sorter trays.

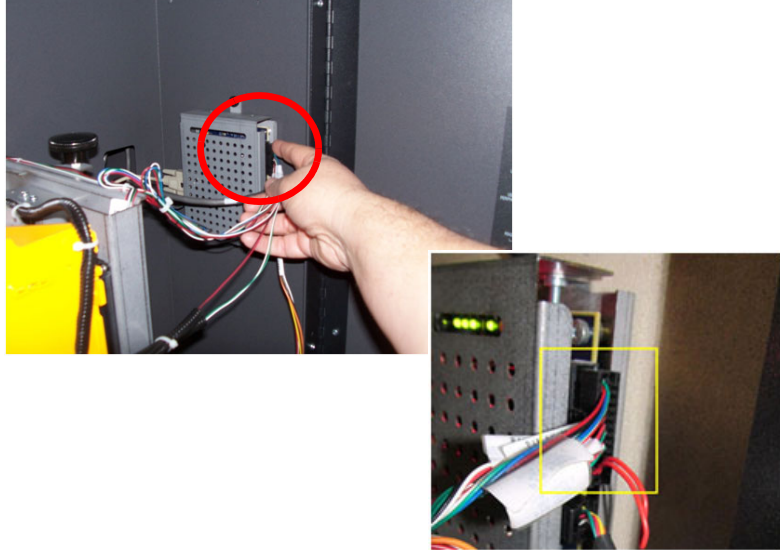
NOTE: When the printer is in an error state, the APEX application moves the print order to the next available printer for fulfillment. When the order is complete, the prints from both sorters need to be combined.

3. Turn off the power for the printer.
4. Empty the trim tray from all printers in the cabinet.
5. Turn on the power for the printer.
6. Close the cabinet doors.
7. Did the error message clear from the screen?

|                          |                       |
|--------------------------|-----------------------|
| Yes                      | No                    |
| The problem is resolved. | Continue with Step 8. |

8. Reset the cabinet:
  - a. Turn off the power for the APEX cabinet.
  - b. Open the side access door of the APEX cabinet.

c. Check that the P2 sensor connector is secure at the PPAC.

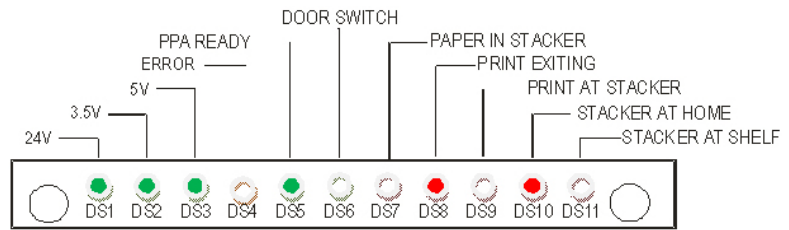


d. Make sure that the "Print at Stacker" sensor is properly seated. If necessary, reset the sensor.



e. Turn on the power for the APEX cabinet and close the cabinet doors.

9. Check status of the PPAC LED. The PPAC status LED pattern should be the same as the LED pattern below. The “Main Cabinet Status LED” indicators should be solid green.



10. Did the '12-905 Sorter Error 22' message clear from the screen and the PPAC LED pattern match the above pattern?

| Yes   | No                     |
|---|------------------------|
| <ol style="list-style-type: none"> <li>a. Clear any additional printer errors.</li> <li>b. Send 2 single orders to verify that the Sorter / Stacker assemblies are working.</li> <li>c. If the orders complete correctly, the problem is resolved. If the orders do not complete correctly, continue with Step 11.</li> </ol> | Continue with Step 11. |

11. Check the PPAC LED pattern for both PPAC's. What displays?

| The DS2 (3.5 V) or DS3 (5V) LED is off  | The '12-905 Sorter Error 22' still displays  |
|---|--|
| <ol style="list-style-type: none"> <li>a. The the PPAC should be replaced. Contact Service and Support.</li> <li>b. Continue with Step 12.</li> </ol> | <ol style="list-style-type: none"> <li>a. The Sorter Stacker Assembly should be replaced. Contact Service and Support.</li> <li>b. Continue with Step 12.</li> </ol> |

12. Disconnect the serial cable from the 70xx Printer(s).
13. Run Device Health Checks.

NOTE: This allows the printer to function without the PPAC or Sorter Stacker Assembly. Orders must be manually released and will not be limited to 50 prints per tray. Be cautious of paper jams.

## '12-901 Sorter paper jam' Error Message

### Problem

The '12-901 Sorter paper jam' error message appears on the monitor of the APEX system, and the "SRTR PPR JAM" message appears on the 70xx printer. The Post Printer Accessory Controller (PPAC) has detected a paper jam at the entrance of the Sorter / Stacker assembly (APEX 40 or 48 cabinets only).

### Cause

- The 'Print at Stacker' sensor located on the sorter assembly may be blocked. The system is functioning normally, but the object blocking the sensor (i.e. a print, a print chad, etc.) must be removed to clear the error.
- The 'Print at Stacker' sensor may be disconnected, out of position, or malfunctioning.

NOTE: This error does not indicate a problem with the printer or application software on the APEX system.

### Resolution

1. Make sure that the "Print at Stacker" sensor is not blocked. If the sensor is blocked, remove the print and place it with the rest of the order. Check that the prints are neatly stacked in the sorter tray.



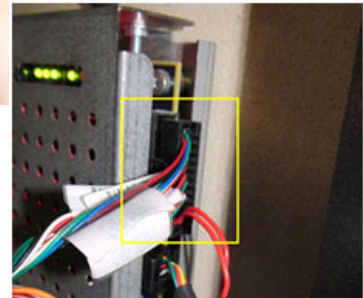
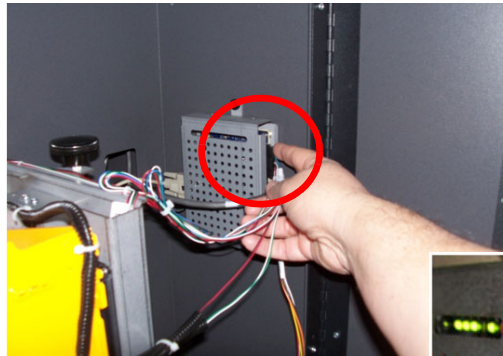
2. Did the error message clear from the screen?

|                          |                       |
|--------------------------|-----------------------|
| Yes                      | No                    |
| The problem is resolved. | Continue with Step 3. |

3. Remove any other object from the sensor path.



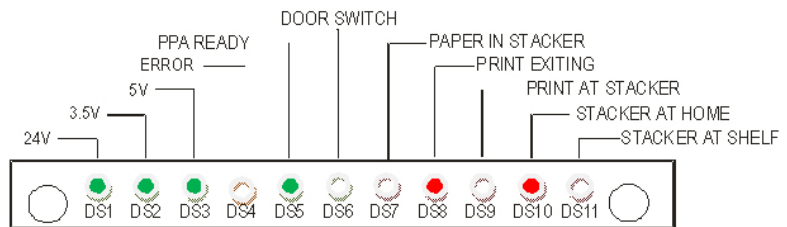
4. Reset the cabinet:
  - a. Remove all orders from the sorters.
  - b. Turn off the power for the APEX cabinet.
  - c. Open the side access door of the APEX cabinet.
  - d. Empty the trim tray from all printers in the cabinet.
  - e. Check that the P2 sensor connector is secure at the PPAC.



- f. Make sure that the "Print at Stacker" sensor is properly seated. If necessary, reset the sensor.



- g. Turn on the power for the APEX cabinet and close the cabinet doors.
5. Check status of the PPAC LED. The PPAC status LED pattern should be the same as the LED pattern below. The "Main Cabinet Status LED" indicators should be solid green.



6. Did the '12-901 Sorter paper jam' message clear from the screen and the PPAC LED pattern match the above pattern?

| Yes   | No                           |
|---|------------------------------|
| <p>a. Clear any additional printer errors.</p> <p>b. Send 2 single orders to verify that the Sorter / Stacker assemblies are working.</p> <p>c. If the orders complete correctly, the problem is resolved. If the orders do not complete correctly, continue with Step 7.</p> | <p>Continue with Step 7.</p> |



7. Check the PPAC LED pattern for both PPAC's. What displays?

| <b>The DS2 (3.5 V) or DS3 (5V) LED is off</b>  | <b>The '12-901 Sorter paper jam' still displays</b>   |
|--|---|
| a. The the PPAC should be replaced. Contact Service and Support.<br>b. Continue with Step 8. | a. The Sorter Stacker Assembly should be replaced. Contact Service and Support.<br>b. Continue with Step 8. |

8. Disconnect the serial cable from the 70xx Printer(s).

9. Run Device Health Checks.

NOTE: This allows the printer to function without the PPAC or Sorter Stacker Assembly. Orders must be manually released and will not be limited to 50 prints per tray. Be cautious of paper jams.

## '12-903 Sensor Error' Message

### Problem

The '12-903 Sensor Error' message appears on the monitor of the APEX system, and the 'SORTER ERROR 20' message appears on the 70xx printer. The Post Printer Accessory Controller (PPAC) has detected a home sensor error.

### Cause

- The Stacker at Shelf sensor system is blocked, disconnected, out of position, or malfunctioning.
- The Sorter Stacker drive motor is disconnected or malfunctioning.
- The Sorter Stacker lead screw is damaged.
- The sorter home flag is broken.

NOTE: This error does not indicate a problem with the printer or application software on the APEX system.

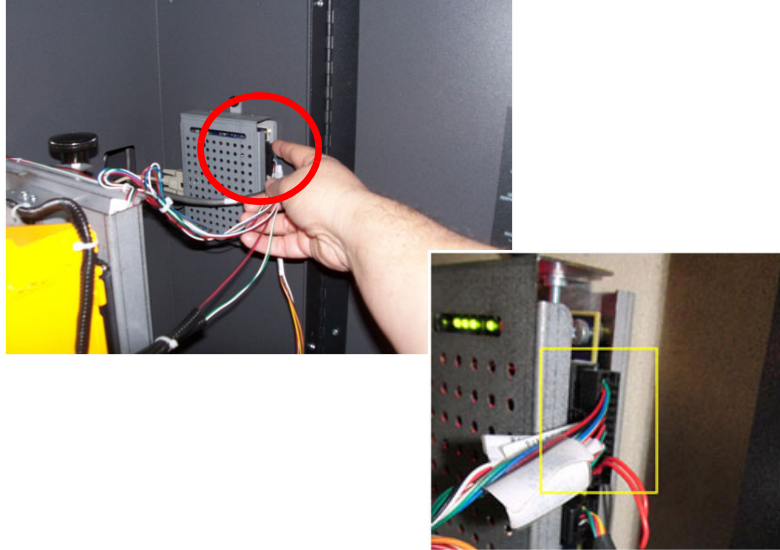
### Resolution

1. Remove all prints from the sorter trays.
2. Did the error message clear from the screen?

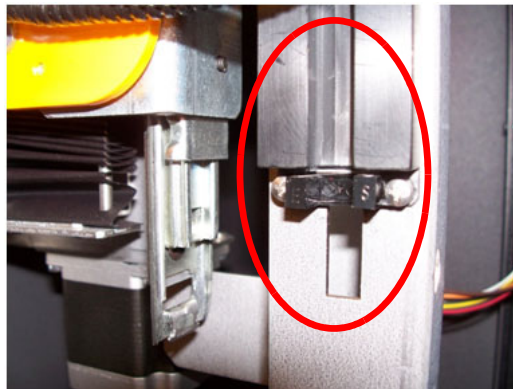
|                          |                       |
|--------------------------|-----------------------|
| Yes                      | No                    |
| The problem is resolved. | Continue with Step 3. |

3. Reset the cabinet:
  - a. Remove all orders from the sorters.
  - b. Turn off the power for the APEX cabinet.
  - c. Open the side access door of the APEX cabinet.
  - d. Empty the trim tray from all printers in the cabinet.

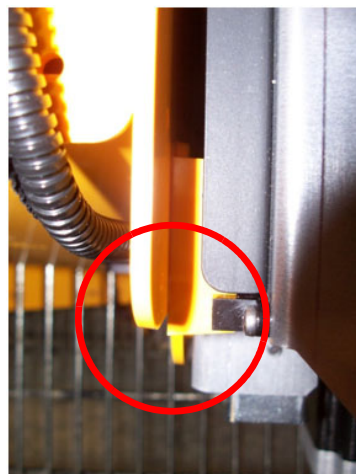
e. Check that the P2 sensor connector is secure at the PPAC.



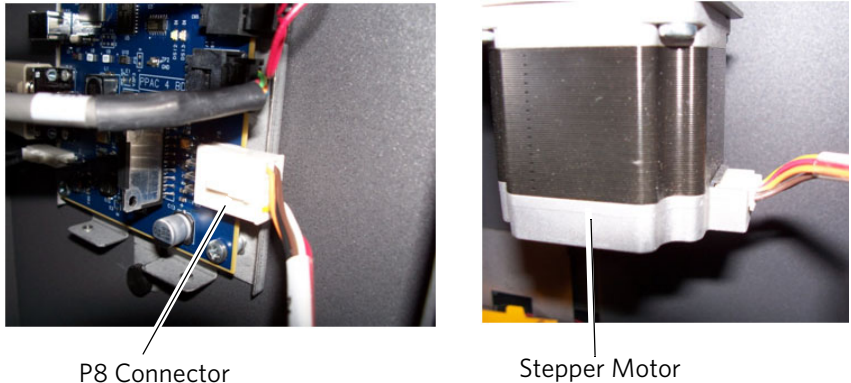
f. Check the 'Stacker at Home' path. Remove any objects other than the 'Stacker at Shelf' flag. Make sure that the sensor is mounted properly.



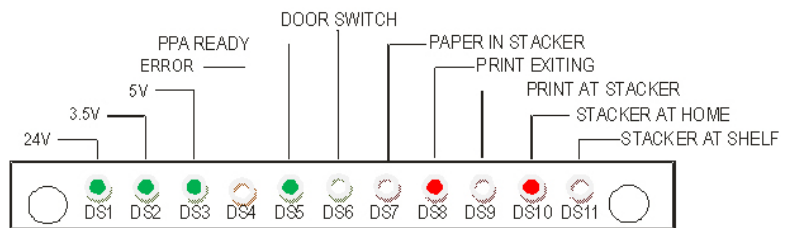
g. Make sure that the "Stacker at Home" flag is not damaged.



- h. Make sure that the drive motor harness is secure at the PPAC Connector P8 and at the base of the stepper motor.



- i. Turn on the power for the APEX cabinet and close the cabinet doors.
4. Check status of the PPAC LED. The PPAC status LED pattern should be the same as the LED pattern below. The "Main Cabinet Status LED" indicators should be solid green.



5. Did the '12-903 Sensor Error' message clear from the screen and the PPAC LED pattern match the above pattern?

| Yes   | No                           |
|---|------------------------------|
| <ol style="list-style-type: none"> <li>Clear any additional printer errors.</li> <li>Send 2 single orders to verify that the Sorter / Stacker assemblies are working.</li> <li>If the orders complete correctly, the problem is resolved. If the orders do not complete correctly, continue with Step 6.</li> </ol> | <p>Continue with Step 6.</p> |

6. Check the PPAC LED pattern for both PPAC's. What displays?

| <b>The DS2 (3.5 V) or DS3 (5V) LED is off</b>  | <b>The '12-903 Sensor Error' still displays</b>   |
|--|---|
| a. The the PPAC should be replaced. Contact Service and Support.<br>b. Continue with Step 9. | a. The Sorter Stacker Assembly should be replaced. Contact Service and Support.<br>b. Continue with Step 9. |

7. Disconnect the serial cable from the 70xx Printer(s).

8. Run Device Health Checks.

NOTE: This allows the printer to function without the PPAC or Sorter Stacker Assembly. Orders must be manually released and will not be limited to 50 prints per tray. Be cautious of paper jams.

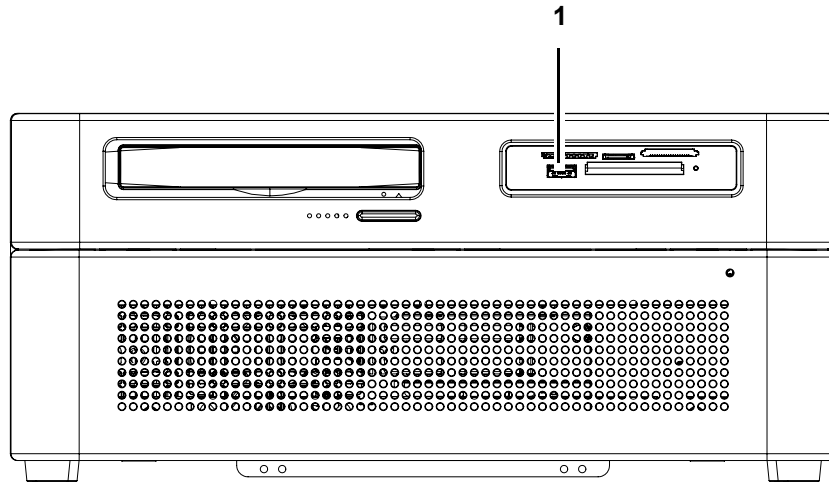
## Troubleshooting the Four Tray Sorter and Post Printer Accessory Controllers

| Message  | Possible Solution   |
|--|---|
| "The sorter has detected a paper jam."   | Open the main cabinet door and clear the jammed paper. If the sorter is not jammed, check and clear the jam from the printer (see the Hardware User's Guide for the Kiosk and APEX system). |
| "The sorter is full. Please remove prints from sorter trays."                        | Remove prints from the sorter trays. If the message persists, contact Service and Support.  |
| "The post printer accessory controller has detected a tray sensor error."            | Open the main cabinet door and check the paper path from the printer to the sorter for possible obstructions. If the message persists, contact Service and Support.                         |
| "The post printer accessory controller has detected a paper presence sensor error."  |   |
| "The post printer accessory controller has detected a home sensor error."            |   |
| "The post printer accessory controller has detected a sorter entrance sensor error." |   |
| "The main cabinet door is open. Please close the door."                              | Close the main cabinet door. If the message persists, contact Service and Support.  |
| "The post printer accessory controller has detected a door sensor error."            |   |

## Cable/Hardware Connections

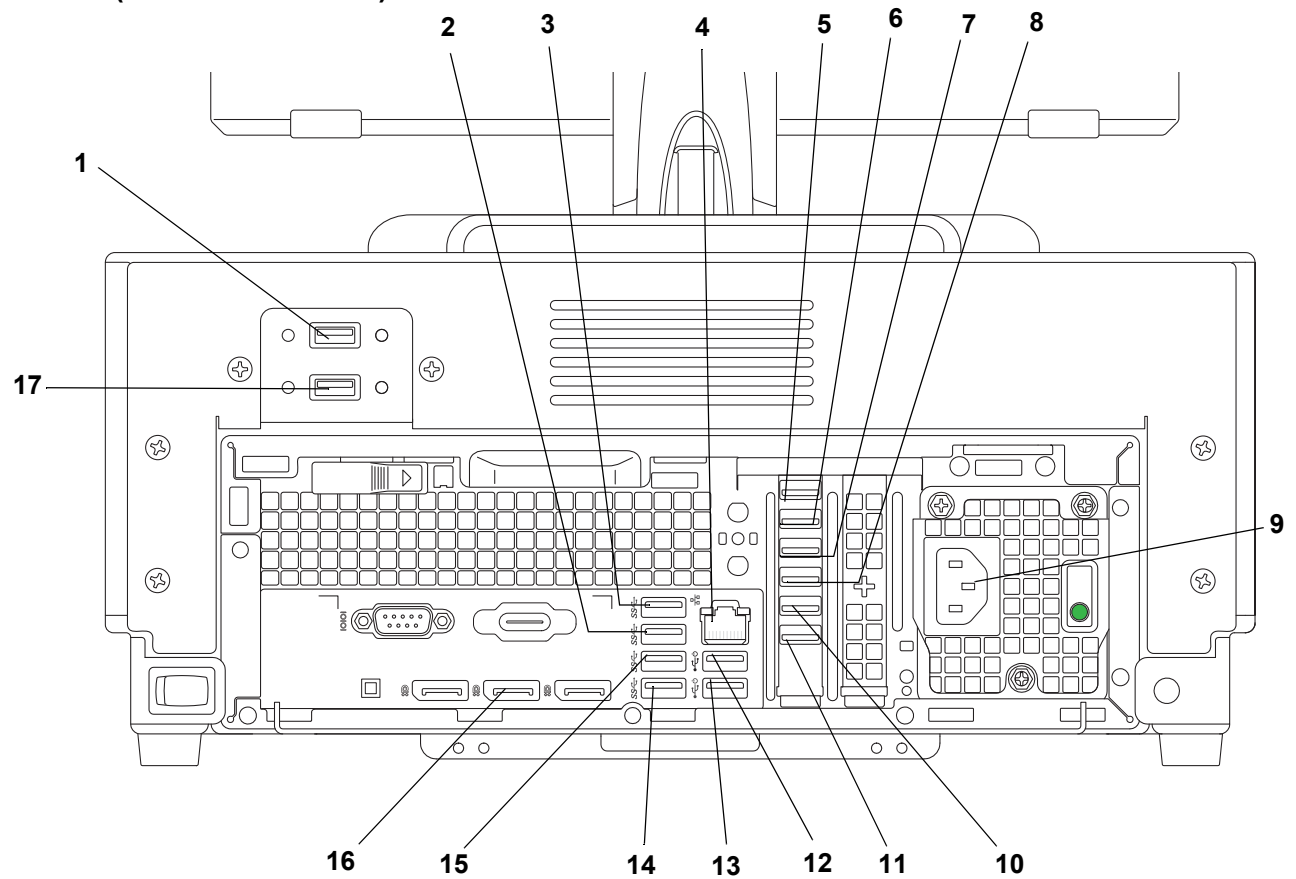
NOTE: If you connect hardware with the system power on, use the Reset Device Configuration feature to scan for and enable the device (see [page 4-62](#)).

### Front (DELL XE4 - PC51)



|   |                 |
|---|-----------------|
| 1 | USB flash drive |
|---|-----------------|

Back - (DELL XE4 - PC51)



|   |  |    |   |
|---|--|----|---|
| 1 | KODAK Rapid Print Scanner II, KODAK Rapid Print Scanner III                      | 10 | KODAK DL2100 DUPLEX PRINTER or DL2200 DUPLEX PRINTER  |
| 2 | KODAK 6900/7000/7010/7015 PHOTO PRINTER or KODAK MOMENTS 6950 PHOTO PRINTER (#1) | 11 | BAR CODE SCANNER  |
| 3 | KODAK 6900/7000/7010/7015 PHOTO PRINTER or KODAK MOMENTS 6950 PHOTO PRINTER (#2) | 12 | KODAK 305/7000/7010/7015 PHOTO PRINTER (#4)   |
| 4 | NETWORK CABLE  | 13 | KODAK 8810 PHOTO PRINTER (#2) or KODAK 305/6900/7000/7010/7015 PHOTO PRINTER or KODAK MOMENTS 6950 PHOTO PRINTER (#3) |
| 5 | KEYBOARD   | 14 | KODAK 8810 PHOTO PRINTER (#1)   |
| 6 | MOUSE  | 15 | LABEL PRINTER   |
| 7 | PRINT SCANNER  | 16 | VIDEO CABLE for the MONITOR   |

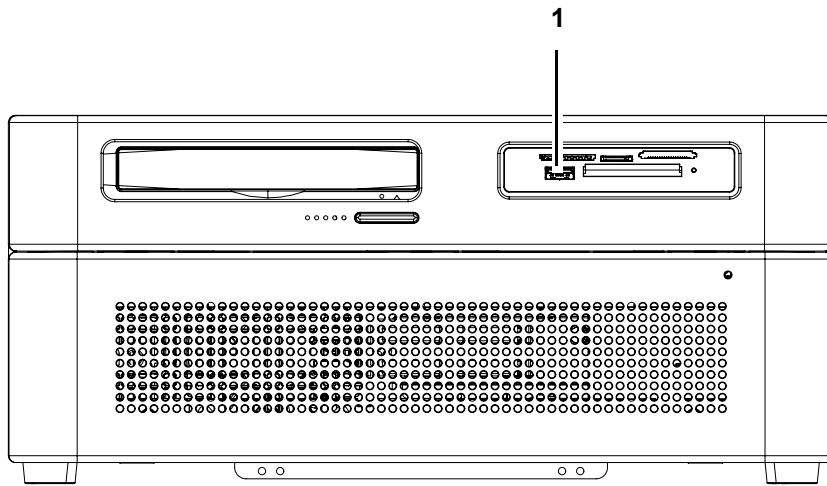
## Troubleshooting

---

|   |              |    |   |
|---|--------------|----|---|
| 8 | TOUCH SCREEN | 17 | <i>Kodak D4000 DUPLEX PHOTO PRINTER</i><br>or <i>Kodak D4600 DUPLEX PHOTO PRINTER</i> |
| 9 | POWER CORD   |    |   |

NOTE: Connect optional equipment such as the Poster or Mug Printer into any spare USB port.

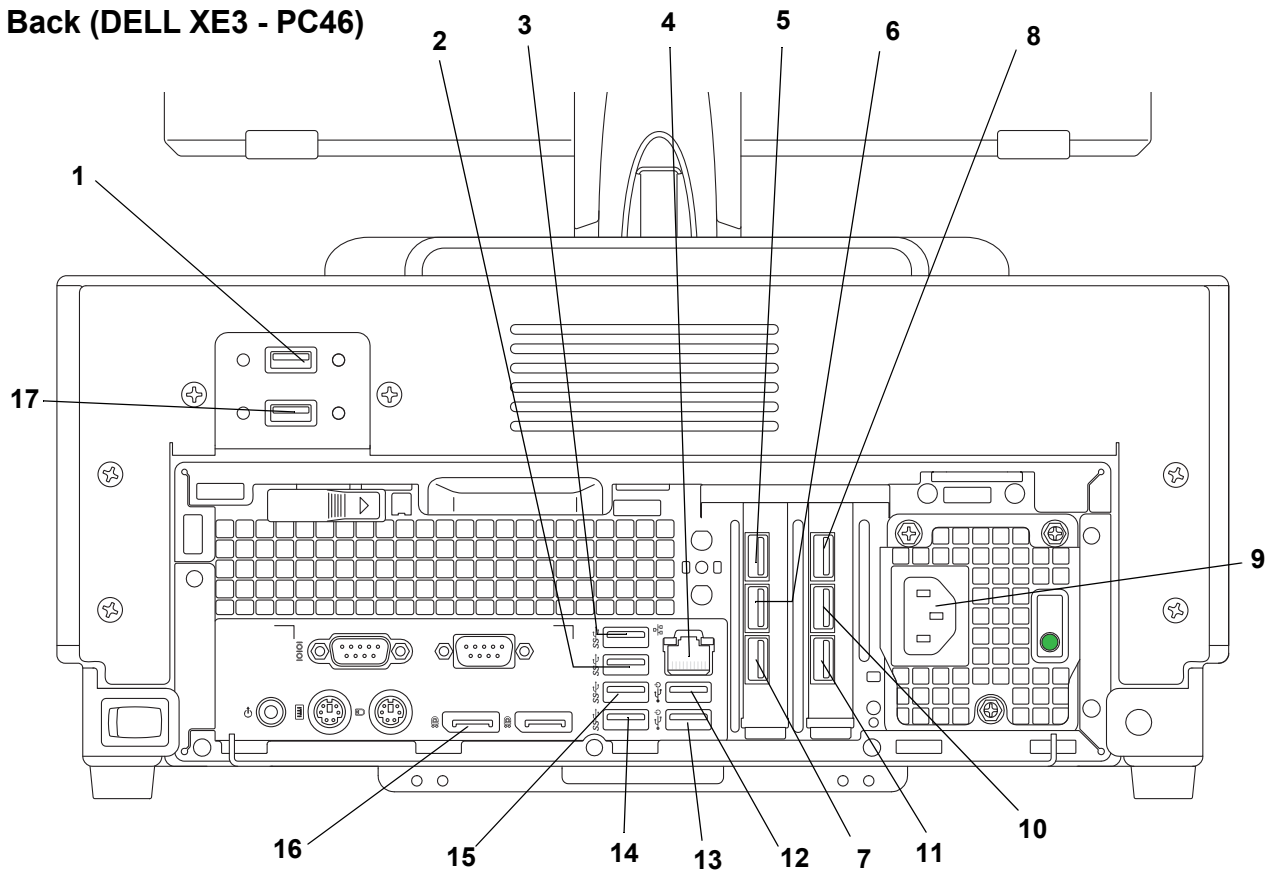
### Front (DELL XE3 - PC46)



|   |                 |
|---|-----------------|
| 1 | USB flash drive |
|---|-----------------|



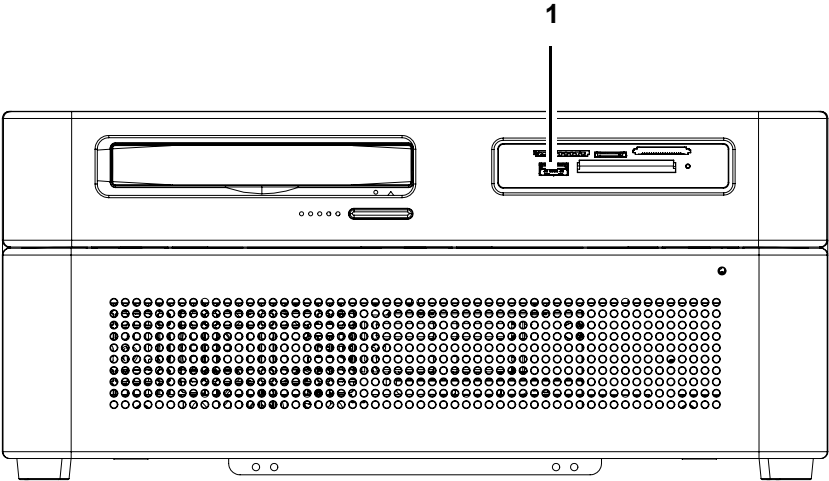
Back (DELL XE3 - PC46)



|   |  |    |  |
|---|--|----|--|
| 1 | Bar code scanner   | 10 | Keyboard   |
| 2 | KODAK Rapid Print Scanner II   | 11 | Mouse  |
| 3 | DL2100 / DL2200 Duplex Printer   | 12 | Print scanner  |
| 4 | Network Cable  | 13 | Touch screen   |
| 5 | KODAK 305/7000/7010/7015 Photo Printer (#1)                                  | 14 | KODAK 8810 Photo Printer (#1)  |
| 6 | KODAK 305/7000/7010/7015 Photo Printer (#2)                                  | 15 | Label Printer  |
| 7 | KODAK 8810 Photo Printer (#2) or KODAK 305/7000/7010/7015 Photo Printer (#3) | 16 | Video Cable for the Monitor  |
| 8 | KODAK 305/7000/7010/7015 Photo Printer (#4)                                  | 17 | KODAK D4000 Duplex Photo Printer or KODAK D4600 Duplex Photo Printer |
| 9 | Power Cord   |    |  |

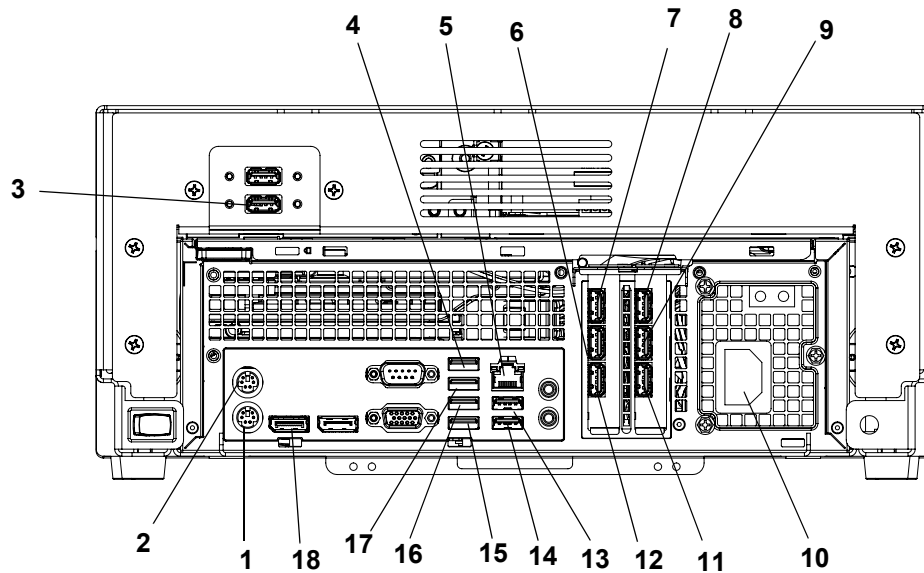
NOTE: Connect optional equipment such as the Poster or Mug Printer into any spare USB port.

Front (DELL XE2 - PC44)



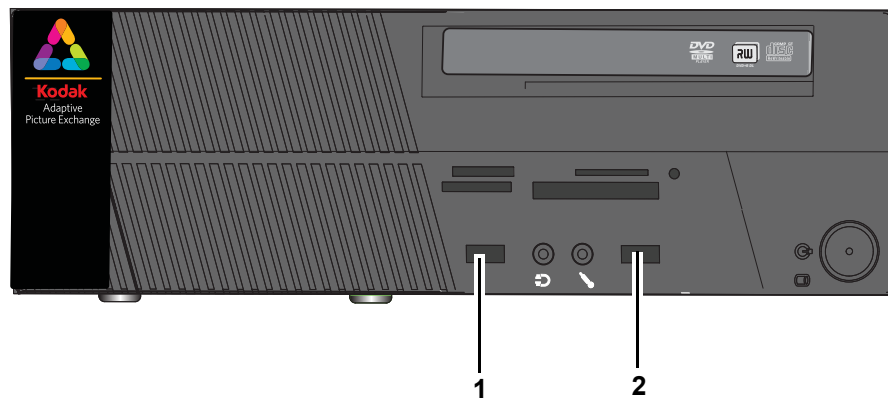
|   |                 |
|---|-----------------|
| 1 | USB flash drive |
|---|-----------------|

Back (DELL XE2 - PC44)



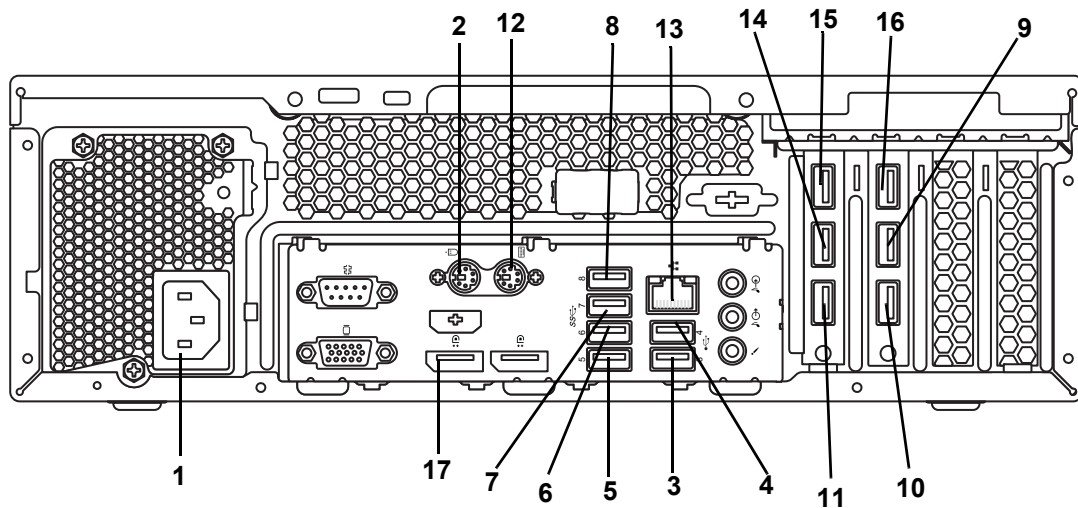
|   |  |    |  |
|---|--|----|--|
| 1 | Keyboard   | 10 | Power Cord   |
| 2 | Mouse  | 11 | KODAK D4000 Duplex Photo Printer or KODAK D4600 Duplex Photo Printer |
| 3 | Bar code scanner   | 12 | KODAK 305/7000/7010/7015 Photo Printer (#4)                          |
| 4 | DL2100 / DL2200 Duplex Printer   | 13 | Print scanner  |
| 5 | Network Cable  | 14 | Touch screen   |
| 6 | KODAK 305/7000/7010/7015 Photo Printer (#1)                                  | 15 | Label Printer  |
| 7 | KODAK 305/7000/7010/7015 Photo Printer (#2)                                  | 16 | KODAK Rapid Print Scanner II   |
| 8 | KODAK 8810 Photo Printer (#2) or KODAK 305/7000/7010/7015 Photo Printer (#3) | 17 | Poster printer   |
| 9 | KODAK 8810 Photo Printer (#1)  | 18 | Video cable for the monitor  |

## Front (LENOVO THINKCENTRE M83)



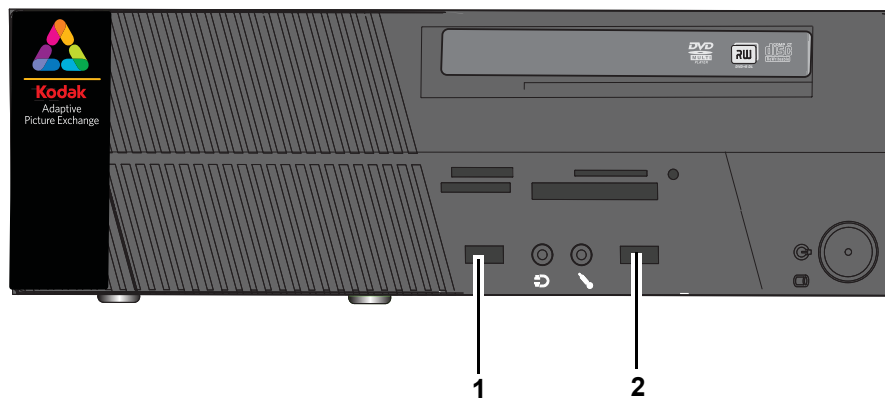
|   |                  |
|---|------------------|
| 1 | USB flash drive  |
| 2 | Bar code scanner |

**Back (LENOVO THINKCENTRE M83)**



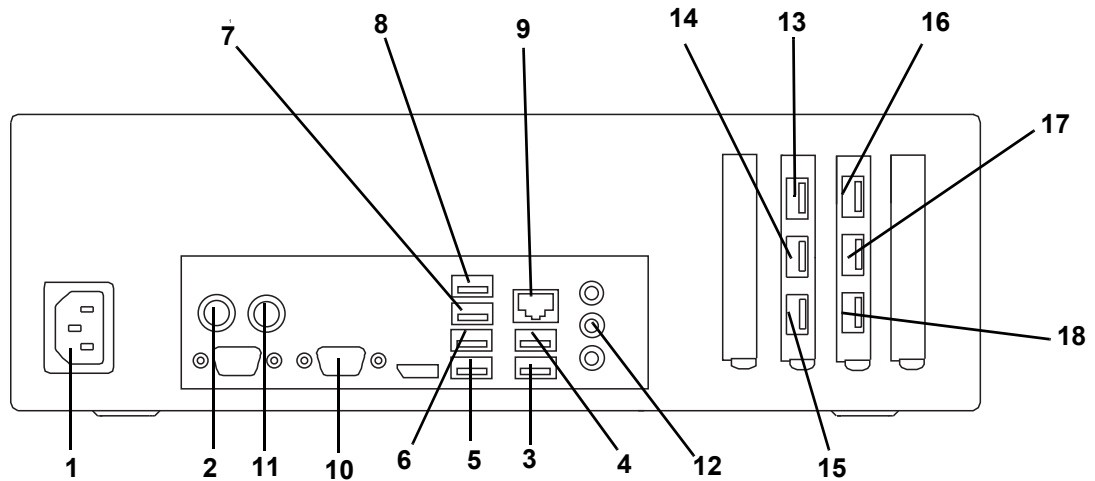
|   |                               |    |  |
|---|-------------------------------|----|--|
| 1 | Power Cord                    | 10 | KODAK D4000 Duplex Photo Printer or KODAK D4600 Duplex Photo Printer         |
| 2 | Mouse                         | 11 | KODAK 305/7000/7010/7015 Photo Printer (#4)                                  |
| 3 | Touch screen                  | 12 | Keyboard   |
| 4 | Print scanner                 | 13 | Network Cable  |
| 5 | Label Printer                 | 14 | KODAK 305/7000/7010/7015 Photo Printer (#1)                                  |
| 6 | KODAK Rapid Print Scanner II  | 15 | KODAK 305/7000/7010/7015 Photo Printer (#2)                                  |
| 7 | Poster printer                | 16 | KODAK 8810 Photo Printer (#2) or KODAK 305/7000/7010/7015 Photo Printer (#3) |
| 8 | KODAK DL2100 Duplex Printer   | 17 | Video cable for the monitor  |
| 9 | KODAK 8810 Photo Printer (#1) |    |  |

### Front (LENOVO THINKCENTRE M81 / M82)



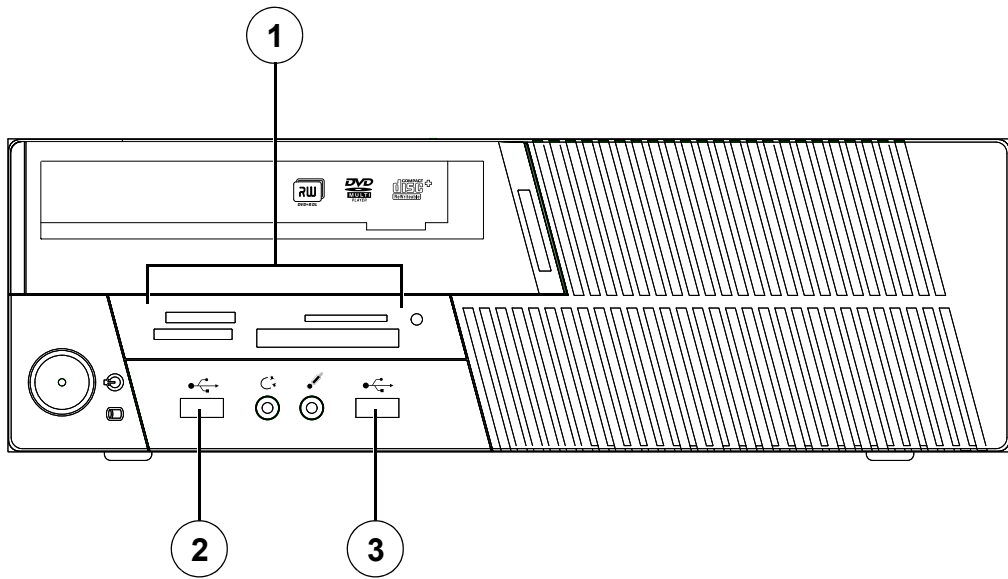
|   |                        |
|---|------------------------|
| 1 | Rapid Print Scanner II |
| 2 | USB flash drive        |

**Back (LENOVO THINKCENTRE M81 / M82)**



|   |  |    |                              |
|---|--|----|------------------------------|
| 1 | Power Cord   | 10 | Touch screen display (VGA)   |
| 2 | Mouse  | 11 | Keyboard                     |
| 3 | KODAK 305/7000/7010/7015 Photo Printer (#1)  | 12 | Touch screen display (audio) |
| 4 | KODAK 305/7000/7010/7015 Photo Printer (#2)  | 13 | Touch screen display (USB)   |
| 5 | KODAK 305/7000/7010/7015 Photo Printer (#3)  | 14 | Film scanner                 |
| 6 | KODAK 305/7000/7010/7015 Photo Printer (#4)  | 15 | Print Scanner                |
| 7 | KODAK 8810 Photo Printer (#1)  | 16 | Label Printer                |
| 8 | KODAK 8810 Photo Printer (#2)<br>or<br>KODAK 7000/7010/7015 Photo Printer (#5)<br>or<br>KODAK D4000 Duplex Photo Printer<br>or<br>KODAK D4600 Duplex Photo Printer | 17 | DVD/CD Writer/dispenser      |
| 9 | Network Cable  | 18 | Bar Code Scanner             |

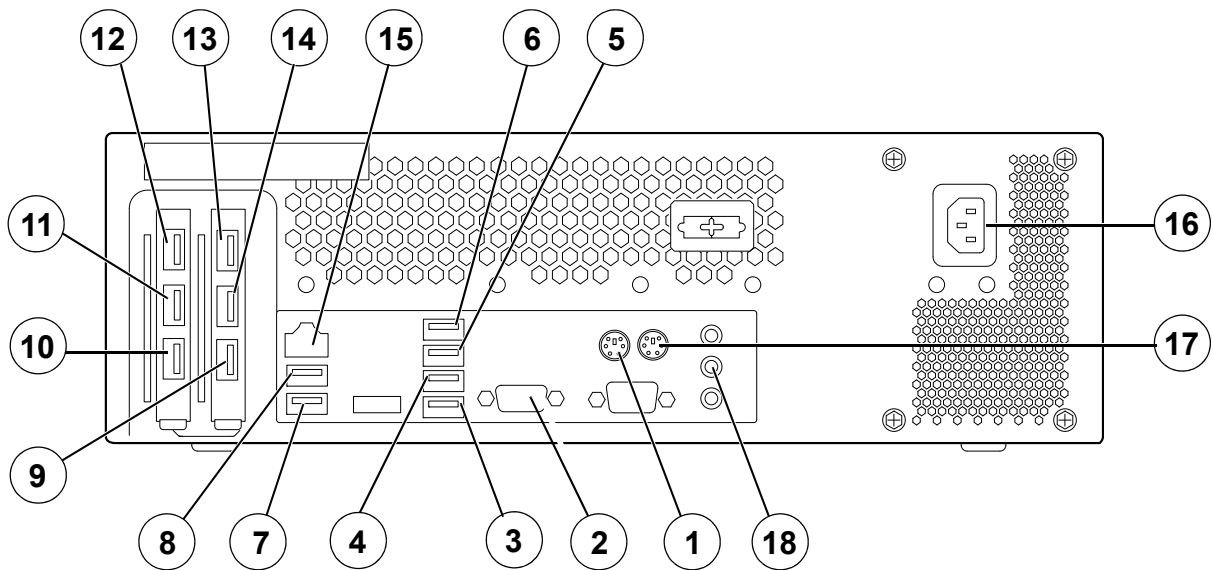
### Front (LENOVO THINKCENTRE M90)



|   |   |
|---|---|
| 1 | Camera card slots   |
| 2 | USB flash drive   |
| 3 | Bar code scanner<br>or<br>Spectrophotometer (calibration<br>tool) |



**Back (LENOVO THINKCENTRE M90)**



NOTE: Your configuration may not include all of the components listed.

|   |  |    |                               |
|---|--|----|-------------------------------|
| 1 | Mouse  | 10 | KODAK PS12/PS13 Print Scanner |
| 2 | Touch screen display (VGA)   | 11 | DVD/CD writer/dispenser       |
| 3 | KODAK 305/7000/7010/7015 Photo Printer (#4)  | 12 | KODAK Rapid Print Scanner     |
| 4 | KODAK 305/7000/7010/7015 Photo Printer (#3)  | 13 | Touch screen display (USB)    |
| 5 | KODAK 305/7000/7010/7015 Photo Printer (#2)  | 14 | Film scanner                  |
| 6 | KODAK 305/7000/7010/7015 Photo Printer (#1)  | 15 | Network cable                 |
| 7 | KODAK 8810 Photo Printer (#1)  | 16 | Power cord                    |
| 8 | KODAK 8810 Photo Printer (#2)<br>or<br>KODAK 305/7000/7010/7015 Photo Printer (#5)<br>or<br>KODAK D4000 Duplex Photo Printer<br>or<br>KODAK D4600 Duplex Photo Printer | 17 | Keyboard                      |
| 9 | Label printer  | 18 | Touch screen display (audio)  |

# Appendix A: System Specifications

## Physical Specifications

| KODAK MOMENTS Cabinet Model KMC 43H-18W-38.5D |   |
|---|---|
| Size  | Height: 44.75 in. (113.66 cm)<br>Width - with stabilizers: 24.56 in. (62.39 cm)<br>Depth: 40.95 in. (104.01 cm) |
| Weight  | 223.5 lbs (101.37 kg)   |

| KODAK MOMENTS Cabinet Model KMC 43H-36W-38.5D |  |
|---|--|
| Size  | Height: 43.43 in. (110.32 cm)<br>Width: 36.00 in. (91.44 cm)<br>Depth: 40.95 in. (104.01 cm) |
| Weight  | 447 lbs (202.76 kg)  |

| KODAK Adaptive Picture Exchange Cabinet 30<br>(KODAK Cabinet Model 30) |   |
|--|---|
| Size   | Height: 42.5 in. (108 cm)<br>Width: 30 in. (76.2 cm)<br>Depth: 37 in. (89.9 cm) |
| Weight (including typically installed components)                      | 360 lbs (163.3 kg)  |

| KODAK Adaptive Picture Exchange Main Printer Cabinet 40<br>(KODAK Cabinet Model 40) |  |
|---|--|
| Size  | Height: 42.5 in. (108 cm)<br>Width: 40 in. (101.6 cm)<br>Depth: 25 in. (63.5 cm) |
| Weight (including typically installed components)                                   | 410 lbs (186.0 kg)   |

| Processor: DELL XE4 |  |
|---------------------|--|
| Size                | Height: 6.29 in. (16 cm)<br>Width: 14.37 in. (36.50 cm)<br>Depth: 13.58 in. (34.50 cm) |
| Weight              | Maximum 22.99 lbs. (10.43 kg)  |

| Processor: DELL XE3 |  |
|---------------------|--|
| Size                | Height: 3.65 in. (9.26 cm)<br>Width: 11.42 in. (29 cm)<br>Depth: 11.53 in. (29.2 cm) |
| Weight              | Maximum 11.57 lbs. (5.26 kg)   |

| Processor: DELL XE2 |  |
|---------------------|--|
| Size                | Height: 6.38 in. (16.2 cm)<br>Width: 14.29 in. (36.3 cm)<br>Depth: 14.65 in. (37.2 cm) |
| Weight              | Maximum 27 lbs. (12.25 kg)   |

| Processor: LENOVO THINKCENTRE M83 |   |
|-----------------------------------|---|
| Size                              | Height: 4.02 in (10.2 cm)<br>Width: 13.31 in. (33.8 cm)<br>Depth: 14.76 in. (37.5 cm) |
| Weight                            | Maximum 17.196 lbs (7.8 kg)   |

| Label Printer: ZEBRA ZD410 / ZD411 |   |
|------------------------------------|---|
| Size                               | Height: 6.0 in. (15.24 cm)<br>Width: 4.5 in. (11.43 cm)<br>Depth: 8.6 in. (21.8 cm) |
| Weight (fully loaded)              | 2.2 lbs (1.0 kg)  |

| X-RITE i1 Pro Spectrophotometer (Calibration Tool) |   |
|--|---|
| Size   | Height: 2.6 in. (6.6 cm)<br>Width: 2.6 in. (6.6 cm)<br>Depth: 6 in. (15.1 cm) |
| Weight   | 6.5 oz (185 g)  |

## Power and Environmental Specifications

| KODAK MOMENTS Cabinet Model KMC 43H-18W-38.5D |                 |  |
|---|-----------------|--|
| Power   | Voltage         | 110-240 V AC   |
|   | Frequency       | 50/60 Hz   |
|   | Maximum current | 10 Amps<br>Note: If using a double receptacle, it must have a 20 A or better capacity with no other loads on the circuit. Otherwise two receptacles may be required. |
| Environmental                                 | Temperature     | Operating: 59 - 86 °F (15 - 30 °C)<br>Storage: -4 - 131 °F (-20 - 55 °C)   |
|   | Humidity        | Operating: 15 - 76%<br>Storage: 5 - 86%  |
|   | Altitude        | 6560 ft. (2000 m) maximum  |
|   | Ambient light   | < 1000 Lux; no exposure to direct sunlight   |
|   | Airflow         | 1.5 m <sup>3</sup> / min   |

| KODAK MOMENTS Cabinet Model KMC 43H-36W-38.5D |                 |  |
|---|-----------------|--|
| Power   | Voltage         | Line 1: 110-240 V AC   |
|   |                 | Line 2: 110-240 V AC   |
|   | Frequency       | 50/60 Hz   |
|   | Maximum current | 10 Amps<br>Note: If using a double receptacle, it must have a 20 A or better capacity with no other loads on the circuit. Otherwise two receptacles may be required. |

|               |               |  |
|---------------|---------------|--|
| Environmental | Temperature   | Operating: 59 - 86 °F (15 - 30 °C)<br>Storage: -4 - 131 °F (-20 - 55 °C) |
|               | Humidity      | Operating: 15 - 76%<br>Storage: 5 - 86%                                  |
|               | Altitude      | 6560 ft. (2000 m) maximum  |
|               | Ambient light | < 1000 Lux; no exposure to direct sunlight                               |
|               | Airflow       | 1.5 m3 / min   |

**KODAK Adaptive Picture Exchange Cabinet 30  
(KODAK Cabinet Model 30-110)**

|               |                 |  |
|---------------|-----------------|--|
| Power         | Voltage         | 110-127 V AC   |
|               | Frequency       | 50/60 Hz   |
|               | Maximum current | 7 Amps   |
| Environmental | Temperature     | Operating: 59 - 86 °F (15 - 30 °C)<br>Storage: -4 - 131 °F (-20 - 55 °C) |
|               | Humidity        | Operating: 15 - 76%<br>Storage: 5 - 86%                                  |
|               | Altitude        | 6560 ft. (2000 m) maximum  |
|               | Ambient light   | < 1000 Lux; no exposure to direct sunlight                               |
|               | Acoustic level  | < 70 dB  |

**KODAK Adaptive Picture Exchange Cabinet 30  
(KODAK Cabinet Model 30-230-50)**

|               |                 |  |
|---------------|-----------------|--|
| Power         | Voltage         | 200-240 V AC @ 4 Amps  |
|               | Frequency       | 50 Hz  |
|               | Maximum current | 4 Amps   |
| Environmental | Temperature     | Operating: 59 - 86 °F (15 - 30 °C)<br>Storage: -4 - 131 °F (-20 - 55 °C) |
|               | Humidity        | Operating: 15 - 76%<br>Storage: 5 - 86%                                  |
|               | Altitude        | 6560 ft. (2000 m) maximum  |
|               | Ambient light   | < 1000 Lux; no exposure to direct sunlight                               |
|               | Acoustic level  | < 70 dB  |

| KODAK Adaptive Picture Exchange Cabinet 30<br>(KODAK Cabinet Model 30-220-60) |                 |  |
|---|-----------------|--|
| Power   | Voltage         | 200-240 V AC @ 4 Amps  |
|   | Frequency       | 60 Hz  |
|   | Maximum current | 4 Amps   |
| Environmental   | Temperature     | Operating: 59 - 86 °F (15 - 30 °C)<br>Storage: -4 - 131 °F (-20 - 55 °C) |
|   | Humidity        | Operating: 15 - 76%<br>Storage: 5 - 86%                                  |
|   | Altitude        | 6560 ft. (2000 m) maximum  |
|   | Ambient light   | < 1000 Lux; no exposure to direct sunlight                               |
|   | Acoustic level  | < 70 dB  |

| KODAK Adaptive Picture Exchange Main Printer Cabinet 40<br>(KODAK Cabinet Model 40) |                 |  |
|---|-----------------|--|
| Power   | Voltage         | 110-127/200-240 V AC   |
|   | Frequency       | 50/60 Hz   |
|   | Maximum current | 7/4 Amps   |
| Environmental   | Temperature     | Operating: 59 - 86 °F (15 - 30 °C)<br>Storage: -4 - 131 °F (-20 - 55 °C) |
|   | Humidity        | Operating: 15 - 76%<br>Storage: 5 - 86%                                  |
|   | Altitude        | 6560 ft. (2000 m) maximum  |
|   | Ambient light   | < 1000 Lux; no exposure to direct sunlight                               |
|   | Acoustic level  | < 70 dB  |