

# KODAK Photo Printer 6850



## User Guide



Eastman Kodak Company

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Rochester, New York 14650

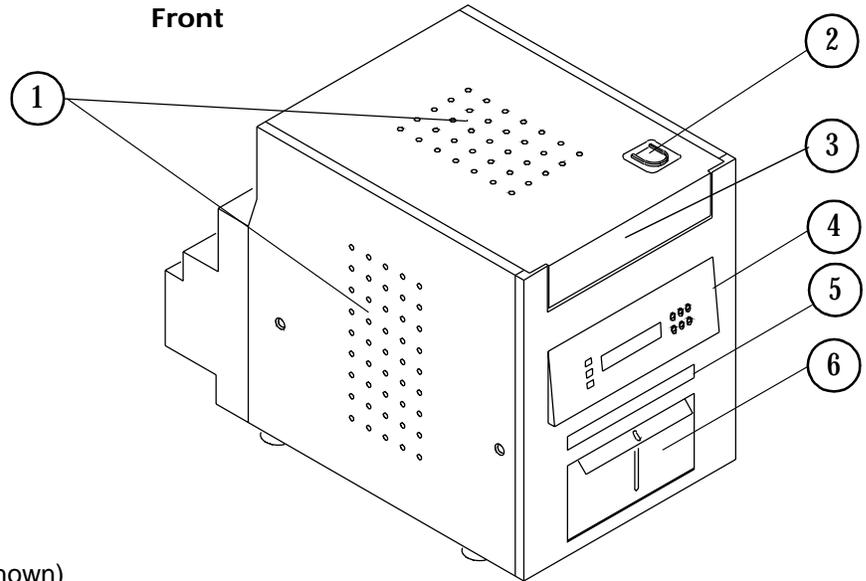
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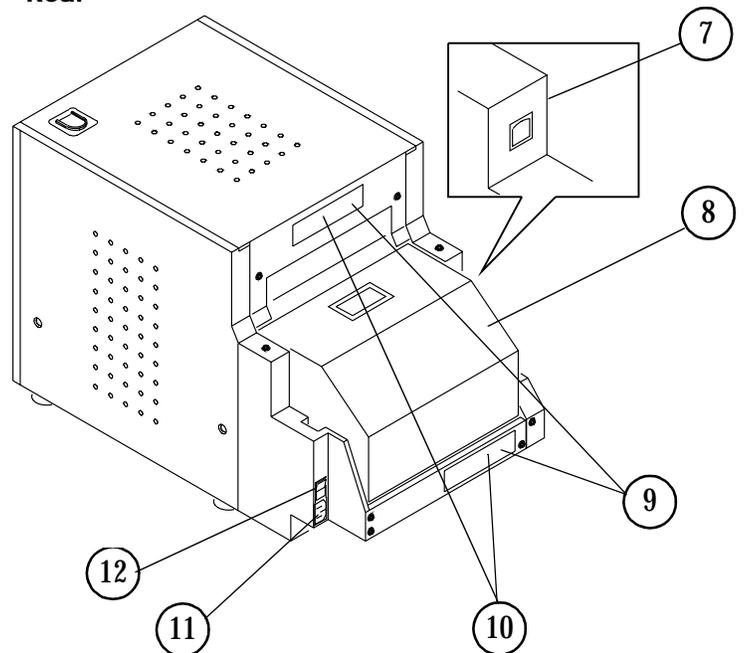
Part Number 4J0939\_US

Front



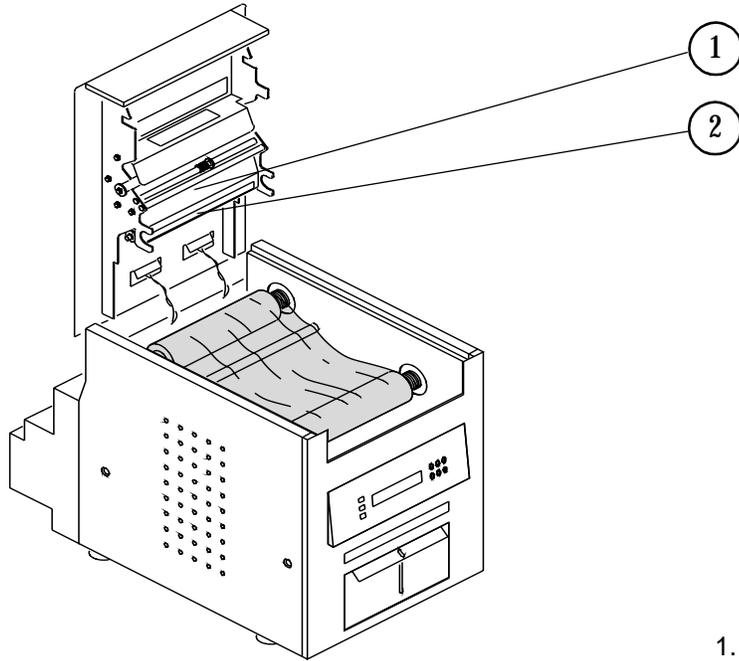
- 1. Filter openings
- 2. Cover release
- 3. Upper cover
- 4. Operator panel
- 5. Print exit slot (print catcher not shown)
- 6. Trim tray

Rear



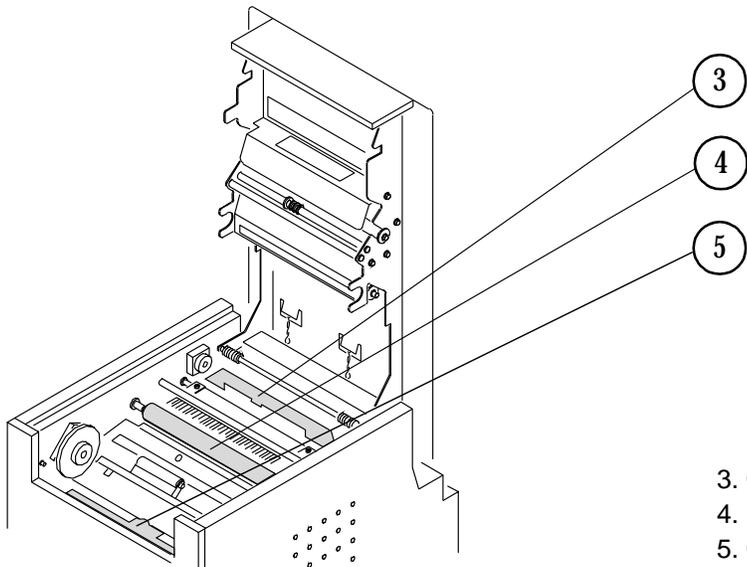
- 7. USB connector
- 8. Paper door
- 9. Data plate (location may vary)
- 10. Serial number/Bar code label (location may vary)
- 11. Power connector
- 12. Power switch

### Internal View with Ribbon Installed



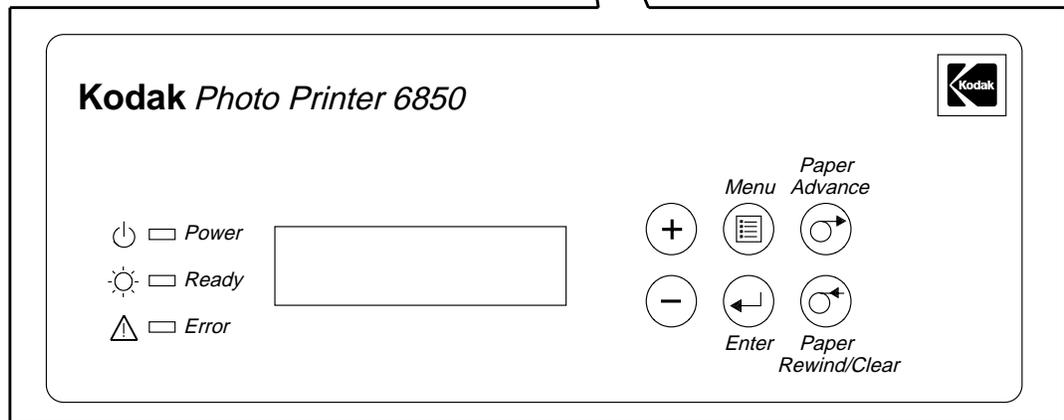
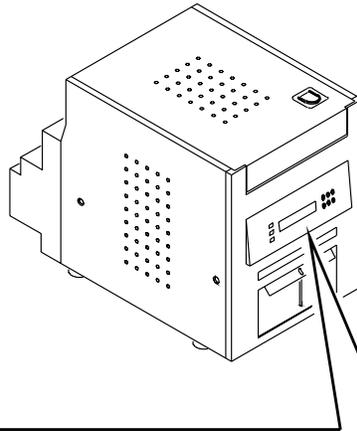
- 1. Thermal head
- 2. Stripper plate

### Internal View with Ribbon Removed



- 3. Cleaning roller, rear
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Operator Panel





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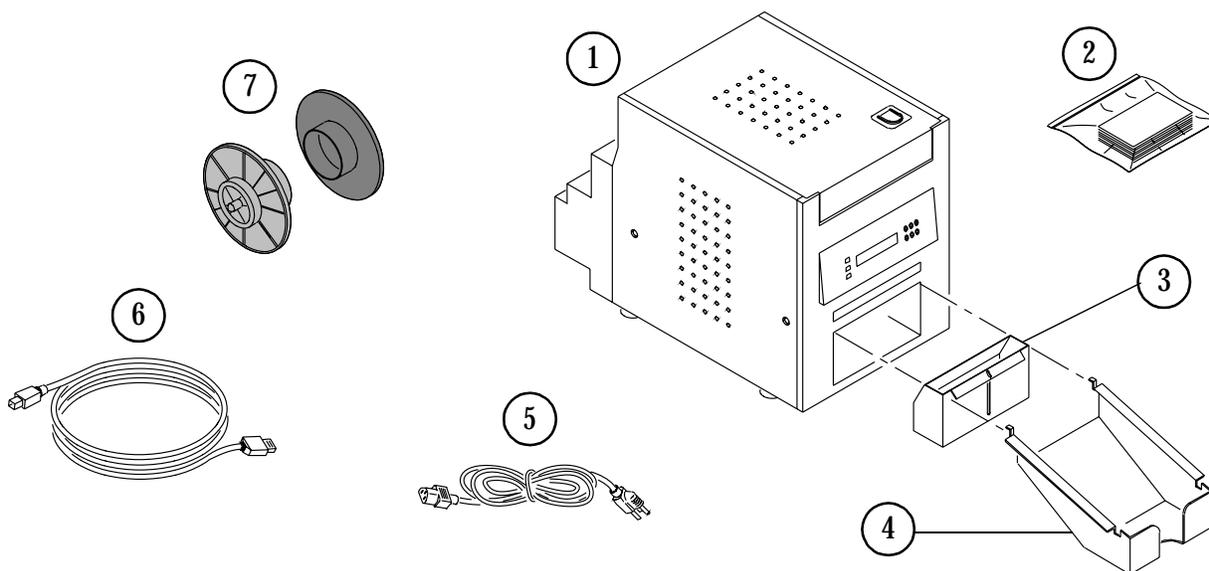
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# 1 Setting Up the Printer

## Package Contents

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



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

## Before You Begin

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

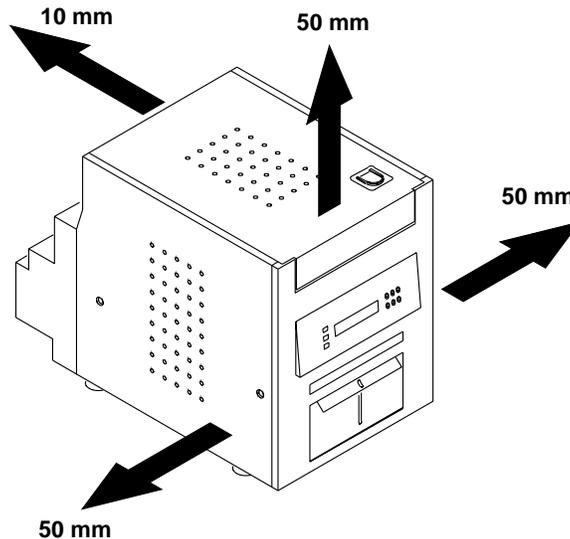
Have the following items available before you begin your printer setup:

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

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

## Recommended Air Flow Clearances

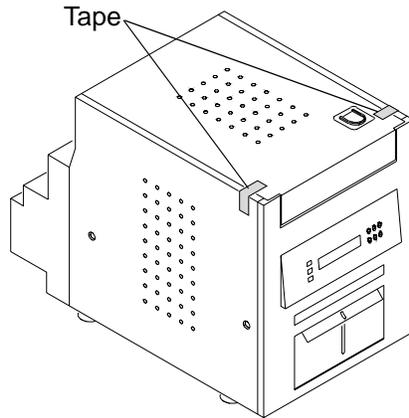
If you plan to set up the printer in a restricted space, such as in a cabinet, refer to the following illustration for the recommended air flow clearances for this type of setup.



## Removing the Packing Material

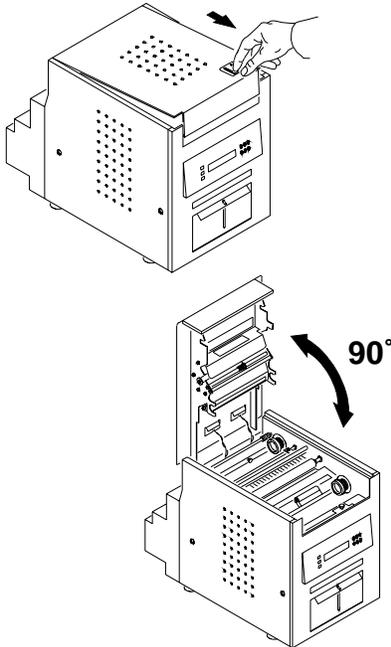
The printer is packaged with protective inserts that prevent damage during shipping. Remove these inserts before using the printer. Keep the carton and packing inserts; reinstall them when repacking and transporting the printer.

1. Remove the tape from the upper cover.

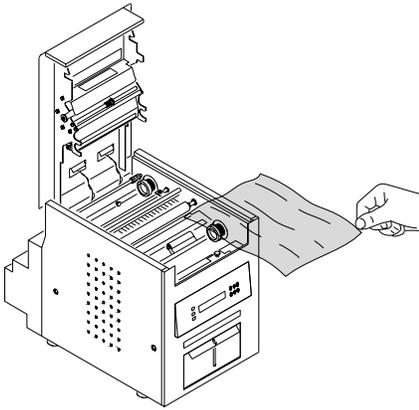


2. Slide the cover release toward you, then open the upper cover carefully.

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



3. Remove the packing material.



## Installing the Trim Tray

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

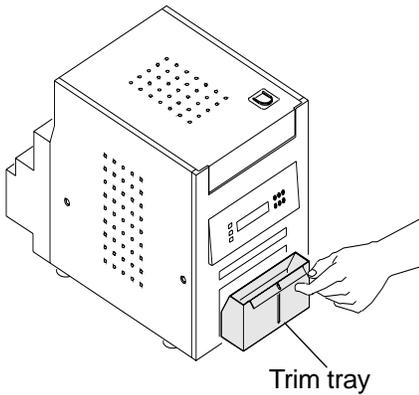
- Slide the trim tray into the printer as shown.



**CAUTION:**

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

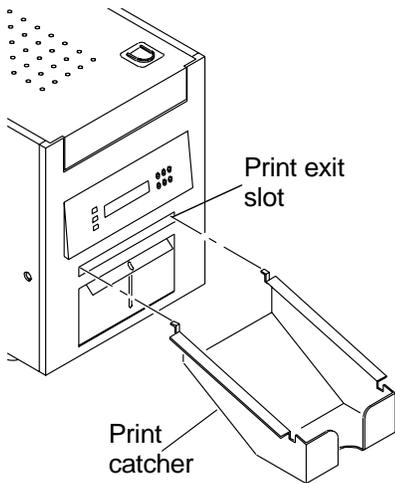
**IMPORTANT:** *To keep your prints dust-free and to prevent paper jams, empty the trim tray each time you change the paper.*



## Installing the Print Catcher

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

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



# Loading the Ribbon

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

To load the ribbon into the printer:

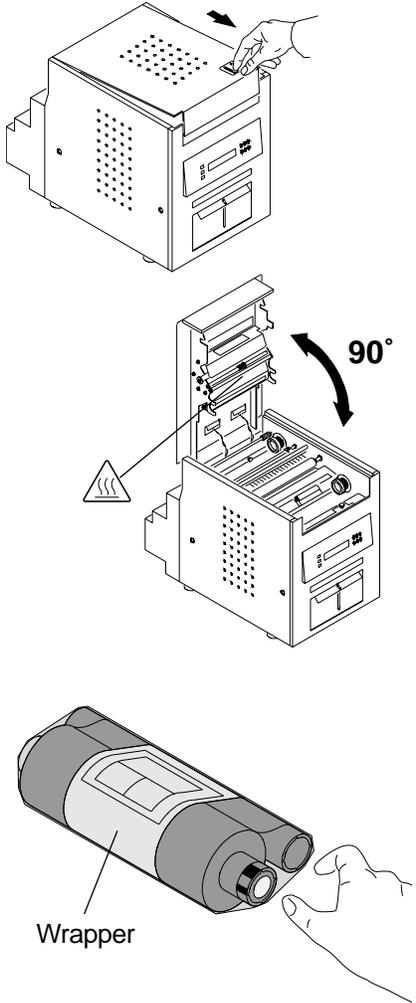
1. Slide the cover release toward you, then open the upper cover carefully.

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

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

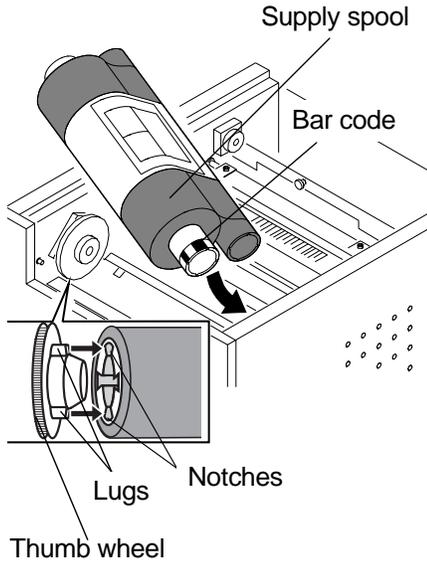
2. If you are replacing a ribbon, remove the used ribbon from the printer.

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

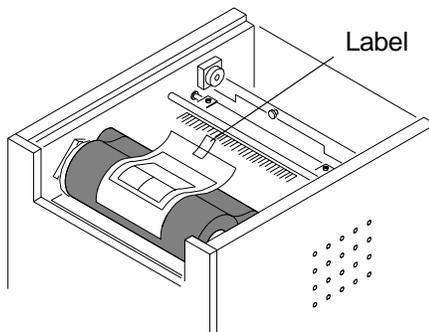


3. Insert your fingers into the holes in the plastic on the end of the ribbon. Remove the plastic cover from the ribbon.

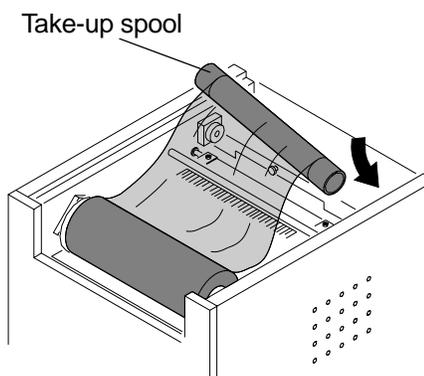
**IMPORTANT:** *Do not remove the wrapper from the ribbon at this time.*



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

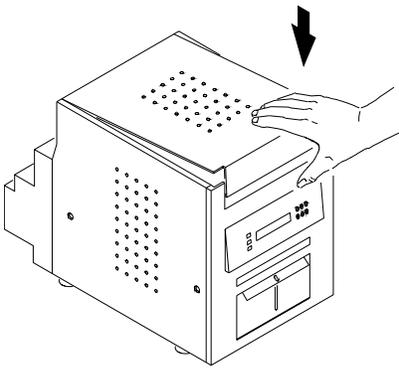


7. Remove the label and wrapper from the ribbon.



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

11. If there is any slack in the ribbon, remove it by turning the supply spool.
- IMPORTANT:** *Slack in the ribbon can cause a paper jam when making prints.*



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

## Connecting the Cables

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

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

## Connecting the Power Cable

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

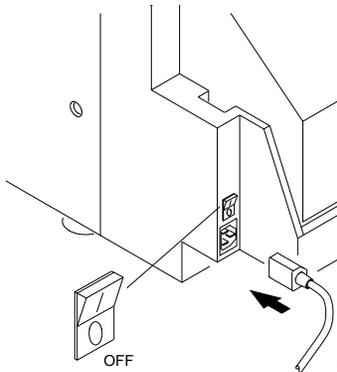
1. Check that the power switch is turned off (○).



### **CAUTION:**

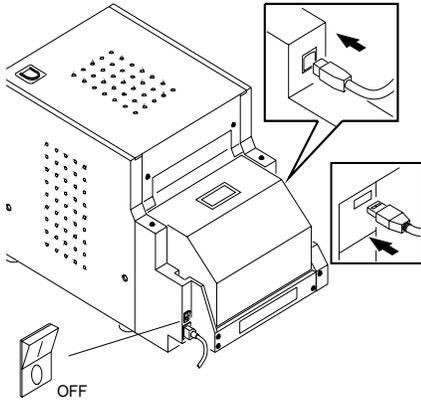
**The power outlet must be grounded. An ungrounded outlet can cause fire, electric shock, or harmful interference to nearby electrical devices.**

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



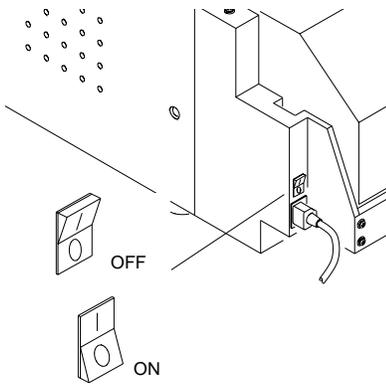
## Connecting the USB Cable

Use the included USB cable.



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

## Turning On the Printer



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

## Loading the Paper

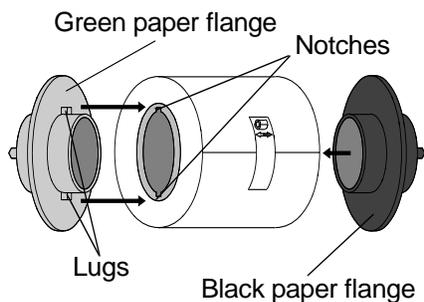
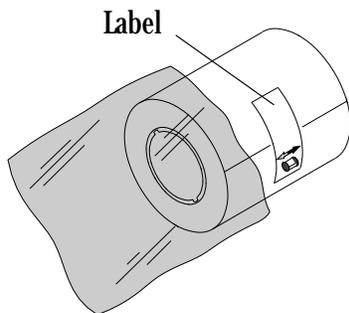
Have a KODAK Photo Print Kit 6800/4R or KODAK Photo Print Kit 6800/6R available. These kits contain the correct size paper for your printer. See Appendix A for details on the Photo Print Kits (sold separately).

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

To load the paper into the printer:

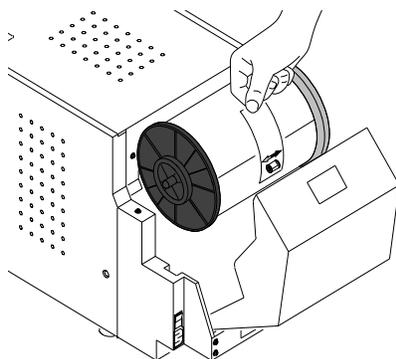
1. Remove the plastic cover from the new paper roll.

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



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

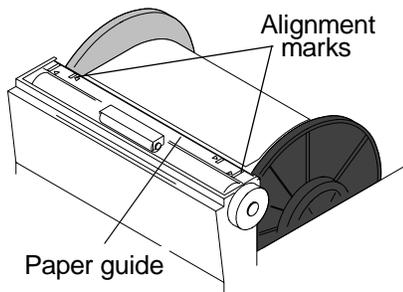
**NOTE:** Be sure to match up the lugs on the green paper flange with the notches on the left side of the paper roll. If you do not attach the paper flange properly, the paper roll will not fit into the printer.



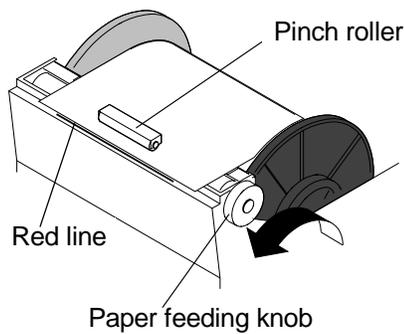
3. Open the paper door.
 

*The operator panel displays the Cover Open message.*

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



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



7. Insert the paper under the pinch roller.

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

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

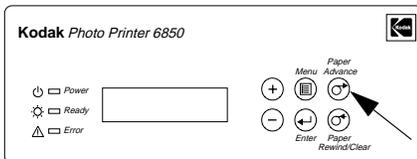
9. Carefully close the paper door.

*The operator panel displays the Paper Empty message.*

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

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

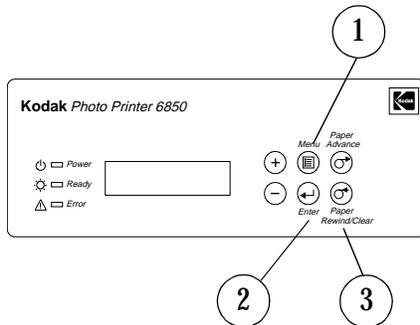
*The operator panel displays the Ready message.*



## Making a Test Print

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

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



For more information on using the operator panel in Setup mode, see [“Using Setup Mode to Review Printer Settings”](#) on page 4-2.

## Online User Guide

This User Guide and the Quick Setup Guide are also provided on the CD that came with your printer. The Guides are in PDF format; ADOBE ACROBAT Reader (also provided) is required to read them.

Follow the on-screen directions to install ADOBE ACROBAT Reader if you do not already have it installed on your system.



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# 2 Installing the Printer Driver Software

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

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

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

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

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

## Installing the Printer Driver

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

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

1. Insert the CD that came with the printer into your CD-ROM drive.  
*The CD Browser launches automatically. If it does not, double-click the **Kodak68xx.exe** file in the CD root directory.*
2. Select your language.
3. Click **Software**.

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

4. Click **Printer Driver** to start the installer.
5. Follow the on-screen instructions to install the printer driver.

## Customizing Printer Properties

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

1. For your operating system, do the following:

WINDOWS 2000	WINDOWS XP
Select <b>Start &gt; Settings &gt; Printers.</b>	Select <b>Start &gt; Printers and Faxes.</b>

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

## Customizing Printing Preferences

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

1. For your operating system, do the following:

WINDOWS 2000	WINDOWS XP
Select <b>Start &gt; Settings &gt; Printers.</b>	Select <b>Start &gt; Printers and Faxes.</b>

2. Right-click the printer icon for your printer model.
3. Select **Printing Preferences.**
4. On the **Layout** tab, click **Advanced.**  
*The Advanced Options dialog box appears.*
5. Adjust the printing preferences appropriately for your printer.

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## Uninstalling the Printer and Printer Driver

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

1. For your operating system, do the following:

WINDOWS 2000	WINDOWS XP
<ul style="list-style-type: none"><li>• Select <b>Start &gt; Settings &gt; Printers</b>.</li></ul> <p><i>The Printers dialog box appears.</i></p>	<ul style="list-style-type: none"><li>• Select <b>Start &gt; Printers and Faxes</b>.</li></ul> <p><i>The Printers and Faxes dialog box appears.</i></p>

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



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# 3 Calibrating the Printer

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

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

## Installing the Calibration Software

1. Insert the CD that came with the printer into your CD-ROM drive.  
*The CD Browser launches automatically. If it does not, double-click the **Kodak68xx.exe** file in the CD root directory.*
2. Select your language.
3. Click **Software**.

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

4. Click **Calibration Software** to start the installer.
5. Follow the on-screen instructions to install the calibration software.

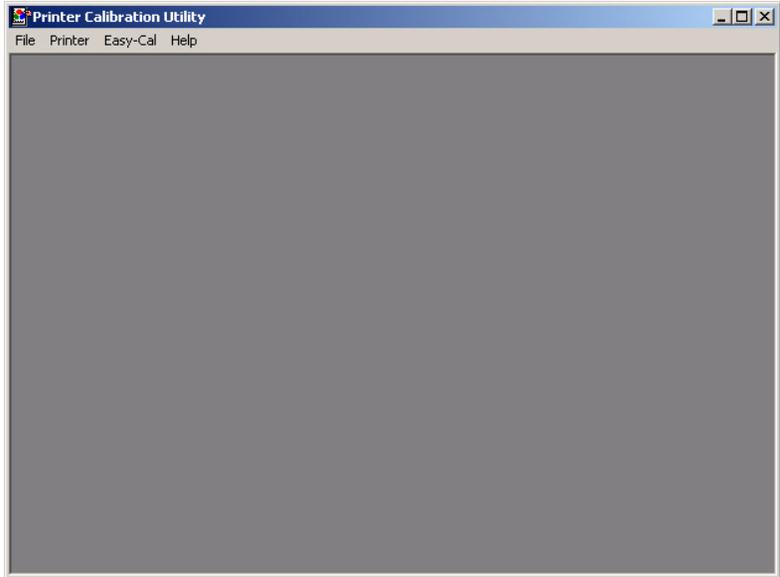
## Using the Calibration Utility

Before you use the calibration utility, make sure you are familiar with how your KODAK Photo Printer operates.

Calibrate your printer whenever the color balance of prints does not look right. You may also want to calibrate your printer after it has been serviced.

Easy Cal is a five-step process that quickly calibrates your printer using the Visual Gray Balance method. Before using Easy Cal, start the calibration utility.

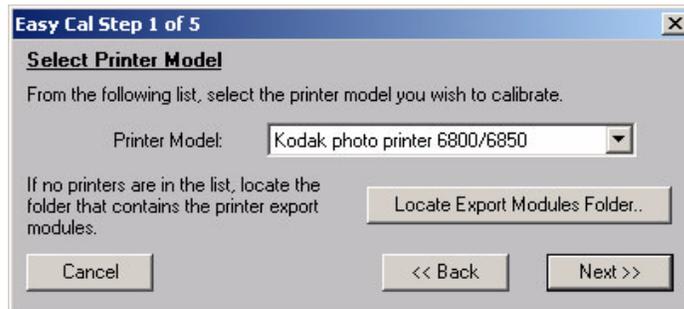
1. Select **Start > Programs > KODAK Calibration Utility**.  
*The following dialog box appears.*



2. Select **Easy Cal > Begin**.  
*The following dialog box appears.*



3. Click **Proceed**.  
*The following dialog box appears.*



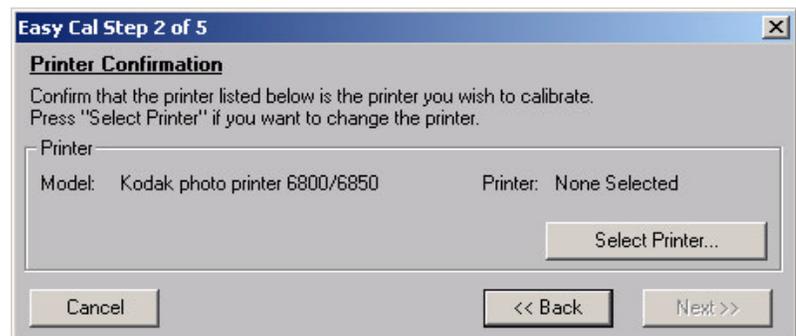
4. Select your printer from the Printer Model list.
  - If the printer you want to calibrate is on the list, select it and go to Step 8.
  - If the printer you want to calibrate does not appear in the list, continue with Step 5.
5. Click **Locate Export Modules Folder**.  
*A file selection dialog box appears.*



6. Browse to **C:/WINNT/Kodak/Plug-Ins (Printing)** folder.  
**NOTE:** The exact path to the export module folder may differ depending on your operating system.

7. Select the folder that the export module is in, and then click **OK**.
8. Click **Next**.

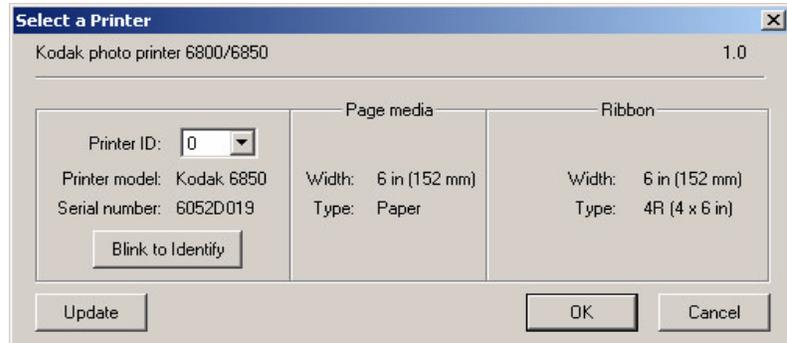
*The following dialog box appears.*



9. Confirm that the printer model listed is the printer you want to calibrate.
  - If the printer model you want to calibrate is listed, go to Step 13.
  - If you want to calibrate a different printer model than the one that is listed, continue with Step 10.

10. Click **Select Printer**.

*The following dialog box appears.*



**NOTE:** The appearance of this dialog box may vary, depending on your printer setup and the media file you selected.

11. From the **Printer ID:** list, select your printer ID.

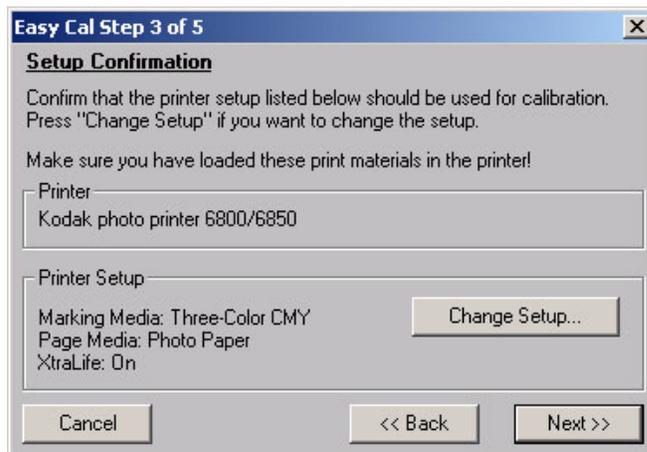
**NOTE:** Click **Blink to Identify** to locate a specific printer if you have more than one printer. The Ready light on the operator panel of the printer will blink five times.

**NOTE:** Click **Update** if you want to update the printer information on the dialog box. You may need to do this if your printer is accidentally shut off.

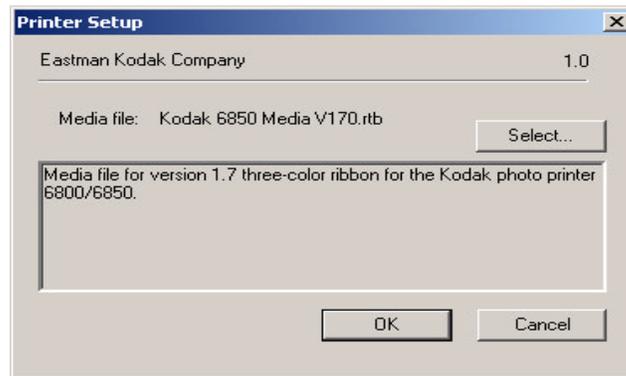
12. Click **OK** to close the dialog box.

13. Click **Next**.

*The following dialog box appears.*

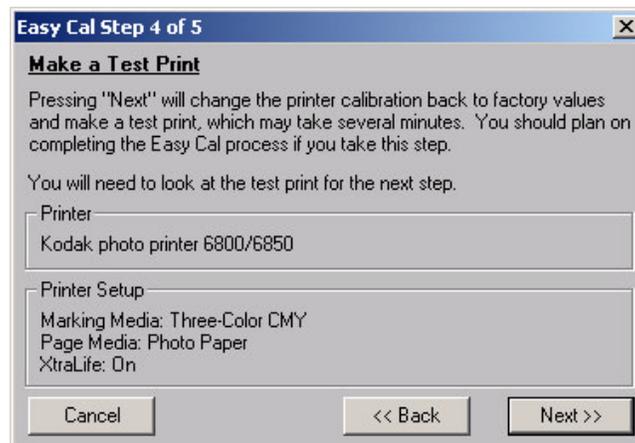


14. Check that the printer setup listed is the printer setup you want to use for calibration.
  - If the printer setup listed is the correct printer setup for your printer, go to Step 19.
  - If you want a different printer setup than what is listed, continue with Step 15.
15. Click **Change Setup**.  
*The following dialog box appears.*



**NOTE:** The appearance of this dialog box may vary, depending on your printer export module.

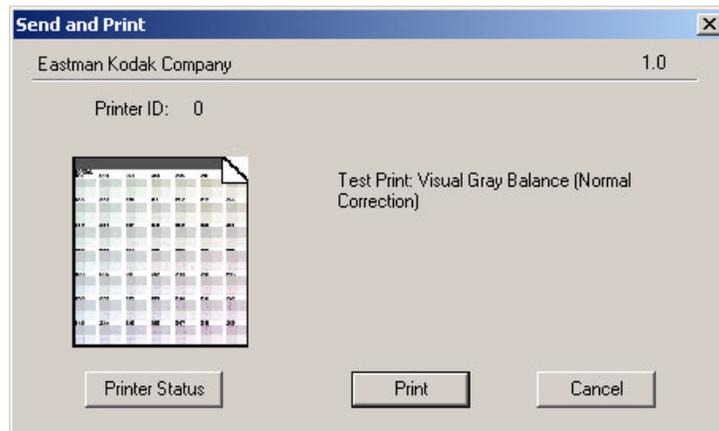
16. Click **Select** to change the media file for your printer.  
*A file selection dialog box appears.*
17. Select the media file and then click **OK**.
18. Click **OK** to close the dialog box.
19. Click **Next**.  
*The following dialog box appears.*



20. Check that the Printer and Printer Setup information are correct.
- If the information is not correct and you have more than one media file, click **Back** and go to Step 15.
  - If the information is correct, click **Next** to send the default table to the printer.

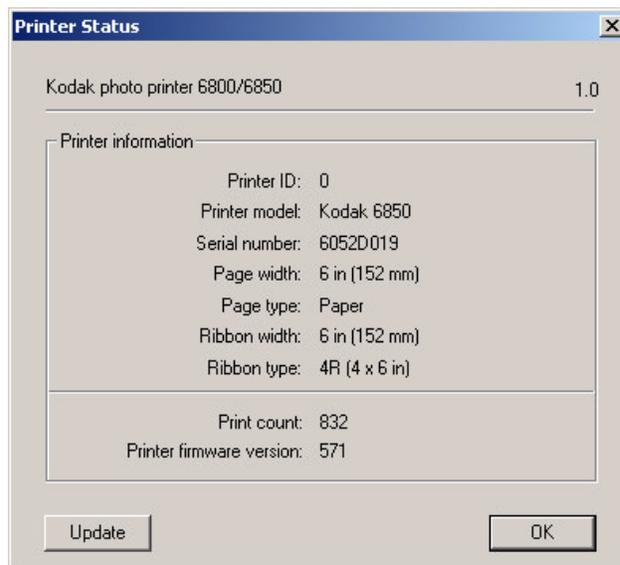
NOTE: The previous table is overwritten.

*The following dialog box appears.*



21. Click **Printer Status** to find out more information about your printer.

*The following dialog box appears.*

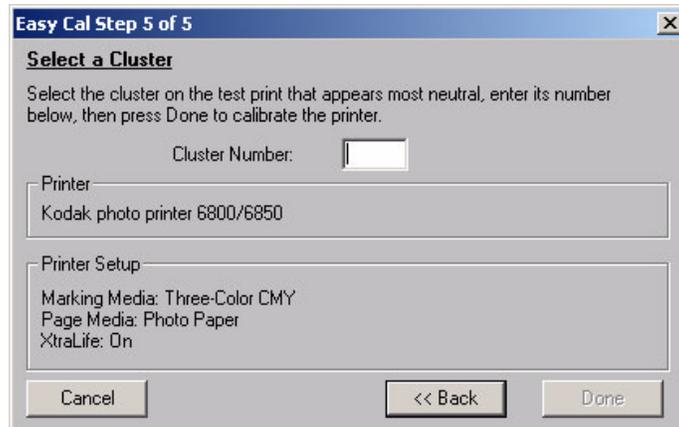


NOTE: Click **Update** if you want to update the information on the Printer Status dialog box. You may need to do this if your printer is accidentally shut off.

22. Click **OK** to close the dialog box.
23. Click **Print**.

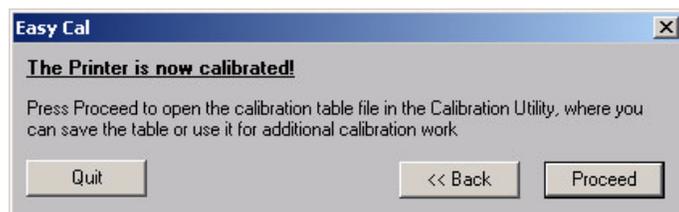
*The information is processed and the calibration test print is printed on the specified printer. Processing may take several minutes.*

*The following dialog box appears.*



24. Look at the test print and determine which cluster appears the most neutral (has the least amount of color).
25. Enter the number of the most neutral cluster in the Cluster Number box (in a range from 201-249).
26. Click **Done**.

*The printer calibration begins. When calibration is complete, the following dialog box appears.*



27. Click **Quit** to close the Calibration Utility. Your printer is now calibrated.

## Uninstalling the Calibration Software

You can remove the calibration software from your computer in two ways:

- Select **Start > Programs > KODAK Calibration Utility > Uninstall KODAK Calibration Utility** and follow the directions to uninstall the software.
- Select **Start > Settings > Control Panel > Add/Remove Programs > KODAK Calibration Utility** and follow the directions to remove the software.

## Resolving Calibration Error Messages

Refer to the following table to resolve errors reported during the printer calibration process. If the problem persists, contact your KODAK Service Representative.

Error Message	Description or Cause	Possible Solution
The printer cannot be found.	The printer selected cannot be located.	<ul style="list-style-type: none"> <li>• Check that the printer cables are secure.</li> <li>• Check that the printer is turned on.</li> <li>• Select another printer. See Step 10 on page 3-4.</li> </ul>
The media file, which identifies the ribbon and paper characteristics of the media you are using, cannot be found or is corrupt.	The media file cannot be located or is corrupt.	<ul style="list-style-type: none"> <li>• Click <b>OK</b> to locate the media file using the File Selection dialog box. See Step 16 on page 3-5. Right-click the media file, and then select Properties. If the Read-only check box is selected, clear the check box. This is the only file which cannot be Read-only.</li> <li>• Uninstall then reinstall the calibration software. See “Uninstalling the Calibration Software” on page 3-8 and “Installing the Calibration Software” on page 3-1.</li> </ul>
The selected file will not work with this printer. Please choose another.	An inappropriate media file was selected for the printer.	<ul style="list-style-type: none"> <li>• Click <b>OK</b> to locate the media file using the File Selection dialog box. See Step 16 on page 3-5. Right-click the media file, and then select Properties. If the Read-only check box is selected, clear the check box. This is the only file which cannot be Read-only.</li> <li>• Uninstall then reinstall the calibration software. See “Uninstalling the Calibration Software” on page 3-8 and “Installing the Calibration Software” on page 3-1.</li> </ul>

Error Message	Description or Cause	Possible Solution
Cannot load DLLs. Insufficient memory.	There is not enough memory available for the calibration software to load all the necessary DLLs.	<ul style="list-style-type: none"> <li>• Close any other open programs to free up memory.</li> <li>• Reboot the computer then run only the calibration software.</li> </ul>
Cannot load the file <b>SDKColorMatch.dll</b> . Please reinstall the software.	A file required by the calibration software is missing or corrupt.	Uninstall then reinstall the calibration software. See <a href="#">“Uninstalling the Calibration Software” on page 3-8</a> and <a href="#">“Installing the Calibration Software” on page 3-1</a> .
Cannot load the file <b>SDKUsbCtrl.dll</b> . Please reinstall the software.	A file required by the calibration software is missing or corrupt.	Uninstall then reinstall the calibration software. See <a href="#">“Uninstalling the Calibration Software” on page 3-8</a> and <a href="#">“Installing the Calibration Software” on page 3-1</a> .
Cannot open the USB port. Please check the printer cables and power.	The software is unable to communicate with the printer.	<ul style="list-style-type: none"> <li>• Check that the printer cables are secure.</li> <li>• Check that the printer is turned on and the operator panel Ready light is illuminated.</li> <li>• Power the printer off then on.</li> <li>• Reboot your computer.</li> </ul>
Cannot access the file or read the data.	A file required by the calibration software is missing or corrupt.	Uninstall then reinstall the calibration software. See <a href="#">“Uninstalling the Calibration Software” on page 3-8</a> and <a href="#">“Installing the Calibration Software” on page 3-1</a> .
Parameter error, such as undefined tag or insufficient data.	An internal error has occurred within the calibration software.	<ul style="list-style-type: none"> <li>• Close the calibration software and try calibrating the printer again.</li> <li>• Uninstall then reinstall the calibration software. See <a href="#">“Uninstalling the Calibration Software” on page 3-8</a> and <a href="#">“Installing the Calibration Software” on page 3-1</a>.</li> <li>• Check the Kodak Web site for an updated version of the calibration software.</li> </ul>
The printer with the selected ID number cannot be found.	The calibration software is unable to find the printer with the selected Printer ID.	<ul style="list-style-type: none"> <li>• Close the calibration software.</li> <li>• Check that the printer cables are secure.</li> <li>• Check that the printer is turned on and the operator panel Ready light is illuminated.</li> <li>• Run the calibration software and try choosing the printer again.</li> </ul>
The printer is not ready.	The printer is not ready for calibration.	<ul style="list-style-type: none"> <li>• Check that the printer cables are secure.</li> <li>• Check that the printer is turned on and the operator panel Ready light is illuminated.</li> </ul>

Error Message	Description or Cause	Possible Solution
The printer is busy.	The printer is not ready for calibration.	<ul style="list-style-type: none"> <li>• Wait a few minutes until the operator panel Ready light is illuminated.</li> <li>• If this message continues to occur, power the printer off and then on.</li> </ul>
The ribbon is advancing.	The printer is not ready for calibration.	<ul style="list-style-type: none"> <li>• Wait a few minutes until the operator panel Ready light is illuminated.</li> <li>• If this message continues to occur, power the printer off and then on.</li> </ul>
The operator panel is in use.	The printer is not ready for calibration.	<ul style="list-style-type: none"> <li>• Press the Clear button to return to Ready.</li> <li>• If this message continues to occur, power the printer off and then on.</li> </ul>
The printer is initializing.	The printer is not ready for calibration.	<ul style="list-style-type: none"> <li>• Wait a few minutes until the operator panel Ready light is illuminated.</li> <li>• If this message continues to occur, power the printer off and then on.</li> </ul>
Paper error.	The paper is empty or not loaded.	Load the paper. See <a href="#">See “Loading the Paper” on page 1-9.</a>
Paper empty.	The paper is empty.	Reload the paper. See <a href="#">See “Loading the Paper” on page 1-9.</a>
Ribbon empty.	The ribbon is empty.	Reload the ribbon. See <a href="#">See “Loading the Ribbon” on page 1-5.</a>
Paper jam.	The paper is stuck in the printer or paper path.	Clear the paper jam. See <a href="#">See “Clearing a Paper Jam” on page 6-3.</a>
Cover open.	The upper cover is open or not latched.	Close the upper cover by pressing on the center of the cover until it clicks.
Printer error: 2500. Please call for service.	—	<p>Contact your KODAK Service Representative. Have available:</p> <ul style="list-style-type: none"> <li>• the error code number</li> <li>• the printer model number and serial number (listed on the printer data plate)</li> </ul>
Printer error 2504. Please call for service.	—	<p>Contact your KODAK Service Representative. Have available:</p> <ul style="list-style-type: none"> <li>• the error code number</li> <li>• the printer model number and serial number (listed on the printer data plate)</li> </ul>

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Error Message	Description or Cause	Possible Solution
USB communication error.	The software is unable to communicate with the printer.	<ul style="list-style-type: none"><li>• Check the USB cable connection.</li><li>• Replace the USB cable.</li><li>• Try using a different USB port on the computer.</li><li>• If the printer is connected through a USB hub, try connecting directly to the computer.</li></ul>



---

# 4 Operating the Printer

## Making Prints

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

## Handling and Storing Prints

For best results:

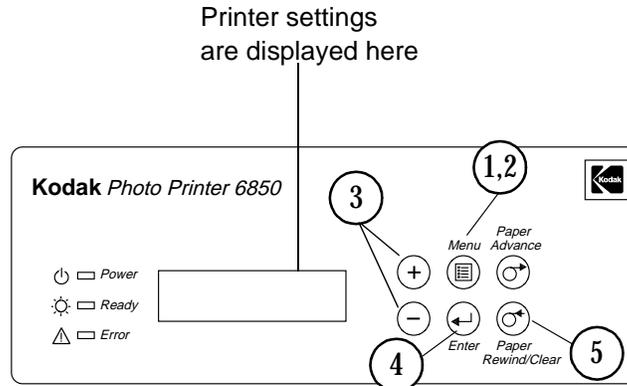
- Make sure hands are clean and free of food, oil, and grease.
- Store prints in a cool, dry environment free of chemical contamination.
- Store prints at temperatures below 72° F (25° C) for extended periods.
- Store prints at a relative humidity between 30% and 50%.
- Avoid exposure to high-intensity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

## Understanding the Operator Panel Lights

Light	Color	Printer Status
 Power	Orange	The printer power is on.
 Ready	Green	The printer is ready to make prints.
 Error	Red	An error has occurred. See the message on the operator panel, then see <a href="#">“Resolving Operator Panel Error Messages”</a> on page 6-2.

## Using Setup Mode to Review Printer Settings

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



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

### Accessing the Printer Settings

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

Printer Setting	Operator Panel Display	Action Required
Printer ready	Ready	None. The printer is on and ready to make prints.
Making a test print	Test Print Mode	Press <b>Enter</b> to make a test print. See <a href="#">“Making a Test Print” on page 1-11.</a>
Check remaining paper status	Remain = XXX/YYY	None. XXX represents how many remaining prints you can make with the current paper roll. YYY represents the total number of prints on a paper roll. The counter is reset each time you press <b>Paper Rewind</b> .
Checking the ribbon status	DonorRemain = XX[%]	None. XX[%] represents the percentage of the installed ribbon that is available for making prints.
Checking the printer total print count	Printed = XXXXX	None. XXXXX represents the total number of prints made since the printer was manufactured. This counter cannot be reset.
Checking the printer firmware version	Main Firm =	None. The printer control firmware version number is displayed.
Checking the image processing firmware version	DSP Firm =	None. The image processing firmware version is displayed.

---

# 5 Maintaining the Printer

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

## Cleaning the Cabinet

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



### CAUTION:

**Never use abrasives or harsh chemicals to clean any part of the printer. Do not allow any foreign objects or liquids to fall or spill inside the printer. Fire or electric shock could result. If any foreign object enters the printer, turn off the printer power immediately, remove the power cord, and contact your KODAK Service Representative.**

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

## Performing Routine Maintenance

To maintain good print quality:

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

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

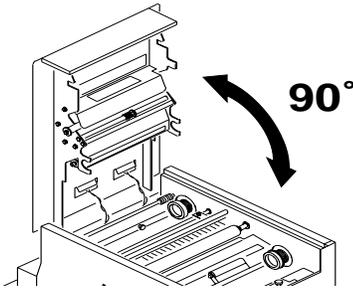


### CAUTION:

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

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

## Cleaning the Thermal Head and Stripper Plate



**CAUTION:**

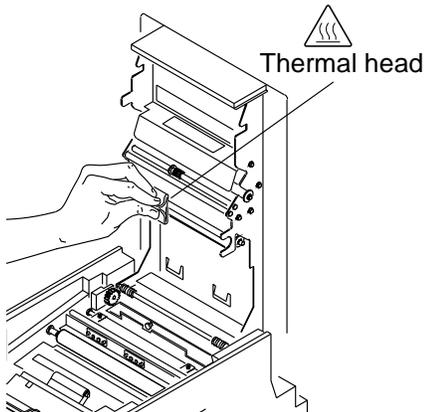
**Fingerprints can damage the thermal head, which looks like a glass bar. Never touch it with your bare hands or fingers.**

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

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

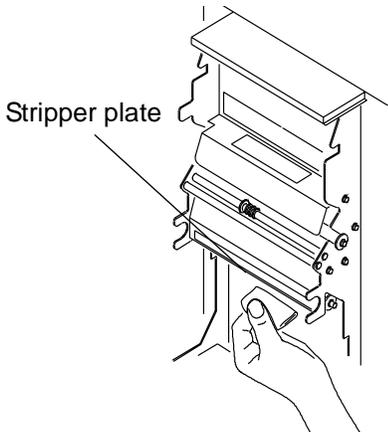
**CAUTION:**

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



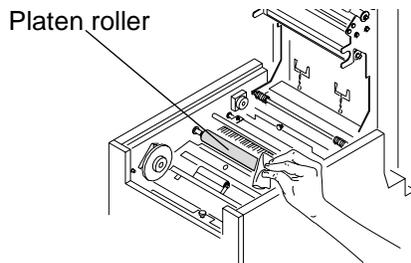
3. Remove an alcohol pad from its packaging. Move the pad along the entire length of the thermal head, in one direction only. When you clean the thermal head:

- Apply firm, even pressure.
- Make three passes along the thermal print head.
- Use a clean part of the pad for each pass.



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

## Cleaning the Platen Roller

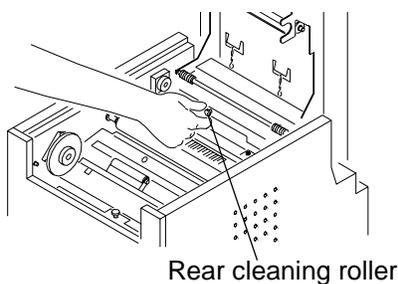


1. Remove an alcohol pad from its packaging. Wipe the rubber section of the platen roller with the pad.
2. Rotate the roller to clean the entire surface.
3. Allow the alcohol to dry completely (about five minutes) before you resume printing.

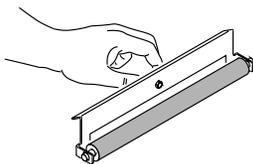
## Cleaning the Cleaning Rollers

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

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



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

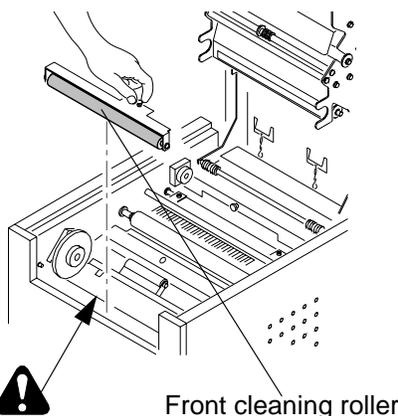


2. Remove an alcohol pad from its packaging. Wipe the rubber section of the roller with the pad.
3. Reinstall the rear cleaning roller in the printer. Push the black knob until the roller clicks into place.

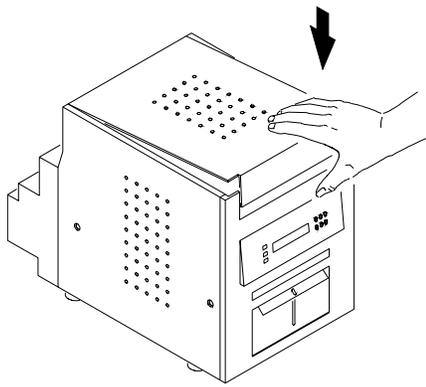


**CAUTION:**

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



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



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

---

# 6 Troubleshooting

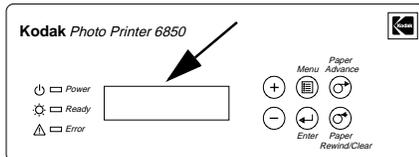
## Resolving Potential Problems

Problem	Description or Cause	Possible Solution
Paper jam; error light is on, printer does not operate	The paper is stuck in the printer.	Clear the paper jam. See <a href="#">“Clearing a Paper Jam” on page 6-3</a> .
Prints have linear streaks	The thermal head is dirty.	Clean the thermal head. See <a href="#">“Cleaning the Thermal Head and Stripper Plate” on page 5-2</a> . If the problem persists, the heating element may be damaged. Contact your KODAK Service Representative.
Prints have streaks made up of small dots	The cleaning rollers are dirty.	Clean the cleaning rollers. See <a href="#">“Cleaning the Cleaning Rollers” on page 5-3</a> .
Print size or aspect ratio is not what you expected	The image file or printing options need to be adjusted in your photo printing software application.	<p>In your photo printing software application:</p> <ul style="list-style-type: none"><li>• Use the Fit to Page or Clip options (may not be offered by all photo printing applications).</li><li>• Adjust the image size to match the paper size.</li><li>• Make sure the Portrait / Landscape setting matches the orientation of the picture.</li><li>• For details, see the photo printing application online Help.</li></ul> <p>NOTE: It is not necessary to adjust the image resolution (dpi) to match the printer resolution. The printer driver automatically scales your image to match the printer resolution.</p>

Problem	Description or Cause	Possible Solution
Insufficient Memory errors occur on your computer (not on the printer) after making a substantial number of prints	Your computer is low on RAM and/or disk caching memory. This can happen when you are manipulating (rotating, scaling, retouching, etc.) high-resolution images (>72 dpi).	<ul style="list-style-type: none"> <li>• Minimize the number of images that are open at the same time.</li> <li>• Purge the contents of the clipboard often.</li> <li>• Close all applications except the photo printing software application.</li> <li>• See the photo printing software application online Help for tips on memory optimization.</li> <li>• See <a href="#">page A-1</a> for recommended system requirements.</li> </ul>

## Resolving Operator Panel Error Messages

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

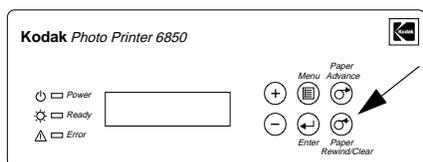


Error Message	Description or Cause	Possible Solution
Paper Empty	The paper is empty or is not loaded.	Load the paper. See <a href="#">“Loading the Paper” on page 1-9.</a>
Ribbon Empty	The ribbon is empty or is not loaded.	Load the ribbon. See <a href="#">“Loading the Ribbon” on page 1-5.</a>
Paper Jam XX	The paper is stuck in the printer or paper path.	See <a href="#">“Clearing a Paper Jam” on page 6-3.</a>
Cover Open	The upper cover is open or not latched.	Close the upper cover by pressing on the center of the cover until it clicks.
Data Error	There is a communication problem between the printer and host computer.	Check the host computer.
Mecha Error XX	The printer has a mechanical problem.	Contact your KODAK Service Representative. Have available: <ul style="list-style-type: none"> <li>• the error code number (XX)</li> <li>• the printer model number and serial number (listed on the printer data plate)</li> </ul>
Control Error XX	The printer has a system control problem.	
TempSensErr XX	The printer has a problem with the temperature sensor.	
Sensor Error XX	The printer has a sensor problem.	

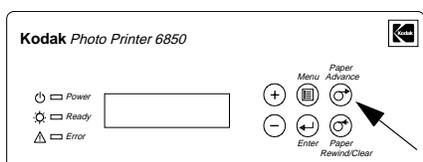
## Clearing a Paper Jam

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

### Method 1



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



2. Press **Paper Advance** to re-load the paper into the printer.  
*The printer advances the paper, then cuts and discharges about 20 in. (508 mm) of blank paper. This reduces the possibility of fingerprints or other damage to the prints (see [page A-2](#)).*  
*The operator panel displays the Ready message.*

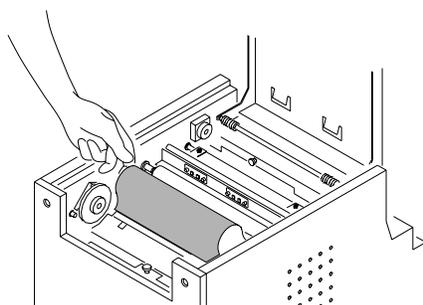
### Method 2

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

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

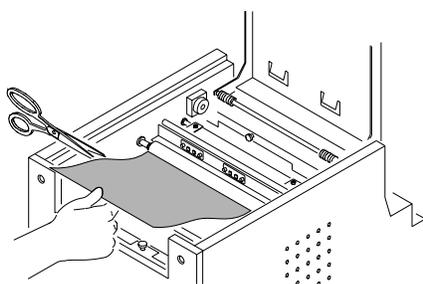
**CAUTION:**  
**Prevent damage to the printer. Do not pull abruptly on the paper.**

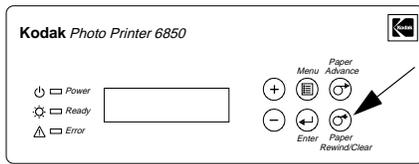
3. Slowly and carefully pull the jammed paper out of the printer.



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

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





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

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

7. Open the upper cover and reload the ribbon. See [“Loading the Ribbon” on page 1-5](#).
8. Close the cover.
9. Reload the paper. See [“Loading the Paper” on page 1-9](#).

**NOTE:** If the Paper Jam message is still displayed on the operator panel, and you are at the end of a paper roll, it is possible that a segment of paper is too short to automatically exit the printer. Remove the front cleaning roller (see [“Cleaning the Cleaning Rollers” on page 5-3](#)) and remove the segment of paper.

## Recovering from a Power Interruption



### CAUTION:

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

If a power outage occurs:

1. Open the upper cover immediately to release the pressure on the platen roller. Leave the cover open until power is restored.
2. When power is restored, restart the printer by following the procedure for [“Clearing a Paper Jam” on page 6-3](#).
3. Submit your print job again.

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# Appendix A: Important Printer Information

## System Requirements

- Personal computer with MICROSOFT WINDOWS 2000 or MICROSOFT WINDOWS XP Operating System
- Minimum 1.0 GHz PENTIUM III Microprocessor
- Minimum 128 MB of RAM
- Minimum 2 GB of available hard disk space

NOTE: You may need up to 256 MB of RAM and 10 GB of hard disk space for acceptable performance with some imaging applications on high performance, multi-tasking operating systems.

- USB High Speed (2.0) compliant host device

## Printer Specifications

Dimensions	Width	11.4 in. (290 mm)
	Depth	19.6 in. (496 mm)
	Height	13.6 in. (346 mm)
Weight (without ribbon and paper)		56 lbs (25 kg)
Operating environment	Temperature	50 to 95° F (+10 to +35° C)
	Relative Humidity	20 to 80%
Power Voltage/Frequency (auto detection of the following ranges)		90 V to 132 V / 48 Hz to 62 Hz 180 V to 264 V / 48 Hz to 62 Hz
Power consumption		320 watts maximum
Print size		KODAK Photo Printer 6850: <ul style="list-style-type: none"><li>• 4 x 6 in. (10 x 15 cm)</li><li>• 6 x 8 in. (15 x 20 cm) with border</li><li>• 6 x 8 in. (15 x 20 cm) borderless</li></ul>

Printing time (after file download)	4 x 6 in. (10 x 15 cm) - 8 seconds
	6 x 8 in. (15 x 20 cm) - 14 seconds

## Printer Supplies

### Paper and Ribbon

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

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

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

KODAK Photo Print Kit 6800 / 6R Specifications	
Storage specifications	86° F (30° C) or lower 60% relative humidity or lower
Capacity*	750 - 4 x 6 in. prints, paper, and ribbon** or 375 - 6 x 8 in. prints, paper, and ribbon**
Paper and ribbon width	6 in. (152 mm)
Ribbon patch length	8 in. (203 mm)

\* Paper and ribbon rolls contain material to make the stated print quantity. Printing of mixed 4 x 6 in. and 6 x 8 in. sizes may yield fewer prints per roll.

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

### Handling and Storing the Paper and Ribbon

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

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

## Thermal Printer Cleaning Kit

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

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



**CAUTION:**

**Alcohol is a flammable liquid. It can cause eye irritation and dry skin. Wash your hands with soap and water following any maintenance procedures where you use alcohol pads.**

## Packing and Transporting the Printer



**WARNING:**

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

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

## ENERGY STAR Partner



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

## Getting Help

Help with your printer is available from the following sources:

- Troubleshooting section in this manual, Chapter 6.
- Your KODAK Service Representative.



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# Appendix B: Safety and Regulatory Information

## Important Safety Information



### CAUTION:

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

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

## Safety Labels

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



### CAUTION HOT SURFACE

To avoid burns, use caution when closing the cover.



### CAUTION HOT SURFACE

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



### CAUTION SHARP OBJECTS

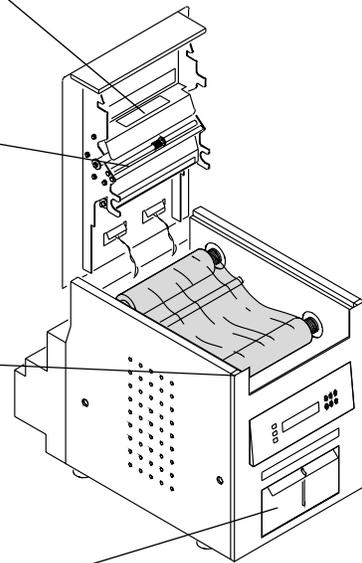
The metal edges of the printer may be sharp.



### CAUTION SHARP CUTTER BLADE

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

This label is posted behind the trim tray.



## Regulatory and Safety Compliance

### Safety

Complies with UL 60950 Third Edition—CAN/CSA C22.2

No. 60950 Third Edition

EN 60950-1

IEC 60950

Tested for Norwegian IT Power systems 240V phase to phase

### Electromagnetic Compatibility (EMC)

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

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

- EN 55022: 94 (class B) with Amendments A1:95 and A2:97
- EN 55024: 98 ITE Immunity includes the following:
  - EN 61000-4-2 ESD
  - EN 61000-4-3 Radiated RF immunity
  - EN 61000-4-4 EFT
  - EN 61000-4-5 Surge
  - EN 61000-4-6 Conducted RF immunity
  - EN 61000-4-11 Voltage dips and interruptions
- EN 61000-3-2 Harmonics
- EN 61000-3-3 Flicker

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

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

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

**警告使用者:**

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

## Noise Emission

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

\* Average value specified in accordance to JIS Z8731

## Disposal

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



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

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