

Kodak Professional

8500 DIGITAL PHOTO PRINTER

USER'S GUIDE



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ERROR light red, MEDIA light red

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Introduction

Thank you for purchasing the Kodak Professional 8500 digital photo printer 220-240V (8500 printer). The 8500 printer is a thermal dye diffusion device with superior printing speed. It has a resolution of 314 pixels per inch (ppi), and prints a three-colour page in about 75 seconds. Printed images are high-contrast and long lasting. Kodak Ektatherm XtraLife ribbon applies a coating that protects images from fingerprints.

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About the 8500 printer

The 8500 printer is the latest model of Kodak Professional's page size thermal dye printers. Kodak's dye-sublimation printers produce superb photographic prints and proofs. The 8500 printer is easy to install and set up, and its interface is compatible with virtually all computer environments.

Printer Features

The 8500 printer includes the following features:

Wide Range of Paper Sizes

The 8500 printer prints on a variety of paper sizes. 3-colour YMC ribbons can be used in the 8500 printer.

Printer Driver

The printer driver supports Macintosh operating system 9.0 and above and Windows 98, Windows Me, Windows NT 4.0 (SP6.0 or later), Windows 2000 and Windows XP.

About the online documentation

This manual is comprised of the six sections listed at the right:

- Introduction—describes the 8500 printer, available papers, printer drivers and interfaces.
- Setting up the 8500 Printer—describes how to set up the 8500 printer.
- Operating the 8500 printer—contains information on maintaining the 8500 printer and working with the paper and ribbon.
- Troubleshooting—describes the problems and how to resolve them.
- Site Specifications—describes the 8500 printer specifications, space requirements and operating conditions.
- Accessories and Supplies—lists the accessories and supplies for the 8500 printer.

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Safety Precautions



This digital photo printer complies with the requirements of the EC Directive 89/336/EEC, 73/23/EEC and 93/68/EEC.

The electro-magnetic susceptibility has been chosen at a level that gains proper operation in residential areas, on business and light industrial premises and on small-scale enterprises, inside as well as outside of the buildings. All places of operation are characterised by their connection to the public low voltage power supply system.

Information

This class A digital apparatus complies with Canadian ICES-003.

WARNING:

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

WARNING:

USE THE INCLUDED AC POWER CORD SO AS NOT TO INTERFERE WITH RADIO AND TELEVISION RECEPTION.

WARNING:

THIS THERMAL PRINTER CONTAINS LEAD. DISPOSAL OF LEAD MAY BE REGULATED DUE TO ENVIRONMENTAL CONSIDERATIONS. FOR DISPOSAL OR RECYCLING INFORMATION, PLEASE CONTACT YOUR LOCAL AUTHORITIES OR THE ELECTRONICS INDUSTRY ALLIANCE:

WWW.EIAE.ORG

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Caution:



RISK OF ELECTRIC SHOCK, DO NOT OPEN



TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute the risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

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 harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his or her own expense.

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In the interest of safety, please observe the following precautions:

POWER REQUIREMENT

This product is designed for operation on 120V AC 60Hz. Never connect to any outlet or power supply having a different voltage or frequency.

WARNING: THIS APPARATUS MUST BE GROUNDED.

PROTECTIVE MEASURES

IF ABNORMALITIES ARISE,

If the printer emits smoke or abnormal sounds, immediately unplug the power cord from the printer or power outlet. Continued use is dangerous. Contact your dealer about having the printer checked and serviced.

NEVER INSERT ANY OBJECT INTO THE UNIT

Nothing other than supplies for this printer should ever be inserted into the printer. Other items can cause a safety hazard and extensive damage to the mechanism and electronics.

DO NOT SET HEAVY OBJECTS ON TOP OF THE UNIT

Heavy objects can damage the unit and/or cause misoperation.

AVOID DAMAGING THE POWER CORD

Do not set anything heavy on the power cord or allow it to become pinched, or cut. If the power cord becomes damaged, replace it immediately to avoid shock hazard or electrical fire.

When the power cord is replaced, use the same type as originally supplied; it is designed to reduce interference to radio & TV reception.

When unplugging the power cord, hold the plug, and remove it carefully.

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KEEP THE UNIT DRY - DO NOT PLACE WATER OR OTHER LIQUID CONTAINERS, FLOWER VASES/POTS ON TOP OF THE UNIT.

Liquids that get into the unit can cause serious damage to the unit and potential shock or fire danger. If liquid is spilled into or seeps into the unit, unplug the Power Cord immediately and seek service as soon as possible to avoid additional or possible damage due to corrosion.

Avoid handling liquids near the unit.

DO NOT REMOVE THE CABINET. THERE ARE NO USER SERVICEABLE PARTS INSIDE AND YOU WILL EXPOSE YOURSELF TO HAZARDOUS VOLTAGES AND/OR YOU MAY CAUSE DAMAGE TO THE UNIT.

Touching internal parts is dangerous, and may cause a malfunction. Contact your dealer to carry out internal checks and adjustments. Disconnect the power cord before opening the cover to clear a paper jam, etc.

UNPLUG THE POWER CORD DURING A LONG ABSENCE OR DURING AN ELECTRICAL STORM

Turn off the Main Power switch and unplug the power cord during a long absence or during an electrical storm.

WHEN TRANSPORTING THE UNIT

When transporting the unit, remove the sheet cartridge and paper.

DO NOT INSERT YOUR FINGERS OR ANY OBJECT INTO THE PAPER OUTLET DURING PRINTING

Inside the paper outlet is a roller for taking out the print paper. If you insert your fingers, you may get injured.

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DO NOT TOUCH THE THERMAL HEAD

It becomes hot during printing and may remain hot for a time, causing injury. Oils, salts and moisture from your hands will contaminate the head and may spoil the prints.

BE CAREFUL WITH THE PRINTING MECHANISM

Do not move the printer while the top cover is open. This may cause injury. Be careful not to catch your fingers in the printing mechanism.

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CONNECTING CABLES

Use the power cord supplied with the printer.

INSTALLATION LOCATIONS

MAINTAIN GOOD VENTILATION

Ventilation slots and holes are provided on the top, rear and sides of this unit. Place the unit on a hard and level surface and locate at least 40 cm (15.8 in) (top) and 5 cm (2 in) (sides), from walls to insure proper ventilation. When installing the unit in a system rack, leave space between the unit and the back of the rack.

UNSUITABLE LOCATIONS

Avoid installing the printer in unstable locations with high vibration or in hot-springs areas where hydrogen sulfide and acidic ions are likely to be generated.

PLACES WITH HIGH HUMIDITY AND DUST

Do not place the unit in locations with high humidity and dust. They can cause extensive damage. Avoid places where the unit is likely to be exposed to oily fumes and vapours.

PLACES LIKELY TO BE EXTREMELY HOT

Places exposed to direct sunlight, or near heating appliances can attain extremely high temperatures which may deform the cabinet, or cause other damage.

PLACE THE UNIT ON A HORIZONTAL SURFACE

The unit is likely to be affected if it is operated when tilted, inclined or in unstable places.

PROTECT AGAINST DEW FORMATION

When the unit is moved from a cold area into a warm area, moisture can condense inside the unit and prevent operation. Allow the temperature to stabilize before use.

OPERATING AMBIENT TEMPERATURE RANGE

The operating temperature range is 15-30°C (59-86°F) and humidity of 30 - 85%. When using the unit in a system rack, make sure that the temperature inside the rack does not exceed this range.

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FOR LONG OPERATING LIFE

UNSUITABLE MATERIALS FOR THE PRINTER

Paint coat flaking and plastic deformation are likely to occur if the unit is wiped with chemical dusters, benzine, thinner or any other solvent, if rubber or PVC items are left in contact with the unit for an extended period, or if the unit is sprayed with insecticide.

CARE OF THE CABINET

Unplug and clean with a soft cloth slightly moistened with a mild soap and water solution. Allow to dry completely before operating. Never use petroleum base solutions or abrasive cleaners.

HEAD ABRASION

The thermal print head, like a video head, wears out. When it is worn, it becomes hard to print out fine details of the picture. Then it is necessary to replace the thermal head. Consult your dealer about having the head replaced.

CONNECTING DEVICES

Read thoroughly the Safety Notices, Cautions and "Operating Precautions" of the instruction booklets for the other devices connected with the unit.

CAUTION ON RELOCATING

When transporting this unit, make sure it is not likely to be subjected to impacts. They can be a primary cause for damage. Before moving the unit, make sure to disconnect the power cord from the power outlet, and the cables from the connected devices. Also make sure to remove the paper tray.

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OTHER CAUTIONS

Dust or other foreign matter adhering to the print paper or the sheet cartridge, or deformation resulting from exposure to extremely low or high temperatures could cause loss of colour, uneven colour or lines, or wrinkles in the print images.

NOTE: MEMORIZED IMAGES ARE STORED IN VOLATILE MEMORY AND MAY BE LOST IN THE EVENT OF POWER FLUCTUATION OR MALFUNCTION.

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Paper and Image Sizes

The 8500 printer can print on the following sizes and types of Kodak Professional Ektatherm XLS print paper. Refer to “[Kodak Thermal Paper Types, Sizes, and Image Sizes](#)” for illustrations of the maximum image size for each.

Paper and Image Sizes

Paper Size	Maximum Image Size	Catalog Numbers
210 x 297 mm (8.27" x 11.69") - Standard A4 paper	203 x 254 mm (8.0 x 10.0")	830 8728
216 x 279 mm (8.5" x 11") - Standard A paper	203 x 239 mm (8.0 x 9.4")	874 7032
216 x 305 mm (8.5" x 12") - A (long) paper	203 x 254 mm (8.0 x 10.0")	825 4989

Printer Driver

The printer driver developed for the 8500 printer is based on high-quality Kodak photographic printing methods. The color-rendering processes that evolved are highly sophisticated. This printer driver allows you to access advanced printing options based on Kodak colour science.

The printer driver is provided for use with the following operating systems:

- Windows 98
- Windows Me
- Windows XP
- Windows 2000
- Windows NT 4.0
- Macintosh 9.1 and above (OS X is not supported)

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Interfaces

The 8500 printer has standard communication ports.
The following interfaces are provided with the printer:

- IEEE-1284 Parallel
- USB

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Setting up the 8500 Printer

This section explains how to set up the 8500 printer. The steps are:

1. Finding an appropriate location for the 8500 printer
2. Unpacking the 8500 printer
3. Loading the ribbon cartridge
4. Connecting the cables
5. Connecting the power cord and turning on the 8500 printer
6. Loading paper
7. Installing the dust covers
8. Making a test print

The software for the 8500 printer, which enables you to take full advantage of the 8500 printer's capabilities, is on the CD shipped with the 8500 printer. After you set up the 8500 printer, install the appropriate printer driver.

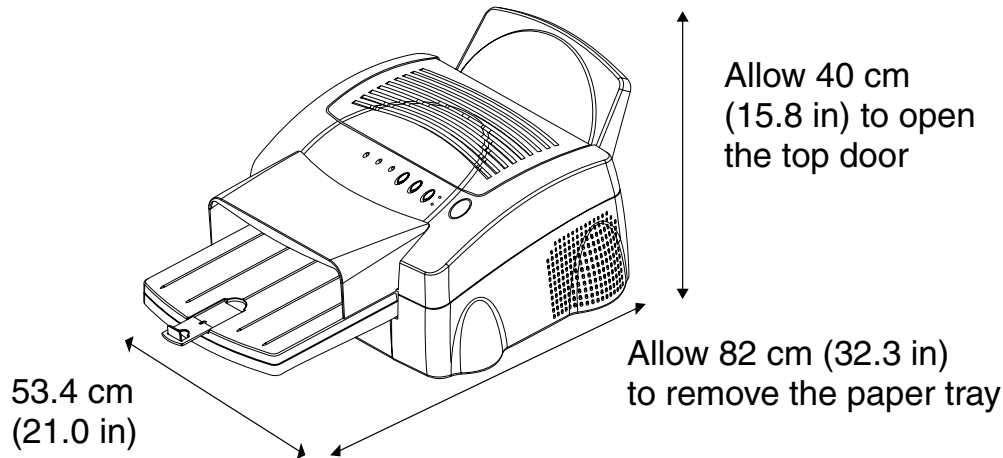
For information on the printer driver, [refer to the KODAK PROFESSIONAL 8500 Digital Photo Printer / Printer Driver Guide](#).

Finding a Location for the 8500 Printer

As you look for an appropriate location for the 8500 printer, keep the following guidelines in mind. [Refer to “Site Specifications”](#) for specific requirements.

- Allow 5 cm (2 in) on the left and right sides, and 40 cm (15.8 in) on the top side for air flow and cooling. The back of the 8500 printer may be placed flush against a wall.
- Avoid placing the 8500 printer in areas where ventilation ducts, open doors, or frequent passers-by might expose it to debris. Airborne dirt particles can cause image quality problems.

The space requirements for the 8500 printer are shown below.



Unpacking the 8500 Printer

The following accessories are included with the 8500 printer. If any are missing, contact your dealer.

- Power cord
- CD containing the printer drivers and the documentation in PDF format. The CD also contains Adobe Acrobat Reader for accessing, viewing, and printing the documentation.
- Dust cover (for front and back panel)
- Ribbon carrier
- Paper tray
- Ribbons (matte, glossy)
- Print paper

To unpack the 8500 printer:

1. Open the shipping carton.
2. Carefully remove the top foam with the accessories.
3. Lift the printer out of the carton.
4. Remove the 8500 printer from the plastic sheet, and place the printer in the desired location.

NOTE: Save the packaging in case you need to ship the 8500 printer.

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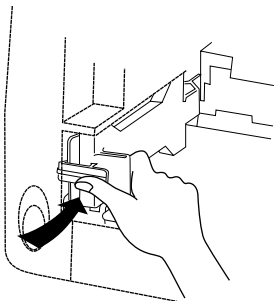
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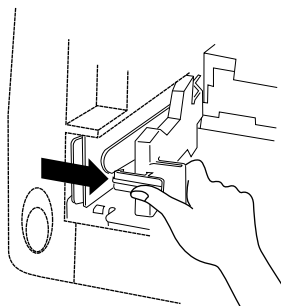
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5. Remove the shipping inserts on both sides of the paper tray inserting slot.

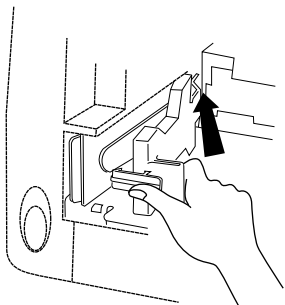


Hold the tab.

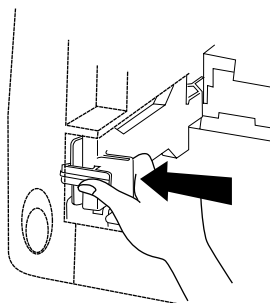


Pull the shipping insert to the center.

NOTE: When you do not use the 8500 printer for a long period, make sure to attach the shipping inserts on the slot or the rollers may be deformed.



Push toward the inner part.



Hook the shipping insert on the printer.

Loading the Ribbon Cartridge

The ribbon provides dyes for printing images. The three-colour XtraLife ribbon contains enough dye to make 50 prints. The XtraLife ribbons contain additional patches that protect images from fingerprints.

Handling the Ribbon

- Do not expose the ribbon to direct sunlight, extreme heat, dust, or liquids.
- Leave the top cover closed except when you need to access the inside of the 8500 printer.

Storing Ribbons

For the highest image quality, store ribbons as follows:

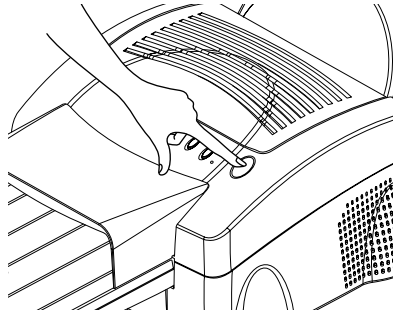
- Store unopened ribbons at temperatures below 25°C (77°F). Avoid exposure to temperatures higher than 38°C (100°C).
- Keep partially used ribbons in their original wrappers to protect them from dust and dirt when they are not loaded in the 8500 printer. Dust and dirt specks on the ribbon show up as much larger spots on prints.

Loading the Ribbon Cartridge in the 8500 Printer

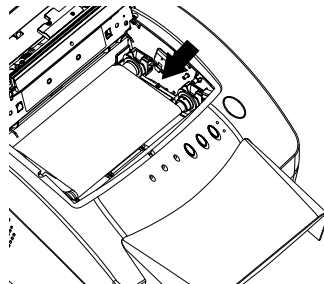
The ribbon cartridge fits easily in the 8500 printer. There is only one way to correctly load the ribbon cartridge.

Follow these steps to load a ribbon cartridge:

1. Press the OPEN button to open the top cover.



2. If necessary, push the old ribbon cartridge to the left and lift it up to remove it.



NOTE: Images remain on the ribbon after printing. If you are working with confidential documents, you may need to consider alternate ways of disposing of the ribbon to maintain security.

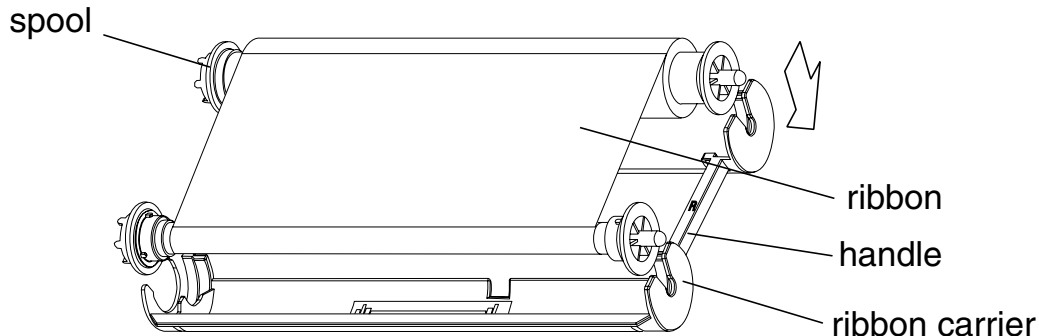
3. Remove the old ribbon from the ribbon carrier.

NOTE: Do not discard the ribbon carrier.

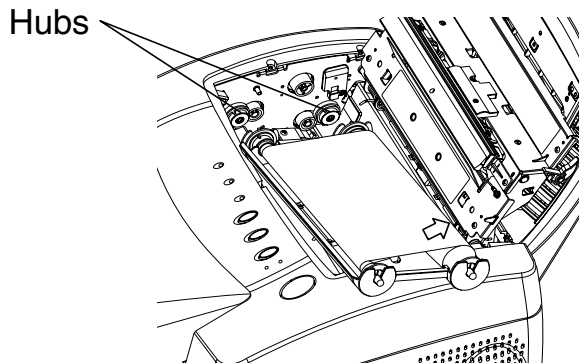
4. Remove the new ribbon from its packaging.

IMPORTANT: *Touching the dye patches could contaminate the ribbon, resulting in scratches on your prints.*

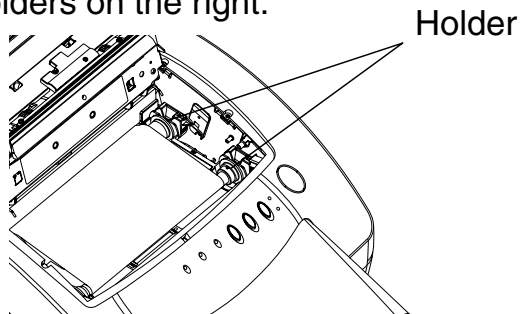
5. Set the new ribbon on the ribbon carrier as shown below.



6. Grasp the ribbon cartridge by the handle, and slide the spool onto the 2 hubs on the left side.



7. Push the ribbon cartridge against the hubs on the left until it can engage the 2 holders on the right.



8. Turn the thick spool in the direction shown by the arrow, until the ribbon is taut.
9. Close the top cover.

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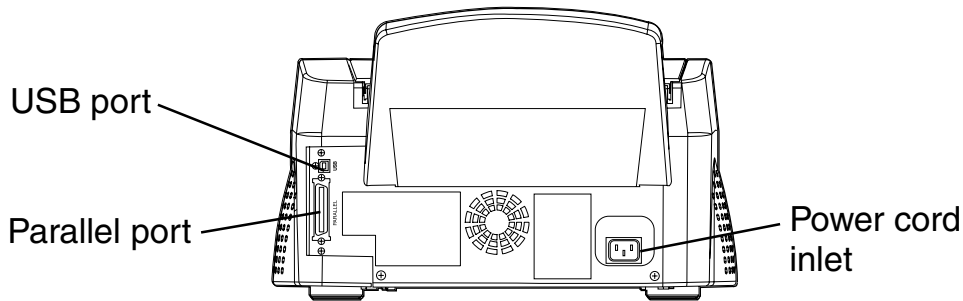
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Connecting the Cables

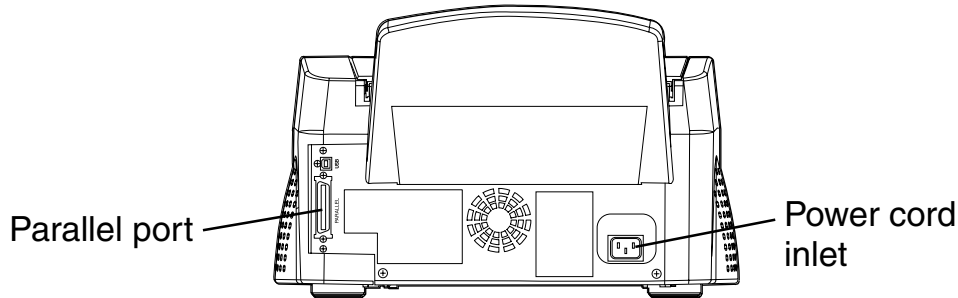
You must provide the necessary interface cables, either parallel or USB. The 8500 printer has standard communication ports.



Connecting a Parallel Cable

To connect a parallel (Centronics) cable:

1. Make sure that your computer is turned off.
2. Connect the female end (no pins) of the cable to the 8500 printer parallel port.

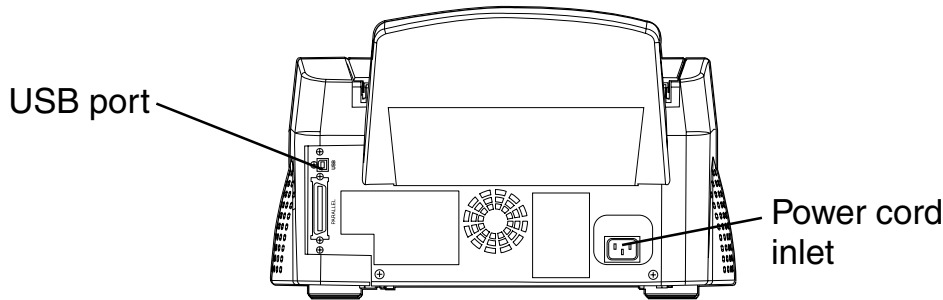


3. Connect the 25-pin end of the cable to the computer's parallel port.
4. Connect the power cord.
5. Press the POWER button to turn on the 8500 printer.
6. Press the ONLINE button to set the 8500 printer to offline mode.
7. Press the INTERFACE button so that the PARALLEL light blinks.
8. Press the ONLINE button to set the 8500 printer to online mode.
The PARALLEL light becomes steady.

Connecting a USB Cable

To connect a USB cable:

1. Make sure that your computer is turned off.
2. Connect and secure the USB cable to the USB port.



3. Connect the power cord.
4. Press the POWER button on the front of the 8500 printer. When the POWER light turns green, turn on your computer.
5. Press the ONLINE button to set the 8500 printer to offline mode.
6. Press the INTERFACE button so that the USB light blinks.
7. Press the ONLINE button to set the 8500 printer to online mode. The USB light becomes steady.

Handling Paper

Follow these guidelines when you handle the paper:

- Hold the paper by the edges to avoid fingerprints.
- Do not load more than 50 sheets of paper in the paper tray.
- Do not use wet or damaged paper.

Storing Paper

Follow these storage instructions to ensure the highest image quality:

- Store opened paper at temperatures below 25°C (77°F). Avoid exposure to temperatures higher than 38°C (100°F).
- Avoid storing a loose stack of paper out of its wrapper.

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Loading the Paper Tray

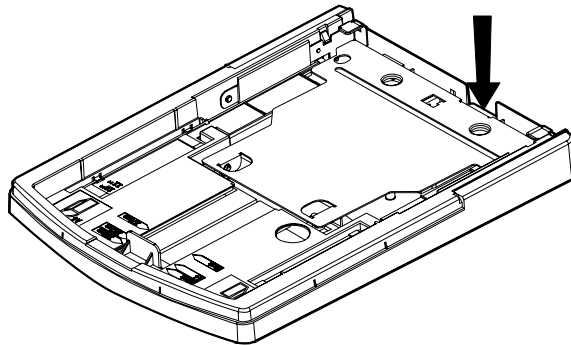
Refer to "Working with Paper" for complete information about the various types.

The paper tray adjusts to the size of the paper you are loading. Do not force paper that is too long or too wide into the tray.

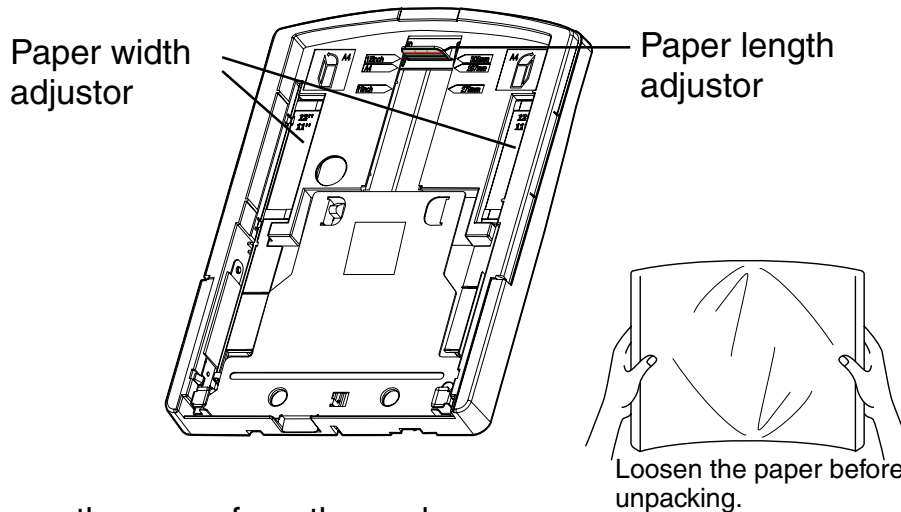
IMPORTANT: Use only the tray designed for the 8500 printer.

CAUTION: A SPACER FOR PROTECTION DURING TRANSPORT IS ATTACHED INSIDE THE PAPER TRAY WHEN THE PRINTER IS SHIPPED FROM THE FACTORY. REMOVE THIS SPACER WHEN USING THE PRINTER.

1. Pull down the plate lever of the paper tray until you hear a click.



2. If necessary, adjust the paper tray to fit the paper you are loading:
 - Move the paper width adjuster to the correct position for either 11", 12" or A4 size paper.
 - Slide the paper length adjuster to the correct position for the length of the paper you are loading. Make sure that the paper length adjuster is locked into position.



3. Remove the paper from the package.

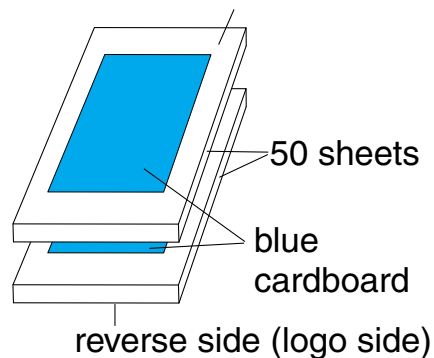
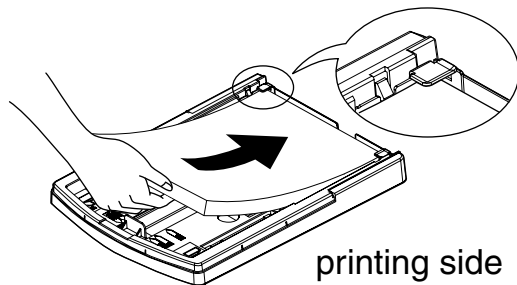
IMPORTANT: *The paper may be stuck together. Loosen the pages well before unpacking. Handle the paper by the edges to avoid fingerprints on the top sheet.*

4. Place the paper in the tray with the logo side down (as shown in the label on the tray) making sure that the front corners of the stack are under the metal tabs.

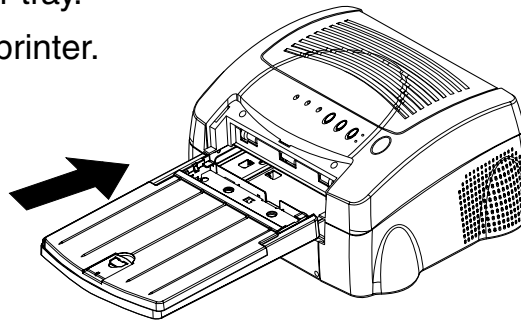
NOTE: One package includes 100 sheets of paper, which are divided at 50 sheets by blue cardboard for your convenience.

Remove the blue cardboard when using the print paper. You can load up to 50 sheets of paper in the paper tray.

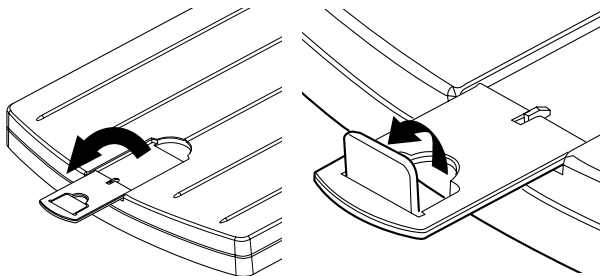
When adding the paper, take care not to exceed the red line on the paper length adjuster.



5. Set the clear cover onto the paper tray.
6. Install the paper tray in the 8500 printer.



7. Raise the stopper.



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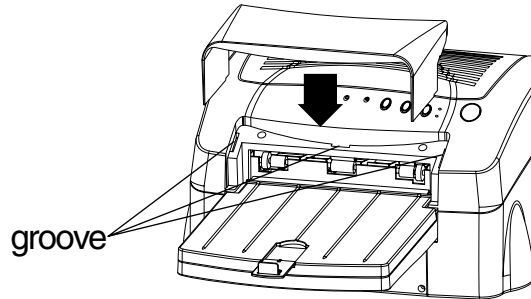
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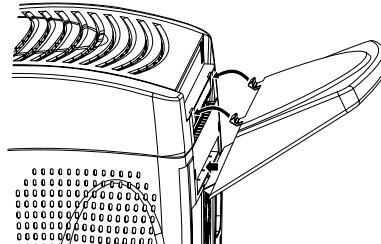
Installing the Dust Covers

Install the dust covers on the front and back of the 8500 printer.

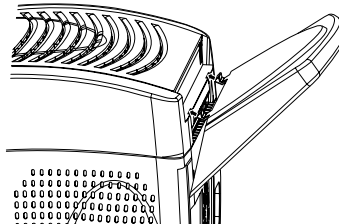
Front: Install the cover as shown below. (Insert the cover into the groove.)



Back: **1.** Insert the bottom of the dust cover on the back slit of the 8500 printer.



2. Hook the dust cover on the 8500 printer.



About Printer Initialization

When you turn the 8500 printer on, it initializes (starts up and performs a self-check) in a few seconds. During this time, the POWER, MEDIA, and PARALLEL and USB lights blink.

If the 8500 Printer Does Not Initialize

If the 8500 printer fails to initialize, no light illuminates on the display panel. Turn the 8500 printer off and then back on.

If a light still does not illuminate, turn off both the 8500 printer and the computer. Disconnect all cables from the 8500 printer except the power cable. Turn on the 8500 printer. If no light illuminates, call for service.

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Making a Test Print

Making a test print verifies proper 8500 printer setup and operation, and confirms print quality.

To make a test print:

1. Press the POWER button while holding the ONLINE button.
2. Press the PRINT button.

Example of the test print



Operating the 8500 Printer

This chapter provides the information you need to operate the 8500 printer. It includes:

[Looking at the buttons and lights](#)

[Working with paper](#)

[Canceling the continuous printing](#)

[Handling and storing prints](#)

[Keeping the 8500 printer in good working condition](#)

[Cleaning the 8500 printer](#)

NOTE: Before operating the 8500 printer you must install the appropriate printer driver. Refer to the printer driver manual for the details.

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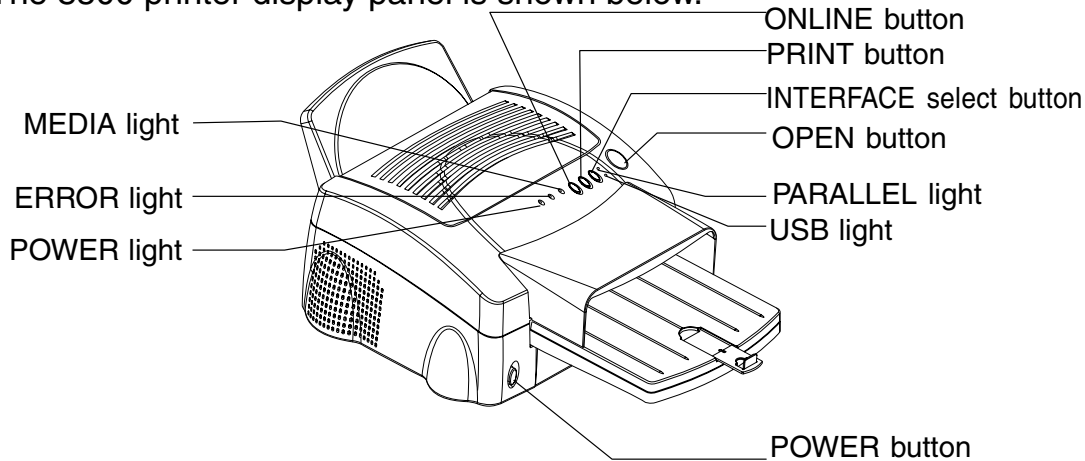
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Looking at the Buttons and Lights

The 8500 printer display panel is shown below.



The following **indicator lights** show the status of the 8500 printer:

- **POWER light**—illuminates in green when the 8500 printer is turned On.
- **ERROR light**—illuminates in red when an error occurs. The light remains on until all the errors are resolved.
- **MEDIA light**—illuminates in red when an error concerning print paper occurs.
- **PARALLEL**—illuminates in green when Parallel is selected.
- **USB**—illuminates in green when USB is selected.

When the ERROR light glows steadily, you may be able to correct the problem yourself.

Use the buttons:

- POWER button—Press to turn the power on or off. When the power is turned on, the POWER light illuminates.
- ONLINE button—Press to take the printer online or offline. In online mode, you can control the 8500 printer through the computer.
- PRINT button—Press to reprint a valid job that is still in the image buffer. This button is not available when image data has not been sent or the 8500 printer is online.
- INTERFACE select button—Press to select either Parallel and USB. The light of the selected interface blinks. This button is not available when the 8500 printer is online.
- OPEN button—Press to open the top cover. Open the top cover when loading the ink ribbon or clearing a paper jam.

NOTE: Do not open the top cover during printing. Doing so may cause a print error and malfunction of the printer.

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Working with Paper

This section describes the paper used with the 8500 printer. It also lists handling and storage guidelines.

Thermal paper looks and feels like photographic paper, but it is not light sensitive. The back is imprinted with the Kodak logo. The paper is shipped as two 50-sheet packages; but only 50 sheets can be loaded in the printer at one time.

CAUTION: Use only paper designed for the 8500 printer. Using other materials may cause problems.

Kodak Professional Ektatherm print paper is available. The following table identifies each paper type and size, the ribbon cartridges compatible with each type, and the maximum image size for each paper type.

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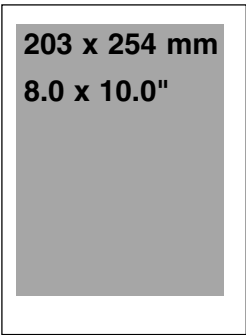

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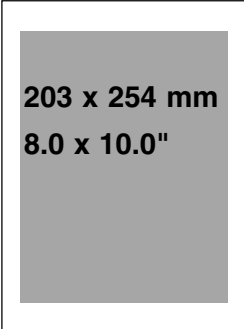
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Kodak Thermal Paper Types, Sizes, and Image Sizes

Type of paper	Paper Size	Type of Ribbon	Maximum Image Size
Kodak Professional Ektatherm 8500 A4 paper CAT No. 830 8728	210 x 297 mm (8.27 x 11.69")	Kodak Professional Ektatherm XtraLife 8500 glossy ribbon CAT No. 132 8459	
		Kodak Professional Ektatherm XtraLife 8500 matte ribbon CAT No. 801 0761	
Kodak Professional Ektatherm paper CAT No. 874 7032	216 x 279 mm (8.5 x 11")	Kodak Professional Ektatherm XtraLife 8500 glossy ribbon CAT No. 132 8459	
		Kodak Professional Ektatherm XtraLife 8500 matte ribbon CAT No. 801 0761	

Kodak Thermal Paper Types, Sizes, and Image Sizes (Cont.)

Type of paper	Paper Size	Type of Ribbon	Maximum Image Size
Kodak Professional Ektatherm paper CAT No. 825 4989	216 x 305 mm (8.5 x 12")	Kodak Professional Ektatherm XtraLife 8500 glossy ribbon CAT No. 132 8459 Kodak Professional Ektatherm XtraLife 8500 matte ribbon CAT No. 801 0761	

Canceling the continuous printing

When printing two or more copies of one image, you can use continuous printing. The number of the copies can be set by the printer driver.

To cancel continuous printing, press the PRINT button for a few seconds until the ERROR (in green), Parallel and USB lights blink.

After completing the current printing, continuous printing is canceled.

Handling and Storing Prints

The image stability of thermal prints depends upon factors such as temperature, relative humidity, and exposure to light or to biological or chemical contaminants. Using XtraLife ribbon increases the stability and durability of your prints.

Your thermal images will last a long time if you use these guidelines for handling and storing them:

- Remove prints from the exit area **ONLY AFTER** the 8500 printer ejects them.
- Do **NOT** put a print back into the paper tray. Doing so can cause jams and loss of completed prints.
- Handle prints as little as possible. When handling prints, make sure your hands are clean and free of food, oil, and grease. Wear clean gloves when possible, and hold prints by the edges.

- Store thermal prints in a cool, dry environment free of chemical contamination.
- Avoid storing prints at temperatures higher than 25°C (72°F) for extended periods.
- A relative humidity between 30% and 50% is ideal.
- 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) or any plastic which contains plasticizer. These items usually have a distinct plastic odor.
- Do not place objects on top of the 8500 printer.

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Keeping the 8500 Printer in Good Working Condition

To keep the 8500 printer in good working condition:

- Keep the 8500 printer clean. Keep the surrounding area vacuumed and litter-free.
- Protect the 8500 printer from tobacco smoke, dust, sand, and liquid spills.

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Cleaning the 8500 Printer

To help ensure good performance and high-quality output, make sure the operating environment is clean and dust free.

Clean the 8500 printer regularly as described below. Before you begin, turn off the 8500 printer and unplug it.

- Wipe the covers, the paper tray area, and the paper tray with water and a damp, lint-free cloth. This eliminates dust build-up and prevents dirt from getting into the 8500 printer.

CAUTION: NEVER USE ABRASIVES OR HARSH CHEMICALS TO CLEAN ANY PART OF THE 8500 PRINTER. DO NOT USE ALCOHOL CLEANING PADS TO CLEAN THE CABINET.

- Clean the area around and under the printer to prevent dirt from getting into the 8500 printer.

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This chapter describes the problems that you may occasionally have with the 8500 printer. It also tells how to resolve these problems.

This chapter contains the following sections:

- [Light indications and how to resolve them](#)
- [What to do if the 8500 printer does not operate correctly](#)
- [Clearing a paper jam](#)
- [Repairing a torn ribbon](#)
- [Cleaning the thermal head](#)
- [Repacking the 8500 printer](#)
- [Getting additional help](#)

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Light Indications and How to Resolve Them

The indicator lights become red when a problem has occurred.

You must resolve any problems before you can print.

Click the following light indication links to learn more.

[ERROR light off, MEDIA light red](#)

[ERROR light red, MEDIA light off](#)

[ERROR light red, MEDIA light red](#)

	Status	Light indications				
		POWER	ERROR	MEDIA	PARALLEL	USB
Normal status	Power OFF	●	●	●	●	●
	Initializing	○Green	◎Green	◎Green	◎Green	◎Green
	Online (USB)	○Green	●	○Green	●	○Green
	Online (Parallel)	○Green	●	○Green	○Green	●
	Offline (USB)	○Green	●	●	●	◎Green
	Offline (Parallel)	○Green	●	●	◎Green	●
	Transferring data	○Green	●	○Green	◎Green	◎Green
	Printing	○Green	●	○Green	○Green	○Green
Cancel continuous printing	○Green	◎Green	○Green	◎Green	◎Green	
Error status	Overheat Condition	○Green	◎Green	●	/	/
	Door open	○Green	○Red	○Red	/	/
	Out of media (paper)	○Green	●	○Red	/	/
	Out of media (Ink sheet)	○Green	●	○Red	/	/
	Paper illegal	○Green	○Red	○Red	/	/
	Paper jam or mechanical error	○Green	○Red	●	/	/
	Paper size mismatch to image size	○Green	○Red	○Red	/	/

○ : LED on ◎ : LED blinking ● : LED off

If the Printer Does Not Operate Correctly

You may be able to identify or correct problems yourself. Follow the instructions for the problem you have, and make a test print to see if the problem is resolved. Use the following list to correct the problem. If the problem persists, service is required. [Refer to “Getting Additional Help”](#). The following is a list of common problems. Click the problem to learn about the possible cause for the problem and a solution.

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[Printing takes much longer than usual](#)

[Nothing happens when a job is sent](#)

[White or colored lines and scratches](#)

[White or multicolored spots appear on the prints](#)

[Smudges, smears and fingerprints](#)

[Paper does not feed](#)

[8500 Printer does not respond when you press buttons](#)

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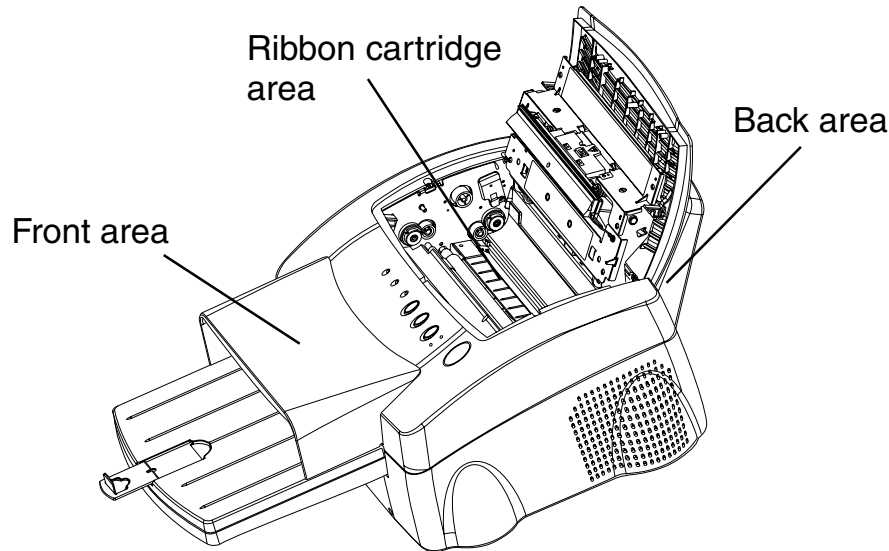
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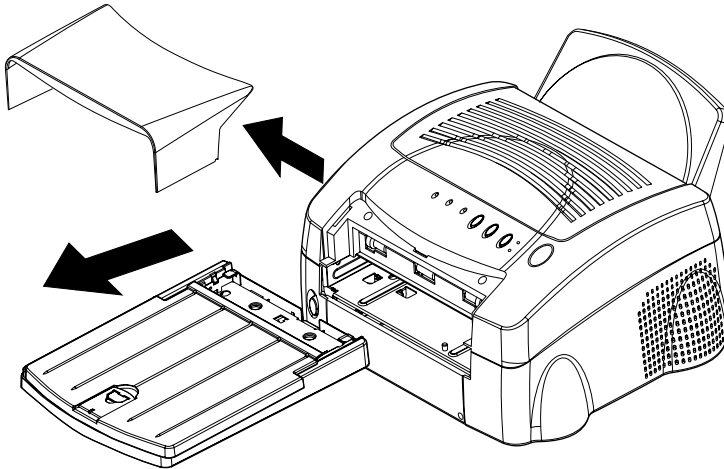
Clearing a Paper Jam

Paper and ribbon may occasionally jam in the 8500 printer. Jams are typically identified when the Error light becomes red. Jams may occur in the following locations:



Clearing a Paper Jam from the Front Area

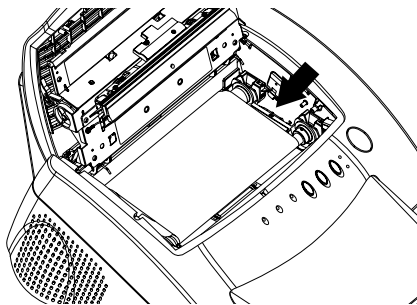
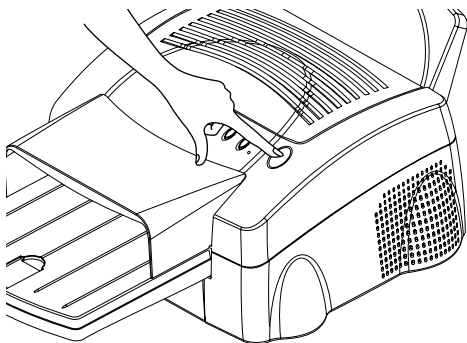
1. Turn off the 8500 printer power.
2. Completely remove the paper tray and the front dust cover.



3. Reach in, and pull out the partially-fed paper.
 4. Install the tray and the front dust cover in the printer.
- IMPORTANT:** Do not put partially-fed paper back into the paper tray.
5. Discard any partially-fed paper from the paper tray.

Clearing a Paper Jam from the Ribbon Cartridge Area

1. Turn off the 8500 printer.
2. Open the top cover, and remove the ribbon cartridge.



Push the ribbon cartridge to the left and lift it up to remove it.

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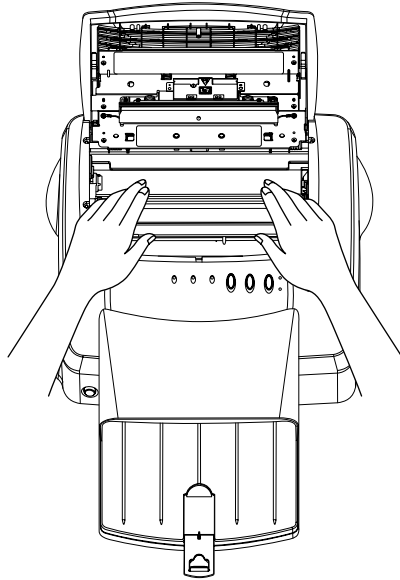
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3. Pull out the jammed paper.

NOTE: Be careful not to damage the thermal head at this time.



4. Install the ribbon cartridge, and close the top cover.

IMPORTANT: Do not put partially-fed paper back into the paper tray.

5. Discard any partially-fed paper from the paper tray.

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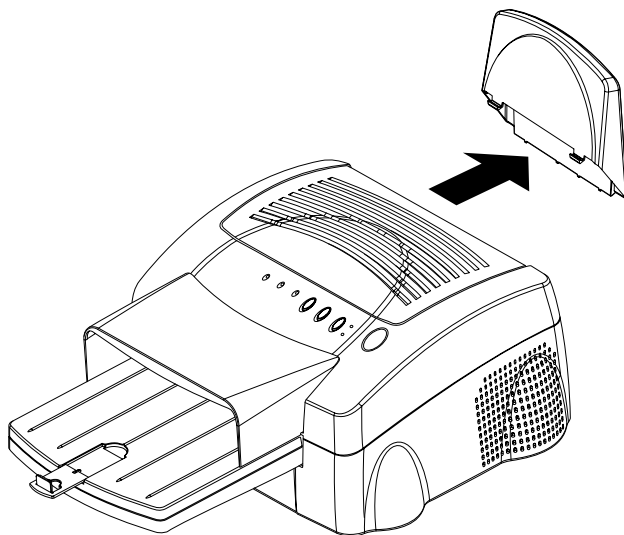
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Clearing a Paper Jam from the Back Area

1. Turn off the 8500 printer power.
2. Remove the back dust cover.



3. Remove the paper.
4. Install the back dust cover.

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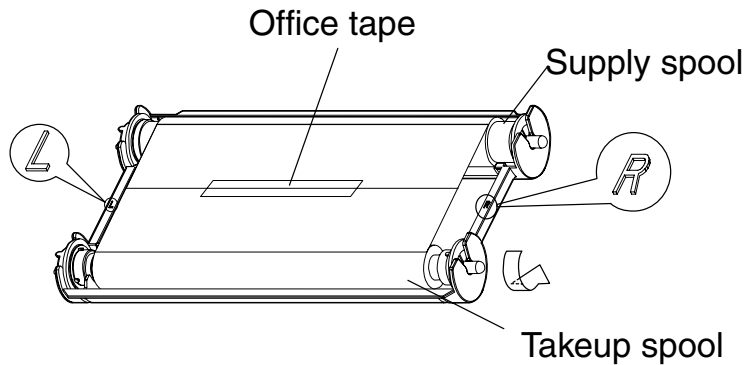
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Repairing a Torn Ribbon

1. Position the ribbon cartridge with the torn ribbon on a clean place as shown below.



2. Place a piece of office tape on the center of the ribbon.
3. Wind the takeup spool counterclockwise so that the office tape is not seen and the ribbon is straight.
4. Install the repaired ribbon cartridge in the 8500 printer.

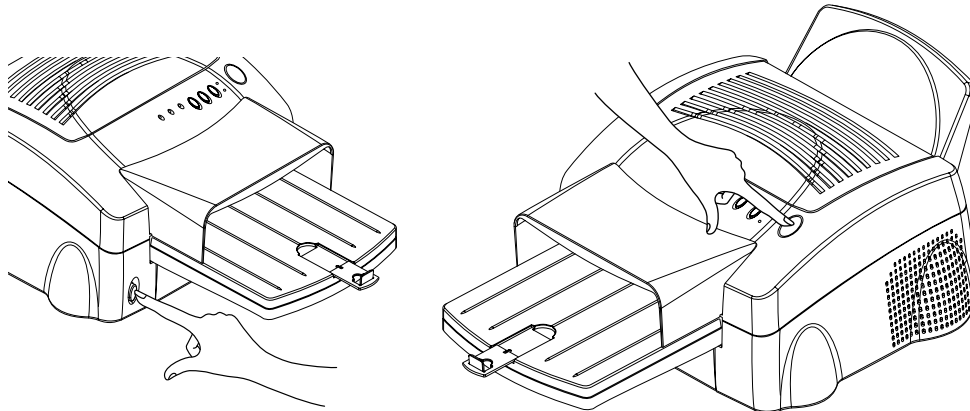
Cleaning the Thermal Head

Cleaning the thermal head helps to eliminate lines and streaks on your prints.

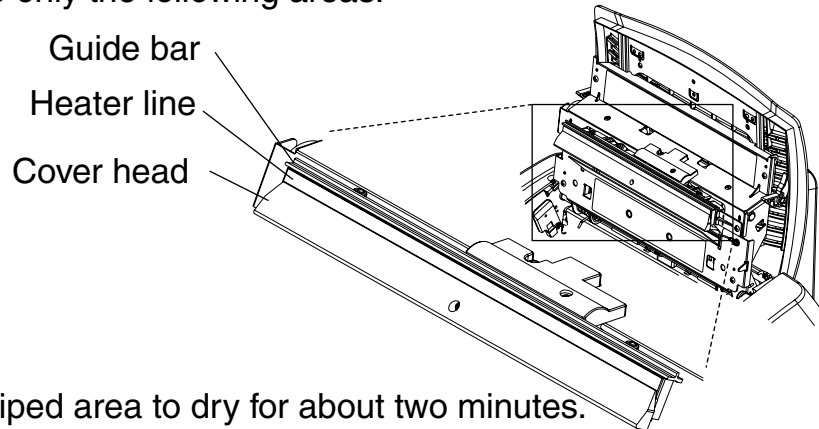
CAUTION: Never rub or wipe anything across the thermal head except when cleaning it.

To clean the thermal head:

1. Turn off the 8500 printer, and open the top cover.



2. Use a cloth moistened with alcohol to clean the print head, and wipe along the heater line four times:
 - Wipe the full length of the area (always in one direction).
 - Use a clean part of the cloth for each wipe.
 - Apply firm, even pressure.
 - Wipe only the following areas.



3. Allow the wiped area to dry for about two minutes.
4. Close the top cover, and turn on the printer.
5. Make a test print. If image quality artifacts are visible on the test print, repeat Steps 1- 4.

NOTE: It may be necessary to repeat Steps 1- 4 several times to remove any artifacts. If you cannot remove the artifacts, call for service.

Repacking the Printer

If you need to ship the printer, pack it as follows:

1. Remove the paper from the paper tray.
2. Open the top cover. Then remove the ribbon cartridge. Discard the ribbon, or store it in its original box. Put the ink carrier in its original packing.
3. Close the top cover.
4. Attach the shipping inserts on both sides of the paper tray inserting slot.
5. Put the 8500 printer in its original plastic sheet to keep it clean during shipping.
6. Pack the printer in its original box.
7. Replace the top foam cap.

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Getting Additional Help

Your dealer of Kodak products is the best source for information about your printer and about purchasing supplies and accessories.

In addition, technical support is also available on Kodak's Web site at www.kodak.com. Call 1-800-23kodak (1-800-235-6325) from 9:00 a.m. to 8:00 p.m., Eastern Standard Time, on regular business days.

Help numbers for the Asia/Pacific and European regions are listed below:

Country	Country code	Helpline number
Australia	61	3 9350-1222
Hong Kong	85	2-2564-9333
Indonesia	81	3 5488-2001
Korea	82	2 708-5400
Malaysia	60	3 757 2722
Philippines	63	2 815-8851
Singapore	65	473-6611
Thailand	66	2 271-3040
Taiwan	88	6 2 895-1580

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Country	Country code	Helpline number
Belgium	32	2 263-2211
Denmark	45	70 157000
Finland	358	9 584-071
France	33	1 400-13000
Germany	49	711 406-0000
Italy	39	2 660-28710
Netherlands	31	3065-99911
Norway	47	66-81-81-81
Spain	34	1 626-7101
Sweden	46	8 580-23500
UK	44	2 845122

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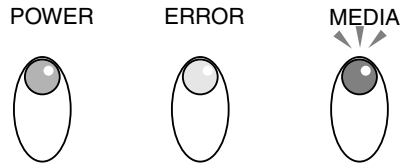
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ERROR light off, MEDIA light red



Possible Cause	Possible Solution
The supply spool in the ribbon is empty. The ink ribbon is not set.	Install a new ribbon in the ribbon carrier. Refer to Loading the Ribbon Cartridge.
The ink ribbon is used up.	Install a new ribbon in the ribbon carrier. Refer to Loading the Ribbon Cartridge.
The paper tray is empty or the paper tray is not set.	Load paper. Refer to Loading the Paper Tray.

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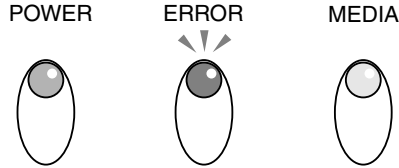
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ERROR light red, MEDIA light off



Possible Cause	Possible Solution
A paper jam occurred.	Clear the paper path. Refer to Clearing a Paper Jam.
A mechanical error occurred.	Remove the paper tray and ribbon cartridge. Turn off the 8500 printer power and turn it on again.

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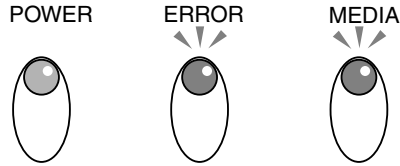
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ERROR light red, MEDIA light red



Possible Cause	Possible Solution
The paper is not loaded properly.	Load the proper paper into the tray.
The top cover is open.	Close the top cover.
The paper size in the tray is not the same as the size specified by the printer driver.	Set the printer driver setting to the paper size in the tray.

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8500 Printer does not turn on

Possible Cause	Possible Solution
The power is not on.	Check that the power switch is pressed securely.
The cables and the power cord are not connected securely.	Check that the cables and the power cord are connected securely.

Printing takes much longer than usual

Possible Cause	Possible Solution
The image file size may be larger than usual and, therefore, takes longer to process.	Wait a few minutes.
The 8500 printer is too warm. (The Error light blinks in green.)	<ol style="list-style-type: none"> 1. Wait for a while until the temperature inside the 8500 printer falls. 2. If the temperature does not fall, turn the 8500 printer off. Consider moving the 8500 printer to a location where the temperature is lower.
The 8500 printer is too cold. (The Error light is red.)	<ol style="list-style-type: none"> 1. Turn the printer off and then on again to restart the heating cycle. 2. The operating environment may be below the site specification for the printer. Consider moving the printer where the temperature is higher.

Nothing happens when a job is sent

Possible Cause	Possible Solution
Job is processing	Wait to see if the job is still processing. During data transfer, the PARALLEL and USB lights blink. During printing, the PARALLEL and USB lights are on steady.
Printer settings	<ol style="list-style-type: none">1. Print a file that you printed previously.2. Check the communication settings for compatibility between the 8500 printer and the host computer.
Printer connections	<ol style="list-style-type: none">1. Disconnect the cable, and make a test print.2. If the problem persists, service is required.

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White or colored lines and scratches

Possible Cause	Possible Solution
Dust or dirt has caused contamination.	<ol style="list-style-type: none"> 1. Check that the paper in the paper tray is clean and streak free. 2. Check that the ribbon is clean. 3. Clean the print head. Refer to Cleaning the Thermal Head. <p>If the problem persists, service is required.</p>

White or multicolored spots appear on the prints

Possible Cause	Possible Solution
Dirt or dust has caused contamination.	<ol style="list-style-type: none"> 1. Clean the 8500 printer and the surrounding area. 2. Move the 8500 printer away from room ventilation ducts or open doors.

Smudges, smears and fingerprints

Irregular shaped and colored areas appear on the prints.

Possible Cause	Possible Solution
Fingerprints or other oils have contaminated the paper or ribbon.	<p>Replace the contaminated paper or ribbon with the new clean one. Handle paper and ribbon carefully. Refer to Handling the Ribbon and Working with Paper.</p> <p>Use only Kodak Professional Ektatherm XtraLife ribbon.</p>

Paper does not feed

Possible Cause	Possible Solution
Paper load or tray.	<ol style="list-style-type: none"> 1. Remove sheets with irregularities. 2. Check that the tray is correctly adjusted for the size paper installed. 3. Reduce the size of the stack of paper in the paper tray.

8500 Printer does not respond when you press buttons

Possible Cause	Possible Solution
Printer conditions.	<ol style="list-style-type: none"><li data-bbox="671 303 1114 360">1. Make sure that the top cover is closed.<li data-bbox="671 379 1182 414">2. Remove and reinstall the paper tray.<li data-bbox="671 425 1027 460">3. Restart the 8500 printer.<li data-bbox="671 471 1082 529">4. Check that the POWER light illuminates.

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Printer dimensions

Width: 43.4 cm (17.1 inches)

Depth: 35.8 cm (14.1 inches) excluding paper tray and front dust cover

Height: 22.8 cm (9.0 inches) excluding back dust cover

Printer weight

Approx. 13 kg (Approx. 28.7 lbs)

Space Requirements

Minimum space required with the paper tray inserted:

Width: 53.4 cm (21 inches)

Depth: 75.0 cm (29.5 inches)

Height: 27.3 cm (10.8 inches)

Minimum space for removing the paper tray and opening the top cover:

Width: 53.4 cm (21 inches)

Depth: 82.0 cm (32.3 inches)

Height: 40.0 cm (15.8 inches)

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Operating Environment

Ambient operating temperature: 15 to 30°C (59 to 86°F)

Relative humidity: 30 to 85%

Power Requirements

Voltage/frequency

AC220-240V / 50/60Hz

Power consumption

1.35 A, 210 watts

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Accessories and Supplies

This chapter lists the accessories and supplies available for the Kodak Professional 8500 thermal printer and tells how to order them.

Accessories

Purchase these items through your dealer or distributor.

Accessory	Catalog Number
Kodak Professional 8500 paper tray	146 5913
Kodak Professional 8500 ribbon carrier	129 8777

Ribbons

The following ribbons are available for the 8500 printer.
Purchase ribbons from your printer dealer or distributor.

Ribbon Type	Catalog Number
Kodak Professional Ektatherm XtraLife 8500 glossy ribbon	132 8459
Kodak Professional Ektatherm Xtralife 8500 matte ribbon	801 0761

Paper

The following paper sizes are available for the 8500 printer. Purchase paper from your printer dealer or distributor. Paper is shipped as two 50-sheet packages.

NOTE: Refer to [“Working with Paper”](#) for illustrations of the maximum image size for each paper size.

Kodak Professional Ektatherm print paper	Catalog Number
210 x 297 mm (8.27 x 11.69 in)	830 8728
216 x 279 mm (8.5 x 11 in)	874 7032
216 x 305 mm (8.5 x 12 in)	825 4989



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