

KODAK PROFESSIONAL 8657 Printer



Contents

Introduction	v
About Your Printer	v
Host Interfaces	vi
Radio Frequency Interference	vii
Regulatory Information	viii
Safety Regulations	ix
1 Getting Started	1-1
Checking Contents	1-1
Removing the Shipping Pins	1-2
Finding a Location	1-3
Components of the Printer	1-4
Reviewing the Components	1-4
Attaching the Power Cord	1-9
Attaching the Interface Cable	1-10
Cleaning the Thermal Head	1-13
Printer Ribbon and Paper	1-16
About Ribbon	1-16
About Paper	1-21
Turning on the Power	1-24
Understanding the Display Panel	1-25
Indicator Lights	1-26
LCD Panel	1-27
Buttons	1-28

Configuring the Printer	1-29
Using Setup Menus	1-29
Selecting a Language for the Display Panel	1-30
Selecting Defaults	1-30
Specifying Port Information	1-31
Making a Test Print	1-35
Printing	1-36
Job Scheduling	1-37
Storing Prints	1-38
2 Maintaining the Printer	2-1
3 Supplies	3-1
Ordering Supplies	3-1
Alcohol Cleaning Pads	3-1
Ribbon	3-1
Paper	3-2
Storing Supplies	3-3
Ribbon	3-3
Paper	3-4

4 Correcting Problems	4-1
Understanding Error Messages	4-1
Ribbon Type Mismatch	4-3
Troubleshooting	4-4
Handling for Humidity-related Paper Problems	4-8
Alternate Head Cleaning Instructions	4-9
Clearing the Paper Path	4-12
Repacking the Printer	4-15
Getting Help	4-17
Asia/Pacific Helpline Numbers	4-18
European Helpline Numbers	4-18
Appendix A Printer Specifications	A-1
Size	A-1
Weight	A-1
Operating Environment	A-1
Space Requirements	A-1
Power Requirements	A-2
Appendix B Adding More Memory	B-1
Setting up for the Installation	B-1
Opening the Printer	B-3
Installing the Card	B-6
Closing the Printer	B-7
Appendix C About SCSI-connected Installations	C-1
Windows systems	C-1
Macintosh Systems	C-3

Index

Introduction

About Your Printer

Thank you for purchasing the KODAK PROFESSIONAL 8657 Printer.

The 8657 Printer is a thermal dye diffusion device with superior printing speed. It contains a 33 MHz MIPS RISC processor and has a resolution of 300 pixels per inch (PPI). Printed images are high-contrast and long lasting, and XtraLife ribbon can be used to protect images from fingerprints.

A number of communication ports are provided on the printer. In addition to these standard ports, the optional KODAK Network Interface Card allows your printer to tie in to networks using Ethernet cabling.

Host Interfaces

The Centronics (Parallel) and SCSI interfaces are standard with the printer.

The EtherTalk, Novell NetWare and TCP/IP Ethernet interfaces are provided through the optional Network Interface Card.

This manual contains the information necessary for setting up and using your 8657 Printer. It consists of four chapters:

Getting Started, Maintaining the Printer, Supplies, and Correcting Problems. Additional information is provided in the appendices *Printer Specifications, and Customizing Your Printer.*

Radio Frequency Interference

This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with the User's Guide, this energy may cause interference to radio and television reception.

This equipment has been type tested and found to comply with the following:

This device meets FCC Class B emission limits for verification pursuant to Part 15 of the Federal Communications Commission Rule of the United States.

"The class B limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of the Department of Communications."

"Cet appareil numérique respecte les limites de bruits radiolétriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur : "Appareils Numériques", NMB-003 édicté par le ministre des Communications."

- 47CFR Part 15 SubPart B (North American – USA) – Class B
- ICES-003 (North American – Canada) – Class B
- VCCI-2 (Japan) – Class B

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

- EN50081-1 (European – EU) consists of: EN55022 (class B)
EN60555 – 2
(powerline harmonics)
- EN50082-1 (European – EU) consists of: IEC 801 – 2/91 (ESD)
IEC 801 – 3/84
(rf immunity)
IEC 801 – 4/88 (EFT)

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

Regulatory Information

The foregoing limits are designed to provide reasonable protection against harmful interference when operated in a residential installation. However, there is no guarantee that interference will not occur in a particular location. If this equipment does cause interference to radio or television reception (determined by turning the equipment off and on), you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Relocate the printer with respect to the receiver
- Move the printer away from the receiver
- Plug the printer into a different outlet so that the receiver and printer are on different branch circuits

If problems persist consult an experienced radio/television technician for additional suggestions. You may also find the following booklet, prepared by the Federal Communications Commission, helpful: "How to Identify and Resolve Radio-TV Interference Problems." This booklet can be purchased by contacting the Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402.

Important

This equipment was tested using shielded interface cables. The use of these cables is required to reduce the possibility of causing interference to radio and television reception.

Das Gerät ist gemäß Amtsblattberfügung 243/91 funkenstört und wurde der Deutschen Bundespost gemeldet. Kodak AG, Stuttgart.

DIESES GERÄT WURDE SOWOHL EINZELN ALS IN EINER ANLAGE, DIE EINEN NORMALEN ANWENDUNGSFALL NACHBILDET, AUF DIE EINHALTUNG DER FUNKENTSTÖRBESTIMMUNGEN GEPRÜFT. ES IST JEDOCH MÖGLICH, DASS DIE FUNKENTSTÖRBESTIMMUNGEN UNTER UNGÜNSTIGEN UMSTÄNDEN BEI ANDEREN GERÄTEKOMBINATIONEN NICHT EINGEHALTEN WERDEN. DER BETREIBER IST FÜR DIE EINHALTUNG DER FUNKENTSTÖRUNGS BESTIMMUNGEN SEINER GESAMTEN ANLAGE VERANTWORTLICH, IN DER DIESES GERÄT BETRIEBEN WIRD.

This equipment has been tested and found to comply with the following:

UL 1950
CSA 950
TUV EN60950

Safety Regulations

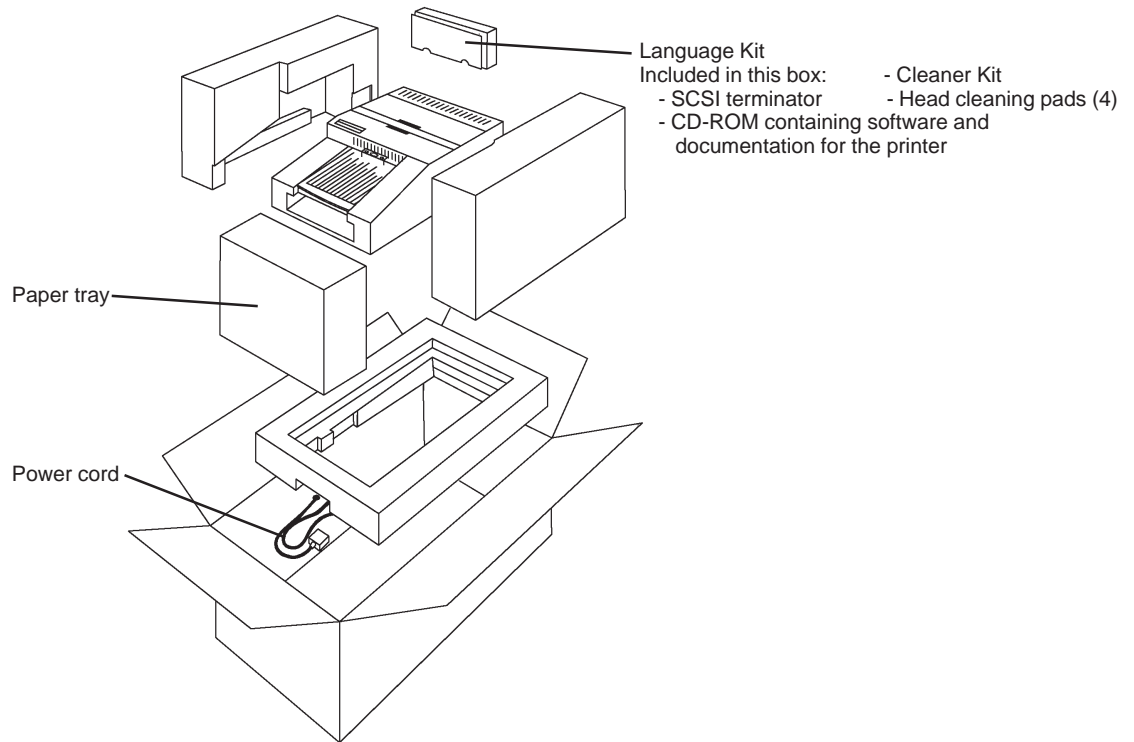
The following symbol has been placed on areas of the printer where electrical shock is possible. Take extra precautions in these areas.



1 Getting Started

Checking Contents

As you unpack your new printer, make sure the following items are included:



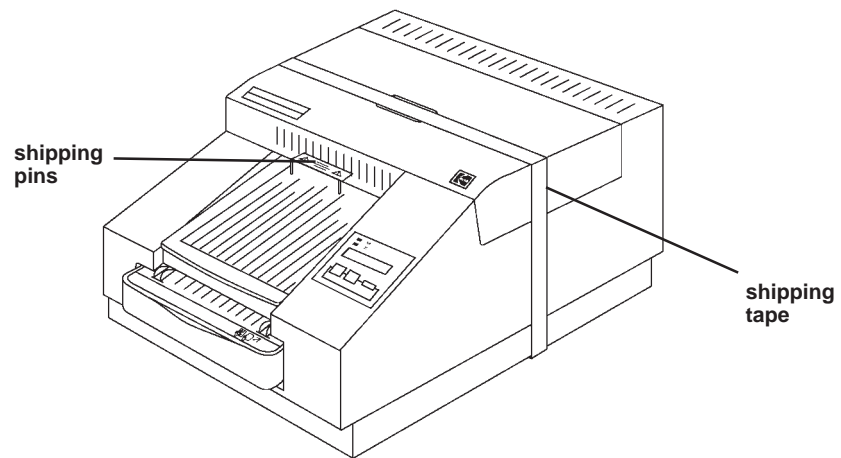
Contact your place of purchase if any items are missing from the box.

Removing the Shipping Pins

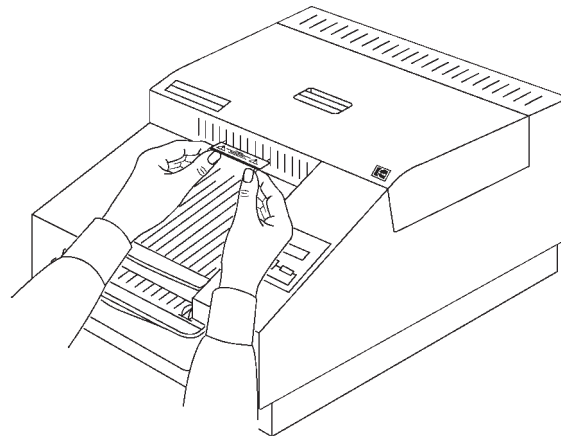
Shipping pins are used to ensure safe shipment of your 8657 Printer. Save the printer's packaging and these pins in case you need to ship your printer in the future.

CAUTION: Do not use the printer until you remove the shipping pins.

1. Remove the printer from the plastic bag.

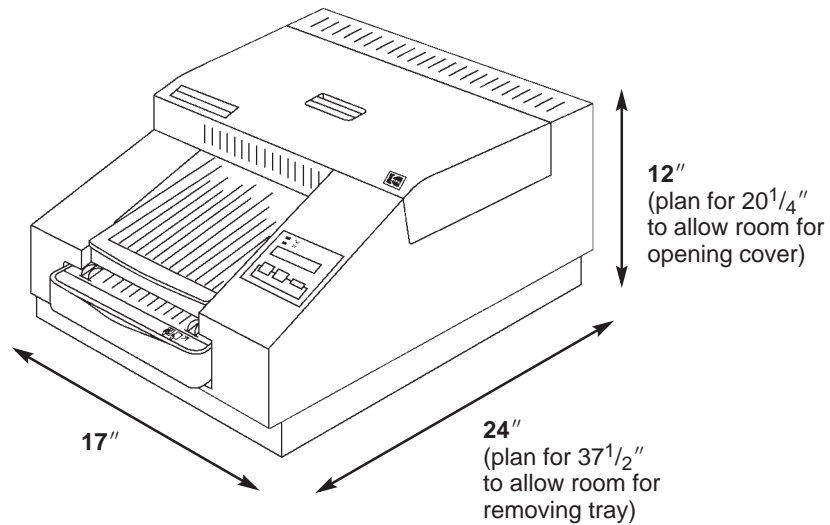


2. Remove the tape from the cover.
3. Carefully pull out the shipping pins.



Finding a Location

As you determine the best location for the 8657 Printer, be aware that certain connections and operations require access behind and on the side of the printer. You should place the printer so that air flow is not blocked. The following diagram illustrates the necessary space requirements.



Airborne dirt particles can cause image quality problems. Avoid placing the printer in areas where ventilation ducts, open doors, or frequent passers-by might expose the printer and paper to high levels of debris.

NOTE: Allow two (2) inches (about 5 cm) on all sides of the printer for easy access.

Refer to Appendix A, *Printer Specifications*, for more information about site requirements.

Components of the Printer

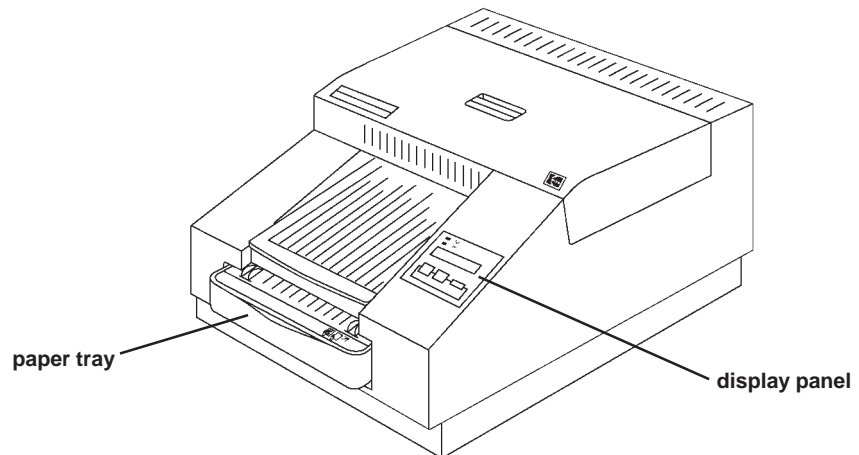
The following sections provide instructions for setting up your 8657 Printer.

Reviewing the Components

Familiarize yourself with the printer components in the illustrations and descriptions that follow.

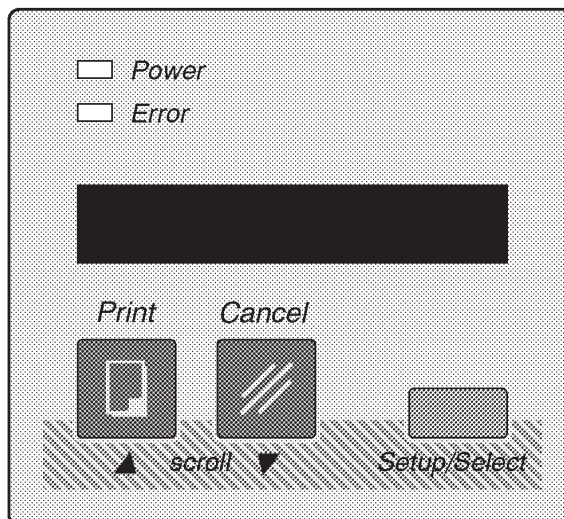
Printer Front View

The components of the printer are shown below.



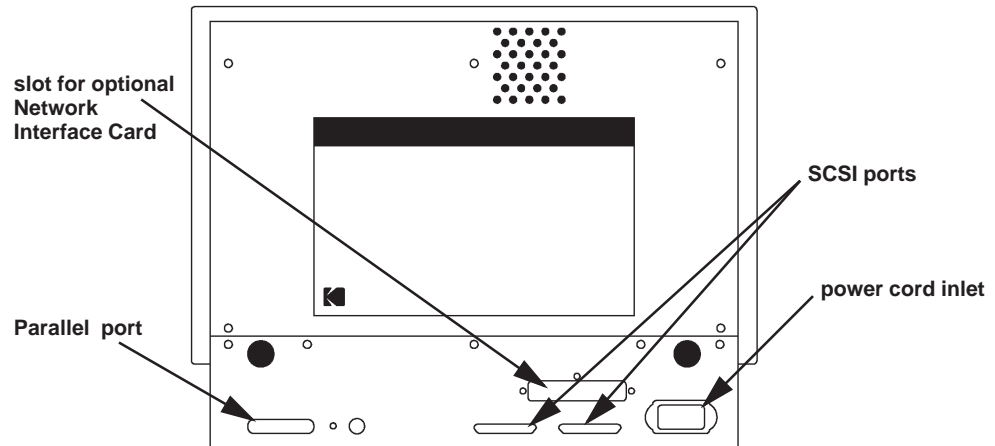
Paper tray—the paper tray can hold up to 100 sheets of paper.

Display panel—the display panel indicates printer status and is described in detail later in this chapter. You can select the language that you would like to read on the display panel by using the setup menu. The following languages are available: English, French, German, Italian, and Spanish.



Printer Back View

The back of the printer is shown below.



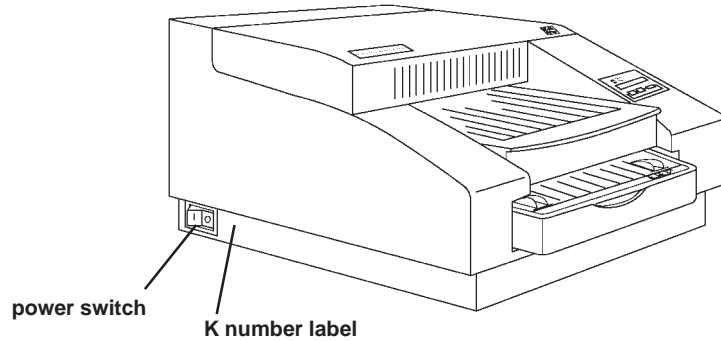
Power cord inlet—one of four standard power cords is included with your printer. The standard types are for North America/Japan, UK, Europe Continental, and Australia. If you will be using the printer outside of these areas, you may need to purchase a power cord.

Ports—a variety of ports are provided on the back of your printer. Ethernet ports will be in place if the optional Network Interface Card is installed.

Printer Side View

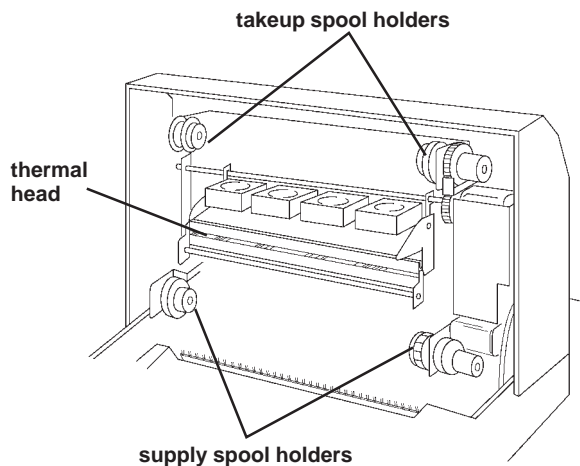
The side of the printer is shown below.

Power switch—turn the power switch to “I” to turn the printer power on, or to “O” to turn the power off.



K number label—a label next to the power switch displays the printer's K number. Provide this number to the technical support group when contacting Kodak for service.

Printer Inside View



Thermal head—the thermal head heats the ribbon to transfer the color dyes to paper.

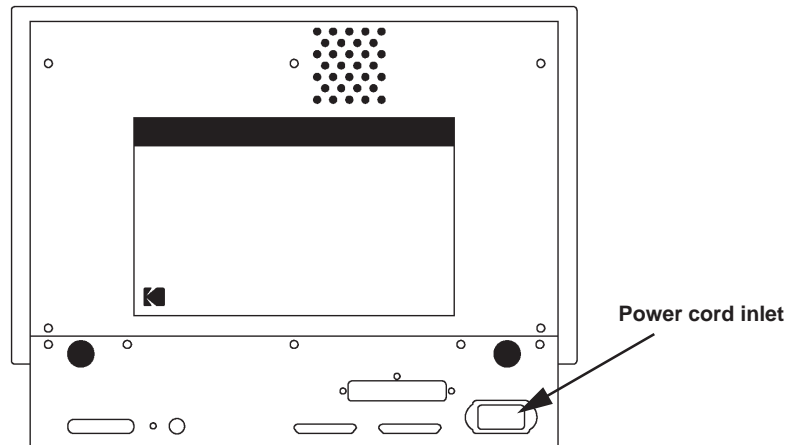
CAUTION: Never rub or wipe anything across the thermal head except when cleaning it. Refer to the section entitled “Cleaning the thermal head,” in this chapter for more information.

Ribbon spool holders—the ribbon contains dye that creates printed images. These holders hold the ribbon supply and take-up spools in place.

Attaching the Power Cord

Follow these instructions to attach the power cord:

1. Make sure that the printer is turned off.
2. Plug the appropriate end of the power cord into the inlet on the back of the printer.



3. Plug the other end into an AC outlet.

NOTE: The printer will automatically accept input voltages from 90 to 250V and frequencies from 47 to 60 Hz.

Attaching the Interface Cable

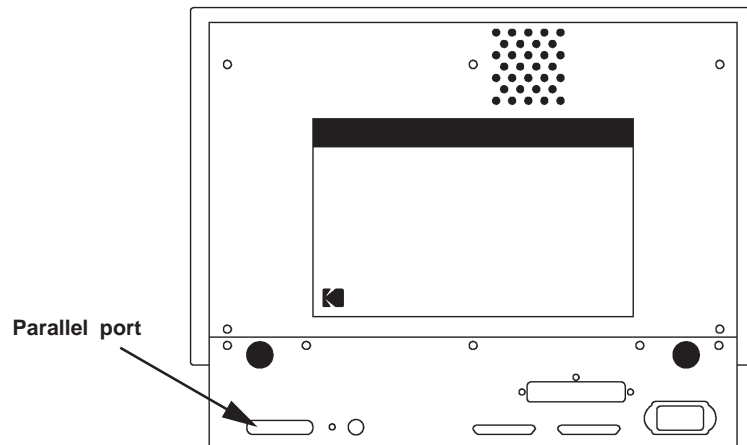
The sections below describe how to attach various cable types. You are responsible for providing the necessary cable.

NOTE: Ethernet cabling can be used if the optional Network Interface Card is installed on your printer. Refer to the documentation for the Network Interface Card for more information.

Centronics Cable (Parallel Connection)

Follow these steps to attach a Centronics cable:

1. Make sure that the printer is turned off.
2. Connect the Centronics cable to the printer's parallel port.



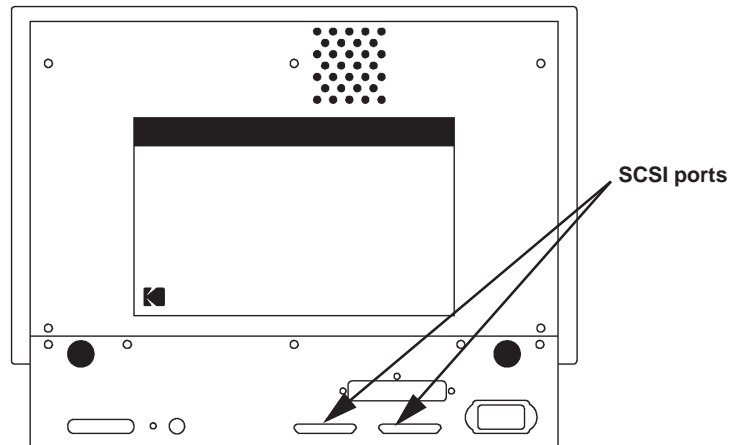
3. Connect the other end of the Centronics cable to your computer.
4. Turn the printer on.

SCSI Cable

Follow these steps to attach a SCSI cable:

NOTE: SCSI cabling can be used only on printers running in raster mode.

1. Make sure that the printer is turned off.
2. Turn the host computer off.
3. Plug in the SCSI cable and secure it to one of the printer's SCSI ports.



4. Install and secure the SCSI terminator on the open SCSI port or on the last printer when daisy-chaining multiple printers.

NOTE: If you are connecting the printer to a Macintosh IIx system, a special Macintosh IIx terminator is required. This terminator is available from your Apple retailer.

5. Turn the printer on.

The following items are required in order to connect your PC to the printer through a SCSI connection.

- An ADAPTEC SCSI host adapter board.
- A SCSI terminator
- ADAPTEC EZ-SCSI Software. This software is currently provided with ADAPTEC SCSI host adapter boards when they are purchased. The supplier of your board should be able to provide the software if you do not have it.

Refer to Appendix C, *About SCSI-connected Installations*, for more information.

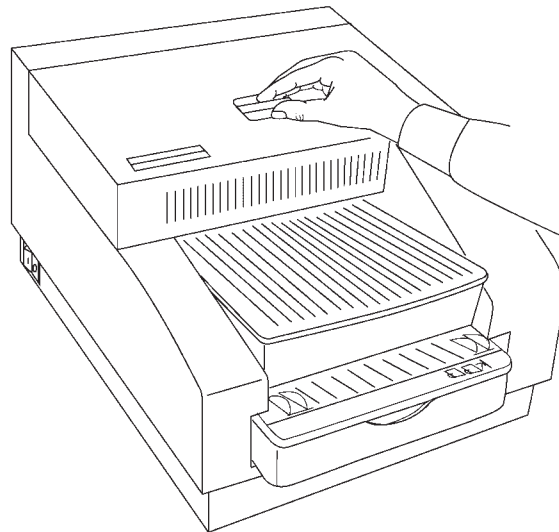
Cleaning the Thermal Head

It is important to clean the printhead when you are installing the printer, and periodically afterward to remove dust and debris. Dirt can usually be removed easily by following the head cleaning instructions below.

Clean the printhead each time you replace the ribbon to avoid lines or streaks in your prints. You may need to clean it more often if your site is particularly dusty. A cleaning pad is provided with each ribbon spool.

NOTE: If a cleaning pad is not available, use the alternate cleaning method described in Chapter 4. You can order extra cleaning pads by contacting Kodak Parts Services at 1-800-431-7278. The part number for 160 of these pads is TL3127.

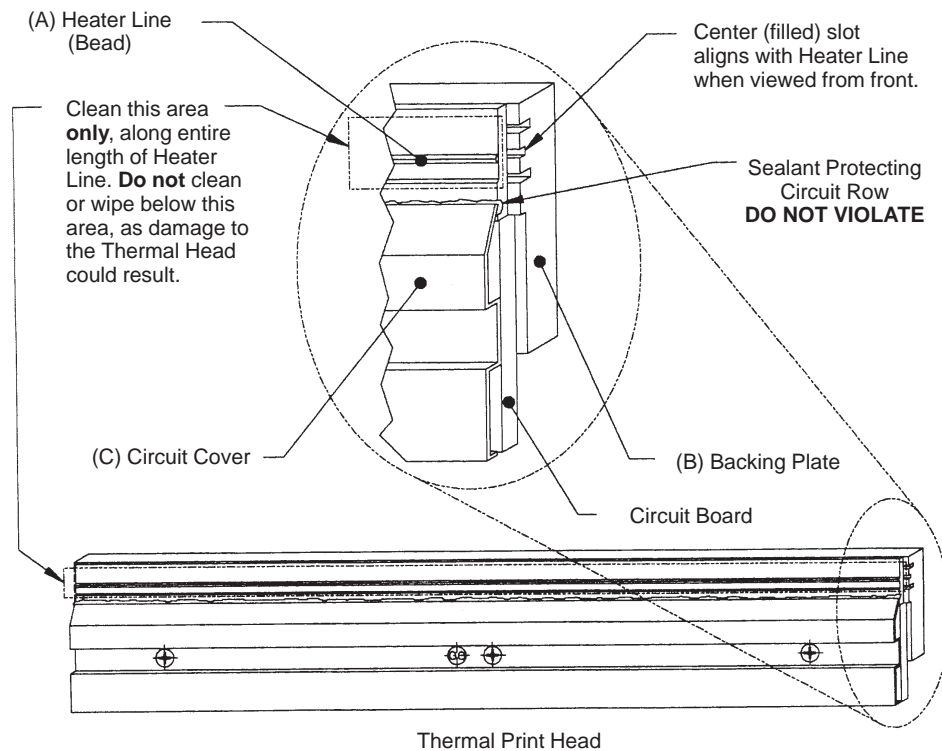
1. Turn the printer off.
2. Open the printer cover.



3. Remove the ribbon spools carefully if a ribbon is loaded in the printer.

NOTE: When handling thermal ribbon, hold it by the ends of the white plastic spools. Wearing lint-free gloves is recommended. Fingerprints on the ribbon web may severely reduce image quality.

4. Stand the ribbon spools on end or set the ribbon on a clean surface so that dust and dirt are not picked up.
5. Open the cleaning pad.
6. Rub the cleaning pad back and forth along the entire length of the printhead's heater line which is shown in area A of the following diagram.



The heater line (A) aligns with the center (filled) slot on the backing plate (B). Be careful not to rub the sealant which protrudes from beneath the circuit cover (C) as damage to the printhead could occur.

7. Repeat the back and forth motion several times to insure that the head is completely clean.

The cleaning pad may become discolored.

8. Wait for the printhead to dry thoroughly before reloading the ribbon.
9. Reload the ribbon spool by following the loading instructions beginning on page 1–17.
10. Close the printer cover.
11. Turn on the printer.
12. Press the print button on the display panel with paper loaded to make a test print.

If the printhead was cleaned because of poor image quality and the quality has not returned to normal, use the alternate cleaning method described in Chapter 4.

Printer Ribbon and Paper

This section describes ribbon and paper, and lists handling instructions for them.

CAUTION: Use only the materials listed in Chapter 3, *Supplies*, with the 8657 Printer. Using other materials may cause printer problems.

About Ribbon

The ribbon provides dyes for printing images.

Color ribbon contains three dye patches; one yellow patch, one magenta patch, and one cyan patch. Each color ribbon contains enough dye to generate 200 prints.

Black ribbon contains only black dye patches. Each black ribbon contains enough dye to generate 150 prints.

XtraLife ribbon (color and black) contains additional patches which protect images from fingerprints.

Refer to Chapter 3, *Supplies*, for more information about storing and ordering ribbon.

Handling

When handling ribbon spools, follow these guidelines:

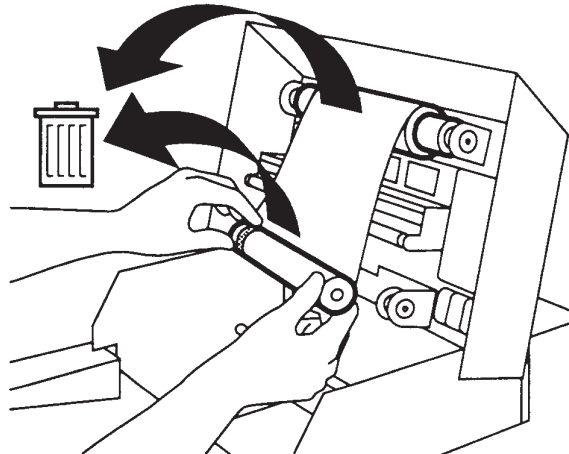
- Hold the ribbon spools by the ends to avoid fingerprints. Lint free gloves are recommended. Fingerprints on the ribbon web will cause a severe reduction in image quality.
- Don't remove the tape from the new spool until the spool is mounted in the printer and the ribbon is ready to attach to the take-up spool.
- Store ribbon according to the instructions listed in Chapter 3, *Supplies*.

Loading

The ribbon fits easily in the printer. There is only one way to correctly place the spools. Follow these steps to insert the ribbon:

NOTE: Wear lint free gloves during this procedure for best results.

1. Remove the old ribbon spools from the printer and dispose of them.



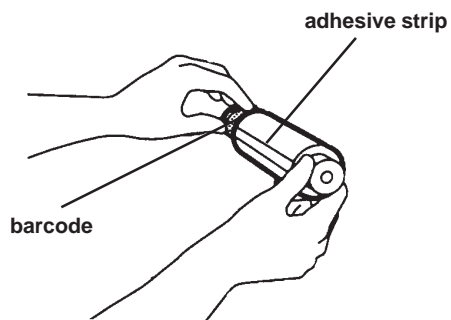
NOTE: Images remain on the ribbon after printing. If you are working with confidential documents, you may want to secure and dispose of the ribbon accordingly.

2. Clean the thermal head as described in the previous section.
3. Remove the new ribbon spools from the box.

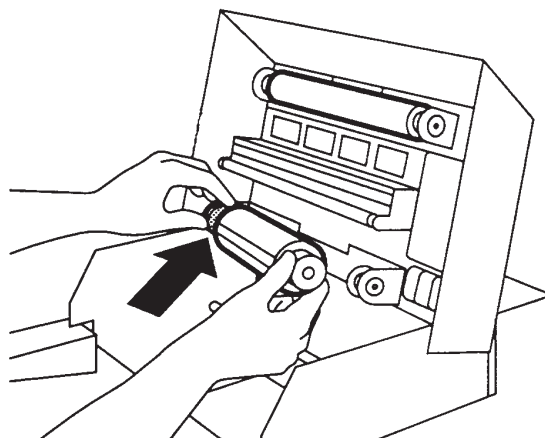
The supply spool is longer than the take-up spool. For new ribbons, the supply spool will be loaded with ribbon and the take-up spool will be empty.

4. Push the left side of the take-up spool into the left side of the top spool holder (the holders are spring-loaded).
5. Match the notches in the take-up spool with the notches on the right spool holder.
6. Insert the right side of the take-up spool into the holder on the right.

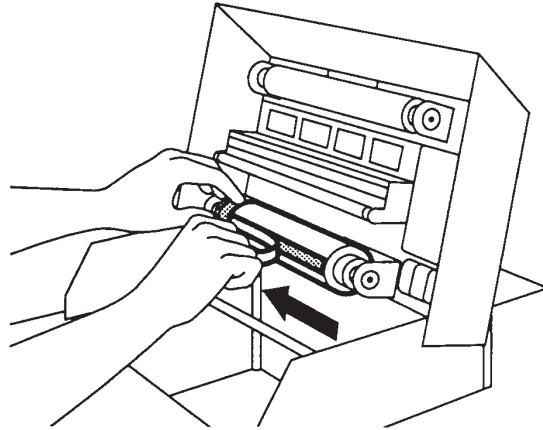
7. Hold the supply spool so that the adhesive strip on the ribbon is facing you and the barcode is on the left.



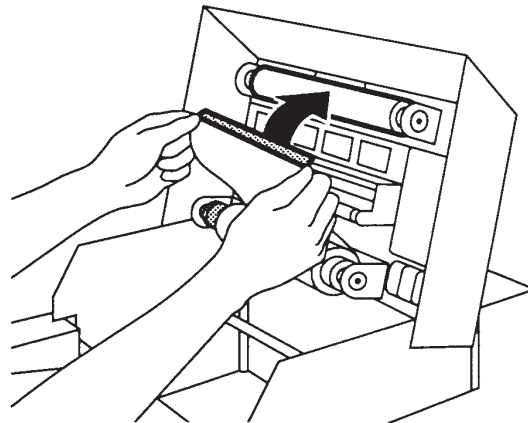
8. Make sure that the spool notches are on the right.
This is particularly important when you are reloading a partially used spool of ribbon.
9. Push the left side of the supply spool into the left side of the bottom spool holder (the holders are spring-loaded).



10. Match the notches in the supply spool with the notches on the right spool holder.
11. Insert the right side of the supply spool into the holder on the right.
12. Remove the tape from the adhesive strip.

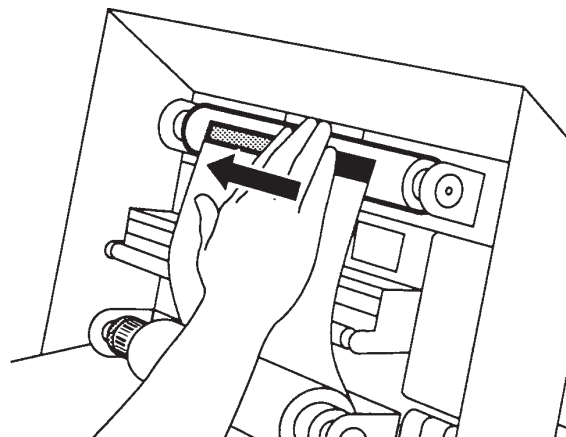


13. Fold any excess ribbon behind the adhesive strip.
14. Pull the ribbon up carefully and stick the adhesive onto the take-up spool.



NOTE: Keep the ribbon as straight as possible.

15. Smooth the ribbon over the adhesive strip with your fingers.



16. Close the printer cover.

About Paper

Thermal paper is available in a variety of sizes. Refer to Chapter 3, *Supplies*, for more information about image sizes, storage recommendations, and catalog numbers.

The paper looks and feels like photographic paper, but it is not light sensitive. The back of this paper is printed with a logo to make it easy to tell which side to put facedown in the tray.

Handling

When handling paper, follow these guidelines:

- Hold paper by the edges to avoid fingerprints, which reduce print quality.
- Handle the package of paper with the cardboard stiffener sheets in place.

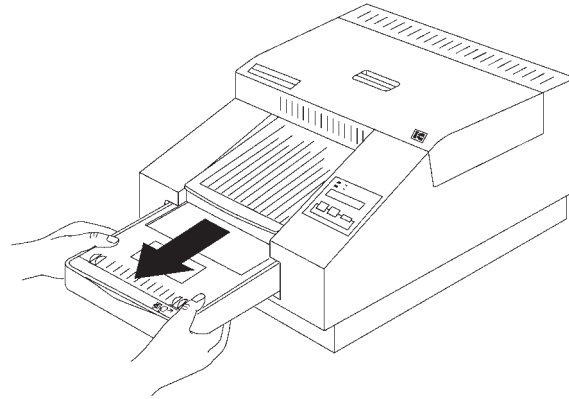
Loading

The paper tray adjusts to the size of the paper you want to load. Be sure not to force paper that is too long or wide into the tray. Follow the instructions below to adjust the tray to the proper size and to load the paper.

NOTE: Although other Kodak paper trays may fit your printer, you should only use trays designed for the 8657 Printer. Using other trays may cause paper jams, especially when printing images that do not take up the maximum image area of the receiver that is loaded in the tray.

Contact your printer dealer if you need a tray in a size other than the one supplied with the printer. (Refer to Chapter 3, *Supplies*, for catalog numbers.)

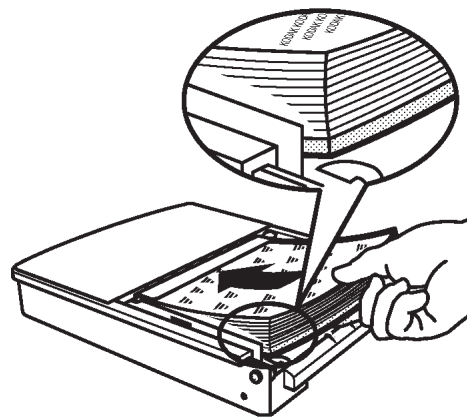
1. Remove the paper tray from the printer.



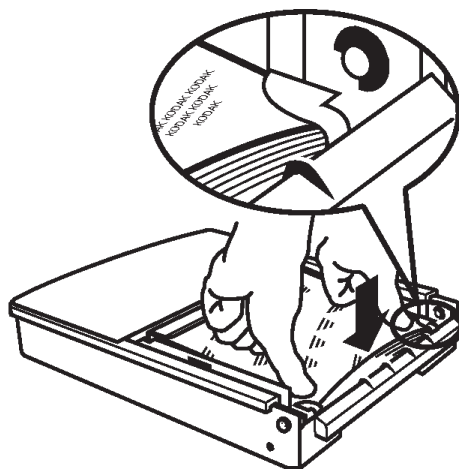
2. Remove and discard any blue stiffener sheets that remain in the paper tray.
3. Remove the paper from the package.

NOTE: Handle the paper stack by the edges to avoid fingerprints on the top page.

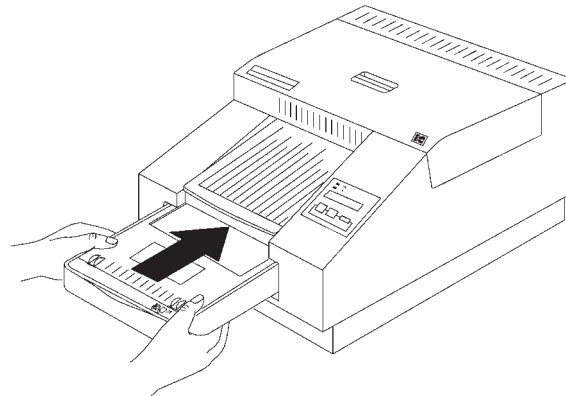
4. Remove the blue stiffener sheet from the logo-printed side of the paper stack.
Leave the other blue stiffener sheet on the bottom of the stack.
5. Place the paper in the tray with the logo side facing up.



6. Press the latches on the front sides of the paper tray into place.



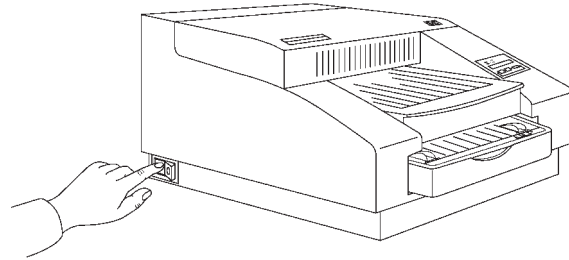
7. Insert the paper tray in the printer until it locks into position.



8. Verify that the correct paper size is listed on the display panel.

Turning on the Power

Press the “|” side of the power switch to turn on the printer. The switch is located on the lower left side of the printer.



It may take up to one minute for the printer to initialize. During this time, the power light will illuminate, and two messages will display alternately on the display panel:

INITIALIZING*

INITIALIZING**
PLEASE WAIT

When the printer is ready a set of three messages will flash on the display panel:

READY–raster
ribbon type

media type will be replaced by the size and type of paper that is loaded in the paper tray.

ribbon type will be replaced by the type of ribbon that is loaded in the printer. For example, “XTRALIFE COLOR”.

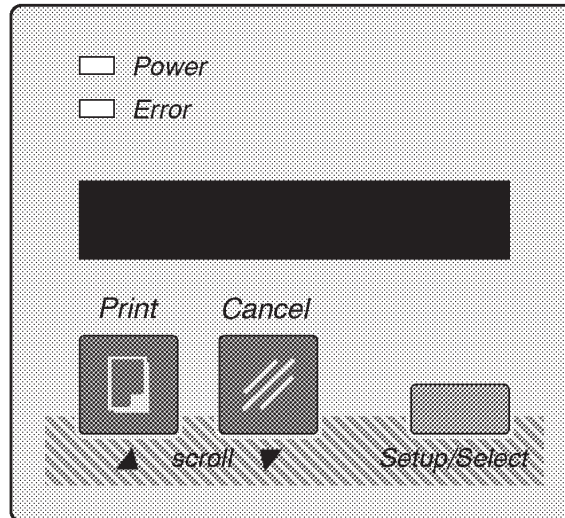
If the printer fails to initialize, the following message will appear on the control panel:

INIT ERROR

If this message appears, turn the printer off and back on again. If the message appears again, the printer requires service.

Understanding the Display Panel

Familiarize yourself with the display panel shown below.



A description of each item is on the following pages.

Indicator Lights

The indicator lights on the display panel illuminate according to the status of the printer. There are two indicator lights:

Power

The Power light indicates that the printer is turned on.

Error

The Error light indicates that there is an error condition. When this light is lit, a message will be displayed. There are two types of error conditions: user-correctable errors and errors requiring service.

User-correctable error—when the error light is lit but is not flashing, you can correct the problem yourself. The light will stay on until you have responded to all messages displayed in the LCD panel.

Service call error—when the error light flashes, a system error message will be displayed on the LCD panel. Turn the printer off and then on again. If the error continues, service is required.

LCD Panel

The LCD (Liquid Crystal Display) panel displays one 16-character line at a time. Messages longer than 16 characters are broken into 16-character sections and are alternated in the display.

The LCD panel displays messages on the current status of the printer. Job-related messages refer to the status of the job closest to completion. Media-related messages indicate the type of paper and ribbon that are loaded in the printer. Messages also appear when the paper tray is empty, when the printer's cover is open, or when errors occur.

Messages

The printer's display panel provides information about the status of the printer. The information that appears depends on the current state of the printer.

The following status information is displayed when the printer is idle.

Emulation—this part of the message displays RASTER.

Media—this part of the message displays the size of the paper that is loaded in the paper tray.

Ribbon—this part of the message displays the type of ribbon that is loaded in the printer.

Status information is returned to the computers which send files to the printer. Refer to Chapter 4, *Correcting problems*, and to the printing software documentation for more information.

Buttons

The buttons on the display panel allow you to set the printing features of the printer, cancel print jobs, override mismatches, and generate test prints. Following are descriptions of each button.

Cancel

The Cancel button allows you to abort the job that is closest to completion.

For example, you may have a job printing and a job processing. If you press the Cancel button, the job being printed is aborted immediately. No additional pages in that job are printed, and the page that is currently being printed is ejected. If you press the Cancel button again, the next job will be cancelled, if one exists.

The Cancel button also scrolls down through the Setup menu when using the Setup button. For more information, refer to the section entitled "Printer Setup" in this chapter.

Setup/Select

The Setup/Select button allows you to enter the Setup mode to control printer parameters. See the section entitled "Printer Setup" in this chapter for more details.

Print

The Print button:

- Generates a test print when the printer is not processing other jobs and READY appears in the LCD panel.
- Begins printing after mismatch errors are listed. For more information, refer to the section "Mismatch Conditions" in Chapter 4, *Correcting Problems*.

Configuring the Printer

A number of printer configuration parameters must be established by using the Setup/Select button on the display panel. The Setup program includes a list of menus and submenus that you can access and manipulate by using the Setup/Select, Print, and Cancel buttons.

Using Setup Menus

Entering Setup Mode

Press the Setup/Select button while the printer is in the READY state to enter the Setup mode. The first option you will see is SETUP:EXIT.

Selecting Options

You can scroll up through the list of setup features by pressing the Print button, or down through the list by pressing the Cancel button. The scrolling feature takes you through the options in a loop; it is not necessary to scroll up to get to SETUP:EXIT.

When you find the desired option in the submenu, press the Setup/Select button to select that option.

An asterisk (*) to the right of an option on the display panel indicates that the option is currently selected on your printer. In the descriptions that follow, options marked with asterisks (*) are factory settings.

Exiting Setup Mode

Select the SETUP:EXIT option to leave Setup mode.

Selecting a Language for the Display Panel

Press the Setup/Select button when SETUP:LANGUAGE appears in the display panel. You can choose from the following languages:

LANG:ENGLISH*
LANG:ESPAÑOL
LANG:FRANCAIS
LANG:DEUTSCH
LANG:ITALIANO
LANG:EXIT

Use the Print and Cancel buttons to scroll through the list. Press the Setup/Select button to make your choice. The change takes place immediately.

Select LANG:EXIT once you have made your selection.

Selecting Defaults

Press the Setup/Select button when SETUP:DEFAULTS appears in the display panel to change the printer's default settings.

Restoring Factory Settings

Use the DEFAULTS:FACTORY menu to return all option settings to those that were in place when the printer was installed.

FACTORY:RESET
FACTORY:EXIT

Select FACTORY:RESET to restore all operating parameters to the factory settings. The printer will reboot immediately so that the new options will be in place.

Select FACTORY:EXIT when you are done.

Specifying Port Information

Use the SETUP:PORTS menu to change the default port information. Press the Setup/Select button to get into the SETUP:PORTS submenu. The options you select must match your host computer settings.

NOTE: The submenus that appear for this menu depend on whether the Network Interface Card is installed in the printer.

Setting up a Parallel Connection

Use the PORTS:PARALLEL menu to establish information about connecting the printer through a parallel port. The new option will be in place once you exit Setup mode.

PARA:MODE—This menu specifies whether the parallel port should accept data in normal PostScript mode or in Adobe binary mode. Normal PostScript mode can only support printable characters; it does not accept characters in the high ASCII range (128–255). Adobe binary mode supports the high ASCII range. Full 8-bit data may be sent.

The following settings are available.

MODE:NORMAL*
MODE:BINARY
MODE:EXIT

Select MODE:EXIT once you have made your selection, and PARA:EXIT when you are done.

Setting up an EtherTalk Connection

Use the PORTS:ETHERTALK menu to establish information about connecting the printer through an EtherTalk connection. The new option will be in place once you exit Setup mode. The only options available in this submenu are E-TALK:VERSION and E-TALK:EXIT.

NOTE: This menu option will appear only if the Network Interface Card is installed in the printer.

E-TALK:VERSION—This menu specifies whether version 1 or 2 of AppleTalk will be used on the EtherTalk connection. The following settings are available.

VER:2*
VER:1
VER:EXIT

Select VER:EXIT once you have made your selection, and E-TALK:EXIT when you are done.

Setting up an IPX (Novell NetWare) Connection

Use the PORTS:IPX menu to establish the framing type the printer should expect. The new option will be in place once you exit Setup mode.

NOTE: This menu option will appear only if the Network Interface Card is installed in the printer.

The following settings are available.

IPX:802.3
IPX:802.2
IPX:SNAP
IPX:ETHERNET 2
IPX:AUTOSELECT*
IPX:EXIT

Select IPX:EXIT when you are done.

Setting up a TCP/IP Connection

Use the PORTS:TCP/IP menu to establish the internet address of the printer within a TCP/IP network. The address will be in place once you exit Setup mode.

NOTE: This menu option will appear only if the Network Interface Card is installed in the printer.

The following settings are available.

TCP/IP:ADDRESS
TCP/IP:EXIT

Select TCP/IP:ADDRESS to access a screen which allows you to enter digits for the address. The address is represented as four groups of 3 digits each, separated by periods. (For example, nnn.nnn.nnn.nnn). The cursor will be positioned in the left-most digit. Press the up arrow button to increment the number in that position by one. Press the down arrow button to move the cursor to the next digit to the right. Press Select to accept the address and exit the screen.

Select TCP/IP:EXIT when you are done.

Setting up a SCSI Connection

Use the PORTS:SCSI menu to change the SCSI port address.

The following addresses are available.

SCSI:ADDRESS0
SCSI:ADDRESS1
SCSI:ADDRESS2
SCSI:ADDRESS3
SCSI:ADDRESS4
SCSI:ADDRESS5*
SCSI:ADDRESS6
SCSI:ADDRESS7
SCSI:EXIT

The new option will be in place once you exit Setup mode.

Select SCSI:EXIT when you are done.

Making a Test Print

The 8657 Printer can print a test page without needing a file to be sent from a computer. The test image helps you verify proper setup and printer operation, and confirm print quality.

You should make a test print after installing the printer to check print quality.

To make a test print, follow these steps:

1. Make sure that READY appears on the display panel.
2. Press the Print button on the display panel.

While image data is processing, the following message will appear on the display panel:

PROCESSING:
TEST PRINT

Once the image data is processed, the following message will be displayed:

PRINTING

As printing takes place, the printer moves the paper through the imaging path multiple times. During this process, the paper will partially exit the printer. Do not pull on the print during any of the passes. Wait until the print exits completely before touching it.

Printing

While image data is processing, the following message will appear on the display panel:

PROCESSING

Once the image data is processed, the following message will be displayed:

PRINTING

If you press the Cancel button while the printer is processing or printing a job, the following message will be displayed:

CANCELLING JOB

As printing takes place, the printer moves the paper through the imaging path multiple times. During this process, the paper will partially exit the printer. Do not pull on the print during any of the passes. Wait until the print exits completely before touching it.

NOTE: The last image that is sent will remain in the printer's memory until the printer is turned off.

Job Scheduling

The number of jobs that can be queued to the printer at one time depends on the available memory in the printer. If large image files are sent, fewer jobs can be processed. Installing optional memory in the printer increases the number of jobs that can be processed concurrently, and is described in Appendix B.

The other factor that impacts job scheduling is the network configuration in which the printer is installed. When the printer is connected through more than one port, the printer polls the ports in a round robin manner. This means that once a job is received by the printer, it stops polling the ports until the job has finished printing. When the job is complete, the printer then looks to the next port in the list. The position of the ports in the list therefore impacts the order in which jobs are processed. Timing of when jobs are sent is not the sole determinant of when jobs will be processed and printed.

Storing Prints

The image stability of thermal prints depends on factors such as temperature, relative humidity, and exposure to light or to biological or chemical contaminants. Using XtraLife ribbon when printing increases the shelf life of prints. Thermal prints should be stored in a cool, dry environment that is free of chemical contamination.

- The lower the temperature the better. Avoid temperatures higher than 72°F (25°C) for extended periods.
- A relative humidity between 30% and 50% is ideal.
- Avoid exposure to high-intensity light sources, particularly florescent light and sunlight which are rich in ultraviolet radiation.
- Avoid exposure to vinyl items (those made of polyvinyl chloride [PVC]) or any plastic which contains plasticizer. These items usually have a distinctive “plastic” odor.

Your thermal images will last for a long time if you store them as described above.

2 Maintaining the Printer

A clean and dust-free environment is recommended when using the 8657 Printer.

- Keep the printer clean and the surrounding area vacuumed and litter-free.
- Do not expose the printer to tobacco smoke or liquid spills.
- Do not place objects on top of the printer.

The major enemy of good printer performance and high-quality output is dirt. Perform the following preventive maintenance periodically.

- Clean the thermal head each time you load a new ribbon or if you notice image quality problems.

Refer to the thermal head cleaning procedure detailed in Chapter 1, *Getting Started*.

- Clean the roller bar.
- Clean the paper tray area, paper exit area, and printer cabinet with a damp, lint-free cloth. This eliminates dust buildup and prevents dirt from getting in the printer.

CAUTION: Always turn the printer off and unplug it before cleaning. Never use abrasives or harsh chemicals to clean any part of the printer. Do not use thermal head cleaning pads to clean the printer cabinet.

- Clean the area around and under the printer to keep dust out of the cooling fan on the bottom. Do not put paper under the printer because it can block the fan.

3 Supplies and Accessories

This chapter describes how to order and store supplies.

Ordering Supplies and Accessories

The following products can be ordered by contacting Kodak Parts Services at 1-800-431-7278.

Product	Part Number
Water Cleaning Pads (box of 50)	5B4801
Paper Tray (7.0 x 8.5")	4B0330
Pick Roller Cleaning Kit	5B5910
Shipping Pins	989021

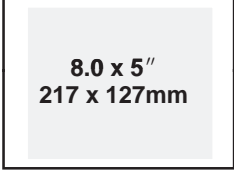
The following products can be purchased through your printer dealer or distributor.

Product	Catalog Number
KODAK PROFESSIONAL EKTATHERM Medium Format Ribbon	837 0470
KODAK Network Interface Card	856 3678

Paper

The table below lists the paper size and catalog number. The maximum image size that can print on the page is also illustrated. Paper can be purchased through your printer dealer or distributor.

NOTE: Paper is shipped in packages of 100 sheets.

Paper Type	Catalog Number
KODAK PROFESSIONAL EKTATHERM Paper 7.0 x 8.5 " 179 x 217mm Image area: 	834 5811

Storing Supplies

Always keep your work area and material storage area as clean as possible.

Ribbon

For highest image quality, follow these ribbon storage instructions:

- Store unopened ribbon at temperatures below 77°F (25°C). Avoid exposure to temperatures higher than 100°F (38°C).
- Wrap partially used ribbons in their original wrappers to protect them from dust and dirt when they are not loaded in the printer. Dust and dirt specs on the ribbon show up as much larger spots on prints. When handling the ribbons, hold the spools only by the ends. Lint free gloves are recommended.
- Do not expose the ribbon to direct sunlight, extreme heat, dust, or liquids.
- Leave the printer cover closed except when you need to access the inside of the printer.

Refer to the storage instructions on the package for more information.

Paper

For highest image quality, follow these paper storage instructions:

- Store opened paper at temperatures below 77°F (25°C). Avoid exposure to temperatures higher than 100°F (38°C).
- Relative humidity level for storing and using paper should be between 40% and 60%. Relative humidity lower than 20% or higher than 76% should be avoided even for short periods of time. Print paper can tolerate a relative humidity between 20% and 40% and between 60% and 76% for up to a few hours without causing the paper to curl.

High relative humidity tends to cause paper to curl toward the image side of the paper. Low relative humidity tends to cause paper to curl away from the image side of the paper. Low relative humidity also tends to increase static attraction of dust and dirt.

- Keep the bottom stiffener board in place when handling stacks of paper to avoid fingerprints on the printing surface.
- Avoid storing loose stacks of paper out of its wrapper.
- Do not use wet or damaged stock.
- Keep the lid on the paper tray and the paper tray inserted in the printer to protect the paper from exposure to light and dust or dirt.

If you experience humidity-related paper problems, refer to Chapter 4, *Correcting problems*, for additional storage recommendations.

4 Correcting Problems

Understanding Error Messages

Error messages are displayed on the printer display panel. High priority events or states are displayed before lower priority ones. It is possible that more than one error can occur at the same time; however, the panel can display only one error at a time. You must resolve the problems in the order that they appear on the panel. For example, a CLOSE COVER message may appear. After you close the printer cover, a paper mismatch message may appear. After you fix the paper mismatch problem, and if there are no other errors, READY will be displayed.

Following is an alphabetical list of the most common error messages that appear on the printer's LCD display.

CHANGE RIBBON

The printer is unable to advance the ribbon because the supply spool is empty or the ribbon's barcode cannot be read. Open the cover and change the ribbon, or check to see if the barcode is legible. Refer to Chapter 1, *Getting Started*, for ribbon loading instructions.

CHECK TRAY

The printer senses a paper jam in the tray area, the tray is not seated properly, or the tray is empty. Remove the tray, clear the area or add paper, and reinsert the tray.

CLEAR PAPER PATH

The printer finds paper in the paper path and cannot clear it. Open the printer cover, clear the path, and close the cover. Refer to the "Clearing the Paper Path" section in this chapter for instructions.

CLEAR RIBBON JAM

The printer senses that ribbon is jammed. Open the printer cover, clear the jam, and close the cover.

CLOSE COVER

The printer cover is open. Close it to make the printer ready.

INIT ERROR

The printer failed to initialize. Restart the printer. If the message is still displayed, service is required.

INSERT TRAY

The printer senses that the paper tray is not in place. Insert the paper tray to make the printer ready.

LOAD PAPER

(Paper Size)

The printer senses that the tray is empty. The message specifies the requested paper size.

LOAD RIBBON

(Ribbon Type)

The printer checks the ribbon's barcode and detects that the ribbon type that is loaded does not match the requested ribbon type. Open the cover and load the correct ribbon. The message specifies the requested ribbon type.

SERVICE REQ XXX

The printer detects an error. The message includes a 4-digit error code. Restart the printer. If the message is still displayed, service is required.

Ribbon Type Mismatch

If you send a print job from a computer and request a ribbon type that is not currently loaded in the printer, you will be notified of a mismatch.

There are two ribbon-mismatch situations:

- Mismatches due to lamination differences (for example, you request XltraLife ribbon in your job but it is not loaded). For these situations, you can press the Print button and the job will print with the ribbon that is currently loaded.
- Mismatches due to ribbon color differences (for example, if black-only printing is requested but a color ribbon is loaded). For these situations, you must change the ribbon or press Cancel to cancel the job.

Troubleshooting

Before requesting service, you may be able to identify or correct problems yourself. Make a test print, and then use the following chart to find quick solutions to some general printer problems. If you can't resolve the situation, refer to the "Getting Additional Help" section at the end of this chapter.

Symptom	Possible solution(s)
Printer does not power up.	<ul style="list-style-type: none">• Make sure the power switch is in the "I" position.• Make sure all cables and cords are plugged in properly.
Printer does not initialize.	<ol style="list-style-type: none">1. Turn off the printer and the host computer.2. Disconnect the interface cable from the printer.3. Turn both machines back on again.4. Reconnect the interface cable to the printer.
Printing takes significantly more time than usual.	<ul style="list-style-type: none">• Image file size may be larger than usual and may therefore take longer to process.• Reduce the room temperature or turn the printer off for ten minutes to let it cool.

Symptom	Possible solution(s)
Printer does not print when job is sent from the host.	<ul style="list-style-type: none">• Wait to see if the job is still processing.• Try printing a file that has printed previously.• Verify all export module or printer driver settings.• Check communications settings for compatibility between printer and host.• Follow instructions for "Printer does not initialize."• Disconnect the communications cable from the back of the printer and try a test print. If this does not work, service is required.
Streaks, lines, or spots appear on prints.	<ul style="list-style-type: none">• Check to see that the paper in the tray is clean and free of streaks.• Check to see if the ribbon is clean.• Clean the thermal head per the instructions in <i>Getting Started</i>. If streaks persist, use the alternate procedure described in this chapter.

Symptom	Possible solution(s)
Multicolored spots appear on prints.	<ul style="list-style-type: none">• Clean the printer and the area around it.• Move printer away from ventilation ducts or open doors.
Printer initializes, but does not enter the READY state.	<ul style="list-style-type: none">• Disconnect and reconnect the interface cable to the printer.• Restart the printer. If the problem persists, service is required.
Paper will not feed.	<ul style="list-style-type: none">• Look at the paper and remove any from the stack that have irregularities.• Reduce the size of the stack of paper in the paper tray.• Make sure that the blue stiffener sheet is at the bottom of the paper tray.

Symptom	Possible solution(s)
No printer response when buttons are pressed.	You may have pressed invalid buttons. <ol style="list-style-type: none">1. Make sure the printer cover is closed.2. Reinsert the paper tray.3. Restart the printer.4. Make sure the printer is in READY mode.
Display panel says CHANGE RIBBON, but the correct ribbon is loaded and the supply spool is not empty.	<ul style="list-style-type: none">• Open the printer cover and check to see if the barcode on the ribbon is legible.• Check to see if the ribbon is jammed.
Display panel says CHECK TRAY, but tray is not empty.	<ul style="list-style-type: none">• Open the printer cover, remove tray, and inspect for paper jam.
Display panel says LOAD RIBBON, but ribbon is already loaded.	The requested ribbon is not loaded in the printer. <ul style="list-style-type: none">• Open the printer cover and load the requested ribbon.
Dirt appears on prints.	<ul style="list-style-type: none">• Make a test print to clean out remaining debris.• Clean the thermal head per the instructions in <i>Getting Started</i>. If streaks persist, use the alternate procedure described in this chapter.

Handling for Humidity-related Paper Problems

If paper shows signs of exposure to humidity levels outside the recommended range as described in Chapter 3, *Supplies*, extra care can be taken to help protect it.

- Keep small amounts of paper loaded in the printer rather than loading a whole package. Paper stored in the wrapper lasts longer.
- Wrap partial stacks of paper in its original plastic wrap, squeeze out the air, and tape the wrap shut. This will protect the paper from humidity and from dust or dirt. Dust and dirt specs on the paper show up as much larger spots on prints.
- Avoid leaving paper in the printer overnight or on weekends.

If the problems persist, you should consider installing a humidifier or dehumidifier to bring the humidity in your environment within the acceptable range.

Alternate Head Cleaning Instructions

Small particles of dust or debris may stick to the printhead, causing lines or streaks to appear in your prints. These particles can usually be removed easily by following the head cleaning instructions in Chapter 1, *Getting Started*.

The following procedure may be used to remove more stubborn debris, or when you do not have a cleaning pad.

NOTE: Refer to Chapter 3, *Supplies*, for information about ordering extra cleaning pads.

1. Turn the printer off.
2. Open the printer cover.
3. Remove the ribbon spools carefully if a ribbon is loaded.

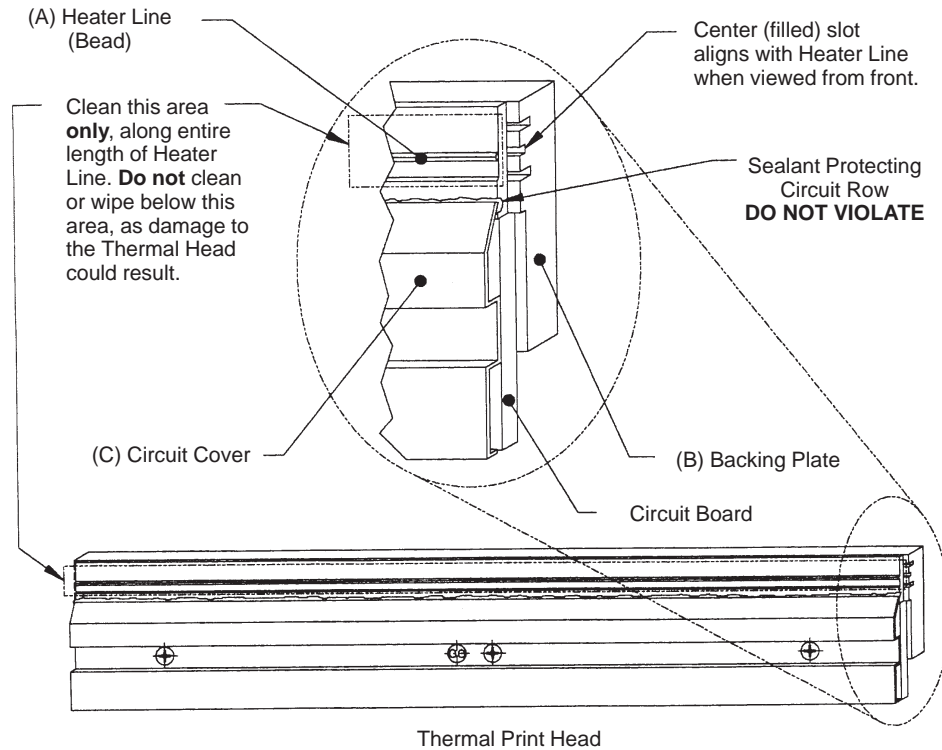
NOTE: When handling the thermal ribbon, hold it by the ends of the white plastic spools. Wear lint-free gloves for best results. Fingerprints on the ribbon web may severely reduce image quality.

4. Stand the ribbon spools on end, or set the ribbon on a clean surface so that dust and dirt are not picked up.
5. Dampen a clean, lint-free, soft cotton cloth slightly with distilled water.

Make sure that the cloth is not dripping wet.

NOTE: Do not use cotton or cotton blends because they shed lint particles. 100% polyester or nylon fabrics work well.

6. Rub the cloth back and forth along the entire length of the printhead's heater line which is shown in area A of the following diagram.



The heater line (A) aligns with the center (filled) slot on the backing plate (B). Be careful not to rub the sealant which protrudes from beneath the circuit cover (C) as damage to the printhead could occur.

7. Repeat the back and forth motion several times to insure that the head is completely clean. Press harder if necessary.
8. Repeat steps 6 and 7 if you have a cleaning pad.
9. Wait for the printhead to dry thoroughly before reloading the ribbon.

CAUTION: Since water is used in this procedure drying time is longer than when using a head cleaning pad. Make sure that you let the printhead dry completely.

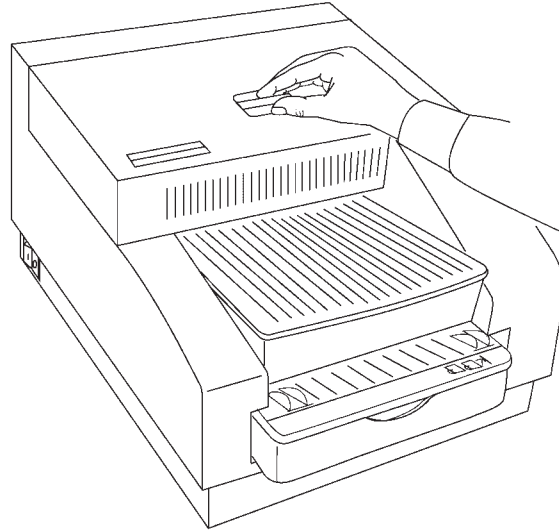
10. Reload the ribbon spool once the printhead is completely dry by following the instructions beginning on page 1–17.
11. Close the printer cover.
12. Turn on the printer.
13. Make two test prints on paper.

If you have trouble finding a piece of debris that continues to cause print problems after cleaning, hold one of the streaked prints up to the head to give you a better idea of where the particle is located.

Clearing the Paper Path

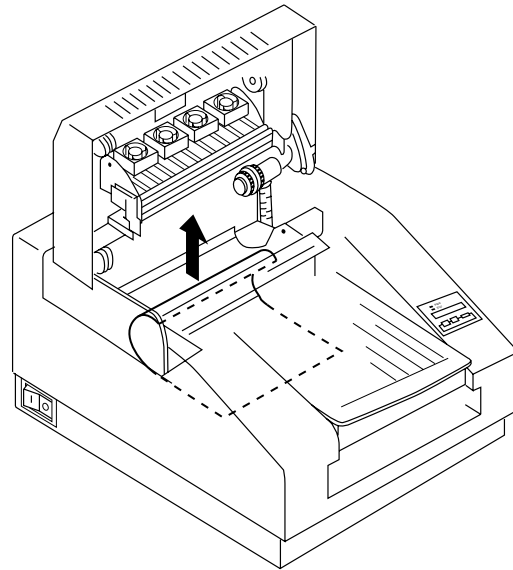
Paper may occasionally get caught in the printer. Jams are typically identified by a CLEAR PAPER PATH or CHECK TRAY message on the display. Follow these steps to clear the paper path.

1. Open the printer cover.

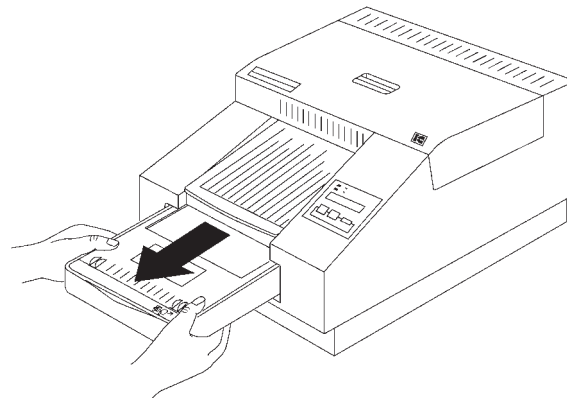


NOTE: If you can't open the cover, restart the printer by turning it off and on. There is a mechanical interlock to prevent you from opening the door while printing. If after restarting the printer, you still can't open the cover, service is required.

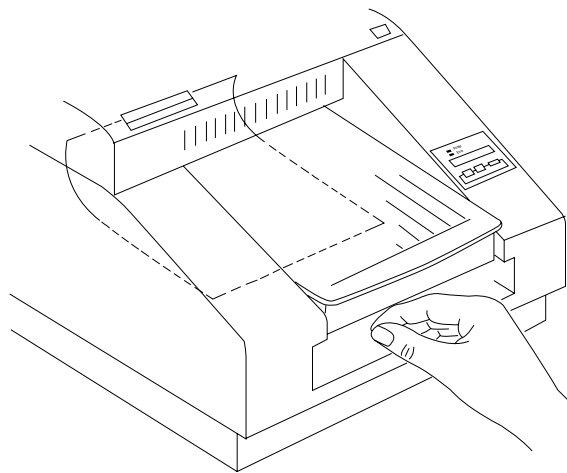
2. Gently pull paper up if it is caught inside the printer.



3. Remove the paper tray if the paper is caught in the paper tray area.



4. Look in the tray area through the tray insertion slot.
5. Reach inside the paper tray area and gently pull the jammed paper out.

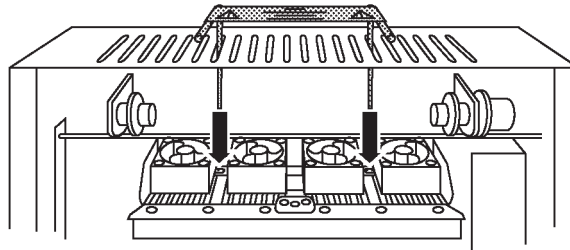


NOTE: If you cannot remove the paper, service is required.

Repacking the Printer

The steps below describe how to prepare the printer to be packed in its original package. Follow these instructions if you need to ship the printer.

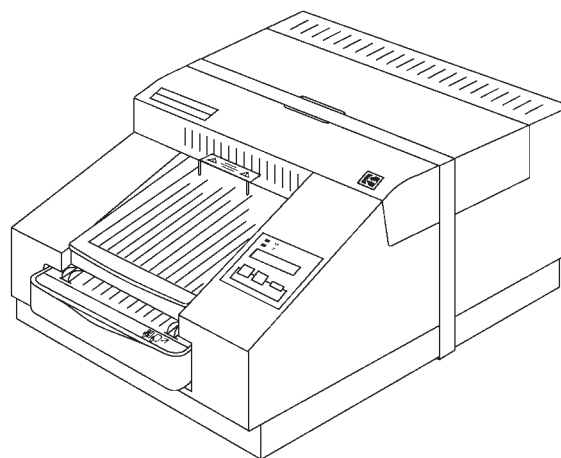
1. Remove paper from the paper tray and pack the paper tray in its original box.
2. Open the printer cover.
3. Remove the ribbon spools from the printer and discard them or store them in their original box.
4. Insert the shipping pins as follows:
 - Insert the left pin through the seventh slot from the left.
 - Insert the right pin through the sixth slot from the right.
5. Push the pins until the ends protrude approximately 1-1/2 inches from the slot.



CAUTION: The pins must be inserted exactly as described.

6. Close the printer cover.
7. Put appliance filament tape over the cover of the printer.

The tape must cover the latch and run down both sides of the printer all the way to the bottom.



8. Put the printer in its original plastic bag so that it stays clean during shipping.
9. Pack the printer in its original box.

Getting Help

If you have questions about the 8657 Printer, the retailer from whom you purchased the printer may be able to answer them. Eastman Kodak Company provides retailers with additional technical information.

You can also call for technical support at 1-800-23KODAK (1-800-235-6325) between 9:00 a.m. and 8:00 p.m. Eastern Standard Time on regular business days if you:

- have questions about your warranty
- want to know where to get supplies
- want to know where to get service
- want information about other Kodak products
- have questions about software/printer interaction
- have trouble setting up or operating the printer

Asia/Pacific Helpline Numbers

Country	Country code	Helpline number
Australia	61	3 353 2173
Hong Kong	85	2 5649387
Indonesia	62	21 430 4527
Korea	82	02 708 5471 4
Malaysia	60	3 757 2722
Philippines	63	2 816 67 18
Singapore	65	4736611
Thailand	66	2 271 3040 x396
Taiwan	88	6 2 893 8234

European Helpline Numbers

Country	Country code	Helpline number
Belgium	32	02/2632400
Denmark	45	43/717111
Finland	358	90/87071
France	33	1/4989-0083
Germany	49	0711/406-5561
Italy	39	02/66028454
Netherlands	31	03405/99704
Norway	47	02/818181
Spain	34	91/6267100
Sweden	46	08/58023663
UK	44	044261122 Ext. 44239

Appendix A Printer Specifications

Size

Width: 17 inches (43.2 cm)

Depth (without tray inserted): 20.75 inches (52.7 cm)

Height: 12 inches (30.5 cm)

Weight

55 lbs (24.9 kg)

Operating Environment

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

Relative humidity: 20 to 76%

Space Requirements

Minimum space required with tray inserted:

Width: 17 inches (43.2 cm)

Depth: 24 inches (61 cm)

Height: 12 inches (30.5 cm)

Minimum space required for removing tray and opening cover:

Width: 17 inches (43.2 cm)

Depth: 37.5 inches (96 cm)

Height: 20.25 inches (51.4 cm)

Power Requirements

Voltage/Frequency

US 90 to 250v/47 to 60Hz

Power Consumption

250 watts maximum

Appendix B Adding More Memory

You can purchase memory cards and install them in your printer to increase memory to either 48 MB or 64 MB. The cards should be 72-pin, 4MB x 32 bit, 80 nanosecond cards. Installing the cards may increase the speed at which documents are processed before they are printed, and allows more fonts to be downloaded with PostScript jobs.

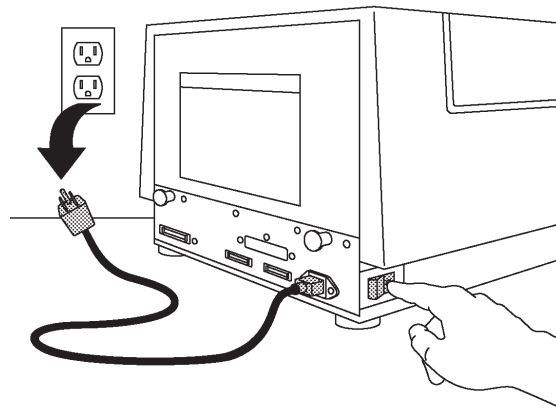
Installing extra memory is also useful because it allows simultaneous processing and printing of more and/or larger jobs. In other words, it increases the possible number of prints per hour. For example, increasing the printer's memory to 64 MB while running in raster mode allows you to print one 9 1/2" x 14" job and process a second job of the same size. Without that much memory in the printer, only smaller jobs can be processed and printed.

Follow the steps below to install additional memory in the printer.

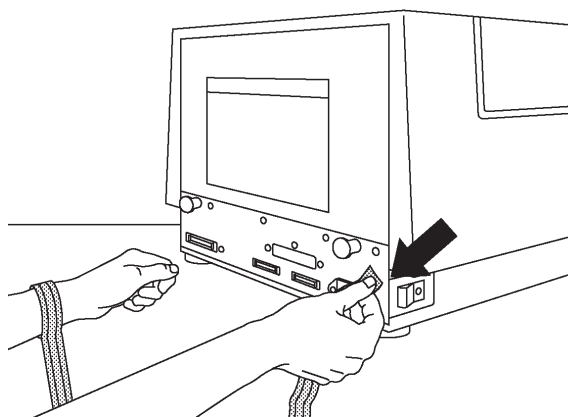
Setting up for the Installation

The steps below describe how to prepare to install a memory card.

1. Turn the printer off and unplug it.



2. Attach the wrist portion of a grounding strap to your wrist.



3. Attach the other end of the grounding strap to the metal plate on the back of the printer.

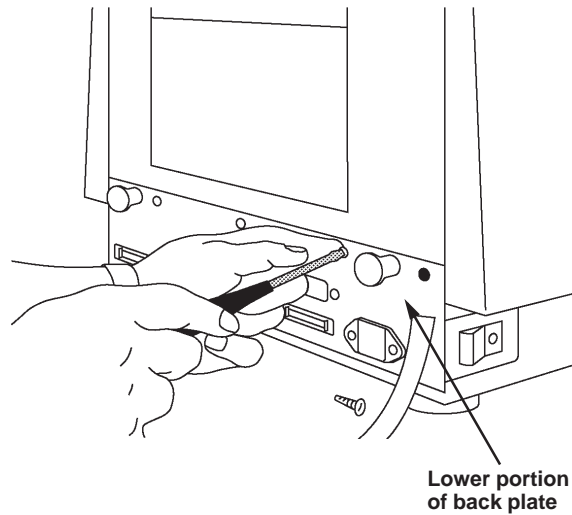
CAUTION: It is important that you use a grounding strap in order to prevent static discharge from damaging your printer.

Opening the Printer

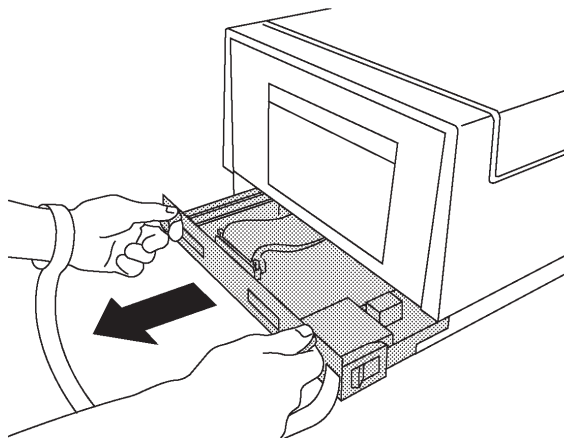
The steps below describe how to open the back of the printer and prepare to insert the memory card.

1. Use the Phillips-head screwdriver to remove the five screws on the plate at the lower portion of the back of the printer.

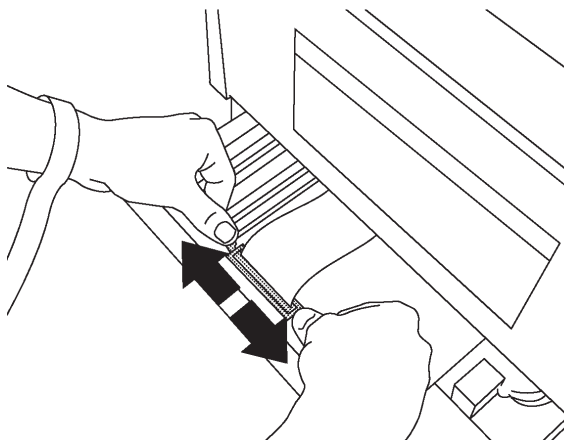
NOTE: There are a total of ten screws on the back of the printer. Remove **ONLY** the five on the lower portion of the back plate.



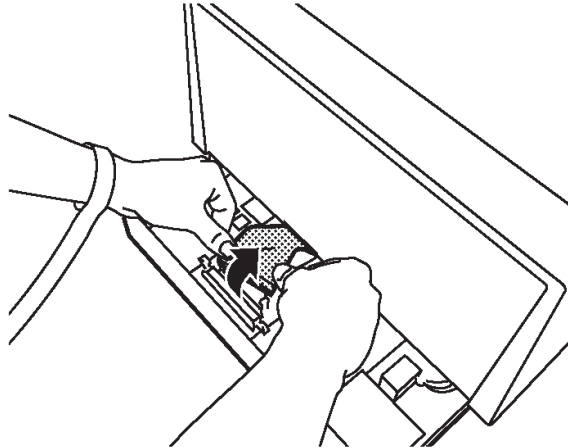
2. Hold on to the two black handles on the metal plate and slowly pull the drawer out about three inches.



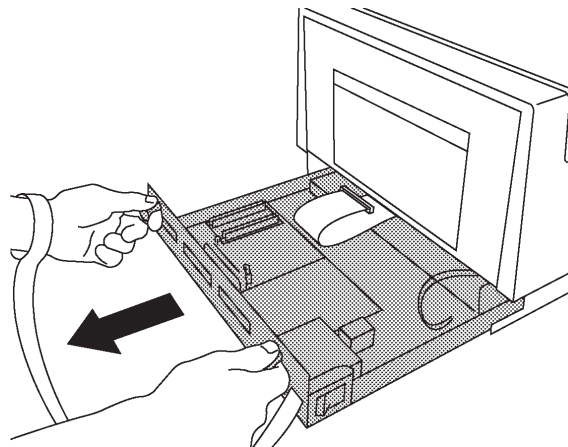
3. Unlatch the ribbon cable in the front center of the drawer by pushing the plastic clips outward.



4. Gently pull the ribbon cable out of the socket.



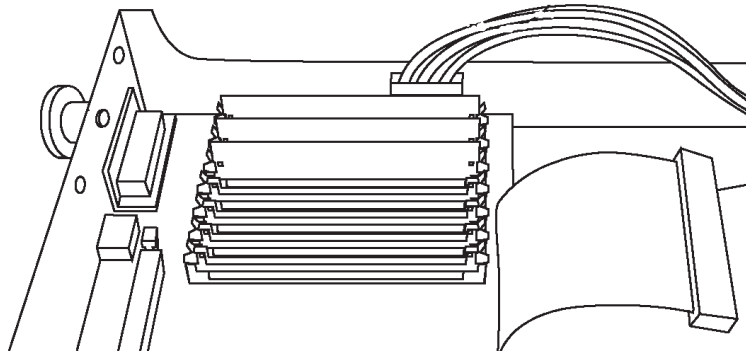
5. Lift the ribbon cable slightly, and slowly pull the drawer out an additional 3 inches.



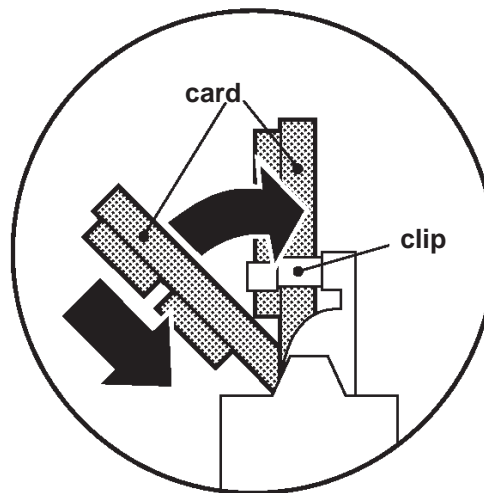
Installing the Card

The steps below describe how to insert and seat the memory card.

1. Locate the memory card receptacles on the left side of the drawer.



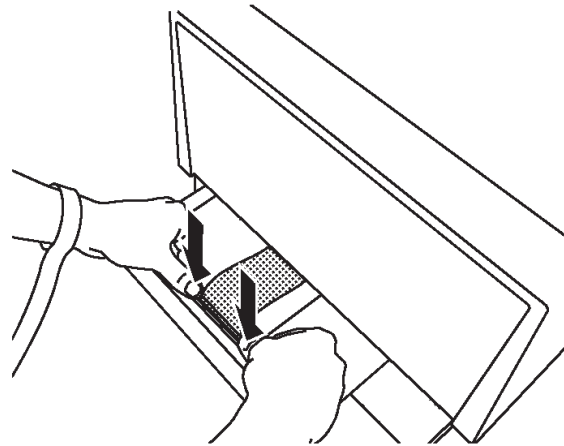
2. Hold the memory card at a 45° angle and position the bottom of the memory card in the first empty receptacle adjacent to the other installed cards.
3. Gently tilt the memory card back so that it is upright and snaps into place in the clips on each side of the receptacle.



Closing the Printer

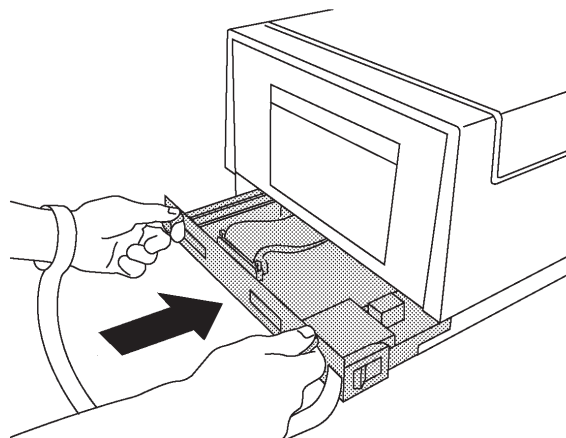
The steps below describe how to complete the installation by closing the printer.

1. Hold on to the black handles on the back of the printer and slide the drawer in approximately three inches.
2. Reconnect the ribbon cable by pressing it firmly into the connector.



3. Make sure that the plastic clips on each side of the ribbon cable are latched.

4. Close the drawer the rest of the way.



5. Replace the five screws that you removed.
6. Plug in the printer and turn it back on.
7. Verify that the Power light is lit on the printer's display panel.

Appendix C About SCSI-connected Installations

Windows Systems

A SCSI terminator is included with the printer. You must obtain the proper cabling required for your configuration from your printer dealer or distributor.

To connect the 8657 Printer directly to your computer (or to daisy-chain the printer through an external SCSI device), perform the following steps.

1. Turn off all equipment before connecting or disconnecting any equipment from the SCSI bus.
2. Install the SCSI host adapter board in the computer.
3. Attach a SCSI cable appropriate to your equipment's configuration.

If you are connecting the cable directly to the PC, use a 50-pin submini "D" to a DB 50 cable.

If you are connecting the cable to an external disk drive, use the cable type appropriate for the drive.

4. Attach a SCSI terminator.

NOTE: Some equipment is internally terminated. Refer to the equipment documentation for details.

5. Turn on the printer and the computer.

6. Set the SCSI device number using the printer's display panel.

Changing the SCSI ID settings

- a. Press Setup/Select when READY-RASTER appears in the display panel.
- b. Use the Print and Cancel buttons to scroll through the list until PORTS appears.
- c. Press Setup/Select to access the PORTS options.
- d. Press Print to scroll down (or Cancel to scroll up) through the list until SCSI appears.
- e. Press Setup/Select until TARGET appears.
- f. Press Setup/Select to access the TARGET ID.
- g. Use the Print and Cancel buttons to scroll through the list.
- h. Press Setup/Select to make your selection.

NOTE: An asterisk appears next to the number.

- i. Press Cancel until EXIT appears.
- j. Press Setup/Select until TARGET appears.
- k. Press Cancel until EXIT appears
- l. Press Setup/Select until SCSI appears.
- m. Press Cancel until EXIT appears.
- n. Press Setup/Select until PORTS appears.
- o. Press Cancel until EXIT appears.
- p. Press Setup/Select to return to Ready - Raster Mode.
- q. Reboot host computer.

NOTE: The just-selected option is effective when you power the printer off and then on.

7. Run the Adaptec EZ-SCSI Software install program to install the software on your system.

Instructions for installation are included in the *Adaptec EZ-SCSI for DOS/Windows, User's Manual*.

Make sure that you select the option *Install ASPI For Windows* and follow the instructions on the screen for that installation option.

Macintosh Systems

A SCSI terminator is included with the printer. You must obtain the proper cabling required for your configuration from your printer dealer or distributor.

Use the following table to determine what cable and terminator you need.

Computer Type	Cable	Terminator
Any Macintosh except IIcx Without an external disk drive (or other peripheral)	25 pin–50 pin	Not required
With an external disk drive (or other peripheral)	50-pin submini “D” to Centronics “D” type	Terminator supplied with printer or standard Macintosh terminator
Macintosh IIcx Without an external disk drive (or other peripheral)	25 pin–50 pin	Not required
With an external disk drive (or other peripheral)	50 pin submini “D” to Centronics “D” type	Special Apple IIcx terminator supplied with Macintosh IIcx

To connect the 8657 Printer directly to your MACINTOSH computer (or to daisy-chain the printer with an external SCSI device), perform the following steps.

1. Turn off all equipment before plugging or unplugging equipment on the SCSI bus.
2. Attach the SCSI cable and SCSI terminator.

NOTE: Some equipment is internally terminated. If you have questions, refer to your equipment documentation.

IMPORTANT: *If you are using a MACINTOSH IIx computer, you must install a special terminator supplied by Apple Computer or unpredictable results can occur.*

3. Turn on the printer and the computer.
4. Set the SCSI device number using the printer's display panel.

Changing the SCSI ID settings

- a. Press Setup/Select when READY-RASTER appears in the display panel.
- b. Use the Print and Cancel buttons to scroll through the list until PORTS appears.
- c. Press Setup/Select to access the PORTS options.
- d. Press Print to scroll down (or Cancel to scroll up) through the list until SCSI appears.
- e. Press Setup/Select until TARGET appears.
- f. Press Setup/Select to access the TARGET ID.
- g. Use the Print and Cancel buttons to scroll through the list.
- h. Press Setup/Select to make your selection.

NOTE: An asterisk appears next to the number.

- i. Press Cancel until EXIT appears.
- j. Press Setup/Select until TARGET appears.
- k. Press Cancel until EXIT appears.
- l. Press Setup/Select until SCSI appears.
- m. Press Cancel until EXIT appears.
- n. Press Setup/Select until PORTS appears.
- o. Press Cancel until EXIT appears.
- p. Press Setup/Select to return to Ready - Raster Mode.
- q. Reboot host computer.

NOTE: The just-selected option is effective when you power the printer off and then on.

Index

A

About your printer, v
Accessories, ordering, 3–1
ADAPTEC, 1–12
Adding memory to the printer, B–1
Adobe binary mode, 1–31
Air flow around printer, 1–3
Alcohol cleaning pads, ordering, 3–1
Attaching the cord, 1–9
Attaching the interface cable, 1–10

B

Back of printer, 1–6
Barcode, 4–1, 4–2
Black handles on back of printer, B–4, B–7
Buttons, 1–28
 not responding, 4–7

C

Cable, attaching, 1–10
Cancel button, 1–28
Centronics cable, attaching, 1–10
Centronics connection, printer modes for, vi
CHANGE RIBBON message, 4–1
 with correct ribbon loaded, 4–7
CHECK TRAY message, 4–1, 4–12
 when tray is not empty, 4–7
Cleaning pads, ordering, 3–1
Cleaning the printhead, 1–13
 alternate method, 4–9
CLEAR PAPER PATH message, 4–1, 4–12

- CLEAR RIBBON JAM message, 4-2
- Clearing paper jams, 4-12
- CLOSE COVER message, 4-2
- Communications cable, attaching, 1-10
- Components of the printer, 1-4
- Configuring the printer, 1-29
- Connecting the cable, 1-10
- Connection types, vi
- Cooling fan, 2-1
- Cord, attaching, 1-9
- Correcting problems, 4-1
- Cover, problems opening, 4-12

D

- Defaults, selecting through the display panel, 1-30
- Dirt on prints, 4-7
- Display panel, 1-5, 1-25
 - buttons, 1-28
 - indicator lights, 1-26
 - items with asterisks, 1-29
 - languages for, 1-5, 1-30
 - selecting defaults, 1-30
 - specifying port information, 1-31

E

- Electrical cord, attaching, 1-9
- Electrical shock, label indicating risk areas, ix
- Environment for the printer, A-1
- Error indicator light, 1-26
- Error messages, 4-1
- EtherTalk connection
 - printer modes for, vi
 - specifying information through the display panel, 1-32
- EZ-SCSI software, 1-12

F

Fan, 2-1
Finding a location for the printer, 1-3
Frame type, specifying through the display panel, 1-32
Frequency, A-2
Front of the printer, 1-4

G

Getting help, 4-17
Getting started, 1-1
Grounding strap, B-2

H

Handles on back of printer, B-4, B-7
Handling ribbon, 1-13, 4-9
Head cleaning, 1-13
 alternate method, 4-9
Help, 4-17
Helpline telephone numbers, 4-18
High ASCII range, 1-31
Host interfaces, vi
Humidity
 problems caused by, 4-8
 recommended levels, 1-38, A-1

I

Image sizes, 3–2
Image stability, 1–38
Increasing processing ability, B–1
INIT ERROR message, 1–24, 4–2
Initialization, 1–24
 problems, 4–4
INSERT TRAY message, 4–2
Inserting the shipping pins, 4–15
Inside view of printer, 1–8
Installing additional memory, B–1
Interface cables, 1–10
 type used during printer testing, ix
Interfaces, vi
Internet address, specifying through the display panel, 1–33
Introduction, v

J

Job scheduling, 1–37

K

K Number, 1–7

L

Languages for display panel, 1–5, 1–30
LCD panel, 1–27
Lines in prints, 4–5
LOAD PAPER message, 4–2
LOAD RIBBON message, 4–2
 with ribbon loaded, 4–7
Location, finding for the printer, 1–3

M

Maintaining the printer, 2–1
Making a test print, 1–35
Maximum image sizes, 3–2
Media, status message, 1–27
Messages, 1–27
Mismatches, ribbon type, 4–3
Mode, status message, 1–27

N

Network types, vi
Novell NetWare connection
 printer modes for, vi
 specifying information through the display panel, 1–32

O

On/Off switch, 1–7
Opening the printer box, 1–1

P

Package contents, 1–1
Packing the printer, 4–15
Paper, 1–16
 feeding problems, 4–6
 handling, 1–21
 humidity problems, 4–8
 jams, 4–1, 4–12
 loading, 1–21
 ordering, 3–2
 path, clearing, 4–12
 sizes, 3–2
 storing, 3–4
Paper tray, 1–4

- Parallel cable, attaching, 1–10
- Parallel connection
 - printer modes for, vi
 - specifying information through the display panel, 1–31
- Ports
 - available on printer, 1–6
 - polling method, 1–37
 - specifying information through the display panel, 1–31
- Power consumption, A–2
- Power cord
 - attaching, 1–9
 - inlet, 1–6
- Power indicator light, 1–26, B–8
- Power requirements, A–2
- Power switch, 1–7
- Preventive maintenance, 2–1
- Print button, 1–28
- Print head, cleaning pads, 3–1
- Printer
 - available memory, 1–37
 - back plate, B–3
 - back view, 1–6
 - closing the back, B–7
 - components, 1–4
 - configuring, 1–29
 - cover, problems opening, 4–12
 - front view, 1–4
 - initialization, 1–24
 - inside view, 1–8
 - installing memory in, B–1
 - maintaining, 2–1
 - opening the back, B–3
 - operating environment, A–1
 - packaging, 1–1
 - packing for shipping, 4–15

- paper tray, 1–4
- power requirements, A–2
- ribbon cable, B–4, B–5
- side view, 1–7
- size, A–1
- space requirements, A–1
- specifications, A–1
- status, 1–27
- weight, A–1

Printhead, 1–8

- cleaning, 1–13
 - alternate method, 4–9

Printing, 1–36

Printing time, delays, 4–4

Prints

- dirt on, 4–7
- multi-colored spots on, 4–6
- storing, 1–38
- streaks, lines, or spots on, 4–5

Problems, 4–1

PVC, 1–38

R

Radio frequency interference, vii

Radio reception, interference with, vii, viii

Regulatory information, viii

Relative humidity, recommended levels, A–1

Ribbon, 1–16

- barcode, 1–18, 4–1, 4–2
- handling, 1–13, 1–16, 4–9
- images remaining on used, 1–17, 1–36
- jam, 4–2

- loading, 1–17
- ordering, 3–1
- spool holders, 1–8
- status message, 1–27
- storing, 3–3

Ribbon cable, B–4, B–5, B–7

S

- Safety regulations, ix
- SCSI cable
 - attaching, 1–11
 - attaching to a Macintosh IIx system, 1–11
- SCSI connection
 - printer modes for, vi
 - specifying information through the display panel, 1–34
- SCSI port address, 1–34
- SCSI software, 1–12
- SCSI terminator, 1–12
- Service, 4–17
- Service K Number, 1–7
- SERVICE REQ message, 4–2
- Setup menus, 1–29
- Setup mode, 1–28, 1–29
- Setup/Select button, 1–28, 1–29
- Shipping pins
 - inserting, 4–15
 - removing, 1–2
- Shipping the printer, 4–15
- Side of printer, 1–7
- Size of the printer, 1–3, A–1
- Software, for SCSI installations, 1–12
- Space needed for the printer, A–1

Specifying port information, 1–31

Spots in prints, 4–5

Static discharge, B–2

Storing

 paper, 3–4

 prints, 1–38

 ribbon, 3–3

 supplies, 3–3

Streaks in prints, 4–5

Supplies, 3–1

 handling, 1–16

 ordering, 3–1

 storing, 3–3

T

TCP/IP connection

 printer modes for, vi

 specifying information through the display panel, 1–33

Telephone numbers, for helplines, 4–18

Television reception, interference with, vii, viii

Temperature, A–1

Test print, 1–28, 1–35

Thermal head, 1–8

 cleaning, 1–13

 alternate method, 4–9

 cleaning pads, 3–1

Troubleshooting, 4–1, 4–4

Turning on the printer, 1–7, 1–24

U

Unpacking the printer, 1-1

V

Voltage, A-2

W

Weight of the printer, A-1

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