

# **KODAK PROFESSIONAL Digital Color Printer Frequently Asked Questions (FAQs)**

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**May 4, 2004**

## **1. What is the KODAK PROFESSIONAL Digital Color Printer?**

The KODAK PROFESSIONAL Digital Color Printer is a low-priced, dye sublimation (thermal dye diffusion) printer designed for high quality, low volume digital color images. This is a non-diagnostic, non-DICOM printer.

## **2. What are the key features of the KODAK PROFESSIONAL Digital Color Printer?**

The key features are:

- Printing process: thermal dye diffusion
- Print quality: continuous tone, 314 dpi
- Print time: less than 75 seconds per 8 x 10 in. (203 x 254 mm) laminated image
- Paper sizes: 8.5 x 11 in., 8.5 x 12 in. and A4 210 x 297 mm (8.27 x 11.69 in.)
- Ribbon feed: 50 prints
- Glossy finish (KODAK PROFESSIONAL EKTATHERM XTRALIFE laminate)
- Durable laminate overcoat
- Ease of connection
- Calibration utility
- Maximum image area: 8 x 10 in. (203 x 254 mm)
- Computer Interface: IEEE 1284 Parallel and USB 1.1

## **3. What is included in the system?**

The system includes:

- Printer
- Power cable
- Paper tray
- Covers
- Ribbon carrier
- CD with user documentation, calibration utility, and printer drivers

Media (ribbon and paper) and printer cables are sold separately.

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**4. What kinds of images can I send to the KODAK PROFESSIONAL Digital Color Printer?**

The Windows or Macintosh print drivers allow images to be sent to the printer via USB or parallel ports.

This printer is excellent for a very wide range of images and applications, including Ultrasound, 3D, Nuclear Medicine, Dermatology, Microscopy, Colonoscopy, Ophthalmology, Dentistry, Oncology, PET (Oncology, Cardiology, Neurology), MRI Spectroscopy, and Veterinary Images.

**5. Can I use the KODAK PROFESSIONAL Digital Color Printer for diagnostic purposes as well as for referral reporting?**

The KODAK PROFESSIONAL Digital Color Printer is a non-diagnostic printer that is intended primarily for referral reporting and patient copies.

**6. Does the computer connected directly to the printer need to be dedicated to printing, or can it run other software?**

The printer does not need to be dedicated to printing. The printer is designed for connection directly to a computer running WINDOWS Operating System or Macintosh OS 9.X and OSX.

**7. How does the computer connect to the printer?**

The system is connected to the computer with either an IEEE 1284 Parallel cable or USB 1.1 compatible cable (sold separately).

**8. Can the printer be connected to a network?**

The printer may be used on the network only as a shared personal printer. To do this, the computer connected to the printer must be powered on and configured so that others on the network have access to the printer.

This printer is designed with an open architecture that can be used with virtually any operating system including Windows 98/ME, NT 4.0, 2000 and XP systems, as well as Macintosh 9.x systems. The printer:

- Connects via USB or parallel interface
- Simplifies installation with direct connection to virtually any workstation

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### 9. What media can be used in the system?

The system operates with KODAK PROFESSIONAL EKTATHERM Paper and KODAK PROFESSIONAL EKTATHERM XTRALIFE Ribbons designed for the KODAK PROFESSIONAL 8500 Digital Photo Printer.

The media include:

- Three-color ribbon with glossy laminate
- Choice of three paper sizes:
  - U.S. letter: 8 ½ x 11 in. (216 x 279 mm)
  - 8 ½ x 12 in. (216 x 305 mm)
  - A4: 210 x 297 mm (8.27 x 11.69 in.)

The sales unit is 100 prints, shipped as two easy-to-load 50-sheet packages.

### 10. What's the maximum media capacity?

The maximum capacity of the printer is 50 sheets.

### 11. What is the maximum image size produced?

The maximum image size is 8 x 10 in. (203 x 254 mm), which requires use of either 8.5 x 12 in. (216 x 305 mm) or A4: 210 x 297 mm (8.27 x 11.69 in.) paper.

Paper Size	Maximum Image Size
Standard A4 210 x 297 mm (8.27 x 11.69 in.)	8 x 10 in. (203 x 254 mm)
Standard A (U.S.) 8.5 x 11 in. (216 x 279 mm)	8 x 9.4 in. (203 x 239 mm)
A (long) 8.5 x 12 in. (216 x 305 mm)	8 x 10 in. (203 x 254 mm)

### 12. Are the prints archivable?

Like other Kodak Professional printers using Ektatherm media, the prints made by the KODAK PROFESSIONAL Digital Color Printer have excellent fade resistance and are great at resisting water and fingerprints.

**13. How do I load media?**

The ribbon is installed in a carrier, which is inserted into the top of the printer. No threading is required.

The paper is installed into a universal paper tray, which is inserted into the front of the machine.

**14. Are there any parts that wear out that would also be considered a consumable?**

No, there are not.

**15. What is the warranty on a KODAK PROFESSIONAL Digital Color Printer?**

- Kodak offers an Advanced Unit Replacement (AUR) one-year warranty. With AUR, you minimize machine downtime for service because a replacement machine will be delivered the next business day in most locations
- Two and three year extended warranty programs are also available to allow you to plan service costs and avoid potential unplanned repair expenses.

**16. Are extended warranty options available?**

Yes, extended warranties are available. A one-year warranty extension extends the warranty (including the Advanced Unit Replacement – AUR) through the second year after purchase. A two-year extension extends the warranty (including the AUR) through the third year after purchase.

**17. Why should I buy an extended warranty?**

While the printer has been designed for reliability and durability, it is an electromechanical device that will require periodic service. An extended warranty allows you to plan your service costs and avoid significant unplanned repair bills.

**18. Who will provide the service for this printer?**

Kodak Professional services depots around the world will provide the service.

**19. What are the advantages of Advanced Unit Replacement (AUR) warranty support?**

With Advanced Unit Replacement (AUR), you minimize machine downtime for service, because a replacement machine will be delivered the next business day in most locations. You can use the new printer packaging to return the non-functional printer to the Kodak Professional service depot.

Two and three year extended warranty programs are also available to allow you to plan service costs and avoid potential unplanned repair expenses.

**20. What are the maintenance requirements on a KODAK PROFESSIONAL Digital Color Printer?**

We recommend that you keep the system clean by cleaning the print head when you change the media, and by periodically vacuuming dust out of the inside of the printer.

**21. How often does the printer need calibrating?**

Calibration is not required at a specific usage interval.

The calibration utility is provided to allow users to calibrate the printer with known color targets. Kodak has found that in most cases, users are satisfied with the factory calibration on Kodak thermal printers, and do not need to calibrate the printer.

**22. How do you calibrate the printer?**

Use the Kodak Calibration Utility that is included on the software setup CD. Included with the calibration software is a *Calibration Quick Start Guide*, which will lead you through the process of downloading the Kodak "Factory Default" calibration table to the printer. In most cases, the default calibration table should give satisfactory results.

However, if you want to further calibrate your printer you can do so by performing a Densitometer Calibration if you have a densitometer (e.g., X-Rite 810), or a Visual Gray Balance (Easy Cal) Calibration if you do not have a densitometer. Consult the *Calibration Utility User's Guide* for more information on calibrating the printer.

The *Calibration Utility User's Guide* is available in PDF format from the Kodak web site at: <http://download.kodak.com/professional/manuals/8650/1h9659.pdf>

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**23. What other software can I print from?**

The printer is designed as an open system that can be printed to by virtually any application, and supported by virtually any operating system. The system includes printer drivers for WINDOWS 98, WINDOWS ME, WINDOWS NT 4.0, 2000, WINDOWS XP and Macintosh 9.X and OSX Operating Systems.

**24. Can the printer be moved for use in a different location?**

Yes, the system is lightweight and designed to be mobile. It is a totally dry system that requires no special electrical, plumbing, or HVAC.

**25. Was this product specifically designed for radiology applications?**

This is a proven Kodak Professional printer (KODAK PROFESSIONAL 8500 Digital Photo Printer) with excellent, reliable technology that serves dual purpose for radiology applications.

**26. Can I print on transparency material?**

No, only KODAK PROFESSIONAL EKTATHERM Paper is available for the printer.

**27. Will the printer run on standard 110-volt power?**

Yes. No special power, plumbing or environmental control equipment is required. The power supply is rated from 100v (for Japan) to 127v (for Mexico).

A second model with a 240-volt power supply compatible with European and Asian markets is also available.

**28. Can I buy a printer to use with a 240-volt power supply?**

Yes. A model is available with a 240-volt power supply compatible with European and Asian markets.

**29. How much does the printer weigh?**

Unboxed, the printer weighs approximately 27 lbs (12 kg).

**30. Is this a DICOM-compatible printer?**

No, this is a non-DICOM printer that plugs easily into existing workflows and connects via a USB or parallel interface.

Designed with an open architecture, the printer can be used with virtually any operating system including Windows 98/ME, NT 4.0, 2000 and XP systems, as well as Macintosh 9.x systems.

Printer installation is simplified with direct connection to virtually any workstation.

**31. What are the target applications for this printer?**

This printer is targeted for non-diagnostic referral reports and patient copies. Key applications are for Ultrasound and Nuclear Medicine. Other applications include Dentistry, Dermatology, Ophthalmology, Colonoscopy, Microscopy, PET Oncology, Cardiology, Neurology, Workstation 3D, reports, reconstruction, MRI Spectroscopy, and Veterinary.

**32. Where can I purchase a KODAK PROFESSIONAL Digital Color Printer?**

The product will be available through dealers of Kodak Health Imaging products and systems integrators, as well as direct from Kodak to select customers. For information on locating the nearest dealer or becoming a reseller, please contact your nearest Kodak office or call Kodak at:

- U.S.: 1-877-865-6325 ext.547
- Canada: 1-800-465-6325
- Latin America: 52-333-678-6196