

# Kodak Professional

## 1400 Digital Photo Printer



User s Guide

***KODAK PROFESSIONAL 1400***  
***Digital Photo Printer***

*User's Guide*

***P/N 4J2024\_EN***



Eastman Kodak Company

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Rochester, New York, 14650

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# Introduction

Thank you for purchasing the KODAK PROFESSIONAL 1400 Digital Photo Printer (1400 printer). The 1400 printer is a dye-sublimation device with superior printing speed. Printed images are high-contrast and long lasting. KODAK EKTATHERM XTRALIFE Ribbon applies a coating that protects images from fingerprints.

The 1400 printer is the latest model of the KODAK PROFESSIONAL page size dye-sublimation printers. These printers produce superb photographic prints and proofs. The 1400 printer is easy to install and set up, and its interface is compatible with virtually all computer environments.

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## Printer Features

The 1400 printer includes the following features:

**Paper Sizes:** The 1400 printer prints on a variety of paper sizes. 3-color YMC ribbons can be used in the 1400 printer.

**Resolution:** The 1400 printer has a resolution of 301 pixels per inch (ppi), and prints a page in about 90 seconds.

**Printer Driver:** The printer driver supports MAC OS X, WINDOWS 2000, and WINDOWS XP Operating Systems.

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# About This Manual

This manual consists of the following sections:

- Introduction—describes the 1400 printer, available papers, printer drivers and interfaces.
- Setting up the 1400 printer—describes how to set up the 1400 printer.
- Operating the 1400 printer—contains information on maintaining the 1400 printer and working with the paper and ribbon.
- Troubleshooting—describes possible problems and how to resolve them.
- Site specifications—describes the 1400 printer specifications, space requirements and operating conditions.
- Accessories and supplies—lists the accessories and supplies for the 1400 printer.

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# Safety Precautions

 The lightning flash symbol within an equilateral triangle is intended to alert you 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 explanation point within an equilateral triangle is intended to alert you to the presence of important operating and maintenance instructions in the literature accompanying the appliance.

 The hot surfaces symbol within an equilateral triangle is intended to alert you to the presence of a hot surface. Do not touch. This symbol appears next to the print head.

 **WARNING:**  
 ***RISK OF ELECTRIC SHOCK. DO NOT OPEN***  
***To reduce the risk of electric shock, do not remove cover or back. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.***

 **CAUTION:**  
There are no user or field serviceable components. Do not open covers under any circumstances.

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 **WARNING:**

 **HOT SURFACE**

**AVOID CONTACT WITH THE THERMAL HEAD. It becomes hot during printing and may remain hot, causing injury. Touching the thermal head or sensor may cause malfunctions due to static electricity. Oils, salts, and moisture from your hands will contaminate the head and may spoil the prints.**

 **WARNING:**

**To prevent fire or shock hazard, do not expose this appliance to rain or moisture.**

 **CAUTION:**

**Before connecting, read instructions.**

**IMPORTANT:** *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](http://www.eiae.org).*

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**WARNING:**

***Use the included AC power cord so as not to interfere with radio and television reception.***

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. To determine if this equipment causes harmful interference to radio or television reception, turn the equipment off and on. To correct the interference, try one or more of these measures:

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a different circuit than the receiver
- Consult the dealer or an experienced radio/TV technician for help

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

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

The electromagnetic 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 characterized by their connection to the public low voltage power supply system.

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

## Power Requirement

This product is designed for operation on 100V - 240V AC, 50 / 60Hz. Never connect to any outlet or power supply having a different voltage or frequency.



**WARNING:**

***This apparatus must be grounded.***

***Avertissement: Cet appareil doit être mis à la terre.***

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# 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 hazardous. 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 expose you to an electrical shock or cause a printer 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.

**Do not insert your fingers or any object into the paper exit when the printer is on.**

There is a roller inside the paper exit. If you insert your fingers when the printer is on, you may get injured.

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## **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.

## **Connecting Cables**

Use the power cord supplied with the printer.

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# Installation Locations

## Maintain good ventilation.

Ventilation slots and holes are provided on the top and rear of this unit. Place the unit on a hard, level surface. Allow the following minimum space around the printer to ensure proper ventilation:

**Top:** 2 in. (5.08 cm)

**Sides:** 0.5 in. (1.27 cm)

**Rear:** 2 in. (5.08 cm) - If the rear dust cover is in place (recommended) then no additional space is required at the rear.

When installing the unit in a system rack, leave space between the unit and the back of the rack.

## Unsuitable locations:

Locations with high humidity and dust:

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

Locations likely to be extremely hot:

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

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## **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 59 - 86°F (15 to 30°C) and humidity of 10% - 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 cleaning 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, fine details of the picture are not printed, requiring replacement of 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 to avoid impacts. Before moving the unit, make sure to disconnect the power cord from the power outlet and the cables from the connected devices. Remove the paper tray and ribbon carrier.

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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 color, uneven color or lines, or wrinkles in the print images.

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## Paper and Image Sizes

The 1400 printer can print on the following sizes and types of KODAK PROFESSIONAL EKTATHERM XLS Print Paper. See [“KODAK Thermal Paper Types, Sizes, and Image Sizes”](#) for illustrations of the maximum image size for each.

Paper Size	Maximum Image Size
210 x 297 mm (8.27 x 11.69 in.) Standard A4 paper	203 x 254 mm (8.0 x 10.0 in.)
216 x 305 mm (8.5 x 12 in.) A (long) paper	203 x 254 mm (8.0 x 10.0 in.)
216 x 356 mm (8.5 x 14 in.) Legal paper	203 x 305 mm (8.0 x 12.0 in.)

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# Printer Driver

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The printer driver developed for the 1400 printer is based on high-quality Kodak photographic printing methods. The printer driver allows you to access printing options based on Kodak color science.

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

- WINDOWS XP
- WINDOWS 2000
- MAC OS X

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## Interfaces

The 1400 printer has a standard USB 2.0 interface.

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# Setting up the Printer

This section explains how to set up the 1400 printer. The steps are:

1. [Finding a Location for the 1400 Printer](#)
2. [Unpacking the 1400 Printer](#)
3. [Loading the Ribbon Carrier](#)
4. Installing the printer driver.

For information on the printer driver, refer to the KODAK PROFESSIONAL 1400 Digital Photo Printer / Printer Driver Guide.

*IMPORTANT: Turn the 1400 printer off before installing the printer driver.*

5. [Connecting the USB Cable](#), connecting the power cord, and turning on the 1400 printer
6. [Loading the Paper Tray](#)
7. [Installing the Dust Cover](#)
8. [Making a Test Print](#)

The software shipped with the 1400 printer enables you to take full advantage of the 1400 printer's capabilities. After you set up the 1400 printer, install the appropriate printer driver.

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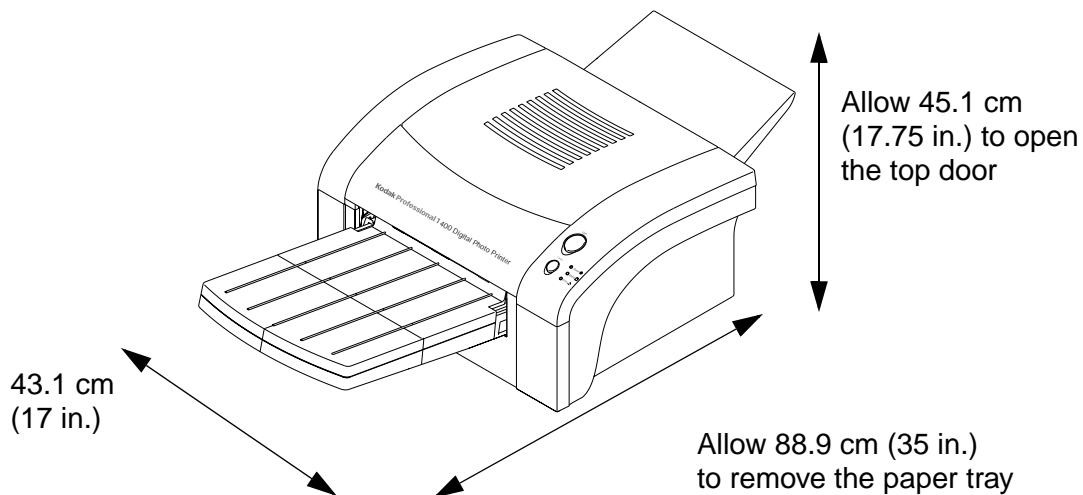
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# Finding a Location for the 1400 Printer

As you look for an appropriate location for the 1400 printer, keep the following guidelines in mind. See [“Site Specifications”](#) for specific requirements.

- Avoid placing the 1400 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 1400 printer are shown below.



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# Unpacking the 1400 Printer

The following accessories are included with the 1400 printer. If any are missing, contact your dealer.

- Power cord
- CD containing the printer drivers, calibration utility, and user documentation in PDF format. The CD also contains ADOBE ACROBAT Reader for accessing, viewing, and printing the documentation.
- Rear dust cover
- Ribbon carrier
- Paper tray

To unpack the 1400 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 1400 printer from the plastic sheet, and place the printer in the desired location.

NOTE: Save the packaging in case you need to ship the 1400 printer.

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# Loading the Ribbon Carrier

The ribbon provides dyes for printing images. The three-color XTRALIFE Ribbon contains enough dye to make 25 or 50 prints. The ribbon also contains clear patches that protect images from fingerprints and fading.

## Handling Ribbon Spools

- 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 1400 printer.
- Avoid touching the ribbon.

## Storing Ribbons

For the highest image quality, store ribbons as follows:

- Store unopened ribbons at temperatures below 77°F (25°C). Avoid exposure to temperatures higher than 100°F (38°C).
- Keep partially used ribbons in their original wrappers to protect them from dust and dirt when they are not loaded in the 1400 printer. Dust and dirt specks on the ribbon show up as much larger spots on prints.

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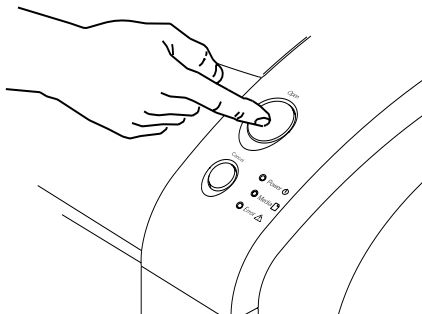
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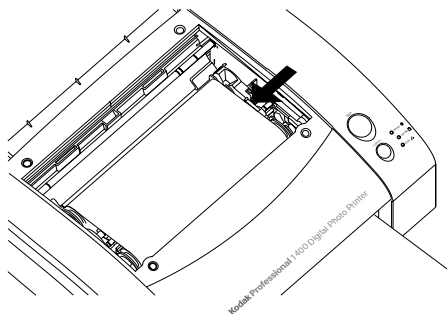
# Loading the Ribbon Carrier in the 1400 Printer

The ribbon carrier fits easily in the 1400 printer. There is only one way to correctly load the ribbon carrier.

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



2. If necessary, push the ribbon carrier to the left and lift it to remove it.



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

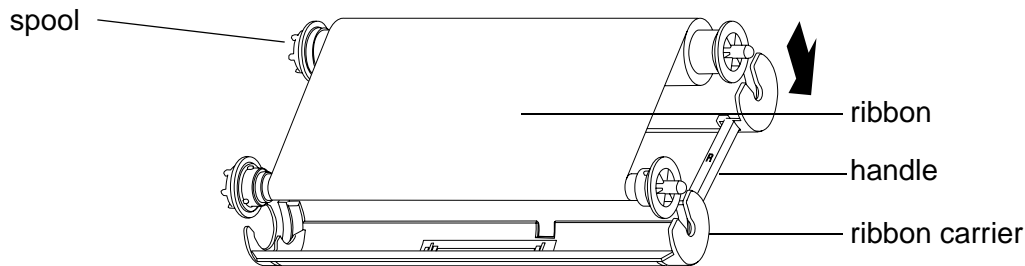
3. Remove the used ribbon from the ribbon carrier.

*IMPORTANT: 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. Firmly snap the ends of the ribbon spools into the ribbon carrier.

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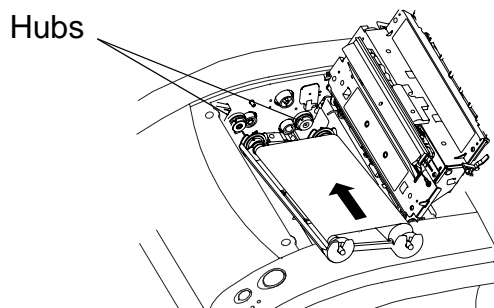
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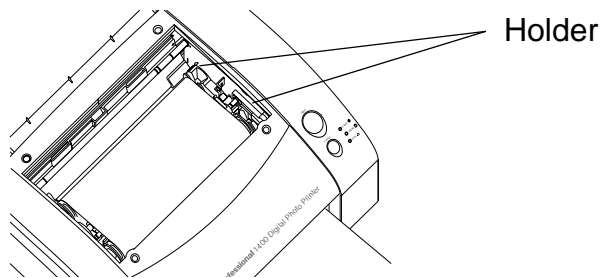
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7. Grasp the ribbon carrier by the handle, and slide the spool onto the two hubs on the left side.



8. Push the ribbon carrier against the hubs on the left until it can engage the two holders on the right.



9. Turn the supply spool until the ribbon is taut.
10. Close the top cover.

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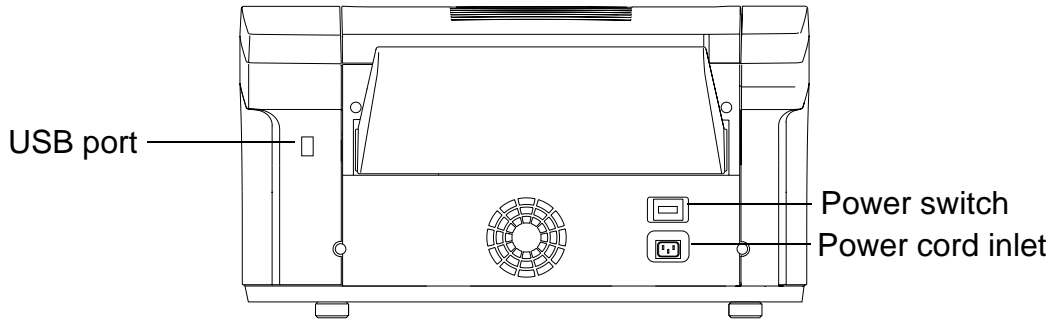
# Connecting the USB Cable

You must provide the necessary USB interface cable. The 1400 printer has a standard USB 2.0 port. While you can use any "A-B" USB cable, USB 2.0-compatible cable achieves maximum speed.

1. Be sure the printer driver is installed.

For information on the printer driver, refer to the **KODAK PROFESSIONAL 1400 Digital Photo Printer / Printer Driver Guide**.

2. Connect and secure the USB cable to the USB port.



3. Connect the power cord.
4. Turn the power on. The POWER light turns green.

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# 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 77°F (25°C). Avoid exposure to temperatures higher than 100°F (38°C).
- Store a loose stack of paper in its wrapper.

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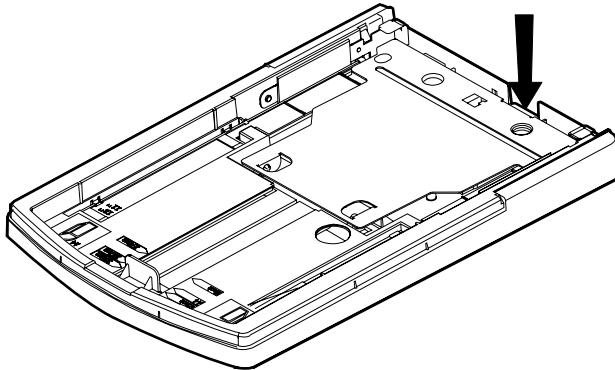
# Loading the Paper Tray

See [“Working with Paper”](#) for complete information about the various types.

You can adjust the paper tray 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 1400 printer.*

1. Push the plastic paper support on the paper tray until you hear a click.



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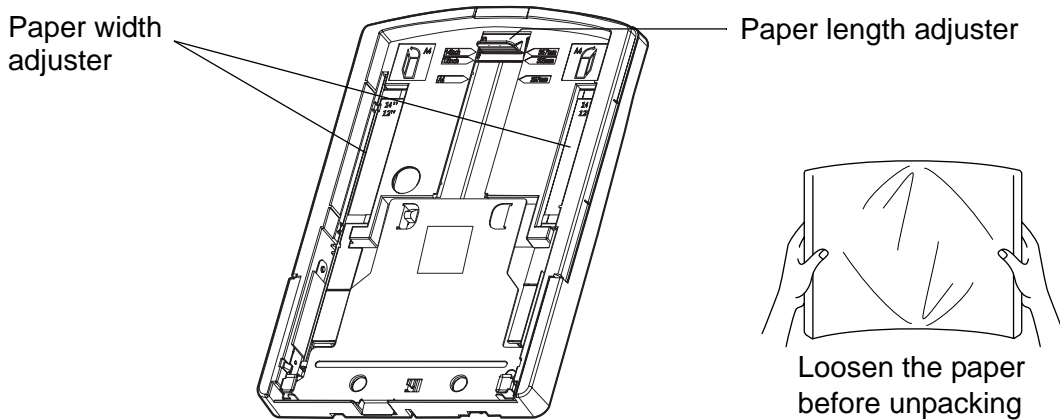
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2. If necessary, adjust the paper tray to fit the paper you are loading.

- Move the paper width adjuster to the correct position for either 12 in., 14 in., 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 stick together. Loosen the pages well before unpacking. Handle the paper by the edges to avoid fingerprints on the top sheet.*

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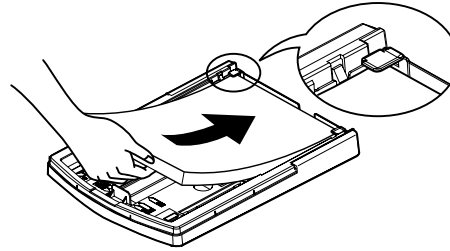
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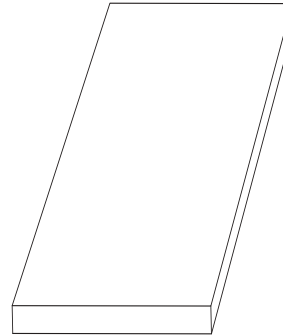
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4. Place the paper in the tray with the logo side down (as shown in the label on the tray) making sure that the front corners of the stack are under the metal tabs.

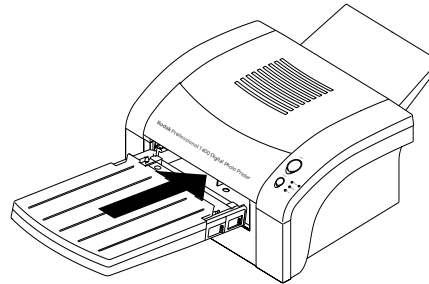


**NOTE:** One package includes 25 or 50 sheets of paper. You can load up to 50 sheets of paper in the paper tray.

5. Set the clear cover on the paper tray.



6. Install the paper tray in the 1400 printer.



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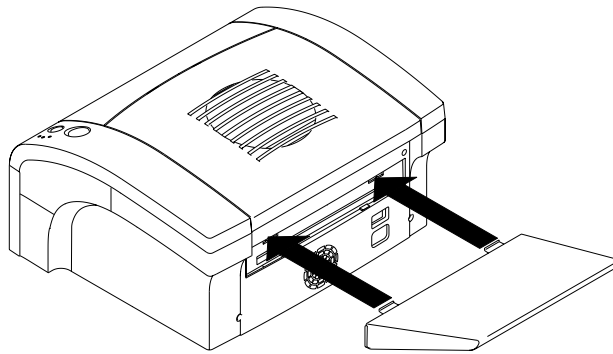
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# Installing the Dust Cover

Install the dust cover on the back of the 1400 printer.

- Insert the bottom of the dust cover in the back slit of the 1400 printer.



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# About Printer Initialization

When you turn the 1400 printer on, it initializes (starts up and performs a self-check) in a few seconds. During this time, the POWER and MEDIA lights blink.

## If the 1400 Printer Does Not Initialize

If the 1400 printer fails to initialize, no light illuminates on the display panel. Turn the 1400 printer off and then back on.

If a light still does not illuminate, turn off both the 1400 printer and the computer. Disconnect the USB cable from the 1400 printer and turn on the printer. If no light illuminates, call for service.

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# Making a Test Print

Making a test print verifies proper 1400 printer setup and operation, and confirms print quality.

- Turn on the power while holding the CANCEL button for five seconds.

Example of the test print:



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# Operating the 1400 Printer

This chapter provides the information you need to operate the 1400 printer. It includes:

[“Buttons and Lights”](#)

[“Working with Paper”](#)

[“Handling and Storing Prints”](#)

[“Keeping the 1400 Printer in Good Working Condition”](#)

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**NOTE:** Before operating the 1400 printer you must install the appropriate printer driver. Refer to the Printer Driver Guide for the details.

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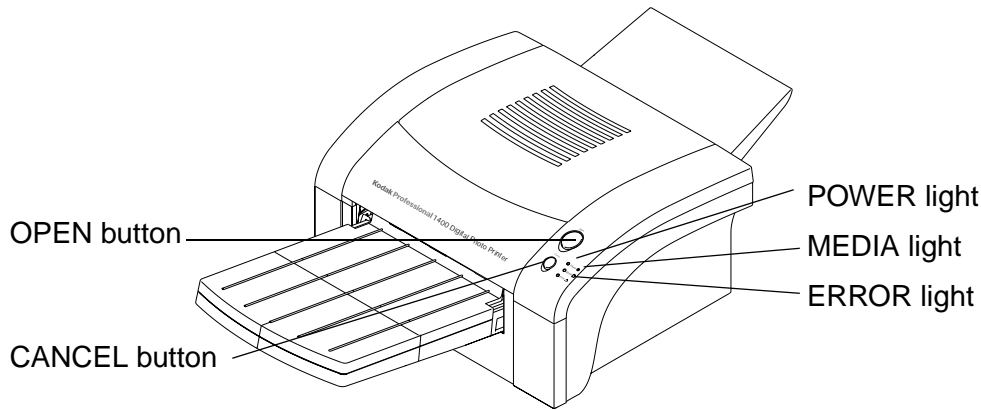
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# Buttons and Lights



## Buttons:

- OPEN button—Press to open the top cover. Open the top cover when loading the ink ribbon or clearing a paper jam.
- CANCEL button—Press to cancel the print in progress.

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

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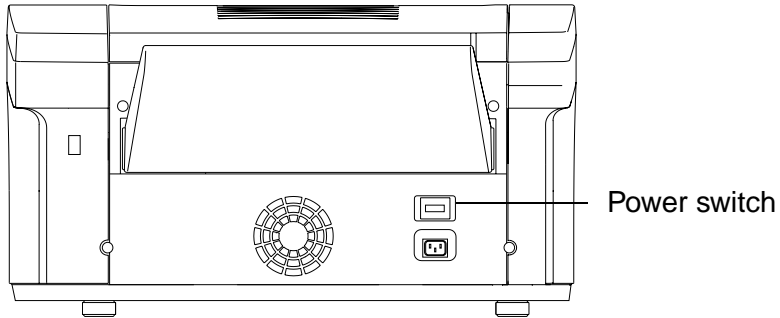
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## Power switch:



## Indicator lights:

- **POWER** light—illuminates in green when the 1400 printer is turned on.
- **MEDIA** light—illuminates in red when an error concerning print paper occurs.
- **ERROR** light—illuminates in red when an error occurs. The light remains on until all the errors are resolved.

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# Working with Paper

This section describes the paper used with the 1400 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 50-sheet or 25-sheet packages. Only 50 sheets can be loaded in the printer at one time.

*IMPORTANT: Use only paper designed for the 1400 printer. Using other materials may cause problems.*

KODAK PROFESSIONAL EKTATHERM Paper is available. The following table identifies each paper type and size and the maximum image size for each paper type.

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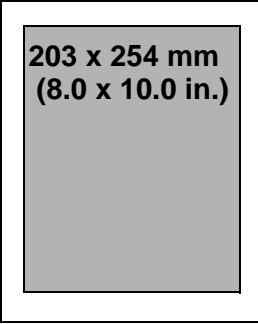
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# KODAK Thermal Paper Types, Sizes, and Image Sizes

Type of Paper	Paper Size	Type of Ribbon	Maximum Image Size
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / 8.5 x 12 / 50 Pack	216 x 305 mm (8.5 x 12 in.)	KODAK PROFESSIONAL EKTATHERM XTRALIFE 1400 Glossy Ribbon	
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / 8.5 x 12 / 25 Pack			

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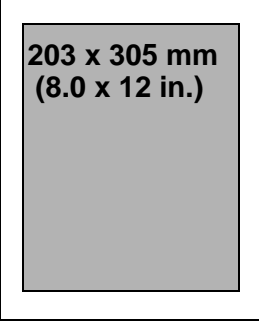
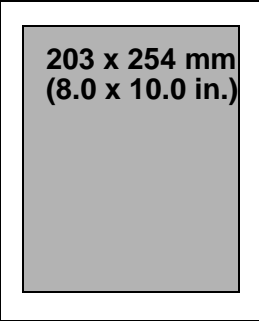
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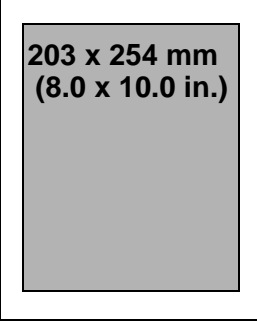
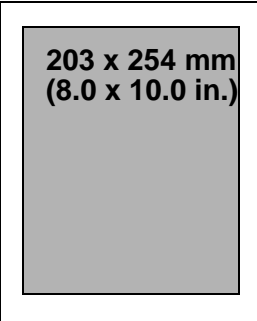
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Type of Paper	Paper Size	Type of Ribbon	Maximum Image Size
<p>KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / 8.5 x 14 / 50 Pack</p> <p>KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / 8.5 x 14 / 25 Pack</p>	215 x 356 mm (8.5 x 14 in.)	KODAK PROFESSIONAL EKTATHERM XTRALIFE 1400 Glossy Ribbon	 <p>203 x 305 mm (8.0 x 12 in.)</p>
<p>KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / A4 / 50 Pack</p>	210 x 297 mm (8.27 x 11.69 in.)	KODAK PROFESSIONAL EKTATHERM XTRALIFE 1400 Glossy Ribbon	 <p>203 x 254 mm (8.0 x 10.0 in.)</p>

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Type of Paper	Paper Size	Type of Ribbon	Maximum Image Size
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Matte / 8.5 x 12 / 50 Pack	216 x 305 mm (8.5 x 12 in.)	KODAK PROFESSIONAL EKTATHERM XTRALIFE 1400 Matte Ribbon	 <p>203 x 254 mm (8.0 x 10.0 in.)</p>
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Matte / A4 / 50 Pack	210 x 297 mm (8.27 x 11.69 in.)	KODAK PROFESSIONAL EKTATHERM XTRALIFE 1400 Matte Ribbon	 <p>203 x 254 mm (8.0 x 10.0 in.)</p>

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# 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 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. Hold prints by the edges.
- Store thermal prints in a cool, dry environment free of chemical contamination.
- Avoid storing prints at high temperatures 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.

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- 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 1400 printer.

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## Keeping the 1400 Printer in Good Working Condition

- Keep the printer clean. Keep the surrounding area vacuumed and clean.
- Protect the 1400 printer from tobacco smoke, dust, sand, and liquid spills.

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# Cleaning the 1400 Printer

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

Clean the 1400 printer regularly as described below. Before you begin, turn off the 1400 printer and unplug it.



## **CAUTION:**

**Never use abrasives or harsh chemicals to clean any part of the 1400 printer. Do not use alcohol cleaning pads to clean the cabinet.**

- Wipe the covers, the paper tray area, and the paper tray with a lint-free cloth moistened with water. This eliminates dust build-up and prevents dirt from getting into the 1400 printer.
- Clean the area around and under the printer to prevent dirt from getting into the 1400 printer.

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# Troubleshooting

This chapter describes the problems that you may occasionally have with the 1400 printer. It also tells how to resolve these problems.

This chapter contains the following sections:

- [“Light Indications and How to Resolve Them”](#)
- [“If the Printer Does Not Operate Correctly”](#)
- [“Clearing a Paper Jam”](#)
- [“Repairing a Torn Ribbon”](#)
- [“Cleaning the Thermal Head”](#)
- [“Repacking the Printer”](#)
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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”](#)

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○ : LED on

◎ : LED blinking

● : LED off

	Status	Light Indications		
		POWER	ERROR	MEDIA
Normal status	Power Off	●	●	●
	Initializing	○ Green	◎ Green	◎ Green
	Online	○ Green	●	○ Green
	Offline	○ Green	●	●
	Transferring data	○ Green	●	◎ Green
	Printing	○ Green	●	○ Green
	Pre-heating	○ Green	○ Green	○ Green

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	Status	Light Indications		
		POWER	ERROR	MEDIA
Error status	Over heat (cooling)	<input type="radio"/> Green	<input checked="" type="radio"/> Green	<input checked="" type="radio"/>
	Top cover open	<input type="radio"/> Green	<input type="radio"/> Red	<input type="radio"/> Red
	Out of media (paper) or unrecognized media type	<input type="radio"/> Green	<input checked="" type="radio"/>	<input type="radio"/> Red
	Out of media (ribbon)	<input type="radio"/> Green	<input checked="" type="radio"/>	<input type="radio"/> Red
	Pick error	<input type="radio"/> Green	<input type="radio"/> Red	<input checked="" type="radio"/>
	Paper size illegal	<input type="radio"/> Green	<input checked="" type="radio"/> Red	<input type="radio"/> Red
	Paper jam	<input type="radio"/> Green	<input type="radio"/> Red	<input checked="" type="radio"/>
	Paper size does not match image size	<input type="radio"/> Green	<input type="radio"/> Red	<input checked="" type="radio"/> Red

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# 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. See [“Getting Additional Help”](#).

The following is a list of common problems. Click the appropriate link for the possible cause and solution for the problem.

- [“1400 Printer does Not Turn On”](#)
- [“Printing Takes Much Longer than Usual”](#)
- [“Nothing Happens when a Job is Sent”](#)
- [“White or Colored Lines and Scratches”](#)
- [“White or Multicolored Spots”](#)
- [“Smudges, Smears, and Fingerprints”](#)
- [“Paper does not Feed”](#)
- [“Printer does not Respond when you Press Buttons”](#)
- [“Printer does not Recognize Media Type”](#)

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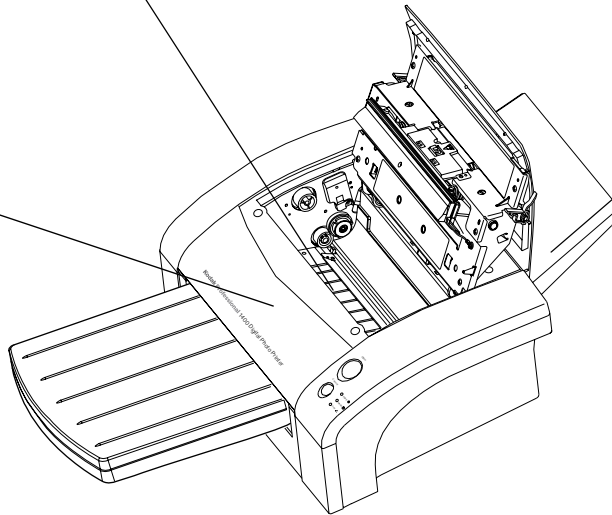
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# Clearing a Paper Jam

Paper and ribbon may occasionally jam in the 1400 printer. Jams are typically identified when the Error light becomes red. Jams may occur in the following locations:

Ribbon carrier area

Front area



Back area

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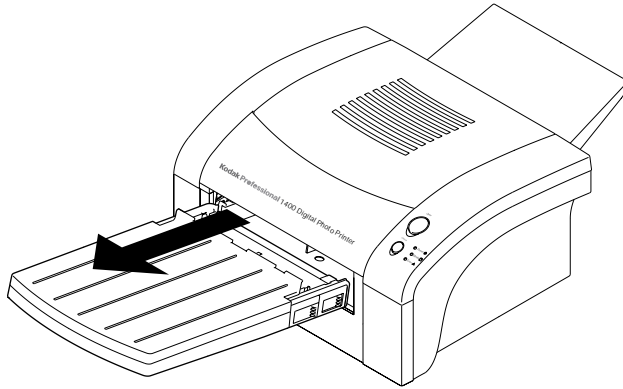
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# Clearing a Paper Jam from the Front Area

1. Turn off the 1400 printer.
2. Completely remove the paper tray.



3. Reach in, and pull out the partially-fed paper. Discard the paper.
4. Install the tray in the printer.

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

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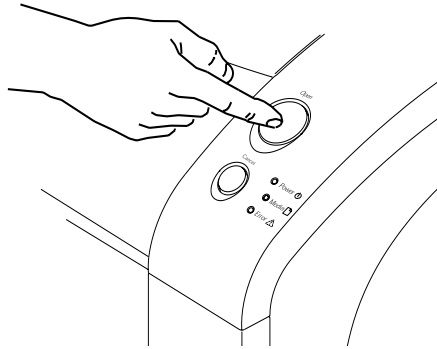
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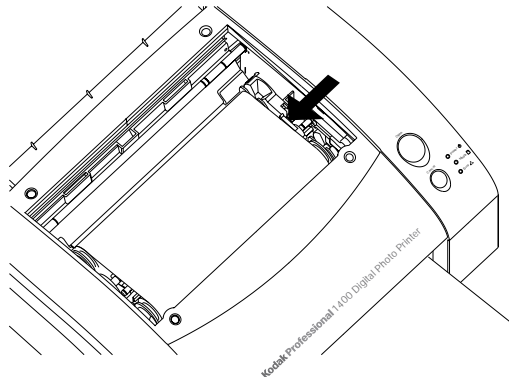
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# Clearing a Paper Jam from the Ribbon Carrier Area

1. Turn off the 1400 printer.
2. Open the top cover.



3. Push the ribbon carrier to the left and lift it up to remove it.



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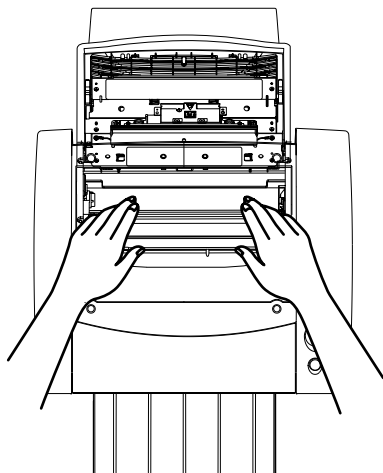
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4. Pull out the jammed paper and discard.



**CAUTION:**

**Be careful not to damage the thermal head.**



5. Install the ribbon carrier and close the top cover.

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

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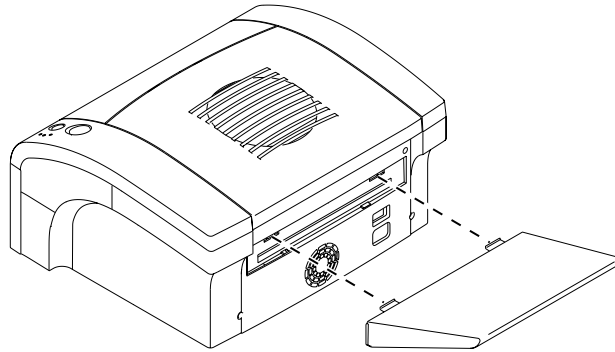
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# Clearing a Paper Jam from the Back Area

1. Turn off the 1400 printer.
2. Remove the back dust cover.



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

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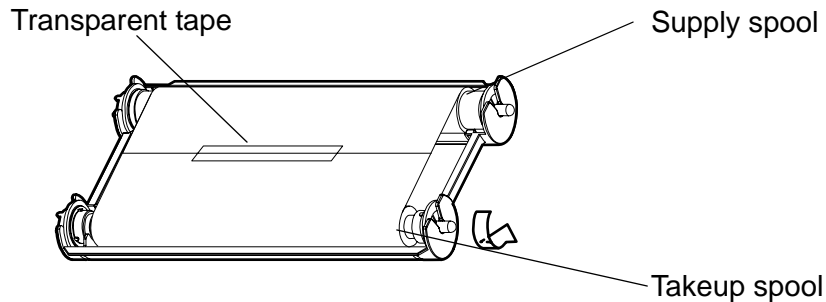
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# Repairing a Torn Ribbon

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



2. Place a piece of transparent tape on the center of the ribbon.
3. Wind the takeup spool counterclockwise so that the tape is not seen and the ribbon is straight.
4. Install the ribbon carrier in the 1400 printer.

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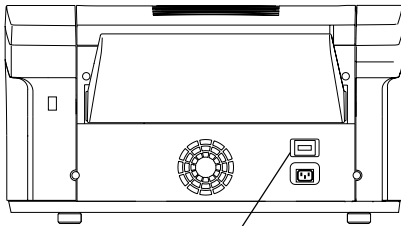
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# Cleaning the Thermal Head

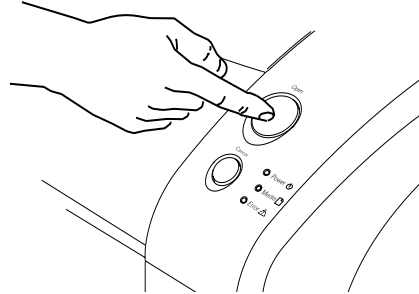
Cleaning the thermal head helps to eliminate lines and streaks on your prints.

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

1. Turn off the 1400 printer and open the top cover.



Power switch



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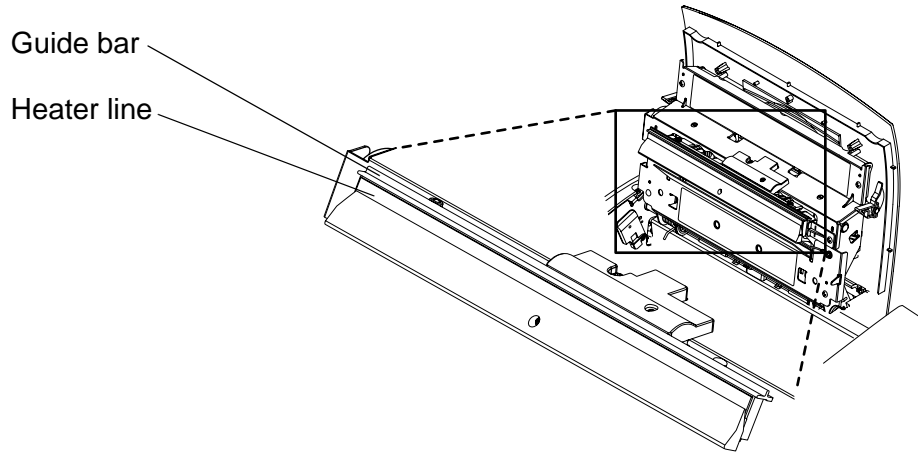
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2. Use a lint-free cloth moistened with isopropyl alcohol or distilled water to clean the print head, and wipe along the heater line four times:
  - Wipe the full length of the area (always in one direction).
  - Use a clean part of the cloth for each 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.

NOTE: It may be necessary to repeat Steps 1- 5 several times to remove any artifacts. If you cannot remove the artifacts, call for service.

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# 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 carrier. Store the ribbon in its original box. Put the ribbon carrier in its original packing.
3. Close the top cover.
4. Put the 1400 printer in its original plastic wrapping to keep it clean during shipping.
5. Pack the printer in its original box with its original packing materials.

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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 the Kodak Web site at [www.kodak.com](http://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 regions are listed below:

Country	Country code	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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In the European regions a call center will assist you. Help numbers for the call center's customer support teams appear below:

<b>Country</b>	<b>Number</b>
Belgium	2 263-2211
Denmark	8088 2082
Finland	0800 112773
France	0800 903716
Germany	49-(0) 711 406-3434
Hungary	06800 17030
Italy	0800 782764
Netherlands	0800 0228756
Norway	80014898
Poland	0800 4412399
Portugal	0800 880449
Russia	0810 800 21162044
South Africa	0800 990514
Spain	0900 997 116
Sweden	0200 285772
United Kingdom	0800 0158528

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# ERROR Light Off, MEDIA Light Red



Possible Cause	Possible Solution
Out of media (ribbon) or unrecognized ribbon type.	Install a new ribbon in the ribbon carrier. See <a href="#">“Loading the Ribbon Carrier”</a> .
The paper tray is empty or the paper tray is not set.	Load paper. See <a href="#">“Loading the Paper Tray”</a> .

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# ERROR Light Red, MEDIA Light Off



Possible Cause	Possible Solution
A paper jam occurred.	Clear the paper path. See <a href="#">“Clearing a Paper Jam”</a> .
A mechanical error occurred.	Remove the paper tray and ribbon carrier. Turn off the 1400 printer power and turn it on again.

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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.
Illegal paper size.	Make sure the paper is a valid size.
Paper size does not match image size.	Use a different paper size or resize the image.

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# 1400 Printer does Not Turn On

Possible Cause	Possible Solution
The power is not on.	Check that the power switch is in the On position.
The power cord is not connected securely.	Check that the power cord is connected securely.
Defective USB cable	Disconnect the USB cable

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# 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 1400 printer is too warm. The ERROR light blinks green.	<ol style="list-style-type: none"><li>1. Wait until the temperature inside the 1400 printer falls.</li><li>2. If the temperature does not fall, turn the 1400 printer off. Consider moving the 1400 printer to a cooler location.</li></ol>
The 1400 printer is too cold. All three lights are green.	<ol style="list-style-type: none"><li>1. Wait a few minutes.</li><li>2. The operating environment may be below the site specification for the printer. Consider moving the printer to a warmer location.</li></ol>

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# Nothing Happens when a Job is Sent

Possible Cause	Possible Solution
Job is processing.	Wait to see if the job is still processing.
Printer settings	<ol style="list-style-type: none"><li>1. Print a file that you printed previously.</li><li>2. Check the communication settings for compatibility between the 1400 printer and the host computer.</li></ol>
Printer connections	<ol style="list-style-type: none"><li>1. Disconnect the cable and make a test print.</li><li>2. If the problem persists, service is required.</li></ol>

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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"><li>1. Check that the paper in the paper tray is clean and streak free.</li><li>2. Check that the ribbon is clean.</li><li>3. Be sure the ribbon is snapped firmly in the ribbon carrier.</li><li>4. Clean the print head. See <a href="#">“Cleaning the Thermal Head”</a>.</li></ol> If the problem persists, service is required.

## White or Multicolored Spots

Possible Cause	Possible Solution
Dirt or dust has caused contamination.	<ol style="list-style-type: none"><li>1. Clean the 1400 printer and the surrounding area.</li><li>2. Move the 1400 printer away from room ventilation ducts or open doors.</li></ol>

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# Smudges, Smears, and Fingerprints

Possible Cause	Possible Solution
Fingerprints or other oils have contaminated the paper or ribbon.	Replace the contaminated paper or ribbon with new ones. Handle paper and ribbon carefully. See <a href="#">“Handling Ribbon Spools”</a> and <a href="#">“Working with Paper”</a> . Use only KODAK PROFESSIONAL EKTATHERM XTRALIFE Ribbon.

## Paper does not Feed

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

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# Printer does not Respond when you Press Buttons

Possible Cause	Possible Solution
Printer conditions.	<ol style="list-style-type: none"><li>1. Make sure the top cover is closed.</li><li>2. Remove and reinstall the paper tray.</li><li>3. Restart the 1400 printer.</li><li>4. Check that the POWER light illuminates.</li></ol>

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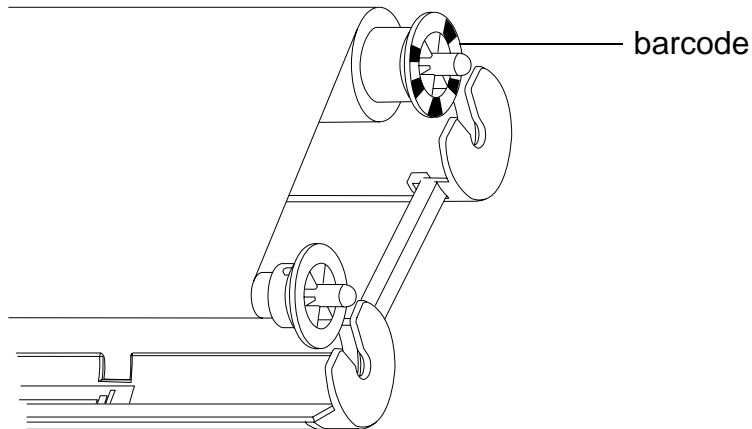
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# Printer does not Recognize Media Type

An error message appears when this occurs.

Possible Cause	Possible Solution
Barcode on ribbon is scratched or dirty.	<ul style="list-style-type: none"><li>• Check the barcode for damage. See your dealer if it is scratched.</li><li>• Gently wipe the barcode with a lint-free cloth.</li></ul>



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## Printer Specifications

Printer dimensions:

Width: 16.96 in. (43.08 cm)

Depth: 19 in. (48.3 cm) excluding paper tray

Height: 17.75 in. (45.13 cm) with ribbon door open

Printer weight:

Approx. 28.7 lbs (Approx. 13 kg)

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# Space Requirements

Minimum space required with the paper tray inserted:

Width: 17 in. (43.1 cm)

Depth: 30.75 in. (78.1 cm)

Height: 8.5 in. (21.9 cm)

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

Width: 17 in. (43.1 cm)

Depth: 35 in. (88.9 cm)

Height: 17.75 in. (45.1 cm)

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# Operating Environment

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

Relative humidity: 10% to 85%

# Power Requirements

Voltage/frequency:

AC100V-240V / 50/60Hz

Power consumption

115VAC / 23VAC, 2.4A / 1.2 A

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# Accessories and Supplies

This chapter lists the accessories and supplies available for the 1400 printer and tells how to order them.

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## Accessories

Purchase these items through your dealer of Kodak products.

Accessory	Catalog Number
KODAK PROFESSIONAL 1400 Printer Paper Tray	TBD
KODAK PROFESSIONAL 1400 Printer Ribbon Carrier	TBD

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# Kits

The following kits are available for the 1400 printer. The kits contain ribbon and paper. Purchase the kits from your printer dealer or distributor.

Kit	Catalog Number
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / 8.5 x 12 / 50 Pack	TBD
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / 8.5 x 14 / 50 Pack	TBD
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / A4 / 50 Pack	TBD
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Matte / 8.5 x 12 / 50 Pack	TBD
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Matte / A4 / 50 Pack	TBD
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / 8.5 x 12 / 25 Pack	TBD
KODAK PROFESSIONAL EKTATHERM 1400 Print Kit / Glossy / 8.5 x 14 / 25 Pack	TBD

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# Search

You can search the active manual for desired information. This function is executed through the search utilities of ADOBE ACROBAT.

## To search within the active manual:

1. Click the find tool  in the toolbar to open the Find dialog box.
2. Enter the word or phrase you want to find.
3. Click **Find** to begin the search.

The first occurrence of the word or phrase is highlighted.

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# Help

This online manual links you to topics within this manual. You can also print the manual. Refer to the following procedures for help navigating and printing the document.

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## Navigating

Use the links within the windows as well as standard Adobe Acrobat tools to navigate the manual. For more information about the tools, see the Adobe Acrobat documentation.

### Identifying the Active Section

The tabs on the right side of your window identify the sections. The active section is shown as a white tab with a yellow arrow.

### Opening Sections

To open a different section, click the desired tab.

### Following a Link

Cross-referenced information is identified with blue text. To view the referenced information, click the blue text.

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## Browsing

You can also browse through the manual using the browse buttons in the toolbar at the top of the window.



Displays the next page



Displays the previous page



Displays the first page of the manual



Displays the last page of the manual

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## Printing

To print, select **Print** from the File menu. Complete the dialog box and send the print request.

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# Magnifying

Some of the images are better viewed at a larger magnification. To change the view magnification, use the controls in the toolbar, or click and drag in the page with the zoom tool.

## Use of the Toolbar View Buttons

Click one of the three page view buttons on the toolbar to change the magnification of the page.



Actual size



Fits in window




Fits width of window

## Using the Zoom Buttons

You can use the zoom buttons to zoom in or zoom out of an area on the page.

To magnify an area, click the zoom tool  and draw a rectangle around an area on the page.

To reduce the magnification of an area, click the zoom out tool  and click the area of the page to zoom out.

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