

Loading Media

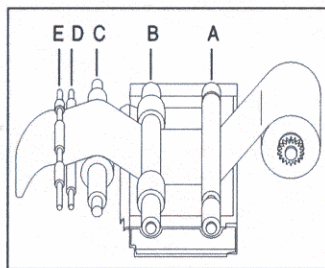
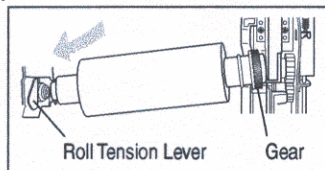
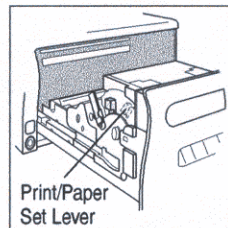
Note: Make sure to reset the media counters after paper and/or ribbon is replaced.

Prepare the printer

1. Unlock and open the front door of the kiosk.
2. Press OPEN on the front of the printer, then slide the drawer toward you until it stops.
3. Press the ink cassette locking lever to release the cassette. Then carefully remove the cassette.
4. Remove the used ink sheet from the cassette. Set the ink sheet on the table.
5. Roll any left over paper back onto the paper roll. (Some paper is typically left on the roll.)
6. Remove the roll by pressing the roll tension lever in the direction of the arrow and lifting it out. Discard the used roll and any remaining paper.
7. Clean the printer's thermal head (see Chapter 3 in the Operator's Guide).

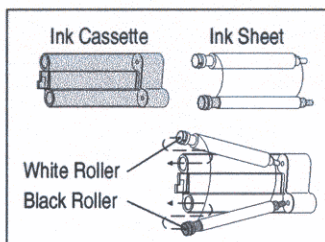
Load paper

1. Move the print/paper set lever to the PAPER SET (forward) position.
2. With the gear on the paper roll to the right, insert the roll into the holder, right side first.
3. Press the roll tension lever in the direction of the arrow and position the roll. Release the lever to secure the roll in place.
4. Thread the paper under rollers A and B, over rollers C and D, under roller E, and out the front of the printer.
5. Pull the paper gently to eliminate slack and ensure that there are no creases.
6. When the paper is aligned, move the print/paper set lever to the PRINT position to lock the paper in place.

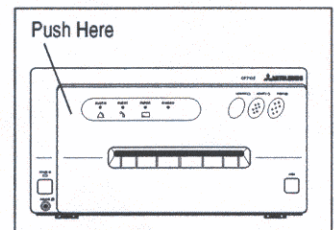
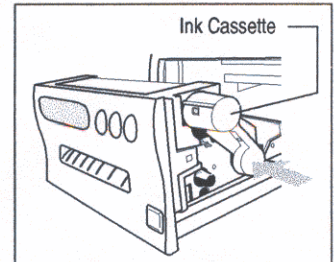
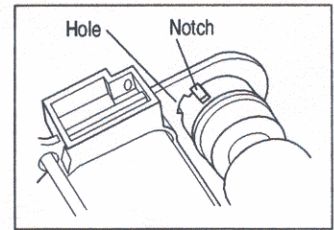


Load the ink sheet

1. Position the ink sheet's two rollers in the ink cassette. Labels on the cassette indicate where to place the white and black rollers.

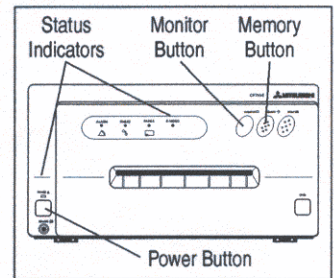


2. Turn the white roller until the notch enters the hole.
3. If needed, wind the white roller while holding the black roller in place to remove any slack.
4. Insert the ink cassette and push to lock it in place.
5. Close the printer drawer. Push on the left side of the drawer to avoid pressing the printer buttons.
6. Place the used ink sheet in the empty container and discard.



Reset the media counters

1. Verify that the printer power is on by checking that the status indicators are lit. If they are not, press **POWER**.
2. Press the **MONITOR** button and hold. Then press the **MEMORY** button for at least one second or until the paper begins to move; release both buttons. The paper moves back and forth as the counters are being reset.

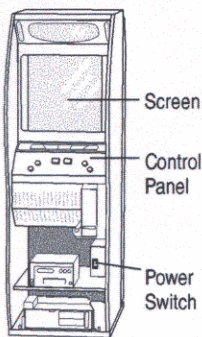
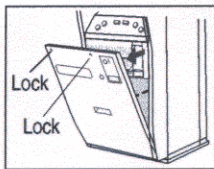


Do not pull on the paper; doing so could cause a jam.

3. Confirm that the green **POWER** and green **S-VIDEO** indicators are on.
 4. Repeat step 2 to confirm that the printer is correctly reset. If the **POWER** and **S-VIDEO** indicators are not on, or if the paper was not cut at its notches, see "Solving Printer Problems" in Chapter 4 of the Operator's Guide.
 5. Remove and discard the print sheets that were cut (they usually drop to the bottom of the inside of the cabinet).
 6. At the computer keyboard, press the Windows key, then type u.
 7. Press **Enter** to select Yes.
 8. Press **Enter** to answer Yes to any remaining prompts.
 9. When "It's now safe to turn off your computer." appears, set the system power switch to OFF (0).
- Set the system power switch, NOT the computer power switch, to Off.**
10. Wait about 10 seconds, then set the system power switch to ON (I).
 11. When the Sticker Prints application is ready for use—in about a minute and a half—close and lock the front door.

Starting Up

1. If the front door has a padlock, unlock and remove it.
2. Unlock and open the front door.
3. Set the power switch to ON (I).



The system starts up. In about two minutes, the Sticker Prints animation screen appears.

4. Close and lock the front door, then put the key in a safe place.
5. Put the padlock back on and lock it, if you have one.

Shutting Down

1. Unlock and open the front door.
2. At the keyboard, press the WINDOWS key, then type **u**.
3. Press **Enter** to select Yes.
4. For remaining prompts, press **Enter** to select Yes.
5. When "It's now safe to turn off your computer." appears, set the system power switch to OFF (O).



IMPORTANT: Set the system power switch, not the computer power switch, to OFF.

6. Close and lock the front door, then put the key in a safe place.

Emptying the Cash Box / Verifying the Cash Count

1. Unlock and open the front door.
2. Press **Esc** on the keyboard. Then type **cash** and press **Enter**.
3. When the Statistics screen appears, note how much cash was collected since the last reading (the last time someone typed **cash**).
4. Remove the cash from the cash box (or coin acceptor) and deposit it in a secure location.
5. Verify that the amount displayed in the "Cash collected" on the Statistics screen and the amount you removed from the cash or coin box are the same. If they are not, you may need to investigate.
6. Press **Enter** on the keyboard (or click **OK**). This resets the cash count to zero and restarts the Sticker Prints application. This process takes less than two minutes.
7. If you are shutting down, proceed to step 2 in "Shutting Down."

Obtaining Service and Supplies

To obtain service or to order supplies, call the phone number listed on the label inside the kiosk's front door.

When you call to obtain service, have the following information available:

K number for your system—find the K number on a label inside the kiosk's front door. The K number also appears on screen with each error message.

- Your notes about the problem, including the error code, what you were doing when the problem occurred, and what you did to try to solve the problem.

Troubleshooting

If an error message appears, write down the status codes displayed with the message. (Keep the codes handy if you need to call to obtain service.)

Note: Status codes have more information than you need. For example, an out-of-paper error may be reported as **Pe P1 P2 M2**. Ignore the **P2 M2** codes and troubleshoot only the **Pe P1** error.

Use the information in the table below to solve some of the problems you may have. If you cannot solve the problem, see "Obtaining Service and Supplies" on this page.

Status Code	Probable Cause / Possible Remedy
The Status code on the Red Screen is one of the following: Px P1 P2 M2 Px M1 P2 M2 Px P1 M1 P2 M2 x = any alphabetic character	<ul style="list-style-type: none"> • The printer is out of paper or ink. Check the paper and the ink sheet. If needed, complete the "Loading Paper" procedure on the front of this sheet. • The printer is jammed. Check for an obstruction in the paper path or for something that would keep the ink sheet from moving. See page 4-12 in the Operator's Manual.
The Status code on the Red Screen is either CA or A7.	<ul style="list-style-type: none"> • The bill acceptor is full. Complete the "Emptying the Cash Box / Verifying the Cash Count" procedure on this page. • The bill acceptor rejects bills or does not give credit. See page 4-15 in the Operator's Manual.
The kiosk screen seems to be locked up or is blank.	<ul style="list-style-type: none"> • The kiosk software has failed. Complete the "Shutting Down" and "Starting Up" procedures on this page.
Refer to the Operator's Manual for complete problem-solving information.	

Maintaining the Kiosk

To help ensure smooth and uninterrupted operations, follow the maintenance schedule below.

Component	Activity to Complete
cabinet	clean weekly or as needed
cooling fan filter	replace monthly or as needed
printer's thermal head	clean when you change the print paper and ink sheet or if white spots or streaks appear in prints
cash acceptor	clean when it starts to reject clean bills frequently
monitor screen and mirror	clean when you notice dust or fingerprints on the screen



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