

# **KODAK HERO 3.1**

## **All-in-One Printer**



## **Extended User Guide**

# Kodak

Eastman Kodak Company

Rochester, NY 14650

© Eastman Kodak Company, 2011

Kodak, EasyShare, ESP, Hero, and Perfect Touch are trademarks of Eastman Kodak Company.

Specifications subject to change without notice.

September 2011

---

# Table of contents

## 1 Printer Overview

Components.....	1
Control panel.....	2
Home Center Software .....	3
Ordering supplies.....	4
Configuring printer settings .....	5

## 2 Networking Your Printer

Connecting to a wireless network .....	6
Before you connect .....	6
Connecting to a wireless network using the Wi-Fi Setup Wizard.....	7
Using the LCD keyboard.....	10
Setting up an IP Address.....	10
Viewing the network configuration.....	11
Printing the network configuration .....	12
Installing your printer on additional computers on the network.....	12
Connecting to another KODAK All-in-One Printer .....	12
Adding a wireless network connection to a USB-connected computer .....	13
Changing from USB to a wireless connection .....	13

## 3 Online Printer Management Tool

Accessing the Online Printer Management Tool .....	16
Using the Online Printer Management Tool.....	17
Adding a GOOGLE Cloud Print Account.....	17
Adding a KODAK Email Print Service Account .....	20

## 4 Handling Paper

Paper types.....	21
Paper sizes .....	21
Envelope sizes.....	22
Loading paper .....	22
Loading plain paper.....	22
Loading photo paper .....	25
Loading envelopes.....	27

## 5 Printing

Printing documents .....	29
Printing two-sided documents .....	29
Printing forms from the control panel .....	30
Printing pictures .....	31
Viewing pictures on a memory card.....	31
Printing from a memory card.....	32
Using default settings to print a picture .....	32
Changing the settings and printing pictures.....	33
Printing panoramic pictures.....	36

Printing tagged pictures.....	37
Zooming and cropping pictures.....	38
Printing from a wireless device .....	39
Transferring pictures to a computer.....	39
Transferring pictures to a computer with WINDOWS OS.....	39
Transferring pictures to a computer with MAC OS .....	40
<b>6 Mobile Printing</b>	
Printing from an iPhone, iPad, or iPod touch Device .....	41
Printing from a BLACKBERRY Device .....	41
Printing from an ANDROID OS Device.....	42
<b>7 Copying</b>	
Copying a document.....	43
Using the default settings to copy a document.....	43
Adjusting the settings and copying a document.....	44
Changing the number of copies of a document .....	46
Enlarging or reducing a document .....	47
Darkening or lightening a document .....	48
Copying a photo.....	49
Using the default settings to copy a photo .....	49
Adjusting the settings and copying a photo.....	50
Changing the number of copies of a photo.....	52
Enlarging or reducing a photo .....	53
Darkening or lightening a photo .....	54
<b>8 Scanning</b>	
Before you begin scanning .....	55
Changing the scan settings for scanning from the printer control panel.....	56
Scanning from the control panel.....	58
Scanning to a computer.....	58
Scanning to a Memory Card.....	60
Scanning from the computer .....	62
Scanning multiple pictures simultaneously.....	63
<b>9 Maintaining Your Printer</b>	
General care and cleaning.....	64
Cleaning the scanner glass and document backing .....	65
Replacing ink cartridges.....	67
Replacing the printhead .....	70
Updating the software and printer firmware.....	74
Updating if your printer is connected to a computer with WINDOWS OS.....	74
Updating if your printer is connected to a computer with MAC OS.....	75
Monitoring and adjusting printer performance .....	75
Checking ink levels.....	75

Resetting factory defaults .....	76
<b>10 Troubleshooting</b>	
Basic troubleshooting .....	77
Getting help on the Web.....	79
Status lights .....	80
Power light.....	80
Wi-Fi connectivity LED .....	80
<b>11 Product and Safety Specifications</b>	
Specifications and features .....	81
Print performance.....	81
Photo printing features.....	81
Copy document features .....	81
Copy photo features .....	82
Scanning features .....	82
Paper input tray features .....	82
Ink cartridges .....	82
Connectivity.....	83
Software support .....	83
Physical specifications .....	83
Warranty.....	83
System requirements.....	84
Safety information .....	86
Regulatory compliance.....	88
FCC statement .....	88
Canadian statements.....	89
European compliance statement.....	89
German compliance statement .....	89
REACH Article 33 declarations.....	90
Waste electrical and electronic equipment labeling.....	90
ENERGY STAR® Qualified All-in-One Printer .....	90
Warranty Information.....	91
Declaration of Conformity .....	92

# 1

## Printer Overview

This printer lets you print, copy, and scan pictures and documents. In addition, this printer supports networking, letting you access the printer over a wireless (Wi-Fi) network.

### Components



- |   |                        |    |   |
|---|------------------------|----|---|
| 1 | Left paper-edge guide* | 8  | Memory card slot                        |
| 2 | Paper guard            | 9  | Access door                             |
| 3 | Paper input tray       | 10 | Printhead with ink cartridges installed |
| 4 | Scanner glass          | 11 | USB port                                |
| 5 | Scanner lid            | 12 | Power cord port                         |
| 6 | Control panel          | 13 | Paper output tray extender              |
| 7 | Wi-Fi connectivity LED | 14 | Paper output tray                       |

\* Right paper-edge guide not shown

## Control panel



Feature	Description
1 LCD	Displays pictures, messages, and menus; lifts for easy viewing
2 Cancel button	Stops the current operation and returns to the menu
3 Home button	Displays the main menu
4 Navigation buttons	Used to navigate menus and scroll through pictures
5 Rotate button	Changes the orientation of the displayed picture
6 Start button	Begins copying, scanning, printing, maintenance tasks, and file transfer
7 Zoom buttons	Enlarge or reduce the size of the displayed picture on the LCD
8 OK button	Selects a menu item and allows you to continue with the current operation
9 Back button	Displays the next higher level screen in the menu structure
10 Power button	Turns the printer on or off

## Home Center Software

KODAK Home Center Software is installed with your KODAK All-in-One Printer Software, unless you choose otherwise. The Home Center icon will appear on your desktop.



NOTE: You can choose to install the KODAK AiO Printer Software Essentials, which includes the drivers and Printer Tools only.

On a computer with WINDOWS Operating System (OS), you can use Home Center Software to:

- browse, crop, enhance, and edit pictures
- print and scan
- make 3D pictures (from picture pairs taken to create 3D pictures)
- print from video
- send images to or print images from KODAK Gallery
- send images to or print images from FACEBOOK Social Network, FLICKR, PHOTOBUCKET, PICASA, or SMILEBOX Photo Management Systems, and GOOGLE Docs
- configure your printer
- install new network printers
- upgrade to the latest printer software and firmware
- order supplies
- access the KODAK Tips and Projects Center
- see the status of your printer
- access the KODAK Online Printer Management Tool

On a computer with MAC OS, you can use Home Center Software to:

- scan
- configure your printer
- upgrade to the latest printer software and firmware
- order supplies
- see the status of your printer
- access the KODAK Online Printer Management Tool



## Ordering supplies

You can order ink cartridges, paper, and accessories online. An Internet connection is required.

To order supplies directly from Home Center Software:

1. Open Home Center Software.
2. Select **Order Supplies** (on a computer with WINDOWS OS) or select the **Tools** tab, then click **Order Supplies** (on a computer with MAC OS).
3. Select the item(s) you want to buy, then follow the on-screen instructions.

To order supplies from the Web:

- Ink: [www.kodak.com/go/printingsupplies](http://www.kodak.com/go/printingsupplies)
- Paper: [www.kodak.com/go/inkjetpaper](http://www.kodak.com/go/inkjetpaper)

## Configuring printer settings

To set or change basic printer settings:

1. Press **Home**.
2. Press ▼ to select **Printer Settings**, then press **OK**.
3. Press ▼ to select one of the following settings:
  - **Date and Time**
    - Press **OK**, then press ▼ to select **Year, Month, Day, Hour, or Minute**.
    - Press ◀ or ▶ to change the values; press **OK** when you are done making changes.
    - Press **Back** to go back to the Printer Settings menu.
  - **Time to Low Power**

To conserve energy, your printer will enter a low power (sleep) mode after being idle for a default delay time of 1 hour. You can increase the delay time to low power. Increasing the delay time may result in reduced energy savings.

    - Press ▶ to change the time to energy-saving sleep mode (select from 1 to 4 hours in 0.5 hour increments).
  - **Tagged Images Printing** (see [Printing tagged pictures, page 37](#))
    - Press ▶ to select **Off** or **On**.
  - **Language**
    - Press **OK**, press ▼ to select a language, then press **OK**.
  - **Country/Region**
    - Press **OK**, press ▼ to select a country or region, then press **OK**.
  - **Reset All Settings** (see [Resetting factory defaults, page 76](#))

NOTE: Resetting factory defaults does not change the date and time, language, country/region, or network settings.
  - **Printer Info**
    - Press **OK** to view the Firmware Version number; press **OK** when you are done.
4. Press **Back** to return to the Main Menu.

# Networking Your Printer

This section explains how to configure your wireless network settings.

## Connecting to a wireless network

To connect your printer to an 802.11b/g/n wireless (Wi-Fi) network, refer to the following information.

### Before you connect

You need:

- a wireless router.
- to determine whether your wireless router supports Wi-Fi Protected Setup (WPS).

NOTE: If you have specific questions about your router, see your router manufacturer's documentation for more information.

## Connecting to a wireless network using the Wi-Fi Setup Wizard

You can use the Wi-Fi Setup Wizard on the printer to connect to your wireless network. Use the procedure that is appropriate for your network setup.

### Connecting to a non-WPS wireless router

To connect your printer to your wireless network, you need to know the network name, also called the Service Set Identifier (SSID). You can obtain your network name from the wireless router. See the manufacturer's documentation for more information.

If you have enabled security on your network, you also need to know the security string, which may be a Wired Equivalent Privacy (WEP) or a Wi-Fi Protected Access (WPA/WPA2) passphrase.

Record your network information using the correct uppercase and lowercase letters.

Network Name (SSID): \_\_\_\_\_

Security String (case-sensitive): \_\_\_\_\_

1. Press **Home**.
2. Press **▼** to select **Network Settings**, then press **OK**.
3. With **Wi-Fi Setup Wizard** selected, press **OK**.

NOTE: The Wi-Fi radio turns on automatically when you select Wi-Fi Setup Wizard.

The Wi-Fi connectivity LED blinks as the printer searches for available wireless networks within range, then displays the list in order of signal strength. For example:



If there are more networks than can be shown on the LCD, a **▼** (page down) symbol appears in the bottom right of the display.

4. If the name of your network is:

Listed	Not listed
<p>Press ▼ to select your network, then press <b>OK</b>.</p>	<p>Make sure your wireless router is turned on and within range. If your wireless router does not broadcast its SSID (network name):</p> <ol style="list-style-type: none"> <li>1. Press ▼ to select <b>Unlisted Network</b>, then press <b>OK</b>.</li> <li>2. Use the LCD keyboard (see <a href="#">Using the LCD keyboard, page 10</a>) to enter your network name.</li> <li>3. Select <b>WEP</b> or <b>WPA/WPA2</b> as required for your network's security setup, then press <b>OK</b>.</li> </ol> <p>NOTE: If the name of your network is still not listed, or you want to change your network, press ▼ to select <b>Rescan for Wireless Networks</b>, then press <b>OK</b>.</p>

5. If your network has security enabled, use the LCD keyboard (see [Using the LCD keyboard, page 10](#)) to enter your security string.
6. When the confirmation message appears, press **OK**.
- When the printer is successfully connected, the Wi-Fi connectivity LED stops blinking and remains lit.
- The printer with a wireless connection is listed as the name of the printer plus a number (for example, KodakHERO3.1+1133).
7. If you haven't installed the KODAK All-in-One Printer Software:
- Go to [www.kodak.com/go/aiodownloads](http://www.kodak.com/go/aiodownloads).
  - In the results list, click the link for KODAK All-in-One Printer Software for your computer operating system.
  - Follow the on-screen instructions.

### Connecting to a WPS wireless router

If your router supports Wi-Fi Protected Setup (WPS), you can use WPS Connect. WPS lets you configure your printer for a wireless network by pressing buttons or entering a PIN.

To connect to a network using WPS:

1. Press **Home**.
2. Press ▼ to select **Network Settings**, then press **OK**.
3. With **Wi-Fi Setup Wizard** selected, press **OK**.

NOTE: The Wi-Fi radio turns on automatically when you select Wi-Fi Setup Wizard.

4. With **WPS Connect** selected, press **OK**.
5. Select one of two methods of connecting:

IMPORTANT: Before you press **OK** on the printer, make sure you know where the router's push button is, or where to enter the generated PIN. If necessary, consult your Internet service provider or router device manufacturer's documentation for more information.

Pressing a button	Entering a PIN
<p>NOTE: You will have two minutes to press or select the WPS button. It may be a button on the device or a virtual button in the device's software.</p> <ol style="list-style-type: none"> <li>a. With <b>Push Button Configuration</b> selected, press <b>OK</b>.</li> <li>b. Press or select the WPS button for your wireless router.</li> </ol>	<ol style="list-style-type: none"> <li>a. Press ▼ to select <b>Generate WPS PIN</b>, then press <b>OK</b>.</li> <li>b. In your wireless router's software, locate the PIN screen.</li> <li>c. Enter the PIN you received on the LCD into the PIN screen.</li> </ol>

6. When the confirmation message appears, press **OK**.  
When the printer is successfully connected, the Wi-Fi LED will stop blinking and remain lit.
7. If you haven't yet installed the KODAK All-in-One Printer Software:
  - a. Go to [www.kodak.com/go/aiodownloads](http://www.kodak.com/go/aiodownloads).
  - b. In the results list, click the link for KODAK All-in-One Printer Software for either WINDOWS or MACINTOSH Operating System, depending on your computer's operating system.
  - c. Follow the on-screen instructions to install the software.

## Using the LCD keyboard

When you need to enter letters or numbers, a keyboard appears on the LCD.



On the control panel, press ▲, ▼, ◀ or ▶ to select the letters and numbers, using the correct uppercase and lowercase letters. Press **OK** after each character. When you are done, select **DONE**, then press **OK**.

## Setting up an IP Address

**IMPORTANT:** *You should only need to set up an IP Address for your printer if you are having a problem with connecting to your network. Typically, it is not necessary to set up an IP Address. This procedure is for advanced users who know how to obtain the IP Address for the printer.*

All IP Address entries have the following format: 000.000.000.000. If an address or subnet mask has only one or two characters between the periods, include one or two leading zeros in front of that number. For example:

The address as it may appear in your documentation	How to enter the address in the printer menu
149.89.138.149	149.089.138.149
149.2.40.149	149.002.040.149

To set up your IP Address on the printer:

1. Press **Home**.
2. Press ▼ to select **Network Settings**, then press **OK**.
3. Press ▼ to select **Advanced IP Address Setup**, then press **OK**.
4. Press **OK** again to continue.
5. Select one of the following, then press **OK**:
  - **Dynamic (DHCP)**
  - **Manual (Static)**
6. If you selected **Manual (Static)**, you are prompted to enter an IP Address, a Subnet Mask, a Gateway Address, and a DNS Server address. Press **OK** after each entry. Use the navigation buttons to enter each digit of the numbers. Consult your Internet service provider or network administrator for more information.

## Viewing the network configuration

To view the network configuration and verify that you are connected to your wireless network:

1. Press **Home**.
2. Press ▼ to select **Network Settings**, then press **OK**.
3. Press ▼ to select **View Network Configuration**, then press **OK**.

The wireless or Ethernet network settings appear on the LCD, including:

  - Printer Hostname
  - Connection
  - Speed
  - IP Address
  - IP Address Type
  - Network Subnet
  - Connected Network SSID
  - Access Point MAC address
  - Security
  - Authentication
  - Channel
  - Region
  - Radio (on/off)
  - Wi-Fi Firmware Version
  - MAC Address

If the printer is connected to your network, you will see the network name and the word CONNECTED.



4. To scroll through the information, press ▼.
5. When you are done, press **OK**.

## Printing the network configuration

To print the current network configuration:

1. Load plain paper into the printer. (See [Loading plain paper, page 22.](#))
2. Press **Home**.
3. Press ▼ to select **Network Settings**, then press **OK**.
4. Press ▼ to select **Print Network Configuration**, then press **OK**.

## Installing your printer on additional computers on the network

To add your printer to another computer(s) on your network, install the KODAK All-in-One Printer Software on each computer.

1. Go to [www.kodak.com/go/aiodownloads](http://www.kodak.com/go/aiodownloads).
2. In the results list, click the link for KODAK All-in-One Printer Software for your computer operating system.
3. Follow the on-screen instructions.

## Connecting to another KODAK All-in-One Printer

If you are connecting to a newer model printer (for example, you have an ESP 7 printer and now you are adding a HERO 3.1 printer), you must install the software for the newer model.

NOTE: When you install the new software, the printer driver for the ESP 7 printer will be uninstalled, and an upgraded driver for the ESP 7 printer will be installed in addition to the driver for the HERO 3.1 printer.

### On a computer with WINDOWS OS:

1. Select **Start > All Programs > Kodak > Kodak Printer Setup Utility**.
  - If your wireless printer (example: KodakHERO3.1+0034) **is not** listed:
    - a. Select **No, my printer is not listed**, then click **Next**.
    - b. From the drop-down list, select your printer, then click **Next**.
    - c. Select **Network - Wireless/Wi-Fi**, then click **Next**.  
When your printer is detected, driver installation begins.
  - If your wireless printer (example: KodakHERO3.1+0034) **is** listed:
    - a. Select the printer that is connected to your network, then click **Next**.
    - b. Select **Yes, my printer is listed**, then click **Next**.  
When your printer is detected, driver installation begins.
2. When driver installation is complete, click **Done**.

**On a computer with MAC OS:**

1. Select **Apple > System Preferences**.
2. Under Hardware, select **Print & Fax** or **Print & Scan**.
3. Click **+** in the dialog box.
4. Select your printer from the list.
5. Click **Add**, if required.

## **Adding a wireless network connection to a USB-connected computer**

You can change the way you connect to your printer at any time.

### **Changing from USB to a wireless connection**

To change the printer connection type from USB to a wireless (Wi-Fi) network:

**If your printer is connected to a computer with WINDOWS OS:**

1. Disconnect the USB cable from your printer and computer.
2. If you have not already done so, connect your printer to your wireless network.  
See [Connecting to a wireless network, page 6](#).
3. On your computer, disable any firewall you have installed until you have successfully connected your printer.
4. Select **Start > All Programs > Kodak > Kodak Printer Setup Utility**.
  - If your wireless printer (example: KodakHERO3.1+0034) **is not** listed:
    - a. Select **No, my printer is not listed**, then click **Next**.
    - b. Select your printer from the list, then click **Next**.
    - c. Select **Network - Wireless/Wi-Fi**, then click **Next**.  
When your printer is detected, driver installation begins.
  - If your wireless printer (example: KodakHERO3.1+0034) **is** listed:
    - a. Select the printer that is connected to your network, then click **Next**.
    - b. Select **Yes, my printer is listed**, then click **Next**.  
When your printer is detected, driver installation begins.
5. When driver installation is complete, click **Done**.

The printer with a wireless connection is listed as the name of the printer plus a number (for example, KodakHERO3.1+0034).

**If your printer is connected to a computer with MAC OS:**

1. Disconnect the USB cable from your printer and computer.
2. If you have not already done so, connect your printer to your wireless network.  
See [Connecting to a wireless network, page 6](#).
3. Select **Apple > System Preferences**.
4. Under Hardware, select **Print & Fax** or **Print & Scan**.
5. Click **+** in the dialog box.
6. Select your printer from the list.
7. Click **Add**, if required.

The printer with a wireless connection is listed as the name of the printer plus a number (for example, KodakHERO3.1+0034).

# 3

## Online Printer Management Tool

The Online Printer Management Tool lets you access your printer through an Internet browser (such as, INTERNET EXPLORER, FIREFOX, SAFARI, CHROME) on any computer that is on the same network as your printer.

**IMPORTANT:** *Your computer and your printer must be on the same wireless network. The Online Printer Management Tool is not available if your printer is connected to a computer with a USB cable.*

With the Online Printer Management Tool, you can:

- view printer status
- set up accounts for GOOGLE Cloud Print and KODAK Email Print Service

The screenshot shows the web interface for the KODAK HERO 3.1 AiO printer. At the top left is the Kodak logo and the printer model name. Below this are navigation tabs for 'Home' and 'Settings'. A central message reads 'Welcome to the KODAK Online Printer Management Tool' followed by a brief description of the tool's purpose. A 'Device Information' section contains a table with the following data:

Product Name	KODAK HERO 3.1 AiO
KODAK Service Number	DVH0023
Firmware Version	[REDACTED]

Below the table, there are two main sections: 'Printer Image' which shows a photograph of the printer, and 'Ink Levels' which shows two vertical bars representing ink levels. At the bottom left, the status is indicated as 'Status: Ready'.

## Accessing the Online Printer Management Tool

Access the Online Printer Management Tool in one of the ways described below.

### Directly from Home Center Software v7.x or higher:

1. Open Home Center Software.
2. Select **Printer Tools** on a computer with WINDOWS OS, or **Tools** on a computer with MAC OS.
3. Under **Tools**, select **Online Printer Management**.  
The Online Printer Management Tool opens.

### On any printer-supported computer:

1. Get the IP Address of your wirelessly connected printer:
  - a. On your printer control panel, press **Home**.
  - b. Press ▼ to select **Network Settings**, then press **OK**.
  - c. Press ▼ to select **View Network Configuration**, then press **OK**.

NOTE: If you prefer a printout, press ▼ to select **Print Network Configuration**, then press **OK**. A Test Page prints, including the IP Address in the format xxx.xxx.xxx.xxx.

  - d. Press ▼ to see the IP Address in the format xxx.xxx.xxx.xxx. (See [Viewing the network configuration, page 11](#)).
2. On your computer, open your preferred Internet browser (such as, INTERNET EXPLORER, FIREFOX, SAFARI, CHROME).
3. Type the printer IP Address in the browser address (URL) bar, then press **Enter**.  
The Online Printer Management Tool opens.

## Using the Online Printer Management Tool

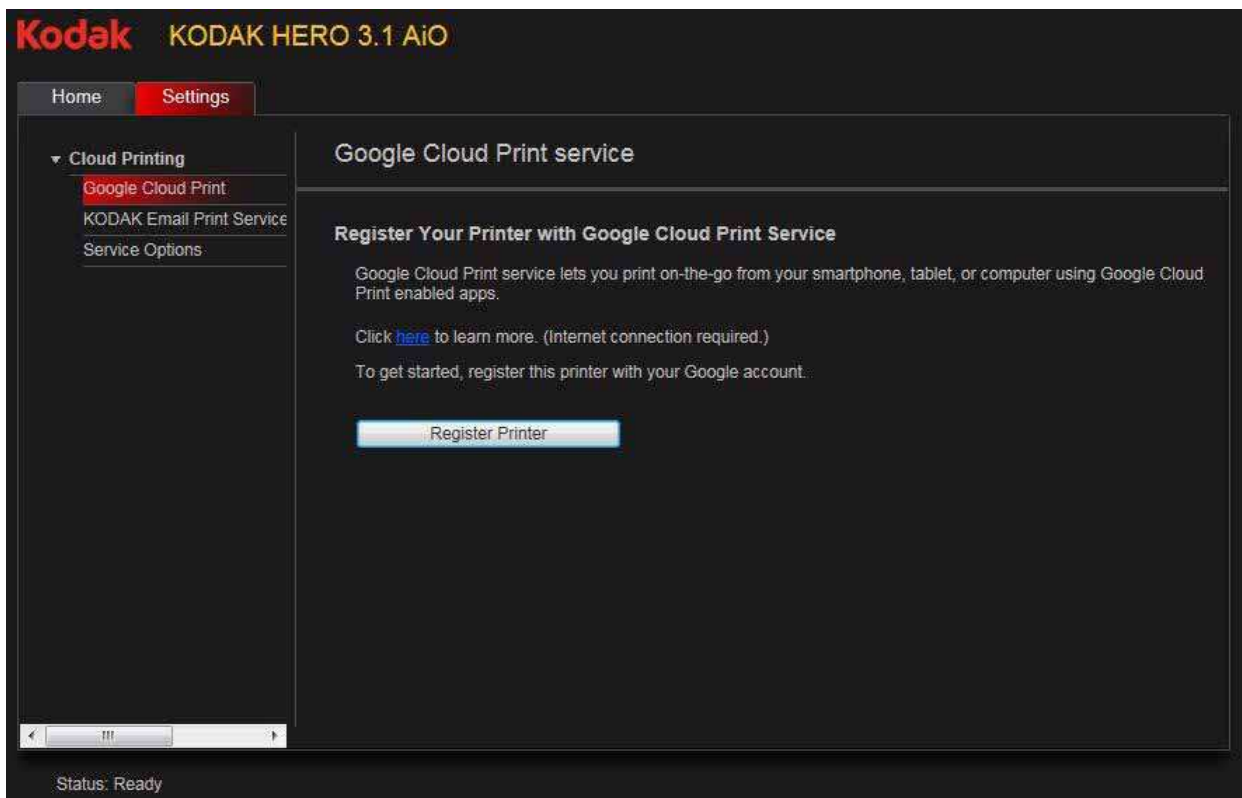
### Adding a GOOGLE Cloud Print Account

Your printer lets you print from anywhere in the world from your smartphone, tablet, or computer that uses GOOGLE Cloud Print enabled apps. You must register your printer with a GOOGLE Account to enable this feature.

1. Open the Online Printer Management Tool in a browser (see [Accessing the Online Printer Management Tool, page 16](#)).
2. Select the **Settings** tab.
3. Select **Cloud Printing > Google Cloud Print**.
4. Click **Register Printer**.

5. In the **Printer Description** field, type a name that has meaning for you; for example, your initials and your location, such as LR Home or LR Office.

The Friendly Name field is automatically filled in with the printer model number as it appears in the driver.



6. If you use a Proxy server to connect to your network:
  - a. Select the **Proxy Setup** check box.
  - b. In the **HTTP Proxy** field, type the Proxy server URL.
7. Click **Register Printer**.

The screenshot shows the 'Settings' page for the 'KODAK HERO 3.1 AIO' printer. The left sidebar has a 'Cloud Printing' section with 'Google Cloud Print' selected. The main area is titled 'Google Cloud Print service' and contains a 'Printer Configuration' section. Below this section, there is a text instruction: 'Your printer will be identified in the Google Cloud Print service by a friendly name. You can use the name provided, or enter a friendly name of your choice.' There are three input fields: 'Friendly Name' (containing 'KODAK HERO 3.1 AIO'), 'Printer Description' (empty), and 'HTTP Proxy' (empty). A checkbox labeled 'Proxy Setup (If you use a Proxy server to connect to your network)' is checked. Below the proxy field, there is a text instruction: 'Enter the proxy server in http://hostname:port format.' At the bottom of the configuration area is a 'Register Printer' button. The status bar at the bottom left shows 'Status: Ready'.

**Kodak** KODAK HERO 3.1 AIO

Home Settings

Cloud Printing

- Google Cloud Print
- KODAK Email Print Service
- Service Options

### Google Cloud Print service

#### Printer Configuration

Your printer will be identified in the Google Cloud Print service by a friendly name. You can use the name provided, or enter a friendly name of your choice.

Friendly Name:

Printer Description:

Proxy Setup (If you use a Proxy server to connect to your network)

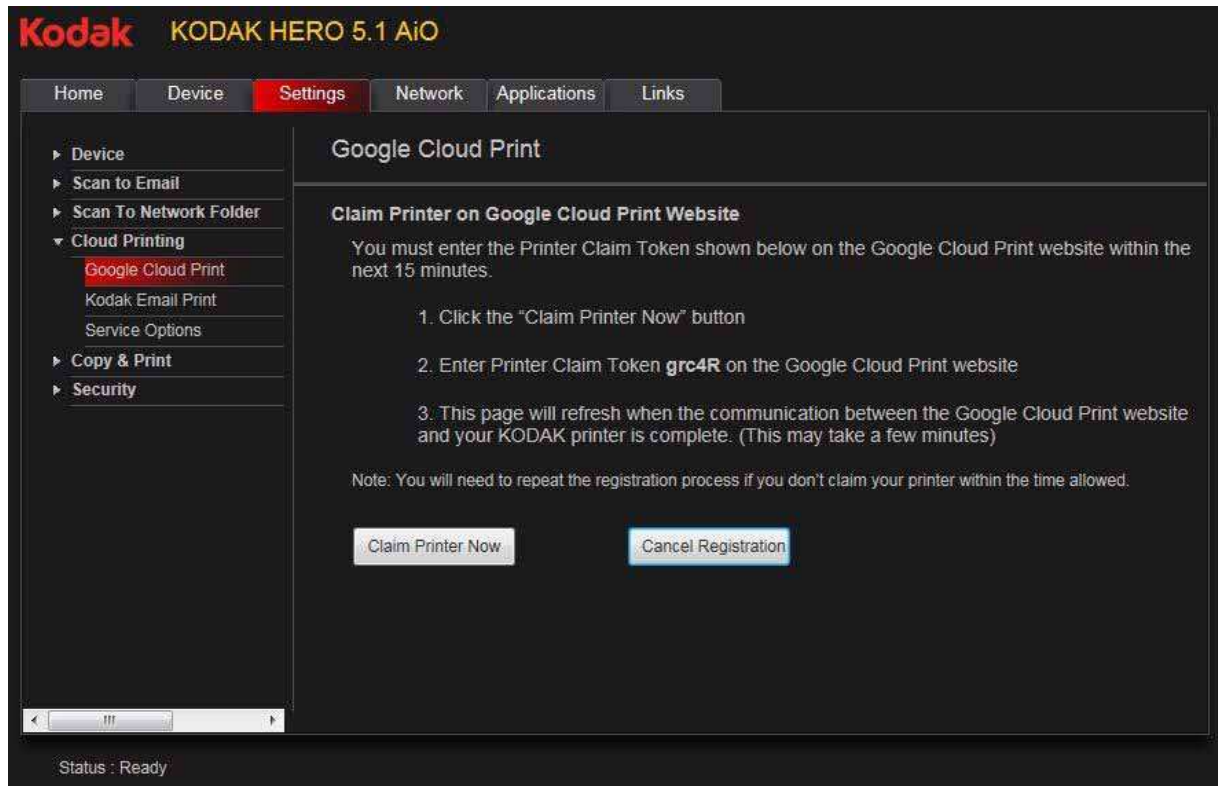
Enter the proxy server in http://hostname:port format.

HTTP Proxy:

Status: Ready

8. Click **Claim Printer Now**.

You will be redirected to the GOOGLE Cloud Print Web site. There is no need to manually enter the Printer Claim Token. Your printer will register automatically.



### Editing a GOOGLE Cloud Print Account

Once you have successfully registered your printer with Google, you can make edits to various fields.

1. Open the Online Printer Management Tool (see [Accessing the Online Printer Management Tool, page 16](#)).
2. Select the **Settings** tab.
3. Select **Cloud Printing > Google Cloud Print**.
4. Click **Edit Settings**.
5. Make the changes you want in the appropriate fields, then click **Save**.



## Adding a KODAK Email Print Service Account

KODAK Email Print Service lets you send emails and attachments to your printer using any email account. You must sign in with the account you used to set up GOOGLE Cloud Print (see [Adding a GOOGLE Cloud Print Account, page 17](#)).

1. Open the Online Printer Management Tool (see [Accessing the Online Printer Management Tool, page 16](#)).
2. Select the **Settings** tab.
3. Select **Cloud Printing > Kodak Email Print Service**.
4. Click **Get Printer Email Address**.

You will be redirected to the KODAK Web site. Follow the instructions to set up the printer email address. When the email is set up, a test page will print.
5. You must sign in with the account used for GOOGLE Cloud Printing before you can use your printer email address with other devices.
  - a. Click **Sign in with Google**.
  - b. Click **Allow**, then click the plus sign next to **Manage your printers**.
  - c. Select the printer you want the KODAK Email Print Service to send emails to, then click **Enable**.
6. Click **Send Test Email to Google Account**.
7. If you want to limit who can send emails to your KODAK Printer email address:
  - a. Next to **Access Control**, click **Edit**.
  - b. Select **Control who can send email to KODAK Printer Email Address**.
  - c. To add a specific email address, click **Add new email**, type the email address into the field, then click **Add**.
  - d. To allow all emails from a specific domain, click **Add new domain**, type the domain name into the field, then click **Add**.
  - e. To edit your email address and domain settings, click **Edit/Delete**.
8. To import your printer email address into your smartphone contacts, snap the MICROSOFT Tag that is on the KODAK Email Print Service tab in the Online Printer Management Tool.

# Handling Paper

For the best document printing results, use KODAK Document Papers or a paper with the COLORLOK Technology logo on the package. Use only paper that is designed for inkjet printers.

For the best photo printing results, use KODAK Photo Papers, which are optimized to work with KODAK All-in-One Printers, or photo papers designed for use on pigment-based inkjet printers.

When handling photo paper:

- Hold the paper by the edges; avoid placing your fingerprints on it.
- Do not touch the glossy side of photo paper.
- Store paper flat, away from direct sunlight and heat.

## Paper types

You can use:

- Plain paper — 16 to 24 lb / 60 to 90 gsm
- Photo paper — up to 12 mils
- Card stock — 110 lb / 200 gsm, max
- Envelopes — most standard types
- Transparencies — inkjet variety with white stripe on short edge
- Labels — all commercially available inkjet varieties on 8.5 x 11-in. or A4 sheets
- Iron-on transfers — all commercially available inkjet varieties on 8.5 x 11-in. or A4 sheets

## Paper sizes

The printer accepts the following paper sizes:

- 4 x 6 in. / 10 x 15 cm
- 4 x 7 in. / 10 x 18 cm
- 4 x 8 in. / 10 x 20 cm
- 4 x 12 in. / 10 x 31 cm
- 5 x 7 in. / 13 x 18 cm
- 7.3 x 8.5 in. / 18 x 22 cm
- 7.3 x 10.5 in. / 18 x 27 cm
- 8 x 10 in. / 20 x 25 cm
- 8.5 x 11 in. / 22 x 28 cm
- 8.5 x 14 in. / 22 x 36 cm
- A4 (8.3 x 11.7 in. / 21 x 30 cm)
- A5 (5.8 x 8.3 in. / 15 x 21 cm)
- A6 (4.1 x 5.8 in. / 11 x 15 cm)
- B5 (6.9 x 9.8 in. / 18 x 25 cm)

NOTE: Do not load paper smaller than 4 x 6 in. / 10 x 15 cm.

## Envelope sizes

The printer accepts the following envelope sizes:

- C5 (6.7 x 9 in. / 16 x 23 cm)
- C6 (4.5 x 6.4 in. / 11 x 16 cm)
- DL (4.3 x 8.7 in. / 11 x 22 cm)
- US #7 $\frac{3}{4}$  (3.9 x 7.5 in. / 10 x 19 cm)
- US #9 (3.9 x 8.9 in. / 10 x 23 cm)
- US #10 (4.1 x 9.5 in. / 11 x 24 cm)

**IMPORTANT:** *Do not load envelopes with cutout or clear windows.*

## Loading paper

### Loading plain paper

The paper input tray capacity is 100 sheets of plain paper.

1. Lift the paper input tray.



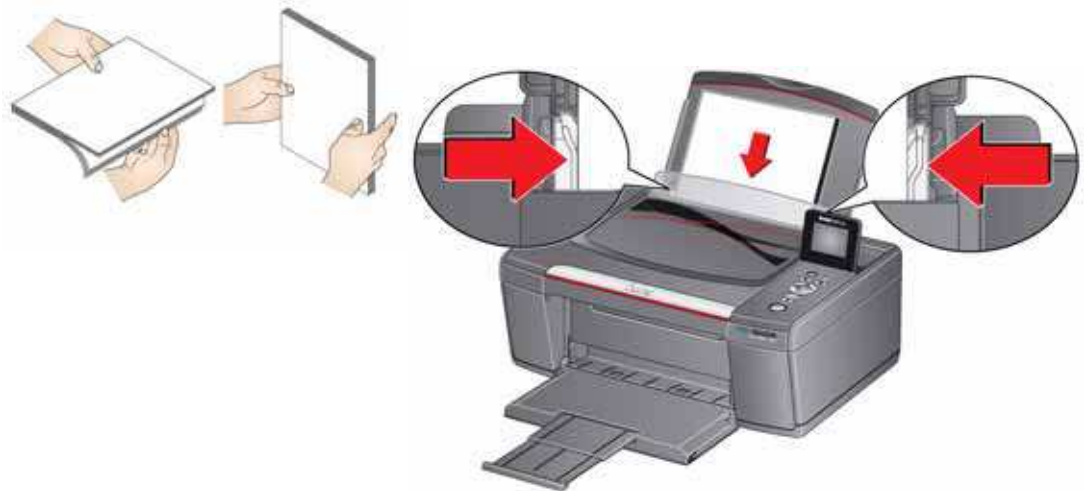
2. Open the paper output tray, then pull out the extender until it is fully extended.



3. Make sure the left and right paper-edge guides are in the far left and far right positions, then insert the paper into the paper input tray.



4. Fan and stack the paper.
5. Move the paper-edge guides until they touch the paper.



## Loading photo paper

The paper input tray capacity is 20 sheets of photo paper.

1. Lift the paper input tray.



2. Open the paper output tray, then pull out the extender until it is fully extended.



3. Make sure the left and right paper-edge guides are in the far left and far right positions.



4. Fan and stack the photo paper, then insert it (short side first) into the center of the paper input tray with the **logo side toward the tray** and the **glossy side toward you**.

**IMPORTANT:** Always load the paper **short side first**. The printer automatically detects the orientation of the picture, whether it's portrait or landscape, and prints accordingly. If the photo paper is loaded in the wrong direction, the image will be cut off and the paper may jam. If the paper is loaded with the wrong side up, the image quality will be affected.

5. Move the paper-edge guides until they touch the paper.



## Loading envelopes

The paper input tray capacity is 20 envelopes.

**IMPORTANT:** *Do not load envelopes with cutout or clear windows.*

1. Insert the envelope(s) into the paper input tray with the flap toward the tray and the top of the envelope against the right side of the tray.
2. Lift the paper input tray.



3. Open the paper output tray, then pull out the extender until it is fully extended.





4. Make sure the left and right paper-edge guides are in the far left and far right positions.



5. Move the paper-edge guides until they touch the envelope(s).



Print documents and lab-quality pictures on your printer.

## Printing documents

To print a document:

1. Open the document on your computer.
2. Select **File > Print**.
3. In the Print dialog box, select your KODAK Printer.
4. Choose the pages to print, number of copies, etc, then click **OK** (on a computer with WINDOWS OS) or **Print** (on a computer with MAC OS).

## Printing two-sided documents

You can print two-sided documents on any size paper that the printer accepts when you rotate the paper manually (see [Paper sizes, page 21](#)).

**IMPORTANT:** *You can print two-sided documents on media that can absorb ink on both sides, such as plain paper or two-sided photo paper. You cannot print two-sided documents on bar-coded photo paper (the bar code is on the back side).*

### Printing two-sided documents from a computer with WINDOWS OS

To print two-sided documents from a computer with WINDOWS OS:

1. Load paper into the paper input tray.
2. Open the document you want to print, then select **File > Print**.
3. In the Print dialog box, make sure that **KODAK HERO 3.1 AiO** (or for a wireless connection, **KodakHERO3.1+XXXX**, where XXXX is a number) is selected, then click **Properties**.
4. Select the **Layout** tab.
5. In the Two-sided printing field, select **Manual**, then click **OK**.

**NOTE:** You can also select manual two-sided printing from the **General** tab under the **Job settings** field.

6. Under "Flip on:", select **Long edge** or **Short edge**, then click **OK**.
7. When a message appears on your computer and control panel, remove the printed pages from the paper output tray.
8. Press **Start** on the control panel.

### Printing two-sided documents from a computer with MAC OS

To print two-sided documents from a computer with MAC OS:

1. Load paper into the paper input tray.
2. Open the document you want to print, then select **File > Print**.
3. In the Print dialog box, make sure that **Eastman Kodak Company KODAK HERO 3.1 AiO** (or for a wireless connection, **KodakHERO3.1+XXXX**, where XXXX is a number) is selected.
4. In the Print dialog box, select the **two-sided** check box.
5. Click **Print**.
6. When the even pages have finished printing, follow the instructions on the control panel to reload the printed pages in the paper input tray.
7. Press **Start** on the control panel to print the odd numbered pages.

### Printing forms from the control panel

You can print the following forms from the control panel:

- Graph paper
- Wide ruled
- Narrow ruled
- Grocery list
- Reminder list
- Tic-tac-toe
- Sheet music (portrait)
- Sheet music (landscape)

To print a form:

1. Press **Home**.
2. Press ▼ to select **Printable Forms**, then press **OK**.
3. Press ▼ to select a form.
4. Press ◀ or ▶ to select a quantity, then press **OK**.
5. Press **Start**.

## Printing pictures

You can print pictures with your all-in-one printer from:

- A memory card inserted into a memory card slot
- An iPhone, iPod touch, iPad, BLACKBERRY Device, or an ANDROID OS Device (may not be available with all models). For information, go to [www.kodak.com/go/mobileprinting](http://www.kodak.com/go/mobileprinting).

You can also print pictures using Home Center Software from your computer with WINDOWS OS. Home Center Software lets you edit and enhance your pictures quickly. Open Home Center Software, select **Edit and Print Pictures**, then follow the on-screen instructions.

On a computer with either MAC OS or WINDOWS OS, you can print pictures from KODAK EASYSHARE Software or any picture-editing or photo-management software.

### Viewing pictures on a memory card

When you insert a memory card into the card slot on your printer, press ▼ to select **View and Print Photos**, then press ◀ or ▶ to scroll through the pictures.

### Finding pictures on a memory card

Your printer can help you locate pictures on a memory card by the date the picture was taken or last saved.

To locate pictures:

1. Insert the memory card into the memory card slot.
2. Press ▼ to select **Find Photos**, then press **OK**.
3. Press ▼ to select **Year, Month, and Day**, then press ◀ or ▶ to set the values.  
The number of photos found for the date you specified appears under the menu name.
4. Press **OK** to view the pictures.

## Printing from a memory card

You can print pictures from the following cards:

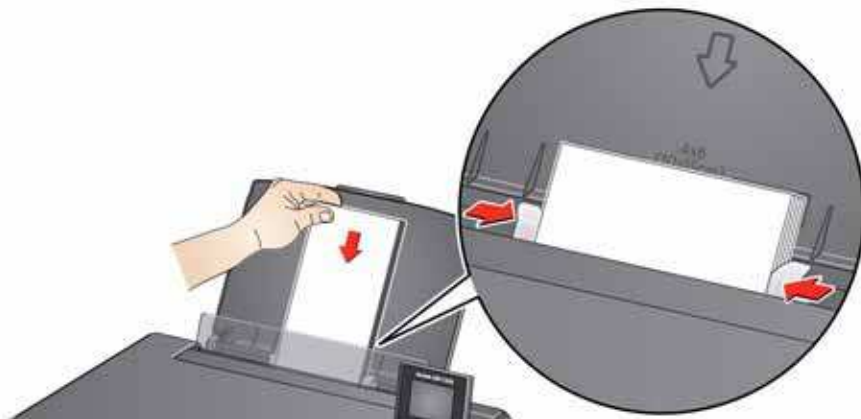
The memory card slot on your printer accepts the following memory cards:

- SD Card
- SDHC Card
- MMC Card
- MEMORY STICK
- Variations of the memory cards listed above that require an adapter (for example, MEMORY STICK Duo, miniSD, and microSD)

**IMPORTANT:** *If you use a memory card with an adapter, make sure you insert and remove the adapter and the memory card as a unit; do not remove the memory card while leaving the adapter in the printer.*

## Using default settings to print a picture

1. Load photo paper (**short side first**) into the center of the paper input tray with the **glossy side toward you** (see [Loading photo paper, page 25](#)), and move the paper-edge guides until they touch the paper.



**IMPORTANT:** *Always load the paper **short side first**. The printer automatically detects the orientation of the picture, whether it's portrait or landscape, and prints accordingly. If the photo paper is loaded in the wrong direction, the image will be cut off and the paper may jam. If the paper is loaded with the wrong side up, the image quality will be affected.*

2. Insert the memory card into the memory card slot, then press ▼ to select **View Photos**, then press **OK**.



3. Press ◀ or ▶ to display the picture you want to print.
4. Press **Start** to begin printing.

The printer prints one 4 x 6 in. / 10 x 15 cm picture.

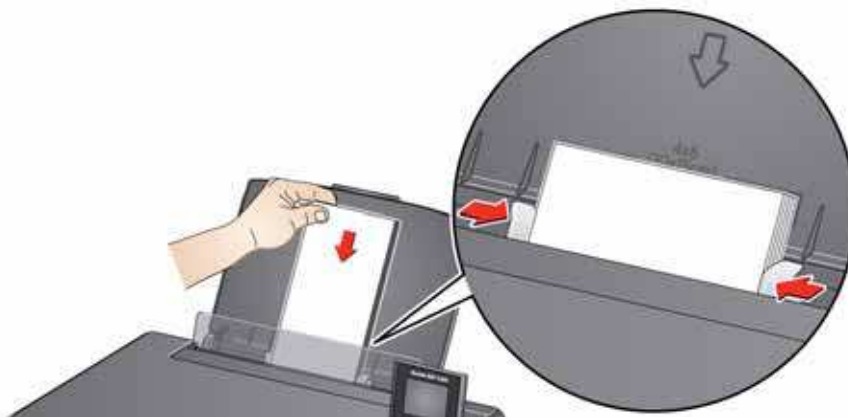
**IMPORTANT:** *To prevent loss of data from your memory card, do not remove it from the printer while printing.*

## Changing the settings and printing pictures

You can change the print photos options for an individual picture or group of pictures, or you can change the settings and save them as the default.

To print a picture or pictures using settings other than the default settings:

1. Load photo paper (**short side first**) into the center of the paper input tray with the **glossy side toward you** (see [Loading photo paper, page 25](#)), and move the paper-edge guides until they touch the paper.



2. Insert the memory card into the memory card slot. A picture appears on the LCD.



3. Press ◀ or ▶ to select the picture you want to print, then press **OK**.  
 4. Repeat step 3 for each picture you want to print.  
 5. Press **Back** for Print Photos Options.  
 6. Press ▼ to select an option (see table below), then press ◀ or ▶ to change the setting.

Print Photos Option	Settings	Description
View Photos	--	Scroll through the pictures on the memory card; press <b>OK</b> to select the picture for printing; press <b>Back</b> to display the Print Photos Options menu.
Find Photos	--	Press <b>OK</b> , then select a year, month, and/or day to view photos by date that they were taken; press <b>OK</b> to view the photo(s); press <b>Back</b> to display the Print Photos Options menu.
Transfer All to PC	--	To transfer all the pictures on the memory card to your computer, press <b>OK</b> then <b>Start</b> . (Your printer and computer must be connected with a USB cable.)
Quantity	1 (default) to 99	The number of copies that print.
Color	Color (default)	Prints full color.
	Black & White	Prints black and white (grayscale).

Print Photos Option	Settings	Description
Print Size	2 x 3 3.5 x 5 4 x 6 (default) 4 x 7 4 x 8 5 x 7 4 x 12 8 x 10 8.5 x 11 or A4	If the selected copy size is smaller than the paper in the paper input tray, the printer automatically arranges the pictures to best fit the paper size.
Plain Paper Quality	Normal (default)	Good quality output; prints faster than Best.
	Best	The highest quality, but the slowest print speed.
	Draft	The fastest print speed, but the lowest quality.
Photo Paper Quality	Auto (default)	The printer detects photo paper in the paper input tray and sets Best quality automatically.
Scene Balance	On (default) Off	Adjusts the image brightness to correct for underexposure and reduces the variation in contrast in different areas of the picture.
Add Date to Prints	No (default) Yes	Prints the date of the picture(s) (the date the picture was taken or last edited) in a corner of the print.
Save as Defaults	No / Yes	To save the settings as the new default, press <b>OK</b> . With <b>Yes</b> selected, press <b>OK</b> .

7. When you have finished changing settings, press **Start** to begin printing.

**IMPORTANT:** *To prevent loss of data from your memory card, do not remove it from the printer while printing.*



## Printing panoramic pictures

To print a panoramic picture, load 4 x 12 in. / 10 x 31 cm paper, or US letter or A4 paper in the paper input tray.

1. Insert the memory card into the memory card slot.



2. Press ◀ or ▶ to select the panoramic picture you want to print, then press **OK**.
3. Press **Back** for Print Photos Options.
4. Press ▼ to select **Print Size**, then press ▶ to select **4 x 12**.
5. Press **Start**.

*IMPORTANT: To prevent loss of data from your memory card, do not remove it from the printer while printing.*

## Printing tagged pictures

Some digital cameras let you tag (or “mark”) pictures on the memory card for printing. This creates a tag that is recognized by the printer. If you choose to print tagged pictures, they will be printed according to the default settings on your printer (unless otherwise specified by the tag from the camera).

NOTE: Refer to your camera user guide to determine whether your camera supports tagged (also “marked” or “DPOF”) functionality.

To print tagged pictures:

1. Load photo paper (**short side first**) into the center of the paper input tray with the **glossy side toward you** (see [Loading photo paper, page 25](#)), and move the paper-edge guides until they touch the paper.
2. Insert the memory card into the memory card slot.



3. When the “Print tagged images?” message appears, press **Start**.

## Zooming and cropping pictures

Use the zoom buttons to select a portion of your picture for printing.



To zoom and crop a picture:

1. Insert the memory card into the memory card slot.



2. Press ◀ or ▶ to select the picture you want to crop, then press **OK**.
3. Press **Zoom +** to enlarge the picture on the LCD. A red box shows the area that will be printed.

NOTE: You can press **Zoom +** repeatedly to enlarge the picture in increments of 0.25 up to a magnification of 5X. Press **Zoom -** to decrease the magnification in increments of 0.25 down to 1X.

4. Press the Rotate button to rotate the crop box, if desired.

**IMPORTANT:** Always load the paper **short side first**. The printer automatically detects the orientation of the picture, whether it's portrait or landscape, and prints accordingly. If the photo paper is loaded in the wrong direction, the image will be cut off and the paper may jam. If the paper is loaded with the wrong side up, the image quality will be affected.

5. Use the navigation buttons ▲, ▼, ◀, and ▶ to move the picture on the LCD up, down, left, or right. Only the part of the picture in the red box will print. The crop window matches the aspect ratio of the selected output print size.

NOTE: Zooming and cropping does not change the saved picture on the memory card.

6. When you are satisfied with the picture, press **OK**. The picture appears in the original view with a red box around the portion of the picture that will print.
7. Press **Start** to begin printing.

## Printing from a wireless device

You can print pictures wirelessly at the touch of a button from:

- iPhone (iOS 3.0 or later)
- iPod touch (2nd generation)
- iPad
- BLACKBERRY Device (software v4.5 or later)
- a device running ANDROID OS v2.0 or later

For more information, see [Mobile Printing, page 41](#).

## Transferring pictures to a computer

You can transfer your image files from a memory card in the printer to your computer. To transfer these files, the printer **must** be connected to your computer with a USB cable.

NOTE: If you have large video files or a large number of pictures (400 or more), we recommend that you transfer them using a memory card reader attached directly to your computer.

## Transferring pictures to a computer with WINDOWS OS

1. Insert the memory card into the memory card slot on the printer.
2. Press **Back**.
3. Press ▼ to select **View and Print Photos**, then press **OK**.
4. Press ▼ to select **Transfer All to PC**, then press **OK**.
5. Press **Start**.
6. If your computer is connected to a wireless network and with a USB cable, select the USB-connected printer (no number after the printer name).
7. Follow the on-screen instructions on your computer.

## Transferring pictures to a computer with MAC OS

1. Insert the memory card into the memory card slot on the printer.
2. Press **Back**.
3. Press ▼ to select **View and Print Photos**, then press **OK**.
4. Press ▼ to select **Transfer All to PC**, then press **OK**.
5. Press **Start**.
6. If your computer is connected to a wireless network and with a USB cable, select the USB.
7. Use iPhoto or Image Capture on your computer to complete the transfer.

## Mobile Printing

Wirelessly print pictures with your all-in-one printer from:

- An iPhone / iPad / iPod touch (may not be available with all models); for information, go to [www.kodak.com/go/picflick](http://www.kodak.com/go/picflick).
- BLACKBERRY Devices; for information, go to [www.kodak.com/go/blackberry](http://www.kodak.com/go/blackberry).
- ANDROID OS Devices; for information, go to [www.kodak.com/go/android](http://www.kodak.com/go/android).

Download the KODAK Pic Flick App from the App Store directly from your device, then choose one of the following procedures.

### Printing from an iPhone, iPad, or iPod touch Device

*IMPORTANT: Compatible with iPhone, iPad, and iPod touch (2nd generation). Requires iOS 3.0 or later.*

1. Make sure your device is connected to the same Wi-Fi network as your printer.
2. Open the KODAK Pic Flick application on your device.
3. Select the picture(s) you want to print, then select **Choose Device**.
4. Select your KODAK All-in-One Printer from the list of available devices.  
*NOTE: It may take a few minutes for the printer to appear in the Available Printers list.*
5. Select **Send**.

### Printing from a BLACKBERRY Device

1. Make sure your BLACKBERRY Device is connected to the same Wi-Fi network as your printer.
2. Open the KODAK Pic Flick application on your smartphone.
3. Select the picture(s) you want to print.
4. Press the **Menu** key.
5. Select **Print**.
6. Select your KODAK All-in-One Printer from the list of available devices.  
*NOTE: It may take a few minutes for the printer to appear in the Available Printers list.*
7. Select the print size and enter the number of copies.
8. Select **Print**.

## Printing from an ANDROID OS Device

1. Make sure your device is connected to the same Wi-Fi network as your printer.
2. Open the KODAK Pic Flick application on your device.
3. Select the picture(s) you want to print.
4. Select **View/Edit** to edit the picture, or go to the next step.
  - a. Press and hold the screen to enter the edit mode.
  - b. Rotate, move, pan, zoom, or crop the picture.
5. Press **Select Device**, then select your KODAK All-in-One Printer.

NOTE: It may take a few minutes for the printer to appear in the Available Printers list.
6. Choose the print size.
7. Select **Back**, then select **Send**.

# Copying

You can copy documents and pictures with your all-in-one printer. The printer produces high-quality color or black-and-white copies on a variety of paper types (see [Paper types, page 21](#)).

## Copying a document

You can copy a document using the default settings, or you can adjust the quantity, size, quality, and brightness of your copies.

### Using the default settings to copy a document

The default settings are either the factory default settings (see [Resetting factory defaults, page 76](#)), or defaults that you have set on the printer (see [Save as Defaults, page 45](#)).

To copy a document using the current default settings:

1. Lift the scanner lid, and place the document face down in the right-front corner of the scanner glass.



2. Close the lid.
3. Press **Home**.
4. Press **Start** to begin copying.



## Adjusting the settings and copying a document

To copy a document using settings other than the default settings:

1. Lift the scanner lid, and place the document face down in the right-front corner of the scanner glass.



2. Close the lid.
3. Press **Home**.
4. With **Copy Document** selected, press **OK**.
5. Press ▼ to select an option, then press ◀ or ▶ to change the setting.

Copy Document Option	Setting	Description
Quantity	1 (default) to 99	The number of copies that print.
Color	Color (default)	Prints full color.
	Black & White	Prints black and white (grayscale).
Copy Size	Same Size (default)	The copy is the same size as the original.
	Fit to Page	The printer detects the size of the original on the scanner glass and the size of the paper in the paper input tray, and automatically reduces or enlarges the original so that the copy fits on the paper.
	20% to 500%	Reduces down to 20% or enlarges up to 500% of the original size.

<b>Copy Document Option</b>	<b>Setting</b>	<b>Description</b>
Plain Paper Quality	Normal (default)	Good quality output; prints faster than Best.
	Best	The highest quality, but the slowest print speed.
	Draft	The fastest print speed, but the lowest quality.
Photo Paper Quality	Auto. (default)	The printer detects photo paper in the paper input tray and sets Best quality automatically.
Brightness	Normal (default) -3 to +3	Lightens or darkens the copy. Normal is no change from the original; -3 is the darkest; +3 is the lightest.
Save as Defaults	No / Yes	To save the settings as the new default, press <b>OK</b> . With <b>Yes</b> selected, press <b>OK</b> .

6. Press **Start** to begin copying.

## Changing the number of copies of a document

To change the number of copies:

1. Lift the scanner lid, and place the document face down in the right-front corner of the scanner glass.



2. Close the lid.
3. Press **Home**.
4. With **Copy Document** selected, press ◀ or ▶ to select a number.
5. Press **Start** to begin copying.

## Enlarging or reducing a document

To enlarge or reduce the size of the copy:

1. Lift the scanner lid, and place the document face down in the right-front corner of the scanner glass.



2. Close the lid.
3. Press **Home**.
4. With **Copy Document** selected, press **OK**.
5. Press ▼ to select **Copy Size**.
6. Press ◀ or ▶ to select an enlargement or reduction.
7. Press **Start** to begin copying.

## Darkening or lightening a document

1. Lift the scanner lid, and place the document face down in the right-front corner of the scanner glass.



2. Close the lid.
3. Press **Home**.
4. With **Copy Document** selected, press **OK**.
5. Press ▼ to select **Brightness**.
6. Press ◀ to select a number below zero for a darker copy, or press ▶ to select a number above zero for a lighter copy.
7. Press **Start** to begin copying.

## Copying a photo

You can copy a photo using the default settings, or you can adjust the quantity, size, quality, and brightness of your copies.

### Using the default settings to copy a photo

The default settings are either the factory default settings (see [Resetting factory defaults, page 76](#)), or defaults that you have set on the printer (see [Save as Defaults, page 51](#)).

To copy a photo using the current default settings:

1. Load photo paper into the printer (see [Loading photo paper, page 25](#)).
2. Lift the scanner lid, and place the photo face down in the right-front corner of the scanner glass.



3. Close the lid.
4. Press **Home**.
5. Press ▼ to select **Copy Photo**.
6. Press **Start** to begin copying.

## Adjusting the settings and copying a photo

To copy a photo using settings other than the default settings:

1. Lift the scanner lid, and place the photo face down in the right-front corner of the scanner glass.



2. Close the lid.
3. Press **Home**.
4. Press ▼ to select **Copy Photo**, then press **OK**.
5. Press ▼ to select an option, then press ◀ or ▶ to change the setting.

Copy Photo Option	Setting	Description
Quantity	1 (default) to 99	The number of copies that print.
Color	Color (default)	Prints full color.
	Black & White	Prints black and white (grayscale).
Copy Size	2 x 3 3.5 x 5 4 x 6 (default) 4 x 7 4 x 8 5 x 7 4 x 12 8 x 10 8.5 x 11 or A4	The printer detects the size of the original on the scanner glass and the size of the paper in the paper input tray, and automatically reduces or enlarges the original so that the copy fits on the paper.

<b>Copy Photo Option</b>	<b>Setting</b>	<b>Description</b>
Plain Paper Quality	Normal (default)	Good quality output; prints faster than Best.
	Best	The highest quality, but the slowest print speed.
	Draft	The fastest print speed, but the lowest quality.
Photo Paper Quality	Auto. (default)	The printer detects photo paper in the paper input tray and sets Best quality automatically.
Brightness	Normal (default) -3 to +3	Lightens or darkens the copy. Normal is no change from the original; -3 is the darkest; +3 is the lightest.
Preview	No (default) Yes	To see a preview of the photo on the LCD, select <b>Yes</b> .
Save as Defaults	No / Yes	To save the settings as the new default, press <b>OK</b> . With <b>Yes</b> selected, press <b>OK</b> .

6. When you have finished changing settings, press **Start** to begin copying.



## Changing the number of copies of a photo

To change the number of copies:

1. Lift the scanner lid, and place the photo face down in the right-front corner of the scanner glass.



2. Close the lid.
3. Press **Home**.
4. Press ▼ to select **Copy Photo**, then press **OK**.
5. Make sure **Quantity** is selected.
6. Press ◀ or ▶ to select a number.
7. Press **Start** to begin copying.

## Enlarging or reducing a photo

To enlarge or reduce the size of the copy:

1. Lift the scanner lid, and place the photo face down in the right-front corner of the scanner glass.



2. Close the lid.
3. Press **Home**.
4. Press ▼ to select **Copy Photo**, then press **OK**.
5. Press ▼ to select **Copy Size**.

NOTE: Make sure that the paper loaded in the paper input tray is at least as wide as the Copy Size selected, or you will get a wrong paper size error. Also, if the loaded paper is not as long as the Copy Size selected, the output picture will be cut off without any warning.

6. Press ◀ or ▶ to select the copy size.
7. Press **Start** to begin copying.

## Darkening or lightening a photo

To darken or lighten the copy:

1. Lift the scanner lid, and place the photo face down in the right-front corner of the scanner glass.



2. Close the lid.
3. Press **Home**.
4. Press ▼ to select **Copy Photo**, then press **OK**.
5. Press ▼ to select **Brightness**.
6. Press ◀ to select a number below zero for a darker copy, or press ▶ to select a number above zero for a lighter copy.
7. Press **Start** to begin copying.

Scanning digitizes documents and pictures, and sends the digital files to your computer or memory card.

When you scan, the digital file can:

- open in Home Center Software (when Home Center Software is loaded and the printer is connected to a computer with WINDOWS OS)
- open in a third-party scanner software
- be saved in a format and location that you determine (see [Changing the scan settings for scanning from the printer control panel, page 56](#))

Scanning from a software program on the computer (such as Home Center Software) gives you more options, but you can also scan from the printer control panel.

## Before you begin scanning

If you are scanning to a computer, make sure that the printer is connected to a computer using a USB 2.0 cable or wireless network (see [Networking Your Printer, page 6](#)). If you plan to scan directly from the printer control panel, you may change the settings as described below.

## Changing the scan settings for scanning from the printer control panel

If you want to adjust the scan settings that the printer uses, do so before you scan from the printer control panel.

1. Open Home Center Software, then open the **Printer Tools** (WINDOWS OS) or **Tools** (MAC OS) window.

NOTE: To get to Printer Tools without Home Center Software (WINDOWS OS only), select **Start > All Programs > Kodak > KODAK AiO Printer Tools**.

2. Under the Tools heading, select **Printer Scan Settings**.
3. Adjust settings for scanning documents and pictures:
  - a. To select a program that scanned images or documents will appear in when you scan from the printer control panel:
    - (1) Select the **General** tab.
    - (2) Under the Program List heading, click ▼ next to the currently selected program.
    - (3) From the drop-down list, select the program in which you want the scanned files to open.
  - b. To adjust settings for scanning documents, select the **Document** tab, then select an option for each setting:

Setting	Options
File format	.pdf .rtf (available only when connected to a computer with WINDOWS OS) .tif .jpg .bmp (available only when connected to a computer with MAC OS)
Resolution (dpi)	75 150 200 300
File Save	Prompt for File Name and Location Automatically Save - specify: <ul style="list-style-type: none"> <li>▪ Base name; by default, scanned files are named "scan1", "scan2", and so on.</li> <li>▪ Location (folder) where the scanned files will be saved</li> </ul>

- c. To adjust settings for scanning pictures, select the **Picture** tab, then select an option for each setting:

Setting	Options
Scan As	Color Black and white
File format	.jpg .bmp .tif
Resolution (dpi)	75 150 200 300 600
Quality	When connected to a computer with WINDOWS OS: <ul style="list-style-type: none"> <li>▪ Best for E-mail</li> <li>▪ Normal</li> <li>▪ High</li> <li>▪ Maximum</li> </ul> When connected to a computer with MAC OS, a slider bar with: <ul style="list-style-type: none"> <li>▪ Least</li> <li>▪ Medium</li> <li>▪ Best</li> </ul>
Automatically Detect Pictures (when connected to a computer with WINDOWS OS) or Auto Crop (when connected to a computer with MAC OS)	When selected, multiple pictures placed on the scanner glass are saved as separate files.
File Save	Prompt for File Name and Location Automatically Save - specify: <ul style="list-style-type: none"> <li>▪ Base name; by default, scanned files are named "scan1", "scan2", and so on</li> <li>▪ Location (folder) where the scanned files will be saved</li> </ul>

NOTE: Before you save a scanned file in Home Center Software, you can preview, crop, and sharpen the image, and adjust the color. On a computer with WINDOWS OS, see the Home Center Software Help (?) icon) for instructions.

4. When you are finished making selections, click **OK** on the bottom right of the Printer Scan Settings window.
5. Close the Printer Tools window.

## Scanning from the control panel

When you scan a document or picture(s) from the control panel, you have the following options:

- **Scan to Computer** - scans to a file or to Home Center Software on your computer
- **Scan to Memory Card** - scans to a memory card in the memory card slot

### Scanning to a computer

To scan to a computer:

1. Lift the scanner lid, and place the document or picture face down on the glass, then close the lid.



2. Press **▼** to select **Scan**, then press **OK**.
3. Select **Scan to Computer**, then press **OK**.

4. Press ▼ to select an option, then press ◀ or ▶ to change the setting.

Scan Option	Settings	Description
Scan To	USB-connected Computer (default)	The scanned file is sent to the USB-connected computer.
	Name of computer (only if a computer is connected by wireless or Ethernet network)	The scanned file is sent to the computer on the wireless or Ethernet network.
Scan What	Document (default)	Sets the scan settings for scanning a document (see <a href="#">Changing the scan settings for scanning from the printer control panel, page 56</a> ).
	Photo	Sets the scan settings for scanning a picture (see <a href="#">Changing the scan settings for scanning from the printer control panel, page 56</a> ).
Destination	File (default)	Sends the scanned file in the format and to the location on your computer that you designate.
	Application (available only when Home Center Software is installed on computer)	Sends the scanned file to Home Center Software.
Save as Defaults	No / Yes	To save the settings as the new default, press <b>OK</b> . With <b>Yes</b> selected, press <b>OK</b> .

5. Press **Start**. The scanned file appears at the destination you specified.



## Scanning to a Memory Card

To scan to a memory card:

1. Lift the scanner lid, and place the document or picture face down on the glass, then close the lid.



2. Press ▼ to select **Scan**, then press **OK**.
3. Press ▼ to select **Scan to Memory Card**, then press **OK**.
4. Press ▼ to select an option, then press ◀ or ▶ to change the setting.

Scan Option	Settings	Description
Scan What	Photo (default)	Sets the scan settings for scanning a picture (see <a href="#">Changing the scan settings for scanning from the printer control panel, page 56</a> ).
	Document	Sets the scan settings for scanning a document (see <a href="#">Changing the scan settings for scanning from the printer control panel, page 56</a> ).
Scan Size	Auto (default) 2 x 3 3.5 x 5 4 x 6 4 x 7 4 x 8 5 x 7 4 x 12 8 x 10 8.5 x 11 A4 8.5 x 14	Determines the size that is scanned.

Scan Option	Settings	Description
Save as Defaults	No / Yes	To save the settings as the new default, press <b>OK</b> . With <b>Yes</b> selected, press <b>OK</b> .

5. Press **Start**. The scanned file appears at the destination you specified.

## Scanning from the computer

1. Lift the scanner lid, and place the document or picture face down in the right-front corner of the glass.



2. Close the lid.
3. Open Home Center Software.
  - On a computer with WINDOWS OS, double-click **Scan Documents and Pictures**, then follow the on-screen instructions.
  - On a computer with MAC OS, select the **Tools** tab, click **Scan Application**, then follow the on-screen instructions.

NOTE: If you are not using Home Center Software, open a program that allows you to scan, then follow the instructions.

## Scanning multiple pictures simultaneously

Using Home Center Software, you can scan multiple pictures simultaneously and save them as separate files.

When scanning multiple pictures, leave space between the pictures so that the printer can detect the separate pictures. Any pictures that overlap are interpreted as a single picture.

### Scanning multiple pictures when connected to a computer with WINDOWS OS

To scan multiple pictures simultaneously, and save them as separate files:

1. Lift the scanner lid, and place the pictures face down on the glass, leaving space between the pictures.
2. Close the lid.
3. Open Home Center Software, then select **Printer Tools**.
4. Click **Printer Scan Settings**, then select the **Picture** tab.
5. Select **Automatically Detect Pictures**, if it is not selected, then click **OK**.
6. Click the Home icon in the top right corner, then select **Scan Documents and Pictures**.
7. Make sure that **Picture** is selected and **Collage - Combine all pictures** is cleared, then follow the on-screen instructions.

NOTE: Click the Help (?) icon for additional instructions.

### Scanning multiple pictures when connected to a computer with MAC OS

To scan multiple pictures simultaneously, and save them as separate files:

1. Lift the scanner lid, and place the pictures face down on the glass, leaving space between the pictures.
2. Close the lid.
3. Open Home Center Software, then select your printer.
4. Select the **Tools** tab.
5. Click **Scan Application**.
6. Select **Color Picture** or **Black and White Picture**.
7. Select **Automatically detect multiple pictures**, if it is not selected.
8. Click **Preview** or **Scan All**, then follow the on-screen instructions.

NOTE: Click the Help (?) icon for additional instructions.

# Maintaining Your Printer

Your printer requires little maintenance. However, Kodak recommends cleaning the scanner glass and lid regularly to remove dust and fingerprints, which affect the quality and accuracy of scanning and copying.

Except while cleaning the printer, keep the printer plugged into an AC power outlet. If you use a power strip, don't turn off the power strip. (The printer does not need to be turned on but should be plugged in.)

Keep the printhead and ink cartridges in the printer at all times to help prevent damage to the printhead.

For recycling and/or disposal information, contact your local authorities. In the US, go to the Electronics Industry Alliance at [www.eia.org](http://www.eia.org) or go to [www.kodak.com/go/recycle](http://www.kodak.com/go/recycle).

## General care and cleaning

 CAUTION:

**Always disconnect the power to the printer before cleaning it. Do not use harsh or abrasive cleaners on any part of the printer.**

- To clean the printer, wipe the outside with a clean, dry cloth.
- Keep the surrounding area vacuumed and litter-free.
- Protect the printer from tobacco smoke, dust, and liquid spills.
- Do not place objects on the printer.
- Keep the paper trays free of dust, dirt, and other foreign objects.
- Keep the printer supplies away from direct sunlight and out of high-temperature environments.
- Do not allow chemicals to come into contact with the printer.

## Cleaning the scanner glass and document backing

The scanner glass can get smudged and minor debris can accumulate on the white document backing under the scanner lid. Periodically clean the scanner glass and document backing.

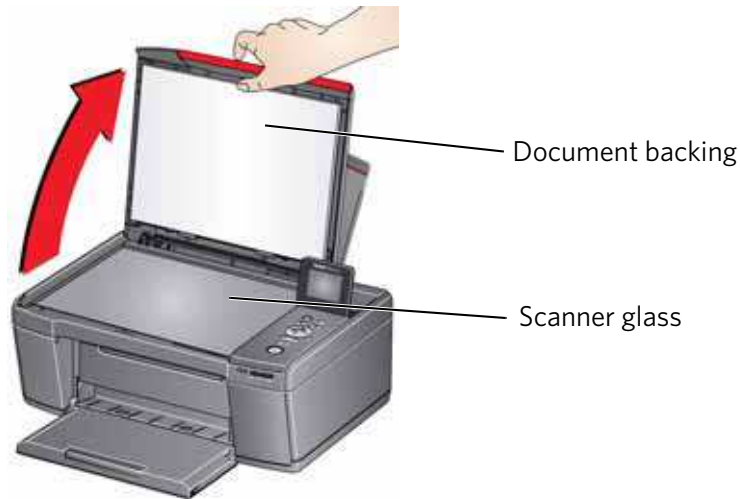
**⚠ CAUTION:**

**Do not use harsh or abrasive cleaners on any part of the printer.**

**Do not spray liquid directly on the glass.**

**Do not use paper-based wipes on the document backing as they can scratch it.**

1. Turn off the printer and unplug it from the power outlet.
2. Lift the scanner lid.



3. Wipe the glass with a soft cloth or sponge, slightly moistened with a nonabrasive glass cleaner.



4. Dry the glass with a lint-free cloth.
5. Gently clean the document backing with a soft cloth or sponge, slightly moistened with mild soap and warm water.



6. Dry the document backing with a chamois or lint-free cloth.  
NOTE: If the document backing needs further cleaning, use isopropyl (rubbing) alcohol on a soft cloth, then wipe thoroughly with a cloth moistened with water to remove any residual alcohol.
7. When you finish cleaning, plug in the printer.

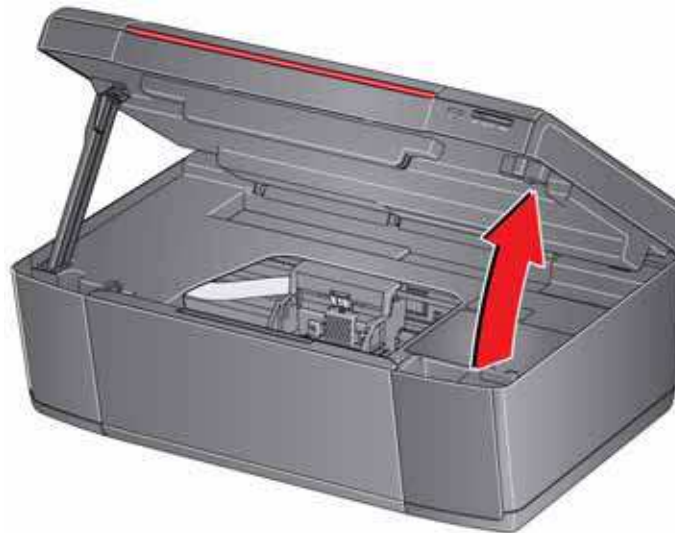
## Replacing ink cartridges

Your printer uses both black and color ink cartridges. You can check the approximate ink levels on the LCD (see [Checking ink levels, page 75](#)) or in Home Center Software. When an ink cartridge is out of ink, the printer LCD displays a message stating that the black or color ink cartridge needs replacing.

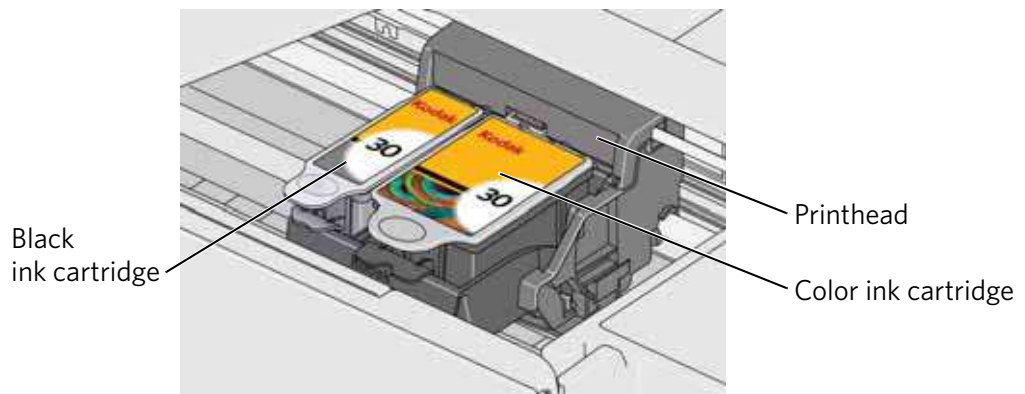
**IMPORTANT:** *Do not use non-Kodak brand or refilled ink cartridges.*

To replace an ink cartridge:

1. Make sure your printer is on.
2. Lift the access door, and wait for the carriage to move to the access position.

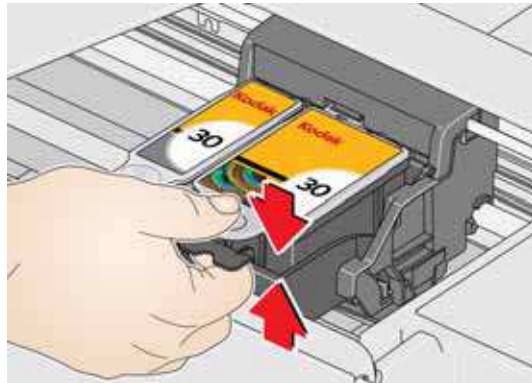


The ink cartridges are located in the printhead.

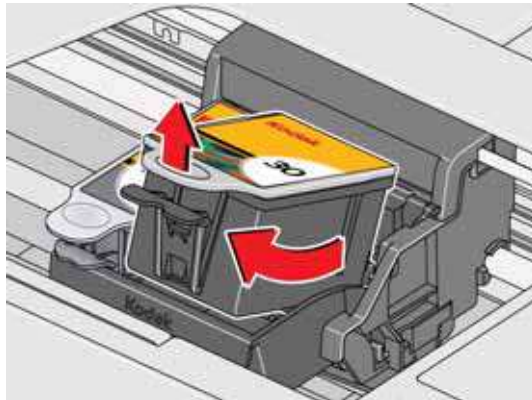




3. Pinch the tab on the ink cartridge.



4. Lift the ink cartridge out of the printhead.

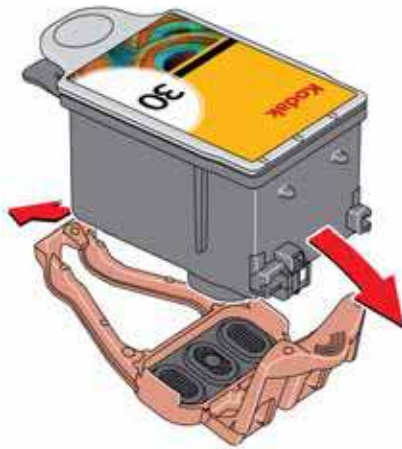


5. Remove the new ink cartridge from its bag.

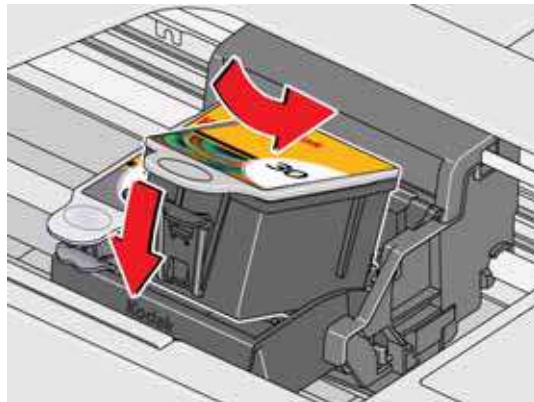


**IMPORTANT:** To prevent the printhead from drying out, insert the ink cartridge into the printhead immediately.

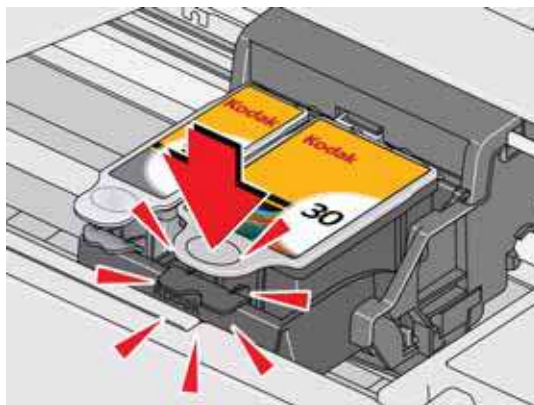
6. Remove the cap.



7. Insert the ink cartridge into the printhead.



8. Press down on the ink cartridge tab until you hear a click.



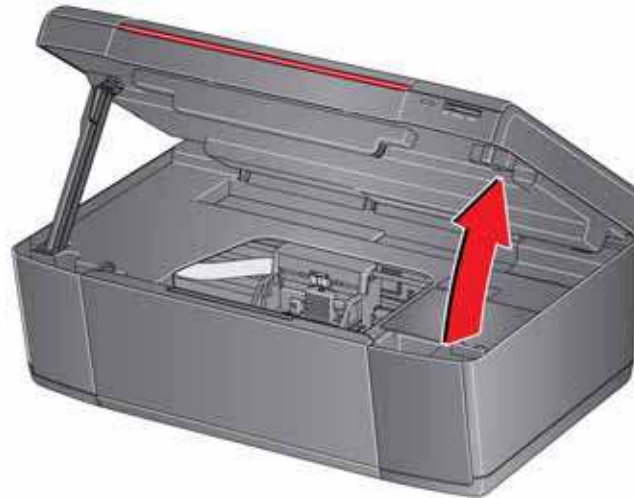
9. Close the access door.

## Replacing the printhead

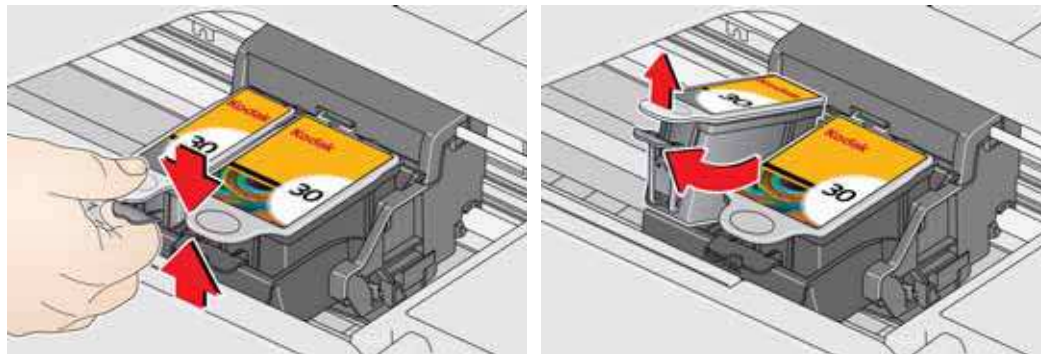
**IMPORTANT:** Replacing the printhead is not a regular maintenance procedure. Replace the printhead only if you receive a new printhead from Kodak.

To replace the printhead:

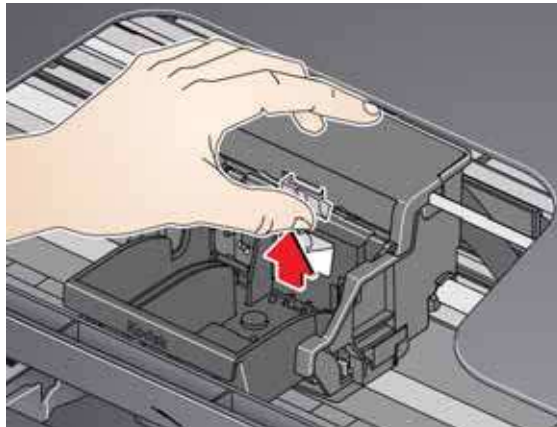
1. Make sure your printer is on.
2. Lift the access door, and wait for the carriage to move to the access position.



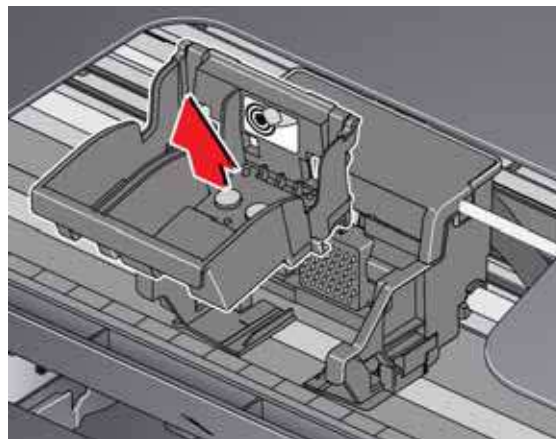
3. Remove both ink cartridges and set them aside.



4. Unlatch the used printhead by lifting the button in the center of the carriage.



5. Lift the used printhead out of the carriage.

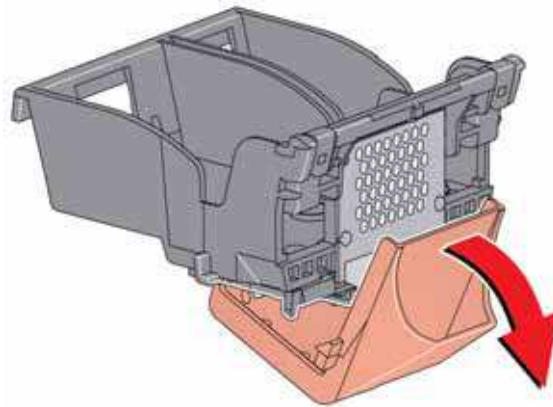


6. Remove the new printhead from its bag.

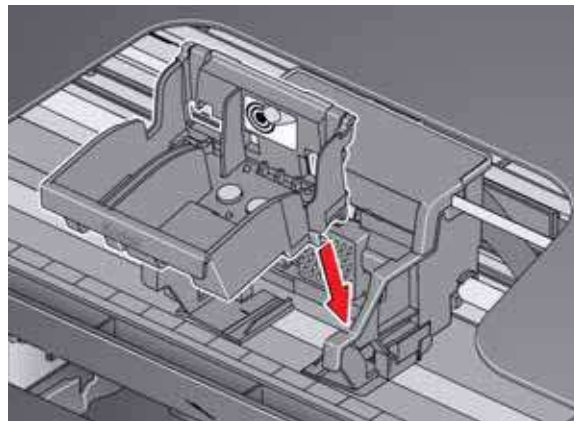


**⚠ CAUTION:**  
**Do not touch the copper contacts on the printhead, as doing so may damage the printhead.**

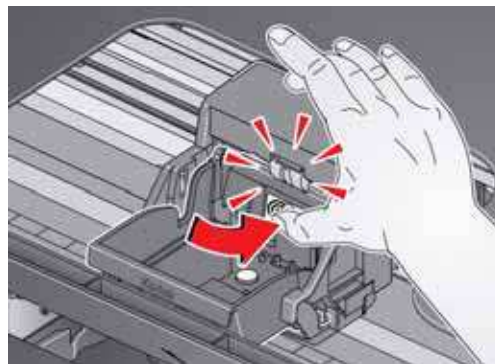
7. Remove the protective cap from the printhead.



8. Place the new printhead into the carriage.

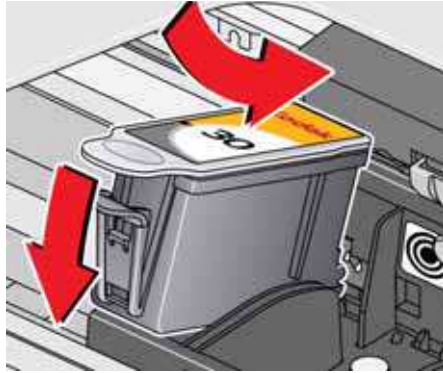


9. Push firmly against the target label of the printhead until you hear a loud snap.

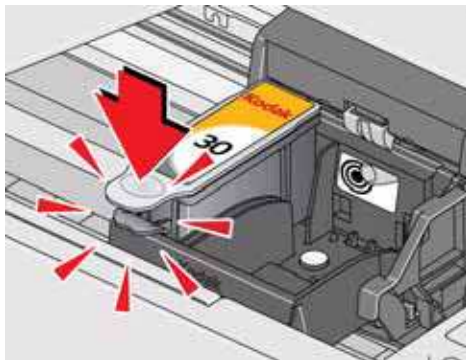




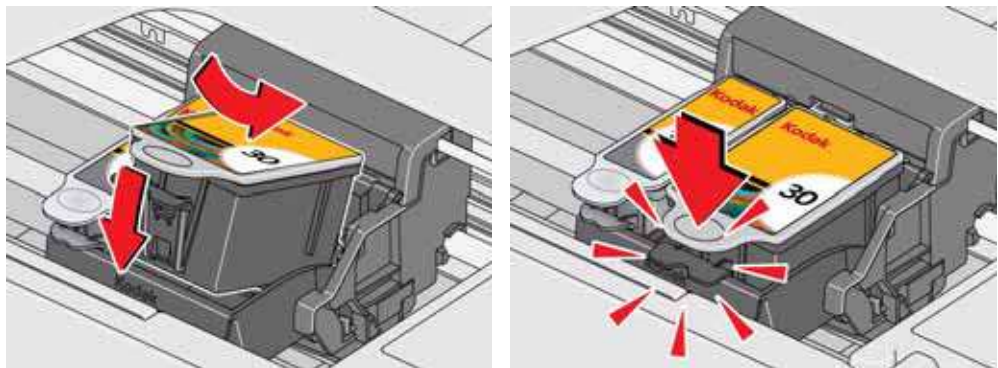
10. Insert the black ink cartridge into the printhead.



11. Press down on the ink cartridge until you hear a click.



12. Repeat steps 10 - 11 for the color ink cartridge.



13. Close the access door.

The printer detects the new printhead. Follow the instructions on the control panel to calibrate your printer.

## Updating the software and printer firmware

Using the latest software and firmware helps ensure optimal performance of your printer.

NOTE: Firmware is the software that runs on your printer.

Although there is an automatic background check for software and firmware updates when your computer is connected to the Internet, you may update manually using the following procedure.

### Updating if your printer is connected to a computer with WINDOWS OS

#### To update the software:

1. Make sure that your computer is connected to the Internet.
  2. Open Home Center Software, then select **Printer Tools**.
- NOTE: If you do not have Home Center Software, select **Start > All Programs > Kodak > KODAK AiO Printer Tools**.
3. Under Printer Resources, click **Check for Software Updates** to check whether software updates are available.
  4. If there are updates, click **Next** and follow the on-screen instructions.

#### To update the firmware:

1. Make sure that your computer is connected to the Internet.
  2. Connect the printer to the computer with a USB cable or wirelessly (if not currently connected).
  3. Open Home Center Software, then select **Printer Tools**.
  4. Make sure that **KODAKHERO3.1+xxxx - Connected** (or a similar name with **Connected**) appears in the lower left corner of the Printer Tools window.
- NOTE: If **KODAKHERO3.1+xxxx - Connected** does not appear in the lower left corner, click **Select**, click **Refresh List** and choose your printer from the list; click **OK** and follow the on-screen instructions.
5. Under Printer Resources, click **Check for Printer (Firmware) Updates**.
  6. If there are updates, click **Next** and follow the on-screen instructions.

**IMPORTANT:** *Do not turn off or disconnect your printer or your computer during the update. Doing so may cause the printer to become inoperable. If the printer is connected wirelessly, make sure you have a stable connection when you perform the update. During the upgrade, your printer will restart. Wait for the message, "Update complete! You may now use your Kodak Printer" to appear on your computer.*

## Updating if your printer is connected to a computer with MAC OS

### To update the software:

1. Make sure that your computer is connected to the Internet.
2. Open Home Center Software.
3. Select the **Tools** tab.
4. Click **Check for Software Updates**.
5. If there are updates, follow the on-screen instructions.

### To update the firmware:

1. Make sure that your computer is connected to the Internet.
2. Connect the printer to the computer with a USB cable or wirelessly (if not currently connected).
3. Open Home Center Software.
4. Select the **Tools** tab.
5. Click **Check for Printer (Firmware) Updates**.
6. If there are updates, follow the on-screen instructions.

**IMPORTANT:** *Do not turn off or unplug your printer or your computer during the update. Doing so may cause the printer to become inoperable. Your printer will restart during the upgrade.*

## Monitoring and adjusting printer performance

From the control panel, you can perform tasks to help keep the printer functioning well.

### Checking ink levels

To check the ink levels:

1. Press **Home**.
2. Press ▼ to select **Maintenance**, then press **OK**.
3. With **Check Ink Levels** selected, press **OK**.

The LCD shows approximate levels of ink in the cartridges so you know when it's time to order replacement cartridges.

NOTE: You can order ink cartridges online. Go to [www.kodak.com/go/printingsupplies](http://www.kodak.com/go/printingsupplies).



## Resetting factory defaults

To reset defaults to the factory default settings:

1. Press **Home**.
2. Press ▼ to select **Printer Settings**, then press **OK**.
3. Press ▼ to select **Reset All Settings**, then press **OK**.
4. When you see the message, "This will reset printer settings to factory defaults," press **OK**.

NOTE: Resetting factory defaults does not change the date and time, language, country/region, or network settings.

## Basic troubleshooting

If you experience a problem with your printer, restarting it will sometimes fix the program. Turn off your printer, wait five seconds, then turn on your printer.

If you are still experiencing a problem, use the following information to troubleshoot your printer.

Problem	Possible Solutions
Printer does not power on	<ul style="list-style-type: none"> <li>• Make sure you are using the power cord that came with your printer.</li> <li>• Make sure the power cord is connected to the AC adapter, it is plugged into an outlet or power strip, and that the LED on the AC adapter is lit.</li> <li>• Make sure that the power cord is securely connected to the power cord port in the back of the printer.</li> </ul>
Printer not detected	<ul style="list-style-type: none"> <li>• Make sure your printer is plugged in and turned on.</li> <li>• If you are using a USB cable, make sure that:               <ul style="list-style-type: none"> <li>- it is a USB 2.0 high-speed cable.</li> <li>- it is connected to both your printer and your computer.</li> <li>- you restart the computer if the USB cable was disconnected from the printer then reconnected, or if power to the printer was interrupted.</li> </ul> </li> <li>• If you are using a wireless connection, make sure that:               <ul style="list-style-type: none"> <li>- the Wi-Fi connectivity LED on the printer is glowing steadily.</li> <li>- the printer is connected to your wireless network.</li> </ul>               To check:               <ol style="list-style-type: none"> <li>a. On the printer, press <b>Home</b>.</li> <li>b. Press ▼ to select <b>Network Settings</b>, then press <b>OK</b>.</li> <li>c. Press ▼ to select <b>View Network Configuration</b>, then press <b>OK</b>.                    Make sure that the Active Connection Type is Wi-Fi, and that the IP Address is not 0.0.0.0.</li> </ol> <ul style="list-style-type: none"> <li>- your router is transmitting data.</li> <li>- the firewall (excluding WINDOWS Firewall) is allowing the services needed for your printer.</li> </ul>               For more information, go to <a href="http://www.kodak.com/go/inkjetnetworking">www.kodak.com/go/inkjetnetworking</a>.             </li> </ul>
Wireless connectivity	For wireless connectivity issues, go to <a href="http://www.kodak.com/go/inkjetnetworking">www.kodak.com/go/inkjetnetworking</a> .
Carriage jam	<ul style="list-style-type: none"> <li>• Open the access door and clear any obstructions.</li> <li>• Make sure the printhead and ink cartridges are installed correctly. (The printhead and ink cartridges are installed correctly when you hear them click into place.)</li> </ul>

Problem	Possible Solutions
Print quality	<ul style="list-style-type: none"> <li>• For best results, use paper with the COLORLOK Technology logo on the package.</li> <li>• Make sure the paper is loaded correctly. See <a href="#">Loading paper, page 22</a>.</li> <li>• Clean the printhead:               <ul style="list-style-type: none"> <li>- Press <b>Home</b>.</li> <li>- Press ▼ to select <b>Maintenance</b>, then press <b>OK</b>.</li> <li>- Press ▼ to select <b>Clean Printhead</b>, then press <b>OK</b>.</li> </ul> </li> <li>• Calibrate the printer:               <ul style="list-style-type: none"> <li>- Press <b>Home</b>.</li> <li>- Press ▼ to select <b>Maintenance</b>, then press <b>OK</b>.</li> <li>- Press ▼ to select <b>Calibrate Printer</b>, then press <b>OK</b>.</li> </ul> </li> <li>• For more information, go to <a href="http://www.kodak.com/go/hero3_1support">www.kodak.com/go/hero3_1support</a>, then type the problem in the search field.</li> </ul>
Ink cartridge	<ul style="list-style-type: none"> <li>• Make sure KODAK Ink Cartridge(s) are installed. Do not use non-Kodak brand or refilled ink cartridges.</li> <li>• Remove, then install the cartridges again. Make sure the cartridges click into place.</li> </ul>
Paper jam	<ul style="list-style-type: none"> <li>• Open the access door and gently remove any paper from inside the printer.</li> <li>• Make sure the paper in the tray is free of tears or creases.</li> <li>• Make sure you do not overload the paper input tray.</li> </ul> <p>For more information, go to <a href="http://www.kodak.com/go/hero3_1support">www.kodak.com/go/hero3_1support</a>, then type <b>jam</b> in the search field.</p>
Error codes/messages or other problems you cannot resolve	<ul style="list-style-type: none"> <li>• Go to <a href="http://www.kodak.com/go/hero3_1support">www.kodak.com/go/hero3_1support</a>, then type your error code or message. If you need to contact Kodak (see <a href="http://www.kodak.com/go/contact">www.kodak.com/go/contact</a>), have the following information available:               <ul style="list-style-type: none"> <li>• Kodak Service Number (located inside the printer when you open the access door)</li> <li>• Printer model number (located on the control panel)</li> <li>• Computer model, operating system, and version of Home Center Software</li> <li>• Exact wording of any error message(s) and the error code</li> </ul> </li> </ul>

## Getting help on the Web

For more troubleshooting information:

Get help with wireless networking.	<a href="http://www.kodak.com/go/inkjetnetworking">www.kodak.com/go/inkjetnetworking</a>
Search our knowledge base of Questions and Answers.	<a href="http://www.kodak.com/go/hero3_1support">www.kodak.com/go/hero3_1support</a>
Download the latest firmware and software for optimal printer performance.	<a href="http://www.kodak.com/go/hero3_1downloads">www.kodak.com/go/hero3_1downloads</a>
Get help with problems you cannot resolve.	<p>Contact Kodak at <a href="http://www.kodak.com/go/contact">www.kodak.com/go/contact</a> and have the following information available:</p> <ul style="list-style-type: none"> <li>- Kodak Service Number (located inside the printer when you open the access door)</li> <li>- Printer model number (located on the control panel)</li> <li>- Computer model, operating system, and version of Home Center Software</li> </ul>

## Status lights

The status lights indicate the condition of the printer. There are two status lights on the printer: one on the on/off button that indicates power, the other indicates Wi-Fi status.

### Power light

Power light	What it means
Off	<ul style="list-style-type: none"> <li>▪ The printer is turned off.               <ul style="list-style-type: none"> <li>- Press the on/off button to turn on power.</li> </ul> </li> <li>▪ The printer does not have power.               <ul style="list-style-type: none"> <li>- Make sure that the power cord is plugged into the back of the printer and into an electrical outlet, and that the electrical outlet has power.</li> </ul> </li> </ul>
Blinking	<ul style="list-style-type: none"> <li>▪ The printer is busy.               <ul style="list-style-type: none"> <li>- Wait for the printer to finish the task.</li> </ul> </li> </ul>
On	<ul style="list-style-type: none"> <li>▪ The printer is ready.</li> </ul>

### Wi-Fi connectivity LED

Wi-Fi connectivity LED	What it means
Off	The Wi-Fi radio is either turned off or is turned on but not connected to a wireless network.
Blinks continuously	The Wi-Fi radio is turned on, and the printer is searching for available wireless networks within range.
Blinks intermittently	<p>The Wi-Fi radio is turned on and the printer cannot find any available wireless networks within range, or the Wi-Fi radio connection has been interrupted, or is too weak to send signals to and from the printer.</p> <p>To find and connect to an available wireless network within range, press <b>OK</b>, turn the Wi-Fi radio off, and run the Wi-Fi Setup Wizard (see <a href="#">Connecting to a wireless network, page 6</a>).</p>
On	The Wi-Fi radio is turned on, and there is a working connection between the printer and a wireless network.

# Product and Safety Specifications

The following specifications are subject to change without notice.

## Specifications and features

### Print performance

**ISO/IEC 24374 ESAT** 6.8 ipm

**ISO/IEC 24374 ESAT** 4.1 ipm

**Print technology** Continuous-tone, thermal inkjet

**Print quality modes** Draft, Normal, and Best on plain paper  
Best on photo paper

### Photo printing features

**Quantity** 1 to 99

**Print sizes** 2 x 3 in. / 5 x 8 cm  
3.5 x 5 in. / 9 x 13 cm  
4 x 6 in. / 10 x 15 cm  
4 x 7 in. / 10 x 18 cm  
4 x 8 in. / 10 x 20 cm  
4 x 12 in. / 10 x 30 cm (Panoramic)  
5 x 7 in. / 13 x 18 cm  
8 x 10 in. / 20 x 25 cm  
US Letter - 8.5 x 11 in. / 22 x 28 cm  
A4 - 8.3 x 11.7 in. / 21 x 30 cm

**Quality** Best, Normal, Draft modes on plain paper  
Best on photo paper

**Auto-detect media** Auto-detect plain paper and photo papers  
Optimize image quality for KODAK Photo Papers with barcode

**Image enhancement** KODAK PERFECT TOUCH Technology with Home Center Software

**Add date to prints** No (default), Yes

**Color** Black and white or color

**Scene balance** On (default), Off

### Copy document features

**Color** Black and white or color

**Quantity** 1 to 99 copies

**Copy sizes** Same Size, Fit-to-Page, 20% to 500%

**Plain paper quality** Best, Normal, Draft

**Brightness** -3 to + 3

## Copy photo features

<b>Color</b>	Black and white or color
<b>Quantity</b>	1 to 99 copies
<b>Copy sizes</b>	2 x 3 in. / 5 x 8 cm 3.5 x 5 in. / 9 x 13 cm 4 x 6 in. / 10 x 15 cm 4 x 7 in. / 10 x 18 cm 4 x 8 in. / 10 x 20 cm 4 x 12 in. / 10 x 30 cm (Panoramic) 5 x 7 in. / 13 x 18 cm 8 x 10 in. / 20 x 25 cm US Letter - 8.5 x 11 in. / 22 x 28 cm A4 - 8.3 x 11.7 in. / 21 x 30 cm
<b>Quality</b>	Automatic
<b>Brightness</b>	-3 to +3

## Scanning features

<b>Scanner type</b>	Contact Image Sensor (CIS)
<b>Maximum scan size</b>	8.5 x 11.7 in. / 22 x 30 cm
<b>Resolution and Bit Depth</b>	Supports native scan resolution of 2400 dpi Scans at 8 bits per channel, with 3-color scans at 24 bits/pixel
<b>Functions</b>	Segmentation scanning Auto-destination OCR Auto picture detection

## Paper input tray features

<b>Paper capacity</b>	100 sheets of 20 lb plain paper 20 sheets of photo paper, up to 12 mil (290 gsm) 20 envelopes
<b>Tray size</b>	4 x 6 in. to 8.5 x 14 in. / 10 x 15 cm to 22 x 36 cm

## Ink cartridges

<b>Ink handling</b>	2-cartridge, 4-ink system
<b>Ink life</b>	1-year warranty from date of purchase

## Connectivity

- Protocols supported** USB 2.0 High Speed; DPOF
- Devices supported** WINDOWS OS-based and MACINTOSH Computers, memory cards (SD, MS/Duo, MMC, SDHC)
- Image Formats supported** Image printing supports JPEG (EXIF v2.2); does not support progressive JPEG format
- Protocols supported** USB 2.0 High Speed (for connection to computer only), DPOF (Tagged image printing)
- Wi-Fi Technology supported** 802.11b/g/n, WPA/WPA2, and WPS

## Software support

- Application support** Third-party image management applications; optical character reader (OCR) support for documents
- Media support** Plain paper, photo paper, envelopes, greeting cards, labels, transparencies, and iron-on transfers
- Scanner support** TWAIN and WIA, WIA2 (VISTA OS and WINDOWS 7), ICA (MAC OS), including segmentation scanning
- Update support** Software and firmware updates available through Web support

## Physical specifications

- Power** Input: 100–240 V AC, 50–60 Hz  
The printer shall only be used with a switching adapter.  
Output: 36 V DC at 0.5 A
- Storage Dimensions** 6.8. x 16.5 x 12.3 in. / 173 x 419 x 312 mm [H x W x D]
- Operating Dimensions** 11.9. x 16.5. x 19.8 in. / 302 x 419 x 503 mm [H x W x D]
- Weight** 6.6 kg (14.5 lb) with power supply, printhead, and ink cartridges
- Operating range** 5°C (41°F) to 35°C (95°F), 15 to 85% RH
- Full image quality environmental range** 15°C (59°F) to 30°C (86°F), and 20 to 80% RH.
- Energy efficiency** ENERGY STAR® Qualified All-in-One Printer

## Warranty

- Printer** One year from purchase (with proof of purchase)
- Printhead** One year from purchase (with proof of purchase)



## System requirements

### Computer with WINDOWS OS

	Minimum
<b>Operating system</b>	WINDOWS 7, VISTA, or XP (SP2 or later)
<b>CPU</b>	INTEL CELERON Processor
<b>Clock speed</b>	1.2 GHz
<b>Memory</b>	512 MB RAM
<b>Available hard disk space</b>	500 MB available
<b>Interface</b>	USB 2.0 High Speed
<b>Removable drive</b>	CD-ROM

### Computer with MAC OS

	Minimum
<b>Operating system</b>	MAC OS X 10.5 or later
<b>CPU</b>	PowerPC G4, G5, or INTEL-based MAC
<b>Clock speed</b>	1.2 GHz
<b>Memory</b>	512 MB RAM
<b>Available hard disk space</b>	200 MB available
<b>Interface</b>	USB 2.0 High Speed
<b>Removable drive</b>	CD-ROM

### Paper types supported

<b>Plain paper</b>	16 to 24 lb (60 to 90 gsm)
<b>Photo paper</b>	Up to 12 mil (290 gsm)
<b>Card stock</b>	110 lb index max (200 gsm)
<b>Envelopes</b>	20 to 24 lb (75 to 90 gsm)
<b>Transparencies</b>	All commercially available inkjet varieties (with a white stripe on short edge)
<b>Labels</b>	All commercially available inkjet varieties on 8.5 x 11 in. and A4 size sheets
<b>Iron-on transfers</b>	All commercially available inkjet varieties on 8.5 x 11 in. and A4 size sheets

## Paper sizes supported

- Plain paper** A4 (8.3 x 11.7 in. / 21 x 30 cm)  
A5 (5.8 x 8.3 in. / 15 x 21 cm.)  
A6 (4.1 x 5.8 in. / 11 x 15 cm)  
B5 (6.9 x 9.8 in. / 18 x 25 cm)  
US Executive (7.3 x 10.5 in. / 18 x 27 cm)  
US Letter (8.5 x 11 in. / 22 x 28 cm)  
US Legal (8.5 x 14 in. / 22 x 36 cm)  
Custom sizes from 4 to 8.5 in. / 10 to 22 cm wide and  
6 to 14 in. / 15 to 36 cm long
- Labels** A4 (8.3 x 11.7 in. / 21 x 30 cm)  
US Letter (8.5 x 11 in. / 22 x 28 cm)
- Index card stock** 4 x 6 in. / 10 x 15 cm cards  
5 x 7 in. / 13 x 18 cm index cards
- Iron-on transfers** A4 (8.3 x 11.7 in. / 21 x 30 cm)  
US Letter (8.5 x 11 in. / 22 x 28 cm)
- Envelopes** C5 (6.7 x 9 in. / 16 x 23 cm)  
C6 (4.5 x 6.4 in. / 11 x 16 cm)  
DL (designated long) (11 x 22 cm / 4.3 x 8.7 in.)  
US #7¾ (3.9 x 7.5 in. / 10 x 19 cm)  
US #9 (3.9 x 8.9 in. / 10 x 23 cm)  
US #10 (4.1 x 9.5 in. / 10.5 x 24 cm)
- Photos** 4 x 6 in. / 10 x 15 cm  
4 x 7 in. / 10 x 18 cm  
4 x 8 in. / 10 x 20 cm  
4 x 12 in. / 10 x 31 cm  
5 x 7 in. / 13 x 18 cm  
7 x 10 in. / 18 x 25 cm  
8 x 10 in. / 20 x 25 cm  
US Letter (8.5 x 11 in. / 22 x 28 cm)  
A4 (8.3 x 11.7 in. / 21 x 30 cm)

## Safety information

KODAK HERO 3.1 All-in-One Printers are Class 1 LED Products.

- Always follow all warnings and instructions marked on the product.
- Use only the power source indicated on the product regulatory label.
- Use only the power cord that comes with the product (or an approved power cord greater or equal to H05W-F, 3G, 0.75mm<sup>2</sup>). Using another power cord may cause fire and/or shock. Do not use the included power cord with any other equipment.
- If you do not use this product for a long period of time, unplug it from the electrical outlet.
- Always turn this product off by using the On/Off button. Wait until the On/Off button stops flashing before removing the power plug from the outlet.
- Do not allow the power cord to become damaged or frayed.
- If you need to use an extension cord with this product, make sure that the ampere rating of the product does not exceed the ampere rating of the extension cord.
- Place the product on a flat, stable surface that extends beyond the product's base in all directions. This product will not operate properly if tilted or at an angle.
- When storing or transporting this product, do not tilt or stand it on its side. Never turn this product upside down (ink can leak out of the product).
- Avoid placing this product in an environment that is subject to rapid changes in temperature or humidity, mechanical shocks, vibration, or dust. Do not place near radiators, heating vents, or in direct sunlight.
- Leave enough room around this product for sufficient ventilation.
- Do not block this product's covers or openings, or insert any objects through slots.
- Do not use aerosol products inside or around this product.
- Do not spill any liquid on this product.
- Do not attempt to repair or service this product.
- If the power cord or plug is damaged, if any liquid has been spilled onto the product, if the product has been dropped or the case damaged, if the product does not operate normally or exhibits a major change in performance level, unplug this product and contact Kodak at [www.kodak.com/go/contact](http://www.kodak.com/go/contact).

### **LCD screen safety**

- Use only a dry, soft cloth to clean the LCD screen. Do not use any liquid or chemical cleaners.
- If the LCD screen is damaged, contact Kodak immediately. If any of the solution from the display gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush your eyes immediately with water. If any discomfort or change in vision persists after washing, seek medical attention immediately.

### **Ink cartridge safety**

- Keep all ink cartridges out of the reach of children.
- If ink gets on your skin, wash with soap and water. If ink gets into your eyes, flush immediately with water. If any discomfort or change in vision persists after washing, seek medical attention immediately.
- For Material Safety Data Sheets (MSDS) on inks, go to [www.kodak.com/go/MSDS](http://www.kodak.com/go/MSDS).

NOTE: You will need the Catalog number from the ink package.

## Regulatory compliance

### FCC statement

The United States Federal Communications Commission (in CFR 47 Part 15.105) has specified that the following notice be brought to the attention of the users of this product:

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. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the product into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



CAUTION:

**Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this product not expressly approved by Eastman Kodak Company might cause harmful interference and void the FCC authorization to operate this product.**

**The radiated energy from this product is well below the FCC radio frequency exposure limits. Nevertheless, the product shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC exposure limits, human proximity shall not be less than 20 cm (8 inches) during normal operation.**

## Canadian statements

This product meets the applicable Industry Canada technical specifications.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

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

### Industry Canada (IC) Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your person.

## European compliance statement



Hereby, Kodak declares that this wireless KODAK All-in-One Printer is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

## German compliance statement



CAUTION:

**This device is not intended for use in the direct field of view at visual display workplaces. To avoid incommoding reflections at visual display workplaces this device must not be placed in the direct field of view.**



CAUTION:

**Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.**

Noise emissions for this equipment do not exceed 70 dBa.

This equipment is not intended for use in the workplace in accordance with Bildschirmarbeitsplatz regulations.

“Das Gerät ist nicht für die Benutzung am Bildschirmarbeitsplatz gemäß Bildschirmarbeitsplatz vorgesehene.”

## REACH Article 33 declarations

Go to [www.kodak.com/go/REACH](http://www.kodak.com/go/REACH) for information about the presence of substances included on the candidate list according to article 59(1) of Regulation (EC) No. 1907/2006 (REACH).

## Waste electrical and electronic equipment labeling



In the European Union, do not discard this product as unsorted municipal waste. Contact your local authorities or go to [www.kodak.com/go/recycle](http://www.kodak.com/go/recycle) for recycling program information.

## ENERGY STAR® Qualified All-in-One Printer

To conserve energy, this printer will enter a reduced power (sleep) mode automatically after 1 hour. You can adjust the delay time (in 0.5 hour increments) up to 4 hours. Increasing the delay time may result in reduced energy savings.



ENERGY STAR and the ENERGY STAR mark are registered U.S. service marks. As an ENERGY STAR partner, Kodak has determined that this product meets ENERGY STAR Guidelines for energy efficiency. For more information on the ENERGY STAR program, see [www.energystar.gov](http://www.energystar.gov).

## Warranty Information

### Limited Warranty

Kodak warrants Kodak consumer electronic products and accessories (“Products”), excluding batteries, to be free from malfunctions and defects in both materials and workmanship for one year from the date of purchase. Retain the original dated sales receipt. Proof of the date of purchase will be required with any request for warranty repair.

### Limited Warranty Coverage

Warranty service is only available from within the country where the Products were originally purchased. You may be required to send Products, at your expense, to the authorized service facility for the country where the Products were purchased. Kodak will repair or replace Products if they fail to function properly during the warranty period, subject to any conditions and/or limitations stated herein. Warranty service will include all labor as well as any necessary adjustments and/or replacement parts. If Kodak is unable to repair or replace a Product, Kodak will, at its option, refund the purchase price paid for the Product provided the Product has been returned to Kodak together with proof of the purchase price paid. Repair, replacement, or refund of the purchase price are the sole remedies under this warranty. If replacement parts are used in making repairs, those parts may be remanufactured or may contain remanufactured materials. If it is necessary to replace the entire Product, it may be replaced with a remanufactured Product. Remanufactured Products, parts and materials are warranted for the remaining warranty term of the original Product, or 90 days after the date of repair or replacement, whichever is longer.

### Limitations

This warranty does not cover circumstances beyond Kodak’s control. This warranty does not apply when failure is due to shipping damage, accident, alteration, modification, unauthorized service, misuse, abuse, use with incompatible accessories or attachments (such as third party ink or ink tanks), failure to follow Kodak’s operation, maintenance or repacking instructions, failure to use items supplied by Kodak (such as adapters and cables), or claims made after the duration of this warranty. **KODAK MAKES NO OTHER EXPRESS OR IMPLIED WARRANTY FOR THIS PRODUCT, AND DISCLAIMS THE IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.** In the event that the exclusion of any implied warranty is ineffective under the law, the duration of the implied warranty will be one year from the purchase date or such longer period as required by law. The option of repair, replacement, or refund is Kodak’s only obligation. Kodak will not be responsible for any special, consequential or incidental damages resulting from the sale, purchase, or use of this product regardless of the cause. Liability for any special consequential or incidental damages (including but not limited to loss of revenue or profit, downtime costs, loss of the use of the equipment, cost of substitute equipment, facilities or services or claims of your customers for such damages resulting from the purchase, use or failure of the Product), regardless of cause, or for breach of any written or implied warranty is expressly disclaimed.

### Your Rights

Some states or jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some states or jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific rights, and you may have other rights which vary from state to state or by jurisdiction. Your statutory rights are not affected.

### Outside the United States and Canada

In countries other than the United States and Canada, the terms and conditions of this warranty may be different. Unless a specific Kodak warranty is communicated to the purchaser in writing by a Kodak company, no warranty or liability exists beyond any minimum requirements imposed by law, even though defect, damage, or loss may be by negligence or other act.



## Declaration of Conformity

See [www.kodak.com/go/declarationofconformity](http://www.kodak.com/go/declarationofconformity).