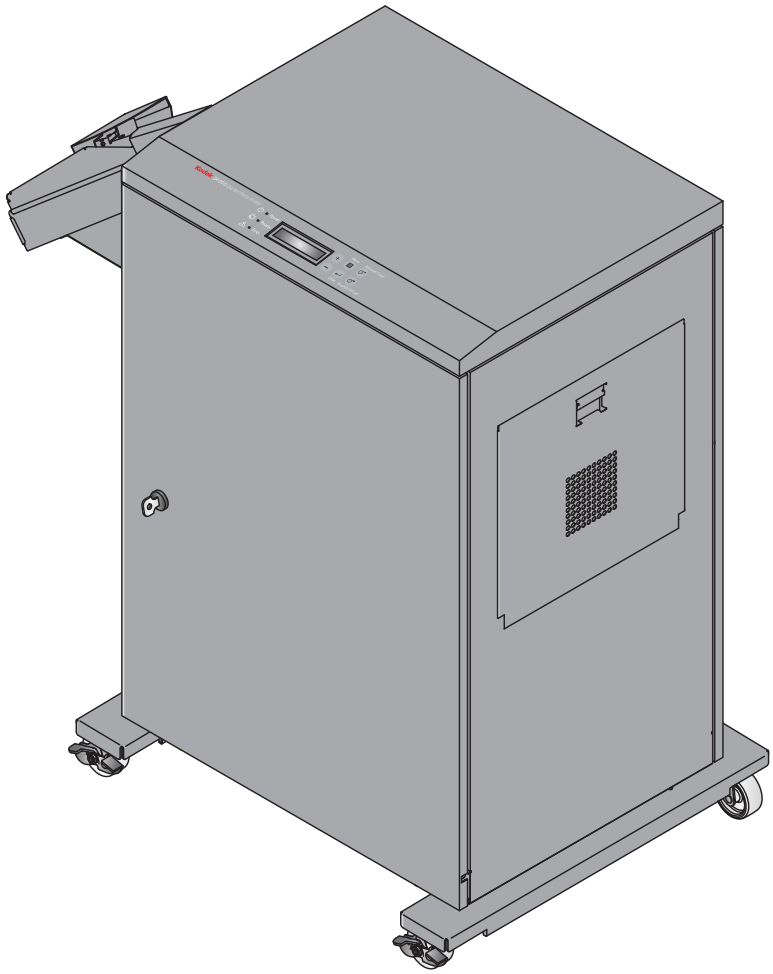
Kodak

D4000 Duplex Photo Printer



Printer Driver Guide

November 2011

Kodak

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P/N 4J7913

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1 Getting Started

Welcome to the User's Guide for the KODAK D4000 Duplex Photo Printer Driver for WINDOWS Operating Systems. The printer driver provides access to the printer features.

About the Printer Driver

The D4000 Printer Driver is a MICROSOFT Driver customized for use with the D4000 Duplex Photo Printer. For information on standard printing features, go to the MICROSOFT Web site.

With the D4000 Printer Driver, you can access the printer specific features from your software applications. For example, your application determines the page breaks, font selection, and page setup for your print job. The printer driver translates this information into a printer ready output and sends the print job to the printer. The printer driver gives you additional printing options that may not be available from your software application.

Features of the Printer Driver

The printer driver provides the following printing options that may not be available directly from your software application:

- Duplex and Simplex Printing—Print single or double-sided pages.
- Color Management—You can make prints using the default color settings, then adjust the color, brightness, contrast, and saturation.
- Calibration—Launch the calibration application from the printer driver.
- Layout—Choose layout options such as orientation, number of copies, sharpening, scaling, and short and long edge binding for duplex printing.

Hardware and Software Requirements

You must have the following:

- D4000 Printer Firmware Version 3.0 or later.
- WINDOWS XP or WINDOWS 7 Operating System (latest service pack version available).
- The minimum system configuration that MICROSOFT requires for XP or WINDOWS 7.
- Available USB port (USB 2.0 protocol is preferred).

NOTE: If your equipment only supports the USB 1.1 protocol, data communication to the printer is slower and may affect print times.

Page Size

The printer driver lets you print the following page sizes:

- 8 x 4 in. (20 x 10 cm) borderless (D4000)
- 8 x 6 in. (20 x 15 cm) borderless (D4000)
- 8 x 8 in. (20 x 20 cm) borderless (D4000)
- 8 x 10 in. (20 x 25 cm) borderless (D4000)
- 8 x 12 in. (20 x 30) borderless (D4000)

NOTE: The D4000 printer driver does not support custom page sizes. The printer requires one of the defined page sizes.

2 Installing and Uninstalling the Printer Driver

The following installation instructions assume that you are familiar with MICROSOFT WINDOWS Operating Systems and terminology.

Installing the Printer Driver

You must have "administrator" privileges to add a printer.

IMPORTANT: *Before installing the software, you must:*

- *read the Printer Driver Readme file for important information and updates.*
- *have D4000 Printer Firmware Version 3.0 or later installed on your printer.*
- *make sure that you disconnect the printer from the computer before you install the printer driver.*

1. Go to **www.kodak.com/go/D4000**.
2. Select the Technical Resources link for the D4000 Duplex Photo Printer and download the Windows Printer Driver.
3. Locate the file that you downloaded to your hard drive and double-click the file.
4. When the WinZip Self-Extractor screen appears, browse to a folder location that is easy to access, such as your computer's desktop. Click **Unzip**.

   An Installer folder is created containing all of the files.
5. Double-click the Installer folder and read the information in the ReadMe_Driver.txt file.
6. Double-click the Install_Drv.exe file.
7. Follow the on-screen instructions to install the printer driver.
8. Connect the printer to the computer.
9. Move the power switch for the printer to the on (|) position.
10. Follow the on-screen instructions to complete the installation of the printer driver.

Uninstalling the Printer Driver on a WINDOWS XP Operating System

You must have "administrator" privileges to remove a printer.

IMPORTANT: *Before uninstalling the software, read the Printer Driver Readme file for important information and updates.*

1. Disconnect the printer from the computer.
2. Select **Start > Printers and Faxes**.
3. Click the icon for the KODAK D4000 Duplex Photo Printer.
4. Select **File > Delete**.
5. Click **Yes** at the message prompt.
6. If the D4000 Printer was selected as the default printer, a warning message appears. Click **Yes** to the warning message.

NOTE: If you have additional D4000 Printers, repeat steps 3-6.

7. Select **File > Server Properties**.
8. Select the Drivers tab.
9. Select **KODAK D4000 Duplex Photo Printer**.
10. Click **Remove**.
11. Click **Yes** at the message prompt.
12. Select **Start > Settings > Control Panel > Add or Remove Program.**
13. Select **Windows Driver Package - Eastman Kodak Company KODAK D4000 Duplex Photo Printer**.
14. Click **Remove**.
15. Click **Yes** at the message prompt.

Uninstalling the Printer Driver on a WINDOWS 7 Operating System

You must have "administrator" privileges to remove a printer.

IMPORTANT: *Before uninstalling the software, read the Printer Driver Readme file for important information and updates.*

1. Disconnect the printer from the computer.
2. Select **Start > Control Panel > Devices and Printers**.
3. Click the icon for the KODAK D4000 Duplex Photo Printer.
4. Click **Remove Devices**.
5. Click **Yes** at the message prompt.

NOTE: If you have additional D4000 Printers, repeat steps 3-5.

6. From the "Devices and Printers" window, click the icon for the MICROSOFT XPS Document Writer or any other printer.
7. Click **Print Server Properties**.
8. Select the KODAK D4000 Duplex Photo Printer.
9. At the "Remove" dialog box:
   - Make sure that "Remove driver only" is selected.
   - Click **Remove**.
10. Click:
    - **OK**
    - **Yes**
    - **Close**
11. Select **Start > Control Panel**.
12. Select **Uninstall a Program** under the "Programs" group.
13. Select Windows Driver Package - Eastman Kodak Company KODAK D4000 Duplex Photo Printer.
14. Click **Uninstall/Change**.
15. Click **Yes** at the message prompt.
16. Close the Control Panel.

3 Using the Printer Driver with the WINDOWS Operating System

This section describes how to use the printer driver to send print jobs to the KODAK D4000 Duplex Photo Printer from your computer.

Changing Print Options from an Application

You can use the Printing Preferences dialog box to select print options from an application.

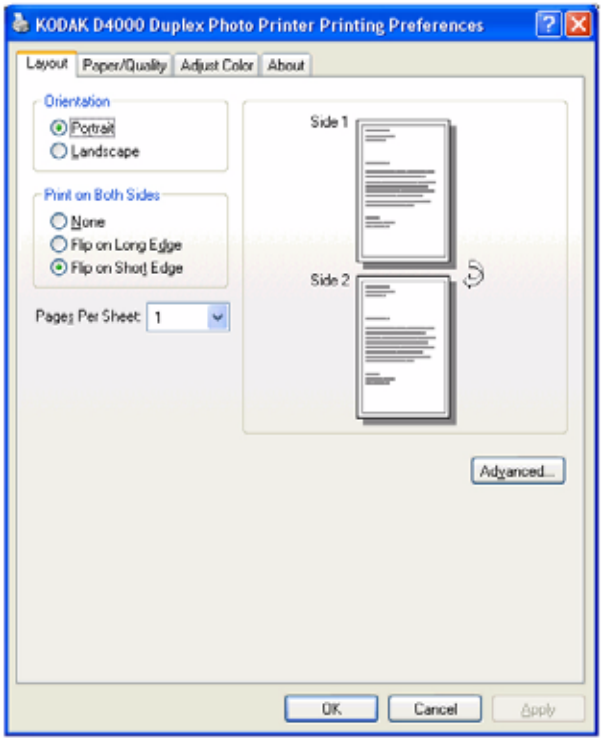
1. In your application, select **Print** from the File menu.
2. Depending on the application, click **Properties** or **Setup** in the Print dialog box.
3. Select options from the tabs in the Printing Preferences dialog box (shown on the following pages), then click:
   - **OK**—to save your selections and close the dialog box
   - **Cancel**—to cancel your selections and close the dialog box
   - **Apply**—to save your selections without closing the dialog box
4. Depending on the application, click **OK** or **Print** in the Print dialog box.

Using the Options on the Layout Tab

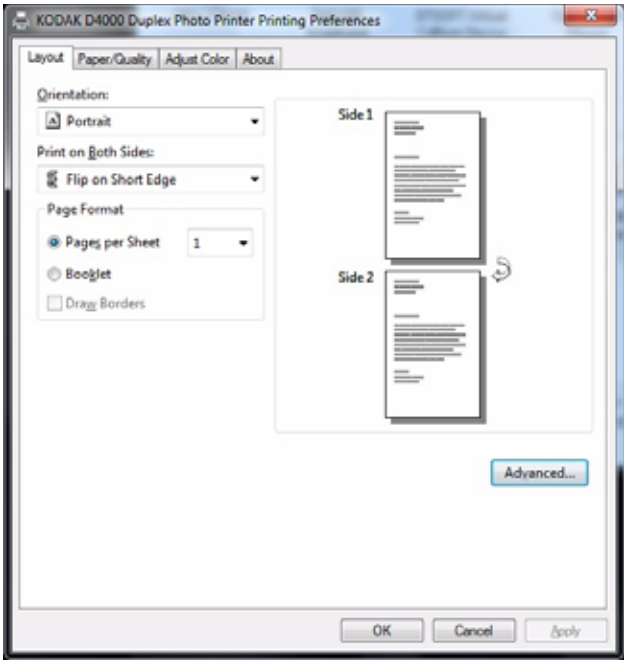
You can select the following options on the Layout tab:

- **Orientation**
  - **Portrait**—orients the print vertically
  - **Landscape**—orients the print horizontally
- **Print on Both Sides**
  - **None**
  - **Flip on Long Edge**
  - **Flip on Short Edge**
- **Pages per Sheet**—set the number of pages that print per page.
- **Advanced**—displays the Advanced Options dialog box (see "Using the Advanced Option Settings" on page 3-5).

WINDOWS XP



WINDOWS 7

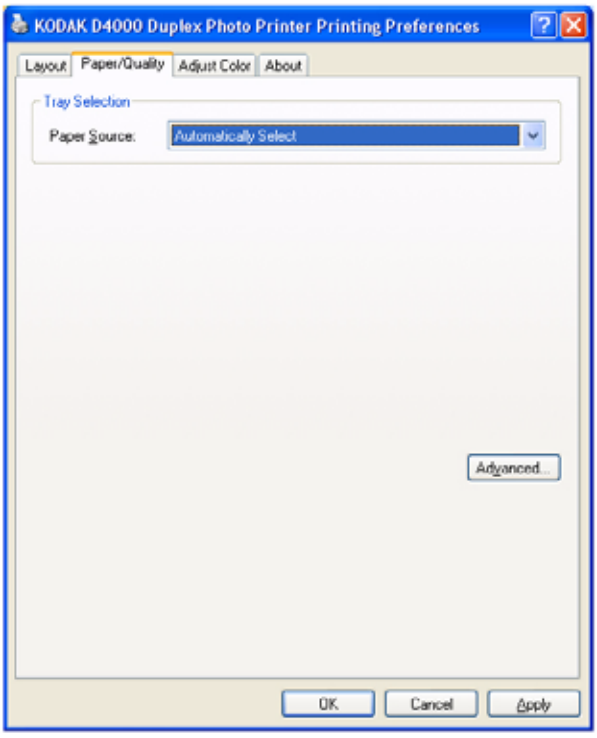


Using the Options on the Paper/Quality Tab

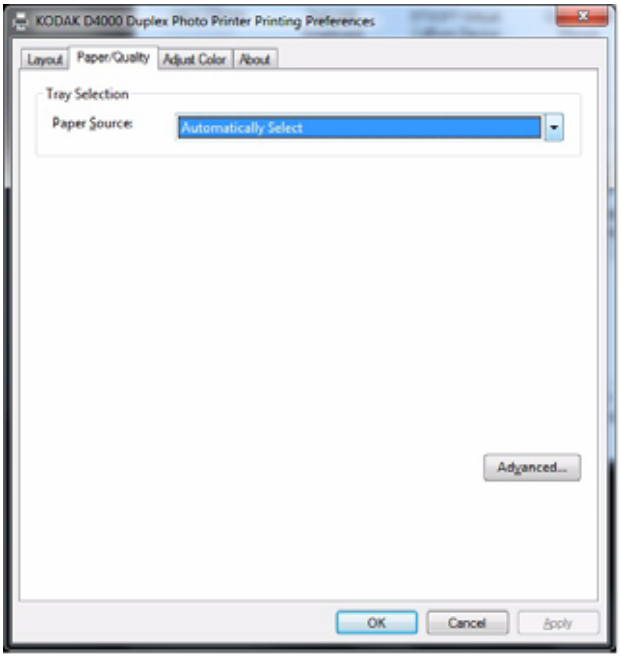
You can select the following options on the Paper/Quality tab:

- **Paper Source**
- **Advanced**—displays the Advanced Options dialog box (see "Using the Advanced Option Settings" on page 3-5).

WINDOWS XP



WINDOWS 7

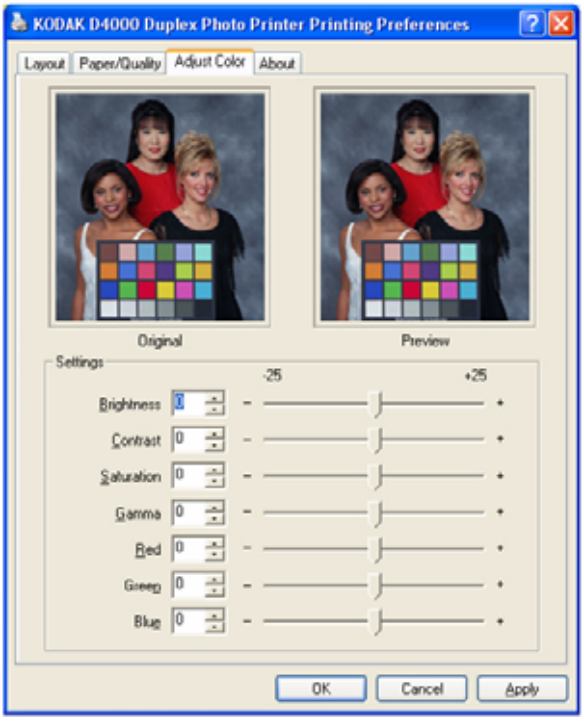


Using the Options on the Adjust Color Tab

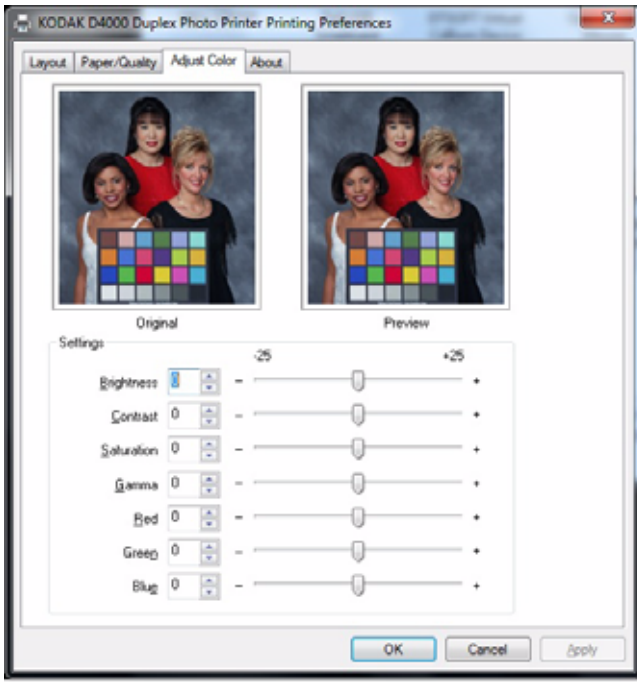
You can select the following options on the Adjust Color tab:

- **Brightness**—adjusts the relative lightness or darkness
- **Contrast**—adjusts the relationship between the light areas, midtones, and dark areas
- **Saturation**—adjusts the intensity of the colors
- **Gamma**—adjusts the lightness or darkness of the midtones
- **Red**—adds or subtracts red
- **Green**—adds or subtracts green
- **Blue**—adds or subtracts blue

WINDOWS XP



WINDOWS 7



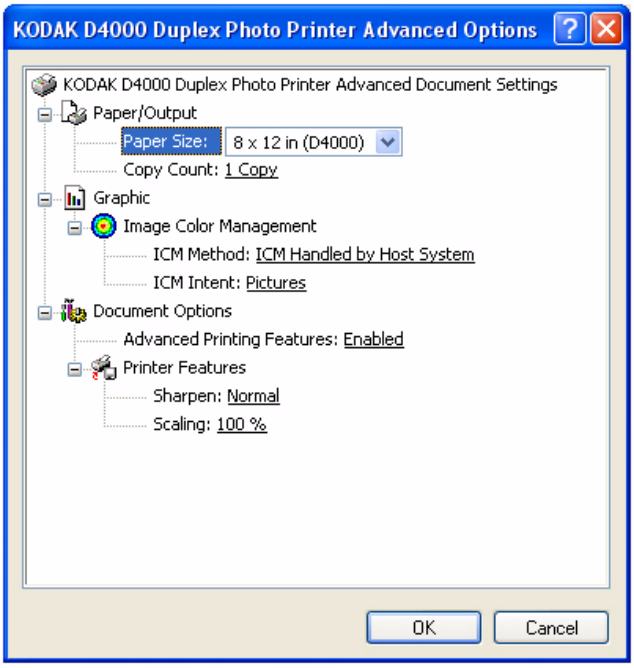
Using the Advanced Option Settings

If you select the Advanced button on the Layout tab or the Paper/Quality tab, the Advanced Options dialog box appears.

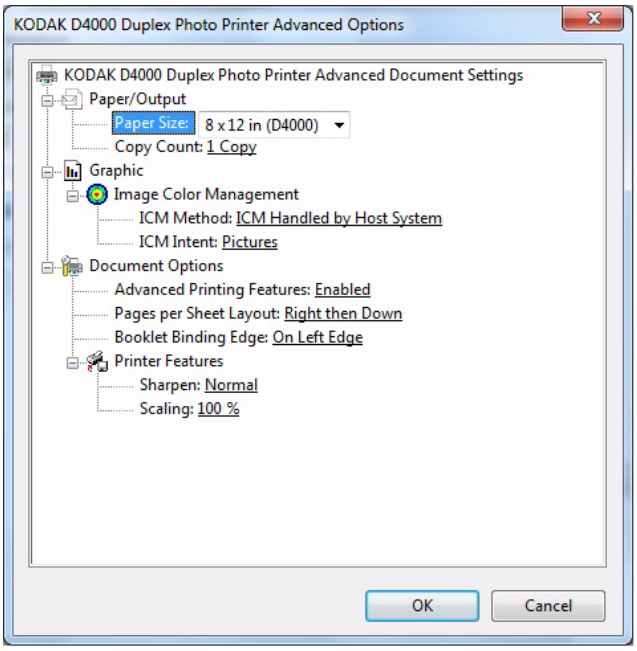
You can select the following options in the Advanced Options dialog box:

- **Paper/Output**
  - **Paper Size**—sets the paper size for the print job
  - **Copy Count**—sets the number of prints
- **Graphic - Image Color Management**
  - **ICM Method**—ICM is disabled and handled by the host system.
  - **ICM Intent**—you can select from Graphics, Pictures, Proof, or Match. Pictures is the default setting.
- **Document Options**
  - **Sharpen**—sets an amount of None, Normal, or High image enhancement to improve the sharpness of the print
  - **Scaling**—scales a print by a specified percentage

WINDOWS XP



WINDOWS 7



Changing Print Options from the Operating System

You can use the Printer Properties dialog box to change print options from the operating system. Changing the options from Printer Properties makes the settings the default for the Printer Driver when printing from applications.

1. Navigate to the Printers folder.
2. Right-click the driver for the printer, and select **Properties**.
3. Select options from the tabs in the Printer Properties dialog box (shown on the following pages), then click:
   - **OK**—to save your selections and close the dialog box
   - **Cancel**—to cancel your selections and close the dialog box
   - **Apply**—to save your selections without closing the dialog box

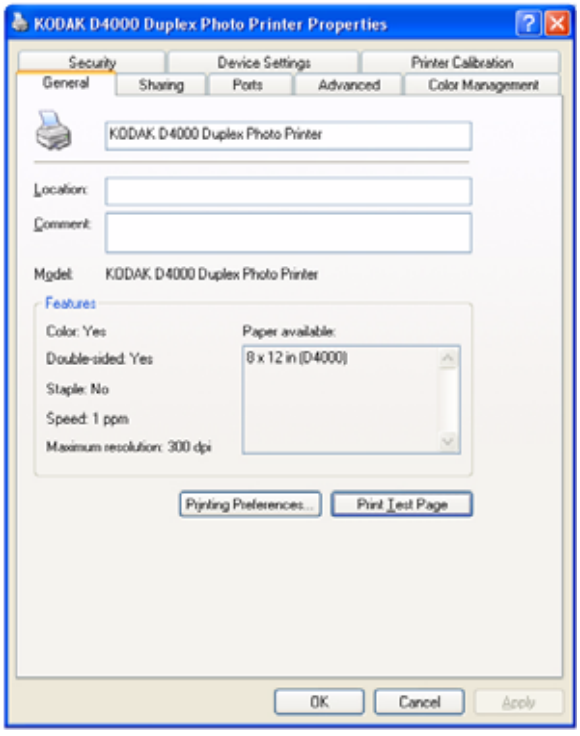
Using the Options on the General Tab

You can select the following options on the General tab:

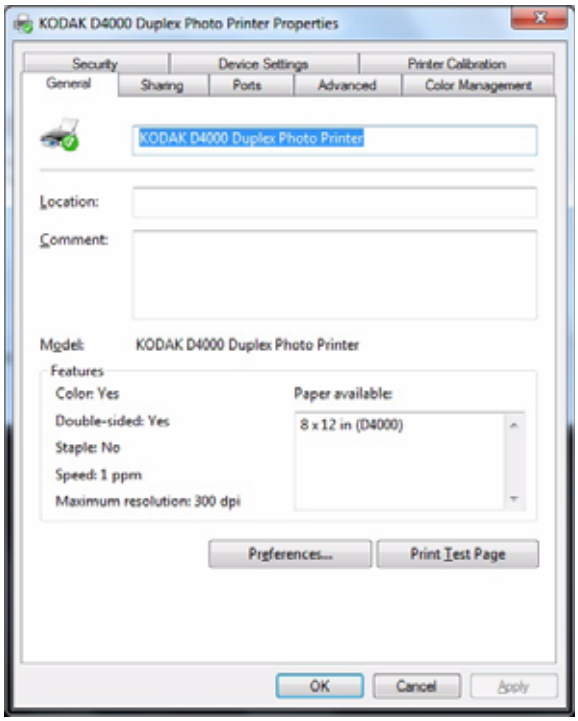
- **Printing Preferences**—WINDOWS XP
- **Preferences**—WINDOWS 7
- **Print Test Page**

NOTE: The settings that appear on this screen are the default settings.

WINDOWS XP



WINDOWS 7

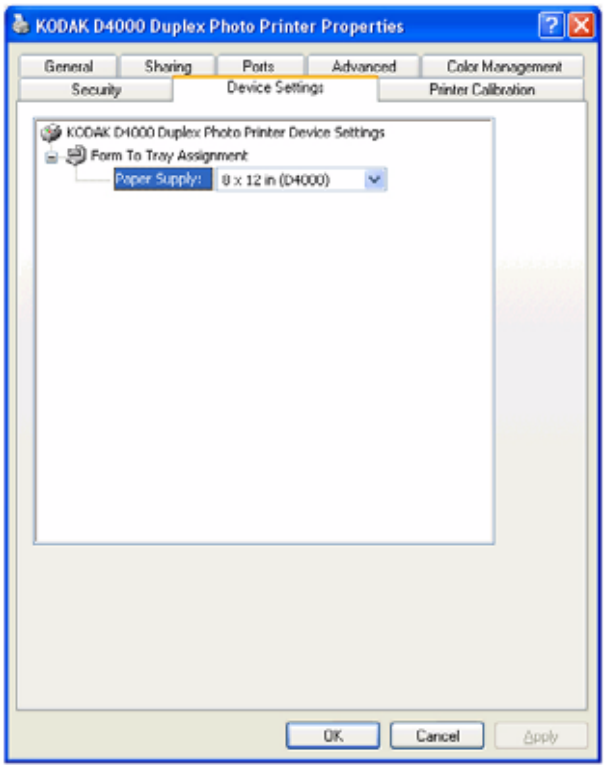


Using the Options on the Device Settings Tab

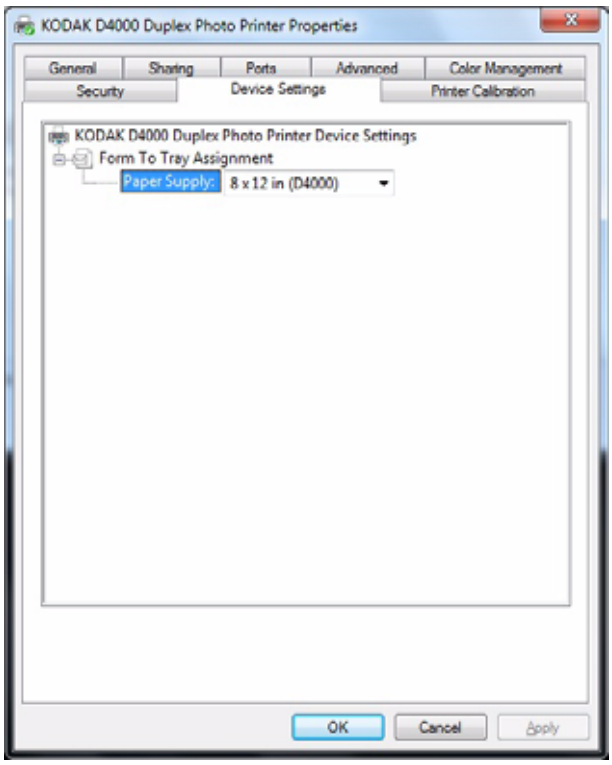
You can select the Paper Supply on the Device Settings tab.

NOTE: This selection becomes the new default paper size when **File > Print** is selected from within an application.

WINDOWS XP



WINDOWS 7

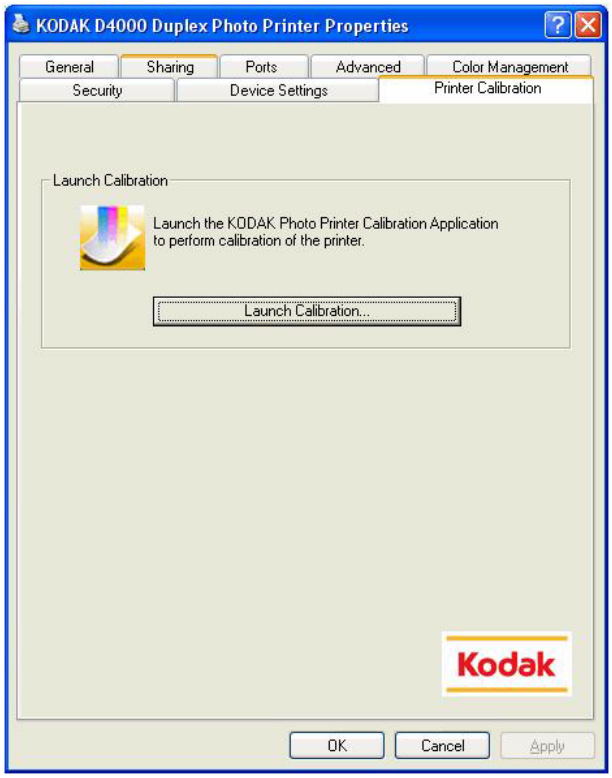


Using the Options on the Printer Calibration Tab

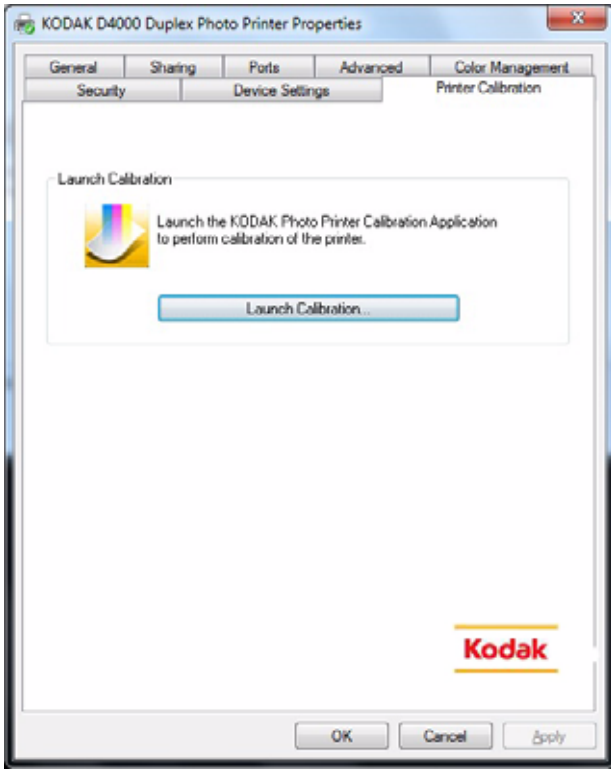
You can launch the KODAK Photo Printer Calibration Application on the Printer Calibration tab.

NOTE: See "Calibration Application Error Messages" on page 4-3 for troubleshooting information.

WINDOWS XP



WINDOWS 7



4 Troubleshooting

Installation Error Messages

Problem/Error Message	Description or Causes	Solution
Cannot install this hardware. There was a problem, install this hardware: KODAK D4000 Duplex Photo Printer An error occurred during the installation of the device. Cannot complete this function. Click Finish to close the Wizard.	The printer driver requires D4000 Printer Firmware Version 3.0 or later. The printer firmware currently installed does not meet this requirement.	• Click Finish to exit the installer. • Go to www.Kodak.com/go/D4000 and download the firmware update. • Install the latest version of D4000 Printer Firmware.

Printer Error Messages

The printer driver uses the standard error handling provided by the operating system. Error messages are displayed with the spooler status window (printer queue).

NOTE: Check the operator control panel on the printer for additional error details.

Problem/Error Message	Description or Causes	Solution
Error - Printing - Load paper or check that the paper installed properly.	• Out of paper • Paper is partially loaded • Paper ran out while loading	Load paper or check that the paper is installed properly.
Error - Printing - Load ribbon or check that the ribbon installed properly.	• Out of ribbon • Ribbon is partially loaded	Load ribbon or check that the ribbon is installed properly on both the left and right sides of the printer.
Error - Printing - Load the printer with KODAK D4000 Duplex Photo Print Kit 8DL.	The ribbon size loaded is not long enough for the print size requested.	Load the 8DL ribbon or check that the ribbon is installed properly on both the left and right sides of the printer.

Problem/Error Message	Description or Causes	Solution
Error - Printing - Replace the ribbon.	• The printer cannot determine the type of ribbon that is loaded. • The printer is unable to read the bar code on the ribbon spool.	• Check the operator control panel to determine if it is the left or right ribbon. • Replace that ribbon with with KODAK D4000 Duplex Photo Print Kit. • If problem persists, contact KODAK Service and Support.
Error - Printing - Ribbon mismatch	Ribbon Mismatch - the ribbons loaded on the right and left side do not match.	Load the same ribbon size on each side.
Error - Printing - Check the paper path.	A paper jam has occurred.	Check the operator control panel for additional information and clear the paper jam.
Error - Printing - Cover open - Close the cover.	• The front cover is open • The paper cover open • The right or left side cover is open	Check the operator control panel for additional information and close the appropriate cover.
Error - Printing - Printer operator panel in use.	The operator control panel is being used and the printer cannot accept print requests.	Press Clear on the operator control panel to return the printer to a ready state, and printing will begin.
Error - Printing -Printer control circuit failure.	There is a failure associated with the control circuits in the printer.	• Turn the printer off and then back on. • If problem persists, contact KODAK Service and Support.
Error - Printing -Printer mechanism failure.	There is a failure associated with the sensors in the printer.	• Turn the printer off and then back on. • If problem persists, contact KODAK Service and Support.
Error - Printing -Printer temperature failure.	The temperature is too high for the printer to print correctly.	• Turn the printer off and then back on. • If problem persists, contact KODAK Service and Support.

Problem/Error Message	Description or Causes	Solution
Error - Printing - The printer is not connected or not turned on.	The printer driver cannot connect to the printer.	Check that the printer power is on and that the printer is connected to your computer.
Error - Printing	The printer driver requires D4000 Printer Firmware Version 3.0 or later. The printer firmware currently installed does not meet this requirement.	• Go to www.Kodak.com/go/D4000 and download the firmware update. • Install the latest version of D4000 Printer Firmware. • If problem persists, contact KODAK Service and Support.

Calibration Application Error Messages

Problem/Error Message	Description or Causes	Solution
The KODAK Photo Printer Calibration Application could not be launched.	The calibration application is not installed or has an issue with the installation.	Install the calibration application. See the User's Guide for the KODAK Photo Printer Calibration Application.
	There is a file access issue, insufficient memory, or system resources to start the application.	• File access is denied. See your system administrator. • Insufficient memory or system resources. See your system administrator.