Kodak

i9600 Series Writers

Installation Planning Guide

For Version 2.0

Safety and Installation Information for the *Kodak* i9600 Series Writer

IMPORTANT: Equipment shall be installed by qualified personnel.

WARNING: Dangerous voltage. Disconnect the main power before installation.

User Precautions

Users and their employer need to observe the common sense precautions applicable to the operation of any machinery. These include, but are not limited to, the following:

- Do not wear loose clothing, unbuttoned sleeves, etc.
- Do not wear loose jewelry, bracelets, bulky rings, long necklaces, etc.
- Hair length should be kept short, using a hair net if needed, or tying long hair up in a bundle.
- Remove all other loose objects from the area that could be drawn into the machine.
- Take sufficient breaks to maintain mental alertness.

Supervisors should review their practices and make compliance with these precautions a part of the job description for operation of the *Kodak* i9600 Series Writers or any mechanical device.

Acoustic Emission

Maschinenlärminformationsverordnung – 3, GSGV
Der arbeitsplatzbezogene Emissionswert beträgt <70 dB(A).

[Machine Noise Information Ordinance – 3, GSGV
– The operator-position noise emission value is <70 dB(A)].

Power System Connection

This product is also designed for Norwegian IT power systems with phase-to-phase voltage 230V.

Netzanschluß
Das Gerät ist auch für die Verwendung im norwegischen IT-Stromsystem mit einer Leiterspannung von 230 V geeignet.

Connexion aux systèmes d'alimentation électrique
Ce produit est également conçu pour les systèmes norvégiens d'alimentation électrique informatique, dont la tension par phase est de 230 V.

Safety, regulatory conformance and certifications

The Kodak i9600 Series Writer conforms to all applicable national and international product safety and electronic emission regulatory requirements. This includes, but is not limited to, the following:

- UL 60950, 3rd Edition
- CAN /CSA, C22.2 No. 60950-00
- EN 60950 with +A1, +A2, +A3, +A4, +A11

Electromagnetic compatibility

- USA: CFR47 part 15 sub B, FCC Class A
- Canada: ICES-003 Issue 3, Class A
- Australia / New Zealand: AS/NZS 3548, Class A
- Japan: VCCI, Class A
- Taiwan: CNS 1343, Class A
- European Union
  - EN 55022:95, ITE Emissions Class B
  - EN 61000-3-2 Powerline Harmonics
  - EN 61000-3-3 Flicker
  - EN 55024:95 ITE Immunity

Electromagnetic Compatibility Statements

United States

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

Taiwan

警告使用者：
這是甲類的資訊產品，在居住的環境中使用時，
可能會照造成射頻干擾，在這種情況下，使用者
會被要求採取某些適當的對策。

Japan

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準
に基づくクラスＡ 情報技術装置です。この装置を家庭環境で使用すると電波
妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ず
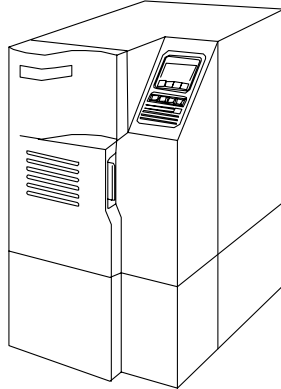るよう要求されることがあります。

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Kodak i9600 Series Writers

Introduction

The *Kodak* i9600 Series Writers provide the capability of writing digital images to archive media. Image files are accepted from a host system, decompressed, composed along with image marks and optional frame annotation, and converted to analog format. The resulting images are written to *Kodak* Reference Archive Media.

Two models of the i9600 Writer are available:

- *Kodak* **i9610 Writer**: writes up to 4800 scan lines per second.
- *Kodak* **i9620 Writer:** writes up to 9600 scan lines per second.

This manual provides site specification information for the *Kodak* i9600 Series Writer (both models). Any information that is pertinent to a specific model will be noted.

Site specifications

Check that the designated site for the *Kodak* i9600 Series Writer meets the following conditions and space requirements.

Layout considerations

The following should be considered when selecting a site for the i9600 Series Writers:

- Position the Writer to allow for:

  - Clearance space between other equipment and doorways.
  - A maximum distance of 5 feet (1.5 meters) from the Writer to the power outlets.

- Position the Writer away from:

  - Potential flooding and dampness areas, especially in basement areas.
  - Open flame, excessively dusty areas or direct sunlight.
  - Any combustible or corrosive atmosphere caused by volatile liquids or solvents.
  - Heat sources, such as windows, baseboard heating units, heat ducts, space heaters, or any heat-generating equipment.
  - Transmitted interference, such as that generated by electronic air cleaners, communication transmitters, radar (FAA and military), or power lines.

- Locate air conditioning outlets so the Writer will receive optimum air circulation.

- Any floor vibration caused by air conditioning units, etc.

- Establish an entry point for the communication cable to avoid laying it across the floor or passageway.

Dimensions and weight

The table below details the physical dimensions and weights for the Writer.

Dimensions	Writer	With Shipping Carton
Width	615 mm (24. 2 in.)	775 mm (30.5 in)
Length	810 mm (31.9 in.)	973 mm (38.3 in.)
Height	1196 mm (47.1 in.)	1575 mm (62 in.)
Weight (approx.)	159 kg (350 lbs)	182 kg (400 lbs)

Space requirements

Recommended space requirements for servicing the Writer:

Top View
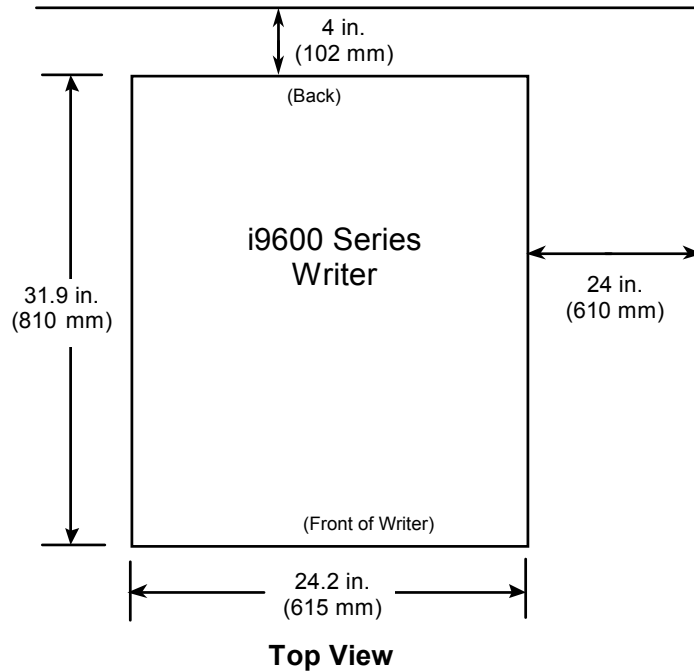
The Writer is on casters so it can be moved to reach the main power switch located in the back of the unit. All operator procedures are accessible from the front of the unit.

NOTES:

• When removing the Writer from the pallet for unpacking, you must have a 3.0 m (10-foot) clearance on all sides.

• 5 inches (127 mm) of clearance is required to open the Writer door.

Operating conditions

Temperature range: 15 to 30°C (59 to 86°F)
Relative humidity: 15 to 76%
Altitude: Barometric pressure - 0.6 to 1 atm

Static electricity

Buildup of static electricity near the Writer does not affect operation.

Electrical requirements

Acceptable operational voltage:

Voltage	Hz/Cycles	Amps
100–127 V ac	50/60 Hz, 1 phase	3 amps at 120 V ac
198–254 V ac	50/60 Hz, 1 phase	1.5 amps at 240 V ac

NOTE: Power usage is equivalent to 1231 Btu/hr.

- Neutral to ground impedance is less than (<) 2 ohms.
- Neutral to ground voltage is less than (<) 1 volt ac maximum.
- Maximum impulse voltage spikes: 50% of nominal line voltage maximum.
- Maximum voltage surge: 5% of nominal line voltage maximum.
- Maximum power usage for all configurations is 360 kVA.

The acceptable operational frequency range is from +3 to -3 Hz from nominal frequency. The equipment may malfunction if frequency is outside of this specified range.

Consult with your electrical contractor or utility company to ensure on-site wiring complies with the Writer specifications and wall outlets use isolated grounds and comply with codes.

Power outlets

A separate, dedicated power line is highly recommended for each Writer.

One individual dedicated branch AC circuit employing two standard 3-prong, grounded duplex outlets is required.
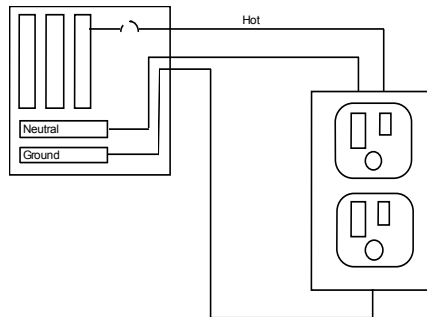
The outlets should meet the following standards:

- Amperage: 15 amp
- Wire size: 12-gauge — minimum
- Phase: 1 (single)
- Voltage drop across the circuit breaker: less than 0.1 volts

NOTE: Receptacles should be placed within 1.5 meters (5 feet) of the equipment.

Because multiple outlets are usually wired together on a single circuit, you must know which outlets are controlled by each circuit breaker and the steady state current draw of the equipment to be plugged into each circuit.

Power cords
A 3-prong, grounded power cord is provided with the Writer. The power cord receptacle is a NEMA 5-15P. The maximum power cord length is 2 meters (6.5 feet).

Special plugs and cords may be required outside of the United States and Canada; these will be provided by the Kodak distributor (the power cord provided for international locations must be at least 14-gauge wire).

CAUTION: **Make certain nothing obstructs or is placed on power cords. Do not use extension cords; they can cause voltage loss which may result in unreliable equipment performance or equipment damage.**

Grounding requirements
Use the standard grounding power cable which is supplied with the Writer or an equivalent locally procured grounding power cable.

The Writer can be grounded to the following objects:

• Grounding terminal of wall outlet

• Copper bar buried more than 650 mm (25.6 in.) under the ground

• Water service pipe authorized by the local Water utility as a ground *(never use a gas pipe)*

Acoustic noise
The chart below provides acoustic noise levels, which are measured in accordance with DIN 45 635, ANSI S12.10-1985, and ISO 7779 in a hemi-anechoic chamber.

Acoustic Noise	Noise Level dB (A)
Standby	33 dB (A)
Operating	50 dB (A)

System requirements

This section specifies the hardware and software requirements that must be met in order to operate the i9600 Series Writer and the supporting components.

Hardware requirements

Your host PC must meet the following minimum hardware requirements:

- 850MHz Pentium IV processor
- 256 MB RAM (512 MB or more is recommended)
- At least 20 GB hard drive or enough space to hold the desired number of image files. It is recommended that the hard drive is at least 2 1/2 times the size of the largest job you are running.
- CD ROM drive
- Monitor, keyboard, and mouse
- Ethernet adapter compatible with IEEE 802.3 Ethernet. The 3Com EtherLink III has been tested and is recommended for interfacing with the Writer, supporting both 10 (Serial #12357376 and below) and 100 Mb (Serial #12357376 and above).
- Cabling from PC to Writer (cross-over cable if directly connected)

NOTES:

- If using the Input Processor to transform your images (i.e., convert or rotate) a faster processor, RAM disk and more disk space is recommended.
- The Input Processor may be installed on a separate PC to separate pre-processing from the media-writing workstation.
- A yellow-shielded crossover cable is provided for connection between the host PC and the Writer.

Software requirements

A license for software must be purchased with each i9600 Series Writer. Your system must meet the following minimum software requirements:

- Supported operating systems: Microsoft Windows 2000 Client and Server, Windows XP Professional.
- Microsoft Access (recommended but not required).
- FTP server installed. The FTP servers provided by Microsoft with their operating systems are recommended. For Windows 2000 or XP Professional the FTP server is provided in the Interface Information Services package (IIS) on the Windows 2000 and XP installation CDs.
- The host PC must support the TCP/IP network protocol.

Network connectivity and cables

The host PC running the application software must be connected to the Writer in one of the following ways:

- Direct to the host computer
- Local hub connection
- Site wiring

NOTE: The Writer runs at 10 Mb. 100 Mb is supported in units with Serial #12357376 and above.

Direct to the host computer

Using this configuration method, the host PC running the application software will be direct-connected to the Writer via Ethernet using the yellow-shielded crossover cable provided by Kodak. Usually in this environment there are two network cards installed in the host. The first network card is used for transferring input files to the host PC. The second network card is a dedicated link to the Writer.

Customer Network (optional)
Host PC
Yellow Crossover Cable
i9600 Series Writer
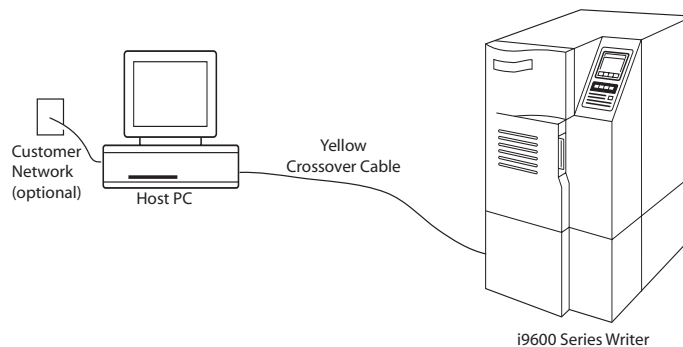
Kodak i9600 Series Writer (directly connected)

Requirements are as follows:

- Ethernet card to connect to the customer's network (optional, customer provided).

- Ethernet card to connect to the Writer (for host PC): 3Com EtherLink III is recommended (customer provided).

Cables: A 3-meter yellow-shielded crossover cable is provided by Kodak for the direct connection between the Writer and the host PC or workstation.

Best practice: The NIC card used to connect the host PC to the customer's network can be from a different manufacturer than card used to connect the host PC to the Writer. This makes identifying the cards much easier.

Local hub connection

Using this configuration method, the host PC running the application software will be connected to a local hub which connects to one or more Writers. More than one Writer/host PC can be shared using this hub.

***Kodak* i9600 Series Writer (local hub connection)**
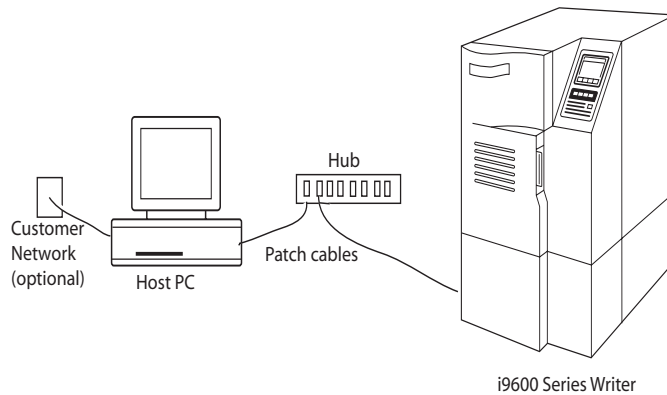
Requirements are as follows:

- Ethernet card to connect to the customer's network (optional, customer provided).

- Ethernet card to connect to the Writer (for host PC): 3Com EtherLink III is recommended (the customer-provided card must be able to be set for 10 Mb for connection to Writers with Serial #12357376 and below).

- Cables: Two Ethernet Patch cables; one cable from the host PC to the hub and one from the hub to the Writer (customer provided).

- Hub: must be a network hub that supports 100 Mb Ethernet (customer provided).

NOTE: In this configuration, do not use the yellow-shielded crossover cable provided by Kodak.

Best practice: The NIC card used to connect the host PC to the customer's network can be from a different manufacturer than card used to connect the host PC to the Writer. This makes identifying the cards much easier.

Site Wiring (not recommended for high-volume installation)

Using this configuration method, the host PC running the application software will communicate to the Writer via the customer's pre-existing site wiring.
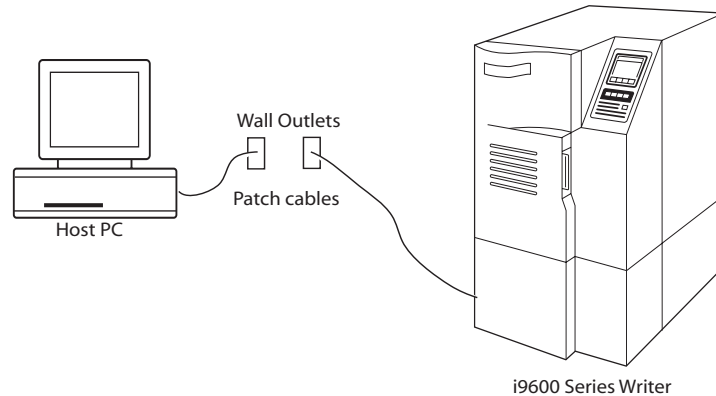
Kodak **i9600 Series Writer (connected via site wiring)**

Requirements are as follows:

• Ethernet card to connect to the customer's network (optional, customer provided).

• Cables: Two shielded Ethernet Patch cables (customer provided). The first cable connects the host computer to the pre-existing customer site wiring (typically a wall outlet). The other cable also connects the Writer to the customer's pre-existing site wiring (typically a second wall outlet). ***It is highly recommended that both wall outlets are on the same subnet.***

NOTES:

• In this configuration, do not use the yellow-shielded crossover cable provided by Kodak.

• This configuration may cause a high level of additional network traffic on the customer's subnet. The reliability of the Writer will be effected by the amount of traffic generated by other systems on the subnet.

Network address

The Writer and host PC can be on a dedicated network with the PC acting as the server or can be part of a broader network environment.

If the Writer and host PC are not running on a dedicated network, **the network administrator must assign static IP addresses to both the Writer and the host PC** since DHCP is not supported by the Writer. The IP addresses for the Writer and host PC must be provided to the Kodak Representative upon installation.

Defining a Writer

You can use the HOSTS or LMHOSTS file on the host PC to define the Writer. However, this is not recommended because the only time these files are referenced is when using the application software to define a new Writer. There can be problems when defining Writers if the chosen Writer name already appears in the HOSTS or LMHOSTS files. In addition, if the files are subsequently modified directly, the change will not be recognized by the application software.

Writer/host PC communication

The host PC and Writer communicate through four TCP sockets. The Port IDs for these sockets are configurable by service personnel, but configuration is unnecessary unless the Port IDs conflict with an application already existing on the host PC. Three applications are known to have registered Port IDs with Microsoft for Windows NT Server and Workstation: commplex-main, commplex-link, and Radio Free Ethernet. If the host PC and Writer are connected in a dedicated network consisting of only these devices, then the Port ID conflict will not occur.

Boot up sequence

Each time the Writer is booted, its operating system is downloaded from a designated host PC via FTP. The host PC must be powered on and ready to receive FTP requests prior to booting the Writer. The Writer goes through the following steps during boot-up:

1. During power-up, the following message is displayed on the Writer operator control panel:
   Kodak i9600 Series Writer mm.dd.yy Copyright®yyyy-yyyy PRESS ANY KEY TO START

2. Press any key on the operator control panel to begin loading the Writer operating system. The following message will be displayed:
   Initializing System. Please Wait...

   The i9600 Writer firmware (DAW9600.exe or DAW96XX.exe) is downloaded from the host PC and executed in the Writer via an FTP file transfer. Initialization takes about 30 seconds to complete. If any part of the process fails (including problems with the Ethernet connection to the host PC), the *Initializing System* message remains displayed continuously.

Network design considerations

The customer is responsible for the connection between the host network and the PC running the application software. When designing this connection, the following should be considered:

• The performance of the Writer is related to network throughput and latency. To obtain the rated speeds of the Writer, you need to optimize throughput and latency.

• The images must be obtained from the network by the application software before they can be passed to the Writer. The Writer's performance is optimum when receiving a steady stream of communication from the application software. Images coming into the host PC simultaneously with images going to the Writer will compete for use of the host PC network card, creating potential interference with the communications between the Writer and the host PC. The problem is compounded if the network segment the host PC is on is overpopulated with clients and network traffic.

- The application software can function in Poll mode, checking defined directories at a defined interval, for files to process. Network design is important when using Poll mode to poll for images on network drives. A primary concern is the amount of network traffic and the contention for bandwidth, which increases when the host PC and the poll directories are on separate networks. Performance can be effected by network size, number of segments, number of hops, and traffic load.
- Image file size and the physical dimension of the image will have an effect on throughput.

Network design recommendations

To minimize potential performance degradation due to network design, the following is recommended:

- There should be a dedicated network connection between the host PC and the Writer.

- Put the Writer and the host PC on the same network subnet, preferably a small one with little or no other traffic, or a dedicated segment.

- Use a second network card to connect to the outside network. The second network card must be configured as the secondary card; not the primary card. You can do this by reordering the network bindings from the Microsoft Windows control panel. To avoid communication problems, be sure each network card has a unique IP address.

    NOTE: IP addresses that vary greatly are the most reliable. For example, if your network uses 150.150.150.X use 10.10.10.X for your dedicated NIC IP address.

- Be sure the segment of the outside network that the host PC is connected to is small and not flooded with network traffic and activity.

- Copy images from the outside network to the local hard drive of the host PC before passing them to the Writer. This is not necessary, but it will eliminate many Writer communication errors, and can be used to help isolate network issues versus application software/Writer issues.

- If processing images from a network drive rather than from the host PC hard drive, try to minimize the number of network hops the Writer network traffic will travel through. The network drive should be on a computer that is not heavily used and does not present bandwidth contention risks. For example, do not choose a Primary Domain Controller, application server or heavily used file or print services server. Instead choose an infrequently used Backup Domain Controller, file or print server, or a dedicated computer.

- Avoid running resource-intensive applications on the host PC while the application software is processing images.

- Be sure the files you are writing to film are not in use by any other application (including a scanning application) or locked. This could cause errors due to an inability to read the file.

Installation and training responsibilities

Following are the product responsibilities for installation and training for the *Kodak* i9600 Series Writer.

Reseller responsibilities

The Reseller has the responsibility to:

- Correctly inform the buyer of the features and functions of the *Kodak* i9600 Series Writer.
- Assure the features and functions will meet the buyer's needs and expectations.
- Inform the buyer of the specifications required for the PC needed to work with the Writer.
- Provide satisfactory training on the Writer or sell the Enhancement Services available from Document Imaging Service and Support for training.
- Inform the buyer of the installation specifications for the Writer and supporting software.
- Inform the buyer of the responsibilities defined in this document.

Customer/Buyer responsibilities

The Customer/Buyer has the responsibility to:

- Provide a PC, monitor and needed accessories that comply with the specifications for use with the Writer and the application software.
- Install the correct version of the Windows operating system on the PC.
- Install the software and drivers associated with any cards and network connection used on the PC.
- Provide power in accordance with the specifications of the PC.
- Provide the correct workspace to set up the Writer and the PC.
- Provide the appropriate environment for the training if purchased.

Kodak responsibilities

Eastman Kodak Company has the responsibility for the following:

Installation by a US Kodak Field Engineer (non-US sales may be different).

- After the customer schedules the installation of the Writer, the Regional Training Coordinator calls the customer to verify that the Customer/Buyer requirements have been met.

- Determines if the PC meets the specifications. *If it does not, the Field Engineer will inform the customer that the performance of the system may be less than expected or that the installation may not be able to be completed. If the site is not properly prepared, additional charges may be applied.*

- Checks the voltage and ground readings of the customer-identified outlets to be used for the Writer and PC for compliance with the Writer specifications.

- Opens the boxes and gives the customer the specifications for the Writer, the PC, and the Software License Agreement for the application software.

- Unpacks the i9600 Writer and locates it for the customer.

- Verifies that the Writer boots-up properly (using the Kodak Service laptop tool) and performs a film test.

Operator Training

- If needed, the Field Engineer instructs the user on the basics of microfilm indexing and cartridge requirements for acceptable operation.

- Highlights the organization and contents of the User's Guide.

- Instructs on the care, cleaning and maintenance of the Writer.

- Instructs on accessing the software error log and on-line help. Typical training should take 20 to 30 minutes. If additional training is needed, you can arrange this with the Field Engineer or call Kodak at 1-800-52KODAK (1-800-525-6326), Prompt 2.

Enhancement services offered

These Enhancement Services are not part of the installation included with the Writer. These are offered as product services to support the installation or post-installation as desired by the customer. These services are provided by a Certified Technical Trainer or network-certified Field Engineer.

Kodak Imaging network services

These services are provided on a contract "as needed" basis from the Image Integration Services group in Global Customer Service Support.

Delivery/Installation

The period between the placement of the order with Eastman Kodak Company and the installation of the system may vary. During this time, you should prepare the installation site. This will help prevent unexpected problems and additional charges on the installation day.

NOTE: All site preparation should be completed well in advance of the equipment delivery.

Liaison

The Kodak Customer Service Representative must be notified in advance of any special site requirements. These requirements include special delivery procedures, time restrictions, and security clearance. Failure to comply with site requirements may result in additional charges for return visits if these cause excessive delays.

Delivery

In the United States, Kodak will designate transportation companies to deliver the equipment to the facility or onto the loading dock. **Do not unpack** the cartons until the Kodak installer arrives.

NOTE: When removing the Writer from the pallet for unpacking, you must have a 10-foot clearance on all sides.

You must notify the Kodak Representative in advance of any alternative transportation and delivery arrangements that you may desire.

You should have your own personnel or representatives present at delivery for verification, last-minute instructions or special delivery arrangements.

Inspecting shipment

You are responsible for inspecting the shipment and signing the Bill of Lading. The following inspections should be performed.

• Inspect the cartons for damage
• Check for signs of pilferage
• Note any concerns and sign the Bill of Lading

Partial shipment: When the shipment arrives, check the number of pieces against the number of pieces specified in the Bill of Lading. If a portion of the shipment is missing, this must be noted in the *Exceptions* column on the Bill of Lading. The driver should sign the same *Exceptions* column on the customer copy of the Bill of Lading. A copy of the Bill of Lading must be retained for claims purposes. (See *Claims process.*)

Inspection of cartons: While the equipment is still crated, carefully inspect each carton for signs of damage. Examples of shipping damage include: cuts, dents, crushed cartons, punctures, scrapes, wet cartons (including those that were wet but have dried out and have watermarks).

Signs of pilferage: If any carton shows signs of pilferage at the time of receipt, (i.e., the carton was opened, resealed, torn, or had a hole at the time of delivery), the customer should also state this in the *Exceptions* column on the Bill of Lading.

Signing the Bill of Lading: Inspect all cartons before signing the Bill of Lading. The exceptions should be reviewed with the driver, and the driver should sign the customer copy.

The Kodak Representative is responsible for the following:

- Uncrating equipment
- Checking for hidden damages
- Checking for partial shipment of accessories

Hidden damage: If the Kodak Representative discovers damage to the equipment, a claim still can be made. (See *Claims process*.) If the Kodak Representative finds any accessory parts missing, he or she should notify the appropriate Broker or Sales Representative to obtain the correct accessories from Distribution.

Claims process

The following steps should be taken before making a claim:

Outside the United States

Contact your local Kodak dealer or Kodak Representative.

Within the United States

- Save all packing materials from the carton in question.
- Do not move damaged equipment any farther than necessary (equipment should be moved no farther than an immediately adjacent area).
- Do not attempt any repairs until authorized by Eastman Kodak's Document Imaging Customer Service Center in Rochester, New York.
- Obtain and retain a copy of the Bill of Lading.
- If possible, take photographs of damages.

Either you or the Kodak Representative should notify Eastman Kodak's Document Imaging Customer Service Center (1-888-247-1234) in Rochester to handle the claim. Provide the following information when you call:

- Date and time of delivery.
- The estimated value of the damage.

Eastman Kodak's Document Imaging Customer Service Center will notify the carrier. The carrier's claim representative will be dispatched to the customer site for inspection of the damaged merchandise.

NOTE: It is important to report damage immediately. A damage claim must be submitted to the carrier within 15 days of equipment delivery. The carrier is not legally responsible to accept any claims for equipment loss or damage after 15 days of equipment delivery.

If either you or the Kodak Representative discover portions of the shipment damaged or missing after the carrier has left and the Bill of Lading was signed, a claim can still be made. Either you or the Kodak Representative should notify Eastman Kodak's Document Imaging Customer Service Center (1-888-247-1234) in Rochester to handle the claim. Provide the same information to the Customer Service Center as already noted.

In this case, claims may be made for:

• Fewer pieces delivered than stated on invoice.
• Concealed damages not evident from carton inspection.
• Missing items in a carton due to pilferage.

There is no minimum value for making a claim.

Equipment delivery/ removal

If your site has unique or difficult installation considerations, contact your Kodak Representative or call 1-888-247-1234.

Scheduling hardware installations

In the U.S.

Contact Kodak Customer Equipment Service at 1-800-3KODAK3 to schedule installation of the Writer.

Outside the U.S.

Contact your local Kodak dealer or Kodak Representative.

Hardware installation

In the United States, hardware Installation is included in the sale price. This may be different in countries outside of the United States. Installation is performed by a Kodak Field Engineer. The Field Engineer also verifies the operation of the Writer (to Kodak requirements) and conducts the hardware-only training. See the *Training* section for more information.

Kodak offers the Pre-installation and Site Accreditation professional service that reviews and accredits the installation plan and physical site requirements. This professional service includes evaluation of the proposed application definition and system capability.

NOTE: The Pre-installation and Site Accreditation professional service is recommended for the first-time installation of a system at a site.

Service and Support

Kodak Maintenance Agreements protect your investment with equipment and employees operating at peak performance.

Equipment is always optimized:
- Image quality
- Reliability
- Throughput/Speed/Productivity

Employee performance optimized:
- Maximum uptime
- Reduced downtime
- Greatest employee productivity and satisfaction

Kodak Maintenance Agreements include:
- Preferential response
- Labor, travel and parts are included
- Response times are defined in the agreement
- Unlimited calls
- Modifications most often included
- Flexible programs can include extended hours of coverage to fit your needs

Kodak Service & Support means QUALITY:
- Kodak Field Engineers are product experts (not just trained)
- Prompt response with computerized dispatch
- Parts stocked locally and nationally
- Backups for the backups
- Experienced and stable field force
- Defined call escalation process
- Total Service Call - more than just repair
- Continuous field force training
- Customer satisfaction a priority

For more information on Kodak Service & Support options, contact:
Your Authorized Reseller of Kodak Document Imaging Products or, in the United Stations, call 1-800-225-6325; in Canada, call 1-800-GO-KODAK or visit us on the web for other international locations at www.kodak.com/go/DIserviceandsupport.

Kodak Service & Support portfolio:
- Maintenance Agreements
- Kodak Care Kit package services (available in selected regions throughout the world)
  - 1-, 2-, or 3- year extended warranties
  - Key Operator Training
- Enhancement Services:
  - Site verification
  - Power monitoring
  - Relocations
- System Services
- Professional Services

The Services listed below are available from Kodak and support your network infrastructure and imaging system. Contact Kodak at: **1-800-52KODAK (1-800-525-6326), Prompt 2** for more information.

Service	Description
Network Assessment	Evaluate network and recommend improvements.
Network Consulting & Planning	Identify requirements and recommend a comprehensive recommendation and cost estimate.
Network Design	Comprehensive network solution; initial design or upgrade existing network.
Network Implementation Services	Complete project management; coordinate Kodak and other vendor delivery. (Prerequisite: Kodak Imaging Network Design or equivalent.)
Network Support Agreements	Customize network support to optimize imaging network.
Telecommunications Services	Partner with Kodak and AT&T to address network communication issues identified via the above services.
Digital Conversion	Convert virtually any digital data or media format into the digital format that will work with your solution.
Systems Support	Customized support agreements; on-site, remote, extended hours, help maintain optimal operation.
Systems Administration	Customized support agreements for administrators managing security and reporting functions.
Consulting & Problem Analysis	Imaging System troubleshooting, analysis and resolution.

Training

Hardware: *Approximately 20 to 30 minutes*. The installer will conduct hardware-only training on the i9600 Series Writer and the Smart Cassette for the key operator. The installer and key operator will use the User's Guide for the *Kodak* i9600 Series Writer as a reference. The installer will train the key operator on how to load film into the cassette(s) and how to load the cassette(s) into the Writer.

Software: Application setup and complete training on the application software is a chargeable service that can be provided by a Kodak Certified Technical Trainer. The Key Operator Training Course is highly recommended and can be purchased through your Kodak Reseller. This service should be scheduled to occur shortly after the completion of the installation of the Writer.

Publications and ordering information

You can order the following in the United States by contacting your local Kodak Reseller. Outside of the United States, contact your local Kodak dealer.

Product	CAT No.
Kodak i9610 Writer	184 8613
Kodak i9620 Writer	154 8858
Kodak i9600 Application Software Kit	148 8964
Media	
Kodak Reference Archive Media 3433, 16 mm x 215 ft, 2.5 mil (thin film)	862 5147
Kodak Reference Archive Media 1433, 16 mm x 100 ft, 5.0 mil (thick film)	153 4601
Accessories	
Kodak Imagelink Smart Cassette 100, for thick film	153 7166
Kodak Imagelink Smart Cassette 215, for thin film	835 7584
Enhancement Services	
Care Kit for Writer Site Accreditation	119 2947
Care Kit for AWIS Training	190 7575
Care Kit for Writer Site Accreditation/AWIS Training	171 5796
Care Kit for Site and Power Certification	838 7235
Care Kit for Complete Site Readiness Package	106 4153
Care Kit for Site Inspection	113 1770
Additional Students (ea) $250 FE/CTT	120 9741
Care Kit for Basic Windows Overview	831 0005
Care Kit for Microfilm Applications	119 5114

You can order the following in the United States by calling DI Supply at 1-888-247-1234 or outside of the United States by contacting your local Kodak dealer.

Publications	
Kodak i9600 Series Writer User's Guide	134 1759
Kodak i9600 Series Writer Installation Planning Guide	123 5522

New Equipment Warranty

On-site Terms and Conditions

New equipment warranty coverage is generally available worldwide.

1. Coverage

Kodak will provide telephone support and perform on-site maintenance, including any adjustments and/or replacement of parts (except supply items and consumables as referenced in the Product Operator Manual), required to maintain equipment in an operating condition which is consistent with Kodak's specifications.

2. How to Obtain Service

Call your local Kodak Customer Support Center. The Kodak K-number (located on the equipment) must be provided.

USA call: 1 (800) 3KODAK3
Toronto, Canada: (416) 766-8400
Quebec, Canada: 1 (800) 268 1534
All other areas of Canada call: 1 (800) 465-6325

3. Days and Hours of Coverage

Coverage is not provided on local National holidays; in the USA: New Years, Memorial, Independence, Labor, Thanksgiving and Christmas days, in Canada: New Years, Canada, Victory, Labour, Thanksgiving and Christmas days. Service outside Coverage Hours is provided on a Best Effort basis and at prevailing Kodak Per Call rates.

Coverage Hours: This warranty covers service during Kodak's normal working hours, usually 8:00 a.m. to 5:00 p.m. customer local time, Monday through Friday.

4. Response Time

Kodak's objective is to provide on-site service, during Kodak's normal working hours, within the following time frames:

In the USA

Distance from Kodak Service City	Within Contract Hours
Zone 1: 0 to 50 miles / 0 to 80 km	4 Hours
Zone 2: 51 to 100 miles / 82 to 161 km	4 Hours
Zone 3: over 100 miles / 161 km	Next business day

5. Services Not Covered

Services not described above, if available, may be at additional cost. These include but are not limited to:

A. Operating System (e.g., database maintenance and recovery, product integration, application support).

B. System Administration (e.g., system restarts, error monitoring and reporting, basic system matters including restoring the database).

C. Network System Administration (e.g., installation of new software packages, maintain user and group accounts, solve network problems, perform system maintenance functions, monitor network, install application software, maintain configuration).

D. Consultation services.

E. Software Version releases.

F. Configuration services.

G. Customer training.

H. Customer requested on-site support when the cause of a problem is not the responsibility of Kodak.

6. Customer Responsibilities

Customer will designate an authorized representative for the purpose of interacting with Kodak's service personnel. The Customer representative and the Customer must:

A. provide initial problem-solving assistance to site users

B. coordinate all requests for assistance and act as liaison with Kodak service personnel

C. perform appropriate problem analysis and corrective actions by following troubleshooting instructions and remedial actions as prescribed by Kodak

D. maintain system and Product documentation and install software updates, maintenance upgrades and patches supplied by manufacturers

E. perform preventative maintenance and error recovery procedures as defined in the individual Products' users guide

F. supply consumable items or other components that are replaced due to normal wear and/or as specified in the relevant manufacturer's manual(s)

G. provide service personnel with immediate access to the Products when service is requested

H. when necessary, supply and maintain a modem and communication software approved by Kodak which satisfies the respective manufacturer's Product specifications

I. keep the site environment ranges within the specifications set forth by the manufacturer of the relevant Product

J. provide continuous and appropriate resource availability during problem resolution.

NOTE: Failure to meet these responsibilities may result in additional charges at prevailing Per-Call rates.

7. Limitations of Liability

The Services outlined in these terms are Kodak's only obligation. Kodak will not be responsible for any indirect, incidental, consequential or special damages resulting from the sale, use, or improper functioning or inability to use the Products and/or related software, regardless of the cause. Such damages for which Kodak will not be responsible include, but are not limited to, loss of revenue or profit, loss of data, downtime costs, loss of use of the Product, cost of any substitute Product, facilities or services. This limitation of liability will not apply to claims for injury to persons or damage to tangible property caused by the sole negligence of Kodak or by persons under its complete direction or control.

This Agreement does not cover, and Kodak shall not be responsible for:

A. operating system services (e.g., database maintenance/ recovery, product integration or applicable support);

B. system administration services (e.g., system restarts, error monitoring and reporting basic system matters, including restoring the database);

C. network system administration (e.g., installation of new software packages, maintenance of user and group accounts, solving network problems, performing system maintenance functions, monitoring networks, installing application software, maintaining configurations);

D. consultation services;

E. version release of software support to other than licensed Kodak Software Products;

F. Product installation, set-up, configuration or other non-repair services;

G. cable and installation of cable runs or any acquisition of permits;

H. Customer training;

I. circumstances beyond Kodak's control (such as customer overriding, bypassing or defeating interlock switches on Products or devices sold by Kodak or any other 3rd party);

J. problems due to failure of Customer to conform to site specifications provided in the user documentation, or provided by the manufacturer;

K. time spent in locating Product not at the specified location or waiting for Product availability;

L. relocation of Product or service associated with relocation;

M. seasonal hibernation (de-installation) and reactivation (re-installation);

N. service or parts associated with any unauthorized modifications, attachments or service;

O. rebuilding or reconditioning of Product;

P. misuse or abuse of Product, and/or;

Q. failure to follow operating instructions provided by the manufacturer.

Kodak may provide, at its sole discretion, service in the above referenced situations under the Pre-Call terms and at prevailing Per-Call rates.

8. Assignment

Customer shall not assign its rights under this Agreement without the prior written consent of Kodak.

9. Force Majeure

With the exception of any payments due hereunder, neither party shall be liable for failure to perform under this contract if such failure to perform arises out of cause(s) beyond the control and without fault or negligence of the non-performing party. Such cause(s) may include, but are not limited to, acts of God or the public enemy, fires, floods, epidemics and unusually severe weather, material shortages, strikes or similar labor disruptions.

**DOCUMENT
IMAGING**