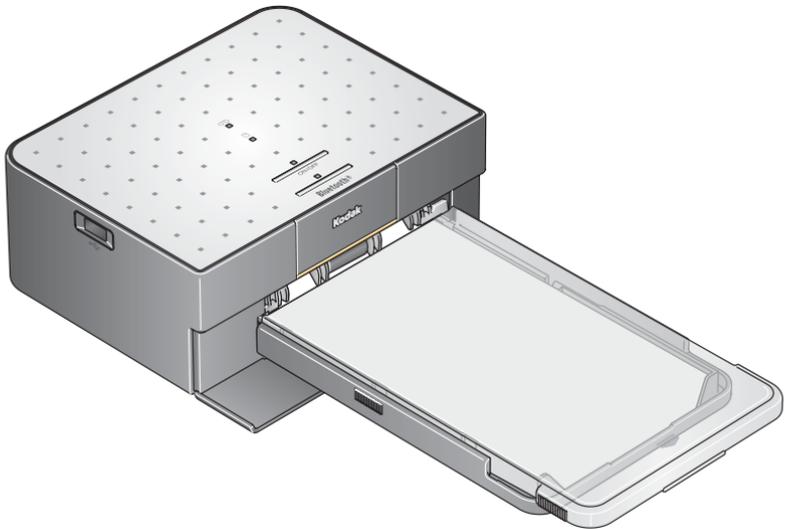


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# Kodak EasyShare photo printer 350



## User's Guide

[www.kodak.com](http://www.kodak.com)

For interactive tutorials, [www.kodak.com/go/howto](http://www.kodak.com/go/howto)

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# Kodak

Eastman Kodak Company  
Rochester, New York 14650

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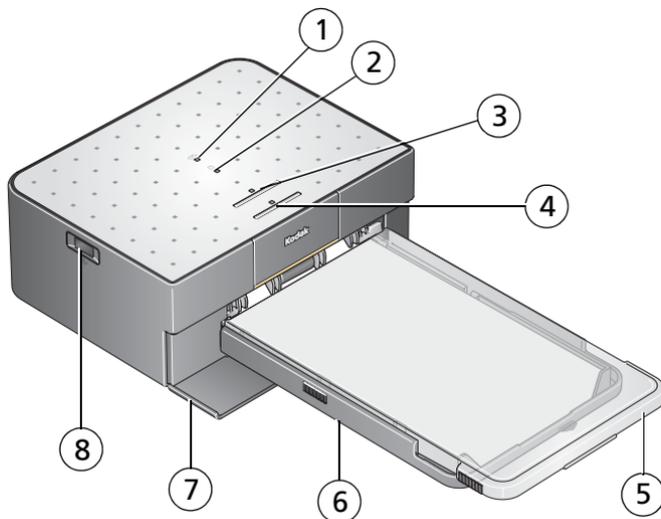
All screen images are simulated.

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P/N 4J4961\_en

## Front/top/side view



1 Cartridge-status light 

2 Paper-status light 

3 On/Off button/light

4 Bluetooth button/light

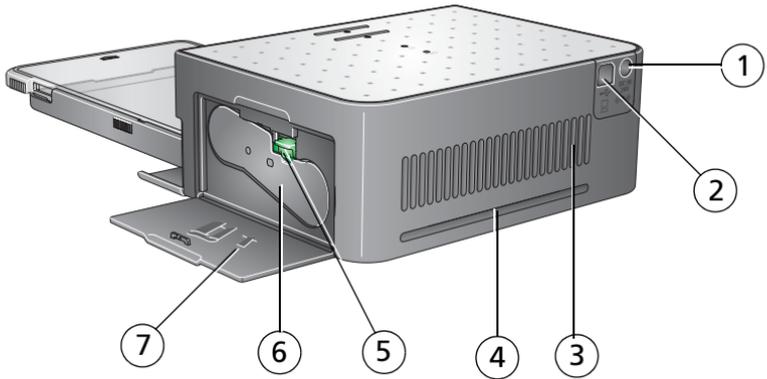
5 Paper-tray cover

6 Paper tray

7 Paper-tray door

8 USB device connector

## Back/top/side view



- |   |   |   |                            |
|---|---|---|----------------------------|
| 1 | Power connector (DC-in)   | 4 | Slot for paper path        |
| 2 | USB connector (to computer)  | 5 | Cartridge-release tab      |
| 3 | Cooling vents   | 6 | Color cartridge (inserted) |
|   |   | 7 | Cartridge door             |

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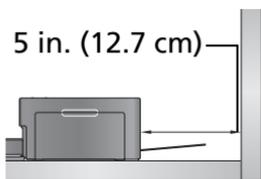
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# 1

## Getting started

### Finding a location for your photo printer

- Place the photo printer on a flat, clean, dust-free surface, in a dry location, and out of direct sunlight.



- Allow at least 5 in. (12.7 cm) clearance from the back of the photo printer for paper travel.
  - For proper ventilation, make sure the top and back of the photo printer are not blocked.
  - When connecting power or USB cables, keep the cables clear of the paper path to the front and rear of the photo printer.
- Avoid areas where ventilation ducts, open doors, or frequent passersby might expose the photo printer and paper to high levels of dust and debris. Airborne dirt particles can affect picture quality.
  - Allow enough space on all sides of the photo printer to let you connect and disconnect cables, change the cartridge, and add paper.

## Handling and storing the cartridge and paper

### Handling and storing the cartridge

- Keep cartridges out of the reach of children.
- For best quality prints, store the cartridge in a location where the temperature does not exceed 85° F (30° C).
- To avoid getting fingerprints on the ribbon, handle the cartridge by the spool ends.
- Keep the cartridge away from direct sunlight and out of high-temperature environments (such as a vehicle parked in the sun).

### Handling and storing the paper



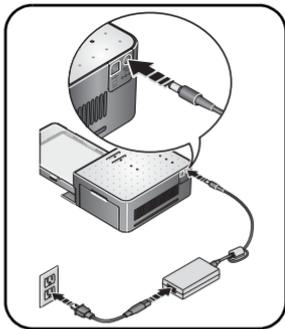
- To avoid fingerprints on the paper, handle it by the edges. Do not touch the glossy side of the paper.
  - To store paper, remove the tray and close the cover and door to keep out dust and debris. Store paper flat.
- Keep the paper away from direct sunlight and out of high-temperature environments (such as a vehicle parked in the sun).

## Connecting the power



### RISK OF ELECTRIC SHOCK:

Use only the AC power adapter included with your photo printer. Other adapters or cords can damage your photo printer or computer.



- 1 Connect the AC power cord to the AC power adapter, then to the back of the photo printer.

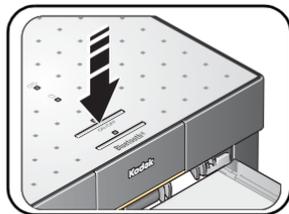
NOTE: The AC power cord included with your photo printer may not require assembly, and may be different from the one shown.

- 2 Plug the AC power cord into a power outlet.
- 3 Press the On/Off button to turn on power (page 3).

*The photo printer initializes and the button glows steady green.*

Purchase an AC power cord and other accessories at [www.kodak.com/go/accessories](http://www.kodak.com/go/accessories).

## Turning the power on/off



- Press the On/Off button to turn on power and Bluetooth wireless technology.
- Press it for 1 second to turn power off.

## Loading and removing the cartridge

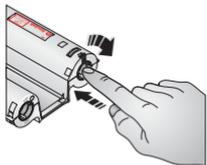
**IMPORTANT:** Replace the cartridge when the Cartridge light glows red (see [Status lights](#), page 28).

The cartridge may lock if there is a paper error. Clear the paper error (see [Printing problems](#), page 21) and make sure the Paper light is off before you remove the cartridge.

1 Open the Cartridge door.

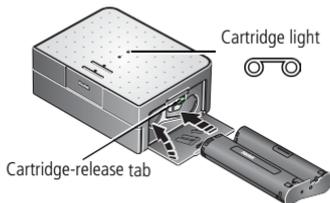


2 Rotate the cartridge spool clockwise just enough to remove the ribbon slack.



**IMPORTANT:** Too many rotations may reduce the number of prints you can make.

3 Insert the cartridge into the chamber until it clicks into place.



4 Close the door.

- Replace the cartridge when the Cartridge light glows red.
- To remove the cartridge, push up on the Cartridge-release tab.

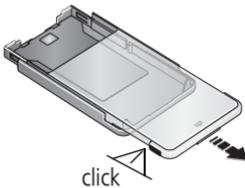
## Loading paper into the tray

**IMPORTANT:** Use only the PH series Kodak color cartridge & photo paper kit for this printer. Do not use inkjet paper. Purchase Kodak photo paper kits at a retailer of Kodak products, or visit [www.kodak.com/go/accessories](http://www.kodak.com/go/accessories).



**IMPORTANT:** Do not load more than 25 sheets of paper (see fill line, , inside tray). Load paper with perforated tabs only. To avoid fingerprints, do not touch the glossy side of the paper ([page 2](#)).

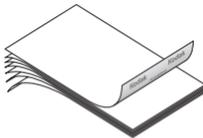
1 Slide the cover back until it "clicks" into place, about 1.25 in. (3 cm).



3 Load the paper, logo side down.



2 Fan the sheets of paper to separate and prevent sticking.

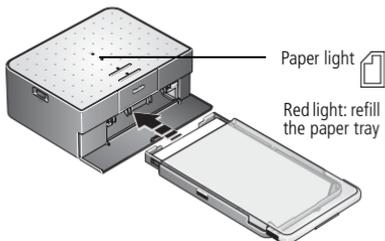


## Loading and removing the paper tray

- 1 Open the Paper-tray door.



- 2 Slide the tray into the chamber until it "snaps" into place.



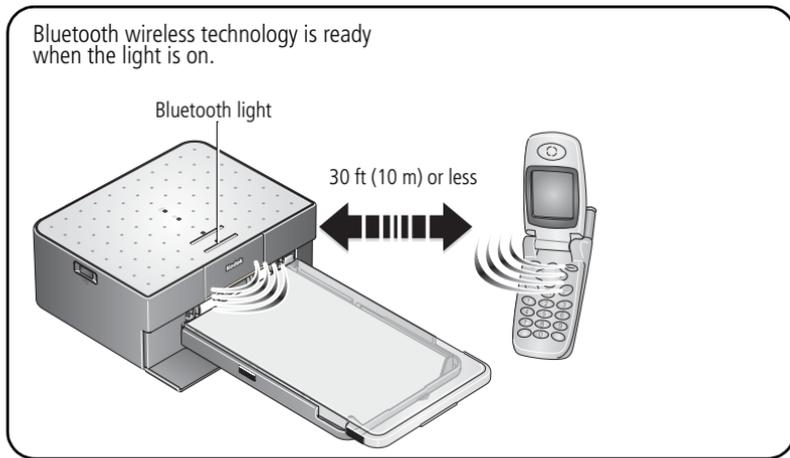
**IMPORTANT:** *When printing, wait until the paper passes 4 times and the print ejects before you remove the print.*

## 2

# Printing from a Bluetooth® wireless technology device

## Printing from a Bluetooth wireless technology enabled device

The on-board Bluetooth wireless technology uses 2.0 technology, allowing you to print from compatible Bluetooth technology enabled devices, including many personal digital assistants (PDAs) and wireless mobile telephones. Use your wireless device to review pictures, choose printing options, and print.



## To print from a Bluetooth technology enabled phone or camera:

NOTE: Instructions may vary depending on your device. See your device user's guide for details.

- 1 Select pictures to print.
- 2 Select an option to send, copy, beam, or print.
- 3 Select Bluetooth, if prompted.
- 4 Search and select KPP350-#####.

*Available Bluetooth technology wireless devices appear on your device, then the Bluetooth light blinks to confirm the image is being received by the printer.*

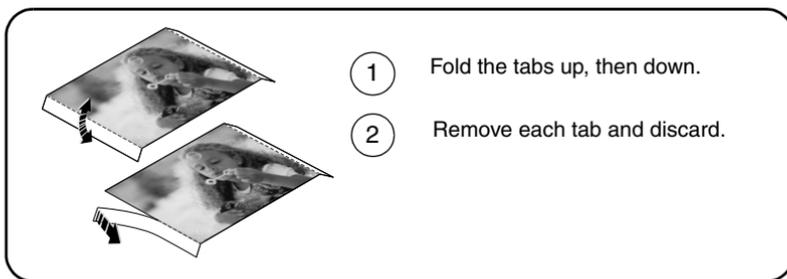
NOTE: If your device requires you to set authentication, enter pin number 0000 (default).

- 5 Follow prompts to confirm printing.

*The selected images are sent to the photo printer for wireless printing. Wait until the paper passes 4 times and the print ejects before you remove the print.*

## Removing the perforated tabs from the paper

**IMPORTANT:** Remove perforated tabs only after printing. Paper missing perforated tabs will not feed properly.



## To configure Bluetooth wireless technology settings for the printer:

NOTE: For most situations, these advanced settings are optional.

- 1 Make sure the printer driver from the included EasyShare software CD is installed on your computer. Then connect the printer to your computer with the USB cable.
- 2 Open the Kodak wireless printer configuration utility.

### Windows OS

- a From the Start menu, select Programs (or All Programs).
- b Open the Kodak folder, then open the EasyShare printer folder.
- c Select Kodak wireless printer configuration utility.

*The configuration utility opens on your computer.*

### Mac OS X

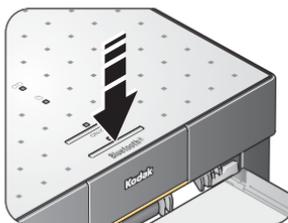
- a Open the finder window, then click the Applications button. (Or open the Applications folder on your operating drive.)
- b Open the Utilities folder, then double-click Printer Setup Utility.
- c Double-click the printer from the list, then click Utility.

*The configuration utility opens on your computer.*

- 3 Next to Show, select Bluetooth.
- 4 Change settings as necessary. See the configuration utility Help for details.

## Turning the Bluetooth wireless technology off

In communicable areas (such as an apartment), you may want to turn off the photo printer's Bluetooth wireless technology. This will prevent unwanted prints from being printed and will prevent media waste.



### To turn the Bluetooth wireless technology off:

- Press the Bluetooth button. Press again to turn it on.

### To turn the default to always off:

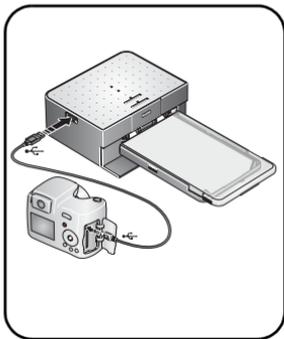
- Press and hold the Bluetooth button for 5 seconds. Repeat to turn the default to always on.

# 3

## Printing from a PictBridge enabled device

### Printing from a PictBridge enabled camera

The photo printer offers PictBridge technology, which lets you print from a PictBridge enabled device (such as a digital camera or camera phone).



- 1 Plug the USB connector from the PictBridge enabled device into the USB device connector. Turn on the device, if applicable.
- 2 Use your camera to review pictures, choose printing options, and print. See your camera user's guide for details.

*The paper cycles four times during the printing process before the finished print is ejected. The first three passes apply layers of yellow, magenta, and cyan colors to the print, and the fourth pass applies the Kodak XtraLife™ coating that protects and preserves the image.*

**IMPORTANT:** *Wait until printing is complete before removing paper, the paper tray, or the camera. Failure to do so can cause paper misfeeds or jams.*

# 4

## Installing the software

### Installing the software

**IMPORTANT:** *Install EasyShare software before connecting the printer to the computer.*

- 1 Close all software applications that are open on your computer (including anti-virus software).
- 2 Place the Kodak EasyShare software CD into the CD-ROM drive.
- 3 Load the software:

**Windows OS**—if the install window does not appear, choose Run from the Start menu and type **d:\setup.exe** where **d** is the drive letter that contains the CD.

**Mac OS X**—double-click the CD icon on the desktop, then click the Install icon.

- 4 Follow the on-screen instructions to install the software.
  - Select Complete to automatically install the most commonly used applications. Select Custom to choose the applications you wish to install.

**IMPORTANT:** *To use the photo printer with a computer, you must install the printer driver. If you choose Custom, make sure the photo printer is selected. The printer driver is automatically installed if you choose Complete.*

#### **Add the printer for Mac OS X:**

- a Open the finder window, then click the Applications button. If you don't see the Applications button, open the Applications folder on your operating drive.
- b Open the Utilities folder, then double-click Print Center.
- c Click Add Printer.
- d Select the photo printer, then click Add.

*The photo printer is added to your computer.*

**IMPORTANT:** *When prompted, take a few minutes to electronically register your photo printer and software. You must be connected to your Internet service provider to register electronically. To register later, visit [www.kodak.com/go/register](http://www.kodak.com/go/register).*

- 5 Restart the computer if prompted. If you turned off anti-virus software, turn it back on. See the anti-virus software manual for details.

For more information on installing the software, see the ReadMe file on the Kodak EasyShare software CD. For information on the software applications included on the Kodak EasyShare software CD, click the Help button in the EasyShare software.

## Uninstalling the software

To remove the printer driver or EasyShare software from your computer, use the following procedure:

### Windows OS:

- 1 Open the Control Panel:  
From the Start menu, select Settings, then select Control Panel. (On Windows XP operating systems, depending on your configuration, Control Panel may be found in the Start menu.)
- 2 Double-click Add/Remove Programs.
- 3 Select Kodak EasyShare software, then click Remove.
- 4 Select Modify to uninstall single components, such as the printer driver, or select Remove to uninstall all components.
- 5 Follow the on-screen instructions. Restart the computer if prompted.

**Mac OS X:**

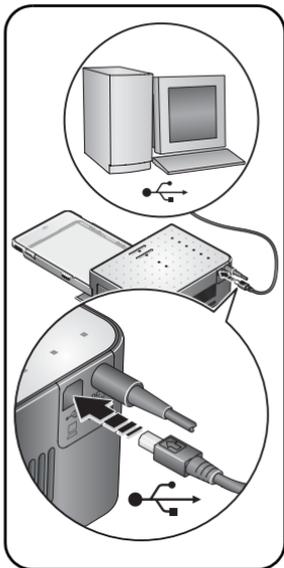
- 1 Double-click the operating drive for your system.
- 2 Select Library, then select Printers.
- 3 Open the Kodak folder, then open the photo printer folder.
- 4 Double-click the photo printer uninstaller program.
- 5 Follow the on-screen instructions.

# 5

## Printing from a computer

### Connecting to a computer

**IMPORTANT:** *Make sure your camera or other device is NOT connected when you connect the photo printer to the computer.*



- 1 Make sure Kodak EasyShare software is installed on the computer (see [Installing the software, page 12](#)).
- 2 Turn the photo printer off.
- 3 Plug the labeled end of the USB cable (included) into the labeled USB port on your computer. See your computer documentation for details.
- 4 Plug the other end of the USB cable into the USB connector  on the back of the photo printer.
- 5 Turn on the photo printer.

**NOTE:** On Windows operating systems, a new hardware wizard runs when the printer is connected for the first time. See your computer documentation for details.

## Printing with Kodak EasyShare software

We recommend using Kodak EasyShare software (included) for printing pictures from your computer. This software lets you take advantage of a wide range of features: *Kodak EasyShare* Gallery, full-color enhancement, picture editing, photo-greeting cards, picture organization, and more.

- 1 Make sure Kodak EasyShare software is installed (see [page 12](#)) and the photo printer is connected to your computer (see [page 15](#)).
- 2 Click the My Collection tab.
- 3 Select the pictures you wish to print.
- 4 Click the Print at Home tab.
- 5 Search and/or select photo printer 350 as the current printer.
- 6 Change any other settings, such as paper size and print layout, then click Print.

**IMPORTANT:** *Wait until printing is complete before removing paper or the paper tray. Failure to do so can cause paper misfeeds or jams.*

See the EasyShare software Help for details. For more information, and to download the latest version of EasyShare software, visit [www.kodak.com/go/easysharesw](http://www.kodak.com/go/easysharesw).

## Printing using other applications

- 1 Make sure the printer driver is installed (see [page 12](#)), and the photo printer is connected to your computer (see [page 15](#)).
- 2 Open the pictures you wish to print in the application from which you want to print.
- 3 Select Print or Page Setup from the File menu (depending on your application and operating system).
- 4 Make sure the photo printer is selected as the current printer.
- 5 Change any other settings as needed, then click OK or Print. (Depending on your application and operating system, you may first need to return to the main menu and select Print from the File menu.)

**IMPORTANT:** *Wait until printing is complete before removing paper or the paper tray. Failure to do so can cause paper misfeeds or jams.*

## Canceling printing

### Windows 2000/XP OS:

- 1 Double-click the printer icon in the system tray.
- 2 Click the print job you want to cancel.
- 3 Select Document, then select Cancel.

### Mac OS X 10.3 or higher:

- 1 In Print Center, double-click the printer icon.
- 2 Click the print job you want to cancel, then select Delete.

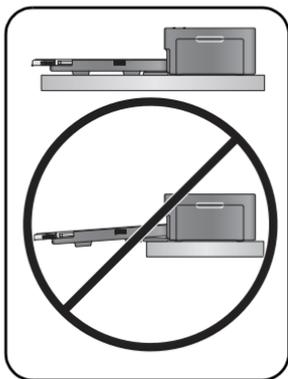
# 6

## Care and maintenance

### General care

**IMPORTANT:** *Always disconnect the power before cleaning. Do not use harsh or abrasive cleaners or organic solvents on the photo printer or any of its parts.*

- To clean, wipe the outside of the photo printer with a clean, dry cloth.



- Support the photo printer and tray by placing it on a flat, level surface. Do not block the cooling vents.
  - Avoid blocking the back of the photo printer and paper-tray exit.
  - Keep power and USB cables away from the paper path.
  - Keep the surrounding area vacuumed and litter-free.
  - Protect the photo printer from tobacco smoke, dust, sand, and liquid spills.
- Avoid placing objects on the photo printer.
  - Keep the photo printer, accessories, and supplies away from direct sunlight and out of high-temperature environments (such as a vehicle parked in the sun).
  - When storing, remove the paper tray, then close the paper-tray cover and paper-tray door to keep out dust and debris. Store paper flat.

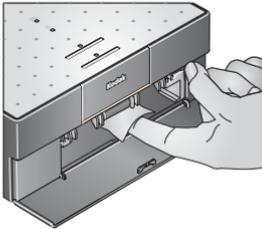
## Cleaning the paper-feed roller

To prevent misfeeds and to make sure your pictures look their best, we recommend that you keep the paper-feed roller clean. Inspect the roller weekly for debris particles, and clean if necessary.

**IMPORTANT:** *Unplug the power before cleaning the roller.*

- 1 Unplug the AC power cord from the power outlet.
- 2 Remove the paper tray from the photo printer, and leave the paper-tray door open.
- 3 Lightly moisten a lint-free cloth with water.

**IMPORTANT:** *Do not use cotton or cotton swabs to clean the paper-feed roller.*



- 4 Use the moistened cloth to gently wipe clean the surface of the roller. Advance the roller with your thumb and continue cleaning.
- 5 Allow the roller to fully dry before reconnecting the power.

## Traveling with your photo printer

**IMPORTANT:** *When traveling, keep the photo printer, accessories, and supplies away from direct sunlight and out of high-temperature environments (such as a vehicle parked in the sun).*

*Consider purchasing the AC power cord for the region to which you are traveling.*

- 1 Turn off the photo printer. Disconnect all cables.
- 2 Remove the Paper tray from the photo printer; close the Paper-tray cover and the Paper-tray door on the photo printer.
- 3 Repack the photo printer in the original packing box, or use the optional photo printer travel bag.

Purchase an AC power cord, photo printer travel bag, and other accessories at a retailer of Kodak products, or visit [www.kodak.com/go/accessories](http://www.kodak.com/go/accessories).

# 7

## Troubleshooting

For step-by-step product support, visit [www.kodak.com/go/photoprinters](http://www.kodak.com/go/photoprinters) and select Interactive Troubleshooting and Repairs.

### Printing problems

Status	Possible solution
Paper does not feed (Paper light may glow steady red)	<p><b>IMPORTANT:</b> Use only the PH series Kodak color cartridge &amp; photo paper kit for your photo printer. Do not use inkjet paper.</p>  <ul style="list-style-type: none"><li>■ Paper tray may be empty. Load paper (page 5), re-fill the tray, then press On/Off button.</li><li>■ Check paper:<ol style="list-style-type: none"><li>1 Remove Paper tray (page 6).</li><li>2 Inspect paper supply: make sure paper is not damaged or removable tabs are not detached. Reload with new paper, if necessary.</li><li>3 Carefully "fan" paper to keep sheets from sticking together.</li><li>4 Re-fill Paper tray. <b>Do not exceed fill line.</b></li><li>5 Re-load paper tray, then press On/Off button to resume printing.</li></ol></li><li>■ Clean Paper-feed roller (page 19).</li></ul>

Status	Possible solution
Multiple sheets of paper are pulled through printer	<ol style="list-style-type: none"><li data-bbox="259 178 549 205"><b>1</b> Remove Paper tray (<a href="#">page 6</a>).</li><li data-bbox="259 214 911 267"><b>2</b> Remove paper supply from Paper tray. Carefully "fan" paper to keep sheets from sticking together.</li><li data-bbox="259 280 683 306"><b>3</b> Re-fill Paper tray. <b>Do not exceed fill line.</b></li><li data-bbox="259 319 870 346"><b>4</b> Re-load Paper tray, then press On/Off button to resume printing.</li></ol>

Status	Possible solution
<p>Printer jammed (Paper light, Cartridge light, and/or On/Off light may blink quickly)</p>	<p><b>IMPORTANT:</b> <i>Use only the PH series Kodak color cartridge &amp; photo paper kit for your photo printer. Do not use inkjet paper.</i></p> <div data-bbox="560 260 653 448" style="text-align: center;">  </div> <ul style="list-style-type: none"> <li>■ If Paper light blinks quickly:           <ol style="list-style-type: none"> <li>1 Remove Paper tray (<a href="#">page 6</a>).</li> <li>2 Disconnect power from photo printer for 5 seconds, then reconnect power. Carefully remove paper if it does not automatically eject. <b>IMPORTANT:</b> <i>Always check the paper slot on the back of the photo printer for jammed paper.</i></li> <li>3 Remove paper supply from Paper tray. Carefully "fan" paper to keep sheets from sticking together.</li> <li>4 Re-fill Paper tray. <b>Do not exceed fill line.</b></li> <li>5 Re-load Paper tray, then press On/Off button to resume printing.</li> </ol> </li> <li>■ If Cartridge light blinks quickly, check cartridge. <b>IMPORTANT:</b> <i>The cartridge may lock if there is a paper error. Clear the paper error and make sure the Paper light is off before attempting to remove the cartridge (see Paper light under <a href="#">Status lights</a>, <a href="#">page 28</a>).</i> Remove cartridge, remove any slack from ribbon, then reload cartridge (<a href="#">page 4</a>). Press On/Off button to resume printing.</li> </ul>

Status	Possible solution
<p>Printing stops during mid-print (paper stops feeding and Paper light and/or On/Off light may blink)</p>	<p><b>IMPORTANT:</b> Use only the PH series Kodak color cartridge &amp; photo paper kit for your photo printer. Do not use inkjet paper.</p>  <p>■ Check paper:</p> <ol style="list-style-type: none"> <li>1 Remove Paper tray (<a href="#">page 6</a>).</li> <li>2 Check paper slot on back of photo printer.</li> <li>3 Remove loose paper from photo printer. For paper jam, see <a href="#">page 23</a>.</li> <li>4 Inspect paper supply: make sure removable tabs are not detached from paper. Reload with new paper.</li> <li>5 Carefully "fan" paper to keep sheets from sticking together.</li> <li>6 Re-fill tray. <b>Do not exceed fill line.</b></li> <li>7 Re-load Paper tray, then press On/Off button to resume printing.</li> </ol> <p>■ Clean Paper-feed roller (<a href="#">page 19</a>).</p>
<p>Print smudged</p>	<p>■ Fingerprints may be on glossy side of paper. Handle paper by edges or by removable tabs.</p>
<p>Print spotted</p>	<p>■ Check for dirty paper; wipe paper gently with dry, lint-free cloth to remove dirt. For excessive dirt or debris, thoroughly clean Paper tray and load new paper (<a href="#">page 5</a>). Check and clean Paper-feed roller (<a href="#">page 19</a>).</p> <p>NOTE: Keep paper in the original protective wrap and remove and close the Paper tray and Paper-tray door to keep dust and debris from collecting on the paper or inside the photo printer (<a href="#">page 2</a>).</p>

Status	Possible solution
<p>Print too light or underexposed</p>	<p><b>IMPORTANT:</b> Use only the PH series Kodak color cartridge &amp; photo paper kit for your photo printer. Do not use inkjet paper.</p>  <ul style="list-style-type: none"> <li>■ Load paper with Kodak logo facing down (<a href="#">page 5</a>).</li> <li>■ Turn flash off. See camera user's guide for details.</li> <li>■ Adjust exposure compensation on camera. See camera user's guide for details.</li> <li>■ Edit picture using Kodak EasyShare software on computer. See EasyShare software Help for details.</li> </ul>
<p>Print too dark, overexposed, or discolored</p>	<ul style="list-style-type: none"> <li>■ Reposition camera for more available light. See camera user's guide for details.</li> <li>■ Use fill flash or change position so light not behind subject. See your camera user's guide for details.</li> <li>■ Turn flash on. See camera user's guide for details.</li> <li>■ Adjust exposure compensation on camera. See camera user's guide for details.</li> <li>■ Move so distance between you and subject is within effective flash range, then take the picture. See camera user's guide for details.</li> <li>■ Edit picture using Kodak EasyShare software on computer. See EasyShare software Help for details.</li> <li>■ Move photo printer from direct sunlight; operate in temperature-controlled environment.</li> <li>■ Do not block cooling vents; keep them clean (<a href="#">page 1</a>).</li> </ul>

Status	Possible solution
Pictures are cropped	<ul style="list-style-type: none"> <li>■ Adjust cropped pictures using Kodak EasyShare software on computer.</li> <li>■ Select proper paper size in print options if printing from an application on computer.</li> </ul>
A selected picture does not print	<ul style="list-style-type: none"> <li>■ Image file may be corrupt. Review picture on camera or computer and delete, if necessary.</li> <li>■ The image file may not be JPEG format. The photo printer can only print JPEG files in standalone mode. Connect to computer (page 15) and use EasyShare software to print BMP and TIFF formats.</li> </ul>
Nothing happens when trying to print	<ul style="list-style-type: none"> <li>■ Check power connections (page 3).</li> <li>■ Remove Paper tray; make sure paper properly loaded (page 5).</li> <li>■ Load paper when Paper light glows steady red (page 5).</li> <li>■ Make sure cartridge is properly loaded (page 4). Load new cartridge when Cartridge light is on.</li> </ul>
Nothing happens when trying to print (from PictBridge enabled device)	<ul style="list-style-type: none"> <li>■ Check USB connections from PictBridge enabled device to photo printer (page 11).</li> <li>■ Re-establish connection: disconnect USB cable from PictBridge enabled device to photo printer, then reconnect.</li> <li>■ Make sure at least one picture is in PictBridge enabled device's internal memory or memory card.</li> </ul>
Nothing happens when trying to print (from computer)	<ul style="list-style-type: none"> <li>■ Make sure computer meets minimum system requirements. Upgrade your system, if necessary.</li> <li>■ Check USB connections from photo printer to computer (page 15).</li> <li>■ Access printer menu for your system. Remove any check marks next to Pause Printing and Offline.</li> <li>■ Close unnecessary software applications. Disconnect USB cable from photo printer to computer (page 15), then reconnect.</li> <li>■ Install Kodak EasyShare software (page 12). For Custom installation, install printer driver.</li> <li>■ Uninstall Kodak EasyShare software (page 13), then reinstall.</li> </ul>

Status	Possible solution
<p>Printing slow</p>	<p><b>NOTE:</b> When printing a large number of prints, printing may slow down to prevent the print head from overheating.</p> <ul style="list-style-type: none"> <li>■ Move photo printer from direct sunlight; operate in temperature-controlled environment.</li> <li>■ Do not block cooling vents; keep them clean (<a href="#">page 1</a>).</li> <li>■ Close unnecessary software applications.</li> <li>■ Make sure computer meets minimum system requirements. Upgrade system, if necessary.</li> </ul>
<p>Unable to remove cartridge (Paper light may glow steady amber or blink)</p>	<p><b>IMPORTANT:</b> <i>The cartridge may lock if there is a paper error. Clear the paper error and make sure the Paper light is off before attempting to remove the cartridge (see Paper light under <a href="#">Status lights</a>, <a href="#">page 28</a>).</i></p> <ul style="list-style-type: none"> <li>■ Reload or fill Paper tray (<a href="#">page 5</a>).</li> <li>■ Clear paper jam (<a href="#">page 23</a>).</li> <li>■ Disconnect power, then reconnect (<a href="#">page 3</a>).</li> </ul> <p><b>IMPORTANT:</b> <i>Upon reconnecting the power, the cartridge may advance to the next picture slot on the ribbon, resulting in a supply mismatch.</i></p>
<p>Paper runs out before color cartridge (or vice versa)</p>	<ul style="list-style-type: none"> <li>■ Supply mismatch results may include: <ul style="list-style-type: none"> <li>—Scraping of paper due to jams or other errors</li> <li>—Gradual advancement of cartridge ribbon when removing ribbon slack or clearing jams</li> <li>—Advancement of cartridge ribbon when reconnecting power to unlock cartridge</li> </ul> </li> </ul> <p>Supply mismatch likely to occur in continuous use of photo printer. Keep cartridge and paper supply synchronized by discarding unused cartridge or paper when one or other fully depleted.</p>

Status	Possible solution
Nothing happens when printing from Bluetooth technology enabled device	<ul style="list-style-type: none"> <li>■ Internal Bluetooth wireless technology radio is off. Press Bluetooth button, then try again.</li> <li>■ Move within range of Bluetooth wireless technology radio signal 30 ft (10 m).</li> <li>■ Device does not find printer. On device, turn wireless technology on, then repeat the discovery process.</li> <li>■ Device does not use OPP (Object Push Profile), FTP (File Transfer Protocol), or BPP (Basic Printer Profile) profile.</li> </ul>

## Status lights

On/Off light		
Light status	Cause	Action/solution
		
Light off	Power off.	Connect power, then press On/Off button to turn power on.
Light glows steady	Photo printer ready for printing.	None required.
Light blinks	Photo printer printing.	None required.

Bluetooth light		
Light status	Cause	Action/solution
		
Light off	Photo printer not ready to accept image.	Press Bluetooth button.
Light glows steady	Photo printer ready to accept image.	None required.
Light blinks	Image being received by the photo printer.	None required.

Cartridge light		
Light status	Cause	Action/solution
	<b>IMPORTANT:</b> <i>The cartridge may lock if there is a paper error. Clear the paper error and make sure the Paper light is off before attempting to remove the cartridge (see Paper light under <a href="#">Status lights</a>, page 28).</i>	
Light off	Cartridge properly installed and working normally.	None required.
Light glows steady red	Cartridge depleted or uninstalled.	Load new cartridge ( <a href="#">page 5</a> ), then press On/Off button.
	Cartridge incorrectly loaded or seated.	Remove and re-load cartridge ( <a href="#">page 5</a> ), then press On/Off button.
Light blinks	Light blinks concurrently with Paper light: corrupt or invalid image file.	None required.

Cartridge light		
Light status	Cause	Action/solution
	Light blinks alternating with Paper light: incorrect cartridge and/or paper loaded.	Use only the PH series Kodak color cartridge & photo paper kit for your photo printer.  

Paper light		
Light status	Cause	Action/solution
	<b>IMPORTANT:</b> The color cartridge may lock in place if there is a paper error. Do not attempt to remove the cartridge without first clearing the paper error. Make sure the Paper light is off before attempting to remove the cartridge (see Paper light under <a href="#">Status lights</a> , page 28).	
Light off	Paper tray properly loaded with ample supply of paper.	None required

<b>Paper light</b>		
<b>Light status</b>	<b>Cause</b>	<b>Action/solution</b>
Light glows steady	Paper tray empty.	Load paper, then press On/Off button.
	Paper tray not loaded or improperly loaded.	Remove Paper tray, check that paper is properly loaded, and re-load. Press On/Off button to resume printing.
	Paper did not feed; removable tabs may be missing or sheets may be stuck together.	Check paper supply. Reload with new paper, then press On/Off button.
	Paper-feed roller may be dirty.	Clean roller.

Paper light		
Light status	Cause	Action/solution
Light blinks	Paper jam.	Clear jam, then press On/Off button.
	Printing stopped during mid-print; paper may be damaged or missing removable tabs.	Remove loose paper. Check the paper supply. Reload with new paper, then press On/Off button.
	Light blinks concurrently with Cartridge light: corrupt or invalid image file.	None required.
	Light blinks alternating with Cartridge light: incorrect cartridge and/or paper loaded.	<i>Use only the PH series Kodak color cartridge &amp; photo paper kit for your photo printer.</i>



### Still having problems?

Visit [www.kodak.com/go/support](http://www.kodak.com/go/support), see [Helpful links, page 33](#), or contact your camera manufacturer.

## Helpful links

<b>Photo printer</b>	Email, write, or phone Kodak	<a href="http://www.kodak.com/go/contact">www.kodak.com/go/contact</a>
	Get support for your product (FAQs, troubleshooting information, etc.)	<a href="http://www.kodak.com/go/photoprinters">www.kodak.com/go/photoprinters</a>
	Purchase full range of digital camera and dock accessories.	<a href="http://www.kodak.com/go/accessories">www.kodak.com/go/accessories</a>
	Download latest printer software, firmware and drivers	<a href="http://www.kodak.com/go/photoprinterdownloads">www.kodak.com/go/photoprinterdownloads</a>
	See online tutorials	<a href="http://www.kodak.com/go/howto">www.kodak.com/go/howto</a>
<b>Software</b>	Get information on EasyShare software	<a href="http://www.kodak.com/go/easysw">www.kodak.com/go/easysw</a> (or click the Help button in the EasyShare software)
	Get help with the Windows operating system and working with digital pictures	<a href="http://www.kodak.com/go/pcbasics">www.kodak.com/go/pcbasics</a>
<b>Other</b>	Get support for Kodak docks, cameras, software, accessories, more	<a href="http://www.kodak.com/go/support">www.kodak.com/go/support</a>
	Get information on Kodak EasyShare photo printers	<a href="http://www.kodak.com/go/photoprinters">www.kodak.com/go/photoprinters</a>
	Get information on Kodak inkjet products	<a href="http://www.kodak.com/go/inkjet">www.kodak.com/go/inkjet</a>
	Optimize your printer for truer, more vibrant colors	<a href="http://www.kodak.com/go/onetouch">www.kodak.com/go/onetouch</a>
	Register your photo printer	<a href="http://www.kodak.com/go/register">www.kodak.com/go/register</a>

## Telephone customer support

If you have questions concerning the operation of the software or printer, you may speak with a customer support representative. Have this information available:

- Computer model, Operating system
- Processor type and speed (MHz)
- Amount of memory (MB) and free hard disk space
- Photo printer serial number
- Version of Kodak EasyShare software
- Exact error message you received

Australia	1800 147 701
Austria	0179 567 357
Belgium	02 713 14 45
Brazil	0800 891 4213
Canada	1 800 465 6325
China	800 820 6027
Denmark	3 848 71 30
Ireland	01 407 3054
Finland	0800 1 17056
France	01 55 1740 77
Germany	069 5007 0035
Greece	00800 44140775
Hong Kong	800 901 514
India	91 22 617 5823
Italy	02 696 33452
Japan	03 5540 9002
Korea	080 708 5600
Netherlands	020 346 9372

New Zealand	0800 440 786
Norway	23 16 21 33
Philippines	1 800 1 888 9600
Poland	00800 4411625
Portugal	021 415 4125
Russia	8 495 929 9166
Singapore	800 6363 036
Spain	91 749 76 53
Sweden	08 587 704 21
Switzerland	01 838 53 51
Taiwan	0800 096 868
Thailand	001 800 631 0017
Turkey	00800 448827073
United Kingdom	0870 243 0270
United States	1 800 235 6325 585 781 6231 (toll)
International Toll Line	+44 131 458 6714
International Toll Fax	+44 131 458 6962

## 8

## Appendix

## Photo printer specifications

Photo printer specifications	
Printing process	Thermal dye transfer
Operating environment (for optimum picture quality)	Temperature: 50 to 95 °F (10 to 35 °C) Humidity: 10% to 86% RH
Power (via AC power adapter)	Output: 24 V DC Input: 100 V to 120 V AC @ 50/60 Hz, via AC power adapter (US and Canada only) 100 V to 240 V AC @ 50/60 Hz, via AC power adapter (all other countries) Consumption while printing: 60 watts maximum
Print speed	Bluetooth/PictBridge enabled device: 120 seconds USB connection to computer: 90 seconds NOTE: Printer may slow down when thermal head needs to cool. Print speed is dependent on picture size, number of continuous prints, and environmental conditions.
Print options	Color, black & white, sepia
Size	Without paper tray: 2.7 x 6.9 x 5.2 in. (68 x 174 x 132 mm)
	With paper tray: 2.7 x 6.9 x 11.6 in. (68 x 174 x 295 mm)
Weight	Without paper tray: 33.3 oz (943 g)
	With paper tray: 38.7 oz (1098 g)
Print size	4 x 6 in. (10.2 x 15.2 cm)

<b>Photo printer specifications</b>	
Paper size with perforated tabs	4 x 7.25 in. (10.2 x 18.4 cm)
Picture resolution	300 ppi, continuous tone
Compatible input devices	USB 2.0 port, PictBridge enabled camera, Bluetooth version 2.0 wireless technology enabled—OBEX OPP, FTP, & BPP profiles.

## Important safety instructions

### Using this product

- Read and follow these instructions before using Kodak products. Always follow basic safety procedures.
- Use only a USB-certified computer. Contact your computer manufacturer if you have questions.
- The use of an accessory attachment that is not recommended by Kodak, such as an AC adapter, may cause fire, electric shock, or injury.



#### CAUTION:

**Do not disassemble this product; there are no user-serviceable parts inside. Refer servicing to qualified service personnel. Do not expose this product to liquid, moisture, or extreme temperatures. Kodak AC adapters and battery chargers are intended for indoor use only. The use of controls, adjustments, or procedures other than those specified herein may result in exposure to shock and/or electrical or mechanical hazards.**

## Upgrading your software and firmware

Download the latest versions of the software included on the Kodak EasyShare software CD and the photo printer firmware (the software that runs on the photo printer). Visit [www.kodak.com/go/photoprinterdownloads](http://www.kodak.com/go/photoprinterdownloads).

## Additional care and maintenance

- Do not allow chemicals, such as suntan lotion, to come into contact with the painted surface of the photo printer.
- If the photo printer has been subjected to inclement weather or you suspect water has gotten inside the photo printer, turn off the photo printer and remove the paper tray and color cartridge. Allow all components to air-dry for at least 24 hours before using the photo printer again. If this does not resolve the problem, contact customer support (see [page 34](#)).
- Connect a tripod directly to the camera; do not connect a tripod to the printer.
- Service agreements are available in some countries. Contact a dealer of Kodak products for more information.
- The photo printer and the AC power adapter contain a small amount of lead in the circuit board. Disposal of this material may be regulated due to environmental considerations.

Disposal of the color cartridge is not regulated and should not be subject to state or local landfill, incineration, or recycling requirements.

For more disposal or recycling information, contact your local authorities. In the US, visit the Electronics Industry Alliance Web site at [www.eiae.org](http://www.eiae.org).

## Warranty

### 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 ship 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 along with proof of the purchase price paid. Repair, replacement, or refund of the purchase price are the sole remedies under the 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 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.

## 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.

## Regulatory compliance

### FCC compliance and advisory



Kodak EasyShare photo printer 350

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 or 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: 1) reorient or relocate the receiving antenna; 2) increase the separation between the equipment and the receiver; 3) connect the equipment to an outlet on a circuit different from that to which the receiver is connected; 4) consult the dealer or an experienced radio/TV technician for additional suggestions.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Where shielded interface cables have been provided with the product or specified additional components or accessories elsewhere defined to be used with the installation of the product, they must be used in order to ensure compliance with FCC regulation.

## FCC and Industry Canada

This device complies with Industry Canada RSS-210 and FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Canadian DOC statement

**DOC Class B Compliance**—This Class B digital apparatus complies with Canadian ICES-003.

**Observation des normes-Class B**—Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Australian C-Tick



## Waste Electrical and Electronic Equipment labeling



In the European Union, do not discard the 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.

## Korea Class B ITE

이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.
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## VCCI Class B ITE

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B情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。  
取扱説明書に従って正しい取り扱いをして下さい。

English translation:

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.