

Kodak
hero

all-in-one printer • Imprimante tout-en-un

3.1



User Guide

Guide d'utilisation

KODAK HERO 3.1 All-in-One Printer

Your KODAK All-in-One Printer combines ease-of-use and affordable inks to provide high-quality pictures and documents.

Now ... Print from anywhere!

- Print from your Smartphone or computer using GOOGLE Cloud Print enabled apps*.
- Send documents to your printer using any email service with KODAK Email Print*.

*Firmware version 2.0 or higher and A GOOGLE Account are required. Device and printer must be connected to the Internet. Subject to service availability. To set up GOOGLE Cloud Print and KODAK Email Print, go to the Extended User Guide at www.kodak.com/go/hero3_1manuals.

Resources

Support is available! Go to www.kodak.com/go/hero3_1support for:

- Answers to questions
- Software or firmware upgrades
- Extended User Guide
- And more!

If you prefer, you can chat online, send us an email, or call for technical support. Go to www.kodak.com/go/contact.

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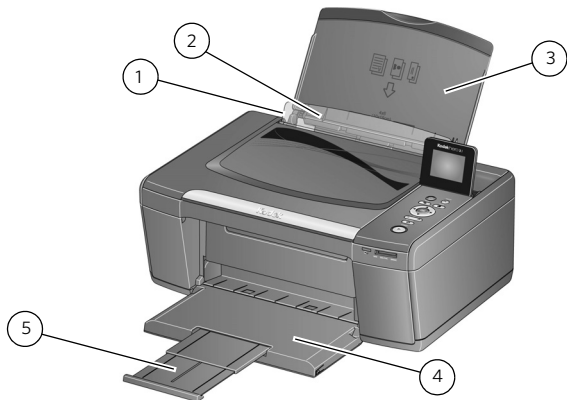
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Printer Overview

This printer lets you print, copy, and scan pictures and documents.

Components



1 Left paper-edge guide*

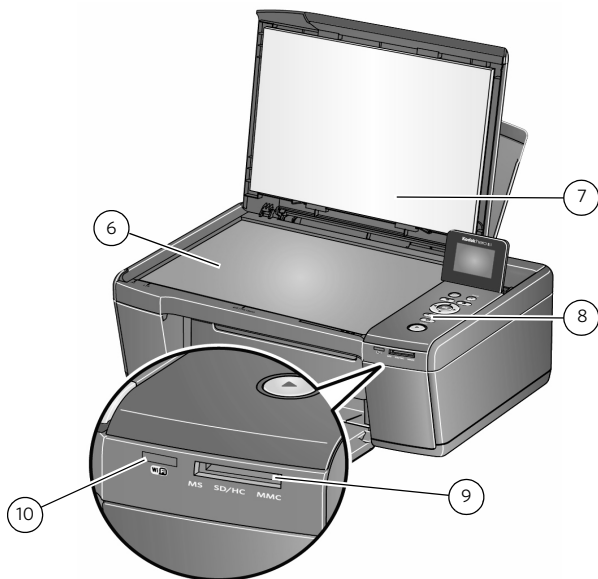
2 Paper guard

3 Paper input tray

4 Paper output tray

5 Output tray extender

*Right paper-edge guide not shown.



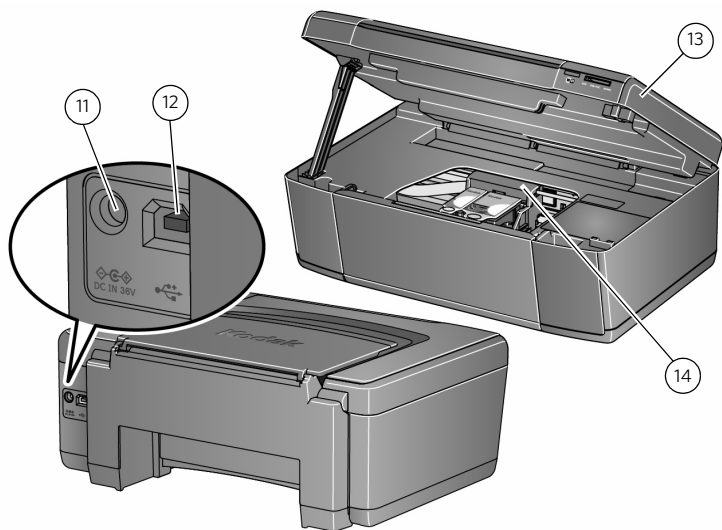
6 Scanner glass

7 Scanner lid

8 Control panel

9 Memory card slot

10 Wi-Fi connectivity LED



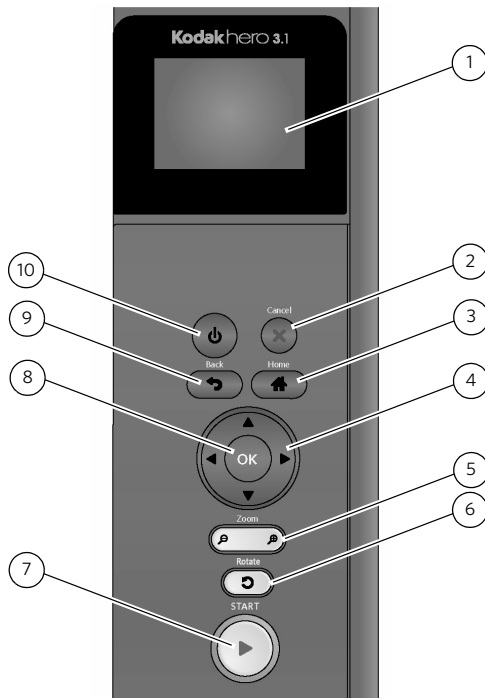
11 Power cord connection port

12 USB port

13 Access door

14 Printhead with ink cartridges installed

Control panel



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

Home Center Software

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

On a computer with WINDOWS Operating System (OS), you can use Home Center Software to browse and edit pictures, print, copy, scan, order supplies, access the Extended User Guide, and configure your all-in-one printer from your computer.

On a computer with MAC OS, you can use Home Center Software to order supplies, access the Extended User Guide, and configure your printer from your computer.

Paper

For the best photo printing results, use KODAK Photo Papers, which are optimized to work with KODAK All-in-One Printers.

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

Paper types

You can use:

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

Paper sizes

	Minimum size	Maximum size
English units	4 x 6 in.	8.5 x 14 in.
Metric units	10 x 15 cm	22 x 36 cm

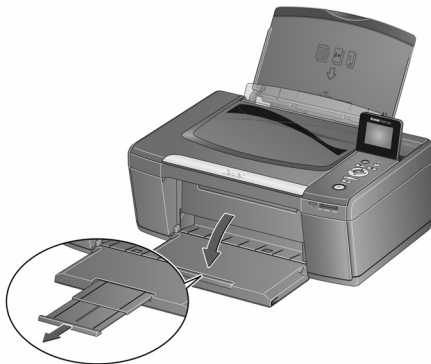
For more information about paper types and sizes, see the Extended User Guide at www.kodak.com/go/hero3_1manuals.

Loading paper

- 1 Lift the input tray.



- 2 Pull out the output tray until it is fully extended.

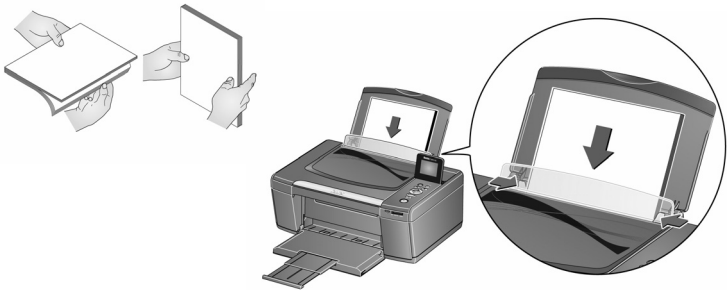


Loading plain paper

The input tray capacity is 100 sheets of plain paper.

To load plain paper:

- 1 Fan and stack the paper.
- 2 Make sure the left and right paper-edge guides are in the plain-paper position, then insert the paper into the input tray.



Loading photo paper

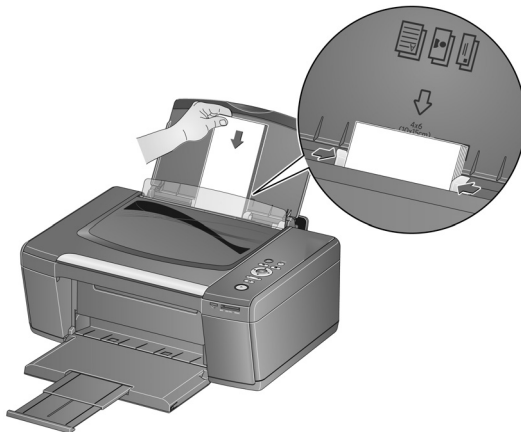
The paper tray capacity is 20 sheets of photo paper.

To load photo paper:

- 1 Remove any plain paper from the tray.
- 2 Insert the paper (short side first) into the input tray with the **logo side facing toward the tray** and the glossy side toward you.

IMPORTANT: *If the photo paper is loaded the wrong way, the image quality will be affected.*

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



Printing

Print from anywhere!

- Print from your Smartphone or computer using GOOGLE Cloud Print enabled apps*.
- Send documents to your printer using any email service with KODAK Email Print*.

IMPORTANT: *Firmware version 2.0 or higher is required.*

- 1 Go to www.kodak.com/go/hero3_1downloads.
- 2 Type "Firmware" in the Find Answers field.
- 3 Select the link for your Operating System, then follow the instructions to install firmware.
- 4 To set up GOOGLE Cloud Print and KODAK Email Print, go to the Extended User Guide at www.kodak.com/go/hero3_1manuals.

*A GOOGLE Account is required. Device and printer must be connected to the Internet. Subject to service availability.

Printing documents

To print a document from your computer:

- 1 Open the document.
- 2 Select **File > Print**.
- 3 In the Print window, select your KODAK Printer.
- 4 Choose:
 - pages to print
 - number of copies
- 5 Click:
 - **OK** (on a computer with WINDOWS OS)
 - **Print** (on a computer with MAC OS)

Printing pictures

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

- A memory card inserted into the memory card slot.
- An iPhone / iPod Touch / iPad (may not be available with all models; for information, go to www.kodak.com/go/picflick)
- BLACKBERRY Smartphones; for information, go to www.kodak.com/go/blackberry
- ANDROID Smartphones; for information, go to www.kodak.com/go/android.

You can also print pictures using Home Center Software from your computer with WINDOWS OS. Home Center Software lets you edit and enhance your pictures quickly.

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

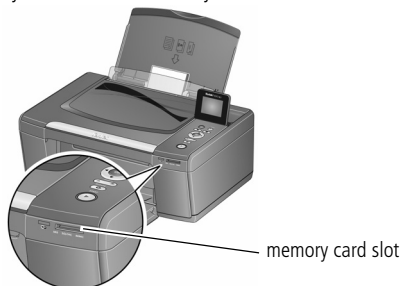
Printing pictures from a memory card

Your printer accepts the following memory cards:

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

To print a picture from a memory card:

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



- 2 Use ◀ or ▶ to browse to the picture you want to print.
- 3 Use the Zoom, Rotate, and Navigation buttons to edit your picture, as needed.
- 4 Press **OK** to select your picture.
- 5 Repeat steps 2 through 4 for each same-size picture you want to print.
- 6 Select a print size.
 - a Press **Back**.
 - b Press ▼ to select **Print Size**.
 - c Press ▶ to navigate to the size picture you want to print.
- 7 Press **Start** to begin printing.

For more information about printing, see the Extended User Guide at www.kodak.com/go/hero3_1manuals.

Copying

To copy a document or a picture:

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



- 2 Close the lid.
- 3 Press **Home**.
- 4 Press ▼ or ▲ to select **Copy Document** or **Copy Photo**, then press **OK**.
- 5 Press **Start** to begin copying.

For more information about copying, see the Extended User Guide at www.kodak.com/go/hero3_1manuals.

Scanning

Before scanning, make sure that the printer is connected to your computer with a USB 2.0 cable or a wireless network.

To scan a document or picture:

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



- 2 Close the lid.
- 3 Open Home Center Software on your computer.

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

- 4 Select **Scan Pictures and Documents**, then follow the on-screen instructions.

For more information about scanning, see the Extended User Guide at www.kodak.com/go/hero3_1manuals.

Ordering supplies

You can order ink cartridges, paper, and accessories online.

To order supplies, make sure that your computer is connected to the Internet, then:

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

Basic troubleshooting

Some problems can be resolved quickly by power cycling the printer: Turn off your printer. Wait five seconds. Turn on the printer.

Use the following information to help troubleshoot problems with your printer.

Problem	Possible Solutions
Printer does not power on	<ul style="list-style-type: none">■ Make sure you are using the power cord that came with your printer.■ Make sure the power cord is connected to the AC adapter, it is plugged into an outlet or power strip, and that the LED on the AC adapter is lit.
Wireless connectivity	For wireless connectivity issues, go to www.kodak.com/go/inkjetnetworking .

Problem	Possible Solutions
Printer not detected	<ul style="list-style-type: none"> ■ Make sure that your printer is plugged in and turned on. ■ If you are using a USB cable, make sure that: <ul style="list-style-type: none"> – it is a USB 2.0 high-speed cable. – it is connected to both your printer and your computer. – you restart the computer if the USB cable was disconnected from the printer then reconnected, or if power to the printer was interrupted. ■ If you are using a wireless connection, make sure that: <ul style="list-style-type: none"> – the printer is connected to your wireless network. <p>To check:</p> <ul style="list-style-type: none"> a On the printer, press Home. b Press ▼ to select Network Settings, then press OK. c Press ▼ to select View Network Configuration, then press OK. d Make sure that the Active Connection Type is Wi-Fi, and that the IP Address is not 0.0.0.0. <ul style="list-style-type: none"> – your router is transmitting data. – the firewall (excluding WINDOWS Firewall) is allowing the services needed for your printer. <p>For more information, go to www.kodak.com/go/inkjetnetworking.</p>

Problem	Possible Solutions
Printhead carriage jam	<ul style="list-style-type: none">■ Open the printer access door and clear any obstructions.■ Check that the printhead and ink cartridges are installed correctly. (The printhead and ink cartridges are installed correctly when you hear them click into place.)
Print quality	<ul style="list-style-type: none">■ For best results, use KODAK Paper or a paper with the COLORLOK Technology logo on the package.■ Make sure the paper is loaded correctly. See Loading plain paper, page 9 and Loading photo paper, page 10. <p>For more help, go to www.kodak.com/go/hero3_1support.</p>
Ink cartridge errors	<ul style="list-style-type: none">■ Check that KODAK Ink Cartridge(s) are installed. Do not use non-Kodak brand or refilled ink cartridges.■ Remove, then install the cartridges again. Make sure the cartridges click into place.
Paper jam	<ul style="list-style-type: none">■ Open the printer access door and gently remove any paper from inside the printer.■ Make sure the paper in the tray is free of tears or creases.■ Make sure you do not overload the paper tray. <p>For more help, go to www.kodak.com/go/hero3_1support.</p>
Error codes/messages	<p>Go to www.kodak.com/go/hero3_1support, then type your error code or message.</p>

Getting help on the Web

For more troubleshooting information:

Get help with wireless networking.	www.kodak.com/go/inkjetnetworking
Search our knowledge base of Questions and Answers.	www.kodak.com/go/hero3_1support
Download the latest firmware and software for optimal printer performance.	www.kodak.com/go/hero3_1downloads
Check the Extended User Guide for detailed instructions and the recommended system requirements	www.kodak.com/go/hero3_1manuals
Get help with problems you cannot resolve.	<p>Contact Kodak at www.kodak.com/go/contact and have the following information available:</p> <ul style="list-style-type: none"> – KODAK Service Number (located inside the printer when you open the printer access door) – Printer model number (located on the control panel) – Computer model, operating system, and version of Home Center Software

Safety Information

KODAK HERO 3.1 All-in-One Printer is a Class 1 LED Product.

- Always follow all warnings and instructions marked on the product.
- Use only the power source indicated on the product regulatory label.
- Use only the power cord that comes with the product (or an approved power cord greater than or equal to H05W-F, 2G, 0.75 mm²). Using another power cord may cause fire and/or shock. Do not use the included power cord with any other equipment.
- If you do not use this product for a long period of time, unplug it from the electrical outlet.
- Always turn this product off by using the On/Off button. Wait until the On/Off button stops flashing before removing the power plug from the outlet.
- Do not allow the power cord to become damaged or frayed.
- If you need to use an extension cord with this product, make sure that the ampere rating of the product does not exceed the ampere rating of the extension cord.
- Place the product on a flat, stable surface that extends beyond the product's base in all directions. This product will not operate properly if tilted or at an angle.
- When storing or transporting this product, do not tilt or stand it on its side. Never turn this product upside down (ink can leak out of the product).
- Avoid placing this product in an environment that is subject to rapid changes in temperature or humidity, mechanical shocks, vibration, or dust. Do not place near radiators, heating vents, or in direct sunlight.

- Leave enough room around this product for sufficient ventilation.
- Do not block this product's covers or openings, or insert any objects through slots.
- Do not use aerosol products inside or around this product.
- Do not spill any liquid on this product.
- Do not attempt to repair or service this product.
- If the power cord or plug is damaged, if any liquid has been spilled onto the product, if the product has been dropped or the case damaged, if the product does not operate normally or exhibits a major change in performance level, unplug this product and contact Kodak at www.kodak.com/go/contact.

For Service Personnel:



CAUTION:

Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to local instructions.

LCD Screen Safety

- Use only a dry, soft cloth to clean the LCD screen. Do not use any liquid or chemical cleaners.
- If the LCD screen is damaged, contact Kodak immediately. If any of the solution from the display gets on your hands, wash them thoroughly with soap and water.

Ink Cartridge Safety

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

Warranty Information

Limited Warranty

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

Limited Warranty Coverage

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

may be remanufactured or may contain remanufactured materials. If it is necessary to replace the entire Product, it may be replaced with a remanufactured Product. Remanufactured Products, parts and materials are warranted for the remaining warranty term of the original Product, or 90 days after the date of repair or replacement, whichever is longer.

Limitations

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

Your Rights

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

Outside the United States and Canada

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

Declaration of Conformity

See www.kodak.com/go/declarationofconformity.

Kodak

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Printed in China. Imprimé en Chine.



1K8116