

FUJIFILM

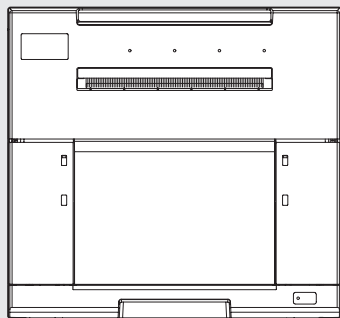
CE

THERMAL PHOTO PRINTER

MODEL

ASK-500

OPERATION MANUAL



THIS OPERATION MANUAL IS IMPORTANT
TO YOU.

PLEASE READ IT BEFORE USING YOUR
THERMAL PHOTO PRINTER.




THERMAL PHOTO PRINTER

WARNING :

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

WARNING:

Use the included AC power cord so as not to interfere with radio and television reception. If you use other cables, it may cause interference with radio and television reception.

	CAUTION RISK OF ELECTRIC SHOCK DO NOT OPEN	
CAUTION : TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK) NO USER-SERVICEABLE PARTS INSIDE REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.		



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute the risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.



The "Caution, hot surface" symbol indicates that the marked item may be hot and should not be touched.



The "Electro Static Discharge (ESD) warning" symbol indicates that trouble (including equipment malfunction) due to static electricity may occur in certain conditions.



The "STANDBY" symbol



The "Alternating current" symbol indicates that the equipment is suitable for alternating current only.

FCC CAUTION:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 his own expense.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

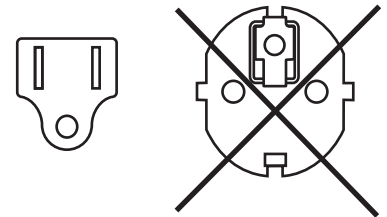
- (1) **This device may not cause interference.**
- (2) **This device must accept any interference, including interference that may cause undesired operation of the device.**

WARNING:

In the USA or Canada, use the AC power cord according to the recommendations as below, in order to comply with UL60950-1 and CAN/CSA C22.2 No. 60950-1-03. Connect to the 120 V receptacle of the room or the host equipment.

The AC power cord should be UL or CSA approved and consist of type SVT, size 16 or 18AWG, length 2 m or shorter cord with IEC60320-1/C13 type, 125 V 10 A or higher rating connector and NEMA 5-15 type, 125 V 10 A or higher rating plug. Use the AC power cord as specified above, so as not to interfere with radio and television reception.

If you use other cables, it may cause interference with radio and television reception.

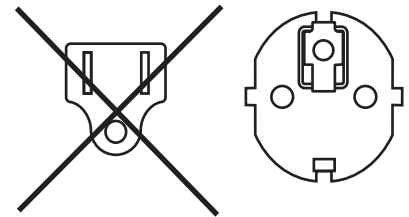


WARNING:

In Europe, use the AC power cord according to the recommendations as below, in order to comply with EN60950-1. Connect to the 230 V receptacle of the room or the host equipment.

The AC power cord should be VDE approved and consist of core size 0.75 mm² or bigger, length 2 m or shorter cord with IEC60320-1/C13 type, 250 V 10 A or higher rating connector and CEE(7)VII type, 250 V 10 A or higher rating plug. Use the AC power cord as specified above, so as not to interfere with radio and television reception.

If you use other cables, it may cause interference with radio and television reception.



WARNING:

The socket outlet shall be installed near the equipment and shall be easily accessible.

WARNING:

This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

WARNING:

This equipment is not suitable for use in locations where children are likely to be present.

This product is applicable to connect to Norwegian IT power distribution systems.

Note: This symbol mark is for EU countries only.

This symbol mark is according to the directive 2012/19/EU Article 14 Information for users and Annex IX, and/or to the directive 2006/66/EC Article 20 Information for end-users and Annex II.



Your FUJIFILM Corporation product is designed and manufactured with high quality materials and components which can be recycled and/or reused.

This symbol means that electrical and electronic equipment, batteries and accumulators, at their end-of-life, should be disposed of separately from your household waste.

If a chemical symbol is printed beneath the symbol shown above, this chemical symbol means that the battery or accumulator contains a heavy metal at a certain concentration. This will be indicated as follows:

Hg: mercury (0,0005%), Cd: cadmium (0,002%), Pb: lead (0,004%)

In the European Union there are separate collection systems for used electrical and electronic products, batteries and accumulators.

Please, dispose of this equipment, batteries and accumulators correctly at your local community waste collection/recycling centre.

Please, help us to conserve the environment we live in!

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SAFETY PRECAUTIONS

In the interest of safety, please observe the following precautions:

POWER REQUIREMENT

This Thermal Photo Printer is designed to operate on 100 - 240 V AC 50/60 Hz. Never connect to any outlet or power supply having a different voltage or frequency. In addition, be sure to supply power to the printer from a receptacle with a ground fault circuit interrupter.

WARNING: THIS APPARATUS MUST BE EARTHED.

PROTECTIVE MEASURES

IF ABNORMALITIES ARISE,

Use of the unit during emission of smoke or abnormal sounds (without adopting countermeasures) is dangerous. In such a case, unplug the power cord from the source outlet immediately, and request maintenance service from the sales dealer.

NEVER INSERT ANY OBJECT INTO THE UNIT

Foreign objects of any kind inserted into this unit constitute a safety hazard and can cause extensive damage.

DO NOT PLACE ANYTHING ON THE THERMAL PHOTO PRINTER

Heavy objects placed on the Thermal Photo Printer can cause damage or obstruct proper ventilation.

PROTECT THE POWER CORD

Damage to the power cord may cause fire or shock hazard. When unplugging, hold by the plug only and remove carefully.

DO NOT PLACE WATER CONTAINERS ON THE UNIT

Do not place flower vases, and other water-holding containers on the device. If, for some reason, water seeps to the inside of the unit, unplug the power cord from the source outlet, and contact the sales dealer. If used without corrective measures, the unit may be damaged.

“In the interest of safety, avoid handling of liquids near the unit.”

DO NOT REMOVE THE CABINET

Touching internal parts is dangerous, besides, it may lead to malfunction. Contact the sales dealer to carry out internal checks and adjustments. Before opening the cover for eliminating a jammed paper, etc., be sure to disconnect the power cord plug.

DURING A LONG ABSENCE

Unplug the power cord during a long absence.

WHEN TRANSPORTING THE UNIT

When transporting the unit, remove the ink ribbon and print paper from the unit. See “INSTRUCTIONS FOR TRANSPORTATION” on page 18.

WHEN MOVING THE UNIT

Ensure the printing unit is completely closed. Do not accidentally press the latch bar while moving the unit. When the printing unit is not closed completely or the latch bar is accidentally pressed, the printing unit may open. It can cause injury or damage.

BE CAREFUL AROUND PRINT PAPER EXIT SLOT

Don't insert your hand or any material into the paper exit slot during printing.

Do not touch the cutter blade inside the paper exit slot.

Otherwise, your finger will be injured.

DO NOT TOUCH THE THERMAL HEAD EXCEPT WHEN CLEANING

Do not touch the thermal head (located inside the unit) except when cleaning.

They are heated to high temperature and may cause burns or injury when touched.

Also, malfunction caused by static electricity may occur.

WHEN PLACING THE PRINT PAPER, KEEP THE PRINT PAPER UPRIGHT

When you put the print paper sideways on a table, etc., it may roll and fall. This may cause injury.

CONNECTION CABLES

Use the provided power cord.

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SAFETY PRECAUTIONS

DO NOT LEAVE THE PRINTING UNIT OPEN

When the printer is moved with the printing unit open, it may cause injury or damage.

CLOSE THE PRINTING UNIT FIRMLY

Take care not to pinch your hand when closing the printing unit. When the printing unit is not closed firmly, it may open during transportation and it may cause injury or damage.

DO NOT PUSH DOWN ON THE PRINTING UNIT OR THE DOOR

If you push down on the printing unit or the door when they are open, this unit may fall and it can cause damage or injury.

INSTALLATION LOCATIONS

MAINTAIN GOOD VENTILATION

Ventilation slots and holes are provided on the rear and both sides of this unit. Place the unit on a hard and level surface and keep a space between the unit and the walls to ensure proper ventilation. When putting the unit on the system rack, take a space between the unit and the back and sides of the rack.

SUITABLE LOCATIONS

Avoid shaky places or hot-springs areas where corrosive gas and acidic ions are likely to be generated.

AVOID PLACES WITH HIGH HUMIDITY AND DUST

Do not place the unit at a high humidity and dusty locations. They can cause extensive damage to this unit. Avoid places where the unit is likely to be exposed to oily fumes and vapors.

AVOID PLACES LIKELY TO BE EXTREMELY HOT

Places exposed to direct sunlight, or near heating appliances can attain extremely high temperatures, which may deform the cabinet, or can become a prime cause of damage.

PLACES THE UNIT ON A HORIZONTAL LEVEL

The unit is likely to be affected if it is placed in slanted conditions or in an unstable places.

PROTECT AGAINST DEW FORMATION

In extremely cold regions, if the unit is moved quickly from an extremely cold place to warmer one, dew is likely to be formed. If dew is formed, printing is not possible.

OPERATING AMBIENT TEMPERATURE RANGE

The operating ambient temperature range is 5°C - 35°C (41°F - 95°F) and the humidity of 30% - 80% RH. When using the unit on the system rack, be sure to keep this ambient temperature inside the rack. Depending on the internal temperature, it may take some time to start printing.

DO NOT STACK THE PRINTERS

The printer is not designed to be on top of each other. It will prevent the door from opening.

FOR LONG OPERATING LIFE

UNSUITABLE MATERIALS FOR THE THERMAL PHOTO PRINTER

Coat flaking and deformation are likely to occur if the unit is wiped with chemical dusters, benzene, thinner or any other solvent, if rubber or PVC items are left in contact with the unit for extended duration, or if the unit is sprayed with insecticide.

CARE OF THE CABINET

- Wipe with a soft cloth to clean.
- When the unit becomes particularly dirty, clean the unit with a cloth soaked in lukewarm water with kitchen detergent diluted according to the manufacturer's instructions on the label. Thoroughly wipe off the detergent with a soft dry cloth. Do not use the kitchen detergent without diluting it.
Do not use petroleum-based solvents or abrasives to clean the unit. Doing so may result in discoloration, degeneration, or cracking.

KEEP VENTILATION OPENINGS CLEAN

Clogged ventilation openings may result in fire or malfunction.

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SAFETY PRECAUTIONS

HEAD ABRASION

The thermal head, like the video head, wears out. When it is abraded, it becomes hard to print out fine details of the picture. In such a case, it is necessary to replace the thermal head. Consult with the sales dealer for replacing the head.

CONNECTING DEVICES

Read thoroughly "Operating Precautions" of the instruction booklets for the devices connected with the Thermal Photo Printer. The power cord must be disconnected after printing is over.

CAUTION ON RELOCATING

When transporting this unit, make sure it is not likely to be subjected to impacts. They can be a prime cause for damage. Further, make sure to disconnect the power cord from the power outlet, and the cables from the connected devices.

OTHER CAUTIONS

- Do not pull out nor touch the print paper until printing is completed. It may degrade the print quality or cause an error.
- Dust or other foreign materials adhering to the print paper or the ink ribbon, or deformation resulting from exposure to extremely low or high temperatures could cause loss of color, uneven color or lines, or wrinkles in the print images.
- Depending on the internal temperature, the printer may stop printing temporarily during printing. Please wait for the printer to resume printing.
Do not touch the print paper.
- Each time printing is completed, remove the prints. If the prints are not removed, a paper jam may occur.
- Empty the paper strip bin frequently to prevent jamming the strips at the print outlet.
- The paper tray is used for storing the cut print paper (10x15 (4x6") and 9x13 (3.5x5")) temporarily. The print paper may fall from the tray or may not be stored in the printed order.
- Do not use the printer in a place where a strong wind blows. Otherwise, the print paper may not be fed properly, resulting in the paper jam.
- Do not move the printer or do not open the printing unit during printing. It may cause a printing failure.
- The paper strip bin may become discolored if the printer is used in a high-humidity environment.

NOTE:

YOUR UNDERSTANDING IS REQUESTED FOR THE LOSS OF IMAGES IN MEMORY DUE TO THE SUDDEN OCCURRENCE OF A MALFUNCTION.

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SPECIAL FEATURES

AVAILABLE 4 PRINT SIZES

4 printing sizes, 9x13 (3.5x5") (max. 89 x 127 mm), 10x15 (4x6") (max. 102 x 152 mm), 13x18 (5x7") (max. 127 x 178 mm) and 15x20 (6x8") (max. 152 x 203 mm), are selectable.

300 DPI HIGH RESOLUTION

ASK-500 has a high resolution of 300 dpi for precise illustrations and sharp photographic images.

LARGE CAPACITY PRINTING

Maximum of 400 prints per roll for 13x18 (5x7") is offered. Large economical print capacity per roll reduces frequency of exchanging paper and ink ribbon.

HIGH QUALITY PRINTS

ASK-500 is a dye sublimation thermal transfer color printer, which produces superior high quality images. It also produces a continuous tone at 256 gradient for each of Y, M, and C.

HIGH SPEED PRINTING

HI-SPEED USB (VER. 2.0) INTERFACE SUPPORTING

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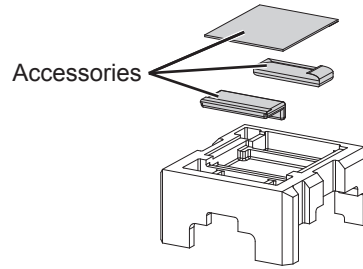
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UNPACKING

Take the printer out of the box by the following procedures. Make sure to check the accessories.

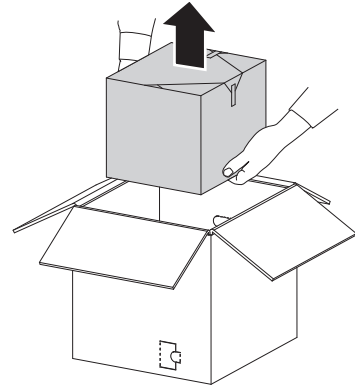
- 1 **Open the printer box from the top and remove the top cushion containing the accessories out of the box.**



- 2 **Carefully pull the printer up and out of the box.**
Pull the printer straight up as shown in the figure.

NOTE

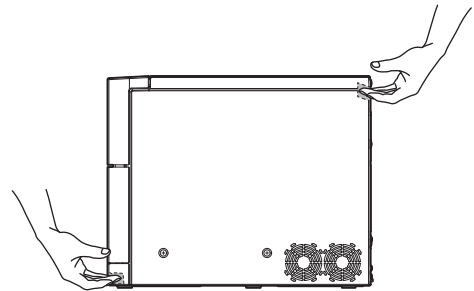
- The printer weighs about 14 kg. Handle it with care.



- 3 **Unwrap the packing.**

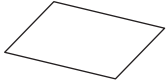
Remove the protective materials for transportation such as protective sheet.
Hold the printer by the front and rear handle as illustrated in the drawing.

- When the printing unit is not closed completely or the latch bar is accidentally pressed, the printing unit may open. It can cause injury or damage.

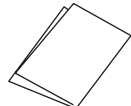


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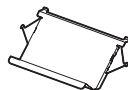
The accessories items are placed in the top cushion. Check all items are included.



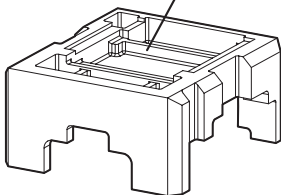
Quick setup guide



Safety guide



Paper tray



Paper strip bin

The printer comes installed with paper strip bin.

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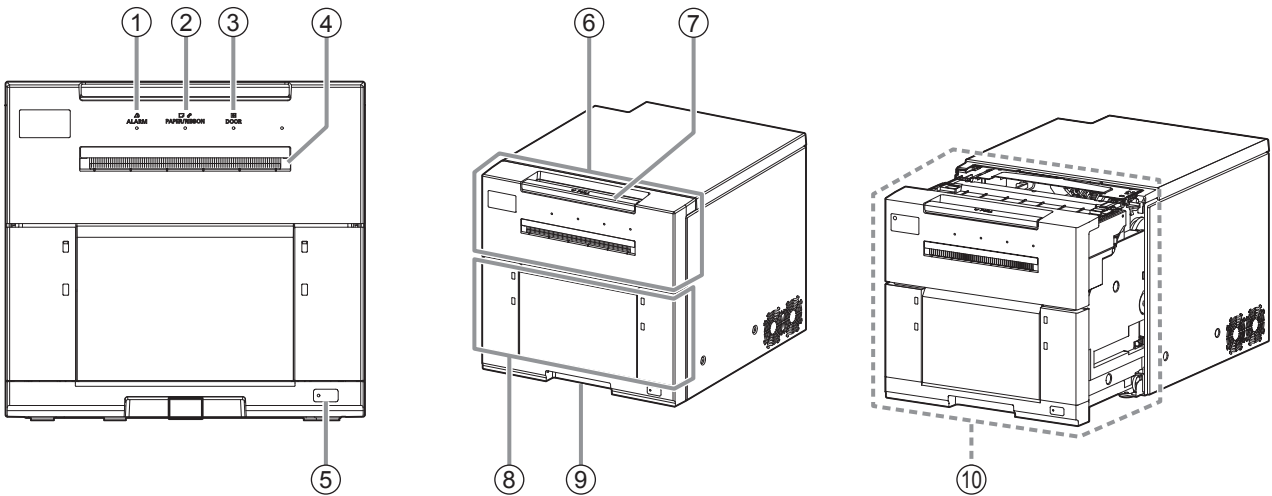
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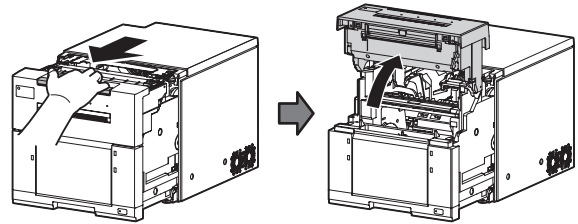
FRONT PANEL



- ① **ALARM INDICATOR (Δ)**
This indicator blinks when the paper strip bin is not installed or a paper jam occurs. [See page 15.](#)
- ② **PAPER/RIBBON INDICATOR (\square \otimes)**
When an error concerning the ink ribbon or print paper occurs, this indicator illuminates or blinks. [See page 15.](#)
- ③ **DOOR INDICATOR (H)**
This indicator blinks when the door is not completely or properly close. [See page 15.](#)
- ④ **PRINT OUTLET**
The printed paper comes out here.
- ⑤ **POWER BUTTON (POWER INDICATOR O)**
Pressing this button while the power is off will turn on the power. Holding it down for two seconds or longer while the power is on will turn off the power. When the power is on, the indicator will be lit. When the printer is in power-save mode, the indicator will blink slowly. [See page 15.](#)
- ⑥ **DOOR**
The door will automatically open up when the printing unit is pulled out.
- ⑦ **LATCH BAR**
Press the latch bar to open the printing unit.
- ⑧ **PAPER STRIP BIN**
Holds the paper strips generated by margin cut. Empty the bin frequently to prevent jamming the strips at the print outlet.
- ⑨ **HANDLE FOR TRANSPORTING**
When carrying or moving the printer, use both the front and rear panel handles for a strong grip.
- ⑩ **PRINTING UNIT**
Open to load print paper or ink ribbon. Press the latch bar and pull forward to open.

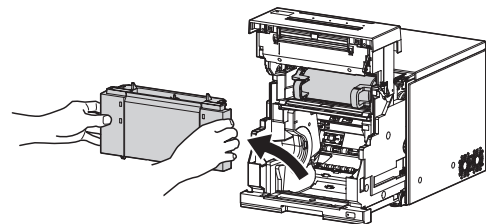
OPENING THE DOOR

Press the horizontal latch bar, pull the printing unit forward all the way, and release the bar. The door will automatically open up.

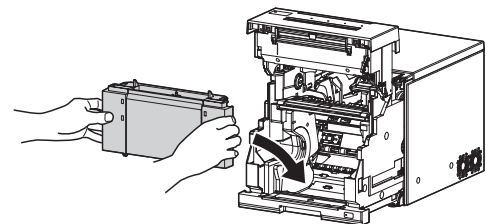


PAPER STRIP BIN

Grab the paper strip bin and lift it up to remove it.



To install the paper strip bin, place the paper strip bin into the slot.



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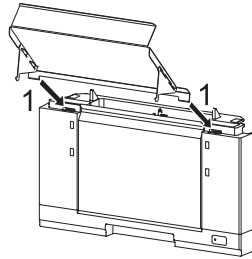
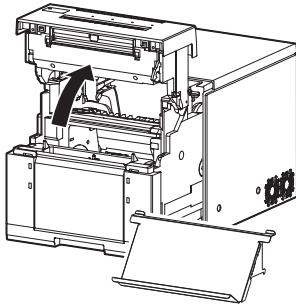
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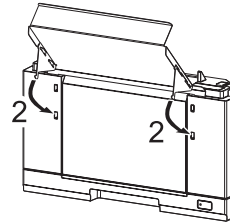
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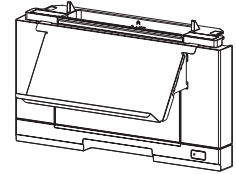
INSTALLING THE PAPER TRAY



1. Engage the upper hooks of the tray in the upper holes of the paper strip bin.



2. Then, secure the tray by engaging the lower hooks in the lower holes of the bin.

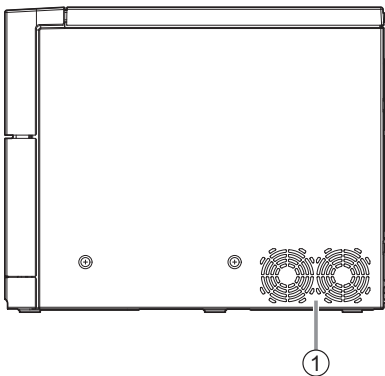


NOTE

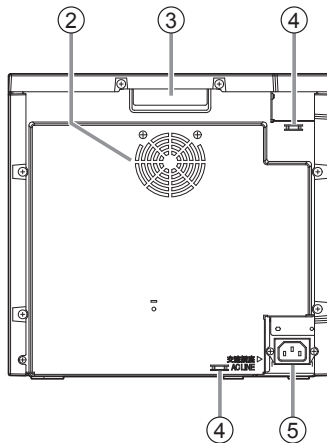
- Remove the paper tray when printing in 13x18 (5x7") or 15x20 (6x8") size.

SIDE AND REAR PANELS

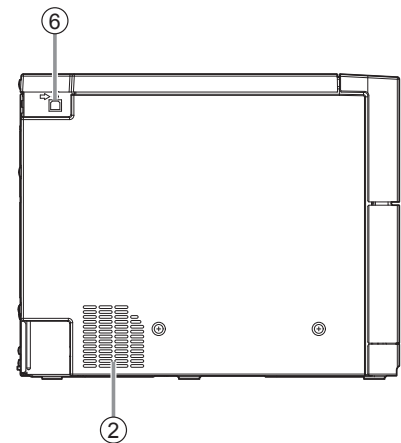
RIGHT SIDE PANEL



REAR PANEL



LEFT SIDE PANEL

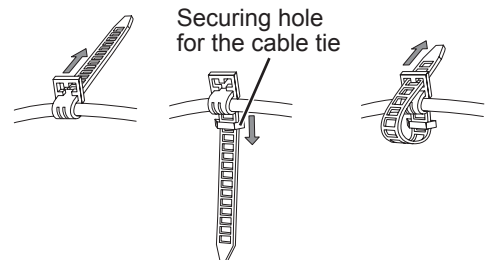
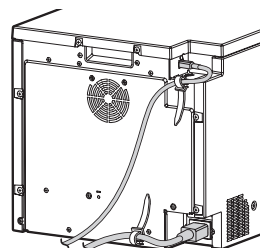


- ① **VENTILATION OUTLETS**
These outlets are for cooling the inside of the printer.
- ② **VENTILATION INLETS**
These inlets are for cooling the inside of the printer.
- ③ **HANDLE FOR TRANSPORTING**
Use this handle along with the front handle for a secure and strong grip when carrying or moving the printer.
- ④ **SECURING HOLES FOR THE CABLE TIE**
Use to secure the power cord or USB cable by using the cable ties.
- ⑤ **POWER SOCKET (AC LINE)**
Use to connect the provided power cord. Insert the cord firmly.
- ⑥ **USB TERMINAL**
Use to connect the USB cable. [See page 14.](#)

SECURING THE POWER CORD AND USB CABLE

- Wrap a cable tie around the power cord or the USB cable.
- Draw the tie through the securing hole on the rear panel and secure it.

(Example)



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BEFORE OPERATION

PRINTER SETUP PROCEDURE

Before printing, follow the printer setup listed below.

Install the ink ribbon to this printer.

[\(See page 10.\)](#)



Install the print paper to this printer.

[\(See pages 11 to 12.\)](#)



Connect the printer to a personal computer.

[\(See page 14.\)](#)

Make sure to close the printing unit when the setup procedure is completed.

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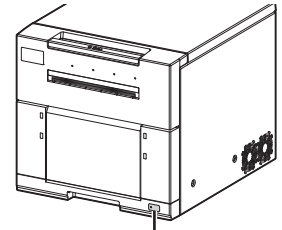
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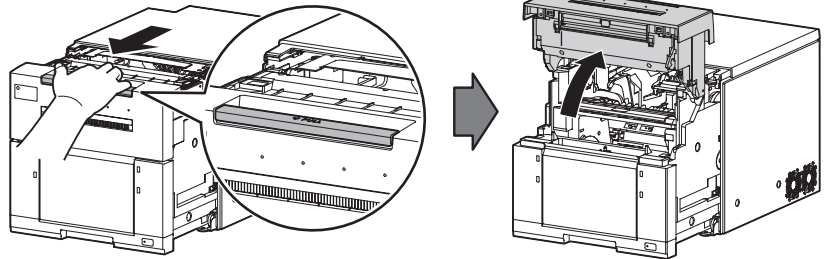
INK RIBBON INSTALLATION

1 Press the **POWER** button on the front panel to turn on the power.

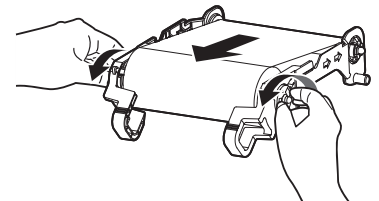


POWER button

2 Press the latch bar, pull out the printing unit forward, and release the bar to open the door.



3 Rotate the front ink ribbon shaft forward to eliminate any loose ribbon.




4 Place the ink ribbon in the position as shown in the illustration.


NOTE

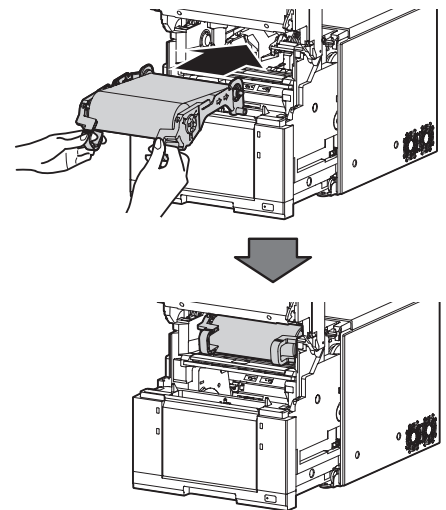
- Do not touch the thermal head. Fingerprints or dust on the thermal head will degrade the print quality.

CAUTION

 Do not touch the thermal head or the motor right after printing because they will be extremely hot. Otherwise you may get burned or injured.

NOTE

 Note that the thermal head is quite sensitive to static electricity. When you touch the thermal head while carrying static electricity on your body, the thermal head may be damaged.



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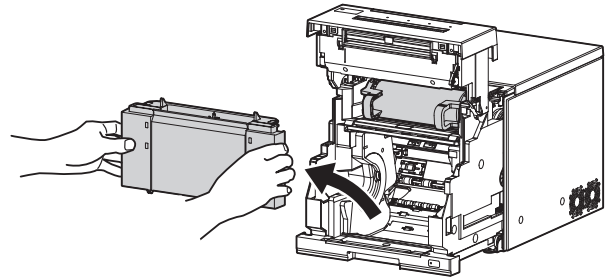
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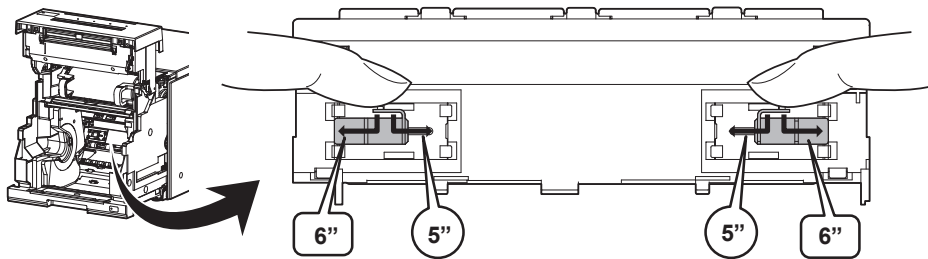
PRINT PAPER INSTALLATION

1 Remove the paper strip bin.



2 Adjust the paper guides according to the paper width.

Hold down the tabs on the adjustable paper guides and slide them in or out.



NOTE

- Make sure to set the adjustable paper guides to the size of the paper width. When they are not positioned properly, a malfunction such as paper jam and misaligned printing position may occur.

CAUTION

- The printer can print papers with different width (5" (127 mm) and 6" (152 mm)). When printing a 5"-wide paper first and then a 6"-wide paper, streaks may appear on the printed image half an inch from the edges. It is recommended to use either 5"-wide or 6"-wide papers, but not both with the same printer.

3 Install the print paper into the unit and remove the sticker.

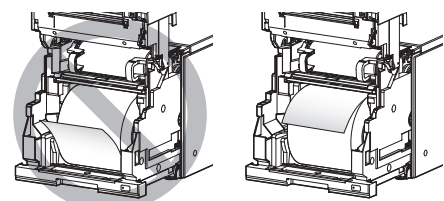
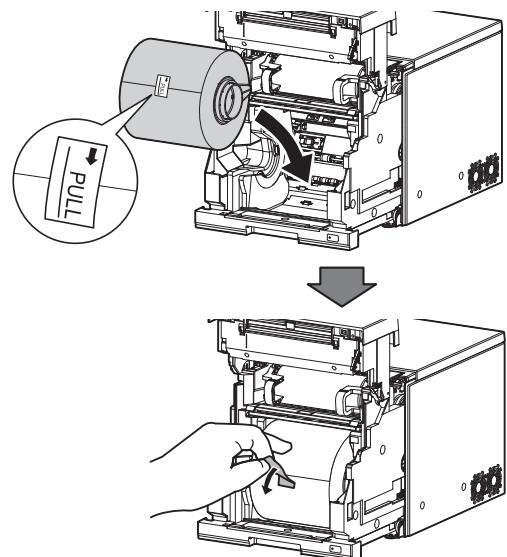
Place the printing paper in the correct orientation. Make sure the paper roll is firmly installed.

CAUTION

- Do not press or lean down while the printing unit is open. The printer may fall and cause damage or injury if a downward force is placed on the printing unit while it is open.

NOTE

- Make sure to turn on the power before installing the print paper. Otherwise, a paper jam may occur.
- Load the paper roll slowly into the unit. If it is dropped along the ditches, the unit or accessories may be damaged.



Direction of paper insertion

BEFORE OPERATION

- 4 Insert the print paper edge to load the paper as illustrated. Stop feeding the paper roll when the paper-feed status light turns GREEN.

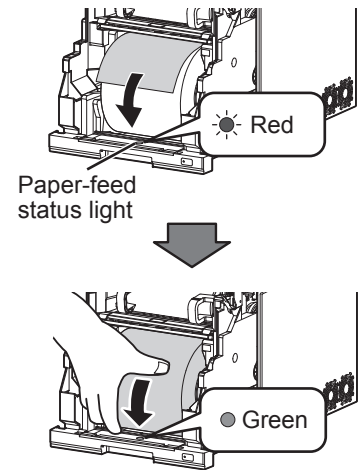
When no paper is fed, the paper-feed status light blinks slowly in red. Make sure to insert the paper straight.

NOTE

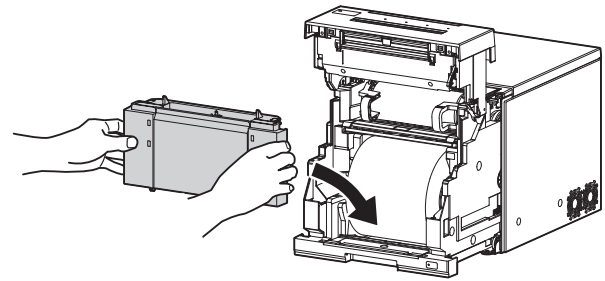
- When taking the print paper out, pull it up toward you by holding the paper flanges.
- Make sure to turn on the power before replacing the print paper.
- Make sure to eliminate any slack from the print paper. If you carry out the following steps without eliminating the slack, the print paper may be damaged.

NOTE

- Do not over feed paper. Doing so may cause a paper jam.



- 5 Attach the paper strip bin.



- 6 Hold the door down and slide the print unit in without pressing the latch bar on top of the door.

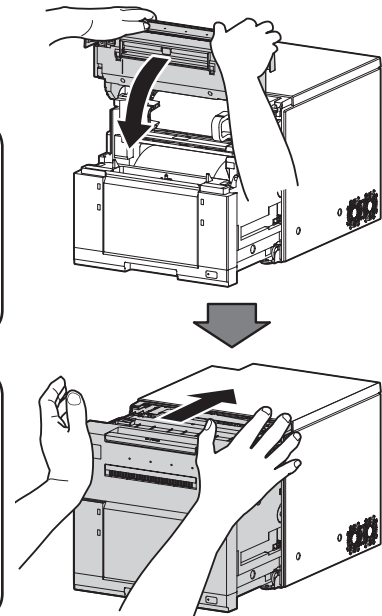
When a new paper is loaded and the printing unit is closed with the power turned on, the paper will be automatically fed and cut.

CAUTION

- Do not press or lean down while the door is open. The printer may fall and cause damage or injury if a downward force is placed on the door while it is open.
- When closing the printing unit, be careful not to get your hands caught between the printer and the printing unit or between the door and the paper strip bin. Otherwise, you may get injured.

NOTE

- When closing the printing unit, push it until a click is heard.
- If the PAPER/RIBBON indicator flashes with the printing unit closed, the print paper may have been installed incorrectly. In this case, open the printing unit to make sure that the print paper has been installed correctly. Then close the printing unit again.
- When the paper roll is reinstalled more than three times, the print paper may be used up earlier than the ink ribbon.



Installation of ink ribbon and print paper is complete.

NOTE

- Make sure to replace the ink ribbon and the print paper simultaneously.
- Empty the paper strip bin frequently to prevent jamming the strips at the print outlet. Whenever you replace the ink ribbon and the print paper, make sure to throw away the paper strips in the paper strip bin.
- Whenever you replace the ink ribbon and the print paper, clean the thermal head and the platen roller. For the cleaning procedures, see "CLEANING" (on pages 19 and 20).

HANDLING OF PAPER / INK RIBBON SET

BEFORE PRINTING

- Fingerprints or dust on the paper printing surface may produce poor print quality and cause paper jams.
- When the print paper or ink ribbon is abruptly transferred from a cool place to a hot place, vapor or dew is generated on the surface, which causes paper jams or degraded print quality. Leave the print paper in the room to stabilize its temperature before use.
- If you repeat the PRINT PAPER INSTALLATION procedure more than the designated number of times, the indicated number of prints may not be made. In addition, if you replace the print paper before it is used up, the indicated number of prints may not be made.

AFTER PRINTING

- If the paper absorbs nonvolatile organic solvents (alcohol, ester, ketone, etc.) the print may be discolored.
- Discoloration of prints is accelerated if the print paper comes into contact with soft vinyl chloride such as transparent tape.
- Avoid storing prints in direct sunlight or places with high humidity.

STORAGE OF PAPER / INK RIBBON SET

- Do not store the print paper and ink ribbon in the container made of soft polyvinyl chloride. They may be discolored because of chemical reaction.
- Store the print paper and ink ribbon out of direct sunlight and away from heating appliances in a cool, dark place where the temperature is 5°C to 30°C and the humidity is 20% to 60% RH.

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BEFORE OPERATION

CONNECTION WITH USB DATA SIGNAL EQUIPMENT

■ CONNECTING TO PERSONAL COMPUTER (EXAMPLE)

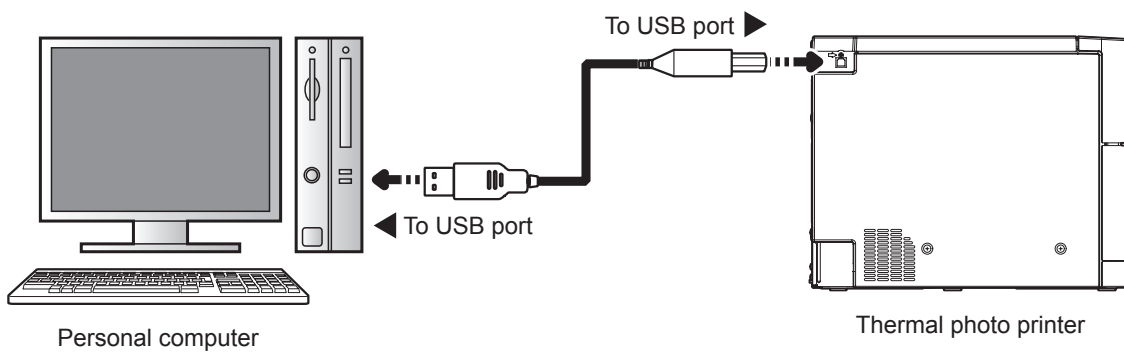
Check that the printer is turned on before connection.

- 1 Turn on the power of a personal computer.
- 2 Install the printer driver.

NOTE

- Do not yet connect the printer to a personal computer.

Connect the printer to a personal computer as shown below.



NOTE

- A USB cable is not supplied with this unit. Use the USB 2.0 certified cable of 2 m or less in length.

PRINTER DRIVER INSTALLATION

■ The printer driver is required to print the data from the personal computer connected with this unit.

NOTE

- Please contact your local distributor to get printer driver or other softwares.

ERROR MESSAGES AND COUNTERMEASURES

INDICATIONS ON THE FRONT PANEL AND COUNTERMEASURES

■ If, for some reason, printing is not possible or an error occurs during printing, the indicators on the front panel will illuminate or blink. In this case, follow the procedure described below.

☺: Steady on ●: Off ☺●: Blinking

ALARM	PAPER/RIBBON	DOOR	POWER	Causes and Countermeasures	Page
●	●	●	☺	The printer is in the standby mode.	7
●	●	●	☺● (Blinks slowly)	The printer is in the power save mode. When the printer is idle for an extended period, it automatically enters the power save mode from the standby mode, reducing power consumption. It may take time that the printer is ready to print images after the image data is sent.	7
☺●	●	☺●	☺	The printing unit is open. • Close the printing unit. The paper strip bin is removed. • Attach the paper strip bin properly.	7 7
☺●	☺●	●	☺	A paper jam or a problem concerning the ink ribbon occurs. • Refer to “Overcoming paper jams.”	16
☺●	☺	●	☺	The ink ribbon which is not available to this printer is installed. • Replace the ink ribbon with a new one.	10
●	☺●	●	☺	The print paper or ink ribbon is not installed. The print paper or ink ribbon is used up. • Install new print paper or ink ribbon.	10-12
☺●	●	●	☺	Other errors	18

If any of the indicator lights (ALARM, PAPER/RIBBON or DOOR) flashes or stay lit, open the printing unit and perform above countermeasures.

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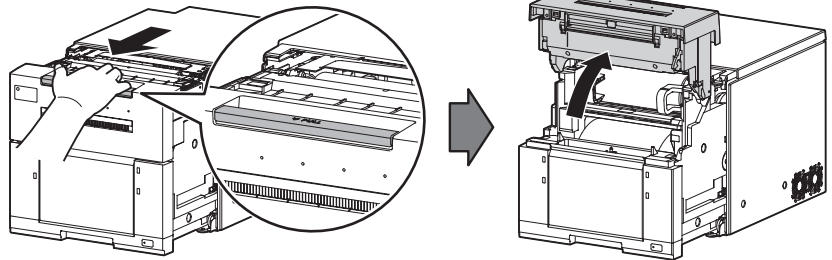
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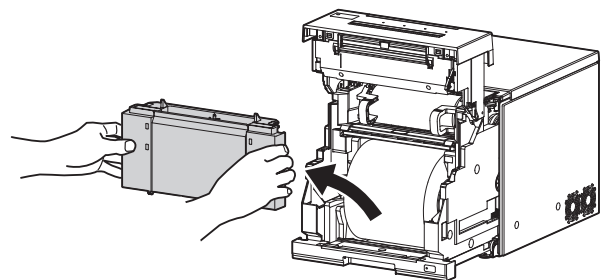
OVERCOMING PAPER JAMS

- 1 Press the latch bar, pull out the printing unit forward, and release the bar to open the door.

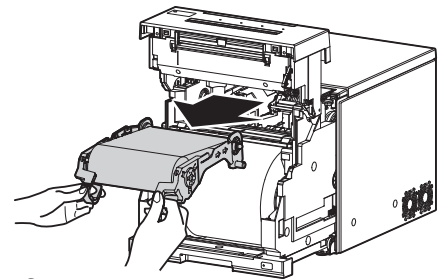
Make sure that the power is turned on before opening the printing unit.



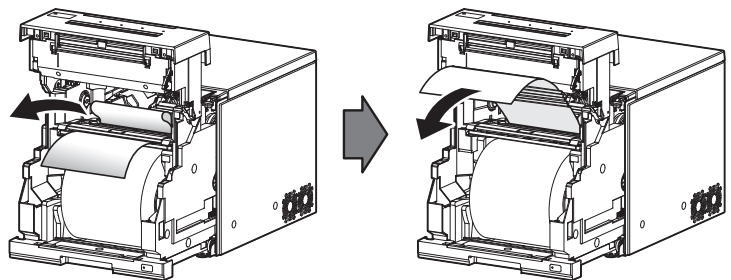
- 2 Remove the paper strip bin.



- 3 Remove the ink ribbon.



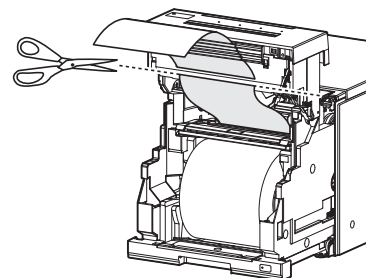
- 4 Pull out the defective part of the print paper to the direction of an arrow.



- 5 Cut off the defective part of the print paper with scissors.

NOTE

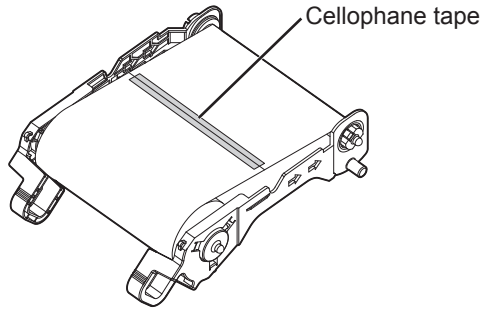
- Make sure to cut off the printed part of the print paper. Failure to do this may result in the ink ribbon sticking to the print paper and being torn.
- Make sure to clean the thermal head and the platen roller. Refer to "CLEANING" (on pages 19 and 20).



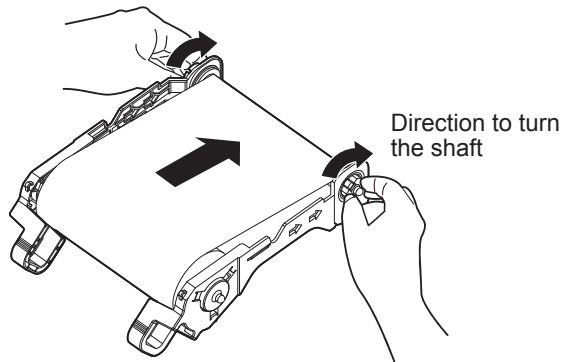
- 6 Remove the print paper.
- 7 Re-install the print paper and ink ribbon. (Refer to pages 10-12.)
Make sure the Power is ON before reinstalling the print paper and ink ribbon.
- 8 Attach the paper strip bin.
- 9 Hold the door down and slide the print unit in without pressing the latch bar on top of the door.

REPAIRING A TORN INK RIBBON

- 1 Position the torn ink ribbon on a flat, clean surface.
- 2 Place a piece of transparent adhesive cellophane tape on the center of the ink ribbon.



- 3 Wind the shaft of the ink ribbon in the direction of the arrow so that the cellophane tape is not seen.



- 4 Reinstall the repaired ink ribbon in the printer.

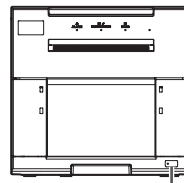
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ERROR MESSAGES AND COUNTERMEASURES

BEFORE CALLING FOR SERVICE

■ For the following symptoms, check the unit again before calling for service.

Symptom	Check & Remedy
The power is not turned on.	Is the power cord plug disconnected from the outlet? → Connect the power cord plug to the outlet firmly. → The protective circuit may be working. Turn off the power and wait for about two minutes. Then turn on the power again.
The printing unit doesn't open.	Are you turning off the power during printing procedure? → Turn on the power and then open the printing unit.
The image is not printed.	Is the PAPER/RIBBON indicator or the ALARM indicator illuminating or blinking? → Refer to "Overcoming paper jams." Is the appropriate size of data sent to this unit? → Make sure that the appropriate size of image data is sent to this unit. Is the print paper or the ink ribbon used up? → Check them. Is the printing unit set firmly? → Set the printing unit firmly. → When the indicators keep illuminating or blinking though the above operations are performed, remove the ink ribbon and print paper and reinstall them.
An error can not be resolved.	→ Turn off the power by pressing and holding the POWER button for two seconds or longer, and then turn it back on by pressing the power button. This printer starts initialization.



POWER button

INSTRUCTIONS FOR TRANSPORTATION

When transporting this unit for some reason such as repair, follow the instructions below.

- 1. Use the original packaging.**
 The genuine package unit may not endure more than one round trip. If the unit is transported with the package unit more than one round trip, it may not be guaranteed.
 Purchase another package unit when transporting this unit again.
 Pack the unit with the accessories (ink ribbon and print paper) removed.

- 2. Close the printing unit firmly.**
 When closing the printing unit, push it until a click is heard.

CAUTION

- When the printing unit is not closed completely or the latch bar is accidentally pressed, the printing unit may open. It can cause injury or damage.

- 3. If the ink ribbon or print paper are stuck and can not be taken out, please consult your dealer or technical support. Additional damage may occur if you force the media out or use a foreign tool to remove it.**

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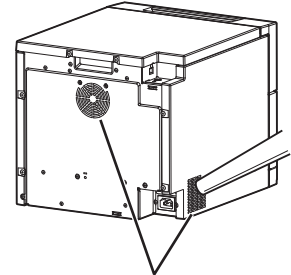
CLEANING

Cleaning as indicated below will help maintain stable printer operation and extend the printer's life. Wearing gloves at cleaning is recommended to prevent injury.

Make sure to turn off the power before cleaning.

VENTILATION INLET CLEANING

Maintain the ventilation inlets (rear and left side) clean. You may use a vacuum to clean as illustrated in the diagram.



Ventilation inlets

THERMAL HEAD CLEANING

When lines appear on the printed images, clean the thermal head.

Preparations

- Alcohol (ethyl alcohol, etc.)
- Soft and clean cloth

- 1 Press the latch bar, pull out the printing unit forward, and release the bar to open the door.
- 2 Remove the paper strip bin.
- 3 Remove the ink ribbon out of the printer.
- 4 Wipe the head cleaning part (as shown right) carefully with cloth dampened with a small amount of alcohol.

NOTE

- Do not damage the thermal head.
- When the poor print quality is not corrected even if the head has been cleaned, replacement of the thermal head may be required. Contact your dealer.

CAUTION



Thermal head and the motor will be hot right after printing. Wait until they have cooled down before cleaning the thermal head.

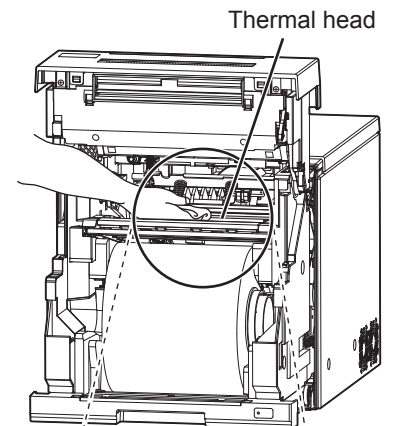
NOTE



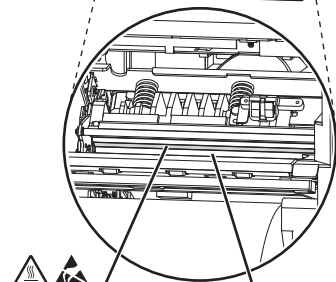
The thermal head may be damaged if you touch it while static electricity builds up on your body.

NOTE

- When you clean the thermal head, make sure not to apply excessive force to the peeling roller on the bottom of the thermal head. When the excessive force is applied to the roller, the roller may be deformed, resulting in deterioration of the printing quality.



Thermal head



Cleaning part of thermal head

Peeling roller

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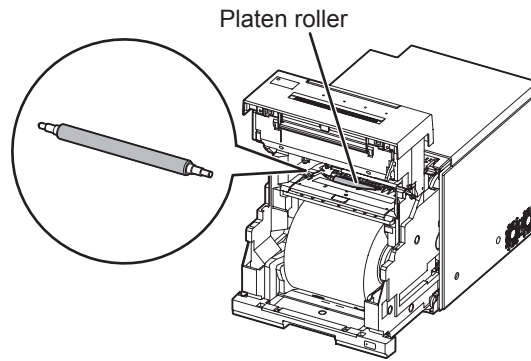
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PLATEN ROLLER CLEANING

Preparations

- Alcohol (ethyl alcohol, etc.)
- Soft and clean cloth

Clean the black part of the roller.
Wipe the black part carefully with cloth dampened with a small amount of alcohol.
Wipe the whole roller by turning it.



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SPECIFICATIONS

Class	Thermal Photo Printer	
Model	ASK-500	
Printing method	Sublimation Dye Thermal Transfer line print 3-color faces progressive printing (yellow, magenta, and cyan) and surface lamination	
Print's resolution	300 x 300 dpi (dpi : dots per inch)	
Dot resolution	9x13 (3.5x5") 10x15 (4x6") 13x18 (5x7") 15x20 (6x8")	1082 x 1550 dots 1232 x 1852 dots 1550 x 2134 dots 1852 x 2434 dots
Print size	9x13 (3.5x5") 10x15 (4x6") 13x18 (5x7") 15x20 (6x8")	89 x 127mm (without frame) 102 x 152mm (without frame) 127 x 178mm (without frame) 152 x 203mm (without frame)
Gradations	256 (8 bits) for each color	
Supply method	Automatic	
Interface	Hi-Speed USB (Ver.2.0)	
Power supply	100 - 240 V AC 50/60 Hz	
Power consumption	4 A	
Operating conditions	Temperature : 5°C - 35°C Humidity : 30% - 80% RH (no dewing)	
Installation conditions	Operating attitude : Horizontal ±5°	
Outside dimensions	300 (W) x 350 (D) x 281 (H) mm	
Weight	Approx. 14 kg (excluding accessories)	
Standard accessories	Quick setup guide (1), Safety guide (1), Paper strip bin (1), Paper tray (1)	

Print size and outside dimensions show typical value.
Design and specifications are subject to change without notice.

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