


Rimage® 480i Printer Diagnostics

This document describes how to perform diagnostic tests for the 480i printer in a Rimage 2000i autoloader.

 **Important!** Make sure that the Rimage 2000i is not in an error state before running diagnostic the tests. If the system is in an error state, one or more of the indicator lights on the printer control panel will flash when the system is powered on. Refer to the *Rimage 480i User Guide* for more information.

Access and Select Printer Diagnostic Tests

1. Power on the Rimage 2000i.
2. Press and hold the **cancel (X) button**.
3. While holding the **cancel button**, press the **tray button (middle button)** the same number of times as the diagnostic test.
For example, to perform diagnostic test 3, press the tray button 3 times.
4. Release the **tray button**.
5. Release the **cancel button**. The diagnostic test begins.

Exit Printer Diagnostic Tests

1. If a diagnostic test is running, press the **cancel button** once to stop the test and return to printer diagnostic test mode.
2. To exit printer diagnostic test mode:
 - a. Hold the **cancel button** and press the **tray button** 8 times.
 - b. Release the **tray button**.
 - c. Release the **cancel button**.

Perform Printer Diagnostic Tests

Notes:

- Diagnostic tests 1, 5, and 6 are used the most for 480i printer calibrations and checks.
- The diagnostic tests continue to cycle until an error occurs, or until you press the cancel button to stop the test and return to printer diagnostic test mode.

Diagnostic Test 1- Tray Cycling

This test verifies that the tray movement controls and tray position on sensors are working properly. During the test, the printer tray open and closes.

Diagnostic Test 2 - Tray Cycling with Clamp Check

This test verifies that a 120mm disc can be detected and clamped.

Diagnostic Test 3 - Tray Cycling with Miss-Clamp Checks

This test verifies that an improperly clamped disc can be detected and improperly clamped so that printing does not occur on the printer tray.

Diagnostic Test 4 – Tray Cycling with Clamp Checks

Similar to diagnostic test 2, this test verifies that a 120mm disc can be detected and clamped.


Diagnostic Test 5 – Automatic Tray Alignment

This test automatically aligns the printer tray.

 **Tip:** A similar, more accurate tray alignment test is available through the printer driver in the service tool box.

Diagnostic Test 6 – Print Test

This test verifies print quality. During this test, the printer prints discs with horizontal and vertical lines.





 **Note:** If the lines on the printed discs are blurred or smudged, the print head may need to be adjusted. Refer to the *Adjust the Print Head on a Rimage 480i Printer* document available at <http://rimage.custhelp.com>.

Diagnostic Test 7 – Tray Calibration

This test calibrates the printer tray motion control board system and stores the calibration data in memory. During this test, the printer tray moves and performs a self calibration.

Support information

Contact Rimage US, Asia/Pacific, Mexico/Latin America:

-  **Web:** www.rimage.com/support
-  **KnowledgeBase:** <http://rimage.custhelp.com>
-  **North America:** 800-553-8312
-  **Asia/Pacific, Mexico/Latin America:** 952-946-0004

When you contact Rimage Support, please provide:

- Unit serial number and software version.
- Functional and technical description of the problem.
- Exact error message received.

Contact Rimage Europe:

-  **Web:** www.rimage.de
-  **Email:** support@rimage.de
-  **Tel:** +49-(0) 1805-7462-43
-  **Fax:** +49-(0) 6074-8521-101

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