AutoPrinter II Operator Level Diagnostic Tests

RIMAGE®

Contents

Introduction

Several diagnostic tests are built into the Rimage AutoPrinter II™ to help you troubleshoot basic operations and sensors of the unit. This document provides the information needed to access, select, and perform AutoPrinter II diagnostic tests.

✎ **Note:** The term *AutoPrinter II* applies to both the AutoEverest and the AutoPrism. The terms *AutoEverest* and *AutoPrism* are used only to refer to either AutoPrinter II specifically.

About Diagnostic Tests

The tests described in this document are for AutoPrinters with firmware 3.290 or higher installed. To perform any of the diagnostic tests, you must make sure that the AutoPrinter II is not in an error state.

- **Functional tests** check motors, belt tensions, calibrations or adjustments.

Access and Select Diagnostic Tests

1. Power on the **AutoPrinter II**.

2. Make sure that the **printer** is powered off.

3. Make sure that all indicator lights on the AutoPrinter II have stopped flashing.

4. Press and hold the **operator button** on the AutoPrinter II until the carousel indicator light stops flashing.

5. Release the **operator button**. The AutoPrinter II is in diagnostic test mode.

6. Press the **operator button** the same number of times as the diagnostic test number and hold the button in on the last press. The diagnostic test begins.

   For example: To start Diagnostic Test 3 (calibrate lift home diagnostic), press the **operator button** three times and hold it on the third press.

7. Continue with the chosen diagnostic test.

Exit Diagnostic Test Mode

Press the **operator button** 19 times and hold on the last press. The AutoPrinter II exits diagnostic test mode.

✎ **Note**: To exit a diagnostic test but remain in diagnostic test mode, press the **operator button** one time while the diagnostic test is running. (Diagnostic 3 is an exception).

Diagnostic Test 3 – Calibrate Lift Home

This diagnostic test calibrates the lift arm to accurately detect the number of discs in the carousel bins. This calibration counts the correct number of motor steps between the lift arm home position and the last disc in the carousel. If the lift arm incorrectly determines the number of discs in the bin, does not pick the last disc in the bin, or drops the discs from an incorrect height, it may need to be calibrated.

📖 **Tip**: This diagnostic test uses the carousel motor, lift motor, carousel sensor and lift home sensor.

1. Place **one disc** in bin 1.

   ⚠ **Important:** Make sure there is only **one** disc in bin 1.

2. Access and select **diagnostic test 3**. Follow the instructions in Access and Select Diagnostic Tests on page 1.

   The lift arm picks up the disc, drops the disc, and automatically calibrates.

   When the diagnostic test is complete, calibration information is stored in the AutoPrinter II memory. The AutoPrinter II restarts and exits diagnostic test mode.

   ✎ **Note**: Diagnostic test 3 causes the AutoPrinter II to exit diagnostics mode. To continue performing diagnostics, follow the instructions in Access and Select Diagnostic Tests on page 1.

Diagnostic Test 5 – Cycle the Lift

This diagnostic test cycles media between the carousel bins. During each cycle, the diagnostic test locates an index mark that you make on the disc.

📖 **Tip:** This diagnostic test uses the lift motor, rotate motor, the carousel, carousel sensor, index sensor, and the media sensor.

⚠ **Important:** Be sure to use a disc with an index mark, as described in the procedure below.

1. Use a black permanent marker and draw a line on a disc from the hub to the outer edge as shown.

   ✎ **Note:** The mark should be at least 1 mm wide.

2. Return the AutoPrinter II to diagnostic test mode if necessary.

3. Place the **disc** (or multiple discs) that you marked into bin 1.

1 mm
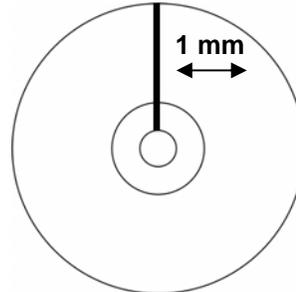
4. Access and select **diagnostic test 5**. Follow the instructions in Access and Select Diagnostic Tests on page 1.

   The lift arm moves down to the carousel and picks up the disc with an index mark on it. The gripper head spins the disc until it finds the index mark. The lift arm sets the disc into a bin in the carousel.

   ✎ **Note:** The diagnostic test continues to cycle media until the operator button is pressed.

5. Press the **operator button** to stop the diagnostic test.

6. To exit diagnostic test mode, follow the instructions in Exit Diagnostic Test Mode on page 1.

Support information	
Europe	**When you contact Rimage Services, please provide:**
Contact Rimage Services Europe: www.rimage.com/support.html **Email:** support@rimage.de **Tel:** +49-(0) 6074-8521-0	• Unit serial number and software version. • Functional and technical description of the problem. • Exact error message received.
US, Asia/Pacific, Mexico/Latin America	
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