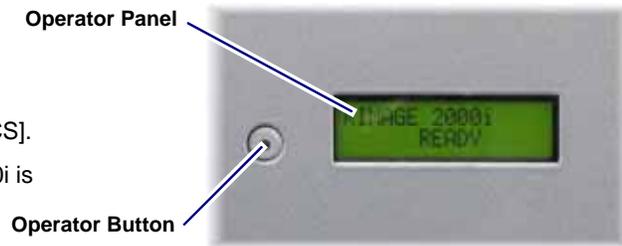# Rimage® 2000i Diagnostic Tests

This document provides the information needed to access, select, and perform Rimage 2000i diagnostic tests. To perform any of the diagnostic tests, you must be sure that the Rimage 2000i is not in an error state and that the printer service and ink cartridge access doors are closed.

Access and Select Diagnostic Tests

Access Diagnostic Test Mode

1. Power on the **Rimage 2000i**.

2. Allow the system to fully initialize.

3. Press and hold the **operator button** until the operator panel displays [BUTTON DIAGNOSTICS].

4. Release the **operator button**. The Rimage 2000i is in diagnostic test mode.

Operator Panel

Operator Button

Select a Diagnostic Test

1. Press the **operator button** the same number of times as the test number (indicated in the test title).

2. Hold the **operator button** in on the last press to start the selected test.

   For example, to start Diagnostic Test 3 (Calibrate Diagnostic Test), press the operator button three times and hold it in on the third press.

   📖 **Tip:** To display each diagnostic test number and name, press the **operator button** at a rate that is slow enough so that you can read the test on the operator panel. If you hold the button too long, the test starts.

3. Continued with the desired diagnostic test.

Exit Diagnostic Test Mode

1. If a diagnostic test is currently running, press the **operator button** once to stop the test.

2. When the diagnostic test is stopped, press the **operator button** seven times and hold it on the seventh press. The operator panel displays [EXIT TEST MODE RELEASE BUTTON]. The Rimage 2000i exits diagnostic test mode and the system resets.

Perform Diagnostic Tests

Diagnostic Test 1 – Reserved

Diagnostic Test 2 – Cycle Media

This test has six modes, depending on whether a disc is present and where it is placed. The process begins by detecting an open printer or recorder tray. The lift arm moves to the location of the disc, if one is present.

(!) **Important!** Before you cycle media, the printer and recorders must be properly aligned. Refer to the *Rimage 2000i User Guide* for instructions.

Cycle a Disc at the Printer

1. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.
2. Make sure that all **recorder trays** are closed.
3. Press the **operator button** two times and hold on the second press until the operator panel displays [CYCLE MEDIA RELEASE BUTTON].
4. Release the **operator button**. The operator panel displays [LOAD MEDIA PRESS TO CONT].
5. Press ⏏ to open the printer tray.
6. Place one **disc** on the printer tray. Do not close the printer tray.
7. Press and release the **operator button**.
    *   The lift arm moves to check for an open printer tray and if there is a disc present.
    *   The lift arm picks up the disc from the printer tray and releases it onto the printer tray.
8. The cycle continues until the test is stopped.
9. Press the **operator button** to stop the test and exit diagnostic test 2.

Cycle a Disc at the Recorder

1. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.
2. Make sure that the **printer tray** is closed.
3. Press the **operator button** two times and hold on the second press until the operator panel displays [CYCLE MEDIA RELEASE BUTTON].
4. Release the **operator button**. The operator panel displays [LOAD MEDIA PRESS TO CONT].
5. Open one **recorder tray**.
6. Place one **disc** on the recorder tray. Do not close the recorder tray.
7. Press the **operator button**.
    *   The lift arm moves to check for an open recorder tray and if there is a disc present.
    *   The lift arm picks up the disc from the recorder tray and releases it onto the recorder tray.
8. The cycle continues until the test is stopped.
9. Press the **operator button** to stop the test and exit diagnostic test 2.
10. Repeat steps 1-9 for the second recorder.

Cycle a Disc from the Recorder to the Printer

1. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.
2. Press the **operator button** two times and hold on the second press until the operator panel displays [CYCLE MEDIA RELEASE BUTTON].
3. Release the **operator button**. The operator panel displays [LOAD MEDIA PRESS TO CONT].
4. Open one **recorder tray**.
5. Place one **disc** on the recorder tray. Do not close the recorder tray.
6. Press ⊚ to open the printer tray.
7. Press the **operator button**.
   - The lift arm moves to check for an open printer tray and if there is a disc present.
   - The printer tray closes.
   - The lift arm moves to check for an open recorder tray and if there is a disc present.
   - The lift arm picks up the disc from the recorder tray and moves to the top of the lift column.
   - The printer tray opens.
   - The lift arm releases the disc onto the printer tray.
   - The lift arm picks up the disc.
   - The printer tray closes.
   - The lift arm releases the disc onto the recorder tray.
8. The cycle continues until the test is stopped.
9. Press the **operator button** to stop the test and exit diagnostic test 2.
10. Repeat steps 1-9 for the second recorder.

Cycle a Disc from the Input Bin to the Output Bin

1. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.
2. Make sure that the printer tray and all recorder trays are closed.
3. Press the **operator button** two times and hold on the second press until the operator panel displays [CYCLE MEDIA RELEASE BUTTON].
4. Release the **operator button**. The operator panel displays [LOAD MEDIA PRESS TO CONT].
5. Place one or more **discs** in the input bin.
6. Press the **operator button**.
   - The lift arm moves to check for an open printer or recorder tray or a disc.
   - The lift arm picks up a disc from the input bin and moves it to the output bin.
7. The cycle continues until the input bin is out of discs or the test is stopped.
8. Press the **operator button** to stop the test and exit diagnostic test 2.

Cycle a Disc from the Input Bin to the Printer and the Output Bin

1. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.
2. Make sure all recorder trays are closed.
3. Press the **operator button** two times and hold on the second press until the operator panel displays [CYCLE MEDIA RELEASE BUTTON].
4. Release the **operator button**. The operator panel displays [LOAD MEDIA PRESS TO CONT].
5. Place one or more **discs** in the input bin.
6. Press ⊚ to open the printer tray.

7. Press the **operator button**.

  • The lift arm moves to check for an open printer tray and if there is a disc present.

  • The printer tray closes.

  • The lift arm picks up the disc from the input bin and moves to the top of the lift column.

  • The printer tray opens.

  • The lift arm releases the disc onto the printer tray.

  • The lift arm picks up the disc from the printer tray.

  • The printer tray closes.

  • The lift arm releases the disc into the output bin.

8. The cycle continues until the input bin is out of discs or the test is stopped.

9. Press the **operator button** to stop the test and exit diagnostic test 2.

Cycle the Lift Arm

1. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.

2. Make sure that the printer tray and all recorder trays are closed.

3. Remove all **discs** from the Rimage 2000i.

4. Press the **operator button** two times and hold on the second press until the operator panel displays [CYCLE MEDIA RELEASE BUTTON].

5. Release the **operator button**. The operator panel displays [LOAD MEDIA PRESS TO CONT].

6. Press the **operator button**.

  • The lift arm moves to check for an open printer or recorder tray or a disc.

  • When no discs are detected, the lift arm moves up and down.

7. The cycle continues until the test is stopped.

8. Press the **operator button** to stop the test and exit diagnostic test 2.

Diagnostic Test 3 – Calibrate Diagnostic

This test uses one disc to calibrate the distance from the lift arm homing position to the supply bin.

1. Remove all **discs** from the Rimage 2000i.

2. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.

3. Press the **operator button** three times and hold on the second press until the operator panel displays [CALIBRATE RELEASE BUTTON].

4. Release the **operator button**. The operator panel displays [PLACE ONCE DISC INTO INPUT BIN PRESS/REL to GO HOLD to EXIT].

5. Place one **disc** in the input bin.

6. Press and release the **operator button**.

  • The lift arm moves to the supply bin and picks up the disc and then drops it in the supply bin.

  • The lift arm moves back to its home position above the printer tray.

  • When this cycle is complete, the Rimage 2000i resets and exits the diagnostic mode.
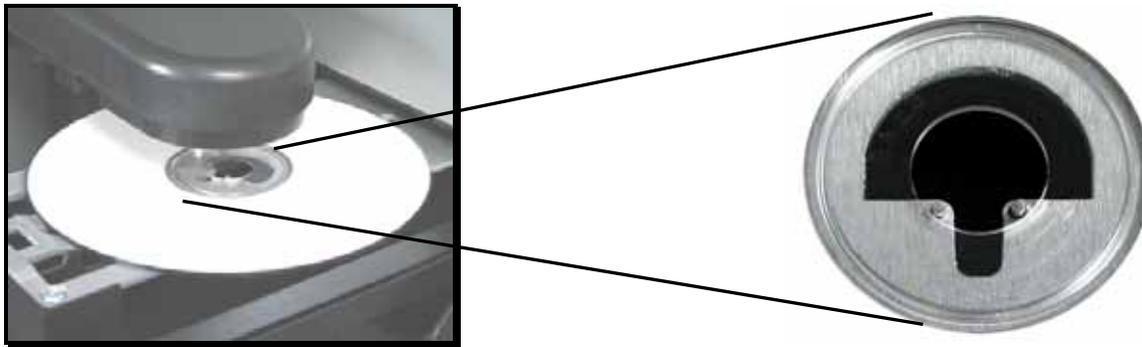
Diagnostic Test 4 – Jog Lift Diagnostic

This test checks the printer and recorder alignment. This test has three modes. The first mode checks the printer alignment, the second mode checks the recorder alignment, and the third mode jogs the lift arm in the input bin.

1. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.
2. Press the **operator button** four times and hold on the fourth press until the operator panel displays [JOG LIFT RELEASE BUTTON].
3. Release the **operator button**. The operator panel displays [LOAD MEDIA PRESS TO CONT].
4. Continue with Test the Printer Alignment, Test the Recorder Alignment, or Jog the Lift Arm in the Input Bin.

Test the Printer Alignment

1. Press ⏏ to open the printer tray.
2. Place one **disc** on the printer tray so that the two small pins are aligned at the front of the hole in the disc and the disc lays flat on the printer tray. Do not close the printer tray.

3. Press and release the **operator button**. The operator panel displays [PRESS/REL to JOG HOLD to EXIT].
4. Press the **operator button** to pick up the disc.
5. Press the **operator button** to release the disc onto the printer tray.

   If properly aligned, the disc is seated on the printer tray so that the lift arm smoothly sets the disc onto the printer tray, the two small pins are aligned at the front of the hole in the disc, and the disc lays flat on the printer tray.
6. Remove the **disc** from the printer tray.
7. Press ⏏ to close the printer tray.
8. Press and hold the **operator button** to stop the test. The operator panel displays [EXIT REQUESTED RELEASE BUTTON].

Test the Recorder Alignment

1. Open one **recorder tray.**
2. Place one **disc** in the recorder tray. Do not close the recorder tray.
3. Press and release the **operator button**. The operator panel displays [PRESS/REL to JOG HOLD to EXIT].
4. Press the **operator button** one time to move the lift arm to the recorder tray and pick up the disc
5. Press the **operator button** to release the disc onto the recorder tray.

   If properly aligned, the disc lays flat in the recorder tray.
6. Remove the disc from the recorder tray and close the tray.
7. Press and hold the **operator button** to stop the test. The operator panel displays [EXIT REQUESTED RELEASE BUTTON].
8. Repeat steps 1-7 for the second recorder.

Jog the Lift Arm in the Input Bin

1. Place one **disc** in the input bin.
2. Press and release the **operator button**. The operator panel displays [PRESS/REL to JOG HOLD to EXIT].
3. Press the **operator button once** to move the lift arm to the input bin and pick up the disc.
4. Press the **operator button** to release the disc into the input bin.
5. Press and hold the **operator button** to stop the test. The operator panel displays [EXIT REQUESTED RELEASE BUTTON].

Diagnostic Test 5 – Solenoid Diagnostic

This test turns the power off and on to the gripper finger solenoid, which moves the gripper fingers. It is used to verify proper mechanical alignment of the solenoid.

1. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.
2. Press the **operator button** five times and hold on the fifth press until the operator panel displays [SOLENOID TEST RELEASE BUTTON].
3. Release the **operator button**. The gripping mechanism opens and closes and the cycle count displays on the operator panel.
4. Press the **operator button** to stop the test.

Diagnostic Test 6 – Sensors Diagnostic Test

This test ensures that the various sensors used in the system are functioning correctly.

1. Make sure that the autoloader is in diagnostic test mode. Follow the instructions in *Access and Select Diagnostic Tests* section on page 1.
2. Press the **operator button** six times and hold on the sixth press until the operator panel displays [STARTING TEST RELEASE BUTTON].
3. Test the **sensors**.

   ✎ **Note:** A beep sounds each time the status of the sensor is changed.

   - Disc present sensor – Gently press up on the **disc present sensor**.
   - Lift home sensor – Rotate the lead screw to move the lift arm up and down from the lift home.
4. Press the **operator button** to exit the test.

Lift Home Sensor

Disc Present Sensor