

# Rimage 480i™ Knowledge Base

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ⓘ **Important!** This document is designed to be viewed online. It contains links to several online processes and procedures, which are not available in the printed version.

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## Introduction

This document provides answers for the most frequently asked questions about the Rimage 480i printer.

Before you walk through any of these troubleshooting steps, refer to the Rimage 480i printer [Setup Guide](#) to verify that the equipment is set up correctly.

Select the type of problem you are experiencing from the list below.

- [Print quality](#)
- [Printer doesn't print](#)
- [Printer drivers](#)
- [Clamping Pins](#)
- [Ink cartridges](#)
- [Graphics](#)

## Print quality


Select a problem to view the solution.

- [The printed disc has noticeable bands in the printed disc.](#)
- [The print is streaky.](#)
- [The print has black lines running through it.](#)
- [The print is smearing.](#)
- [The print is grainy.](#)
- [The print is not masking or prints on the hub.](#)
- [The print is “off” color or is printing “faint.”](#)

### The printed disc has noticeable bands in the printed disc.

Banding can be improved by increasing the ink saturation in the Rimage 480i printer driver. Select the appropriate directions to change the ink saturation:

#### **Printing labels from CD Designer**

 **Note:** If you are using CD Designer, printing preferences are saved with the label file and are used instead of the printer driver settings.

1. Open the label file with CD Designer.
2. Select **Print**. The *Printer* window opens.
3. Select the **Document Properties** button.
4. Select the **Colors** tab.
5. Move the **Saturation slider** toward “vibrant.”
6. Select **OK**.
7. Close the *Printer* window.
8. Save the label file.
9. Print the label again.

#### **Printing PDF files**

When printing with .PDF files, change the Printing Defaults in the printer driver.

1. From the Windows Start menu:
  - Navigate: **Settings > Printers** in Windows 2000.
  - Navigate: **Settings > Printers and Faxes** in Windows XP.
2. Right-click on the **Disc Color Printer 480i**.
3. From the dropdown menu, select **Properties**. The *Disc Color Printer 480i Printing Properties* window opens.
4. Navigate: **Advanced** tab > **Printing Defaults** > **Color** tab
5. On the **Color** tab, move the **Saturation slider** toward “vibrant.”
6. Select **OK**.
7. Print the label again.

### The print is streaky.

- Be sure you are using Rimage media. Rimage offers media kits that provide superior performance and exceptional convenience at a competitive price. For more information, see [Rimage Media Kits](#).
- Clean or replace the ink cartridge. Refer to the Maintain the Rimage 480i section of the [Rimage 480i Printer User Guide](#).

### The print is smearing.

- Be sure you are using Rimage media. Rimage offers media kits that provide superior performance and exceptional convenience at a competitive price. For more information, see [Rimage Media Kits](#).
- Clean or replace the ink cartridge. Refer to the *Maintain the Rimage 480i* section of the [Rimage 480i Printer User Guide](#).


### The print is grainy.

- Be sure you are using Rimage media. Rimage offers media kits that provide superior performance and exceptional convenience at a competitive price. For more information, see [Rimage Media Kits](#).
- Replace the ink cartridges. Refer to the *Maintain the Rimage 480i* section of the [Rimage 480i Printer User Guide](#).


### The print is not masking or prints on the hub.

- Follow these steps to adjust the mask settings.

#### ***Printing labels from CD Designer***

 **Note:** If using CD Designer, printing preferences are saved with the label file and are used instead of the printer driver settings.

1. Open the label file with CD Designer.
2. Select **Print**. The *Printer* window opens.
3. Select the **Document Properties** button.
4. Select the **Mask Settings** tab.
5. Make your changes to the inner and outer hub diameter under the **Standard Area** settings.

 **Note:** If your discs have a stacking ring (raised area on the disc for stacking), you will need to make changes to the hub area setting appropriately.

6. Select **OK**.
7. Close the *Printer* window.
8. Save the label file.
9. Print the label again.

#### ***Printing PDF files***


When printing with Acrobat (.PDF) files, change the Printing Defaults in the printer driver.

1. From the Windows Start menu:
  - **Navigate:** Settings > Printers in Windows 2000.
  - **Navigate:** Settings > Printers and Faxes in Windows XP.
2. Right-click on the **Disc Color Printer 480i**.

3. From the dropdown menu, select **Preferences**. The *Disc Color Printer 480i Printing Preferences* window opens.
4. Select the **Mask Settings** tab.
5. Make your changes to the inner and outer hub diameter under the **Standard Area** settings.

**Note:** If your discs have a stacking ring (raised area on the disc for stacking), you will need to make changes to the hub area setting appropriately.

6. Select **OK**.
7. Close the *Printer* window.
8. Save the label file.
9. Print the label again.

 **Note:** If that doesn't work, reinstall the printer driver. To find the latest drivers, refer to the Downloads tab on the Support website. Navigate: [www.rimage.com](http://www.rimage.com) > Support > Printers > 480i. Select the Downloads tab. Download the latest service pack.

### **The print is “off” color or is printing “faint.”**

Replace the ink cartridges. Refer to the *Maintain the Rimage 480i* section of the Rimage 480i Printer User Guide.

## Clamping Pins

**The printer (gripper fingers) is not clamping properly.**


You could have warped or defective media.

Be sure you are using Rimage media. Rimage offers media kits that provide superior performance and exceptional convenience at a competitive price. For more information, see [Rimage Media Kits](#).

## Printer does not print

### The printer sounds like it is printing, but it does not print the disc.

1. Download and install the latest Service Pack. To find the latest service pack, refer to the [Downloads](#) tab on the Support website. Navigate: [www.rimage.com](http://www.rimage.com) > Support > Printers > 480i. Select the Downloads tab. Download the latest service pack.
2. Open the Disc Color printer driver.
  - Using Windows 2000, navigate: **Start > Printers**. The *Printers* window opens.
  - Using Windows XP, navigate: **Start > Printers and Faxes**. The *Printers and Faxes* window opens.
3. Right-click on **Disc Color 480i**. A dropdown menu displays.
4. From the dropdown menu, select **Printing Preferences**. The *Disc Color 480i Printing Preferences* dialog box opens.
5. Select the **Mask Settings** tab.
6. Select **Set Default**. All mask settings are changed to the default settings.

 **Note:** If you are printing on the discs from the Rimage media kits, set the Inner Diameter setting to 24 mm.

7. To save the change, select **OK**.
8. Close the *Printers* window.
9. Restart the computer.
10. Resubmit your job.

## Ink cartridges

Select a problem to view the solution.

- [Can I refill my ink cartridges?](#)
- [What ink cartridges are compatible with the 480i printer?](#)

### **Can I refill my ink cartridges?**

If you refill your Rimage ink cartridges, you may void your warranty and maintenance contract. You must use only authentic Rimage ink cartridges. For more information, see [Rimage Media Kits](#).

### **What ink cartridges are compatible with the 480i printer?**

You must use authentic Rimage ink cartridges. For more information, see [Rimage Media Kits](#).

## Printer Driver

Select a problem to view the solution.

- [How do I remove the 480i printer driver?](#)
- [After changing a printer driver setting, the next print did not reflect the change.](#)

### How do I remove the 480i printer driver?

Unplug the USB cable that attaches the printer to the computer.

1. Navigate: **Start** menu > **Printers and Faxes**.
2. Select **480i Printer Driver**.
3. Delete the **480i Printer Driver**.

### After changing a printer driver setting, the next print did not reflect the change.

If you are using CD Designer, you must change the printer driver settings through CD Designer with the label file open. The CD Designer label file settings override the printer driver settings.

1. From CD Designer, open the label file.
2. Select **Print**.
3. Select **Document Properties**.
4. Make any desired changes to the printer settings.
5. Select **OK**.
6. Close the *Print* window.
7. Save the label file.
8. Print the disc.

You can change the label template so all labels created afterward will have the desired change.

1. Open the **Rimage.btw** file. C:\Program Files\Rimage\CD Designer\Rimage.btw
2. Select **Print**.
3. Select **Document Properties**.
4. Make any desired changes to the printer settings.
5. Select **OK**.
6. Close the *Print* window.
7. Save the label file as **Rimage.btw**.

## Graphics

### What graphic formats are supported by CD Designer?

- Rimage recommends using BMP, TIF, WMF, and JPG files. All files, including JPG files, should be saved at 300 DPI.
- TIF files must be in an RGB color model without LZW compression. If a CYMK TIF file is the only file available, convert the file to an RGB format with a graphics application.

 **Note:** Transparency in graphic files will appear white in CD Designer and is not supported.

## **If all else fails**

- Your AutoPrinter II requires the attention of an authorized Rimage Repair Technician. Contact your Rimage reseller for repair and service options.
- Contact [Rimage Technical Support](#) .