



ⓘ **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 Everest printer. It also provides solutions for [Error Messages](#).

Before you walk through any of these troubleshooting steps, refer to the [Everest II Printer Unpacking Instructions](#) and [Everest III Printer Setup Guide](#) to verify that the equipment is set up correctly.

- If you are using an Everest II Printer, refer to the [Everest II Printer User Guide](#) for more information.
- If you are using an Everest III Printer, refer to the [Everest III Printer User Guide](#) for more information.

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

- [Print Quality](#)
- [Printer Drivers](#)
- [Graphics](#)
- [Miscellaneous](#)

Print Quality

Select a problem to view the solution.

- [The image does not print in the same place on every disc. Prints are shifting.](#)
- [Small white specks are showing up on the printed disc.](#)
- [Vertical streaks are showing up on the printed disc.](#)
- [Parts of the printed label or disc are peeling off the disc.](#)
- [Printing is off-center.](#)
- [There are vertical or horizontal lines on the print.](#)
- [Prints are tearing.](#)
- [The retransfer ribbon is sticking to the discs.](#)

The image does not print in the same place on every disc. Prints are shifting.

ⓘ **Important!** Try these solutions in the order they are presented.

- If the printed image on the disc is not printing in the same place on every disc, the Everest print head may need to be cleaned. For specific instructions, refer to the *Maintain the Everest printer* section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).
- Install a new print ribbon and a new retransfer ribbon. For specific instructions, refer to the inside of your Everest printer or the *Maintain the Everest printer* section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).

Small white specks are showing up on the printed disc.

This is caused by dust in the equipment. The print head and rollers should be cleaned. For specific instructions, refer to the *Maintain the Everest printer* section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).

Vertical streaks are showing up on the printed disc.

ⓘ **Important!** Try these solutions in the order they are presented.

- The Everest platen roller may need to be cleaned. For specific instructions, refer to the *Maintain the Everest printer* section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).
- The bar under the print head may need to be cleaned. For specific instructions, refer to the *Maintain the Everest printer* section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).
- The Everest print head may need to be cleaned. For specific instructions, refer to the *Maintain the Everest printer* section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).

There are vertical or horizontal lines on the print.

ⓘ **Important!** Try these solutions in the order they are presented.

- Clean the printer. For specific instructions, refer to the *Maintain the Everest printer* section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).
- If necessary, replace the print head. Your Rimage Everest printer requires the attention of an authorized Rimage Repair Technician. Contact your Rimage reseller for repair and service options.

Parts of the printed label or disc are peeling off the disc or tearing.

ⓘ **Important!** Try these solutions in the order they are presented.

- Rimage recommends using Rimage media. For more information, see [Rimage Media Kits](#).
- If you are printing files designed in an application other than CD Designer: Open the Everest printer driver and change the Media Type setting to DVD Clear. For specific instructions, refer to the *Setting media size, media type, orientation, and ribbon type* sections of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).
- If you are printing files designed in CD Designer:
 1. From CD Designer, open the label file.
 2. **Navigate:** File > Print.
 3. The *Print* window opens.
 4. Select Printer Properties.
 5. Make any desired changes to the printer settings.
 6. Select **OK**.
 7. Close the *Print* window.
 8. Save the label file.
 9. Print the disc.

Printing is off-center.

To adjust the label centering, open the Status Monitor from the printer driver. Refer to the *Adjusting the print alignment and color density* sections of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).

The retransfer ribbon is sticking to the discs.

Replace the retransfer ribbon. For specific instructions, refer to the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).

Printer Drivers

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

If you are using CD Designer labels, the printer driver settings are saved with the label files. You will need to change the settings in the label files in order to have the print reflect the change.

Change Printer Driver Settings

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. **Navigate:** File > Print. The *Print* window opens.
3. Select **Printer 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.

Change Label Templates


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

1. Open the **Rimage.btw** file, located in "C:\Program Files\Rimage\CD Designer\"
2. **Navigate:** File > Print. The *Print* window opens.
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.

Serial Number

Where can I find the serial number?

The [Locate Your Rimage Product Serial Number](#) document shows the possible locations for a serial number label and what the label looks like.

Miscellaneous

I am not getting the quantity expected from the single color ink ribbon.

- In the printer driver, set the ribbon to Mono instead of CMY. Refer to the *Setting your printing preferences* section of the Everest II Printer User Guide or Everest III Printer User Guide. If the driver is set to CMY, it will use three times as much ribbon per disc.
- 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. **Navigate:** File > Print. The *Print* window opens.
 3. Select **Printer Properties**.
 4. Set the ribbon to Mono instead of CMY
 5. Select **OK**.
 6. Close the *Print* window.
 7. Save the label file.
 8. Print the disc.

Error Messages

Select a problem to view the solution. At the end of this section is a complete list of the Everest error messages and solutions for each message.


- On the Everest printer, the error light is on and solid (not flashing) and the disc present light is flashing.
- On the Everest printer, the error and disc present lights are flashing.
- An error message displays that the halogen lamp is out on my Everest printer.
- The halogen lamp error is displayed, but it seems like everything is working.
- The ink ribbon is not detected.
- There is an error positioning the heat roller.
- There is an upper sensor time out/lower sensor error (not responding).

On the Everest printer, the error light is on and solid (not flashing) and the CD present light is flashing.

The error light is located in the operator button of the Everest printer. This indicates that there is a problem with one of the ribbons or one of the ribbon locks.



1. Open the **side cover** of the Everest printer.
2. Ensure that the **ribbons** are not creased or folded over.
3. Follow the instructions inside the Everest printer to ensure that the ribbon and retransfer ribbon are installed properly.

 **Note:** Refer to the Control panel indicators section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#) for additional information.

Check the Everest Status Monitor.

1. Navigate: Start > Printers and Faxes.
2. Right-click on the **Everest Printer**.
3. Select **Printing Preferences**.
4. Select the **Utility** tab.
5. Click the **Status Monitor** button. The status monitor will open minimized in the task bar.
6. At the top of the **Information** tab, the state of the printer will be displayed.

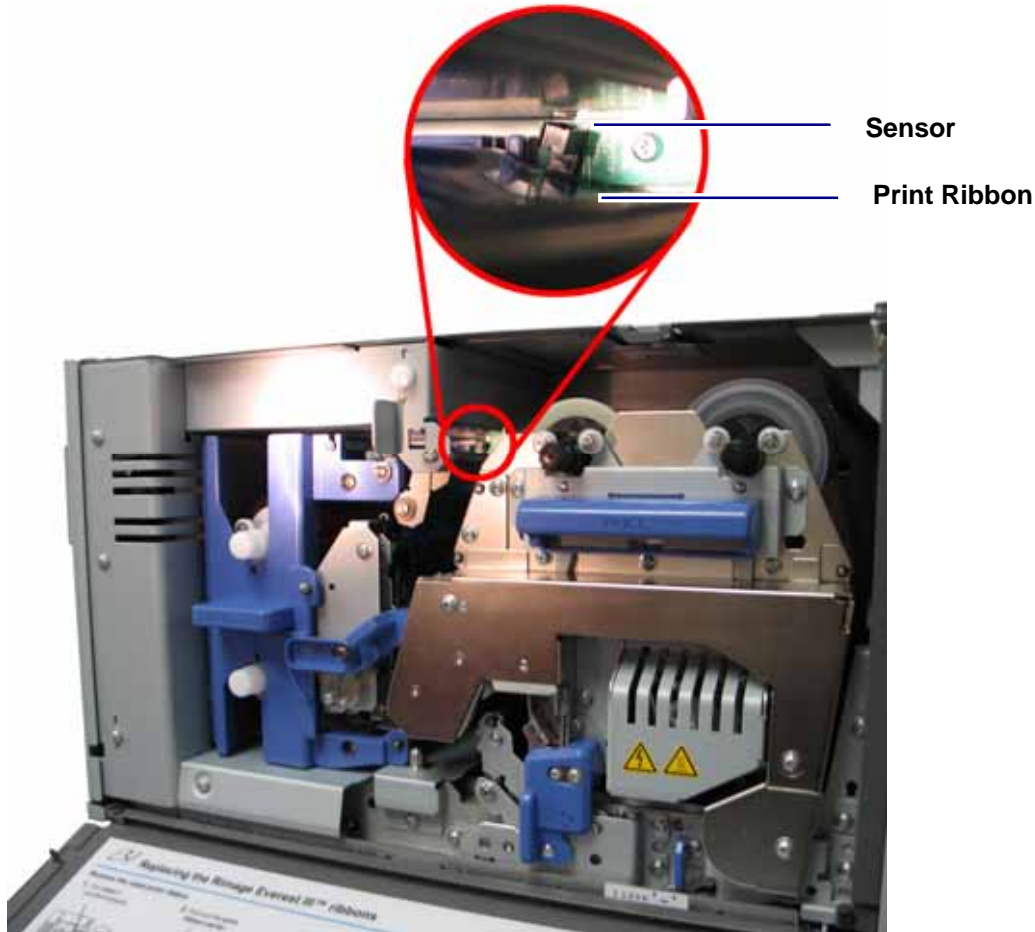
An error message displays that the halogen lamp is out on my Everest printer.

The procedure for addressing this issue is explained in the [Halogen Lamp Error](#) service bulletin. If service bulletin does not resolve the problem, contact Tech Support for repair.

The ink ribbon is not detected.

ⓘ **Important!** Try these solutions in the order they are presented.

- Inspect the ribbon for tears or rips.
- Be sure the ribbon passes through the sensors.



- Clean the tacky rollers and ribbon carrier, ensuring that no wax buildup is present. For specific instructions, refer to the *Maintain the Everest printer* section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#).
- Replace the print ribbon.

There is an error positioning the heat roller.

Replace the heat roller assembly. Your product name requires the attention of an authorized Rimage Repair Technician. Contact your Rimage reseller for repair and service options.

There is an upper sensor error/lower sensor error (not responding).

- Update the firmware. To find the latest firmware, refer to the [Downloads](#) tab on the Support website. **Navigate:** www.rimage.com > Support > Printers > Everest. Select the Downloads tab. Download the latest firmware.
- Replace the ribbons. For specific instructions, refer to the *Maintain the Everest printer* section of the [Everest II Printer User Guide](#) or [Everest III Printer User Guide](#) or the instructions on the inside of the Everest printer.

Everest error messages

Code	Description	Recovery
21	Out of ribbon.	Replace CMY/monocolor ribbon.
50	Invalid ribbon or problem reading RFID tag.	Replace CMY/monocolor ribbon.
23	Out of retransfer ribbon.	Replace retransfer ribbon.
24	Cover is open.	Ensure printer cover is closed.
25	Ink ribbon missing. After installing ribbon, turn the printer off and on again to retry.	Replace CMY/monocolor ribbon.
26	Retransfer ribbon missing. After installing retransfer ribbon, turn the printer off and on again to retry.	Replace retransfer ribbon.
27	Print head release lever not latched.	Reseat Lock #1.
28	Retransfer ribbon release lever not latched.	Reseat Lock #2.
29	Error lowering printhead. Turn the printer off and on again to retry.	Follow the instructions. Power the printer off and then on.
31	Error raising printhead. Turn the printer off and on again to retry.	Follow the instructions. Power the printer off and then on.
32	Error moving drawer in. Turn the printer off and on again to retry.	<ol style="list-style-type: none"> 1. Open the printer. 2. Remove the ink ribbon carrier. 3. Remove the screws (Qty. 3) that hold the plate in place under the ribbon carrier. 4. Remove any discs or obstructions blocking the printer tray.
33	Error moving drawer out. Turn the printer off and on again to retry.	Follow the instructions. Power the printer off and then on.
34	Error clamping disc in printer.	Align the printer. For specific instructions, refer to the Everest II Printer User Guide or Everest III Printer User Guide .
36	Invalid position of the frame lever for locking mid-frame.	Reseat Lock #3.

Code	Description	Recovery
38	Retransfer ribbon upper sensor error. Turn the printer off and on again to retry.	Replace the ink ribbon and retransfer ribbon.
39	Ink ribbon sensor error. Turn the printer off and on again to retry.	Follow the instructions. Power the printer off and then on.
41	Halogen lamp is not responding. Turn the printer off and on again to retry.	The procedure for addressing this issue is explained in the Halogen Lamp Error service bulletin.
42	Retransfer ribbon lower sensor error. Turn the printer off and on again to retry.	Replace retransfer ribbon
43	Cannot position the retransfer heat roller (up/down). Turn the printer off and on again to retry.	Follow the instructions. Power the printer off and then on.
44	Drawer motor encoder not responding. Turn the printer off and on again to retry.	Remove the shipping screw from the Everest printer. Refer to the Everest II Printer Unpacking Instructions or Everest III Printer Setup Guide .
45	Motor for winding the retransfer ribbon is broken. Turn the printer off and on again to retry.	Follow the instructions. Power the printer off and then on.
47	Retransfer thermistor is broken. Turn the printer off and on again to retry.	Follow the instructions. Power the printer off and then on.
46	Printhead thermistor is broken. Turn the printer off and on again to retry.	Follow the instructions. Power the printer off and then on.
48	Environment thermistor is broken. Turn the printer off and on again to retry.	Follow the instructions. Power the printer off and then on.
49	EEPROM format or checksum bad. Turn the printer off and on again to retry.	Update the printer firmware. Refer to the Downloads tab on the Support website.
51	Retransfer ribbon stuck, clear manually.	Replace the retransfer ribbon.
	Digital signature not found.	This message occurs when you are installing a Rimage printer driver on a Windows 2000 or Windows XP operating system. To install the required Rimage driver, select Yes (Windows 2000) or Continue Anyway (Windows XP). The driver is installed.

If all else fails

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