

# Rimage Prism™ 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 Prism printer.

Before you walk through any of these troubleshooting steps, refer to the [Prism User 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 Drivers](#)
- [Serial Number](#)
- [Graphics](#)

## Print Quality

Select a problem to view the solution.

- [The printed label has a thin vertical line that is not printing.](#)
- [Label is printing off center.](#)
- [Discs are coming off the Prism print pad.](#)
- [Discs are printing light or not filling in the image.](#)

### The printed label has a thin vertical line that is not printing.

1. Clean the printhead. Refer to the *Cleaning the printhead* section of the [Prism Printer User Guide](#).
2. If cleaning the printhead does not resolve the issue, your AutoPrinter II requires the attention of an authorized Rimage Repair Technician. Contact your Rimage reseller for repair and service options.

### Label is printing off center.

The graphic image may not be centered in the label program. If you are using CD Designer, use the centering buttons first to center the graphic image. The buttons are on the right side of the screen when looking at the label. The first button centers vertically, the second button centers horizontally.

### Discs are coming off the Prism print pad.

There are several factors that may cause the disc to come off the print pad. Verify that the:

- Disc is right-side up on the print pad.
- Disc is not warped.
- Disc does not have a clear coating on the edges.
- Center pin covers at least 1/2 of the disc thickness.
- Height of the two front guide pins covers at least 1/2 of the disc edge.

### Discs are printing light or not filling in the image.

- Increase the print strobe.
  1. **Navigate:** Start > Printers and Faxes.
  2. Right click on the **Perfect Image Printer** driver.
  3. Select **Properties**.
  4. Select **Device Settings** tab.
  5. Increase the **Master Print Strobe**.
- 6. If you are using USB, disable the Advanced Printing Features.
  1. **Navigate:** Start > Printers and Faxes.
  2. Right-click on the **Perfect Image Printer** driver.
  3. Select **Properties**.
  4. Select **Advanced** tab.
  5. Clear the **Enable Advanced Printing Feature** checkbox.
  6. Select **OK**.

## 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. Refer to the CD Designer online help for additional information.

### 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**.

## 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.

## 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](#) .