

R I M A G E[®]

Prism III Printer User Guide



SHORT TERM CONFIDENTIAL

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Introduction

This manual provides the information needed to configure, operate, and maintain the Rimage Prism III printer.

For information specific to your autoloader or Rimage AutoPrinter refer to the product's User Guide found at www.rimage.com/support. From the **Support** page select **Prism III** then the **User Manuals** tab.

Important! Your Prism III printer may not look exactly like the model featured in this user guide.


About this User Guide


- While we try to maintain all versions of our manuals and documentations, please note that the English version found on our web site always contains the most up-to-date information.
- Unless otherwise indicated, all Windows navigation statements are Windows 7 paths. Other Windows operating system navigation may differ slightly.
- These notes and symbols are used throughout the manual to help clarify information:

Tip: A Tip suggests alternative methods that may not be obvious and helps you understand the benefits and capabilities of the product.

Important!

- An Important note provides information essential to the completion of a task.
 - Important supplemental information.
 - You can disregard information in a Tip and still complete a task, but do not disregard an Important note.
-

 **Caution:** A Caution indicates that failure to observe this guideline could result in loss or damage to the equipment, product, software, or data.

 **Warning!** A Warning indicates that failure to follow this guideline could result in bodily injury to personnel operating or maintaining the equipment.

About the Prism III Printer

The Prism III printer is part of the Rimage series of printers. The Prism III printer is a high speed printer used to print monochrome or color information on CDs, DVDs, or Blu-ray Disc™.

The printer can be used as a stand alone printer for manual operation, or with a Rimage autoloader or Rimage AutoPrinter.

Unpacking and Setup Instructions

Unpacking and installation instructions are included with the Prism III printer. Refer to the *Rimage Prism III Setup and Installation Guide*, as well as the setup and installation guide included with your Rimage autoloader or AutoPrinter.

Important Information

This section provides support contact information, and cautions and warnings, for the Prism III printer.

Technical Specifications for this product can be found at www.rimage.com/support. From the **Support** page select: **Printer Series > Prism > User Manuals** tab.

Support Contact Information

| US, Canada, Latin America | |
|--|--|
| Rimage Corporation 7725 Washington Avenue South Minneapolis, MN 55439 USA Attn: Rimage Services | Email: support@rimage.com Telephone: North America: 800-553-8312 Mexico/Latin America: 952-944-8144 Fax: 952-944-7808 |
| Europe | |
| Rimage Europe GmbH Albert-Einstein-Str. 26 63128 Dietzenbach Germany | Email: support@rimage.de Telephone: +49 6074-8521-14 Fax: +49 6074-8521-100 |
| Asia/Pacific | |
| Rimage Japan Co., Ltd. 2F., WIND Bldg. 7-4-8 Roppongi Minato-ku, Tokyo 106-0032 JAPAN | Email: apsupport@rimage.co.jp Telephone: +81-3-5771-7181 Fax: +81-3-5771-7185 |

| Contact Rimage Services | |
|---|---|
| Website: www.rimage.com/support Knowledge Base: http://rimage.custhelp.com Log in and select the Ask a Question tab | |
| When you contact Rimage Services, please provide: <ul style="list-style-type: none"> System serial number and software version Functional and technical description of the problem Exact error message received | Copy this information from your Rimage product for future reference. Note: Make sure you update the Serial Number here anytime you receive a replacement system. Serial Number: Product Name: Date of Purchase: |

Learn More Online

At www.rimage.com/support, you can experience Rimage’s world-class Support and Services.

| | |
|--|--|
| From the Support home page: <ol style="list-style-type: none"> Select your product series. Select your product. Learn more on the product page. | From your product page you can access: <ul style="list-style-type: none"> Information about the latest software and firmware updates Product specifications The latest documents Current firmware and driver downloads |
|--|--|

Technical Support

Rimage offers a variety of service and support options for the Prism III printer including Exchange Services. Please contact your Rimage Value Added Reseller or Rimage for additional information and pricing.

Important! Make sure you register your autoloader so you are eligible for parts and labor covered for 1 year and priority phone support. Registration is available at <http://www.rimage.com/support/warranty-registration>.

Optical Disc Recording Software Disclaimer

This Product, Software, or Documentation may be designed to assist you in reproducing material in which you own the copyright or have obtained permission to copy from the copyright owner. Unless you own the copyright or have permission to copy from the copyright owner, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, you should contact your legal advisor. If you are neither in possession of the copyright nor have authorization from the owner of the copyright, unauthorized copying of copyrighted material on an optical disc or any other media violates national and international legislation and can result in severe penalties.

Important Information

Safety and Compliance Information

This manual and the indications on the product allow proper and safe operation. The indication marks below help protect you and other persons from injury, and equipment from damage.

Refer to the *Safety Precautions* section below and the [Compliance Information](#) section on page 4 for more information.

Safety Precautions

To ensure safety, read these precautions and familiarize yourself with their meaning before using the equipment.

Warning!

- *Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiant exposure.*
- *Do not disassemble or use tools on the printer. All service procedures should be performed by a Rimage-authorized technician, or sent in for Rimage-authorized repair.*
- *Do not service the printer with the power cord plugged in the AC outlet.*
- *The interior of the printer contains sharp edges.*
- *The front bezel of the printer can be opened by hand. Do not insert your fingers.*
- *Do not touch the heat roller.*

Caution:

- *All equipment with AC line voltage, or low DC voltages, such as switches, power supplies, fuses, fans, and non-stepper motors, must be replaced with Rimage-approved components to maintain the safety approval issued by UL.*
- *Use only the supplied AC power cord. For more information or to order a new power cord, contact Rimage Customer Service.*
- *This product is designed for an office environment.*
- *Do not use the printer if it is overheating or an abnormal smell is detected. This may result in a fire and an electric shock. In case of heating or abnormal smell, immediately disconnect the cable from the outlet. Contact your Rimage-authorized dealer for repairs.*
- *Allow sufficient free space for opening the printer tray. Do not touch the printer tray while it is in motion.*
- *If the side cover is opened while power is supplied, the printer will stop. Do not reach into the printer while it is in operation. Do not attempt to bypass the door interlock.*
- *Please do not use any voltage other than 110VAC or 220VAC. This could result in a fire and an electric shock.*

Important Information

Compliance Information

| | |
|-----------------------------|---|
| Product | Prism III printer |
| Model | CDPR6 |
| Notice for USA | <p>NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when this equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.</p> <p>This product complies with UL 60950-1, 2nd edition.</p> |
| Notice for Canada | <p>This Class A digital apparatus complies with Canadian ICES-003 Issue 4:2004. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.</p> <p>This product complies with CAN/CSA C22.2 No. 60950-1-07 2nd Edition.</p> |
| Notice for Europe | <p>This product is in conformity with the EMC Directive (89/336/EEC) and the Low-Voltage Directive (73/23/EEC) through compliance with the following European standards: EN 55022: 2006 + A1: 2007 Class A Limit; EN 55024: 1998+A1:2001+A2:2003; EN 61000-3-2:2006; EN 61000-3-3:1995 + A1:2001+A2:2005; EN 60950-1:2006 + A11:2009. The CE mark has been affixed in accordance with the CE Marking Directive 93/68/EEC.</p> |
| Notice for Japan | <p>This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio interference may occur, in which case, the user may be required to take corrective action.</p> <p>Translation: この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。</p> |
| Notice for Australia | <p>This product complies with AS/NZS CISPR22:2004.</p> |
| Notice for Korea | <p>It is certified that foregoing equipment has been certificated under the Framework Act on Telecommunications and Radio Waves Act.</p> <p>위 기기는 전기통신기본법, 전파법에 따라 인증되었음을 증명 합니다.</p> |

Prism III Printer Requirements

This section describes the ink, label design, and print requirements for the Prism printer.

Ribbon Requirements

Important!

- Rimage supports only the use of Rimage brand ribbons in the Prism printer. Printer issues that occur as a result of using ribbons by manufacturers other than Rimage are not included under your Rimage warranty or maintenance agreement.
- For optimum results, store the Prism III ribbons at a temperature 23° to 104° F (-5° to 40° C) and at a relative humidity of 30% to 80% non-condensing.
- Avoid moisture and direct sunlight.
- Do not reuse ribbons.
- Use only ribbons designed for the Prism III printer. Refer to the table below.

The Prism printer requires ribbons designed specifically for use with the printer. The Prism III printer will only operate with the following Rimage ribbons:

| Ribbon Type | Number of Discs Printed |
|--------------------------|-------------------------|
| 2002364 Black | 2100 |
| 2002366 Red | 2100 |
| 2002367 Midnight Blue | 2100 |
| 2002365 Multicolor (CMY) | 500 |

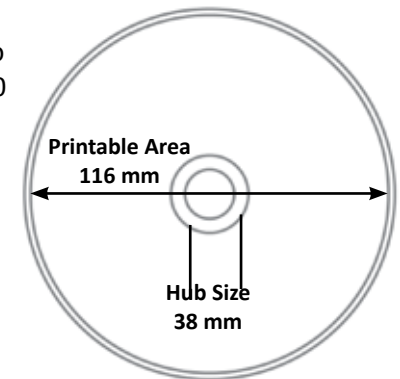
Label Design Requirements

The Rimage Windows-compatible CD Designer™ label editor software ships with each printer. CD Designer is installed on your PC during a typical installation of the Rimage software. If you have a Windows-based PC, you can use CD Designer to design your labels.

If you are using a Macintosh, or prefer to design labels in a software application other than CD Designer, use the following criteria.

Important! CD Designer is not Macintosh-compatible.

- **File format:** For best results, save your labels as JPEG or TIFF files. However, these file formats must be converted before printing. If you use CD Designer to print labels, you must import the labels and save them as CD Designer files (.btw) before printing. If you do not use CD Designer to print labels, you must convert the labels to PDF files before printing.
- **Color mode:** Labels that are imported into CD Designer must be in RGB color mode.
- **Resolution:** Use pictures or logos set to 300x300 dpi (Dots Per Inch) or 300x600 dpi.
- **Label Design Size:** The width is 5.12" (1536 pixels) and the height is 4.52" (1356 pixels).
- **Printable Area:** The printable area of a disc when using a Prism printer is 116 mm (4.567") and the hub is 38 mm (1.496").

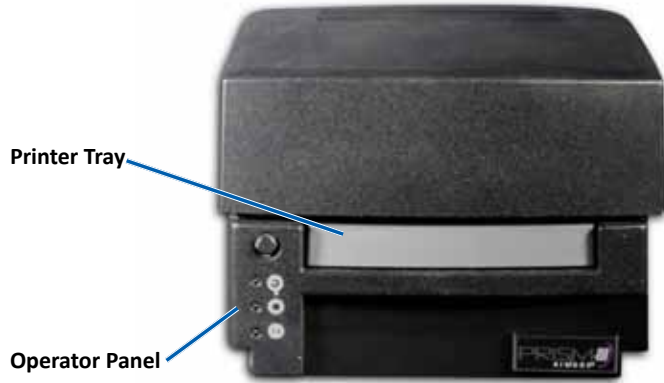


Print Requirements

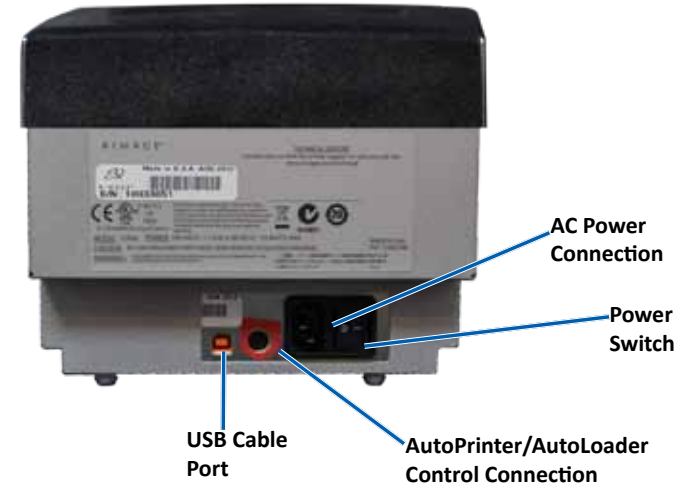
All labels created and saved through CD Designer are in the correct file format (.btw) for printing with the Prism printer. If you are creating and saving labels with a software application other than CD Designer, save your labels as PDF files before printing with the Prism printer. If you use a standalone Prism printer or an AutoPrism AutoPrinter, you can print directly from any application with print capability.

Identify the Parts of the Prism III Printer

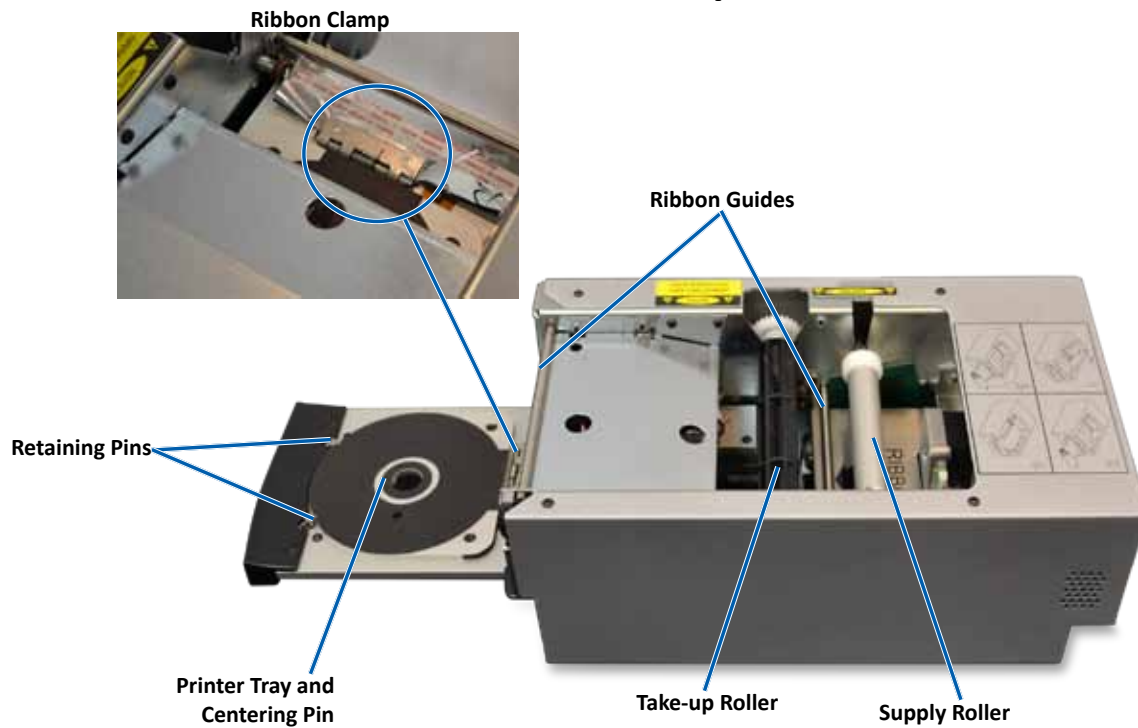
Front View



Back View



Top View



Identify the Parts of the Prism III Printer

Operator Panel

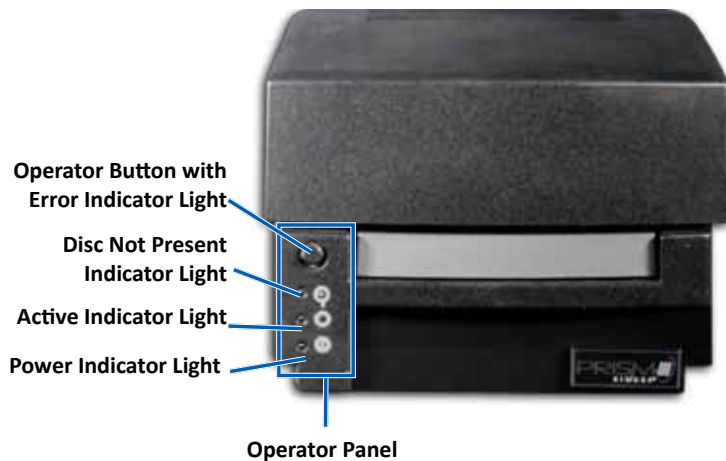
The operator panel is located on the front of the printer. There are four indicator lights and an operator button on the operator panel.


Operator Button




Press the operator button to open and close the printer tray. The Error indicator light is in the center of the operator button. Refer to the [Indicator Lights](#) section below for more information.

Indicator Lights

The name and function of each indicator light is described below. Each indicator light reflects different conditions on the Standalone Prism printer. Prism printers that are mounted on autoloaders or AutoPrism AutoPrinters have different conditions.



| Image | Name | Functionality |
|---|------------------------------|---|
|  | Error indicator light | <ul style="list-style-type: none"> The Error indicator light on the operator button illuminates when an error occurs during printing. The Error indicator light and the Disc Not Present indicator light flash when the printer is in cleaning mode. The Error indicator light illuminates and the Disc Not Present indicator light flashes at a slow rate when the ribbon is out. |

| Image | Name | Functionality |
|---|---|--|
|  | Disc Not Present indicator light | <ul style="list-style-type: none"> The Disc Not Present indicator light flashes a fault code when an error occurs. After the error is resolved, press the operator button to turn off the indicator light. The Disc Not Present indicator light illuminates when the tray is empty or when the disc is not properly clamped. When a disc is placed on the tray, the Disc Not Present indicator light turns off. In Multiple Copy mode, the Disc Not Present indicator light illuminates until the disc is removed from the pad. The Disc Not Present indicator light flashes continuously at slow rate when the remaining ribbon capacity is below 100 discs for monochrome ribbons and 25 discs for CMY ribbons. The Disc Not Present indicator light flashes at a slow rate and the Error indicator light illuminates when the ribbon is out. The Disc Not Present indicator light and the Error indicator light flash when the printer is in cleaning mode. |
|  | Active indicator light | <ul style="list-style-type: none"> The Active indicator light flashes when the printer is operating. The Active indicator light flashes continuously at a slow rate when the printer is in AutoPrinter mode. |
|  | Power indicator light | <ul style="list-style-type: none"> The Power indicator light illuminates when the printer is powered on. The Power indicator light flashes when the system board has detected a fatal error. The Power indicator light turns off when the printer detects a bad pixel element in the print head. The Power indicator light turns back on when a disc is placed on the tray and you can continue to print discs. If you continue to print, small lines may occur in your print jobs. This is an indication that the print head may require replacement. The Power indicator light turns off when the printer is powered off. |

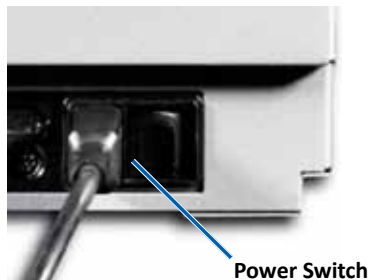
Operate the Prism III Printer

This section provides information needed to operate your Prism printer.

Power On and Off the Prism Printer

Power On or Off a Standalone Printer

1. Press the **power switch** on the rear of the printer. The printer powers on and initializes.
2. Press the **power switch** again. The printer powers off.



Power On or Off a Printer Connected to an Autoloader or AutoPrinter

Follow these steps if your Prism III printer is connected to an autoloader or AutoPrinter:

Tip: The power switch on the printer must remain in the 'on' position.

1. Power on the **autoloader** or **AutoPrinter**. The printer powers on and initializes.
2. Power off the **autoloader** or **AutoPrinter**. The printer powers off.

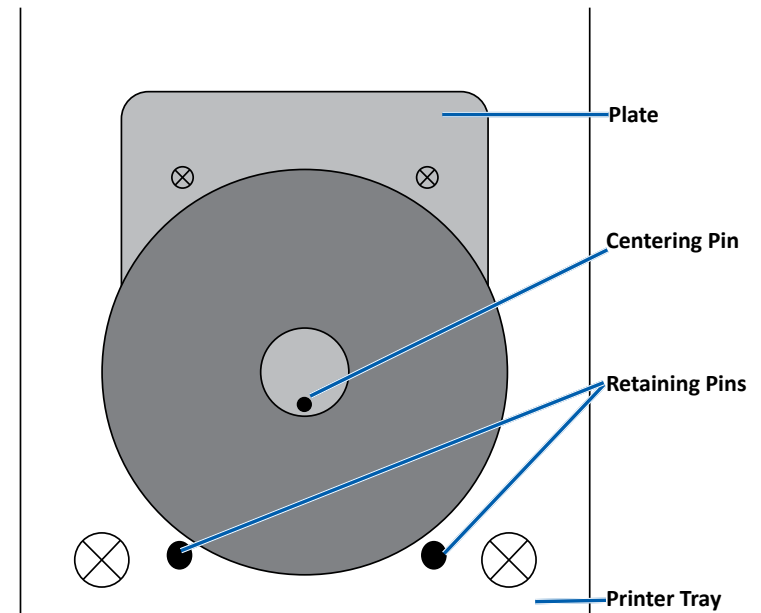
Place a Disc on the Printer Tray

1. Press the **operator button** to open the printer tray.
2. Place one **disc** on the rubber pad between the two retaining pins and the centering pin.

Important! Place the disc with the recording side facing down. The recording side has a raised stacking ring close to the hub. If a disc is inserted with the stacking ring facing up, the print head could be damaged.

Tips:

- If the disc is resting on the retaining pins, the printer tray will not close.
 - The characteristics of the print pad and plate vary between the standalone and automated models. The automated model has a hole through the center of the plate; the standalone model does not. All models have a centering pin.
3. Press the **operator button**. The printer tray moves to the disc clamped position.



Set your Printing Preferences

Set your Printing Preferences

Important: Unless otherwise indicated, all Windows navigation statements are Windows 7 paths. Other Windows operating systems' navigation may differ slightly.

Access Print Preferences

1. Select: **Start > Devices and Printers**. The *Devices and Printers* dialog box opens.
2. Right-click on Rimage Prism III.
3. Select **Printing preferences** from the dropdown list. The *Rimage Prism III Preferences* window displays.

Access Print Properties

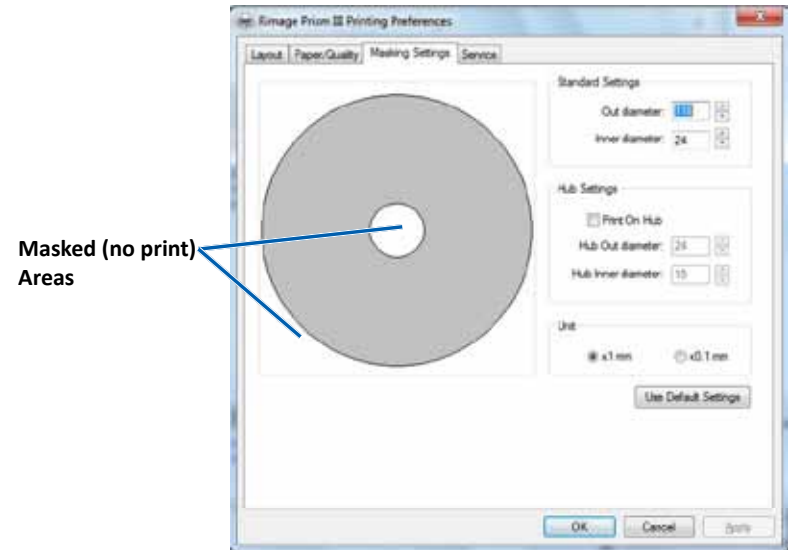
1. Select: **Start > Devices and Printers**. The *Devices and Printers* dialog box opens.
2. Right-click on Rimage Prism III.
3. Select **Printing properties** from the dropdown list. The *Rimage Prism III Properties* window displays.

Layout and Paper/Quality Preferences

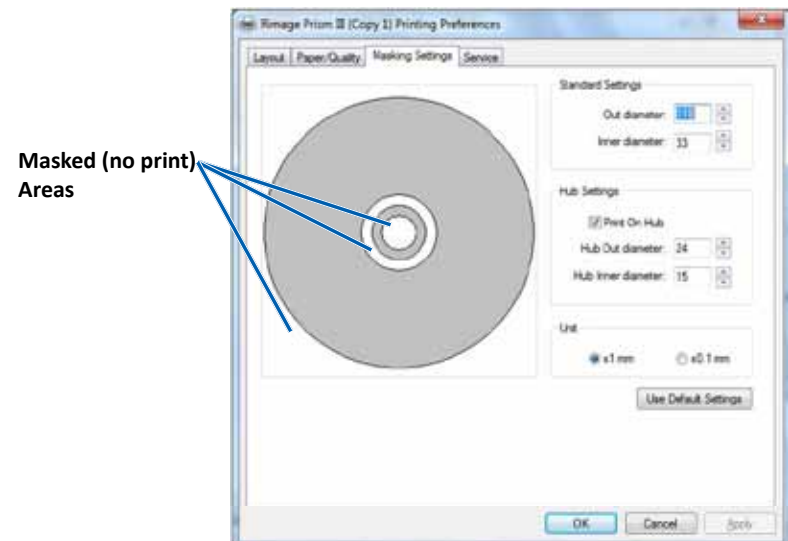
Options found under the **Layout** and **Paper/Quality** tabs typically do not need adjustments. Rimage Technical Support will identify when these settings need adjustment and can assist with adjusting the settings found under these tabs.

Change Masking Settings

The Rimage CD Designer software is intended to print on 120mm optical discs and will mask out areas that are not printable, such as inside the disc hole and outside the outer circumference.



Some discs do not have a suitable print coating around the stacking ring. Change the mask settings to accommodate printing on these discs.



Set your Printing Preferences

1. Access **Print Preferences**. Refer to page 9.
2. Select the **Masking Settings** tab.
3. Select the **Print on Hub** option.
4. Measure the inner and outer diameters of the printable surface.
5. Enter the diameters in the **Hub Settings** section.
6. Select **OK** to save your changes.

Service Options

The Service tab provides information on your Prism III printer and offers a series of tools to keep your printer current and functioning properly.

1. Access **Print Preferences**. Refer to page 9.
2. Select the **Service** tab.

The window that displays features information about your Prism III printer.

- **Driver:** Displays information about the printer driver including the name and version number.
- **Printer:** Displays information about the printer including the printer name, serial number, and firmware version.
- **Printer Status:** Displays the status of the printer.
- **Ribbon Status:** Displays the ribbon type, the percentage of ribbon used, the ribbon part number and color code, and the serial number of the ribbon that is installed.

Print PRN Files

1. Access **Print Preferences**. Refer to page 9.
2. Select the **Service** tab.
3. Select **Service Toolbox**.
The Service Toolbox dialog box opens.
4. Select **Print PRN File**.
A dialog box launches that allows users to print selected PRN files.



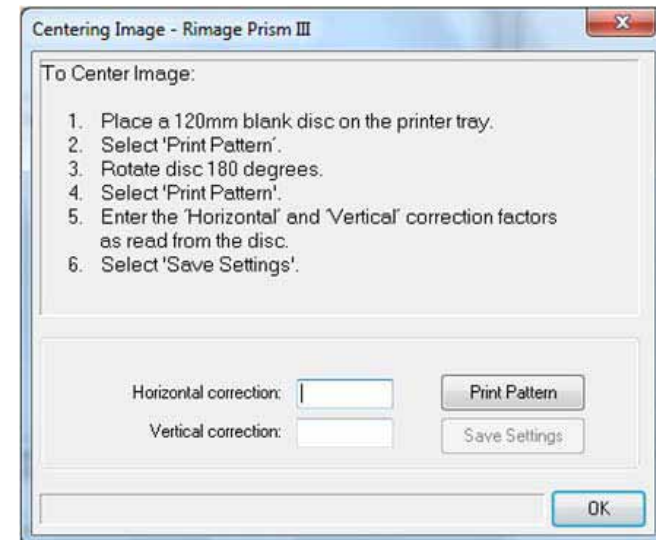
Center the Image on a Disc

The centering image tool is used to adjust the mechanical center of the printer to match the standard CD Designer template.

Tip: Readjustment is typically not needed unless printer components are replaced.

1. Access **Print Preferences**. Refer to page 9.
2. Select the **Service** tab.
3. Select **Service Toolbox**.
The Service Toolbox dialog box opens.
4. Select **Center Image**.
The Centering Image dialog box displays.

The Centering Image dialog box displays.



Set your Printing Preferences

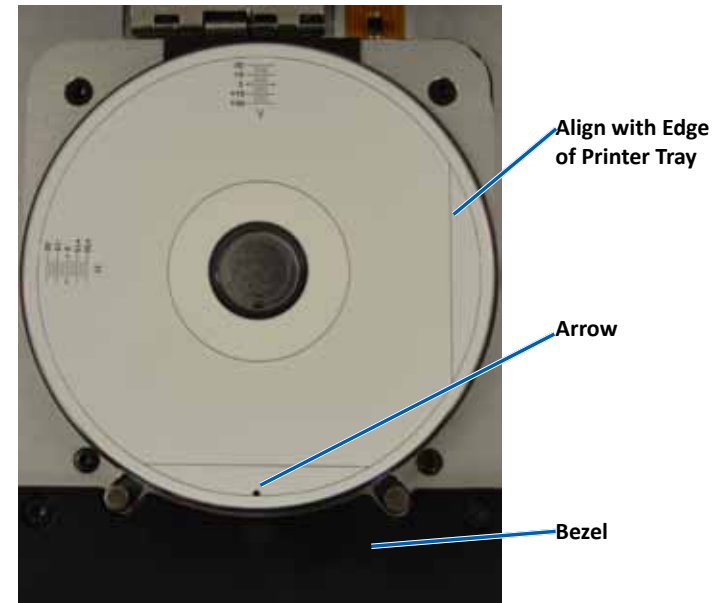
5. Follow the steps outlined on the Centering Image dialog box:
 - a. Open the printer tray and place one 120mm white disc on the tray.
 - b. Select the **Print Pattern** button located on the *Centering Image* dialog box.

A pattern prints on the disc.



- c. Rotate the disc 180 degrees.

Tip: After you rotate the disc, the arrow that printed should be in the center of the bezel and the printed line should align with the edge of the printer tray.

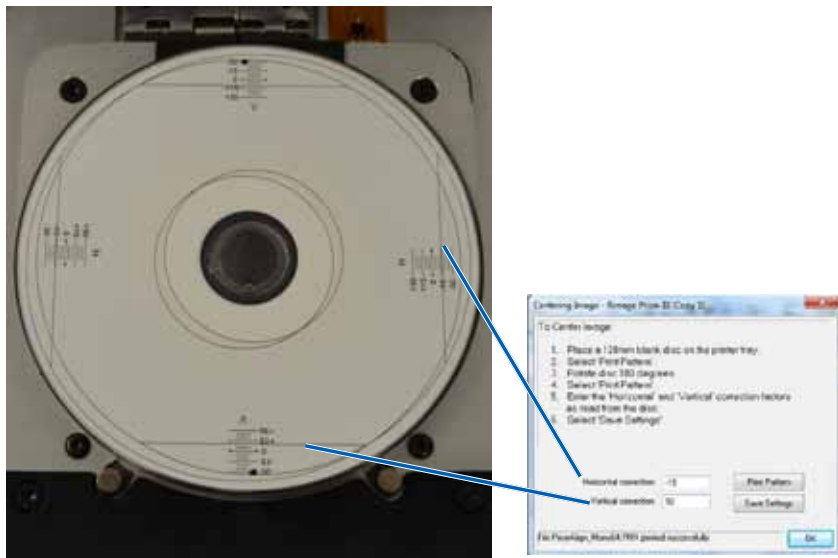


Set your Printing Preferences

- i. If the lines cross the horizontal and vertical scales at 0, no adjustment is needed. Press **OK**.



- d. If at least one line crosses away from 0, enter the horizontal and vertical correction factors read from the disc. Select **Save Settings**.



Update the Firmware

1. Access **Print Preferences**. Refer to page 9.
2. Select the **Service** tab.
3. Select **Service Toolbox**. The Service Toolbox dialog box opens.
4. Select **Update Firmware**.

Tip: Refer to the [Update Firmware for the Rimage Prism III Printer](#) document for more information on updating your firmware version.

Set Device Settings for Monochrome or CMY Ribbons

You can print in one (monochrome) or more colors. Use these procedures to set up the Prism to print in color or monochrome and adjust device settings for the type of ribbon used.

Print in Monochrome

1. Install a **monochrome ribbon** in the printer. Refer to the [Change the Print Ribbon](#) section on page 18.

Tip: The print color is automatically detected and set based on the type of ribbon installed in the printer.

2. Access **Print Properties**. Refer to page 9.
3. Select the **Device Settings** tab.
4. Select **Halftone Setup Properties** to make changes that affect color intensity, color balance, or pattern settings.
5. Select **Media Type**.

Tip: Some DVD media has a raised stacking ring on the printable side of the disc. The direct thermal print process used in the Prism III printer cannot print in this area. The DVD with Top Stacking Ring setting causes the printer to skip over the stacking ring which results in an unprinted band on the disc. Rimage recommends using discs without the stacking ring on the printable surface.

6. Set the **Master Print Strobe**. Refer to the [Strobe Settings](#) section for more information.

Set your Printing Preferences

7. Select **Yes** or **No** under the **Double Print** option. The default is **No**.

Tips:

- If you select **Yes** under the **Double Print** option, the printer will print each disc twice to darken the image.
 - The Double Print option is only available for monochrome printing.
-

8. Select **Yes** or **No** under the **Detect Media Change** option. The default is No. Retain the default setting for AutoPrinter or AutoLoader use.

Tip: If you select Yes, the printer will wait for the user to change the disc before printing another disc.

9. If you have a standalone Prism III printer, disable the **Perfect Print option**. The Perfect Print option is only available on Rimage AutoPrinters.

Tip: Refer to the Rimage AutoPrinter user guide for more information on the Perfect Print option.

10. Select **OK** to save the changes and close the *Device Settings* window.

Print in Color

1. Install a **multicolor ribbon** in the printer. Refer to the [Change the Print Ribbon](#) section on page 18.

Tip: The print color is automatically detected and set based on the type of ribbon installed in the printer.

2. Access **Print Properties**. Refer to page 9.
3. Select the **Device Settings** tab.
4. Select **Halftone Setup Properties** to make changes that affect color intensity, color balance, or pattern settings.

5. Select **Media Type**.

Tip: Some DVD media has a raised stacking ring on the printable side of the disc. The direct thermal print process used in the Prism III printer cannot print in this area. The DVD with Top Stacking Ring setting causes the printer to skip over the stacking ring which results in an unprinted band on the disc. Rimage recommends using discs without the stacking ring on the printable surface.

6. Set the **Master Print Strobe**. Refer to the [Strobe Settings](#) section for more information.
7. Enable Color Sub-Strobes. Refer to the [Strobe Settings](#) section for more information.

Important! Color Sub-Strobes are only available with CMY ribbons and are disabled by default. The Master Print Strobe has no effect when Color Sub-Strobes are enabled.

8. Select **Yes** or **No** under the **Detect Media Change** option. The default is No.

Tip: If you select Yes, the printer will wait for the user to change the disc before printing another disc.

9. If you have a standalone Prism III printer, disable the **Perfect Print option**. The Perfect Print option is only available on Rimage AutoPrinters.

Tip: Refer to the Rimage AutoPrinter user guide for more information on the Perfect Print option.

10. Select **OK** to save the changes and close the *Device Settings* window.

Set your Printing Preferences

Strobe Settings

Strobe settings control the amount of energy used to print a pixel. Higher settings use more energy. As the settings increase, the image becomes more intense and the print-head life decreases. Rimage recommends using the the lowest strobe setting that provides the desired image quality.

Notes:

- These are recommended settings for Rimage brand media.
 - This may require multiple test printings on discs to fine-tune the color hue. Set Enable Color Sub-Strobes to Enabled to lower an individual color's print strobe. For example, this setting can be used to lower the Yellow Print Strobe setting when trying to eliminate a halo effect on a printed disc.
-

1. Select
2. Set the **Master Print Strobe** setting.

Note: Rimage recommends the following settings for Rimage-brand media:

- Media surface: Thermal-printable media
 - Print strobe setting for black ribbon: 325 - 400
 - Print strobe setting for red ribbon: 375 - 425
 - Print strobe setting for blue ribbon: 350 - 400
-

3. Select **Enabled** to Enable Color Sub-Strobes.

Important! Color Sub-Strobe settings are only available with CMY ribbons.

4. Select **OK** to save the changes and close the *Device Settings* window.


Maintain the Prism III Printer

Use the information in this section to keep your Prism III printer in optimal operating condition.

Overview

Regular preventative maintenance of your Prism III printer can help to always produce clearly printed labels. Maintenance involves cleaning the system.

Cautionary Information

-  **Caution:** To avoid damaging the Prism III printer during maintenance:
- Never use oils, silicone, or other lubricants on any part of the Prism.
 - Use only non-abrasive cleaners to wipe down the surfaces of your Prism printer.
 - Avoid pouring cleaners directly onto the Prism printer. Instead, apply the cleaner to a lint-free cloth.

Preventative Maintenance Schedule

Use the following table as a guideline for how often to perform preventative maintenance tasks.

Important! Failure to follow the maintenance schedule outlined to the right may void your warranty.

| Tools | Task | Frequency | Instructions |
|--|-------------------------------------|---|--|
| <ul style="list-style-type: none"> • Lint-free cloth • Non-abrasive, all-purpose cleaner | Clean the printer exterior . | Weekly | <ol style="list-style-type: none"> 1. Power off the Prism. 2. Disconnect the power cord. 3. Wipe down the exterior of the printer. |
| <ul style="list-style-type: none"> • New print ribbon | Change the print ribbon . | Monochrome black: 2100 discs Monochrome red: 2100 discs Monochrome blue: 2100 discs 3-color panel (CMY): 500 discs | Refer to the Change the Print Ribbon section on page 18. |
| Print head cleaning kit | Clean the print head . | At every ribbon change or as needed | Refer to the Clean the Print Head section on page 16. |

Maintain the Prism III Printer

Clean the Print Head

Clean the print head at every ribbon change, or more often if streaks start to appear or the ribbon has torn.

There are two methods for cleaning the Prism III print head—the Prism cleaning kit method, and the alternate method. The alternate method can be used when a cleaning kit is not available. This section provides instructions for both methods.

Note: If the Prism printer is connected to an autoloader or AutoPrinter, it may be easier to remove the printer from the system before you begin the cleaning process.

- Power off the printer.
- Remove all cables and cords from the back of the printer. Refer to the *Identify the Parts of the Prism Printer* section on page 6.
- Remove the printer from the system and place it on a flat surface near a power outlet.
- Connect a separate power cord from the back of the printer to a power outlet.

Clean the Prism III Print Head Using a Prism Cleaning Kit

If you have a Prism cleaning kit, use the following procedure to clean the print head.

✂ Required tools:

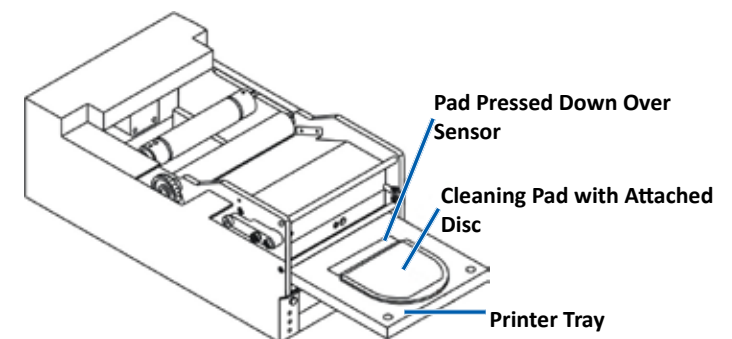
- Prism cleaning kit (PN 210555-001)
- One disc
- 99% Isopropyl alcohol
- Cotton swabs

1. Prepare the **Prism** for cleaning.
 - a. Power off the **Prism**.
 - b. Remove the **top cover**.
 - c. Remove the **ribbon**. Refer to the *Change the Print Ribbon* section on page 18.

2. Begin **cleaning mode**.
 - a. While pressing and holding the **operator button**, press the power switch to power on the Prism.
 - b. When the Disc Not Present indicator light (the second light on the operator panel) flashes, release the **operator button**. The printer tray opens.
The printer is in cleaning mode when the operator button and Disc Not Present indicator lights (the top two indicator lights on the control panel) blink rapidly.
3. Prepare the **cleaning pad**.

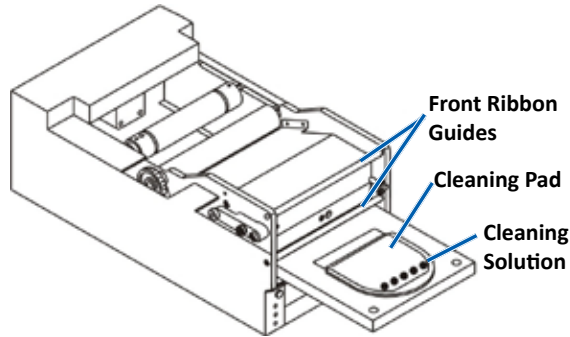
Note: The cleaning pad is included in the Prism cleaning kit.

- a. Remove the **adhesive backing** from the cleaning pad.
- b. Attach the **cleaning pad** to the top of a disc.
- c. Make sure that the edges of the pad are aligned with the disc.
- d. Place the **cleaning pad with the attached disc** on the **printer tray**. Make sure the disc is aligned with the retaining pins on the printer tray.
- e. Press the **pad** down and over the **sensor** on the printer tray.
- f. Place 5 drops of **isopropyl alcohol** on the **cleaning pad**.



Maintain the Prism III Printer

4. Clean the **print head**.
 - a. Press the **operator button** to close the printer tray and start the cleaning cycle. When the cleaning cycle is complete, the printer tray opens.
 - b. If necessary, repeat **step a** to begin the cleaning cycle again.
 - c. When the print head is clean, remove the **cleaning pad and attached disc** from the printer tray.



5. Clean the front two **ribbon guides**.
 - a. Apply **isopropyl alcohol** to a clean cotton swab.
 - b. Run the **swab** against the **ribbon guides** to clean them.
6. Prepare the **Prism** for use.
 - a. Press the **power switch** off and on to exit cleaning mode and reset the printer.
 - b. Reinstall the **ribbon**. Refer to the [Change the Print Ribbon](#) section on page 18.
 - c. If you removed the printer from an autoloader or AutoPrinter, place the **printer** on the system and connect **all cables and cords**. Refer to the [Identify the Parts of the Prism III Printer](#) section on page 6

Note: If the printing pad on the tray is wet from cleaning, allow the printing pad to completely dry before using the Prism.

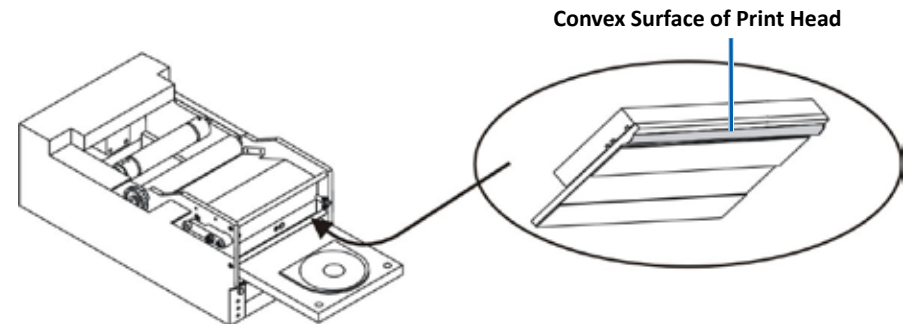
Clean the Print Head – Alternate Method

If a cleaning kit is not available, use the following procedure to clean the Prism print head.

✂ Required tools:

- 99% Isopropyl alcohol
- Cotton swabs

1. Prepare the **Prism III**.
 - a. Power on the **Prism III**.
 - b. Press the **operator button** to open the printer tray.
 - c. Power off the **Prism III**.
 - d. Remove the **top cover**.
 - e. Remove the **ribbon**. Refer to the [Change the Print Ribbon](#) section on page 18.
2. Clean the **print head**.
 - a. Apply **isopropyl alcohol** to a cotton swab.
 - b. Insert the **cotton swab** into the drawer opening.
 - c. Lift the **swab** upward as you run the swab against the **convex surface** of the print head.



Important! The bottom of the print head is shown to illustrate the area to clean. Do not remove the print head from the printer.

Maintain the Prism III Printer

3. Clean the front two **ribbon guides**.
 - a. Apply **isopropyl alcohol** to a clean cotton swab.
 - b. Run the **swab** against the **ribbon guides** to clean them.
4. After the alcohol on the print head dries, prepare the **Prism** for use.
 - a. Install the **ribbon**. Refer to the [Change the Print Ribbon](#) section on page 18.
 - b. If you removed the printer from an autoloader or AutoPrinter, place the **printer** on the system and connect **all cables and cords** to the back of the printer. Refer to the [Identify the Parts of the Prism Printer](#) section on page 6.

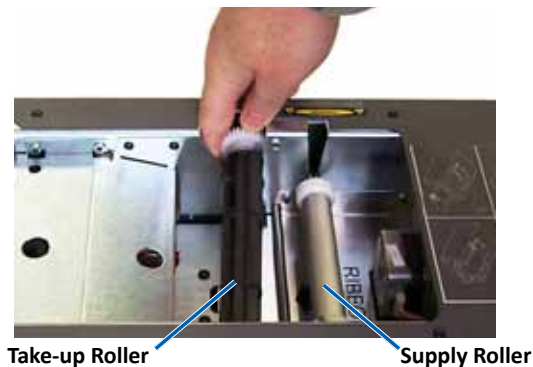
Change the Print Ribbon

Important! The Prism III printer only operates with genuine Rimage ribbons.

Rimage supports only the use of Rimage brand ribbons in our printers. Printer issues that occur as a result of using ribbons by manufacturers other than Rimage are not included under your Rimage warranty or maintenance agreement.

Tip: If ribbons are stored in an environment much different from that of the printer, allow time for them to become acclimated to the new environment. Allow more time for greater temperature and/or humidity differences.

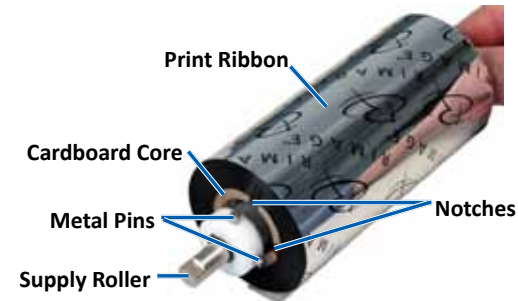
1. Access the **ribbon area**.
 - a. Power on the **Prism**.
 - b. Remove the **top cover** from the printer.
 - c. Lift up the **take-up roller** so that the end with the gear comes up first, then lift the take-up roller out of the printer.



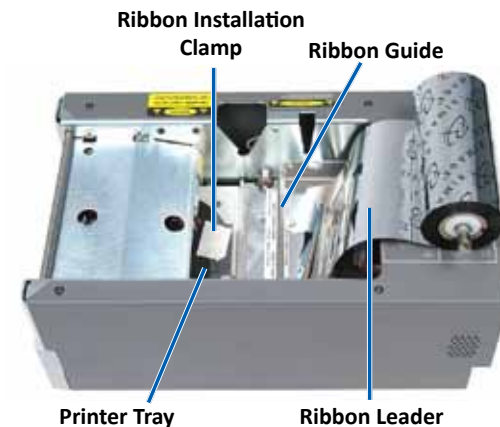
- d. Lift up the **supply roller** to remove it.

Note: If you are replacing the ribbon, now is a good time to clean the print head. Refer to the [Clean the Print Head](#) section on page 16

2. Load the **print ribbon**.
 - a. Slide the **print ribbon** onto the **supply roller**.
 - b. Align the **two notches** of the **cardboard core** with the **metal pins** on the **supply roller**.



- c. Press the **operator button** to close the **print tray**.
- d. Peel the **ribbon leader** from the **supply ribbon**.
- e. Slide the **ribbon leader** under the **ribbon guide** and into the **ribbon installation clamp**.



Maintain the Prism III Printer

3. Install the **supply roller** as shown. Leave some slack in the ribbon leader.

- a. Press the **operator button** until the printer tray comes out. The ribbon is threaded to the front of the Prism.
- b. Remove the **ribbon leader** from the installation clamp.
- c. Remove the **adhesive strip** from the **ribbon leader**.



- c. Pull the **ribbon leader** up over the **cardboard core**.
- d. Attach the **adhesive strip** to the **cardboard core** so that the edges on the ribbon leader are aligned to the edges of the cardboard core.

Note: The arrow in the photo illustrates the wrap direction.



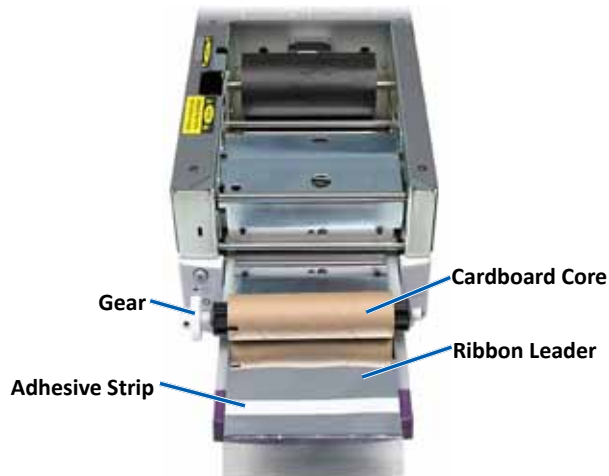
- e. Roll the **ribbon leader** so that it is wrapped only once around the roller.

4. Load the **take-up roller**.

- a. Place the **new empty cardboard core** on the **take-up roller**. It is designed to fit only one way.
- b. Place the **take-up roller** on top of the **ribbon leader** as shown.

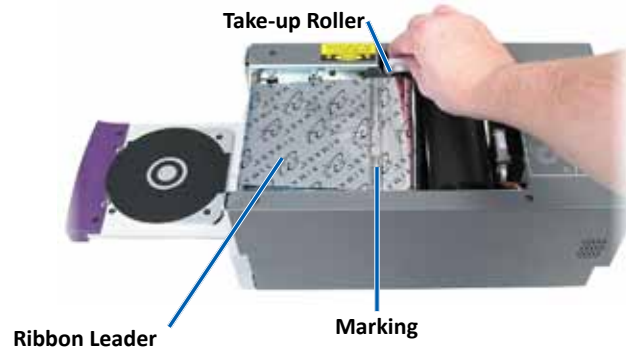
Important! The gear must be on the correct side.

Important! Do not roll past the marking on the leader that states **STOP - Wind Leader Onto Take-up Core Stopping Here** for monochrome ribbons. If you are using a CMY ribbon, roll up to the end of the yellow leader.



Maintain the Prism III Printer

5. Install the **take-up roller** in the Prism and press down firmly until the take-up roller snaps into place. The ribbon should be tight and there should be no creases in the ribbon.



Important! Do not roll the **STOP – Wind Leader Onto Take-up Core Stopping Here** marking on the ribbon leader onto the take-up roller. The marking should not be past the point shown in the picture. If the marking is on the roller, pull the take-up roller out and roll back the ribbon. Roll the supply roller back to take up the slack.

6. Press the **operator button** and hold for 5 seconds to allow the printer to validate the ribbon. If the ribbon is valid the printer advances and the Error indicator light stops blinking.

Note: During the ribbon validation process, the ribbon cycles past the ribbon leader. After the ribbon validation process is complete, make sure that the ribbon is wound tight.

7. Install the **top cover**.