

## Amigo, Autostar, & Protégé Diagnostics

Diagnostics for firmware version 3.290 or higher are the same for Producer 2000 and Producer II transporters.

### Starting Amigo, Autostar, & Protégé Diagnostics

1. Power on and wait for the unit to finish its P.O.S.T.
2. Press and hold the Operator button until the Carousel Present light stop flashing. The Carousel Present light remains lit.

### Selecting Amigo, Autostar, & Protégé Diagnostic Test

Press the Operator button the number of times as the test number you wish to run. Hold the button on the last press, or until the test starts. The Carousel Present light flashes during a sensor test.

### Exiting Amigo, Autostar, & Protégé Diagnostics

Run test #19. Do not power off to exit diagnostics.

Test	Description
1	Print Rotate Alignment Pattern (Prism ONLY!)
2	Print Rotate Alignment Marks (Perfect Print) (Prism ONLY!)
3	Calibrate Lift Home
4	Cycle media between recorder and printer
5	Cycle the Lift
6	Cycle media from carousel to the Mail Box
7	Door Open Sensor
8	Lift Home Sensor
9	Carousel Home Sensor
10	Drawer Detect Sensor
11	Gripper Media Sensor
12	CTS Printer – normally on
13	CTS Host - on if Prod. Server software is on.
14	Rotate Calibrate Sensor
15	Rotate Index Sensor
16	Rotate Home Sensor
17	Mailbox Output Tray Sensor
18	Mailbox Home Sensor
19	Exit Diagnostics

### Checking Sensors on All Amigos, Protégés, or Autostars

The missing CD LED will flash and the Unit Attention LED, inside the button, will turn on or off as the sensor is blocked or unblocked.

## Amigo, Autostar, & Protégé Error Codes

Error	Problem
1	Recovered error (retry required). The last command completed successfully with a recovery action.
2	Not ready; check condition. The unit is powered-on.
3	Problem gripping the media or the media is not present.
4	A disc was dropped.
5	Illegal parameter in the command.
6	The front door is open or it was opened during operation.
7	The recorder detect sensor could not locate an open recorder drawer.
8	No carousel present.
9	No printer or printer communication failure.
10	Cannot position the carousel.
11	Cannot position the lift.
12	Recorder detect array sensor is not functioning.
13	Reserved
14	Reserved
15	Host communication failure
16	Program FLASH failure
17	Rotate medium Failure
18	Mailbox failure. Mailbox option only.
19	Perfect Print failure. Perfect Print aligns the index mark on the CD twice to verify alignment. An error indicates that the second alignment was outside of the allowed tolerance of $360^{\circ} \pm 15^{\circ}$ .

## Prism Printer Diagnostics

### Starting CD Printer Diagnostics

1. Power off the CD Printer.
2. Press and hold the Unit Attention button for eight seconds when powering on the printer. The Missing CD light should flash quickly, and the printer will respond by opening the drawer. The Missing CD light will remain lit to indicate that no test was selected.

If you release the button too soon, the printer enters into cleaning mode. If this happens, repeat steps 1 and 2. <sup>1</sup>**Note** – Only on Color Printers.

### Selecting CD Printer Diagnostic Test

Press the Unit Attention button the number of times as the test number you wish to run. Hold the button on the last press for at least one second. The Missing CD light will turn off.

If you pause more than three seconds while pressing the Unit Attention button, the test select count resets and the Missing CD light is lit to indicate that no test was selected.

### Exiting CD Printer Diagnostics

Power off the CD Printer.

Diagnostics		Error Codes	
Test	Description	Error	Problem
1	Open drawer	1	Ribbon out
2	Position drawer to center of CD	2	Busy printing image
3	Position drawer to top of CD (Closed)	3	Lower print head
4	Raise print head	4	Raise print head
5	Lower print head	5	Position home
6	Burn-in approx time of 20 minutes	6	Position inwards
*7	Print crosshatch pattern with bars	7	Position outwards
*8	Print thick stripe pattern	8	Corrupt data
*9	Print diagonal crosshatch pattern	9	Too much data
10	Drawer home sensor	10	Left margin too long
11	Code strip sensor	11	Missing margin
12	Print head sensor	12	CD detection
13	Ribbon out sensor	13	Color Change
14	CD present sensor	14	Cancelled by User
15	Ribbon sensor		(Button was pressed while printing)
16	Burn-in approx time of 4 Hours (Series 5) <a href="#">Prints Crosshatch pattern (Series 4)</a>		
<sup>1</sup> 17	Advance multicolor ribbon to print black		
<sup>1</sup> 18	Adv multicolor ribbon to print yellow		
<sup>1</sup> 19	Advance multicolor ribbon to print magenta		
<sup>1</sup> 20	Advance multicolor ribbon to print cyan		

\* – if running test 7, 8, or 9 with a black ribbon, run test 17 first and press button to ignore the error. Then run test 7, 8, or 9.

## Changing Printer Mode

1. To put the Series 5 Prism in the AutoPrinter mode, press the operator button and remove any discs from the printer drawer.
2. While the drawer motor is still energized from opening the drawer, press and hold the button until you hear the printer make a beep sound. This takes about five seconds. You will see the activity light flash continuously indicating the printer is in the Autoprinter mode. You may switch it back to normal mode by doing the same process, but the activity light will not flash anymore.

## Version 5.035 or Higher

### Ribbon Consumption Monitoring

The Prism printer, with a validated single-color ribbon installed, indicates a low-ribbon condition (less than 100 prints remaining) by the Missing CD LED and Error LED flashing. If the Prism printer has a validated single-color ribbon and you replace it with a 2 or 3-color ribbon, ribbon consumption monitoring is suspended; it resumes when you start printing with a validated single-color ribbon again. The Black 122mm x 240M validated single-color ribbon (PN 201737-006) has a mark stating STOP – Wind Leader Onto Take-up Core Stopping here.

### Validating a 2- or 3-Color Ribbon

Begin printing only when the Prism printer is at terminal count (the Missing CD and Error LEDs flash or the printer beeps three times. The Prism Printer validates 500 3-color prints or 825 2-color prints.

### Validating a Single-Color Ribbon

Install a Rimage logo leader ribbon, following the instructions to leave a portion of the leader under the print head. Press the Unit Attention Button to close the drawer. The Prism printer detects the leader logo markings and winds the remaining leader onto the take-up core, validating 240 meters (787.4 feet) of ribbon.