→ DISC MAKERS™ Autograph 7



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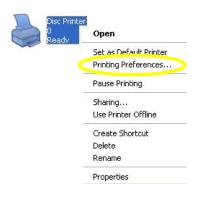
8. Troubleshooting

1. Introduction and Setup

The following document will provide an overview of the Disc Makers Autograph 7 printer driver. These settings can be found under the Printer and Faxes control panel. In order to access the following menu options right click on the Autograph 7 printer icon and left click on Printing Preferences. Right clicking on most topics under Printing Preferences will show a **What's This?** dialogue box, which once clicked, will give a description of the option. As shown in the example below:

| Best What's This? | Select the quality of printing that you desire. |
|--|---|
| Black render dpi : 600 Color input dpi : 600 Color output : PhotoREt | When Use Print Quality Selector mode is used, the print quality can be selected from the Print Quality Selector on the front of the printer. FastDraft prints at the fastest printing speed while using the least amount of ink. The print quality increases and the print |
| hp Digital Photography | speed decreases as print quality modes from FastDraft to Maximum dpi are selected. Maximum dpi mode takes longer to |

To begin right click on the **Disc Printer** icon located under the Printer and Faxes control panel. Left click on **Printing Preferences**. This will open the dialogue boxes in the following sections.



1.1 Printer connections and Buttons

The 3 main connections on the Autograph 7 Disc Printer are as follows.

Printer Control:

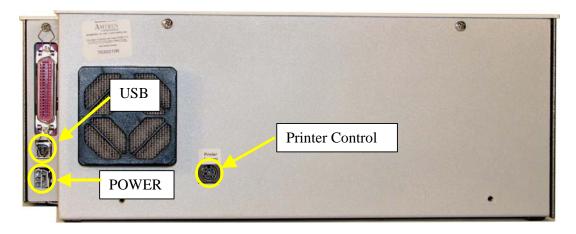
Used by the robotics to control the opening and closing of the printer tray. It is a Mini din type connection with 6 pins.

Power:

Only use the supplied power supply. The power supply consists of a power brick and power cable. Connect the brick and cable securely together before use before connecting to Printer and power outlet.

USB:

The USB cable will be the conduit for data that the printer will use in order to print the desired image onto the disc.



Buttons:

The power and tray buttons are located on the front of the unit on the left side. The power button represented by a straight line intersecting a circle and the tray button represented by a circle within a circle.



1.2 Cartridges

The Autograph 7 printer uses 2 propriety cartridges. These cartridges are needed in order for the printer to function. Use of any other cartridge will cause the unit not to operate and possible damage to the unit. To install the cartridges please power on the printer and left the front cover. The cartridge carrier will then move to the center of its' track. Place cartridges in there respective labeled areas. Close the cover and allow the printer to initialize the cartridges. The initialization is complete when the carrier stops moving.



2. Printer Driver

2.1 Paper/Quality

| Sisc Printer Printing Preferences | | ? 🗙 |
|--|--|------|
| Paper/Quality Effects Basics Color Mask Settings | s About | |
| Print Task Quick Sets | · · · · · · · · · · · · · · · · · · · | |
| Type new Quick Set name here | Save Delete | |
| | | |
| Type is: | Print Quality Best | |
| hp photo paper, glossy 🗨 | Black render dpi : 600 Color input dpi : 600 Color output : PhotoREt | |
| | hp Digital Photography | |
| (p) | Help | |
| | OK Cancel Apply | Help |

a. Print Task Quick Sets

This menu option is used to save a custom configuration. Multiple sets can be saved for use on different types if media and/or printed images. This option is available on each tab.

b. Type is:

Changing the paper type will affect the type of ink coverage the driver will use on the printable media. Normally a matte finish will be adequate but for more detailed images needing heavier coverage a glossy paper type can be used (this may cause the ink to pool on areas of darker color on the disc causing dry time to increase)

c. Print Quality

By default the driver is set to Best. This setting can be changed depending on the level of print you desire. The higher the setting the longer it will take the disc to print as well as dry.

d. HP Digital Photography

Under this feature advance customization can be performed. For more information please right click on the feature and click on the What's This dialogue box.

3. Effects

| 🍓 Disc Printer Printing Preferences | ? 🛛 |
|--|---|
| Paper/Quality Effects Basics Color Mask Setting Print Task Quick Sets Type new Quick Set name here | gs About Save Delete |
| Resizing Options Print Document On: Disc (5" x 5") Scale to Fit 100 % of Normal Size | Watermarks [(none) First Page Only Edit |
| (| Help |
| | OK Cancel Apply Help |

3.1 Resizing Options

Activating this option will scale any document sent to the printer to 5"x 5" printable area (the approximate size of a 120mm disc). We recommend to leave this option disabled and to use Discus for proper sizing.

3.2 Watermarks

Allows custom watermark text to be printed on each document. Feature is not allowed with use of PRN files since extra data can not be added to the file once created.

4. Basic

| Solution Printing Preferences | | ? 🗙 |
|--|-------------------|------|
| Paper/Quality Effects Basics Color Mask Settings | About | |
| Print Task Quick Sets | | |
| Type new Quick Set name here | Save Delete | |
| | | |
| | | |
| Copies Copy Count 1 📩 | Advanced Features | |
| Print Preview Show Print Preview | | |
| (b) | Help | |
| | OK Cancel Apply H | Help |

4.1 Copies

This setting should not be changed. Changing this option will cause multiple print jobs to load into the print queue causing errors when used with the Elite systems.

4.2 Print Preview

This setting should not be changed. Changing this option will cause a dialogue box showing the submitted print job before printing can take place. When used with the Elite systems automation will be halted.

4.3 Advanced Features

Advanced Features Ink Volume Low Memory Mode Adjusts the amount of ink printed on a page. The Check this box if your computer lighter the ink volume, the faster the printout will dry. does not have enough memory/disk space to print the print job you have requested. Light Heavy Low Memory Mode Dry Time Provides extra drying time for slow-drying printouts. The printer will hold onto the printout until the dry time has elapsed. Less More OK. Cancel

4.3.1 Ink Volume

Adjusting this can lighten or darken printed images by adjusting the amount of ink placed on the media.

4.3.2 Dry Time

This should be left at default setting unless otherwise instructed. Changing this will cause the tray to exit printer at a slower rate allowing longer dry time but slowing the duplication process when attached to an Elite system.

4.3.3 Low Memory Mode

If the system the printer is attached to meets required specifications this item will not be needed. Right click on Item for a more detailed description.

5. Color

| 🌢 Disc Printer Printing Preferences | ? | × |
|--|----------------------|---|
| Paper/Quality Effects Basics Color Mask Settings | s About | |
| Print Task Quick Sets | | |
| Type new Quick Set name here | Save Delete | |
| Color Options | | |
| Print In Grayscale | | |
| Find in Grayscale Figh Quality | | |
| C Black Print Cartridge Only | | |
| C Optimize For Photocopy or Fax | | |
| | | |
| | | |
| Color Attributes | Color Space | |
| Columbiant Mutod | | |
| | Vibrant sRGB/sYCC | |
| Brightness: Darker | Lighter | |
| Color Tone : Cooler | Warmer | |
| (| | |
| | Help | |
| | OK Cancel Apply Help | |

5.1 Color Options

Activating the **Print In Grayscale** option by left clicking on the check box will disable color printing.

5.2 Color Attributes

Adjusting the slide bar either left or right will adjust print qualities

5.3 Color Space

This will define the range of colors that can be printed. Once the job is submitted these settings will translate the colors from their current color space to the one selected here as listed below. **Right click on this feature for more details.**

SRGB/SYCC: most commonly used.

AdobeRGB: A newer standard, which only works on images.

6. Mask Settings

| 💩 Disc Printer Printing Preferences 📀 |
|--|
| Paper/Quality Effects Basics Color Mask Settings About Mask Type Standard CD/DVD (120mm) Image: Color Image: C |
| Default <u>H</u> elp |
| OK Cancel Apply Help |

6.1 Mask Type

Normally this setting should be left at the default of Standard CD/DVD when using the Discus program to create your label. If submitting a JPEG file, changing this option will clip the image to the proper disc dimensions.

6.2 Enable Masking

Activating this setting will allow custom print alignment.

6.2.1 Standard Area Settings

This will refine the printable area dimensions.

6.2.2 Hub Area Settings

This will define the printable area of the center hub of a disc.

6.2.3 Mask Origin

Adjusting this setting will offset print by defined measurement.

6.2.4 Parameter Unit

Defines measurement unit used in Masked Origin.

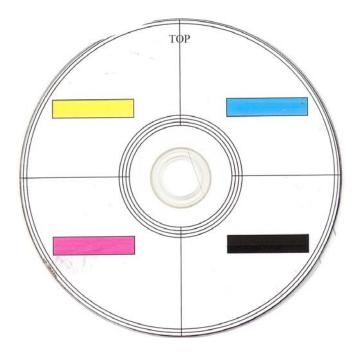
7. Print Utility

This utility is installed with the FlexWare program. It is located under Program Files and FlexWare.

| 🖶 Disc Printer Utilities | |
|--------------------------|----------------------|
| Print Test Page | Calibrate Cartridges |
| Align Printer | Get Ink Levels |
| FlexPrinter Pro (Copy 1) | <u>•</u> |
| 1.5.2125 | .16590 |

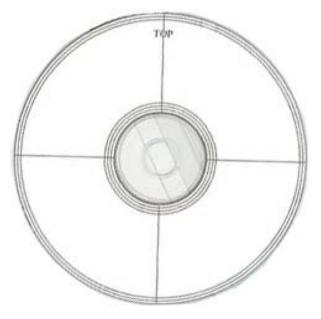
7.1 Print Test

When performing a print test, load a printable disc into the printer by first pressing the tray button on the printer. Place a disc on the tray and press the tray button once more to retract tray. Left click on Print Test Page and follow the onscreen instructions. **The following image demonstrates a typical output.**



7.2 Align Printer

Aligning the printer should only be performed if instructed by a technician. When performing a print test, load a printable disc into the printer by first pressing the tray button on the printer. Place a disc on the tray and press the tray button once more to retract tray. Left click on Align Printer and follow on the onscreen instructions. The following image demonstrates a typical print.



7.3 Calibrate Cartridges

Using this utility will assure proper printing of images on to the printable media. When performing a print test, load a printable disc into the printer by first pressing the tray button on the printer. Place a disc on the tray and press the tray button once more to retract tray. Left click on Calibrate Cartridges and follow on the onscreen instructions. The following image demonstrates the print and menu.

| 🖶 Align Cartridges 🛛 🔀 | Printing Alignment PCL Black to Color Horszora |
|---|--|
| Change numbers to correspond with the best alignment on the disc. | +48 +40 +22 +24 +56 +0 -4 +56 -24 -22 +0 -45 Black to Color Vertical |
| Black to Color Horizontal Vertical | |
| Black Bidi Color Bidi Alignmen Alignment | Black Bid Algoment |
| OK Cancel | Coor Bid Algement +43 +40 +32 +24 +35 +8 9 4 -19 -24 -32 -40 48 |

7.4 Get Ink Levels

Shows an easy to read usage chart of ink in the cartridges. This number represents average as calculated by the driver dependant on images and settings used.

| Ink Levels | | |
|----------------|-------------|-----|
| Black: | Present | 98% |
| Cyan: | Present | 99% |
| Magenta: | Present | 99% |
| Yellow: | Present | 99% |
| Photo Cyan: | Not Present | 0% |
| Photo Magenta: | Not Present | 0% |
| Photo Black: | Not Present | 0% |
| | Refresh | |

8. Troubleshooting

- 1. Printer tray will not close, opens again immediately after closing.
 - a. If the tray LED is blinking and/or an error message appears stating the printer is out of paper, there is a print job stuck in the printer queue. Perform the following steps:
 - i. Double left click on the Disc Printer icon under the Printer and Faxes Control Panel, this will open the printer queue.

| 🎍 Disc Printer | | | |
|----------------------|------------------|-----------|-----------|
| Printer Document | View Help | | |
| Document Name | Status | Owner | Pages Siz |
| RAW Document | Error - Printing | mgonzalez | 1 101 |
| < | | | > |
| 1 document(s) in que | eue | | |

ii. Clear each job in the queue by clicking each individually and from the Document drop down select **Cancel**. Cancel all jobs.

| Printer | Document View Hel | p | | | |
|------------|------------------------|------------------|-----------|-------|-----|
| Docum | Pause | Status | Owner | Pages | Siz |
| RAV | Resume Restart | Error - Printing | mgonzalez | 1 | 101 |
| | Cancel | | | | |
| | Properties | | | | |
| < 1 | | 100 | 1 | | > |
| Cancels ti | he selected documents. | | | | |

iii. Once all jobs are cleared power off your printer and then power on using the power button.

2. Improving print quality.

- a. Perform a Cartridge Calibration as described under section 7.3.
- b. Remove cartridges from printer and using a cotton swab swipe the brass bottom of the cartridge with water or Isopropyl Alcohol.

3. Printer will not power on.

- a. Reseat power connection on printer and outlet. Reseat the power cable connected into the power brick.
- b. Try another outlet.