

## Replace the Base Pad on a Prism Printer

Use this procedure to replace the base pad on a **Rimage PrismPlus! Printer™**.

Rimage approved parts must be used for this process. The product warranty may become void if parts not approved by Rimage are used; equipment or parts are tampered with, misused, neglected, or modified in any respect without the written consent of Rimage.

 **Notes:**

- Your system may not look exactly like the system pictured.
- The term "Prism" is used throughout this document to refer to the PrismPlus! Printer.

### Before you begin


1. Stop or pause all jobs.
2. If the printer is attached to an autoloader, power off the **autoloader**.
3. Disconnect the **power cord** from the power outlet.

### Required tools:


- Torx T10 screwdriver
- Torx T15 screwdriver
- 7/16" Allen wrench

### Remove the Base Pad

1. Disconnect the **cables** from the rear of the printer.


 **Caution!** Some cables in this system are latched. Equipment damage may occur if cables are not disconnected appropriately.

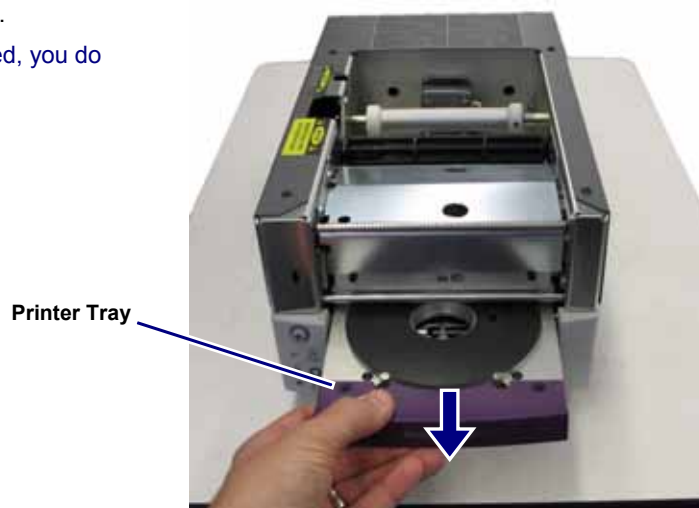
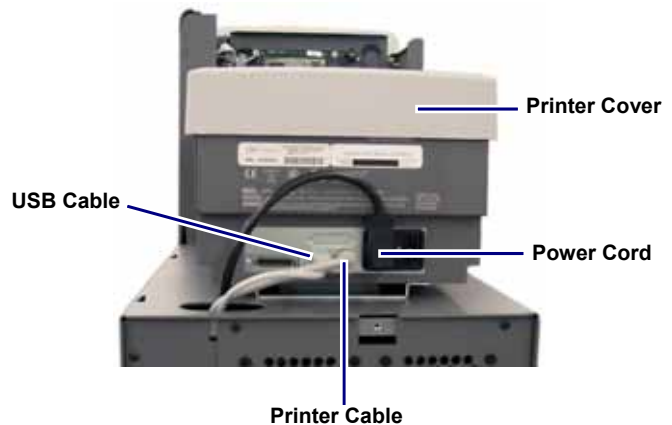
- **Power cord**
- **Printer cable**
- **USB cable**

 **Tip:** For a standalone Prism, disconnect the **parallel cable** instead of the printer cable and USB cable.

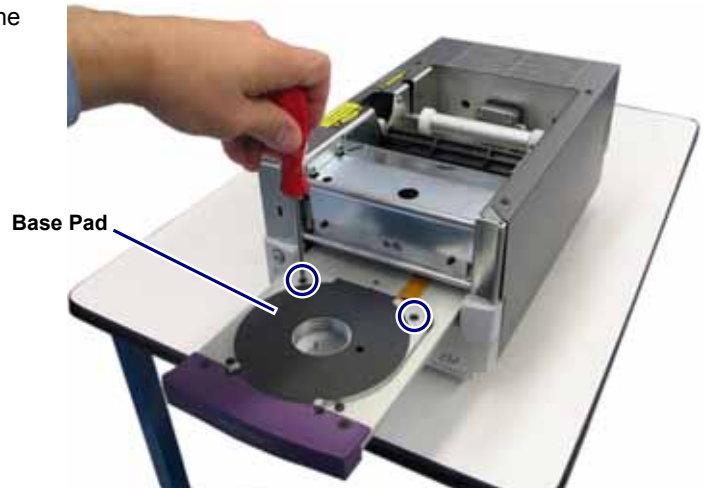
2. If the printer is on an autoloader, remove the **printer** from the autoloader.
3. Remove the **printer cover**.

4. Slowly pull the **printer tray** out by hand.

 **Note:** If a print ribbon is still installed, you do not need to remove it.



5. Remove the **Torx T15 screws** (Qty. 2) from the top of the base pad.



6. Using a Torx T10 screwdriver or 7/16" Allen wrench, remove the **screw** (Qty. 1) from the underside of the printer tray.



7. Lift the **base pad** off of the printer tray.



### Install the Base Pad

1. Position the new **base pad** on the printer tray, making sure that the screw holes align.



2. Install the **Torx T15 screws** (Qty. 2) to secure the base pad to the printer tray.

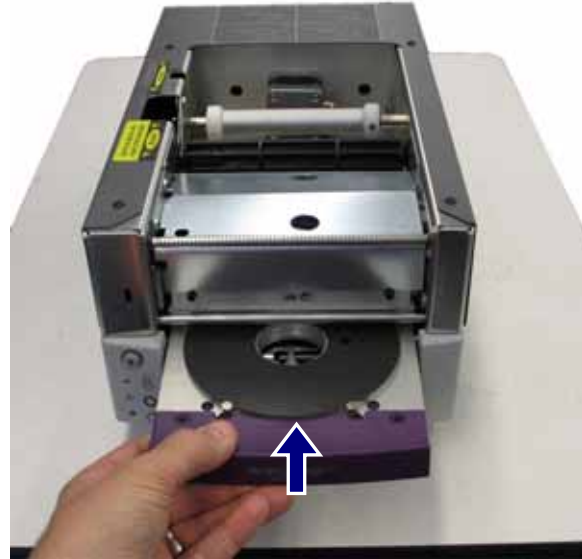


3. Using a Torx T10 screwdriver or 7/16" Allen wrench, install the **screw** (Qty. 1) on the underside of the printer tray.

**⚠ Caution!** Make sure not to over-tighten this screw. The screw does not insert deeply into the base pad and the threading can be easily stripped.



4. Slowly push the **printer tray** back into the printer.



### Prepare the Printer for Use

1. Install the **printer cover**.
2. If necessary, place the **printer** onto the autoloader.
3. Connect the **cables** to the rear of the printer.
  - **USB cable**
  - **Printer cable**
  - **Power cord**

 **Tip:** For a standalone Prism, connect the **parallel cable** instead of the printer cable and USB cable.

4. Connect the **power cord**.

The printer is ready for use.

### Support information

#### Europe

**Contact Rimage Services Europe:**  
[www.rimage.com/support.html](http://www.rimage.com/support.html)  
**Email:** [support@rimage.de](mailto:support@rimage.de)  
**Tel:** +49-(0) 6074-8521-0

#### When you contact Rimage Services, please provide:

- Unit serial number and software version.
- Functional and technical description of the problem.
- Exact error message received.

#### US, Asia/Pacific, Mexico/Latin America

**Contact Rimage Services:**  
[www.rimage.com/support.html](http://www.rimage.com/support.html)  
**Support:** <http://rimage.custhelp.com>  
**Tel:** North America: 800-553-8312  
 Asia/Pacific, Mexico/ Latin America: 952-946-0004

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