



**MICROBOARDS**®  
*Technology*



# G4 Disc Publisher

*For Microsoft Windows® 7, Vista, and XP*

## Users Manual



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Any unauthorized modification to this equipment may result in the revocation by the FCC of the user's authority to operate this equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and antenna
- Connect the equipment into an outlet on a circuit different than that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help



This product is in conformity with the EMC Directive (89/336/EEC) through compliance with the following European standards: EN 55022, EN 55024. The CE mark has been affixed in accordance with the CE Marking Directive 93/68/EEC.

#### **Canadian Department of Communications (DOC) Statement**

This Class B digital apparatus complies with the Canadian ICES-003 Issue 4:2004. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

# Introduction

Microboards G4 Disc Publisher is a robust, versatile entry-level publishing system. Featuring a 50-disc input/output capacity, dual ink cartridge system, 4800 dpi inkjet printing, and a high-speed DVD/CD recorder, the G4 is perfect for low- to mid-volume requirements. Churches, schools, audio recording studios, and video production houses will all benefit from its rapid output, ease of use, low operating cost, and powerful publishing software (included).

Other features include:

- Asynchronous print and record function
- Creation of audio CD's from MP3, wma or wave files
- Full support for CD Text, Pre-Gap, UPC and ISRC
- Batch mode, allowing multiple masters to be used at a time
- Integrated print function with prn or SureThing print files, including merge data

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## What's Included

When unpacking your G4 Disc Publisher system, the following items should be included:

- G4 Disc Publisher print and record system
- G4 Disc Publisher Quick Start Guide
- G4 Unpack Guide
- Power Cord
- Cleaning Disc
- Microboards Disc Publisher Install CD (Includes Windows XP/Vista/7 drivers, Disc Publishing software, and SureThing Label software)
- 1 **V102C** Tri-color ink cartridge
- 1 **V101B** Black ink cartridge
- USB Printer Cable
- Input Bin rods (already installed)
- 50 disc output bin

If any of these items are missing, please contact your distributor or Microboards Technology Technical Support department at 952-556-1639.

**The G4 Disc Publisher installation disc includes an Installer that will walk you through the process step by step. Please perform the installation in order as specified in the Installer before connecting to a computer.**

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# System Requirements

The Microboards G4 Disc Publisher has the following minimum requirements and compatibilities:

## Supported Operating Systems

64-Bit: Windows 7 and Vista

32-Bit: Windows 7, Vista, and XP with SP2.

## Processor

Intel Core 2 Duo or equivalent.

## System Memory

Minimum 2 GB of system memory.

## Hard Drive Space

Approximately 180MB of free space is required on the system hard drive for the applications and drivers.

A separate internal 7200 RPM hard drive is recommended for storing your data. Using the same hard drive as the operating system can cause the system to perform slowly.

## USB Connection

USB 2.0 is required.

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# Assembly and Installation

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## Assembly Instructions

### G4 Disc Publisher Assembly

Remove the G4 Disc Publisher system from the shipping box and confirm you received all of the items.

Place the G4 Disc Publisher on a stable, flat surface. You will need room both in front and behind the system, as discs will be accessed from both locations.

The Input Bin posts are pre-installed, with the wide post to the right.

The 50-disc Output Bin is shipped in place under the front cover. Lift the cover to remove the packaging tape from the Output Bin.



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# Installing Ink Cartridges

## Supported Ink Cartridges

The G4 Disc Publisher uses 1 tri-color ink cartridge and 1 black ink cartridge. The part numbers for these cartridges are V102C (color) and V101B (black). If other cartridges are installed, the G4 Disc Publisher will not function. These cartridges are available from any Microboards reseller.

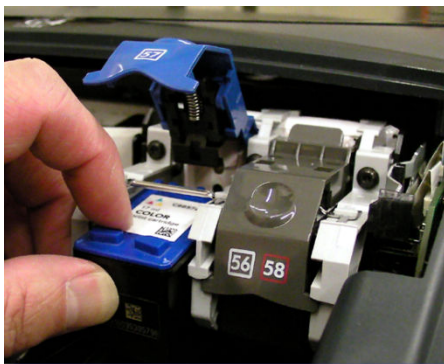
***Refill kits or non-Microboards ink cartridges are not recommended for use in the G4 Disc Publisher system. Use of non-Microboards cartridges will cause the printer to fail. Use of refilled cartridges may cause the G4 Disc Publisher to fail and may affect your warranty.***

## Loading / Replacing Ink Cartridges

Cartridges can be changed while the G4 Disc Publisher is on. The Out of Ink LED will light if any cartridge is beginning to run low on ink.

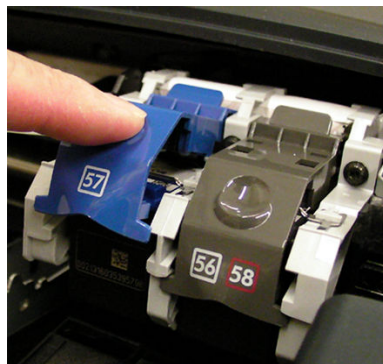
- With the printer on, open the front cover.
- Lift the cartridge latch by lifting the center of the front of the latch.
- If replacing an empty ink cartridge, remove the cartridge that needs changing by sliding the cartridge towards the front of the Printer.
- Remove each new print cartridge to be installed from its packaging.
- Remove the protective covering from the printheads before installing the cartridges.
- Slide the correct ink cartridge into the correct slot – color on the left, black on the right.
- Lower each cartridge latch until it locks into place by applying gentle pressure to the finger depression. **Do not try to force the latch down.**
- Close the front cover.
- Wait for the cartridge priming cycle to complete before sending any print jobs to the printer. The priming cycle will take approximately 70-80 seconds.

**Any time you change ink cartridges, you should always wait until the printer has primed the cartridges before sending it a print job. The priming cycle will take 70-80 seconds to complete after the door is closed.**



### **Inserting or Removing a Cartridge**

After lifting the cartridge latch, slide the cartridge back to insert, or forward to remove.



### **Lowering the Cartridge Latch**

The latch on the right is the correct position. The left latch is being closed.

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## Loading Discs

The next step is to load your G4 Disc Publisher with discs. The system will accept CD or DVD 120 mm (12 cm) inkjet printable discs. If the disc does not have an inkjet printable surface, the ink will not adhere to the surface of the disc. The G4 Disc Publisher will only accept 12 cm discs. Business card or 8 cm discs are not supported by this system.



Figure 1



Figure 2

Load the first 5 or 6 discs flat, as seen in figure 1.

Load the rest of the discs at an angle, against the wide input rod, as seen in figure 2.

The G4 Disc Publisher will hold a maximum of 50 discs. DO NOT load more than 50 discs in the system, as this may cause the discs to feed incorrectly.

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## Front Control Panel

The AC power switch located on the back of the G4 Disc Publisher must be turned on first in order to supply power to the Front Control Panel.

The **Power Button** on the front panel of the G4 Disc Publisher turns the G4 Disc Publisher Printer on and off. It may take a few seconds for the G4 Disc Publisher Printer to turn on after you press the Power Button. This does not affect power to the drive within the G4 Disc Publisher.

To turn off the power to the printer using the Control Panel, you will need to press and hold the Power Button for 3 seconds. Once the Ink Light, Media Light, and Power Light begin flashing, you can release the Power Button.

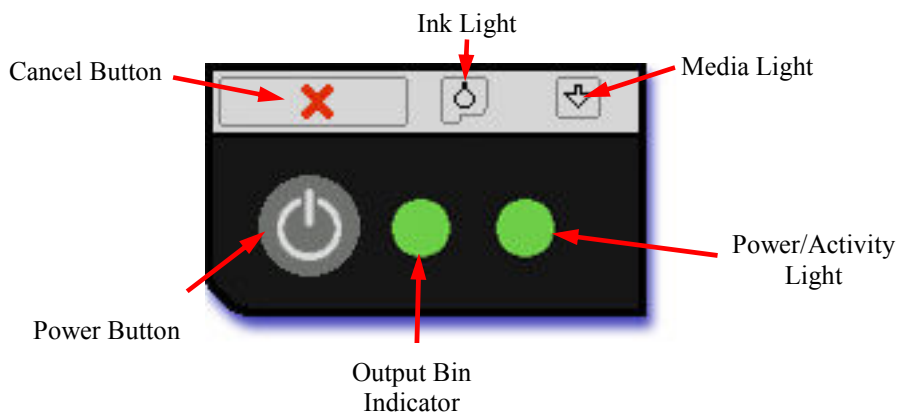
The green **Power/Activity Light** flashes when the printer is active, either while printing or initializing.

The **Cancel Button** can be used to discontinue printing. When using PrintWrite, this will only affect the current disc being printed. If printing through other applications, this will either cancel the entire print job or just the current disc depending on the label being printed and the application being used. Any disc being printed when the Cancel button is pressed will be ejected into the Output bin.

If a disc is not detected during printing, the **Media Light** will flash. Verify that you have discs in the input hopper and press the Media Light to load and print the next disc.

The **Ink Light** will come on if the ink cartridge is low or empty.

The **Output Bin Indicator** will light if the Output Bin is full, and will flash as a reminder to clean the rollers.





## G4 Disc Publisher Installation

***The G4 Disc Publisher installation disk includes an Installer that will walk you through the process step by step. Please use the Installer and follow the installation steps in order.***

The following installation sections are intended only as a reference for the installation process, not as a guide to installing the G4 Disc Publisher. Performing the installation out of order could result in an unsuccessful installation.

Installation should always be done when logged in as a user with full Administrator rights.



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## Windows Component Prerequisites

During the installation process, your PC will be checked to determine if 2 required Microsoft Windows components are present. If not, these components will be installed. You cannot continue the installation without installing these necessary Microsoft Windows components.

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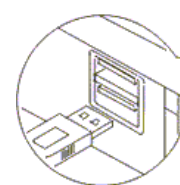
## Connecting to a PC

***DO NOT CONNECT YOUR G4 DISC PUBLISHER TO A COMPUTER BEFORE RUNNING THE INSTALLER LOCATED ON THE INSTALLATION DISK!!***

The connection between the PC and the Microboards G4 Disc Publisher is done with one USB cable.

1. Plug in the AC power cord to the back of the G4 Auto Printer.
2. Confirm that the power is turned ON to both the G4 Auto Printer and on your PC.
3. Connect the square shaped end of the USB cable to the back of the G4 Auto Printer.
4. Connect the flat, rectangular end of the USB cable into a USB 2.0 port in your PC.
5. Turn on the G4 Auto Printer.

***USB Cable length exceeding 6 feet between the G4 Disc Publisher and the PC is not supported!***



# Windows 7, and Vista Hardware Installation

The Microboards G4 Installer should always be run when logged in as user with full Administrator rights. This is required for the driver pre-installation to be successful. Once the G4 is plugged into the PC via the USB connection, the hardware will automatically be found and installed on your PC.

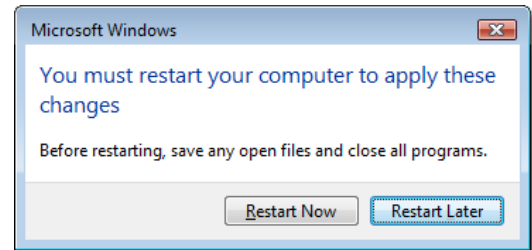
During the driver pre-installation, you may need to verify that you would like to install the drivers.

If the Installer is run by a user without full Administrator rights, or you do not verify that the drivers should be installed, the hardware will need to be installed using the Hardware Wizard. Please follow the directions for Windows XP Hardware Installation on the next page.

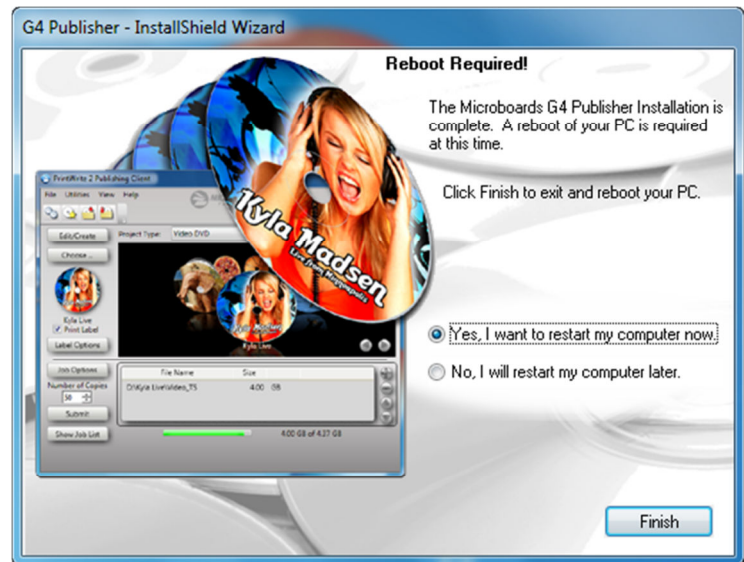
## Windows Vista and Additional Installation Requirements

After connecting the hardware to a PC running Windows Vista as the Operating System, you may be presented with a dialog notifying you of a required reboot, as shown to the right.

Click the **Restart Later** button if this dialog appears.



You should select the reboot option only when the reboot request shown to the right appears after the Disc Publisher software installation is complete.



# Windows XP Hardware Installation

*If you are installing the hardware while running the G4 Disc Publisher installer, this process will occur automatically. The Windows Found New Hardware Wizard will appear during any hardware installation when not using the Installer. Please follow all directions in the order in which they appear.*

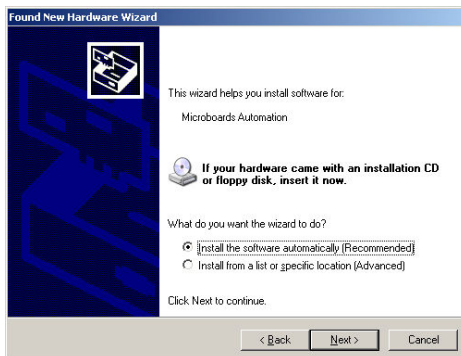
Turn on power to the G4 Disc Publisher and PC.

Once the G4 is connected, the operating system will next display the following windows if you are not running the Installer:



1. Select **No, not this time** and click **Next**.

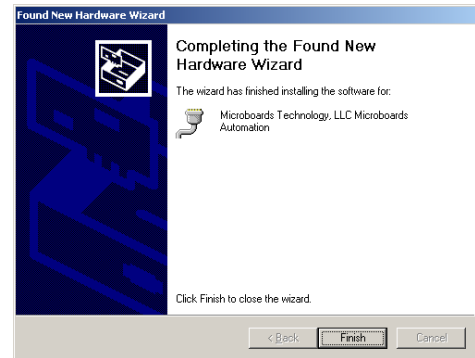
The following screen will appear:



2. Click the **Next** button and the files will be copied from the CD.



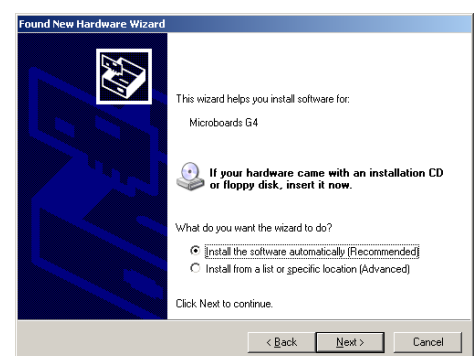
3. Click **Continue Anyway** if this message should appear.



4. Click **Finish** for the next step to appear.



5. Select **No, not this time** and click **Next**.

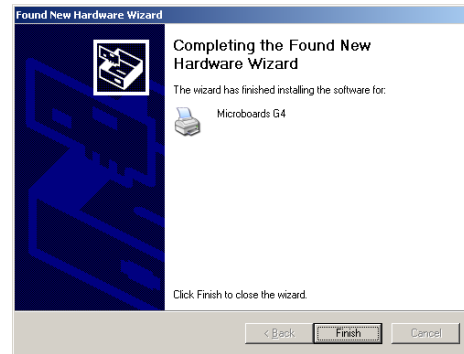


6. Click **Next** with the option to **Install the software automatically** selected.

*(continued on next page)*



7. Click **Continue Anyway** if this message appears.

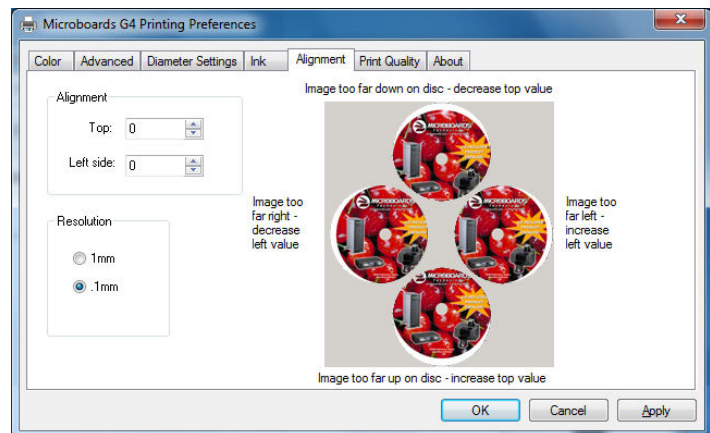


8. Click **Finish** to complete the driver installation.

## Setting Printer Alignment

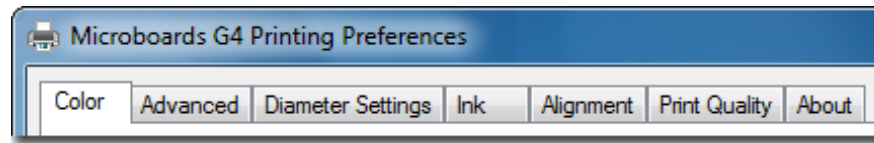
The G4 Disc Publisher system has been aligned to 0.1mm precision at the factory. You may need to fine tune the alignment settings for full surface coverage depending on the media brand and print surface type. Follow these steps if alignment modification is needed:

1. Launch PrintWrite 2 and configure the Disc Publisher if this has not already been done. (see page 18).
2. Place inkjet printable media into the input hopper.
3. Click on the **Start** Button on your Windows computer.
4. Select **Settings** and then **Printers**.
5. Right click on the **Microboards G4** printer icon.
6. Select **Printing Preferences**.
7. Select the **Alignment** Tab.
8. Select the **Resolution** of **.1mm** when aligning the printer.
9. Enter the alignment changes into the **Top** and **Left Side** boxes, using the graphic instructions on the right side as a guide to moving the print image on the disc.
10. Click the **Apply** button. Do not close the Printing Preferences at this time.
11. Print a full image disc using PrintWrite 2 or SureThing. Please refer to the user manuals for details on doing so.
12. A disc will be dropped onto the belts and then printed. Once printing is complete, the disc will be ejected into the output hopper.
13. Examine the printed disc to determine if the alignment is correct. If not, adjust the **Top** and **Left Side** alignment values in the Printing Preferences according to the graphic on the Alignment tab and repeat steps 11 through 13 with a new disc.
14. Click the **OK** button on the Printing Preferences once the alignment is complete to close the window.



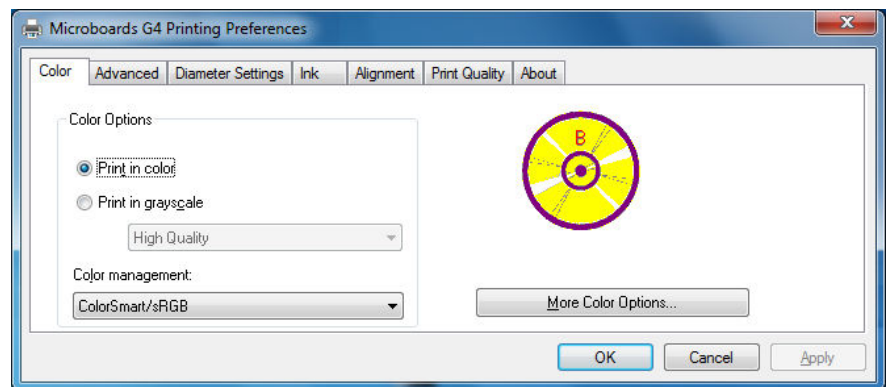
# Printing Preferences

Access the Printing Preferences by clicking the **Start** Button on your Windows computer. Select **Settings** and then select **Printers**. Right click on the **Microboards G4** printer icon, then select **Printing Preferences**. There are 7 tabs across the top of the window. Click each tab to see the available settings.



## Color Tab

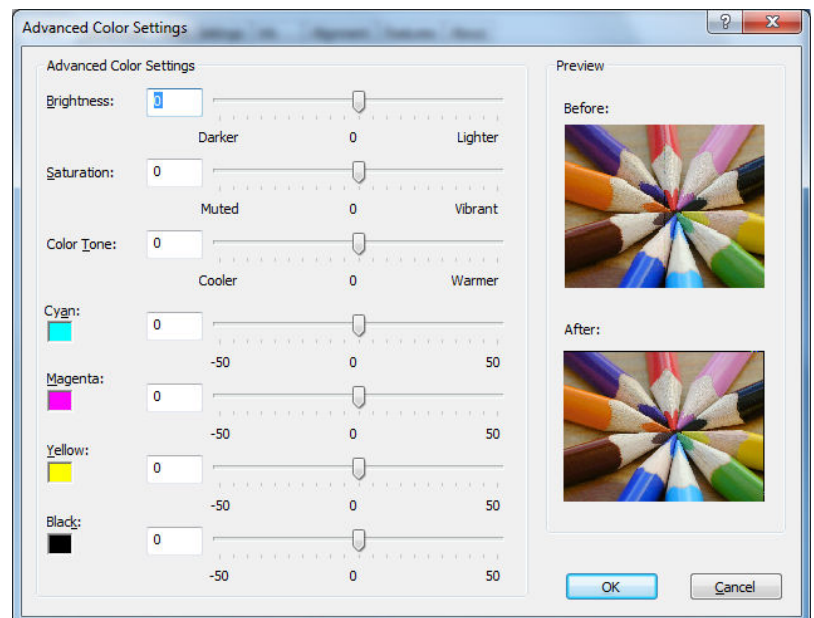
The Color Tab allows you to specify that the entire image should be printed in grayscale, or printed in sepia. You also have access to **More Color Options** from this tab.



## More Color Options

**Saturation, Brightness** and **Color Tone** allow you to fine tune your print image.

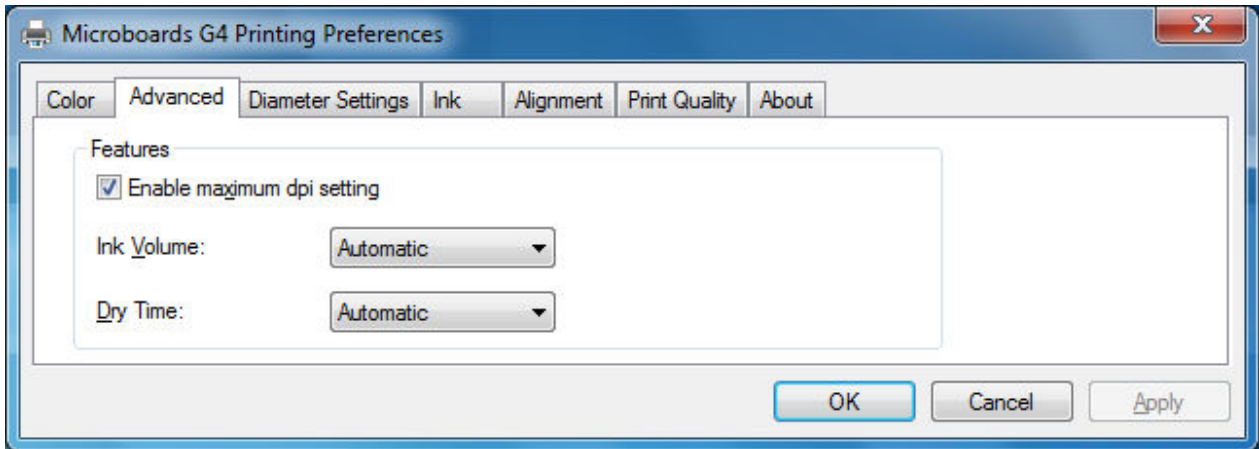
The four ink settings allow you to change the volumes used of each specific ink cartridge.



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## Advanced Tab

The Advanced Tab allows you to **Enable Maximum dpi setting** and adjust the amount of ink placed on the disc using the **Ink Volume** and **Dry Time** settings.



Enabling the maximum dpi will result in longer times to process your print image, reducing throughput.

To change the Ink Volume or Dry Time settings, click the drop-down box and select Change. A window will open with a setting bar for the option selected.

Changing the Ink Volume will affect how quickly you need to replace your ink cartridges, but also affects the quality of the printed output.

Changing the Dry Time can increase or decrease your throughput, but if the Dry Time is set too low, you risk the possibility that the last disc printed will not have dried before the next disc is placed on top of it in the output bin.

The default settings are the recommended settings and should be used unless absolutely necessary. If you choose to increase the Ink Volume, you should also increase the Dry Time.

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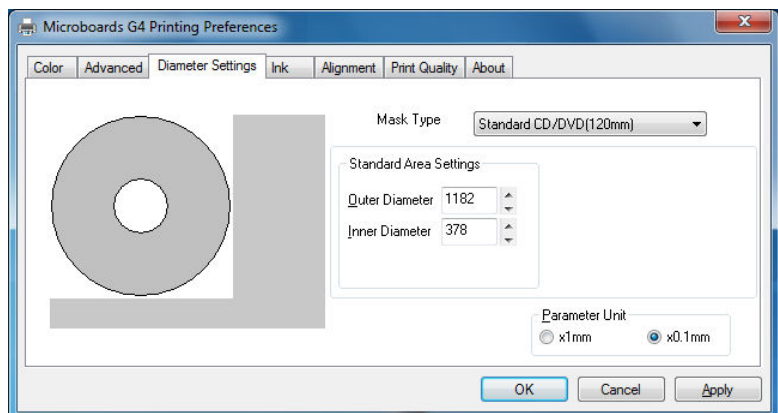
## Diameter Settings Tab

The Diameter Settings tab allows you to change the size of the print image to accommodate the variety of printable surface area available on media.

The Outer and Inner **Diameters** will change the size of the area to be printed. To avoid excessive ink buildup, these values should never be set so that the G4 Disc Publisher is printing off the media.

The Parameter Unit should remain on the **0.1mm** setting for maximum precision.

You can also select one of the preset **Mask Types** to change the diameter settings.





## Ink Tab

The **Ink Levels** show how much remains of the color and black cartridges. The amount shown as remaining in the Color cartridge is the individual color with the lowest level. To see the individual color level, click the **Advanced Ink Levels** button.

**NOTE:** If you place a used cartridge in the Microboards G4, the ink level may not be reported correctly. If the G4 can identify the cartridge, it may report the correct ink levels; if not, it will assume that the ink cartridge is new and will show ink levels of 100%.

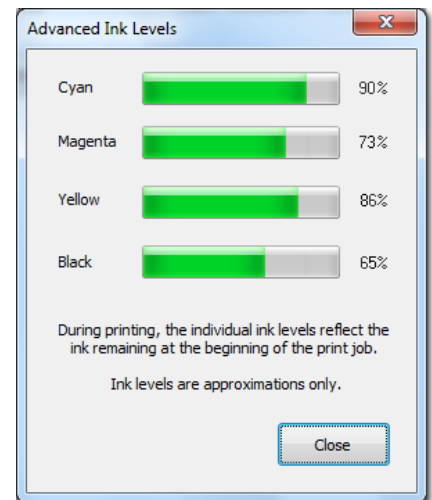
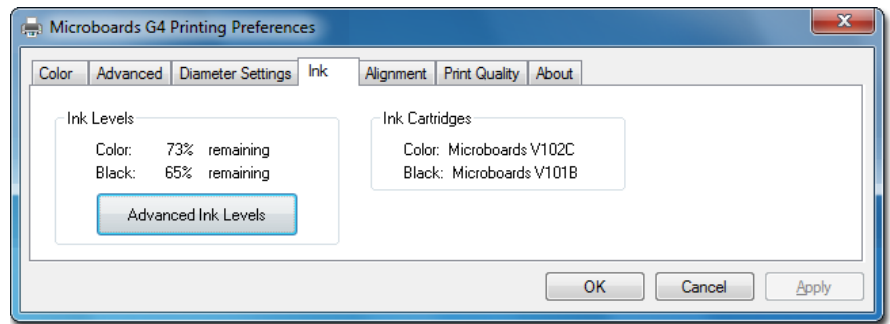
Before each disc is printed, the ink levels are checked. If the level of any one color is has reached 10%, a warning message will be displayed on your PC and printing will be temporarily suspended. You can either change the cartridge at this point and click OK, or click OK to continue printing using the same cartridge.

If you continue with the same cartridge, printing will continue uninterrupted until the ink level reaches 5%. The low ink level warning will be displayed once more. Again, either change the cartridge or continue.

Once the ink level reaches 3% or less, the warning will be displayed before each print.

**It is strongly recommended that you replace the cartridge at this point.**

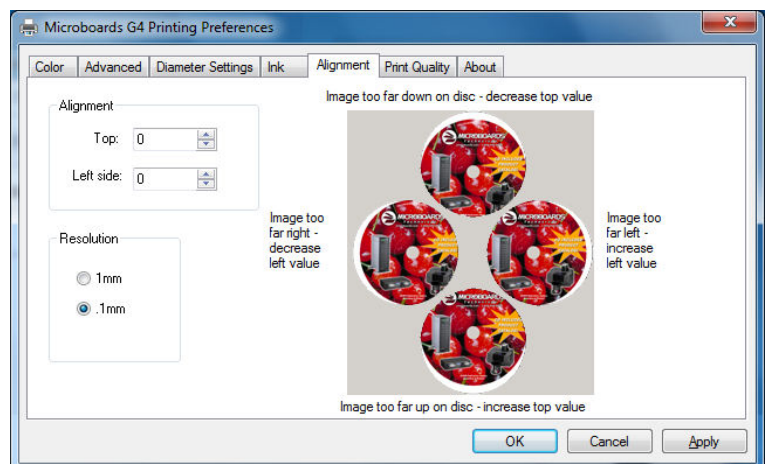
The **Ink Cartridge** information includes the re-order part number for the cartridge.



## Alignment Tab

**Alignment** values will move the print image on the disc. Use the graphic on the right side of the tab as a guideline in how alignment values should be adjusted.

The **Resolution** setting should always be set at **.1mm** for best results.



You may need to adjust the alignment depending on the media you are using (see page 12).

# Print Quality Tab

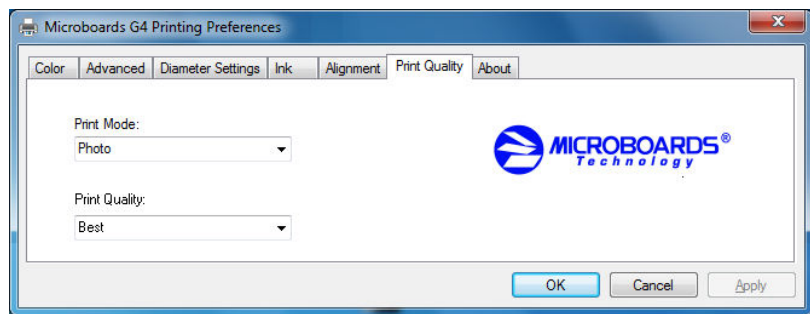
The Print Quality tab controls the print resolution.

## Print Quality

- Best
- Normal

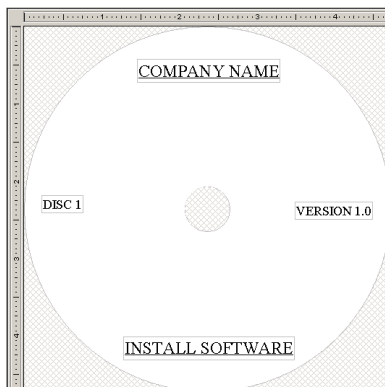
## Print Modes

- Text and Graphics
- Photo



## Printing Recommendations

Text and Graphics mode is used for printing mainly text information and small, simple graphics. Below are some examples for images in Fast, Normal and Best Modes:



*Text and Graphics – Fast*



*Text and Graphics – Normal*



*Text and Graphics – Best*

Photo Mode should be used when printing on the entire disc or when using detailed graphics. Here is an example:

*Photo – Normal, Best,  
and 4800x1200 Modes*



## About Tab

The About tab provides you with contact information for the worldwide Microboards offices.



# The G4 Disc Publisher Software

Your G4 uses Microboards PrintWrite 2 as the Disc Publishing software.

***You can print directly from SureThing or other applications if you are only printing, but any burning must be done using PrintWrite 2.***

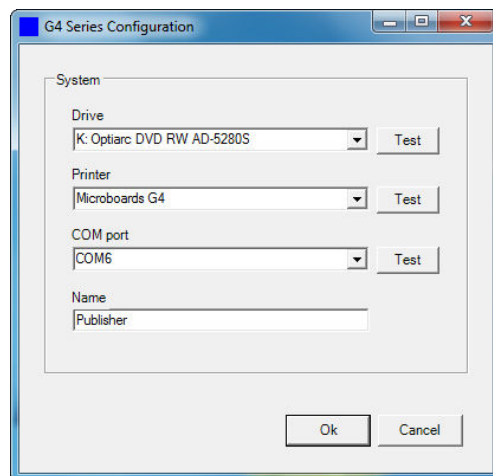
## Microboards PrintWrite 2 Configuration

The first time you launch PrintWrite 2, you will be asked to confirm the configuration of the G4 Disc Publisher system. This only needs to be done the first time the software is used, or if there is a change to your hardware.

The **Drive**, **Printer**, and **COM port** will auto-detect your hardware and enter the information. If the auto-detected hardware is not correct, use the down arrows in each listbox to select other available hardware. Use the Test buttons beside each hardware entry to verify the correct hardware has been selected.

The **Name** of the G4 will appear as **Publisher** by default. This can be changed to any name you wish.

Please refer to the Microboards PrintWrite 2 User's Manual for more information on configuring and operating PrintWrite 2.



## The Microboards Printer Toolbox

To access the Microboards Toolbox, double-click the toolbox icon located in the tool tray.



Select the **Microboards G4** printer and click the buttons to access each maintenance function of the Toolbox for the selected printer.

### Cleaning

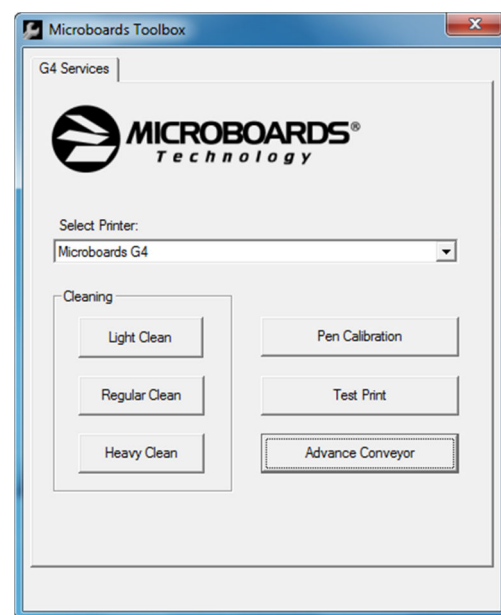
The printheads may require cleaning if the printed images show streaks of color. This may occur if the Disc Publisher has been idle for an extended period of time.

There are 3 levels of cleaning available: **Light Clean**, **Regular Clean**, and **Heavy Clean**.

**Light Clean** is a low-level cleaning, using the least ink and taking the least amount of time to complete. **Regular Clean** uses more ink and takes more time. **Heavy Clean** uses the most ink and takes the longest time to complete.

After each of the cleanings, a disc will be printed to verify the cleaning results.

Running this process more than once may be required if the quality does not improve after cleaning one time.



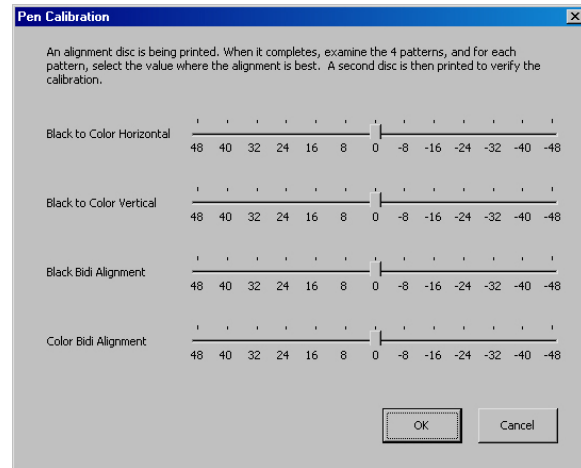
# Pen Calibration

The print pens may occasionally need calibration. You will need to have 4 blank discs loaded in the input hopper for this process.

Press the **Pen Calibration** button. 2 discs will print, the second with 4 sets of lines – Black to Color Horizontal, Black to Color Vertical, Black bidi Alignment, and Color bidi Alignment. Position the 4 slide bars in the window shown to the right based on the line that looks best in each of the 4 printed sets on the second disc.

Click **OK** when complete. The 2 discs will be printed again using the entered pen alignment values.

This procedure should not be a regular necessity.



## Print Test Disc

Load an unprinted disc in the input hopper prior to clicking this button to print a Test Disc image.

## Advance Conveyor

This utility will run the conveyor forward for a few seconds. This utility can be used with the Cleaning Disc, or to remove any media that is on the conveyors.

### Using the Cleaning Disc

The rollers that the Microboards G4 uses to advance the disc will occasionally need to be cleaned as they pick up dust, lint, and other airborne debris. A Cleaning Disc was included with your Microboards G4 and should be used when the rollers become dirty.

Follow these directions to clean the rollers using the Cleaning Disc:

1. Remove the paper label from the Cleaning Disc
2. Place the Disc sticky-side down on the back roller, centered over the cone of the elevator
3. Open the G4 Toolbox and click the Advance Conveyor button. This will run the disc forward through the G4.
4. Repeat as needed; if you are operating the Microboards G4 in a dusty environment, you may need to perform this more than one time.

In most cases, you will be able to use your Cleaning Disc more than one time. The number of times a Cleaning Disc can be used will depend on how much material is on the rollers. Additional Cleaning Discs can be purchased from any Microboards certified reseller.

# Using SureThing Disc Labeler

SureThing Disc Labeler is included with the G4 Disc Publisher and will be installed during the G4 Installation. For more information on using SureThing, please refer to the SureThing Help menu.

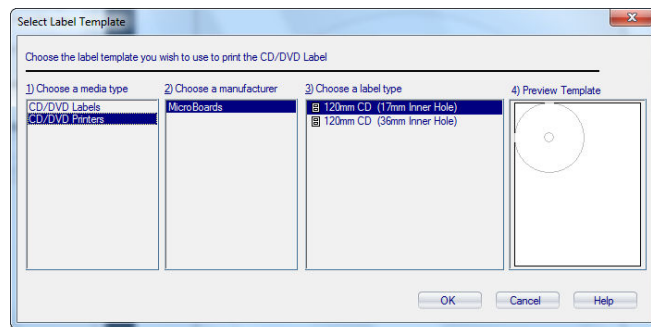
## Creating New Labels

Any label you create in SureThing must use the Microboards template to print correctly.

1. To create a new label, either click **New Project** in the Action window on the left, or select **New** from the **File** menu.
2. Click the **Select Label** button on the lower left corner of the dialog that opens to view the available label templates if the dialog that opens does not appear as shown below.
3. Highlight **CD/DVD Printers** in the Media Type column.
4. Highlight **Microboards** in the Manufacturer column.
5. Select from the options listed in the Label Type column.

**We recommend that you use the 17mm inner hole template to ensure that your image will fully cover the printable surface on both hub printable and non-hub printable media, adjusting the Diameter Settings when changing between media types (see page 14).**

6. Click **OK** to begin designing the label.



## Printing Labels

Select **Print** from the File menu while the label you want to print is open. Be sure that you have selected the **Microboards G4** and that **CD/DVD Printer** is selected in the Print Using field before clicking the **Print** button.

If you are printing more than one copy of a label, enter in the number you wish to print before clicking the **Print** button.



# Manual Software Re-Installation

The information in this section will only apply to a manual re-installation of the individual software packages. If you have not yet installed the G4 Disc Publisher using the Installer, it is recommended that you do so. Installing the G4 Disc Publisher in an incorrect order could result in an unsuccessful installation.

## PrintWrite 2 Software Re-Installation

**It is recommended that you uninstall PrintWrite 2 prior to reinstallation!**

There are 3 methods of reinstalling the PrintWrite 2 software should the need arise:


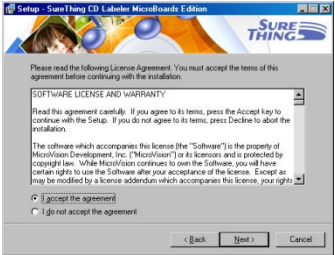
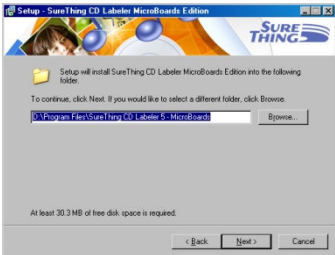
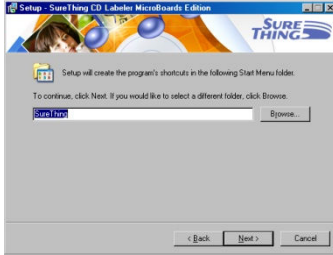
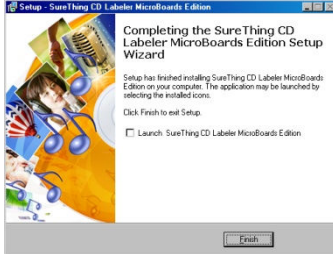
- (Recommended)** Insert the Microboards Disc Publisher Installation CD into the CD/DVD ROM drive on your computer, select the **G4 Installation** and click the **Install** button. Select the **Repair** option when the installer starts. Click the **Disc Publishing Software** button to reinstall. Clicking the **Install All Applications** button will reinstall the Disc Publishing software, SureThing, and the Toolbox.
- The Disc Publisher installers are also located on the Installation CD. To manually reinstall PrintWrite 2, browse to the **Applications\PrintWrite 2** directory on the Installation CD and run **setup.exe** (32-bit) or **setup\_x64.exe** (64-bit) to reinstall PrintWrite 2 manually.
- The PrintWrite 2 Disc Publisher software installer was also added to your hard drive in the event that you need to reinstall but do not have access to the Installation CD. Browse to the **C:\Program Files\Microboards\G4 Installer\Applications** directory on your hard drive and double-click **setup.exe** (32-bit) or **setup\_x64.exe** (64-bit) to reinstall PrintWrite 2.

# SureThing Labeler Software Re-Installation

There are 3 methods of reinstalling SureThing should the need arise:

- A. **(Recommended)** Insert the Microboards G4 Disc Publisher Installation CD into the CD/DVD ROM drive on your computer and select the **Repair** option when the installer starts. Click the **SureThing Disc Labeler** button to reinstall SureThing. Clicking the **Install All Applications** button will reinstall the Disc Publishing software, SureThing, and the Toolbox.

Follow these steps once the SureThing installer launches:

1. Click **Next** to continue.
  2. Once the User License screen appears, select **I Accept** and click the **Next** button.
  3. If you wish to change the default Install directory, it can be done here. Click **Next** when completed.
  4. Click **Next** to add a shortcut in the Start Menu.
  5. Choose to add an icon to your desktop and/or a folder in the Start Menu. Once selected, click **Next**.
  6. Click **Install** to begin copying the files.
  7. Remove the check to launch SureThing at this time, then click **Finish**.
- B. Alternately, you can open the **Applications** directory on the Installation CD and run **SureThing.exe** to install SureThing manually. Follow the on-screen instructions as shown in steps 1-7 above.
- C. The SureThing installer was also added to your hard drive in the event that you need to reinstall but do not have access to the Installation CD. Run **SureThing.exe** in the **C:\Program Files\Microboards\G4 Installer\Applications** directory on your hard drive. Follow the on-screen instructions as shown in the steps above.

# Troubleshooting

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## Printer not printing:

1. Confirm the G4 Disc Publisher is plugged into a power source and is turned on. The ON/OFF switch is located at the back of the unit, above the power cable connector.
2. Confirm the right-hand green light on the power button is lit on the Control Panel. If AC power is on and the green light is off, press the power button on the Control Panel and wait for several seconds. If the light still does not come on, contact Microboards Technical Support.
3. Check the Output Bin! If the Output Bin Indicator, the left-hand green light, on the Control Panel is on, the Output Bin is full. Empty the Output Bin to continue.
4. Confirm the G4 Disc Publisher is connected to the computer. This can be checked by clicking on Start, going to Settings and selecting Printers. Confirm the printer is listed and is active. If the icon is not active, make sure the Use Printer Offline is not selected. Also check to make sure the correct printer port is selected.
5. Confirm that the **Microboards V102C** and **V101B Ink Cartridges** are being used. The G4 Disc Publisher will not function with any other cartridge!



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## Disc Loading error:

1. If a disc is not loaded correctly, an error message will be displayed on your PC. Check to see if there are any discs on the belt. Remove any discs that are left on the belt.
2. Lift the cover and check for any discs on the front deck of the G4 Disc Publisher. Remove any discs found on the belts. Close the cover.
3. Next, reload the input bin and click the OK button on the error message to continue. The system will load the next disc and continue printing the remaining discs for that job.

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## Disc not Advancing:

If a disc is not moving to or through the print zone correctly, the rollers in the G4 Disc Publisher may need cleaning.

A Cleaning Disc was included with your G4 Disc Publisher. Remove the paper label and place the disc sticky-side down on the back roller, with the center of the disc above the elevator. Open the G4 Toolbox and run the Advance Conveyor function (see page 18). You may need to perform this more than one time in order to clean the rollers, especially in a dusty environment.

The number of times the Cleaning Disc can be used will depend on how much material is on the rollers. Additional Cleaning Discs can be purchased from any Microboards certified reseller.

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## Low Ink indication:

Before each disc is printed, the ink levels are checked. If the level of any one color is has reached 10%, a warning message will be displayed on your PC and printing will be temporarily suspended. You can either change the cartridge at this point and click OK, or click OK to continue printing using the same cartridge.

If you continue with the same cartridge, printing will continue uninterrupted until the ink level reaches 5%. The low ink level warning will be displayed once more. Again, either change the cartridge or continue.

Once the ink level reaches 3% or less, the warning will be displayed before each print.

**It is strongly recommended that you replace the cartridge at this point.**

If you notice poor ink quality or a missing color in your prints at any time, replace the ink cartridge.

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## Out of Media Indicator on Front Printer Panel

This will occur if the input hopper is empty or is loaded incorrectly. If the input hopper is empty, load more discs and press the Out of Media indicator.

If media is in the input hopper, unload all discs. Reload the media according to the instructions on page 7 and press the Out of Media indicator.



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## Gaps or Overlap in Ink Coverage

1. If the right half inch of the disc is not printing, the image was last saved using an old SureThing template and needs to be refreshed. Open the image in SureThing, change the template from the Microboards template that first appears to the other Microboards template, then back to the original. Save your image file to complete the process.
2. If there are gaps or overlaps when printing, you may be printing Text & Graphics mode. Change Mode to Photo. See page 12 for details.
3. The print pens may need to be recalibrated. Please refer to page 13 for details.

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## “No Printers Connected” Message

The Microboards Printer Toolbox did not detect a connected printer. Verify that the G4 Disc Publisher is connected and powered on. You may need to reboot your PC.

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## Out of Ink Message

If you do not change the cartridge when the Low Ink warnings first appear, you will run the risk of draining the cartridge completely, affecting print quality and potentially damaging the printer. The Out of Ink message will appear when the ink levels of specified the cartridge can no longer be safely used.

**It is strongly recommended that you do not wait for the ink to be completely drained. You should change the cartridges when or shortly after the Low Ink warning appears.**

When the Out of Ink message appears, the current print job will be cancelled. At that point, please follow the steps below, in the order in which they are listed:

1. Open the front door of the G4 Disc Publisher.
2. When the carriage moves to center, remove the ink cartridge specified in the message.
3. Replace the cartridge and close the front door.
4. Press the Cancel button on the front printer control panel.
5. Wait for the printer to prime the cartridge. The priming cycle will take approximately 70-80 seconds to complete. Do not perform the next step until the priming cycle completes.
6. After the disc ejects, click the **OK** button on the Out of Ink message.



If you do not wait for the cartridge priming cycle to complete and you have additional print jobs waiting in the print queue, you may have to clear the print queue before the printer will respond. During the G4 Disc Publisher installation, a shortcut to a utility to clear the print queue was added to your PC. Please note that this utility will clear all print jobs currently in the print queue for any printer.

To run the utility, click the Start button and select either Programs or All Programs, depending on the Operating System and the Start Button behavior. Click the Microboards entry, then the G4 Publisher. Click the **Print Queue Utility** shortcut in the Toolbox directory. After the utility opens, click the **Clear Print Queue** button to remove all pending print jobs on your PC. The queue will clear in approximately 10 seconds; when it is complete, you can begin printing again.



# Printing Specifications

**Print Speed:**

Depends upon percentage of coverage and print mode selected

**Photo:**

- Approx. 115 seconds for 100% full-color coverage, Photo Best Mode
- Approx. 80 seconds for 100% full-color coverage, Photo Normal Mode

**Text & Graphics:**

- Approx. 65 seconds for 100% full-color coverage, Text & Graphics Best Mode
- Approx. 25 seconds for 100% full-color coverage, Text & Graphics Normal Mode
- Approx. 30 seconds for 20% coverage Text & Graphics Best Mode
- Approx. 20 seconds for 20% coverage Text & Graphics Normal Mode

**Print Technology:**

HP Inkjet

Print Quality, Black: up to 1200 dpi

Print Quality, Color: up to 4800 x 1200  
optimized dpi

**Warranty:**

One Year Limited Warranty

**Ink Cartridge Types:**

Microboards V102C (Color) and V101B  
(Black)

**Label Editing Software:**

SureThing™ CD/DVD Labeler

Microboards Edition for Windows included

**Media Types:**

Printable-surface 120mm CD-R, BD-R or  
DVD-R

**Maximum Print Width:**

4.72" (120mm)

**Connectivity:**

USB 2.0 required

**Power Supply:**

Auto Detect AC Power:

90VAC – 240VAC, 47Hz – 63Hz

**Memory:**

8 MB

## Technical Support

For technical questions or support issues, contact Microboards Technology technical support:

**United States**

PH: 952-556-1639

FAX: 952-556-1628

[support@microboards.com](mailto:support@microboards.com)

[www.microboards.com](http://www.microboards.com)

**Europe**

PH: +44 (0) 845 230 7800

[www.microboards.co.uk](http://www.microboards.co.uk)

**Japan**

PH: 03-3561-2266

[www.microboards.co.jp](http://www.microboards.co.jp)

Please have the Model and Serial Number of your G4 Auto Printer available when contacting Technical Support.

Date of Purchase: \_\_\_\_\_

Place Purchased: \_\_\_\_\_

Serial Number: \_\_\_\_\_

**Replacement Ink Cartridges: V102C (color) and V101B (black)**