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# Rimage AutoPrinter™ User Guide



**R I M A G E™** Advancing the art of digital delivery.



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

Rimage Corporation  
7725 Washington Avenue South  
Minneapolis, MN 55439  
USA  
Attn: Rimage Services

Service:

North America: 800-553-8312

Asia/Pacific, Mexico/ Latin America: 952-946-0004

FAX: 952-946-6956

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

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

## Europe

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63128 Dietzenbach, Germany

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FAX: +49-(0) 6074-8521-21

[Rimage Europe Technical Website](http://www.rimage.de/support.html)

<http://www.rimage.de/support.html>

Select the appropriate Support link to learn more. If you cannot find a solution on our website, email Rimage Services, Europe at [support@rimage.de](mailto:support@rimage.de).

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## Learn more online

At [www.rimage.com/support.html](http://www.rimage.com/support.html), you can experience Rimage's world-class Support and Services.

1. Select your product family.



2. Select your product.



3. Learn more on your product page.



From your product page you can access:

- Information about the latest software and firmware updates
- Product specifications
- Troubleshooting tips and FAQs
- The latest documents
- Printing tips
- Current firmware and driver downloads


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# Introduction

This manual provides the information needed to operate the AutoPrinter and identify the parts. To setup and install your AutoPrinter, refer to the *Setup and Installation Guide* included with your product.

 **Note:** The term *AutoPrinter* applies to both the AutoEverest and the AutoPrism. AutoEverest and AutoPrism will be used only to refer to either AutoPrinter specifically.



**AutoEverest**



**AutoPrism**

## Operating system requirements

### AutoEverest

#### Windows-based PC

The AutoEverest will run only on Windows 2000 Professional with SP4, Windows XP Professional with SP1 or SP2, and Windows Server 2003.

#### Macintosh

The AutoEverest will run only on Macintosh OS X v10.3/10.4.

### AutoPrism

The AutoPrism will run only on Windows 2000 Professional with SP4, Windows XP Professional with SP1 or SP2, and Windows Server 2003.

## Media requirements

Refer to your *Everest Printer User Guide* or *PrismPlus! Printer User Guide* for the correct media requirements.

## Ribbon requirements

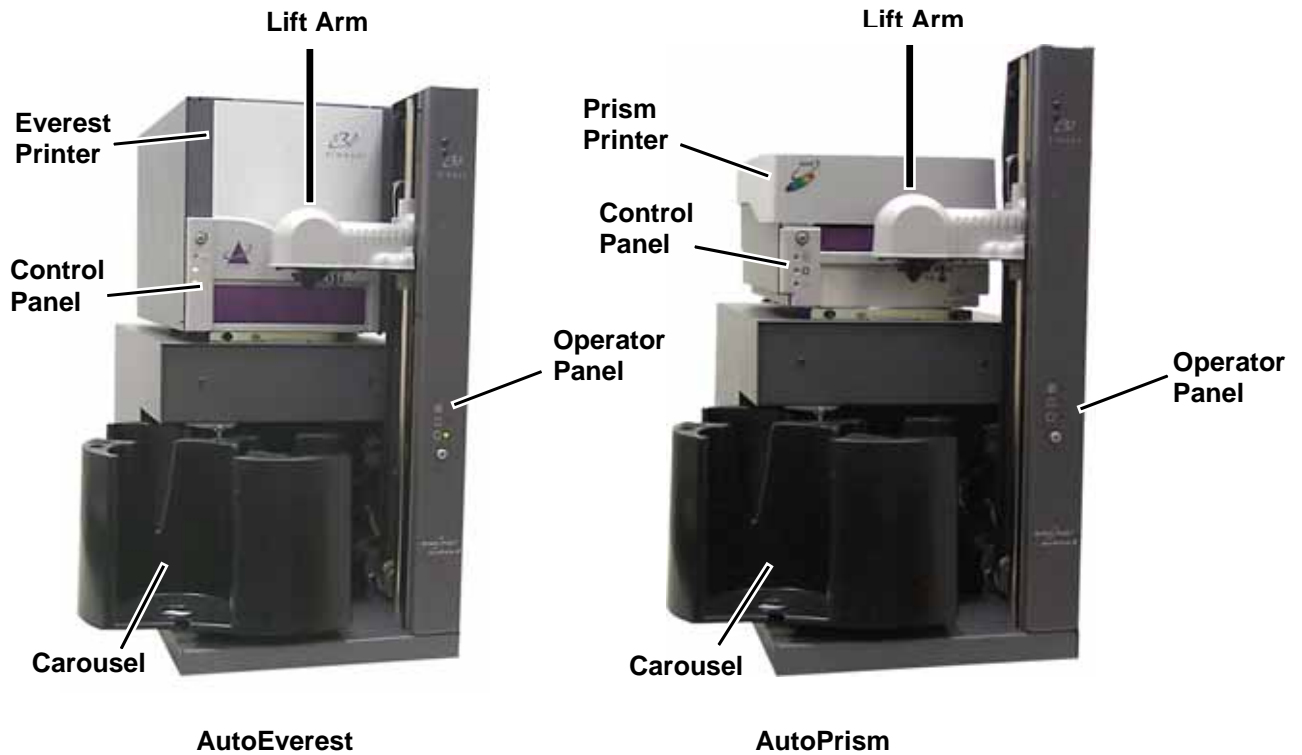
Refer to your *Everest Printer User Guide* or *PrismPlus! Printer User Guide* for the correct printer ribbons.

## Label design requirements

Refer to your *Everest Printer User Guide* or *PrismPlus! Printer User Guide* for label design requirements.

# Identify the parts of the AutoPrinter

## Front view





## Operator panel


The operator panel has four indicator lights and an operator button.

### Operator button

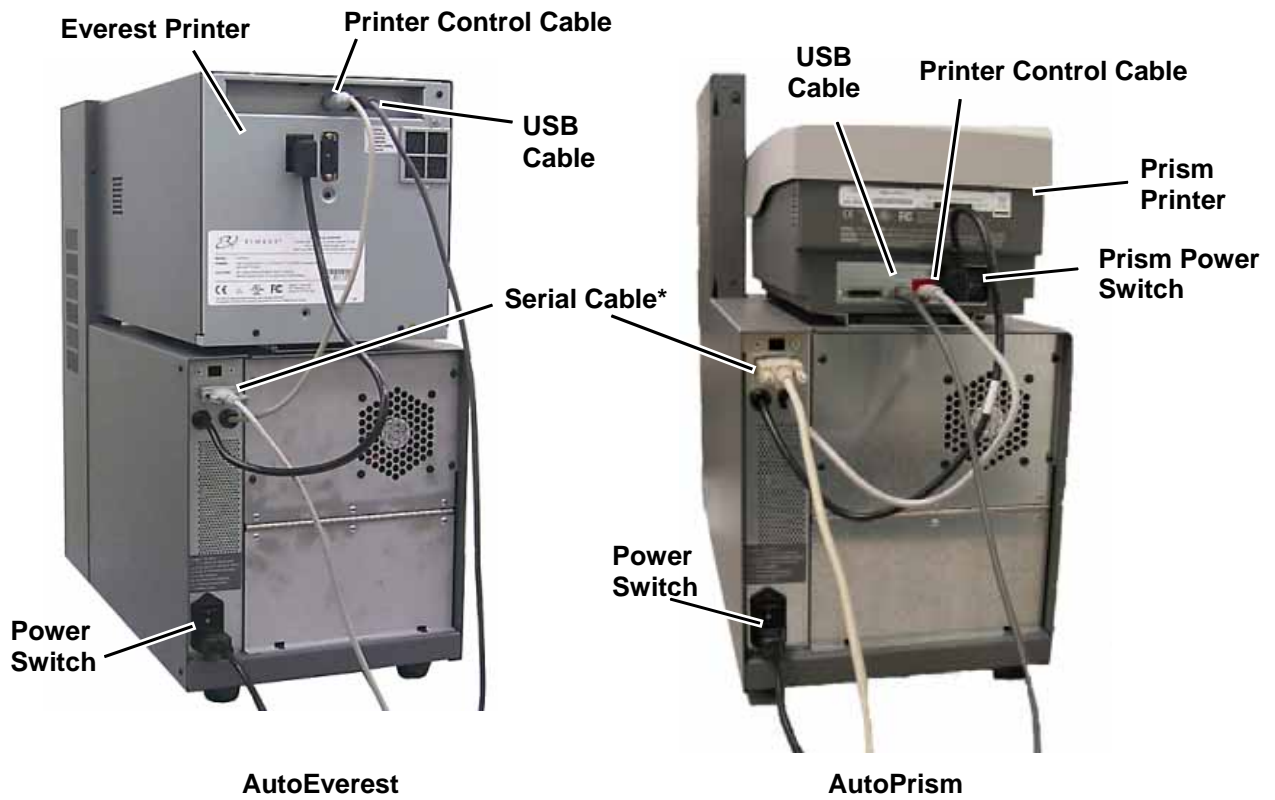
Each time you press the **operator button**, the carousel rotates to the next bin.

### Operator panel

The indicator lights on the operator panel provide the following operational information:

	Name	Functionality
	Carousel Present	The <b>carousel present</b> indicator light illuminates when the carousel is absent.
	Active	The <b>active</b> indicator light illuminates when the computer is communicating with the AutoPrinter.
	Power	The <b>power</b> indicator light illuminates when the AutoPrinter is powered on.
	Fault	The <b>fault</b> indicator light, located on the operator button, illuminates if an error is detected.

Rear view



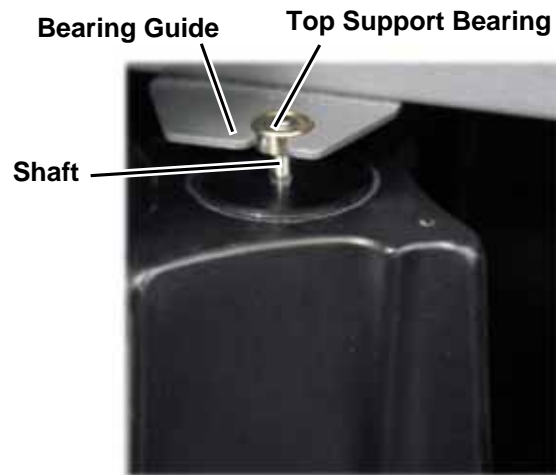
\*Serial cable is used only for updating the firmware. Do not connect a serial cable during normal operation.

# Operate the AutoPrinter

## Installing the carousel

ⓘ **Important:** To prevent errors, the carousel should be installed before operating the software or powering on the AutoPrinter.

1. Slide the **carousel** into the unit so that the **shaft** slides in the slot opening of the **bearing guide**.
2. Lower the carousel with the **top support bearing** dropping in to the **bearing guide**.
3. If necessary, rotate the **carousel** to seat the carousel securely.



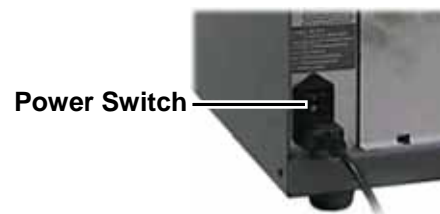
## Powering on and off

### Before you begin:

The carousel must be installed before you power on the system. For more information about installing the carousel, refer to [Installing the carousel](#) on page 5.

📌 **Note:** The Prism printer power switch must be in the 'on' position. The Everest printer does not have a power switch. The Everest printer is powered on when the AutoPrinter is powered on. The Everest printer takes 1 to 2 minutes to complete the initialization.

1. To power on the AutoPrinter, press the **power switch** on the rear of the AutoPrinter.
2. To power off the AutoPrinter, press the **power switch**.




## Loading and unloading discs


You can load up to 100 discs per carousel bin. You may load discs in the bins before installing the carousel.

When the carousel is installed in the AutoPrinter, discs can be installed one bin at a time by following the procedure below.

### Load the discs

1. Press the **operator button** to rotate the carousel and place a bin in position to load blank discs.
2. Remove any completed **discs** from the carousel bins.
3. Place blank **discs** in bins 1–3 of the carousel. The AutoPrinter will pick discs from the next bin once the first bin is empty. Bin 4 is only used for outputting completed discs.

 **Important!** Place the discs into the bins with the recording side facing down.

 **Tip:** Hold the discs by the outer edge so you do not put fingerprints on either the top or the bottom surface of the discs. Fingerprints on the top of the disc can affect printing quality. Rimage recommends wearing lint free gloves.

4. Repeat steps 1–2 until the required bins are filled.

### Unload the discs

1. Press the **operator button** to rotate the carousel and place a bin in position to unload discs.
2. Remove the **discs** from the desired bin.

### Reset the AutoPrinter to pick discs from bin 1

After the AutoPrinter starts picking discs from bin 2 or 3, it continues picking discs from that bin until the AutoPrinter is powered off, or the AutoPrinter is reset.

1. To reset the AutoPrinter to start picking discs from bin 1, lift the **carousel** up and down so the **carousel present** indicator light turns on and off.
2. Add **discs** to bin 1. The next print job will start picking from bin 1.

## Setting printing preferences

Printing preferences allows you to set and run your AutoPrinter to produce the best possible label on your discs. Refer to your *Everest Printer User Guide* or *PrismPlus Printer User Guide* for specific printing preferences instructions.

# Maintain the AutoPrinter

## Installing ribbons

Before installing ribbons in the printer, stop any operations.

To change ribbons in a **Prism** printer, refer to the *PrismPlus Printer User Guide*.

To change ribbons in an **Everest II** printer, refer to the *Everest II Printer User Guide*.

## Cleaning method and schedule

Task	Frequency
Cleaning the AutoPrinter	<b>Once a week.</b> Remove dust from the AutoPrinter and surrounding work area.
Aligning the printer	<b>Upon installation</b> and again if the discs are not picked correctly from the printer tray. Refer to the procedures below for more information.

## Aligning the printer

### Everest printer

To align your Everest printer, use the following instructions.

#### Required tools:

- T25 Torx screwdriver
- 5/32" Allen wrench

1. Power on the **AutoPrinter**.
2. Wait for the unit to complete initialization. When initialization is complete, the **active** indicator light on the Everest printer illuminates.

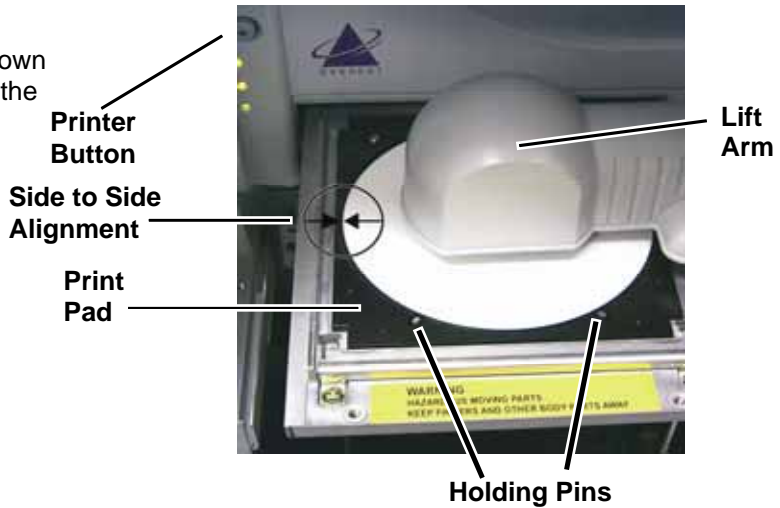
 **Note:** The Everest printer takes 1 to 2 minutes to complete the initialization.

3. Prepare the unit for alignment.
  - a. Manually slide the **lift arm** to the top of the AutoPrinter.
  - b. To place a disc in the **gripper**, press the **disc** up into the gripper while pressing the **disc release button**.
  - c. Release the **disc release button**. The gripper holds the disc.
  - d. Press the **printer button** to open the printer tray.




4. Align the printer.

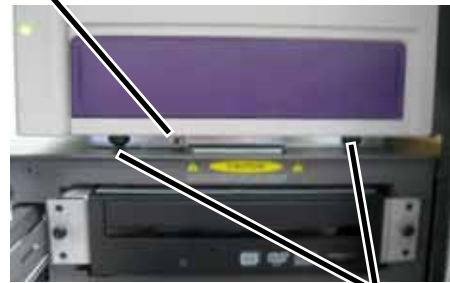
- a. Slowly slide the **lift arm** down until the disc just touches the print pad.
- b. If the disc is not centered on the print pad, align the printer side to side.



- i. Using the T25 Torx screwdriver, loosen the two **side to side alignment screws**.
- ii. Slide the **printer**, not the printer tray, until the side edges of the disc and printer pad are aligned.
- iii. Tighten the two **side to side alignment screws**.

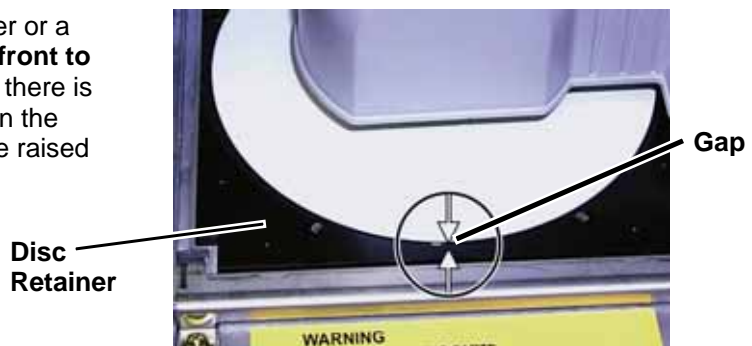
 **Tip:** Tighten each screw in increments to prevent shifting.

**Front to Back Alignment Screw**



**Side to Side Alignment Screws**

- c. Using either a T25 Torx driver or a 5/32" Allen wrench, turn the **front to back alignment screw** until there is a 1/16" (1.5mm) gap between the front edge of the disc and the raised edge of the disc retainer.



5. When the printer is aligned, slide the **lift arm** to the top of the unit.
6. Press the **printer button** to close the printer tray.
7. Press the **disc release button** to release the disc from the gripper.

 **Tip:** Place your hand under the disc to catch it.


## Prism printer

To align your Prism printer, use the following instructions.

### Required tools:

- T25 Torx screwdriver
- 5/32" Allen wrench

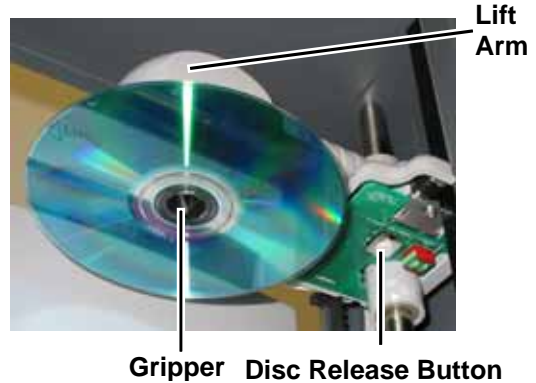
1. Power on the **AutoPrinter**.

 **Note:** If the Prism power switch is in the on position, power on both the printer and the AutoPrinter by pressing the AutoPrinter **power switch**.

2. Wait for the unit to complete initialization.

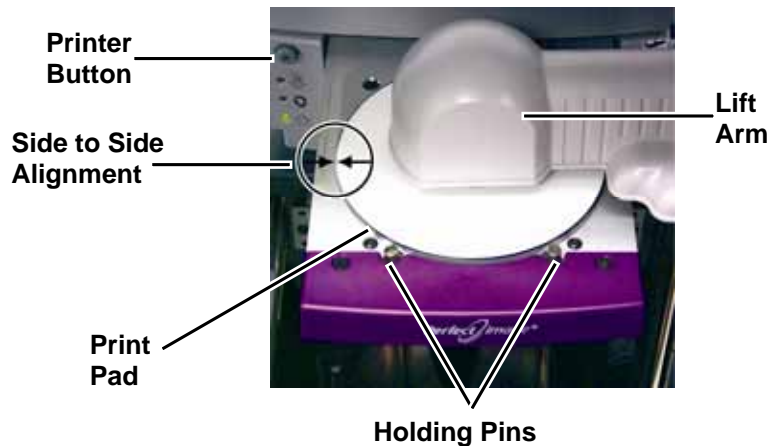
3. Prepare the unit for alignment.

- a. Manually slide the **lift arm** to the top of the AutoPrinter.
- b. To place a disc in the **gripper**, push the **disc** up into the gripper while pressing the **disc release button**.
- c. Release the button. The gripper holds the disc.
- d. Press the **printer button** to open the printer tray.

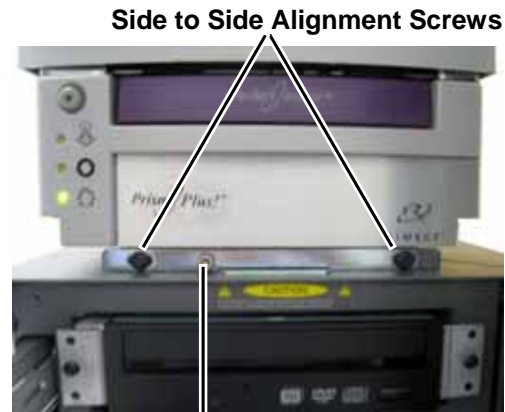


4. Align the printer.

- a. Slowly slide the **lift arm** down until the disc just touches the **print pad**.



- b. If the disc is not centered on the print pad, align the printer side to side.
  - i. Using the T25 Torx screwdriver, loosen the two **side to side alignment screws**.
  - ii. Slide the **printer**, not the printer tray, until the side edges of the disc and printer pad are aligned.
  - iii. Tighten the two **side to side alignment screws**.



- c. Using either a T25 Torx driver or a 5/32" Allen wrench, turn the **front to back alignment screw** until the disc hangs over the edge of the print pad by 0.010" – 0.015" (0.25mm – 0.38mm).



**Print Pad**

5. When the printer is aligned, slide the **lift arm** to the top the unit.
6. Press the **printer button** to close the printer tray.
7. Press the **disc release button** to release the disc from the gripper.

 **Tip:** Place your hand under the disc to catch it.



# Learn More

## AutoPrinter specifications

 **Note:** Specifications for the printer are in the printer user guide.

<b>Standard System</b>	AutoPrinter autoloader, a Rimage Everest or Prism printer, and CD Designer software suite.
<b>Software requirements</b>	CD Designer or other graphics application
<b>Input bin capacity</b>	300 Discs
<b>Output capacity</b>	300 Discs
<b>Physical size</b>	Width: 15.063" (38.4 cm) Height: 22.375" (56.8 cm) Depth: 22.625" (57.5 cm) Weight with Everest printer: 97 lb (44.1 kg) Weight with Prism printer: 73 lb (33.2 kg)
<b>Minimum PC requirements</b> If you do not understand these requirements, ask your computer technician for help or refer to your PC documentation.	Processor: Pentium II, 450 MHz or higher RAM/memory: 256MB One USB 1.0 port (used by Everest or Prism printer) One parallel port (used by Prism printer)
<b>Minimum Macintosh requirements</b> If you do not understand these requirements, ask your computer technician for help or refer to your computer documentation.	G4 256 MB One USB 1.0 port (Everest printer only)
<b>Supported Operating Systems</b>	Windows 2000 Professional with SP4, Windows XP Professional with SP1 or SP2, and Windows Server 2003 Macintosh OS X v10.3/10.4 (Everest printer only)
<b>Power</b>	100 – 240 VAC, 1.5 A, 60/50 Hz
<b>Operating Temperature</b>	60°– 80°F (16° – 27°C)
<b>Humidity</b>	40% – 80% non-condensing
<b>Storage Temperature</b>	5°– 95°F (-15° – 35°C)

## Technical support and product updates

Support for the Rimage AutoPrinter is available through your authorized reseller.

- ⓘ **Important!** Register your Rimage AutoPrinter online or complete and return the registration card so that Rimage can notify you of upgrades as they become available.

## Safety information

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

- ⚠ **Warning!** According to ANSI (American National Standards Institute) standards, a warning is used to indicate situations that could result in bodily injury to personnel operating or maintaining the equipment.

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

## Safety precautions

To ensure safety, please read the precautions in the User Guide and familiarize yourself with their meaning before using the equipment.

- ⚠ **Warning:** Please observe all warning and caution labels to ensure safety of personnel.
- ⚠ **Warning:** Replace all fuses with the same voltage and current ratings to maintain UL safety approvals.
- ⚠ **Warning:** Use the supplied AC power cord, or use a safety agency-approved power cord.
- ⚠ **Caution:** Any equipment that has AC line voltage, or low DC voltages, such as switches, power supplies, fuses, fans, non-stepper motors, must be replaced with Rimage-approved components to maintain the safety approval issued by UL.

## Safety testing

**Product name: AutoPrinter**

**Model: RAS10**

### Notice for USA



Tested to Comply with FCC Standards FOR HOME OR OFFICE USE.



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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This product complies with UL 60950 3<sup>rd</sup> Edition.

### Notice for Canada



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

This digital apparatus does not exceed the Class B limits for radio noise for digital apparatus specified in the Radio Interference Regulations of the Canadian Department of Communications.

#### Product Safety Statement

This product is in compliance with CSA C22.2 No.60950.

### Notice for Europe



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 60950, EN 55022, EN 55024, EN 61000-3-2, EN 61000-3-3. The CE mark has been affixed in accordance with the CE Marking Directive 93/68/EEC.

## Rimage AutoPrinter II Limited One Year Warranty

Rimage warrants, **to the original end user only**, that all non-consumable parts of the AutoPrinter III will be free from defects in material or workmanship for 12 months, according to the following terms:

- Rimage will replace or repair, at Rimage's discretion, any non-consumable parts found defective within the Warranty period.
- The 12 month warranty period begins on the date the product ships to you.
- Factory depot repair: Equipment requiring service should be shipped to:
  - Rimage in Minnesota from a location within the US or Canada with a typical response of 15 business days from the date of receipt.
  - Rimage in Germany from a location in Europe with a typical response of 15 business days from the date of receipt.
  - Rimage in Japan from a location in Asia / Pacific with a typical response of 15 business days from the date of receipt.
  - Rimage in Minnesota from a location that is not in the US or Canada with a typical response of 25 business days from the date of receipt.
- Advanced Exchange replacement or other Maintenance Contracts are available to enhance your warranty service.
- Rimage will pay ground service freight charges for components shipped to you.

The use of non-Rimage certified parts may void this warranty.

This Warranty **does not** include the following:

- Work done at the customer's location, or customer's loss of data.
- Shipment costs for equipment or components returned to the Rimage factory.
- Equipment malfunctions as a result of repairs made by persons who are not authorized or certified by Rimage.
- Equipment or parts that were tampered with, misused, neglected, or modified in any respect without the written consent of Rimage.
- Equipment or parts that have been damaged due to shipping or accidents, or damaged by lightning, storms, water, or power surges.
- Printer consumables including ribbons, retransfer ribbons, or print head.

YOU MAY NOT ASSIGN THIS WARRANTY WITHOUT RIMAGE'S WRITTEN CONSENT. RIMAGE IS THE INTENDED BENEFICIARY OF THIS WARRANTY; IF THERE IS ANY INCONSISTENCY BETWEEN THIS WARRANTY AND ANY OTHER AGREEMENT INCLUDED WITH OR RELATING TO RIMAGE PRODUCTS, THIS WARRANTY SHALL GOVERN. IF ANY TERM OF THIS WARRANTY IS ILLEGAL OR UNENFORCEABLE, THE LEGALITY AND ENFORCEABILITY OF THE REMAINING PROVISIONS ARE NOT AFFECTED OR IMPAIRED. This Warranty is to be interpreted under the laws of the State of Minnesota, without giving effect to conflict of law rules. The provisions of the United Nations Convention on Contracts for the International Sale of Goods or the United Nations on the Limitation Period in the International Sale of Goods, as amended from time to time, shall not apply.

Rimage must receive written notice of any claimed defect or failure to perform within five (5) days after such failure or defect is first observed. For warranty service, call Rimage US at +952-946-0004, Rimage Asia/Pacific at +81-3-5283-8465, or Rimage Europe at +49-0-6074-8521-0.

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