

R I M A G E[®]

Rimage[®] Everest Encore[™] Printer User Guide



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The most recent version of this document can be found at www.rimage.com/support.

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Introduction

This manual provides the information needed to operate, configure, and maintain the Rimage Everest Encore™ printer.

For information specific to your autoloader or Rimage AutoPrinter refer to the product's User Guide found at www.rimage.com/support.

Important! Your Everest Encore printer may not look exactly like the model featured in this user guide.

About this User Guide

- While we try to maintain all versions of our manuals and documentations, please note that the English version found on our web site always contains the most up-to-date information.
- Unless otherwise indicated, all Windows navigation statements are Windows 10 paths. Other Windows operating system navigation may differ slightly.
- These notes and symbols are used throughout the manual to help clarify information:

Tip: A Tip suggests alternative methods that may not be obvious and helps you understand the benefits and capabilities of the product.

Important!

- An Important note provides information essential to the completion of a task.
 - Important supplemental information.
 - You can disregard information in a Tip and still complete a task, but do not disregard an Important note.
-

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

 **Warning!** A Warning indicates that failure to follow this guideline could result in bodily injury to personnel operating or maintaining the equipment.

About the Everest Encore Printer

The Everest Encore printer is part of the Rimage series of printers. The printer can be used as a stand alone printer, or with a Rimage autoloader or Rimage AutoPrinter.

Unpacking and Setup Instructions

Unpacking and installation instructions are included with the Everest Encore printer. Refer to the *Rimage Everest Encore Setup and Installation Guide*, as well as the setup and installation guide included with your Rimage autoloader or AutoPrinter.

Important Information

This section provides support contact information, and cautions and warnings, for the Everest Encore printer.

Technical Specifications for this product can be found at www.rimage.com/support.

Support Contact Information

US, Canada, Latin America	
Rimage Corporation 201 General Mills Blvd, Golden Valley, MN 55427, USA Attn: Rimage Services	Email: support@rimage.com Telephone: North America: 800.553.8312 Mexico/Latin America: 952.946.0004 option 2 Fax: 952.944.7808
Europe	
Rimage Europe GmbH Albert-Einstein-Straße 26 63128 Dietzenbach, GERMANY	Email: support@rimage.de Telephone: +49 (0)6074.8521.0 Fax: +49 (0)6074.8521.100
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Contact Rimage Services	
Website: www.rimage.com/support	
When you contact Rimage Services, please provide: <ul style="list-style-type: none"> • System serial number and software version • Functional and technical description of the problem • Exact error message received 	Copy and record the following information from your Rimage product for future reference. <hr/> Note: Make sure you update the Serial Number anytime you receive a replacement system.
	Serial Number:
	Product Name:
	Date of Purchase:

Technical Support

Rimage offers a variety of service and support options for the Everest Encore printer including Exchange Services. Please contact your Rimage Value Added Reseller or Rimage for additional information and pricing.

Optical Disc Recording Software Disclaimer

This Product, Software, or Documentation may be designed to assist you in reproducing material in which you own the copyright or have obtained permission to copy from the copyright owner. Unless you own the copyright or have permission to copy from the copyright owner, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, you should contact your legal advisor. If you are neither in possession of the copyright nor have authorization from the owner of the copyright, unauthorized copying of copyrighted material on an optical disc or any other media violates national and international legislation and can result in severe penalties.

Important Information

Safety and Compliance Information

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

Safety Precautions

To ensure safety, read these precautions and familiarize yourself with their meaning before using the equipment.

Warning!

- *Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiant exposure.*
- *Do not disassemble or use tools on the printer. All service procedures should be performed by a Rimage-authorized technician, or sent in for Rimage-authorized repair.*
- *Do not service the printer with the power cord plugged in the AC outlet.*
- *The interior of the printer contains sharp edges.*
- *The front bezel of the printer can be opened by hand. Do not insert your fingers.*
- *Do not touch the heat roller.*

Country-specific cautions for Wideband Data Transmission systems: 2400-2483.5 MHz

- *France: Do not use outdoors.*
- *Italy: If used outside of own premises, general authorization is required.*
- *Norway: This subsection does not apply for the geographical area within a radius of 20km from the center of NY-Alesund.*

Caution:

- *All equipment with AC line voltage, or low DC voltages, such as switches, power supplies, fuses, fans, and non-stepper motors, must be replaced with Rimage-approved components to maintain the safety approval issued by UL.*

- *Use only the supplied AC power cord. For more information or to order a new power cord, contact Rimage Customer Service.*
- *This product is designed for an office environment.*
- *Do not use the printer if it is overheating or an abnormal smell is detected. This may result in a fire and an electric shock. In case of heating or abnormal smell, immediately disconnect the cable from the outlet. Contact your Rimage-authorized dealer for repairs.*
- *Allow sufficient free space for opening the printer tray. Do not touch the printer tray while it is in motion.*
- *If the side cover is opened while power is supplied, the printer will stop. Do not reach into the printer while it is in operation. Do not attempt to bypass the door interlock.*
- *This printer has no power switch. Power is disconnected completely by unplugging the cable. Rimage recommends installing the printer in a position that allows immediate disconnection of the power cable. Always hold the plug when disconnecting the cable from the outlet.*
- *This printer has a voltage slide switch on the back of the unit. Before use, check that it is set to the correct voltage. Please do not use any voltage other than 110VAC or 220VAC. This could result in a fire and an electric shock.*
- *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 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.*

Important Information

Caution:

- *Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.*
- *This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.*
- *"This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:
(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device."*
- *"Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
1) l'appareil ne doit pas produire de brouillage;
2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement."*

Important Information

Compliance Information

Product Name	Rimage Everest Encore Printer
Model	CDPR23B
Notice for USA	<p>NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when this equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.</p> <p>This product complies with UL 60950-1, 2nd Edition.</p>
Notice for Canada	<p>This Class A digital apparatus complies with Canadian ICES-003 Issue 6: 2016, updated April 2017. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.</p> <p>This product complies with CAN/CSA-C22.2 No. 60950-1, 2nd Edition.</p>
Notice for Europe	<p>This product is in conformity with the EMC Directive 2014/30/EU, Radio Directive 2014/53/EU and the Low-Voltage Directive 2014/35/EU through compliance with the following European Standards: EN55032:2012/AC:2013 Class A Limit; EN55024:2010; EN301 489-17 V3.2.0; EN301 489-1 V2.2.0; EN300 330 V2.1.1; EN60950-1, 2nd Edition. The CE mark has been affixed in accordance with the CE Marking Directive 93/68/EEC.</p>
Notice for Japan	<p>This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio interference may occur, in which case, the user may be required to take corrective action.</p> <p>Translation: この装置は、情報処理装置等電波障害自主規制協議会（V C C I）の基準に基づくクラスA 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。</p>
Notice for Australia	<p>This product complies with AS/NZS CISPR32:2015.</p>

Everest Encore Printer Requirements

This section describes ribbon, label design, and print requirements for the Everest Encore printer.

Ribbon Requirements

Important!

- Rimage only supports the use of Rimage brand ribbons in our printers. Printer issues that occur as a result of using ribbons from manufacturers other than Rimage are not included under your Rimage warranty or maintenance agreement.
- For optimum results, make sure that Everest Encore ribbons are stored at a temperature between 41° and 95°F (5° to 35°C) and humidity level between 45% and 85%.
- Avoid moisture and direct sunlight.
- Do not reuse ribbons.
- Use only ribbons designed for the Everest Encore printer. Refer to the table below.

The Everest Encore printer requires a print ribbon and a retransfer ribbon. The standard print ribbon has three colors: Cyan, Magenta, and Yellow (CMY). These three colors combine in printing to create full-color discs. Print ribbons are also available in black.

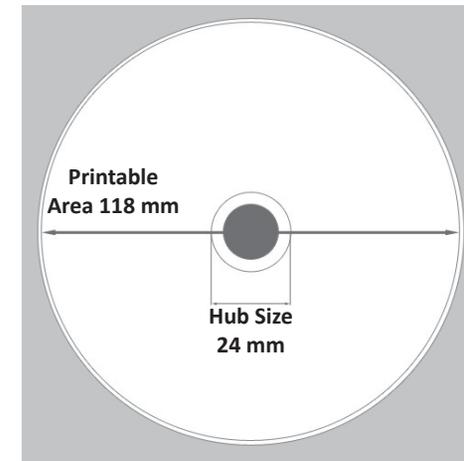
Everest Encore Ribbons

Ribbon Type	Number of Discs Printed
3-Color (CMY)	500
Black (monochrome)	1000
Retransfer ribbon (500 prints)	500

Label Design Requirements

- **Label design size** – Design labels with a height of 12 cm and width of 12 cm. A full-size disc is 120 mm (4.723”) in diameter. The hole is 15 mm (0.59”). The printable area and hub sizes vary depending on the disc manufacturer.

Tip: The media that are in Rimage Media Kits have a printable area of 118-24 mm. On most labels, print settings of 118 mm and 24 mm are recommended.



- **Color mode** – If your Everest Encore is on a Rimage autoloader, convert all labels to the RGB color mode in order to import them into CD Designer. If the Everest Encore is a standalone printer or on an AutoEverest AutoPrinter, and you are printing directly from an image-editing program, you can work in the color mode of your choice.
- **Resolution (pixels per inch)** – For best results, use images set to a minimum of 300 pixels per inch. You may notice better results if you use images with 600 pixels per inch or higher.

Everest Encore Printer Requirements

Print Requirements

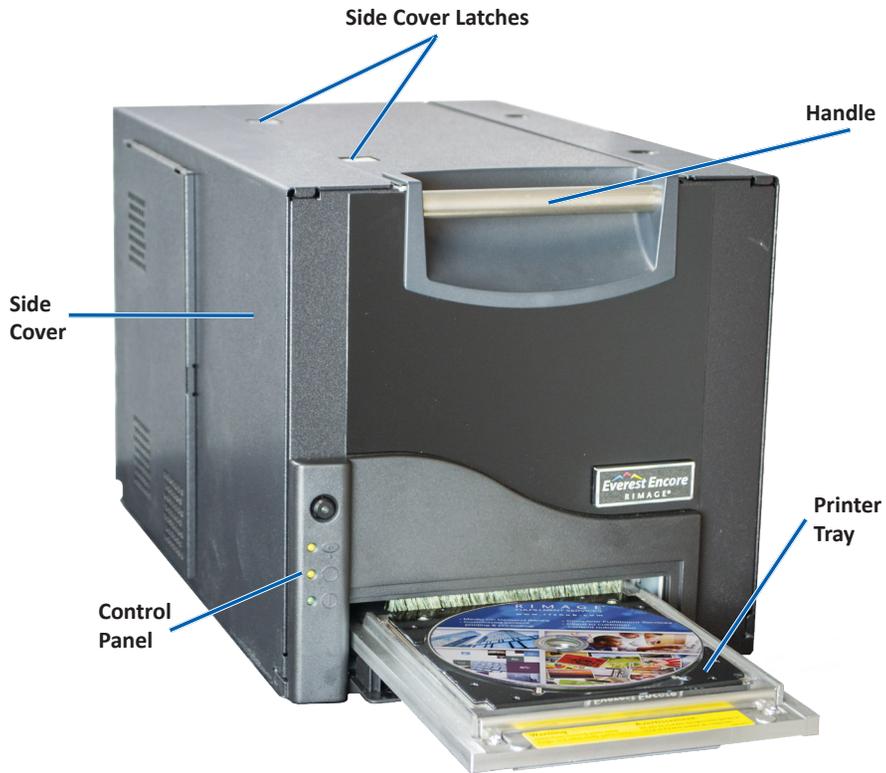
Any label you create and save through CD Designer is in the correct file format (.btw) for printing to an Everest Encore on a Rimage autoloader. You can also print labels saved as PDF files if your Everest Encore is on a Rimage autoloader.

If you are using a standalone Everest Encore printer or an AutoEverest AutoPrinter, you can print directly from any application with print capability.

Identifying the Parts of the Everest Encore Printer

This section describes the Everest Encore printer hardware and features.

Front View



Control Panel



The control panel is located on the front of the Everest Encore. It includes an operator button and four indicator lights. (One light is on the operator button.) The control panel allows you to monitor and control the printer.

The table below identifies the name and function of all parts of the control panel.

Control Panel Indicators

Image	Name	Function
	Operator button	The Operator button is used to complete the following tasks: <ul style="list-style-type: none">• Open the printer tray• Close the printer tray• Reset after an error• Put the printer into sleep mode. To put the printer into sleep mode, press and hold the Operator button for 10 seconds. To resume normal operation, press the Operator button again.
	Error indicator light (on the operator button)	The Error indicator light illuminates when operator action is required.

Identifying the Parts of the Everest Printer

Switches



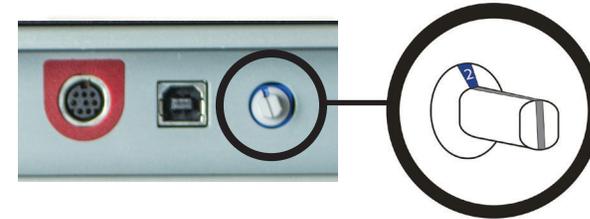
There are two switches on the rear of the Everest Encore: the AC voltages switch and the mode switch.

AC Voltage Switch

The AC voltage switch is used to select the AC voltage of the power outlet. This switch has two positions: 110V and 220V.

Warning! Set the AC voltage switch to match the voltage of the AC power outlet.

Mode Switch



Important! You must power off the printer before changing the mode. Power the printer on when the mode switch is set.

The mode switch is a rotary switch used to set the operational mode of the Everest Encore. The opening at the base of the cap on the switch indicates the selected mode. When the printer is shipped, it is set to the correct mode for your operation. You should not have to change the switch position unless you perform diagnostic tests.

Switch Position	Use
0	Standalone printer
2	Rimage autoloader or AutoPrinter
3	Diagnostic testing
All others	Not used

Operating the Everest Encore Printer

This section provides the information needed to operate your Everest Encore printer.

Power On or Off the Everest Encore Printer

The Everest Encore printer does not have a power switch. The printer is powered on and off according to your system setup. Refer to the sections below.

Power On or Off a Standalone Printer

Follow these steps for a standalone Everest Encore printer:

- To power on the printer, connect the **power cord** from the printer to a power outlet.
- To power off the printer, disconnect the **power cord** from the rear of the printer.

Power On or Off a Printer Connected to an Autoloader or AutoPrinter

Follow these steps if your Everest Encore is connected to an autoloader or AutoPrinter:

- To power on the printer, power on the **autoloader** or **AutoPrinter**.
- To power off the printer, power off the **autoloader** or **AutoPrinter**.

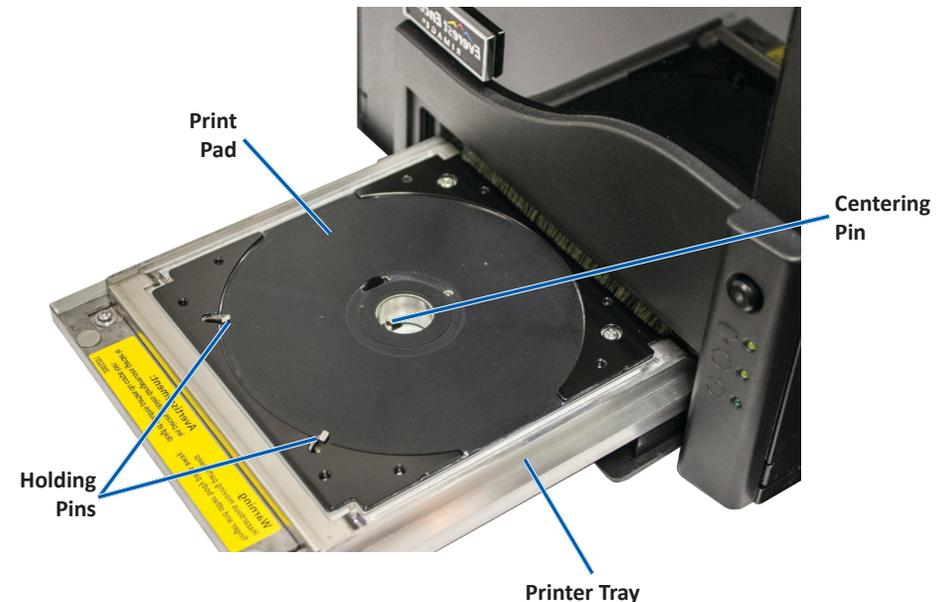
Tip: The printer enters power saving mode if it is idle for more than 30 minutes. When this occurs, the printer takes 2-3 minutes to warm up after a job is sent to the printer.

Place a Disc on the Printer Tray

Use this procedure to place a disc on the printer tray.

1. Press the **operator button**. The printer tray opens.
2. Place the disc on the **print pad**. Make sure that the printable surface faces up, and the stacking ring faces the print pad.

Important! To avoid scratching or damaging the recording surface of the disc, the disc must not rest on the holding pins or the centering pin.

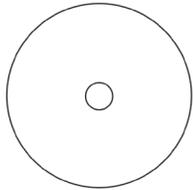


Set your Printing Preferences

This section provides the information needed to set up your printing preferences and check the amount of print and retransfer ribbon remaining using a Windows PC.

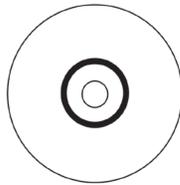
Default Printable Area Settings

Most discs have the following printable areas:



Disc without stacking ring:

- Outer Diameter 118 mm
- Inner Diameter 24 mm



Disc with stacking ring:

Standard Area:

- Outer Diameter 118 mm
- Inner Diameter 38 mm

Hub Area:

- Outer Diameter 35 mm
- Inner Diameter 17 mm

Set Your Printing Preferences

Printing preferences allow you to set up your Everest Encore printer to produce the best possible labels on your discs.

Important: Unless otherwise indicated, all Windows navigation statements are Windows 10 paths. Other Windows operating systems' navigation may differ slightly.

Access Printing Preferences

Use one of the procedures below to access the Everest Encore Printing Preferences.

Access Printing Preferences through the Windows Start Menu

Using this method, printing preferences are saved in the printer driver settings and are applied to all newly created labels.

1. Select: **Start > Devices and Printers**.
2. Right-click the **Everest Encore printer**. The dropdown menu displays.
3. Select **Printing Preferences**. The *Rimage Everest Encore Printing Preferences* dialog box opens.

Access Printing Preferences through CD Designer

Using this method, printing preferences are saved with the label file and are used instead of the printer driver settings.

1. Open the desired **label file** in CD Designer.
2. From the **File** menu, select **Print**. The *Print* window opens.
3. From the **Name** dropdown list, select the **Everest Encore printer**.
4. Select the **Document Properties** button. The *Rimage Everest Encore Properties* dialog box opens.

Set your Printing Preferences

Access Printing Preferences when Printing PDFs

Use the procedure below to access printing preferences for PDF files.

Important! The procedure below applies only if you are printing PDF labels using a Rimage autoloader. It does not apply if you are using an AutoEverest AutoPrinter. When you use this procedure, the changes to the settings are global and apply to all PDF labels.

1. Select: **Start > Devices and Printers**.
2. Right-click on the **Everest Encore printer**. The dropdown menu displays.
3. From the dropdown menu, select **Printer Properties**. The *Rimage Everest Encore Properties* dialog box opens.
4. Select the **Advanced** tab.
5. At the bottom of the **Advanced** tab, select **Printing Defaults...** The *Rimage Everest Encore Printing Defaults* dialog box opens.

Set the Media Type, Media Size, Orientation, and Ribbon Type

1. Access *Printing Preferences*. Refer to page 12 for instructions.
2. Select the **Main** tab.
3. View or change the printing preferences.
 - a. Select the appropriate **Media Type**.
 - b. Select the appropriate **Media Size**.
 - c. Select the desired number of **Copies**.
 - d. Select the desired **Orientation**.
 - e. Select the appropriate type of **Ribbon**.
4. When you have made the desired choices in the *Rimage Everest Encore Printing Preferences* window, select **Apply**.
5. Select **OK** to close the *Rimage Everest Encore Printing Preferences* window.

Set the Print Quality, Color Matching, and Image Adjustments

1. Access *Printing Preferences*. Refer to page 12 for instructions.
2. Select the **Advanced** tab.
3. View or change the printing preferences.
 - a. Select the desired **Print Quality**. (The options are **Photo** or **Graphics**).
 - b. Select the desired criteria for **Color Matching**.

Tip: The default setting for color matching is **Match for CMYK printing**.

- c. From the **Image Adjustments** dropdown list, select **None**, **High contrast**, **Vivid colors**, or **Custom**.

If you select **Custom**, the **Settings** button becomes active:

 - i. Select the **Settings** button. The *Custom Settings* window opens.
 - ii. Select the desired **Print Threshold Settings**.
 - iii. Move the **Contrast Boost** slider to adjust the image contrast.
 - iv. Move the **Saturation Boost** slider to adjust the image saturation.
 - v. Select **OK** to close the *Custom Settings* window.

Tip: To modify the printable area, refer to the *Set the Printable Area* on page 14.

4. Select **Apply** when you have made the desired choices in the *Rimage Everest Encore Printing Preferences* window.
5. Select **OK** to close the *Rimage Everest Encore Printing Preferences* window.

Set your Printing Preferences

Set the Printable Area

This functionality allows you to adjust the printable area settings for standard CD/DVD 120 mm media. These settings control the outer and inner diameters so that the label prints on the disc without overlapping the disc edges.

Tip: Printable Area settings created within a CD Designer label file will override the printer and fax settings in Windows.

1. Access *Printing Preferences*. Refer to page 12 for instructions.
2. Select the **Advanced** tab.
3. View or change the **Printable Area** preferences.
 - a. Select the **Modify** button at the bottom of the **Advanced** tab. The *Printable Area Settings* window opens.
 - b. To modify only *Standard Area* settings, select the **Standard** radio button.
 - i. Enter the desired **Outer Diameter**.
 - ii. Enter the desired **Inner Diameter**.
 - c. To print on a disc with a stacking ring, select the **Advanced** radio button. The Hub Area settings display.
 - i. Enter the desired **Outer Diameter** for the hub.
 - ii. Enter the desired **Inner Diameter** for the hub.
 - d. Select **OK** to save the changes. The *Printable Area Settings* window closes.
 - e. If necessary, select **Default** to return to the default
 - f. When you have made the desired choices in the *Rimage Everest Encore Printing Preferences* window, select **Apply**.
4. Select **OK** to close the *Rimage Everest Encore Printing Preferences* window.

Adjust the Print Alignment and Color Density

1. Access *Printing Preferences*. Refer to page 12 for instructions.
2. Select the **Utility** tab.
3. Select **Status Monitor...** button. The *Rimage Everest Encore Status Monitor* window opens with the **Status** tab active.

Tip: On the **Status** tab, you can view the progress of a print job, the type of print ribbon installed, and the estimated percentages of unused ribbon for the print and retransfer ribbons. To reset the estimate for the number of prints remaining on the ribbons, refer to the *View the Ribbon Status* section on page 15.

4. Select the **Printer Information** tab to view or change the Print Alignment and Color Density settings.

Tips:

- The **Printer Information** tab also displays the current firmware version and serial number of your Everest Encore printer.
 - Select **Default** to return to the default Print Alignment Settings or Color Density Settings.
-

- a. View or change the **Print Alignment Settings**.
 - i. Select the **Modify** button from the *Print Alignment Settings* pane. The *Print Alignment Settings* window opens.
 - ii. Select the desired **Color/Monochrome** setting in the *Horizontal Alignment Settings* pane to modify the horizontal alignment for all ribbon types.
 - iii. Select the desired **Color** setting to modify the vertical alignment for prints with a CMY ribbon.
 - iv. Select the desired **Monochrome** setting to modify the vertical alignment for prints with a monochrome ribbon.
 - v. Select **OK** to save the changes. The *Print Alignment Settings* window closes.

Set your Printing Preferences

- b. View or change the **Color Density Settings**.
 - i. Select the **Modify** button from the *Color Density Settings* pane. The *Color Density Settings* window opens.
 - ii. Select the desired **Cyan, Magenta** and **Yellow** settings to modify the color density.
 - iii. Select the desired **Black** setting to modify the density for monochrome images.
 - iv. Select **OK** to save your changes. The *Color Density Settings* window closes.
5. Select **Close** to close the *Status Monitor* dialog box.
6. Select **OK** to close the *Rimage Everest Encore Printing Preferences* window.

Check the Ribbon Remaining

The operator panel on Rimage Producer V and Catalyst autoloaders displays the estimated number of prints remaining on the print ribbon and the retransfer ribbon.

For standalone Everest Encore printers and AutoPrinters, you can check the amount of ribbon remaining using the *Status* feature of the printer driver. Use the following procedure to check the amount of ribbon remaining for a standalone Everest Encore printer or AutoEverest AutoPrinter.

View the Ribbon Status

The **Status** tab of the *Status Monitor* window for Windows allows you to view the estimated percentage and number of prints remaining on the print and retransfer ribbons.

1. Access [Printing Preferences](#). Refer to page 12 for instructions.
2. Select the **Utility** tab.
3. Select **Status Monitor...** The *Status Monitor* window opens, with the **Status** tab active.

4. View the **ribbon information**:
 - Current printer status.
 - Estimated percentage and number of prints remaining on the print and retransfer ribbons.
-
- Tip:** If you remove a ribbon from the Everest Encore printer and reinsert it, the system recognizes the amount of ribbon remaining in the consumable monitoring application. Partially used ribbons from other Everest printers will not display accurately in the consumable monitoring application.
-
5. Reset the **estimate** for the number of prints remaining on the retransfer ribbon.
 - a. Select **Options**. The *Reset retransfer prints remaining* window opens.
 - b. If you are using a 500-print ribbon, check the **Use 500 print retransfer ribbon** box.
 - c. Select **Reset prints**. The *Reset prints* window opens.
 - d. Select **Yes** to confirm the reset. The *Reset prints* and *Reset retransfer prints remaining* windows close.
 - e. Select **Close** to close the *Status Monitor* window.
 - f. Select **OK** to close the Printing Preferences window.

Maintaining the Everest Encore Printer

You must perform routine maintenance to keep the Everest Encore operating at optimum performance. The table below lists maintenance tasks, frequency, and references to cleaning instructions in this user guide.

Maintenance Schedule

Task	Frequency	Instructions
Change the print ribbon 3-Color Ribbon (CMY) Black Ribbon (monochrome)	After 500 discs After 1000 discs	Refer to the Change the Print Ribbon section on page 16.
Change the retransfer ribbon	After 500 discs	Refer to the Change the Retransfer Ribbon section on page 19.
Clean the print head	After 2000 discs (as needed) or at every ribbon change	Refer to the Clean the Print Head section on page 20.
Clean the tacky rollers	After 2000 discs or at every ribbon change	Refer to the Clean the Tacky Rollers section on page 21.
Clean the sensors	Clean the sensors if: <ul style="list-style-type: none"> • You receive any of the following error messages stating that the: <ul style="list-style-type: none"> ▪ Printer is not detecting the print ribbon. ▪ Upper or lower sensor is not responding. • The printing is off center. 	Refer to the Clean the Sensors section on page 26.
Clean the air filters	Monthly	Refer to the Clean the Rear Air Filters and Clean the Side Air Filters sections on page 22,23.
Clean the platen roller	Important! Clean the platen roller only if you notice a diminished print quality, such as white specks, on the printed disc.	Refer to the Clean the Platen Roller section on page 24.
Clean the exterior	Weekly	Wipe the exterior of the printer with a lint-free cloth.

Important! For optimum performance, keep the Everest Encore in a clean, dust-free environment.

Change the Print Ribbon

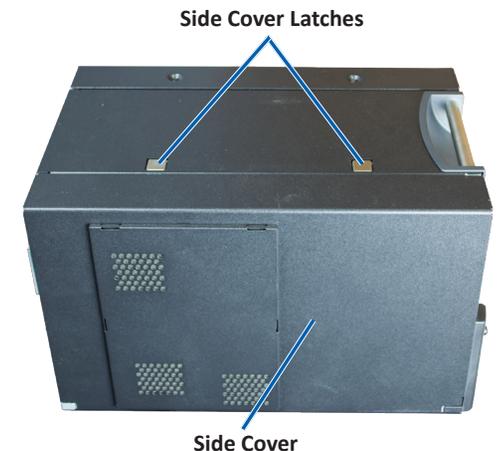
Before you change or install a new Everest Encore print ribbon, allow time for the new ribbon to become acclimated to the environment. Allow more time for greater temperature and humidity differences.

Important!

- Rimage supports only the use of Rimage brand ribbons in our printers. Printer issues that occur as a result of using ribbons from manufacturers other than Rimage are not included under your Rimage warranty or maintenance agreement.
- For optimum results, make sure that Everest Encore ribbons are stored at a temperature between 41° and 95°F (5° to 35°C) and humidity level between 45% and 85%.
- Avoid moisture and direct sunlight.
- Do not reuse ribbons.
- Use only ribbons designed for the Everest Encore printer.

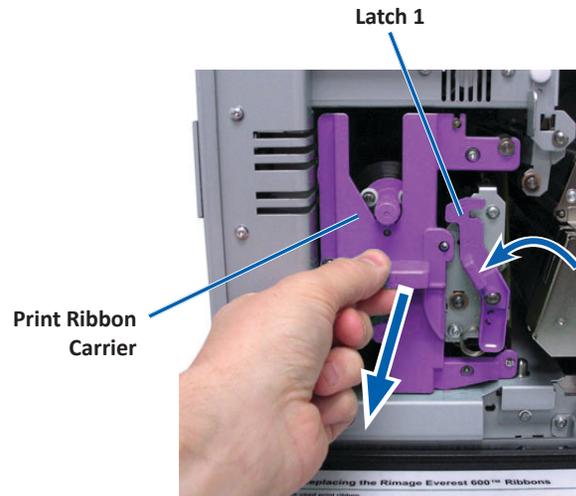
Remove the Print Ribbon

1. Open the **side cover**.
 - a. Press the two **side cover latches** to release the side cover.
 - b. Lower the **side cover**.

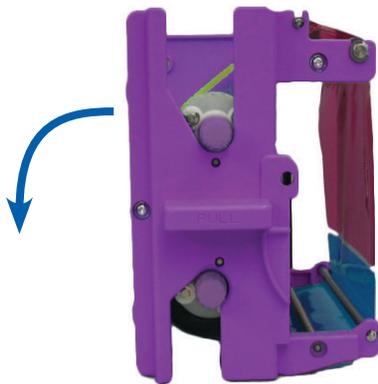


Maintaining the Everest Encore Printer

2. Access the **print ribbon**.



- a. Open **latch 1**.
- b. Pull the **print ribbon carrier** straight out of the printer.
- c. Lay the **print ribbon carrier** on its back.



Tip: Perform cleaning procedures while the print ribbon is removed. For more information refer to the *Clean the Everest Encore Printer* section on page 20.

3. Remove the **print ribbon** from the carrier.

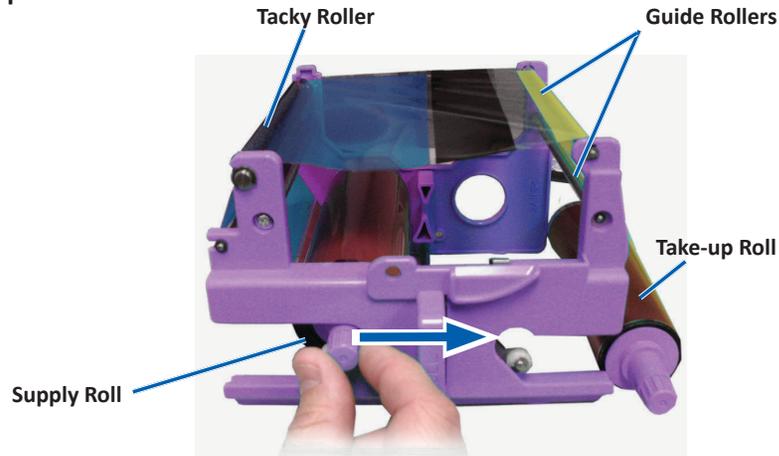


- a. Slide the **supply roll** to the left.
- b. Slide the **take-up roll** to the right.
- c. Discard the **used print ribbon**.

Maintaining the Everest Encore Printer

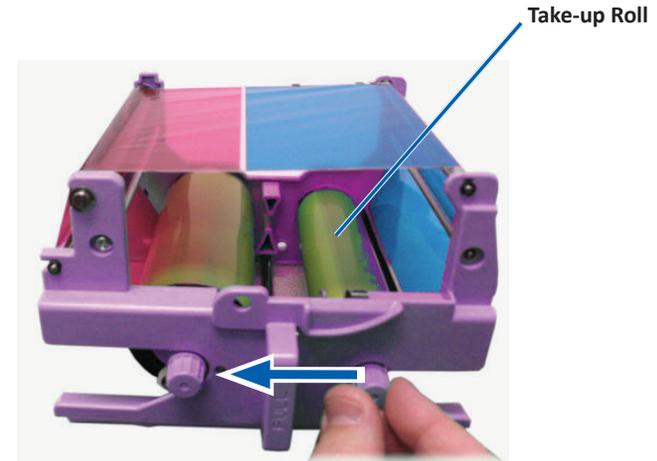
Install the Print Ribbon

1. Remove the new **print ribbon** from the packaging.
2. Install the **print ribbon** on the print ribbon carrier.
 - a. With the supply roll on the left side, unwind **several inches of the print ribbon**.



- b. Lay the **print ribbon** across the tacky roller and guide rollers.
- c. Install the **supply roll** as shown.
- d. Install the **take-up roll** as shown.

- e. Rotate the **take-up roll** clockwise so the ribbon is aligned and lies flat. You may need to lift the ribbon up from the tacky roller to straighten it.



Important:

- Do not rotate the ribbon past the Cleaning Bars at the front of the ribbon.
- If you installed a monochrome ribbon, advance the ribbon so the ink portion of the ribbon is advanced to the take-up roll.

3. Reassemble the **printer**.
 - a. Set the **print ribbon carrier** upright.
 - b. Slide the **print ribbon carrier** into the printer.
 - c. Close **latch 1**.
 - d. Close the **side cover**.

Tip: Ribbon color can vary from lot to lot. After you load the new ribbon, you may need to adjust the density settings in the printer driver. Refer to the [Adjust the Print Alignment and Color Density](#) section on page 14.

The printer is ready for use.

Maintaining the Everest Encore Printer

Change the Retransfer Ribbon

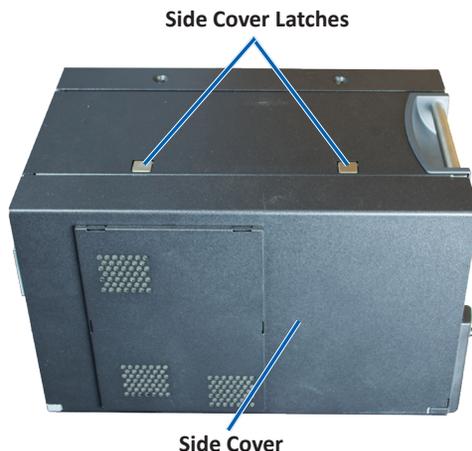
Before you change or first install the Everest Encore retransfer ribbon, allow time for the new ribbon to become acclimated to the environment. Allow more time for greater temperature and humidity differences.

Important!

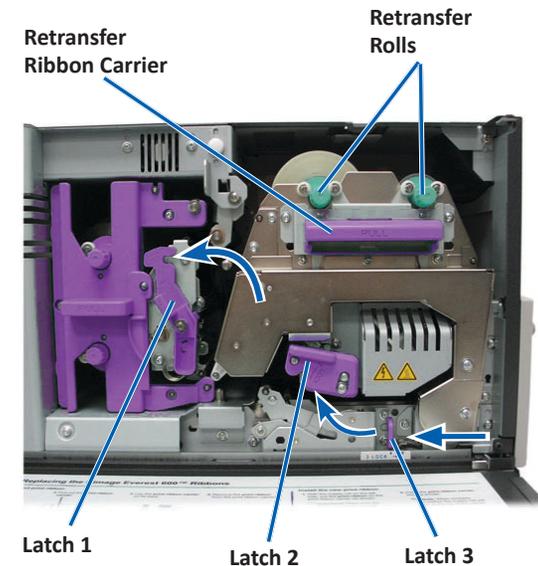
- Rimage supports only the use of Rimage brand ribbons in our printers. Printer issues that occur as a result of using ribbons by manufacturers other than Rimage are not included under your Rimage warranty or maintenance agreement.
- For optimum results, make sure that Everest Encore ribbons are stored at a temperature between 41° and 95°F (5° to 35°C) and humidity level between 45% and 85%.
- Avoid moisture and direct sunlight.
- Do not reuse ribbons.
- Make sure you only use ribbons designed for the Everest Encore printer.

Remove the Retransfer Ribbon

1. Open the **side cover**.
 - a. Press the two **side cover latches** to release the side cover.
 - b. Lower the **side cover**.



2. Remove the used **retransfer ribbon**.

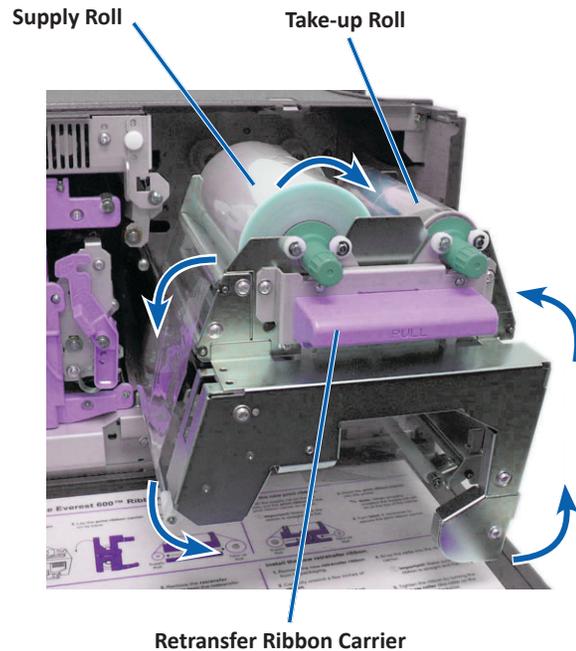


- a. Open **latches 1, 2, and 3**.
- b. Grasp the handle to slide the **retransfer ribbon carrier** out of the printer.
- c. Lift the **retransfer rolls** out of the carrier.
- d. Carefully slide the **retransfer ribbon** from the **retransfer ribbon carrier**.
- e. Discard the used **retransfer ribbon**.

Maintaining the Everest Encore Printer

Install the Retransfer Ribbon

1. Remove the new **retransfer ribbon** from the packaging.



2. Position the **retransfer ribbon**.
 - a. With the supply roll on the left side, unwind several inches of the **retransfer ribbon**.
 - b. Slide the **retransfer ribbon** under the retransfer ribbon carrier.
 - c. Install the **supply roll** on the left side of the retransfer ribbon carrier. Be sure that the ribbon winds under the supply roll.
 - d. Bring the **take-up roll** up and around the guide rollers and snap the roll into place.

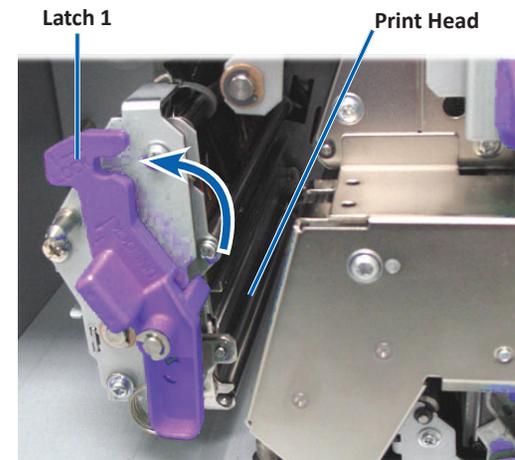
3. Rotate the **take-up roll** counterclockwise in order to tighten the retransfer ribbon.
4. Reassemble the **printer**.
 - a. Slide the **retransfer carrier** into the printer.
 - b. Close **latches 1, 2, and 3**.
 - c. Close the **side cover**.

The printer is ready for use.

Clean the Everest Encore Printer

Regular cleaning helps to keep your Everest Encore printer in optimal operating condition.

Clean the Print Head



✂ Tools required:

- Sponge swabs with long handles (included in the Everest cleaning kit)
- 99% Isopropyl alcohol

Maintaining the Everest Encore Printer

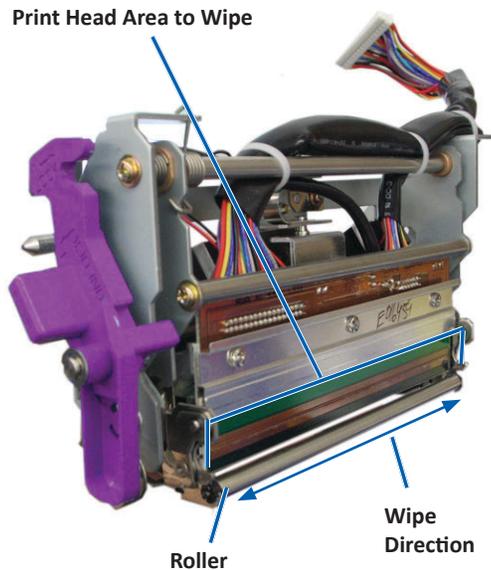
1. Access the **print head**.
 - a. Press the two **side cover latches** to release the side cover.
 - b. Lower the **side cover**.
 - c. Open **latch 1**.
 - d. Remove the **print ribbon carrier**. For specific instructions, refer to the [Change the Print Ribbon](#) procedure on page 16.

2. Clean the **print head**.

⚠ Caution! Do not scratch the print head. Remember the following tips:

- Always wipe from one end of the print head to the other without stopping in the middle.
- Only wipe the area indicated.

- a. Apply **isopropyl alcohol** to the **sponge swab**.



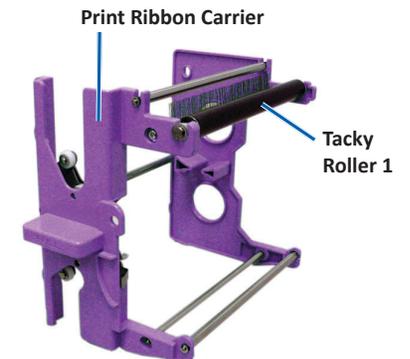
- b. Use the **sponge swab** to wipe across the **print head** from one end to the other in the direction shown.
 - c. Repeat as needed until the **print head** is clean of dust and debris.
 - d. Use the **sponge swab** to remove any waxy buildup from the roller below the print head.
3. Prepare the **printer** for use.
 - a. Install the **print ribbon**. For specific instructions, refer to the [Change the Print Ribbon](#) procedure on page 16.
 - b. Install the **print ribbon carrier**.
 - c. Close all **latches**.
 - d. Close the **side cover**.

The printer is ready for use.

Clean the Tacky Rollers

✂ Tools required:

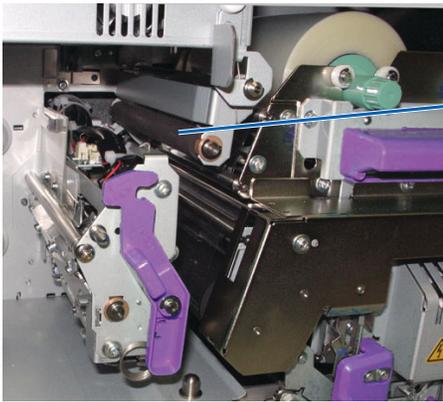
- Sponge swabs with long handles (included in the Everest cleaning kit)
 - 99% Isopropyl alcohol
1. Remove the **print ribbon**. For specific instructions, refer to the [Change the Print Ribbon](#) procedure on page 16.
 2. Clean **tacky roller 1** (on the print ribbon carrier).



Maintaining the Everest Encore Printer

- a. Apply **isopropyl alcohol** to the **sponge swab**.
- b. Use the **sponge swab** to clean **tacky roller 1**.
- c. Use the **sponge swab** to remove any waxy buildup from other parts of the **ribbon carrier**.
- d. Install the **print ribbon** on the print ribbon carrier. Refer to the [Change the Print Ribbon](#) procedure on page 16.

3. Inside the printer, use the **sponge swab** to wipe **tacky roller 2**.



Tacky
Roller 2

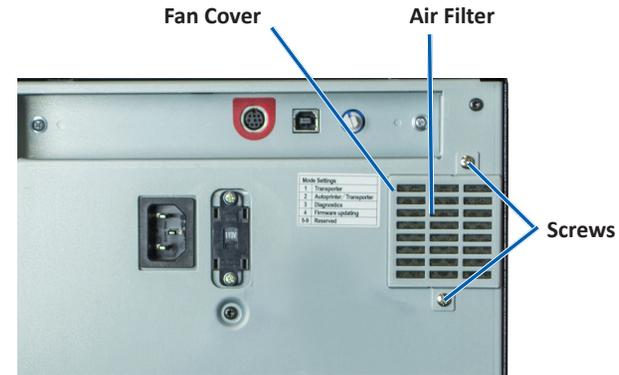
4. Prepare the **printer** for use.
 - a. Install the **print ribbon carrier**.
 - b. Close all **latches**.
 - c. Close the **side cover**.

The printer is ready for use.

Clean the Rear Air Filter

✂ **Tool Required:** Phillips #2 screwdriver

1. Remove the **air filter**.



- a. At the rear of the printer, remove the **Phillips screws** (Qty. 2) that secure the fan cover.
 - b. Remove the **fan cover**.
 - c. Remove the **air filter**.
2. Clean the **air filter**.
 - a. Hold the **air filter** under running water.
 - b. Allow the **air filter** to dry.
 3. Prepare the **printer** for use.
 - a. When the **air filter** is dry, place it inside the **fan cover**.
 - b. Insert the **screws** (Qty. 2) to secure the **fan cover** to the back of the printer.

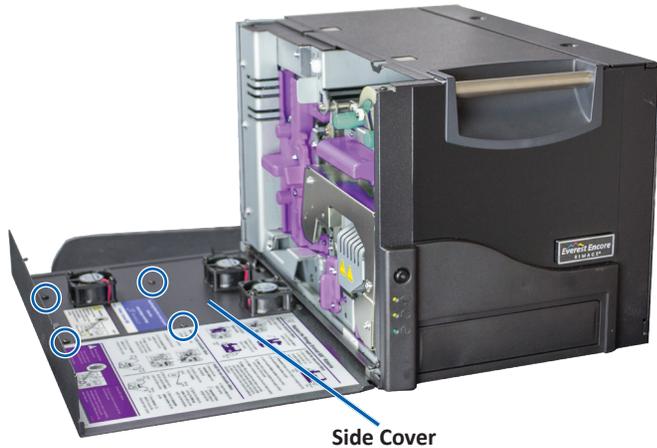
The printer is ready for use.

Maintaining the Everest Encore Printer

Clean the Side Air Filters

✂ **Tool Required:** Torx T10 screwdriver

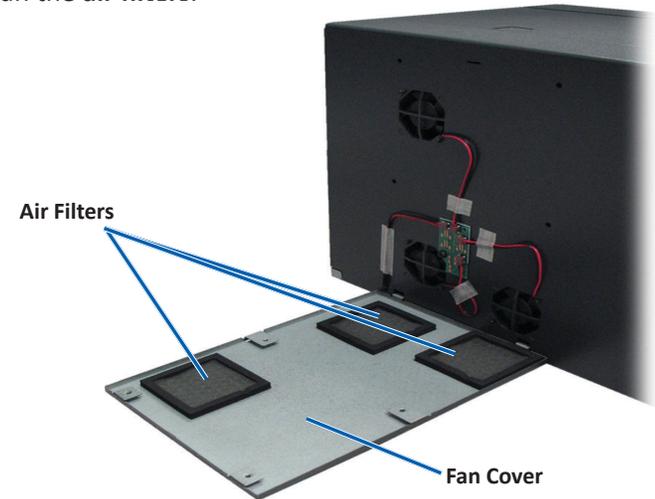
1. Open the **side cover**.
 - a. Press the two **side cover latches** to release the side cover.



- b. Lower the **side cover** and the attached **fan cover**.
2. Remove the **fan cover** from the side cover.
 - a. Remove the **Torx T10 screws** (Qty. 4) from the inside of the side cover.
 - b. Close the **side cover**. The fan cover remains on the work surface, with air filters exposed.

Tip: If the fan cover remains attached to the side cover, gently lower the fan cover.

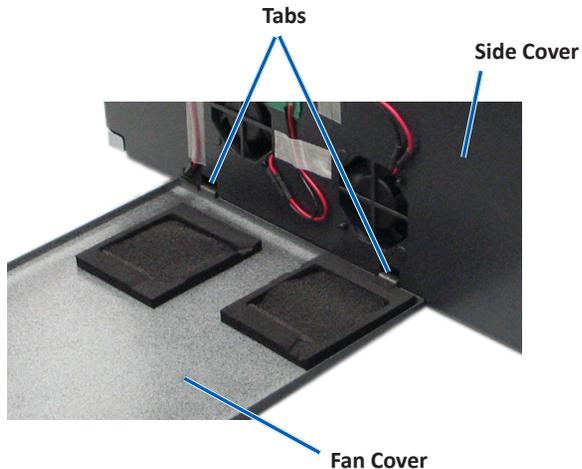
3. Remove the three **air filters** from the fan cover.
4. Clean the **air filters**.



- a. Hold each **air filter** under running water.
- b. Allow the **air filters** to dry.

Maintaining the Everest Encore Printer

5. Prepare the **printer** for use.
 - a. When the **air filters** are dry, position them on the inside of the fan cover.
 - b. Make sure that the **tabs** on the fan cover fit into the holes in the side cover.



- c. Open the **side cover**.
- d. Insert and tighten the **Torx T10 screws** (Qty. 4) to secure the fan cover to the side cover.
- e. Close the **side cover** and the attached fan cover.

The printer is ready for use.

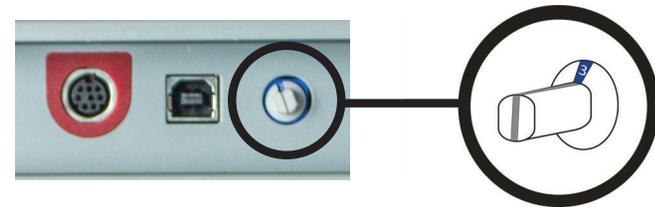
Clean the Platen Roller

Important! Clean the platen roller only if you notice a diminished print quality, such as white specks on the printed disc.

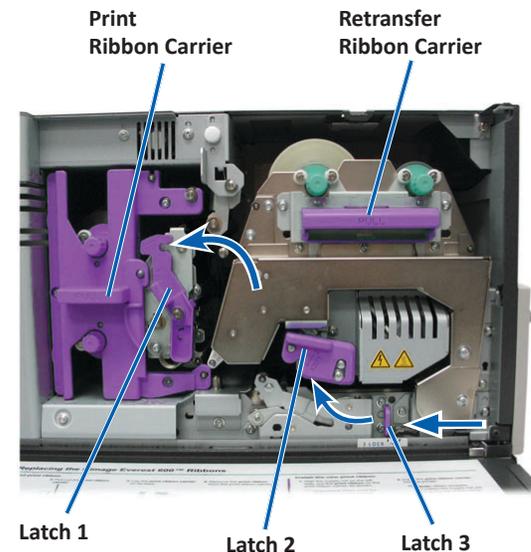
✂ Tools required:

- Sponge swabs with long handles (included in the Everest Cleaning Kit)
- 99% Isopropyl alcohol

1. Prepare to clean the **platen roller**.
 - a. Power off the **printer**.
 - b. At the back of the printer, turn the **mode switch** to position 3 (diagnostic mode).

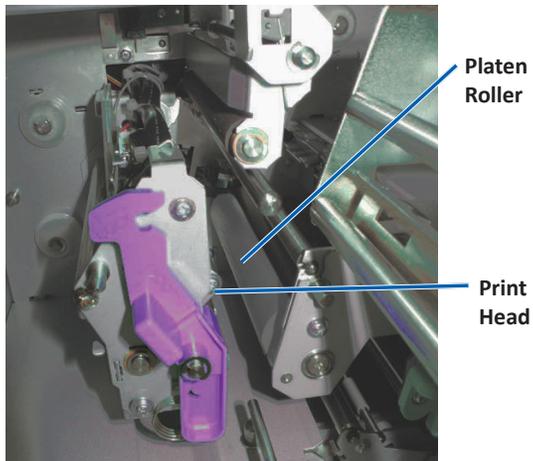


- c. Power on the **printer**.
2. Access the **platen roller**.
 - a. Press the two **side cover latches** to release the side cover.

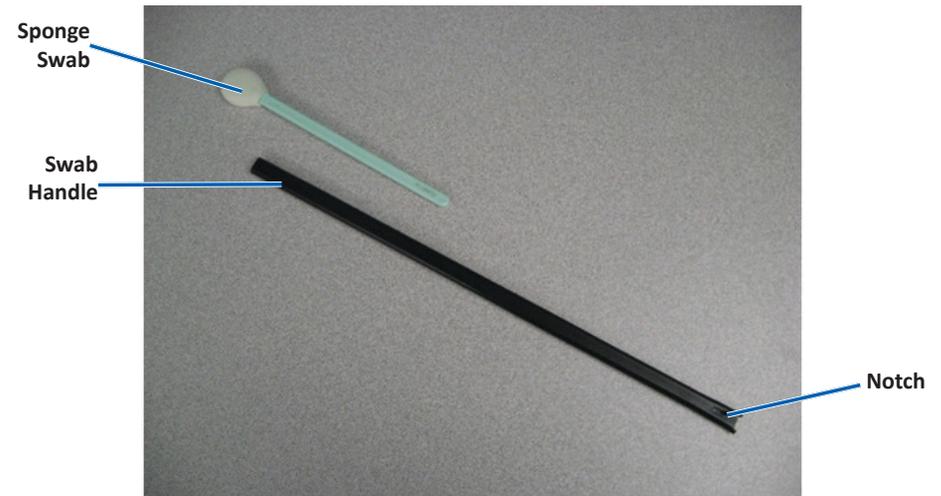


Maintaining the Everest Encore Printer

- b. Lower the **side cover**.
 - c. Open latches **1, 2, and 3** inside of the printer.
 - d. Remove the **print ribbon** carrier. For specific instructions, refer to the [Change the Print Ribbon](#) procedure on page 16.
 - e. Pull out the **retransfer ribbon** carrier. For specific instructions, refer to the [Change the Retransfer Ribbon](#) procedure on page 19.
3. Press and hold the **operator button** for 2 seconds to access Diagnostic Test 1. The platen roller begins to rotate and the Active indicator light on the front panel blinks.
 4. Clean the **platen roller** (to the right of the print head).



- a. Remove the **sponge swab and the swab handle** from the Everest cleaning kit.
- b. Insert the **sponge swab** into the unnotched end of the swab handle.



- c. Apply **isopropyl alcohol** to the **sponge swab**.
- d. As the platen roller rotates, use the **sponge swab** to wipe the **platen roller**.

⚠ Caution! Do not apply pressure when cleaning the platen roller with the sponge swabs. Applying pressure may damage the platen roller, leaving scratch marks on the printed disc.

Tip: As you wipe the platen roller, allow it to rotate a full turn before moving to the next area.

5. Press and release the **operator button** to exit diagnostics mode.
6. Prepare the **printer** for use.
 - a. Power off the **printer**.
 - b. Install the **print ribbon carrier**.

Maintaining the Everest Encore Printer

- c. Install the **retransfer ribbon carrier**.
- d. Close all **latches**.
- e. Close the **side cover**.
- f. Turn the **mode switch** to the correct operating position.
For more information, refer to the [Switches](#) section on page 10.
- g. Power on the **printer**.

The printer is ready for use.

Clean the Sensors

When should you clean the sensors?

- You receive an error message stating that the printer is not detecting the print ribbon.
- You receive an error message stating that the upper sensor is not responding.
- You receive an error message stating that the lower sensor is not responding.
- The printing is off center.

✂ Tools Required

- Sponge swabs with long handles (included in the Everest cleaning kit)
- Can of compressed air

1. Access the **sensors**.

- a. Press the two **side cover latches** to release the side cover.
- b. Lower the **side cover**.
- c. Open **latch 1**.

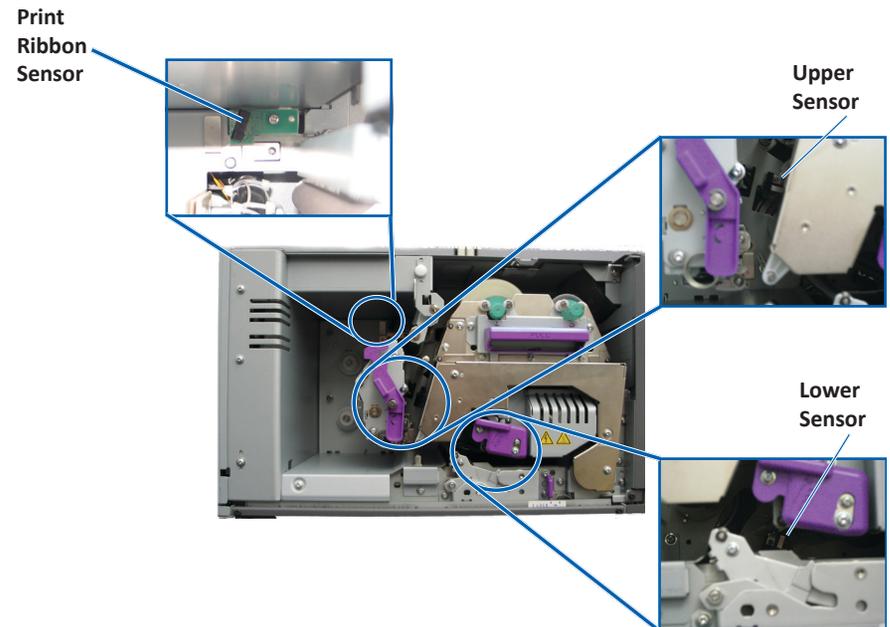


- d. Remove the **print ribbon carrier**. For specific instructions, refer to the [Remove the Print Ribbon](#) procedure on page 16.
 - e. Remove the retransfer ribbon carrier. For specific instructions, refer to the [Remove the Retransfer Ribbon](#) procedure on page 19.
2. Power off the **printer, autoloader or AutoPrinter**. Refer to the [Power On and Off the Everest Encore Printer](#) section on page 11 for instructions.

Important! Do not clean the printer sensors until the printer is completely powered off.

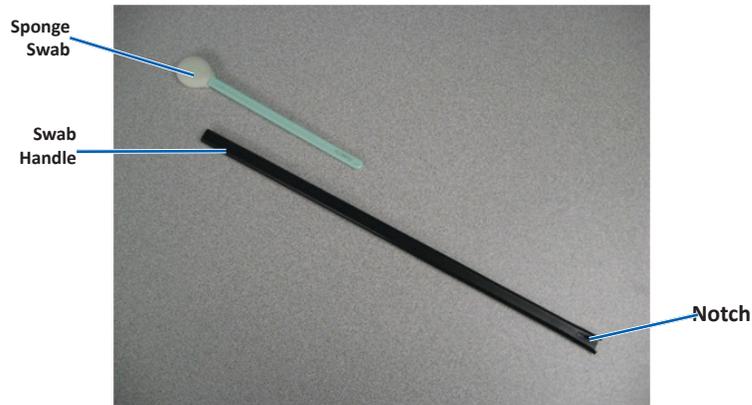
3. Locate the **sensors**.

- Print ribbon sensor
- Upper sensor
- Lower sensor



Maintaining the Everest Encore Printer

4. Locate the **swab handle** found in the Everest Cleaning Kit. Remove the sponge swab from the swab handle if necessary.



Tip: One end of the handle has a slot with a notch in it approximately $\frac{1}{4}$ inches from the end. This is the end that goes into the printer.

5. Clean the **sensors**.
 - a. Position the **slotted end of the swab handle** by the sensor. Refer to page 26 for the sensors' location.
 - b. Position the **can of compressed air's nozzle** in the unnotched end of the handle.
 - c. Blow **compressed air** in to the end of the handle for one to two seconds.
 - d. Repeat two to three times.
 - e. Repeat for **each of the three sensors**.
6. Prepare the **Printer** for use.
 - a. Replace the **print ribbon carrier**.
 - b. Replace the **retransfer ribbon carrier**.
 - c. Close the **latches**.
 - d. Close the **cover**.

The printer is ready for use.