

R I M A G E[®]

Rimage[®] Everest Encore[™]
CP[™] 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 CP printer.

For information specific to your USB publishing system, refer to the product's User Guide found at www.rimage.com/support.

Important! Your 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 documentation, please note that the English versions found on our website always contain 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.
 - Relevant supplemental information.
 - You can disregard the 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 CP printer is part of the Rimage series of printers. For a full list of Rimage products, go to www.rimage.com.

Unpacking and Setup Instructions

Unpacking and installation instructions are included with the Everest Encore CP. Refer to the *Maestro Setup and Installation Guide*.

- **Caution:** The Everest Encore CP should only be used as part of an enclosed machine like the Rimage Maestro USB publishing system.



Important Information

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

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 Wernher-von-Braun Straße 9 63303 Dreieich-Offenthal, GERMANY	Email: support@rimage.de Telephone: +49 (0)6074.8521.0 Fax: +49 (0)6074.8521.100
Asia/Pacific	
Rimage Japan Co., Ltd. 4F Arai #38 Bldg., 2-7-1 Hamamatsu-cho, Minato-ku, Tokyo 105-0013, JAPAN	Email: servicejapan@rimage.co.jp Telephone: +81.3.6452.8780 Fax: +81.3.6452.8785
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Rimage China RM # 206, 207, 2F No.1 FuXing Zhong Road HuangPu District Shanghai, 200025 CHINA	Email: medical.sales@rimage.cn enterprise.sales@rimage.cn Telephone: +86.021.5887.8905

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 CP, including Exchange Services. Please contact your Rimage Value Added Reseller or Rimage for additional information and pricing.

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 onto a USB drive 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 stickers 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."

**WARNING**

Putting your fingers or other body parts in the openings of the printer tray may cause an injury.

In case of an emergency, press the printer tray button to immediately stop the printer tray from moving. Press the button again to fully open the tray.

The Encore CP printer should only be used in the enclosed Maestro automated system.

Important Information

Compliance Information

Product Name	Rimage Everest Encore CP
Model	CDPR23C
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（VCCI）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>

Printer Requirements

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

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 CP 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 cases. Print ribbons are also available in black.

Everest Encore Ribbons

Ribbon Type	Print Yield	Part Number
3-Color (CMY)	500	#2003656
Black (monochrome)	1000	#2003655
Retransfer ribbon	500	#2001469

Label Design Requirements

The Maestro Rimage Automation Suite includes the Quick Design label editing software, which is installed on your PC during a typical installation of the Rimage software.

If you have another software application that you prefer, or if you are using a MacOS computer, you can create a label and save it as an Acrobat® (.pdf) file, a JPEG image (.jpg/jpeg) file, a Scalable Vector Graphics (.svg), or a Tagged Image File (.tif/.tiff) file.

Pocket case labels should be designed for a dimension of 85.5mm x 54mm.

Thumb case labels should be designed for a dimension of 54mm x 25mm.

Label templates for Adobe Photoshop, Illustrator, and InDesign are available for download at:

<https://support.rimage.com/>

For label artwork created outside of Quick Design it is recommended to create RGB artwork at 600dpi.

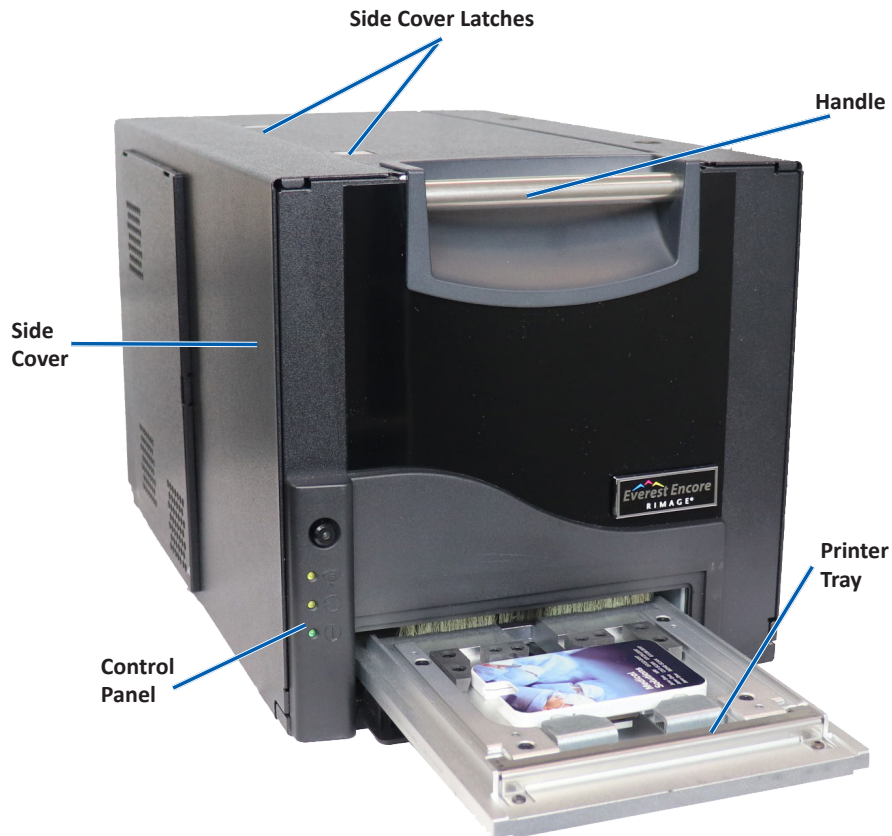
Tip: Do not apply masking layers to your graphic elements. The final image should be fully bled to the edges and not cut out in the shape of the case. The Quick Design software will automatically mask your image to match the pocket or thumb case when it prints.

Tip: Avoid putting important content within 2mm of the edge to prevent image loss.

Identifying the Parts of the Everest Encore CP Printer

This section describes the Everest Encore printer hardware and features.

Front View





Control Panel



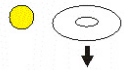


The control panel is located on the front of the Everest Encore CP. It includes an operator button and four indicator lights. (One light is on the operator button.) The control panel allows you to monitor and control the printer.

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

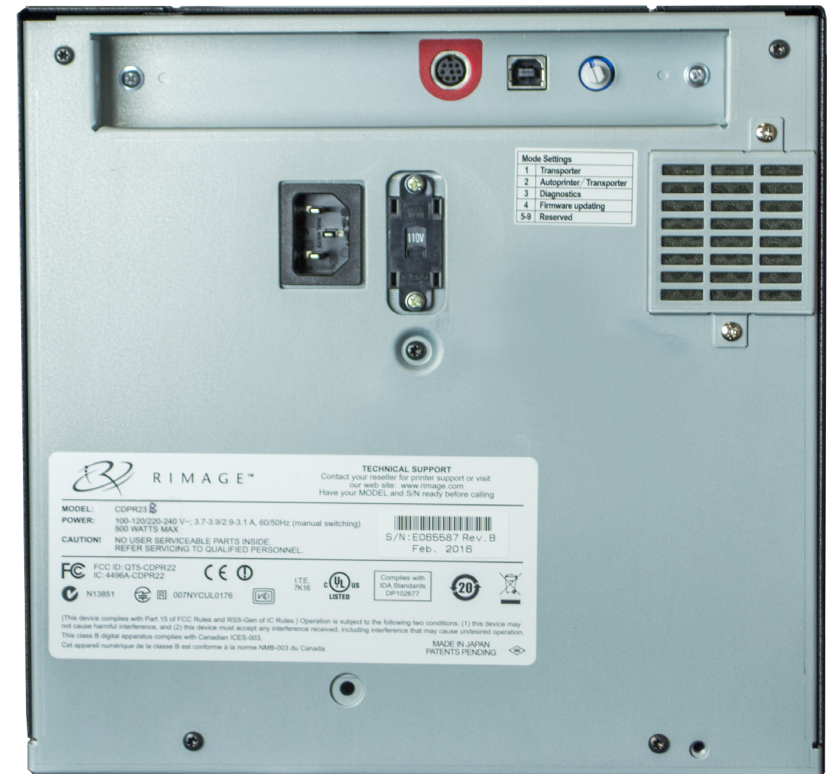
Control Panel Indicators

Image	Name	Function
	Operator button	<p>The Operator button is used to complete the following tasks:</p> <ul style="list-style-type: none"> • Open the printer tray • Close the printer tray • Stop the printer tray from closing in the event of an injury. • 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 Encore CP

	<p>Case Present indicator light</p>	<p>The Case Present indicator light illuminates when a case is placed on the tray or when the case is properly clamped.</p> <p>The Case Present indicator light flashes when there is a problem. The number of flashes in each cycle indicates the type of problem.</p> <ul style="list-style-type: none"> • 1 flash = Side cover is open or ribbon latch 1, 2 or 3 is open • 2 flashes = Print ribbon problem (incorrect, missing, or depleted print ribbon) • 3 flashes = Retransfer ribbon problem (missing or depleted retransfer ribbon) • 4 flashes = Error upon clamping the case on the printer tray
	<p>Active indicator light</p>	<p>The Active indicator light illuminates when the printer has completed initialization.</p> <p>The Active indicator light flashes when the printer is receiving data from the host.</p>
	<p>Power indicator light</p>	<p>The Power indicator light illuminates when the printer is powered on.</p>

Back View



Identifying the Parts of the Encore CP


Switches



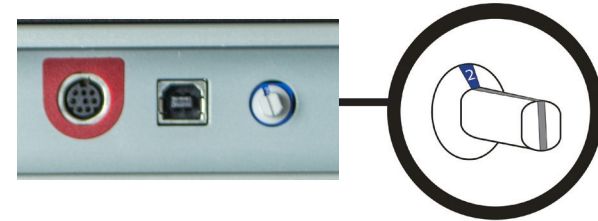
There are two switches on the rear of the Everest Encore CP: the AC voltages switch and the mode switch.

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! The printer must be powered off 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 CP. 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.

Do not adjust the switch position unless directed by a Technical Support Specialist.

Operating the Everest Encore CP

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

Power On or Off the Everest Encore Printer

The Everest Encore CP 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 CP 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.

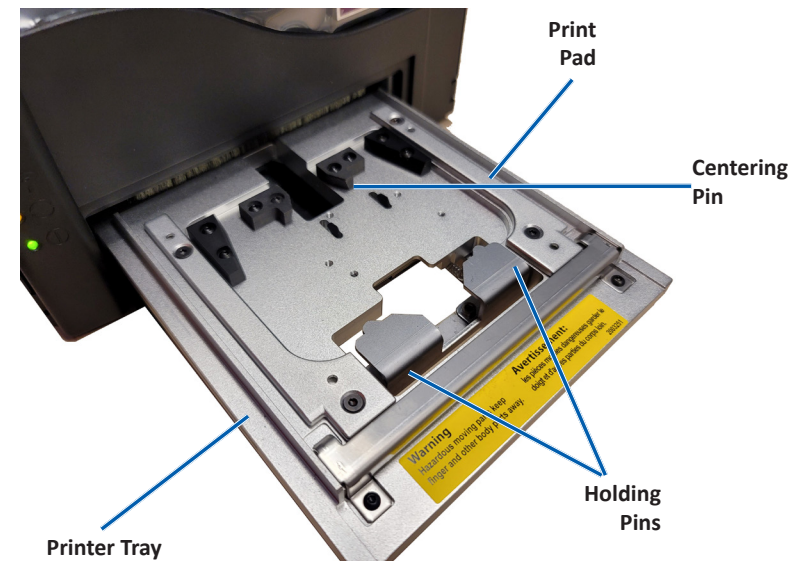
Important! The printer enters power-saving mode if it is idle for more than 30 minutes. When this occurs, the printer takes 2-3 minutes to warm up after a job is sent to the printer.

Place a Drive on the Printer Tray

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

1. Press the **operator button**. The printer tray opens.
2. Place the drive on the **print pad**. Make sure that the printable surface faces up.

Important! To avoid scratching or damaging the surface of the case, the drive must be properly centered.



Using the Everest Utility

This section explains how to use the Everest Utility to set and adjust print alignment and color density, as well as update printer firmware.

Important!

- Unless otherwise indicated, all Windows navigation statements are Windows 10 paths. Other Windows operating systems' navigation may differ slightly.
- The Everest Utility contains powerful tools to calibrate and troubleshoot your printer. Please follow these instructions closely and refrain from using other features available in the Everest Utility unless assisted by Rimage Technical Support.

Accessing the Everest Printer Utility

Setting the print alignment ensures that your case label design is properly centered on the case during the printing process. To manipulate these settings, please do the following:

1. Click the Start Menu.
2. Scroll to the Rimage Automation Suite Folder.
3. Click Everest Printer Utility.

Setting Print Alignment

Setting the print alignment ensures that your case label design is properly centered on the case during the printing process. To manipulate these settings, please do the following:

1. In the Everest Printer Utility, select the Alignment tab.
2. Click the Modify button.

Everest Printer Utilities

Status | Alignment | Density | Firmware Update | Print

	Thumb	Pocket
Horizontal:	48	62
Vertical (color):	Top (Thumb): -107 Bottom (Thumb): -94	Top (Pocket): -128 Bottom (Pocket): -125
Vertical (mono):	Top (Thumb): -36 Bottom (Thumb): -16	Top (Pocket): -66 Bottom (Pocket): -51

Convert to New Blocks | Modify

3. Using the Case Size pulldown, select the case size that needs alignment.
4. Adjust the Alignment setting for horizontal and vertical position as needed.
5. Click OK to save the values.

Everest Print Alignment Settings

Case Size: Pocket

Horizontal Alignment Settings

Color / Monochrome: 62

(Increase to move your print to the left.
Decrease to move to the right)

Vertical Alignment Settings

	Top Side	Bottom Side
Color:	-128	-125
Monochrome:	-66	-51

(Increase to move your print upward.
Decrease to move your print downward.)

(units are approximately 0.1 mm)

OK | Cancel

Maintaining the Everest Encore CP

You must perform routine maintenance to keep the Everest Encore CP 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 cases After 1000 cases	Refer to the Change the Print Ribbon section on page 12.
Change the retransfer ribbon	After 500 cases	Refer to the Change the Retransfer Ribbon section on page 15.
Clean the print head	After 2000 cases (as needed) or at every ribbon change	Refer to the Clean the Print Head section on page 20.
Clean the tacky rollers	After 2000 cases 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 case.	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 CP in a clean, dust-free environment.

Change the Print Ribbon

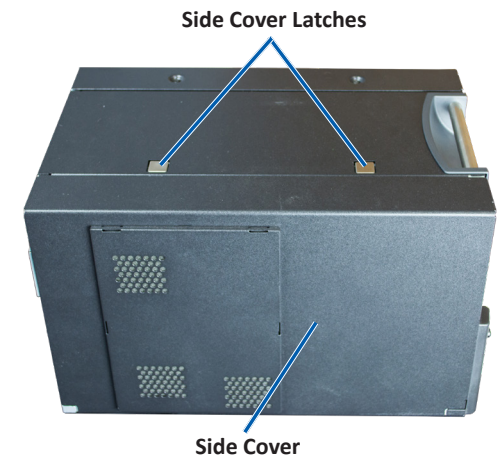
Before you change or install a new Everest Encore CP print ribbon, allow time for the new ribbon to become acclimated to the environment. Allow more time for greater temperature and humidity differences.

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 CP.

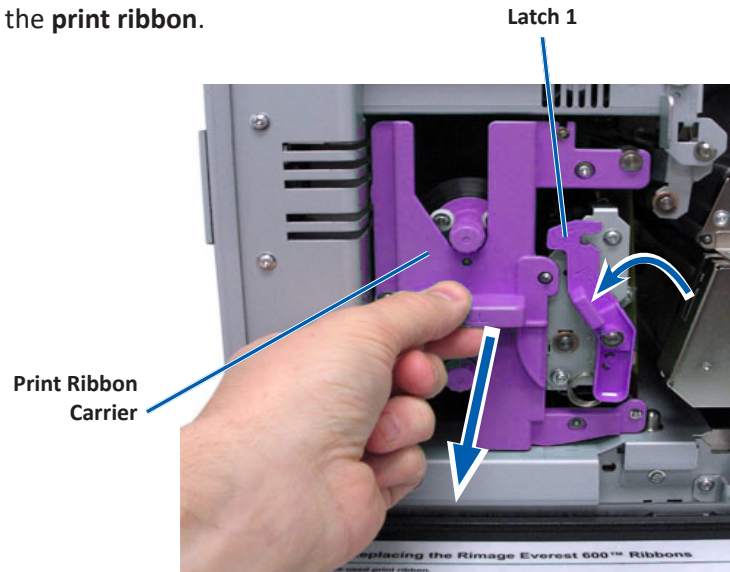
Remove the Print Ribbon

1. Open the **side cover**.
 - 1.1. Press the two **side cover latches** to release the side cover.
 - 1.2. Lower the **side cover**.



Maintaining the Everest Encore CP

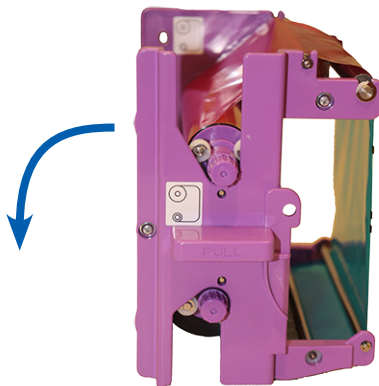
2. Access the print ribbon.



2.1. Open latch 1.

2.2. Pull the print ribbon carrier straight out of the printer.

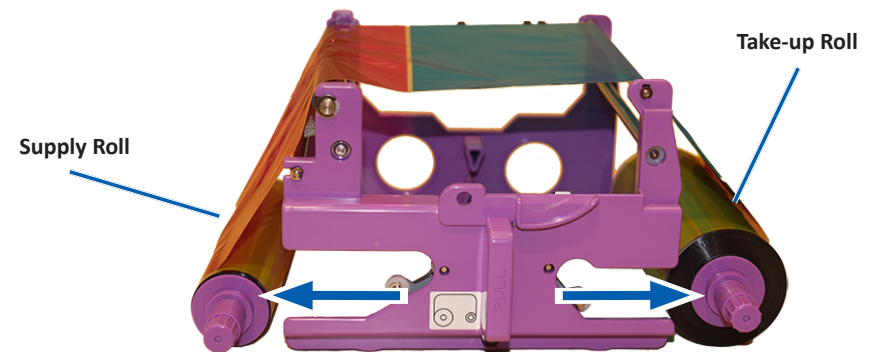
2.3. Lay the print ribbon carrier on its back.



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

3. Remove the print ribbon from the carrier.

3.1. Slide the supply roll to the left.



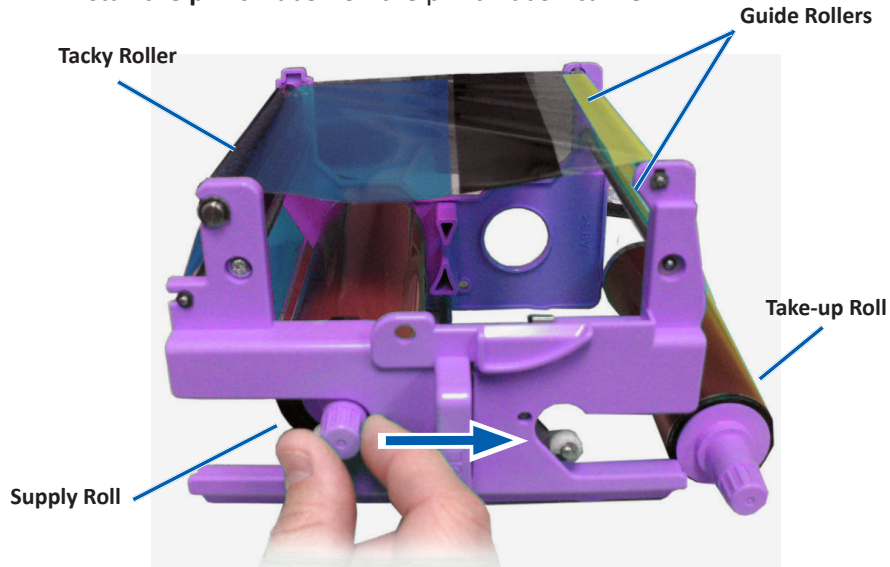
3.2. Slide the take-up roll to the right.

3.3. Discard the used print ribbon.

Maintaining the Everest Encore CP

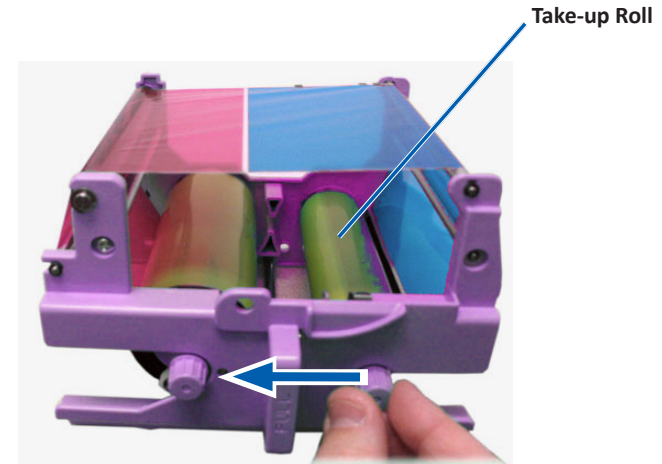
Install the Print Ribbon

1. Remove the new **print ribbon** from the packaging.
2. Install the **print ribbon** on the print ribbon carrier.



- 2.1. With the supply roll on the left side, unwind **several inches of the print ribbon**.
- 2.2. Lay the **print ribbon** across the tacky roller and guide rollers.
- 2.3. Install the **supply roll** as shown.
- 2.4. Install the **take-up roll** as shown.

- 2.5. Rotate the **take-up roll** clockwise so the ribbon is aligned and lies flat. You may need to lift the ribbon 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 monochromatic ribbon, advance the ribbon so the ink portion of the ribbon is advanced to the take-up roll.

3. Reassemble the **printer**.
 - 3.1. Set the **print ribbon carrier** upright.
 - 3.2. Slide the **print ribbon carrier** into the printer.
 - 3.3. Close **latch 1**.
 - 3.4. 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 11.

The printer is ready for use.

Maintaining the Everest Encore CP

Change the Retransfer Ribbon

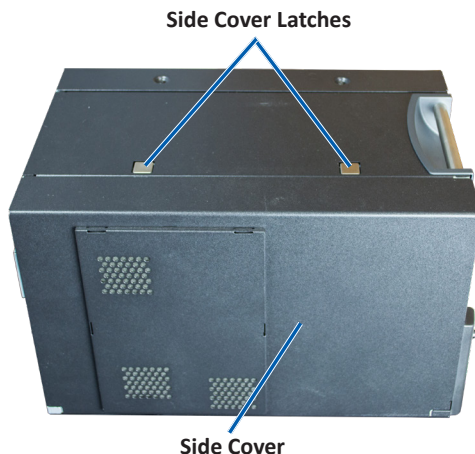
Before you change or first install the Everest Encore CP retransfer ribbon, allow time for the new ribbon to become acclimated to the environment. Allow more time for greater temperature and humidity differences.

Important!

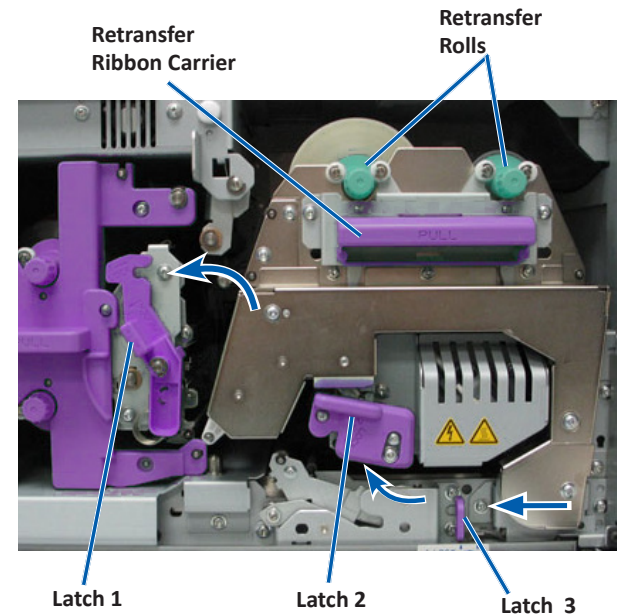
- Rimage supports only the use of Rimage brand ribbons in our printers. Printer issues that occur as a result of using ribbons by manufacturers other than Rimage are not included under your Rimage warranty or maintenance agreement.
- For optimum results, make sure that Everest Encore ribbons are stored 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 CP.

Remove the Retransfer Ribbon

1. Open the **side cover**.
 - 1.1. Press the two **side cover latches** to release the side cover.
 - 1.2. Lower the **side cover**.



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



- 2.1. Open **latches 1, 2, and 3**.
- 2.2. Grasp the handle to slide the **retransfer ribbon carrier** out of the printer.

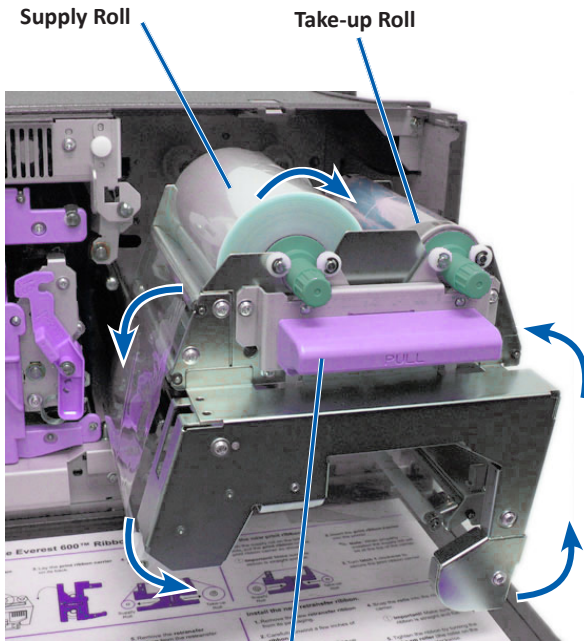
Tip: The retransfer ribbon carrier can be fully removed from the printer to facilitate ribbon removal and installation.

- 2.3. Lift the **retransfer rolls** out of the carrier.
- 2.4. Carefully slide the **retransfer ribbon** from the **retransfer ribbon carrier**.
- 2.5. Discard the used **retransfer ribbon**.

Maintaining the Everest Encore CP

Install the Retransfer Ribbon

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



Retransfer Ribbon Carrier

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

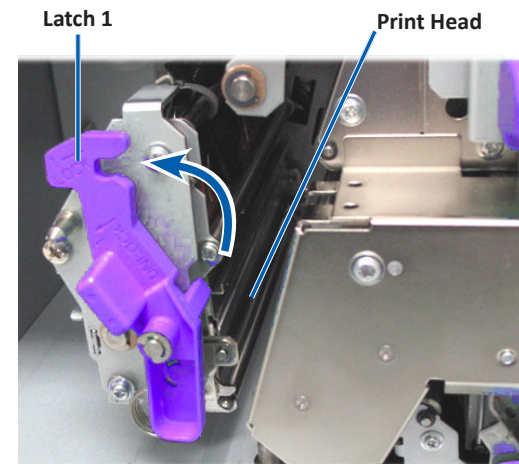
3. Rotate the **take-up roll** counterclockwise to tighten the retransfer ribbon.
4. Reassemble the **printer**.
 - 4.1. Slide the **retransfer carrier** into the printer.
 - 4.2. Close **latches 1, 2, and 3**.
 - 4.3. Close the **side cover**.

The printer is ready for use.

Clean the Everest Encore CP

Regular cleaning helps to keep your Everest Encore CP 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 CP

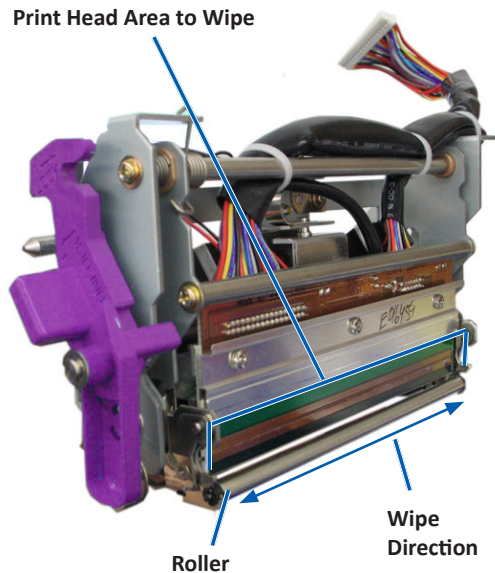
1. Access the **print head**.
 - 1.1. Press the two **side cover latches** to release the side cover.
 - 1.2. Lower the **side cover**.
 - 1.3. Open **latch 1**.
 - 1.4. Remove the **print ribbon carrier**. For specific instructions, refer to the [Change the Print Ribbon](#) procedure on page 12.

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.

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



- 2.2. Use the **sponge swab** to wipe across the **print head** from one end to the other in the direction shown.
 - 2.3. Repeat as needed until the **print head** is clean of dust and debris.
 - 2.4. Use the **sponge swab** to remove any waxy buildup from the roller below the print head.
3. Prepare the **printer** for use.
 - 3.1. Install the **print ribbon**. For specific instructions, refer to the [Change the Print Ribbon](#) procedure on page 12.
 - 3.2. Install the **print ribbon carrier**.
 - 3.3. Close all **latches**.
 - 3.4. Close the **side cover**.

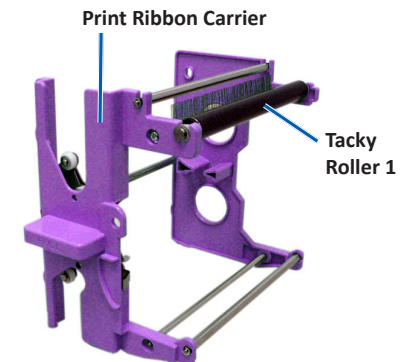
The printer is ready for use.

Clean the Tacky Rollers

✂ Tools required:

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

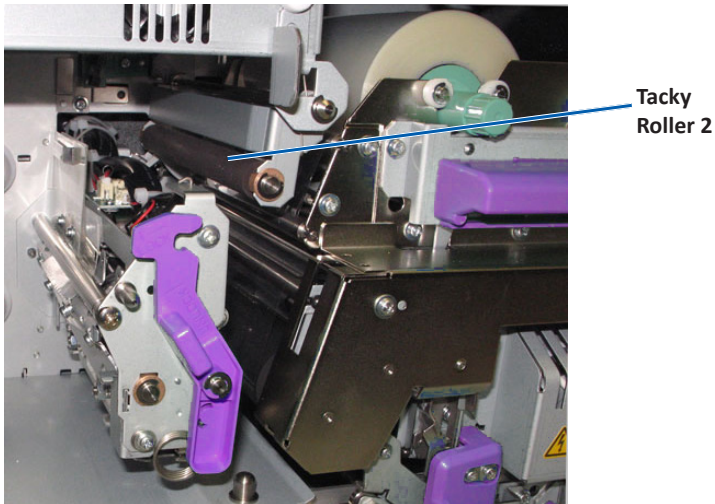
1. Remove the **print ribbon**. For specific instructions, refer to the [Change the Print Ribbon](#) procedure on page 12.
2. Clean **tacky roller 1** (on the print ribbon carrier).



Maintaining the Everest Encore CP

- 2.1. Apply isopropyl alcohol to the **sponge swab**.
- 2.2. Use the **sponge swab** to clean **tacky roller 1**.
- 2.3. Use the **sponge swab** to remove any waxy buildup from other parts of the **ribbon carrier**.
- 2.4. Install the **print ribbon** on the print ribbon carrier. Refer to the [Change the Print Ribbon](#) procedure on page 12.

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



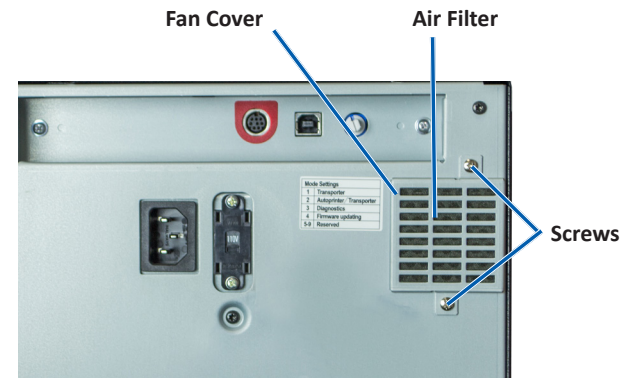
4. Prepare the **printer** for use.
 - 4.1. Install the **print ribbon carrier**.
 - 4.2. Close all **latches**.
 - 4.3. Close the **side cover**.

The printer is ready for use.

Clean the Rear Air Filter

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

1. Remove the **air filter**.



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

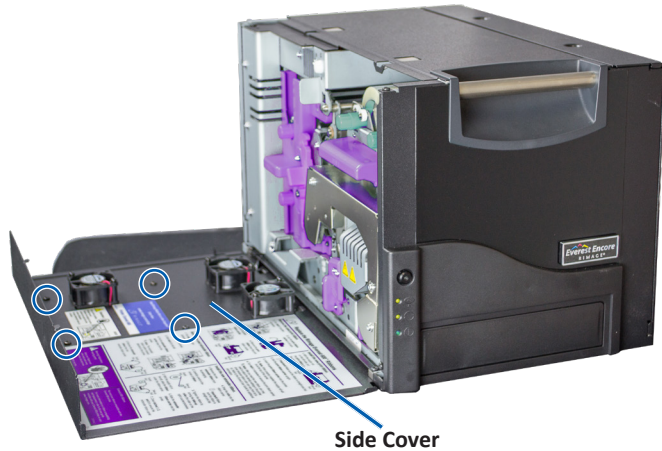
The printer is ready for use.

Maintaining the Everest Encore CP

Clean the Side Air Filters

✂ **Tool Required:** Torx T10 screwdriver

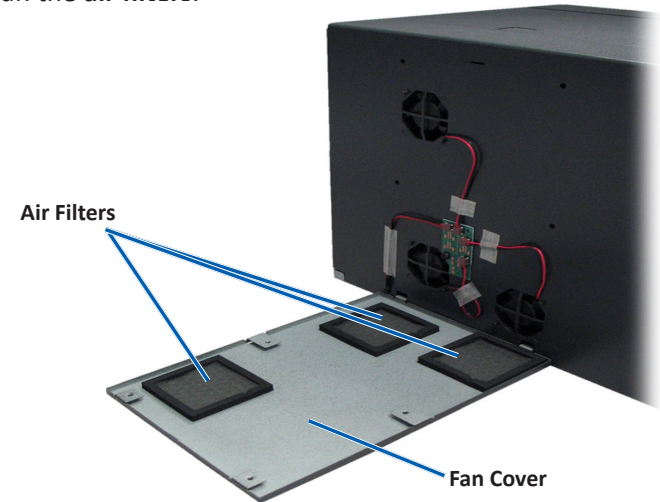
1. Open the **side cover**.
 - 1.1. Press the two **side cover latches** to release the side cover.



- 1.2. Lower the **side cover** and the attached **fan cover**.
2. Remove the **fan cover** from the side cover.
 - 2.1. Remove the **Torx T10 screws** (Qty. 4) from the inside of the side cover.
 - 2.2. 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**.

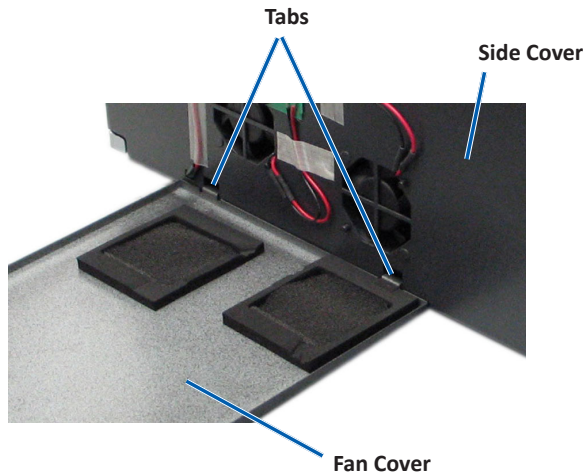


- 4.1. Hold each **air filter** under running water.
 - 4.2. Allow the **air filters** to dry.

Maintaining the Everest Encore CP

5. Prepare the **printer** for use.

- 5.1. When the **air filters** are dry, position them on the inside of the fan cover.
- 5.2. Make sure that the **tabs** on the fan cover fit into the holes in the side cover.



- 5.3. Open the **side cover**.
- 5.4. Insert and tighten the **Torx T10 screws** (Qty. 4) to secure the fan cover to the side cover.
- 5.5. Close the **side cover** and the attached fan cover.

The printer is ready for use.

Clean the Platen Roller

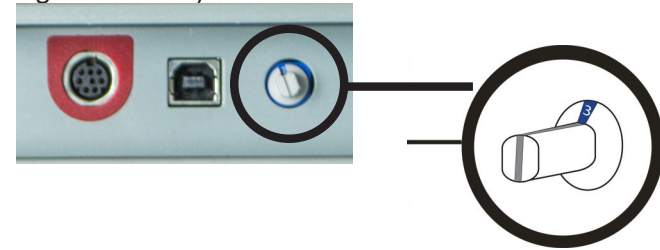
Important! Clean the platen roller only if you notice a diminished print quality, such as white specks on the printed disc or case.

✂ Tools required:

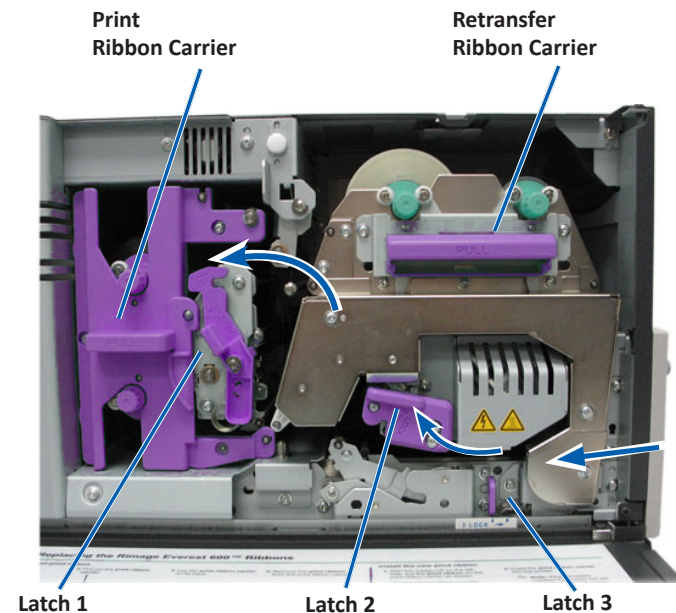
- Sponge swabs with long handles (included in the Everest Cleaning Kit)
- 99% Isopropyl alcohol

1. Prepare to clean the **platen roller**.

- 1.1. Power off the **printer**.
- 1.2. At the back of the printer, turn the **mode switch** to position 3 (diagnostic mode).

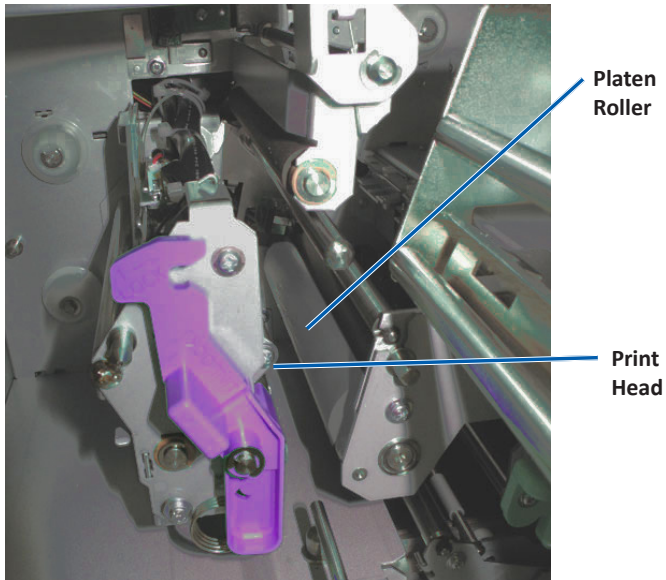


- 1.3. Power on the **printer**.
- ## 2. Access the **platen roller**.
- 2.1. Press the two **side cover latches** to release the side cover.

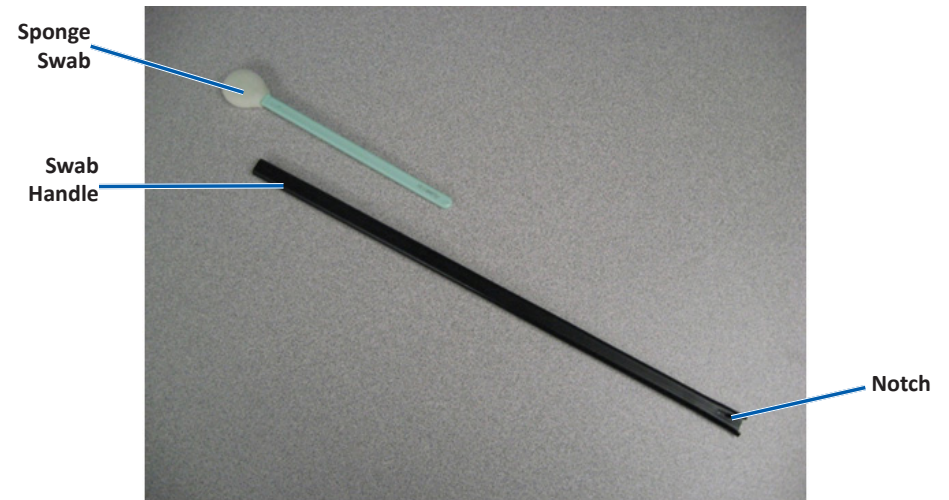


Maintaining the Everest Encore CP


- 2.2. Lower the **side cover**.
- 2.3. Open latches **1, 2, and 3** inside of the printer.
- 2.4. Remove the **print ribbon** carrier. For specific instructions, refer to the [Change the Print Ribbon](#) procedure on page 16.
- 2.5. 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).



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



- 4.3. Apply **isopropyl alcohol** to the **sponge swab**.
- 4.4. 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 case.

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.
 - 6.1. Power off the **printer**.
 - 6.2. Install the **print ribbon carrier**.

Maintaining the Everest Encore CP

- 6.3. Install the **retransfer ribbon carrier**.
- 6.4. Close all **latches**.
- 6.5. Close the **side cover**.
- 6.6. Turn the **mode switch** to the correct operating position.
For more information, refer to the [Switches](#) section on page 10.
- 6.7. 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**.

- 1.1. Press the two **side cover latches** to release the side cover.
- 1.2. Lower the **side cover**.
- 1.3. Open **latch 1**.

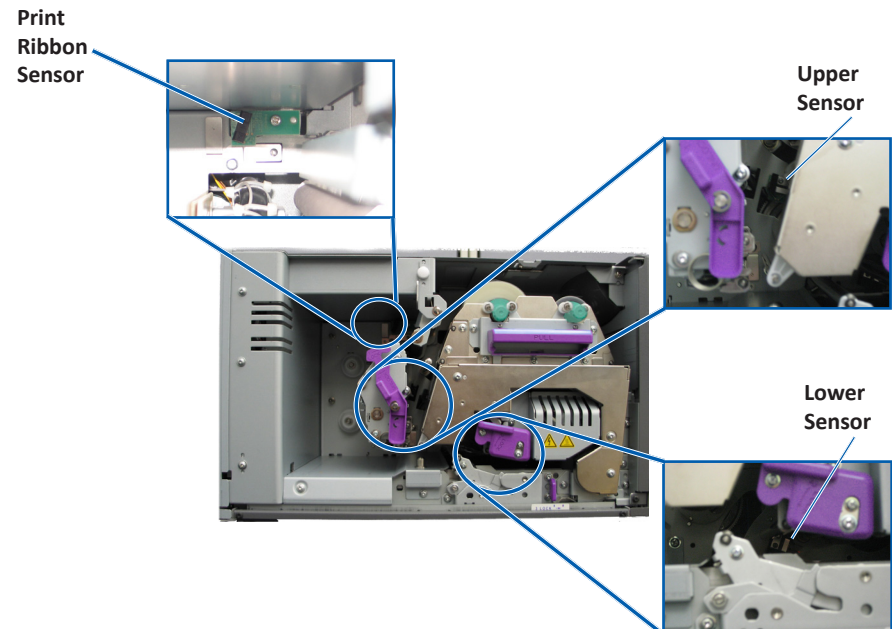


- 1.4. Remove the **print ribbon carrier**. For specific instructions, refer to the [Remove the Print Ribbon](#) procedure on page 12.
 - 1.5. Remove the retransfer ribbon carrier. For specific instructions, refer to the [Remove the Retransfer Ribbon](#) procedure on page 15.
2. Power off the **printer**. 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.

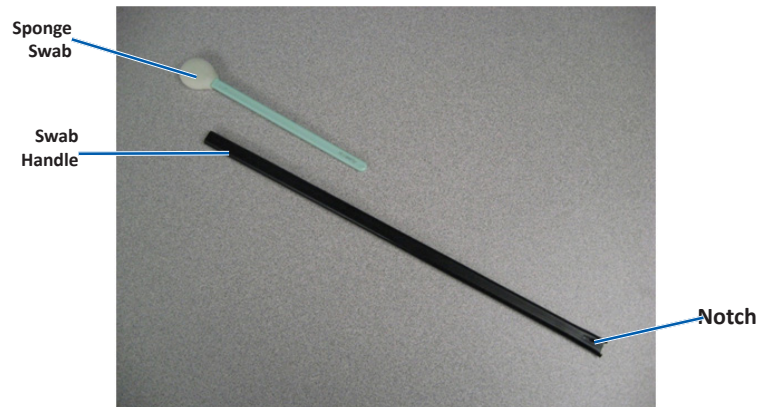
3. Locate the **sensors**.

- Print ribbon sensor
- Upper sensor
- Lower sensor



Maintaining the Everest Encore CP

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**.
 - 5.1. Position the **slotted end of the swab handle** by the sensor. Refer to page 26 for the sensors' location.
 - 5.2. Position the **can of compressed air's nozzle** in the unnotched end of the handle.
 - 5.3. Blow **compressed air** into the end of the handle for one to two seconds.
 - 5.4. Repeat two to three times.
 - 5.5. Repeat for **each of the three sensors**.
6. Prepare the **Printer** for use.
 - 6.1. Replace the **print ribbon carrier**.
 - 6.2. Replace the **retransfer ribbon carrier**.
 - 6.3. Close the **latches**.
 - 6.4. Close the **cover**.

The printer is ready for use.