

R I M A G E<sup>®</sup>

Rimage Maestro<sup>™</sup>  
User Guide  
RAS37 & RAS37E



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The most recent version of this document can be found at [www.rimage.com/support](http://www.rimage.com/support).

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# Introduction

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This manual provides the information needed to configure, operate, and maintain the Rimage Maestro Automated USB Publishing System.

- The terms "system" and "autoloader" may be used throughout this manual to refer to the Maestro product.
- The term printer refers to the Everest Encore CP printer.

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**Important!** Your Maestro system may not look exactly like the model featured in this *User Guide*.

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## About this User Guide

- While Rimage maintains all versions of our manuals and documentation, please note that the English version found on the Rimage website 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.
- The following notes and symbols are used throughout the manual to help clarify information:

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**Note:** A Note provides supplemental information or information that may apply only in special cases.

For example, memory limitations, equipment configurations, or details that apply to specific versions of a program.


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**Tip:** A Tip will point out alternative methods that may not be obvious as well as further illustrating the benefits and capabilities of the product.

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### Important!

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

 **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 Maestro System

The Maestro system comes with the Everest® Encore™ CP printer. For information about your printer, refer to the *Rimage® Maestro Setup and Installation Guide* and/or *Everest Encore CP User Guide* that shipped with your printer.

The embedded Maestro has an internal control center PC. This embedded PC is a network-ready device that can receive orders from other networked computers. You can also operate the Maestro locally by attaching a monitor, keyboard, and mouse.

The non-embedded Maestro requires an external PC to be used as the external control center. In most instances, the Maestro is not shipped with an external PC. You must provide a PC to be used as the external control center. Refer to the Maestro specifications for minimum and optimum PC requirements. These technical specifications can be found at [www.rimage.com/support](http://www.rimage.com/support).

## Unpacking and Setup Instructions

To unpack your Maestro system, refer to the unpacking label on the box. For setup instructions, refer to the *Maestro Setup and Installation Guide* that shipped with your product.

# Important Information

This section provides support contact information, and cautions and warnings, for the Maestro system.

Technical Specifications for this product can be found at [www.rimage.com/support](http://www.rimage.com/support).

## Support Contact Information

US, Canada, Latin America	
<b>Rimage Corporation</b> 201 General Mills Blvd, Golden Valley, MN 55427, USA Attn: Rimage Services	<b>Email:</b> <a href="mailto:support@rimage.com">support@rimage.com</a> <b>Telephone:</b> North America: 800.553.8312 Mexico/Latin America: 952.946.0004 option 2 <b>Fax:</b> 952.944.7808
Europe	
<b>Rimage Europe GmbH</b> Wernher-von-Braun Straße 9 63303 Dreieich-Offenthal, GERMANY	<b>Email:</b> <a href="mailto:support@rimage.de">support@rimage.de</a> <b>Telephone:</b> +49 (0)6074.8521.0 <b>Fax:</b> +49 (0)6074.8521.100
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<b>Rimage Taiwan</b> 2F.-7, No. 508, Sec. 5 Zhongxiao East Rd., Xinyi Dist., Taipei City 110, TAIWAN	<b>Email:</b> <a href="mailto:support@rimage.com">support@rimage.com</a> <b>Telephone:</b> +886.2.2726.0100
<b>Rimage China</b> RM # 206, 207, 2F No.1 FuXing Zhong Road HuangPu District Shanghai, 200025 CHINA	<b>Email:</b> <a href="mailto:medical.sales@rimage.cn">medical.sales@rimage.cn</a> <a href="mailto:enterprise.sales@rimage.cn">enterprise.sales@rimage.cn</a> <b>Telephone:</b> +86.021.5887.8905

Contact Rimage Services	
<b>Website:</b> <a href="http://www.rimage.com/support">www.rimage.com/support</a>	
<b>When you contact Rimage Services, please provide:</b> <ul style="list-style-type: none"> <li>System serial number and software version</li> <li>Functional and technical description of the problem</li> <li>Exact error message received</li> </ul>	Copy and record the following information from your Rimage product for future reference. <hr/> <b>Note:</b> Make sure you update the Serial Number anytime you receive a replacement system.
	<b>Serial Number:</b>
	<b>Product Name:</b>
	<b>Date of Purchase:</b>

## Learn More Online

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

- Information about the latest software and firmware updates
- Product specifications
- The latest documents
- Current firmware downloads

## Technical Support

Rimage offers a variety of service and support options for the Maestro system, including Rapid Exchange Services, and Software Subscription and Support. Please contact your Rimage Value Added Reseller or Rimage for additional information and pricing.

# Important Information

## Recording Software Disclaimer

This product, software, and 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 to a USB drive any other media violates national and international legislation and can result in severe penalties.

## 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.

#### Cautions:

- *For continued protection against risk of fire, replace the fuse only with the same type and rating. An authorized technician should perform all service procedures.*
- *Use only the supplied AC power cord, or use a safety agency approved power cord. For applications outside North America, refer to the nearest Rimage office for assistance in selecting a locally approved power cord.*
- *This product is designed for an office environment.*
- *The Maestro contains a lithium battery. There is a risk of explosion if the battery is replaced by an incorrect type. Dispose of the old battery according to the manufacturer's instructions included with the battery packaging.*
- *Due to the precision required of moving robotic components, Maestro must be installed on a sturdy, level surface.*

## Country-specific Cautions and Warnings

### Warnings!

- *Taiwan: 警告使用者:*  
此為甲類資訊技術設備，於居住環境中使用時，可能會造成射頻干擾，在此種情況下，使用者會被要求採取某些適當的對策。
- *Korea: 사용자 안내문 :*  
이 기기는 업무용 환경에서 사용할 목적으로 적합성평가를 받은 기기로서 가정용 환경에서 사용하는 경우 전파간섭의 우려가 있습니다.  
※ 사용자 안내문은 “업무용 방송통신기자재”에만 적용한다.

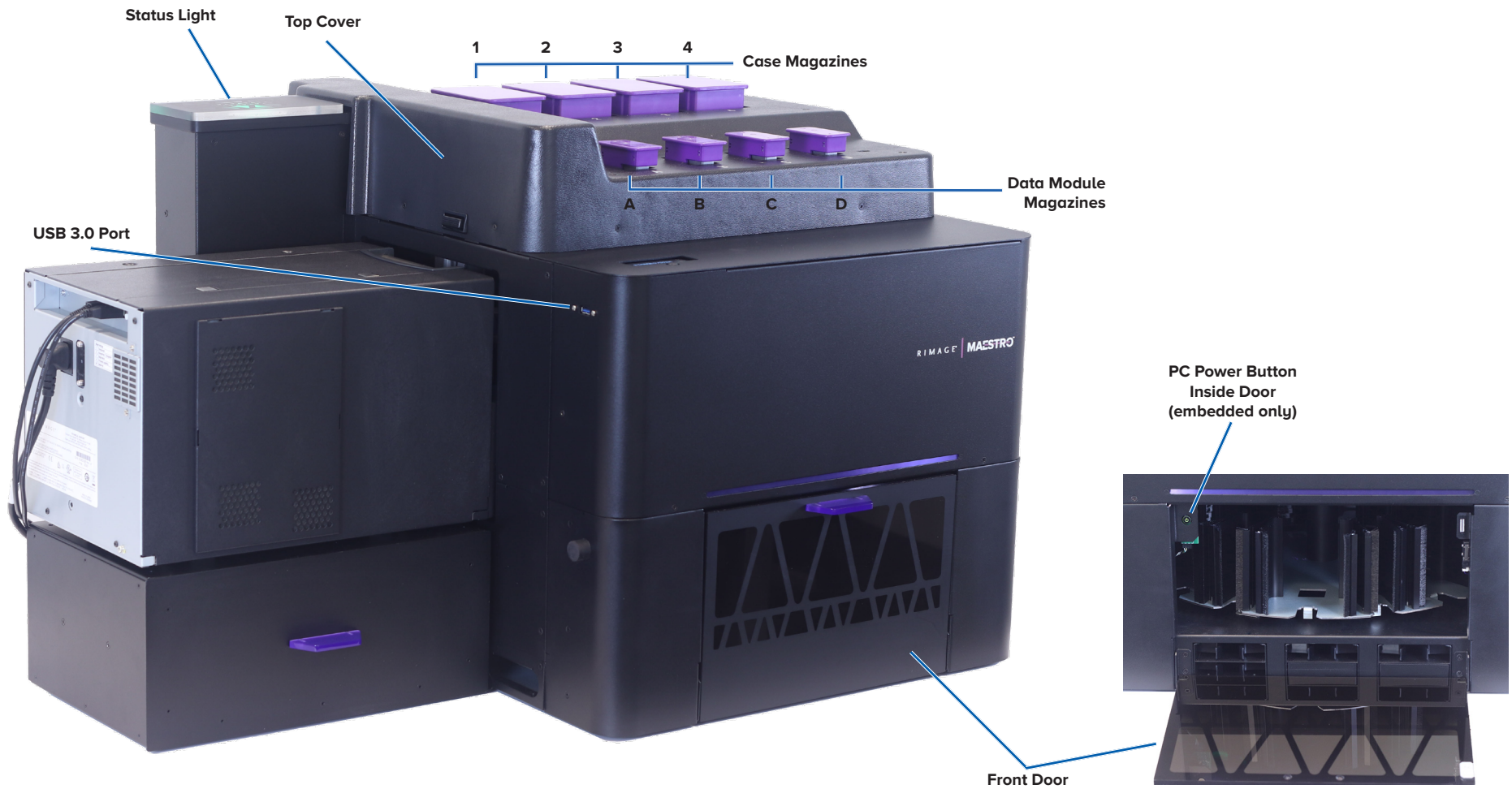
# Important Information

## Compliance Information

Product	Maestro Product	Model
	Maestro Non-Embedded	RAS37
	Maestro Embedded	RAS37E
<b>Notice for USA</b>	<p><b>NOTE:</b> 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>	
<b>Notice for Canada</b>	<p>This Class A digital apparatus complies with Canadian ICES-003 Issue 5:2012. 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. 60950-1-07, 2nd Edition.</p>	
<b>Notice for Europe</b>	<p>This product is in conformity with the EMC Directive 2014/30/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; EN61000-3-2:2014; EN61000-3-3:2013; EN60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013. The CE mark has been affixed in accordance with the CE Marking Directive 93/68/EEC.</p>	
<b>Notice for Japan</b>	<p>This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI-A). 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、クラスA機器です。この装置を住宅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。VCCI-A</p>	
<b>Notice for Australia</b>	<p>This product complies with AS/NZS CISPR32:2015.</p>	
<b>Notice for Korea</b>	<p>It is certified that foregoing equipment has been certificated under the Framework Act on Telecommunications and Radio Waves Act.</p> <p>위 기기는 전기통신기본법, 전파법 에 따라 인증되었음을 증명 합니다.</p>	
<b>Notice for Taiwan</b>	<p>This is class A digital device. It may cause radio-frequency interference when used in a residential area. In this case, the users are advised to take appropriate precautions.</p> <p>Translation: 這是甲類的資訊產品,在居住的環境中使用時,可能會造成射頻干擾,在這種情況下,使用者會被要求採取某些適當的對策。</p>	

# Identifying the Parts of the Maestro System

## Front View

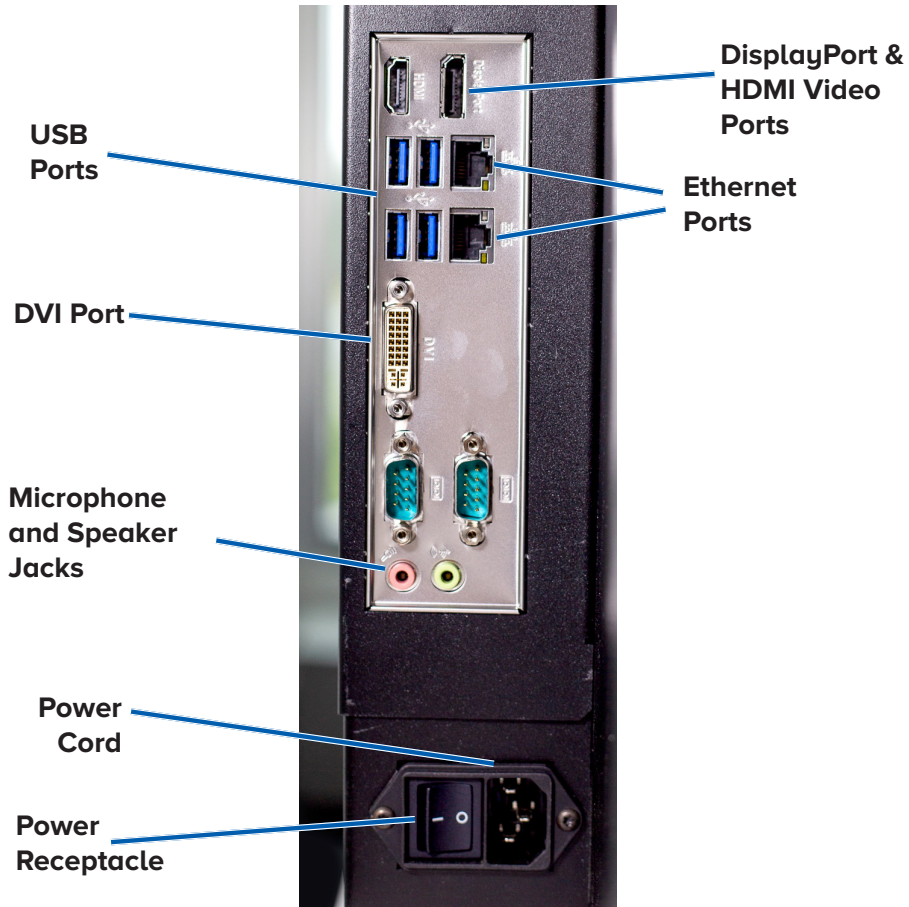




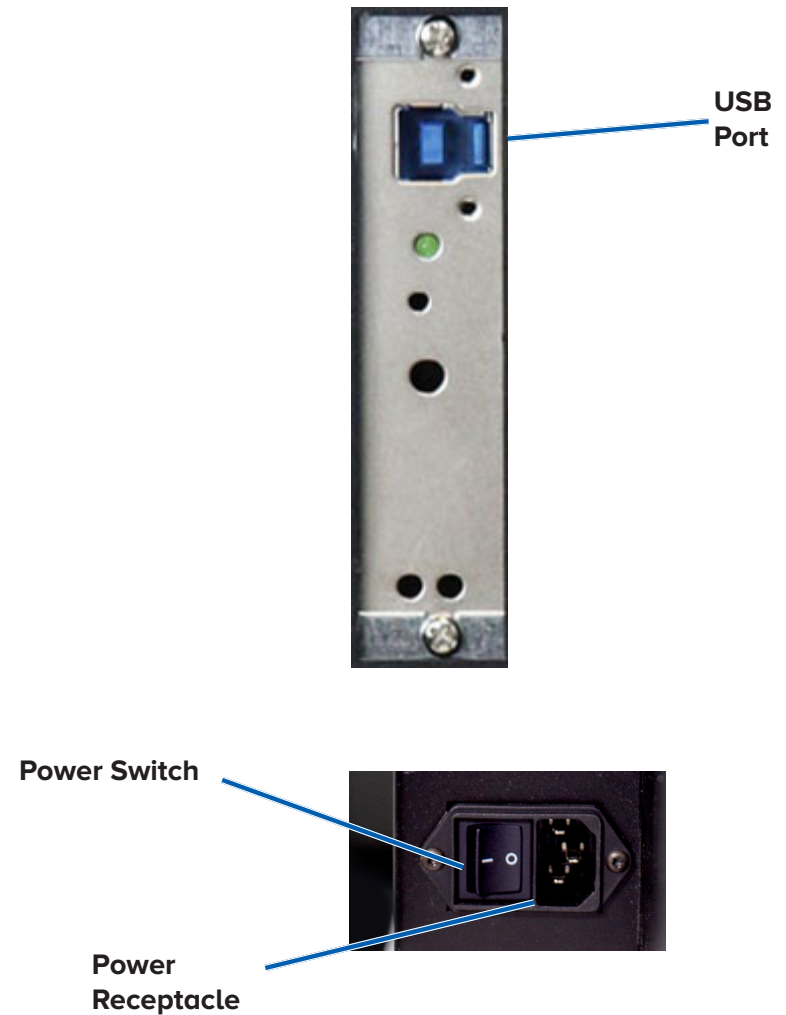
# Identifying the Parts of the Maestro System

## Back View

Embedded

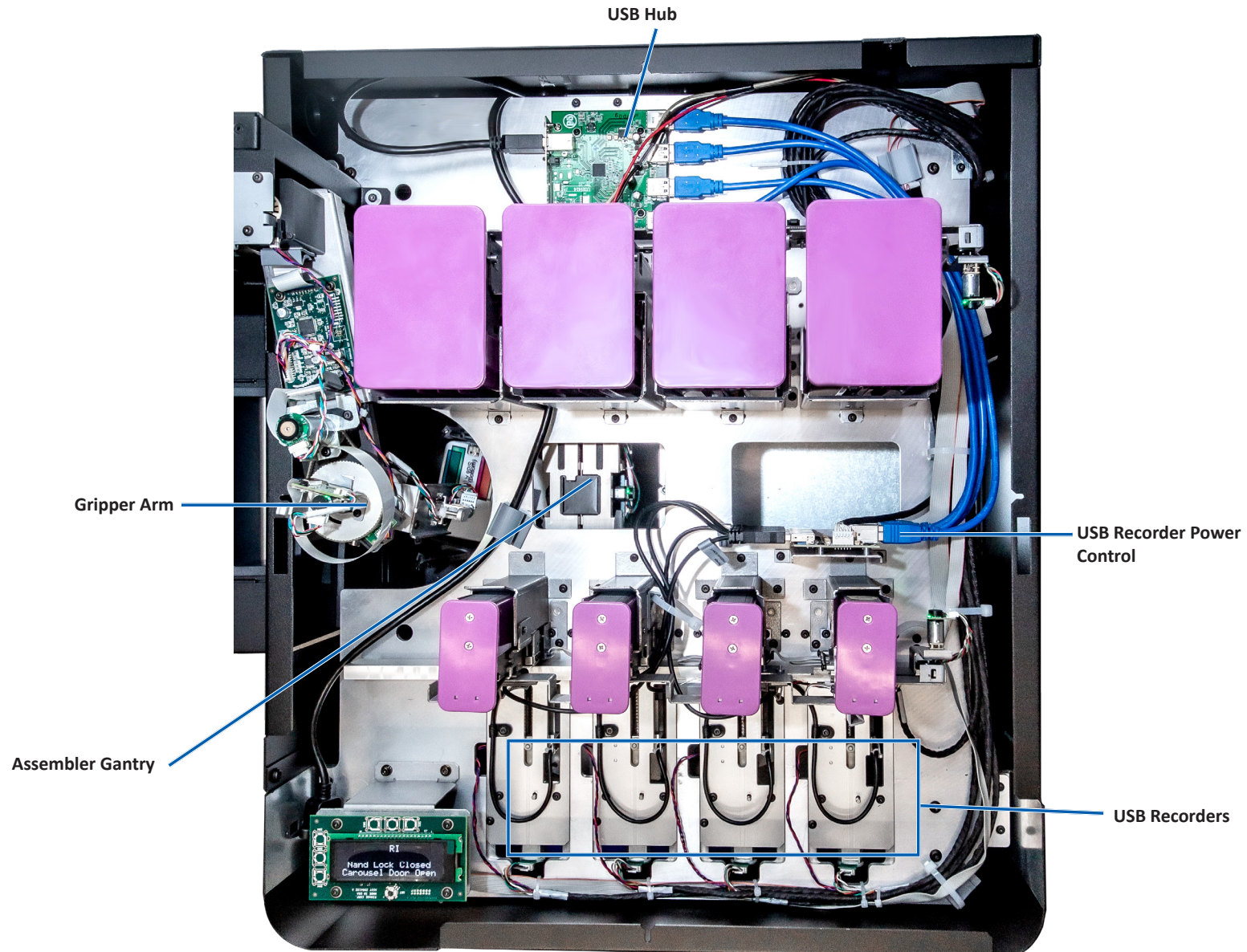


Non-Embedded



# Identifying the Parts of the Maestro System

## Internal View








# Identifying the Parts of the Maestro System

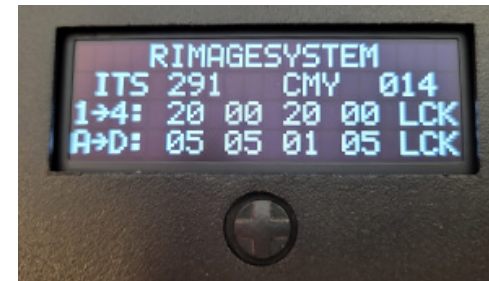
## Display Panel and 5-way Control

### Parts Information

#### Status Light

The Maestro system is equipped with a status light that indicates various conditions. The table below illustrates status light states and explains the conditions indicated by each state.

Light State		System Condition
	Green light on	The system is operating properly. No jobs are currently processing.
	Green light blinking	The system is operating properly. Jobs are currently processing.
	Yellow light on	The system is waiting for the software to start.
	Yellow light blinking	The front door may be open. Close the front door to allow jobs to process.
	Red light on	The system is out of cases and/or USB modules. Fill the supply bins with the appropriate media type.  A system error requires operator intervention. Check the client workstation or control center for a message.  An equipment error occurred at initial start up. Check your connected PC for a message.



The Display Panel is a four-line display that informs you of operations or conditions that require operator intervention, including the consumable status. The four-line display includes:

- Line 1: System name
- Line 2: ITS (Intermediate Transfer Sheet or retransfer ribbon) count and CMY or BLK ribbon count
- Line 3: Quantity of cases loaded in magazines 1-4
- Line 4: Quantity of USB modules loaded in magazines A-D

After initialization, the embedded Maestro system displays the name of the internal PC.

The 5-way control can be pressed up, down, left, right to navigate various menus. A selection can be made by pressing the control in.

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**Tip:** The caret symbol '^' in the upper right corner of the Display Panel indicates that the Rimage software is currently communicating with the autoloader.

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**Tip:** When the front door is open, the Display Panel will list the carousel bin number that is aligned to the front of the system.

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#### Beeper

The Maestro system has a beeper that can be enabled to sound when user intervention is required. Read the error message that displays on the Display Panel or on your PC monitor and take appropriate action to correct the problem. Refer to the [Enable the Beeper](#) section on page 14 for beeper setting options.

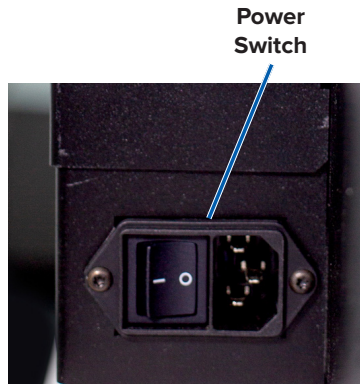
# Operating the Maestro System

This section provides you with the information needed to ready the Maestro system to produce discs.

**Tip:** When the front door is open, all robotic movement will be suspended. All functions will resume once the door is closed.

## Powering On the Maestro System

1. Press the **power switch** on the rear of the system.
  - o If you have a non-embedded Maestro, the system is powered on.
  - o If you have an embedded Maestro, continue with step 2
2. On the front of the system, press the **PC power button** to power on the embedded PC.



PC Power Button  
(Embedded Only)

## Powering Off the Maestro System

- If you have a non-embedded Maestro:
  - o Close all open applications.
  - o Press the **main power switch** on the rear of the Maestro to power off the system.
- If you have an embedded Maestro:
  - o Close all open applications.
  - o Shut down from Windows Start Menu  
- or -
  - o Briefly press and release the **PC power button** on the front of the Maestro system. This shuts down the software, Windows, and the embedded PC.

**Caution:** Do **not** press and hold the **PC power button**. If you press and hold the **PC power button**, the embedded PC will not shut down properly. This may cause data loss or corruption.

**Note:** It can take up to 30 seconds for the system to power off.

# Operating the Maestro System

**Important!** In order to remove either the Data Module Magazines or the Case Magazines, the Maestro must be paused.

## Pausing the Maestro System

**Note:** Pausing the Maestro requires the use of the AutoConductor software. For more details on installation, configuration, and use of AutoConductor please refer to the Software User Guide.

1. On the left panel of the AutoConductor window, select the Maestro station you wish to pause.
2. Click the Pause button in the upper right of the main panel.

## Loading the Data Module Magazines

**Tip:** You can load up to 25 data modules in each of the 4 magazines for a total of 100 data modules. Please use the procedure below to insert the data modules into a magazine.

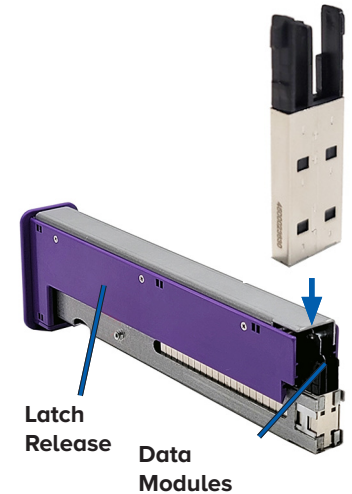
1. Remove the Data Module Magazine from the Maestro by pulling straight up.
2. Press the latch release button on the bottom of the magazine, and slide the magazine cover open.

**Note:** When opening, be careful to keep the magazine oriented with the latch release at the bottom to avoid accidentally emptying the contents of the magazine.

3. Insert Data Modules with the clips upward and the capacity label facing the Latch Release as shown.

**Note:** If the data modules are inserted incorrectly, the magazine cover will not close.

4. Slide the magazine cover closed until latched.
5. Insert the Data Module Magazine back into the Maestro system until it clicks into place.
6. Repeat for each of the Data Module Magazines.



## Loading the Case Magazines

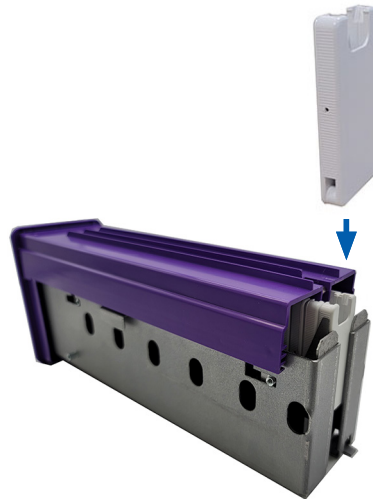
**Tip:** You can load up to 25 cases in each of the 4 magazines for a total of 100 cases. Please use the procedure below to insert the cases into a magazine.

1. Remove the Case Magazine from the Maestro by pulling straight up.
2. Press the latch release button on the bottom of the magazine, and slide the magazine cover open.



**Note:** When opening, be careful to keep the magazine oriented with the latch release at the bottom to avoid accidentally emptying the contents of the magazine.

3. The Case Magazines are designed to hold either Thumb Cases or Pocket Cases. Use the correct magazine for your use case.
4. Insert cases with the data module opening facing upwards and the lanyard hole aligned to the left as shown.



**Note:** Whether using thumb or pocket cases the orientation is the same.

5. Slide the magazine cover closed until latched.
6. Insert the Case Magazine back into the Maestro system until it clicks into place.
7. Repeat for each of the Case Magazines.

## Resuming the Maestro System

**Note:** Resuming the Maestro requires the use of the AutoConductor software. For more details on installation, configuration, and use of AutoConductor please refer to the Software User Guide.

1. On the left panel of the AutoConductor window, select the Maestro station you wish to resume.
2. Click the Resume button in the upper right of the main panel.

# Maintaining the Maestro System

Use the information in this section to keep your Maestro system in optimal operating condition.

## Overview

Regular preventative maintenance of your Maestro system can help to ensure error-free data transfer and clean case labels. Maintenance involves cleaning the system.

**Note:** The printer has its own maintenance requirements. Refer to your Everest Encore CP User Guide for maintenance information.

## Cautionary Information

 **Caution:** To avoid damaging the Maestro system during maintenance:

- Never use oils, silicone, or other lubricants on any part of the Maestro system.
- Use only non-abrasive cleaners to wipe down the surfaces of your Maestro system.
- Never use cleaners to clean the embedded PC.
- Avoid pouring cleaners directly onto the Maestro system. Instead, apply the cleaner to the cloth first.
- Observe precautions for electrostatic-sensitive devices whenever you access the embedded PC.

## Preventative Maintenance Schedule

**Note:** Your system may require more frequent maintenance if used in a dusty area, such as a store or warehouse.

**Before you begin:**

 **Warning!** Always power off the Maestro and unplug the power cord before you access the embedded PC.

1. Power off the **Maestro system**.
2. Disconnect the **power cord**.

**Important!** Failure to follow the maintenance schedule outlined below may void your warranty.

Task	Tool	Frequency
Wipe down the lift arm shaft. Pay close attention to: <ul style="list-style-type: none"><li>• The area around the base of the shaft</li><li>• The area just above the lift arm</li></ul>	Lint-free cloth	Weekly
Wipe down all surfaces of the Maestro, including: <ul style="list-style-type: none"><li>• Sides and top</li><li>• Door</li><li>• Carousel</li><li>• Base</li><li>• Top surface on the lift arm</li></ul>	Lint-free cloth Non-abrasive, all-purpose cleaner	Weekly
Inspect the openings at the back of the Maestro. Remove dust and debris if necessary.  Remove the carousel and remove dust and debris from the openings.	Vacuum	Monthly

# Rimage System Utility

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Rimage Automation Suite includes an application called Rimage System Utility, which is used to update firmware and to configure the beeper settings.

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**Tip:** Firmware update files and installation instructions are made available on [support.rimage.com](http://support.rimage.com).

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## Enabling the Beeper

You can change the number of beeps that occur when the system is out of media or there is an error.

1. In the **# of Beeps on error** field, select the number of beeps you wish to hear when there is an error.

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**Tip:** To disable the beeper, set the number to zero.

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2. Select **Update beep count** to set the number of beeps.

## Diagnostic Tests

Maestro diagnostic tests are available to troubleshoot problems with your system and ensure proper operation. For more information on accessing, selecting, and performing diagnostic tests, refer to the *Maestro Diagnostic Tests* document that is available at [www.rimage.com/support](http://www.rimage.com/support).



Appendix : 台灣 - 依檢驗標準 CNS15663 第 5 節『含有標示』之規定

設備名稱： USB全自動儲存與標籤印製系統， Equipment name		型號（型式）： RAS37E Type designation (Type)				
單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛Lead (Pb)	汞Mercury (Hg)	鎘Cadmium (Cd)	六價鉻Hexavalent chromium (Cr <sup>6+</sup> )	多溴聯苯Polybrominated biphenyls (PBB)	多溴二苯醚Polybrominated diphenyl ethers (PBDE)
印刷電路板配件(Printed Circuit Assemblies)	—	○	○	○	○	○
印刷電路板主要配件(Main Printed Circuit Assembly)	—	○	○	○	○	○
顯示器印刷電路板配件(Display Printed Circuit Assembly)	—	○	○	○	○	○
外接電(線)纜(External Cables)	○	○	○	○	○	○
內部電線(Internal Cables)	○	○	○	○	○	○
螺帽,螺釘,螺絲,墊圈,固定件 (Nuts, bolts, screws, washers, Fasteners)	○	○	○	○	○	○
光碟燒錄器 (CD-R Drive)	—	○	○	○	○	○
電源供應器 (Power Supply)	—	○	○	○	○	○
風扇 (Fan)	○	○	○	○	○	○
馬達 (Motor)	○	○	○	○	○	○
金屬件 (Metalwork)	—	○	○	○	○	○
塑膠件 (Plastic work)	○	○	○	○	○	○
<p>備考1. “超出0.1 wt %”及“超出0.01 wt %”係指限用物質之百分比含量超出百分比含量基準值。            Note 1 : “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.</p> <p>備考2. “○”係指該項限用物質之百分比含量未超出百分比含量基準值。            Note 2 : “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.</p> <p>備考3. “—”係指該項限用物質為排除項目。            Note 3 : The “—” indicates that the restricted substance corresponds to the exemption.</p>						