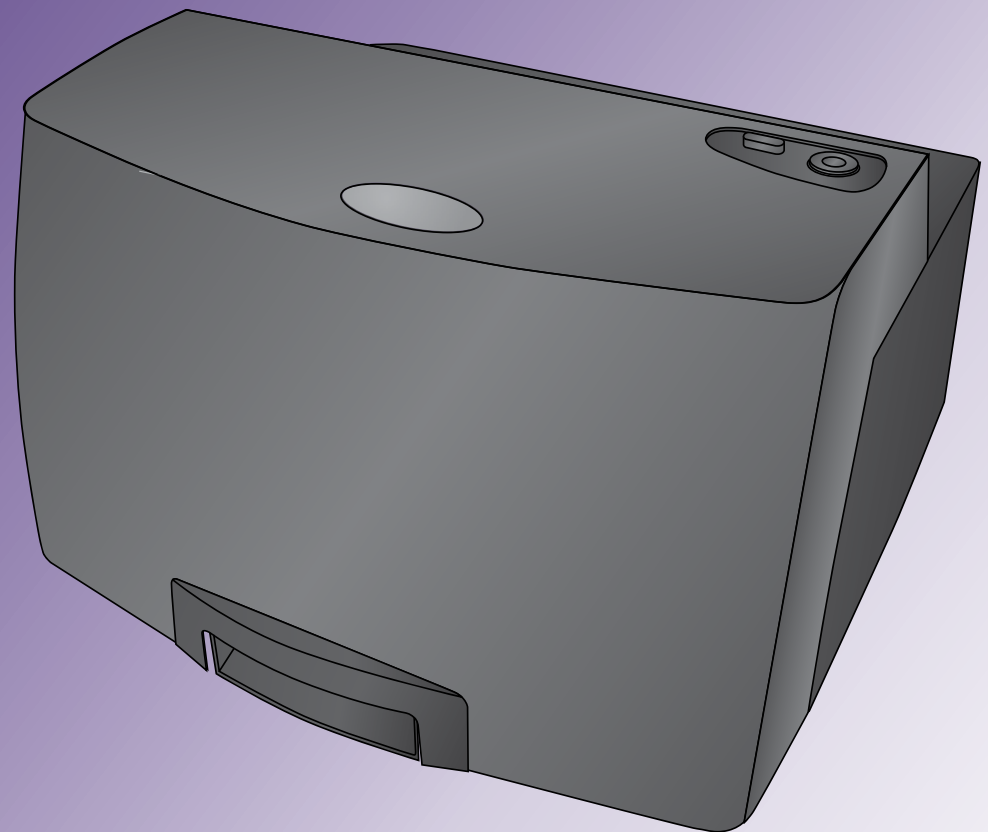


R I M A G E<sup>®</sup>

## Rimage Allegro 100™ User Guide



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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 operate, identify the parts of, and configure the printing preferences for the Rimage Allegro 100 disc publishing system. To set up and install your Rimage Allegro 100, refer to the *Rimage Allegro 100 Setup and Installation Guide* included with your product.

For technical information, refer to the *Rimage Allegro Series User Guide* document found at [www.rimage.com/support](http://www.rimage.com/support). From the **Support** page select: **Autoloader & Printer Support > User Guides** tab.

## 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 website always contains the most up-to-date information.
- Unless otherwise indicated, all Windows navigation statements are Windows 7 paths. Other Windows operating systems' navigation may differ slightly.
- These 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 would be included in a Note.

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**Tip:** A Tip provides techniques and procedures to help with your specific needs. A Tip suggests alternative methods that may not be obvious and helps you understand the benefits and capabilities of the product.


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

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 **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 Your Product

The Rimage Allegro 100 is part of the Desktop series of disc publishing systems. It is a robotic-controlled system with two recorders and an embedded inkjet printer. The Rimage Allegro 100 records and prints discs. When the discs are finished, the Rimage Allegro 100 places them in the output bins. The terms “printer” and “Rimage Allegro printer” are used throughout this guide to refer to the embedded inkjet printer.

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**Important!** Your Rimage Allegro 100 may not look exactly like the model featured in this user guide.

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The Rimage Allegro 100 operates with Rimage Software Suite. When installed with Rimage Software Suite, the Rimage Allegro 100 can be shared on a network, allowing all users to create discs from their desktops. For more information about setting up and submitting orders over a network, please contact Rimage Technical Support.

# Important Information

This section provides support contact information, and cautions and warnings, for the Rimage Allegro 100 system.

Technical Specifications for this product can be found at: [www.rimage.com/support](http://www.rimage.com/support). From the **Support** page select: **Autoloader & Printer Support > User Guides** tab.

## Support Contact Information

RIMAGE US, CANADA, LATIN AMERICA
<b>Rimage US/Worldwide Technical Support</b> 7725 Washington Avenue South Minneapolis, MN 55439 USA US: +1.800.553.8312, Option 2 International: +1.952.946.0004, Option 2 Email: <a href="mailto:support@rimage.com">support@rimage.com</a>
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<b>Rimage Europe GmbH</b> Albert-Einstein-Str. 26 63128 Dietzenbach, GERMANY +49.0.6074.852114 Email: <a href="mailto:support@rimage.de">support@rimage.de</a>
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### Contact Rimage Services

**Website:** [www.rimage.com/support](http://www.rimage.com/support). Log in and select the **Ask Us** tab.

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

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

Make note of your Rimage product information below for future reference.

**Note:** Make sure you update the Serial Number here if you receive a replacement system.

**Serial Number:**

**Product Name:**

**Date of Purchase:**

## Learn More Online

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

#### Autoloader & Printer Support:

Firmware, documentation and videos for your Rimage systems and Rimage Printers.

#### Software Suite Support:

Service packs, downloads and documentation for your Rimage Software Suite.

#### Software Solutions Support:

Service packs, downloads and documentation for tailored Rimage software solutions.

#### Service Offerings & Information:

Service and support information including maintenance offerings, installation and training options, service parts lists, end of service information, and other Rimage FAQs.

## Technical Support

Rimage offers a variety of service and support options for the Allegro 100 including Rapid Exchange as well as Software Subscriptions and Support. Please contact your Rimage Value Added Reseller or Rimage for additional information and pricing.


# Important Information


## Optical Disc Recording Software Disclaimer

This Product, Software, or Documentation may be designed to assist you in reproducing material for 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 law and can result in severe penalties.

## Safety 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.

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

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

## Safety Precautions

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

 **Warning!**

- *California Prop 65 Warning: This product contains a chemical known to the State of California to cause cancer. (California law requires this warning to be given to customers in the State of California.)*
- *An authorized technician should perform all service procedures.*

- *Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiant exposure.*
- *Ink may be harmful if swallowed. Avoid contact with eyes. Ink contains nitrites. If ingested, seek immediate medical attention. Keep out of reach of children.*

### **Caution:**

- *To prevent fire or shock hazard, do not expose the unit to rain or moisture. To reduce the risk of electric shock, do not remove exterior panels. No user-serviceable parts inside. Refer servicing to qualified service personnel. Operate the unit with only the proper electrical specifications as labeled on the unit and AC adapter.*
- *This product contains a laser diode of a higher class than 1. To ensure continued safety, do not remove any covers or attempt to gain access to the inside of this product. Refer all servicing to qualified personnel. The following label appears inside your unit: Class 1 Laser Product Laser Klasse 1.*
- *Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation.*
- *All equipment with AC line voltage, or low DC voltages, such as switches, power supplies, fuses, fans, non-stepper motors, must be replaced with Rimage-approved components to maintain the safety approval issued by UL.*
- *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.*
- *Rimage All-in-One Ink Cartridges are not licensed for modification.*
- *Refilling All-in-One Ink Cartridges may result in damage to the cartridge or printer.*

# Compliance Information

<b>Product Name</b>	Rimage Allegro 100
<b>Model</b>	RAS34
<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+A1+A2.</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+A1+A2.</p>
<b>Notice for Europe</b>	<p>This product is in conformity with the EMC Directive (89/336/EEC) and the Low-Voltage Directive (73/23/EEC) through compliance with the following European standards: EN 55032: 2012 Class A Limit; EN 55024: 2010; EN61000-3-2:2014; EN61000-3-3:2013; EN60950-1:2006+A1:2010+A11:2009+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). 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><b>Translation:</b> この装置は、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。 VCCI-A</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><b>Translation:</b> 위 기기는 전기통신기본법, 전파법 에 따라 인증되었음을 증명 합니다.</p> <p>B급 기기 (가정용 정보통신기기): 이 기기는 가정용으로 전자파적합등록을한 기기로서 주거지역에서는 물론 모든지역에서 사용할 수 있습니다.</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><b>Translation:</b> 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>
<b>Notice for Australia</b>	<p>This product complies with AS/NZS CISPR32:2013.</p>

# Printer Requirements

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This section describes the ink, label design, and print requirements for the Rimage Allegro 100 system.

## Ink Requirements

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### Important!

- Use only authentic Rimage All-in-One Ink Cartridges in the Allegro 100.
  - Keep All-in-One Ink Cartridges sealed in their original packaging until they are needed.
  - Store cartridges at room temperature (60° to 78° F / 15.6° to 26.6° C).
  - Store All-in-One Ink Cartridges in an upright position, not on their sides or upside down.
  - Do not remove the protective tape from a new All-in-One Ink Cartridge until immediately before installation. After you remove the tape, do not reapply it.
  - After you have removed the protective tape, do not touch the contacts and nozzles.
  - Print discs at least once a month to keep All-in-One Ink Cartridges in good working order.
- 

The Rimage Allegro 100 will work only with an authentic Rimage All-in-One Ink Cartridge.

## Label Design Requirements

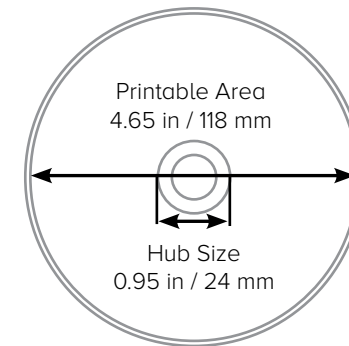
The Rimage Software Suite includes a label editor called CD Designer™, which is installed on your PC during a typical installation of Rimage software. You can use CD Designer to design your disc labels.

If you prefer to design labels in a software application other than CD Designer, use the following criteria:

- **File format:** For best results, import your graphic files into CD Designer and save your labels as .btw files. You may also print correctly sized and

formatted JPEG, TIFF or PDF files.

- **Color mode:** Labels imported into CD Designer must be in RGB color mode.
- **Resolution (pixels per inch):** For best results, use images set to a minimum of 300 pixels per inch.
- **Label design size:** Design labels with a height of 4.72 in / 120 mm and a width of 4.72 in / 120 mm. This is the diameter of a full-size disc. The hole is 0.59 in / 15 mm. The printable area and hub sizes may vary between disc manufacturers.



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**Note:** Most Rimage media has a printable area with an outside diameter of 4.65 in / 118 mm and an inside diameter of 0.95 in / 24 mm. On most labels, print settings of 118 mm and 24 mm are recommended. Please refer to the image.

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## Print Requirements

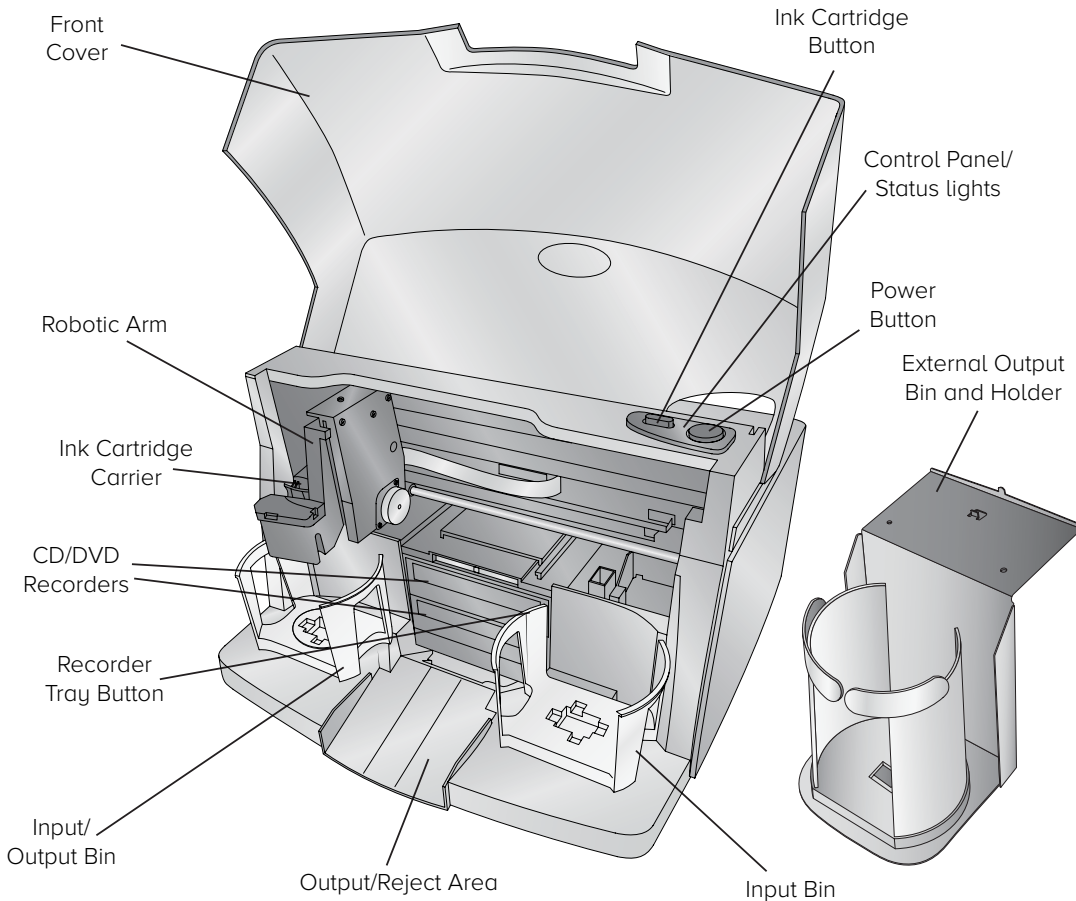
All labels created and saved through CD Designer are in the correct file format (.btw) for printing with the Rimage Allegro 100. If you are creating and saving labels with a software application other than CD Designer, save your labels as PDF files before printing with the Rimage Allegro 100.



# Identifying the Parts of the Allegro 100

This illustration shows the Rimage Allegro 100 system and its components.

## Front Panel and Top



The Robotic Arm moves discs from the Input Bin, to the CD/DVD Recorder, to the Printer, and finally to the Output Bin.

The CD/DVD Recorder is automatically loaded and unloaded by the system's Robotic Arm.

The Recorder Tray Button manually opens or closes the Recorder Tray. In normal operation, the in/out movement of the Recorder Tray is controlled automatically and this button is not used.

The Cover is a durable plastic cover that will protect the system from dust and interference. When the cover is opened, the ink cartridge carriage automatically moves, if needed, into position to allow loading of ink. It also provides access to both internal bins to load or unload media.

The left Input/Output Bin and right Input Bin are under the Cover of the system.

The right Input Bin can hold up to 50 discs and is the main input bin for blank media.

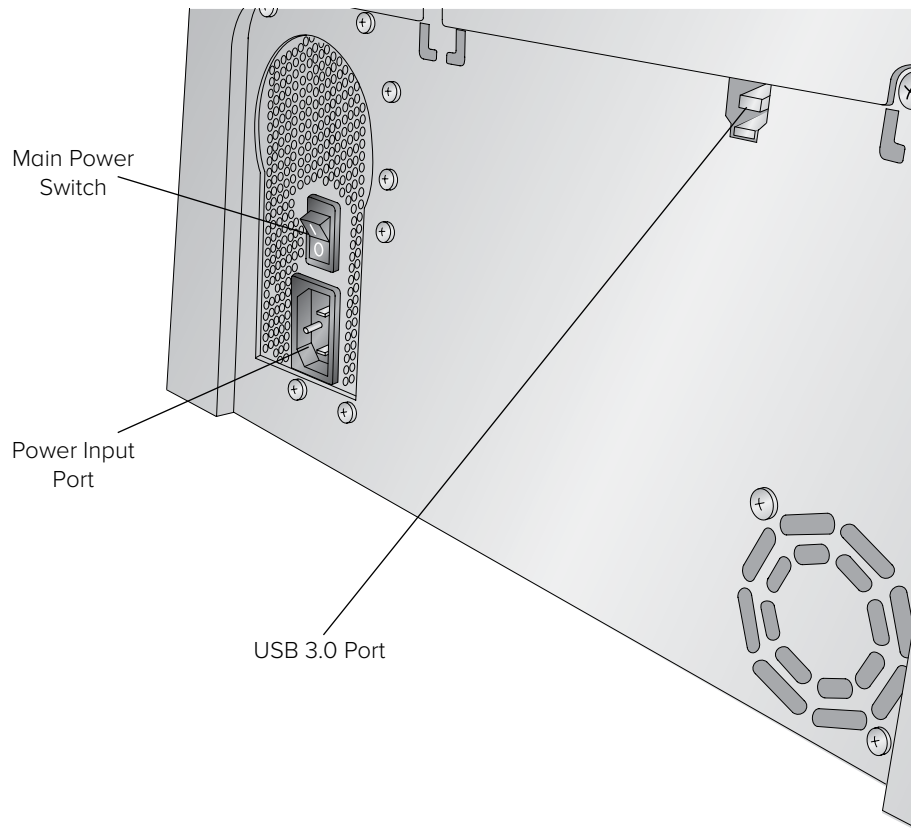
The left Input/Output Bin can hold up to 50 discs. By default, it is used as an output bin. If desired, use Rimage System Manager software to configure the left bin for input, thereby increasing your total input capacity to 100 discs. When doing so, attach the External Output Bin.

The External Output Bin is used when both internal bins are used as input. See "Using the External Output Bin" instructions.

# Identifying the Parts of the Allegro 100

This illustration shows the input ports found on the rear panel of the Allegro 100.

## Rear Panel



The **USB 3.0 Port** is connected to an open USB 3.0 port on your PC with a USB 3.0 cable, included with your system.

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**Note:** The included USB 3.0 cable can also be connected to USB 2.0 ports on your computer.

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The **Power Input Port** connects to the included power cable.

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**Note:** Your Allegro system may come with an extra power cable. Please use the correct power cable for your region.

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# Overview of Operation

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Your new Allegro 100 system is an automated, precision device intended for light-duty disc publishing. The process of duplicating and printing a CD/DVD job on your system happens automatically for you. The following is a complete description of that process:

1. Up to 50 blank discs may be loaded at one time into the right Input Bin.
2. The left Input/Output Bin also has a 50 disc capacity. By default, the left Input/Output Bin is configured for output, and should not be loaded with discs.
3. The system's integrated Robotic Arm will first remove any discs from the CD/DVD recorders. It may also check the bins to determine the number of discs. If the system state is already known, the Robotic Arm may not move at all.
4. The Recorder Tray opens automatically and the Robotic Arm places a disc into the CD/DVD Recorder Drive. After the disc is placed in the recorder, the Robotic Arm checks the input stack to check that two discs were not accidentally picked.
5. The Recorder Tray then automatically shuts. If a disc does not record properly (meaning that all or part of that disc is not recordable), the Robotic Arm picks it out of the Recorder Tray and sends it to the Output Bin.
6. The CD/DVD Recorder is now writing to the disc. If you were to fully record a CD with data, audio, video or music (650 MB), recording time is about 3 ½ minutes each. A full DVD records in about 7-15 minutes depending on the speed of the media to which you are recording. Most jobs don't fill the entire disc, so recording time is usually less than this.
7. After recording, the Recorder Tray opens automatically. The Robotic Arm will lift the disc out of the Recorder Tray. The Recorder Tray will close, and the Printer Tray will open. The Robotic Arm will lower the disc into the Printer Tray, and the Printer Tray will then automatically close.
8. If publishing more than one disc, the Robotic Arm will load the CD/DVD Recorder Drive with a blank disc from the Input Bin to start recording the next round.

9. Once recording has started on the next round, printing will start with the recorded disc from the previous round. This simultaneous printing and recording greatly increases the throughput of your system.
10. Print time varies according to which print mode has been selected (See "Color Matching" on page 14). In most cases, print time takes no more than 2 minutes. After printing the first disc, the system's Printer Tray opens automatically. The Robotic Arm moves the finished disc to the Output Bin.
11. The Robotic Arm will now load the second recorded disc into the Printer Tray for printing.
12. The process starts over and repeats until all blank discs are gone or the number of discs that you have specified via software has been copied and printed.

## Using the External Output Bin

You can increase the total input capacity of the Allegro system to 100 discs by having the left Input/Output Bin function as a secondary input bin. To do this, perform the following steps:

1. Attach the External Output Bin (included) according to the instructions in the "Allegro 100 Setup and Installation Guide." Failure to use the External Output Bin can result in potential jamming or scratching of discs.
2. The External Output Bin can hold up to 100 discs.
3. Use the Rimage System Manager to configure the left Input/Output Bin as a secondary input bin.
4. Load the left Input/Output Bin with up to 50 blank discs.

The Allegro 100 will now use the left Input/Output Bin as a secondary input bin, and the External Output Bin will collect the finished discs. To reset the left bin to function once again as an output bin, return to the Rimage System Manager software and reconfigure the settings.

# Hardware Setup

## Setup

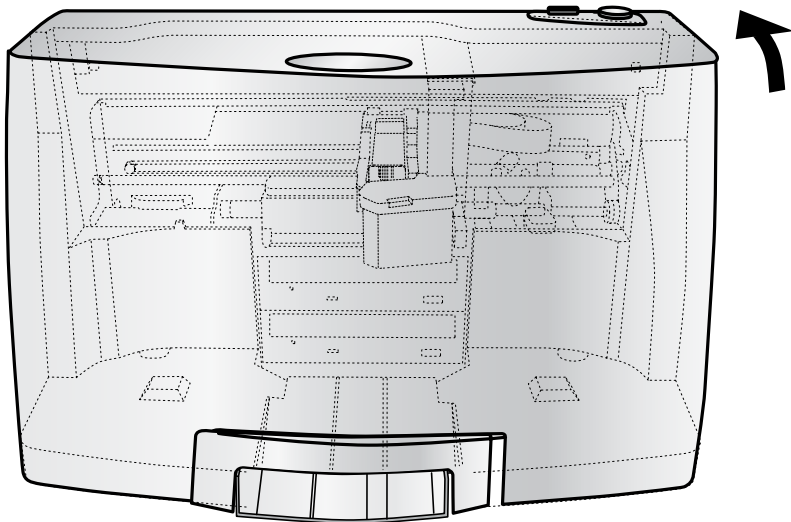
This section will describe the step-by-step process of setting up your Allegro 100 system. This includes information on how to load the supplies (ink and disc media) necessary to start producing discs.

## Load Discs

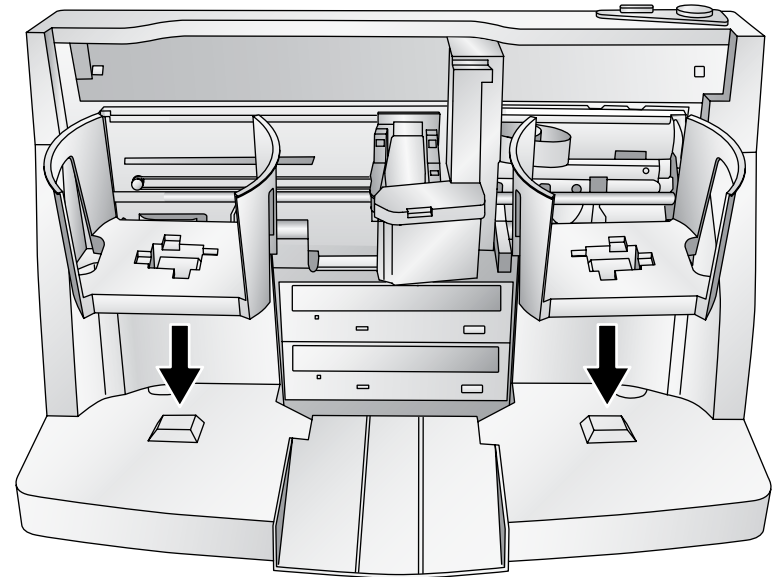
**Note:** Your Allegro system can print directly onto virtually any brand of inkjet printable-surface CD/DVD media. However, different brands of discs have different printable coatings. Because of this, you may need to adjust the printer driver settings to accommodate your specific brand of CD/DVD media. Refer to Advanced Printer Driver Functions on page 11 for further printer driver information. For optimal results, use Rimage media (CDs and DVDs), specially designed for inkjet printers.

Refer to the following steps when loading discs into the system:

1. Open the **Cover** of the system.



2. If needed, the system will automatically reposition the **Ink Cartridge Carrier** and **Robotic Arm** to allow easy access to the **Input Bin**.



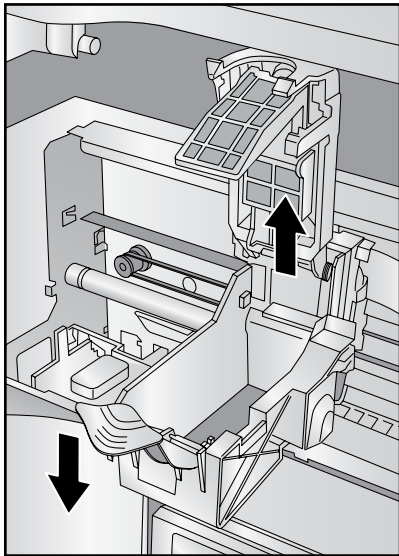
3. Load the **Input Bin** (the bin located on the right-hand side of the system) with up to 50 blank discs.
4. Leave the left **Input/Output Bin** empty if using it for output. If you have configured it as a secondary input bin using Rimage System Manager, and you have attached the **External Output Bin**, the left **Input/Output Bin** may be loaded with up to 50 blank discs for a total 100 disc input capacity.
5. Close the **Cover** to return to normal operation.

# Hardware Setup

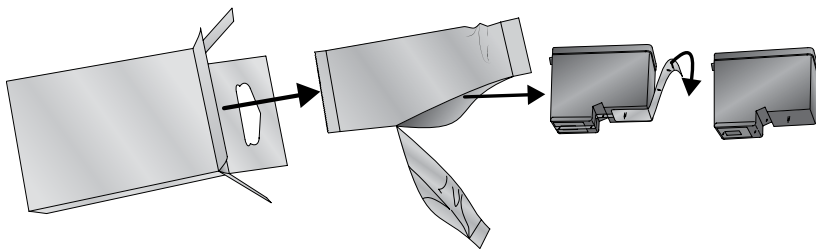
## Install the All-in-One Ink Cartridge

The Allegro 100 uses a single ink cartridge to print on your media, supporting monochrome, spot color and full-color images.

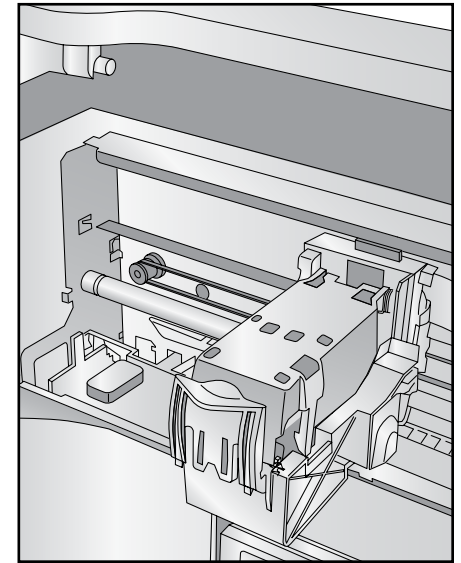
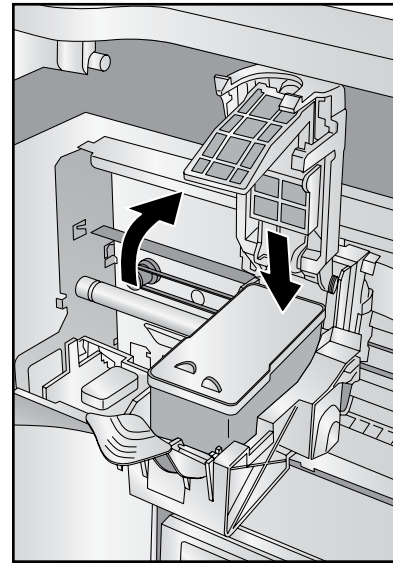
1. Open the **Cover**. The **Ink Cartridge Carrier** will automatically move, if needed, to the load position.
2. Open the cartridge cover by pressing down on the tab.



3. Remove the **All-in-One Ink Cartridge** from its packaging. Slowly remove the tape covering the cartridge's print head.



4. Insert the **All-in-One Ink Cartridge** into the **Ink Cartridge Carrier**, copper end first, and snap the cartridge cover in place.



5. Close the system's **Cover**.
6. You may be prompted to align the cartridge as soon as the software is started. Follow the procedures displayed on your PC screen.

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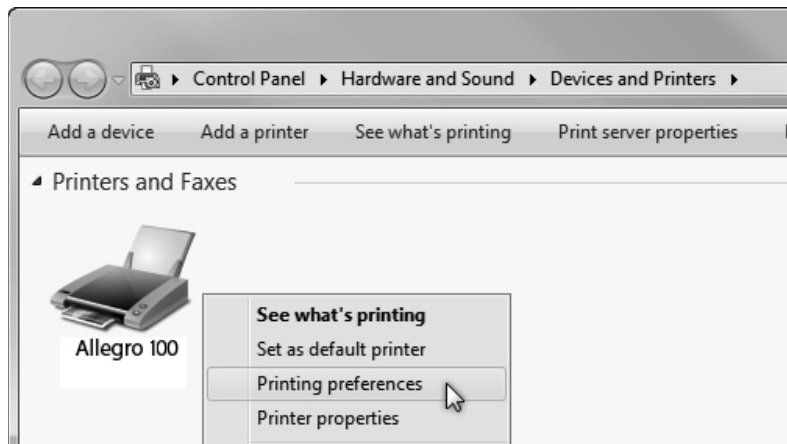
**Note:** An alignment print is required when you install a new **All-in-One Ink Cartridge**. The software will always prompt you to align the cartridge. Make sure that there is an unprinted disc in the **Input Bin** to complete this alignment.

---

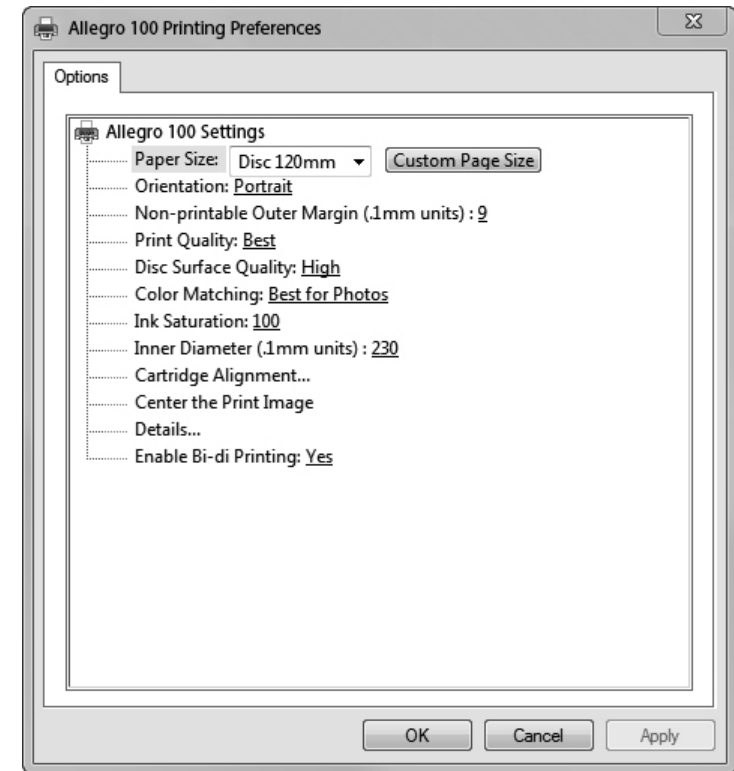
# Advanced Printer Driver Functions (PC)

Once the Rimage software has been successfully installed on your PC, as directed by the Allegro 100 Setup & Installation Guide, you will want to take a moment to familiarize yourself with the printer driver settings for your system. These settings affect the print quality of your discs. The default settings of the system's printer driver will fit most printing needs. Please refer to the following steps to change or verify your printer driver options:

1. Click the **Windows** icon on your PC screen and choose or search for **Devices and Printers**.
2. Click on the **Allegro 100** icon with the right mouse button and select **Printing Preferences**.



The following instructions apply to printing CD, DVD, and Blu-ray™ discs. Blu-ray is available as an option for the Allegro 100 system.



## Paper Size

The Paper Size option will be set to Disc 120 mm for printing onto printable surface CDs and DVDs.

## Non-printable Outer Margin

Adjust this value to print all the way to the outer edge of a CD. This is useful if you are printing full coverage images. As you lower this value, the Allegro 100 will print closer to the outer edge of the CD. Please note that with most media, the printable surface does not extend all the way to the edge of the disc.

## Print Quality

This setting has the most dramatic effect on the quality, speed and ink usage of the print. Color matching also affects print quality. Start with the



# Advanced Printer Driver Functions (PC)

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default setting, and select from the available settings to adjust the print quality, speed, and ink coverage to your preferences for printing.

## Disc Surface Quality

This setting enables a finer adjustment to each of the “Print Quality” settings in the previous paragraph.

## Color Matching

**Best for Graphics** mode is best used for graphical images where accurate color reproduction is not as essential. Images printed in this mode will look more vibrant because more ink is being used to produce them. However, printing images of people may produce skin tones that have a reddish tint.

**Best for Photos** mode is best used for photographic images where accurate color reproduction is very essential. Images printed in this mode will look lighter than those printed in Graphics mode. Skin tones especially will look more natural in this mode.

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**Note:** Exact color matching of the printed discs to the screen may never be possible because there are factors affecting color that are out of the printer driver’s control. The surface of the disc reacts with the ink in the cartridge to produce the color. For this reason, when printing the same image to different types of discs with different surfaces, the printed output can look different.

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## Ink Saturation

This option controls the ink saturation of the printed image. When printing onto some brands of printable discs, you may need to adjust this control in order to optimize the ink saturation for the printable surface of your specific media. If discs do not seem to be drying completely, it may be necessary to reduce this value.

## Inner Diameter

This value changes the size of the non-printed center. Larger numbers cause the non-printed center to be larger, and smaller numbers make the non-printed center smaller. This number is incremented by 0.1 mm, so

a change of 10 for inner diameter changes the diameter by 1 mm.

### **Inner Diameter Non-Printed Diameter**

0.905 in / 24 mm (Default)

0.591 in / 15 mm (This is the size of the hole in the center of the disc. Inner diameter cannot be adjusted lower than this.)

## Cartridge Alignment

The Cartridge Alignment prints a test print and then automatically scans the print to configure your printer for bidirectional printing and to align the color cartridge. It is important to perform this calibration every time you change a cartridge. If you forget to perform this calibration, you will be prompted to do so before your first print from the new cartridge.

## Center The Print Image

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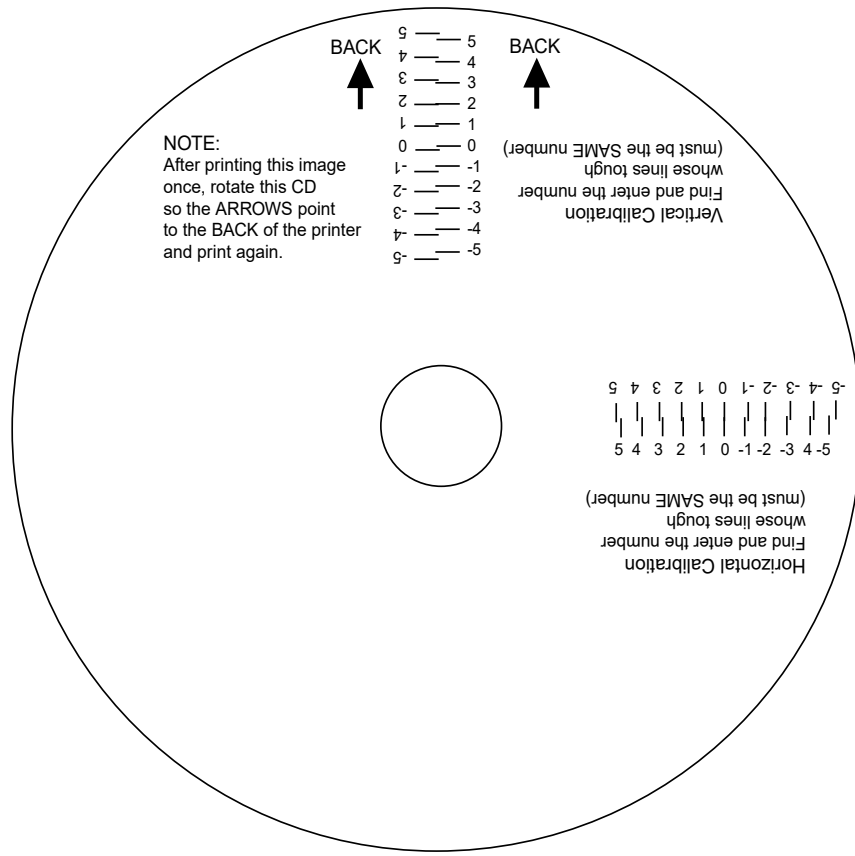
**Note:** Your printer comes from the factory pre-calibrated to print the image in the center of the CD. You can use this adjustment if you need to fine-tune this location.

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If you ever wish to verify your factory-calibrated Vertical and Horizontal calibration settings, you can run a simple calibration procedure to ensure that your images will be centered when printed on a CD. To do this, refer to the following steps:

1. Verify that a disc and an **All-in-One Ink Cartridge** are installed in the system. It is important to use the same brand of disc that you normally use for your publishing, because different brands of discs may vary slightly in size. Also, verify that the system is powered ON and that it is connected to your computer.
2. Click on **Center the Print Image** and then click the **Properties** button. The printer will begin printing the calibration test print.
3. When the print is complete, rotate the same disc 180° and put the disc back in the **Input Bin** and repeat Step 2 using the same disc.
4. When the second run of the print is complete, you should have a test print that looks similar to the following:

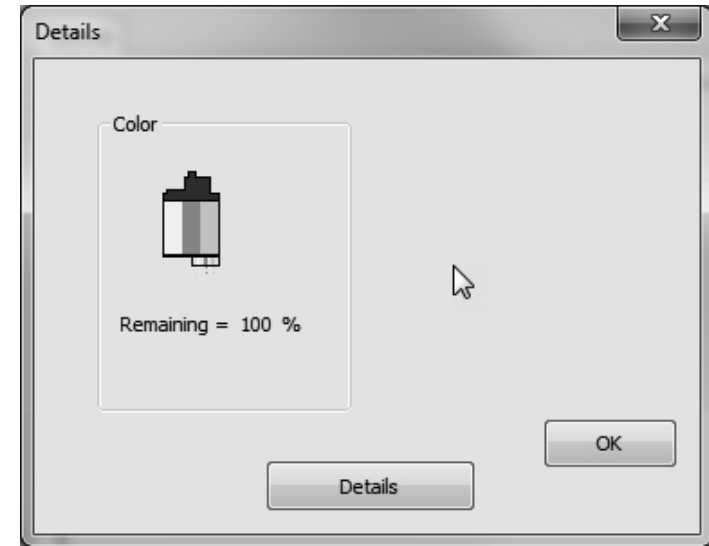
# Advanced Printer Driver Functions (PC)



5. Along the vertical axis of the printed disc, find the number whose lines touch. For example, in the above illustration, enter the number 2 into the **Vertical** box of the **Calibration** window and 0 for the **Horizontal** axis.
6. Select the **OK** button. Your images should now be centered when printed on a disc. After your selections have been made, close out of the **Printer Setup** window. You are now ready to go to an application program and print. All printer driver selections will stay the same until you change them; powering off the printer does not affect the settings.

## Details

Select this button to display the current ink levels as well as options for cleaning and changing the **All-in-One Ink Cartridge**.



## Details

Select the Details button for information on the drivers, firmware, alignment and number of discs printed with your Allegro 100 system. Click **Reset Factory Default** to set all print centering and cartridge alignment settings back to factory defaults.

## Enable Bi-di Printing

Your Allegro 100 system supports bi-directional printing. When bi-directional printing is enabled, the print head moves quickly from left to right, then right to left, which requires precise alignment. When bi-directional printing is not enabled, all printing is done in one direction, which operates more slowly but does not require cartridge alignment. Set the "Enable Bi-di Printing" option to **Yes** for faster printing that requires cartridge alignment. Set it to **No** for slower printing that does not require cartridge alignment.



# Using Other Graphics Programs

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While CD Designer will handle most labeling needs, other graphics programs can be used if you prefer.

When printing and burning using other Rimage software than CD Designer, your system will support the following additional standard label image file formats: BMP, TIFF, JPEG, GIF, PNG, PRN, and PDF. These formats can be exported from most standard graphics software, such as Adobe Photoshop or Illustrator.

When creating images in other graphics programs, we recommend creating a 4.72 in x 4.72 in (120 mm x 120 mm) square image with a minimum resolution of 300 dpi.

# Maintenance and Troubleshooting

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## Troubleshooting the Allegro 100

The Rimage Software Suite monitors the functions of your Allegro system, and will alert you to any errors or situations requiring your attention. Use the Rimage System Manager to monitor your system's functions. To troubleshoot any problems, please follow the on-screen prompts from the Rimage System Manager software. If needed, additional assistance with the software can be found in the Help section of the Rimage System Manager software or on the Rimage website at:

[www.rimage.com/support](http://www.rimage.com/support).

## Cleaning the Allegro 100

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**Note:** Do NOT attempt to oil or grease the Allegro 100's Robotic Arm shaft or other components. You will likely cause more harm than good! Any moving parts are designed to operate for the life of the machine with no additional lubrication required.

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Use a clean, lint-free rag with a small amount of ammonia window cleaner to clean the system's outside case and trays. This type of cleaner is very effective on inks that may accumulate on the Printer Tray. Stronger cleaning solutions are NOT recommended because they may damage the paint and plastic materials from which the parts are manufactured. Always disconnect your system's power cords before cleaning. Resume operation only after the surfaces are completely dry.

## Transporting the Allegro 100

To prevent damage to the Allegro 100's Robotic Arm during shipment, it is important to properly secure it.

To prepare for transport, remove the ink cartridges and Bins, close the Cover and then do the following:

1. With the Cover closed, switch off both the Power Button on the top of the Allegro 100 and the Main Power Switch on the back of the unit.
2. Press and hold the Ink Cartridge Button.

3. While continuing to hold the Cartridge Button, switch on power to the unit by switching on both the Power Button and the Main Power Switch on the back.
4. Continue to hold the Ink Cartridge Button for five seconds. After several more seconds, the robotics will undock and the Robotic Arm will lower. Power will shut off automatically once the robotics are in transport position.
5. If you have the cardboard spacer that was shipped with the unit, replace the spacer inside the unit and close the Cover. If you don't have the cardboard spacer, secure the Robotic Arm and cartridges to the sides of the unit with tape and close the Cover.

## Cleaning the All-in-One Ink Cartridge

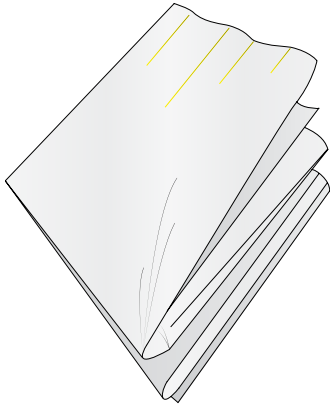
It may be necessary to clean the ink cartridge nozzles if you notice reduced print quality, or if you suspect that a cartridge nozzle has become slightly dried out or clogged. If the cartridge has been left out of the Allegro 100 more than 30 minutes, the ink in the printhead nozzles may have dried. If you are having print quality problems, follow the steps below:

1. First, check the Rimage System Manager to ensure that the ink level in the cartridge is more than 10%. If the ink level is lower than 10%, replace the cartridge.
2. If the ink level is above 10%, you will need to clean the cartridge.

# Maintenance and Troubleshooting

3. Prepare items needed for procedure.

**Two Paper Towels  
(folded four times each)**

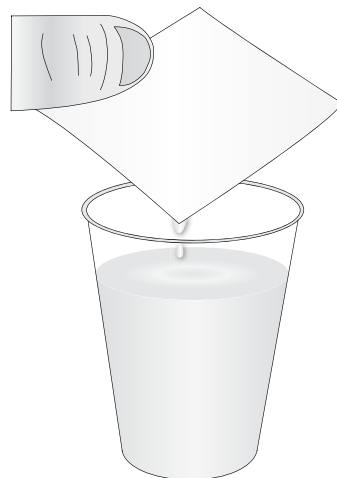


**Glass of Water**



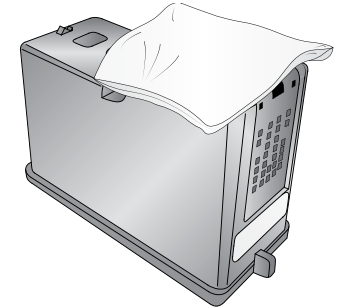
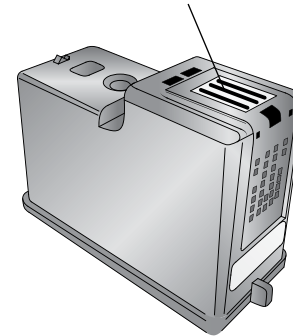
4. Soak the paper towels in water for 5 seconds.

**Note:** Do not squeeze water from paper towels after removing from water.

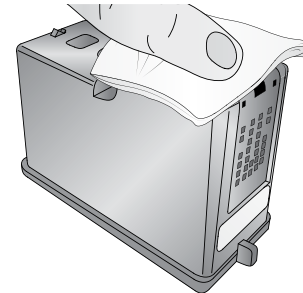


5. Place one paper towel on printhead nozzles.

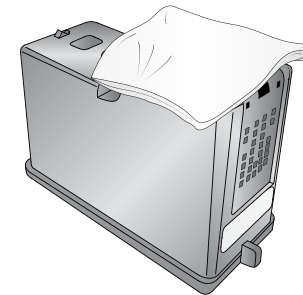
**Printhead Nozzles**



6. Gently press paper towel with finger.

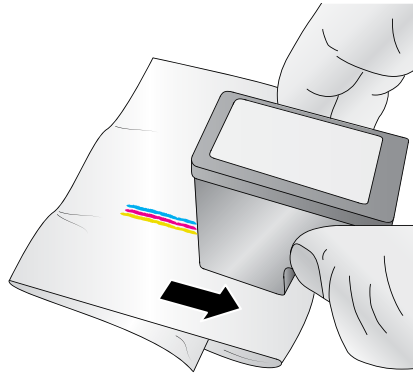


7. Leave the paper towel on the printhead nozzles for 30-40 seconds.



# Maintenance and Troubleshooting

8. Remove the paper towel from the printhead nozzles and discard.
9. Place the second paper towel on a flat/hard surface that cannot be damaged by moisture.
10. Firmly press the printhead nozzles into the paper towel and drag the printhead in the direction indicated in the following diagram:

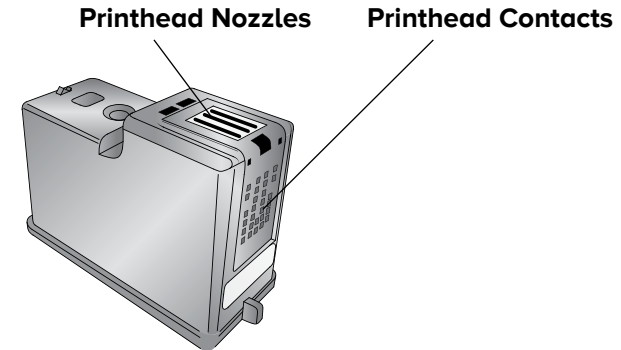


11. After wiping the printhead nozzles, the paper towel should show all three colors, as shown in the following diagram:



12. If all three colors are present, proceed to Step 13. If the paper towel doesn't show all three colors, then repeat Steps 3-11. If paper towel still does not show all three colors repeating Steps 3-11, then replace the cartridge.

13. Ensure that the printhead and printhead contacts are completely dry by dabbing gently with a dry, lint-free cloth or paper towel. Printer damage may result if the printhead contacts are not completely dry.



14. Clean the printhead by doing the following steps:
  - Reinstall the printhead.
  - Print a test disc

# Technical Support

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If you have difficulties in operating your Allegro 100, the procedures in this manual and the software User's Guide should, in most cases, solve the problem. If you still have difficulty, contact Rimage Technical Support through [www.rimage.com/support](http://www.rimage.com/support), or call or e-mail Rimage Technical Support for your region.

<b>North America:</b>	+1.800.553.8312, Option 2 <a href="mailto:support@rimage.com">support@rimage.com</a>
<b>Mexico/Latin America:</b>	+1.952.944.8144 <a href="mailto:support@rimage.com">support@rimage.com</a>
<b>Europe:</b>	+49.6074.8521.14 <a href="mailto:support@rimage.de">support@rimage.de</a>
<b>Japan:</b>	+81.3.6452.8780 <a href="mailto:servicejapan@rimage.co.jp">servicejapan@rimage.co.jp</a>
<b>China:</b>	+86.21.5887.8905 <a href="mailto:enterprise.sales@rimage.cn">enterprise.sales@rimage.cn</a>
<b>Taiwan/Asia-Pacific:</b>	+886.2.2726.0100 <a href="mailto:support@rimage.com">support@rimage.com</a>

# Technical Specifications

<b>Number of Recorders</b>	2
<b>Carousel / Total Capacity</b>	2 bins / 100 discs
<b>Printer</b>	4800 dpi inkjet
<b>Ink Types</b>	All-in-One Ink Cartridge, with 3-color CMY and composite black
<b>Media Types</b>	Inkjet Printable Surface CD-R, CD-RW, DVD-R, DVD RAM, DVD+R, Dual Layer DVD+R, BDR (with optional BDR drive).
<b>Operating Systems</b>	Windows 7, 8 or 10
<b>Rimage Software Suite (RSS)</b>	A full set of software tools enabling unique artwork design, job submission, system management, production monitoring and custom application creation.
<b>CD Designer™</b>	Label creation software - Included
<b>QuickDisc™</b>	Disc burning software - Included
<b>WebRSM™ / Rimage System Manager (RSM)</b>	Control and manage the system, locally or through the web - Included
<b>Interface</b>	USB
<b>Height</b>	11 in / 27.9 cm
<b>Width</b>	17.8 in / 45.2 cm
<b>Depth *</b>	17.5 in / 44.5 cm
<b>Weight</b>	26 lb / 11.8 kg
<b>Power Specifications</b>	100-240 VAC, 60/50 Hz, 5 AMP, 60 Watts
<b>EMC Certifications</b>	FCC Class B, CE
<b>Safety</b>	UL, UL-C, CE, RoHS
<b>Warranty</b>	12 months
<b>Minimum PC Specifications</b>	Please visit the <a href="http://rimage.com/support">Rimage web site</a> for minimum PC specifications.

\* Allow space (3.5 in or 9 cm) in rear of machine for cabling.