RIMAGE®

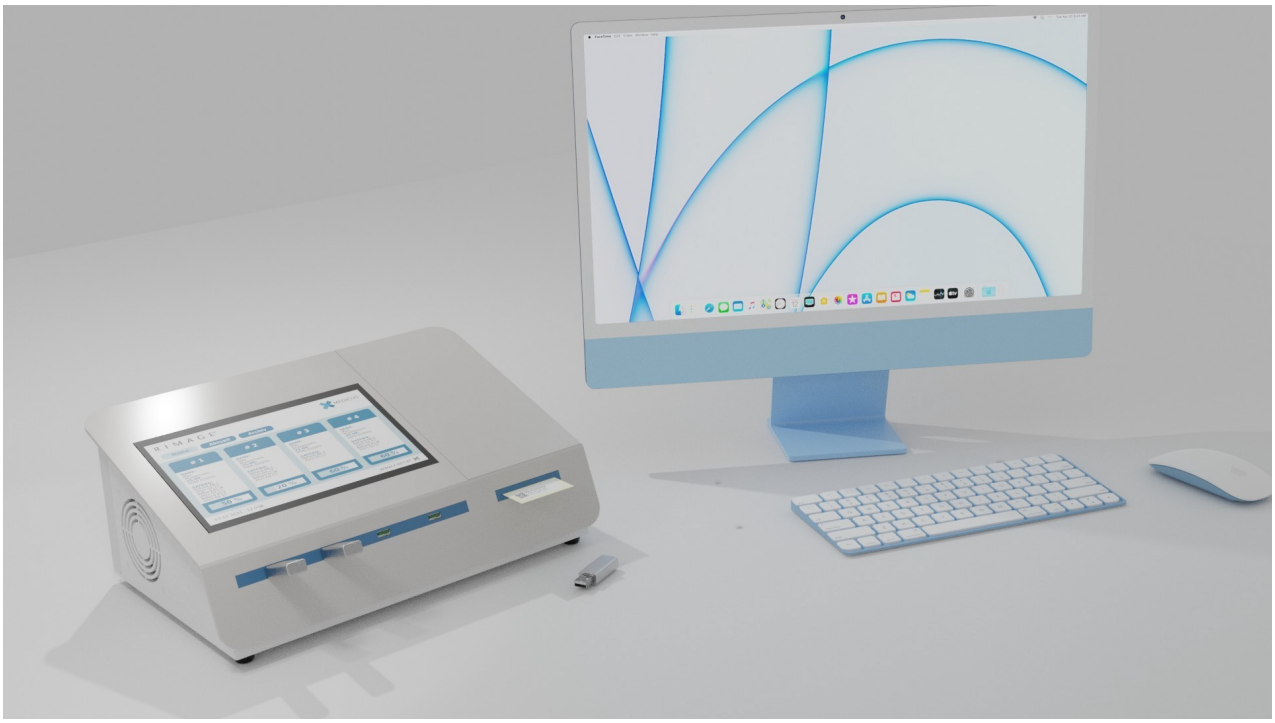
RX400

USB Recording and Printing System

License Type: Central

User Guide

Document version: V1.0 , September 2023



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1 Safety Instructions

1.1 Designated Use

- The RX400 is a copying device for removable media and storage devices. It is intended for commercial use in closed dry rooms.
- The RX400 User Guide must be read and understood before operating the device.
- The RX400 User Guide explains installation, initial configuration, and basic operation.
- Any uses other than described in this document can compromise the safety of the person and the integrity of the device and are not permitted.
- The manufacturer is not liable for damaged caused by improper or non-designated use.

1.2 Installation, Commissioning, and Operation

- The RX400 must be installed in full compliance with the instructions in the RX400 User Guide and legal regulations.
- The person installing the RX400 must read and understand the RX400 User Guide and follow the instructions as described. For additional support, access the online resources or contact technical support. The online manuals provide in-depth information about the RX400 device.
- The device must be installed in a de-energized state.
- Apart from cleaning the device in a de-energized state, no maintenance or modification of the device is allowed.
- All maintenance or repair operations must be performed by authorized support personnel.

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1.3 Operational Safety

- The RX400 is designed to meet state-of-the-art safety requirements. It is tested at the factory and shipped in a condition which it is safe to operate. Relevant regulations and European Standards have been followed.
- The manufacturer reserves the right to modify technical data without prior notice. Rimage will supply you with current information and updates to the relevant documentation.
- The information on the Type shield and other affixed labels on the device must be read. These contain important data on the permitted operating conditions, the device's range of application, and information on the materials used.

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1.4 Safety Conventions

Warning: Indicates an action or procedure which, if not performed correctly, can result in injury or a safety hazard. Comply strictly with the instructions.

Caution: Indicates an action or procedure which, if not performed correctly, can result in incorrect operation or destruction of the device. Comply strictly with the instructions.

Note: Indicates an action or procedure which, if not performed correctly, can have an indirect effect on operation, trigger an unexpected response or can result in a loss of performance or reliability of the device.

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2 RX400 Device Description

Caution: If the box shows obvious traces of external use of force, file a complaint with the transport company immediately. In this case, do not operate the device!

Figure 1: Unpacking

2.1 Unpacking

For safe unpacking you need the help of a second person. Follow the steps below:

1. Lift the cover off the box.
2. Remove the front and rear transport protection sponges as indicated in Figure 1: Unpacking number ③.
3. Lift the device out of the box. The second person holds the box and removes the left and right transport protection sponges.

Note: Please keep the packaging material. It ensures optimal protection of your RX400 during storage, transport or return.

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2.2 Box Contents

The scope of delivery includes the box content shown in Figure 2 (example images). The Accessory kit (Number 3) contains all the required accessories for the RX400 USB Recording and Printing System. See Figure 3,

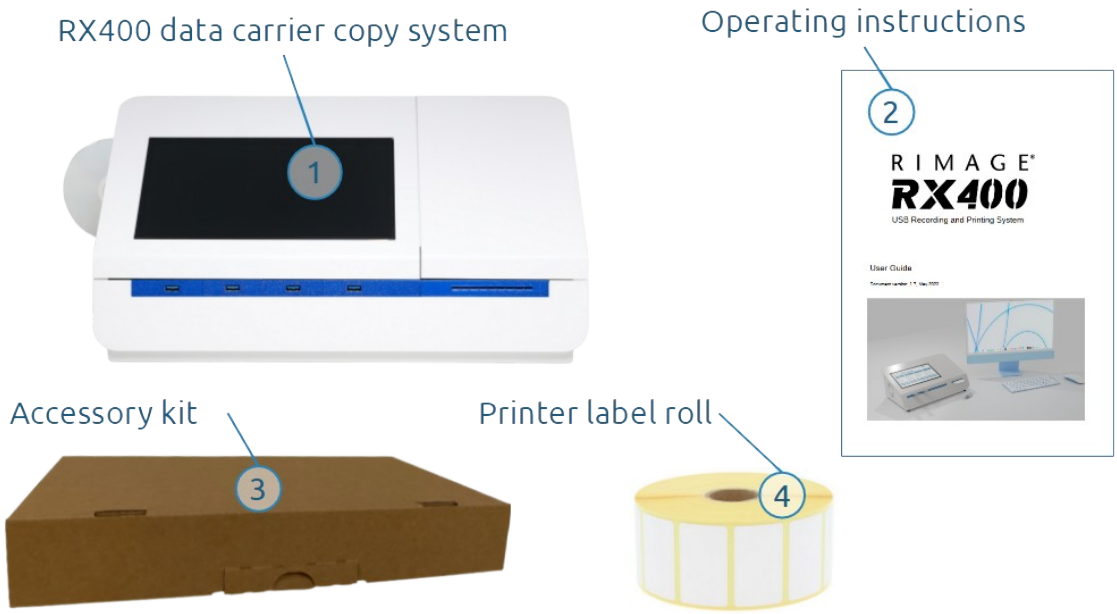

Figure 2: Box contents

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Open the Accessory kit (see Figure 3) and make sure it contains the following items:

1. USB Stick set
2. USB Stick with device documentation
3. USB Stick with device firmware recovery software
4. Power cord for external power supply with IEC plug
5. 24 VDC external power supply
6. Small parts plastic bag with:
    8. Two drive cage keys for external SSD
    9. Cable holder with screw
7. Screen cleaning cloth for touchscreen

Figure 3: Accessory kit content

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2.3 Device Controls

Figure 4 shows the location and naming of the RX400 controls and labels:

1. Disc drive
2. Touchscreen
3. Printer compartment ned
4. Fan ventilation slots
5. USB slots: from left to right: slot 1, 2, 3, 4
6. Label outlet
7. Type label
8. Network socket
9. Power panel
10. Spare network socket with blind cover
11. Rear ventilation slots
12. Printer lid label
13. Lid damper
14. Thermal print head

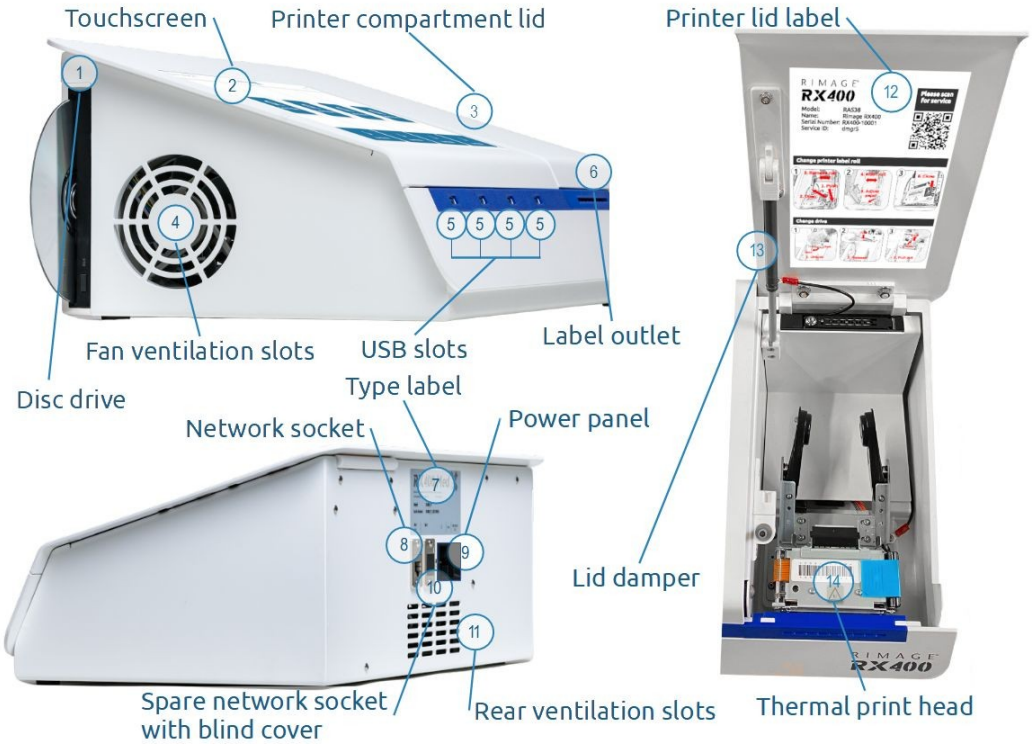

Figure 4: Device controls

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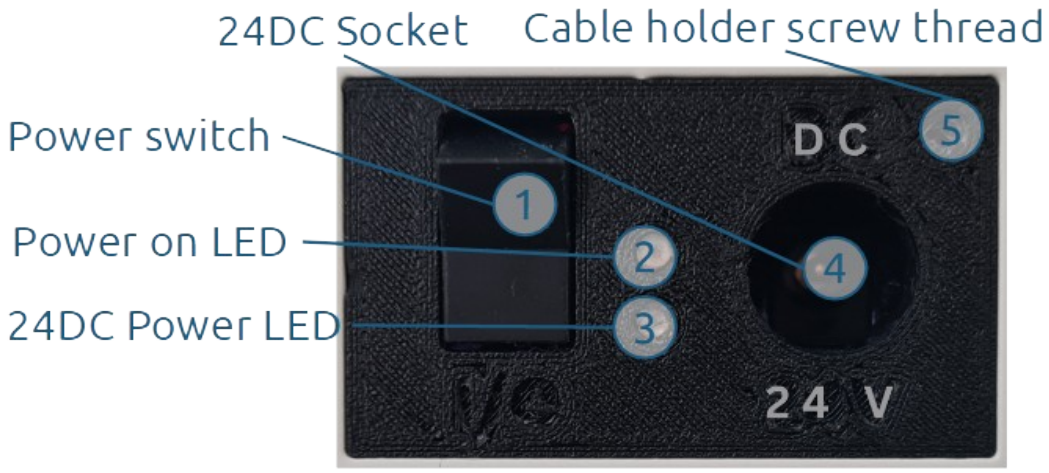
Figure 5 shows the elements of the power panel.

1. Power switch (shown in OFF position)
2. Power On
   LEDLit when the device is switched on and powered.
3. 24DC Power LED
   Lit when the 24DC power supply is plugged in and powered.
4. 24DC Socket
   Plug in the 24VDC power supply here.
5. Cable holder screw thread

Figure 5: Power panel



Note: Unit must be supplied by ES1, PS2 power supply according to IEC/EN/UL 62368-1 standard or SELV/LPS according to IEC/EN/UL 60950-1 standard with a output rating of 24V, max. 100W

Remarque: L'unité doit être alimentée par une alimentation ES1, PS2 conformément à la norme IEC/EN/UL 62368-1 ou SELV/LPS conformément à la norme IEC/EN/UL 60950-1 avec une puissance de sortie de 24 V, max. 90W

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3 Installation

3.1 Installation Conditions

Caution:

- The device must be placed on a stable, flat surface
- Make sure the ventilation on the left side, and on the rear remain free.
- Cables must be routed in such a way that they do not obstruct or hinder the operation of the device.
- The power switch is on the read of the device. Ensure that it is easily reachable by the operator.

- Choose a well-lit location for operation where the device is accessible from the front.
- The device must be set up free standing to ensure proper ventilation.
- There must be space and an easily accessible power outlet that ensures unrestricted cable routing of the external power supply.
- There must be a network port and respective cabling available when integrating this device into a local network.

Note: If you intend to use the optional DVD drive, leave enough space on the left side of the device for inserting and removing a CD/DVD.

- If the RX400 Med is to be connected to a local network, prepare the network cable before installing the device.

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3.2 Installation Instructions

1. Place the RX400 in its designated location.

> **Note:** The device must be placed on a stable, flat surface. Make sure that the ventilation slots for the fan on the left side remain free.

2. Connect the network cable to *network socket* of the RX400.
3. Make sure the device is switched off.
4. Connect the RX400 to the *24 VDC power adapter*.
5. Put the *cable holder* over the 24 VDC cable near the plug and attach it to the *power panel* with the *cable holder screw*.
6. Connect the *24 VDC power adapter* to the power supply.

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4 General setup for use

4.1 Insert Printer Roll

Warning!

Warning: The *printer compartment lid* is held by a damper so it cannot fall down freely. Ensure the damper is operating correctly, otherwise injury can occur when the lid is falling down freely.

If the *printer compartment lid* or the damper are loose, do **not** operate the device and refer to technical service for repair.

1. Open the *printer compartment lid*.
2. Follow the instructions on the *printer lid label* to insert the *printer label roll*.
3. Close the *printer compartment lid*.

4.2 First Startup

1. Power on the device with the *power switch* located at the rear of the device (see Figure 5; page 12).
2. The screen will show a logo and then enter the *setup wizard*, which allows the user to set the language, the administrator PIN and the network settings.

4.2.1 Setup Wizard

Step 1: Select the user interface language (see Figure 6)

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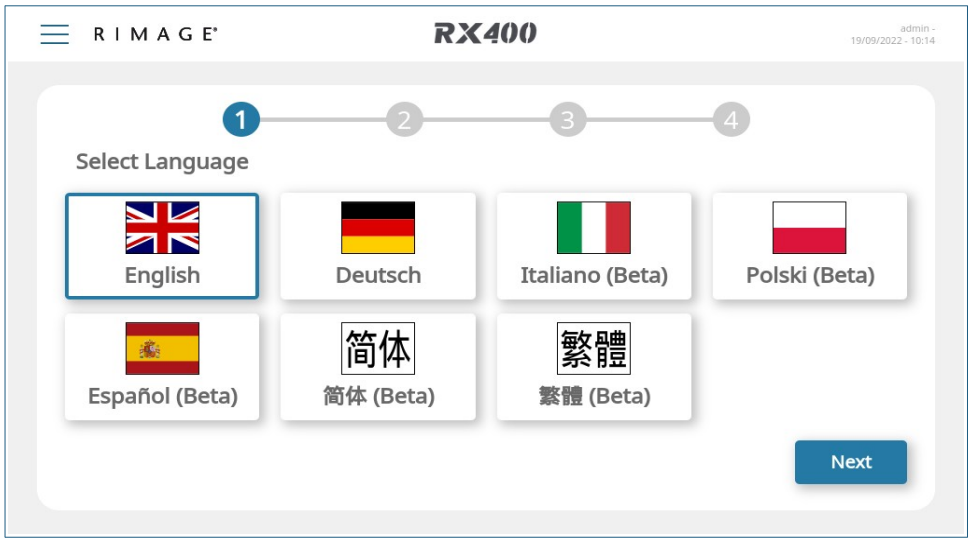

Figure 6: Interface Language

Step 2: Insert a four-digit PIN for the administrator account. The setup wizard will automatically go to step 3 when four digits are entered.

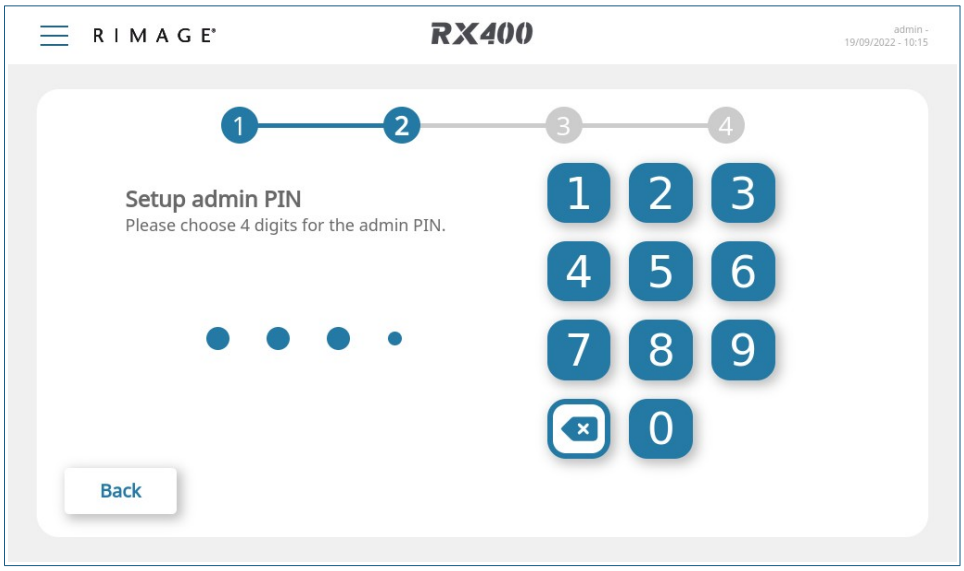

Figure 7: Setup Admin PIN

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Step 3: Confirm the four-digit PIN code for the administrator account.

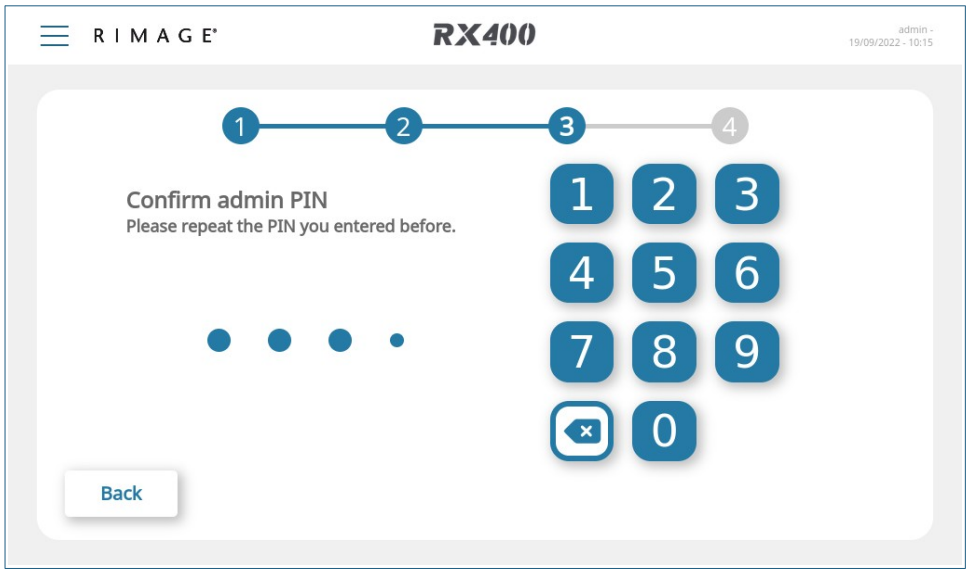

Figure 8: Confirm Admin PIN

Step 4: Optionally configure the network settings. By default the device uses automatic network configuration (DHCP).

Note: Wait up to 30 seconds after pressing “Finish”.

Storing the settings on the device takes some time. If you press “Finish” or “Back”, shut down or power off the device, the device configuration process is interrupted.

3. After completing the setup wizard on the device you will see the *Lock Screen*.

4.2.2 How to unlock the Screen

Step 1: Select user account (see Figure 9)

Note: at the first startup only the administrator profile is available.

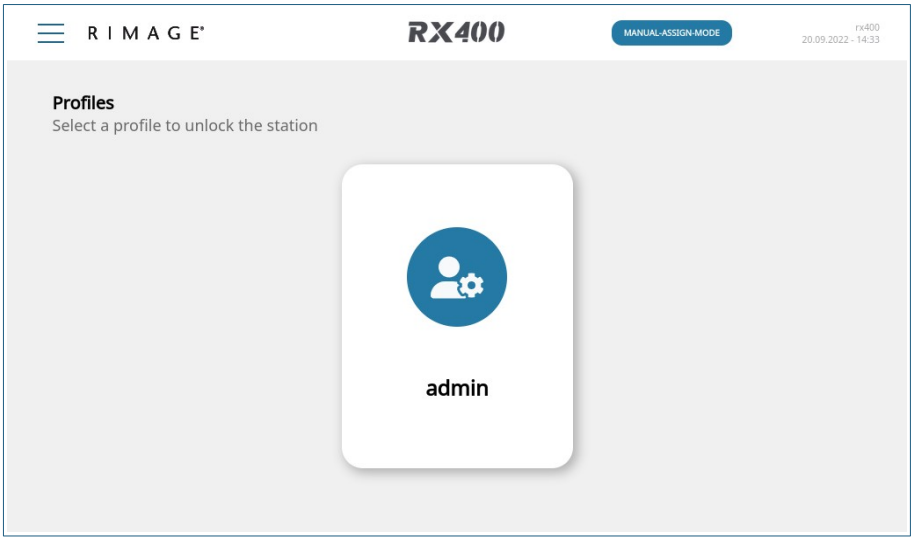

Figure 9: Select User Account

Step 2: Enter the PIN code of the selected user.

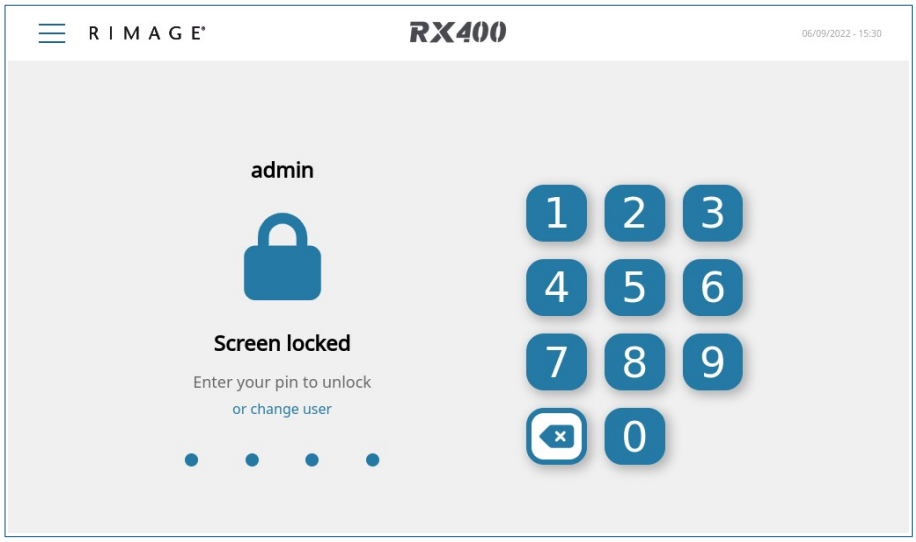

Figure 10: Enter PIN

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4.2.3 How to lock the Screen

To lock the screen open the *Side Menu* and select the entry `Lock Screen`.

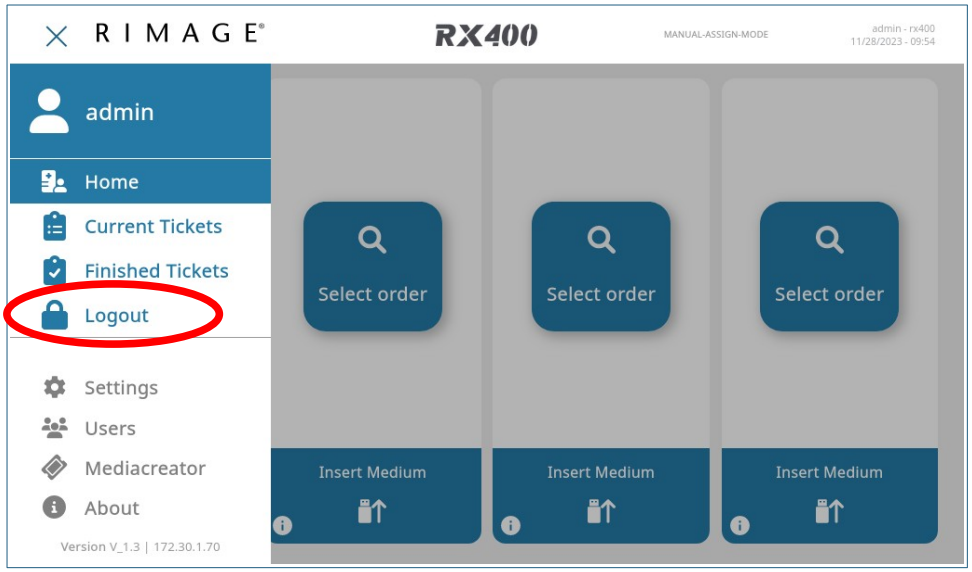

Figure 11: Side Menu

4. To be able to use any functionality you have to have the according licenses activated (see 4.3 License Management).

Caution:

Do not use the administrator account for normal operation!

After the first startup create an operator account for USB Stick production (see 5.1 User Management for further details).

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4.3 License Management

The RX400 requires a license in order to activate features and functionality. If your RX400 is not licensed on delivery you will have to activate it with license codes you can source from your distributor.

Following licenses can be activated based on the purchase from your distributor:

1. Medical License
2. Central License
3. Import Add-on

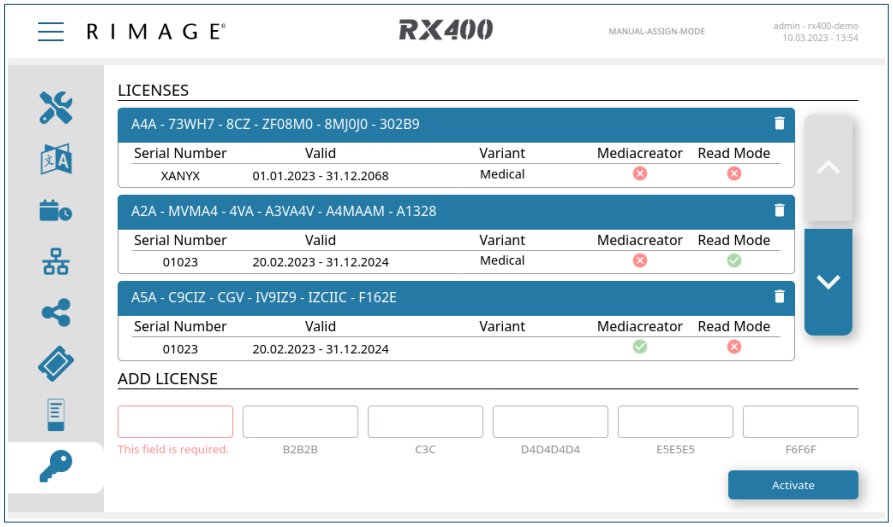

Figure 12: License settings

To check and activate your licenses log in as administrator then:

1. Open the *Side Menu*
2. Select the entry *Settings*.
3. Select the *License Settings (Key Icon)*
4. Check if there are licenses already activated
5. To *activate* a license click on the text field on the bottom and enter the key.
6. Click the *Activate* button.

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5 Operation

5.1 User Management

The RX400 is delivered with one user account named `administrator`.

Any number of additional users can be added via the user management.

Two types of user accounts are available:

1. Operator
2. Administrator

Operator accounts have access to all functions needed to produce USB Sticks.

Administrator accounts additionally have access to the device configuration functions.

Access to the device can be gained from the touchscreen by entering a four-digit PIN code, or via a web browser, where a password is required.

By default, accounts are only configured for *local access*, via the touchscreen.

To add a new user log in as administrator then:

1. Open the **Side Menu** (see 5.2.2 Home Screen, page 24).
2. Select **Users** (see 5.2.3, page 27).
3. Tap on the **Add User** button. The Add User dialog pops up.

Figure 13: User Management

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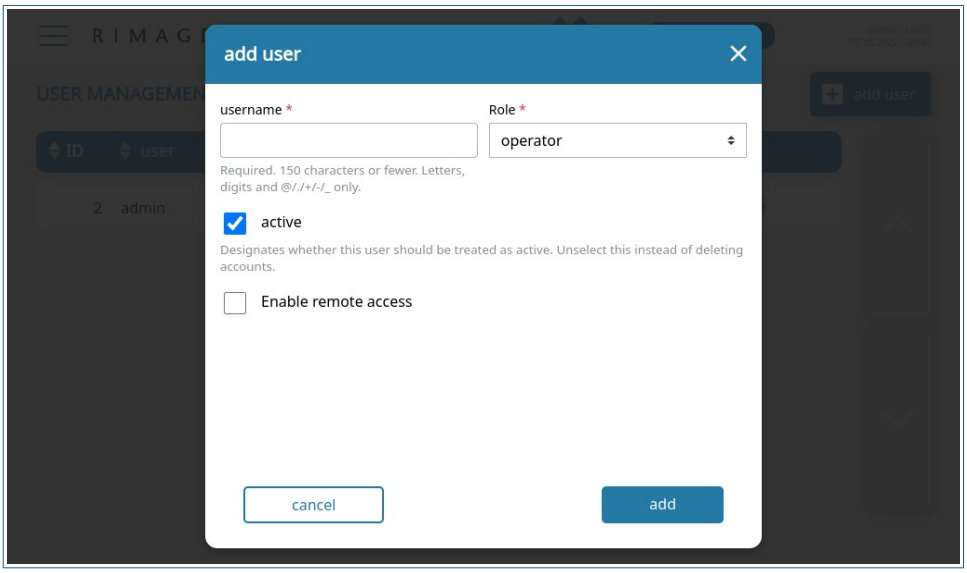

Figure 14: Add User

4. Insert the **username**.

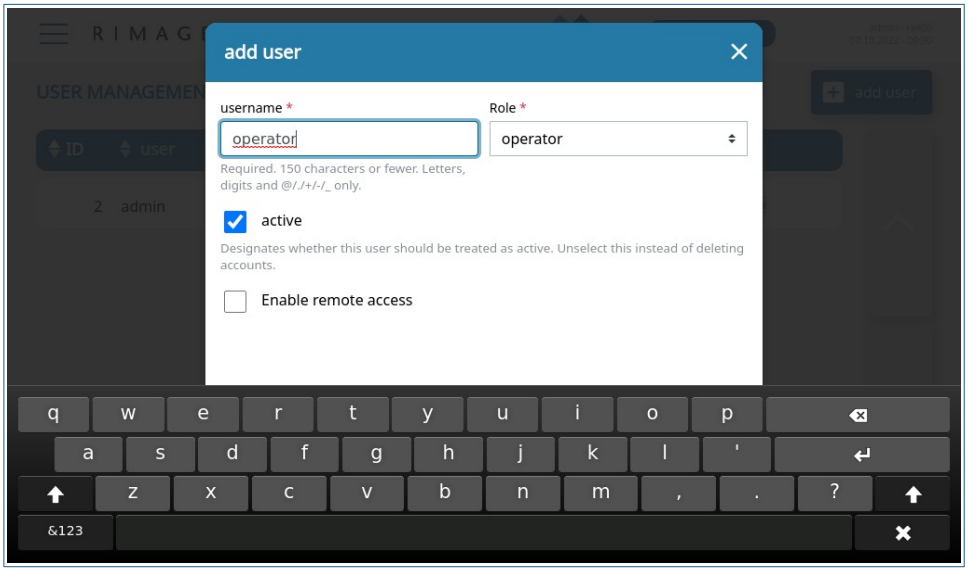

Figure 15: Add Username

5. Select the **role**.

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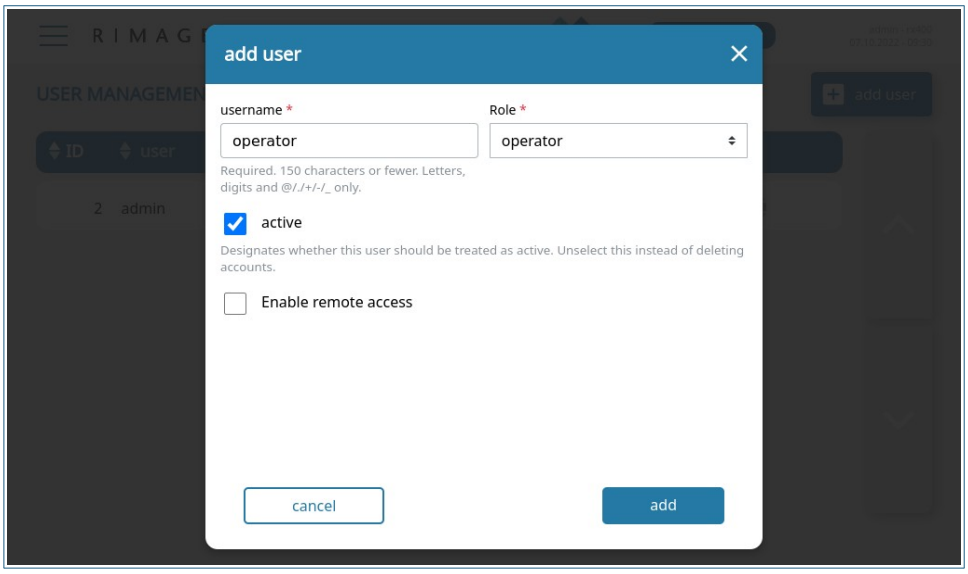

Figure 16: Add Role

6. Optionally enable remote access and set the password for remote login.
7. Tap the **Add** button.
8. The new user is shown in the user list.

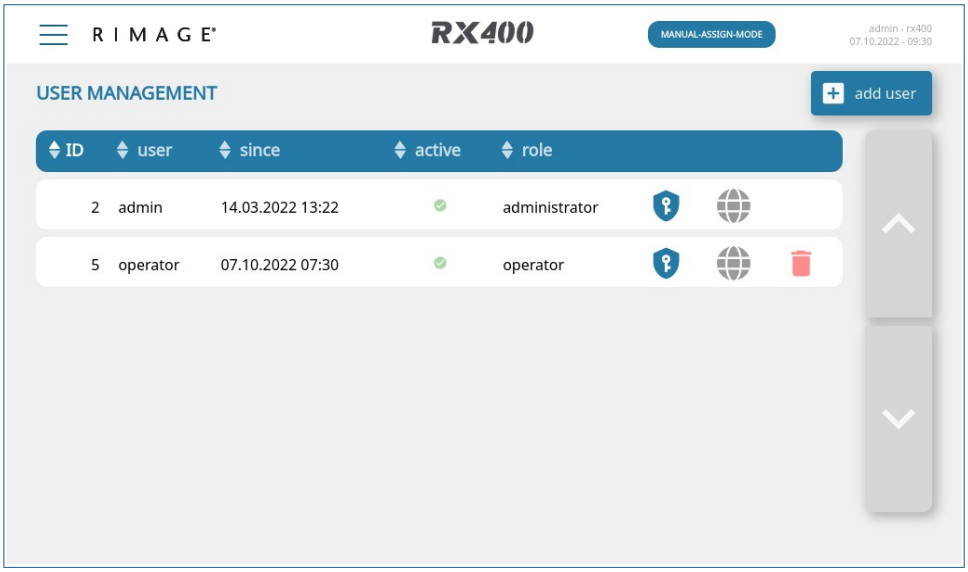

Figure 17: New User added to user management

The new user will have to set the PIN the first time s/he logs in.

Note: Note that the remote access symbol is grayed out, since the password for remote access is not set.

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5.2 User Interface

5.2.1 Lock Screen

After powering on the device, the Lock Screen is shown (Figure 18). Select a user and enter your pin.

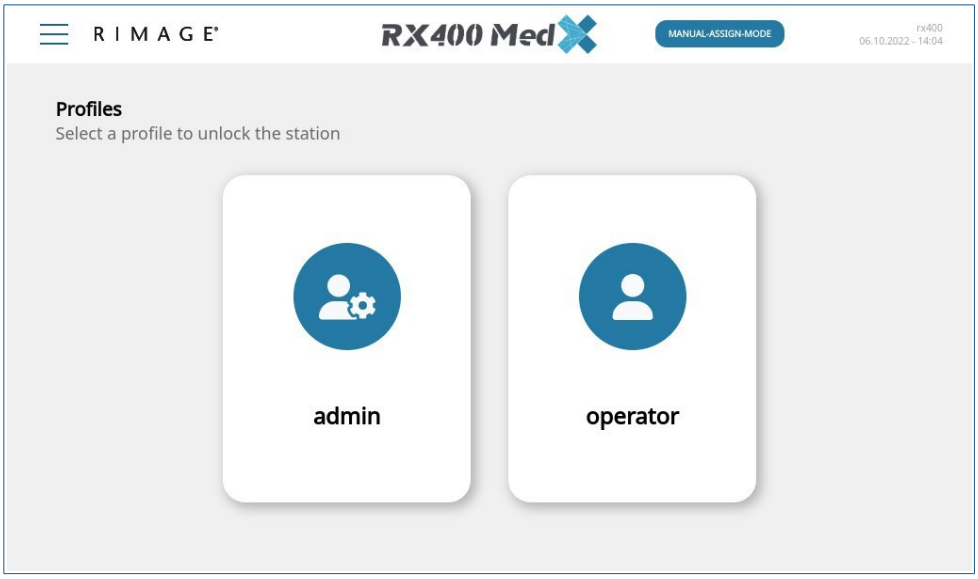

Figure 18: Lock screen

5.2.2 Home Screen

After unlocking the RX400, the Home Screen is shown:

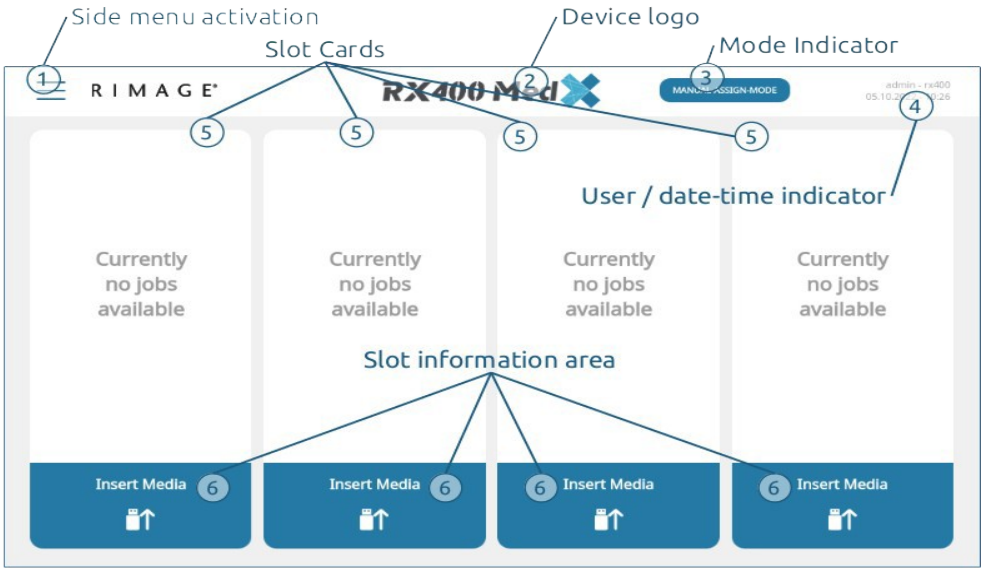

Figure 19: Home screen

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Figure 19 shows an example of the Home Screen without any running ticket. The following user interface elements are available:

1. Side menu activation
   Tap on the **Menu** button to open the Side Menu (see 5.2.3 Side Menu, page 27).

2. Slot Information Area
   Tap to get a pop-up window with information about the USB slot, medium (if plugged in), ticket, and job data (if assigned).

In Manual Assign Mode, when at least one ticket is available and in a running state, the *Select Order* button displays on the home screen (see figure 20). Tap this button to open the *Job Select* list (see Figure 28).

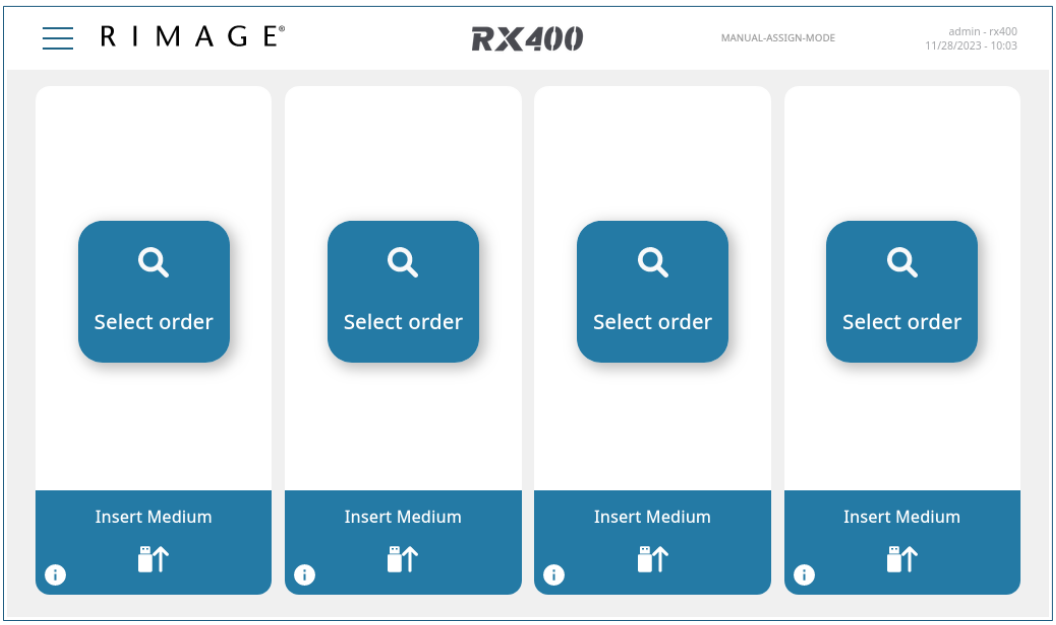

Figure 20: Home screen with running tickets

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5.2.3 Side Menu

The Side Menu gives access to additional functionalities.

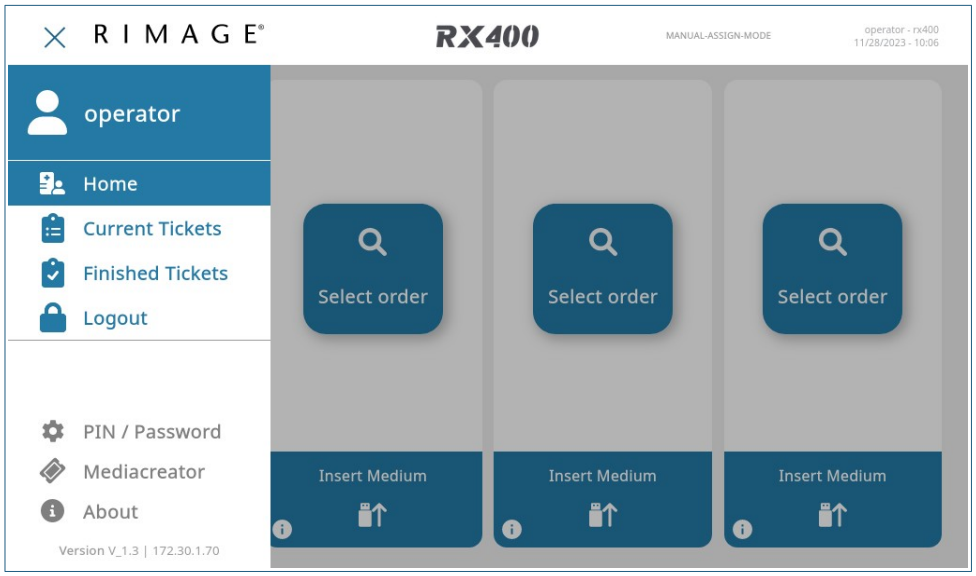

Figure 21: Operator side menu

When logged in as an Operator, you can see the options for USB Stick production and profile management. See Figure 21.

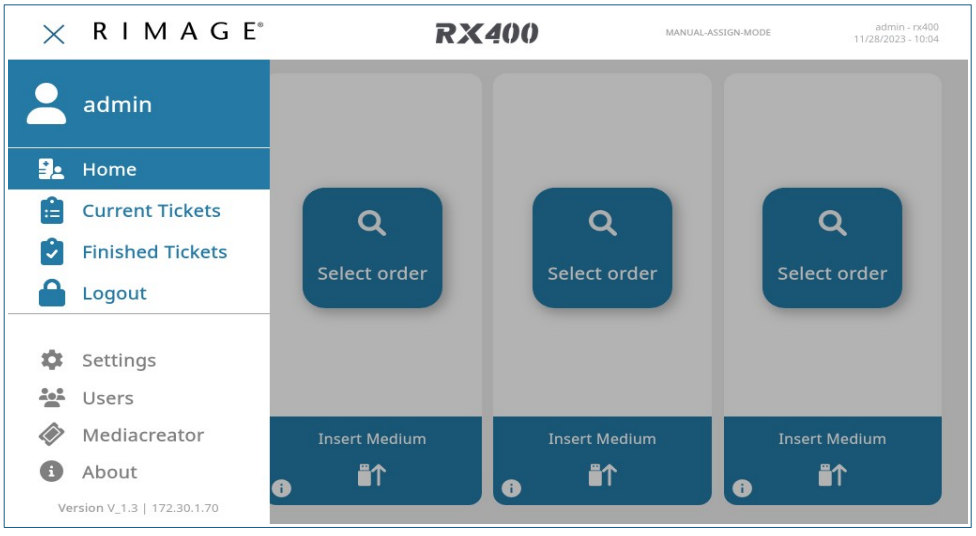

Figure 22: Administrator Side Menu

When logged in as an Administrator, additional options for *Settings* and *Users* are available. See Figure 22.

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5.2.4 Finished Tickets

Open the side menu and select *Finished Tickets*.

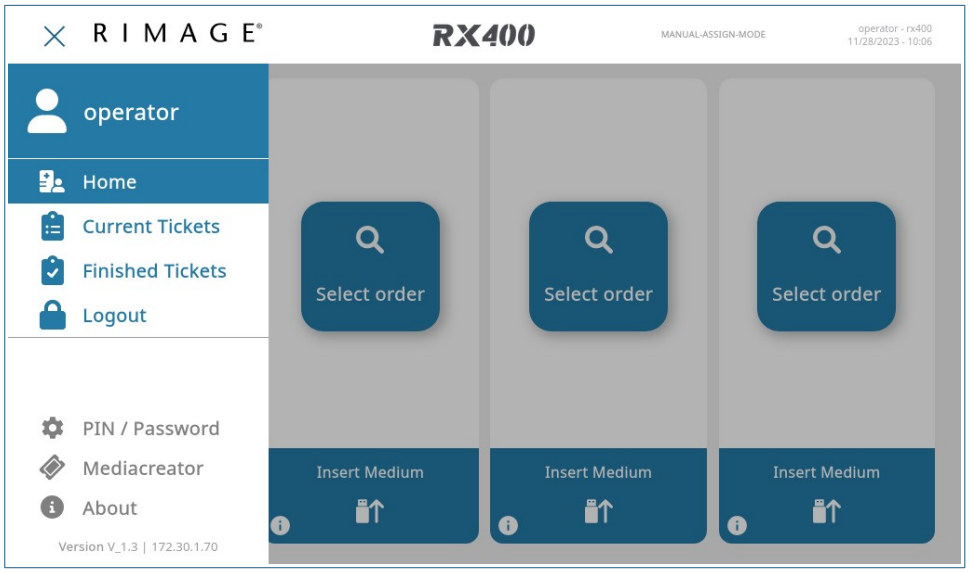

Figure 23: Side Menu

Tap on the line of any ticket to view its details.

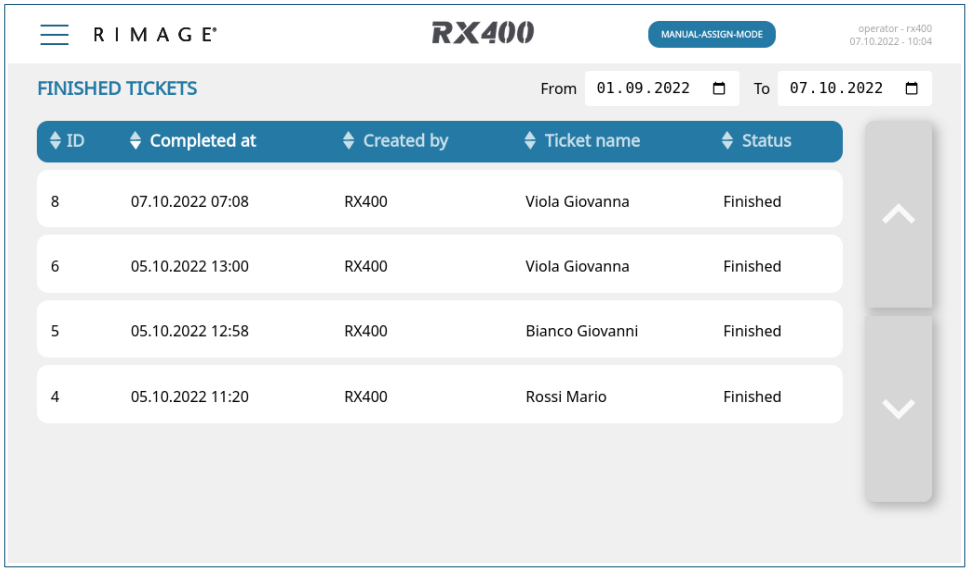

Figure 24: Job Details

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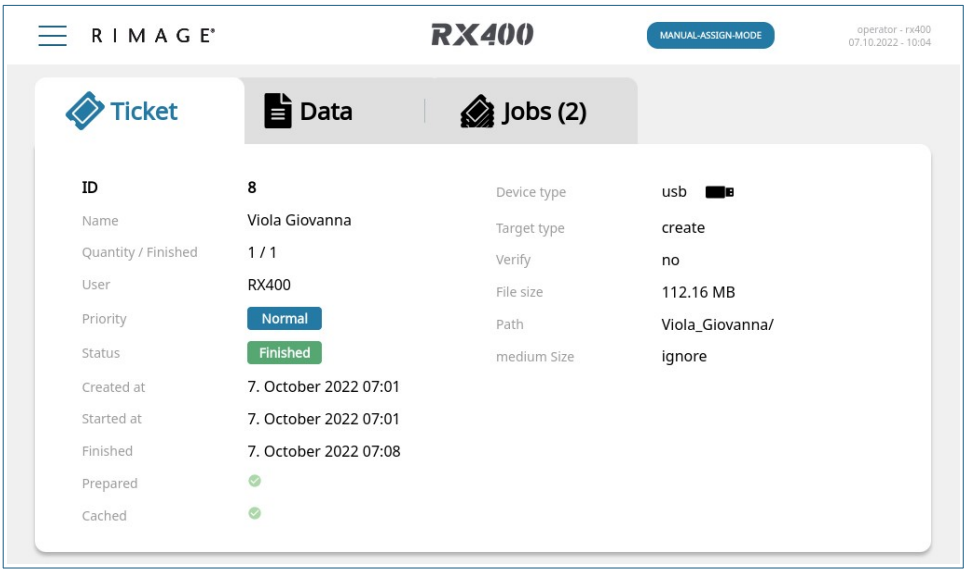

Figure 25: Ticket Tab

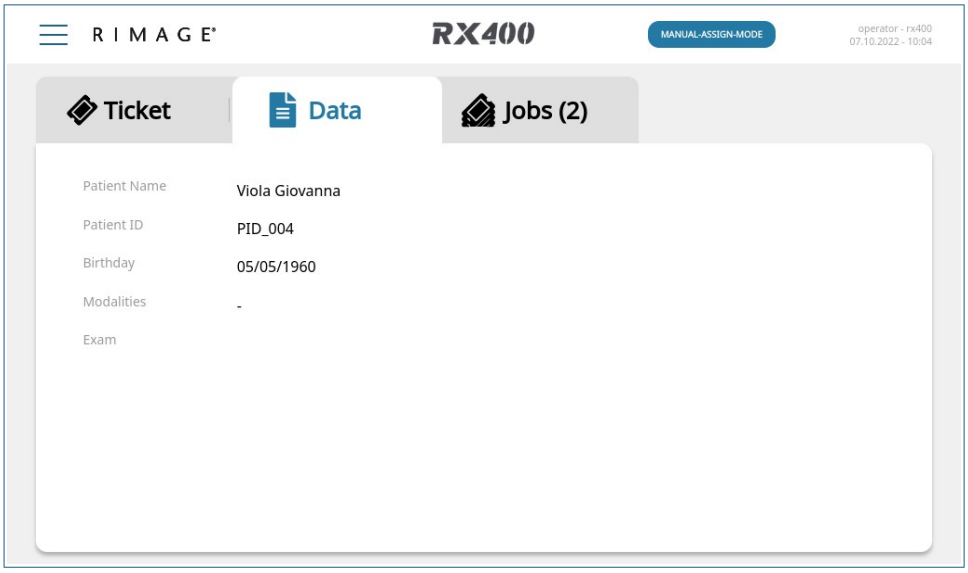

Figure 26: Data Tab

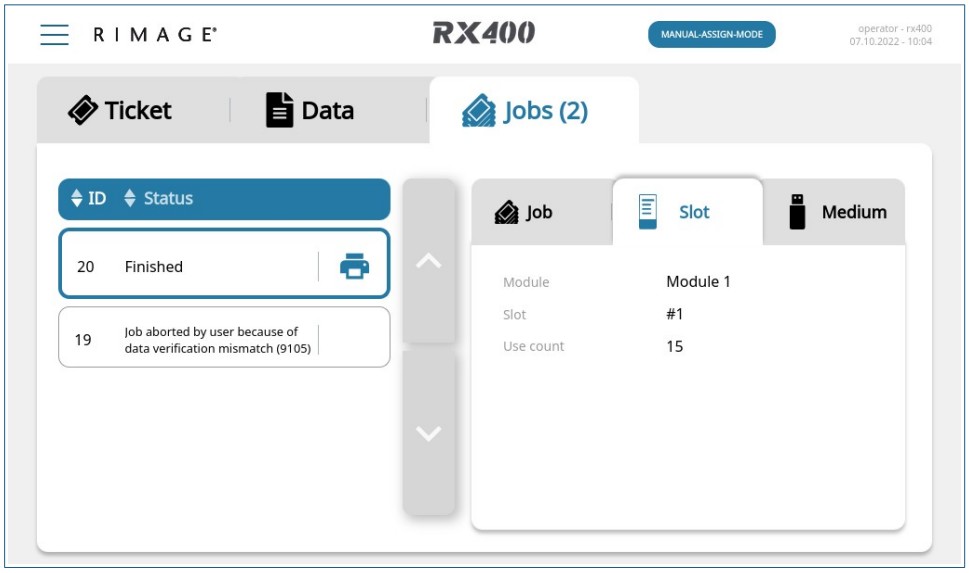

Figure 27: Jobs Tap

5.2.5 Job Select List

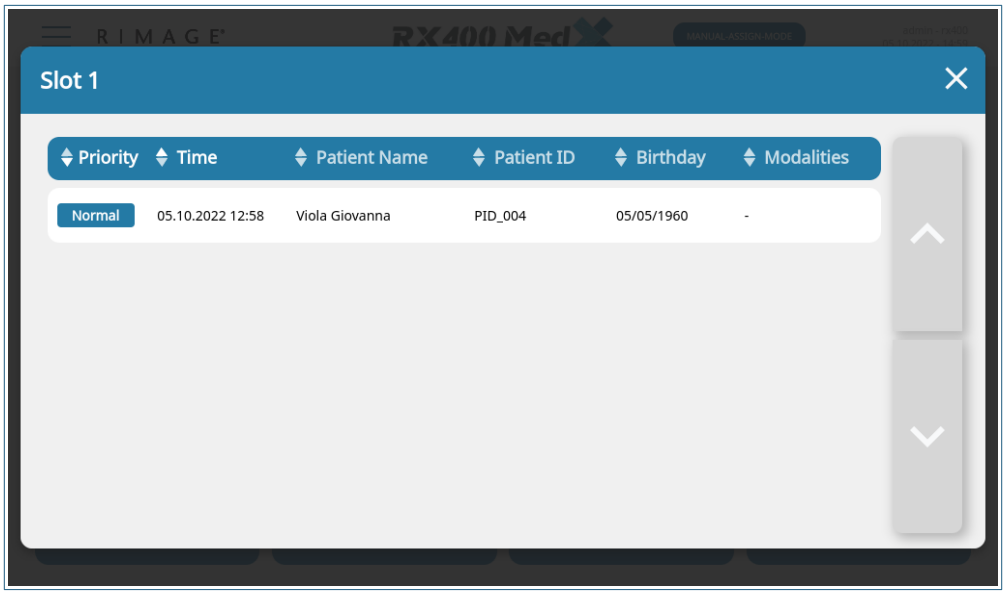

Figure 28: Job Select List

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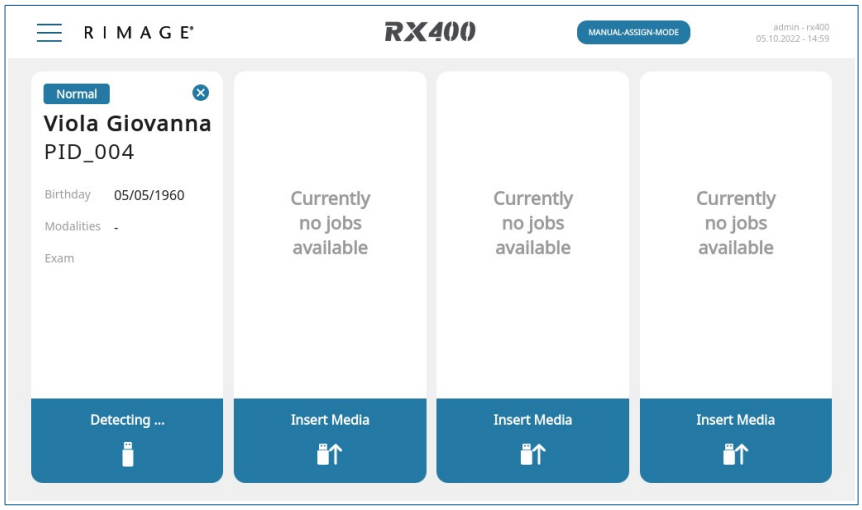

Figure 29: Slot Overview

The parameters displayed both in the *Job Selection List (see Figure Figure 28)* and the *Slot Data Overview* (see Figure Figure 29) can be defined in the settings under *Card*.

To change the shown values and labels do the following:

1. Open the *Side Menu* (see 5.2.2 Home Screen, page 24).
2. Select the entry *Settings*.
3. Select the card *Settings (Card Icon)*
4. Change the *Label* Field to the to name you want to show in the *card and job select list.*
5. Change the *Value* Field to the parameter name that is set in the Ticket
6. Check the *checkbox* to activate to be shown in job selection

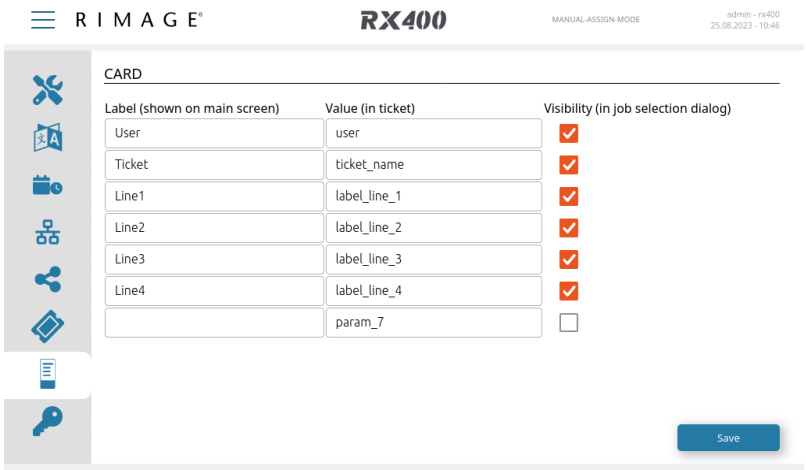

Figure 30: Card and job selection settings

5.3 MediaCreator – Creating a Job

The MediaCreator is a drag and drop solution to provide the RX400 system data and settings needed to produce the required USB Stick or other medium.

> **Note:** MediaCreator is only available from external access (access from a webbrowser) to the RX400 System. Please make sure you have a proper RX400 setup with an activated RX400 Central License (see Setup – License Activation).

To enter the MediaCreator follow these steps:

1. Open the *Side Menu* (burger menu upper left corner)
2. Click on MediaCreator *(If this menu point is not available check your license and restart)*
3. MediaCreator will open in a new tab

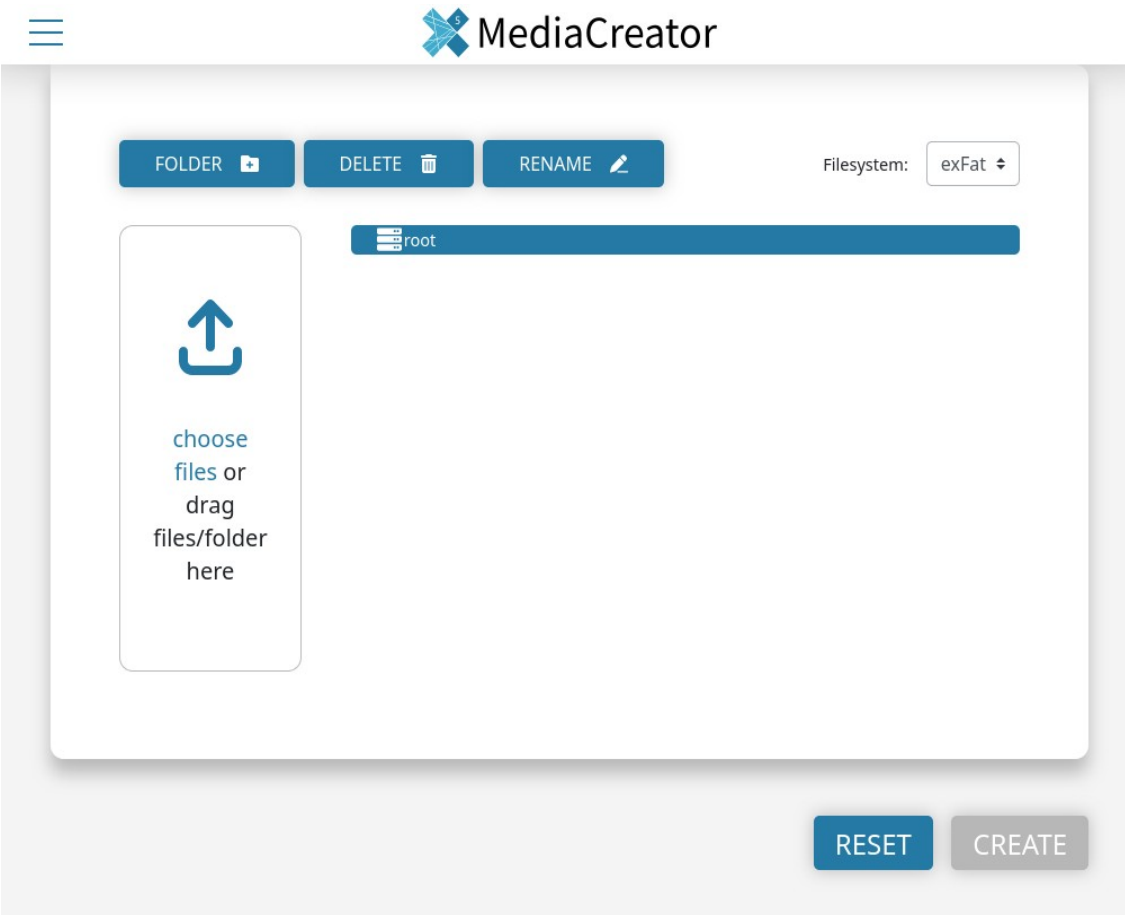

Figure 31: MediaCreator Interface

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There a four tabs available at the MediaCreator: *Files*, *Labels*, *Security* and *Ticket*. In order to create a Job every tab needs to have the required inputs entered. Once the requirements are met a small green tick is visible next to the tab icon. Click the *Create* button to create the job. The individual tabs are described in detail below.

5.3.1 Files Tab

In the *Files* tab you can drag and drop your required data in to the *choose files* field or select it from your file system by clicking on the *choose files* field.

You can also create *folders* as well as *delete* and *rename* files and folders using the buttons above the file tree.

Imported files and folders as well as created folders will be added under the currently selected folder, which is highlighted blue (default folder root).

At least one file or folder must be provided in order to fulfill this tabs requirement.

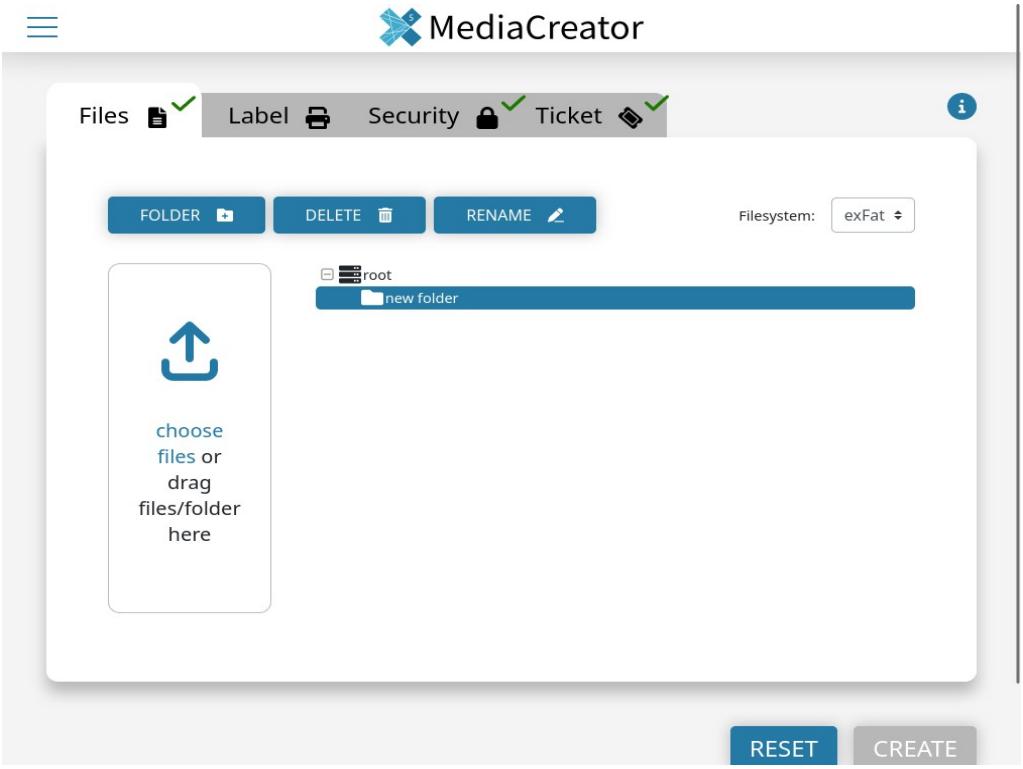

Figure 32: Media Creator create folder

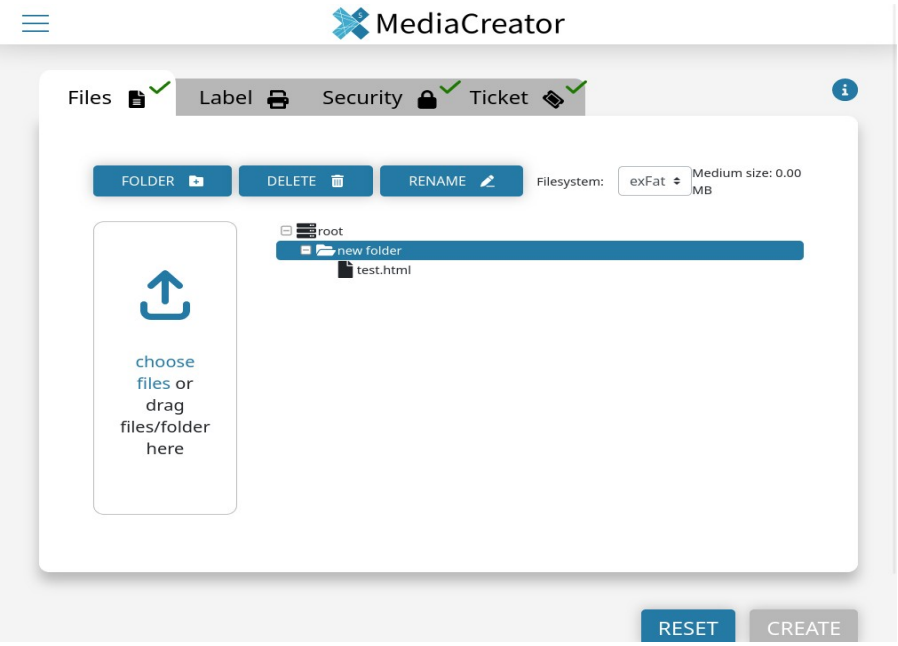

Figure 33: Media Creator files tab with added file

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5.3.2 Label Tab

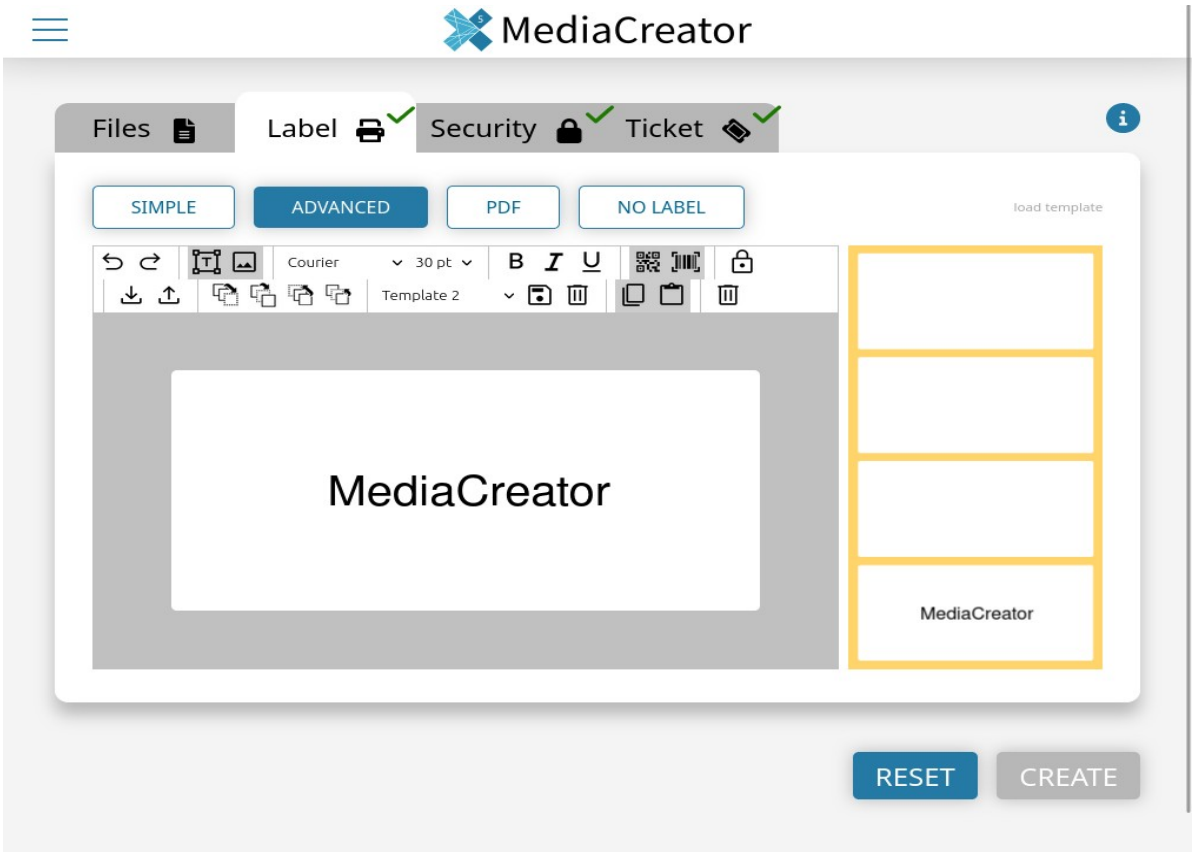

Figure 34: Media Creator Label Tab

The *Label* tab has three different modes to provide a label.

1. *Simple mode* only takes four lines and prints them on the label
2. *Advanced* mode provides an editor to design a label with text, qrcode and barcode as well as image (svg). A preview is provided on the right side
3. *PDF mode* enables you to convert a label to PDF. Please make sure the pdf dimensions are 54x25 mm (204x94 px)
4. *No Label* does not print out any label

At least one lable mode must be defined to meet this tabs requirements.

5.3.3 Security tab

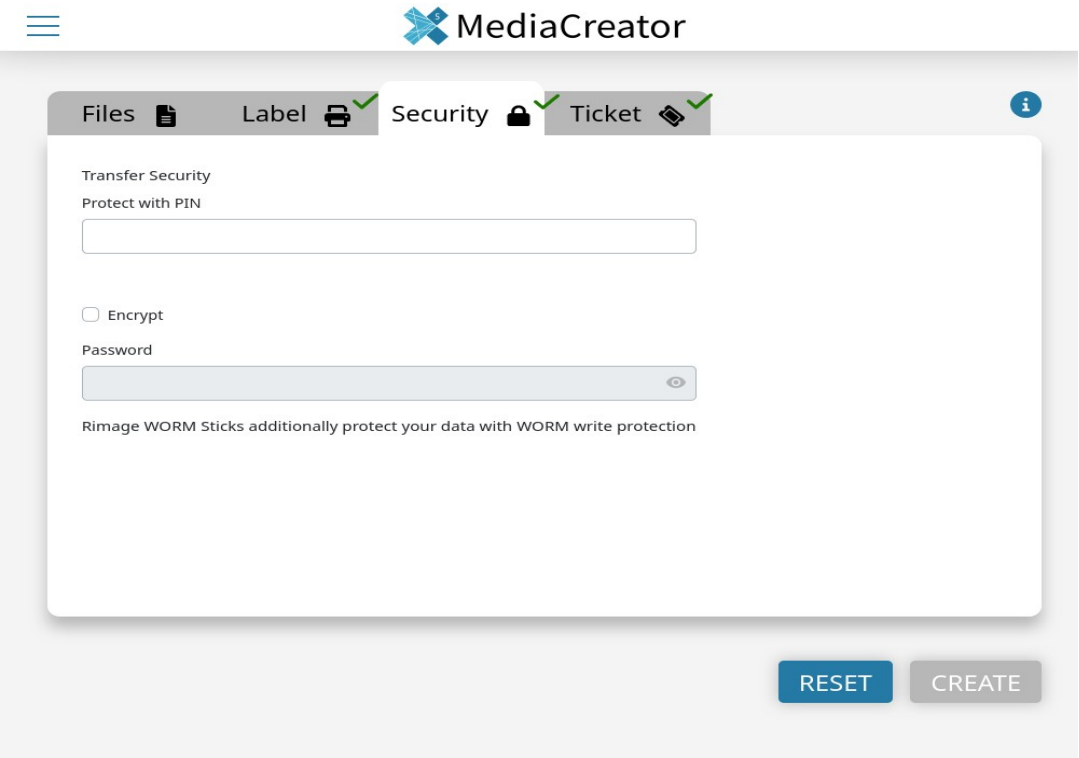

Figure 35: MediaCreator Security Tab

The *Security* tab provides settings to protect the data and copy process.

- *Transfer Security – Protect with PIN:* You can provide a 4 digit PIN that the RX400 system will require in order to start the job.
- *Encrypt*: If you apply this checkbox and provide a password all data will be archived into a zip and protected with the given password and AES-256 encryption.
- *Worm*: Worm compatible RX400 Sticks (BaseLine, TopLine, Base-Line Pro, Central Core, Central Ultra) automatically activate Write Once Read Many/write protection functionalities.

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5.3.4 Ticket tab

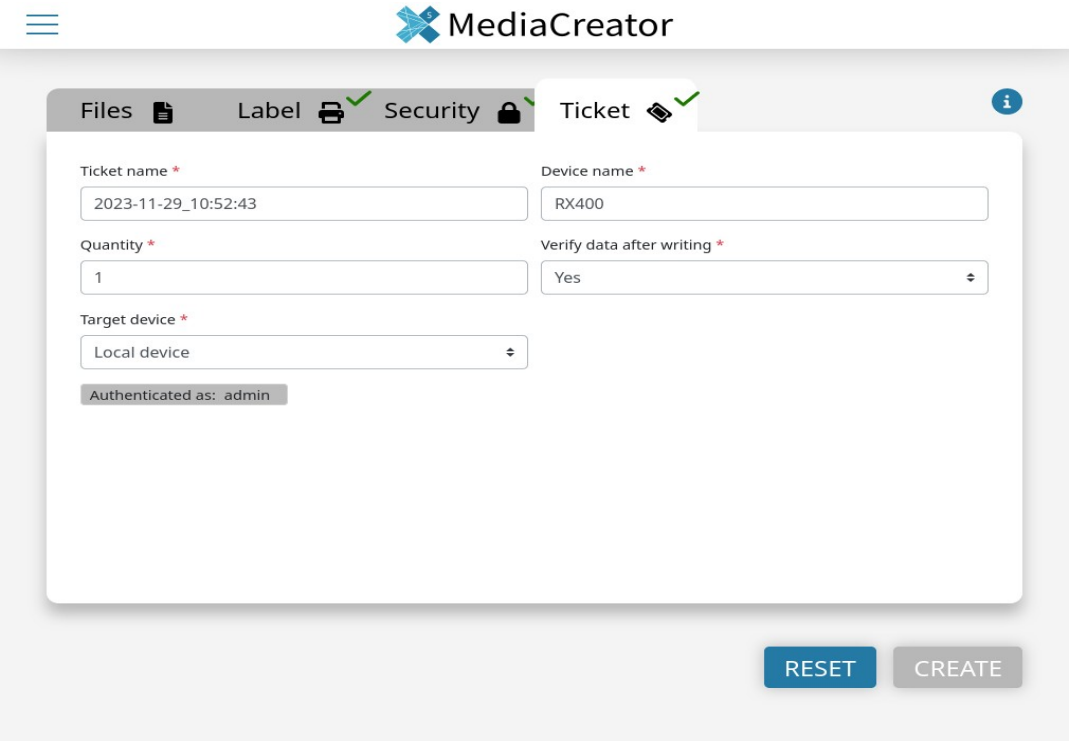

Figure 36: MediaCreator Ticket Tab

The *Ticket* tab provides meta setting such as follows:

- *Ticket name*: enter a name that the ticket is saved as
- *Device name*: enter a name for the USB Stick
- *Quantity*: enter the number of USB sticks that should be created in this job
- *Verify data after writing*: define whether a checksum check should be carried out after writing files or not
- *Target device*: select which RX400 the ticket should be sent to (only relevant if MediaCreator is on a standalone installation)
- *Authenticated as:* Name that is shown as sender of this job

When all requirements are met click the *Create* button to send the ticket.

5.4 USB Stick Production

Figure 37: The RX400 System with USB Sticks and Label

The term *production* means to copy data defined by a *Ticket* to an USB Stick. *Tickets* (production orders) are sent to the device over the network connection.

Basic operation is as follows:

1. Insert an USB Stick. The RX400 detects the type of USB Stick inserted on slot 1.

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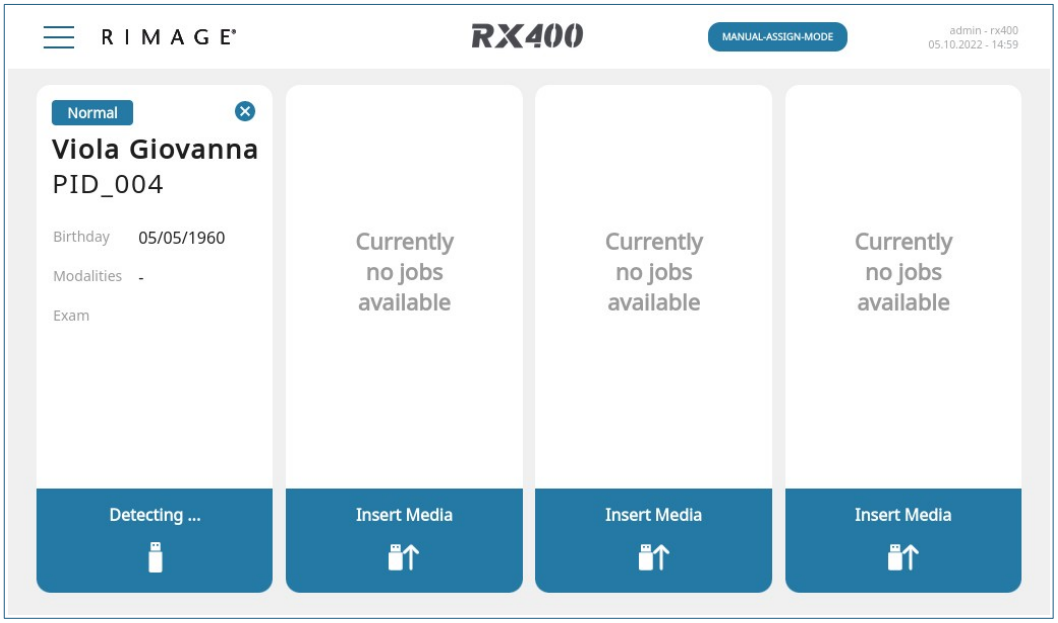

Figure 38: Detecting USB Stick

2. A Rimage BaseLine Pro Stick has been detected in slot 1.

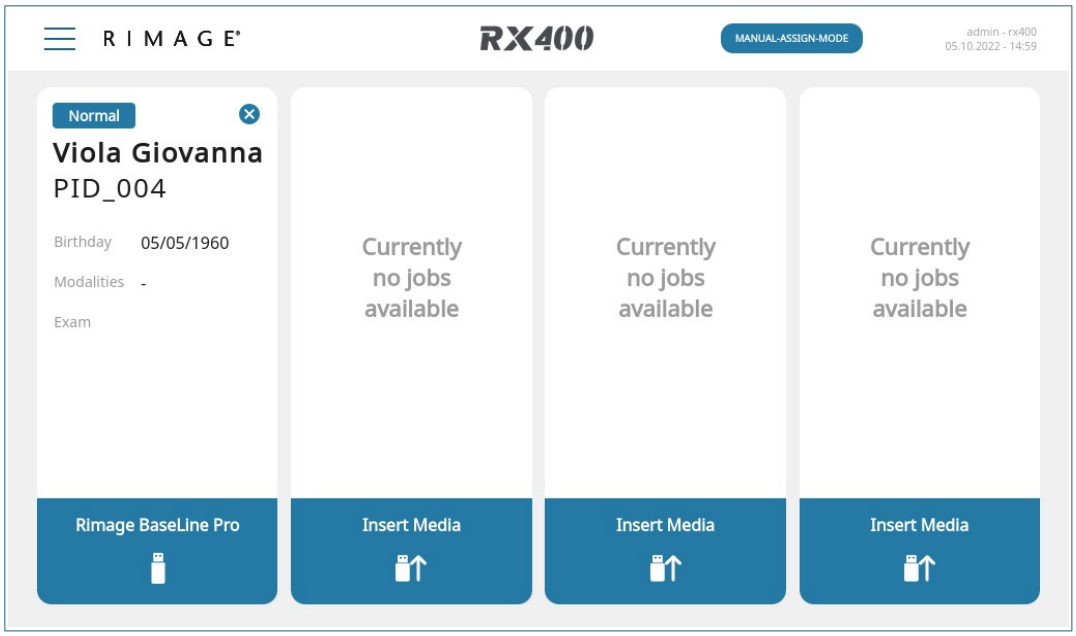

Figure 39: USB Stick detected

3. After verification of the USB Stick, data is copied to it. A progress bar is shown.

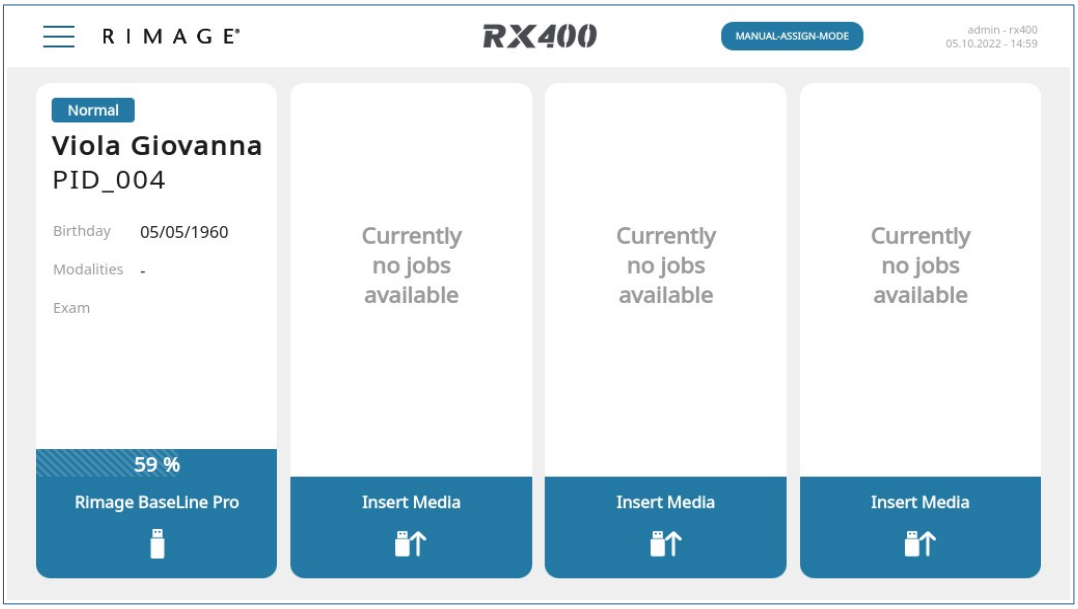

Figure 40: Slot process bar

4. Wait for the production process to finish.
5. Data has been copied successfully.
6. Remove the USB Stick.
7. Wait for the label to be printed. It is output at the l*abel outlet*, see Figure 4, page 11 , number ⑤.
8. Peel off the label and attach it to the USB Stick.

The RX400 can be set up in one of two production modes:

- Auto Assignment Mode
- Manual Assignment Mode

In the *Auto Assignment Mode*, jobs are assigned automatically to free slots. The operator only has to insert empty USB Sticks and remove them after production.

The *Manual Assignment Mode* requires user interaction for each job and is described in more detail in the following sections.

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5.5 Manual Assignment Mode

In the *Manual Assignment Mode*, the presence of pending jobs is indicated by the Select Patient button (Figure 20, page 25), which is shown on all free slots, no matter if an USB Stick is inserted or not.

1. Press the Select Patient button on the desired slot.
2. The *Job Select List* appears. (Figure 28 , page 31).
   Select a job from the list by tapping the desired line.
3. The *Job Select List* closes and the job appears in the slot card.

If an USB Stick is already inserted in the slot, the production will start imme diately. Otherwise it will start after insertion of an USB stick.

5.6 Multi Session Production

Using an RX400 with Medical License, Multi Session USB Sticks can be written more then once. To do that each new production job has to match the meta-data from the most recent writing job and patient name, birth date of a patient and patient ID are compared.

If the data to be written does not match the last written job, the operator has to decide whether to abort or finish the production.

Error: Reference source not found Error: Reference source not found, page Error: Reference source not found, shows a sequence of screenshots of an aborted MultiWORM production.

Note: Multi Session USB Sticks may contain sensitive data. Adding data from mismatching jobs might violate data protection regulations.

5.7 Label Reprinting

In order to re-print the ticket of a finished job:

1. Open the *Side Menu* (see chapter 5.2.2 , page 24).
2. Select the entry *Finished Tickets* (see chapter 5.2.3,page 27).
3. From the list of finished tickets select the respective one by tapping on its line.
4. The ticket information screen opens.
   Select the *Jobs* tab.

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5. Look up the respective job with status `Finished` and tap the printer symbol.
6. Tap the *Print* button in the *Print Label* dialog.

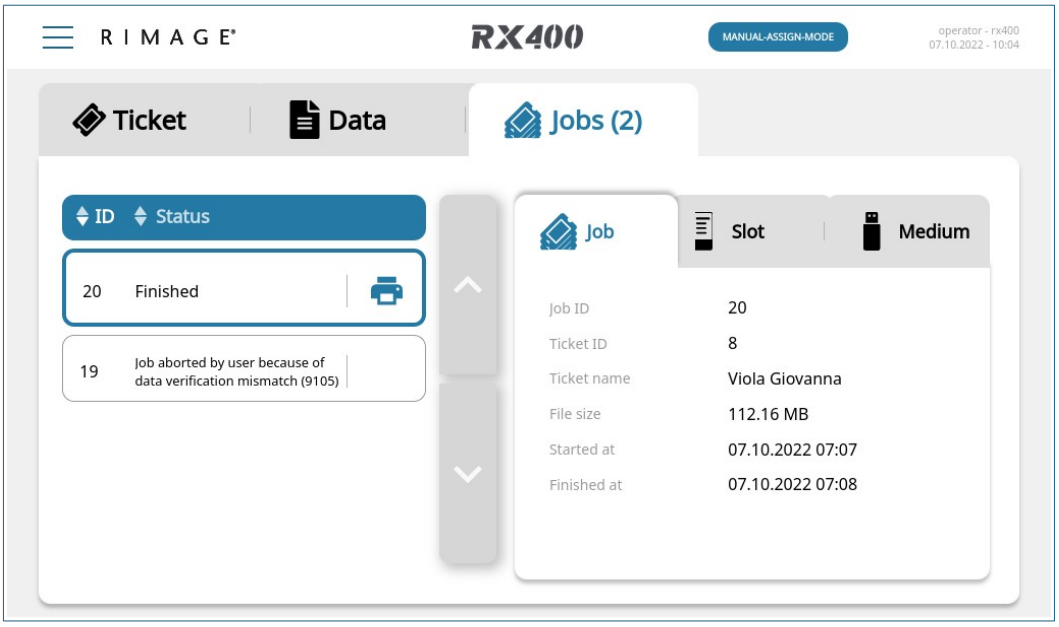

Figure 41: Finished jobs

Note: The ticket data is only cached for some time. Be sure to reprint the label before the cached data is deleted.

The *PrintLabel* dialog opens. Tap on *Print* to reprint the label.

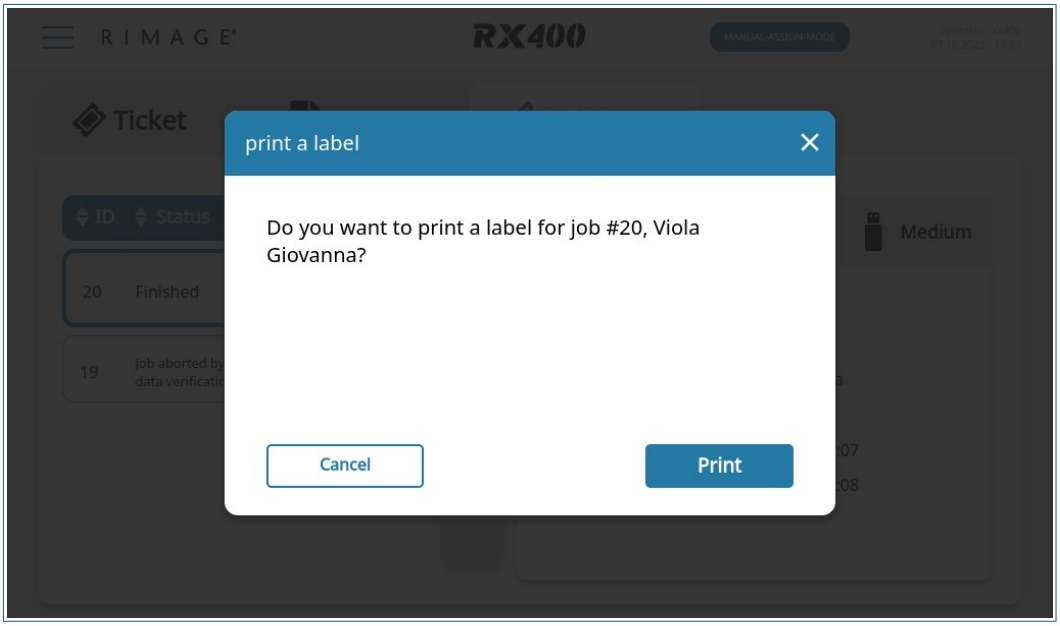

Figure 42: Print label

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5.8 Importing from Media

Note: Importing/Reading Media is a additional Feature that is available for purchase from your distributor.

In order to Import data from any Media you have to have activated the Import license. (see 4.3 License Management, page 20).

In order to activate the read functionality:

1. Open the *Side Menu* (see 5.2.2, page 24).
2. Select the entry *Settings*.
3. Select the *Ticket Settings (Ticket Icon)* tab
4. Set the Read Mode to *Enable*
5. Select the USB Medium and CD settings (see Read Medium settings)
6. Select the Network Share Settings (Network Icon)
7. Change the *READ SHARE* setting to *Guest Access* or *Username/Password*
8. Give the share an arbatrary name (i.e. „read“)
9. If you put it into *Username/Password* set your preferred access credentials

In order to read from a medium:

1. Open the Side Menu
2. Select the Home Menu
3. Find the slot that you want to read from (for CD click the CD icon next to the Rimage logo on top)
4. Select the read icon from the top right of the corresponding slot.
5. Select Start
6. Put your medium in the corresponding slot
7. Access your data by accessing the RX400 samba share (Linux: smb://<RX400_ip>/, Windows: \\<RX400_ip>)

5.9 Read Medium settings

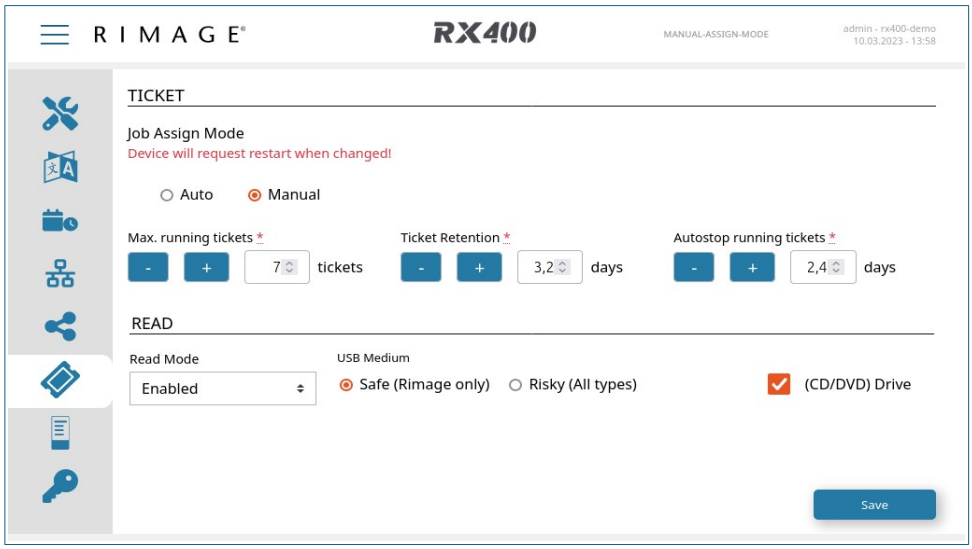

Figure 43: Read Medium Settings

5.9.1 USB Medium

Secure (Rimage Only)

The Secure Mode only allows Rimage Licensed Writeprotected USB Sticks to be read. This mode is considered safe as we rule out any manipulation of the USB Data by applying the writeprotection.

Unsecure (All Types)

The Unsecure Mode allows reading of any generic USB Stick. This Mode should only be chosen with the given risk of system contamination in mind.

Caution:

By allowing generic (unlicensed) USB Sticks you accept the increased risk of security threats to your infrastructure. Rimage is not responsible for any damage caused by generic USB Sticks.

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5.9.2 (CD/DVD) Drive (Optional. Only if Drive is build in)

Enable or **Disable** the (CD/DVD) Drive capability. Any CD/DVD can be read when enabled.

Caution:

By allowing CD/DVDs you accept the increased risk of security threats to your infrastructure. Rimage is not responsible for any damage caused by CD/DVDs.

5.10 Power Off

Note:

- To avoid data loss or corruption, shut down the RX400 according to the following procedure before unpowering.
- To avoid corrupting data written to USB Sticks, wait until all USB Sticks in production are finished before shutting down the device.

1. Open the *Side Menu* (see 5.2.2 Home Screen, page 24).
2. Select the entry *Shut Down* (see Error: Reference source not found Error: Reference source not found, page Error: Reference source not found).
3. The screen goes black and outputs some messages. Wait until the back-light of the touchscreen switches off.
4. Switch of the device with the power switch on the back of the device (see Figure 5: Power panel, page 12).

Note: After switching off, always wait 5 seconds before switching the device on again.

5.11 Replace Printer Label Roll

When reaching the last 10 labels a red strip will be visible on the Printer Roll indicating that it must be replaced.

To replace the printer label roll refer to section 4.1 Insert Printer Roll, page 15 and the printer lid label (Figure 4: Device controls, page 11, number 11).

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6 Troubleshooting

6.1 Touchscreen remains dark

1. Check whether the switch on the back of the device is on and both power LEDs are lit, see Figure Figure 5 Power panel, page 12.
   If so, switch the device off, wait 5 seconds and only then switch the device on again.
2. Check if the 24 VDC Power LED is dark: in this case, check the external power supply, its power cord and the mains socket where it is plugged in.

Note: In all other cases contact your sales partner or authorized support personnal.

6.2 Error message when producing an USB Stick

1. Invalid medium: please use only Rimage Baseline, Baseline Pro or TopLine USB Sticks with RX400 and MedX software variant.
2. Be sure to insert the USB Stick completely into the socket
3. The USB Stick must have good contact and sit firmly in the USB socket. If it sits loose please contact your sales partner or Rimage.
4. Do not touch the USB Stick during the production process. If the production process fails because of movement or removal of the USB Stick while writing, you can try to write the USB Stick again. There is, however, no guarantee that the USB Stick will still work.
5. The data to be written might exceed the storage capacity of an USB Stick. In that case, use an USB Stick with sufficient capacity.
6. Write errors may indicate a defective USB Stick. You can try to produce the stick on a different slot and with a job from a different ticket. If this fails discard the USB Stick.
7. Printer label not printed or crumpled: Reprint the label as explained in 5.7 Label Reprinting, page 42.

Note: Use only empty Single WORM USB Sticks. When used a second time a corresponding error message is shown.

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Note: Under no circumstances open the RX400 to carry out repairs yourself.

Doing so voids any warranty.

6.3 BIOS – Battery

If the system time is incorrect or the system no longer boots up correctly, it is possible that the BIOS battery is faulty and needs to be replaced. The battery may only be replaced by the Rimage Service Team.

Warning!

Warning: There is a danger of fire or explosion if batteries are replaced incorrectly – only replace batteries with the same battery or equivalent type. Dispose of used batteries according to the instructions.

Only Rimage service personnel are authorized to replace the BIOS battery.

Avertissement!

Avertissement: Il existe un risque d'incendie ou d'explosion en cas de remplacement incorrect des piles - ne remplacez les piles que par des piles identiques ou de type équivalent. Éliminez les piles usagées conformément aux instructions.

Seul le personnel de service Rimage est autorisé à remplacer la batterie du BIOS.

7 Decommissioning

Warning: The RX400 is subject to the WEEE and the RoHS directive of the EU.

It is classified as electronic equipment and as such it must be returned to a respective treatment property after decommissioning.

Do not dump it together with residual waste!

In order to decommission the RX400:

1. Power off the device as described in chapter 5.10, page 46.
2. Remove the network cable.
3. Remove the cable holder from the power panel.
4. Unplug the external 24 VDC power supply.
5. Open the printer lid.
6. Remove the printer label roll.
7. Open the drive cage and remove the external SSD drive.

Note: The external SSD drive might contain sensitive data. Be sure to either securely delete the data or to have the drive destroyed in a secure way.

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8 Technical Specification

Touch Display	10.1", 1024 x 600 px, capacitive touch
USB Stick Labels	54 × 25 mm, width × height
Power Supply	24 VDC, 4 A Unit must be supplied by ES1, PS2 power supply according to IEC/EN/UL 62368-1 standard or SELV/LPS according to IEC/EN/UL 60950-1 standard with a output rating of 24V, max. 100W
Operating Temp	0°C ~ 40°C
Weight	8.7 kg / 19.2 lbs
Dimensions	170 × 444 × 258 mm, height × width × depth 6.7" × 17.5" × 10.2"
Protection Class	, low voltage power supply
Protection Code	IP20

9 Contact

Rimage Europe GmbH
Technical Support
Wernher-von-Braun Straße 9
63303 Dreieich-Offenthal, Germany

Web: https://support.rimage.com
Tel: +49 (0)6074 852114
Email: support@rimage.de

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10 Data Protection and Security Indications

The RX400 will probably handle sensitive data, governed by the DGPR.

Some of these data will be exposed on the screen during USB Stick production or during other operations on the device.

The data and metadata of each ticket and job is stored for a configurable time span on the external SSD drive.

Note:

To ensure protection of the data and metadata handled by the device we give the following recommendations:

1. Prevent public access to the device to avoid eavesdropping and theft of produced USB Sticks.
2. Whenever the external SSD drive is replaced, be sure to have the data on the previous disk destroyed securely.
3. Network access to the RX400 must be secured and restricted to trusted parties.