

# R I M A G E<sup>®</sup>

# RX400

USB Recording and Printing System

## User Guide

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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.



**Note:** Details on integration and advanced configuration settings can be found in the online manuals.

- 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.

## 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.

## 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.

## 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!

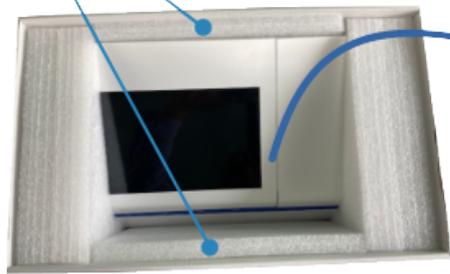
① Check the box for damage



② Lift off the cover



③ Remove front and rear Transport protection



④ Lift the device out of the box

⑤ Remove side cushions

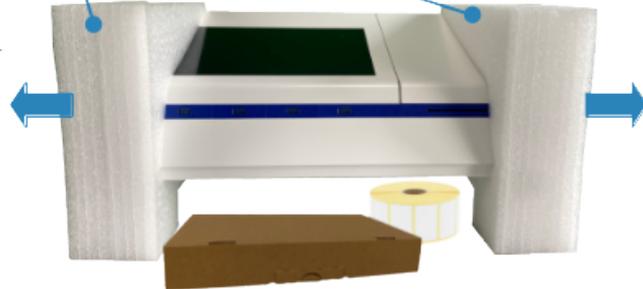


Figure 1: Unpacking

### 2.1 Unpacking

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

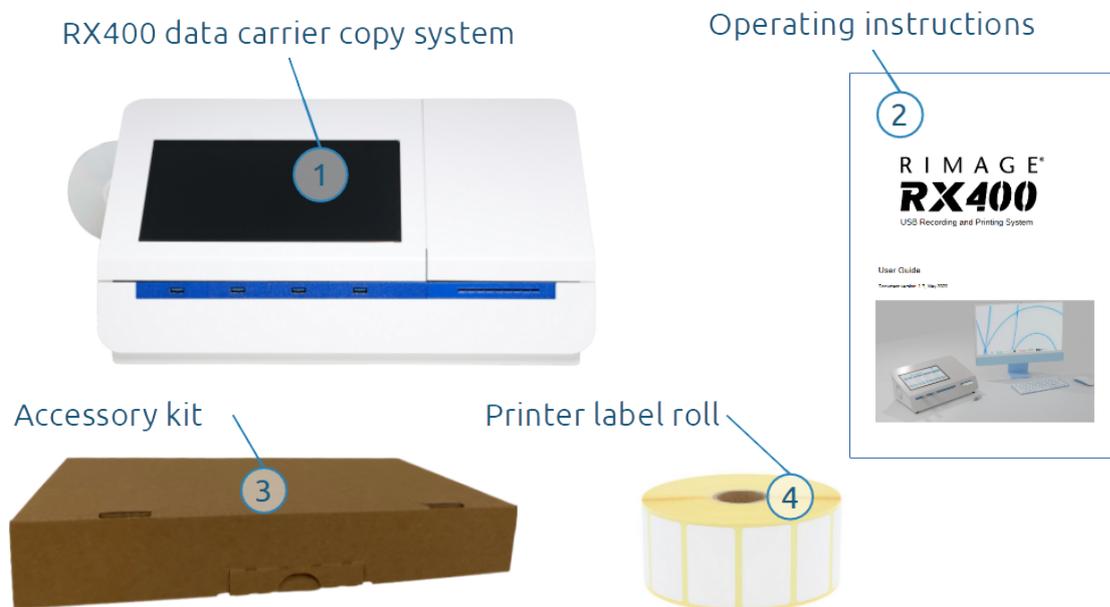
1. Lift the cover off the box.
2. Remove the front and rear transport protection sponges as indicated in Figure 1: Unpacking number ③.
3. Lift the device out of the box. The second person holds the box and removes the left and right transport protection sponges.



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

## 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,



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

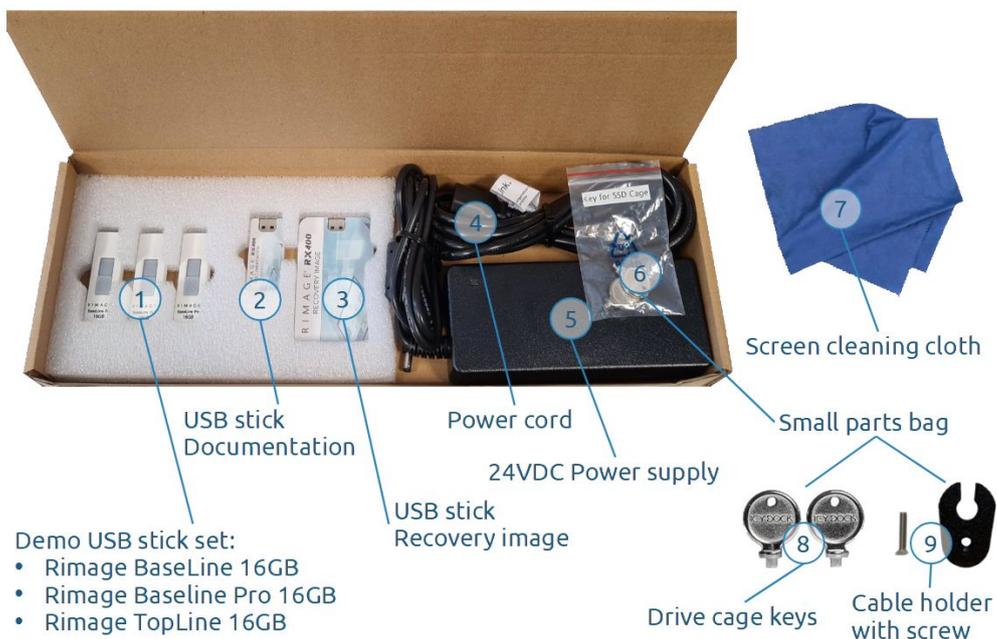


Figure 3: Accessory kit content

## 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 lid
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

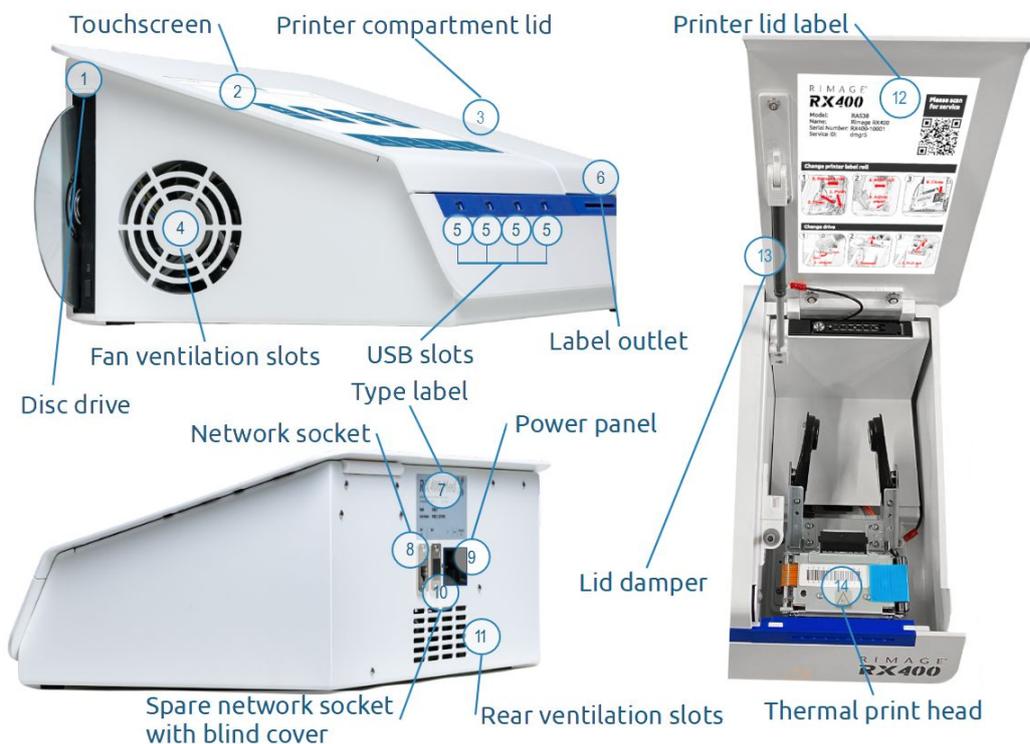


Figure 4: Device controls

Figure 5 shows the elements of the power panel.

1. Power switch (shown in OFF position)
2. Power On LED  
LED Lit 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

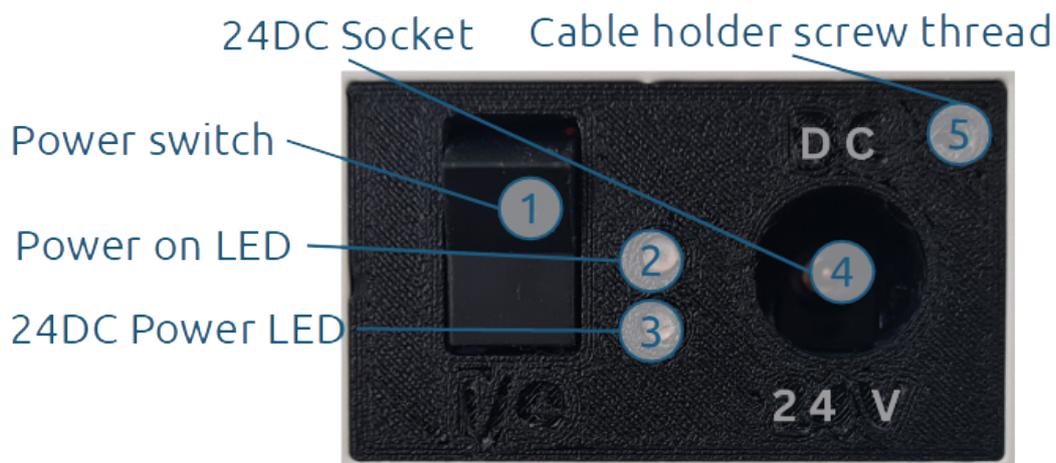


Figure 5:  
Power panel



**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

# 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 rear 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.

## 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.

# 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 11).
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)

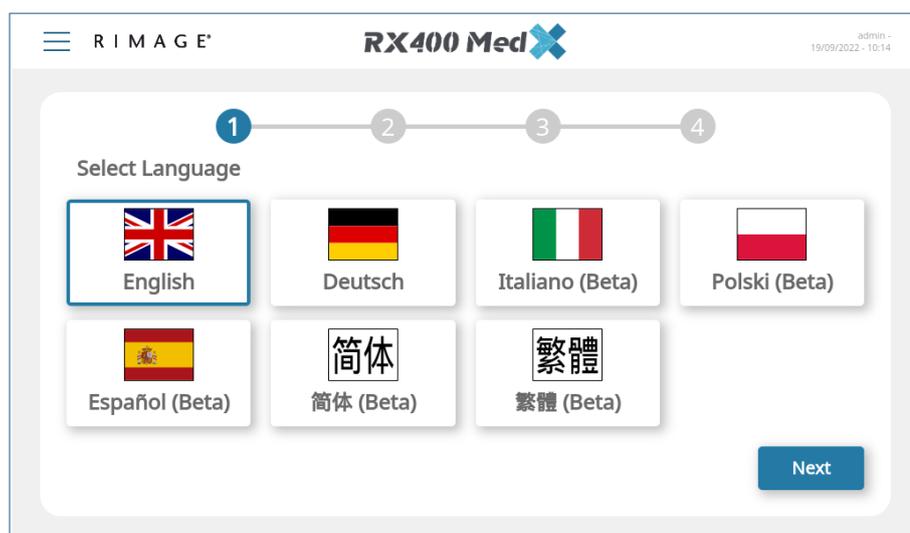


Figure 6: Interface Language

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.

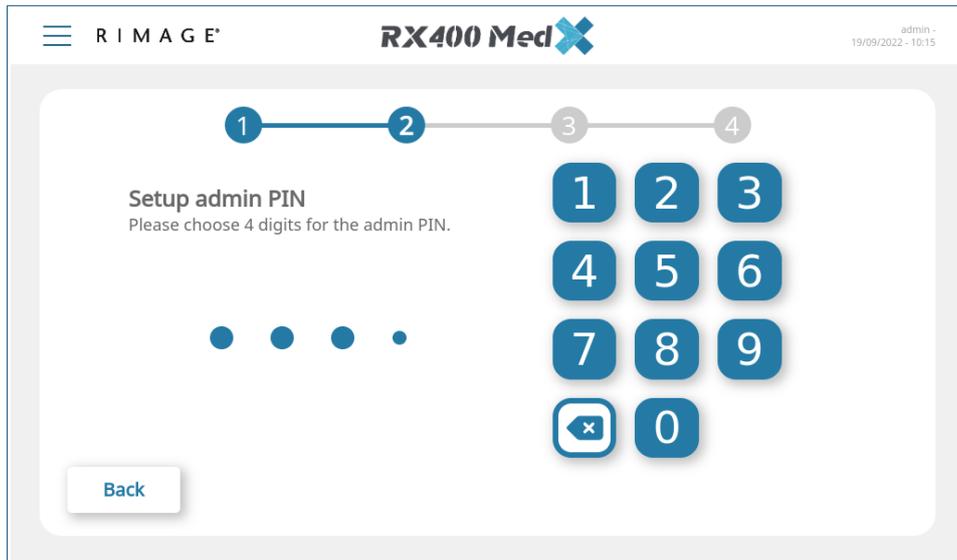


Figure 7: Setup Admin PIN

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

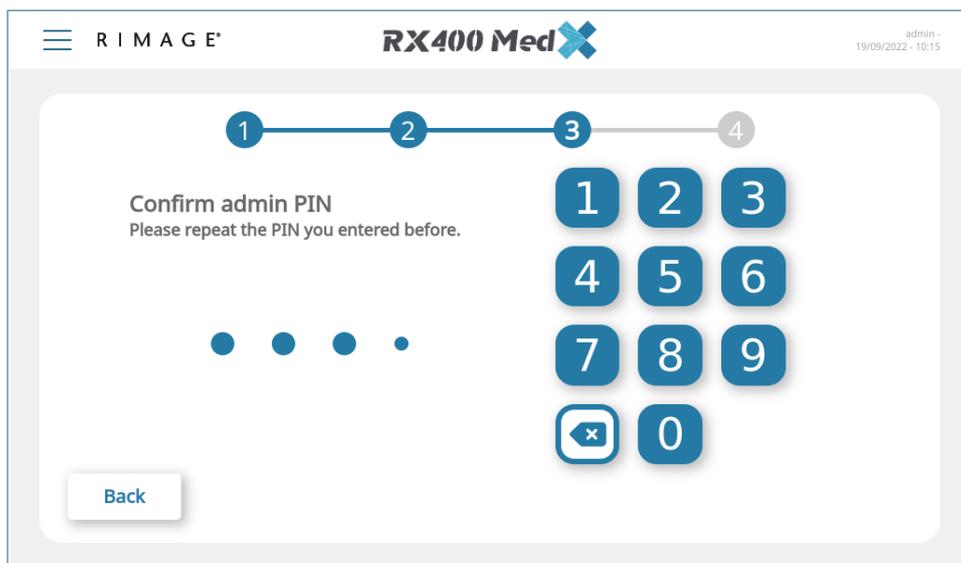


Figure 8: Confirm Admin PIN

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.

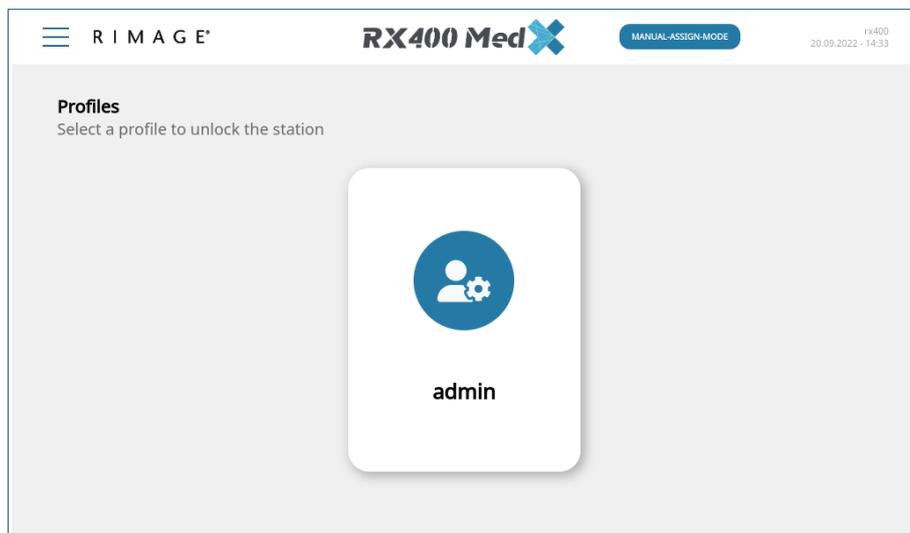


Figure 9: Select User Account

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

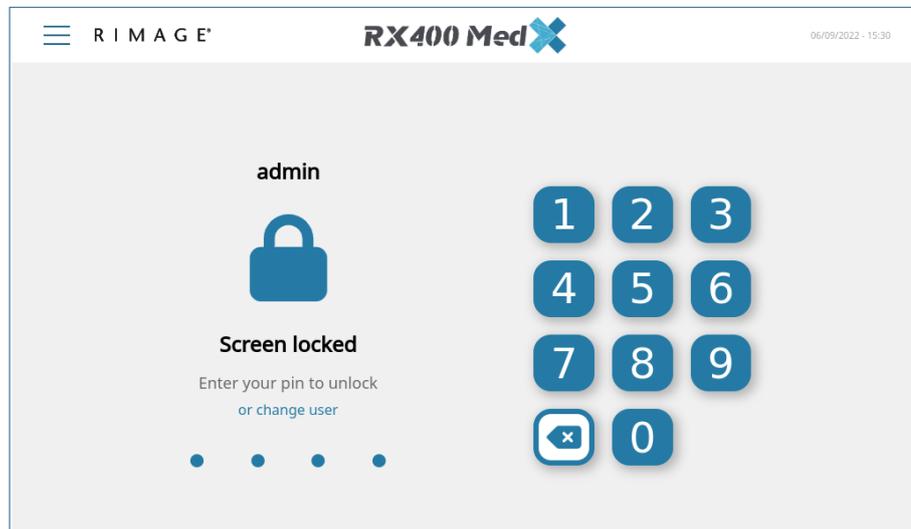


Figure 10: Enter PIN

## 4.2.3 How to lock the Screen

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

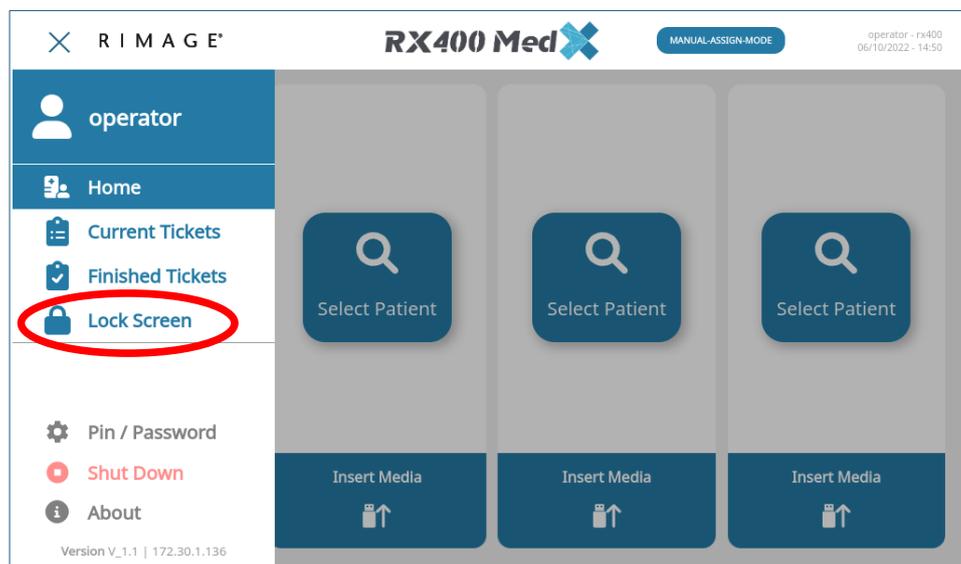


Figure 11: Side Menu

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).

## 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

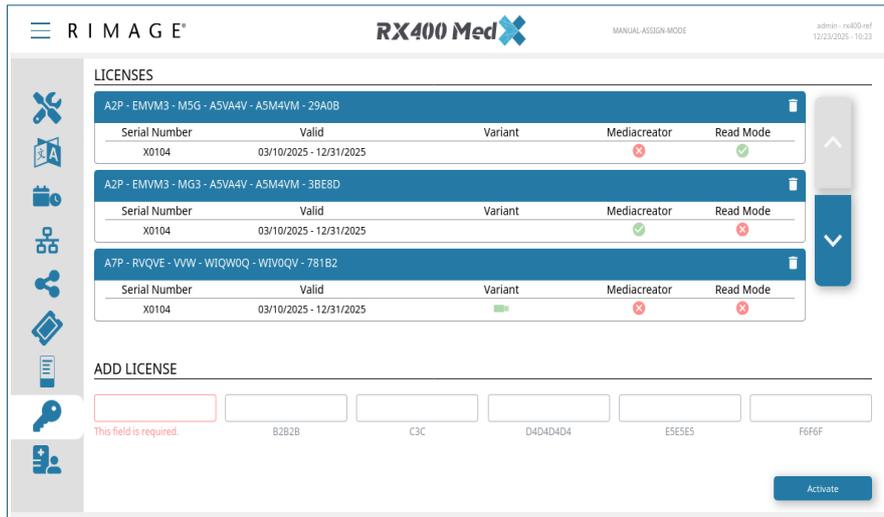


Figure 12: Lock screen

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.

# 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 23).
2. Select **Users** (see 5.2.3, page 25).
3. Tap on the **Add User** button. The Add User dialog pops up.

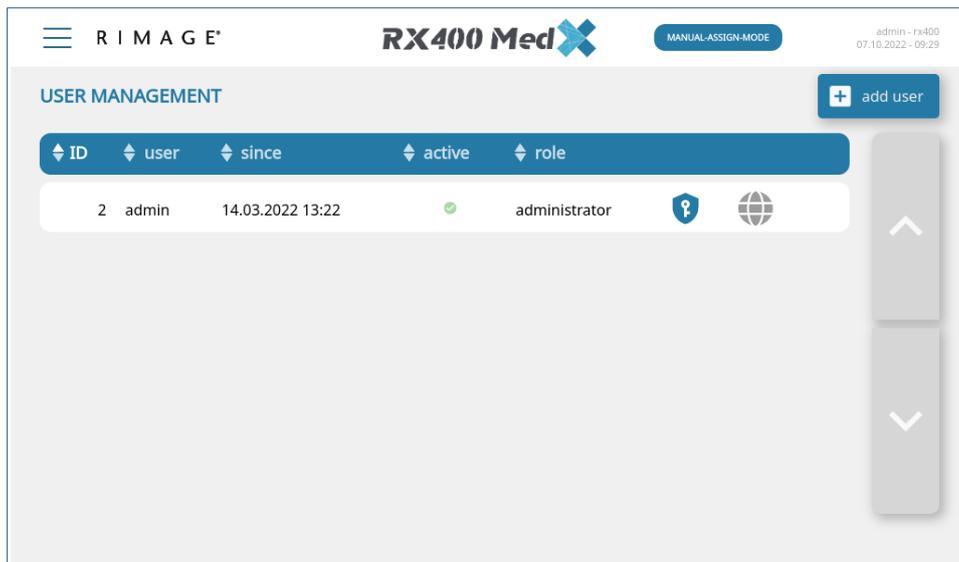


Figure 13: User Management

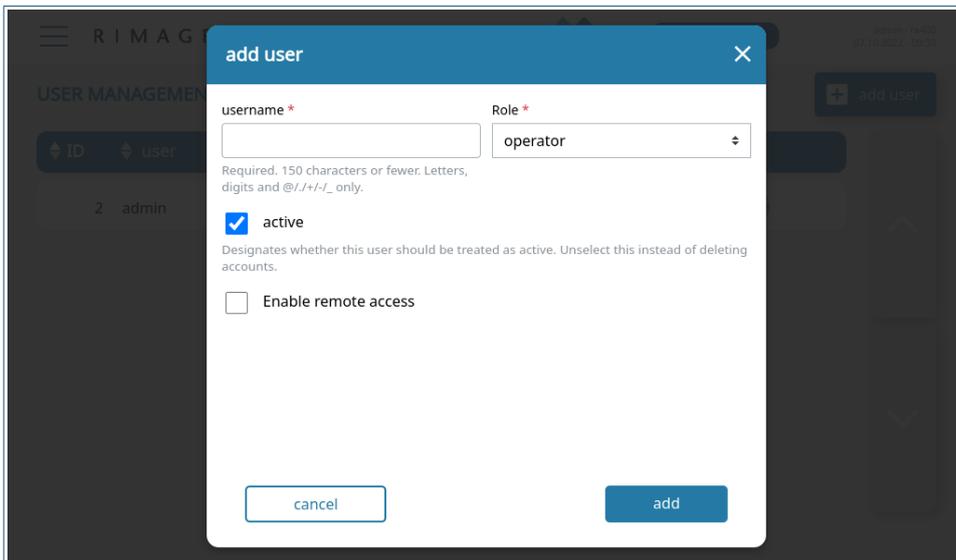


Figure 14: Add User

4. Insert the **username**.

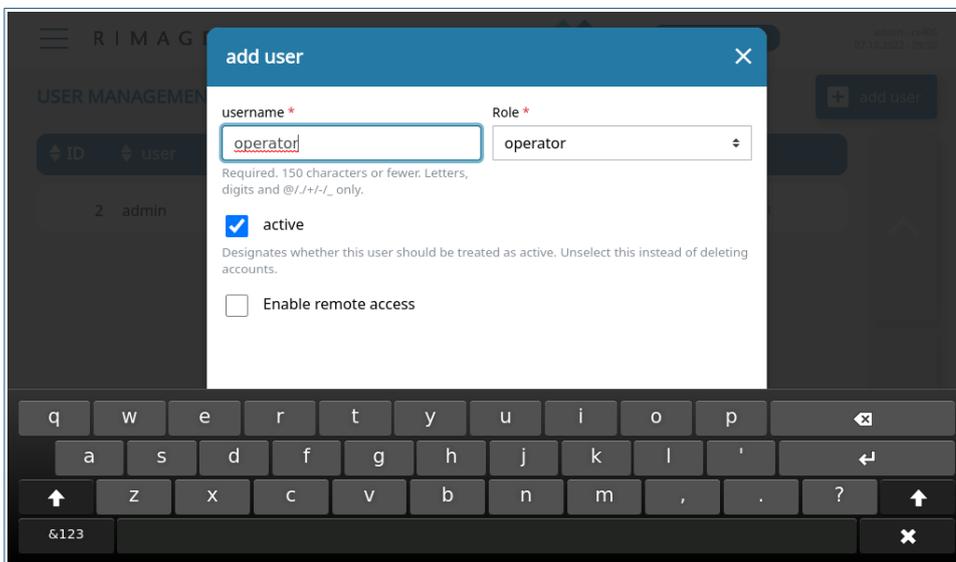


Figure 15: Add Username

5. Select the **role**.

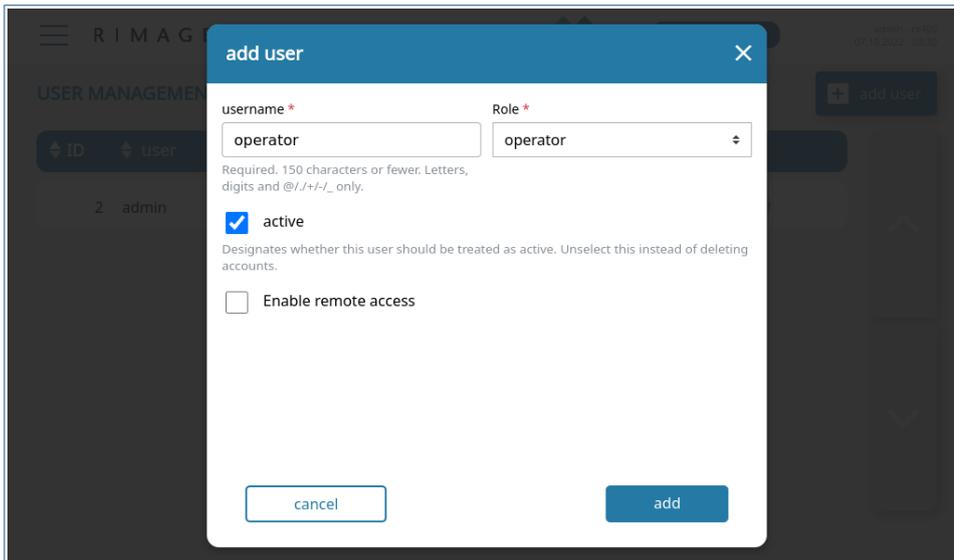


Figure 16: Add Role

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.

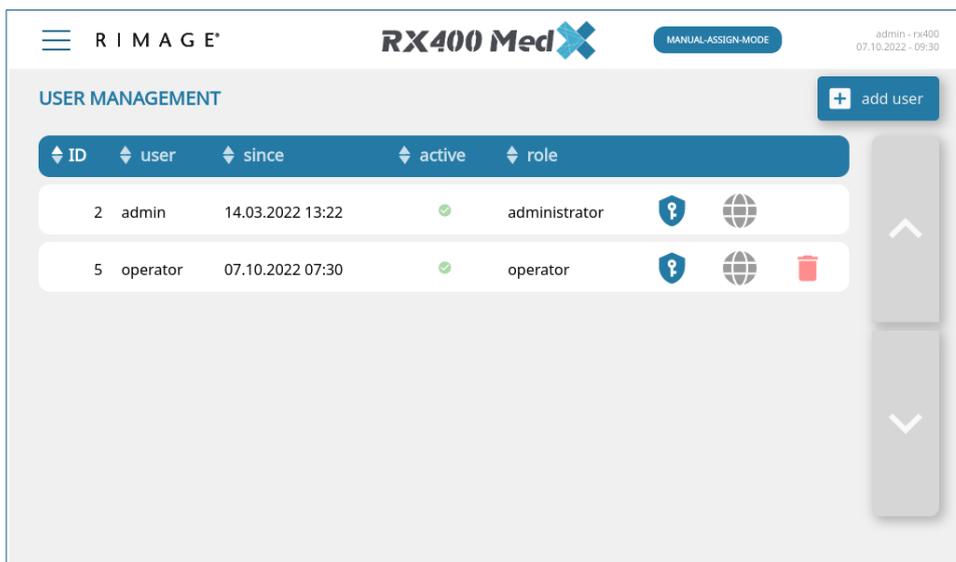


Figure 17: New User added to user management

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.

## 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.

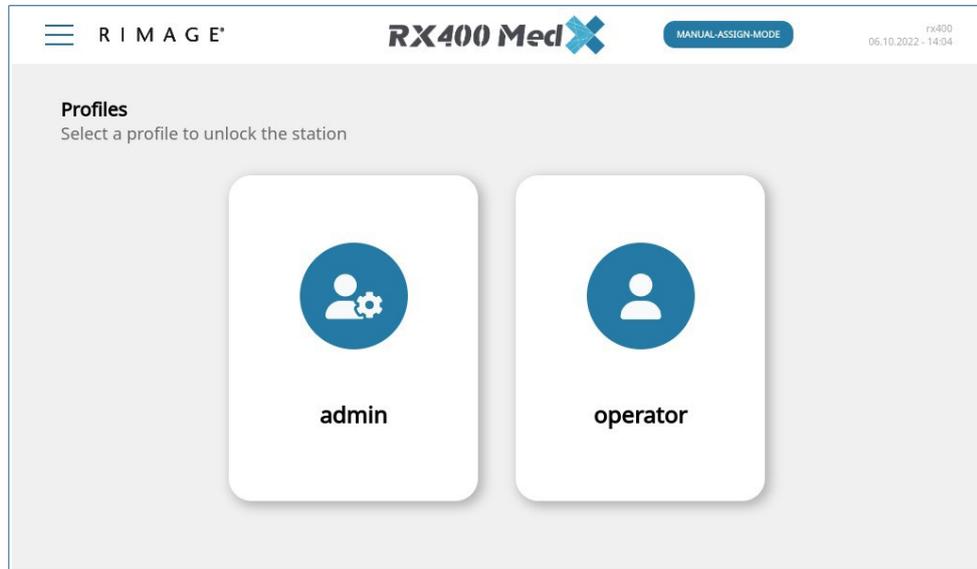


Figure 18: Lock screen

### 5.2.2 Home Screen

After unlocking the RX400, the Home Screen is shown:

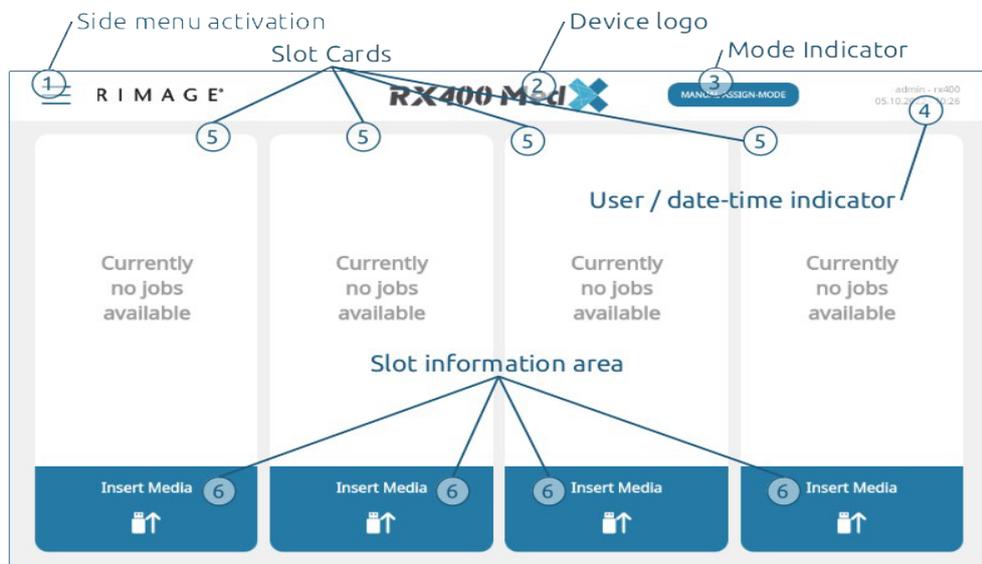


Figure 19: Home screen

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 Fehler: Verweis nicht gefunden Side Menu, page Fehler: Verweis nicht gefunden).

1. 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 Patient* button displays on the home screen (see figure 20). Tap this button to open the *Job Select* list (see Figure 28).

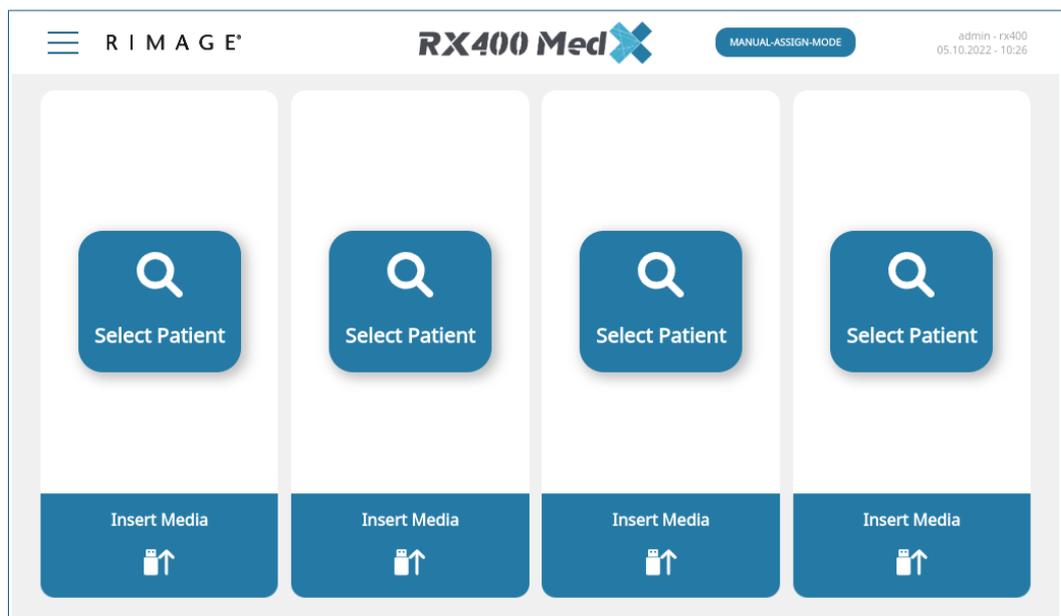


Figure 20: Home screen with running tickets

### 5.2.3 Side Menu

The Side Menu gives access to additional functionalities.

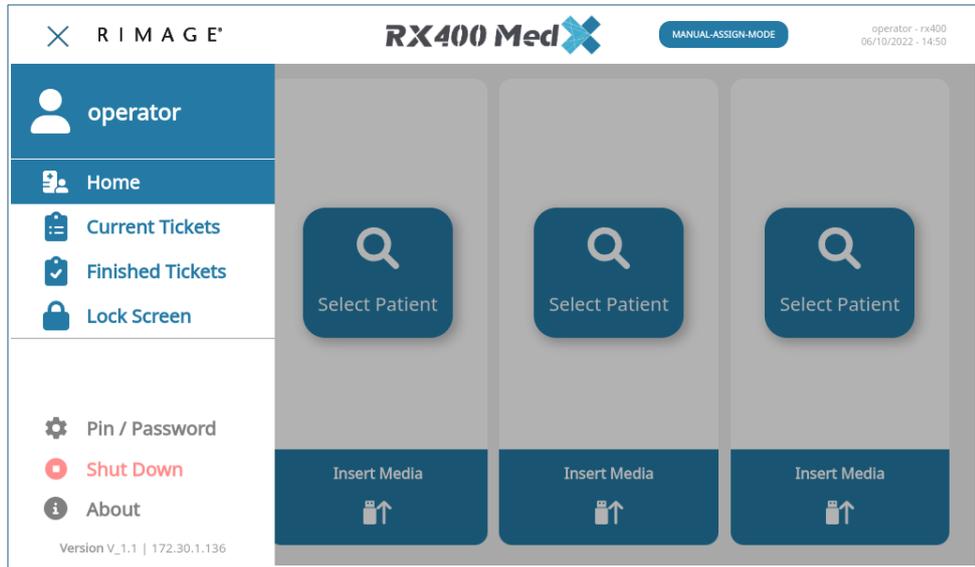


Figure 21: Operator side menu

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

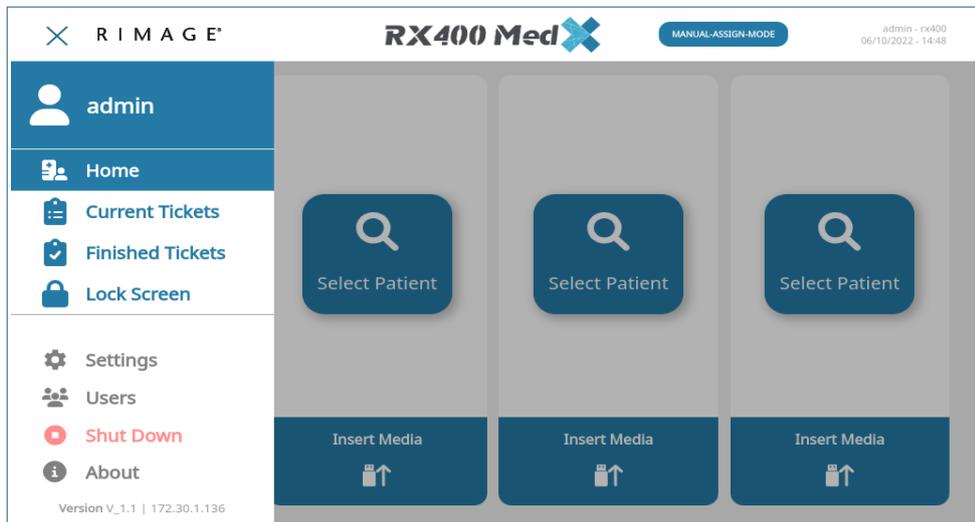


Figure 22: Administrator Side Menu

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

### 5.2.4 Finished Tickets

Open the side menu and select *Finished Tickets*.

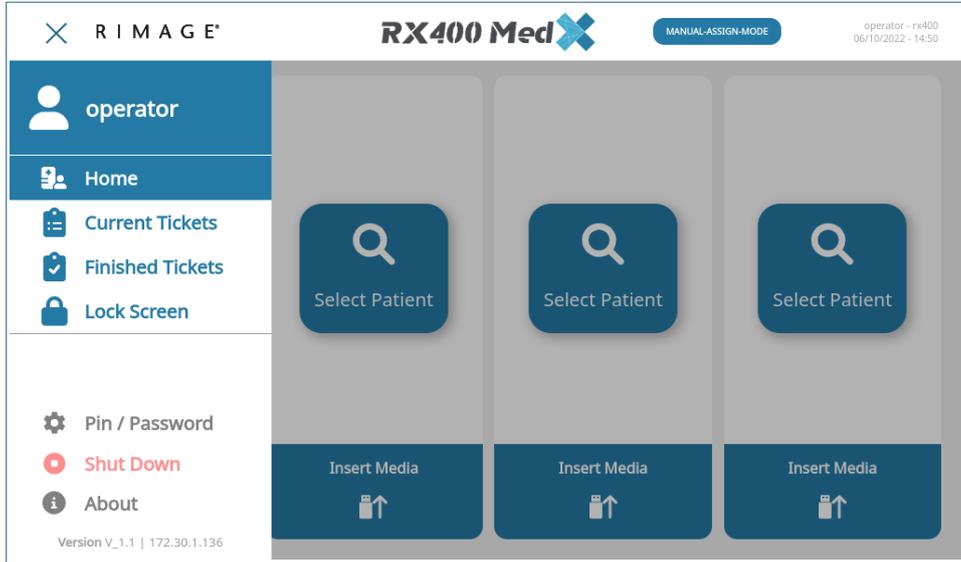


Figure 23: Side Menu

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

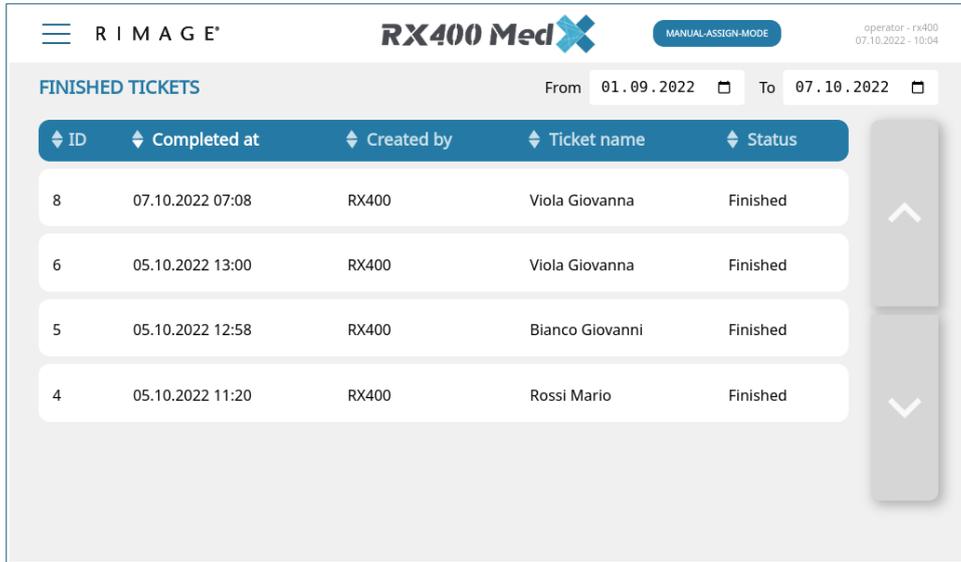


Figure 24: Job Details

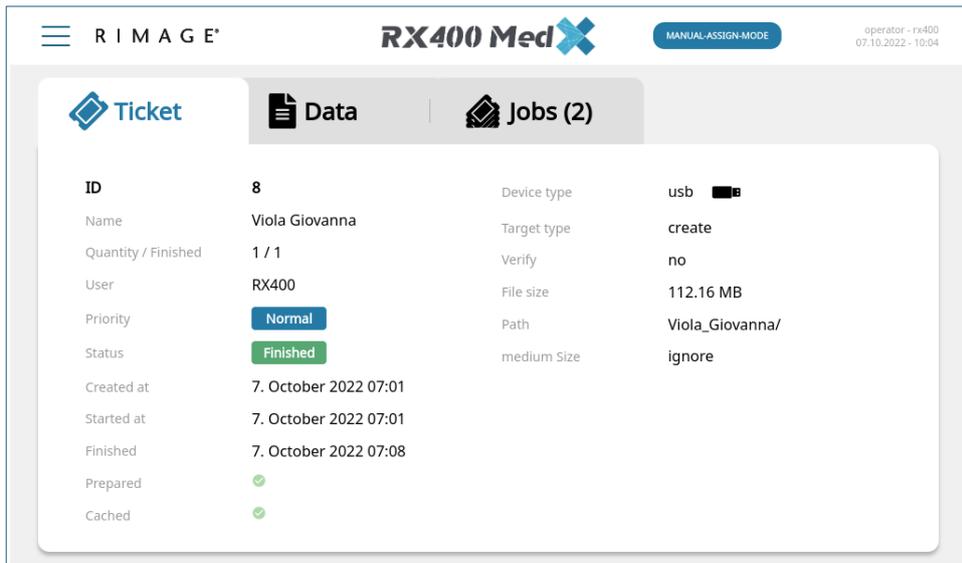


Figure 25: Ticket Tap



Figure 26: Data Tap

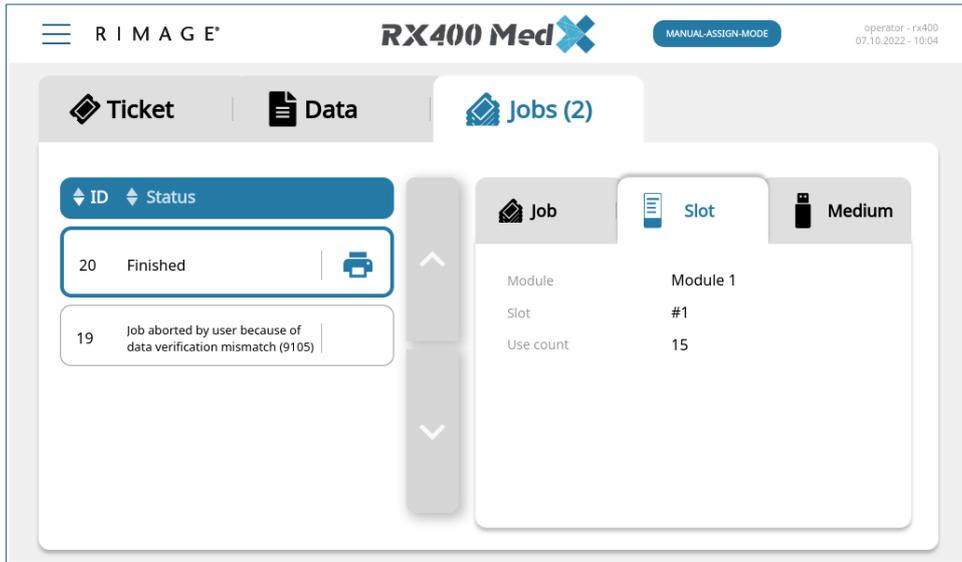


Figure 27: Jobs Tap

### 5.2.5 Job Select List

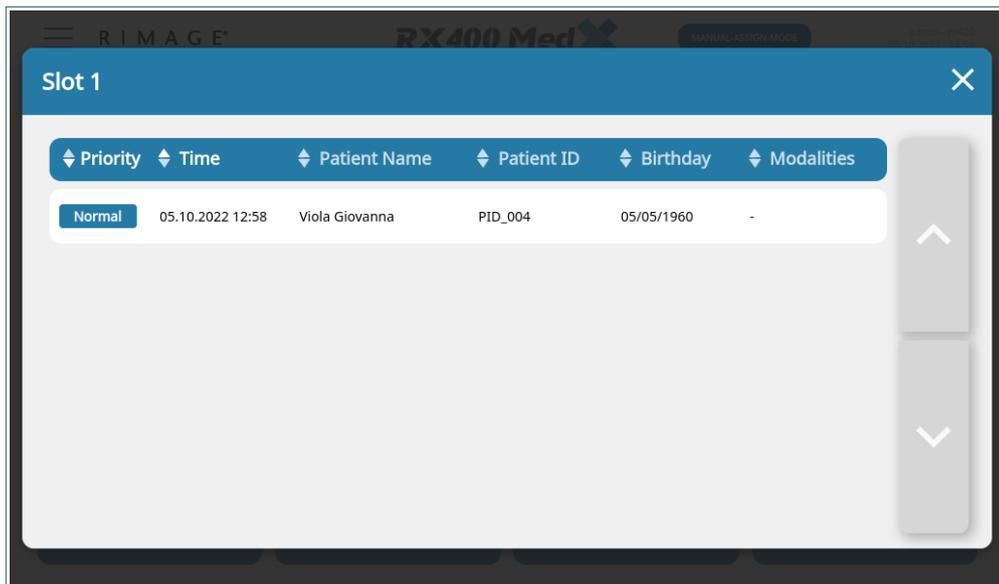


Figure 28: Job Select List

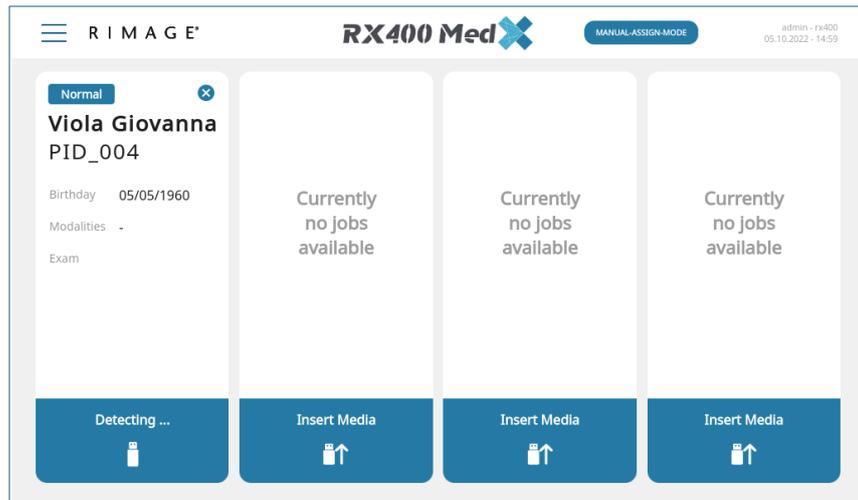


Figure 29: Slot Overview

The parameters displayed both in the *Job Selection List* (see Figure 28) and the *Slot Data Overview* (see 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 23).
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

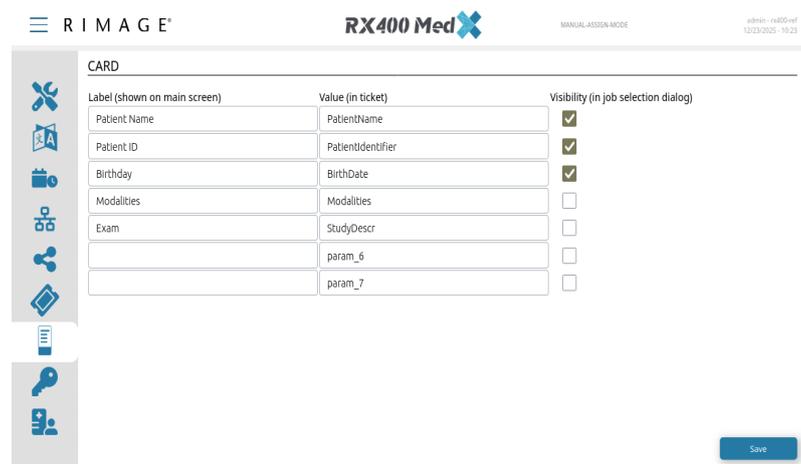


Figure 30: Card and job selection settings

## 5.3 USB Stick Production



Figure 31: 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.

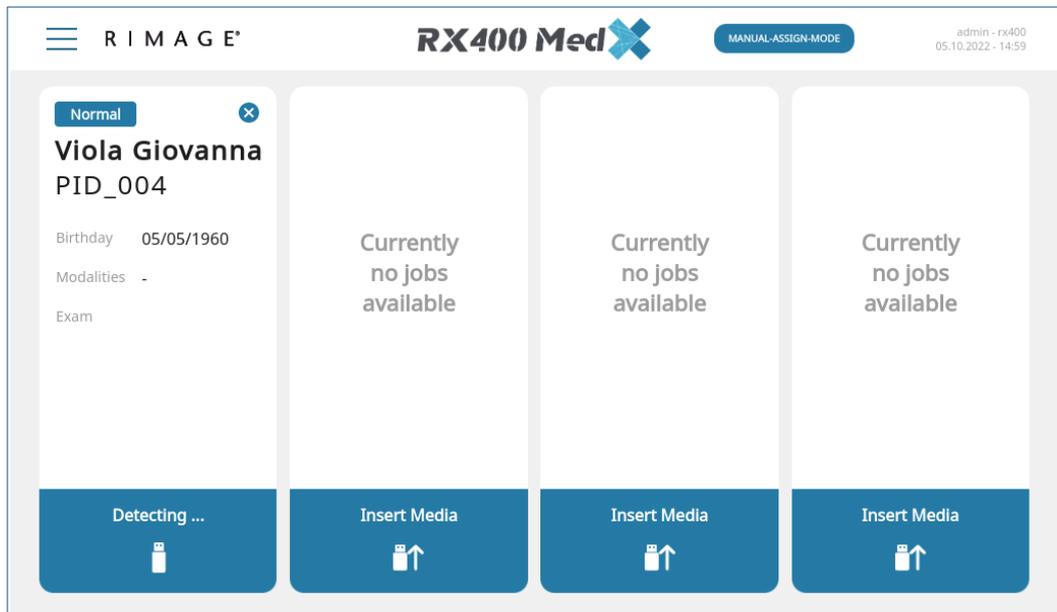


Figure 32: Detecting USB Stick

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

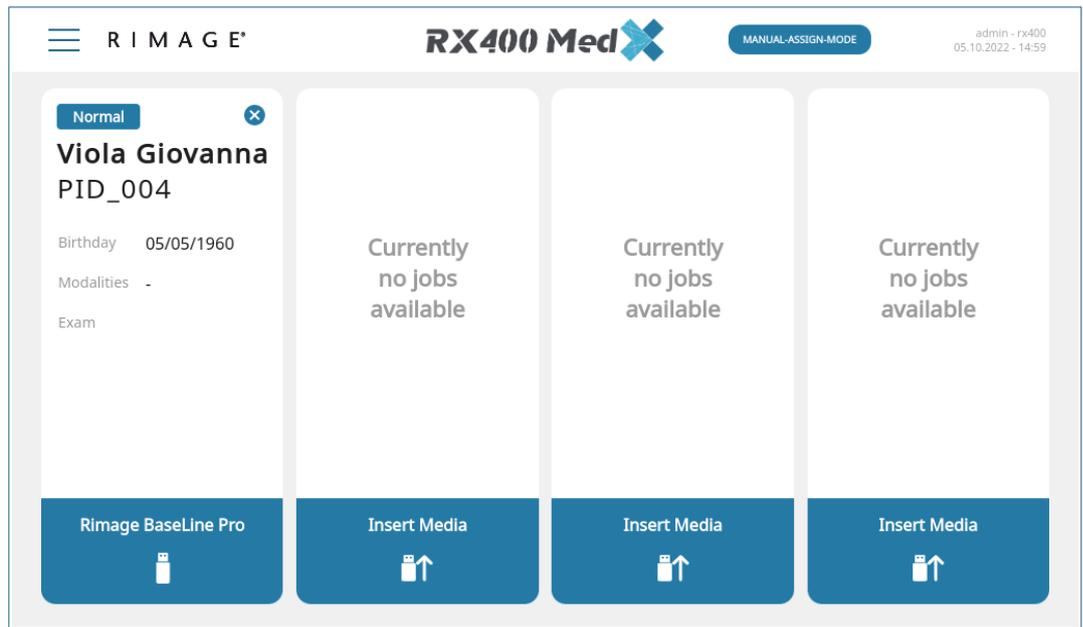


Figure 33: USB Stick detected

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

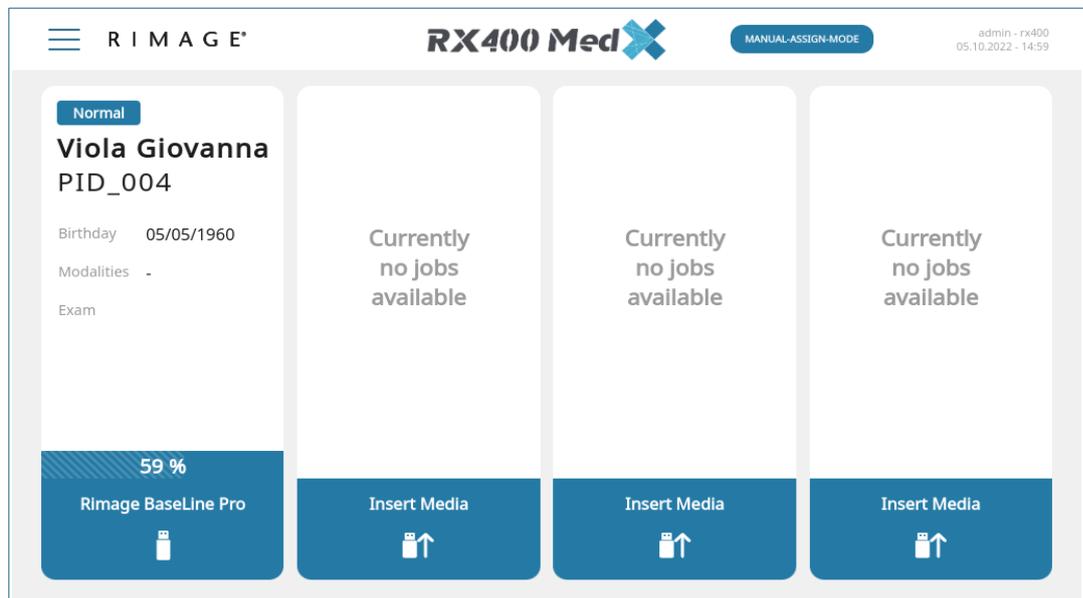


Figure 34: Slot process bar

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 *label outlet*, see Figure 4, page 10 , 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.

### 5.3.1 Data Validation on Multi Study Stick

If a Multi Study Stick has been used and the metadata of a Multi Study Stick does not match the ticket metadata the following error message will be shown. Tap on the *Validate Data* button to open the data validation dialog.

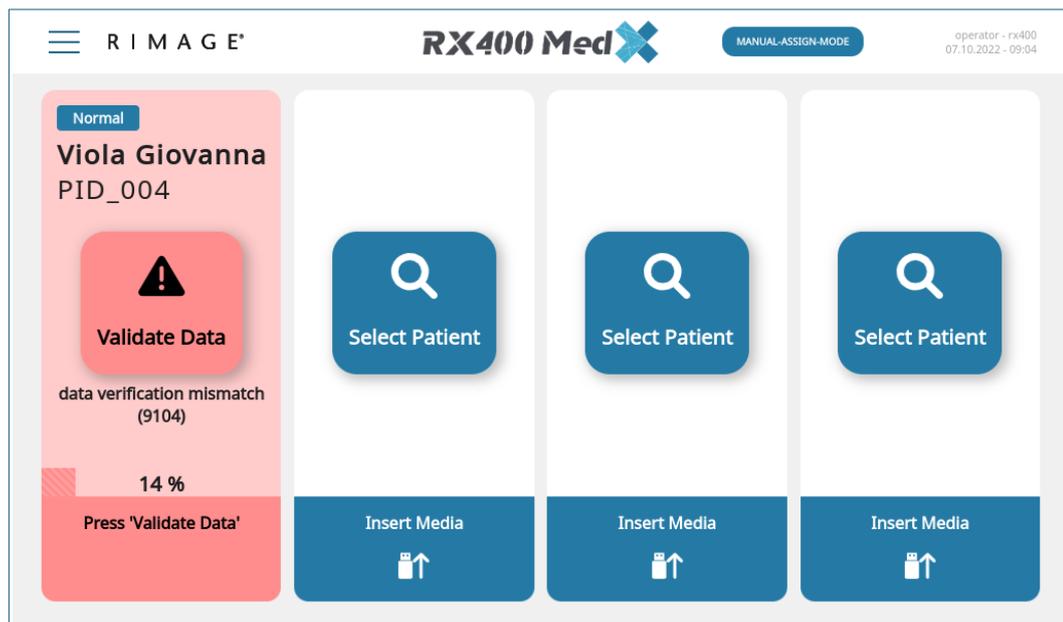


Figure 35: Error Message

The Data Validation dialog shows the ticket metadata on top of the USB Stick metadata.

- Tap the *Cancel* button to abort the production, or
- Tap the *Add Data* button to add the ticket data as a new session to the Multi-Session Stick.

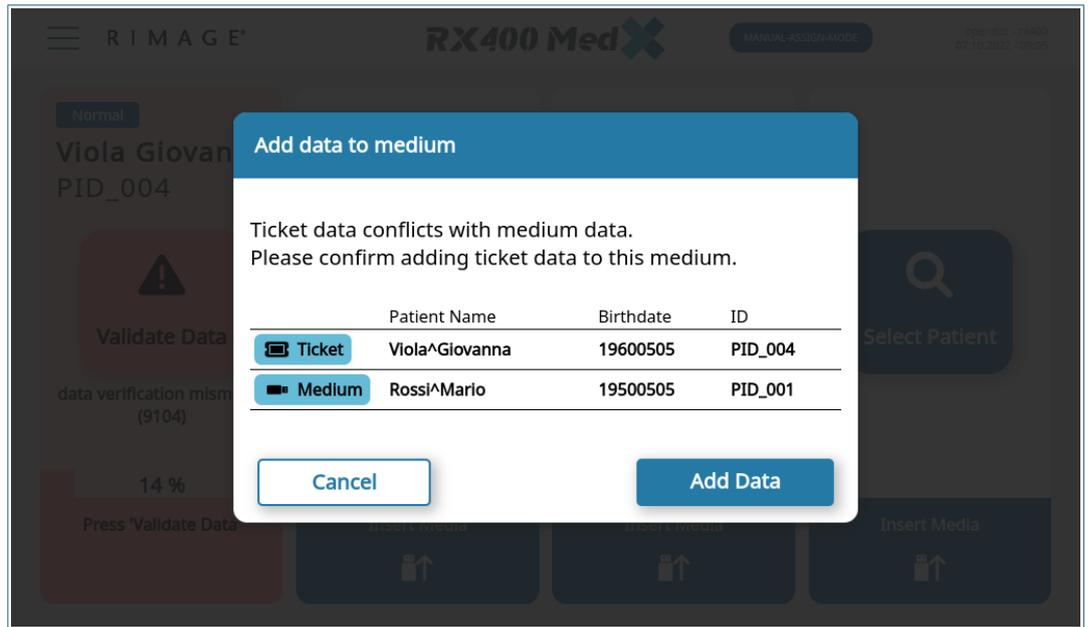


Figure 36: Data validation dialog

When the job production was canceled the following error message is shown.

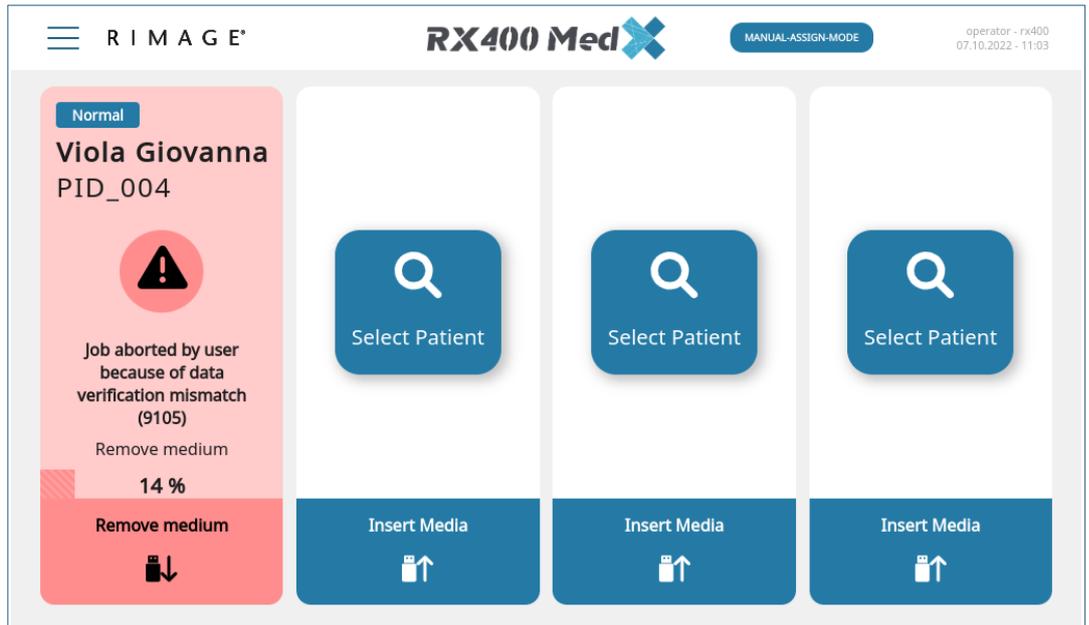


Figure 37: Data validation dialog

## 5.4 Manual Assignment Mode

In the *Manual Assignment Mode*, the presence of pending jobs is indicated by the *Select Patient* button (Figure 20, page 24 ), 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 29).  
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 immediately. Otherwise it will start after insertion of an USB stick.

## 5.5 Multi Session Production

Using an RX400 with Medical License, Multi Session USB Sticks can be written more than once. To do that each new production job has to match the metadata 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.

5.3.1 Data Validation on Multi Study Stick, page 33, 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.

## 5.6 Label Reprinting

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

1. Open the *Side Menu* (see chapter 5.2.2 , page 23 ).
2. Select the entry *Finished Tickets* (see chapter 5.2.3,page 25).
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.
5. Look up the respective job with status **Finished** and tap the printer symbol.
6. Tap the *Print* button in the *Print Label* dialog.

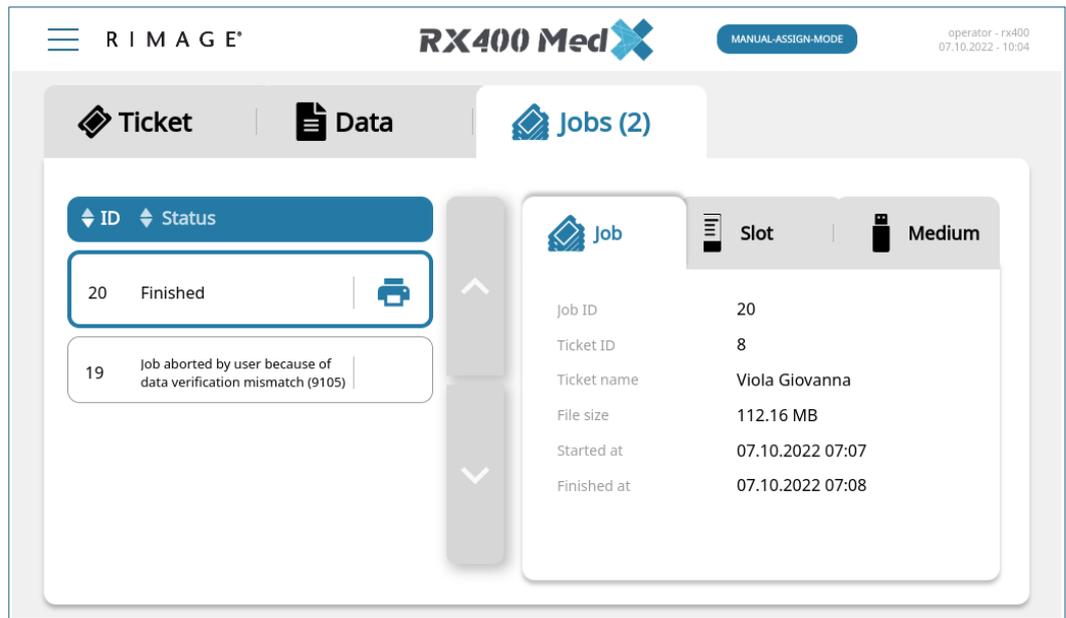


Figure 38: Finished jobs



**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.

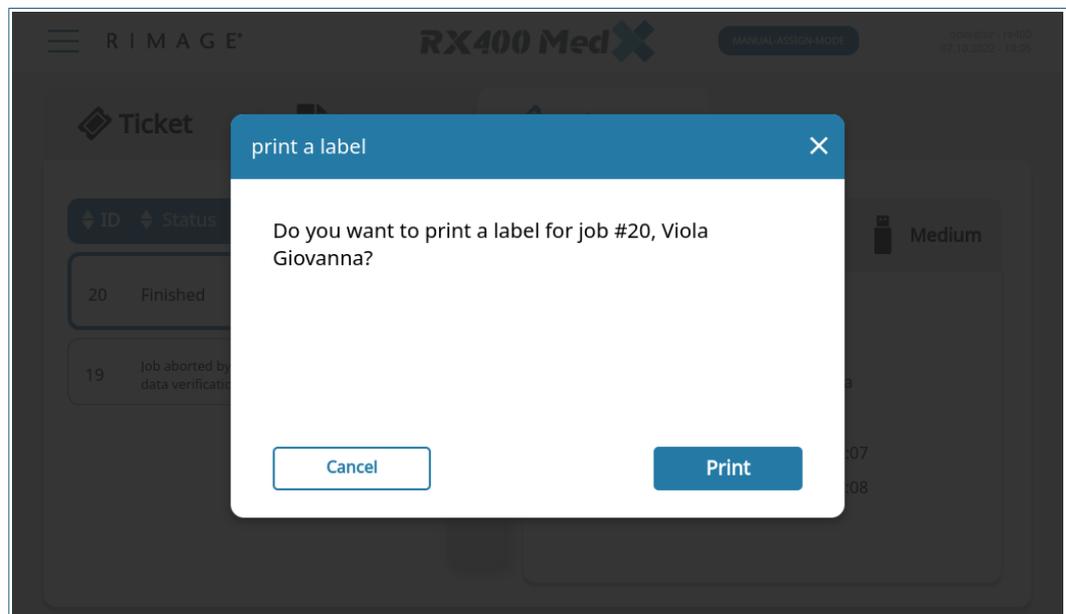


Figure 39: Print label

## 5.7 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 19).

In order to activate the read functionality:

1. Open the *Side Menu* (see 5.2.2, page 23).
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 arbitrary 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>`)

In the start read dialog (see below) you can specify a name for the target directory, if you don't specify any, the current timestamp is used to name the directory.

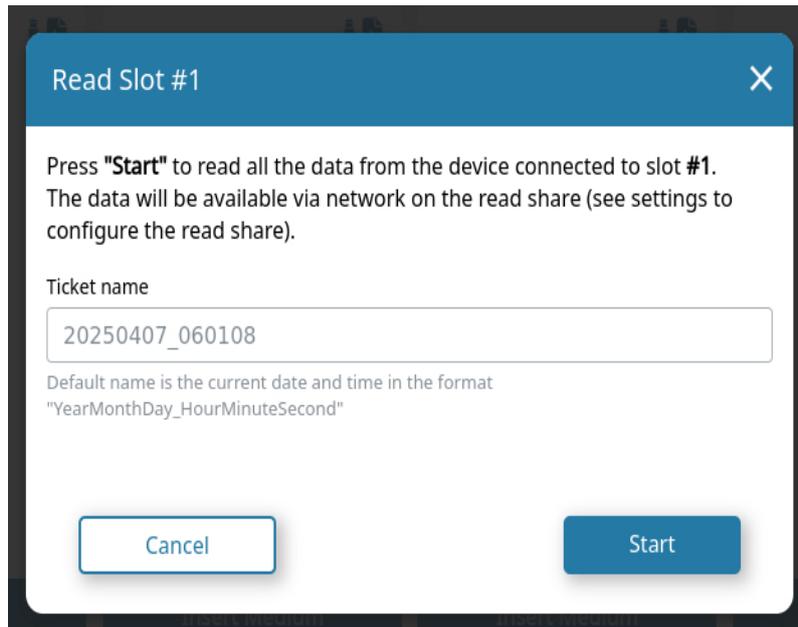


Figure 40: Start read job dialog

## 5.8 Read Medium settings

The screenshot shows the RIMAGE RX400 Med web interface. The header includes the RIMAGE logo, the product name RX400 Med, the mode MANUAL-ASSIGN-MODE, and the user/admin information: admin - rx400-ref, 12/23/2025 - 10:24. The main content area is titled 'TICKET' and contains the following settings:

- Job Assign Mode:** Radio buttons for 'Auto' and 'Manual' (selected). A red warning message states: 'Device will request restart when changed!'.
- Simple ticket source:** A dropdown menu currently set to 'Data share'.
- Max. running tickets:** A numeric input field set to '7' tickets.
- Ticket Retention:** A numeric input field set to '0.1' days.
- Autostop running tickets:** A numeric input field set to '3.0' days.
- READ Section:**
  - Read Mode:** A dropdown menu set to 'Enabled'.
  - USB Medium:** Radio buttons for 'Safe (Rimage only)' (selected) and 'Risky (All types)'.
  - CD/DVD Drive:** A checkbox that is currently unchecked.

A 'Save' button is located at the bottom right of the settings area.

Figure 41: Read Medium Settings

### 5.8.1 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.

### 5.8.2 (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.

### 5.8.3 Simple ticket source

You can also create a ticket under Current Tickets. The data source for these tickets can be set in the ticket settings. The share folder in which the data from shared network paths are located and the read folder in which the data from the read action are located are the available options.

(see Figure 41: Read Medium Settings, page 39)

## 5.9 Simple ticket

Under the main menu entry “Current Tickets” you can also create tickets. We provide a simple ticket creation dialog for cases where you don’t want to utilize the full json ticket api.

Figure 42: Simple ticket dialog

The dialog provides options to set the ticket name, quantity, verify mode and the data. Under “Select directory” all the directories in the configured data source (see 5.8.3 Simple ticket source) are shown. Note that the content of the selected directory is copied to the usb media not the directory itself!

In the bottom section of the dialog you can configure a simple label which will be printed after successful jobs.

Customer specific extensions are available for the label type – the preferred label can be selected via the “Label type” dropdown. See below for an example.

Figure 43: Simple ticket dialog with label template extension

## 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 23).
2. Select the entry *Shut Down* (see Fehler: Verweis nicht gefunden Fehler: Verweis nicht gefunden, page Fehler: Verweis nicht gefunden).
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 11).



**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 14 and the printer lid label (Figure 4: Device controls, page 10, number 11).

## 6 Settings

Only a user with the role of administrator can view and change the device settings of the rx400.

### 6.1 Actions

The actions are features that can be active used. For example creating a demo ticket. All other settings pages provides Parameters for the system.

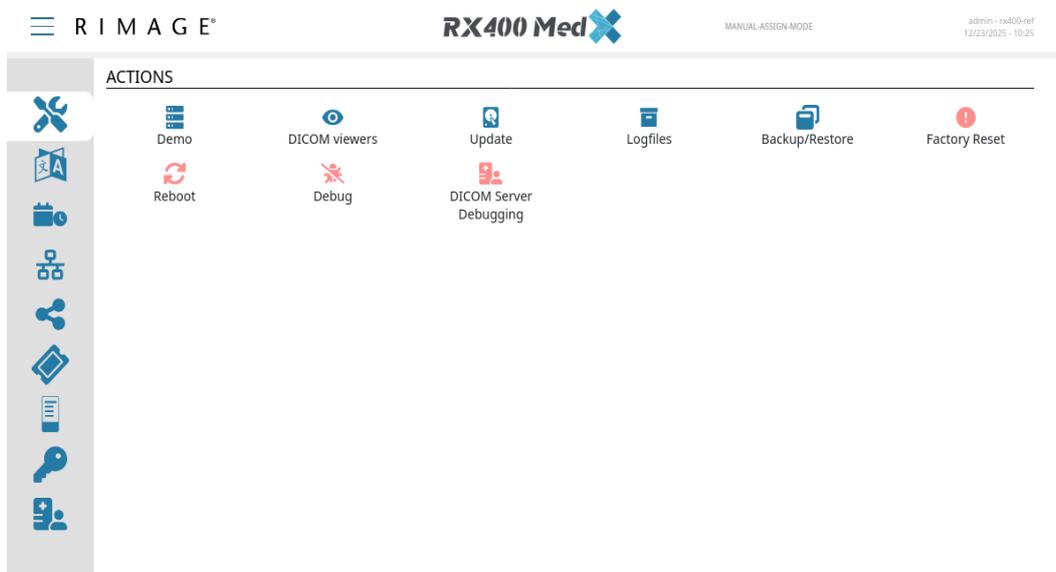


Figure 44: Settings Actions

## 6.1.1 Demo

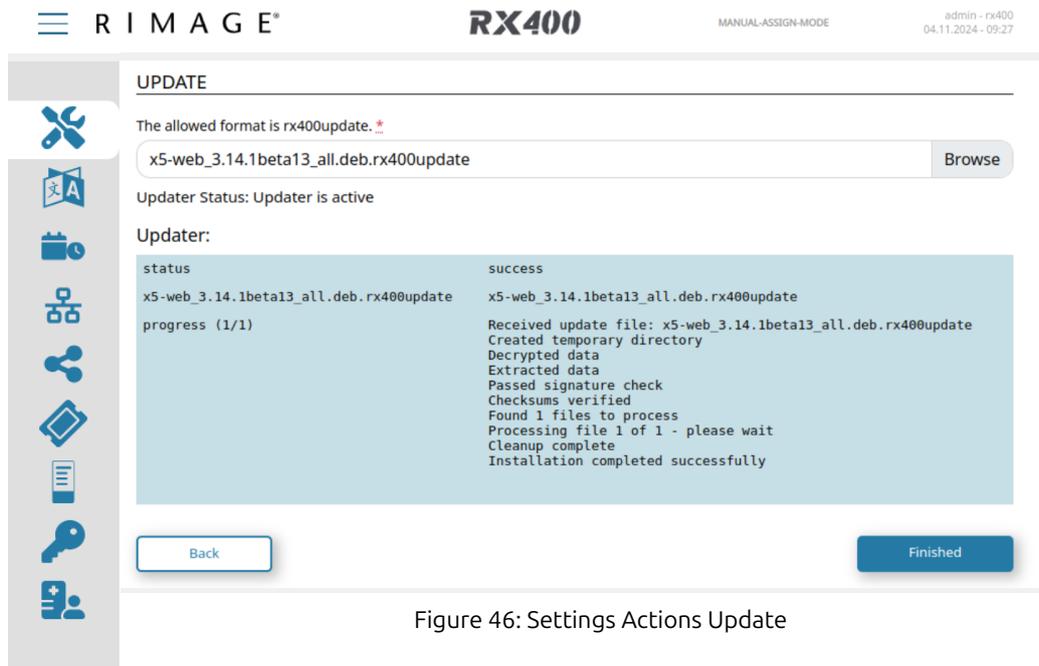
You can create demo tickets in the action demo. To do this, select a ticket and then create it using the create button. This ticket is now listed under current tickets.



Figure 45: Settings Actions Demo

## 6.1.2 Update

The RX400 can be updated here. To do this, the corresponding file is uploaded. It may be that the RX400 has to be restarted or you have to log in again after an update.



The screenshot shows the 'UPDATE' section of the RX400 settings interface. The page header includes 'R I M A G E®', 'RX400', 'MANUAL-ASSIGN-MODE', and user information 'admin - rx400' with the date '04.11.2024 - 09:27'. A left sidebar contains various icons for settings. The main content area shows a file upload field with the text 'The allowed format is rx400update.\*' and a 'Browse' button. Below this, it states 'Updater Status: Updater is active'. A large light blue box displays the update progress log:

```
Updater:
status success
x5-web_3.14.1beta13_all.deb.rx400update x5-web_3.14.1beta13_all.deb.rx400update
progress (1/1) Received update file: x5-web_3.14.1beta13_all.deb.rx400update
Created temporary directory
Decrypted data
Extracted data
Passed signature check
Checksums verified
Found 1 files to process
Processing file 1 of 1 - please wait
Cleanup complete
Installation completed successfully
```

At the bottom of the log box, there are 'Back' and 'Finished' buttons.

Figure 46: Settings Actions Update

## 6.1.3 Logfiles

The log files for the RX400 can be downloaded here. If you experience any issues, please send the log files when submitting a support request.

## 6.1.4 Backup/Restore

Backup and restore allows you to save and restore the device settings.

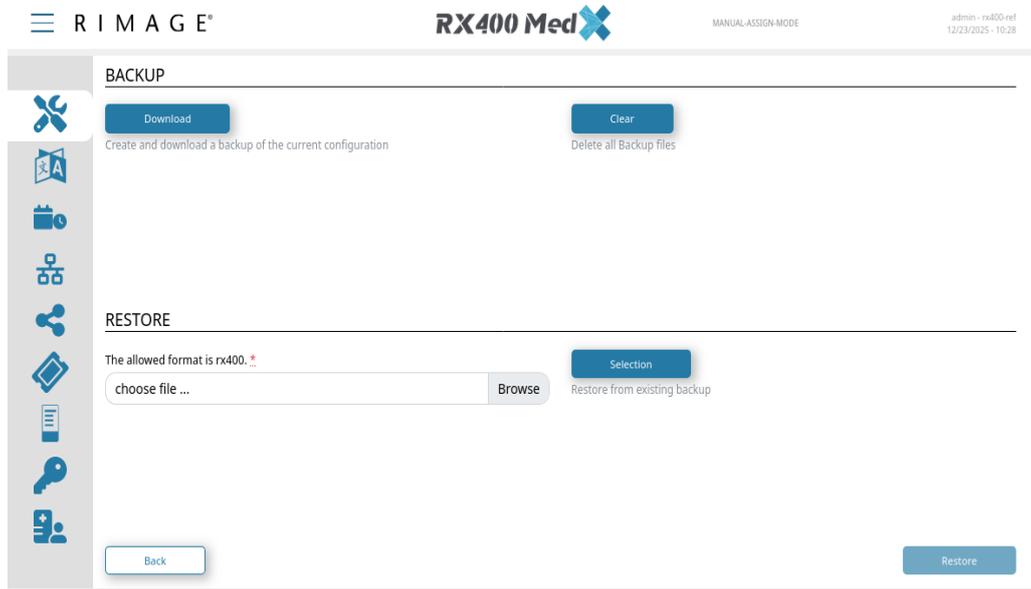


Figure 47: Settings Actions Backup/Restore

## 6.1.5 Factory Rest

- Delete all current and old tickets/jobs.
- Delete all manually created users.
- Reset language and localizing settings.
- Reset time settings.
- Reset network settings.
- Reset ticket settings.
- Reset card settings.
- Reset license.

## 6.1.6 Reboot

USB media that were plugged in before the device was started or rebooted are no longer recognized and must be plugged in again in order to be recognized.

Tickets that have been assigned to a slot will be detached from the slot.

## 6.1.7 Debug

Debug is a restricted console that can only be used for pinging.



Figure 48: Settings Actions Debug

## 6.1.8 DICOM Server Debugging

DICOM Server Debugging is a console output to view the logfiles concerning the DICOM – Addon. It shows all actions happening on the RX400 DICOM server and can be useful to debug network or DICOM issues.

The screenshot displays the 'DICOM Server Debugging' window. The header includes the RIMAGE logo, 'RX400 Med' branding, and the status 'MANUAL ASSIGN-MODE'. The user is identified as 'admin - rx400-ref' with a timestamp of '12/23/2025 - 10:51'. The main content area shows a log of system events:

```

output_
2025-12-23 10:37:34 Api DEBUG viewer_new: {'path': '/data/updates/2025-12-23T10:37:34.163553_RadiAnt-2025.2-Setup.zip'}
2025-12-23 10:37:34 Dicom INFO got new viewer file: /data/updates/2025-12-23T10:37:34.163553_RadiAnt-2025.2-Setup.zip
2025-12-23 10:37:34 Dicom DEBUG extracted data contains multiple files/dirs
2025-12-23 10:37:34 Dicom INFO installed new viewer: 2025-12-23T10:37:34.163553_RadiAnt-2025.2-Setup
2025-12-23 10:38:25 Api DEBUG viewer_new: {'path': '/data/updates/2025-12-23T10:38:25.050052_RadiAnt-2025.2-Setup.zip'}
2025-12-23 10:38:25 Dicom INFO got new viewer file: /data/updates/2025-12-23T10:38:25.050052_RadiAnt-2025.2-Setup.zip
2025-12-23 10:38:25 Dicom DEBUG extracted data contains multiple files/dirs
2025-12-23 10:38:25 Dicom INFO installed new viewer: 2025-12-23T10:38:25.050052_RadiAnt-2025.2-Setup
2025-12-23 10:38:52 Dicom INFO deleting viewer '2025-12-23T10:38:25.050052_RadiAnt-2025.2-Setup'
2025-12-23 10:39:16 Dicom INFO deleting viewer '2025-12-23T10:37:34.163553_RadiAnt-2025.2-Setup'
2025-12-23 10:40:10 Api DEBUG viewer_new: {'path': '/data/updates/2025-12-23T10:40:10.457945_RadiAnt-2025.2-Setup.zip'}
2025-12-23 10:40:10 Dicom INFO got new viewer file: /data/updates/2025-12-23T10:40:10.457945_RadiAnt-2025.2-Setup.zip
2025-12-23 10:40:10 Dicom DEBUG extracted data contains multiple files/dirs
2025-12-23 10:40:10 Dicom INFO installed new viewer: 2025-12-23T10:40:10.457945_RadiAnt-2025.2-Setup
2025-12-23 10:40:34 Dicom INFO deleting viewer '2025-12-23T10:40:10.457945_RadiAnt-2025.2-Setup'
2025-12-23 10:41:16 Api DEBUG viewer_new: {'path': '/data/updates/2025-12-23T10:41:15.996666_RadiAnt-2025.2-Setup.zip'}
2025-12-23 10:41:16 Dicom INFO got new viewer file: /data/updates/2025-12-23T10:41:15.996666_RadiAnt-2025.2-Setup.zip
2025-12-23 10:41:16 Dicom DEBUG extracted data contains multiple files/dirs
2025-12-23 10:41:16 Dicom INFO installed new viewer: 2025-12-23T10:41:15.996666_RadiAnt-2025.2-Setup
2025-12-23 10:41:36 Dicom INFO deleting viewer '2025-12-23T10:41:15.996666_RadiAnt-2025.2-Setup'
2025-12-23 10:43:07 Api DEBUG viewer_new: {'path': '/data/updates/2025-12-23T10:43:07.078887_RadiAnt-2025.2-Setup.zip'}
2025-12-23 10:43:07 Dicom INFO got new viewer file: /data/updates/2025-12-23T10:43:07.078887_RadiAnt-2025.2-Setup.zip
2025-12-23 10:43:07 Dicom DEBUG extracted data contains multiple files/dirs
2025-12-23 10:43:07 Dicom INFO installed new viewer: 2025-12-23T10:43:07.078887_RadiAnt-2025.2-Setup
2025-12-23 10:50:23 Dicom INFO deleting viewer '2025-12-23T10:43:07.078887_RadiAnt-2025.2-Setup'
2025-12-23 10:50:31 Dicom INFO deleting viewer 'viewer1'
    
```

At the bottom of the log area, there are two buttons: 'Back' and 'stop scrolling'.

Figure 49: Settings Actions DICOM Server Debugging

## 6.2 Language

The language and localization can be set here. The localization defines the spelling of times and numbers. Furthermore, the display can be changed from left to right to right to left.



Figure 50: Settings Language

## 6.3 Timezone

Setting the time or time zone. Alternatively, the time can be obtained manually or from a time server.

## 6.4 Network

Used to set the IP of the RX400 and whether to use https or http.

The screenshot shows the 'LANGUAGE' settings page in the RX400 Med interface. The page header includes 'R I M A G E', 'RX400 Med', 'MANUAL ASSIGN MODE', and 'admin - rx400-ref 12/23/2025 - 10:29'. A vertical sidebar on the left contains various icons. The main content area is titled 'LANGUAGE' and contains two dropdown menus: 'Language' set to 'English' and 'Localizing' set to 'US'. Below these is a 'Text direction' section with three radio button options: 'Auto' (selected), 'Left to right', and 'Right to left'. A 'Save' button is located at the bottom right of the settings area.

Figure 51: Settings Network



**Note:** After switching from http to https or vice versa, the browser may no longer be able to access the device. Please make sure that the correct protocol is now entered in the address bar.

## 6.5 Network shares

If data is stored externally or if data that has been read in is to be stored externally, then the necessary settings can be made here to enable this.

The screenshot shows the 'NETWORK SHARES' configuration page in the RX400 Med interface. The page is titled 'R I M A G E' and 'RX400 Med'. The user is logged in as 'admin - rx400-ref' on '12/23/2025 - 10:29'. The page is in 'MANUAL-ASSIGN-MODE'.

The 'NETWORK SHARES' section is divided into two main areas: 'DATA SHARE' and 'READ SHARE'.

**DATA SHARE:**

- A dropdown menu is set to 'Guest access'.
- The 'Share name' field contains 'x5Storage' with a validation message below: '[A-z 0-9 \_-][starts with A-z][max Length 20]'.
- The 'Username' field is empty with a validation message below: '[A-z 0-9 \_-][starts with A-z][max Length 20]'.
- The 'Password' field is empty and has a toggle icon on the right.

**READ SHARE:**

- A dropdown menu is set to 'Disabled'.
- The 'Share name' field contains 'rx400\_read' with a validation message below: '[A-z 0-9 \_-][starts with A-z][max Length 20]'.
- The 'Username' field is empty with a validation message below: '[A-z 0-9 \_-][starts with A-z][max Length 20]'.
- The 'Password' field is empty and has a toggle icon on the right.

A 'Save' button is located at the bottom right of the page.

Figure 52: Settings Network shares

## 6.6 Ticket

(see Figure 41: Read Medium Settings, page 39)

This is where the basic settings for the tickets are made. There are two modes:

- Manual: The user has to select the ticket to be processed.
- Auto: When a valid USB device is recognized, it is automatically written to the next available ticket.



**Note:** If the mode is changed, a restart is necessary. The new mode is only available after this restart.

The read settings and source of the simple ticket feature can be set here. See 5.8 Read Medium settings, page 39.

General settings made here are:

- The maximum number of simultaneously active tickets. This is important because it can limit the selection to avoid long scrolling on the device.
- How long tickets are kept in the archive.
- When an active ticket is stopped because it has not been used.

## 6.7 Card

The labels and values displayed on the home page (see Figure 29: Slot Overview, page 30) when a ticket is selected are set here. You can also deactivate them.

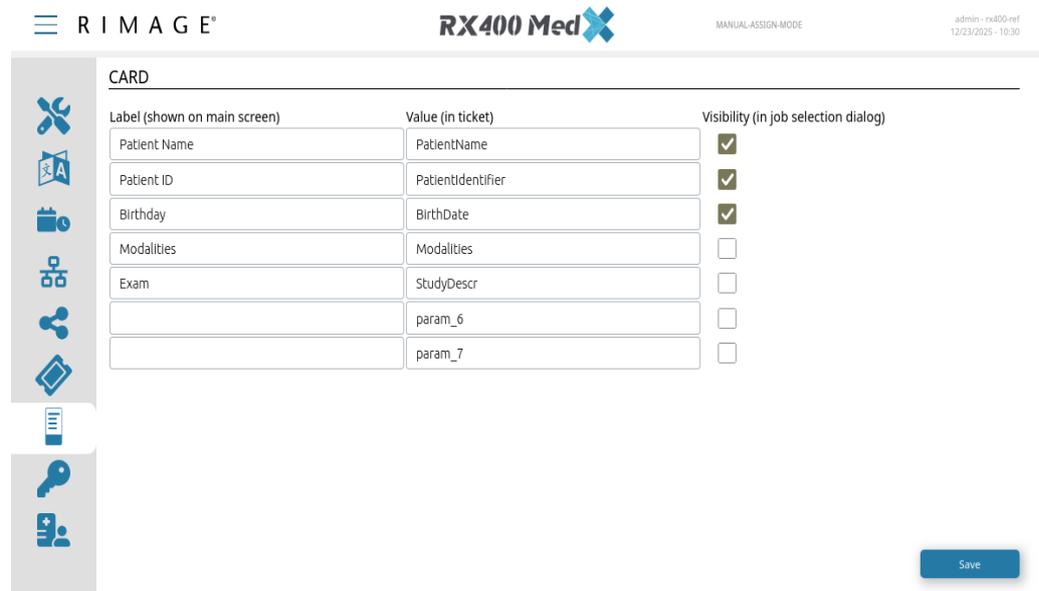


Figure 53: Settings Card

## 6.8 Licenses

See 4.3 License Management, page 19.

## 6.9 DICOM Settings

With the DICOM Module it is possible to use the RX400MedX as an DICOM Node to send files directly from your Pacs-System to the RX400MedX.

The received data is packaged into a "DICOMDIR", the selected viewer is added and a RX400 job will be created to copy the data to a USB-Stick



**Note:** per default the RX400MedX is listening on port 2000.

### 6.9.1 DICOM Connection

Please specify an AE-Title and select your preferred DICOM Viewer. It is possible to add multiple DICOM-Viewers. For each DICOM-Viewer a separate AE-Title needs to be configured.

To configure the DICOM-Connection in a Pacs-System enter the IP-Adress of the RX400MedX and Port 2000. Check if Port 2000 is open on the firewall. If this is the case configure the RX400 DICOM-Node with **AE-Tittle** you defined, **RX400MedX IP Adress** and **Port 2000** in the Pacs-System.

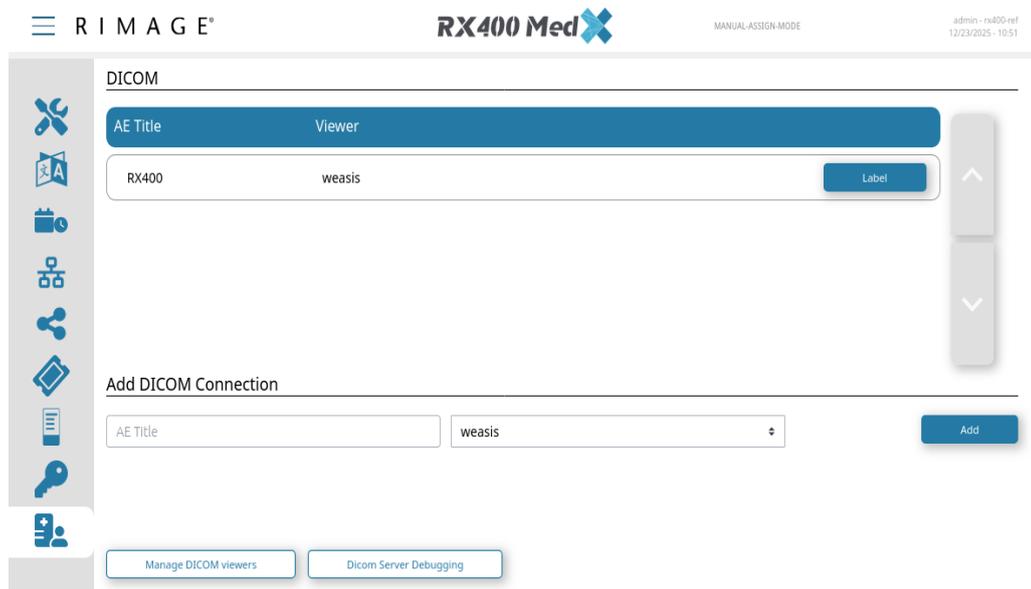


Figure 54: Settings Add DICOM Connection



**Note:** If a new connection is added, the selected DICOM Viewer is added and mapped to the AE Title. To use multiple Viewers you have to specify an AE Title for each Viewer.



**Note:** A portable version of a DICOM Viewer is needed.

## 6.9.2 DICOM Viewer

A DICOM Viewer can be uploaded and mapped to an AE Title (see Fig.54. Settings Add DICOM Connection). If you select the corresponding AE Title in your Pacs-System the mapped viewer is copied onto the USB with the DICOM data.

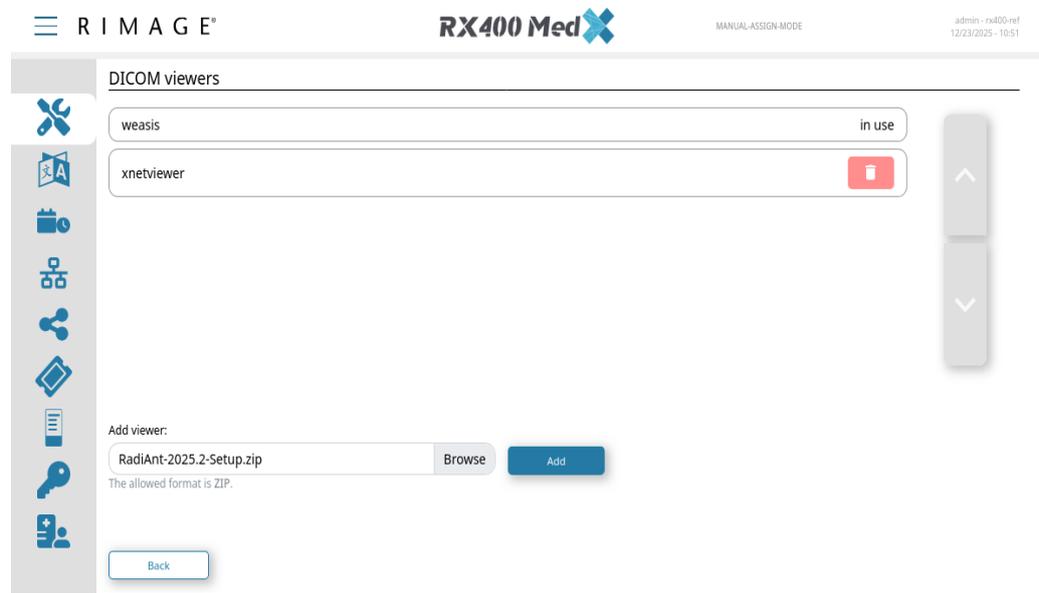


Figure 55: Settings DICOM Viewer

For DICOM viewer upload please put all files your portable viewer needs into a directory and package this directory into a zip file. The name of the directory will be used as viewer name in the RX400 interface. The content of the directory will be copied onto the root directory of the USB stick along with the received DICOM data.

## 6.9.3 DICOM Label Design

Select the values from a DICOM-File to be printed on the label or select “free text” and add your own static text..

A Logo can be uploaded. If a logo is specified the text moves 12mm to the right.



**Note:** For the best result the logo file should be a black and white image with the content already rotated and an **aspect ratio of about 1:2 (width:height)** – e.g. 125 x 250pixel

Currently the RX400MedX only supports **the standard label (54x25mm)**

You can use the preview button to get an estimated label preview.

admin - 12/23/2025 - 10:52

R I M A G E<sup>®</sup> RX400 MedX

**DICOM label for RX400**

Line 1  
   bold  
 Font size: large

Line 2  
  bold  
 Font size: large

Line 3  
  bold  
 Font size: medium

Line 4  
  bold  
 Font size: small

Logo:  
   
 The allowed format is PNG.

Line 1 bold large	RX400 MedX	Line 1 bold large
Line 2 large		Line 2 large
Line 3 medium		Line 3 medium
Line 4 small		Line 4 small

Left label example: Four text lines with the shown configuration  
 Right label example: Four text lines with the shown configuration and a logo  
 Line spacing is automatically adjusted based on the selected font size.  
 If a logo is specified the text moves 12mm to the right. For the best result the logo file should be a black and white image with the content already rotated correctly and an aspect ratio of about 1:2 (width:height).

Figure 56: Settings DICOM Label

## 7 Troubleshooting

### 7.1 Touchscreen remains dark

1. Check whether the switch on the back of the device is on and both power LEDs are lit, see Figure 5 Power panel, page 11.  
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 personal.

### 7.2 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 5.6 Label Reprinting, page 35.



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



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

Doing so voids any warranty.

### 7.3 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.*

## 8 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 42.
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.

## 9 Technical Specification

Touch Display	10.1", 1024 x 600 px, capacitive touch
USB Stick Labels	54 x 25 mm, width x 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 x 444 x 258 mm, height x width x depth 6.7" x 17.5" x 10.2"
Protection Class	 , low voltage power supply
Protection Code	IP20

# 10 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](mailto:support@rimage.de)

# 11 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.