



**Automated PC-Connected  
CD/DVD Printer Autoloader**

**User Manual**



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## **DAMAGE**

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This shipment was packaged and delivered to the carrier with the utmost care to ensure safe delivery of goods. If your Apollo system is damaged during shipment, please contact the freight carrier first, then contact your distributor or All Pro Solutions

## **INCOMPLETE ORDERS**

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Check the shipment against the shipping papers thoroughly and immediately to ensure receivership of a full shipment. Do not discard packing materials or cases. Check out all possibilities before reporting a shortage or incomplete order.

## **SAVE PACKAGING**

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You have to save your packaging materials so that if the need arises you can return your system for service. Sending a system to All Pro Solutions without the original packaging will void the warranty. This packaging was designed specifically for shipping your system. Other packaging may not be as suitable.

## **IF YOUR SYSTEM REQUIRES SUPPORT**

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If your system requires servicing, you should first contact the place of purchase and request support or contact All Pro Solutions as follows:

Phone: (803) 980-4141 ext. 107

Email: [techsupport@allprosolutions.com](mailto:techsupport@allprosolutions.com)

Before shipping any item to All Pro Solutions, first obtain a RMA (Return Material Authorization) Number from All Pro Solutions support. This number must be placed on the outside of the product packaging where it can be easily found; otherwise the item will be refused and returned at the sender's expense

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## Quick Start

### Getting started

**The removal of this product should be undertaken by at least 2 people because of its size and weight. Please ensure safe manual handling procedures are followed**

Carefully remove your system from its shipping box and verify that all parts are present. If there are missing or damaged parts contact *All Pro Solutions* or an authorized distributor immediately to correct any miss-packed or missing parts.

You should find the following packaged with your autoloader:

- Autoloader: AU4 (up to 330 disc capacity), or AU7 (up to 630 disc capacity) or AU9 (up to 900 disc capacity), depends on your model configuration
- Driver Discs – Serial-USB converter
- This User Manual
- Apollo Series Software/Manual Disc
- 5/64 hex head key (Allen wrench)
- Warranty card
- Pro IV, SpeedJet, or Teac P55C Printer w/ applicable drivers/discs
- Printer Plate (mounted on the bottom of printer)
- Printer Power Cable
- Printer Control Cable
- Printer USB Cable

#### **NOTE:**

If your system is damaged during shipment, please contact the freight carrier first, and then contact your distributor or All Pro Solutions.

You have to save your shipping materials so that if the need arises you can return your system for service. Sending a system to All Pro Solutions without the original packaging will void the warranty. This packaging was designed specifically for shipping your system. Other packaging may not be as suitable. If you have already disposed of your packaging materials, you can receive a new set from All Pro Solutions for a fee.

## **Manufacturer Recommendations**

- ☞ Before starting to operate your system, please read the User's Manual **entirely!**
- ☞ Place your system on a flat, steady surface in a climate controlled environment with regular office light (no bright light to reflect into the system's sensor), free of dirt, dust, excess humidity, excessive heat or electro-magnetic interference.
- ☞ Please fan the media before placing it into the Input Hopper and align it. Media has to slide easy on top of each other
- ☞ Do not use un-expensive media because it can generate problems: media sticks together and 2 or more discs can be loaded even if the picker it's designed to grab just one.
- ☞ The 2 shafts used by the Picker to travel up and down should be oiled from time to time; use the multipurpose oil provided

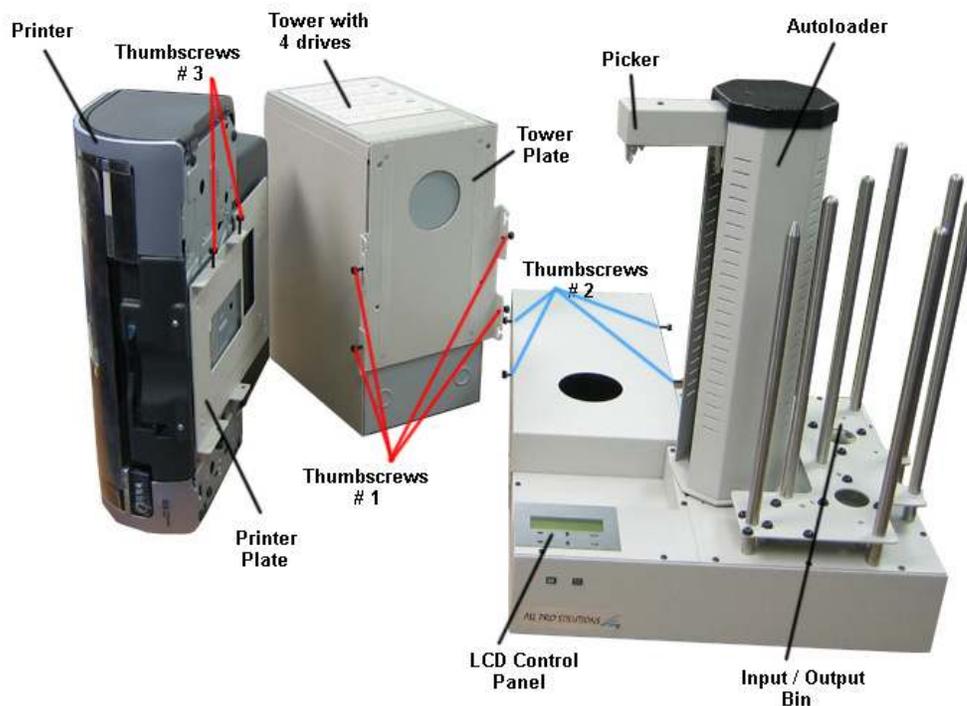
## **Mounting the Printer**

This autoloader can be used with Pro IV, SpeedJet or Teac P55C printers and uses the same mounting system for either one of them.

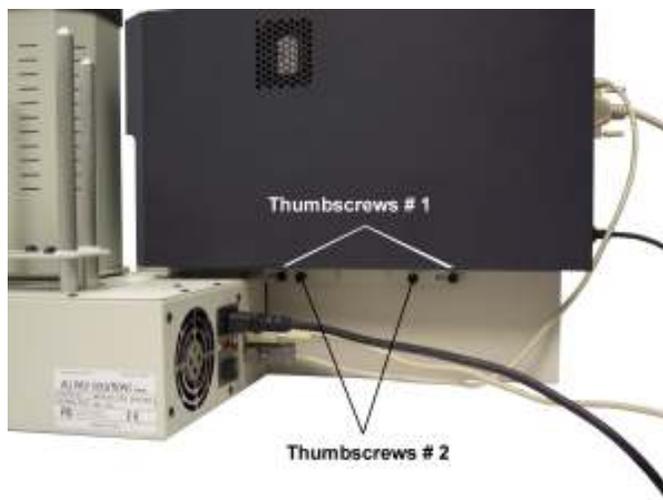
Place your printer (with its own plate mounted on the bottom) on top of tower. Do not tighten the screws until the printer alignment is made. Proceed with "Connecting Power" (page 4) and "Drive and Printer Alignment" (see page 6).

When alignment is OK, please tighten front left and front right thumbscrews # 3 at the same time. Repeat this operation for rear left and rear right thumbscrews # 3.

**Fig. 1**  
**System unassembled – SpeedJet Printer + Apollo PA7 shown (disregard tower)**



**Fig.2**  
**Printer alignment**



## **Operating Environment**

Your APS System should be used in a climate-controlled environment free of dirt, dust, excess humidity, excessive heat or electro-magnetic interference. Your APS System should be placed on a sturdy level surface – away from sources of vibration and excessive lighting.

Allow at least four (4) inches of clearance around the sides and back of the system for ventilation.

## **Connecting power**

Plug one power cable into the tower system, one into the autoloader and another one into the printer. Plug each power cable into the proper power source and connect all the other cables as shown in fig. 3a, 3b on the following pages.

## **Important**

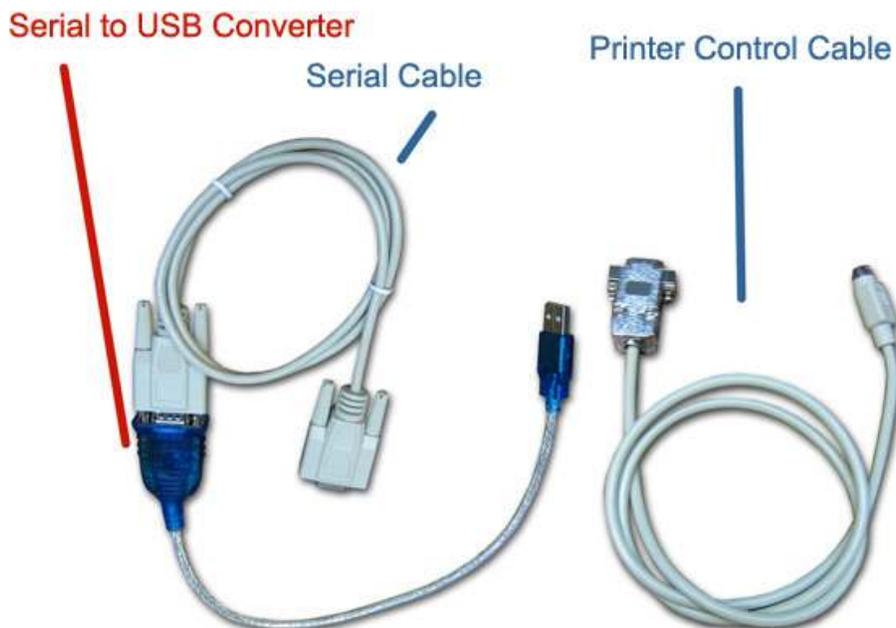
Before powering on your system, please ensure the picker (see fig.1, page 3) is in the top position.

Please power on your APS system in the following order:

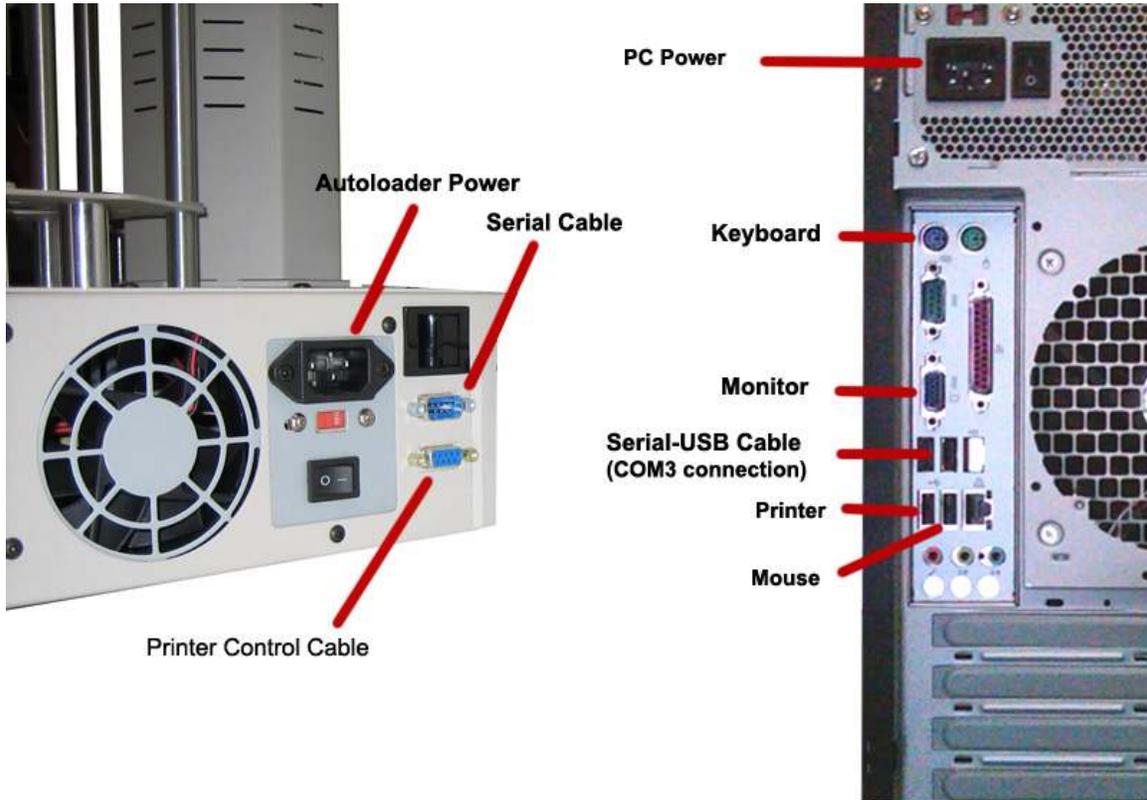
1. **Printer**
2. **Autoloader.**
3. **PC**

Proceed with *Printer Alignment* on page 6.

**Fig. 3a**  
**Cables supplied with autoloader (power cables not shown)**



**Fig 3b.**  
**Autoloader and PC connections**



**NOTE: Your PC may look slightly different.**

## Drive and Printer alignment

Copy **Align.exe** onto your desktop from the Apollo Series CD. Open it and select “Serial” as in fig. 4a and copy down the same settings as below. Make sure the connection is on COM3 and the settings are correct. Save this as TEST for future use. To make sure you have plugged the Serial to USB converter into the correct USB port, please Right Click on the **My Computer** on your Desktop, select **Manage**, and then select **Device Manager** as in fig. 4c. When you open the TEST connection you will have access to the communication port for alignment. Please open the printer tray and use the commands below to align the printer correctly. Make sure **CAPS LOCK is ON**.

C – Calibrates the picker to the home position

I – Inserts Disc into open printer tray

A - Accept, grabs disc from tray and places in output spindle

2 – Opens Printer tray

1 – Closes Printer Tray

If you don't have good alignment, adjust the printer (left and right, back and forth) and repeat the steps above until you obtain the right alignment.

**Fig. 4a Alignment Settings**

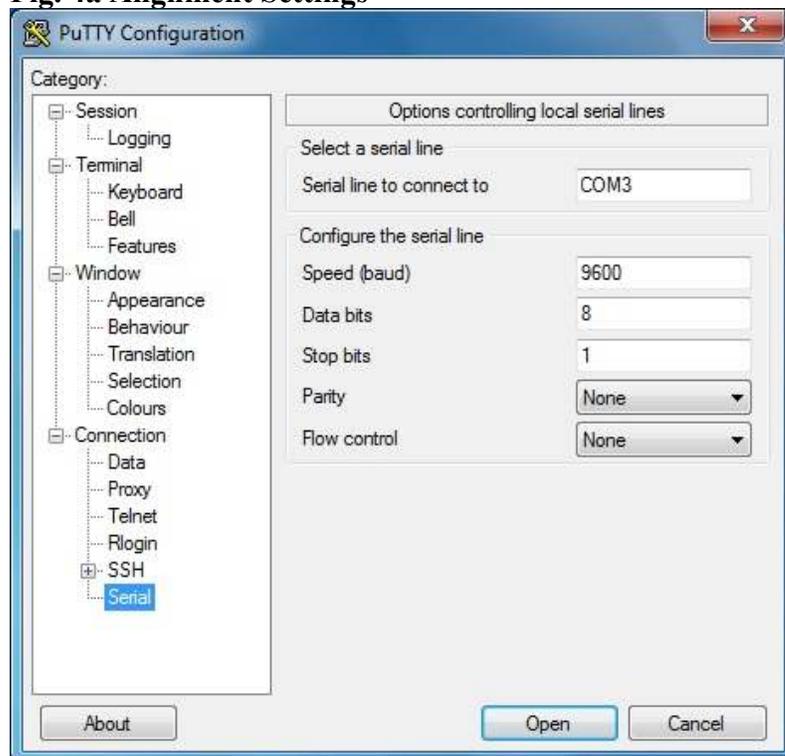


Fig. 4b

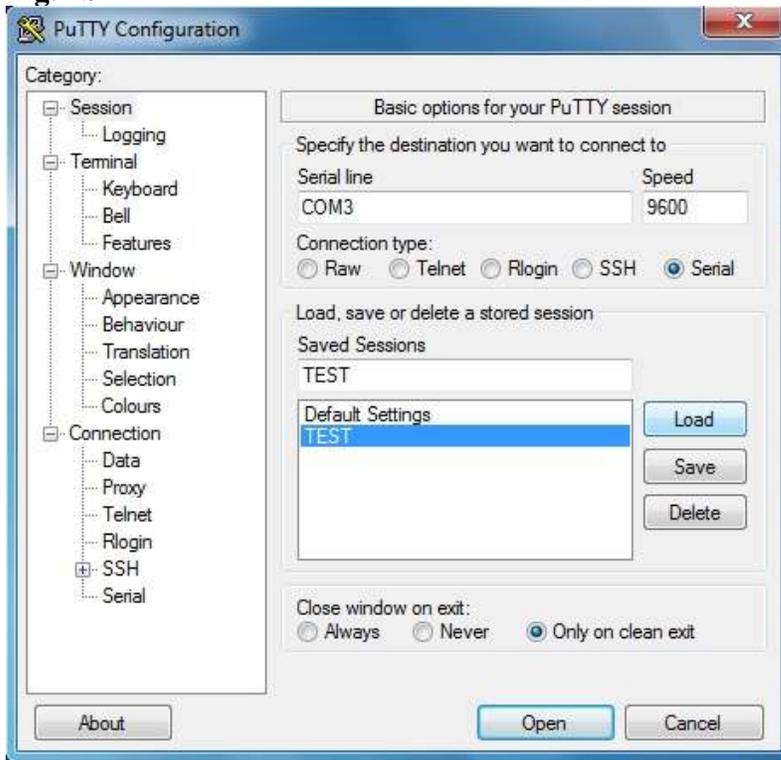
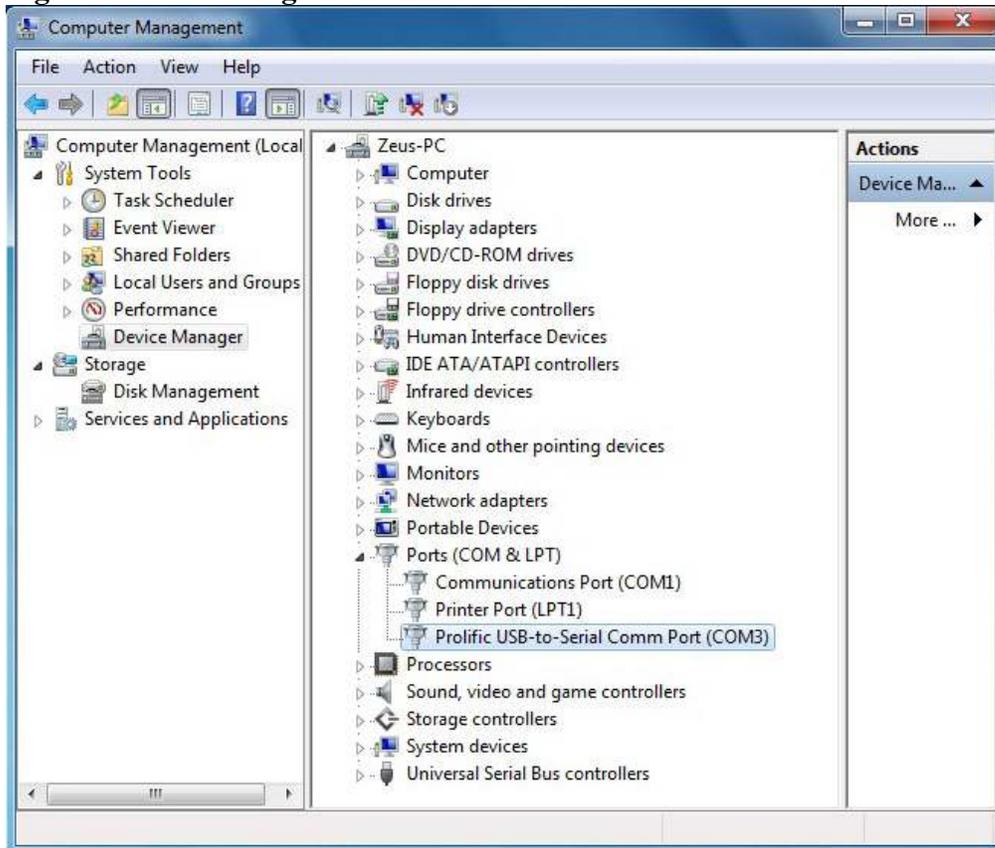


Fig. 4c Device Manager



Once the printer is aligned, gently tighten thumbscrews on both sides until they touch the adapter. Then tighten the set of thumbscrews that are on the autoloader.

Now cycle the power to your system. Remember to turn on in this sequence: Printer, Autoloader, PC, so that the PC recognizes the devices connected to it.

## ***Overview***

Before you start using this system, please read the following to ensure proper operation:

### ***Temperature Warning***

If the system was stored in a location where the temperature dropped below 32° F (0° C) within the past 24 hours, leave the autoloader in a warm room with temperatures at least 65° F (19° C) for four hours prior to powering it on for the first time. Failure to do so may cause irreparable harm and prevent the autoloader from functioning.

### ***Maintenance***

It is very important to operate and keep the autoloader in a dust free, clean environment since dust is the number one killer of robotic moving components. Failure to do so can severely damage your autoloader. We strongly suggest that you constantly use an Air Duster (Canned Air) to clear off any dust on the surface of the autoloader.

### ***Disc Static and Sticky Media Issues***

The most common problems when using an autoloader are the disc static and sticky media issues. These static charge problems cause multiple discs to stick together, resulting in improper operation and more severely, can shock the robotic arm while loading a disc that causes the system freeze. Even though the autoloader has a sticky media separator function to prevent the sticky media, but you should still follow these steps to prevent sticky media from disrupting your operation and protect your system from disc static charge.

This issue is most commonly seen when you buy a 100 pack of blank discs and insert them into the autoloader without any treatment. If you have experienced this kind of problem, please do the following to remove the adhesive static between the discs:

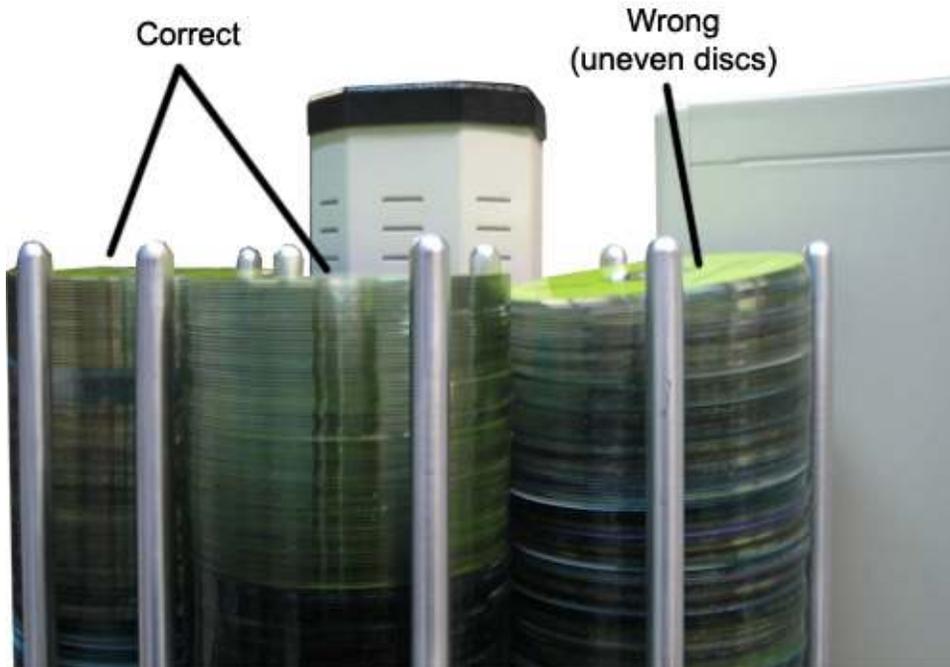
Separate the blank discs before you place them into the autoloader's bins and align them using the Output Bin rod. Separating them will greatly reduce the static between discs. See pictures below:



If this doesn't achieve the desired outcome, use an air duster (canned air) to blow air around the circular edge of the blank discs. This process reduces the static between the discs up to 90%. The amount of air to use depends on factors specific to your environment.

### ***Disc Placement Issue***

Another common problem when using an autoloader is the placement of media into the bins. Placing the media into the bins properly can avoid possible picking errors when operating the autoloader. Even though the autoloader is designed with certain tolerance adjustments to prevent mishandling by the picking arm, failures may still arise if the bins are not loaded correctly. All media loaded into the bins should be flat and not slanted at an angle to ensure the picking arm can securely grab the disc. Be sure not to load too many discs into the bins as well as this may cause errors in placement and loading. The figure below shows the proper and incorrect disc placements when loading media into the bins



### ***The Robotic Platform***

The robotic arm picks blank discs from Input Bin # 1 first, and places the successful copies into the Output Bin. Once Input Bin # 1 is empty, it picks blank discs from Input Bin # 2, and places the successful copies into Input Bin # 1 which becomes Output Bin # 2. It then picks from Input Bin # 3 and places into Input Bin # 2 which becomes Output Bin # 3 and so on. Reject discs are placed on to the deck below the drive trays. (Throughout this manual, this area is also referred as “Reject Area”).

## ***Software Installation / Basic Operation***

Please turn on your system in the following order: **Printer, Autoloader, PC**. If the printer tray opens automatically, please push tray button to close.

**Keep this order every time you turn on your system**

Open the PPNG folder in the Apollo Series disc and run the **ppng\_xxx** installation application. Follow the onscreen instructions and when the Configuration Key is required, open the **License.txt** file in the PPNG folder on the same disc and you will see the Configuration Key. Once PoINT Publisher NG is installed, open PoINT Publisher NG Server. Click on Configuration and select License. Copy the Serial Number and Product Key down into the License.txt file and send the file to [sales@allprosolutions.com](mailto:sales@allprosolutions.com) to obtain the license key for your system to run properly.

### ***Device Selection***

- Make sure all devices (Autoloader and Printer) are powered on
- Open PoINT Publisher NG Server
- On the menu bar click **Configuration** and select **Settings**
- Click the **Device Configuration** tab
- Click the **Setup** button
- In the **Loader COM Port** box make sure it says **Port COM 3**
- In the **Printer** box select your printer.
- In **Drive assignment** you will see **Device 1: not configured**
- Select this by left clicking once and click the **ADD** button
- A list of recorders will open up, select a drive and click the **Identify** button. This will open and close the drive.
- Verify that this is the correct drive you want to select and click **OK**
- **You must select at least one recordable drive for your system to operate.**
- Once done click **Ok**
- On the Settings window click **Apply** and then click **OK**

### ***Setting the Media Type for the Input Bins***

- On the menu bar click **Configuration** and select **Settings**
- Click the **Bins** tab
- Where it says **Media Type** click the drop down box and choose the appropriate media. With print-only jobs, you can leave it at CD-R: 80min.
- Click **Apply** and then click **OK**

## **Printer Support**

Please follow the instructions in the Apollo PPNG Software Manual for creating a print label. Print files accepted: .prn, .plf, .btw

PLF = Point Label Editor Files (Recommended using the PoINT Label Editor)

PRN = Raw Label File. Must “print to file” using the printer driver.

BTW = Bartender Label Files (only available if your package supports Advanced Print Option)

- To add a print job select **Job > Add Print-Only Job**.
- Left click the printing tab and select the correct radio button that you want to use
  - Click **Print raw file** to use a prn file
  - Click **Print through label editor** to use a plf file
  - Click **Print through other application** to use a btw file
- Below you will have a **Select** box to select the appropriate file
- Once the file is selected click **Apply** and **OK**

For more instructions on operation, please refer to the Apollo PPNG Software Manual included with the system, and/or your printer User Manual.