

+Source Disc Empty is being displayed on the screen when attempting to do a normal copy.

When trying to do a copy and a message of "Source Disk Empty" is being displayed, that means that

1. The disc on the top drive is blank and has no data written on it.
2. The source drive is set to the wrong drive.

To resolve this issue, follow the steps below:

1. Remove all discs from your duplicator. Your master disc as well as blanks.
2. If you have the optional USB Connection, verify that it is switched to OFF. Refer to your manual on how to switch off your USB Connection.
3. Press the ENT key on 1. Copy on all the trays should automatically close. If a particular drive does not close, please contact us to resolve the issue.
4. After a short delay, one of the drives should automatically open and your duplicator should display "Source Drive not Ready." If the tray that opens up is not the top most tray, follow steps a. through e. If it is the top drive, continue to step 5.
 - a. Press the ESC key to get back to the main menu and to clear the error message.
 - b. Press the DOWN arrow key until you see "8. Select Source."
 - c. Press the UP arrow key until DVD-ROM appears or the lowest number on the top left corner of the display is shown.
 - d. Press the ENT key.
 - e. A message will be displayed indicating a drive has been selected. Press the ESC key to clear this message and you should be taken to "8. Select Source."
5. Place the disc you wish to copy on the top most tray (it cannot be blank) and your blank discs in the trays below that. Manually close ALL the trays.
6. Using the UP or DOWN arrow keys, go to option number "7. Disc Info." Press the ENT key and it should say "7-01. Disc Info" on the top line and "Source" on the bottom line.
7. Press the ENT key once more and it should now display information about your source drive.
 - a. If it says "Source Drive not Ready," remove your master disc and insert a fresh master disc. To clear the error message, press the ESC key once and try again. If the same message appears, please contact us directly via phone or email.
 - b. If it does not say "Source Drive not Ready," it should now display information about your master disc. Note the type of disc as well as the capacity. The capacity cannot be "0 MB." If the capacity is "0 MB," it indicates the disc is blank.

8. Press the ESC key twice and it should now display "7. Disc Info." Using the up arrow key, go back to "1. Copy" and attempt a copy. If the same message appears on the screen, please contact us to resolve the issue.