

+If you get high failure rates or consistent NG messages.

When trying to do a copy and the copy process fails.

To resolve this issue, follow the steps below:

1. Modify the burn speeds to the recommended values.
 - a. Scroll to option 11. Setup (the number may be different depending on your duplicator).
 - b. Press the ENT key.
 - c. Press the DOWN arrow key once.
 - i. If it just says "Burn Speed," follow the steps below.
 1. Press the ENT key.
 2. The first option is "DVD Burn Speed."
 3. Press the ENT key.
 4. Using the UP or DOWN arrow keys, modify the burn speed to 8x. Once finished press the ENT key.
 5. Press the DOWN arrow key twice and it should now display "CD Burn Speed." Modify this to 24X using the same method for "DVD Burn Speed." Repeat the process for Audio Burn speed using 24x as well.
 6. Once finished, press the ESC key multiple times until your back to the main menu.
 - ii. If it just says "CD Burn Speed," follow the steps below.
 1. Press the ENT key.
 2. Using the UP or DOWN arrow key modify this speed to 24X.
 3. Press the ENT key.
 4. Press the DOWN arrow key.
 5. It should now display "DVD Burn Speed."
 6. Press the ENT.
 7. Using the UP or DOWN arrow key, modify this speed to 8X.
 8. Press the ENT key.
 9. Press the ESC key once to go back to the main menu.
2. Modify the read speed to the recommended value.
 - a. Scroll to option 11. Setup (the number may be different depending on your duplicator).

- b. Press the ENT key.
 - c. Press the DOWN arrow key twice.
 - i. If it displays “DVD Burn Speed,” press the DOWN arrow key once more to go to “read Speed.”
 - d. It should now display “Read Speed.”
 - e. Press the ENT key.
 - f. Using the UP or DOWN arrow keys, modify this speed to 8x.
 - g. Press the ENT key.
 - h. Press the ESC key once to go back to the main menu.
3. Avoid using low quality brands of discs.
- a. Avoid purchasing blank discs manufactured by Memorex, TDK, Windata, Ativa, store branded discs (such as OfficeMax or Staples), as well as any no name brands.
 - b. Purchase a more premium quality brand of blank discs, such as Verbatim, Sony, Phillips, LG, Taiyo Yuden, Sonik, Ritek, and Ridata. Although nothing is perfect, these brands have been found to be more stable.
4. Update your firmware.
- a. Check the firmware code on your duplicator to see if it is up to date. Refer to our procedure on our Customer Service page on instructions on how to update your firmware. Updating your firmware adds more compatibility to the unit as well as correct certain performance issues.