CopyMaster Troubleshooting Guide & Error Codes

Troubeleshooting FAQ

No display on the LCD or the unit does not operate when the power is on.
Check the power cable connection and that the environment for the power outlet is normal.
Make sure the power voltage on the duplicator matches the voltage of your power outlet.
If the system was stored in a location where the temperature dropped below 32ºF (0ºC)
within the past 24 hours, leave the system in a warm room with temperatures at least 65ºF
(19ºC) for 4 hours prior to powering it on.

The system can not recognize the master disc.
Check the format of the master disc or the master itself for damage.
Your master disc may be copy protected. Normally, most of the DVD/Blu-ray Disc and
some of the CD you have purchase from stores have copy protected encoded in them.
Use one of the Writers to read your master disc by selecting one of writers as the Copy
source (please refer to section Make Disc-to-Disc Copies" - "Select the Copy Source"
in your manual.) If it works, make a copy of your master disc and treat the copy as the new master. Then
set the Copy source back to the Reader and try again.

Buttons do not function.
Maybe it is still busy on a task. Give it sometime and press it again. If it still doesn't work,
turn off the machine, and then restart the machine after a minute.

Copy completed but the copies are not readable / executable?
Use "compare" feature to check the copied disc.
Based on our experience, the quality of your media plays a big role on this part. Try to use
high quality media to prevent such problems.
Please use another BD/DVD/CD player/ROM to test the copied media. Sometimes, your
BD/DVD/CD Player/ROM may not be compatible with recordable BD/DVD/CD disc.

The failure rate is high.
Lower the "write speed" and try again.
Quality of blank disc may be poor.
Quality of your master disc may be poor.

Do I need to upgrade my system's firmware?
Unless your system is getting unstable, we strongly suggest not upgrading your system's
firmware. Please contact our Tech Support if your system is getting unstable.

Cannot boot-up or fails to upgrade firmware.
Contact our Tech Support.

Can I load data directly from my computer to my system's Hard Drive?
No, your system's Hard Drive has a unique file system that computers will not recognize.
Thus, you can't perform any read/write operations to the Hard Drive from your computer.

Why some writers won't copy?
If those writers are associated with USB 2.0/Firewire IEEE 1394 connections (normally a
USB or Firewire logo sticker will be placed in front of such writer's tray), please make sure
the USB 2.0/Firewire connections is off and restart your system. For more information,
please refer to "Appendix A: External Device (USB 2.0/Firewire 1394) Setup Guide".
Reset back to default. (Troubleshoot #11)
Contact our tech support.

Why do I see does my system show "Link Failed" message?
Please double verify all towers are configured and connected properly. Please refer to
"Chapter 3: Setup your Daisy Chain Systems" on more details.
Contact our tech support.

Can I use different brands of blank discs in different towers?
Yes, as long as you use the same brands of blank discs within each individual tower.

**If I adjust the settings from the master tower, will the same settings be applied to all
other towers in the chain?**
Yes, any setting changes will be applied to all towers in the chain.

**When I load the master disc into the hard drive of the master tower, will the master
disc be loaded into all of the hard drives for the remaining towers in the daisy-chain?**
No, the content will remain in the Master tower ONLY. All remaining tower's hard drives
only saves the content of the last copied disc or data that was directly loaded on to that
units hard drive in standalone mode.

When I perform the "hard drive format" function on the master tower, will the remaining tower's hard drives content to be formatted?
No, only the master tower's hard drive will be formatted.

Do I have to load all discs into the towers in sequence? That is, can I insert blank discs into the second tower when the first tower is not fully loaded?
You do not have to load all blank discs into the towers in sequence. You can insert 2 blank discs in the first tower, skip the 2nd tower, insert 3 blank discs in the 3rd tower, and so on. The unit will still run the duplication job for the discs that are in the drives regardless if all the drives in each tower are utilized.

How do I reset my system back to default?

a) Go to menu 12. Utilities.

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DUPLICATOR      (003)
12. Utilities
```

b) Press the "ENT"/Enter button.

```
Utilities
 1. Disc Info
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c) Press down button until you see "Load Default" on the 2nd line

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Utilities
 5. Load Default
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d) Press "ENT"/Enter button.

```
Load Default
Press OK to Continue
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e) Wait for 3-4 seconds.

```
Utilities
 5. Load Default
```

f) Press "ESC"/Escape button.

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DUPLICATOR      (003)
12. Utilities
```

g) Press down button until you see "Shutdown" on the 2nd line.

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DUPLICATOR      (003)
15. Shutdown
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h) Press "ENT"/Enter button.

```
Shutdown
Press OK to Shutdown
```

i) Press "ENT"/Enter button.

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System Checking OK!
Ready to Power Off
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j) Power off the system and power it back on. All settings should be restored back to default.

Error Codes

Typically, the system will show an error message and error code if a problem occurs. Refer to the table below for a description of the error codes and the recommend solution:

Error Code	Error Message	Description & Recommended Solutions
200	Source Disc Empty	Description: The intended master disc is detected and identified successfully, but it is a blank disc. Possible Solution: Please double check the master disc to ensure it contains data.
201	Bad Master	Description: The master disc is detected but can not be identified within 3 minutes. Possible Solution: Please check the master disc quality for defects or errors.
202	No Targets!	Description: The blank disc(s) are missing when the job has already started. Possible Solution: Please make sure blank discs are placed in writer trays.
203	Burner Mixed or Firmware version Mixed	Description: The model or firmware version of all writers in the duplicator is not the same. Possible Solution: This typically happens when you recently replaced a writer drive. Contact Tech Support.
204	Targets & Master Not Compatible!	Description: The master disc and targets (blanks) do not have same format. Possible Solution: Please go to "Disc Info" in "Utilities" to make sure the master disc and the blank discs are the same format, (for example, using a CD Master and CD blank discs).
205	Targets Not Blank!	Description: The target (blank) discs are detected and identified as neither RW discs nor blank discs. Possible Solution: Please go to "Disc Info" in "Utilities" to make sure the intended blank discs are empty.

Error Code	Error Message	Description & Recommended Solutions
206	Targets & Master Size Mismatch!	Description: When the error code occurs during the Compare process, the size of the master disc and the successfully copied disc(s) is different. When the error code occurs during a Copy related process, the capacity of the blank disc(s) is less than the data size of the master disc. Possible Solution: When the error code occurs during the Compare process, contact Tech Support. When the error code occurs during a Copy related process, please go to "Disc Info" in "Utilities" to make sure the blank disc's capacity is large enough to fit the data size of the master disc.
207	Targets M Code Mixed!	Description: The blank discs contain different manufacture codes. Possible Solution: Please go to "Disc Info" in "Utilities" to make sure every blank disc has the same media ID (M-Code). Replace the one(s) that are different if necessary.
208	Targets are not RW discs!	Description: The target(blank) discs are not Rewritable discs Possible Solution: Please go to "Disc Info" in "Utilities" to make sure every blank disc is a rewriteable disc.
209	Master Disc is CSS Protected!	Description: The master disc is copy-protected. Possible Solution: This master disc contains copy-protection. Please try a different master disc without any copy-protection.
210	Bad Discs!	Description: The target (blank) disc(s) are detected but can not be identified. Possible Solution: Please double check the blank disc(s) quality.
211	This format can not be tested!	Description: The target (blank) disc(s) is DVD+R, DVD+RW, DVD+R DL, BD-R or BD-RE. Possible Solution: Above disc formats are not supported by the Test function. Please use DVD-R/RW or CD-R/RW discs if this function.

Error Code	Error Message	Description & Recommended Solutions
212	DVD is not supported!	Description: Your system does not support the DVD format. Possible Solution: Please purchase a system that supports DVD.
213	DVD-RAM is not supported!	Description: Your system does not support the DVD-RAM format. Possible Solution: Please purchase a system that supports DVD-RAM.
214	Blu-ray is not supported!	Description: Your system does not support the Blu-ray format. Possible Solution: Please purchase a system that supports Blu-ray.
230	Not enough HDD space	Description: The empty space in the hard drive is less than the size of the master disc. Possible Solution: Please free up hard drive space by deleting unnecessary partitions/images.
231	Redundant Name	Description: The name entered has already been used in the system. Possible Solution: Please enter a different name, or rename the existing file name which is in conflict before you re-enter this name.

232	Format Failed!	Description:
		The system is not able to format the hard drive. A detailed error code will be displayed at the end of the error message in the following format
		Example: Format Failed (Error:232) (XX-YY),
		  XX: The index of the hard drive which generated the error
		  YY: The error code
		
		Possible Solution:
		Possible Hard Drive defect; please contact Tech Support.

233	Hard Drive Corrupted	Description: The hard drive's information is corrupted. Possible Solution: Please re-format the hard drive.

Error Code	Error Message	Description & Recommended Solutions
235	Hard Drive Access Error	Description: There's an error when accessing the hard drive. Possible Solution: Possible Hard Drive defect; please contact Tech Support.
240	Wrong Password!	Description: The password entered is not correct Possible Solution: Please confirm you typed in the correct password or try a different password.
241	Login Failed	Description: An incorrect password was entered 3 times consecutively Possible Solution: Wait for 5 minutes, then try to use the correct password for next the attempt. If the problem persists, call Tech Support.
250	Source Cannot Be HDD	Description: The source is configured in the hard drive when trying to perform the Mix Audio Tracks function. Possible Solution: Change the Copy source to the Reader.
251	Copy Audio Error	Description: An error occurred during the mixing process of your audio CD. Possible Solution: Try a different master or blank disc.
252	Not Audio CD	Description: The Master Disc is not an Audio CD when preparing the mixing process. Possible Solution: Please verify your master disc is an Audio CD.
253	Over Blank Disc Capacity	Description: The total size of the selected tracks is larger than the capacity of the target blank disc during the track selection process. Possible Solution: Try to select an alternative track with a smaller capacity.

Error Code	Error Message	Description & Recommended Solutions
260	No Update File	Description: The system can NOT locate the Firmware Update File during the Update Firmware process. Possible Solution: 1. Confirm the file is not a "zip" file. If it is, please extract it before you burn it into a CD. 2. Confirm the update file is written as "Mode 1" Data CD. Usually a Data CD created with Windows XP or Roxio's Drag-to-Disc is not in this format. Please use a software like Nero Burning ROM. 3. Make sure there are no other discs in the system and try to insert the update disc into another tray to perform the operation.
261	Wrong update File	Description: The Firmware Update File is not compatible with your system or the Firmware Update File is corrupted. Possible Solution: Try to re-download the Firmware Update File.
262	Unknown flash model	Description: The Firmware Update File is not meant for your system. Possible Solution: Try to contact Tech Support for the proper Update file.
263	User Abort	Description: A job is being aborted by user pressing the ESC/Escape button for more than 5 seconds during a job run. Possible Solution: Restart the job when ready with the proper master disc & blank discs.