

Xymba USB DiscFlip: Initialization fails after launching the software but the unit is turned on.

Reason 1:

Problem with the USB connection between PC and the unit.

Recommendation 1:

1. Check USB connection
2. Change USB cable
3. Check if USB slot is USB 2.0 Hi-Speed spec

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Reason 2:

SATA USB bridge board is defected.

Recommendation 2:

1. Turn on the device manager to see if the disc autoloader and the USB RW drive are online. If not, there is a problem with the USB connection. Check if the USB cable, USB slot of the unit and PC's USB slot are functioning.
2. Turn on the device manager to see if the disc autoloader and the USB RW drive are on-line. If the autoloader is online but the RW drive isn't, reboot the PC and the unit and try again.
3. If the problem still exist after several try-outs, contact your supplier.

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