



















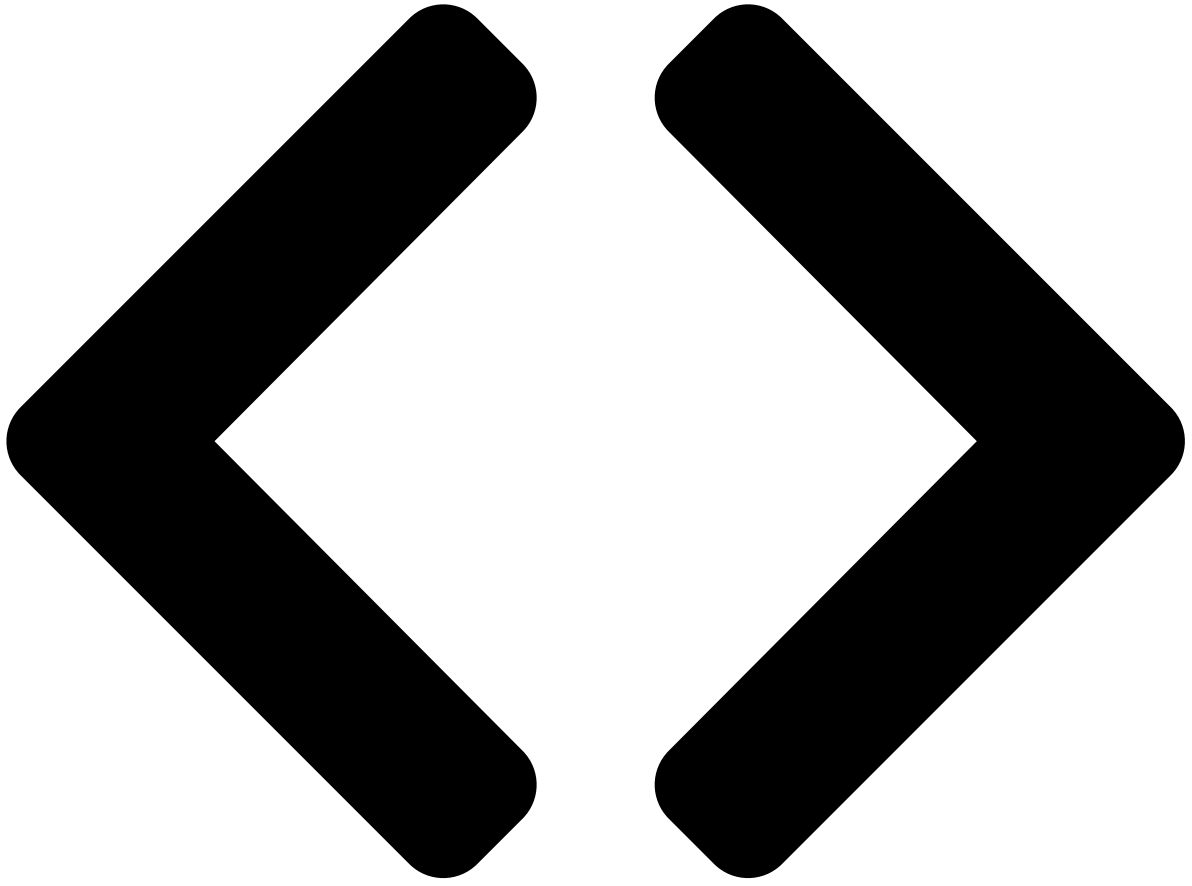
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Troubleshooting

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## Bookmarks





## Troubleshooting

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### Problem

Cannot write correctly

### DVD Super Multi drive

For more information, refer to Chapter 4,

### Problem

You cannot access a  
disc in the drive

9-8

## Procedure

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If you have trouble writing, make sure you are observing the following precautions:



Use only media recommended by TOSHIBA.



Do not use the mouse or keyboard during writing.



Use only the software supplied with the computer for recording.



Do not run or start other software during writing.



Do not jar the computer during writing.



Do not connect/ disconnect external devices or install/remove internal cards during writing. If problems persist, contact your dealer.

## *Operating*

### Procedure

Make sure the drive's drawer is securely closed.

Press gently until it clicks into place.

Open the drawer and make sure the disc is properly seated. It should lie flat with the label facing up.

A foreign object in the drawer could block laser light from reading the disc. Make sure there is no obstruction. Remove any foreign object.

Check whether the disc is dirty. If it is, wipe it with a clean cloth dipped in water or a neutral cleaner.

See the

## [Media Care](#)

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details on cleaning.

*Basics.*

section in Chapter 4 for

[User's Manual](#)

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