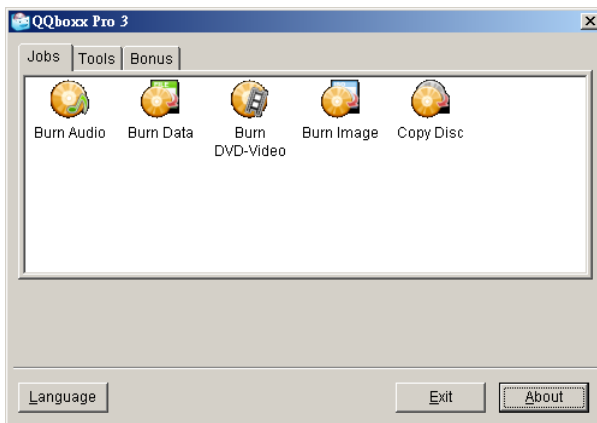broadeX
SYSTEMS, INC.

QQboxx Pro 3

Application Software for Auto-Publishers

- Burn Audio
- Burn Data
- Burn DVD-Video
- Burn Image
- Copy Disc
- Data to Image
- Disc to Image
- Erase Disc
- Print Label
- Queue Manager
- Box Set Copy
- Disc to HDD
- Interleave Copy

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Technical Support

For technical support and assistance, please contact your local dealer.

Broadex Systems, Inc.
http://www.broadexsystems.com

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GET STARTED: QQBOXX PRO 3 INSTALLATION

Introduction

QQboxx Pro 3 is the professional CD/DVD processing program with automatic CD/DVD operations enhanced for selected auto-publisher devices.

In general, an auto-publisher device is a hardware device with integrated auto-loader and disc drives. By running appropriate application software, auto-publishers can automatically burn, rip and erase discs, no more waiting by the device to manually load and unload discs.

Your QQboxx Pro 3 supports the following operations:

Jobs
- Burn Audio
- Burn Data
- Burn DVD-Video
- Burn Image
- Copy Disc

Tools
- Data to Image
- Disc to Image
- Erase Disc
- Print Label
- Queue Manager

Bonus
- Box Set Copy
- Disc to HDD
- Interleave Copy

System Requirements

The following system configuration is recommended for running QQboxx Pro 3:

- Microsoft Windows XP, Vista or 7, both 32/64-bits.
- Pentinum IV 1.6Ghz or higher
- 1GB RAM or higher

- At least 36 MB free disk space for installation
- USB 2.0 interface
- Free space on hard disk for on-the-fly duplication 700 MB for CD, 5 GB for DVD, 9 GB for DVD-DL, 25 GB for BD

Before you begin

Before installing QQboxx Pro 3, you will need to perform the following:

1. Connect an auto-publisher to the host computer.

2. Successfully install the auto-publisher device driver.

3. Remove any previous QQboxx Pro 3 software installations.

4. Close all open programs on your computer.

   Note:
   QQboxx Pro 3 supports only select auto-publishers.
   To find out if your auto-loader is supported, contact your hardware dealer.

Installing QQboxx Pro 3

Insert the QQboxx Pro 3 installation disc in the host computer's optical drive device. Go to **My Computer**, double-click on the drive with the installation CD or double-click **Autorun.exe** inside to start the installation. Follow the screen prompts until the installation is complete.

Launching QQboxx Pro 3

After the installation completes,
a shortcut icon, as shown to the right,
will be created on the desktop.

To launch QQboxx Pro 3, either double-click the icon or go to **Start** -> **Programs** -> **QQSuite** -> **QQboxx Pro 3**.

Each time launched, QQboxx Pro 3 will scan and initialize the auto-publisher device. Depending on the device, the initialization may take a while, accompanied by a series of tray and auto-loader activities. Be patient until initialization has completed.

Exiting QQboxx Pro 3

On the Main Menu, press the **Exit** button to close QQboxx Pro 3. You may be prompted to close all open jobs.

Closing QQboxx Pro 3 does not automatically disconnect the auto-publisher device from the Windows Operation System. You will have to manually remove the USB connection by following the instructions within Windows.

> **Note:**
> It is recommended, before turning off the auto-publisher device, to disconnect the USB connection from the auto-publisher.

Uninstalling QQboxx Pro 3

Follow the Windows Operating System instructions in Add & Remove Programs to uninstall QQboxx Pro 3.

EXPLORING QQBOXX PRO 3

In continuance of QQboxx's functions and options, QQboxx Pro 3 has an advanced feature to support disc burning and publishing with multiple autoloaders. The interface is operated by GDI. It is an user-friendly application.

QQboxx Pro 3 Main Window:
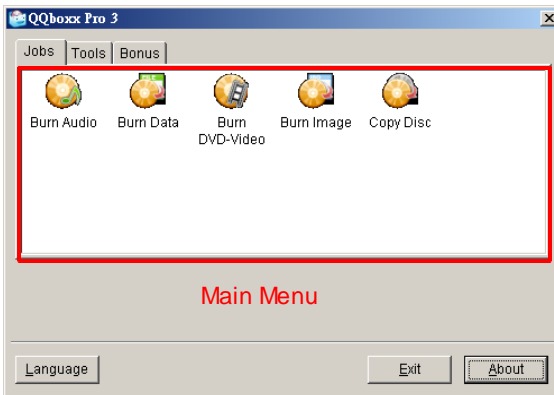
QQboxx Pro 3 is available in multiple languages. To change language settings, click on the **Language** button to choose your preferred language.

There are three tabs on the main menu. Pick a tab to look for functions. When click on any icon, the main functions will be shown at the bottom of the window.
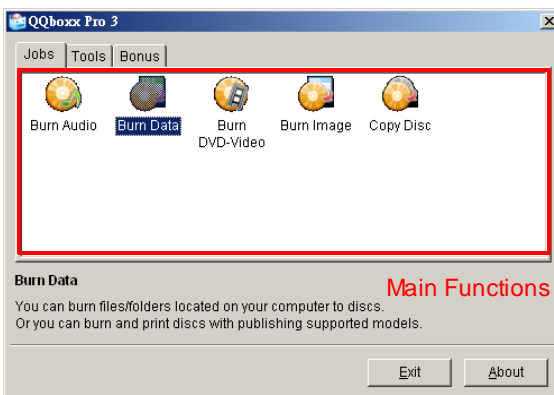
Jobs: Burn Audio

You can burn audio files located on your computer to discs. Or you can burn and print discs with supported models of disc publisher.

Supported audio formats are:

- MP3 (MPEG-1 Layer 3 with ID3 tag v1, v2.2, v2.3, v2.4, APEv2)
- WAV (PCM, 44100 Hz, 16-bit, Stereo. Support Windows Media Player and iTunes ripped WAV files.)
- WMA (Windows Media Audio)

Step 1 Select Autoloader

1. Select an autoloader from the drop-down list to **Burn Audio.**

2. After selecting an autoloader, the status of the autoloader will be displayed.

### Step 2 Drag and drop Selected files/ folders to disc content area
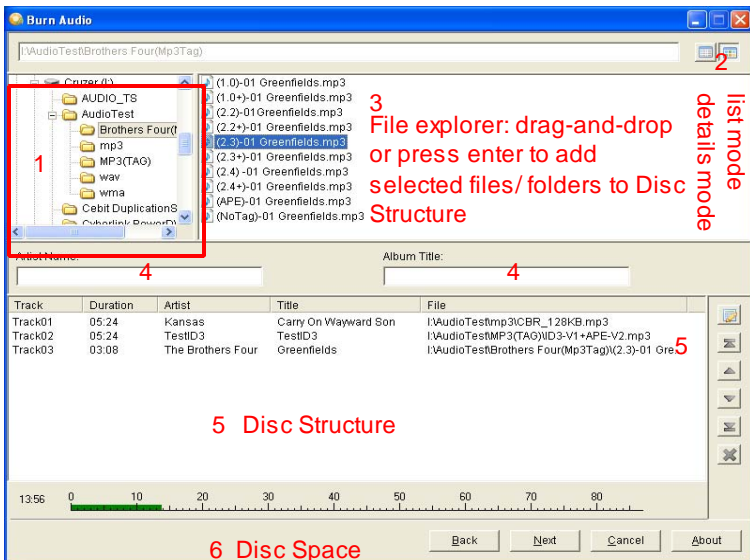
1. Pull down to select the file path on the upper-left side of the window.

2. **Two view modes:** Choose details mode or list mode to view files/ folders on the top pane.

3. Select the files or folders on the upper-right side of the window. Drag-and-drop or press "Enter" to add the selected files/ folders to the bottom pane. Or you may drag-and-drop files/ folders from Windows File Explorer.

4. **Artist Name** and **Album Title:** You are able to name or edit Artist Name and Album Title.

5. Disc Structure: You get an overview of what is including in the disc. On the right hand side of the disc structure, you are able to use the buttons to edit, proritize, and delete songs.

6. Disc Space bar indicates the size of the disc.

Step 3 Burn Settings

1. **Burning Speed:**
   The default speed is Max. Select burning speed.

2. **Copies:**
   The default quantity is 1 copy. Select the output quantity.

3. Print:

   - If the autoloader supports LightScribe labeling or ink-jet printer, you can choose to LightScribe or print the discs.

   - Refer to the Print Label section for more information.

Step 4 Confirm Setting

A window will pop up to confirm setting. Edit job title if required. You are able to save your current job by clicking on **Save Job**. After clicking on **Process,** the job is being submitted for processing. A progress bar indicates the current state of a task.
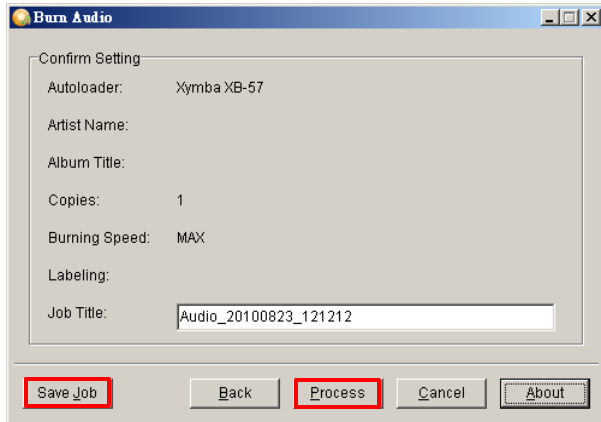
Two windows will display.

Simple view window indicates the job status. Click on **Advance** to close the window.
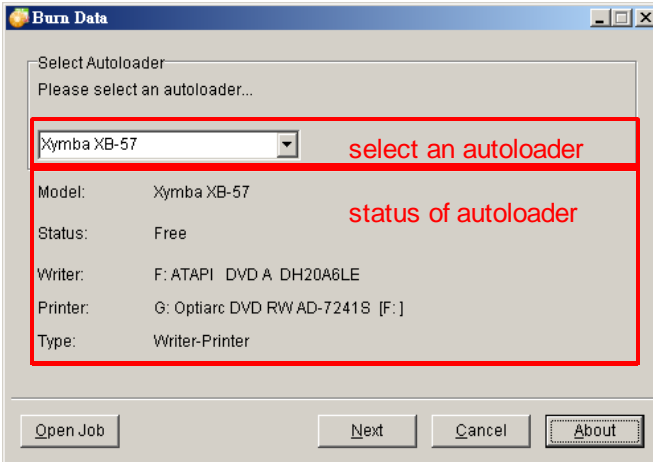
Queue Manager window gives you an advanced view.
(Refer to the Queue Manager section for details)
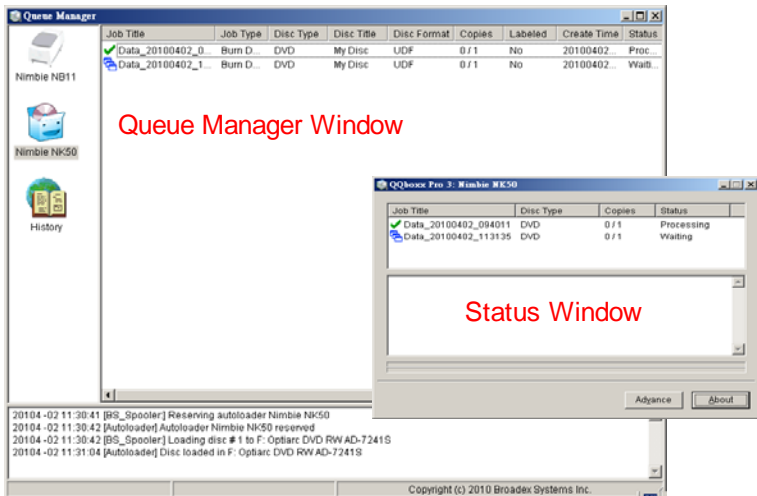
Jobs: Burn Data

You can burn files/folders located on your computer to discs. Or you can burn and print discs with supported models of disc publisher.

Step 1 Select Autoloader

1. Select an autoloader from the drop-down list to **Burn Data.**

2. After selecting an autoloader, the status of the autoloader will be displayed.

3. **Open Job**: click on **Open Job** to retrieve the previous saved file.

Step 2 Select Format

1. **Disc Type:** The default type is DVD. If the autoloader supports Blu-Ray, BD and BD-RE can be selected.

2. **Disc Format:** The default type is UDF, select ISO9660, ISO9660+Joliet, or UDF to burn data.

3. **Disc Title:** You are able to edit the title of the disc (supports 32 characters)
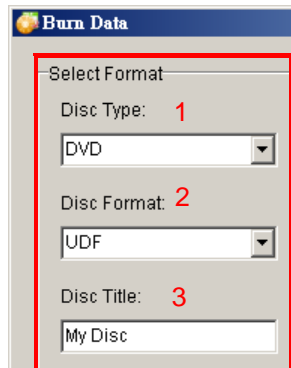
Step 3 Drag and drop selected file/folders to disc content area
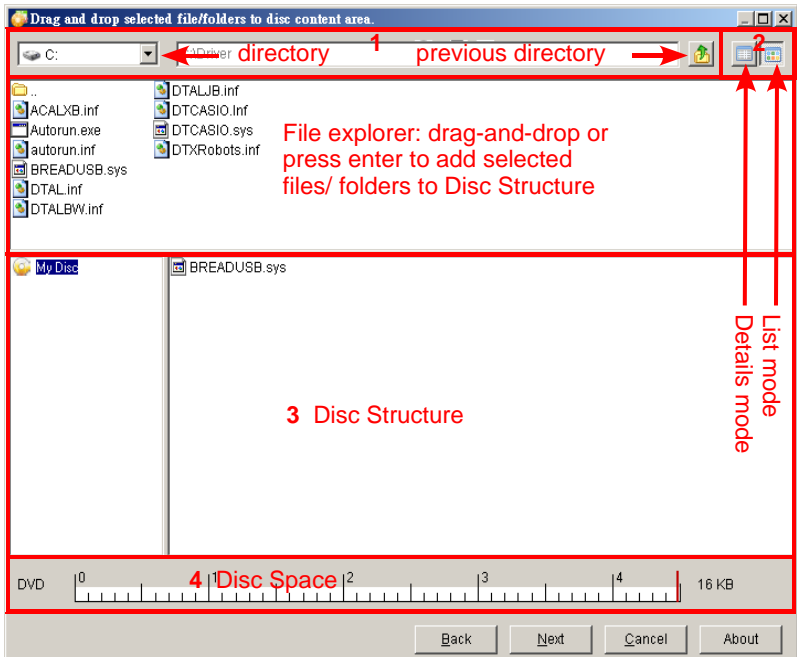
1. Pull down to select the file path or to return to the previous directory.

2. **Two view modes:** Choose details mode or list mode to view files/ folders on the top pane.

3. Select the files or folders on the top pane. Drag-and-drop or press "Enter" to add the selected files/ folders to the bottom pane. Or you may drag-and-drop files/ folders from Windows File Explorer.3

4. Disc Space indicates the size of the files/folders and the appropriate media type to burn data.

Step 4 Burn Settings

1. **Burning Speed:**
   Max is the default speed. Select burning speed:
   DVD(1x~20x&Max)、CD(1x~52x&Max)、BD(1x~4x&Max).

2. **Copies:**
   The default quantity is 1 copy.
   Modify the output quantity.

3. **Print:**

   • If the autoloader supports LightScribe labeling or ink-jet printer, you can choose to LightScribe or print the discs.

   • Refer to the Print Label section for more information.
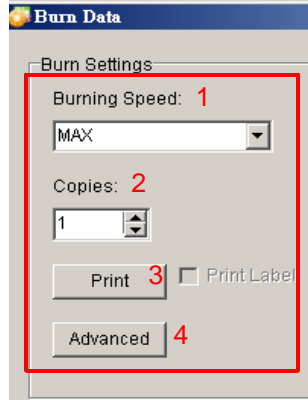
4. **Advance:**
   Click on **Advanced** to activate **Emulate Before Burning**, **Emulate Only** and **Erase Re-Writable Dics**.

Step 5 Confirm Setting

A window will pop up to confirm setting. Edit job title if required. You are able to save your current job by clicking on **Save Job**. After clicking on **Process,** the job is being submitted for processing. A progress bar indicates the current state of a task.
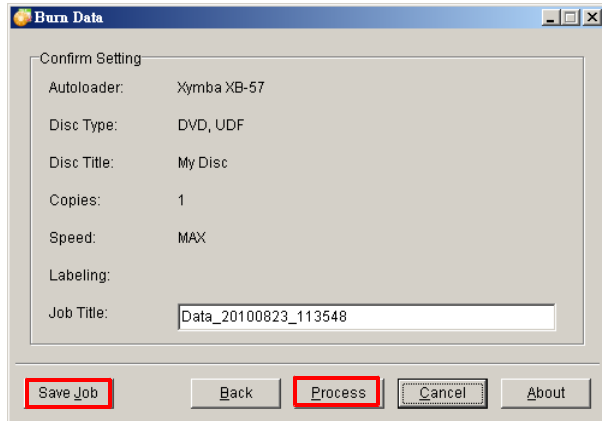
Two windows will appear.

Simple view indicates the job status. Click on **Advance** to close the window.

Queue Manager window gives you an advanced view.
(Refer to the Queue Manager section for details)

Jobs: Burn DVD-Video

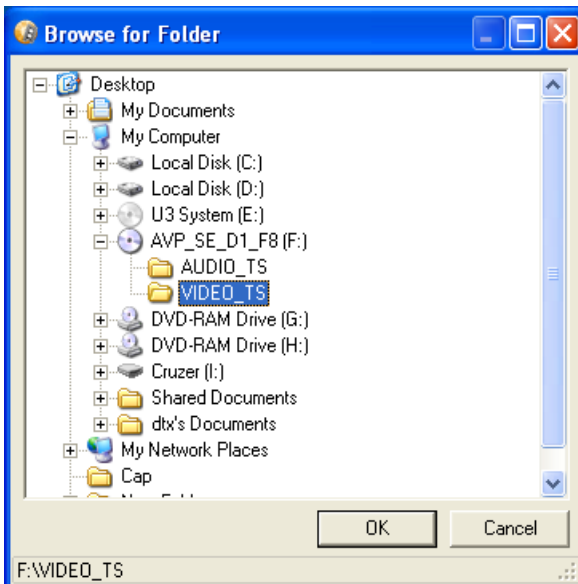You can burn premastered VIDEO_TS folder located on your computer to DVD-Video.

Or you can burn and print discs with supported models of disc publisher.

Step 1 Select Autoloader

1. Select an autoloader to **Burn DVD-Video**.
2. After selecting an autoloader, the status of the autoloader will be displayed.
3. **Open Job**: click on **Open Job** to retrieve the previous saved file.

Step 2 Select a folder from file path

Scroll down to select a folder to burn.

Step 3 Burn Settings

1. **Burning Speed:**
   The default speed is Max. Select burning speed.

2. **Copies:**
   The default quantity is 1 copy. Select the outputquantity.

3. Print:

   - If the autoloader supports LightScribe labeling or ink-jet printer, you can choose to LightScribe or print the discs.

   - Refer to the Print Label section for more information.

Step 4 Confirm Setting

A window will pop up to confirm setting. Edit job title if required. You are able to save your current job by clicking on **Save Job**. After clicking on **Process,** the job is being submitted for processing. A progress bar indicates the current state of a task.

Two windows will appear.

Simple view indicates the job status. Click on **Advance** to close the window.
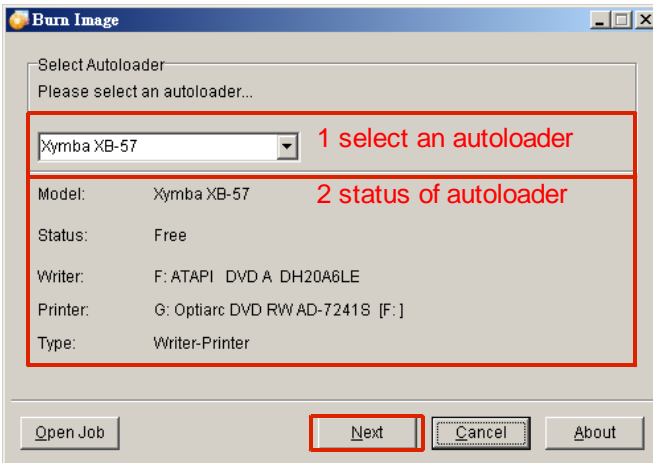
Queue Manager window gives you an advanced view. (Refer to the Queue Manager section for details)

Jobs: Burn Image

You can burn an ISO/MDS image file located on your computer to discs. Or you can burn and print discs with supported models of disc publisher.

Step 1 Select Autoloader

1. Drop down and select an autoloader to **Burn Image.**

2. After selecting an autoloader, the status of the autoloader will be displayed.
3. **Open Job**: click on **Open Job** to retrieve the previous saved file.
4. Press **Next** to select the files/ folders to be burnt.
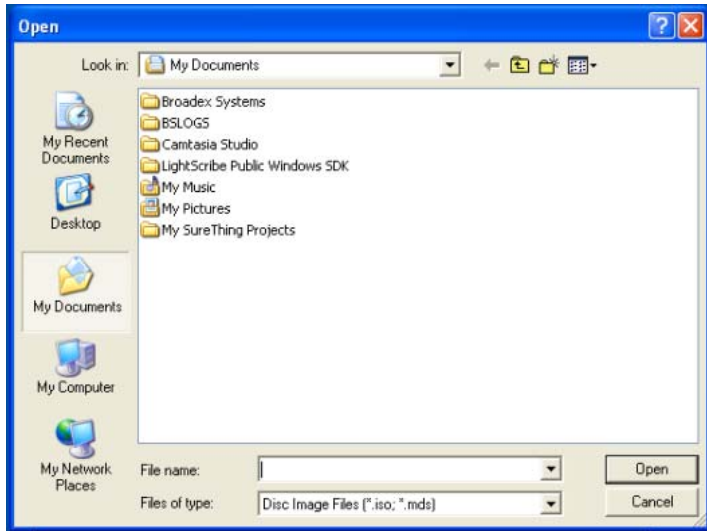
Step 2 Burn Settings

1. **Burning Speed:**
   Max is the default speed. Select burning speed:
   DVD(1x~20x&Max)、CD(1x~52x&Max)、BD(1x~4x&Max).

2. **Copies:**
   The default quantity is 1 copy. Modify the output quantity.

3. **Print:**

   • If the autoloader supports LightScribe labeling or ink-jet printer, you can choose to LightScribe or print the discs.

   • Refer to the Print Label section for more information.

4. **Advance:**
   Click on **Advanced** to activate **Emulate Before Burning**, **Emulate Only** and **Erase Re-Writable Dics**..

Step 3 Confirm Setting

A window will pop up to confirm setting. Edit job title if required. You are able to save your current job by clicking on **Save Job**. After clicking on **Process,** the job is being submitted for processing. A progress bar indicates the current state of a task.

Two windows will appear.

Simple view indicates the job status. Click on **Advance** to close the window.

Queue Manager window gives you an advanced view. (Refer to the Queue Manager section for details)

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Jobs: Copy Disc

You can copy discs from a master disc in the local drive of your computer. Or you can copy and print discs with publishing supported models.

Step 1 Select Autoloader

1. Select an autoloader from the drop-down list to **Copy Disc**.
2. After selecting an autoloader, the status of the autoloader will be displayed.

Step 2 Setting
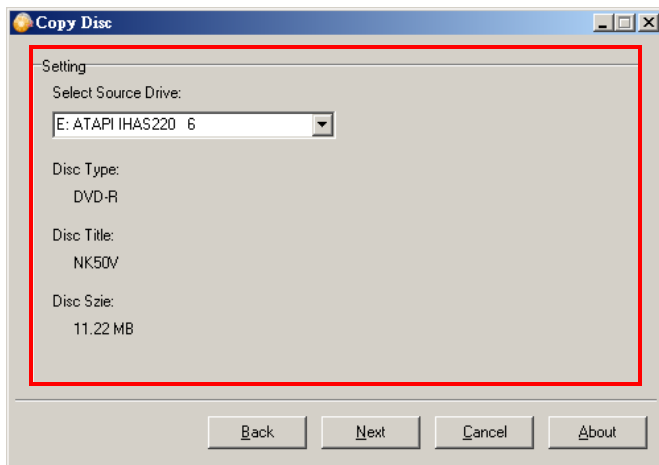
Select Source Drive:

Select the source drive with a master disc.

1. If there is no master disc in the drive or the master disc cannot be detected, the tray will eject automatically.
2. Once the master disc is detected, Disc Type, Disc Title, and Disc Size will be displayed.

Step 3 Burn Settings

1. **Burning Speed:**
   The default speed is Max. Modify burning speed：
   DVD(1x~20x&Max)、CD(1x~52x&Max)、BD(1x~4x&Max).

2. **Copies:**
   The default quantity is 1 copy. Select the desired quantity of
   discs.

3. **Print:**
   - If the autoloader supports LightScribe labeling or label
     printing, select to LightScribe or publish discs after
     burning.
   - Refer to the Print Label section for more information

4. **Advance:**
   Press the **Advanced** button to activate **Emulate Before
   Burning**, **Emulate Only** and **Erase Re-Writable Discs**.

Step 4 Confirm Setting

A window will pop up to confirm setting. Edit job title if required. By
clicking on **Process**, the job is being submitted for processing. A
progress bar indicates the current state of a task.

Two windows will appear.

Simple view indicates the job status. Click on **Advance** to close
the window.

Queue Manager window gives you an advanced view. (Refer to the
Queue Manager section for details)

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Tools: Data To Image
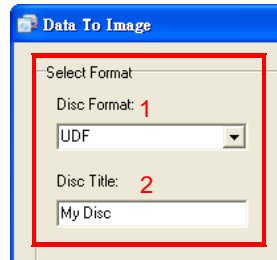
You can create an ISO image file from files/folders.
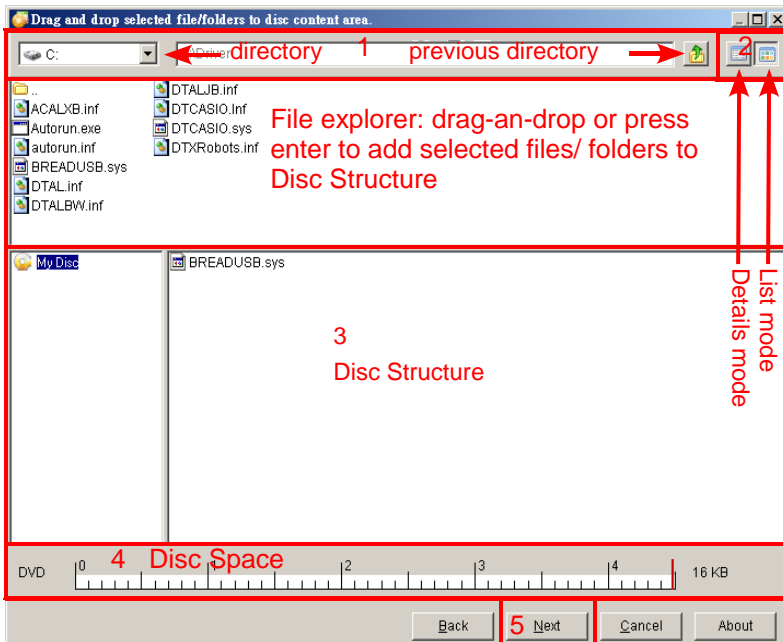
Step 1 Select Format

1. **Disc Format:**
   The default format is UDF. Select ISO9660, ISO9660+Joliet, or UDF to process Data to Image.

2. **Disc Title:**
   You are able to edit Disc Title.

Step 2 Drag and drop selected file/folders to disc content area

1. Drop down to select Path field or return to the previous directory.

2. **Two view modes:** Choose details mode or list mode to view files/ folders on the top pane.

3. Select the files or folders on the top pane. Drag-and- drop or press "Enter" to add the selected files/ folders to the bottom pane. Or you may drag-and-drop files/ folders from Windows File Explorer.

4. Disc Space indicates the size of files and the appropriate Disc Type to burn.

5. Click on **Next**. Then, you are prompted to designate the saving path and enter file name before saving the image file.

Step 3 Confirm Setting
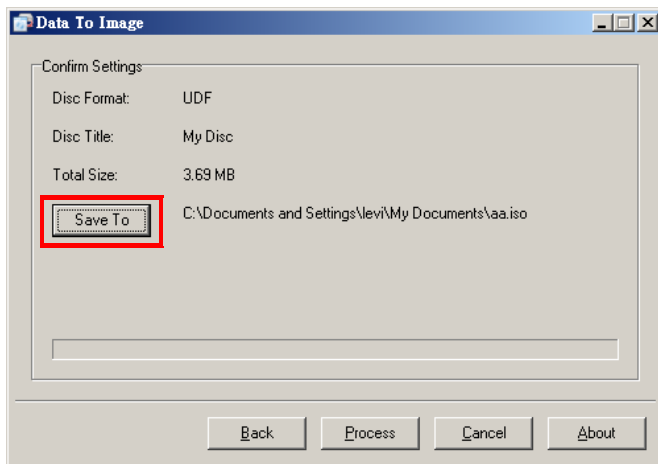
1. A window will pop up to confirm setting.
    Press the **Save To** button to change path field and file name.

2. Click on the **Process** button to submit the job. Once the job has completed, click on **Finish** to close the program.
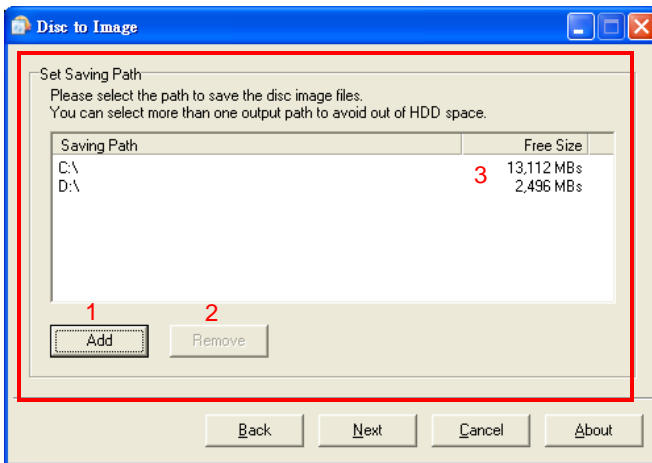
Tools: Disc To Image

You can create ISO image files from master discs in the autoloader.

Step 1 Select Autoloader

1. Select an autoloader from the drop-down list to process **Dics To Image**.
2. After selecting an autoloader, the status of the autoloader will be displayed.

Step 2 Set Saving Path

1. Click on **Add** to designate the saving path. You may select more than one saving path. In case path 1 is oversized, files/folders are automatically saved to Path 2.
   (If you have more than one saving path, each path should be from different partition. When you try to save files to the same partition, a window will appear asking you to replace the previous path).
2. You may remove any saving path
3. Free size of each saving path is shown.

Step 3 Setting
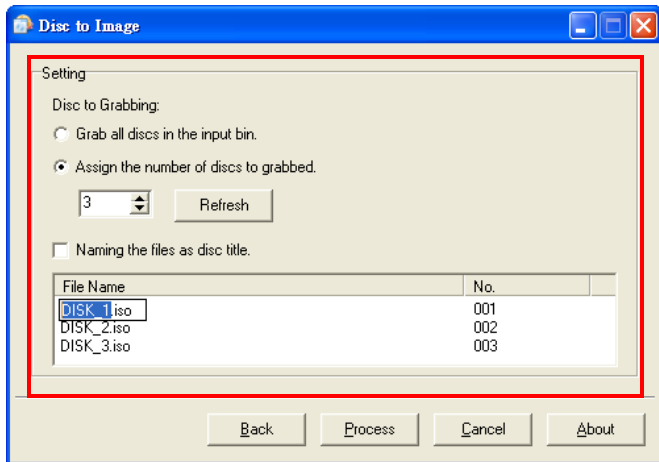
1. Choose all discs in the input bin to be processed. The autoloader will automatically create an ISO image file for each disc and name the file as disc title.
   (Serial number will be added to the ISO image files with the same Disc Title.)

2. Or specify the number of discs to be processed. Then, you opt to name the files as disc title or edit the file names. Disable **Naming the files as disc title** to edit file names.

Step 4 Process

Click on **Process** to submit the job. A progress bar indicates the current state of a task. After the job has completed, press the **Finish** button to close the program.
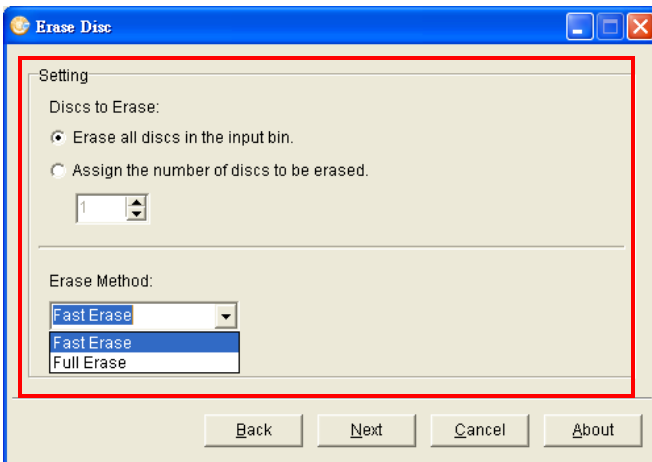
Tools: Erase Disc

You can erase the re-writable discs in the autoloader.

Step 1 Select Autoloader

1. Select an autoloader from the drop-down list to **Erase Disc**.
2. After selecting an autoloader, the status of the autoloader will be displayed.

Step 2 Setting

1. Choose to erase all or a certain number of discs.
2. Select Fast Erase or Full Erase to erase discs.

Step 3 Process

Click on **Next** to submit the job. A progress bar indicates the current state of a task. After the job has completed, press the **Finish** button to close the program.

Tools: Print Label

You can print discs with publishing supported models. Printer maintenance or adjustment can be setup here.

Step 1 Select Autoloader

1. Pull down and select an autoloader and ink-jet printer to **Print Label.**

   Or select an autoloader and LightScribe printer to **LightScribe Label.**

2. After selecting an autoloader, the status of the autoloader will be displayed.
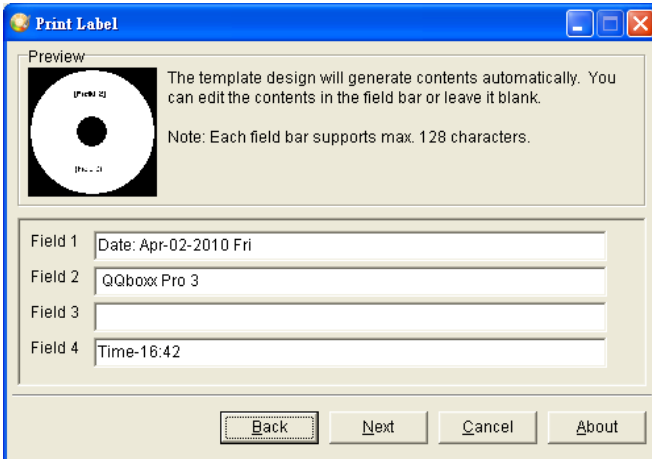
Step 2 Source From

1. **Open Label File:**
   Click on **Open Label File** to select a JPEG, BMP, or BXD label file. (16 bit BMP is not supported)
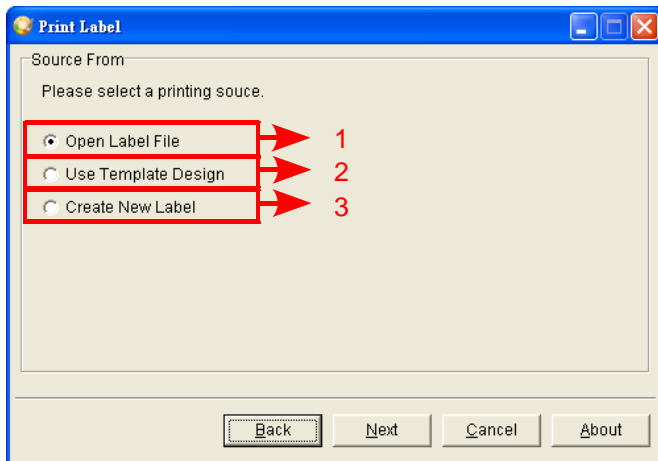
2. **Use Template Design:**
   By checking the **Use Template Design** box, you are prompted to open TempSamp.bxe. Edit the field bar to make customized label for your discs. Your customized label will be saved to C:\Program Files\Broadex System \QQboxx Pro 3\


3. **Create New Label:**

- QQlabeler has to be installed in your computer before you can utilize QQlabeler to create a new label.

    1. QQlabeler will be automatically launched.(Refer to QQlabeler user's guide for more information)

    2. You can create and personalize a new design. Once your new design is saved, exit from QQlabeler.

   3. QQboxx Pro 3 will automatically load your design.

(Tips): For LightScribe labeling, you are able to utilize LightScribe Template Labeler to create your design.

    1. Install LightScribe Template Labeler in the following steps:

        1) Go to LightScribe website: www.lightscribe.com

        2) Click on **Downloads** toolbar.

        3) Select **Windows** operating system.

4) Select **LightScribe Template Labeler** to download.

2. After installation, launch LightScribe Template Labeler to create a new design for disc label.
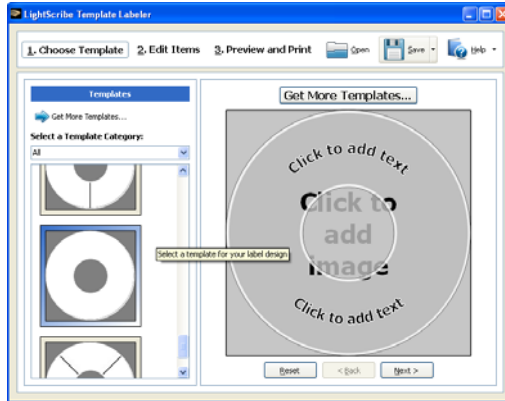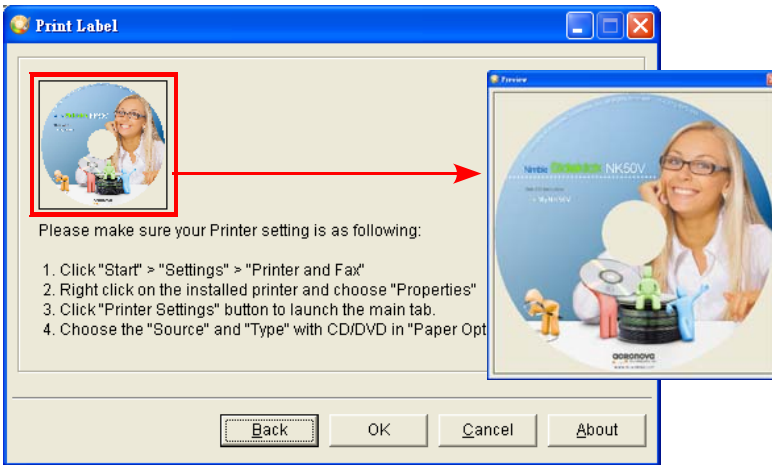

3. Next, go to **Save** menu in the upper section of the window and select **Export**.
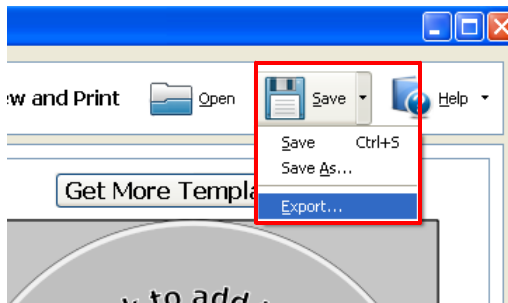
4. Save your design with file extentions jpg or bmp.

5. When you need to retrieve your saved design, go to QQboxx Pro 3 and select **Open Label File** to locate the label design.

Step 3-A for Print Label

Click the disc to display the Preview window to examine the label when printed.

Step 3-B for LightScribe Label
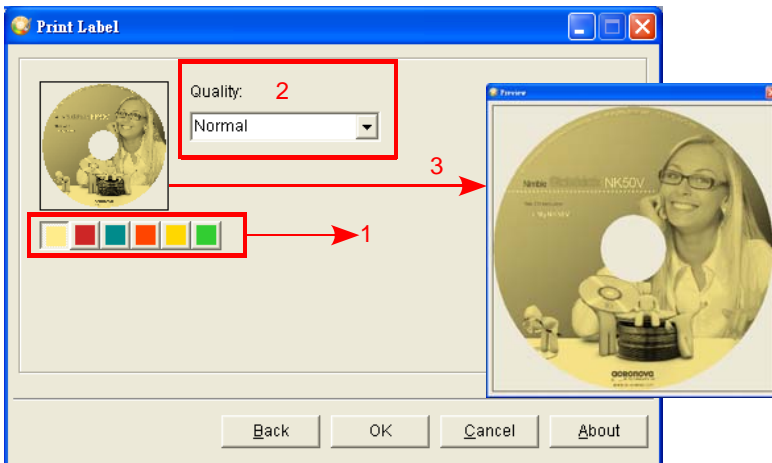
1. One out of 6 colors can be chosen as a background color.

2. Select Draft, Normal, or Best for printing quality. The default setting is Normal.

3. Click the disc to display the Preview window to examine the label when printed.

Step 4 Cover

Source file will be displayed. Choose the quantity of discs to be published before clicking on **Next**. (up to 999 copies)

Step 5 All Setting
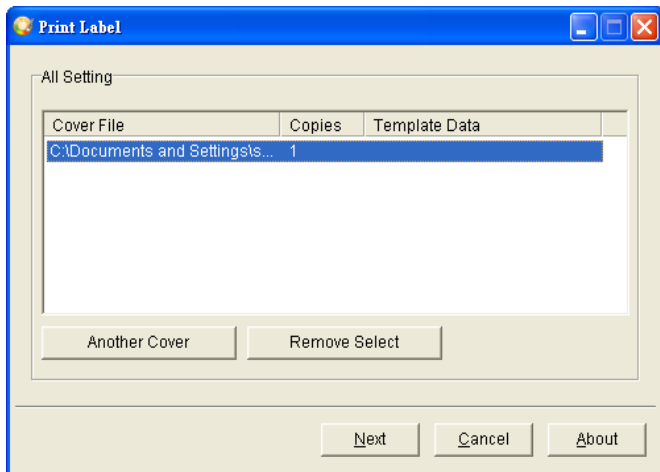
1. **Another Cover:** If you wish to select another label, click on **Another cover** to locate a print label.

2. **Remove Select:** You are allowed to delete the cover files.

Step 6 Process

Click the **Next** button to submit the job. A progress bar indicates the current state of a task. After the job has completed, press the Finish button to close the program.

Setup (ink-jet printer adjustment)

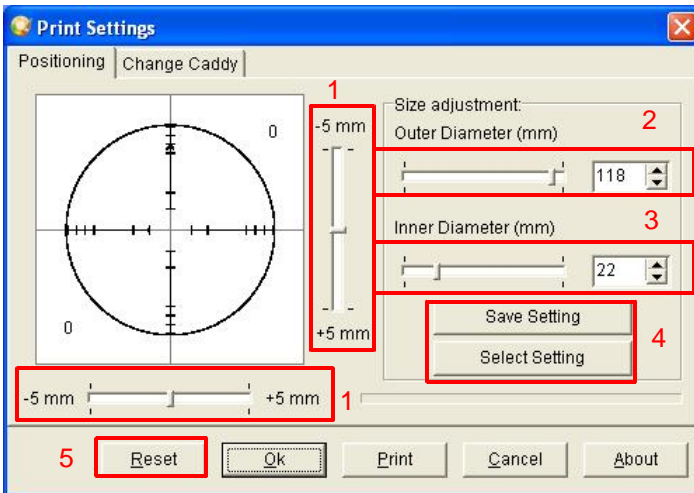It is recommended to publish the first disc and make printer adjustment if needed. Following are the guidelines to align perfect print.

After clicking on **Print Label** on QQboxx Pro 3 Main Window, you will see a **Setup** button when you are asked to select a printing source. To click on the **Setup** button will take you to printer adjustment feature.

1. Positioning:

   1. Align the position of disc. The effective value for a Horizontal and Vertical guide is ± 5mm.

   2. Adjust the outer diameter of the disc by mm.

   3. Adjust the inner diameter of the disc by mm.

   4. Disc diameter setting can be saved for future selecting.

   5. Press the **Reset** button to the default value.

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2. Change Caddy

In case the tray is not working or the printing quality is getting worse, you may need to change caddy. The following steps illustrate how to change tray. (the step s are slightly varied based on different models)

- ◆ Double-click the **Print Label** function on Main Menu of QQboxx Pro 3 software.
- ◆ Click the **setup** button on left corner to go to "**Print Setting**".
- ◆ Click "**Change Caddy**". Follow the instructions on the screen to replace the disc caddy.

  1. Keep the cable connections among NK50V, Epson printer, and PC.

  2. Remove NB11 from NK50Y.

  3. Hold NK50Y with both hands and tilt its LED end upward to roughly 45 degrees. Then, gently pull it outward off from the printer.
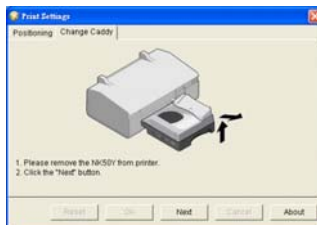
  4. Give NK50Y plenty of room in the front for the disc caddy to come out. After the disc caddy comes out of NK50Y, gently pull it outward and remove it from NK50Y.

5. Insert a new disc caddy into the slot where the old one came out. Push the caddy in until the end is reached.

6. Disconnect USB cable from NK50Y to PC, turn off NK50Y, wait for 15 seconds and turn it on.

Warning:
Do not click the Reject Disc Caddy button while NK50Y is still attached onto Epson printer as it may cause permanent damage to the hardware.

7. After initialization is complete, re-attach it back onto Epson printer and turn it on. Reconnect USB cable from NK50Y to PC. Wait until the initialization is complete. Now, try printing a few discs to make sure that replacement caddy is in place.
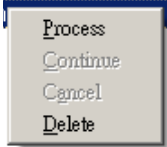
Tools: Queue Manager

You can monitor and manage jobs to be processed.

(Queue Manager icon is in the right-hand corner of Windows. Right-click on the icon. Then, click Advanced View to open Queue Manager.)
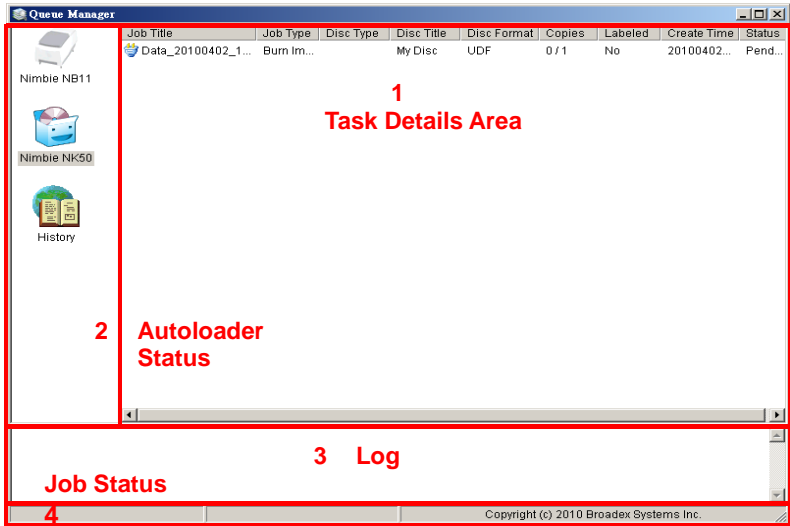
1. **Task Details Area:** This area displays the jobs submitted from **Burn Data**, **Burn Image** and **Copy Disc**. You are able to manage and monitor jobs. Right-click on a job title to process or delete any job.

2. **Autoloader area:** Autoloaders are listed on the left pane. A colored-in autoloader indicates it is activated. A grayed out autoloader indicates it is currently not available.

3. **Log:** You can view a log of all activity in this area.

4. **Status:** Job status indicates a job is completed, processing, or pending.

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Bonus: Box Set Copy

You can burn multiple copies from a set of Master discs and increment sequence number on the discs

Or you can burn and print the set with publishing supported models.

Step 1 Select Autoloader

1. Select an autoloader to make **Box Set Copy**.

2. After selecting an autoloader, the status of the autoloader will be displayed.

Step 2 Setting

1. You can choose to **Auto Detect Source Discs in the Set** or **Assign Number of Source Discs in the Set**.

2. **Copies**:
   Specify the number of sets you want to print.

3. **Speed**:
   The default speed is Max. Select burning speed.

Step 3 Source From

1. If you choose to **Auto Detect Source Discs in the Set**, click on **Print** to select a printing source for the label of the disc. The autoloader will automatically label discs with same picture.

2. If you choose to **Assign Number of Source Discs in the Set**, you are allowed to label discs with same picture or various pictures. Uncheck the box of the **Labeling discs with same picture** if you wish to create labels with various pictures. Next, click on **Print** and a window will pop up requesting you to select a printing source for the label of each disc.
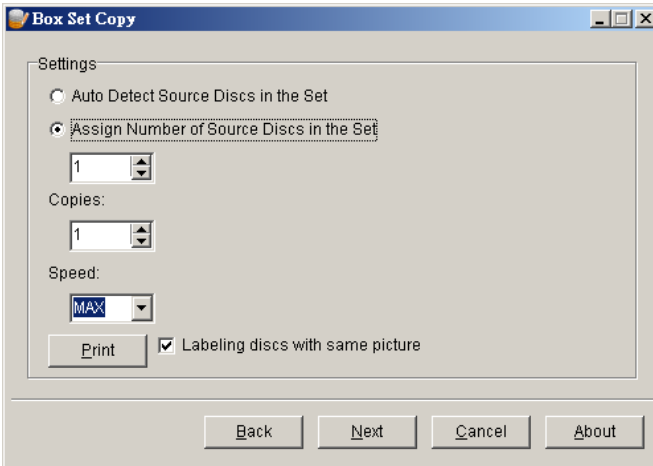
3. To press the **Next** button to get a preview of the disc label. On the **MergeLabel** window, there are three boxes at the bottom of the window. Fill in a numberal in the middle box and it will generate auto increment number on discs.

4. By clicking on **Next**, you have an option to collate copies or not. Click on the **Parallel output** check box. If the **Parallel output** box is selected, this indicates the copies will be collated.
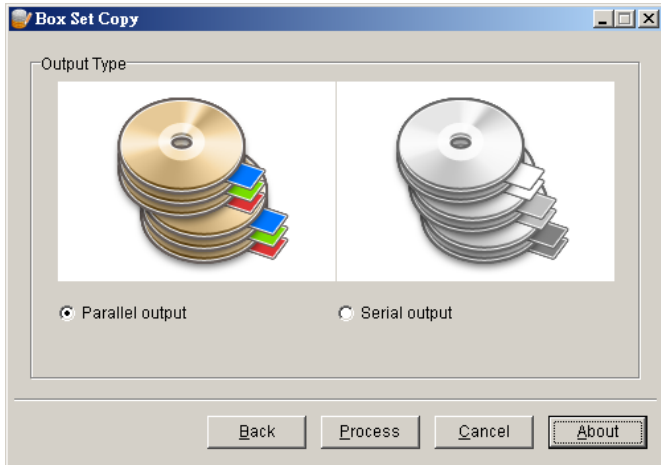
Step 4 Confirm Setting

A window will pop up to confirm setting. Edit job title if required. By clicking on **Process**, the job is being submitted for processing. A progress bar indicates the current state of a task.
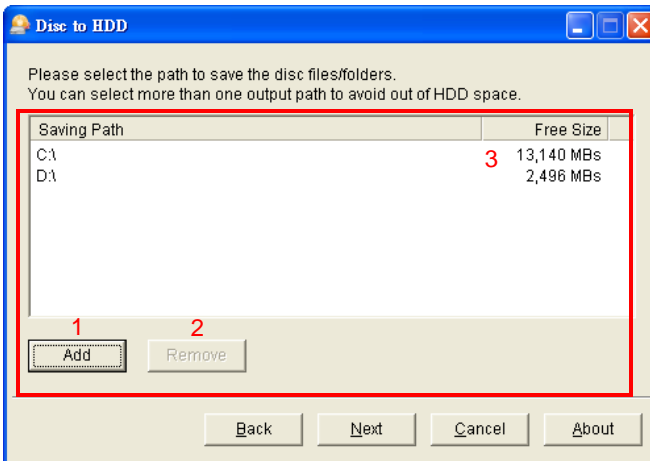
Bonus: Disc To HDD

You can copy files/folders into selected hard drive from the master discs in the autoloader.

Step 1 Select Autoloader

1. Select an autoloader from the drop-down list to process **Disc To HDD**.

2. After selecting an autoloader, the status of the autoloader will be displayed.

Step 2 Set Saving Path

1. Click on **Add** to designate the saving path. You may select more than one saving path. In case path 1 is oversized, files/folders are automatically saved to Path 2.
   (If you have more than one saving path, each path should be from different partition. When you try to save files to the same partition, a window will appear asking you to replace the previous path).

2. You may remove any saving path.

3. Free size of each saving path is shown.

Step 3 Setting
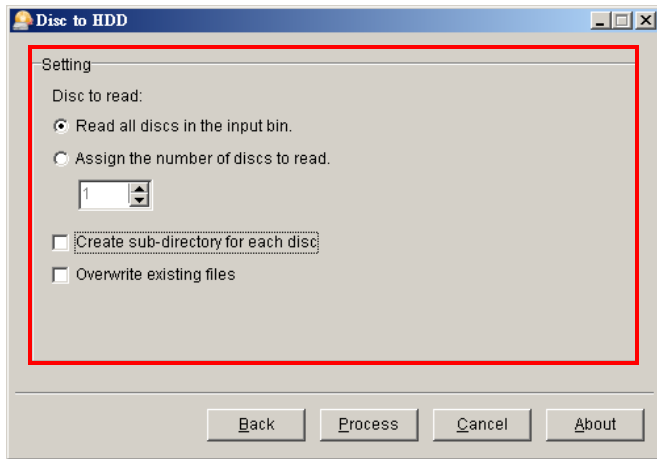
1. To process **Disc To HDD**, choose to read all or a specific number of discs in the input bin.

2. The autoloader will automatically name the folder as Disc Title and create sub-directory for each disc. Serial number will be automatically added to the folders with the same Disc Title.

3. By checking the **Overwrite Existing files** box, folders with the same title will be overwritten.(Uncheck the **Create sub-directory for each disc** box if you wish to execute **Overwrite existing files** function.)

Step 4 Process

Click on **Process** to submit the job. A progress bar indicates the current state of a task. Once the job has completed, press the **Finish** button to close the program.

Bonus: Interleave Copy

You can copy multiple master discs in interleave mode.
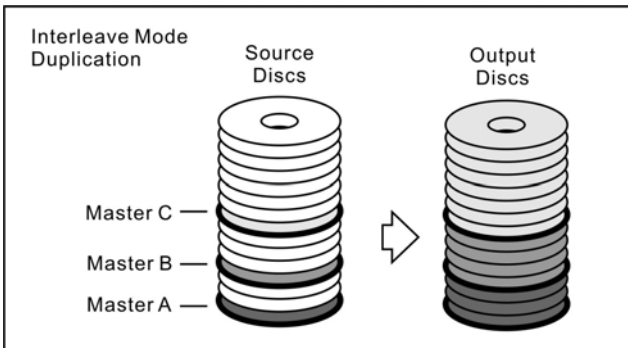
Step 1 Select Autoloader

1. Select an autoloader from the drop-down list to make **Interleave Copy**.
2. After selecting an autoloader, the status of the autoloader will be displayed.

Step 2 Settings

As shown below, the picture illustrates how to load master and blank discs in interleave mode duplication.

Burning Speed:
By default, the burning speed is Max. Modify burning speed：
DVD(1x~20x&Max)、CD(1x~52x&Max)、BD(1x~4x&Max).

Step 3 Process

Click on **Press** to submit the job. A progress bar indicates the current state of a task. After the job has completed, press the **Finish** button to close the program.

FAQ &TROUBLESHOOTING

ⓘ **What should I do if the driver cannot be properly installed?**

If the computer does not automatically prompt for a device driver installation, reinstall the driver manually by:

Powering on the auto-publisher and plugging it into the host computer.

- If the computer does not show the driver installation window, right click on "My Computer" and choose "Properties".

- In the System Properties window, click Device Manager > Hardware.

- In the "Device Manager" window, there may be an un-recognized device listed with a "!" icon. Right click the device, and click on "Properties".

- Choose "Reinstall Drivers" to reinstall the device driver. It will require the driver from the installation CD or from an accessible path (such as a hard disk).

It is always recommended to update the host computer's motherboard to the latest firmware version and Windows Operating System with the latest software updates.

ⓘ **Why does QQboxx Pro 3 fail to initialize the auto-publisher?**

Always make sure the auto-publisher is powered-on before starting QQboxx Pro 3. If it has been powered-off, close QQboxx Pro 3, turn the auto-publisher's power on, then launch QQboxx Pro 3 again.

Check the device driver to see if it has been successfully installed.

ⓘ **Why does the auto-publisher fail to pick up discs?**

The most common cause is the media. Optical discs vary in flatness, thickness, and size. The media quality and condition can make a difference. Check to make sure the media is not bent or deformed.

Try a different brand of disc. If the problem persists, contact your dealer for assistance.

ⓘ **What should I do if the auto-publisher stops during a job?**

You can either click "Retry", or "Cancel" to stop the job. If the robotic arm still hangs, try rebooting the auto-publisher.

ⓘ **What should I do if the QQboxx Pro 3 window disappears or if QQboxx Pro 3 operation buttons do not work?**

Stop all other programs, save your current job; then, reboot the computer and the auto-loader.

ⓘ **What should I do before getting technical support?**

Get the host computer system information, as well as, the auto-loader serial number and the QQboxx Pro 3 version number. E-mail the information, with a description of the symptom or your question to the technical support email address. Including photos and movies to show the problem will be helpful.

ⓘ **Where is the QQboxx Pro 3 log file located?**

QQboxx Pro 3 keeps track of certain transactions in the log files, which may help technical support find a prompt solution. Depending on the installation path, the log files may be located under the folder:
My Document\Broadex Systems\
Zip all files/ folders and send them to tech support

ⓘ **Why won't my auto-publisher burn labels using LightScribe?**

- If your auto-publisher does not have a LightScribe enabled drive Print Disc Label (LightScribe Labeling) function will be unavailable.

- When installing QQboxx Pro 3 for the first time, be sure not to choose Cancel at any point, otherwise LightScribe labeling may not work correctly.

- Check to make sure the discs in the auto-publisher are LightScribe enabled media and are placed label-side down. If the discs in the auto-publisher are not LightScribe media or if the LightScribe media is not placed label-side down the disc will be rejected or may jam inside the drive.

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QQboxx Pro 3 version 1.6
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Part #: 711-BQP3-9000-6