Service Mode: Manual Drive Eject

(April, 2003)

If the PowerFile no longer accepts commands to read from a drive, then it may be necessary to use Service Mode feature, Manual Disk Eject.

Information detailed here should only be used under the following circumstances:

- The PowerFile will not read discs from the drive
- A disc has become stuck in a drive
- PowerFile hardware/software mount commands are no longer functional

Warning: Misuse of this information can result in disc damage, PowerFile hardware damage, and/or software corruption in the form of PowerFile database corruption or loss.

Service Mode

Service Mode is a maintenance and diagnostic environment where various aspects of the PowerFile robotics, firmware, and database properties are recorded. Service Mode also contains specific features which help to troubleshoot problems with the PowerFile hardware (e.g. Manual Disk Eject).

Activate Service Mode

1. Power-off the PowerFile and detach from the host computer.
2. Power-on the PowerFile (still detached).
3. After the PowerFile model screen appears on the LCD panel, press the `ARROW` buttons in the following sequence:
   `RIGHT-RIGHT-LEFT-RIGHT-RIGHT`

The PowerFile LCD panel will flash `SERVICE MODE` once Service Mode is activated. Exit Service Mode by powering-off the PowerFile.

Manual Disk Eject

Once Service Mode has been activated, access the Manual Disk Eject menu by pressing `MODE` 6 times. The PowerFile LCD panel will display this message:

```
MANUAL DISK EJECT
DRV#001? (EJECT=YES)
```

How to remove a disc from a drive

The drive area is located within the center of the PowerFile. Facing the PowerFile, Drive 1 (DRV#001) can be seen on the right side; Drive 2 (DRV#002), on dual-drive models, is behind Drive 1 and cannot be fully seen.

Before accessing the drive(s), both SLOT#001 and SLOT#002 must be unloaded. The preparation steps MUST be performed, even if there is no disc within either slot.

Preparation Steps:

1. Activate Service Mode.
2. Select Manual Disk Eject.
3. Press RIGHT and cycle to SLOT#001. Press EJECT-- even if no disc is present-- and remove the disc. (If no disc is ejected and the LCD reverts to the model screen, then reselect Manual Disk Eject).
4. Press RIGHT and cycle to SLOT#002. Press EJECT-- even if no disc is present-- and remove the disc. (If no disc is ejected and the LCD reverts to the model screen, then reselect Manual Disk Eject).

The PowerFile is now prepared to unload media from its drive(s).

1. Select the desired drive (DRV#).
2. Press EJECT. (An audible grinding sound may be heard. The disc is spinning as it is being moved from the active drive back into the PowerFile carousel. The sound is normal.)
3. Press RIGHT and cycle to SLOT#001. (If no disc is present, try SLOT#002.)
4. Press EJECT to eject the disc.

If after Step 2, the PowerFile LCD returns to the model screen and/or no audible sound is heard from the PowerFile, then the drive is probably empty.

Test the drive(s)

To test the drive(s), power-off the PowerFile, reattach it to your Host computer, and then power-on the unit.

Launch the PowerFile-related software and attempt to mount a disc to the drive(s) accessed via Service Mode. If the drive(s) operates normally, then the problem has been resolved. Reload any removed discs into the PowerFile.

If the PowerFile fails to operate normally, then contact PowerFile Technical Support for further assistance.