



Resolving General Burning Issues with Macs

- Toast

Try these steps to resolve burning issues using your Mac:

- If you are using a drive that came built into your mac, run software update to ensure you have the latest firmware for the recorder. You can also double check on Apple's support site to ensure you have the latest version.

If you purchased your drive as an external unit or installed it into your Mac on your own, you will need to contact the manufacturer of the drive to see if they have Mac compatible installer for the firmware update. If they don't you may need to use a PC to install the firmware update.

- Media. Be sure that your media is clean and blemish free. Also, avoid using generic or store brand media. While some generic or store brand media is high quality, you're better off using name brand media or asking checking out our [Discussion Groups](#) to see what other customers have had the best luck with.
- Reduce your recording speed to help reduce errors. By default, Toast will use the best speed, which is the fastest speed that your recorder and the blank media both support. Reducing the recording/write speed will improve data transfer rates when burning, and help avoid burn failures.
 - ◆ Click *Recording Options* > **Recorder Settings**.
 - ◆ Click the *Basic* tab.
 - ◆ Select a lower writing speed, preferable half of what you burner's maximum.
- Don't Verify your data. Verifying your data is designed to make sure your project is burned correctly by comparing the data on your hard drive with the data on your recently burned disc. If you are running into burning failures, turning off **Verify Data** may help.
 - ◆ Click *Recording Options* > **Recorder Settings**.
 - ◆ Click the *Advanced* tab.
 - ◆ Uncheck **Verify Data**.
- Enable Buffer Underrun Protection. A buffer underrun error occurs when your hard disk is unable to send data fast enough to the recorder while recording, causing the blank disc to be unusable. This option is available only if your recorder supports buffer underrun prevention.
 - ◆ Click *Recording Options* > **Recorder Settings**.
 - ◆ Click the *Advanced* tab.
 - ◆ Select **Buffer Underrun Protection**.
- Bad connection. There are two things that can cause a bad connection: a problem with the OS recognizing the drive properly or a physical problem.
 - ◆ The drive may actually be recognized, but it may not function correctly. If the drive is not seen at all, check the Apple System Profile (*Apple* menu > **About this Mac** > **More info**) to see if the drive is listed properly under **Hardware** > **Disc Burning**.

- ◆ If you have a bad physical connection, e.g. the drive isn't recognized, follow the standard steps of making sure all plugs and connections are secure and, if external, the unit is powered up. Also try shutting down and then restarting the machine with the burner or device powered up and securely connected.