

Functionality(DVD)

Why does my [model] USB freeze during play back from the Hard Drive?

This issue can be due to many things.

1. Mainboard may be over heating
*Try to keep the unit well ventilated
2. Hard drive connection could be insecure
*Try securing or replacing cables
3. The content of the drive may not be formatted properly
*Please make sure to follow these instructions and look at figure 2
[How do I manually convert my hard drive to CAVS' newer structure?](#)
4. Vibrations could be affecting readability
*Do not place Hard drive or player on top of speaker or anything that causes vibration
5. Hard Drive could be defective
*Try all other possibilities first. If they all fail please contact the place that you have purchased it from.
6. Mainboard may be defective
*Try all other possibilities first. If they all fail please request an RMA# from our site.
<http://cavsusa.com/service/rma.htm>

Unique solution ID: #1101

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