

# Customer Bulletin

**Product Model Name: D-Series Libraries**

**Date: March 2005**

**Reference ECO No: 16653**

## Reason for Bulletin

The new SW9573 Multi drive is a direct replacement for the SW9571 Multi drive in D-Series libraries.

## Hardware Affect

As of March 1, 2005 Plasmon is utilizing the new Multi drive in all D-Series libraries. The new drive is fully backward compatible. Both drives can be mixed in the same library for FRU replacement. Both drives utilize the same cabling, and no firmware upgrade is required.

## Software Affect

Library management software can be affected by the SW9573 Multi drive and may require a software update. Plasmon highly recommends contacting your software provider and confirming that they can:

- Support the SW9573 Multi Drive with the software version installed.
- Support mixed drive types (SW9571 and SW9573) in the same library.

To verify software compatibility contact your software provided or visit the Plasmon web site at:

<http://www.plasmon.com/softwareguide/index.html>

## Media Affect

The new Multi drives can write the DVD-R and DVD RAM media at the speeds below:

### DVD-R Media

Media Type	9571 Read	9571 Write	9573 Read	9573 Write
1X DVD-R Media	Yes	Yes (1X)	Yes	Yes (1X)
2X DVD-R Media	Yes	Yes (2X)	Yes	Yes (2X)
4X DVD-R Media	Yes	Yes (2X)	Yes	Yes (4X)
8X DVD-R Media	Yes	Yes (2X)	Yes	Yes (8X)

### DVD-RAM Media

Media Type	9571 Read	9571 Write	9573 Read	9573 Write
2X DVD-RAM Media	Yes (2X)	Yes (2X)	Yes (2X)	Yes (2X)
3X DVD-Ram Media	Yes (2X)	Yes (2X)	Yes (3X)	Yes (3X)
5X DVD-Ram Media	Yes (2X)	Yes (2X)	Yes (5X)	Yes (5X)

### Supported Media Manufactures

DVD-R	
1X, 2X	Maxell, Panasonic, TDK
4X	Maxell, Taiyo, Yuden, TDK, Verbatim
8X	Maxell, Taiyo, Yuden, Verbatim
DVD-RAM	
2X, 3X, 5X	Maxell, Panasonic

#### **Contact Information for Technical Questions:**

##### **Americas and Asia Pacific**

Plasmon Technical Support Team  
United States Calls: 1-877-585-6793  
International Calls: 1-719-593-4437  
Fax: 1-719-593-4192  
Email: [tech.support@plasmon.com](mailto:tech.support@plasmon.com)  
Internet: [www.plasmon.com](http://www.plasmon.com)

##### **Europe, Africa, and Middle East**

Plasmon Technical Support Team  
United States Calls: +44 (0) 1763 262 963  
Fax: +44 (0) 1763 264 407  
Email: [support@plasmon.co.uk](mailto:support@plasmon.co.uk)  
Internet: [www.plasmon.co.uk](http://www.plasmon.co.uk)