

## Support Form - Flash duplicator (USB/SD/Micro SD/CF/DOM)

For a better and effective service for the problem you encountered of duplicator, please provide the related information below.

### General information

#### 1. Problem description

#### 2. Controller Information

A. FW Ver

B. Model Name

C. System info

#### 3. Serial Number

#### 4. LCD message

#### 5. LED indication (red , green or none)

## Copy / Compare problem

1. Media type (USB, SD, TF or CF)

2. With adapter or not? (ex. USB to SD, or SD to TF)

3. Source information (file format, capacity/ content size)

4. Target information (brand /capacity)

5. The copy mode used? (data only or whole media)

6. Synchronous or Asynchronous copy mode?

7. Compare pass or fail?