

Support Form - SATA DVD/Blu-ray Duplicator

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

Copy / Compare problem

1. Drive information (Brand, Model and FW Ver.)

2. Media (Brand and speed)

3. Copy from built-in HDD or Disc

4. Source information (Disc type-DVD video, CD audio or BD and Content size)

5. How many discs copied