

Support Form - MD series Duplicator/Controller

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

4. Media (Brand and speed)

5. How many discs copied

6. Copy from built-in HDD or Disc

7. Source information (disc type-DVD video, CD audio or BD and content size)

8. HDD built in (copy mode is from disc or from HDD)
*if Copy from Disc