



# M.2 PCIe NVMe Duplicator & Sanitizer YL Series REG User Manual



## Disclaimer

The duplicator machine is specially designed for data backup of storage devices. Please observe the relevant provisions of copyright when using it. Any backup without the consent or authorization of the copyright holder is illegal. Please confirm before backup. The duplicator is not responsible for any illegal acts, and the user is responsible for all legal liabilities.

The source port of duplicator is write-protected, and the settings and data content of any storage device in the source port will not be changed at all. Do not place the source storage device on the target port to avoid accidentally changing (deleting) of data. It has nothing to do with the duplicator if there is any mistake in correcting (deleting) the data by user. In addition, the duplicator is not responsible for the risks and data losses incurred as a result of duplication. By purchasing this product, the user accepts this statement and agrees to be bound by it.

The content of this manual is for reference only. The copyright of the content belongs to the duplicator. Please do not copy or repost it without authorization. The duplicator reserves the right to change the function of the product without prior notice.

## Before Use

1. Please read this manual carefully before operation to avoid any misconduct.
2. Make sure that the storage device you want to use is of good quality and can be used normally.
3. The capacity of target storage device must be greater than or equal to the capacity of source storage device to avoid incomplete data backup.
4. It is recommended to use the Copy + Compare function when backing up, to ensure that the backup data is 100% the same as the source data, because the target storage device may have write errors or damaged sectors.
5. When updating the firmware, please do not turn off the power. If the power is interrupted accidentally, the machine cannot be turned on, and it must be returned to the factory for processing.
6. Keep the duplicator used in a dry environment. Rain, moisture, liquid, etc. may corrode the circuit board and cause the machine to malfunction.
7. Avoid using the duplicator in dusty or dusty environments. Dust may cause bad contact with the port.
8. This product warranty does not apply to accident, man-made destruction, abuse, or improper use (such as using not in accordance with the product description, or intended to exceed the scope of use for which this product was designed, or improper use of fixtures, etc.)
9. If the duplicator performs normally, it is strongly recommended not to update the firmware, unless there is a problem in use or a new function is required.
10. For convenience, the source storage device will be referred to as the source device, and the target storage device will be referred to as the target device in this manual.

<b>I. INTRODUCTION.....</b>	<b>5</b>
1. Features .....	5
2. Duplicator Introduction .....	6
3. Control Panel Overview .....	7
4. Specifications .....	8
<b>II. NOTICE .....</b>	<b>8</b>
<b>III. OPERATION OVERVIEW .....</b>	<b>8</b>
<b>IV. DAISY CHAIN OPERATION.....</b>	<b>9</b>
<b>V. MENU OVERVIEW .....</b>	<b>10</b>
1. Copy .....	10
2. Compare .....	10
3. Copy + Compare.....	10
4. Capacity Check.....	11
5. Utility .....	11
5.1 Format FAT32.....	11
5.2 Format exFAT .....	11
5.3 Capacity Check + Format .....	12
5.4 Measure Speed .....	12
5.5 Quick Erase .....	12
5.6 Full Erase.....	13
5.7 3-Pass DoD Erase .....	13
5.8 7-Pass DoD Erase .....	13
5.9 Secure Erase.....	14
5.10 Enhance Secure Erase.....	14
5.11 Remove HPA.....	15

5.12	Media Information .....	15
5.13	Device Model .....	15
5.14	Print Last Task Label .....	15
5.15	System Info .....	16
5.16	System Update .....	16
5.17	Log Menu .....	16
6.	Setup .....	18
6.1	Copy Area .....	18
6.2	Smaller Target .....	19
6.3	Unknown Format .....	20
6.4	Label Print .....	20
6.5	Set Slow Out Threshold .....	20
6.6	Set Format Type .....	21
6.7	Set Capacity Threshold .....	21
6.8	Clear Setup .....	22
6.9	Performance .....	22
6.10	Advance Setup .....	23
6.10.1	Check Before Copy .....	23
6.10.2	HPA Set .....	23
6.10.3	Erase Source Port .....	24
6.10.4	Display Mode .....	24
6.10.5	Start-up Menu .....	25
6.10.6	Button Beep .....	25
6.10.7	Boot Password .....	25
6.10.8	Setup Password .....	25
6.10.9	Language .....	26
6.10.10	Set Date Time .....	26
VI.	TROUBLESHOOTING .....	26

## I. Introduction

This duplicator system is designed and developed based on the FPGA from the world famous semiconductor company XILINX. Every processing channel is parallel to each other with its own control unit, therefore the duplicator will not sacrifice speed for the increasing number of targets loaded - always remain the same and fast copy speed. The duplicator supports intelligent copy with multiple file formats created by three major operating systems (Windows/Linux/MAC), and makes mirror copies of data efficiently. Furthermore, this duplicator has been fully tested with quality assurance before leaving our manufacturing facility.

### 1. Features

- a. Each processing channel has its own control unit and operates independently with dedicated bandwidth of up to 300 or 600 MB per second depends on the model.
- b. Standalone operation. No PC or software is required, minimizing possible computer virus infection.
- c. Instant power on and off, no warm-up or cool-down required.
- d. Easy-to-use One-Touch copy operation.
- e. Compare function available for verification of copy accuracy
- f. Menu options are user-friendly and easily accessed through the 4-button control panel. Use ▲ or ▼ button to scroll through the options and view the operation status of each channel on the 2-line backlit LCD display..
- g. Powerful 32-bit CRC checksum to assure data integrity.
- h. Heavy-duty hardware construction for commercial production or personal use.
- i. 115V and 230V switching power supply maximizes portability for operation anywhere.
- j. Designed to save users time and effort in creating multiple copies quickly and reliably.
- k. Unique source data analysis to copy data area only to achieve highest efficiency
- l. Supports multiple file formats: Windows: FAT 16/32、exFAT、NTFS, Linux: ext 2/3/4、LVM、XFS, Mac: HFS/HFS+/HFSX

m. Not only to do copy, but also test flash media capacity and reading/writing speed.

## 2. Duplicator Introduction

The following picture shows the Systor NVMe duplicator as an example. The source slot supports M.2 NVMe & M.2 SATA. The appearance of the duplicator may be changed without notice.



### 3. Control Panel Overview



▲ **Button:** Up, Backward: To navigate backward in the menu.

▼ **Button:** Down, Forward: To navigate forward in the menu.

**OK Button:** Enter, OK: Execute the function.

**Back Button:** Escape, Cancel: Go back to the previous level in the menu.

<b>Operation</b>	Standalone (No PC or Software is required)
<b>Target</b>	4, 9
<b>Transfer Speed</b>	300MB/s 600MB/S
<b>Copy Mode</b>	Synchronous
<b>Copy Area</b>	File and System, Percentage, All Partition, Nonzero and Whole Media,
<b>Supported Media</b>	M.2 NVMe/SATA SSD
<b>Supported File System Format</b> (for Intelligent Copy)	Windows : FAT16/32, exFAT, NTFS Linux : ext2/3/4, LVM, XFS MAC : HFS/HFS+/HFSX
<b>Display</b>	2-line Backlit Monochrome LCD
<b>Control Button</b>	4 push-button control panel (OK, Back, UP, DOWN )
<b>Memory</b>	256MB DDR3



## 4. Specifications

### II. Notice

1. The duplicator tasks mentioned in this user's manual are as following: Copy, Compare, Copy + Compare, Capacity Check, Format, Erase.
2. The Green LED flashes during the execution process of a task. After the task is done, the Green LED will stay solid if the process is successful, otherwise the Red LED will be on if the process is failed.
3. Press and hold **Back** button during the execution process of a task will stop and exit the execution of the task.
4. DO NOT unplug SSD drive from the duplicator during the execution process of a task. It may cause damage to the duplicator system and media.
5. It is strongly recommended that the capacity of target storage device must be greater than or equal to the capacity of source storage device to avoid incomplete data backup.
6. The setting 6.10.3 Erase Source Port is to set if the data of source port can be erased. It is used for all erase and format functions.

When setting is Enable, the data in source port will be erased.

- If **Erase Source Port** is Disable, a prompt "**Target** data will be erased!" will be showed to double check entering the erase function.
- If **Erase Source Port** is Enable, a prompt "**Source** and **Target** data will be erased!" will be showed to double check entering the erase function.

### III. Operation Overview

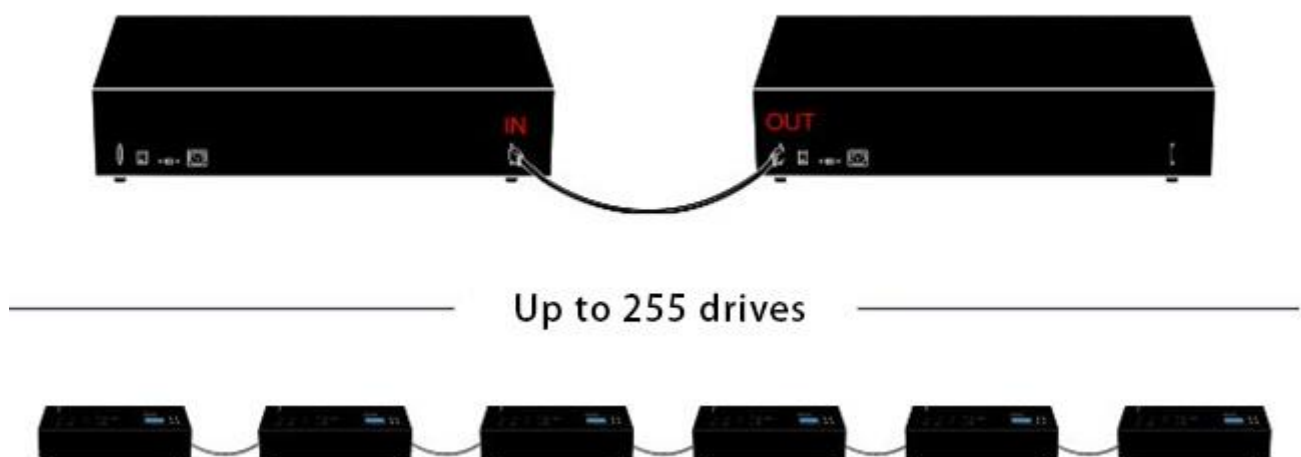
The duplicator will start to execute a task after the source and target devices have been inserted and the OK button is pressed. The task will begin and end at the same time for all target devices. Any other target device plugged in during the process of a task will not be executed with the task.

- a. Insert source media into the source port and blank media into the target port properly.
- b. Select the task from menu, and press **OK** button to execute it.
- c. **If the Target SSDs are not fully connected, pressing the OK button again will execute the function immediately. Otherwise, If the OK button is not pressed again, the function will be executed after 40 seconds.**
- d. During the execution process, the status of each target device can be checked by using the ▲ and ▼ buttons. After the task is done, LCD display will show the number of successful and failed target(s), and execution time.

## IV. Daisy Chain operation

The Systor NVME duplicator has a daisy chain function. It can link multiple duplicators as one unit. The unit only needs one source at the 1st duplicator and the source ports after 1st duplicator will become target ports.

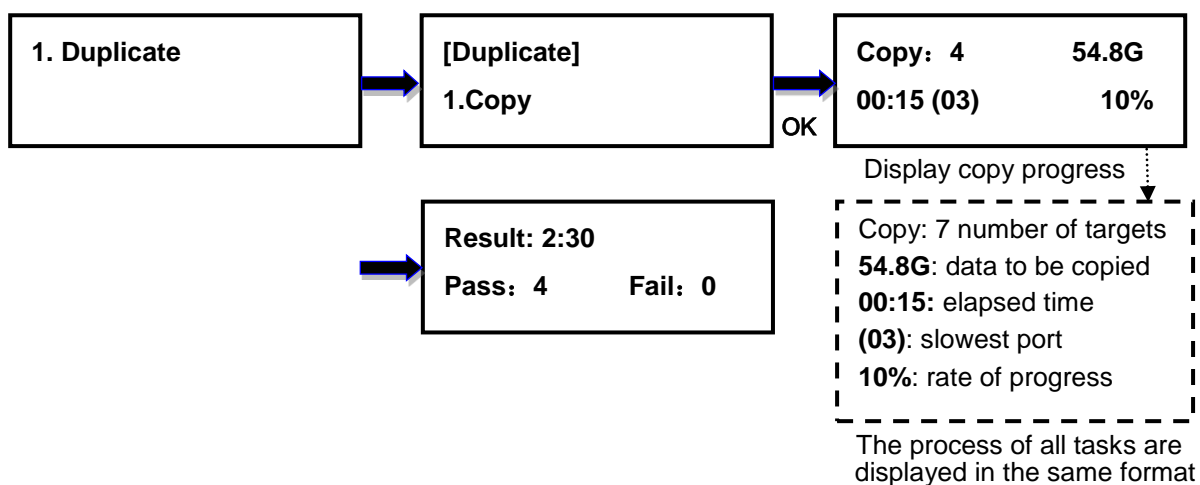
The connection method is shown as below.



## V. Menu Overview

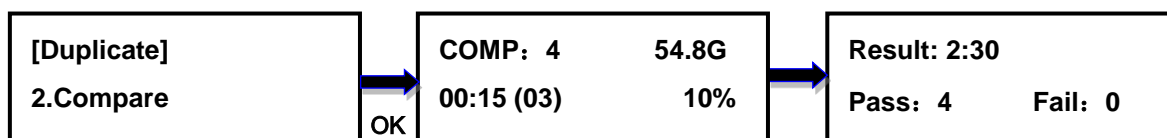
### 1. Copy

To copy from source device to target device(s), please go to **6.1 Copy Area** to select the setting first before this step. Press OK the copy task will be executed immediately. Other tasks have the same execution for other tasks.



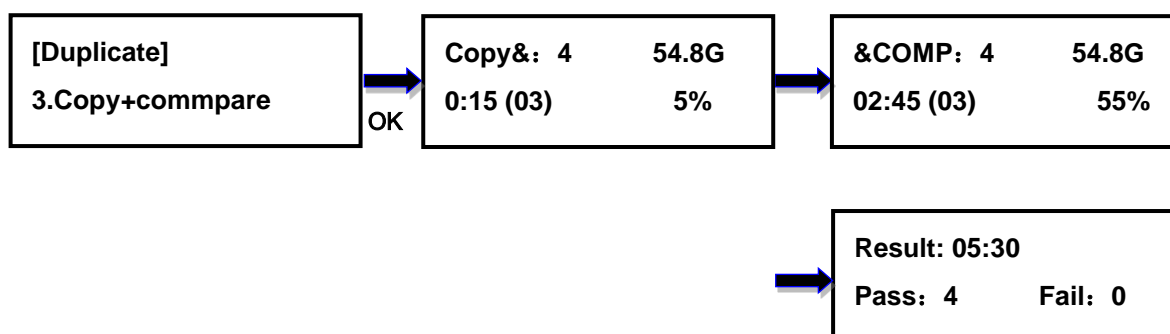
### 2. Compare

This command allows to compare the copied target devices against the source for accuracy.



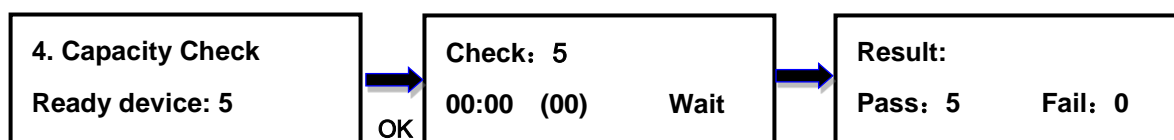
### 3. Copy + Compare

This command allows duplicator to start Copy process first, then follow with Compare process immediately.



## 4. Capacity Check

This command allows to verify the device capacity. It can detect the actual capacity of devices within 3 seconds.

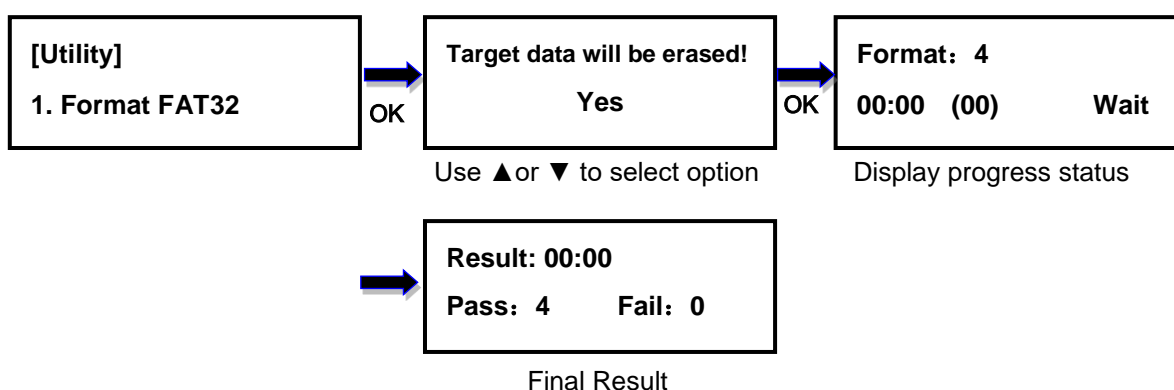


## 5. Utility

### 5.1 Format FAT32

The source port can be set to execute or not at 6.10.3 **Erase source port**. The default is [Disable](#).

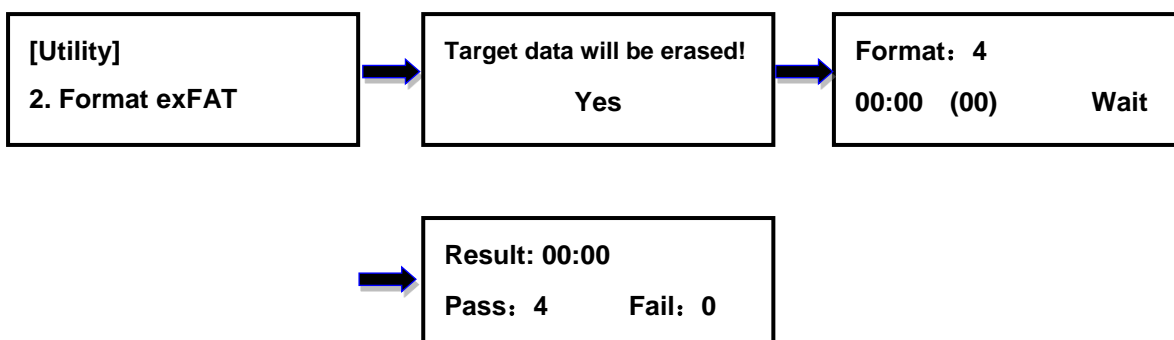
This option allows to format the target device to FAT32 file format. User will be asked if it is sure to format the target devices before the Format process starts.



### 5.2 Format exFAT

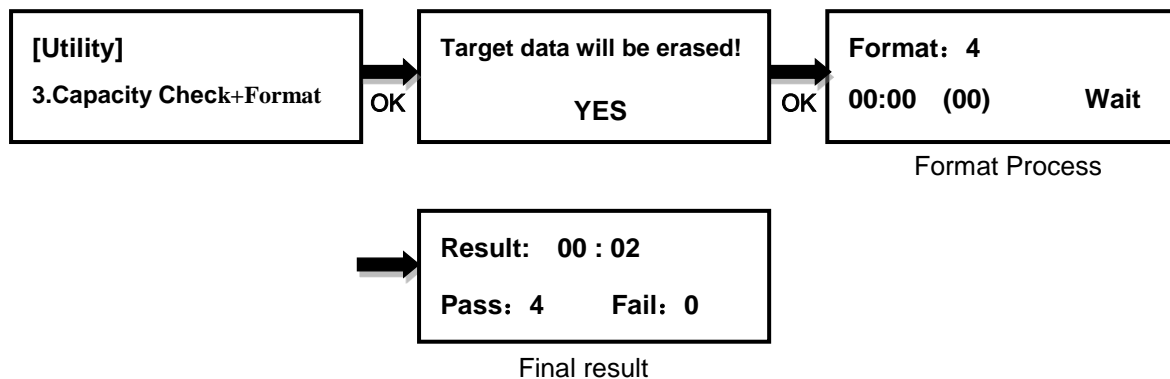
The source port can be set to execute or not at 6.10.3 **Erase source port**. The default is [Disable](#).

This option allows to format the target device to exFAT file format. It will not format the source device, avoiding accidentally erasing the original data content. User will be asked if it is sure to format the target devices before the Format process starts.



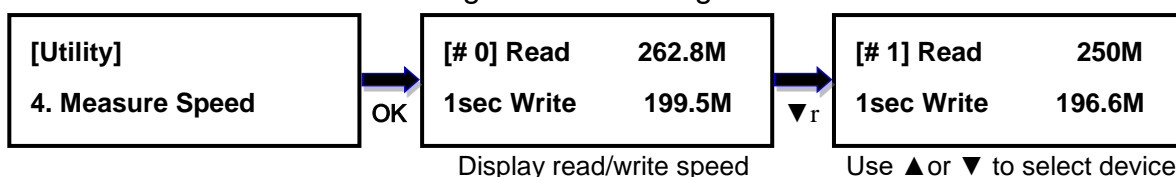
### 5.3 Capacity Check + Format

It will format the devices to the file format according to the system Setup (please refer to 6.6 Set Format Type), then sort out target devices based on the capacity threshold (please refer to 6.7 Set Capacity Threshold). Duplicator will display the device which is not in the capacity range and its red LED will flash. Press ▲ ▼ button to switch between the target devices with smaller capacity to check the data status. The ones without capacity issue will not be displayed to expedite the capacity check process. If Format and or Capacity Check is failed, the red LED will stay solid on.



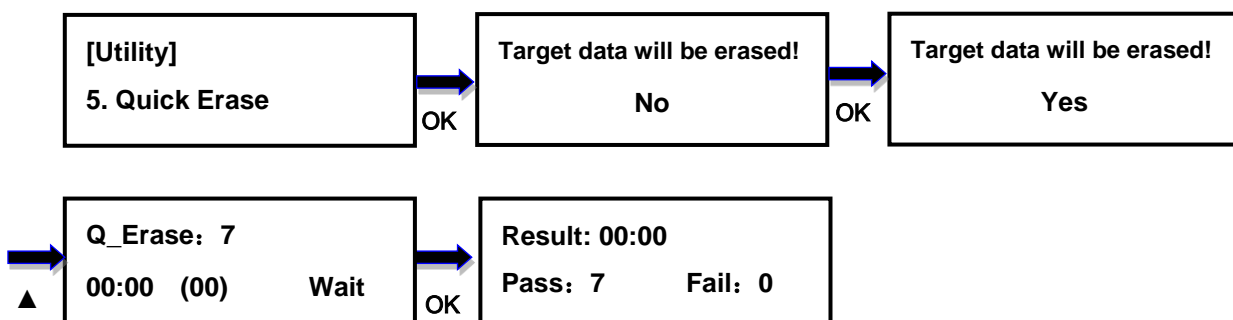
### 5.4 Measure Speed

This option allows to measure the actual Read and Write speed of the target device. This option will NOT alter or erase existing data on the target device.



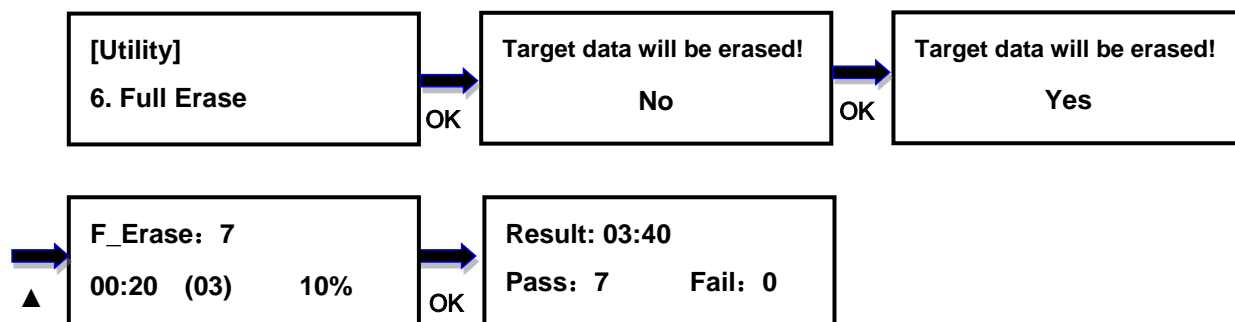
### 5.5 Quick Erase

This option erases the table of content of file system of the target device, so it is fast to do Quick Erase. There is chance that some files can be retrieved by software.



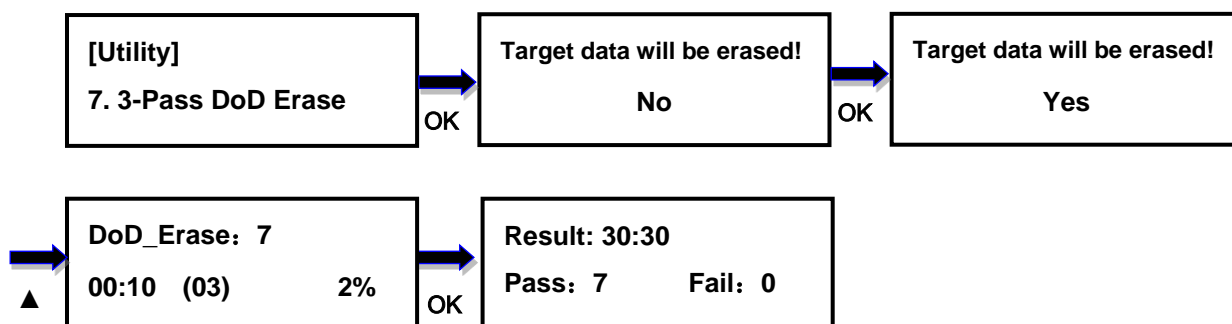
## 5.6 Full Erase

This option completely erases the content of target device. It takes longer time to erase and the content will not be retrieved by software.



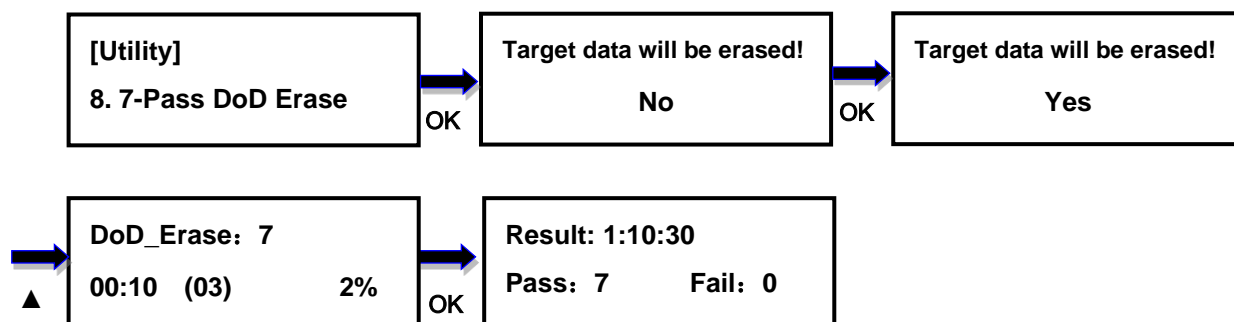
## 5.7 3-Pass DoD Erase

This is to comply with the U.S.A. Department of Defense (DoD 5220) standard to fully erase the media by rewriting bit by bit three times to guarantee the data to be permanently deleted. It takes long time to erase, and the content will not be retrieved by software.



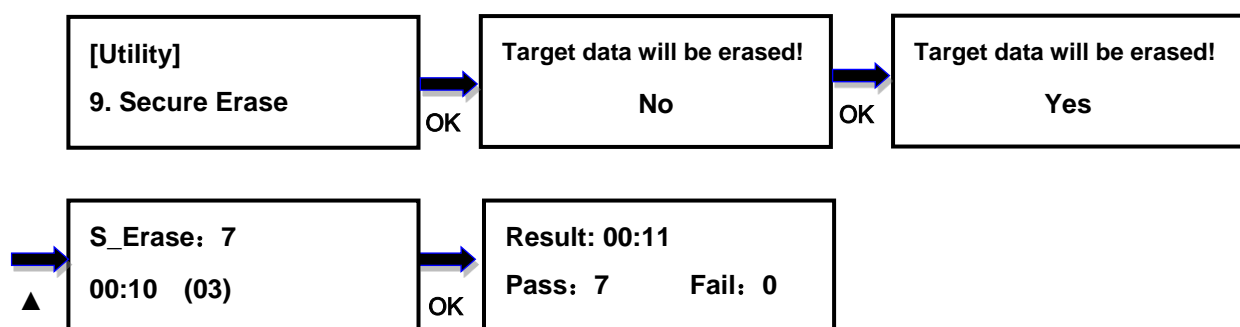
## 5.8 7-Pass DoD Erase

This is to comply with the U.S.A. Department of Defense (DoD 5220) standard to fully erase the media by rewriting bit by bit seven times to guarantee the data to be permanently deleted. It takes long time to erase, and the content will not be retrieved by software.



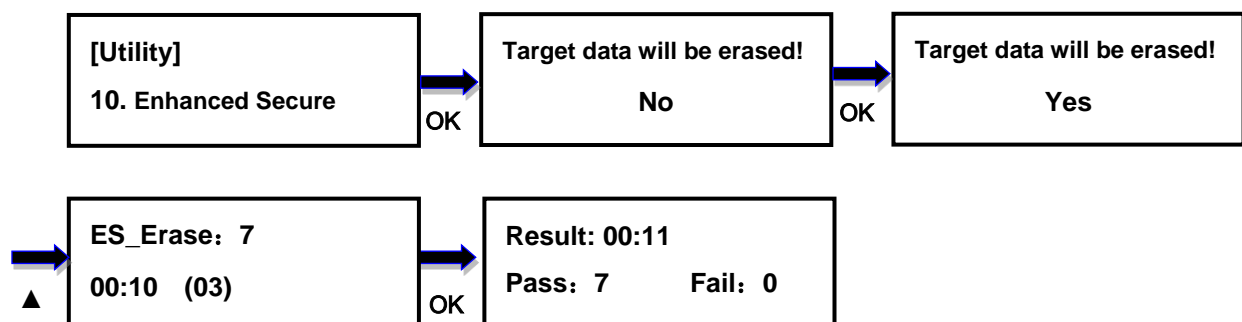
## 5.9 Secure Erase

The Secure Erase is dedicated to erasing SSD. It resets all its storage cells as empty - restoring the SSD to factory default settings and write performance. Secure Erase is recognized by the US National Institute for Standards and Technology (NIST), as an effective and secure way to meet legal requirements data sanitization attacks against up to laboratory level. It only spends few seconds (the real time depends on drive) when used for SSD.



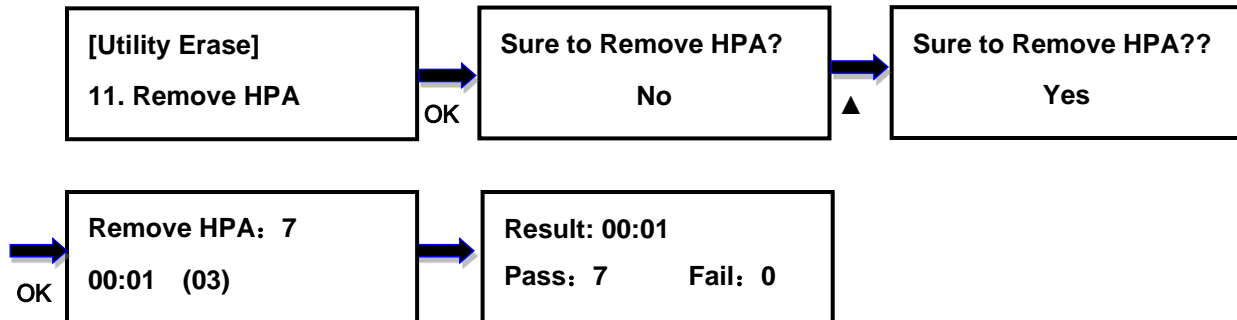
## 5.10 Enhance Secure Erase

The Enhance Secure Erase is similar to Secure Erase. Beside the function of Secure Erase, it shall write predetermined data patterns to all user data areas. All previously written user data shall be overwritten, including sectors that are no longer in use due to reallocation.



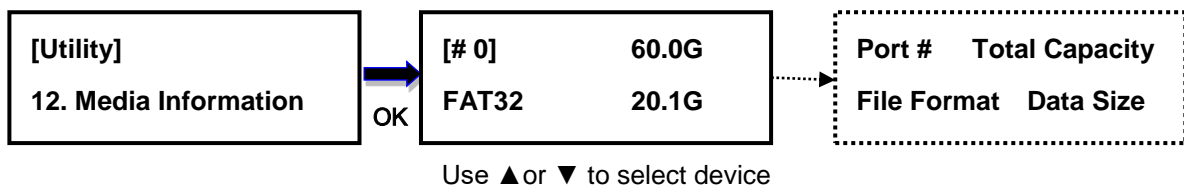
### 5.11 Remove HPA

This option removes the HPA setting of the disks inserted into the target ports.



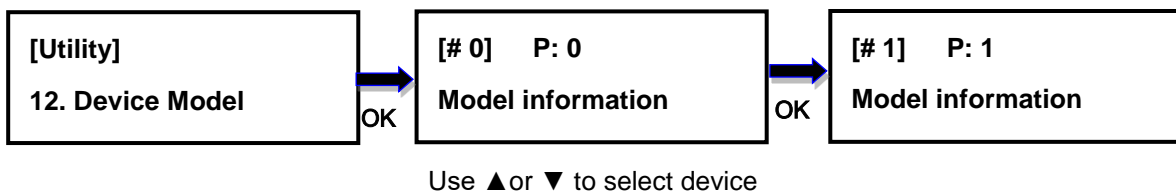
### 5.12 Media Information

This option displays the information of selected device media, such as total capacity, file format and the size of data content.



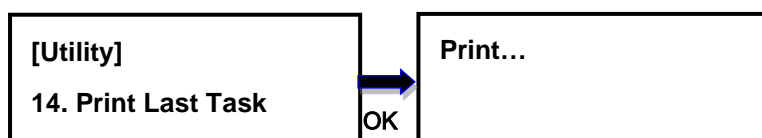
### 5.13 Device Model

This option displays the model information of selected device, such as device model, serial information and firmware version.



### 5.14 Print Last Task Label

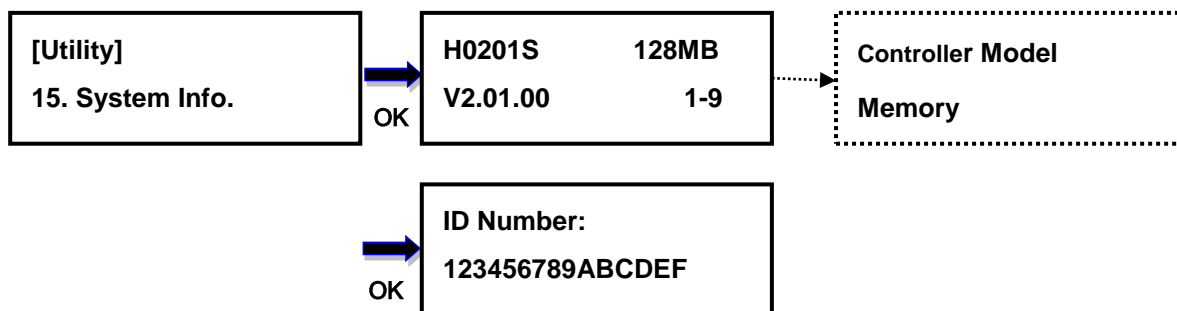
If the label quality is not good of the last task or getting lost, this option allows user to print the label(s) of the last task again.





### 5.15 System Info.

This option displays general information of the duplicator, including controller model, system memory size, firmware version, number of targets and ID Number.



### 5.16 System Update

This option allows user to update the firmware of duplicator when necessary. Please obtain the proper firmware file from manufacturer, and save the unzipped file under home folder on the SSD ([The file system of should be FAT32](#)). Insert the SSD containing the firmware into the source port of duplicator and press OK. It will update the system, reboot the duplicator automatically after update, active and operate under the new firmware. **Please do not reboot the duplicator manually.**

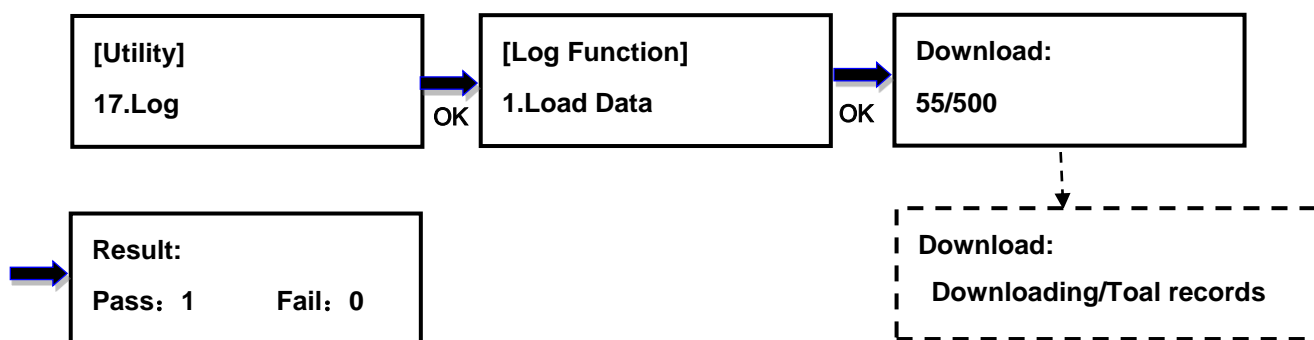


### 5.17 Log Menu

The duplicator keeps logs in the flash memory of Copy, Compare, Copy+Compare, Erase, and Format function. 10,000 records of log data can be stored. The records of log data for a task is the number of source+targets+1. For example : 1 to 3 copy task needs 1+3+1=5 records. 3 exFAT format task needs 0+3+1=4 records. The log file is **read only**. Users cannot modify the log data.

#### 5.17.1 Load Data

Insert a disk into the **target port 1**. The file system of the disk must be FAT32 or exFAT.



Open the file from computer. The file name of log file is “LOG\_DATA\_XXXX.txt”. XXXX is from 0000 to 9999 in sequence. If no log file in the disk, it starts from 0000. If 0000 is exist in the disk, it will be added 1 to be 0001 and so on. The information in log file is shown below. It was recorded for 1 to 3 Copy and uses 5 log records.

[Log File]

System Model: E0205M5S Target Number: 4

Firmware Version: v2.02.40

Machine ID: 84E15PF8SMS6RBA1

=====

Machine boot at 2023/4/09 17:07

=====

Task: Copy

Copy Area: System and Files

Smaller Target: Partly Copy

Unknown Format: Copy

HPA: Skip

DCO: Disable

Performance: Speed

Mode: Synchronous

Source:

Device Model: UMAX M.2 G3X4 256GB T

Series Number: 7FBC07171BD900188745

Capacity: 238.4G

Data size: 3555M

Result:

Total: 3

Pass : 3

Fail : 0

Spend Time : 00:00:07

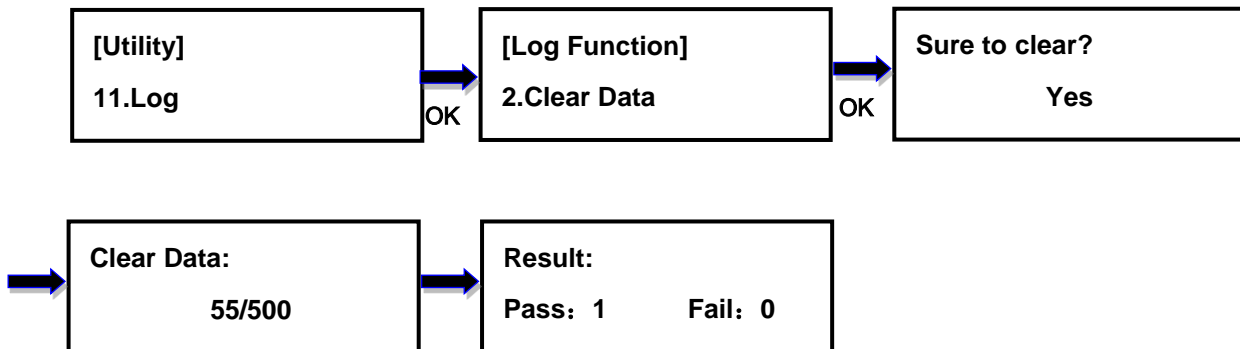
[Detail Target Records]

Space . NO.	Label NO.	Port	Result	Start Time	Spend Time	Device Model	Target Capacity	Series Number
0001	0002	M1	Pass	2023/04/09 16:09	00:00:10	PLEXTOR PX-128M5Pro	119.2G	P02314109173
0002	0003	M2	Pass	2023/04/09 16:09	00:00:11	SanDisk SSD U110 64GB	58.6G	140791403873
0003	0004	M3	Pass	2023/04/09 16:09	00:00:12	ADATA SP550	111.7G	2F3820030313

---

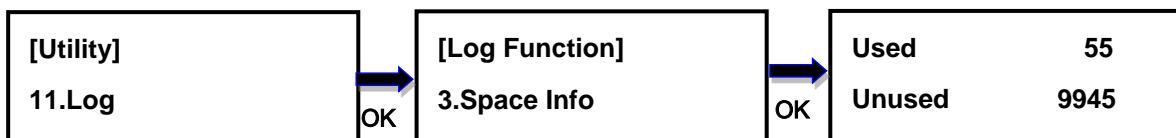
### 5.17.2 Clear Data

This option clears all the log data in duplicator.



### 5.17.3 Space Info

This option shows the number of log records and amount of free space available.



## 6. Setup

### 6.1 Copy Area

This option allows to select the area on the source device to copy onto the target devices. You may select **System and Files** to skip all the unoccupied area on the source device or **Percentage**, **All Partition**, **Whole Media** and **None Zero**. By default, the copy area is set up as [System and Files](#).

#### System and Files

The duplicator first analyzes the file format of source device. You may copy only the system and files area to save overall copy time if the file format is FAT16, FAT32, exFAT, NTFS (Windows), EXT2, EXT3/EXT4/LVM/XFS (Linux), and HFS/HFS+/HFSX (Mac). For instance, the source device has 8GB capacity but with only 50MB of data in FAT32 file format. The duplicator will copy only the 50MB of data area to the target device, hence shortening overall copy time.

#### Percentage

When selected, the duplicator copies the selected percentage range. Users can set copy percentage at this item. It has nothing with data or empty spaces.

### All Partition

When selected, the duplicator copies all partitions in the drive. It will not copy the area that have not been partitioned.

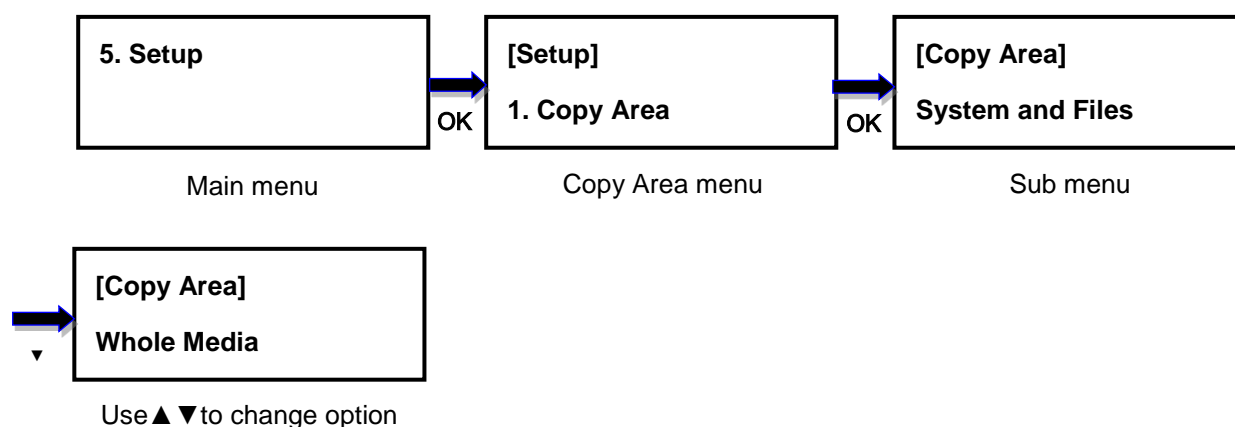
### None-Zero

When selected, the duplicator will analyze the data first where the none zero data located and then store on the DDR. After analysis, the copy will be start immediately. Duplicator will only copy none zero area. When finished, user just need to change target SSDs and then press OK. Don't need to do analysis again unless exit the function.

**Remark : The data of targets device must be all Zero. Can use 1.2 Secure Erase+Copy**

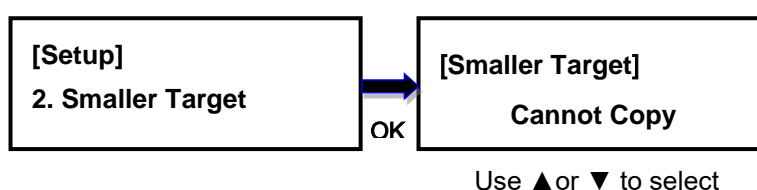
### Whole Media

When selected, the duplicator copies the entire content on the source device, including both the data and empty spaces. This option is used when you have a source device with unknown file format. For instance a source device has 8GB capacity and 50MB of data with unknown file format, the duplicator will copy the whole 8GB of content to target device.



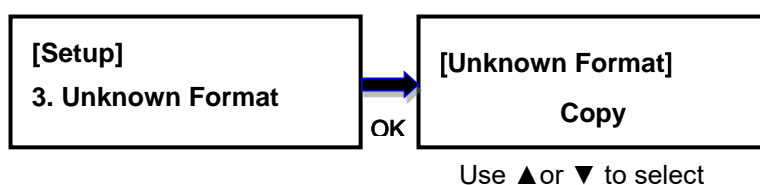
## 6.2 Smaller Target

If the capacity of the target device is smaller than the source device, the duplicator will partly copy or cannot copy. [Can Not Copy](#) is the default setting.



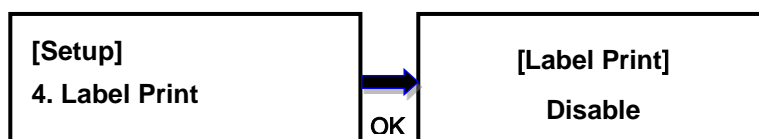
### 6.3 Unknown Format

This option allows you to Copy or Skip unknown format. If option Skip is selected here, the unknown format from source will not be copied during copy process. **Copy** unknown format is the default setting.



### 6.4 Label Print

This option allows you to print labels when the external printer is connected after a task is finished. **Disable** is the default setting.



### 6.5 Set Slow Out Threshold

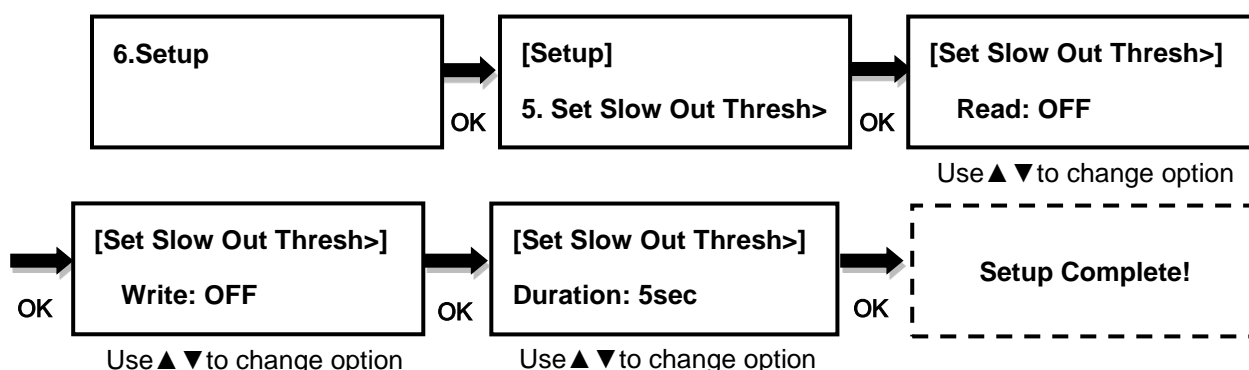
This function allows to set up read/write speed threshold for target devices. When the target device is causing the copy or compare process delay due to its lower read/write speed and the rest of the devices in the same batch have to wait for it, the Slow Out Threshold strategy will be applied as the following: the system will stop the copy or compare process for that particular target device when its read/write speed is below the threshold for continuing number of seconds based on the setting, and its red LED will flash to give warning. There are 3 settings to set up.

**Read:** set up the lowest read speed , and options are OFF, 10MB/s~700MB/s. The default setting is **OFF**.

**Write:** set up the lowest write speed, and options are OFF, 10MB/s~700MB/s. The default setting is **OFF**.

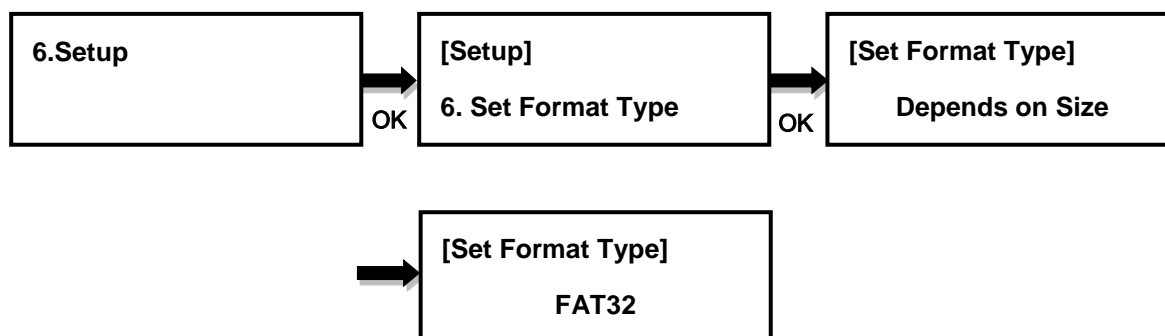
**Duration:** set up the period when read or write speed is lower than the threshold for

continuing number of time, and options are 1~20second. The default is [5 second](#).



## 6.6 Set Format Type

This function allows to set up the target device format, and the setting will be applied by Command **4.3 Capacity Check + Format** under the main menu. The options are Off, FAT32, exFAT, and Depends on Size. The default setting is [Depends on Size](#).



## 6.7 Set Capacity Threshold

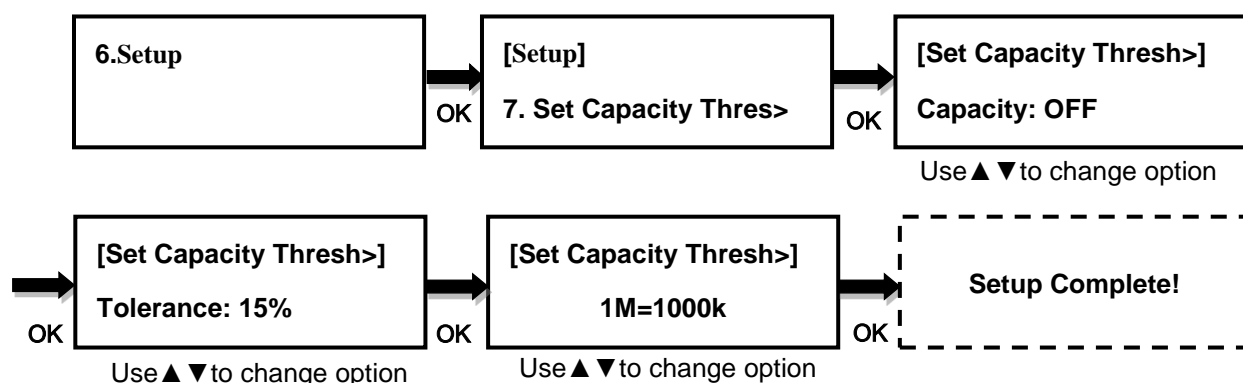
This function allows to set up the capacity threshold for Command **5.3 Capacity Check + Format** under main menu. It will be failed when the target device capacity is below the threshold range, and the red LED will flash to give warning. There are 3 settings.

**Capacity:** the size of device capacity which will be used for sorting, and options are OFF, 32M, 64M, 128M, 256M, 512M, 1G, 2G, 4G, 8G, 16G, 32G, 64G, 128G, 256G, 512G, 1T, 2T, 4T, 8T, 16T. The default is [OFF](#).

**Tolerance:** the acceptable range of capacity for sorting, and options are OFF, 0~50%.

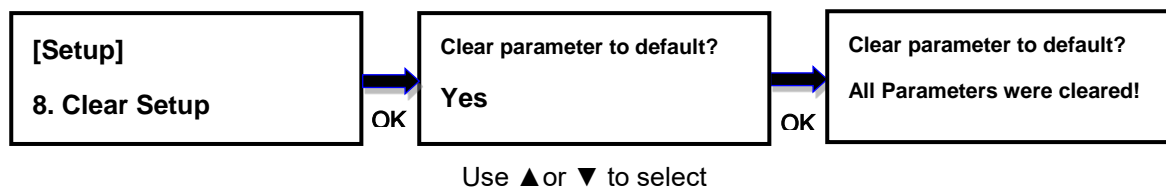
The default setting is 15%.

**Capacity Definition:** define the standard for capacity conversion. Options are 1MB=1000K and 1MB=1024K. The default is 1MB=1024K.



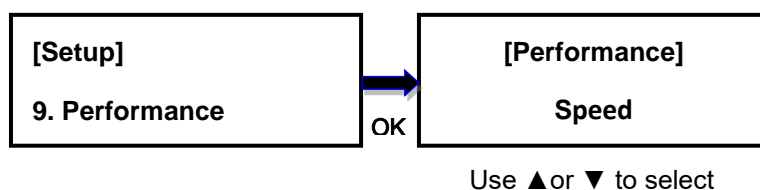
## 6.8 Clear Setup

This option resets the duplicator back to factory default settings.



## 6.9 Performance

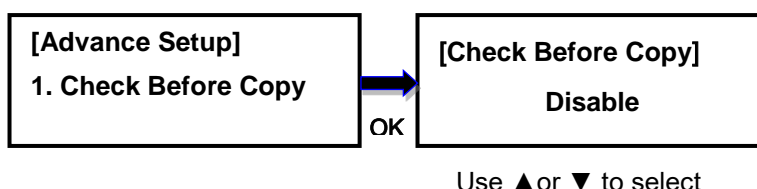
This option allows to set up the performance for Copy function based on the following modes: Speed, Balance, and Compatibility. Speed mode is to execute the Copy function at the fastest speed, but may have compatibility issue with certain brands flash media. Balance mode is to execute the Copy function at stable speed, and have less compatibility issue with certain brands flash media. Compatibility mode is to execute the Copy function at the most stable speed, and almost have no compatible issue with flash media. The default mode is Speed.



## 6.10 Advance Setup

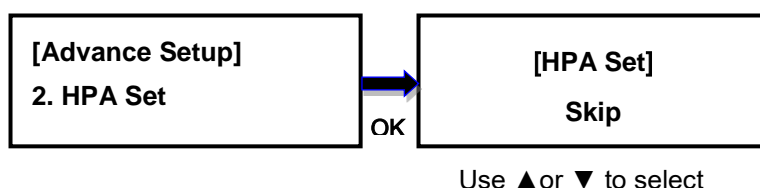
### 6.10.1 Check Before Copy

This option allows to check device real capacity before copying. By default this option is **Disable**.



### 6.10.2 HPA Set

HPA, Host Protected Area or Hidden Protected Area, is kept invisible space for booting area, recovery data or blocked bad-sector, etc. By creating HPA, it resets max sectors and keeps some space for HPA. It reduces the reported size of SSD. There are 4 settings in this function. The HPA setting and data stored in HPA of source SSD will not be modified.



#### **Skip (default)**

Copy data from source to target except data stored in HPA and keep the target HPA setting during Copy.

#### **Clear Target HPA without Copy**

Copy data from source to target and remove the target HPA setting during Copy

#### **Set Target HPA without Copy**

Copy data from source to target and set the target HDD the same HPA setting as the source



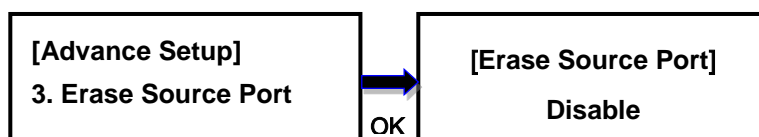
HDD during Copy.

## Copy

Copy data from source to target including data stored in HPA.

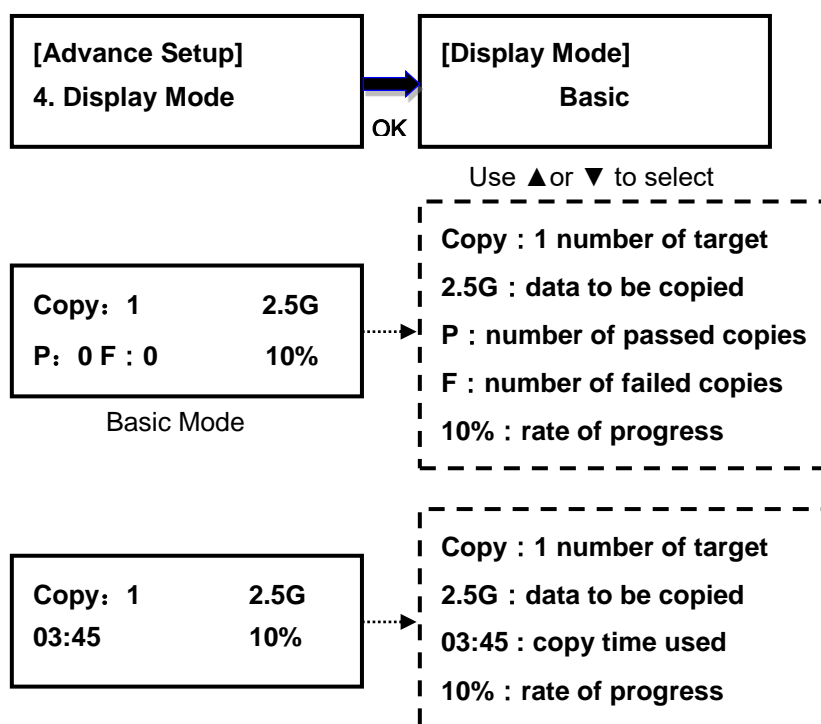
### 6.10.3 Erase Source Port

This option allows you to set if the master disk can be erased or not. **Disable** is the default setting.



### 6.10.4 Display Mode

There are four display modes: **Auto**, **Basic**, **Show Timer**, and **Expert**. **Basic** shows the copy progress in general; **Show Timer** displays the time used for the task; **Expert** shows the devices with highest copy speed and lowest copy speed and their copy progress respectively. **Auto** equal to Show Timer when operation mode is synchronous and **Basic** when asynchronous. By default it is **Auto Mode**.

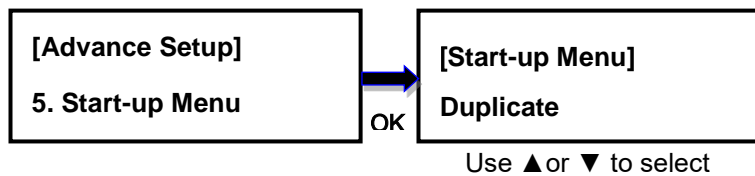


Show Timer Mode

Expert Mode

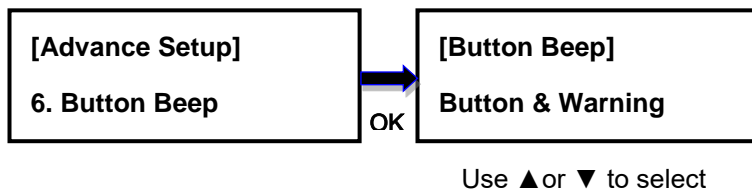
### 6.10.5 Start-up Menu

Choose one of the following as the default start-up function: Duplicate, Data Erase, Quality Check, Utility and Setup. The default start-up function is [Duplicate](#).



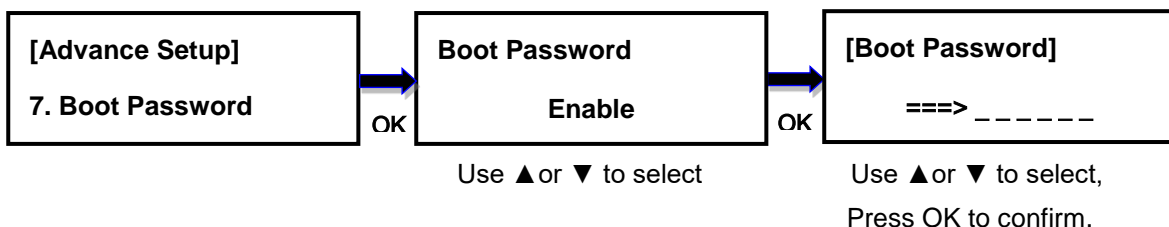
### 6.10.6 Button Beep

This option allows to set up button sound from the following options: Button & Warning, OFF, Warning only. The default setting is [Button & Warning](#).



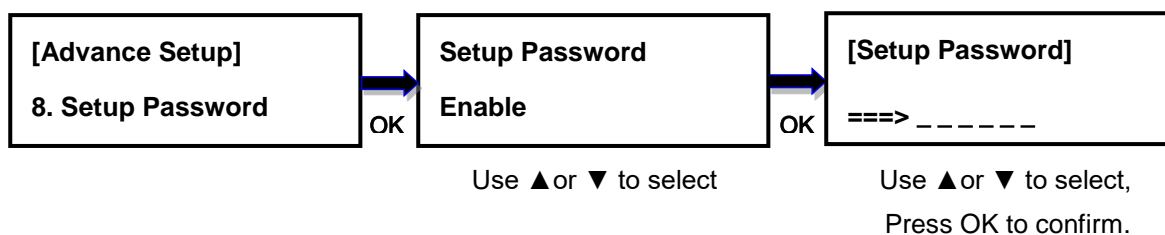
### 6.10.7 Boot Password

This option allows to set up password for system boot up to prevent from the unauthorized use of the duplicator. The password must be 6 characters.



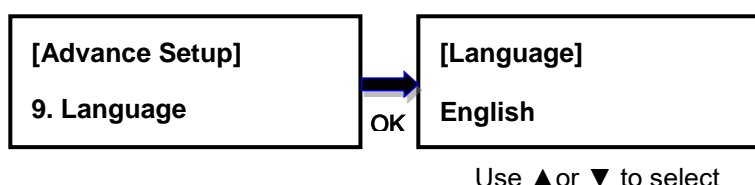
### 6.10.8 Setup Password

This option allows to set up password for Setup function to prevent from the change of system settings on the duplicator. The password must be 6 characters.



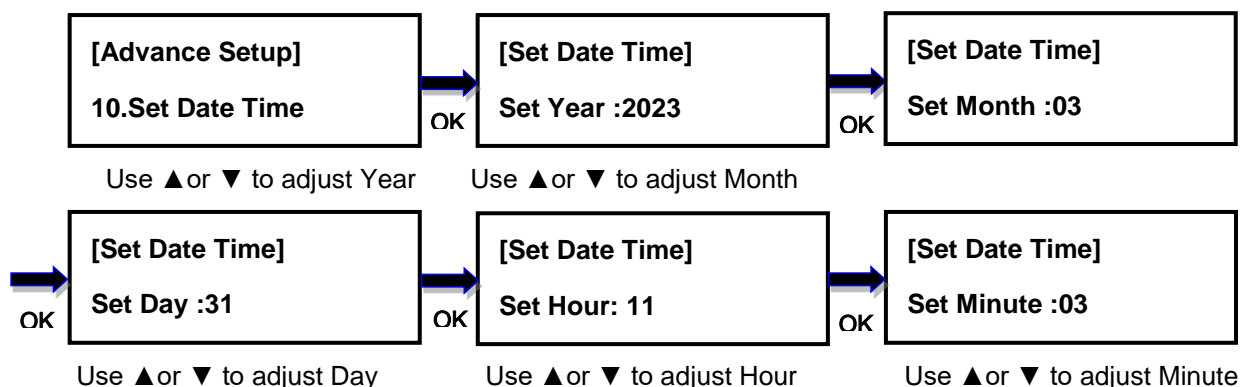
### 6.10.9 Language

This option allows to choose the language for display: English, Spanish, Portuguese, and Japanese. **English** is the default language.



### 6.10.10 Set Date Time

This option sets the date and time of the duplicator. It has a battery to provide power to the clock when no power adapter is connected.



## vi. Troubleshooting

When the duplicator malfunctions or you have questions about using the duplicator, you can first check the following related problems and eliminate them. If you still have problems, you can contact the technical support department.

**Q1 : Why there is no display and nothing happens when the power switch is turned on?**

1. Please make sure that the power cord is tightly connected to the duplicator, and the power outlet works normally.
2. Please check whether the duplicator power voltage selection switch is in the correct position 110V or 220V. Please adjust it according to the local voltage.
3. Make sure that the power cord is not damaged.

**Q2 : Why can't the duplicator recognize the media device?**

1. Please check if the media device can be used normally on a computer.
2. Please insert the media device into different ports for testing. If some ports can recognize the media device and some cannot, it may be that some ports have been used for too long, resulting in poor connection. Please send duplicator in for repair. If all of the ports are unrecognized, it may be the compatibility issue. Please set the Performance mode to Compatibility in **5.10 Performance** in the main menu. If it is still unrecognizable, the media device may be of poor quality and not compatible with this duplicator. Please replace the media device with another brand.

**Q3 : Why is the copy failure rate high?**

1. The media device quality may be poor, please change it to other brands with better quality.
2. The duplicator has been used for a long time, resulting in poor port contact with media device. Please send it to the manufacturer for inspection.

**Q4 : Why is the copy speed slow?**

1. The copy speed depends on the writing speed of the media device. When the writing speed of the media device is slow, the copy speed becomes slow.

2. There may be a slower media device in the batch of media. Remove it (press the up and down keys at the same time to remove the slowest media device during copy process) to speed up.

#### **Q5 : Why the media device cannot be used normally after copying?**

During the copying process, the duplicator reads the data from the source media device and then writes to the target media device. An error may occur during the writing process, or the target media device has bad sectors and cannot be written normally. It is recommended to use the Compare function to ensure that the data copied to the target media device is 100% the same as the source media device.

#### **Q6 : Why is copy failed?**

1. Data on the source media device cannot be read normally. The source media device may be of poor quality or has bad sectors. The copying process to all target media devices will stop.
2. Target media device cannot be written normally. The target media device may be of poor quality or has bad sectors. The copying process of this target media device will stop, and others will continue to copy.

#### **Q7 : Why can't I update the firmware?**

1. Different duplicators have different update files, please make sure your update files are correct.
2. Please make sure that the media file system is **FAT32**, the update file is uncompressed (the file extension is .BIN) and saved on the root directory of the media device.