

CloneDVD 3.0 Guide Book

Overview	2
CloneDVD Introduction	2
Major Features	2
Supported DVD Disc and Copy Mode	3
• How does Split Disc Copy work?	4
System Requirements	4
Download and Installation	4
Using CloneDVD	5
Main Interface	5
Start Copy/Backup	6
Select Source File	6
Select Target File.....	6
• What is ISO image file:	7
Hard Disk Free Status.....	7
Writable Disc Size	7
Select Copy Mode.....	8
Options:.....	8
Custom DVD	10
Output DVD for Copy/Burn	11
Copy and Burn DVD	12
Solve Burning Problem	13
FAQs:	14

Overview

CloneDVD Introduction

CloneDVD is a DVD movie copy software which makes archive and backup DVD movie as possible. You can copy all of your DVD movie collection and even those CSS-encrypted and region-protected discs. Without special setting, CloneDVD will automatically remove CSS protection and region codes during copying.

CloneDVD is very flexible and easy to use with user-friendly interface. You can copy your DVD movies from DVD disc or hard disc folder, directly burn to DVD±R/RW disc, backup to hard disk folder or output as ISO image file for future burning.

CloneDVD supports all popular DVD-5/DVD-9 discs and multiple copy modes: copy the whole movie, copy main movie only with extras and special features omitted, personalized copy your favorite title/chapter/subtitle/audio, you even can custom the target DVD video size to fit your disc.

Major Features

- Real DVD clone by 1:1, Perfect Video & Audio Quality - like the original!
- Without warning screen, watermark, copied DVD is same as the DVD movie you bought
- Supports copy Copyright-Protected DVD movies. Built-in DVD Ripper, allows you to make backup of CSS(Content Scrambling System) encrypted movie
- Support copy DVDs into hard disk, and also allows you to create DVD image(.ISO) from DVDs
- Remove region protection(Region-free), remove RPC-I/RPC-II/RCE region protection automatically during copying
- Macrovision-free features allows You view & record the copied DVDs through your TV-out device without obstruction or distortion
- Supports both DVD-9(8.5GB) and DVD-5(4.7GB) movies as source or target DVD disc
- Completely copy all the Special Features, Intros, Menus, Subtitles & Languages, nothing to lose
- Compress & copy a dual-layer (D9) movie into a single-layer (D5) disc to save disc space
- Supports split DVD-9 into two blanks. Supports DVD-9 to DVD-5 copy, allows you to copy main movie only to fit into one DVD-R
- Custom target movie size to fit to your output disc
- Personalize copy your favorite title/chapter/subtitle/audio, remove unwanted content to save disc space
- High compatibility. Supports NTSC and PAL DVD movies. Copied DVDs can be playback on home & PC DVD Player
- Supports DVD-R, DVD-RW, DVD+R, DVD+RW. Supports most popular DVD recorder/DVD burner on the marketing

- Multiple burn engine selectable, external Nero burn engine supported
- Very simple to use. Your favorite DVD is just one click away from being cloned. Without any complicated parameter settings
- Fast DVD copy! Copy of a 2-hour DVD movie can be finished within 45 minutes to one hour. (Depending on your system performance)
- Multiple language interface selectable
- Free upgrades and patches
- Free Live Technical Support
- * Free 14-Day Trial

Supported DVD Disc and Copy Mode

CloneDVD is very flexible, supports all popular DVD discs and multiple copy modes. you can freely select the following copy modes.

- Copy DVD disc and burn to recordable DVD disc directly.
 - Copy DVD disc to hard disk folder.
 - Copy DVD disc to an ISO image file.
 - Copy DVD movie from hard disk folder and burn to blank DVD discs.
 - Copy DVD movie from one hard disk folder to another disk folder. (Useful to split DVD-9 movies on your hard disk into 2 blank DVD-5 discs to burn to blank discs)
 - Copy DVD movie from hard disk folder to make ISO image file.
-
- Copy the whole movie
 - Personalize to copy favorite part of the movie
 - Copy main movie only with special features omitted
 - Compress into one blank disc
 - Split to two discs with original video quality
 - Custom the target movie size as per your blank disc

The DVD disc and disc-disc copy mode that CloneDVD supports are listed and described in below table:

Source Movie Disc	Output Movie Disc	Output Disc Amount	Description
DVD-5	DVD-5	1	Completely copy
DVD-9	DVD-9	1	1:1 completely copy
DVD-9	DVD-5	1(Compressed)/ 2(Uncompressed)	Copy main movie only, extras and features omitted
DVD-9	DVD-5	1	Completely compress to 1 disc, all menus and extras remained
DVD-9	DVD-5	2	Split to 2 discs, completely copy
DVD-9/DVD-5	Customized	Custom	Custom (select to copy your favorite

	Size		titles/chapters/subtitles/audio)
--	------	--	----------------------------------

- **How does Split Disc Copy work?**

As you know, most of DVD movies on the market are either single-layered DVD-5 (4.7GB, approximately) or dual-layered DVD-9 (9.4GB, approximately) format.

As a DVD-9 disc possesses nearly double capacity of a DVD-5 disc. If your source movie disc is DVD-9, output disc is DVD-5 type, and you want to keep the original video quality, do not select compress function, CloneDVD will split copy to 2 discs automatically. It will intelligently split at a specific border between two chapters in the movie (Note that a chapter is not divisible). For example, if your DVD movie has 25 chapters, depending on the structure of the DVD and the size of the movie, CloneDVD might split the movie at chapter 14: #1 disc holds chapter 1 to 14, and #2 disc holds chapter 15 to 25.

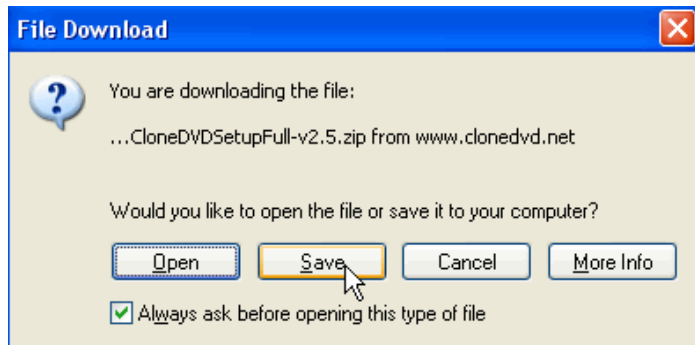
System Requirements

	Basic	Recommended
CPU	Intel Celeron 400MHz	Intel Pentium III 700MHz
System Memory	64MB RAM	128MB RAM
Operating System	Windows98/98SE/Me, WindowsNT 4.0, Windows 2000/XP	
Device	All DVD-ROM drives, All DVD burners (necessary for burning movies)	
Hard-disk Available Capacity	10 GB or higher	

Download and Installation

Please visit the webpage www.DVDxcopy-software.com/clonedvd, clicking 'Download a free trial version'.

Save the software on your computer. Then double click setup.



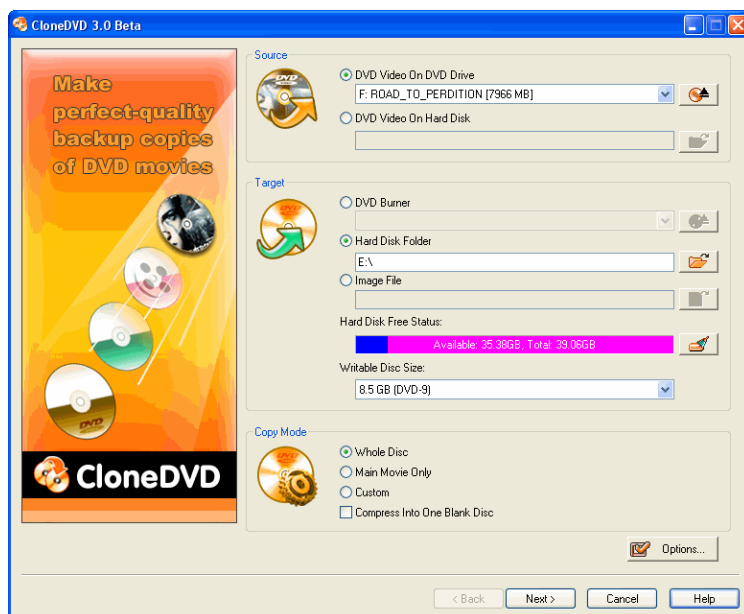
5. Follow the instructions to install CloneDVD completely in your computer.

Note: If you have ever installed the previous or trial version of CloneDVD on your computer, please uninstall it completely before you install the full version.

Using CloneDVD

Main Interface

Once launch CloneDVD, you will enter main interface, here you can select source file, target file, copy mode and enter "Options" for setting.



Start Copy/Backup

Select Source File

You can copy from DVD disc directly or specify any DVD movies archived on your hard disk to burn.

- **DVD Video on DVD Drive:** Display DVD drive letter, DVD movie name and capacity.
- **DVD Video on Hard Disk:** Click the right button to browse the DVD movie on your hard disk and specify the desired movie as a source DVD to be burned.

Note:

If CloneDVD fails to detect DVD movie in DVD drive, please exit CloneDVD program, run a software player to play the DVD movie, stop playing and exit the playback software, then launch CloneDVD again, it will detect the DVD and display disc info in the main menu.

Select Target File

You can freely select output file format or position, below three options are available:

- **DVD Burner--** directly burn DVD movie to DVD±R/RW disc by DVD burner
- **Hard Disk Folder--** Copy to hard disk folder for backup or viewing
- **Image File--** Output as standard ISO file to be saved onto your hard disk for backup or future burning. You can burn the ISO file to DVD±R/RW disc with all the popular DVD burn software through your DVD burner

Note:

- a. You should have a virtual DVD drive software installed on your computer for viewing ISO file or a DVD burner for burning ISO.
- b. As ISO file of a DVD movie generally is more than 2GB which exceeds the file capacity of FAT32 file system. If you plan to create ISO file on FAT32 file system, you should change FAT32 into NTFS first, otherwise creating ISO file will be not allowed,

you will only burn to DVD±R/RW disc directly or archive on hard disk.

● What is ISO image file:

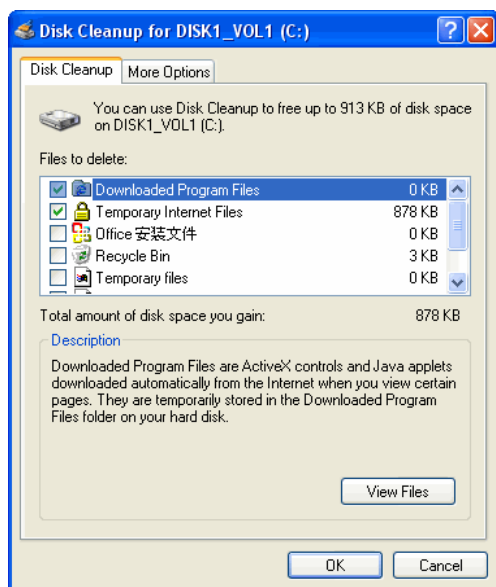
ISO Image file is a single large file that is a representation of the whole set of data and programs as it will appear on a disc. It contains the complete image of a disc. A disc image refers to both content and logical format. It can be useful to:

- 1) Replicate your CD/DVD further, using CD/DVD mastering programs such as Adaptec Easy CD Creator, Nero Burning ROM, Record Now Max etc.
- 2) Write the disc image to hard drive once, and then record it several times to different CD/DVDs to save processing time.
- 3) Create a disc image file to be written to CD/DVD on another system (UNIX, Macintosh).
- 4) Backup CD/DVD data.
- 5) Use for a virtual CD/DVD drive. You can mount an ISO image file to a virtual drive.
- 6) Used to transfer CD/DVD images over the Internet.

Hard Disk Free Status

Your hard disk free status will be visible with the available size and total size displaying. If not enough space, just click the right button “Disc Cleanup”, you will be navigated to execute Disk Cleanup program to delete temporary files and empty the recycle bin of Windows to release your hard disk space.

If still fails, please try to specify other disks with enough space to copy.



Writable Disc Size

Drop-down click to select your target DVD size

4.7 GB (DVD-5) – output your DVD movie to a general DVD-5 disc with 4.7 GB capacity.

3.95 GB (DVD-R v1.0) -- output your source DVD movie to a 3.95 GB disc.

8.5 GB (DVD-9) -- output your source DVD movie to a 8.5 GB DVD-9 disc.

User Custom -- click to enter "Customize DVD Video Size" dialogue to manually set your target output DVD size. Either click the upward/downward arrow to change the output DVD size or type the target number directly.

Select Copy Mode

- **Whole Disc** -- Completely copy the original movie, all special features, menus, subtitles, audios reserved, nothing to lose.
- **Main Movie Only** -- just copy the main movie, with special features and extras omitted to save space.
- **Custom** -- Personalize your DVDs, just copy your favorite title/chapter/subtitle/audio. Click "Next", you will see the whole content of the source DVD movie, contains all the title/chapter/subtitle/audio, deselect the unwanted title/chapter/subtitle/audio to personalize your own favorite DVD movie contents.
- **Compress Into One Blank Disc** – Select this option to compress DVD video file into one disc. If the target file's size is less than the source file's, and you don't want to split copy to 2 discs, please select this option to compress it into one blank disc.

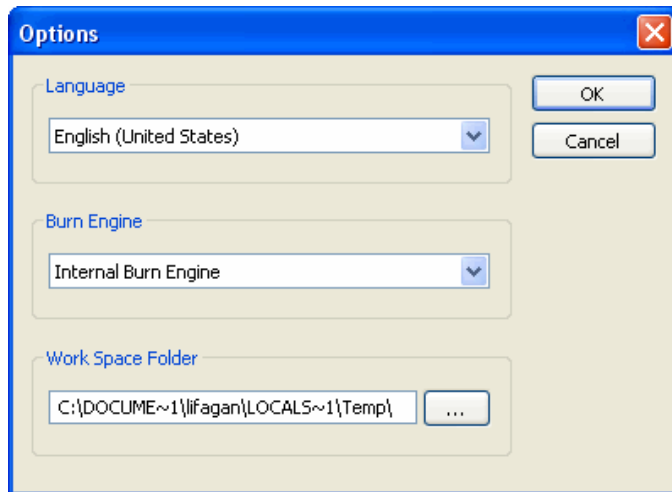
Note:

a. Select this option, the target video quality will be reduced according to the compress ratio.

b. If not select this option, when the source file is larger than the target one, CloneDVD will automatically split the original DVD disc to 2 discs, you should prepare 2 blank discs for copying.

Options:

Click "Options", you will open "Options" dialogue box to set interface language, select burn engine, specify work space folder as per your requirement.



Select Language

There are multiple language interfaces available for you to select. Drop-down click this option to select your desired language.

Select Burn Engine

Drop-down click the “Burn Engine” option to select the desired burn engine. There are three burn engines available:

- Internal Burn Engine
- Victor Burn Engine
- Nero Burning Engine (activates only if Nero installed in your computer)

The burning modes that these three burn engines support are described as below:

Victor Burn Engine: Support DVD-9 & DVD-5 burning

Nero Burn Engine: 6.0.0.29 version or later for DVD-9 burning

5.10 version or later for DVD-5 burning


Internal Burn Engine: supports DVD-5 burning only

Note:

If DVD-9 burning mission rejected, please check your DVD burner type first:

- a. You are using a dual-layer burner: please select Victor Burn Engine for burning;
- b. You are using a single-layer burner: if burn to disc, you must cut down your DVD movie within 4498 MB; or you can copy directly/create an image file to your hard disc.

Specify Work Space Folder

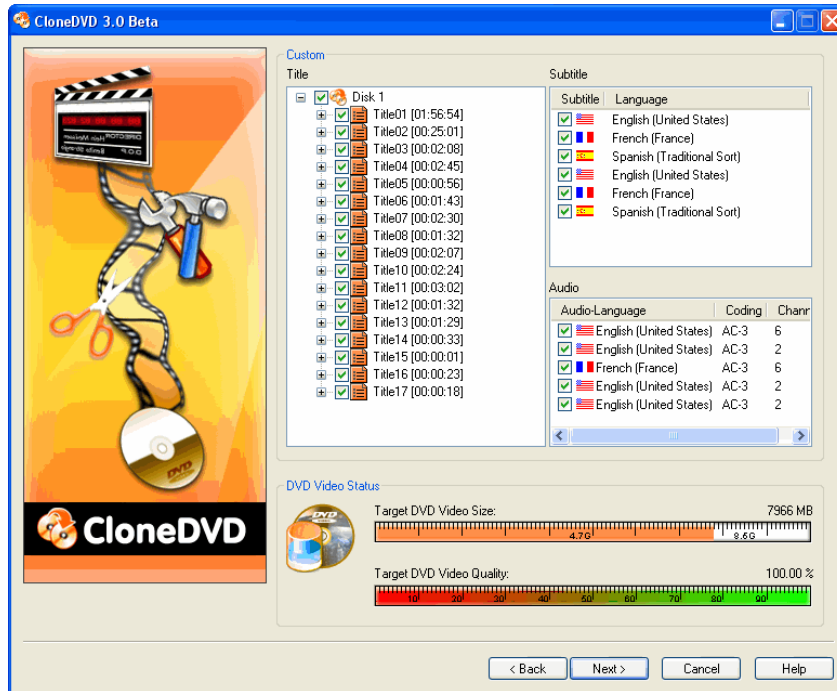
CloneDVD needs a temporary work space on your hard disk when copy or burn DVD movie (“copy to hard disc folder” except). The default work space folder is “C:\Temp\”, you also can click  icon to browse and specify other folders as work space folder.

Note: Please check the available disk space first to make sure that there is enough space, If CloneDVD reports that there is not enough space, please empty the recycle bin, delete some temporary files or specify folders on the other disk.

After finish above setting, click “Next”, you will enter Custom interface.

Custom DVD

In this interface you will see all contents of the source DVD movie, including all the titles, chapters, subtitle and audio. Here you can freely custom your target DVD, deselect the unwanted title/chapter/subtitle/audio.



Title Area

In “Title” area, you will see all the titles of the movie. Select one title and click it, you will see the chapters under this title. You can deselect the unwanted title/chapters to personalize your target DVD movie content.

Subtitle Area

Click “Title 1” (main movie), you will see all the subtitles with relevant language of the source DVD movie. You can deselect the unnecessary subtitles to save the target movie size or just leave the default all checked-in.

Audio Area

You will see all the audio-language of source movie disc. The coding manner and channels of each audio are also viewable. You can deselect the unnecessary audio to save the target movie size or just leave the default all checked-in.

Note: The default setting is all title/chapter/subtitle/audio are checked-in.

DVD Video Status

Here you can see the target DVD video size and DVD video quality with detailed compression percent.

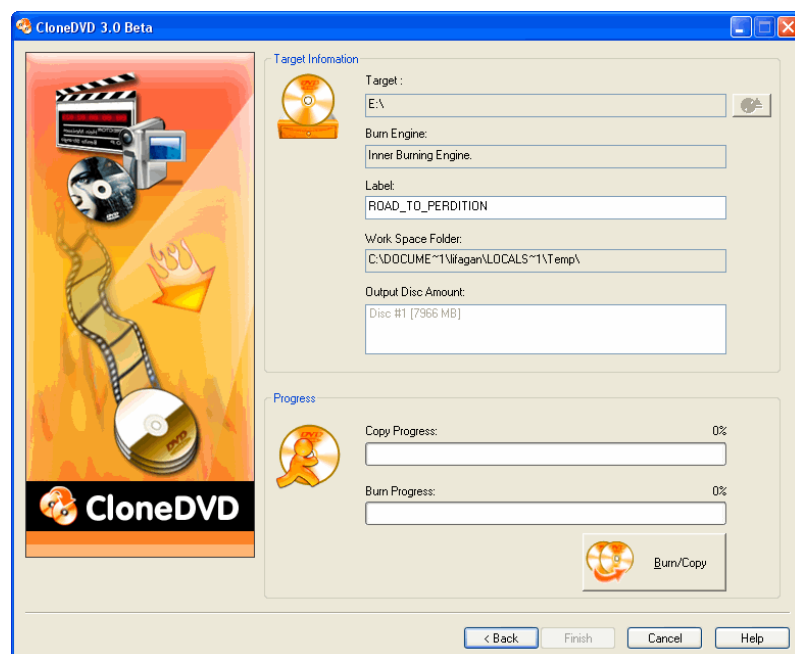
Note: The DVD video quality may differ according to your source, target, copy mode setting.

After finish customize target movie content, click “Next”, you will enter “Target Information” page to start copy/burn.

Output DVD for Copy/Burn

Target Information

Here you can see the detailed target DVD information based on the prior setting, including target drive or folder, burn engine, label, work space folder, split disc status.



Target: Display the target DVD burner (when burning to DVD disc) or hard disk folder (when backup to hard disk folder or create ISO file for future burning).

Burn Engine: Here you can see which burn engine you have selected to burn.

Label: Display with the name of your target movie disc which you have set in the main menu.

Work Space Folder: Display the work space folder you have specified.

Output Disc Amount: Display the output disc amount and size according to your prior setting. If compress into one 1 disc, it will display with #1 disc with the target size; If split to 2 discs, it will display with #1 and #2 disc with separate disc size.

Status

Click “Copy/Burn”, you will begin to copy or burn DVD movie. The status will be displayed with detailed percent number separately in “Copy Progress” and “Burn Progress”. You will know about the copy/progress status real-timely.

After finishing copy or burn, the “Finish” button will be activated. Click “Finish”, you will exit program or start another new task to copy.

Copy and Burn DVD

You can personalize to copy the whole or part of the DVD movie, compress the original movie into one blank disc or split the original disc to two discs with original video quality, You even can custom the target movie size as per your blank disc.

The general copy and burn steps are very easy, just abide the below three main steps:

1. Select Source File
2. Select Target File
3. Select Copy Mode

Note: For the details of these steps, please go to the relevant page.

It is little different according to the output disc amount and copy content. Please see below for the details.

Compress into 1 disc

If you have selected “Compress Into One Blank Disc” option in main interface, you will output the target movie to 1 disc. It is very easy, just follow above steps to set, click “Next” in the each following steps, and click “Copy/Burn” button, you will copy/burn the target movie into 1 blank disc.

Split to 2 discs

If your source disc size is larger than the target size (mostly when copy DVD-9 movie to DVD-5 disc), you don't select "Compress Into One Blank Disc" to keep the original movie quality, the program will split the movie into 2 discs automatically.

The operation is very easy too, after burning #1 disc successfully, please follow the prompt to sequentially insert another disc to copy #2 disc's content.

Copy Main Movie Only

If select this function in the main interface, you do not need to manually select the relevant title, the software will intelligently identify the main movie.

The output disc amount depends on the main movie size, if the main movie is larger than your output disc size and you do not select "Compress Into One Blank Disc", the program will split into 2 target discs automatically.

Solve Burning Problem

- CloneDVD supports almost all the DVD writers in the market. But not all the DVD can be supported perfectly, because there are too many brands and models of DVD writers in the market and the industrial burning standard needs to be improved. Some DVD writers even can not work well with CloneDVD. If you are an unlucky user, the following process might help you:
 1. Close all the other softwares that might access the DVD drive especially AntiVirus software and DVD Player Software or other relevant softwares.
 2. Do you have the latest firmware for your hardware (DVD writer)? If you are not sure, check the information on this page:
<http://www.cdrinfo.com/Sections/Firmware/LatestFirmwareUpdates.asp>. Try to update to the latest version of the firmware, you might download it from this web page.
 3. Try to change another recordable disc. Are you using appropriate media for your operation? (DVD-R, DVD+R, DVD-RW, DVD+RW, DVD-RAM) Each format is different and can have a different behavior depending on your system. The key to a good backup is to use good media. Check if the media you are using is highly compatible with your hardware. Check this link (<http://www.dvdrhelp.com/dvdwriters>) to see what users think about the hardware and media you are using. If you suddenly have problems with MMC errors, please try various media before contacting us. Also don't believe the marketing about the speed. The slower the writing speed, the better the backup.
 4. If all the steps listed above are tried but you still could not resolve the problem, we have another method to solve this problem temporarily. As you know, almost all the DVD writers have a DVD burning software with it, such as Nero burning rom, RecordNowMax, Easy CD/DVD Creator, Roxio CD burner, etc. This software must

work well with the DVD writer, because they must have tested it strictly. In the other hand, almost all the DVD burning software can burn a image file (*.ISO). So you can make an ISO file with CloneDVD and burn it with the bundle software. As for the detailed info about how to burn an ISO file, please refer to the relevant documents of the bounding software, or the “[Burn an ISO image file to your DVD](#)” section in this file.

FAQs:

Q: What's CloneDVD?

A: CloneDVD is a software to backup your existing DVD collection to DVD-R/RW or DVD+R/RW disc, including those CSS-encrypted and region-protected DVD. You can also backup your DVDs to hard disk or make ISO image files for future use.

Q: Does CloneDVD support DVD-5 and DVD-9 DVD movie?

A: CloneDVD supports both DVD-5 (SS-SL or Single Side Single Layer, 4.7 G) and DVD-9(SS-DL or Single Side Double Layer, 9.4G).

Q: Can I compress and copy a DVD-9 movie to a DVD-5 disc?

A: Yes, CloneDVD supports compression function. You can compress and copy a DVD-9 movie to a DVD-5 disc, with all contents reserved, without split it to two discs any more. You also can 1:1 copy the original to a DVD-9 disc.

Q: Can CloneDVD copy the movie completely, which copy method should I use to copy the movie, and how many blank discs are required to backup one DVD movie?

A: CloneDVD can copy the whole movie, it depends on the source movie disc and output movie disc type. You can freely select below copy modes as per your taste:

Source Movie Disc	Output Movie Disc	Output Disc Amount	Description
DVD-5	DVD-5	1	Completely copy
DVD-9	DVD-9	1	1:1 completely copy
DVD-9	DVD-5	1 (Compressed) or 2 (not compressed)	Copy main movie only, extras and features omitted
DVD-9	DVD-5	1	Completely compress to 1 disc, all menus and extras remained
DVD-9	DVD-5	2	Split to 2 discs, completely copy
DVD-9/DVD-5	Customized Size	Custom	Custom (select to copy your favorite titles/chapters/subtitles/audio)

Note: A dual layer disc DVD-9 (8.5GB, approximately) possesses nearly double capacity of a single layer DVD-5 (4.7GB, approximately).

Q: Does CloneDVD support NTSC and PAL DVD? Can I copy a PAL DVD and convert/record it as an NTSC DVD?

A: CloneDVD can copy NTSC and PAL DVD but does not support PAL to NTSC convert currently.

Q: Can I copy/clone a Mpeg or Avi file? Does it support CD clone?

A: CloneDVD is specialized in DVD copy, the current version does not support Mpeg, Avi file and CD copy, maybe available in the future version.

Q: Can CloneDVD back up copies of ps2 games?

A: Currently, CloneDVD is just a DVD movie copy software, it does not support ps2 games copy.

Q: I have downloaded some music video files, could I create a DVD using CloneDVD? Will it allow me to setup a menu and list each file as a different track? Will it allow me to create a cover for the case?

A: Currently, CloneDVD can copy DVD movie only, the future version will support music video files copy.

Q: Does CloneDVD support DVD copy on a Mac OSX?

A: The current version just runs on Windows, the future version will support DVD copy on a Mac OSX.

Q: I have received an online delivery email with download URL and extraction password, but have no idea how to download, install and register the program.

A: 1. Open Internet Explorer, paste the download link to your Internet Explorer address;
2. Press "Enter" and click "Save" in the pop up download box;
3. Specify a folder to save the software into your hard disk, you will begin to download the software;
4. After download finishing, click "Open" to extract the file, enter or paste password to extract the software and install it onto your computer.

Note: If you have ever installed the trial version of CloneDVD on your computer, please uninstall it completely before you install the full version.

Q: Do I have to own a DVD Burner/Writer?

A: If you want to backup your DVD to recordable DVD discs, the answer is yes. If you just want to backup to your hard disk or make an ISO image file, it is not necessary.

Q: I have only one DVD drive, and I want copy a DVD disc to a blank disc, the DVD drive is detected in “Copy From”, but fails to be detected in “Copy/Burn To”, what is the problem?

A: Your DVD drive is not a writable one, it can only read DVD, can't burn DVD. Please copy it to hard disk or change with a DVD writer to burn the DVD.

Q: I have only one DVD burner, can I Copy FROM and TO the same DVD burner, that is, copy the source DVD disc to a blank disc?

A: Yes, please specify your DVD drive as both “Source File” and “Target File”, CloneDVD will copy the source movie to a temp work space folder first, after copy finished, just please eject the source disc and load a blank DVD disc, it will burn to the target disc.

Q: After I insert the source DVD movie disc into DVD burner to backup, CloneDVD fails to detect the disc, displaying with no DVD±R/RW.

A: Click “Eject/Load” first, if still fails, please exit CloneDVD program, run a software player to play the DVD movie, stop playing and exit the playback software, then launch CloneDVD again, it will detect the DVD and display disc info in the main menu.

Q: I have dual burners, an internal CD burner and an external CD/DVD burner, CloneDVD reads a DVD from DVD burner but can't recognize it as burner, always activates the CD burner. How would I switch the DVD burner to be my master drive?

A: To switch the master burner, just to change DVD writer's drive letter previous to CD writer's, e.g., make DVD writer's drive letter as "E" and CD writer's as "F", thus, the DVD burner will be switched to the master writer.

If you are using Windows 2000 or XP, just follow the steps:

Right click "My Computer"->click "Manage"->click "Disk Management" under "Storage" folder->right click DVD writer->select "Change Drive Letters and Paths"->click "Change"->drop-down to select your desired drive letter.

Q: CloneDVD always prompts me to insert a blank disc before burning, what is the problem?

A: 1. Please check you have installed DVD writer correctly;

2. Perhaps you have forgotten to take out the source movie disc, please take out it and insert another blank writable disc.

3. Please check your disc in Windows Explorer whether it is a blank one;

4. If it is a writable one, please erase the disc then click "Burn";

5. If above steps still can not solve the problem, please change another blank disc for a try.

Q: How long does it take to backup a DVD with CloneDVD?

A: It will be one hour or a little longer, your DVD movie length dependent.

Q: The backup DVD movie copied by CloneDVD plays normally in my PC DVD player, but not playable in my standalone home DVD player.

- A: 1. Generally, the backup disc copied by CloneDVD is playable on home DVD player. Since the compatibility of DVD-RW disc with DVD-ROM and DVD player is less than DVD+RW, DVD+R, DVD-R disc, it is suggested for you to copy/backup your DVD movie with DVD+RW, DVD+R, DVD-R disc.
2. Or perhaps it is a incompatibility issue of the burn engine, please try to switch other burn engine to burn.
3. Or you can try the following operations:
- Make an ISO file with CloneDVD to remove region-code and CSS protection code first;
 - Burn the ISO file with other burn program bundle with your DVD writer, instead of CloneDVD.

Q: I have burned the DVD successfully, but the finished disc is unusable as it just skips around and freezes up.

A: DVD-9 discs are larger than 4.7GB and need two blank DVD-5 discs to copy. You copy the #1 disc only and forgot to copy the #2 disc. When splitting a DVD-9 movie to 2 DVD-5 discs, please sequentially select "Copy #1 Split DVD-5 Disc" and "Copy #2 Split DVD-5 Disc".

Q: I am not able to copy my DVDs when creating an ISO image file, and I have checked my hard disk has enough space to save it. What's the problem?

A: Please check if you are using FAT32 file system, the capacity of which is limited within 2GB, if yes, please change FAT32 file system into NTFS. Or please copy directly to DVD±R/RW disc or your hard disk, instead of creating image file.

Q: I get a prompt "Not enough space is available on the target folder".

A: Please try the following operations:

- Try to specify other disks or delete temporary files and empty the recycle bin of Windows.
- If copy to hard disk or create ISO, please do not specify your work space folder and the target folder as the same drive, it is suggested that you specify work space folder in the drive with a minimum 10G free space.

Q: The movie has been copied successfully but fails to burn, it will freeze up in burning progress; or the movie has been burned successfully, but is not playable.

A: Have you ever installed any other burn program (such as Nero) in your system? If yes, please try to burn with the external burn engine, instead of the default burn engine. Or you

can try the following operation:

1. Make an ISO file with CloneDVD to remove region-code and CSS protection code first;
2. Burn the ISO file with other burn program bundle with your DVD writer, instead of CloneDVD.

Q: I want to evaluate CloneDVD before purchasing, where to download it? And what's the difference between the trial version and the full version?

A: We offer a free trial version for the customer to experience. You may download it from www.DVDxcopy-software.com/clonedvd.

CloneDVD is not a freeware, the trial version is limited to use within a time period. If the trial expired, it will popup a Register dialogue to prompt you to purchase.

Q: How to purchase CloneDVD?

A: We offer an online purchase link which is encrypted and secure. Just go to www.DVDxcopy-software.com/clonedvd to fill in your payment information, immediate online delivery or CD-ROM (costs an addition fee \$9.95) will be available!

In addition the on line credit card order, the following orders are also available:

Q: What info should I prepare for technical support?

In order to offer a more helpful technical support, please fill the following information.

1. Please give a detailed time and process descriptions about your troubles and the error message (Please be more specific than "the product does not work.").

Screen shot are strongly welcomed if it is possible.

2. Windows Operating System's version of your PC or Laptop

3. Hard-disk folder available capability (target folder or destination folder)
Work-Space folder available capability

4. DVD Burner/ DVD Writer (model)

5. Detail description of the source disc (title, format, region code)

6. If you can't read the second backed up disk or the whole disk, while the burning process went quite good, in order to check whether our software can back-up the kind of DVD you mentioned, please send us the IFO documents of your DVD.

The process is as followed:

a. open the DVD-ROM from the Explore

b. open the DVD-VIDEO folder

c. select the documents with the ".IFO" as the suffix

Q: What content should I contain in my mail to webmaster@dvdxcopy-software.com for update or refund request?

A: Your detailed order information should be contained, including **order No./ID, product name and version, purchase date, your full name and email address** for delivery, so that we will quickly locate your purchase record in our system to perform your request.

Q: My problem isn't here, what operations shall I need to perform before contacting you?

A: Here you can find some tips and advice, please follow all these guidelines. If all are applied but you still have a problem, please email us, we will assist you as soon as possible.

1) Do you have the latest version of the current software? Please visit our website www.DVDxcopy-software.com/clonedvd for the latest version.

2) Do you have the latest firmware for your hardware (DVD writer)? If you are not sure, check the information on this page:
<http://www.cdrinfo.com/Sections/Firmware/LatestFirmwareUpdates.asp>

3) Did you turn off any anti-virus and other burning applications which might access the CD/DVD units at the same time?

Note 1: A lot of users reported problems with NAV on some configurations. If you have MMC errors or more, please disable the anti-virus software during the writing process.

Note 2: A lot of users reported problems with VIA and nVidia low level drivers (i.e. IDE drivers). Sometimes Microsoft certified drivers work better, and sometimes a new version of the drivers from VIA/nVidia can help. Please post your problems on the forums or contact us if you are unsure.

4) Are you using appropriate media for your operation? (DVD-R, DVD+R, DVD-RW, DVD+RW, DVD-RAM) Each format is different and can have a different behavior depending on your system. The key to a good backup is to use good media. Check if the media you are using is highly compatible with your hardware. Check this link (<http://www.dvdrhelp.com/dvdwriters>) to see what users think about the hardware and media you are using. If you suddenly have problems with MMC errors, please try various media before contacting us. Also don't believe the marketing about the speed. The slower the writing speed, the better the backup.

5) Did you check the surface of the media? It is a stupid, but widespread mistake. Check if the media to read and/or write is clean, scratch-less, not too transparent or damaged. The quality of the surface can greatly influence the overall backup process.

6) Did you let the system work quietly during the process? If you don't have problems, you can interact with your computer of course, but if you have any faulty behaviour, please do not use your system during a read/write operation!

7) Try a different unit. Even if you have a reader and a writer, the backup quality highly depends on the hardware. There are no rules about which is the best to use, you will have to try for yourself. If you have a playback problem, try to use your writer for reading first. Some units can be damn slow compared to others. The best manufacturers depending on our experience are Plextor, Lite-on (writers), LG (recent units), and Sony (DVD writers). The most problematic drives are Toshiba, old LG, Pioneer, TDK, and MSI. Of course it doesn't mean it will not work if you are using an unlisted manufacturer or model. It just means we don't know all the models and it depends on your own use of our products.

8) If your questions cannot be solved yet, please collect the following information and E-mail us. We will respond you as soon as possible:

- Product Order-ID
- CloneDVD's version number
- Windows Operating System's version
- Hardware configuration (sound card, VGA card, Image Capturing card) and their specifications
- The error message
- The time and process descriptions about your troubles.
- A screen shot of the error message and display window are strongly welcomed.