

I Need HELP! What do I do?

If you did not receive your unlock-code email:

These emails are always sent at the time your order is processed from support@pilotkaraoke.com. These emails are frequently intercepted by “junk email” or “spam” filters, so it is very likely your email client (Outlook, Outlook Express, AOL, etc) trapped this email in your Junk Email folder. You can almost always retrieve your codes instantly at <http://www.pilotkaraoke.com/t-requestcodes.aspx>.

Also, not all orders include software unlock codes. If you did not receive an unlock code, please be sure your order included one before contacting us for support.

If your software will not unlock:

Be sure to follow the simple procedure outlined in the Quick Start Guide. This procedure will ensure all required fields are completed correctly without typing. If you manually type the information, please make sure ALL fields are completed EXACTLY as specified in your unlock code email. They are CaSe sEnSitiVe. Also, **be sure you are unlocking the correct program!** (E.g. The code for Siglos Karaoke Professional will not unlock Siglos Karaoke Player/Recorder)

If you feel you were shipped the incorrect drive:

We ship all external drives in the same box (regardless of the actual drive you ordered). Please check the UPC barcode sticker on the side of the box. This should indicate the actual drive that is installed. In addition, the CDs included always look the same regardless of the drive you purchased. Do not be alarmed if you ordered a CD-RW drive and an included CD says “External DVD Dual Drive...”

If Power CD+G Burner does not burn as expected:

If your order included the Power CD+G Burner software, and it is not working as expected, please check the following before contacting us:

- Ensure the **burn settings** are **configured exactly** as specified in the **Quick Start guide**. (This is critical)
- Ensure the drive you have selected as the “**Burner device**” or the “**Reader device**” is **compatible** with Power CD+G Burner. (If you purchased a drive from Pilot Karaoke, ensure you are using this drive.)
- Ensure you are **using high quality Music CD-R media** for maximum compatibility with the various karaoke players on the market. Many people ignore this, but it **DOES** matter!
- Please refer to the troubleshooting section of the Power CD+G Burner user’s guide (included on the Karaoke Software Suite CD) for more things to try.
- **If all of the above fail**, please attach the “`cdgblog.txt`” file when you email us at support@pilotkaraoke.com. (*Open the software and press CTRL-L to quickly locate it.*) This file contains information that will help us to troubleshoot your problem.

Another problem or issue?

We have an extensive Frequently Asked Questions (FAQ) page to address about 99% of all common customer questions and issues. Reviewing this page at <http://www.pilotkaraoke.com/t-faq.aspx> before contacting us will likely answer your question and allow you to make use of your new purchase more quickly!

Of course, if you still have questions, feel free to contact us via email at support@pilotkaraoke.com. We will usually answer your email within 12 hours, and frequently much sooner. Thank you very much for your purchase and enjoy!

