

Instructions for preparing Master CD's or DVD's for Duplication

1. General

- Use highest quality media from a well known international company, such as JVC or Verbatim Datalife (not standard Verbatim product).
- After burning, pack the media in a strong padded packaging which will protect it from damage.
- Do not touch the surfaces of the media – hold it by the rim. Both surfaces, but especially the lower surface, are extremely sensitive to fingerprints and scratches.. Even laying the media on a table and picking it up again will scratch it, and can render the disk unreadable.

2. Burning a Master Disk

- Use internationally recognized burning software such as Nero. Avoid “some software you found on the internet”.
- Use the lowest possible Format for burning a disk. For CD's use ISO 9660 Mode 1 with Joliet extensions, for DVD's use UDF 1.02 where possible. The lowest possible format ensures that the disk will be readable on a wide variety of computers and drives.
- Always “Finalize” the disk. Do not leave an open additional session.
- Do not use “ Multisessions “ to burn the disk. Disks should be burned “ Disk at Once” and finalized
- Do not use “ Drop and Drag – Packet Writing ” PC software to burn a disk, as this is intended for use on CDR-RW rewritable disks. Avoid Windows burning software, as it does not give you control over the format, and finalizing options.
- The LABEL of the disk should not exceed 30 characters. No spaces, no characters that are not letters or numbers. Use an underscore to separate words.
- Avoid long file names and limit the number of layers of nested folders on the software. The duplicating software will truncate long file names, and there is a limit to the number of characters to a long path. In ISO 9660 Joliet format, the path is limited to 64 Unicode characters. In UDF 1.02, the path is limited to 128 Unicode characters.

3. Transferring software for duplication

We prefer to receive disks for duplication in a physical format (ie media) which has been burned and tested by the customer.

-Do not burn software for DVD's on CD's , or visa versa. The software should arrive on the same media to which it should be copied (see also formats).

- Test for viruses before sending the media to us. We can take no responsibility for viruses on masters. This is also the reason we refuse to accept files transferred by mail or via FTP.

- A digital alternative to sending a physical disk is to transfer an ISO file over the internet. In this case, the ISO file is a “snapshot” of the final media, and cannot be attacked by viruses.