

Customer information

Customer name: _____

Customer contact (email): _____

Product information

Product: _____

Serial number: _____

Firmware version*: _____

Environment / Software information

PC system manufacturer / model: _____

Operating system: _____

Software used & version: _____

USB speed*: _____

Video sources / Manuf. & model: _____

Video input format*: _____

Physical location / operating temp.: _____

Setup description: _____

Issue description

Please attach any picture that shows the issue, might help engineering to better understand and fix the problem.
Send report to support@inogeni.com and we will address the issue. Thanks for your cooperation!

* Information available on our [Control App](#)