

Troubleshooting

If you are having problems with Karaoke DVD Burner, please email support@powerkaraoke.com and we will be happy to help you. To help us find the problem, please attach the log file that Karaoke DVD Burner creates. It is the `kardvdlog.txt` file, located in the `%APPDATA%/Doblon/Karaoke DVD Burner` folder (you may press Ctrl+Shift+C key combination in Karaoke DVD Burner to open this folder).

I see no video nor lyrics in the songs I have read from CD+G disc

Your drive probably does not support CD+G. This is a hardware limitation -- please try using a different drive.

I see dots and missing letters in my karaoke songs

Please try to lower the reading speed in **Add CD+G Disc Track** dialog box. Reading at high speed may introduce errors.

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