

Generate Support Package

Sometimes you will need to contact support regarding an issue on the MFEL. To do this navigate to the following page in your browser:

http://<MFVP-EncodingLive_IP_Address>/Support.html

Click the **Generate** button. The process will take a couple of minutes, then you will see a **Download** button so that you can download the support package and send it to the support team.

Alternatively you can go to the **about** page and click the [Go to support page](#) link.

Serial number: 4e-959825

Part number: 99-00306-XP-Y-WW01-MUSE_G6ANY-DOLBY_G6ANY-SMX_G6ANY-PKG_GGANY-DAI_G6ANY-HEVC_G6ANY-SA

Firmware: MFVP Encoding Live

Version: 7.00.06 (662)

ISO version:Linux-Installer-2.00.00.003

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Support:Go to support page

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