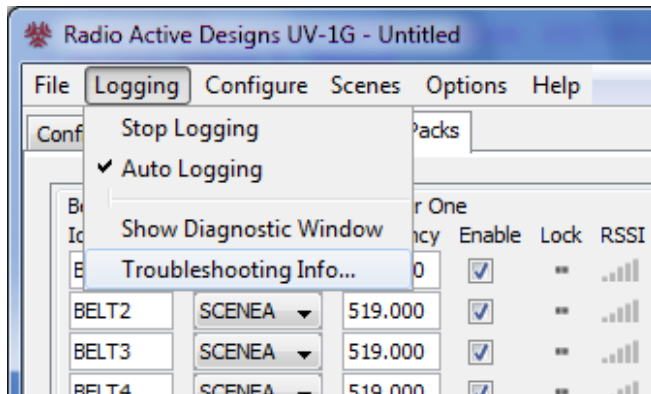


Radio Active Designs UV-1G PC App

“Troubleshooting Info” Feature

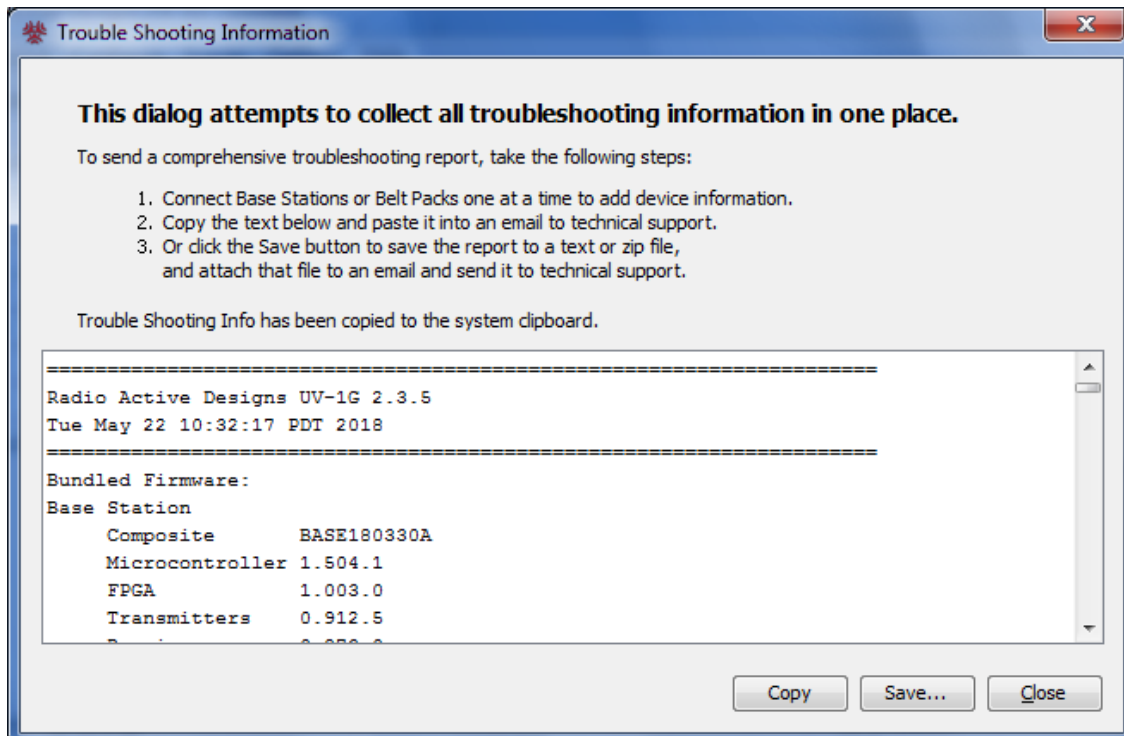
Before enabling Troubleshooting, make sure to go to the Logging menu and make sure that Auto Logging is checked.



If Auto Logging was not checked, select it, and then go through all the steps necessary to reproduce your problem again.

**If Auto Logging is not enabled, there will be no data to collect in the troubleshooting report. User must enable Auto Logging prior to running the feature.*

Then go to the Logging menu and select Troubleshooting Info...



The Trouble Shooting Information dialog collects all system information in one place. With that information, a solution to most issues can become known.

The information collected includes:

- Software version and date of the report.
- Version numbers of the bundled firmware.
- System properties used by the Java Runtime Environment.
- Current configuration settings for Base Station and Belt Packs.
- Contents of today's Auto Logging log file.
- Contents of the last Installer log file.
- Information for each Base Station or Belt Pack connected.

You can connect additional Base Stations or Belt Packs one at a time to add device information to the report.

Send the report in an email to us: technicalsupport@radioactivevf.com

Click the Copy button if you want to just copy the text and paste it into your email message.

Click the Save button if you would rather save the text to a file which you can attach to your email message.

The Save option can either save to a plain text file, or to a zipped (compressed) file. If you don't specify a ".zip" extension in the file name, the file will be plain text.