



HOW TO SAVE A DEBUG LOG

ADA creates a new debug log every time it is turned on. This log contains a significant amount of user and system information and is very useful when diagnosing a problem with ADA.

To **SAVE DEBUG**:

- 1 From the Setup Screen press **Diag**, select **SAVE DEBUG** using **▲** and **▼**. Press **Enter**.
- 2 At the **SAVE DEBUG:** prompt, choose **SELECTED, CURRENT LOG, LAST 5 LOGS, LAST 20 LOGS, ALL LOGS** using **▲** and **▼**. Press **Enter**.
- 3 At the **SAVE TO:** prompt, select the device using **▲** and **▼**. Press **Enter**. This list will include any **N:NETWORK** or **E:USB DRIVE** connected to the ADA.
- 4 At the **SELECT FOLDER:** prompt, select the destination folder using **▲** and **▼** then press **Enter**.

EMAIL DEBUG LOGS

If ADA is connected to the internet, the logs can be sent directly to iZ Technology Support using the **EMAIL DEBUG** option. To assist the support process, ADA's serial number, current software version, and information about the installed memory and processor will automatically be included in the email.

To **EMAIL DEBUG**:

- 1 From the Setup Screen press **Diag**, select **EMAIL DEBUG** using **▲** and **▼**. Press **Enter**.
- 2 At the **EMAIL DEBUG:** prompt, choose **SELECTED, CURRENT LOG, LAST 5 LOGS, LAST 20 LOGS, ALL LOGS** using **▲** and **▼**. Press **Enter**.
- 3 At the prompt for **DESCRIPTION**, enter a description of the problem that occurred and press **Enter**.
- 4 Follow the other prompts and fill in:
ENTER YOUR NAME
PHONE NUMBER
COMPANY NAME
LOCATION



- 5 At the prompt for **REPLY EMAIL** enter an email address that an iZ Support Agent can reply to.



A QWERTY keyboard is required to type in any text information.

- 6 At the **SEND EMAIL NO/YES**, select **YES** and press .
- 7 A confirmation email will be sent to the **REPLY EMAIL** address that the email has been sent.