

iPhone - Send logs

In PrivateGSM there is the possibility to activate the application log in order to gather some useful information about the execution. In case of bugs or malfunction, these logs can be sent as a mail attachment to the customer support to allow the developers to analyze the problem experienced by the end user.

To send the logs

1. Go to the *More* tab
2. Select *About* item (fig. 1)
3. Ensure that *Enable logs* switch is turned on¹ (fig. 2)
4. Tap on Send logs button to pass to email composer²
5. Write down a description of the experienced issue and send the mail

⁽¹⁾ Note that in order to be helpful, the log needs to be enabled before the issue you want to trace happens

⁽²⁾ Please refer to your device manual to know how to configure an email account

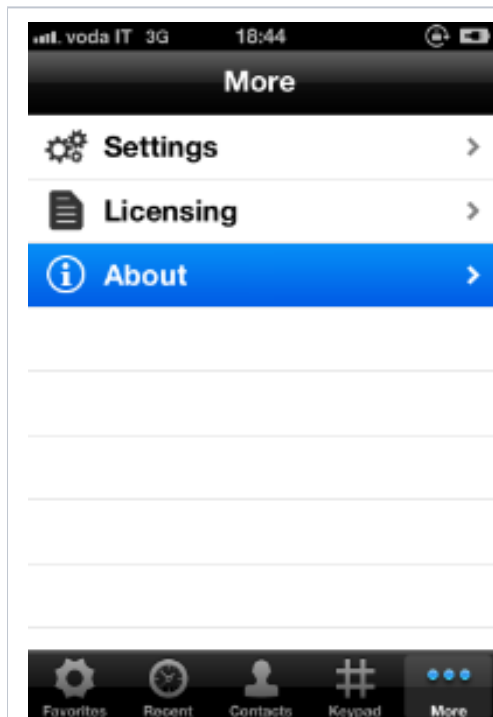


fig. 1

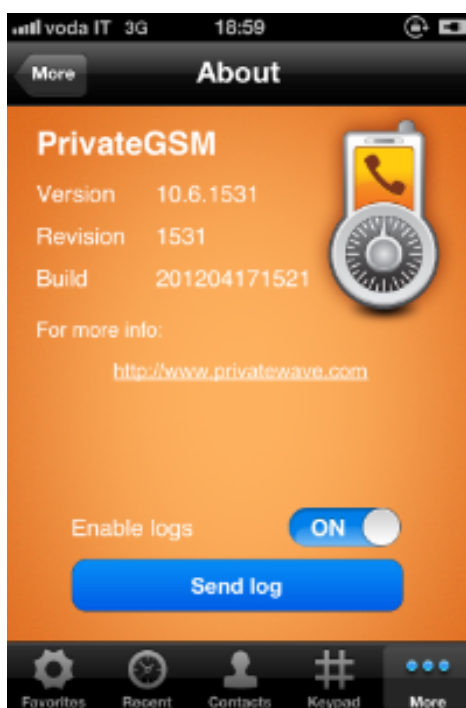


fig. 2