

1. IDENTIFICATION

- Institution name: _____
- Contact Name & Phone: _____
- Device Serial Number (See label on the back): _____
- Software Version (in Settings 

2. DESCRIPTION OF THE PROBLEM

- Date of Defect Onset: ___/___/___
- Symptoms observed:
 - Error code displayed (specify): _____
 - Mechanical problem

3. ATTACHMENTS

- Photos of the problem and/or short video of the malfunction
- Error code (if displayed)
- Logs (if requested)

PROCEDURE FOR EXPORTING LOGS

To provide the necessary files, follow these steps:

Accessing reports: From the home screen, click the "All Reports" is located at the bottom of the list of recent reports.

- Insert a **USB flash drive** into the device (USB port on the back).
NB: Make sure to use a USB stick with enough free space, because image packets can be large.

- Click on the **"Export"** button at the top right.

- Select it or the specific records:
Date of failure or malfunction

- An **"Export Mode"** window will appear.
- Be sure to choose the **second option** :
"Data table + image package"
- Click on **"Confirm"** button

