When the devices appear some issues, the system log can help Akuvox engineers to locate the problem. Users can export the log for Akuvox technical team to analyze the problem.

Please follow the steps to capture the system log:

1. Login to the device's web interface via username and password. (The default username and password are both "admin" and they are case-sensitive.)
2. Go to **Upgrade** > **Diagnose** or **Upgrade** > **Advanced** (Different models have different paths)
3. Adjust the log level as 7 then reproduce your issue.
4. Click **Export** to export the file, then send it Akuvox technical support team.

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