

Axiom iOS diagnostics logging



Table of Contents

1. About.....	3
2. Equipment Required.....	3
3. Setup process	3
Change Summary	7

1.

2.

3.

4.

5. About

This document explains how to setup iOS diagnostics logging. This is only required if requested by your installer or other support personnel.

System Diagnostics logs: This option is for crash reports. It relates to iOS and your app.

Axium Device Logging: This option relates to how the Axium App and the Axium hardware interact and is used for troubleshooting/connection issues with Axium hardware.

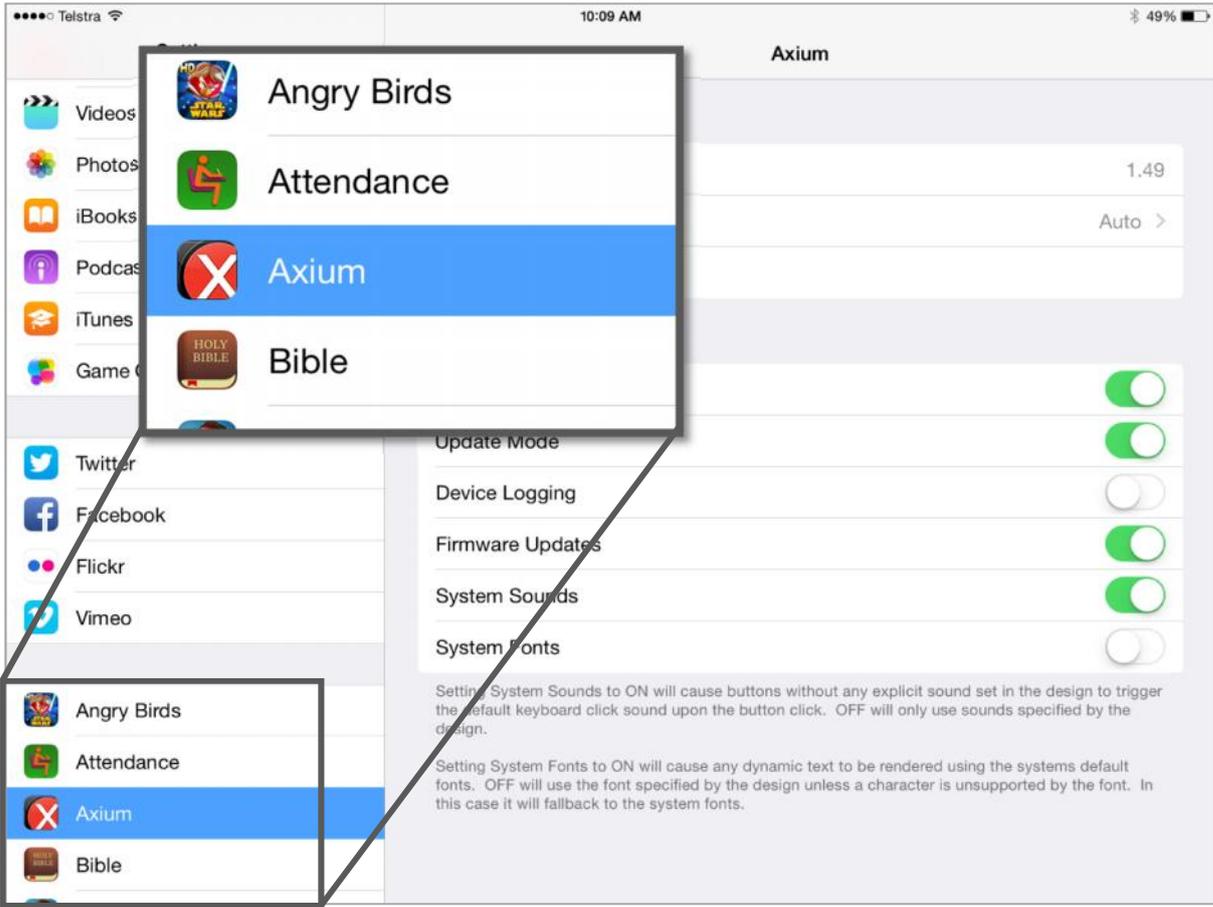
6. Equipment Required

- iOS device with Axium installed
- Email setup on the iOS device
- Internet access.

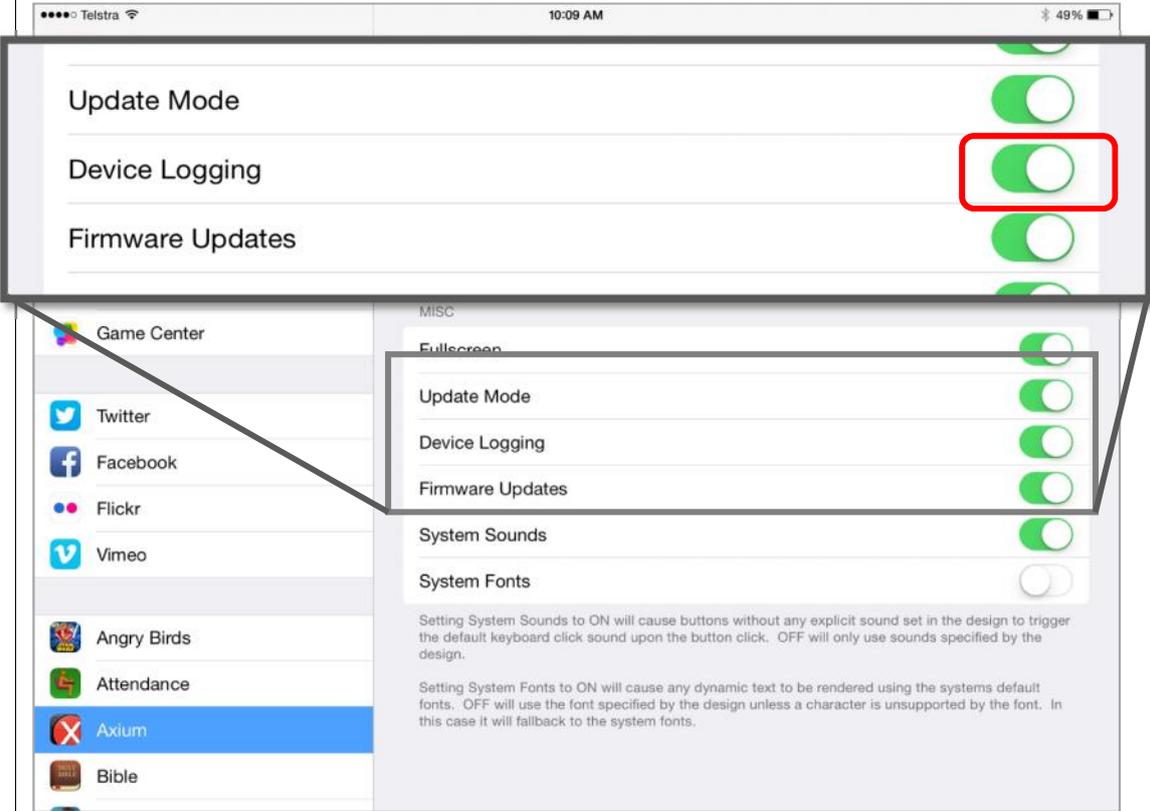
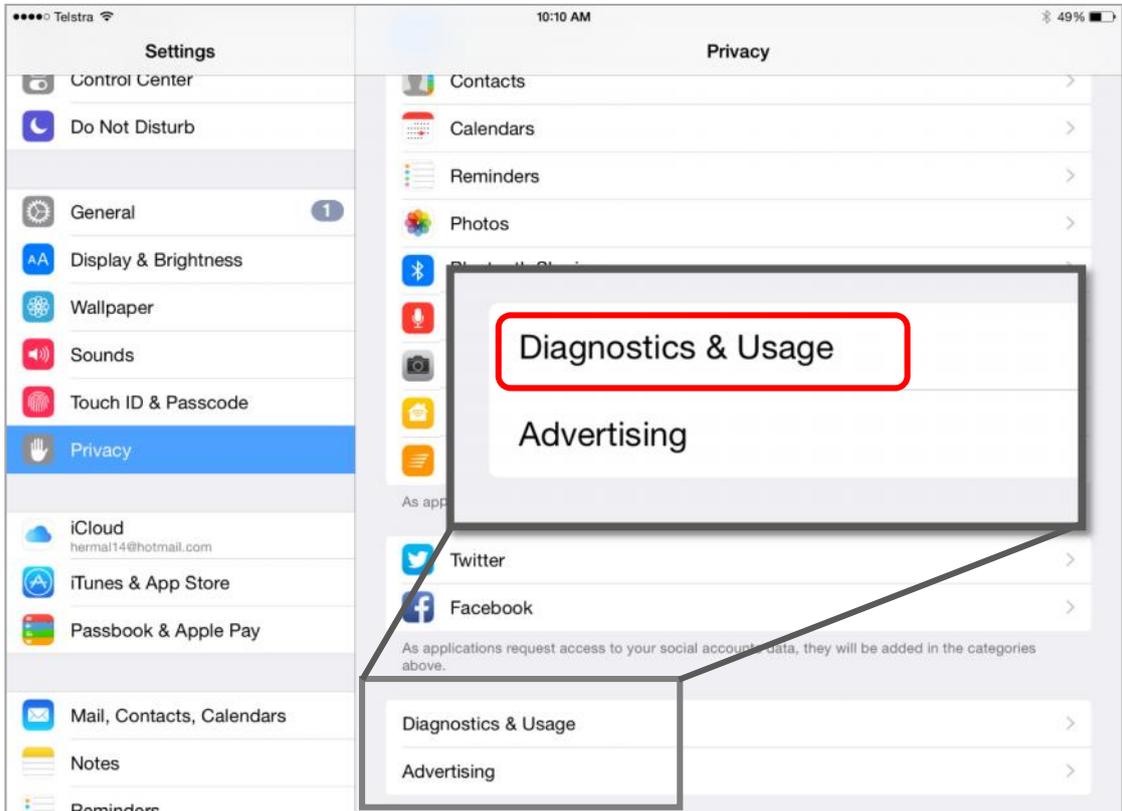
7. Setup process

Step	Description
1	Close the Axium app.
2	From the home page, select the Settings shortcut  Settings Depending on you iOS version the icon may appear slightly differently

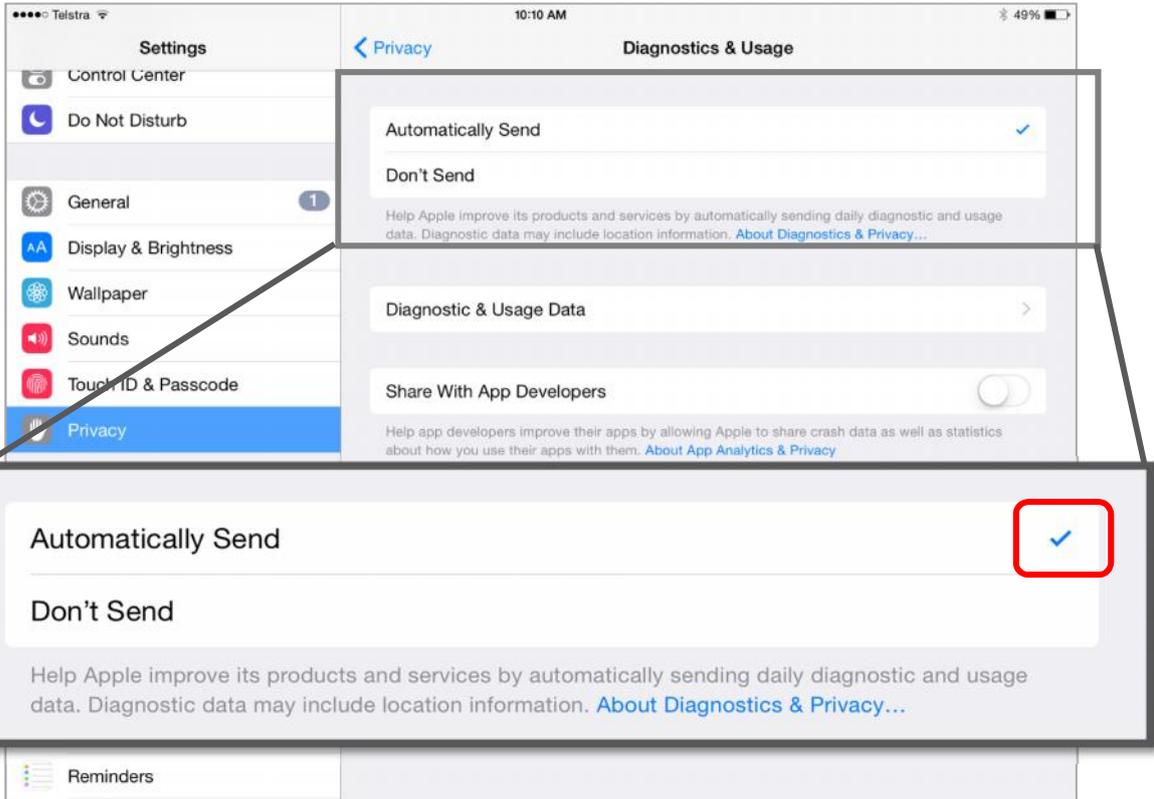
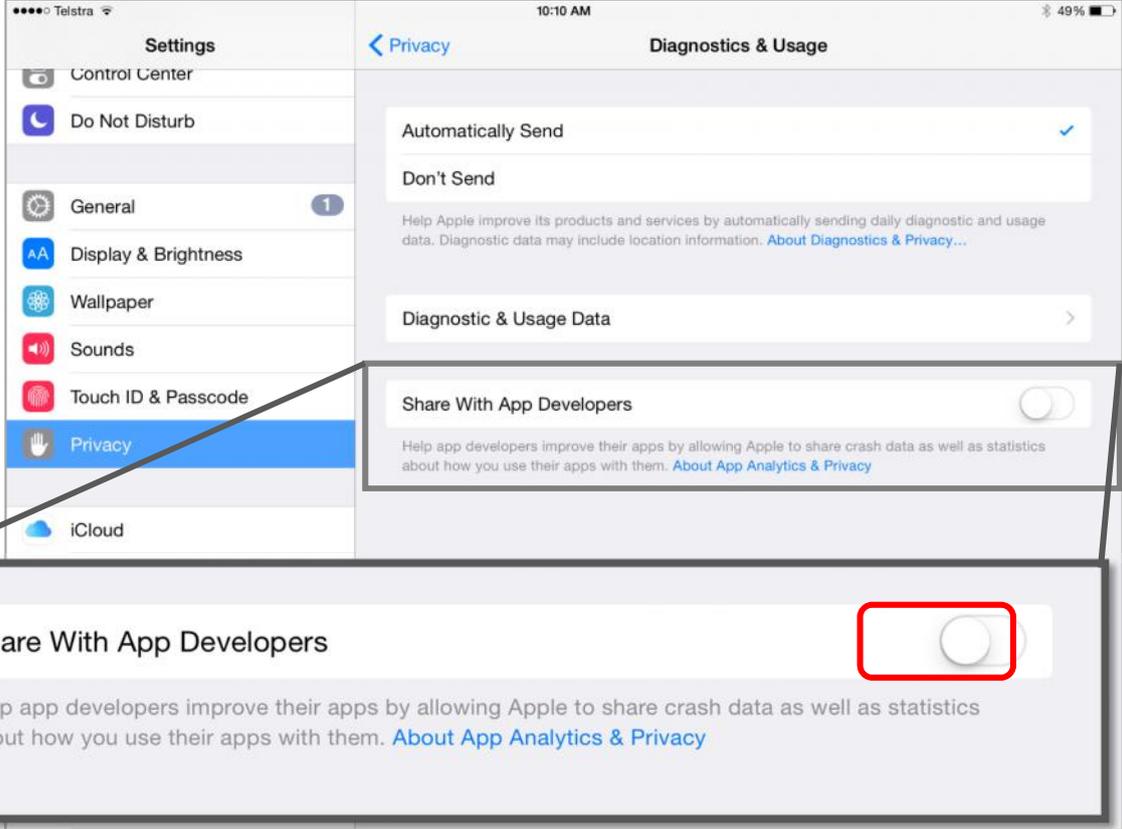
iOS diagnostics logging

Step	Description
3	<p data-bbox="240 286 1070 322">Scroll down to the list of installed apps and find the "Axiom" app</p>  <p>The screenshot shows an iPhone home screen with the 'Axiom' app selected. The app list includes Angry Birds, Attendance, Axiom, and Bible. The settings page for the Axiom app is visible, showing options like Update Mode, Device Logging, Firmware Updates, System Sounds, and System Fonts. The 'Device Logging' option is highlighted in the settings page.</p>

iOS diagnostics logging

Step	Description
4	<p data-bbox="240 286 911 320">Enable the "Device Logging" by touching the slider</p>  <p>The screenshot shows the 'Settings' app on an iPhone. The 'Device Logging' toggle is highlighted with a red box. A callout box provides a magnified view of the 'Device Logging' toggle, which is currently turned on (green). Other settings visible include 'Update Mode', 'Firmware Updates', 'System Sounds', and 'System Fonts'. The status bar at the top shows 'Telstra', '10:09 AM', and '49%' battery.</p>
5	<p data-bbox="240 1182 1337 1216">Now scroll to the Privacy settings page and touch the "Diagnostics & Usage" button.</p>  <p>The screenshot shows the 'Privacy' settings page in the iOS Settings app. The 'Diagnostics & Usage' option is highlighted with a red box. A callout box provides a magnified view of the 'Diagnostics & Usage' button, which is currently turned off (grey). Other settings visible include 'Advertising', 'Twitter', and 'Facebook'. The status bar at the top shows 'Telstra', '10:10 AM', and '49%' battery.</p>

iOS diagnostics logging

Step	Description
6	<p>Ensure that "Automatically Send" is ticked.</p>  <p>The screenshot shows the 'Diagnostics & Usage' settings page. The 'Automatically Send' option is selected, indicated by a blue checkmark. A red box highlights this checkmark. Below it, the 'Don't Send' option is visible. The 'Share With App Developers' option is also visible, but its slider is not yet turned on.</p>
7	<p>Enable the "Share With App Developers" by touching the slider.</p>  <p>The screenshot shows the 'Diagnostics & Usage' settings page. The 'Share With App Developers' option is selected, indicated by a white slider being moved to the right. A red box highlights this slider. The 'Automatically Send' option remains selected with a blue checkmark.</p>

iOS diagnostics logging

Step	Description
8	Close the setting page.
9	Open the Axiom app. Perform a few tasks like watching something or listening to music
10	Follow steps 2 to 4 and DISABLE "Device Logging"
11	Close the setting page and resume using the Axiom App. Once the Axiom app has resumed the EMAIL app should open with an error log attached. Enter any extra details you can think off that you did to cause the crash. <i>E.G. When I select Watch TV the page does not load.</i>
12	Send the email

Change Summary

Version	Description of Change	Author	Date
001	Initial Document	Daniel Lorello Clinton Waters	August 3 rd 2015

END OF DOCUMENT