

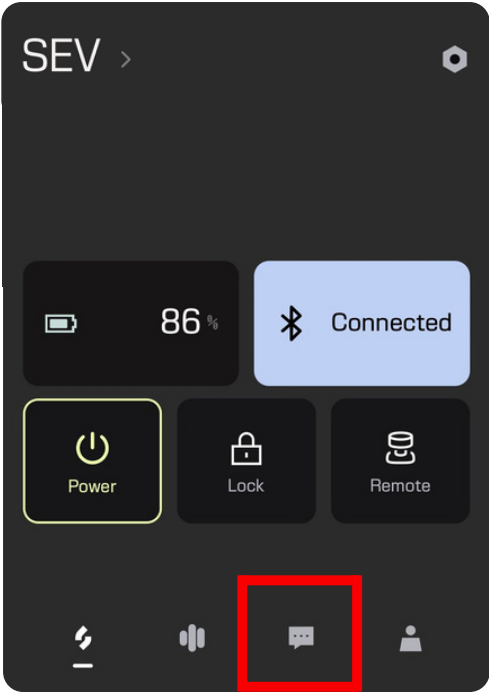


How To Upload Logs for Troubleshooting via Strutt App

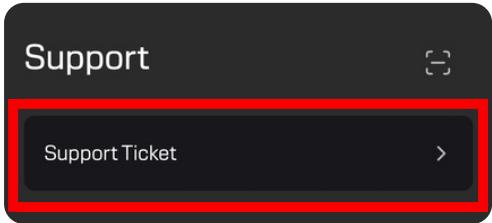
For retrieving logs from an issue that happened earlier

- ✓ Report the issue in the Strutt App **as soon as possible** after it occurs
- ✓ Note the **time** when the **issue happened**
- ✓ Logs will be **uploaded automatically** after connecting to **Wi-Fi**

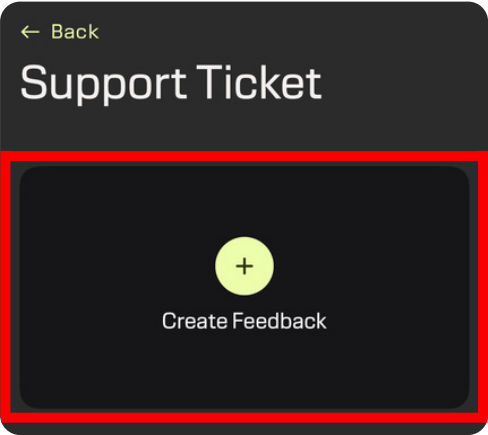
1 On your mobile app, tap the **Support** icon at the bottom



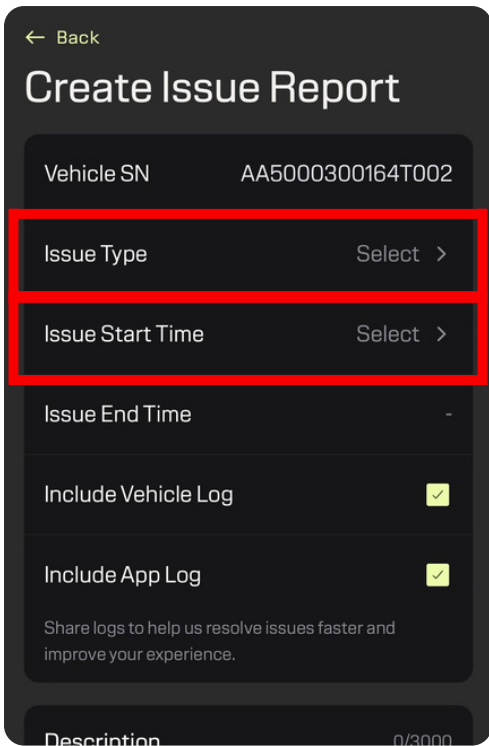
2 Tap **Support Ticket**



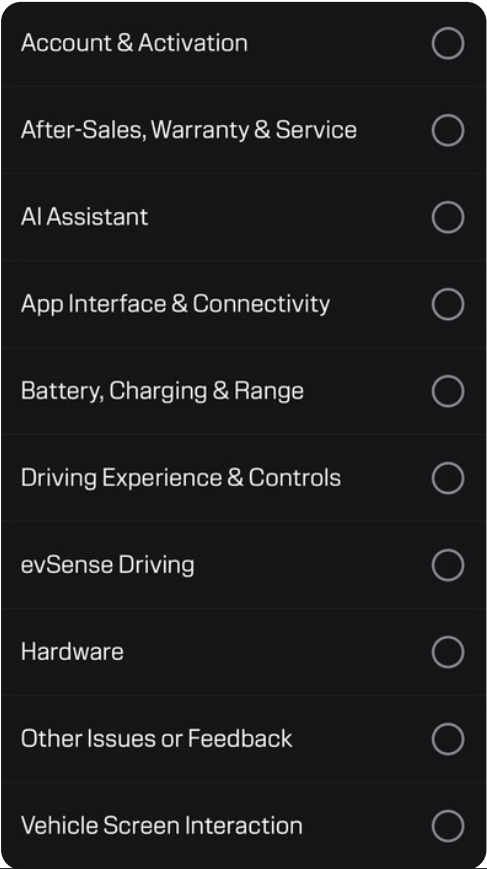
3 Tap **Create Feedback**



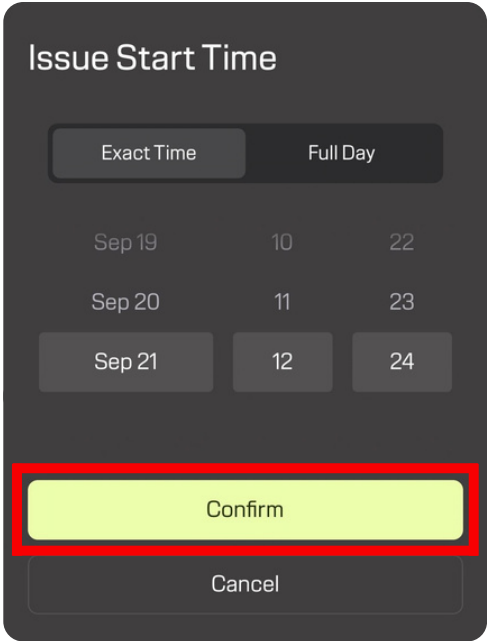
4 Select the **Issue Type** and **Issue Start Time**



5 Select the relevant **Issue Type**

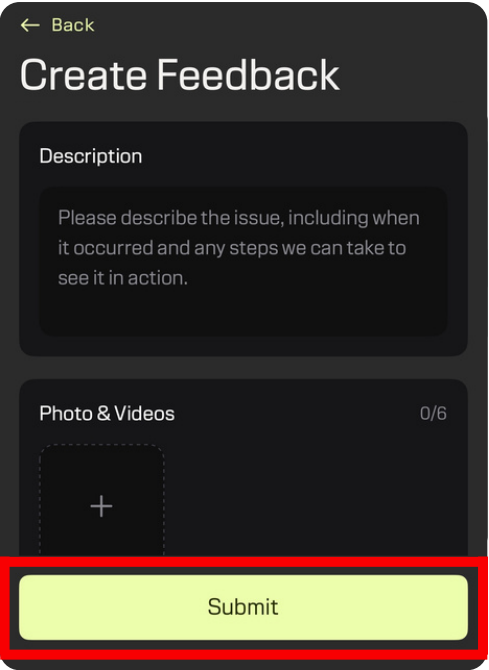


6 Set the **Issue Start Time** to just before the issue, then tap **Confirm**



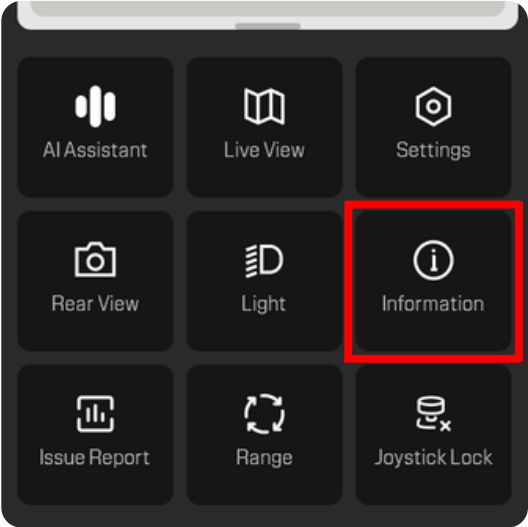
“Full Day” is only for issues that span across a longer period

7 Include a description, photos & videos and then tap **Submit**

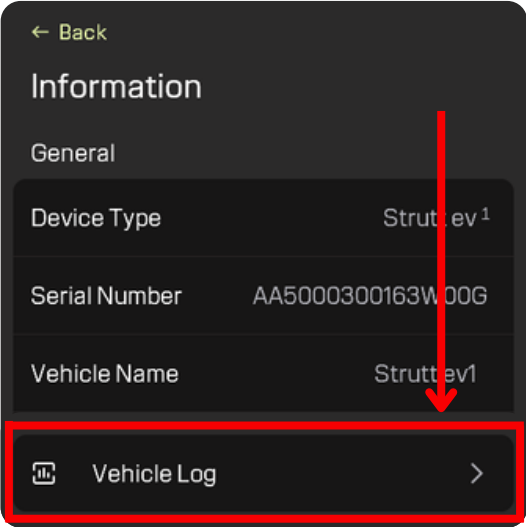


✓ **Ensure the logs from your device have been uploaded**

1 Swipe up on the device home page and tap **Information**



2 Scroll down and tap **Vehicle Log**



3 Once completed, it would be labelled as **“Uploaded”**

