



MOBOTIX App Service Report

1. Introduction

The MOBOTIX Service Report is an invaluable tool to assist in troubleshooting support issues. This paper is intended to assist customers in generating a Service Report from the MOBOTIX App.

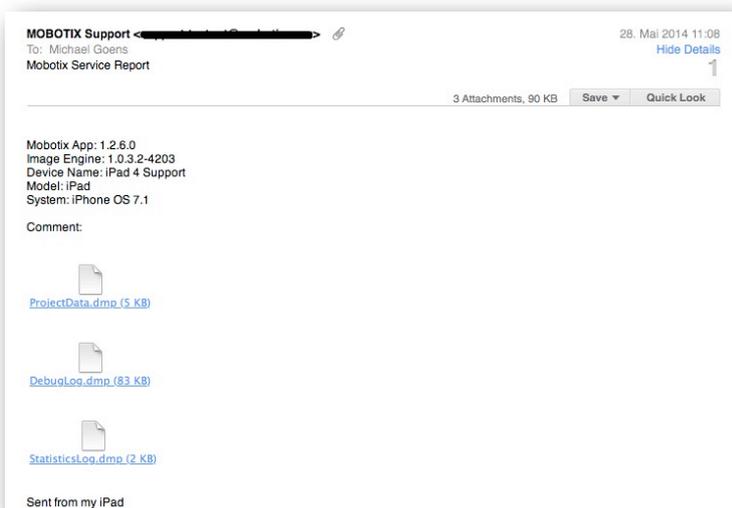
2. Procedure

The Service report can be generated on any compatible device running the MOBOTIX App as long as the email app is setup properly to send emails.

The first step is to Long Press on the Security button in the upper right hand corner of the App.



This will result in an email being opened with the Service Report Files attached. Enter your address in the To: field and click on Send. Then open the email received in your in-box and save the three files attached.



3. Conclusion

When sending in the Service Report files to report a problem, make sure to also send in a report file from a camera, a detailed description of the fault, and a complete system description.

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