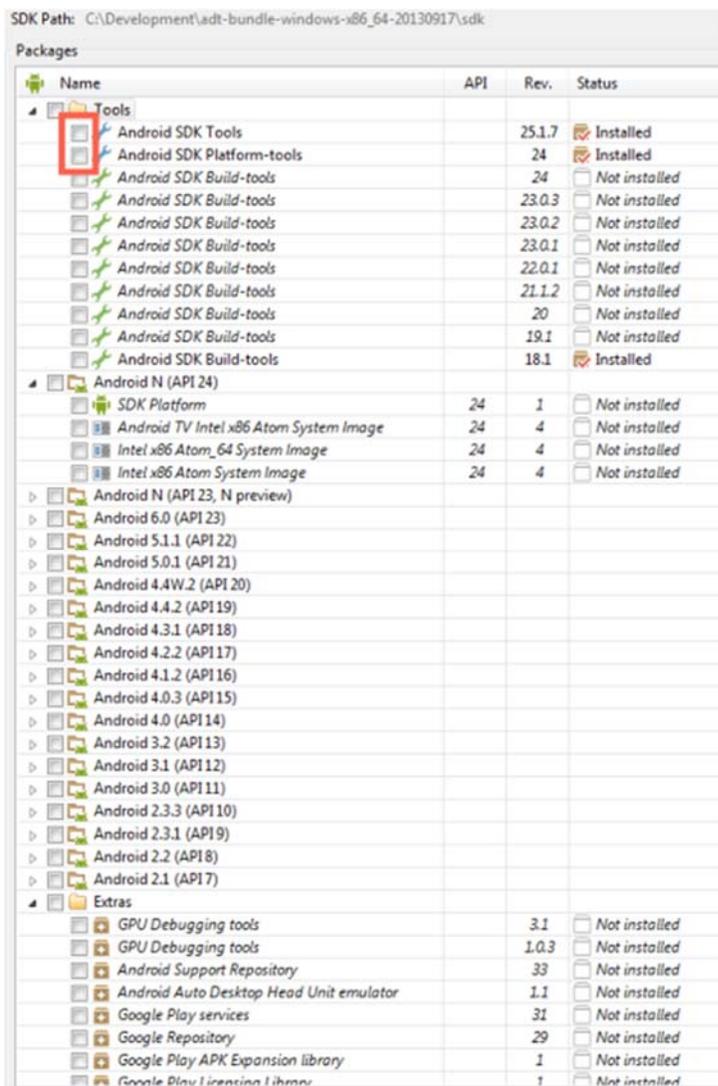


Generating Logcat and Bugreports with ADB

First, you'll need to download ADB: https://dl.google.com/android/installer_r24.4.1-windows.exe

This is just the command line tools which is a much smaller download than the full developer's suite. Once you've downloaded it, run the installer. I recommend choosing to install it in your C: drive rather than the normal programs path to make it easier to navigate to when you launch the command line. Something like c:\adb would be fine. Once it is installed, open Windows Explorer and navigate into the folder and launch the SDK Manager. In the SDK Manager you will be presented with a bunch of check boxes on the left side of the screen. Uncheck everything except the Android SDK Tools and the Android SDK Platform-Tools at the top and the Google USB Driver near the bottom.



Then click the Install Packages button in the bottom right side, accept the license and allow it to finish. Once it is done installing and updating you can close the SDK Manager window.



Now click on Start and in the Run/Search box type "cmd" to open a command window. Navigate to the folder where you installed ADB, if it was what I recommended then you'll navigate to
c:\adb\sdk\platform-tools

On the handset, go into the admin menu and at the bottom go into the Developer Options. Check the USB Debugging check box on the phone and then connect it to the PC you've installed ADB onto using a USB cable.

In the command window, type: adb devices

You should see displayed:

```
List of devices attached
nwlg07bnbnb003v    unauthorized
```

On the phone, you will see a prompt to authorize the ADB connection. Click the check box to always allow and click OK. Then re-run the command: adb devices

You should now see:

```
List of devices attached
nwlg07bnbnb003v    device
```

This will indicate that the phone is ready to connect with ADB.

First, we'll disable the Chatty function in the phone. This process prunes messaging so we don't want that to happen or we might miss something important.

```
adb logcat -P ""
```

Then, we'll issue the command to generate the logcat output. This will include a variable to include verbose output and to include a timestamp.

```
adb logcat -v time > Customer-logcat.txt
```

You can change the filename to whatever you want it to be but choose something informative, perhaps the phone's extension or MAC Address. Once you hit enter you will not be returned a prompt. This is because logcat is now active and writing to the filename you've specified. When you're ready to stop you can press Ctrl+C in the command window to stop the logcat process.

You can also generate a bug report using ADB by issuing the command:

```
adb bugreport
```

You may need the Spectralink USB driver as well, although you shouldn't need it for ADB, but you can download it here:

https://support.spectralink.com/system/tdf/resource_files/SpectralinkUSBDriver_v2.0.0.zip?file=1&type=node&id=13453



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