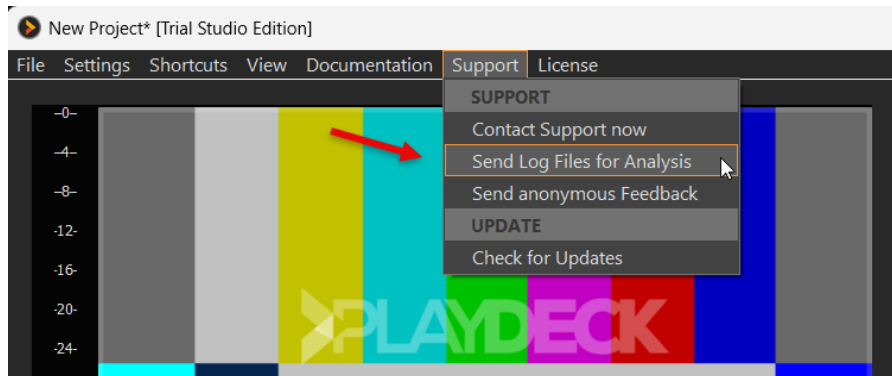


Send Log Files to Support Team

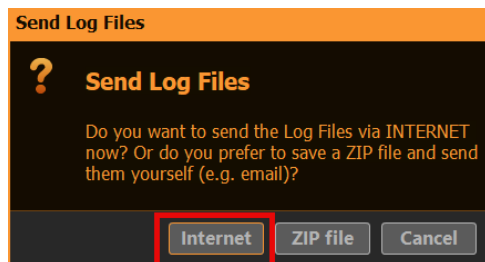
This article will show how to send you PLAYDECK Log Files to our Support Team.

Send via Internet

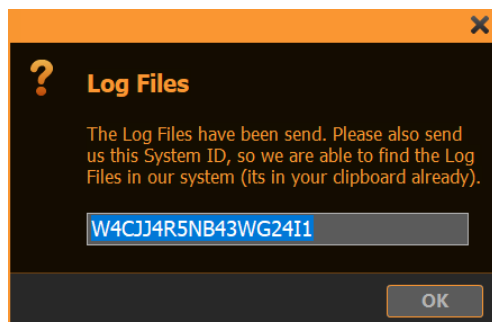
If you have an active Internet Connection on your PLAYDECK System, open the Main Menu and select SUPPORT and then SEND LOG FILES:



Then select the INTERNET Option:

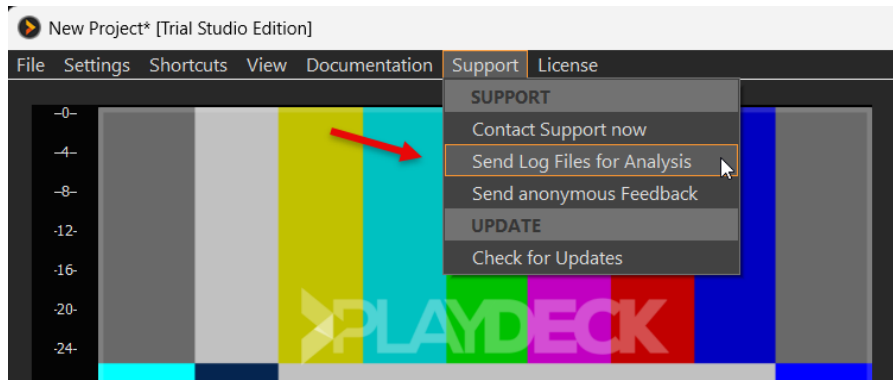


After the upload is complete, please send us a message to support@playdeck.tv along with your System ID. If you seen the following Popup, the System ID is in your Clipboard already and you can simply paste it with CTRL+V into your email message:

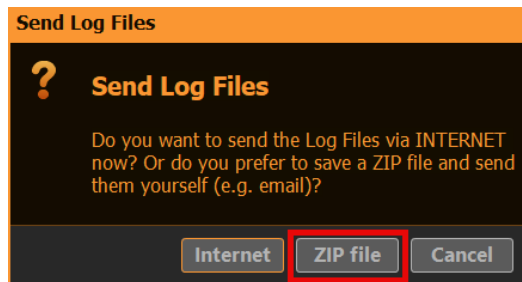


Send offline via ZIP File

If you DONT have an active Internet Connection on your PLAYDECK System, open the Main Menu and select SUPPORT and then SEND LOG FILES:



Then select the ZIP FILE Option:



After you pick a destination Folder on your System, a 7-ZIP-file will be written there:



Please send us a message to support@playdeck.tv along with your ZIP-file.

If your Email-system doesnt allow sending Files or the ZIP-file itself is too large (> 5 MB), you can also use our Downloadportal to upload the File.

Note: If you are unable to even start PLAYDECK, please ZIP this Folder manually:

c:\ProgramData\JoyEventMedia\Playdeck\logs