HOW TO RUN A DIAGNOSTICS REPORT AND SEND IT TO SALES-I
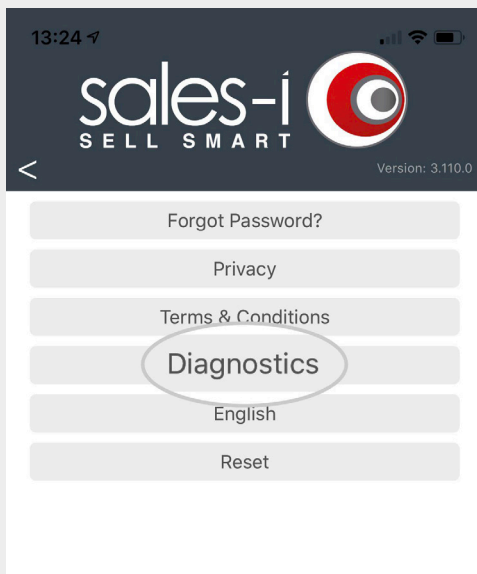
If sales-i isn't working quite right, you can run a diagnostic report and send the results to sales-i.
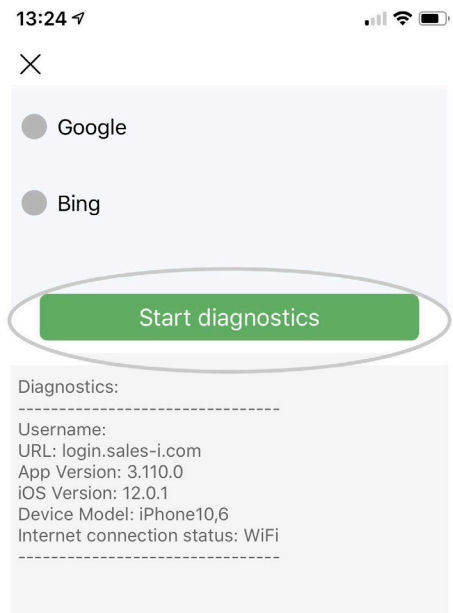
and Password.

Customer Mode

Forgot Password?

01 From the sales-i home screen, tap the **i icon** in the bottom left corner.

13:24

sales-i SELL SMART

Version: 3.110.0

<

Forgot Password?

Privacy

Terms & Conditions

Diagnostics

English

Reset

02 Tap **Diagnostics.**

03 Tap **Start Diagnostics.**

13:24

✕

Google

Bing

Start diagnostics

Diagnostics:

Username:
URL: login.sales-i.com
App Version: 3.110.0
iOS Version: 12.0.1
Device Model: iPhone10,6
Internet connection status: WiFi

✕

Google

Bing

Start diagnostics

```
Diagnostics:
-------------------------------
Username:
URL: login.sales-i.com
App Version: 3.110.0
iOS Version: 12.0.1
Device Model: iPhone10,6
Internet connection status: WiFi
-------------------------------
```

04 The app will first go and check to see if you have internet access. If the Google and Bing steps go red it means that you're not connected to the internet.
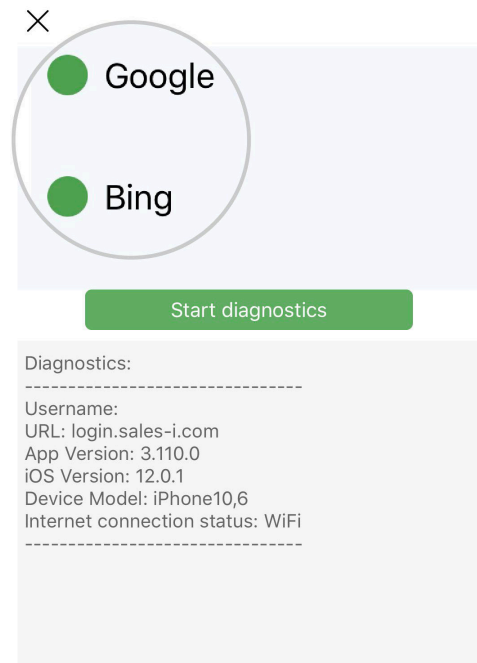
```
-------------------------------
Username:
URL: login.sales-i.com
App Version: 3.110.0
iOS Version: 12.0.1
Device Model: iPhone10,6
Internet connection status: WiFi
-------------------------------
```

Send to sales-i support

05 You can also send your results and a description of the issue to the sales-i support team for additional assistance.

Simply tap **Send to sales-i support**.

06 This will open up your email application.

Please type any additional information about your issue here and tap **Send**.

13:25

Cancel   **Diagnostic Feedback -**   **Send**

To: diagnostics@sales-i.com

Cc/Bcc, From:

Subject: Diagnostic Feedback -

```
Diagnostics:
-------------------------------
Username:
URL: login.sales-i.com
App Version: 3.110.0
iOS Version: 12.0.1
Device Model: iPhone10,6
Internet connection status: WiFi
-------------------------------
```

Sent from my iPhone