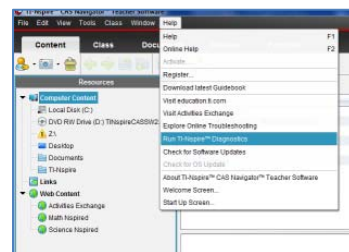


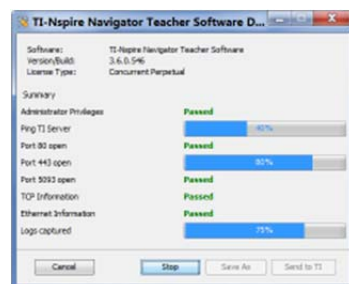
## Collecting Software Logs

The TI-Diagnostics can be run from the TI-Nspire™ software.

Open the Help menu and select Run TI-Diagnostics.



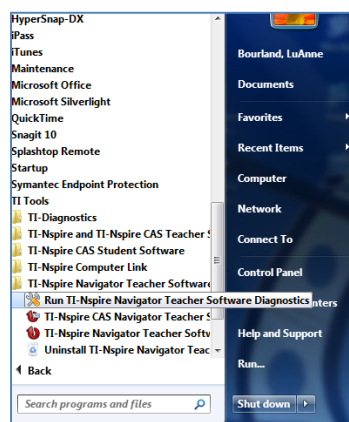
The software will collect the software logs and compile them in a .zip file. Save the .zip file to your desktop.



TI-Diagnostics can also be run from outside the software.

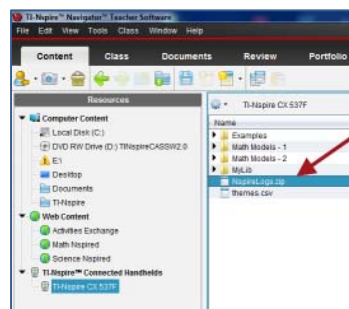
Windows 7/XP/Vista – The location for TI-Nspire software diagnostics has changed in version 3.6. From the Start menu select All Programs > TI Tools > [Software Name] > Run TI-Nspire [Software Name] Diagnostics

Mac – Open Finder > Applications > TI-Diagnostics



## Collecting Handheld Logs

Connect the handheld to the computer running the TI-Nspire software. Select the handheld and save the NspireLogs.zip file to your desktop.



After collecting the handheld and software logs, send the .zip files to your TI Relationship Manager with a complete list of the actions that were taken prior to experiencing the bug.