

For getting the general logs of VoiXtreme please follow the next steps:

- When a problem occurs in the operation of VoiXtreme, notify the technical support and return the terminal “as is” without rebooting or restarting it.
- The technical support executes the bat file PullLog_VoiXtreme.bat located in
C:\HubOne\MobileDevices\VoiXtreme\<version>\Tools

When executing that bat file:

- A new folder named PULL_LOG is created inside Tools
- For each device connected to the PC, a new folder is created named according to the serial number of the device.

In each device folder, you will find:

- the file MyLogcat.txt (the logcat file)
- the entire nextApps folder with each package log files
- if a VoiXtreme debug package is installed, you will find the VxtEngineApiDebugLog file
- the VoiXtreme log to recover every speech
- the VoiXtreme Sound Records located in the voixtreme/voixtremerecords folder