

# How to collect device logs – NovoDS Studio

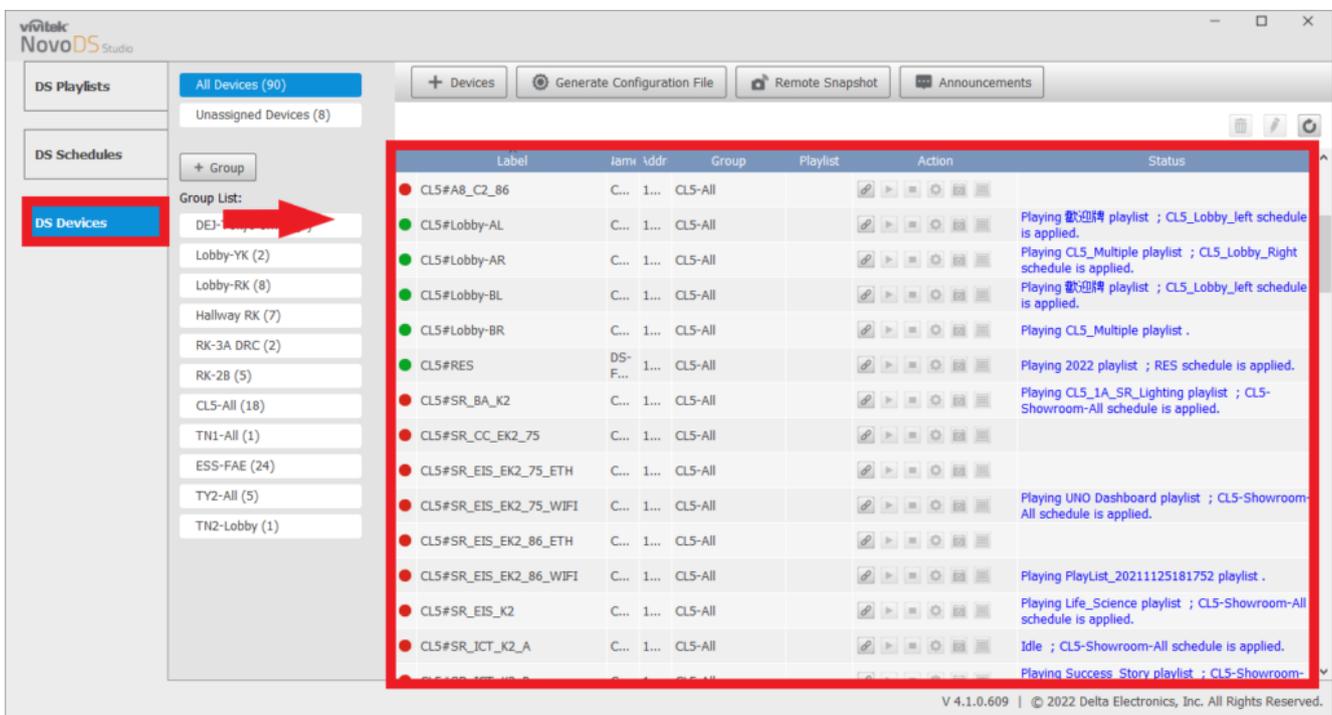
This article is applicable for NovoDS Studio.

## Get software

[Go to NovoDS.com > Resource > Software](https://www.novods.com/resource/software)

## Connecting to a device

Run **NovoDS Studio** and switch to **Device Management** page.



Select the device and click on **Connect** to connect the device and perform more operating.

Label	Name	Addr	Group	Playlist	Action	Status
CL5#A8_C2_86	C...	1...	CL5-All		[Action icons]	
CL5#Lobby-AL	C...	1...	CL5-All		[Action icons]	Playing 歡迎牌 playlist ; CL5_Lobby_left schedule is applied.
CL5#Lobby-AR	C...	1...	CL5-All		[Action icons]	Playing CL5_Multiple playlist ; CL5_Lobby_Right schedule is applied.
CL5#Lobby-BL	C...	1...	CL5-All		[Action icons]	Idle ; CL5_Lobby_left schedule is applied.
CL5#Lobby-BR	C...	1...	CL5-All		[Action icons]	Playing CL5_Multiple playlist .
CL5#RES	DS-F...	1...	CL5-All		[Action icons]	Playing 2022 playlist ; RES schedule is applied.
CL5#SR_BA_K2	C...	1...	CL5-All		[Action icons]	Connect first before performing other operations ; CL5-Showroom-All schedule is applied.
CL5#SR_CC_EK2_75	C...	1...	CL5-All		[Action icons]	
CL5#SR_EIS_EK2_75_ETH	C...	1...	CL5-All		[Action icons]	
CL5#SR_EIS_EK2_75_WIFI	C...	1...	CL5-All		[Action icons]	Playing UNO Dashboard playlist ; CL5-Showroom-All schedule is applied.
CL5#SR_EIS_EK2_86_ETH	C...	1...	CL5-All		[Action icons]	
CL5#SR_EIS_EK2_86_WIFI	C...	1...	CL5-All		[Action icons]	Playing PlayList_20211125181752 playlist .

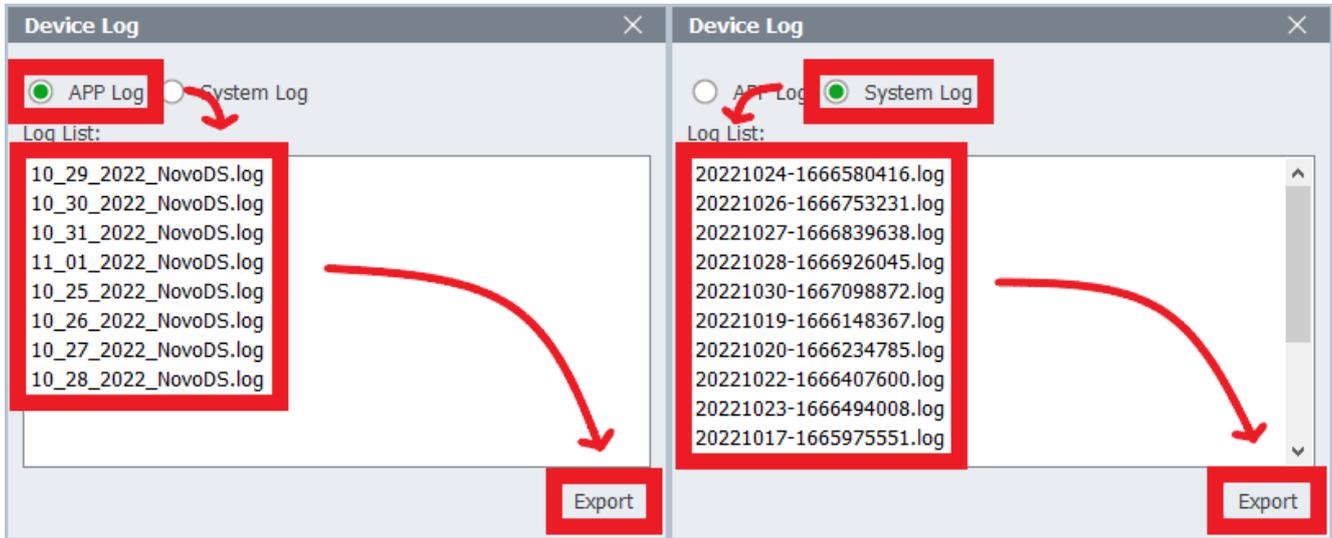
## Log downloading

Click on **Device Log** after device is connected.

Label	Name	Addr	Group	Playlist	Action	Status
CL5#A8_C2_86	C...	1...	CL5-All		[Action icons]	
CL5#Lobby-AL	C...	1...	CL5-All		[Action icons]	Playing 歡迎牌 playlist ; CL5_Lobby_left schedule is applied.
CL5#Lobby-AR	C...	1...	CL5-All		[Action icons]	Idle ; CL5_Lobby_Right schedule is applied.
CL5#Lobby-BL	C...	1...	CL5-All		[Action icons]	Idle ; CL5_Lobby_left schedule is applied.
CL5#Lobby-BR	C...	1...	CL5-All		[Action icons]	Idle .
CL5#RES	DS-F...	1...	CL5-All		[Action icons]	Playing 2022 playlist ; RES schedule is applied.
CL5#SR_BA_K2	C...	1...	CL5-All		[Action icons]	CL5_1A_SR_Lighting playlist ; CL5-Showroom-All schedule is applied.
CL5#SR_CC_EK2_75	C...	1...	CL5-All		[Action icons]	
CL5#SR_EIS_EK2_75_ETH	C...	1...	CL5-All		[Action icons]	
CL5#SR_EIS_EK2_75_WIFI	C...	1...	CL5-All		[Action icons]	Playing UNO Dashboard playlist ; CL5-Showroom-All schedule is applied.
CL5#SR_EIS_EK2_86_ETH	C...	1...	CL5-All		[Action icons]	
CL5#SR_EIS_EK2_86_WIFI	C...	1...	CL5-All		[Action icons]	Playing PlayList_20211125181752 playlist .

There're two kind of **Device Logs**

- **App Log** – It contains NovoDS App's process since it is running. Usually uses for software debug.
- **System Log** – It contains the most processes of Novo device since it is starting up. Usually uses for software and hardware debug.



## Send a Feedback

If you encounter any problems when using our products, please fill the form and attach the logs through [Contact Us](#), we will arrange assistance for you as soon as possible.