

# **Unication G Series Voice Pager Trace Log Extraction Function Quick Guide**

## **Important Notice**

- 1. The G series Voice Pager must have more than one block on the on-screen power indicator.**
- 2. The G series Voice Pager uses a USB Cable to connect to the PC, which must have a working internet connection. If the internet is unavailable, the Trace Log files will not be able to be successfully uploaded to the Unication Log Servers.**
- 3. When uploading the log file, you can use the voice recording attached function to attach recording files to help developers find the problems more quickly.**

# Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

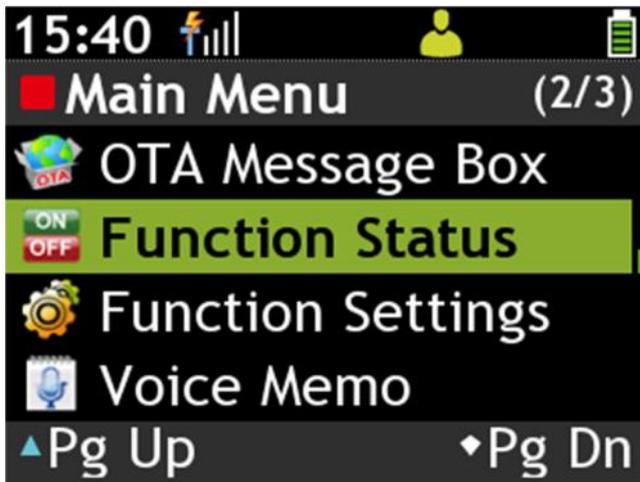
## PART A G Series Voice Pager Trace Log Extraction Process

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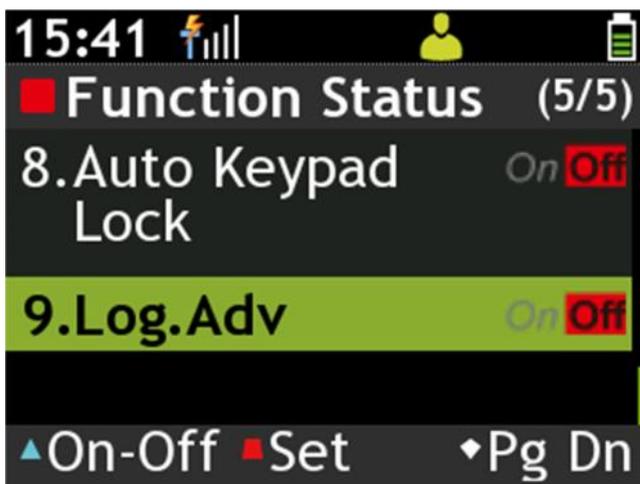
A1 G Series Voice Pager Log.Adv function operation process.

A1-1 Navigating the G series pager to the Log.Adv function.

Step 1 : Manually enter the Function Status menu.



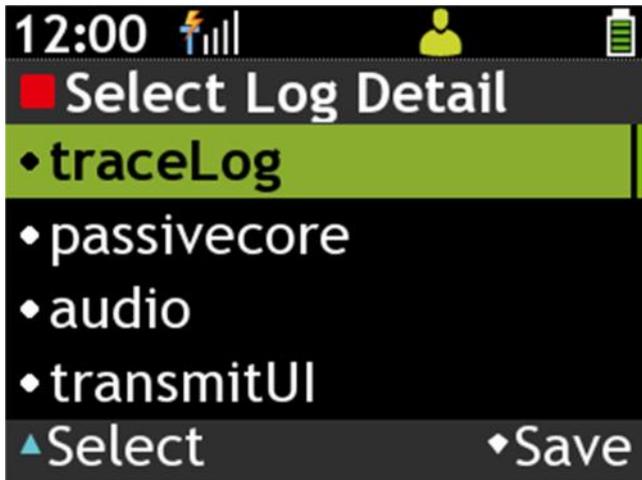
Step 2 : Operate the up and down buttons to reach the Log.Adv function.



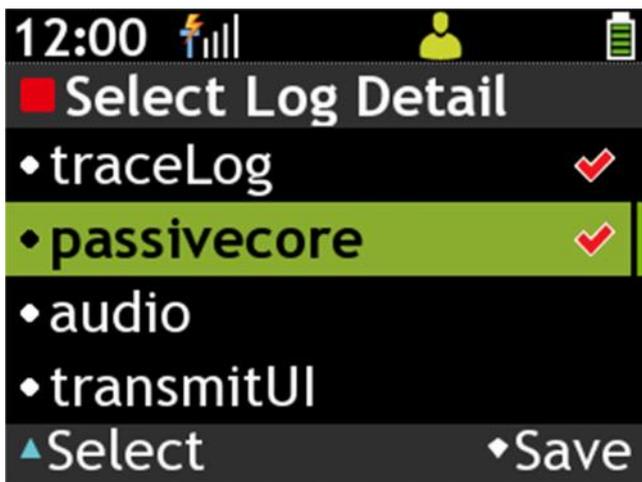
# Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

## A1-2 Enabling the Trace Log function for the G4/G5

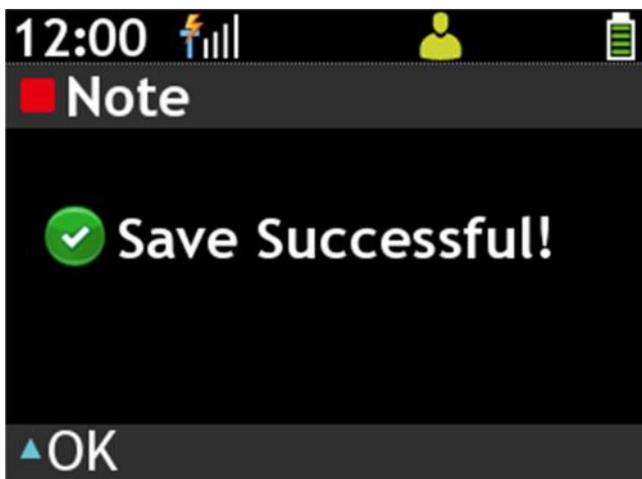
Step 1 : Press "Set" Soft Key, enter the log selection menu.



Step 2 : Choose the log categories we need to keep track of by highlighting the categories and press "Select" Soft Key respectively.

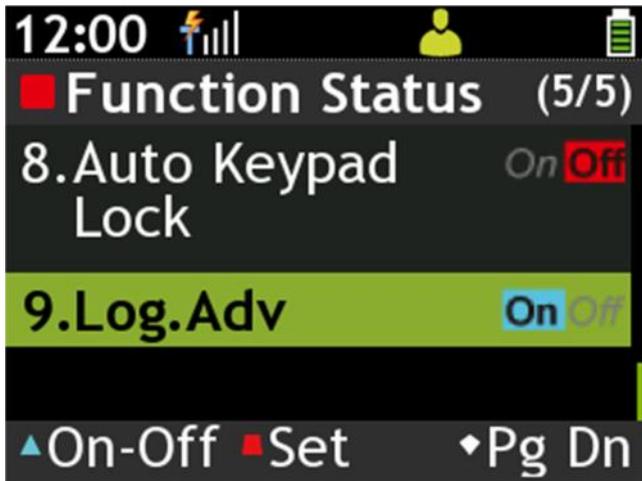


Step 3 : Press "Save" Soft Key to save this setting.

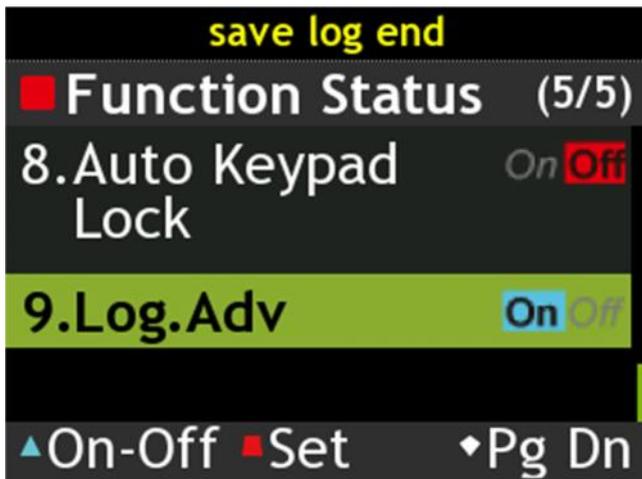


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Step 4 : The screen goes back to Function Status menu, press "On-Off" Soft Key to activate the Log.Adv function.



Step 5 : When needing the latest log files, long press the record button on the left side of the device for at least 3 seconds. After couple seconds, the save log successfully message will appear on the status bar.



# Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

## A2 The Unication G Series Log Extraction Tool Software

Step 1 : Connect your G series pager to your PC with the provided USB Cable.

Step 2 : Click and run the Log Extraction Tool software program.



As seen in the above screenshot , if the G series pager has been connected correctly, the

“Connected Devices Indicator” in the red box should be “1”.

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## Step 3 : Run the “A” Option, “Log Extraction Tool”

LogExtractionTool\_V2-10\_T03\_09102019

Unication Log Extraction Tool  
www.unication.com

Version: V2.10-T03 | User: admin | Connected Devices: 1 | Detail

Customer Support  
Tel: +817 303 8320(USA)  
Fax: +817 586 3424(USA)  
Email: sales@unication.com

**A** Log Extraction Tool  
**B** Setting  
**C** Exit

Log Extraction Tool

\* Company Name:  Your Name:   
\* Phone Number:  \* City:   
\* Email:  Dispatch System: Conventional  
\* When issue occurred, Zone / Knob:  Model Number: G5B67BF-SXVXEN1401UNI-0002-180625  
Serial Number: AG5V660475 Image Version: V1.30-11142019  
Time: 2019-11-19 11:06:53  
   
\* Description:   
Please fill in the information.

Note: Categories marked with \* are required fields.

# Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

**Step 4 : Fill in the categories, as well as a description for the error that you have encountered. Detailed descriptions will be greatly appreciated, as that will allow us to provide more support, and find a fix for the issue much more easily.**

**Step 5 : Press the “Submit” button. If the previous steps with the G series pager operations have been done successfully, the log files will be extracted and uploaded to the Unication Log servers.**

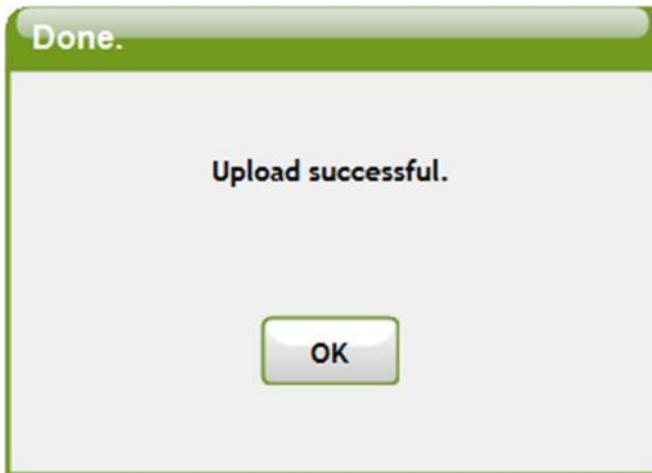
The screenshot shows the 'Log Extraction Tool' interface. The title bar reads 'LogExtractionTool\_V2-10\_T03\_09102019'. The interface includes a top navigation bar with 'Unication Log Extraction Tool' and 'www.unication.com'. Below this, there are tabs for 'Version' (V2.10-T03), 'User' (admin), and 'Connected Devices' (1). A 'Customer Support' section provides contact information: Tel: +817 303 9320(USA), Fax: +817 586 3424(USA), Email: sales@unication.com. The main form area is titled 'Log Extraction Tool' and contains the following fields:

- Company Name: Unication
- Your Name: Carmelo Carter
- Phone Number: [Empty]
- City: New York
- Email: unication\_test@gmail.com
- Dispatch System: Conventional
- When issue occurred, Zone / Knob: [Empty]
- Model Number: G5B67BF-5XVXEN1401UNI-0002-180625
- Serial Number: AGSV660475
- Image Version: V1.30-11142019
- Time: 2019-11-18 17:42:15

There are two buttons: 'Attach file' and 'Attach voice record files'. A 'Description' text area contains the text: 'Send 2Tone in the second pass when the display will be abnormal.' Below the description is a green message: 'Please fill in the information.' and a 'submit' button. A 'Back' button is located at the bottom right of the interface.

## Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

Step 6 : The screen below indicates a successful upload.



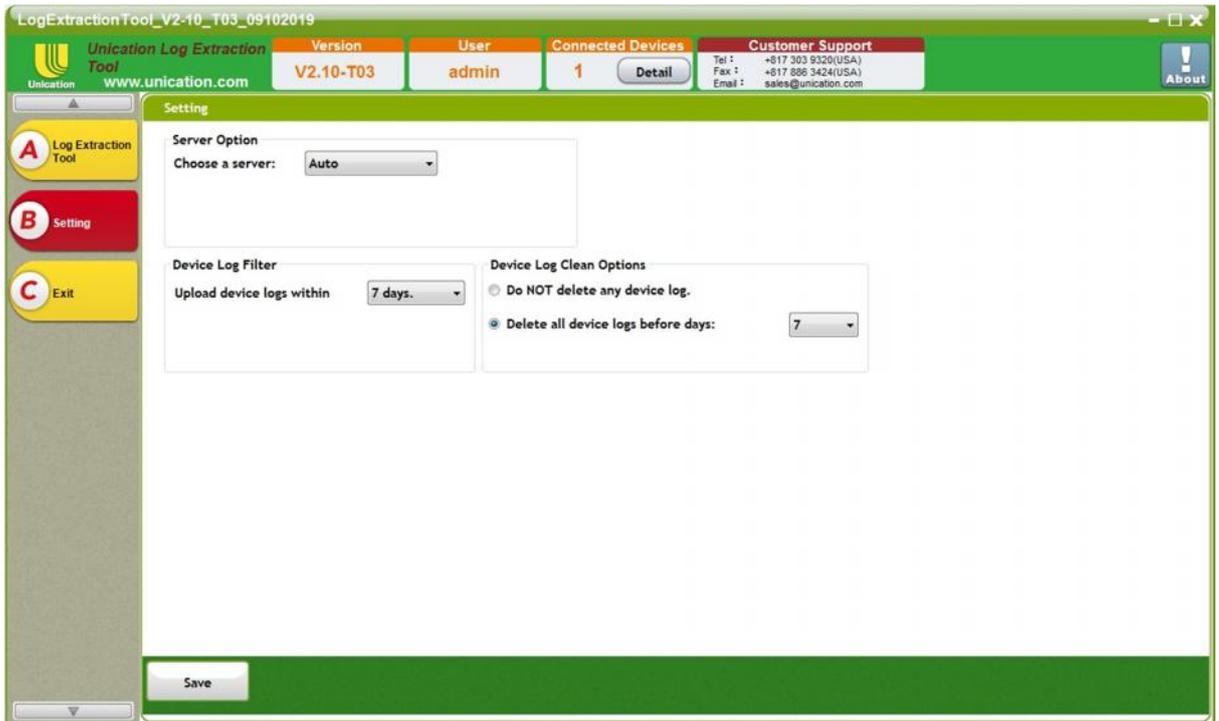
If the upload is unsuccessful :

1. Check if the internet connection is operating correctly.
2. Confirm that the G series pager is correctly connected to the PC.

After the above confirmations, go back to Step 5 and try again.

**Note:** The current default setting of Log Extraction Tool is “Auto” and it will automatically identify which servers to upload. If you want to switch the settings, please go to the “Setting” page

# Unication G Series Voice Pager Trace Log Extraction Function Quick Guide



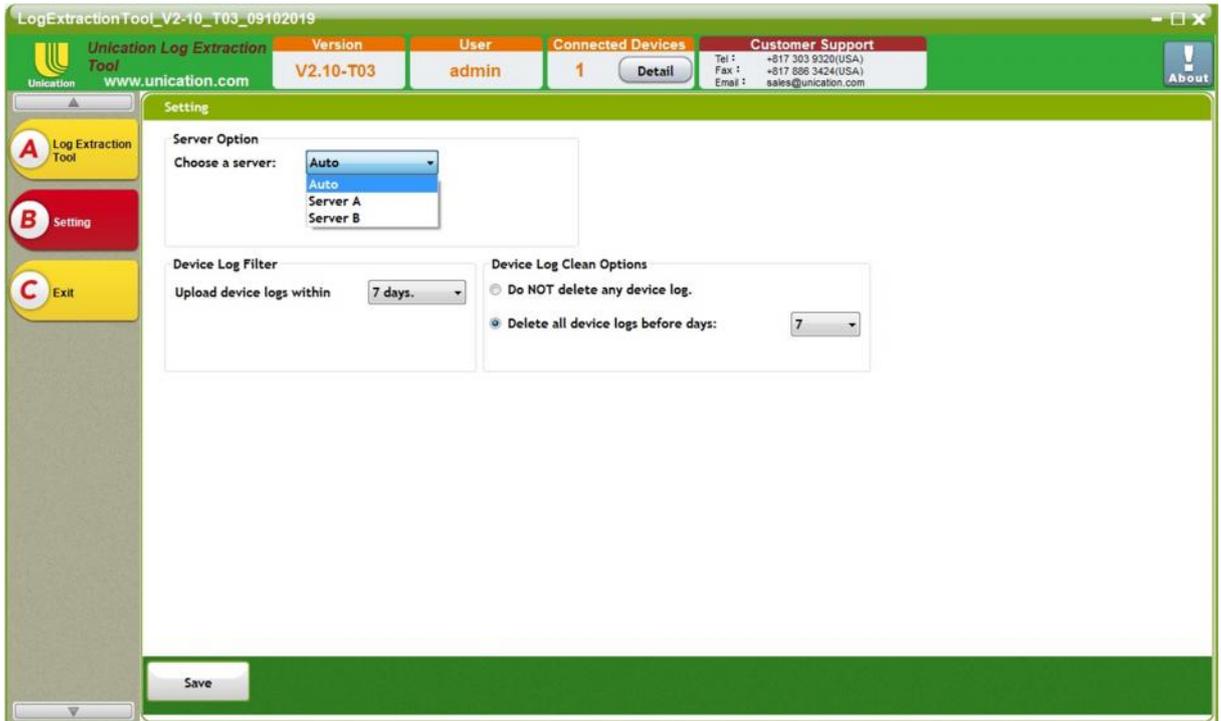
There is a multi-select box for selecting the upload server on this page, please switch the upload server here.

**Auto:** Automatically identify to upload the Log to US Server or Taipei Server.

**Server A:** Upload to US Server.

**Server B:** Upload to Taipei Server.

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In addition, when the user uploads the Log, since the device may save logs from a long time ago, but it is not the log that would be uploaded. Therefore, the user is provided with the "Device Log Filter Function", and it can upload the Log that developers need and delete the old Log unneeded. This function lets devices upload the recent useful log, also speed up the upload time, and help developers find the problems faster.

The setting of the "Device Log Filter Function" is explained as follows:

"Upload the Device's Log": User can choose to upload the device's log in a few days.

(Default Setting is 7 days)

(Multi-Select Box Provides: 1 day / 2 days / 3 days / 4 days / 5 days / 6 days / 7 days options)

"Device Log Clean Option": User can choose to delete the device's log from a few days ago.

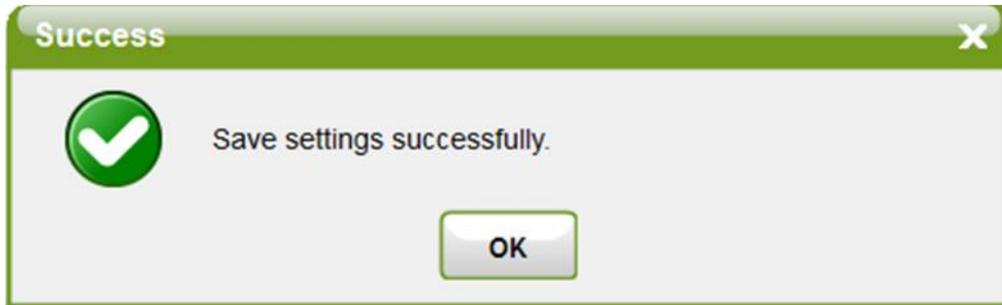
(Default Setting is 7 Days ago)

(Multi-Select Box Provides: Do not delete any log 1 day / 2 days / 3 days / 4 days / 5 days / 6 days / 7 days options)

## Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

Note: Both of the settings can be set by the users.

Click the Save button to save this setting, and the message box will show the save settings successfully message.



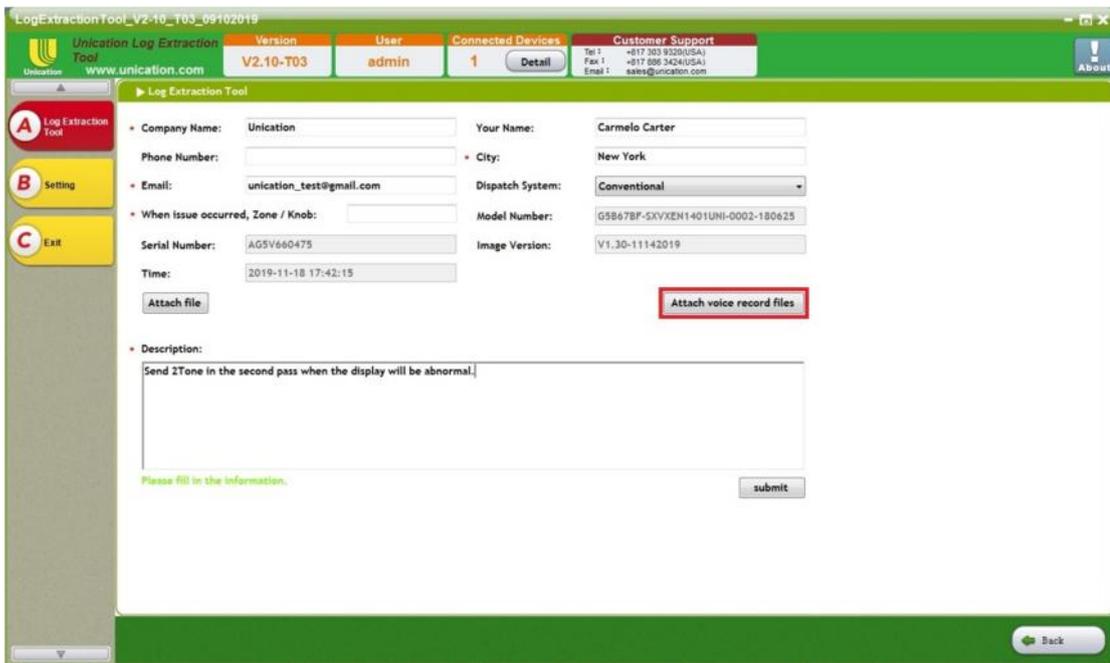
# Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

**A3 Upload the Voice Pager's Internal Voice Recording File.**

**A3-1 Upload the Voice Pager's internal recording files in batches according to the way the user selects the date range.**

**Step 1: Follow Step 4 of A2 (First Complete \* Required Information)**

**Step 2: Presses the "Attach Voice Record Files" button.**



The screenshot shows the 'Log Extraction Tool' interface. The top bar includes the tool name, version (V2.10-T03), user (admin), and connected devices (1). A sidebar on the left has buttons for 'Log Extraction Tool', 'Setting', and 'Exit'. The main area contains a form with fields for Company Name, Your Name, Phone Number, City, Email, Dispatch System, When issue occurred, Zone / Knob, Model Number, Serial Number, Image Version, and Time. A red box highlights the 'Attach voice record files' button. Below the form is a description field with the text 'Send 2Tone in the second pass when the display will be abnormal.' and a 'submit' button.

**Step 3: Select the "Select uploaded voice records by date" when the window pops up.**



The screenshot shows a dialog box titled 'Attach voice record files'. It contains the text 'Choose one:' followed by two radio button options: 'Select uploaded voice records by date.' (which is selected) and 'Manually check uploaded voice records'. At the bottom are 'OK' and 'Cancel' buttons.

**After the selection, press the "OK" button to select the uploaded voice record by date function.**

## Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

Step 4: Select the date range and set the "Start Date" & "End Date" to upload the recording file (the default setting of the start date and the end dates are "Today's Date"), The date format is displayed as MM, DD, YYYY.



Step 5: Press the "OK" button to read the local recording file that matches the date interval setting and upload it to the software, so as to extract the log file and upload it to the Unication Log server

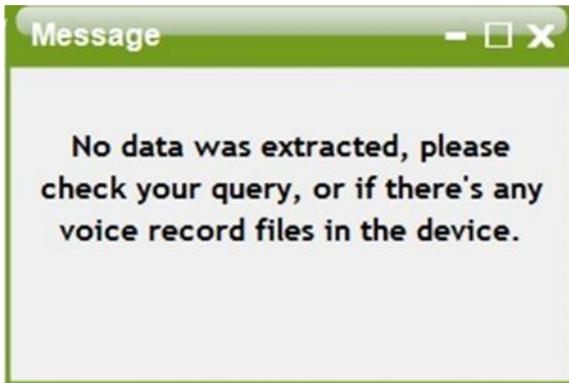


Note :

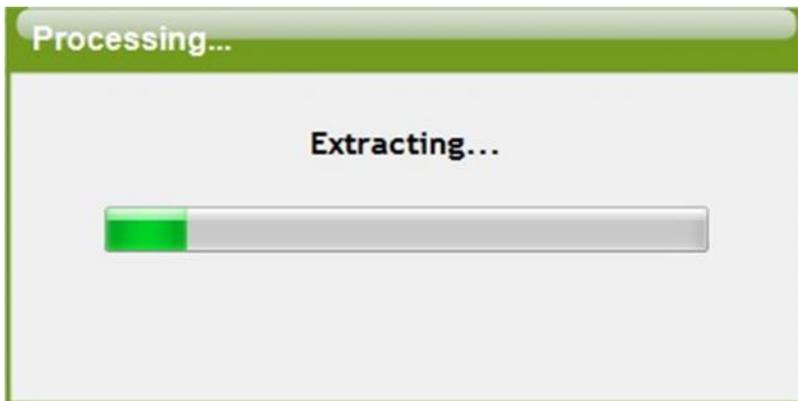
1. The "Start Date" setting can only be less than or the same as the "End Date" setting, otherwise a prompt window will pop up (as shown below)

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2. If there is no recording file on this device, a prompt window will also pop up (as shown below)

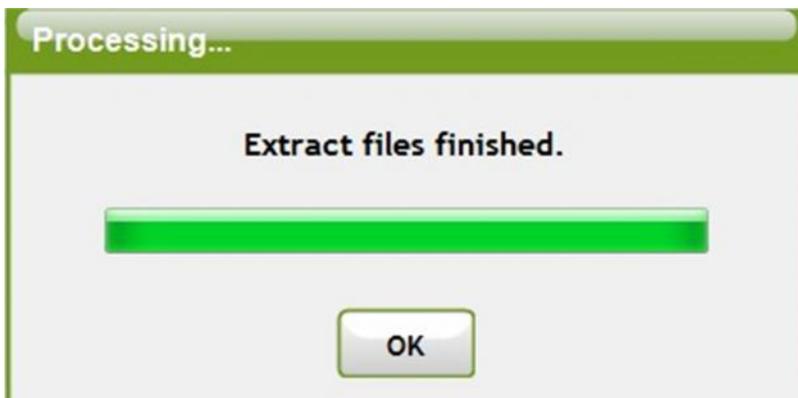


### Step 6: Upload Progress



**Note:** Do not unplug the USB during the upload process, otherwise the upload will fail or cause other problems

### Step 7: Upload Complete



# Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

After uploading, click the "OK" button, and proceed to step 5 of A2 to upload the log files to the Unication Log server

## A3-2 Manually select recording file for uploading and connecting Voice Pager to upload the internal recording.

Step 1: Follow Step 4 of A2 (First complete \* required information)

Step 2: Presses the "Attach voice record files" button

The screenshot displays the 'Log Extraction Tool' web interface. At the top, there is a navigation bar with 'Unication Log Extraction Tool' and 'www.unication.com'. Below this, a status bar shows 'Version: V2.10-T03', 'User: admin', and 'Connected Devices: 1'. A 'Customer Support' section provides contact information. The main form area is titled 'Log Extraction Tool' and contains several input fields: 'Company Name' (Unication), 'Your Name' (Carmelo Carter), 'Phone Number', 'City' (New York), 'Email' (unication\_test@gmail.com), 'Dispatch System' (Conventional), 'When issue occurred, Zone / Knob', 'Model Number' (G5B678F-SKVXEN1401UNI-0002-180625), 'Serial Number' (AG5V660475), and 'Image Version' (V1.30-11142019). A 'Time' field shows '2019-11-18 17:42:15'. There are two buttons: 'Attach file' and 'Attach voice record files' (highlighted with a red box). A 'Description' text area contains the text 'Send 2Tone in the second pass when the display will be abnormal.' and a 'submit' button. A 'Back' button is located at the bottom right.

Step 3: Select the "Manually check uploaded voice records" item when the window pops up.

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After selecting, press the "OK" button to manually check the uploaded voice record function

Step 4: Press "Load Records" to read the local recording file when the window pops up.



**Note:** Do not unplug the USB during the reading process, otherwise the upload fails or causes other problems.

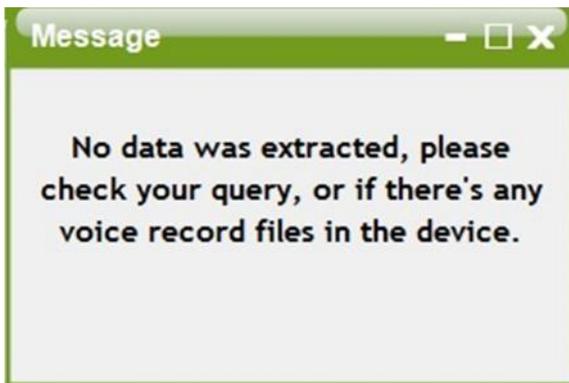
If reading the device failed:

1. Make sure that the G series pager is connected to the PC correctly (see Figure 1 below)
2. If there is no recording record file on this device, a prompt window will pop up (see Figure 2 below)

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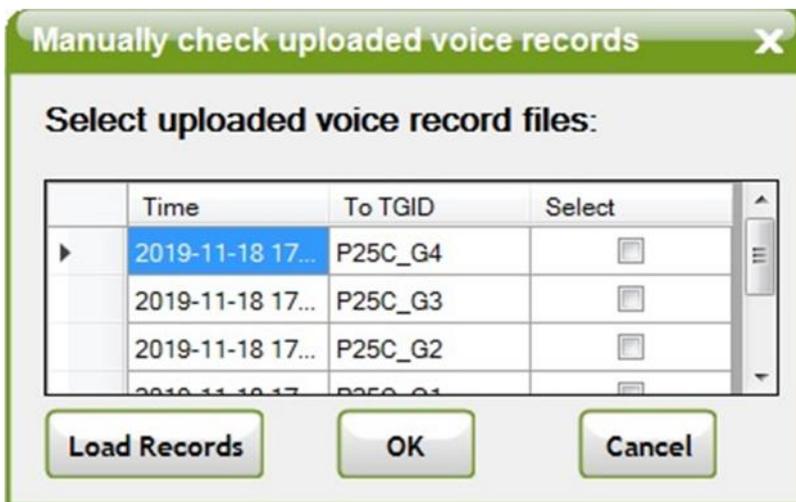


( Figure 1)



( Figure 2)

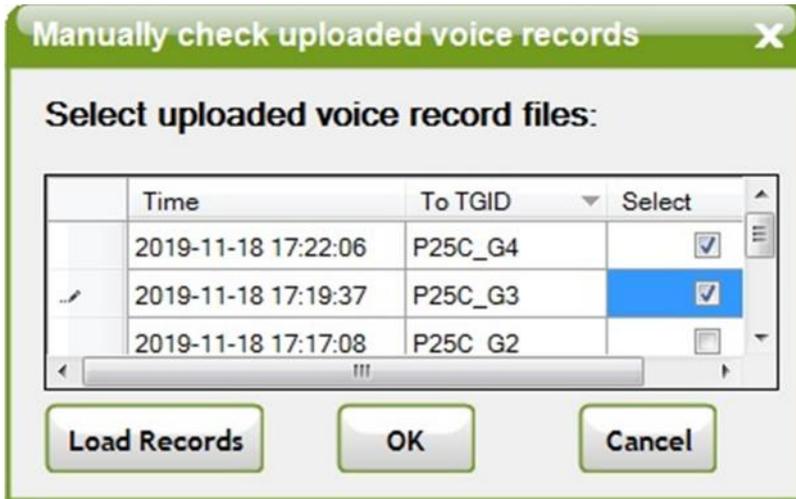
**Step 5: Display the list of recording read by this unit**



**Note: On the recording list, each recording files will display the recording time and the information about which TGID is called by the dispatch center. It will be displayed in order from top to bottom according to the last recording time**

## Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

Step 6: Select the recording file to upload (multiple selections)

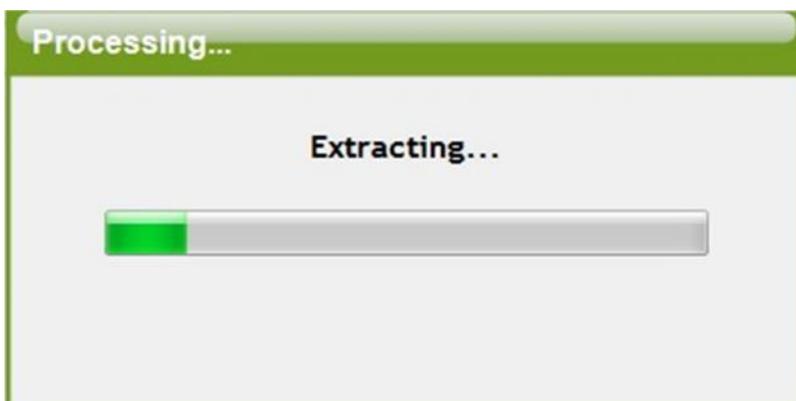


Press the "OK" button to upload the checked recording file to the software for subsequent action to extract the log file and upload it to the Unication Log server

If uploading failed:

1. Make sure that the G-series pager is connected to the PC correctly (as shown in Figure 1 above)
2. If you do not press the "OK" button, a prompt window will pop up (as shown in Figure 2 above).

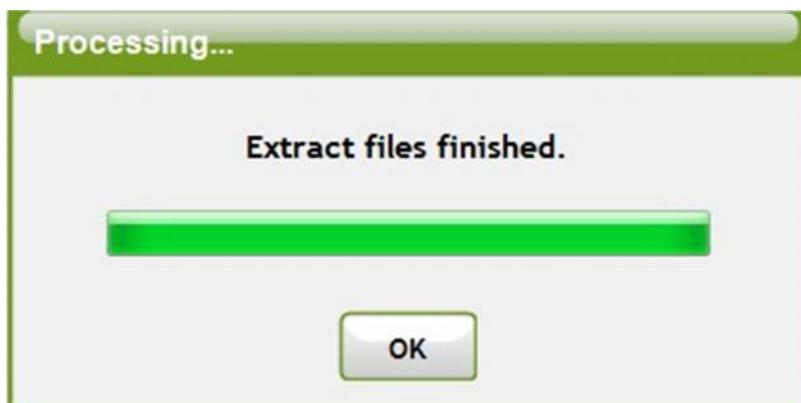
Step 7: Show Uploading Progress



**Note:** Do not unplug the USB during the upload process, otherwise the upload will fail or cause other problems

# Unication G Series Voice Pager Trace Log Extraction Function Quick Guide

## Step 8: Upload Complete



After uploading, press the "OK" button, and then proceed to step 5 of A2 to upload the log files to the Unication Log server

## A4 System Requirements

### Operating System

- Windows 7 32-bit
- Windows 7 64-bit
- Windows 10 32-bit
- Windows 10 64-bit

### Others

- .NET Framework 3.5

**Note :** We completed all the functional operation test in the above Windows Systems. An unexpected result may occur as users do not operate the software on the suggested Windows Systems.