

How to download the diagnostics log on an IDC Pro

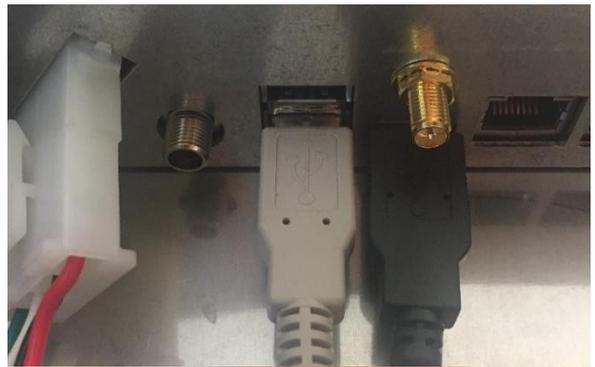
You'll need:

- Access to the IDC Pro
 - A USB Drive
- Access to a computer and email

1. Open up merchandiser and pull out the USB cord closest to you (see image to the left)



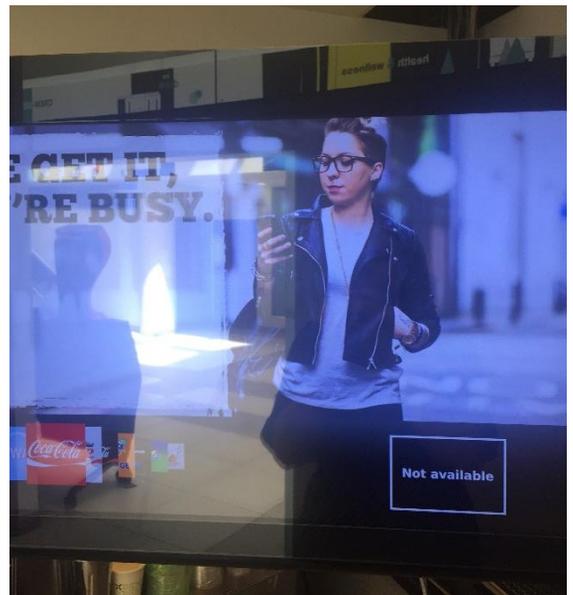
2. There should now be an exposed USB input.



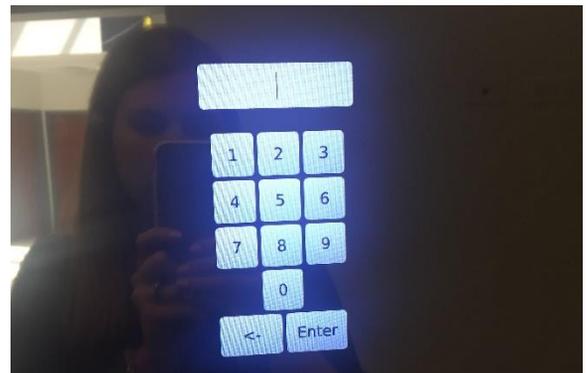
3. Insert your USB Drive into that exposed / open USB input.



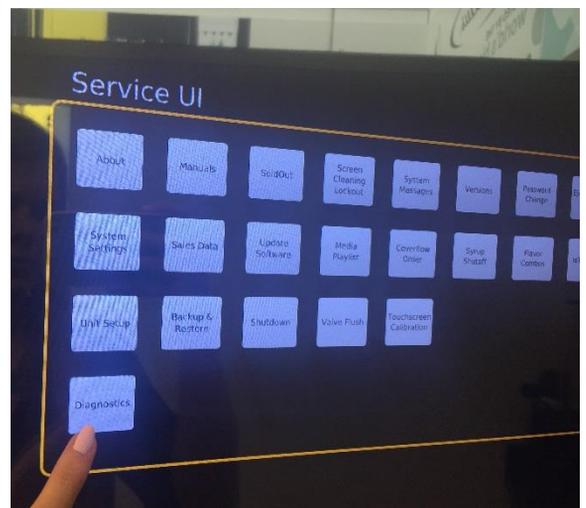
4. Return back to the front of the merchandiser, it will look like this with a different graphic (notice the box on the right that has appeared)



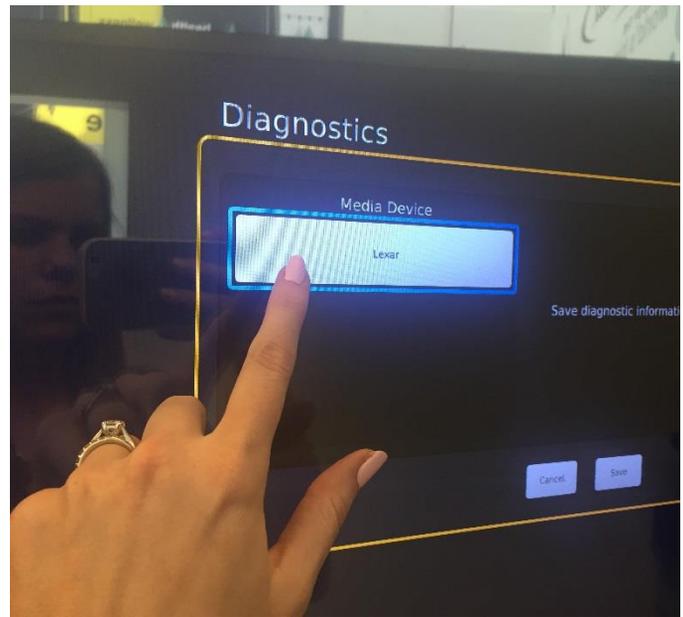
5. Enter the maintenance screen by touching the corners of the screen making a large "C". Start in the top right, then the top left, then the bottom left, then the bottom right (all within the video screen). A password screen will appear. Enter "3333" into the password key and press the "enter" button.



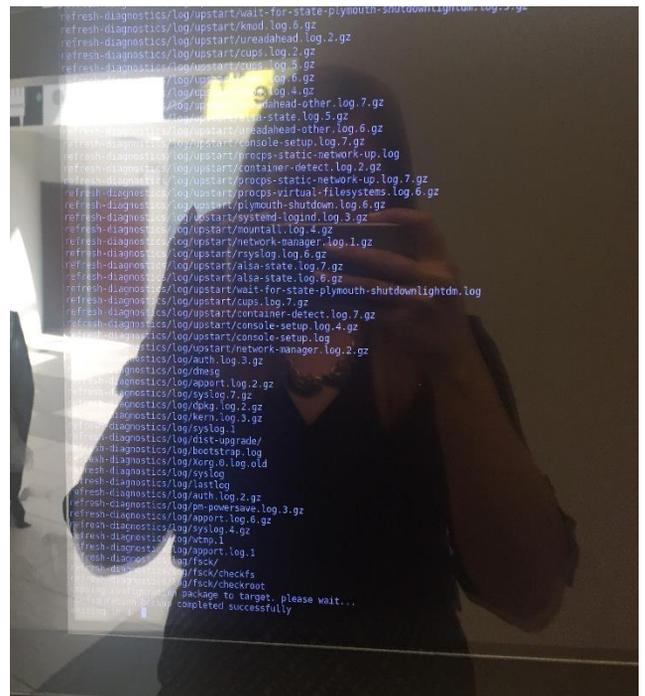
6. You'll see the Service UI screen appear. Press the button on the bottom left "diagnostics"



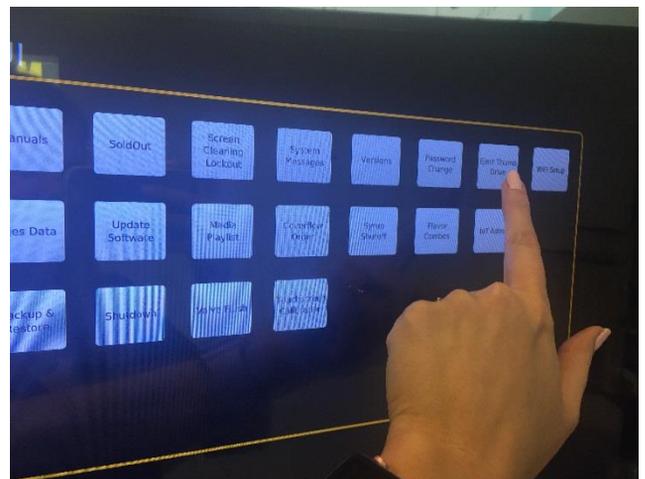
7. In the diagnostics screen click on the white box. It will be named after your USB drive.



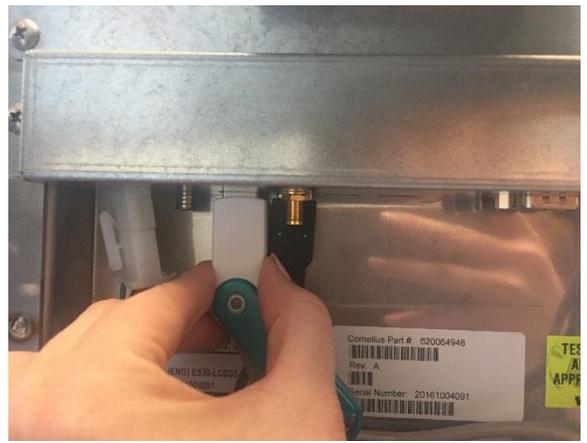
8. White text will appear on the screen while the files are loading onto your USB drive. This process shouldn't take more than a couple minutes. When it is done, will say completed successfully, click the cancel button.



9. Click on the “Eject thumb drive” on the top row towards the right.



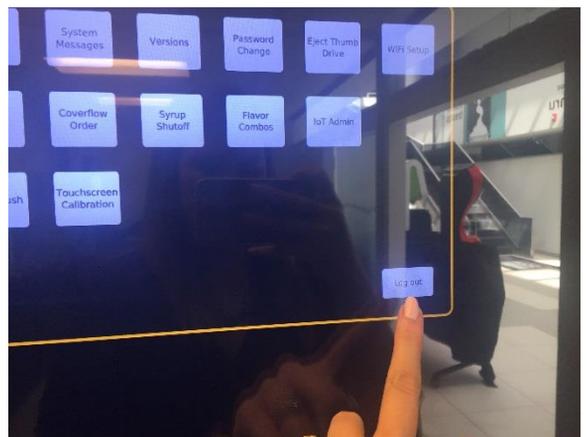
10. Return to the back of the merchandiser screen and pull out your USB drive



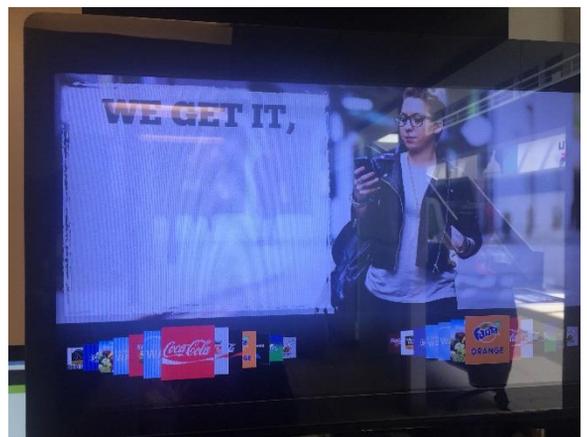
11. Replace the USB cord that you unplugged earlier.



12. Return back to the front of the merchandiser and click "Log out"



13. Your screen should now be back to a normal state (you'll see a different image on top than I have shown here)



14. Plug your USB drive into a computer and to view the file.

15. The file will start with “refresh-diagnostics_”

