

When you receive a SpeechCAT Error, please send a Gather Logs Zip file to AudioScribe at support@audioscribe.com

To perform a Gather Logs, double-click on the **SpeechCAT Icon**

From the **SpeechCAT Main Menu**

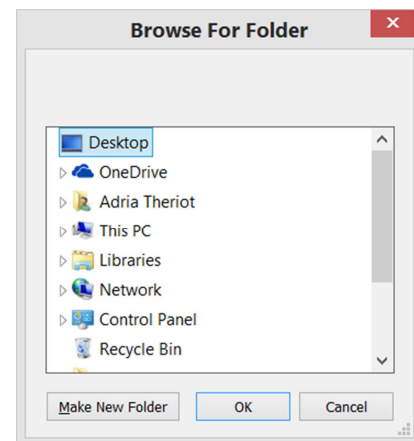
Click on **View** then click on **Show Files**

Click on the **Gather**



Logs icon

A **Browse for Folder** screen will appear allowing you to select where you would like to put the file. In the example at right, I have selected the **Desktop** so that the file is easy to find.

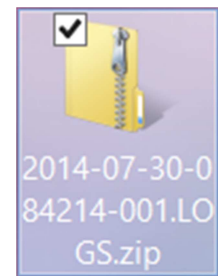


Click on **Ok** to actually perform the Gather Logs which will save the zip file to the location selected.

Close or Exit the **Show Files** screen.

Minimize or Close **SpeechCAT**

On the Desktop, you will notice a date-based zip file that was created by the Gather Logs feature. This is the file that you need to send to the AudioScribe support department.



You may also view this file by going to the Windows Explorer and viewing the Desktop. You will see the zip file as in the example here however your zip file will likely have a different name based on the date that the log file is created.

Attach this zip file to an e-mail and send to support@audioscribe.com

AudioScribe will get back to you as soon as possible.

If you are concerned that your e-mail did not reach AudioScribe; please phone us at 1.800.869.0569 and let us know that you have a support issue and need assistance.