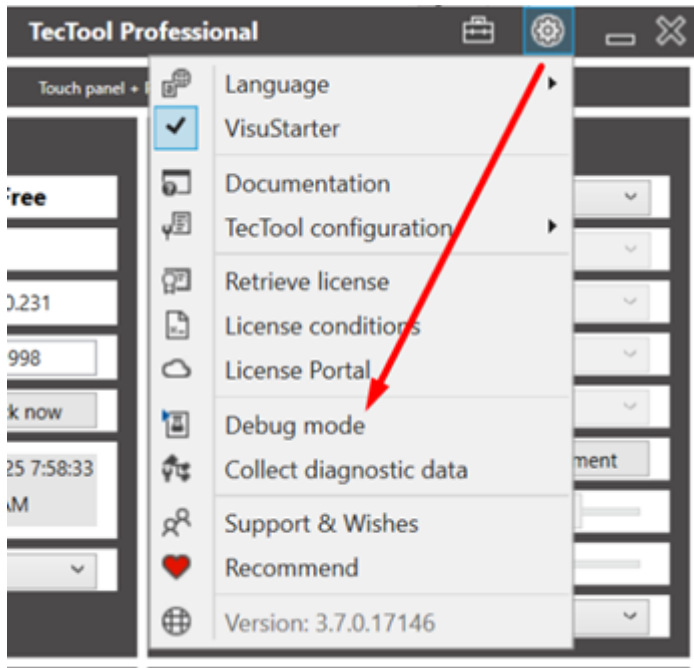


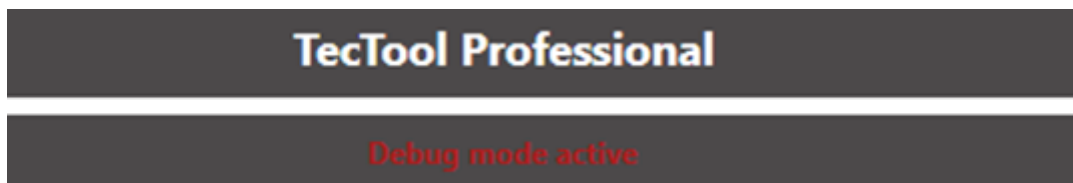
# Troubleshooting

If, unexpectedly, the TecTool does not work properly, please proceed as follows:

Activate debug mode in the settings menu and save the settings. The TecTool then starts in debug mode.



Check whether "DEBUG MODE ACTIVE" is displayed in the header.



The TecTool now records all actions and events.

Check the error, then click on "Collect diagnostic data" and send the file with an error description to our helpdesk at <https://helpdesk.SmartHomeTools.de>.

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Revision #2

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Updated 20 January 2025 18:36:13 by Benjamin Schneider