

**Dear user: If you have issues with SLAM100/SRTK100/data processing, in order to more accurately analyze the cause of the problem, please refer to the table below and provide corresponding data for different types of problems.**

**Thank you!**

1	List of devices used	Please describe what device you are using? SLAM100 / SLAM100+SRTK100 / SLAM100+SRTK100+SPACK100
2	SLAM100 problem	1. Problem description (device status, videos, photos) 2. Equipment number(SN) 3. Raw data 4. LOG data
3	SRTK100 problem	1. Problem description: Device status, Indicator light video, Surrounding environment video, CROS interface image, Abnormal data time information) 2. Equipment number(SN) 3. All data in 3 memory cards
4	Data processing problem	1. Problem description (screenshot or video of software error handling) 2. All data on the SLAM100 and SRTK100 issues above need to be provided (Prob.2+Prob.3)
5	App problem	1 Problem Description, Screenshot 2 Device number 3 Device LOG data 4 APP Log 5 APP version

## 1. Describe the list of devices used and which combination they belong to?

SLAM100

SLAM100+SRTK100

SLAM100+SRTK100+SPACK100

SLAM100+SRTK100+SPACK100+SPAN0100

## 2. SLAM100 problem

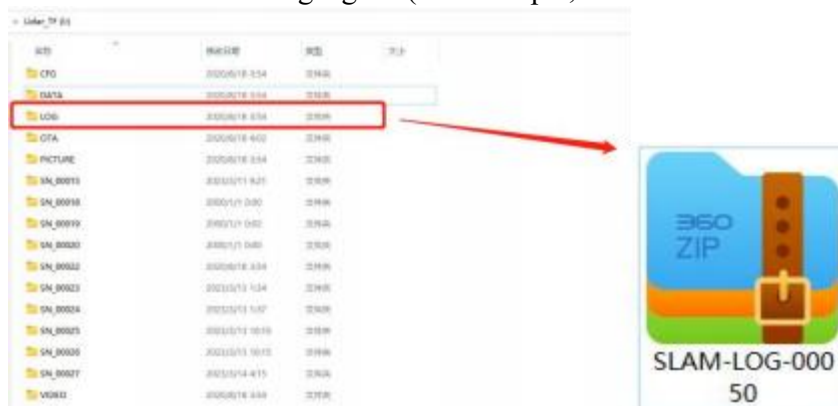
- 1) Problem description: Device status, indicator light video, photos
- 2) SLAM100 equipment number (e.g.:SLAM100230500528)



- 3) SLAM100 raw data, provided in the compressed packet format shown in the following figure (the number 00050 in front of IMU in the figure below is the project number, for example SN\_00050)



- 4) The LOG file in the SLAM100 SD card is provided in the compressed package format shown in the following figure (for example, SLAM-LOG-00050)



### 3. S-RTK problems

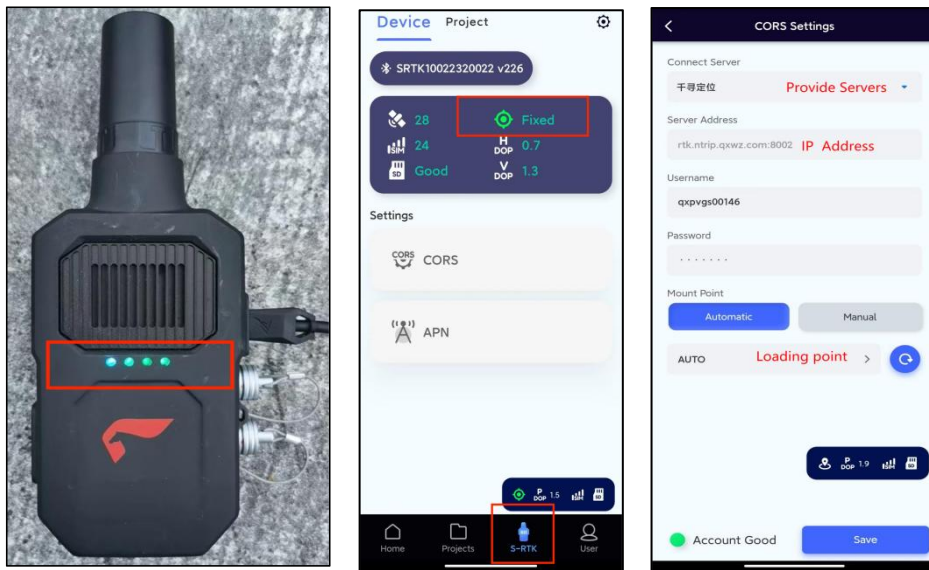
1) Describe the state of SRTK100 (such as the state being a fixed solution for the entire process/no fixed solution for the entire process/no fixed solution for most of the time)

Provide status video of SRTK100 indicator light.

Server, IP address, and mount point for CORS settings interface Surrounding environment video.

Country where the device is located.

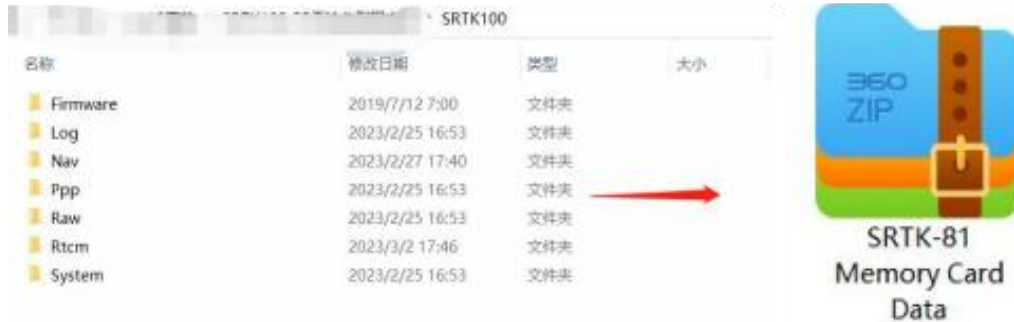
Time of equipment failure.



2) SRTK100 equipment number (e.g. S-RTK10023040081)

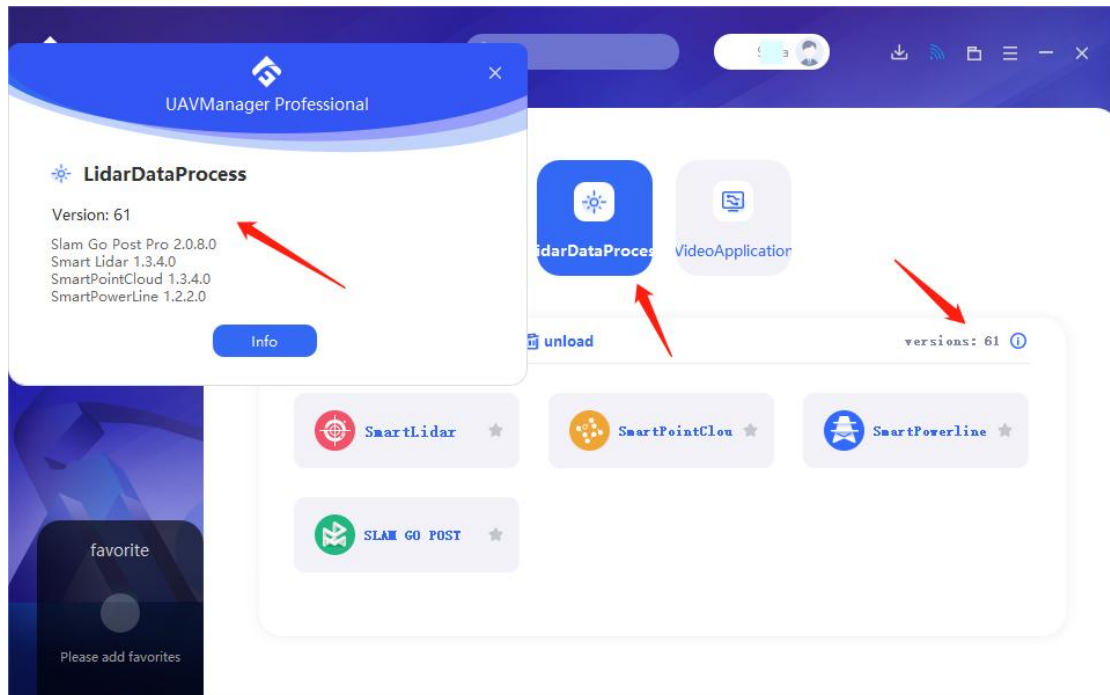


3) All data in the SRTK100 memory card is provided in the compressed package format shown in the following figure (example SRTK100-81 memory card data)



#### 4. Data processing problem

- 1) Please describe the problem and provide screenshots or videos of software errors
- 2) Provide all data for SLAM100 and SRTK100 above (Prob.2+Prob.3)
- 3) SLAM GO POST software version number (Example 2.0.6.0)

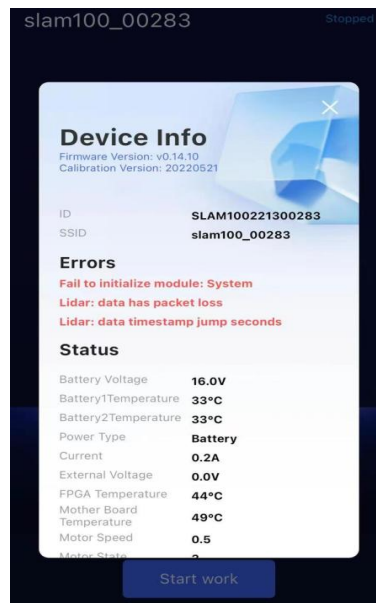


## 5. APP Problems

1 Problem description, screenshot

- 1) Please confirm whether the card used is original?
- 2) Did you receive the device newly or have you been using it for a while?
- 3) What has the device experienced recently?
- 4) Will the abnormal information disappear?

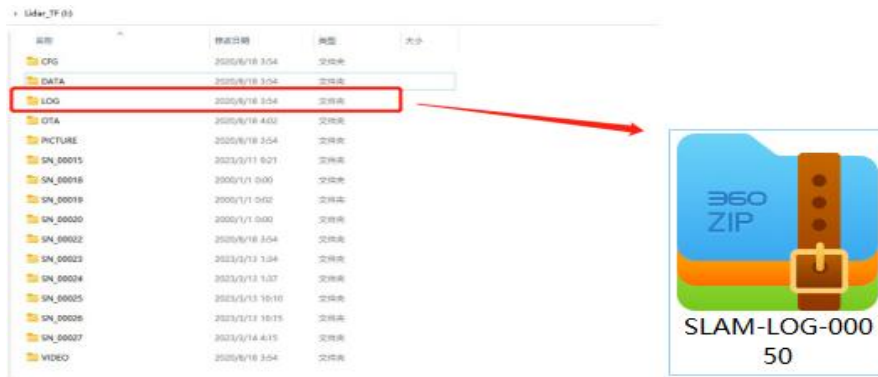
Can the device start collecting data and is the data normal?



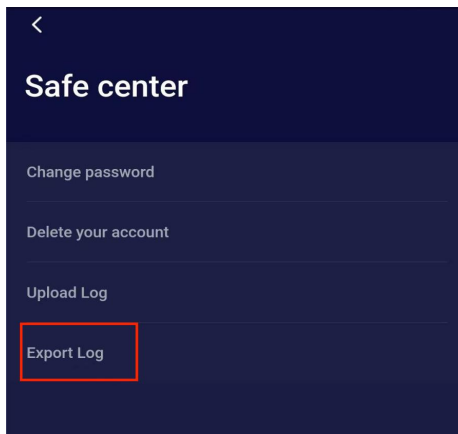
2 Device SN(Example SLAM100230500528)



3 Device LOG data, LOG file on the SLAM100 SD card, provided in the form of a zip file as shown in the figure below (example SLAM-LOG-00050)



#### 4 APP logs, My-Safe Center-Export logs



#### 5 APP version

