# Downloading crash reports from your Apple iPhone:

## Step 1 - Sync your device to iTunes.

## Step 2 – Navigate to the newly synced crash logs on your computer.

They are located in the following places:

- Mac OS X : `~/Library/Logs/CrashReporter/MobileDevice/<DEVICE_NAME>`
- **Windows XP**: `C:\Documents and Settings\<USERNAME>\Application Data\Apple computer\Logs\CrashReporter/<DEVICE_NAME>`
- **Windows Vista**: `C:\Users\<USERNAME>\AppData\Roaming\Apple computer\Logs\CrashReporter/MobileDevice/<DEVICE_NAME>`

Look for the file name that starts with the 'G-wiz Mobile application name that you are having trouble with. The crash report logs will have the extension "crash". Select all the appropriate matching files and attach them to an email to AE'G-wiz with as much information as you can provide in your own words.