

# Capture a Sysdiagnose from an iOS Device

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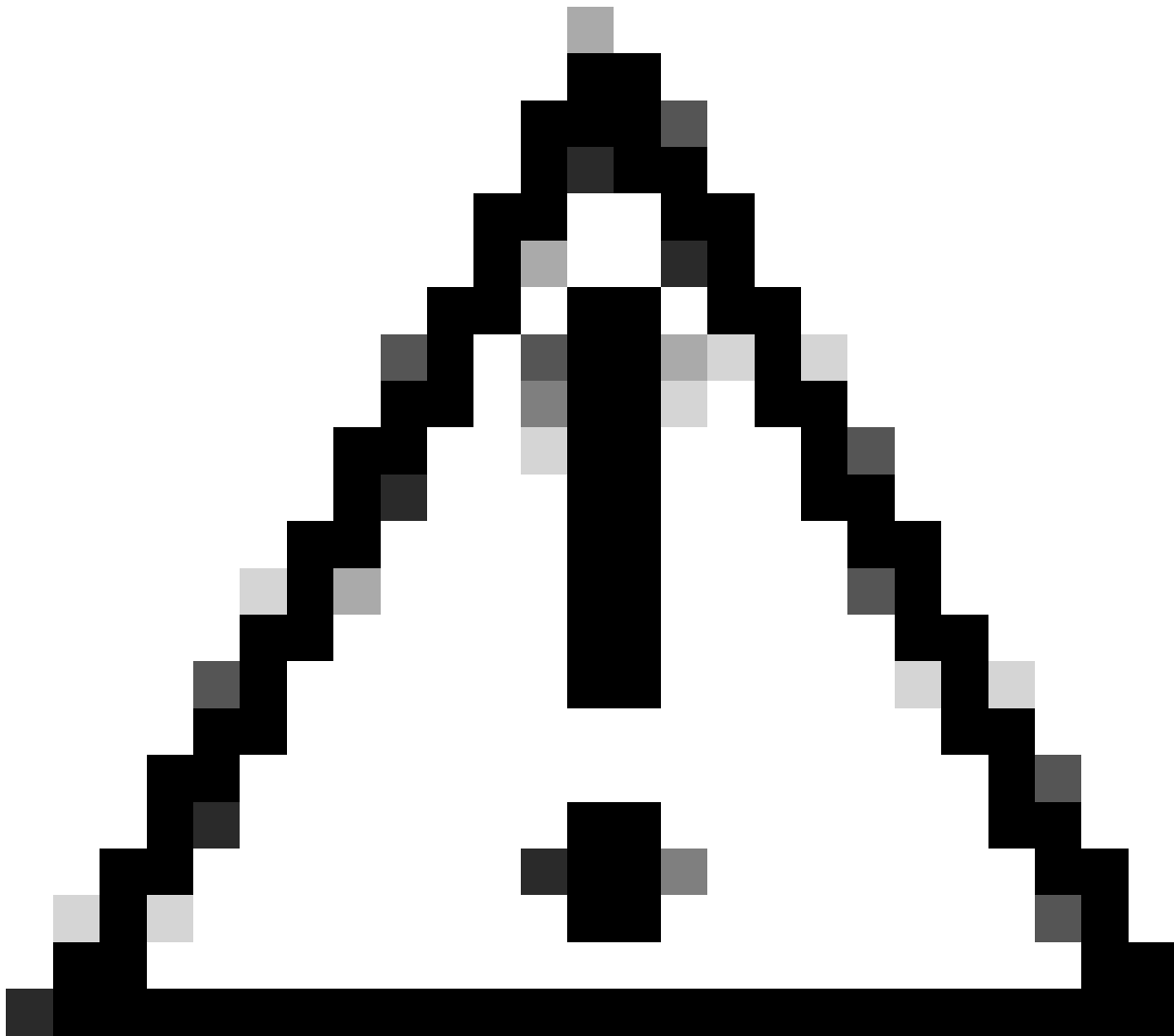
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## Introduction

This document describes the step-by-step instructions on how to run a special sysdiagnose on an iOS device. An Umbrella Support technician can ask you to do this in order to troubleshoot issues on iOS.

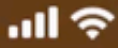
### 1. Activate Sysdiagnose

On your iOS device, hold down the Volume Up, Volume Down, and Power button at the same time for about 1.25 seconds. When the sysdiagnose starts, a small vibration occurs (except on iPads).




**Caution:** On some iOS devices, continuing to hold this combination for much longer begins a countdown to activate the SOS emergency service call feature. If the SOS icon is replaced with a countdown timer, simply release the buttons. You have already held them long enough to activate the sysdiagnose.

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9:41 AM

100% 



slide to power off

**SOS**

Emergency SOS



Cancel