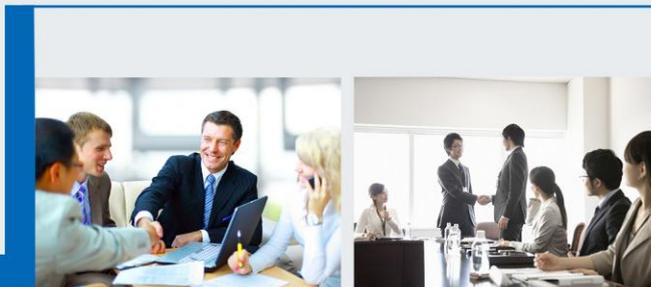# How to Gather Information
for FAE
on Htek IP Phones

In the event you are having issues with your phone the FAE at Htek may request that you attach the logs and configuration files of your phone for us. Follow the steps below to provide this information.

- Log into the Web GUI of your phone with your admin username and password.
1) admin is the default username
2) the default password is also admin
3) Click on the Management > Configuration Section
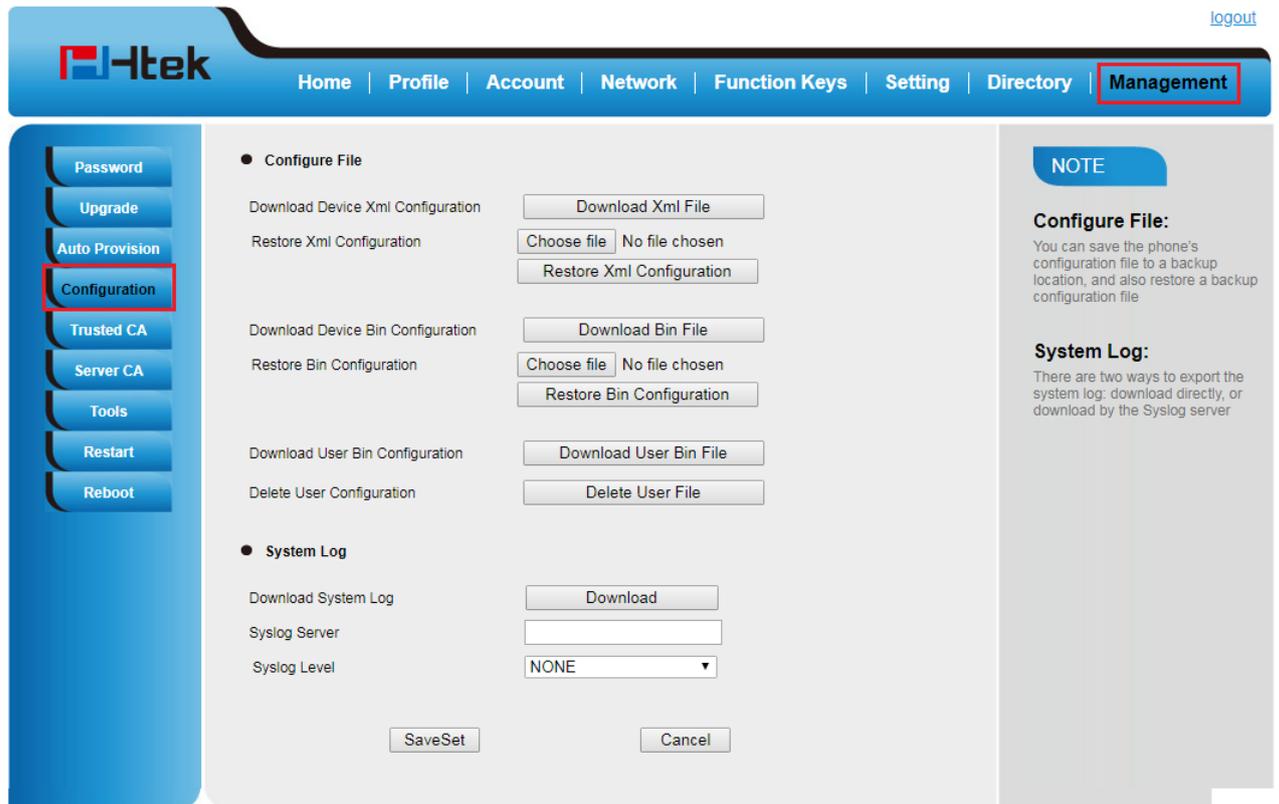
- Under the Configure File section press the Download XML File button or the Download Bin File button. This will download the phones configuration to your computer
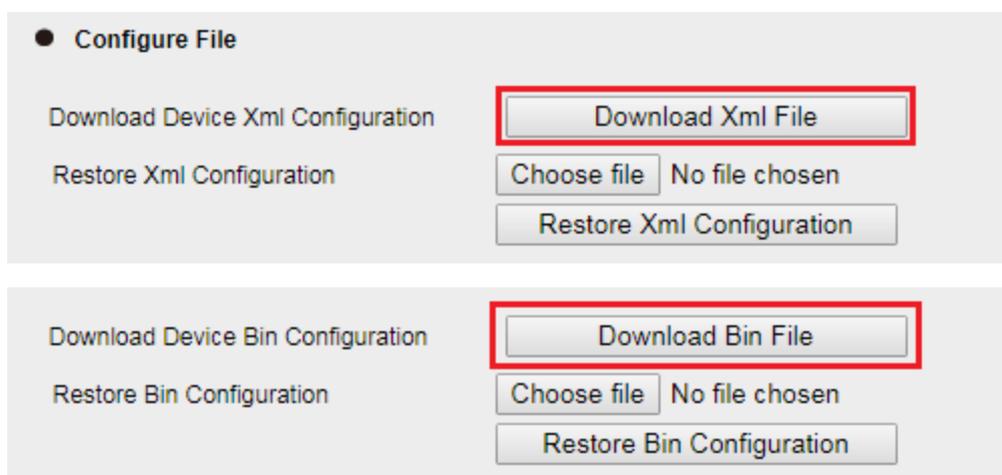
- Under the System Log section choose the Syslog Level to DEBUG and press the Download button. This will download the phones current logs to your computer
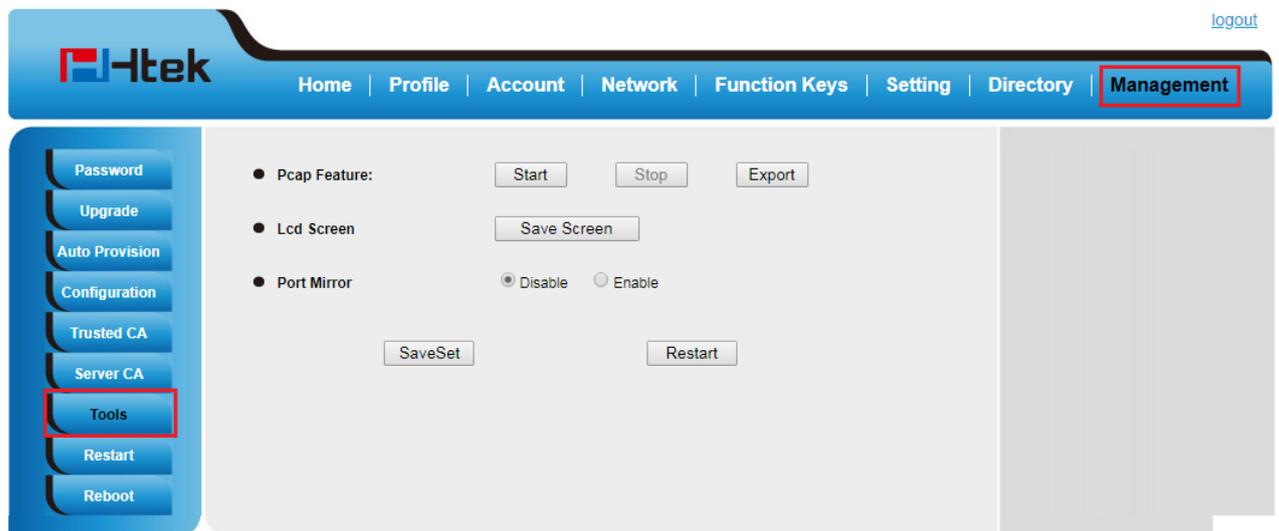
Another file is pcap files of your phone for us. Follow the steps below to provide this information.

- Log into the Web GUI of your phone with your admin username and password.
1) admin is the default username
2) the default password is also admin
3) Click on the Management > Tool Section

- Under the Pcap Feature section press the Start button. This will begin packet capture. When your operation ends. You need to press the Stop button and press the Export button. This will download the phones current pcap file to your computer
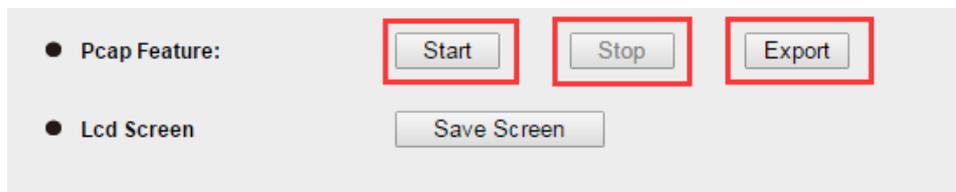
- Attach both files to your support ticket.