

Sending iUltimate iPhone files to support

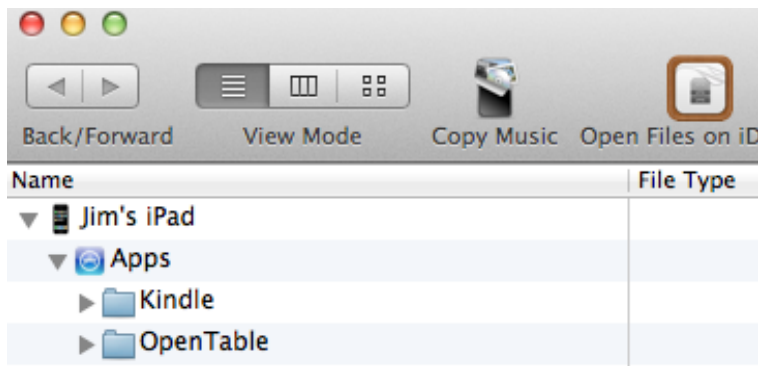
0.) Create a folder on your desktop (for the files you will be collecting).

1.) Download and install iExplorer (no need to buy it...just download it)

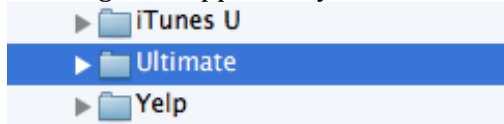
<http://www.macroplant.com/iexplorer/>

2.) Connect your iphone or ipad to your PC/MAC.

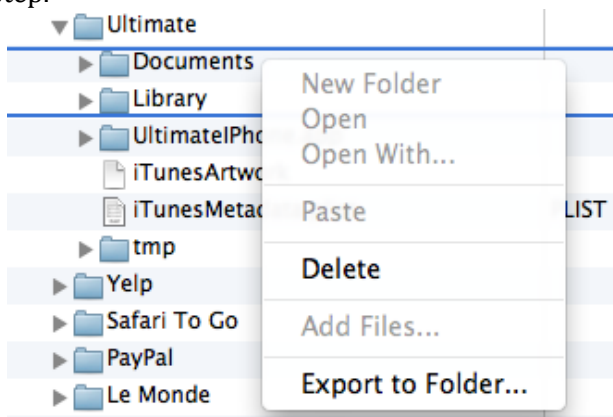
3.) Start **iExplorer**. You should see a menu display with your device and an **Apps** folder. If no device is in the list then start iTunes and try again.



4.) Scroll through the Apps until you find **Ultimate** (the list isn't necessarily sorted).



5.) Expand the **Ultimate** folder, choose both **Documents** and **Library** (or just do this step twice...once for each) and pick **Export to Folder...** export to the folder you created in the initial step.



6.) Zip up the folder which contains the **Documents** and **Library** folder and send to support@ultimate-numbers.com with a brief explanation of the problem.

Thanks!

The iUltimate support team

support@ultimate-numbers.com