



# Bluetooth Logs: iOS

For Bluetooth issues on iOS devices, please follow the instructions below to collect logs.

## Enabling Logging

1. Download the [profile](#) and install it on the iOS device.  
If necessary, email the profile or use AirDrop to transfer the profile to the iOS device.
2. Reboot the iOS device.
3. Reproduce the issue. **Important:** Note the date and time issue occurred and add this information to your report.
4. Trigger a sysdiagnose by simultaneously pressing and releasing both volume buttons + Side (or Top) button.  
**Notes:**
  - The sysdiagnose is triggered upon button release.
  - On an iPhone you will feel a short vibration when a sysdiagnose is successfully triggered.
  - It's important to trigger the sysdiagnose process as soon as possible after the problem occurs, even if the logs can't be synced off the device until later. Also, the profile expires after 3 days so you'll need to reinstall the profile after 3 days in case you want to trigger another sysdiagnose.
5. Wait 10 minutes for the diagnostic gathering to complete.
6. AirDrop the file to your Mac computer or sync the device with your host computer to transfer the file.
7. Attach the file listed at the path below under Log Locations to your report.

## iPhone Log Locations

### iOS:

Go to: *Settings.app* > *Privacy* > *Analytics* > *Analytics Data* > (Locate the sysdiagnose file and AirDrop it to your Mac computer).

### macOS:

```
~/Library/Logs/CrashReporter/MobileDevice/[Your_Device_Name]/DiagnosticLogs/sysdiagnose
```

**Note:** "~/Library/..." actually translates to: /Users/[Your User Name]/Library/...

The "/Users/[Your User Name]/Library/..." folder is hidden by default in macOS. To expose the folder, hold the option key while clicking the Finder's Go menu and the Library folder will appear in the menu. Any time you see a placeholder like "[Your Device Name]" or, "[Your User Name]" you should replace that part of the path with your actual device's name, or your computer user name.

### Windows 10:

```
C:\Users\USERID\AppData\Local\Packages\AppleInc.iTunes_devicename\LocalCache\Roaming\Apple Computer\Logs\CrashReporter\MobileDevice\[Your_Device_Name]\DiagnosticLogs/
```

## Disabling Logging

1. Launch Settings.
2. Tap General > Profiles.
3. Tap appropriate profile.
4. Tap Remove and enter passcode if asked.
5. Restart device.