

# TIP

## Load report file from the AQ-300 IED for faster technical support

In case of having technical issues with AQ-300 series IED it is advised to load a “report file” from the relay to help Arcteq Relays to determine the cause for the issue faster. The report file may contain information valuable for the manufacturer. Please send this file to [support@arcteq.fi](mailto:support@arcteq.fi) and describe your issue.

### HOW TO LOAD REPORT FILE

When connected to your relay through web browser (by using the relays IP) go to *Advanced* → *Status/Log* and then click *Get file* under *Backup / Report*.

