

Generating a Support Package

Troubleshooting Data Sync Issues

If you're experiencing issues with your **1080 Control App data not syncing**, you can create a support package containing diagnostic information. This package will be automatically sent to the 1080 Motion support team for analysis.

HOW TO CREATE A SUPPORT PACKAGE

Follow these four steps in order

1

Open the 1080 Control App and log in

Launch the app on your device and sign in with your account credentials.

2

Navigate to Troubleshooting

Tap the **menu icon (≡)** in the top-left corner of the screen, then select **Troubleshooting** from the menu.

3

Confirm both checkboxes are selected

In the **Support Package** tab, ensure both options are checked:

- ☐ Include log files
- ☐ Include local database

4

Create the Support Package

Click the **Create Support Package** button and wait for the process to complete. This takes less than 30 seconds.

WHAT HAPPENS NEXT

After you create the package — no further action required



Package downloaded to your device

The support package is generated.



Securely sent to 1080 Motion support

The package is automatically transmitted to the 1080 Motion support team. No manual upload needed.



Support team reviews diagnostic data

The 1080 Motion team analyses the log files and database to identify the root cause of your sync issue.



You receive next steps

The support team will contact you directly with a resolution or next steps. No further action is required on your part.



No further action required. Once you've created the package, the 1080 Motion support team handles the rest. Typical response time is one business day.

Need Help?

If you have questions or encounter any issues while generating the support package, please contact the 1080 Motion support team:

support@1080motion.com