

Howdy!

If you've made it to this page, we can safely assume that you're having trouble with Toontastic. For that, we are sincerely sorry – there's nothing more frustrating than a crashing app – but we GREATLY appreciate your taking the time to share your crash reports with us. With all the different devices, operating systems, and use case scenarios out there, it's very hard to test every possible setup/scenario. We do our best to make sure that our apps are crash free, but some bugs can be quite wily, which is why it's so helpful when users like you send us crash reports.

What's a crash report?

A crash report is a data log generated by your iOS device that tracks when and why an app crashes. By sending us your crash reports for Toontastic, we're sometimes able to identify bugs in our software that might lead to a crash on your device. Unfortunately, there's nothing we can do to address these problems in your current build of the software, but it does help us to fix the problem and get an update out to you as soon as possible.

Where can I find the crash reports for my device?

Crash reports are saved to your computer's hard drive when you sync with iTunes. To retrieve these reports, please sync your iPad with iTunes and then go to one of the following directories depending on what type of computer/operating system you're using. Please make sure to replace **DEVICENAME** with the name of your iPad (**Andy's iPad** in the screenshot below) and (for Windows users) replace **USERNAME** with your Windows Login Username (**Andy** in the screenshot below). Also, please note that the "AppData" and "Application Data" folders in Windows are hidden, so you'll need to type them in to the navigation bar.

For Mac Users (start in your username directory):

~/Library/Logs/CrashReporter/MobileDevice/**DEVICENAME**

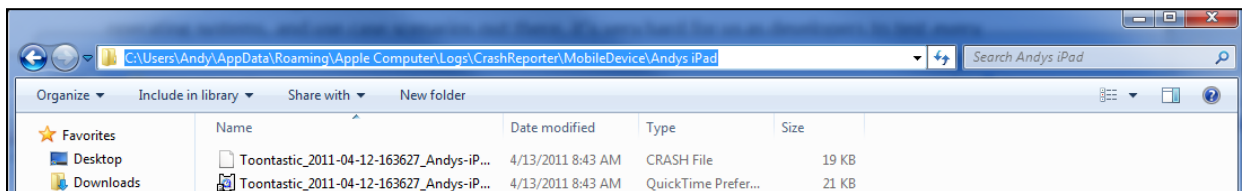


For Windows XP Users:

C:\Documents and Settings**USERNAME**\Application Data\Roaming\Apple Computer\Logs\CrashReporter**DEVICENAME**

For Windows 7 Users:

C:\Users**USERNAME**\AppData\Roaming\Apple Computer\Logs\CrashReporter\MobileDevice**DEVICENAME**



How do I send you my crash reports?

Please copy any files that say "Toontastic" and paste them into an email to support@launchpadtoys.com. If you can, please tell us what version of iOS you're running on your iPad, when you last installed/updated Toontastic, and what you were doing in the app right before it crashed.

Again, please accept our sincere apologies for the trouble, but we are very thankful for your help in sleuthing out these problems. We promise to don our Sherlock Holmes hats and sleuth these out as quickly as we can.

-Mission Control, Launchpad Toys