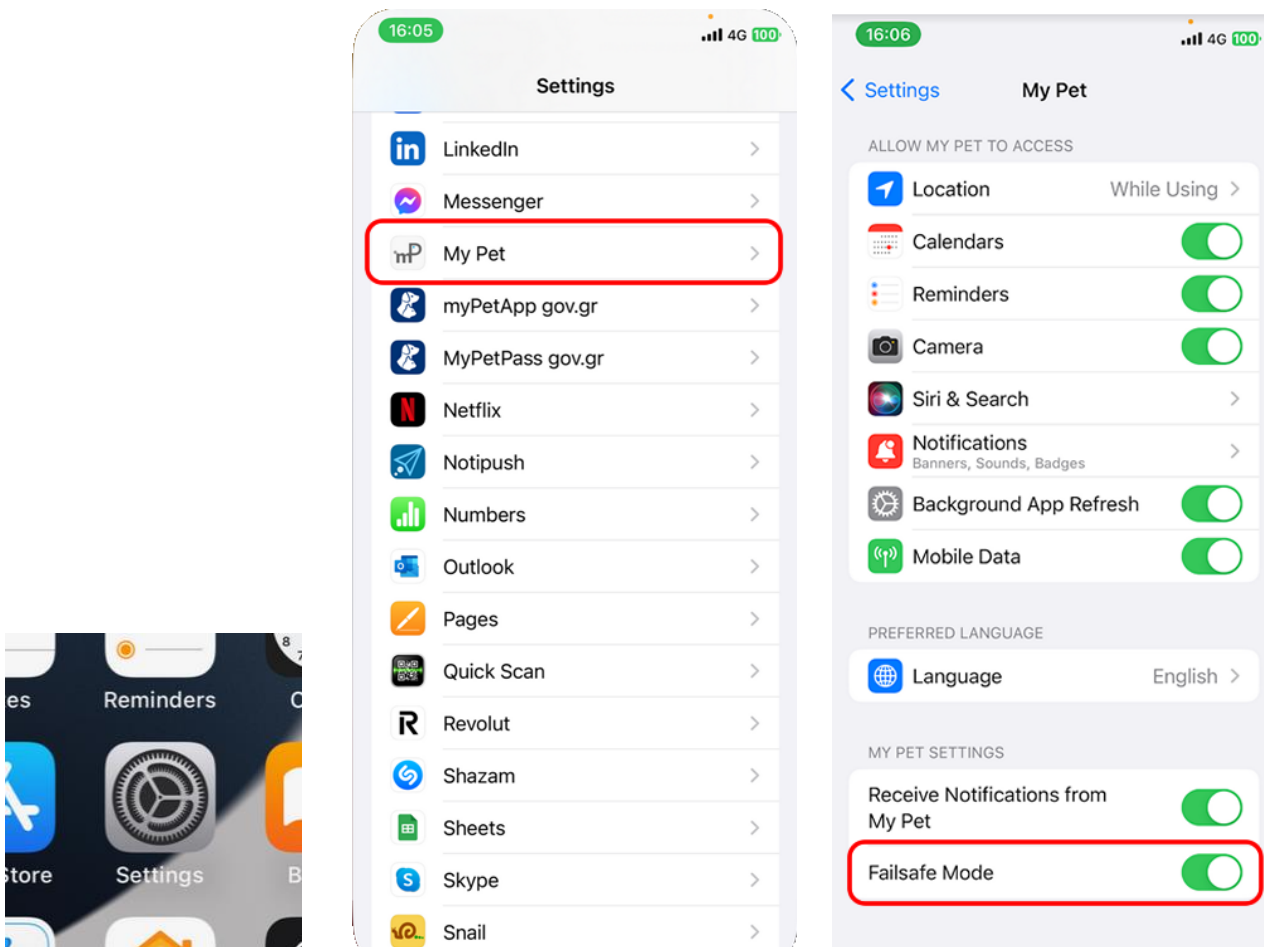




There are cases which My Pet app crashes during start up due to a database corruption. In this case we enforce user to start My Pet in failsafe mode and perform some actions in order to fix the problem.

Start My Pet in Failsafe Mode

To start My Pet in failsafe mode, go to your device settings, scroll down to applications list and tap in My Pet.



In My Pet settings, switch on Failsafe Mode and start My Pet application again.

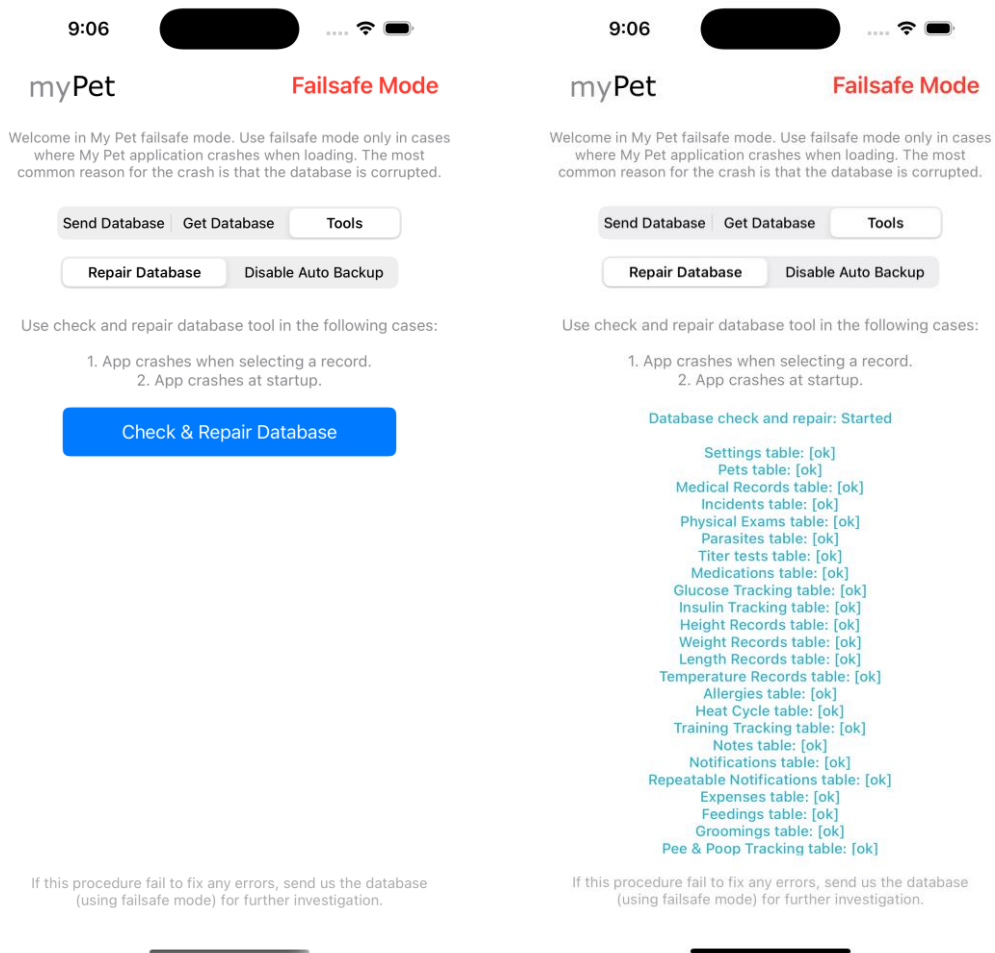
To **disable** Failsafe mode, **switch off** the Failsafe Mode and start My Pet application.

Failsafe Mode – Repair Database

In Failsafe mode the user has the option to repair a corrupted database, without the need to send us the file, fix the corruptions and send it back to user. To repair the database, complete the following steps.

Step 1

In Failsafe mode tap on **Tools** and select **Repair Database** option. Tap on **Check & Repair Database** button to start.



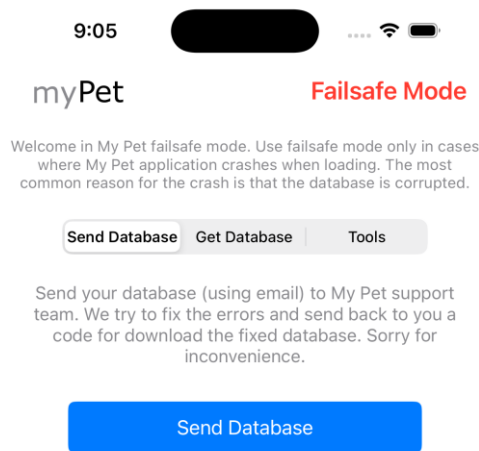
When operation finish, disable the Failsafe mode and start My Pet application again.

Failsafe Mode – Send Database File for Repair

When repair database procedure fails, the user has the option to send the database file to My Pet support team in order to check further and fix any corruptions. To send the database, complete the following steps.

Step 1

Make sure that internet connection is available on your device, start My Pet in Failsafe mode, select **Send Database** option and tap on **Send Database** button. The database file will be sent via email to support@mypet.com.gr

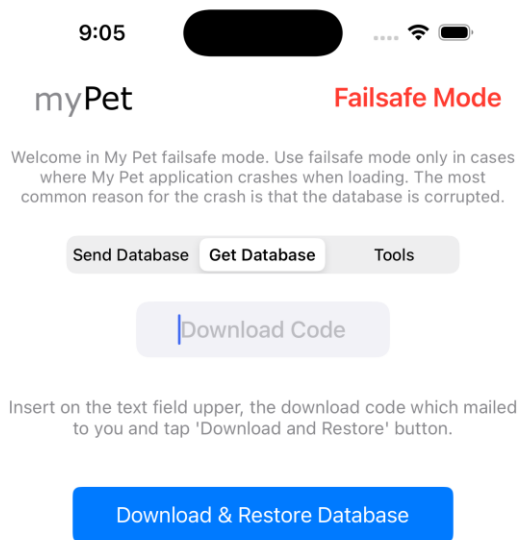


Failsafe Mode – Get a Repaired Database File

My Pet support team will respond user via an email contained a pin, for download the fixed database file. To download the fixed database, complete the following steps.

Step 1

Make sure that internet connection is available on your device, start My Pet in Failsafe mode, select **Get Database** option, insert the pin (download code) we sent via email and tap on **Download & Restore Database** button.



When restore finish, disable failsafe mode and start again My Pet application.