

# To obtain a **SUPPORT LOG** file from the **Ultherapy** Machine, follow below steps

Power the system on

Touch - **Setup** at the top right corner of the screen

Touch - **Help**

Touch - **Support Log**

The system will create the file and return to the previous screen

Remove the Silver key from the control unit and bring it to a PC

Send the file "Support\_XXXX.sup" as an email attachment to noscomed  
Support\_198021806\_2021\_02\_03\_1700.sup  
(found on the key with present date)

**Note** the file is not one that you will be able to open