

# Follow below instructions, step by step, for a complete **Power Cycle** of **Ultherapy** Machine

Power the system down using the screen prompts

Remove the handpiece

Remove the access key

Disconnect the power cord

Turn the switch on the back to the **off** position

Wait 3 minutes

Turn the switch on the back to the **on** position

Connect the power cord

Power the system on using the green button

Connect the access key only after startup is **successful and prompt occurs**

Connect the handpiece

# 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