



Troubleshooting and Error Message Guide

WARNING: Do not attempt to repair or alter any part of the ultrasound system. If you are unable to troubleshoot the ultrasound system, visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information for additional assistance.

The ultrasound system has a built-in feature to detect functional problems. Use this table for troubleshooting your ultrasound system.

Note: If you need to send your system for replacement, keep all SD Memory Cards with you unless you are experiencing problems related to SD Memory Cards.

Troubleshooting

| Issue | Possible Cause | Resolution |
|---|---|--|
| The ACUSON P10™ ultrasound system does not power on or the screen is blank. | The battery is not charged or is defective. | <ol style="list-style-type: none"> 1. Close the LCD lid. 2. Charge the battery or replace the battery with a fully charged battery. 3. Open the LCD lid to power on the system. <p>If the system still does not power on, the LCD switch may not be working properly. Visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information for additional assistance.</p> <p>Note: When you place the battery in the docking station to recharge, the charging status LED is yellow if the battery is charging. If the charging status LED is orange, the battery may be overheated or defective.</p> |
| | The USB cable is connected to the system. | <p>Under certain conditions, powering on may become disabled when a USB cable is connected to the system.</p> <ol style="list-style-type: none"> 1. Disconnect the USB cable. 2. Close and then reopen the LCD lid. |




| Issue | Possible Cause | Resolution |
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| <p>The ACUSON P10™ ultrasound system does not power on or the screen is blank. (cont'd)</p> | <p>The automatic power on lid switch is not working properly.</p> | <p>Use the NEW PATIENT key to power on the system.</p> <ol style="list-style-type: none"> 1. Remove and reinsert the battery. 2. With the LCD lid open, press and hold the NEW PATIENT key for at least three seconds, then release it. <p>Note: The NEW PATIENT key may be used as a power on switch to avoid opening and closing the LCD lid.</p> |
| | <p>The NEW PATIENT key is not working properly.</p> | <p>Use the LCD lid to power on the system.</p> <ol style="list-style-type: none"> 1. Close the LCD lid. 2. Remove and reinsert the battery. 3. Reopen the LCD lid. |
| <p>The transducer makes a humming or buzzing noise.</p> | <p>An audible buzzing or humming sound is normal with the 2-4 phased array transducer, particularly when using 2D-mode with harmonics.</p> | <p>No resolution necessary.</p> |
| <p>The system does not exit freeze and begin real-time imaging.</p> | <p>The system is connected to a USB cable.</p> | <p>Real-time imaging is disabled when the ultrasound system is connected to a USB cable.</p> <ol style="list-style-type: none"> 1. Disconnect the USB cable. 2. Power off the system and then power on. 3. Press FREEZE to begin real-time imaging. |
| | <p>The system is in the docking station.</p> | <p>Real-time imaging is disabled when the ultrasound system is connected to the docking station.</p> <ol style="list-style-type: none"> 1. Remove the handheld unit from the docking station. 2. Power off the system and then power on. 3. Press FREEZE to begin real-time imaging. |
| | <p>Internal software and configuration settings are corrupt.</p> | <p>If the internal system parameters are corrupt, real-time imaging is disabled until operating system software is reinstalled on the ultrasound system.</p> <ol style="list-style-type: none"> 1. Refer to your user manual for instructions on how to reload your operating software. <p>Visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information for additional assistance.</p> |




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| The image quality is poor. | Incorrect exam type selected for the targeted anatomy. | <p>The ACUSON P10 system Exam Type presets have been optimized for the targeted anatomy. To change the Exam Type:</p> <ol style="list-style-type: none"> 1. Press the EXAM TYPE key and then select the appropriate Exam Type from the list. 2. Press FREEZE to begin real-time imaging with the new Exam Type. |
| | Insufficient ultrasound gel (coupling agent) is applied to the transducer. | Apply sufficient amount of gel to the transducer. |
| | The ultrasound system does not offer sufficient image quality to meet the requirements of your application. | The ACUSON P10 ultrasound system is intended to provide a first look at the patient during initial point-of-care assessments. The ultrasound system is effective for viewing basic anatomy and motion and for detecting the presence or absence of fluid. The ACUSON P10 system is not intended to replace ultrasound systems with more sophisticated functionality. |
| Batteries inserted in the docking station do not charge. | The docking station is not connected to a power supply outlet. | <ol style="list-style-type: none"> 1. Make sure that the power cord is properly connected to the back of the docking station. 2. Connect the other end of the power cord to an appropriate electrical outlet. |
| | The spare battery is not properly inserted into the docking station. | <ol style="list-style-type: none"> 1. Insert the spare battery into the docking station with the five contacts pointing downward and facing the docking station. <p>Note: The three front contacts should be down and facing out.</p> <p>When the battery is properly inserted, the spare battery charge status LED indicates the battery status:</p> <p>Green = Fully Charged Yellow = Charging Orange = Battery is defective</p> |
| | A battery is not in the handheld unit, or the unit is not properly inserted in the docking station. | <ol style="list-style-type: none"> 1. Insert a battery into the handheld unit before placing the unit in the charger bay. <p>When the battery is properly inserted, the system battery charge status LED indicates the battery status:</p> <p>Green = Fully Charged Yellow = Charging Orange = Battery fault</p> |
| | The battery or handheld unit exceeds the temperature limits for charging. | If the battery is too hot when placed in the charger bay, the LED indicator is orange. The charger automatically slows the charging rate to ensure safety. |



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| The system overheats after extended imaging. | <p>During extended scanning sessions, the system may begin to heat internally.</p> <p>Note: Internal temperature sensors will power down the system before patient contact surfaces exceed FDA limits. The image screen displays Overtemp prior to reaching the shutdown temperature to enable you to finish the exam and save required image data.</p> | <p>To avoid system overheating and maximize battery life:</p> <ol style="list-style-type: none"> 1. Power off the system whenever possible. 2. Keep the system in freeze unless you are actively scanning a patient. 3. Keep the screen brightness at its lowest practical setting for your patient environment. |
| Screen brightness changes during operation. | The screen brightness is automatically dimmed after 35 seconds of inactivity to conserve battery power. | Press any key to automatically restore the screen brightness. |
| The system powers off automatically during an exam. | The system powers off automatically after five minutes of inactivity to conserve battery power. | Press any key to restore power and reset the five-minute timer. |
| The SD Memory Card is inserted in the handheld unit but the screen displays  (SD Memory Card not inserted icon). | The ultrasound system cannot detect the SD Memory Card. | <p>There is a short delay after power up (~ 10 seconds) before the SD Memory Card is ready for user access.</p> <p>If access problems still exist:</p> <ol style="list-style-type: none"> 1. Remove the SD Memory Card protective cover. 2. Gently push the SD Memory Card in slightly and then release it to eject the card. 3. Remove the SD Memory Card. 4. Reinsert the SD Memory Card, taking care that the contacts are facing up towards the top of the ACUSON P10 system, pushing it in slightly to re-seat. <p>If the system does not detect the card after reinsertion:</p> <ol style="list-style-type: none"> 1. Remove the SD Memory Card and clean the contacts with a clean, dry cloth. 2. Reinsert the SD Memory Card. 3. If the SD Memory Card is still undetected, insert a new card. <p>If the problem persists, visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information for additional assistance.</p> <p>Note: The ultrasound system does not support SD High Capacity (SDHC) cards.</p> |



| Issue | Possible Cause | Resolution |
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| <p>The SD Memory Card is inserted in the handheld unit but the screen displays  (SD Memory Card not inserted icon). (cont'd)</p> | <p>The SD Memory Card has ejected from the card slot.</p> | <ol style="list-style-type: none"> 1. Remove the SD Memory Card protective cover. 2. Gently push the card into the handheld unit. 3. Gently close the SD Memory Card protective cover to avoid activating the card ejector. |
| | <p>The SD Memory Card is not compatible with the system.</p> | <ol style="list-style-type: none"> 1. Ensure that the SD Memory Card complies with SD Memory Card version 1.1. <p>Note: The ultrasound system does not support SD High Capacity (SDHC) cards. Always buy high quality cards.</p> |
| | <p>The SD Memory Card is write-protected (read-only).</p> | <p>If the write-protect tab on the edge of the SD Memory Card is in the locked (down) position, the system cannot write data to the card.</p> <ol style="list-style-type: none"> 1. Remove the SD Memory Card and push the tab up to the unlocked (up) position. 2. Re-insert the card. |
| | <p>The SD Memory Card is not working properly.</p> | <ol style="list-style-type: none"> 1. Insert the SD Memory Card into an SD Card reader to determine whether the card is functioning properly. 2. If you detect a problem with the SD Memory Card, replace it with a new card. |
| <p>The ultrasound system and ACUSON P10 Viewer™ software are not communicating.</p> | <p>The USB cable is not properly connected.</p> | <p>Make sure that the USB cable is properly connected to both the personal computer and the ultrasound system.</p> <ol style="list-style-type: none"> 1. Disconnect the USB cable on the ultrasound system. 2. Open the LCD lid to power on the system and then reconnect the USB cable. 3. To confirm successful communication: <ul style="list-style-type: none"> - The text USB displays on the image screen. - The ACUSON P10 Viewer software displays the system serial number in the import locations list. |
| | <p>An incorrect Windows driver is installed.</p> | <ol style="list-style-type: none"> 1. Power on the ACUSON P10 system and then insert the USB cable to connect it to your computer 2. On your personal computer, open the Windows Device Manager. 3. Expand Universal Serial Bus Controllers. 4. Right-click P10_Usb,Sys Siemens P10 Handheld Ultrasound Communication Link. 5. Select Properties to verify that the device is working properly. 6. If necessary, re-install the USB link driver from the installation disk for the ACUSON P10 Viewer software. |



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|---|---|---|
| The ultrasound system and ACUSON P10 Viewer™ software are not communicating. (cont'd) | The SD Memory Card is not working properly. | <ol style="list-style-type: none"> 1. Insert the SD Memory Card in an SD Card reader to determine whether the card is functioning properly. 2. If you detect a problem with the SD Memory Card, replace it with a new card. |

Error Messages

| Error Message | Resolution |
|---|--|
| The SD card's file system is reporting errors. Please verify that the SD card is formatted and operational or try a different card. | <p>Remove and reinsert the SD Memory Card in the ultrasound system. (You can perform this step while the system is powered on.)</p> <p>If the system does not detect the card after reinsertion:</p> <ol style="list-style-type: none"> 1. Remove the SD Memory Card and clean the contacts with a clean, dry cloth. 2. Reinsert the SD Memory Card. 3. Ensure that the write-protect tab on the SD Memory Card is in the unlocked (up) position. 4. Insert a different SD Memory Card in the system to determine whether the system is functioning properly. <p>If the problem persists, visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information.</p> |
| The store cannot complete because the SD card is full. Please remove existing studies or files from the card or use a different card. | <ol style="list-style-type: none"> 1. Delete one or more patient studies from the SD Memory Card to make space available for the new study. 2. Insert a different SD Memory Card with available space. |
| The system calibration information is missing. As a result imaging is disabled. | Visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information for additional assistance. |
| The system cannot detect the probe. As a result, imaging is disabled. | Visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information for additional assistance. |



| Error Message | Resolution |
|---|---|
| <p>The SD card is not functioning. Reinsert or use another SD card.</p> | <p>Remove and reinsert the SD Memory Card in the system. (You can perform this step while the system is powered on.)</p> <p>If the system does not detect the card after reinsertion:</p> <ol style="list-style-type: none"> 1. Remove the SD Memory Card and clean the contacts with a clean, dry cloth. 2. Reinsert the SD Memory Card. 3. Ensure that the write-protect tab on the SD Memory Card is in the unlocked (up) position. 4. Insert a different SD Memory Card in the system to determine whether the system is functioning properly. 5. Insert the SD Memory Card into an SD card reader to determine whether the card is functioning properly. <p>If the problem persists, visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information for additional assistance.</p> |
| <p>The system encountered an error while storing the image data. Please try a different card. If condition persists turn the unit off and on again and retry store.</p> | <p>Remove and reinsert the SD Memory Card in the system. (You can perform this step while the system is powered on.)</p> <p>If the system does not detect the card after reinsertion:</p> <ol style="list-style-type: none"> 1. Remove the SD Memory Card and clean the contacts with a clean, dry cloth. 2. Reinsert the SD Memory Card. 3. Ensure that the write-protect tab on the SD Memory Card is in the unlocked (up) position. 4. Insert a different SD Memory Card into the system to determine whether the system is functioning properly. 5. Insert the SD Memory Card in an SD card reader to determine whether the card is functioning properly. <p>If the problem persists, visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information for additional assistance.</p> |



| Error Message | Resolution |
|---|---|
| <p>The system is having trouble communicating with the SD card. Please reinsert the card and try again. If problem persists use another card.</p> | <p>Remove and reinsert the SD Memory Card in the system. (You can perform this step while the system is powered on.)</p> <p>If the system does not detect the card after reinsertion:</p> <ol style="list-style-type: none"> 1. Remove the SD Memory Card and clean the contacts with a clean, dry cloth. 2. Reinsert the SD Memory Card. 3. Ensure that the write-protect tab on the SD Memory Card is in the unlocked (up) position. 4. Insert a different SD Memory Card in the system to determine whether the system is functioning properly. 5. Insert the SD Memory Card in an SD card reader to determine whether the card is functioning properly. <p>If the problem persists, visit www.pocketultrasound.com and click on "Customer Service" to view Next Level Support information for additional assistance.</p> |
| <p>There is no SD card installed. Insert an SD card in the handheld system to store image data.</p> | <p>Insert an SD Memory Card into the SD Memory Card slot and then store the image again.</p> |

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