Portable, Flexible and Dependable

/ISUS Ultrasound Imaging System

#Trouble Shooting Guide

LU700 Trouble Shooting Guide

Cannot power on

- Press and hold the power button (marked in red) for four seconds until the indicator light (marked in blue) is on, then release it and confirm that the light turns to purple.

- If long press and hold the power-on key still does not turn on, please connect the device to the charging cable in the shutdown state.
- Make sure the blue indicator light is on, and continue charging until the light goes out.

Indicator Lights

- For the equipment's indicator lights, please refer to following table:

Color	Display	Meaning
△ White	Solid	Wi-Fi connection
▲ Purple	Solid	Power-On
▲ Blue	Solid	Battery Charging
▲ Purple ▲ Green	Flash	Low battery

- If the probe is already in a low battery state, it may not be able to shut down normally. Please connect the probe to the charger first and confirm that the light is stable before shutting down.
- Indicator light will be off when LU700 is fully charged.

LU700 fail to connect with the mobile device

Hardware check
- Please make sure that the device is turned on correctly and the indicator light is PURPLE. If the indicator is solid GREEN, please contact customer service.

Software check
- Check if the Wi-Fi of the mobile device is turned on
- Check if the software permissions are set correctly
    - For **Android** devices, please turn on Location Permissions of ASUS MediConnect app in Settings.
    - For **iOS** devices, please access Location Services in Settings.

Discontinuous images in scanning

- LU700 uses Wi-Fi for data transmission, and will automatically detect and select the best Wi-Fi channel when it's turned on.
- When it is found that the picture is stalling, it may conflict with other Wi Fi devices in the environment, or the mobile device itself runs too many applications. Try to restart the LU700 probe and connect it.

- Overloading Apps or low battery may also cause the picture to get stuck, please check the battery level or close other apps in the mobile devices to improve the situation.

Temperature rising of probe

- When LU700 reaches certain temperature level, embedded fan will be activated automatically for heat dissipation. If you find the temperature of the probe increases abnormally, please contact ASUS Customer Service Center.

Vague screen image

- Be sure to use qualified Ultrasound Gel as transmission medium. Modifying default value of different body parts is recommended to achieve the better detection.

Fan abnormality

- If you notice the fan making an abnormal or loud noise, this might indicate clogged air vents or/and foreign matter obstruction, please contact ASUS Customer Service Center.

Estimated charging time

- 5V/2A charger is recommended charger specification.
- For 5V/2A charger, it can be fully charged in about 5-6 hours.

Cleaning & Disinfecting

Follow the procedures in the order they are described in this guide, without skipping steps:
1. Turn off the LU700 before cleaning it.

2. To be ensured that all the coupling gel and other visible substances from the probe is removed by wiping with a clean paper towel. If necessary, to remove material dried to the surface, the cloth can be moistened with lukewarm water.

3. It shall inspect the probe's lens and casing after each use. To check out any damage that would allow liquid to enter the probe. If the user found a probe damage, the probe shall not be placed into any liquid (e.g., for disinfection) and shall not be used until it has been inspected and repaired/replaced by ASUS.

Recommendations for disinfecting the ultrasound probe (After cleaning):

1. Spray 70% Isopropyl Alcohol onto the surface of probe head.
2. Repeat step one for two or three times.
3. Wipe out the disinfectant with a clean paper towel.

No image or abnormal display after connected

- When LU700 is connected normally but without ultrasonic image on screen or abnormal lines on the image, please check if there's electromagnetic interference around and restart the LU700.

Freeze button abnormality

- When clicking the freeze button cannot enter the pause state under scan mode, please restart the LU700 and the App.
- If you still can't enter the pause state, please contact ASUS Customer Service Center.

Appearance defect

- Please contact ASUS Customer Service Center if there are defects in the appearance of the new product, such as collision scratches or peeling off of the rubber.
- If it is artificial damage, it is not within the scope of warranty, users could contact ASUS Customer Service Center to pay for maintenance.

LU700M

LU700C

LU700L