

Won't Power On

Overview

If you cannot get the EnSURE™ Touch to power on when the power button is pushed.

Troubleshooting Steps

1. Connect the instrument to power. Use the supplied power adapter and cable. Confirm that the electrical outlet has power.
2. Press and hold the power button for 20 seconds. Make sure it is a full 20 seconds.
3. Change the USB-C cable orientation. Rotate 180 degrees.
4. Disconnect cable from included charging brick. Plug into a computer USB port (if available) or another validated charging brick (Cell phone charger) Then repeat step 2.
5. If possible try another USB-C cable as well and then repeat step two.

Helpful Videos

Refer to Powering Up and Charging video:

<https://www.youtube.com/watch?v=fffH-EFY8fU>

If you still need help [click here to submit a ticket for technical support.](#)