CoolSculpting Service Manual
CS13082-G Procedure Log Retrieval and Upload

Audience	Trained Allergan employees, distributors, or distributors employees who have been certified by Allergan
Description	How to retrieve log files from a CoolSculpting COM1 Control Unit and upload them to a secure log server.
Materials	• CoolSculpting COM1 Control Unit • CoolSculpting Log Retrieval Stick • PC connected to the Internet
Reference	• None
Estimated Duration	• 10 minutes

* No Shock Hazard for this process *

Section 1-Retrieving Log Files
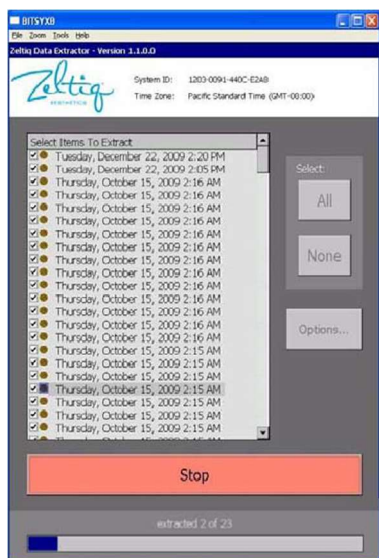
To retrieve log files:

1. Open the access panel on the rear of the control unit.

2. Insert the CoolSculpting Log Retrieval Stick into the upper USB port.

3. Power on the control unit.

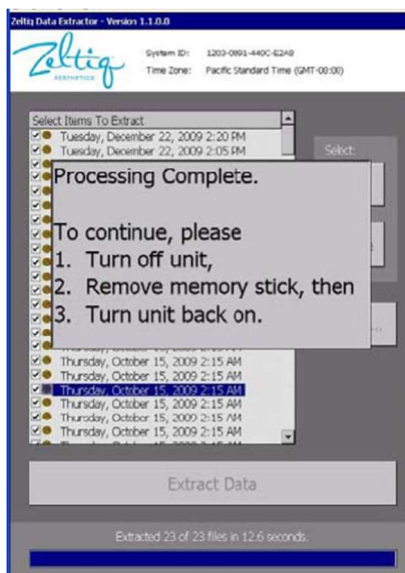   The log retrieval screen is displayed.

4. Press **All** and then press **Extract Data**.

   The download process begins.

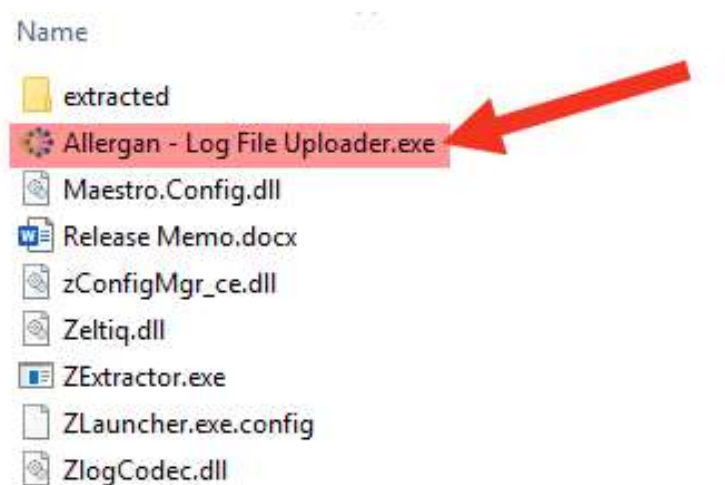5. When the **Processing Complete** message is displayed, remove the USB stick.
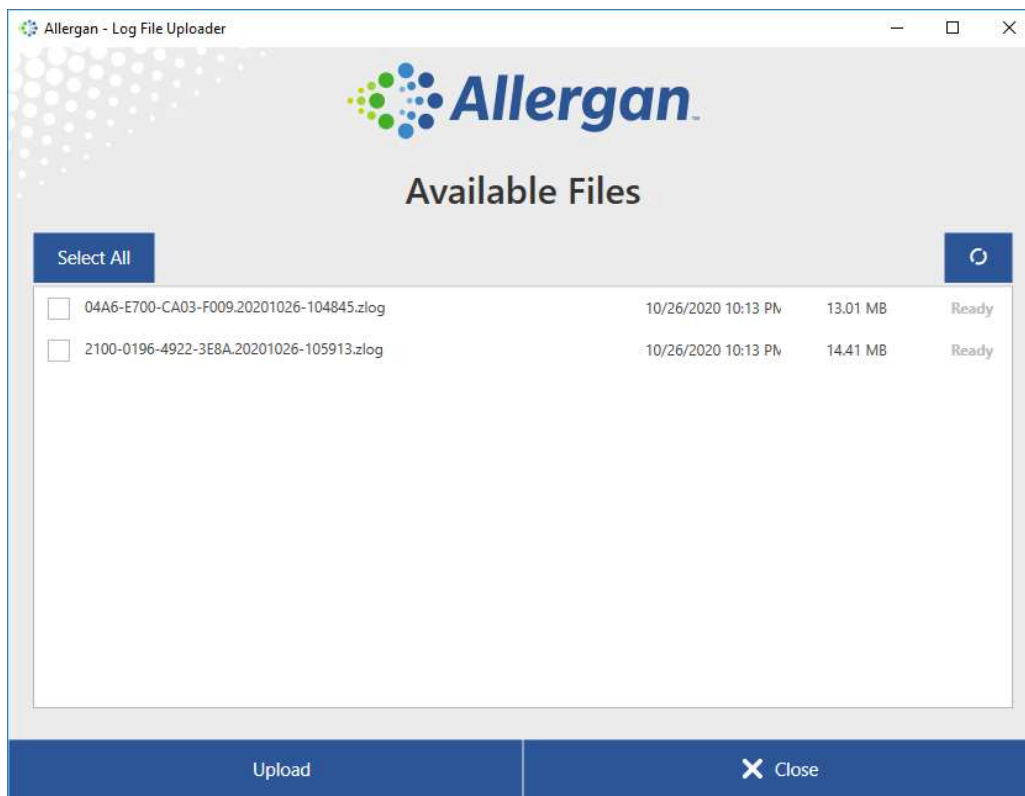

6. Close the access panel and power the system off.

Section 2-Uploading log files
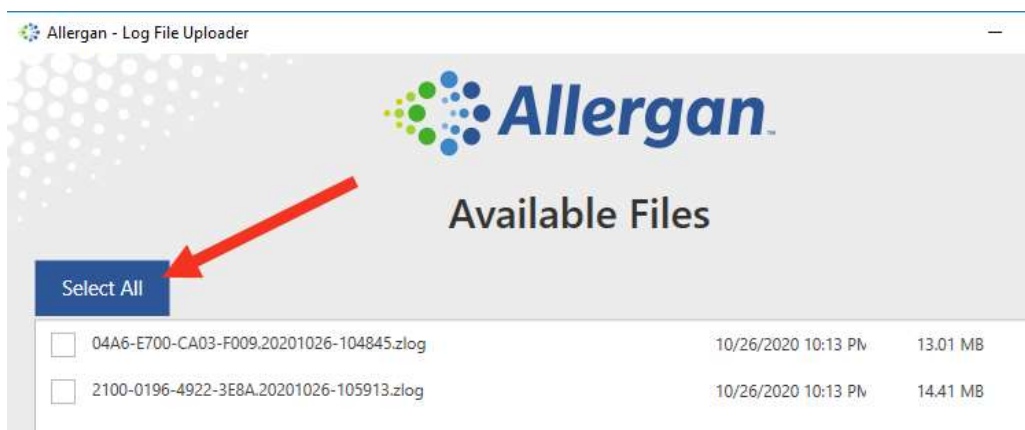
To upload log files:

1. Power on a Windows computer.
2. Confirm that an internet connection has been established.
3. Insert the Log Retrieval USB stick into the USB port on the computer.
4. Launch Windows Explorer and navigate to the Log Retrieval USB stick.
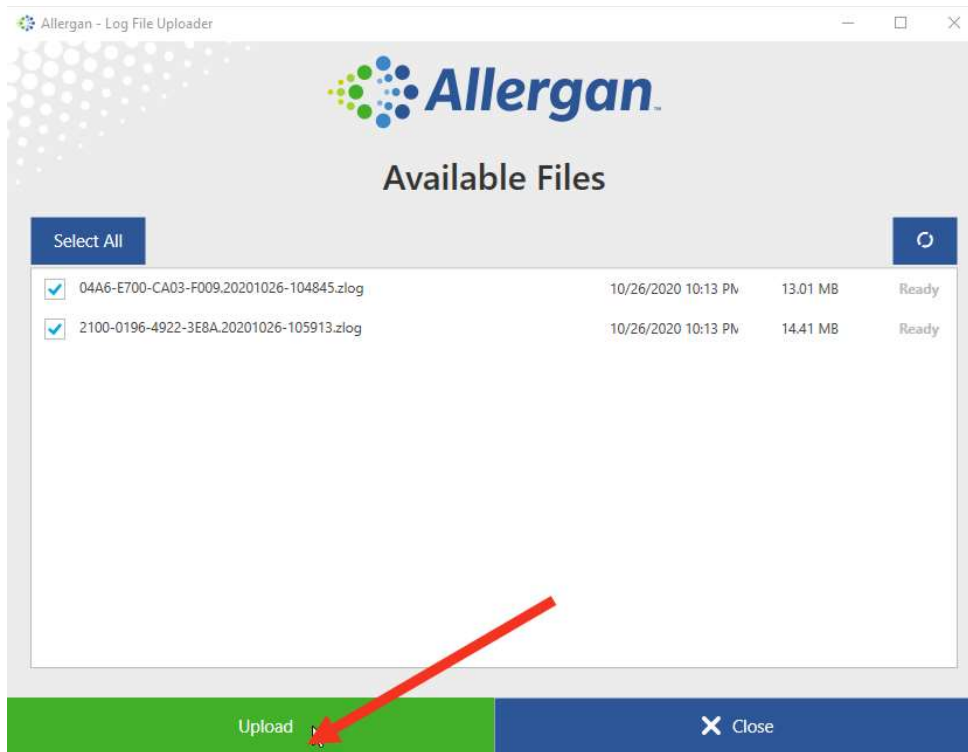5. Locate the **"Allergan – Log File Uploader.exe"** file and double-click on it.

6. Once the program is running, it will present the log upload screen as shown below.
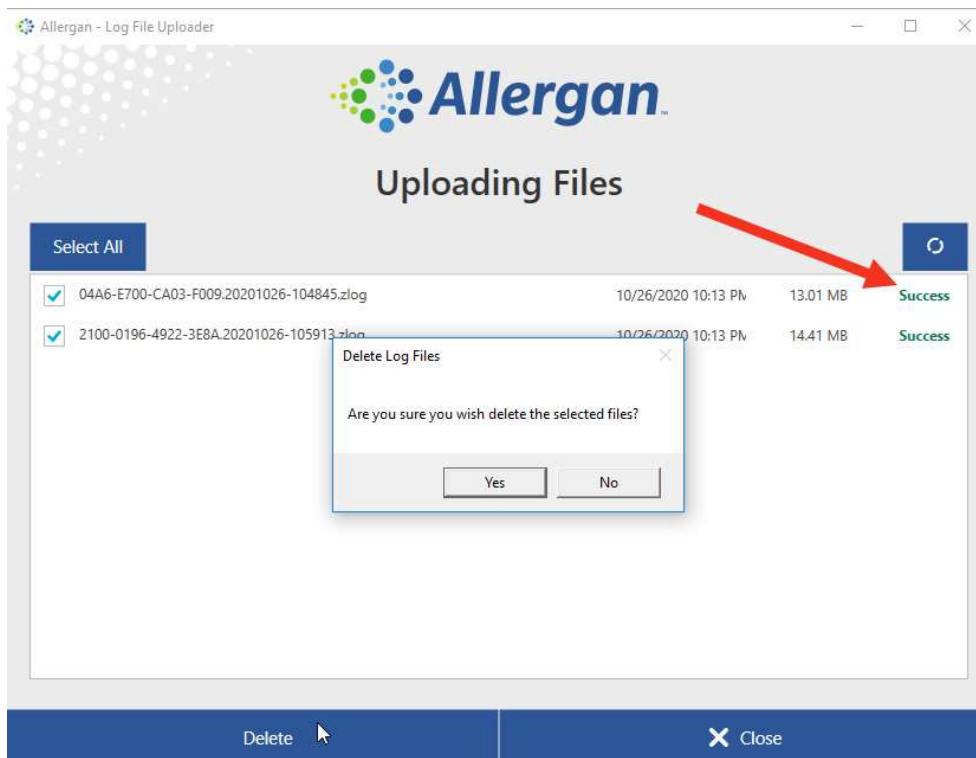

7. Click the SELECT ALL button to select all the logs available on the USB stick or select them individually. It will put check marks next to the files selected.
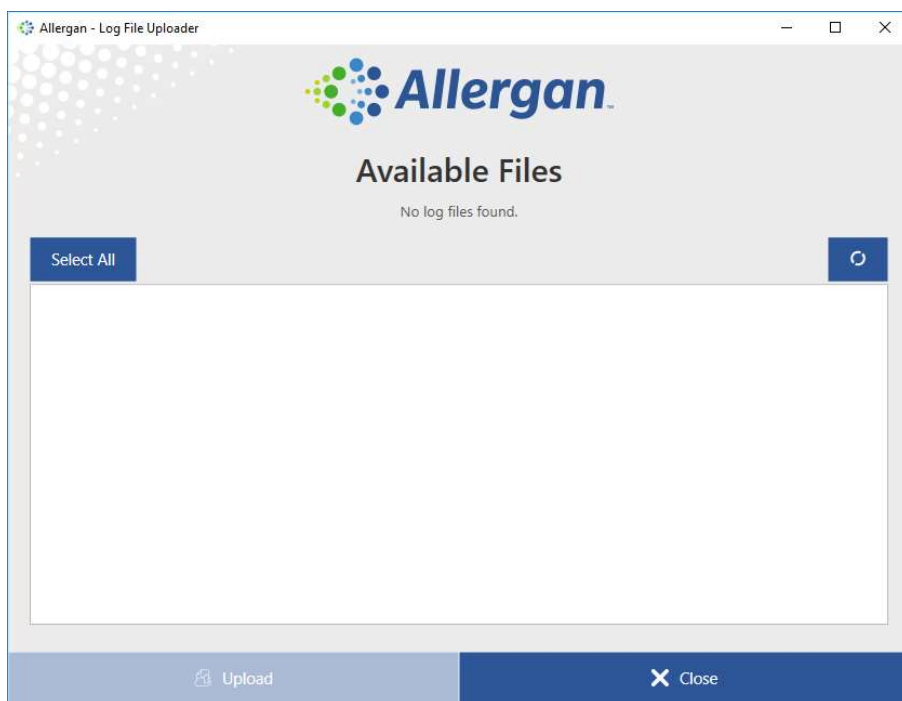
8. After the files are selected, click the UPLOAD button at the bottom of the window to upload the files to the server.

9. Once the files are uploaded, it will say SUCCESS next to each file. There is an option at the middle of the window to DELETE the files if they are no longer needed.

10. Once deleted, there will be no more files to display. The window can be closed, and the USB stick removed from the computer.

11. Retain the USB stick for future use.