

# Wireless probe troubleshooting guide

## PRODUCT INSIGHTS

This guide helps you interpret the status LEDs of the Trumpet REM wireless probe and quickly troubleshoot common connection or charging issues (power, pairing, charging). It also includes best practices for use in Maestro (REM module) and notes on proper charging to ensure continuous operation.

### OVERVIEW



A. Button with status LED

B. Wireless transmitter  
(battery compartment  
on the back)

| Color                            | Meaning                                   |
|----------------------------------|-------------------------------------------|
| Off                              | Probe off                                 |
| Flashing blue                    | Probe searching for Trumpet, not charging |
| Flashing blue and green          | Probe searching for Trumpet, charging     |
| Flashing <u>orange</u> and green | Probe connected to Trumpet, charging      |
| <u>Fixed orange</u>              | Probe connected to Trumpet, not charging  |

## TROUBLESHOOTING

| LED status                                                                    | Meaning                                                                    | Resolution                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Flashing blue (or blue and green)                                             | Probe not connected to Trumpet (if also green, in charge)                  | <ul style="list-style-type: none"> <li>• Ensure that Maestro is running in REM module</li> <li>• If the probe is new, proceed with the pairing procedure (see next section)</li> <li>• Turn the probe off and on again</li> <li>• Disconnect and reconnect the Trumpet from the USB port</li> <li>• Close and relaunch Maestro (REM module)</li> <li>• Repeat the pairing procedure</li> </ul> |
| One led flashing orange and one led flashing blue                             | One side is correctly connected to Trumpet, the other one is not connected | <ul style="list-style-type: none"> <li>• Turn the probe off and on again</li> <li>• Disconnect and reconnect the Trumpet from the USB port</li> <li>• Close and relaunch Maestro (REM module)</li> <li>• Repeat the pairing procedure</li> </ul>                                                                                                                                               |
| Off                                                                           | Probe turned off                                                           | <ul style="list-style-type: none"> <li>• Ensure that Maestro is running in REM module</li> <li>• Turn the probe on</li> <li>• Check the batteries of the probe: recharge or replace them if needed</li> </ul>                                                                                                                                                                                  |
| Orange, but Maestro says that probes are disconnected                         | Probe not working correctly: impossible to perform examinations            | <ul style="list-style-type: none"> <li>• Turn the probe off and on again</li> <li>• Disconnect and reconnect the Trumpet from the USB port</li> <li>• Close and relaunch Maestro (REM module)</li> </ul>                                                                                                                                                                                       |
| Flashing blue (or blue and green), but Maestro says that probes are connected | Probe not working correctly: impossible to perform examinations            | <ul style="list-style-type: none"> <li>• Switch off and on the Trumpet</li> <li>• Close and relaunch Maestro (REM module)</li> <li>• Repeat the pairing procedure</li> </ul>                                                                                                                                                                                                                   |



*Always ensure that the path between the probe and the Trumpet is free of obstacles during operation*

If the error persists, please contact the *Inventis support*.

**Shutting on/off procedure:**

To turn on the probe, simply press the transparent button in the center.

To turn off the probe manually, hold the transparent button for about 10 seconds.

**Note:** the wireless probe automatically disconnects from Maestro and shuts down after 20 min of inactivity. Press the transparent button on the probe to turn it on again.

**Pairing procedure:**

1. Turn on the probe (LEDs flash blue);
2. Press and hold the transparent button while placing the probe in the charging position (keep holding for 3 seconds, then release);
3. After 5-20 seconds, LEDs flash orange and green, indicating that the pairing procedure is completed.

To verify which probe is connected to the Trumpet, open the Device Info window by selecting Rem → Device → Info from the top menu. The probe serial number (SN) shown in this window identifies the paired probe.

**Connection (already paired):**

If the probe is already paired with the Trumpet but is disconnected, the connection is automatic once the probe is switched on by pressing the transparent button.

**Charging:**

- To recharge the probe, just place it on the supports on the front of the Trumpet.
- When not in use, put the probe on the supports on the front of the Trumpet to charge it.

**Note:** The Trumpet must be connected to both a powered USB port and to the power supply to charge the probe.

