

## **Carlson Explorer White Screen Recovery**

If the steps below do not work you will need to call your Carlson Dealer to send this unit in for service or email us directly at [rma@carlsonsw.com](mailto:rma@carlsonsw.com) with your Contact Details along with the "HH" serial number from the back of the unit and a detailed description of the problem.

If you want to try and salvage a unit to recover Job Files from it before it is sent in for service you can try to "boot from the Flash Card" so you can turn on the unit and get into SurvCE and hookup for a File Transfer.

Once the Job Files have been copied off the data collector you should run Equip tab / About SurvCE / Change Registration = write down the SurvCE Serial Number of the unit.

***You may still NEED to send this unit in for service even if the steps below allow you to get past the White Screen.***

### **For the steps below, you will need to buy 2 things from an Electronics or Computer store:**

- 1) a Compact Flash card = the card size has to be between 32meg and 1gig {1,000meg = 1gig}
- 2) a Compact Flash "Card Reader" that you can plug into your Desktop or Laptop Computer

\*\*\* PLEASE NOTE: If you use a CF card 2gig or higher the procedure below may not work

## **Recovering an Explorer that is Locked up in the White Loader Screen:**

### **On the Desktop Computer:**

1) Download the file "NK.GZ" from the links in the Knowledge Base that matches the LDR number shown on the White Screen of the Data Collector.

*Note: This NK.GZ file will only work if you use the CORRECT Loader Version from the Knowledge Base Article which matches the LDR number on the screen of the collector*

2) Copy the file "NK.GZ" onto the Compact Flash Card

### **On the Carlson Explorer Data Collector:**

#1 --- Plug the Compact Flash Card with the "nk.gz" file loaded on it into the Explorer

#2 --- Hold the On/Off button down for 12 seconds / let go of it / then turn the Explorer on like normal by pushing down and up on the On/Off button

#3 --- the White Boot Loader screen should come up and say, "Reading gzip file from USER socket" on the second line of text

#4 --- The Explorer should finish loading and go to the normal screen w/ the My Computer Icon and Recycle Bin {NOTE: If it continues to display errors at this point or doesn't load up the standard Desktop screen, we will have to send in the unit on an RMA # to 2 Technologies}

#5 --- Now you can open SurvCE and register it at [www.survce.com](http://www.survce.com) by clicking on the link for "Registration"