

## My LabQuest original has stuck on the logo screen during an update

The update has most likely failed due to either a **weak battery** or an **error in your USB drive file**. These issues need to be resolved first before trying the forced update procedure.

### 1. USB drive

- Download the current update software:  
<https://www.scientrific.com.au/downloads.php?c=software>
- Get a fresh USB drive that is preferably no bigger than 2 GB (4Gb may be the smallest you can get now) and has **nothing else on it**.
- Place the LQ update files on the USB drive but ARRANGE them so that if your USB drive is drive D then the drive shows the files as:

D:\fw (a folder)

D:\fw\_pre (a folder)

LQ\_1.7.x\_201x-yy-zz\_Update.lqu (a file) (note this file name may be different if not installing version 1.7.x)

### 2. Weak battery

- If your battery is over 3 years old it might be time to purchase a new one.
- Replace the weak battery with a known fully charged battery

### 3. Forced update procedure

- With the USB drive in the LabQuest's USB port turn the LQ on
- Press and HOLD the collect button,
- With the collect button still held down depress the reset button on the button on the back of the LabQuest momentarily. The screen should go blank.
- **Keep the Collect button depressed until the screen lights up**, once the screen lights up you can release the Collect button.
- Be patient as this can take more than 10 minutes. It may appear to get stuck on the Logo screen again but be patient. Go and have a cup of coffee and come back!
- When the update ends you will be asked to calibrate the screen. Calibrate the screen and remove the USB drive.

4. If the above brings the LQ back to life **RE-APPLY THE UPDATE NORMALLY I.E. FROM THE CONTROL PANEL, update LabQuest etc.**

It is important to run the normal update procedure after an apparently successful forced update.