My labQuest2 has frozen on a white screen during an update

Symptoms:

- The data logger plugged into the mains power and updating smoothly until it started to restart
- Gets stuck on a white screen during restart
- Trying to restart the device by using the power button on top gets no response
- Turning off the mains power and removing the USB drive does not change the screen
- The white screen stays until the battery goes flat
- Recharging the battery sees the white screen come back as soon as the power is on

Recovery:

The above symptoms describe all the possible attempts to recover the situation except for one that should be also tried:

1. Disconnect AC power
2. Remove battery and leave it out
3. Wait 5 minutes
4. Insert USB drive with update file in root directory
5. Reconnect AC power and turn ON
6. Check if recovery successful

If the unit does not recover then please contact Scientrific support for further advice.