

Trouble Shooting

Symptom	Remedy
<p><i>J-Field</i> becomes unresponsive; this may be due to various causes.</p> <p>The most frequent cause is power cycling; e.g., during an update <i>J-Field</i> will automatically reboot, or when powering off the TRIUMPH-LS and in both instances leaving the USB cable connected to the PC. This is a known bug with the operating system and is being worked on.</p>	<p>Hold down the power button for a full 10 seconds forcing a full power off and thus allowing a full or so-called cold boot of the system</p>
<p>There are rare instances when you may need to coerce <i>J-Field</i> to reinstall a piece of firmware or software. Such an occasion may arise when a file becomes corrupt or is suspect of being corrupt by your support specialist.</p>	<p>Familiarize yourself first with the procedures for doing an Update (p. 13) and then proceed as outlined on (p. 359).</p> <p>Once completed, and no longer needed, be sure to uncheck the Forced option as it is persistent.</p>
<p>If your GNSS equipment malfunctions and needs to be repaired or replaced, you will need to first obtain a Return Merchandise Authorization (RMA) number before sending it back to the factory.</p>	<p>Call to obtain an RMA before shipping to: 900 Rock Avenue, San Jose, CA 95131 USA Phone: +1(408)770-1770 Fax: +1(408)770-1799</p>

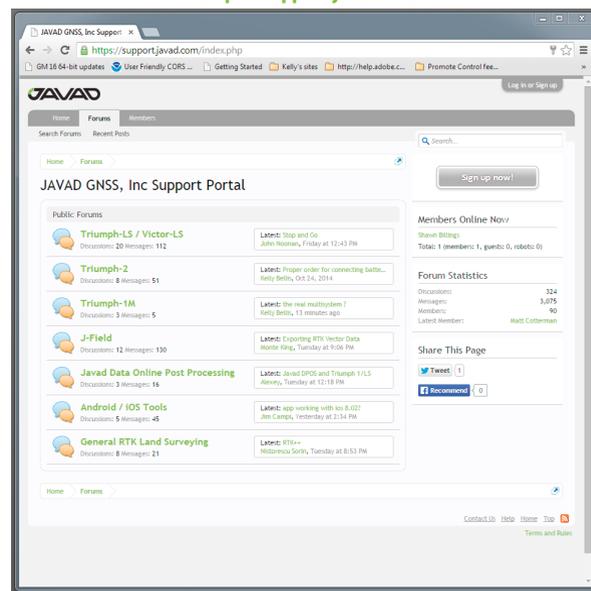
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Other trouble shooting issues

For all other troubleshooting and support related questions, please visit: <https://support.javad.com>

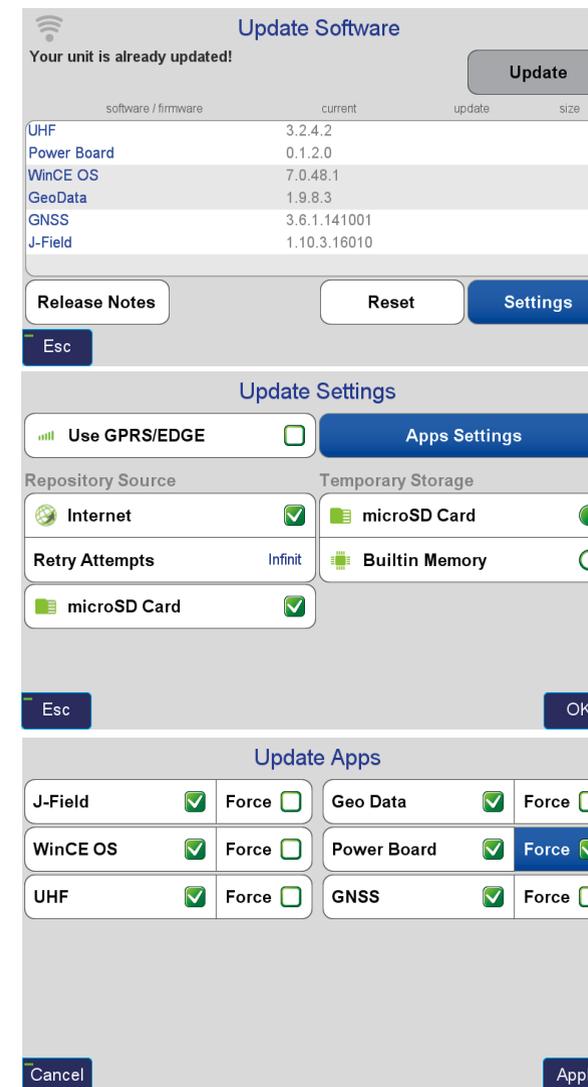
There you will find the so-called **5PLS Team**, U.S. professional land surveyors, the awesome team of developers, scientists and even Javad Ashjaee himself to answer all of your technical questions regarding your GNSS equipment.

<https://support.javad.com>



www.javad.com

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Forced Update

From the Home screen tap on Support.

Tap on **Settings**

Tap on **Apps Support**

Check the box **Force**

Tap on **Apply**

The effect will be every time you overtly check or the **TRIUMPH-LS** automatically checks, the Power Board firmware (in this example) will be reinstalled over writing the previous instance of it.

Generally, all **Force** boxes should always be unchecked.

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