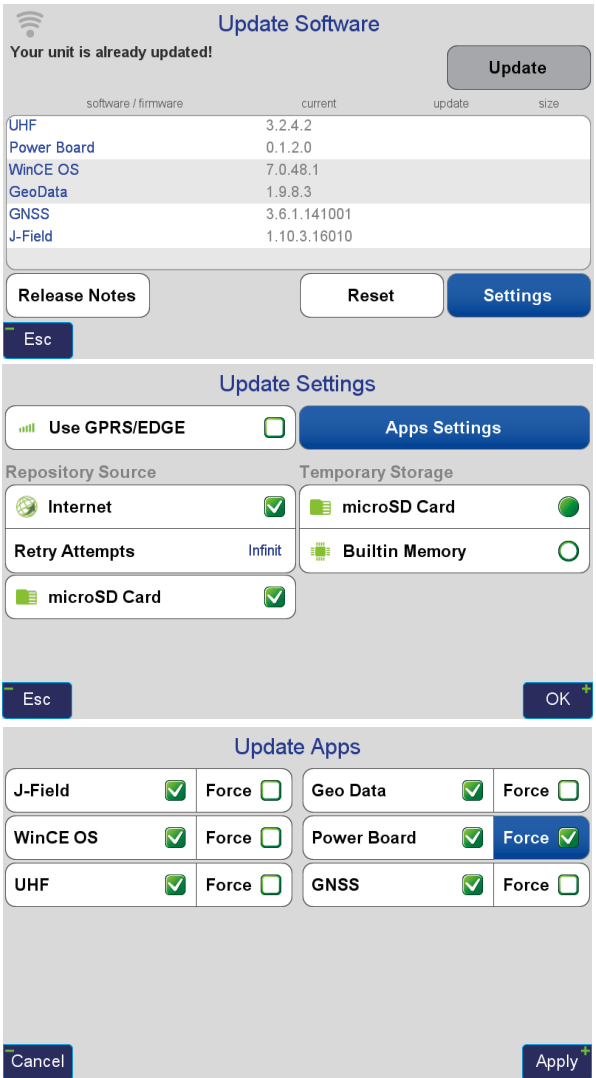
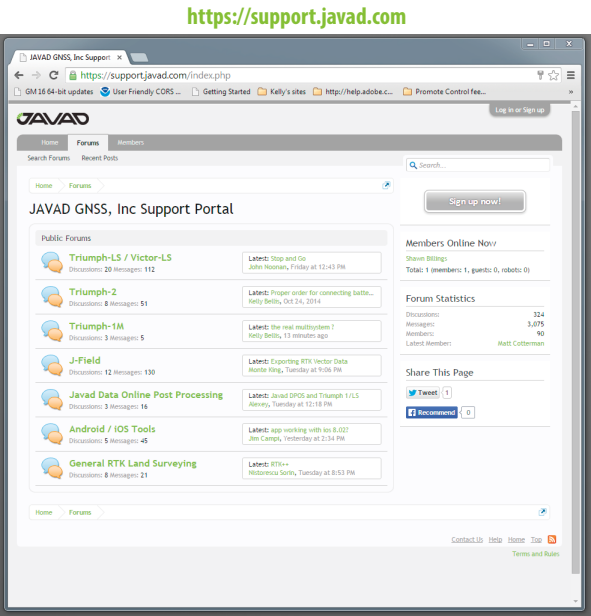


Symptom	Remedy
<i>J-Field</i> becomes unresponsive; this may be due to various causes. The most frequent cause is power cycling; e.g., during an update <i>J-Field</i> will automatically reboot, or when powering off the TRIUMPH-LS and in both instances leaving the USB cable connected to the PC. This is a known bug with the operating system and is being worked on.	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
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.	Familiarize yourself first with the procedures for doing an Update (p. 13) and then proceed as outlined on (p.359). Once completed, and no longer needed, be sure to uncheck the Forced option as it is persistent.
If your GNSS equipment malfunctions and needs to be repaired or replaced, you will need to first obtain a <i>Return Merchandise Authorization</i> (RMA) number before sending it back to the factory.	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

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.



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.