



CellAdvisor

JD780A, JD780B, and JD740B Series

Emergency Recovery Guide

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Notice

Every effort was made to ensure that the information in this guide was accurate at the time of generation. However, information is subject to change without notice.

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Purpose and scope

The purpose of this guide is to provide you with instructions that describe how to perform emergency recovery on your CellAdvisor: JD780A, JD780B, and JD740B series with the firmware 3.030 and later.

Recovering your instrument from emergency

There may be times that you encounter a failure in the middle of updating the firmware and you cannot get your CellAdvisor instrument restarted with a normal boot-up procedure. In any case, if you experience a problem with starting up your system, you can follow steps described in this guide to recover your instrument from such an emergency.

Preparing for emergency recovery

Before getting started, you need to have the AC/DC power adapter for your CellAdvisor instrument and a USB memory drive with at least 200 MB of free space handy.

To prepare your USB memory drive:

- 1 Make sure that you have at least 200 MB of free memory drive space.

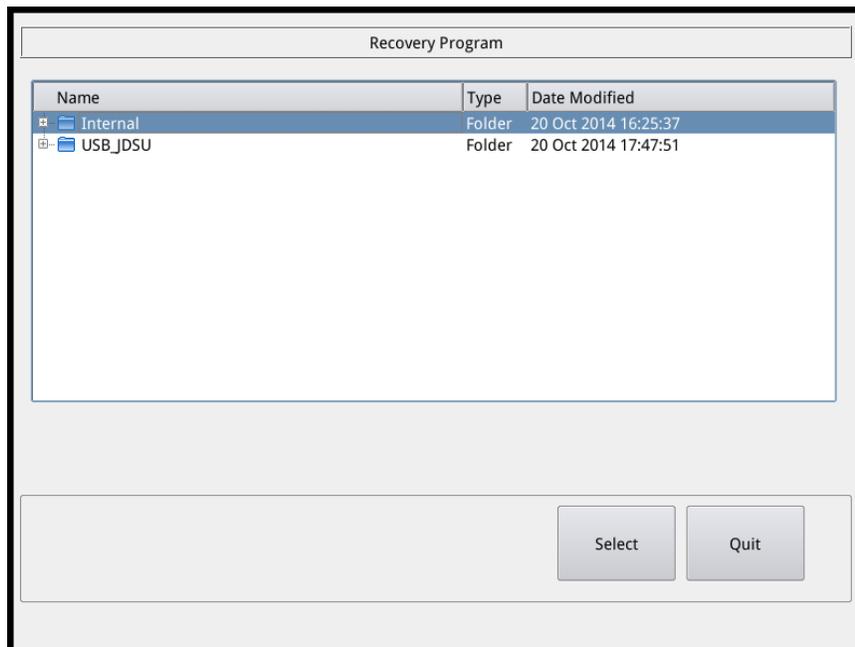
- 2 Download a recovery .zip file and a firmware file that you want to install into the USB drive and then unzip both files.
- 3 Navigate to the **Recovery** folder in the USB drive and then move the entire **Recovery** folder to the root directory of the USB drive. As this name is case sensitive, you must keep the name as it is.

Performing emergency recovery

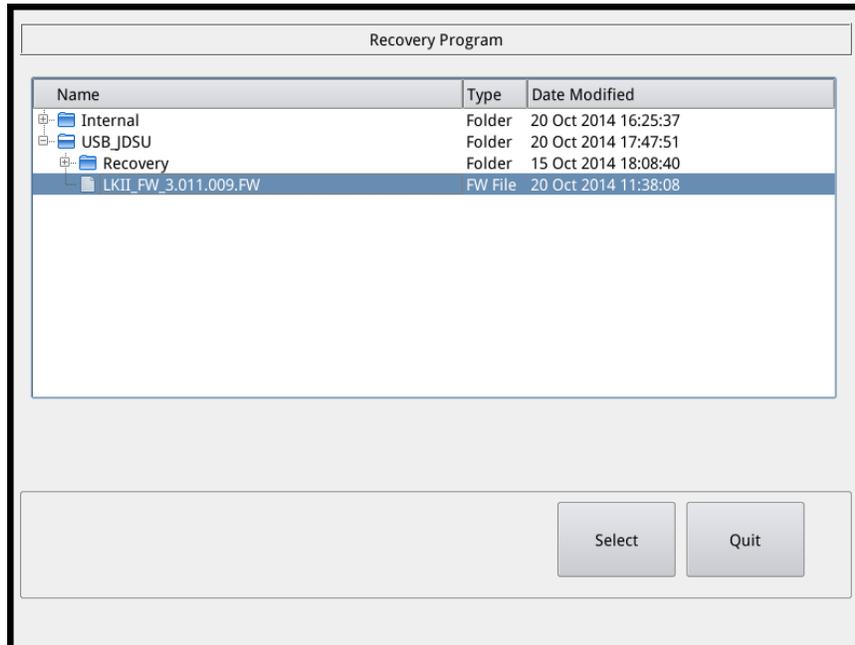
If you have saved all the required recovery files and the firmware file into the specified directory on the USB memory drive, you are now ready to proceed with the following recovery procedure.

To start emergency recovery:

- 1 Connect the AC/DC power adapter to your CellAdvisor.
- 2 Plug in the USB memory drive that have the extracted recovery files in the **Recovery** folder and the firmware file (.fw), to the USB Host port of your CellAdvisor.
- 3 Power on your instrument.
The recovery program automatically starts and the Recovery Program window appears.



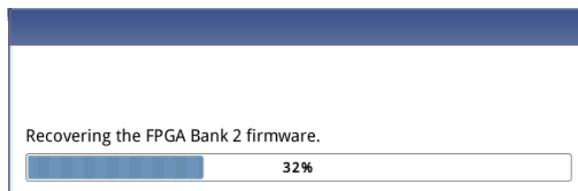
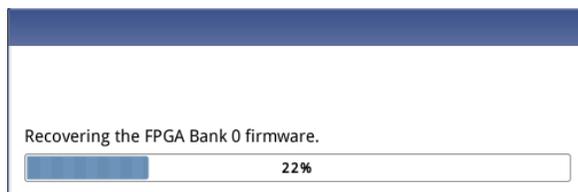
- 4 Navigate to the firmware file (.fw) in the USB drive and then highlight it.



- 5 Tap the **Select** button to proceed with installing the firmware. The confirmation dialog box appears.



- 6 Select the **OK** button to continue. The progress bar appears.



WARNING: Do **NOT** remove the USB memory drive until the installation is complete to avoid any unintended corruptions.

Completing emergency recovery

If the firmware installation is done successfully, you can now reboot your instrument to complete the recovery and get the system restarted.

To restart your instrument:

- 1 If the recovery is successfully completed, you will see the following dialog box.



- 2 Make sure to remove the USB memory drive from your instrument. Otherwise, you will see the recovery program window again after rebooting the system and you will need to tap the **Quit** button to dismiss it.
- 3 Tap the **OK** button to restart your instrument. The instrument reboots.

Technical assistance

If you need assistance or have questions related to the recovery, call or e-mail JDSU's Technical Assistance Center (TAC) in your region. For the latest TAC information, go to www.jdsu.com or contact your local sales office for assistance.

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