

# USING DEVICE RECOVERY

## HOW AND WHEN TO USE DEVICE RECOVERY

**TRITON, APOLLO, SOLUS and VANTAGE Series /  
MODIS Edge / ETHOS Edge / P1000**

**Device Recovery resolves errors and helps to improve performance. Use it to fix:**

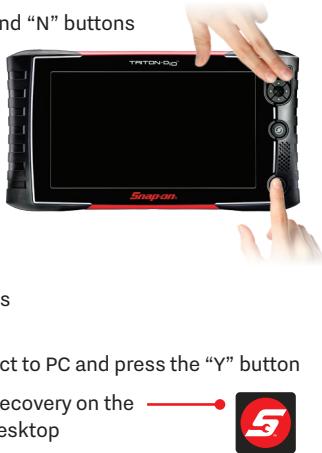
- | An error at boot up, during vehicle communication\* or after a software upgrade
- | Unusually slow performance and/or operating speed

### IMPORTANT NOTES

- | Device Recovery only supports the current software upgrade and the two previous software upgrades
- | If the unit had previously installed a service release for the current software version it will need to be reinstalled using ShopStream Connect™

### INSTRUCTIONS

1. Power down the platform
2. Connect the platform to its AC charger
3. Press and HOLD the “Y” and “N” buttons
4. Pressing and release the power button once while continuing to HOLD the “Y” and “N” buttons
5. Release the “Y” and “N” buttons once the Service Menu appears
6. Move the cursor to Utilities and press the “Y” button
7. Move the cursor to Connect to PC and press the “Y” button
8. Locate and start Device Recovery on the ScanBay PC's Windows desktop



9. In the Device Recovery wizard enter the D# starting with a lower case “d” and select Next



**IMPORTANT:** If it is connected to a PC, you must disconnect the USB to Mini-USB cable from the PC and wait 10 seconds before proceeding

10. Connect the platform to the ScanBay PC using a USB to Mini-USB cable and allow Device Recovery to detect the platform
11. Once Device Recovery has detected the platform follow the prompts to finish programming
12. When complete, ensure the platform is still connected to the AC adapter
13. Disconnect the platform from the PC
14. Press the platform Power button
15. When 'Power Off?' is displayed in the lower left corner. Click the “Y” button
16. Press the Power button to power up the tool
17. Allow the scan tool to complete reinstallation of software. When prompted press the ‘Y’ button to restart the tool

