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Unable to power on NAL Shout Nano after firmware upgrade

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Follow the steps below if you are unable to power on the NAL SHOUT Nano after a firmware upgrade.

NOTE: Once the firmware upgrade process has completed you may find that you are unable to power on the NAL SHOUT Nano device. A customer may even refer to it as a 'bricked' device. If this issue is encountered please follow the solutions below.

Solution 1: Power on device

1. Press and hold the Power key and continue to do so until the display is illuminated.

Solution 2: Provide USB power

1. Attach the NAL SHOUT Nano device to your computer via USB.
2. Ensure both ends are securely connected.
3. Wait for the charging indicator to appear on the display.
4. Press and hold the Power key and continue to do so until the display is illuminated.

Solution 3: Force Flash Mode

1. Plug device in to USB port of computer.
2. Open NAL Bootloader software.
3. Hold down the up and down arrow keys until the device is recognized by bootloader (this may take up to 30 seconds).
4. Open Hex file and start flashing.

NOTE: Once the device is flashed, review the settings to ensure that "Use GPS" is set, that the formats for time zone, date, and position reporting are correct. Then test the GPS reading by doing a Check GPS to ensure readings are obtained. If GPS readings or Iridium signal are not working, reflash the device again.