

Recovering a Nautiz X8

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If a Nautiz X8 becomes 'unbootable' and will not fully boot, it is possible to prepare an SD card and recover the entire boot image from the SD Card.

Doing this procedure results in the loss of all memory on the X8 device (jobs, programs, settings...) and everything must be reloaded.

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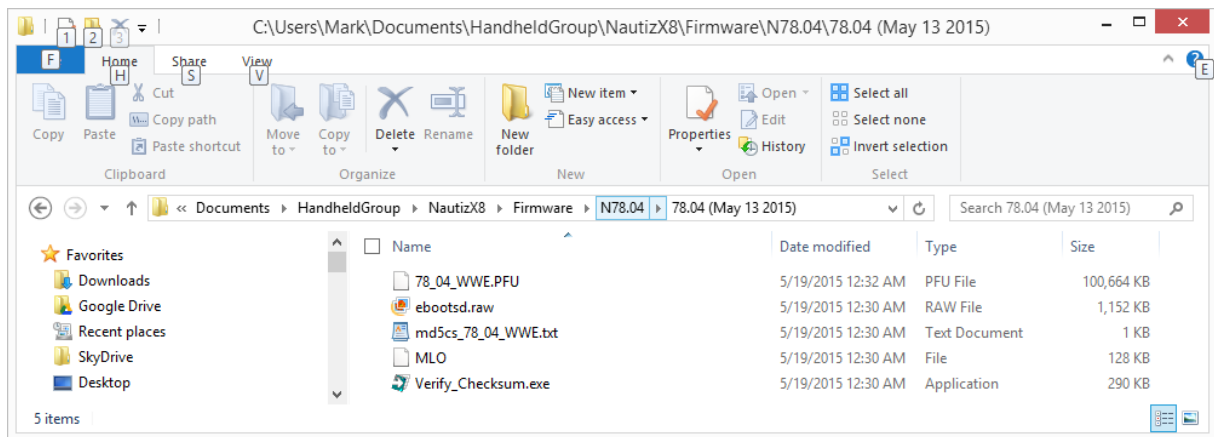
1. Download the latest firmware from the HandheldGroup's website. The latest firmware can be found in the knowledge base:

<http://www.handheldgroup.com/en/support-rugged-computers/knowledgebase/nautiz-x8/>

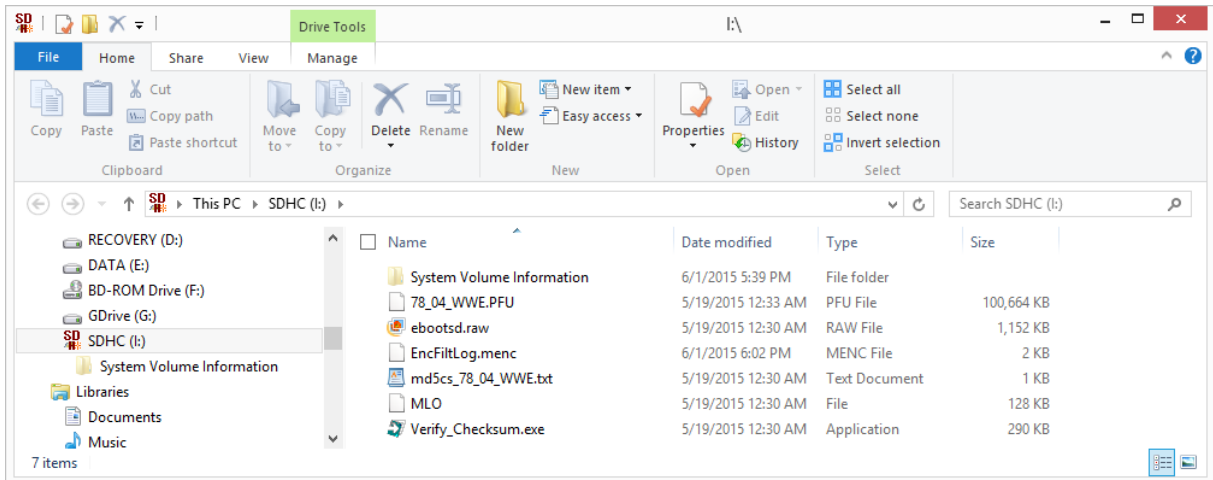
The current article is #11442 "NX8: Windows OS" and the current version is 78.04.

Download the ZIP file.

Decompress the ZIP file. You will have a folder that looks like this:



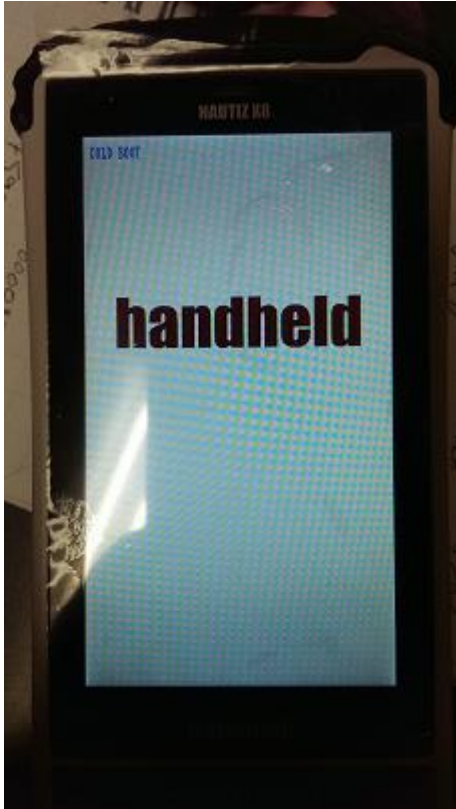
Place all of these files on the root of an SD Card:



Insert the SD Card into the back of the X8:



Put the battery back in the X8, it will automatically start-up.



Type "1277" on the screen, you will see this menu:



Type "11" (Download) then click on the Enter key on the X8 keyboard. The device will reload the operating system from the SD Card.

The X8 will reboot and perform several memory tests. Then you will see 'Clean Boot' on the top and a red line will move from left to right.



When the red line gets all of the way to the right, it appears that not much is happening. Be patient. After 5 minutes the device will boot the rest of the way.

The entire process takes about 10 minutes and the X8 will reboot automatically many times.

After the OS is reloaded you will need to setup everything from scratch.