

What if my LabQuest 2 is Acting Up?

1. If the screen is not acting properly, it should be recalibrated. Hold down the Home button (the actual button to the right of the screen) for 5-6 seconds until the calibrate screen dialog comes up. Follow the directions.
2. Reboot the device. Home / System / Reboot.
3. Power down the unit, wait a few seconds and power it back up.

When the LabQuest screen is on, there are three different power button options: 1. A brief press will suspend the unit. Powering back on from suspend is faster than powering on after a shut down; however, the LabQuest will continue to slowly drain the battery while suspended. Press the button again briefly to bring the LQ back up. This will also wake it up if it goes to sleep. 2. If you hold the power button down for 5 seconds, you'll get a dialog telling you that the LabQuest is going to shut down (it begins counting down). This method is recommended when you will not be using the units for extended periods of time. 3. If you continue to hold the button down for a total of 8 seconds, the unit will power off uncleanly. This is the same as pulling the battery out of the unit while it is running. Use this as a last resort as it may lead to file corruption.

4. Check the software version. Home / System / System Information. Vernier recommends you update your LabQuest 2 to the most recent version available. Instructions on how to download and install the free update are posted at: <http://www.vernier.com/support/updates/labquest/labq2/>
5. a. If LabQuest is on, shut down the LabQuest by choosing Home / System / Shut down. b. Remove the battery and disconnect the AC power adapter. c. Wait *at least* one minute. d. Connect the AC power adapter. e. Press the power button to power on the device and wait for the device to boot. f. Return the battery to its original position in the LabQuest. g. Let the battery charge for 12 hours.
6. Call Vernier.

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