Jolla Recovery Mode

V.4

DISCLAIMER:
Following are instructions for putting your phone into **Recovery Mode**. This instruction is for Windows PCs. Similar instructions for Mac and Linux computers are in together.jolla.com.

Recovery Mode is available in SailfishOS version **1.0.3.8 and later**. When in Recovery Mode, your device will be enabled to "right itself" should it have entered into a so-called "boot loop" or suffer from random reboots. It is also possible to reset the phone to factory settings, and issue some commands to it.

If you do not feel comfortable following the instructions to enable device recovery, please consider sending in your Jolla for repair.

Steps for entering Recovery Mode and performing a device recovery:
1. Turn off the device and remove all cables and the battery.
2. Hold the volume down button while re-inserting the battery and turning on the device, this puts the device into recovery mode. When the phone is in recovery mode only the Jolla logo is shown on the display and it seems to be frozen there.
3. Now connect a USB cable between the phone and the host PC/laptop.
If you have previously used the Recovery Mode on this same PC/laptop, then skip to step 13.

FOR WINDOWS 7 PC/LAPTOP: do the following to install the "RNDIS drivers" and the terminal application properly (*if you have not used Recovery mode before*):

4. Launch Windows Start Menu and right click on "Computer". Select "Manage".
5. Left click on Device Manager and find the Device "RNDIS" under "Other Devices".
6. Right click on that device and select Update Driver Software.
7. When the window pops up (Windows 7) select "Browse My Computer" for driver software, then on the next screen, click on the bottom that says "LET ME PICK".
8. Next you will be asked for the device type. Here you go down to Network Adapters. Select "Next".
9. Then when it asks you to select manufacturer, skip Microsoft and select "Microsoft Corporation".
10. Then select "Remote NDIS Compatible Device".
11. Select "Next". It will say it is not safe, etc. Ignore this. Proceed to install it. "RNDIS" should appear now below Network adapters.

12. Next install **Putty** to serve as a **Terminal application**. Download it from http://the.earth.li/~sgtatham/putty/latest/x86/putty.exe .

13. Launch Putty application on the PC. On the first screen of Putty select **Telnet** as the Connection type (default is SSH) and then enter and set Host Name to **10.42.66.66**. Click Open.
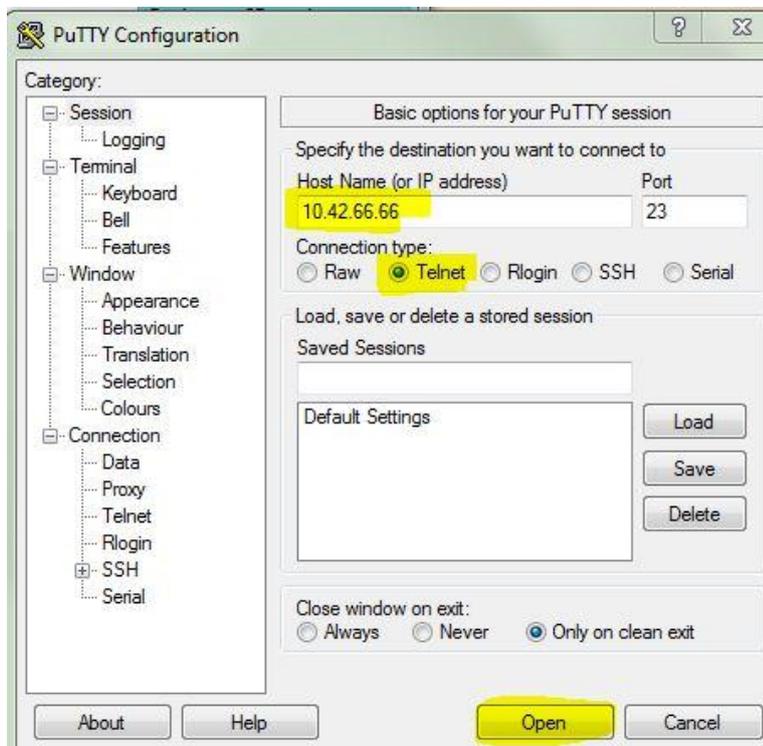
14. Select **option #5** ("Try btrfs recovery if your device is in bootloop") in the Recovery menu appearing now in the Terminal window (picture below). This option is to fix the file system in case the phone does not boot up properly. Select **option #1** ("Reset phone to factory settings") to delete all data and applications from the phone.
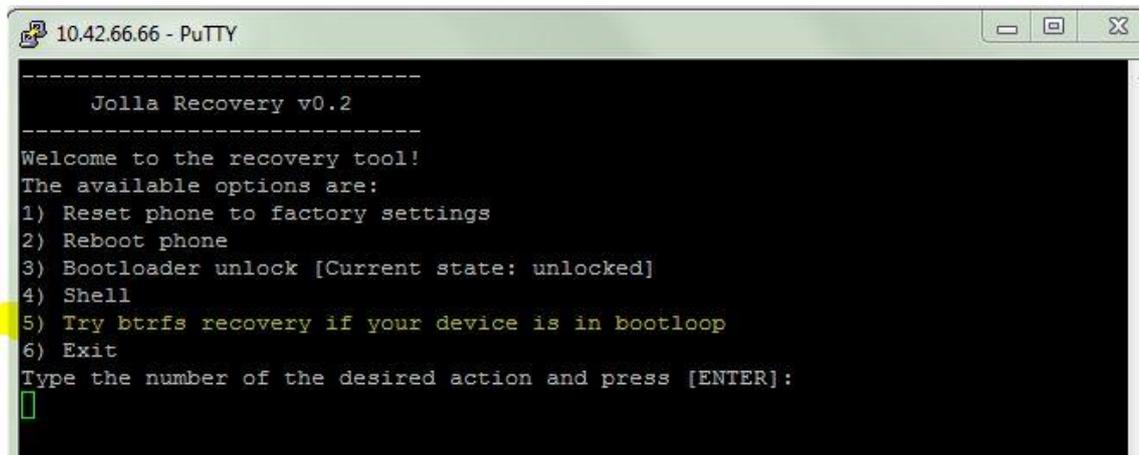
15. Follow the instructions on the terminal. After "Done" press "Enter" on PC to reboot the phone.
16. Take option #6 'Exit'.
17. Detach the USB phone from the phone. Turn the phone on.

FINISHED.

NOTE ON TROUBLESHOOTING
Sometimes the menu does not appear but the Terminal remains black. It means that the device did not enter into Recovery mode. Windows appears to be sometimes slow here and it may take a while (a minute?) before RNDIS is ready to support the Telnet connection. Sometimes helps to use another USB port.