

inReach Support Center

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Administrator - 2017-07-05 - 0 Comments - in Troubleshooting

On rare occasion an inReach SE or inReach Explorer will remain stuck on the "Sending Activation" screen after being activated on explore.delorme.com. Here is a sample picture:



Solution 1: Hard Reset

Do the following to perform a hard power down on the device:

1. Hold down the **X** button and the down arrow button (⬇️) until the device powers off.
2. Power the device back on and select Continue until the device attempts to send the activation request again.
3. If the device does not activate within 20 minutes move to solution two.

Solution 2: Sync the device

If the device is stuck on the above screen you can sync it via USB cable to clear the activation screen. Syncing will also update the firmware, messages, and contacts on the device. Once completed, take the device outside to test.

inReach Sync for Windows: <http://support.inreachcanada.com/kb/articles/14>

inReach Sync for Mac: <http://support.inreachcanada.com/kb/articles/15>