

Frequently Asked Questions

FAQ 10024 - How and when do I use my Pearl Expert recovery disk?

The Pearl expert recovery disk contains all the software, drivers and personalities that the Pearl Expert needs.

When to use the recovery CD?

- 1) if you replace the hard disk drive.
- 2) the software has become corrupted

Please note the following: -

- 1) The first boot device needs to be set to CDRom in Advanced BIOS Features of the BIOS. See separate notes on how to do this.
- 2) The recovery process takes about 25 minutes to complete.
- 3) All data on the drive will be lost since the drive is formatted during the recovery process.
- 4) You may need to update the software and personalities depending on the age/version of the recovery disk.
- 5) Use a USB memory stick to do this once the recovery disk has been run.
- 6) Please read the Important Note below regarding the serial number input page. If this step is missed the desk will not work correctly.

Running the Recovery CD

Power the desk on with the CD already in the drive of the desk.

After a few moments at the bottom of the screen, you will be prompted with;

'Boot from CD ... press any key'

You only have a few seconds to press a key (on the keyboard) to start the recovery process from disk. If you miss this, the desk will try to boot up as normal and so you will need to reboot and try again.

A new window will appear 'Avolites Pearl Expert Installation and Recovery' press any key to continue...

You will be prompted with the questions: -

Do you wish to partition the hard drive (y/n)? Answer y and enter.

Warning all data on non-removable disk drive c: will be lost! Proceed with format (y/n)? Answer y and enter.

Do you wish to install windows XP and the Pearl Expert operating system (y/n)? Answer y and enter

The desk will now reboot so do not press any keys to Boot from CD.

The First Boot Agent will run and then desk will reboot again. (Again do not press any keys so that it won't boot from CD).

You will then be prompted to enter the desk serial number which can be found on the back of the desk.

The desk will reboot again (not pressing any keys again).

The Pearl Expert will start ready for use.

Important Note

You may not see the Serial Number input page depending on the type of monitor you are using.

Some monitors are not able to display this page, the screen goes black or the monitor turns off at this point.

The desk will wait until a serial number is entered but if this step is skipped you will not have a stable desk.

So if your monitor does turn off at this stage and you don't have access to another type of monitor then

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you can enter the serial number blind.

To do this:-

Wait approx 25 -30 mins to make sure the desk has reached this point. (The monitor would have turned off)

Hit the backspace button on the keyboard. (this clears the line entry)

Enter a five digit serial number. (eg s/n 123, you would enter 00123)

Press enter.

The desk will reboot and then should be ready for use.

Please check the serial number as displayed on the desktop (black background) of the Vga monitor.

If the serial number starts with OEM followed by some random numbers, then this means that the serial number was not entered correctly and will result in an unstable desk. You will need to run the recovery disk again making sure that the serial number is entered correctly as mentioned above.