# Bootloader menu — How to enter and use the bootloader menu

**IMPORTANT:** Step 1.b, below, tells you to tap the HP logo as soon as it appears. You only have about a second to do this, or you will have to restart the device again.

**NOTE:** You will need a USB thumbdrive for step 1.e.

Complete the following steps to boot up:

1. Save the logs from the boot menu, as you may need to refer them later.

   a. Restart the device.

   b. Tap the HP logo on the device display *as soon as it appears on the screen*. This launches the boot menu.

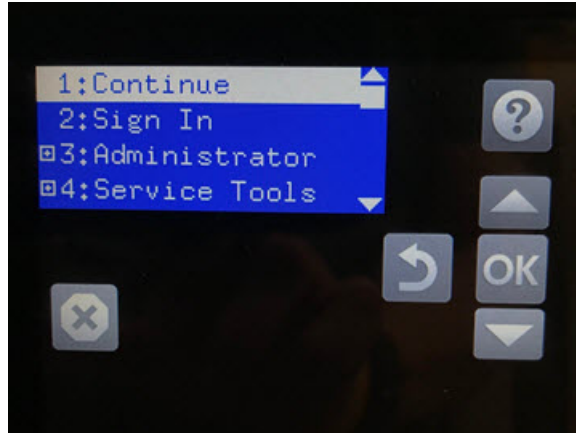   c. From the Menu, navigate to Administrator > System Triage > Copy Logs
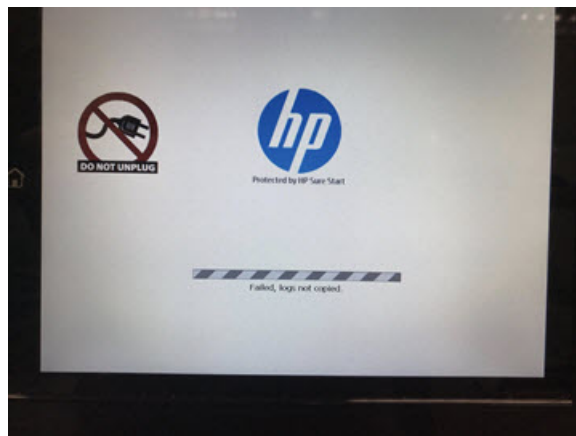
**d.** Tap **OK**.
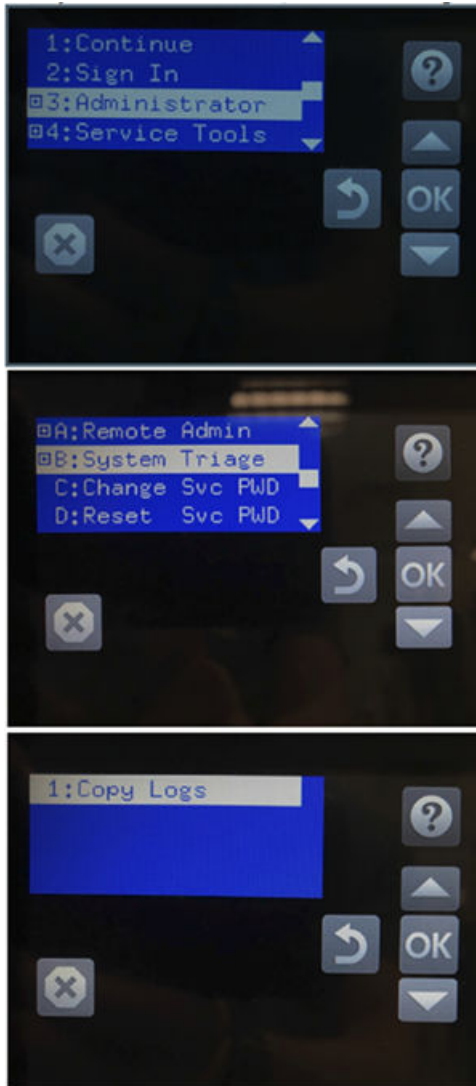


**e.** Scroll down to Accept/Download, and tap **OK** to accept the disclaimer.
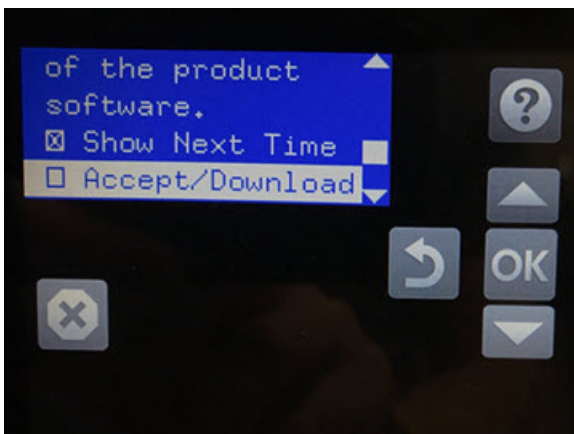
**f.** Return to the first screen. Select **Continue** and tap **OK** to continue booting.



**g.** Insert a USB thumbdrive (FAT32 file system supported by the device) while exporting logs. You will see the process, and the logs will be copied to the USB when it finishes.
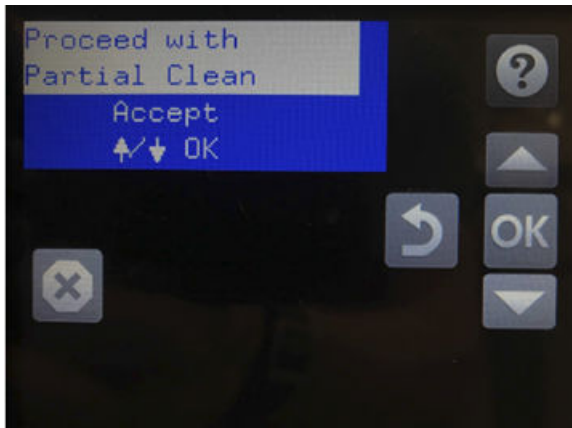


2. Complete the following steps to do a partial clean on the device. If you have already done this, proceed to step 3.

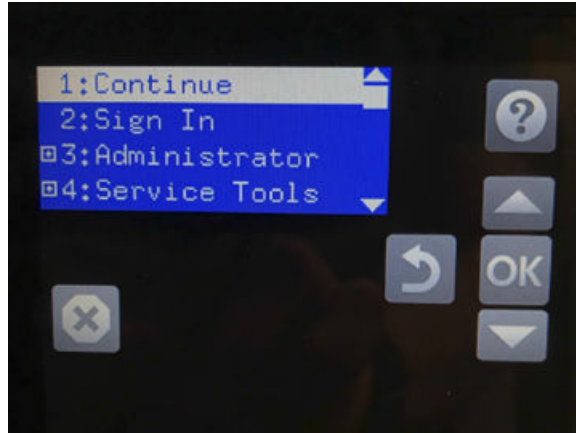**a.** Restart the device to enter the boot menu again (step 1.a-b, above).

**b.** Navigate to Administrator > Partial Clean > and tap **OK**.
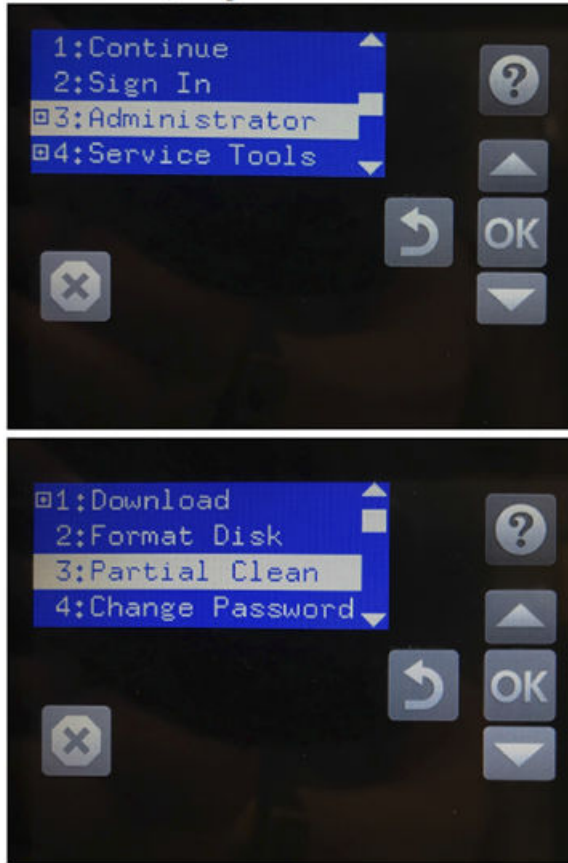


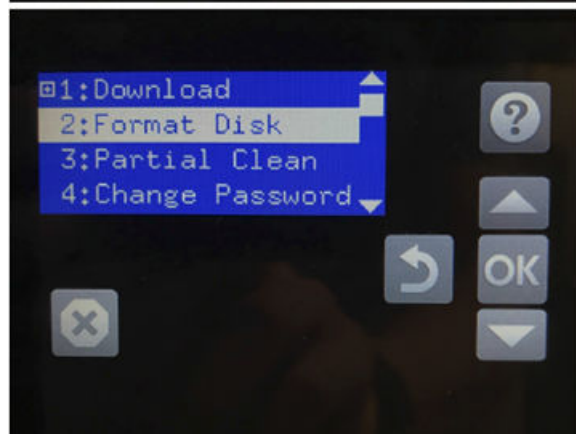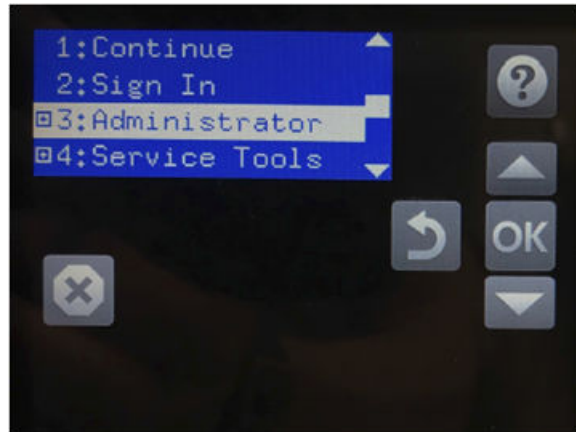

**c.** Tap **OK** to proceed.

**d.** Return to the first screen and continue to step 3.



If the above steps don't resolve your issue, continue to step 3.

3. Complete the following steps to format the disk.

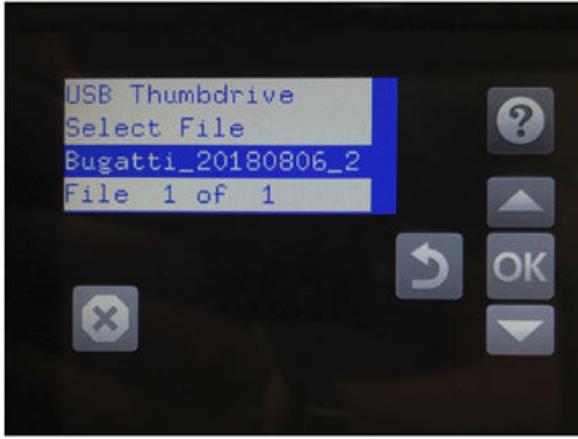**a.** Navigate to Administrator > Format Disk > and tap **OK**.

**b.** For "Will require new firmware install" tap **OK**.



This will delete the firmware from the device. Once this process completes, proceed to step 4 to load the new firmware via a USB thumbdrive.

4. Load the new firmware from a USB thumbdrive:

   **a.** Restart the device to navigate to Administrator > Download > USB thumbdrive.

```
⊞1:Download
 2:Format Disk
 3:Partial Clean
 4:Change Password
```

```
1:Network
2:USB Device
3:USB Thumbdrive
```

```
USB Thumbdrive
Select File
Bugatti_20180806_2
File 1 of 1
```
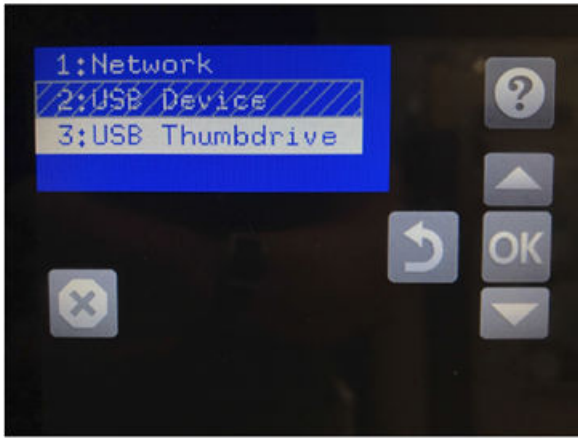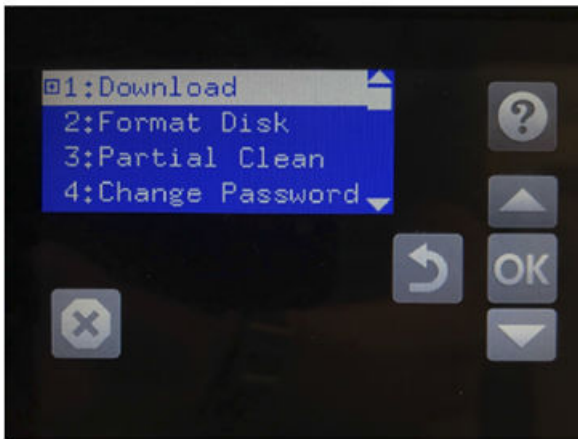
**b.** Insert the thumbdrive and wait for the firmware to transfer.
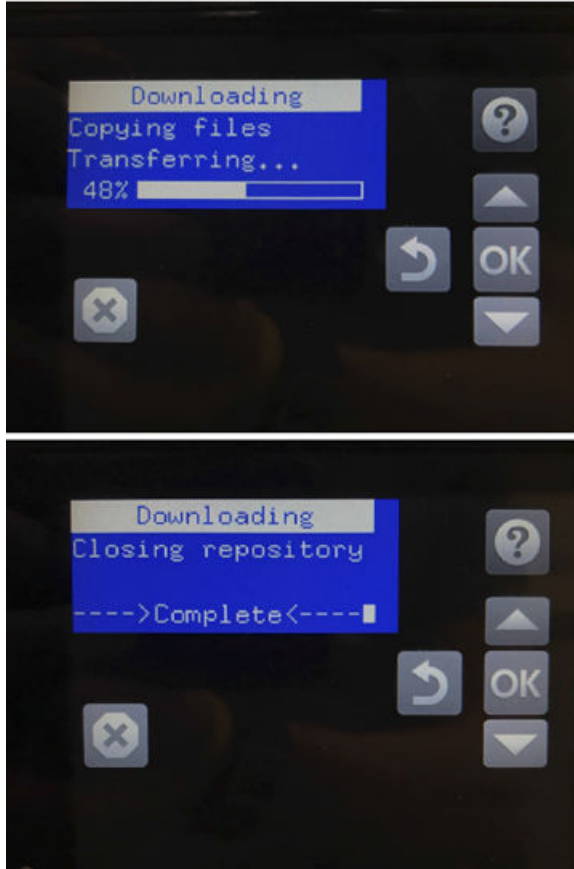


**c.** Once the firmware is transferred, return to **Continue**.
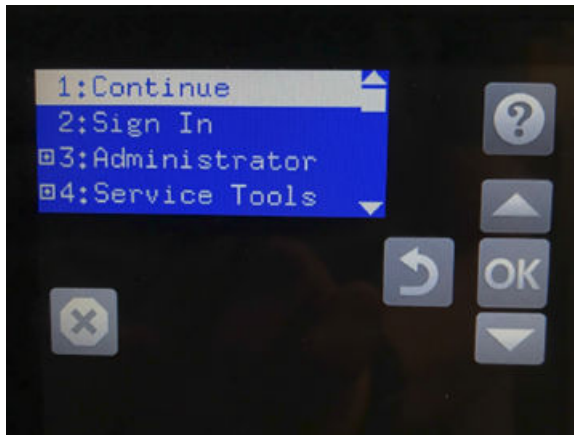


# Document Conventions

The following Document Conventions are used throughout this document to define, describe, and discuss the API: function prototypes, data structure definitions, enumerated constants, and constants conforming to the ANSI C specification.

- **Name** — Bold signifies item names such as button names and menu items.
- <name> – Angle brackets mark URLs.

- {value} – Curly braces represent values to be replaced.

- Identifiers for defined constants use all UPPERCASE letters.

- *Name* – Italicized type refers to formal function parameters, data structure types and fields, and other defined or enumerated types in the text body (for example, *streamtype*).

- Numbers are in decimal format unless otherwise noted.

- `Name` – Monospace type is used for code fragments, function prototypes and data type definitions.

- Function names are usually accompanied by parentheses (for example, function()).

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