

# Knowledge Base Article

**Product Group:** Microlog Analyzer

**Product:** Microlog AX CMXA 80; Microlog GX CMXA 75

**Version:** N/A

## Abstract

There have been reported cases where a SKF Microlog AX would display nothing but a blank white screen. This article provides a few basic procedures that have been known to resolve the issue in many cases.

## Overview

If a blank white screen is present on a Microlog AX data collector, the following procedures should be attempted in the following order, prior to sending the unit in for evaluation.

1. Start out by trying a soft reset by pressing the **2 + 7 + 8 + 9** number keys simultaneously. Wait for the unit to reboot and see if it resolved the problem.
2. Otherwise, perform a hard reset. To do this, remove the battery cover, lift the battery up slightly, and press the small reset button once with a pin or paper clip. Replace the battery cover and allow the unit to reboot, and see if the problem is resolved.
3. If a white screen is still present, try removing the battery completely and leave it un-installed for at least 24 hours. Upon re-installing the battery, allow the unit to reboot and see if the problem persists.
4. If none of the suggestions above resolve the issue, please contact the Technical Support Group by phone at 1-800-523-7514 x 8, or by e-mail at [TSG-CMC@skf.com](mailto:TSG-CMC@skf.com) for further assistance. Please be prepared to provide the following information:
  - Model and Serial Number
  - Description of the issue
  - Any troubleshooting performed
  - Any other relevant information