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Do you need to know how to recover lost data on a Garmin Zumo 660? Or, need to know how to troubleshoot a 'software missing' message and what it means? A GPS device, like the Garmin Zumo 660, is a key element in the average motorist's life. Modern devices go beyond mere navigation tools and offer multiple other indispensable features, which is why a user is seriously inconvenienced when a device begins to malfunction. When an issue arises, however, there's no cause for despair. All a user need do is ask a verified Expert for help. Read below some questions which Experts have been asked, and their respective answers. How to troubleshoot a Garmin Zumo 660 which tends to lose part of the road temporarily on a trip? This is an unusual problem where the general area is displayed but the GPS does not appear to be able to lock on firmly to the road. What might help is a software update. Connect the device to a computer and visit the Garmin website which lists updates and downloads for the Zumo 660. It's very likely that there is a software update which has been missed and needs to be installed. Next, download Garmin Express through which the device can be registered and maps updated. How to fix a Garmin Zumo 660 which displays a 'software missing' message when an update was interrupted? It's almost certain that the software will have been corrupted and unreadable if the interruption resulted from a disconnected device. The device will then display a 'system software missing error'. The solution here is to ask Garmin to provide an RGN file which will need to be installed after which the device should be good to go. How can lost Zumo 660 data and interactive touchscreen maps be recovered after a computer crash? Visit the Garmin site to download Zumo 660 software 4.90 compatible with the operating system of the computer. Interactive touchscreen maps are available at the Wayfinder site. How to fix a Zumo 660 which displays its logo then hangs and fails to start though it does work occasionally? When the device next works on those occasional attempts go to the Main Menu and connect it to a computer. Open the drive in My Computer and examine the files on the device in the Garmin folder. The lane function will need to be deleted. This file can be recognized by its JCV suffix in the file. Once the file is deleted update the software using Garmin Express which may be downloaded from the Garmin website. If that does not work then the device is probably suffering a hardware failure which will need to be repaired by Garmin. How to fix a motorcycle mounted Zumo which is stuck on the logo screen? The best way out of the problem is a factory data reset. Start by turning the device off. Then press the right bottom corner of the screen and keep it pressed. With the corner still pressed, turn the device on. When a prompt asks if all user data may be erased, tap YES. The device should now reset and when it's done it should start normally. If this does not work then the operating system might need to be reinstalled or the hard disk drive replaced. Why would there be a time delay in a Zumo 660 used in a car? This could be because the device needs a time zone update. Connect the device to a computer and download Garmin WebUpdater which should automatically detect the device. Once detected following on-screen prompts will lead to updates, both initial and additional. Select the additional updates needed including localization and time zone updates and install them. Once updated the time delay should resolve itself. How can music be loaded on to a Zumo 660? Connect the unit to a computer with a USB cable. Go to My Computer and copy and paste the needed files to the Garmin folder or to an SD card if one is installed on the unit. When the transfer is completed, safely eject the device. Most Garmin Zumo 660 problems can be self-repaired if the user possesses the necessary knowledge about the solution. The problem is that many issues do not reflect in the User's Manual leaving a user lost for answers. In such instances the best way out is to ask an Expert to help diagnose an issue. Experts are ready to answer all Zumo 660 related questions and provide detailed troubleshooting solutions. You can restore a category of settings or all settings to the factory default values. Select Settings. If necessary, select a settings category. Select . Whether it's frozen screens, erratic behavior, or just a general need for a fresh start, knowing how to reset your Garmin Zumo can be a lifesaver. This guide will walk you through the different ways to reset your Garmin Zumo, from a simple soft reset to a more thorough factory reset. The reset button is usually a small, recessed button on the back or bottom of your Zumo. Navigating unfamiliar roads with your Garmin Zumo is a breeze, but what happens when your trusty device starts acting up? Whether it's frozen screens, erratic behavior, or just a general need for a fresh start, knowing how to reset your Garmin Zumo can be a lifesaver. This guide will walk you through the different ways to reset your Garmin Zumo, from a simple soft reset to a more thorough factory reset. Before we dive into the steps, it's important to understand the different types of resets available for your Garmin Zumo: Soft Reset: This is the most basic reset, similar to restarting your phone. It clears temporary data and refreshes the device, often resolving minor glitches. Hard Reset: This reset erases all user data, including saved routes, waypoints, and settings. It's a more drastic measure used when other methods fail. Factory Reset: This is the most comprehensive reset, returning the device to its original factory settings. It removes all data, including user profiles and downloaded maps. Here are some common situations where resetting your Garmin Zumo might be necessary: Frozen Screen: If your Zumo's screen is unresponsive, a reset can often bring it back to life. Erratic Behavior: If your device is behaving erratically, like constantly restarting or displaying incorrect information, a reset might be needed. Software Issues: Sometimes, a software glitch can cause problems. A reset can help resolve these issues. Selling or Giving Away Your Zumo: Before selling or giving away your Zumo, a factory reset will ensure all your personal data is removed. A soft reset is its simplest way to troubleshoot most issues with your Garmin Zumo. Here's how to do it: 1. Locate the Power Button: The power button is usually located on the top or side of your Zumo. 2. Press and Hold: Press and hold the power button for about 10-15 seconds. 3. Release and Wait: Release the power button and wait for the device to power back on. A hard reset is a more drastic measure that erases all user data. Proceed with caution! 1. Locate the Reset Button: The reset button is usually a small, recessed button on the back or bottom of your Zumo. It might be labeled "Reset" or have a small pinhole icon. 2. Use a Paperclip: Use a straightened paperclip or a small tool to press the reset button. 3. Hold for Several Seconds: Hold the reset button down for about 10-15 seconds. 4. Release and Wait: Release the reset button and wait for the device to power back on. A factory reset completely wipes your Garmin Zumo and returns it to its original state. This is the most comprehensive reset option. 1. Access the Settings Menu: Turn on your Zumo and navigate to the Settings menu. 2. Find the Reset Option: The exact location of the reset option may vary slightly depending on your Zumo model. Look for a "Reset" or "Factory Reset" option. 3. Confirm the Reset: The device will likely prompt you to confirm the reset. Follow the on-screen instructions. 4. Wait for the Reset: The device will take a few minutes to complete the factory reset. Once finished, it will restart. After performing a reset, you'll need to reconfigure your Garmin Zumo. This includes: Setting the Language: Choose your preferred language. Connecting to Wi-Fi: Connect to your Wi-Fi network to download updates and maps. Setting the Time and Date: Adjust the time and date settings. Adding Your User Profile: If you had a user profile before the reset, you may need to recreate it. Restoring Your Map Data (If Necessary): If you had downloaded maps before the reset, you may need to download them again. If your Garmin Zumo is still experiencing issues after a reset, consider these troubleshooting tips: Check the Power Source: Ensure your Zumo is connected to a reliable power source. Update the Software: Check for software updates for your Zumo. Contact Garmin Support: If all else fails, contact Garmin support for further assistance. Performing a reset on your Garmin Zumo can be a quick and effective way to resolve many issues. Whether you choose a soft reset, hard reset, or factory reset, understanding the process and taking the necessary steps can help you get your Zumo back on track and ready for your next adventure. Q: Will a reset delete my saved routes and waypoints? A: Yes, a hard reset or factory reset will delete all saved routes, waypoints, and other user data. A soft reset will not delete any data. Q: How do I know which type of reset I need? A: If your Zumo is just frozen, a soft reset is usually enough. If you're experiencing more persistent problems, a hard reset might be necessary. If you want to completely wipe the device, a factory reset is the best option. Q: What if I forget my PIN after a factory reset? A: If you forget your PIN, you'll need to contact Garmin support for assistance. They can help you reset your PIN or provide other solutions. Q: Can I recover my data after a factory reset? A: Once a factory reset is performed, there is no way to recover the deleted data. It's essential to back up your data regularly if you want to avoid losing it. Submitted by jgermann on Fri, 07/30/2010 - 12:15pm Note that many members of POI-Factory refer to this procedure as a "Hard Reset". Garmin refers to the procedure as a "Master Reset" as it returns the device to factory settings. If you want to save Favorites, etc., then you should first back up your device. If you do not know how to do this, please look at You may also want to look at this PowerPoint presentation at Garmin ... For the steps on how perform a master reset on your device, find your device listed below: Unless otherwise instructed, start with the device OFF and unplugged from power. If the device has a power button, then to verify the device is powered off and not in standby mode, press and hold down the power button until prompted to turn off the device. Once your device has reset, you will need to follow the on-screen prompts and then place your device in an area with a clear view of the sky until it acquires satellites. Note: A master reset will erase all favorites and will restore your device to the default factory settings. Although the master reset will erase all saved favorites, any loaded custom points of interest will remain intact on the device. If you use a PC, then for those devices that come in MTP mode, you will need to change the unit back to Mass Storage mode. Note: See MTP mode does not apply on a Mac. You are going to start with the device OFF and unplugged from power. To verify that the device is powered off and not in standby mode, press and hold down the power button until prompted to turn off the device. nuvi 30, 40, 50, 52, and 54, series 1. Press and hold the lower right hand corner of the touchscreen 2. Power on the device while continuing to hold the display 3. Remove your finger from the touchscreen when "Erase all user data?" appears 4. Touch Yes (If text language is not in English, this is the button on the right) 5. The device will now reset. nuvi 55, 56, 57, 58, 60, 2200, 2300, 2400, 2405, and 2505 series 1. Press and hold the lower right hand corner of the touchscreen 2. Power on the device while continuing to hold the display 3. Remove your finger from the touchscreen when the message asking, "Erase all user data?" appears 4. Touch Yes to confirm 5. The device will now reset. Another option to perform a master reset for these devices: 1. Touch View Map 2. Touch the Speed icon 3. Touch and hold the speedometer for approximately 5 seconds 4. Release your touch when the Diagnostics Page displays 5. Touch Clear all user data 6. Touch Yes when prompted to "Erase all user data?" 7. The device will now reset. nuvi 200, 205, 465, 500, 600, 700, 705, 1100, 1200, 1300, 1400, and 1690 series; Live 1695 and 2300 series; zumo 220, 450, 550, 660, and 665 series: 1. Touch and hold the lower right corner of the screen 2. power the device ON while continuing to press the screen 3. Release the power button when the device powers ON 4. You will see a new message: "Do you really want to erase all user data?" 5. Remove your finger from the touch screen when this message displays 6. Touch Yes (If text language is not in English, this is the button on the right) 7. The device will now reset. nuvi 295W: 1. Touch Settings from the scrolling menu on the main menu screen 2. Touch the menu button (three horizontal lines icon) 3. Touch Master Clear 4. Touch Yes when asked "Restore all settings to factory defaults and remove all user data?" (If text language is not in English, this is the button on the right) 5. The device will now reset. nuvi 300 series 1. Touch and hold the top right corner of the touchscreen (1) 2. Power the device ON while continuing to hold the screen 3. The message "Do you really want to erase all user data?" will appear 4. Remove your finger from the touchscreen when this message displays 5. Touch Yes (If text language is not in English, this is the button on the right) 6. The device will now reset. (1) If the message in step 3 does not appear when using the top right corner of the touchscreen, repeat these steps using the bottom right corner of the touchscreen instead. nuvi 800 and 805 series 1. Remove battery from nuvi 2. Place battery back into nuvi 3. When the progress bar appears, touch-and-hold the bottom right corner of the touch screen 4. Release the screen when "Do you really want to erase all user data?" appears 5. Touch "Yes" (If text language is not in English, this is the button on the right) 6. The device will now reset. nuvi 2407, 2408, 2507, 2508, 2707, 2708 series, Camper/RV 760, and zumo 590: 1. Touch and hold the lower right hand corner of the touchscreen 2. Power the device on 3. "System" will appear on the screen for approximately 30 seconds 4. Remove your finger when the screen displays Loading... 5. The device will now reset. nuvi 3507 and 3508 series: 1. Power on the device 2. When the first copyright screen appears press and hold the lower right hand corner of the touchscreen 3. Remove your finger from the touchscreen when "Erase all user data?" appears 4. Touch Yes (If text language is not in English, this is the button on the right) 5. The device will now reset. nuvi 5000: 1. Connect the device into a power outlet and turn the device OFF. Note: the master reset will not work when connected to a computer 2. After about ten seconds, power the device ON 3. As soon as the loading bar appears, immediately touch and hold the bottom right corner of the touchscreen 4. The message, "Do you really want to erase all user data?" will appear after about thirty seconds 5. Remove your finger from the touchscreen when the message appears 6. Touch Yes (If text language is not in English, this is the button on the right) 7. The device will now reset. Garmin Drive 40, 50, 60, Garmin DriveAssist 50, Garmin DriveLuxe 50, Garmin DriveSmart 50, 60, 70; nuvi 2509, 2609, 2709, 3400, 3500, and 3700 series, nuviCam, and Camper/RV 660: 1. Power on the device 2. When the first copyright screen appears, press and hold the lower right hand corner of the touchscreen 3. Remove your finger from the touchscreen when "Erase all user data?" appears 4. Touch Yes (If text language is not in English, this is the button on the right) 5. The device will now reset. Another option to perform a master reset for these devices: 1. Touch View Map 2. Touch the Speed icon 3. Touch and hold the speedometer for approximately 5 seconds 4. Release your touch when the Diagnostics Page displays 5. Touch Clear all user data 6. Touch Yes when prompted to "Erase all user data?" 7. The device will now reset. dezl series and dezlCam: 1. Power on the device 2. When the first copyright screen appears, press and hold the lower right hand corner of the touchscreen 3. Remove your finger from the touchscreen when "Erase all user data?" appears 4. Touch Yes (If text language is not in English, this is the button on the right) 5. The device will now reset. zumo 350 and 390: 1. Place and hold your finger in the bottom right corner of the touchscreen 2. Power the device On 3. Release the power button after the device powers On 4. Continue to hold your finger on the touchscreen until the device reboots 5. The device will now reset. StreetPilot c300 and c500 series device: 1. Touch and hold the lower right corner of the screen 2. power the device ON 3. The message, "Do you really want to erase all user data?" will appear 4. Remove your finger when the message appears 5. Touch Yes to confirm 6. The device will now reset. StreetPilot 2600 series Note: A master reset will erase all waypoints or Favorites and will restore your device to the default factory settings. If you would like to first back up your Favorites to your computer, you can click here for instructions in BaseCamp or MapSource. 1. With the device plugged in but turned off, hold down the Page and Menu buttons at the same time 2. While holding down the buttons, turn on the device 3. Continue holding down the buttons, and the message "Do you really want to erase all user data?" will appear 4. Remove your fingers from the buttons 5. Touch Yes to confirm 6. The device will now reset. StreetPilot 2700 and 2800 series 1. With the device plugged into external power, but turned off, hold down the Menu and Map buttons at the same time 2. While holding the buttons down, turn on the device and continue holding down the buttons for five seconds 3. After five seconds, let go of the buttons 4. The screen will flicker, and then the setup screen will display 5. The device will now reset. StreetPilot 7000 series 1. Start with the device powered off 2. Press and hold the power button 3. The message "Do you really want to erase all user data?" will appear 4. Release the power button when the message appears 4. touch Yes to confirm 5. The device will now reset. StreetPilot i-series 1. Start with the device off and disconnected from power 2. Press and hold down the thumb wheel and back arrow buttons 3. Keep the thumb wheel and arrow buttons held down then press the power button 4. The message "Do you really want to erase all user data?" will appear 5. Release the three buttons and use the thumb wheel to confirm Quest 1. With the device powered off, press and hold the Page and OK buttons simultaneously 2. While holding the Page and OK buttons, power the device ON 3. Release the Page and OK buttons when you see the message, "Would you like to erase all user data" 4. Select Yes 5. Press the OK button 6. The device will power off and back on automatically. Change Historygermann - May 23, 201605/23/2016 added new devicesgermann - Dec 5, 201512/05/2015 minor updatesgermann - Aug 26, 201508/26/2015 added link to Garmin PP presentation on resetgermann - Mar 24, 20143/24/2014 added procedure for 55, 56, and 60 nuvisgermann - Jun 20, 20136/20/2013 added nuvi 3507 and 3508germann - Jul 19, 2012There were two FAQs on this subject - both by me. I printed both of them and then made sure that this one contained procedures f I Jupiterimages/Creatas/Getty Images A Garmin Zumo is designed for rugged use that often comes with the territory when riding motorcycles. Despite its waterproof exterior, the device may take enough bumps and bruises that it could eventually lock up. If this occurs, you can have trouble powering off the device. Every Garmin, however, comes with a feature allowing you to manually restart it even if buttons do not respond. The unit also allows you to perform a master reset to reset the Zumo to factory settings. Hold the "Power" button for at least eight seconds. Release the "Power" button after the device powers off. Press the "Power" button again to finish resetting the Zumo. Turn off the Zumo and disconnect any power cable from the unit. Hold down your finger in the lower-right corner of the screen. Hold the "Power" button, releasing it only after the Zumo turns on. Release your finger from the lower-right corner of the screen after a "Do you really want to erase all user data?" message appears.

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