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## GeoExplorer 2008 Series: Resetting the Handheld

If the Trimble® GeoExplorer® 2008 series handheld stops responding to the stylus, or if it does not respond when you press any of the keypad buttons, or if the screen goes blank, you may need to reset it. This Support Note describes the different resets that are possible, when it is appropriate to use each, and how to perform them.

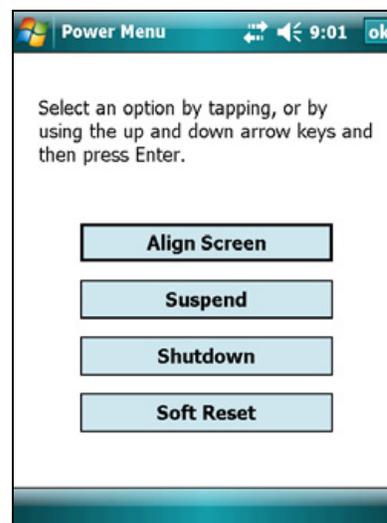
### Soft reset

If the handheld is not responding correctly, perform a soft reset before any other reset. A soft reset is similar to restarting a computer. This type of reset saves data and closes all open applications and then restarts the handheld. All data and settings are retained after a soft reset.

To perform a soft reset, use the tip of the stylus to lightly press the **Reset** button.



Alternatively, press the **Power** key for one second until the *Power* menu appears and then tap the **Soft Reset** button on the *Power Menu* screen.



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## Hard reset

A hard reset retains settings and data that you have previously saved on the handheld. However, any unsaved data may be lost.

**Note:** Perform a hard reset only if a soft reset does not resolve the problem.

To perform a hard reset, press and hold the **Power** key as you use the tip of the stylus to lightly press the **Reset** button.

The handheld restarts automatically.



## Resetting to factory default settings

Reset the handheld to factory default settings to restore the handheld to its original state, if a soft reset and then a hard reset do not resolve the problem.

**Warning:** Resetting the handheld to factory default settings erases all data, installed applications, and settings stored in the handheld, except for any data or applications that were pre-installed on the handheld or are stored on a memory card. It does not change the language of the operating system used on the handheld.

**Warning:** If you have encrypted files on a memory card and you reset the handheld to factory default settings, the encryption key on the handheld is deleted. This means that any files you have encrypted on a memory card are permanently locked and unreadable by any device. For more information, refer to the “Memory Cards” section of the GeoExplorer 2008 Series User Guide.

**Tip:** To quickly and easily restore data deleted by performing a factory reset, synchronize the handheld with a computer **before** you reset the handheld to the factory default settings. Once the handheld is reset then resynchronize the handheld with the computer.

To reset the handheld to the factory default settings:

1. Press and hold the two application buttons (—) on the handheld.
2. While holding the buttons, use the tip of the stylus to lightly press the **Reset** button.
3. Keep holding the two application buttons until the handheld restarts.
4. Follow the onscreen instructions to continue the factory reset.

