

SUPPORT NOTE

5 NOVEMBER 2013

GEO 7X HANDHELD: RESETTING THE HANDHELD

If the Trimble® Geo 7X 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 the device. This support note describes the different resets, when it is appropriate to use each one, and how to perform them.

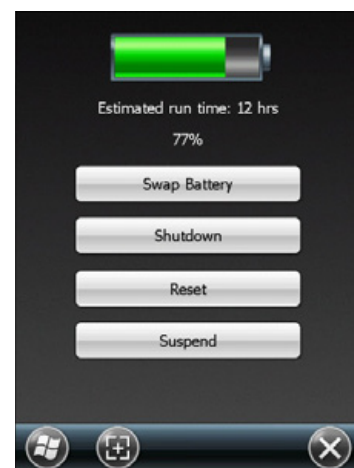
SOFT RESET

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

1. Tap the Power button on the *Home* screen.



2. The *Power* menu appears. Tap **Reset**.



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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:

1. Hold down the Power/Home button on the keypad for at least 10 seconds until the Trimble logo screen appears.
2. Release the Power/Home button.

RESETTING THE HANDHELD TO FACTORY DEFAULT SETTINGS

Reset the handheld to factory default settings to restore the handheld to its original state if a **soft reset followed by a hard reset** do not resolve the problem.

CAUTION – Resetting the handheld to factory default settings erases all data, installed applications, and settings stored in the handheld, except for 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.

CAUTION – 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 are unreadable by any device. For more information, refer to the “Memory Cards” section of the Geo7x 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, resynchronize the handheld with the computer.

To reset the handheld to the factory default settings:

1. Hold down the Power/Home button on the keypad.
2. When the Trimble logo screen appears, immediately press and hold both the left and right application keys:



3. Release the Power/Home button. Instructions will appear on the screen.
4. Release the application keys.
5. Follow the on-screen instructions to continue the factory reset.