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Trimble Nomad Handheld: Won't Turn On

Summary

A Trimble® Nomad™ handheld may get into a state where you cannot turn the handheld on. This Support Note describes the situations in which this can occur, and how to resolve them.

Problem

The Trimble Nomad handheld power circuitry uses a supercapacitor which allows you to replace the handheld's battery without triggering a reset. If the handheld is shut down and the voltage on the supercapacitor is within a certain range, you will be unable to power the handheld back on normally. This can occur in either of the following situations:

- The handheld is placed into Shutdown mode. This is done by holding down the **Power** button for 2 seconds then releasing it to display the *Power* menu, and then selecting the *Shutdown* option.
- You turn on the handheld for the first time.

Note: *This problem does not occur if the Trimble Nomad handheld automatically turns off or if you turn the handheld off by pressing the power button.*

Solution

If your Trimble Nomad handheld won't turn on, do the following:

1. Remove the battery.
2. Press the power button. (This discharges the supercapacitor.)
3. Replace the battery. The handheld will reset itself and restart.

Note: *No data will be lost performing this procedure.*

The handheld should now power on. If you continue to experience problems, contact your local Trimble Reseller (<http://www.trimble.com/locator/locator.aspx>).

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