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## GeoExplorer 2008 Series: Handheld Won't Turn On

### Summary

A GeoExplorer® 2008 series handheld may get into a state where you cannot turn the handheld on. This Support Note describes how to resolve this problem.

### Problem

A GeoExplorer 2008 series handheld can get into a state where the unit will not turn on. This may also cause the battery to go flat even if the handheld appears to be off.

### Solution

If your GeoExplorer 2008 series handheld won't turn on, do the following:

1. Place the GeoExplorer 2008 series handheld on to a powered support module (charging cradle). The Power LED should indicate charging is in progress.
2. Perform a hard reset: press and hold the **Power** key as you use the tip of the stylus to lightly press the **Reset** button.

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

If the hard reset has been performed correctly the handheld restarts automatically displaying the blue splash screen with the text "Loading Kernel...".

The handheld should now power on. Check the level of battery power and continue charging the unit if necessary. If you continue to experience problems, contact your local Trimble Reseller (<http://www.trimble.com/locator/locator.aspx>).



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