

Guide for Performing Factory Resets on Common Mobile Devices

This guide provides specific instructions for performing a factory reset on the following devices:

- Trimble Juno 3B and 3D
- Trimble Juno SB and SC
- Trimble Juno ST
- Trimble GeoExplorer 2005
- Trimble GeoExplorer 2008

- Trimble GeoExplorer 6000
- Trimble Nomad
- Trimble Recon (WM-5)
- Juniper Archer

What does a Factory Reset Do?

- Factory resetting returns a device to its original, clean operating system state. This process erases all data, settings, and applications that were added to the device after purchase. Applications pre-installed on the device before purchase will be retained, as will any data located on the device's storage card. Factory resets can often resolve many chronic hardware performance issues.

Why do a factory Reset?

- The purpose of a factory reset is to ensure baseline settings of the mobile device that will allow for successful installation of new software. Factory resets do not remove any OS or GPS firmware upgrades applied to the mobile device.

Do I even need to do it? If so, how often?

- Factory resetting is highly recommended to anyone before running the S1 Installer. If you have a brand-new device, however, a factory reset is not necessary. Factory resets are required when migrating from NISIMS 1.0 to NISIMS 2.0.

Trimble Juno 3B and Trimble Juno 3D Handhelds

Resetting to factory default settings

Caution: 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.

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 unreadable by any device. For more information, see **Encrypting files on memory cards** in the *Trimble Juno Series Handhelds: Juno 3B and Juno 3D User Guide*.

Note: When you perform a factory reset, the internal GPS receiver will also be reset to factory defaults.

To reset the handheld to the factory default settings:

1. Press the **Power** button until the *Power* menu appears, and then tap **Shutdown**.
2. Press and hold the two soft keys on the handheld.
3. While holding the soft keys buttons, press and hold the **Power** button until the Hive Clean prompt appears.
4. Follow the on-screen instructions to continue resetting the handheld to factory defaults settings.



Trimble Juno SB and Trimble Juno SC Handhelds

Resetting to factory default settings

Caution: *If you reset the handheld to factory default settings, it 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 microSD memory card.*

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 unreadable by any device. For more information, see **Encrypting Files on Memory Cards** in the Juno Series User Guide.*

Note: *When you perform a factory reset, the internal GPS receiver will also be reset to factory defaults.*

To reset the handheld to the factory default settings:

1. Power off the device completely by pressing and holding the **Power** button for 5 seconds
2. Press and hold the two soft key buttons on the handheld.
3. While holding the buttons, press the **Power** button.



Trimble Juno ST Series Handheld

Resetting to factory default settings

Caution: 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.

Note: When you perform a factory reset, the internal GPS receiver will also be reset to factory defaults.

To reset the handheld to the factory default settings:

1. Press and hold the **Calendar** and **Contacts** buttons.
2. While holding the buttons, use the tip of the stylus to lightly press the **Reset** button beside the SD card slot on the handheld



Trimble GeoExplorer 2005 Series Handheld

Resetting to factory default settings

Warning: *Resetting to factory default settings erases all data and software installed on the handheld.*

To reset the handheld to the factory default settings:

1. Turn on the handheld.
2. Press and hold the power button until the handheld turns off.
3. As soon as the handheld turns off, continue to hold the power button down and press the two application (-) buttons. When you see a warning about data loss, release all buttons and follow the instructions on the screen.



Trimble GeoExplorer 2008 Series Handhelds

Resetting to factory default settings

Caution: 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.

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 unreadable by any device. For more information, see **Encrypting files on 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 on-screen instructions to continue the factory reset.



Trimble GeoExplorer 6000 Series Handhelds

Resetting to factory default settings

Caution: 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.

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 unreadable by any device. For more information, see **Encrypting files on memory cards** section of the GeoExplorer 6000 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, press and hold the Power button until the handheld turns off.
3. Hold down the application buttons until the screen displays the following warning: WARNING: Factory Reset will result in LOSS OF DATA.
4. Follow the on-screen instructions to continue the factory reset.





Trimble Nomad Series Handhelds

Resetting to factory default settings

Caution: If you reset the handheld to factory default settings, it erases all data, factory and user installed applications and licences, and user settings stored on the device.

To reset the Trimble Nomad series to factory default settings, do the following:

1. Press and hold down the **Power** key  and the right soft key . When the countdown timer appears, continue to hold down both keys until a warning screen appears.
2. If you want to completely clear the handheld, follow the instructions on the screen.

If your Trimble Nomad series has an internal GPS receiver (800L, 800LC, 800LE, 800X, 800XC, and 800XE models), the factory installed application SatViewer will be removed when you perform a factory reset. To reinstall it, download the application from the downloads area in the Trimble Nomad series support area on www.trimble.com.

If your Trimble Nomad series has an internal barcode scanner (800LE and 800XE models), the factory installed application ScanAgent will be removed when you perform a factory reset. To reinstall it, download the application from the downloads area in the Trimble Nomad series support area on www.trimble.com.

To reinstall SatViewer or ScanAgent, do the following:

1. Download the required application(s) from the downloads area on the Trimble Nomad series support pages.
2. Copy the CAB file to your Trimble Nomad series.
3. Run the CAB file from the handheld.



Trimble Recon Handhelds (WM 5.0)

From the Trimble Recon “Getting Started Guide” (pages 11-12)

Note: These instructions are designed for the Trimble Recon running Windows Mobile 5. To reset Trimble Recon devices running an operating system other than Windows Mobile 5, consult the documentation that came with your device.

Resetting to factory default settings

Caution: 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.

To reset the handheld to the factory default settings:

1. Hold down the Power key to display a countdown
2. Continue to hold down the Power key until it counts down to zero and beeps twice.
3. Then immediately hold down the Start and OK keys simultaneously.
4. After a few seconds, as screen will come up warning that if you continue, this operation will clear the persistent storage including all user data, applications, and settings.
5. Follow the instructions on the screen **ONLY** if you want to completely clear your unit.



Juniper Archer Handhelds

Resetting to factory default settings

Warning: Setting the Archer Field PC to factory defaults removes installed programs and data from the device, and sets the device to a state similar to when it was shipped from the factory. Backup all software programs, licenses, and data to a desktop PC or to a removeable storage device before proceeding.

To reset the handheld to the factory default settings:

1. Press and hold the Power Button until the Archer resets (or select Reset from the Power Button menu that appears).
2. Immediately press and simultaneously hold the keypad keys shown in the image to the right (before or while the green activity LED is on) and then release these keys once the "Ultra-Rugged Field PC" splash screen appears.
3. Wait a few minutes for the factory reset to complete. An indication of success is when you are asked to align the display. Calibrate the touchscreen and follow all other instructions until you are back at the Today screen.






Juniper Mesa Rugged Notepad

Resetting to factory default settings

Warning: All data and programs installed by the user will be removed from the internal flash storage memory. If possible, backup all data to another location or computer before restoring the system to a factory default state..

To reset the handheld to the factory default settings:

1. Perform a Reset by pressing and holding the Power Button for 3 seconds then select Reset from the menu (or continue to hold the Power Button until the display flashes off).
2. Immediately press and simultaneously hold the keys shown in the image below.

rotate  + up  + return 

3. Release all keys a couple of seconds after the initial boot splash screen appears.
4. Confirmation that restoring the system to a factory default state was successful is when the Set Date & Time screen appears.

