

Knowledge Base Article

Product Group: MicroVibe P

Product: CMAC 3835-U-RUG (Pocket PC for CMVL 3860)

Version: N/A

Abstract

This article describes how hard and soft resets affect the Trimble® Recon™ handheld with Microsoft® Windows Mobile™ 2003 Software. It also describes how to perform a soft reset and a hard reset.

Overview

The following paragraphs describe both a soft reset and a hard reset for the SKF MicroVibe P model CMVL 3860 (Trimble Pocket PC) device.

Soft Reset

A **soft** reset stops all running programs, but leaves all files in RAM intact. You may need to soft reset the handheld after you have installed new software that includes new drivers, or if the operating system stops responding. Most system problems can be solved by a soft reset.

To soft reset the Trimble Recon handheld:

1. Hold down  for five seconds. A warning message will appear. [Figure 1]

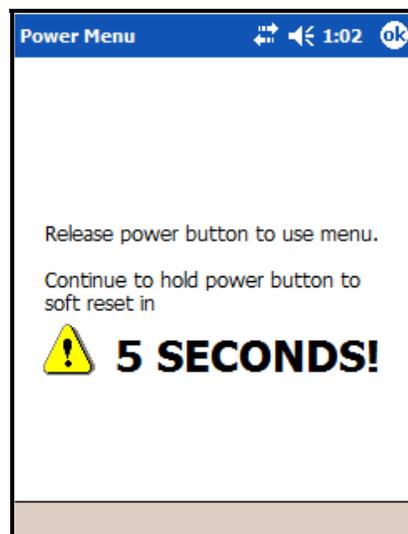


Figure 1. Power menu

2. Continue to hold down  for five more seconds as the screen counts down. The screen goes blank and then the Trimble Recon handheld reboots.

Hard Reset

A **hard** reset erases all data in RAM and then reloads the operating system into RAM from the NAND flash memory. You should only perform a hard reset if a soft reset does not solve a problem.

Some of the RAM on the Trimble Recon handheld is allocated as **database memory**. Some Windows Mobile applications use this memory to store information. For example, Microsoft ActiveSync[®] technology uses database memory to store information for synchronization with the desktop computer. When you perform a hard reset, information stored in database memory is lost.

To hard reset the Trimble Recon handheld:

1. Disconnect the USB cable and any serial cables that are connected to the Trimble Recon handheld.
2. Remove any CompactFlash cards or CompactFlash adaptors that are inserted in the CompactFlash slots.
3. Remove the PowerBoot module. For detailed instructions, refer to the Trimble Recon Support Note *Replacing the PowerBoot Module*.
4. Wait for at least 30 seconds.
5. Reattach the PowerBoot module.
6. Turn on the Trimble Recon handheld.
7. If you have made a RAM backup before the hard reset, a message appears, asking if you want to restore the backup file. Tap **Yes**.

This article was created using the following Trimble support note:

http://trl.trimble.com/dscqj/ds.py/Get/File-148077/SprtNote_Recon_Resets.pdf

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at tsg-americas@skf.com.