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GeoExplorer 2008 Series and Trimble Nomad Handhelds – Incorrectly Applied Screen Protector May Stop Handheld From Responding to Screen Taps

The Trimble® GeoExplorer® 2008 series handhelds and the Trimble Nomad™ series of handheld computers are supplied with screen protectors that you should apply to the handheld to protect the screen from scratches. If you apply the screen protector incorrectly, your handheld may not respond to screen taps. This Support Note describes how to apply the screen protector to avoid this problem.

Problem

If you have applied a screen protector to your device and it no longer responds to screen taps, it is likely that the screen protector has been incorrectly installed. When the screen protector is being installed, it is possible to push the edge of the screen protector under the seal between the housing and the display. If this happens, the display incorrectly thinks it is being tapped continuously and therefore does not respond to other taps from the stylus.

Solution

To resolve this problem, remove the screen protector and reposition it carefully avoiding pushing the edge of the screen protector under the seal. You may not be able to reposition the screen protector without removing it completely. If the screen protector is damaged during this process, discard the damaged protector and use a new screen protector.

Removing the screen protector

Warning: Take care when removing the screen protector not to damage the screen or the display seal by using sharp objects.

1. Find the edge of the screen protector that has the biggest gap between its edge and the housing of the handheld.
2. Use the plastic Installation Card that is supplied with the screen protectors to carefully lift up the edge of the screen protector.

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Applying a new screen protector

Warning: Avoid pushing the edge of the screen protector under the display seal.

Follow the instructions for the type of screen protector you have:

JAVOedge Long-life Screen Protector (ULTRA CLEAR)

This type of screen protector is shipped with the GeoExplorer 2008 series and Trimble Nomad handhelds.

Note: This screen protector has three layers. **Two** layers are removed in the process of installing the screen protector (the protective plastic backing and the protective plastic facing). Follow the instructions carefully to ensure you apply the screen protector and remove the plastic backing and facing.

1. Clean device screen with the dust-free cloth (provided) and use a compressed-air can to blow off excess dust if possible. For best results, wash hands before installing and apply in a dust-free environment. (CAUTION: DO NOT USE CLEANING SOLUTION ON DEVICE SCREEN).
2. Screen protectors are shipped with a protective plastic facing and backing. Using the yellow pull tab (1), peel the screen protector away from the protective backing about an inch, exposing its tacky surface.
3. Carefully orient the screen protector to match the edge of the display. Starting on one side, lightly press the tacky side down. If misaligned, lift up and reapply.
4. Use the Installation Card (provided) to push any trapped air bubbles to the edge of the screen.
5. Using the orange pull tab (2), peel off the protective facing.
6. Allow up to 48 hours for additional air bubbles to work their way out.

Reminder: Do not use sharp tools to remove screen protector as they may damage the screen.

Note: Screen protectors are highly reflective. For your safety, do not look directly at the reflected image of the sun.

BoxWave ClearTouch Screen Protector (ANTI-GLARE)

This screen protector is available as an optional accessory.

Note: This screen protector has two layers. **One** layer is removed in the process of installing the screen protector (the protective plastic backing). Follow the instructions carefully to ensure you apply the screen protector and remove the plastic backing.

1. Clean device screen with the dust-free cloth (provided) and use a compressed-air can to blow off excess dust if possible. For best results, wash hands before installing and apply in a dust-free environment. (CAUTION: DO NOT USE CLEANING SOLUTION ON DEVICE SCREEN).
2. Screen protectors are shipped with a protective plastic backing that must be removed prior to application. Using the pull tab, peel the thin clear plastic backing away from the opaque screen protector about an inch, exposing its tacky surface.
3. Carefully orient the opaque screen protector to match the edge of the display. Starting on one side lightly, press the tacky side down. If misaligned, lift up and reapply. Slowly peel off the rest of the protective backing and lay the screen protector on the screen.
4. Place the lint-free cloth (provided) over the screen protector and then use the Installation Card (provided) to gently push any trapped air bubbles to the edge of the screen.

Reminder: Do not use sharp tools to remove screen protector as they may damage the screen.