**Resets and Re-install Operating System Procedures on the TI-Nspire™ Family**

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Solution 20569: Resets and Re-install Operating System Procedures on the TI-Nspire™ Family.  
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How can the TI-Nspire handheld unit be reset and the operating system reloaded?

During operation of the TI-Nspire handheld it may be necessary to reset the device. Circumstances which may require a reset include; keys not responding, device will not turn on or a garbled display.

To reset the device:

• Remove the keypad (for TI-Nspire with ClickPad, TI-Nspire with TouchPad, and TI-Nspire CAS with Touchpad) or the battery door (for TI-Nspire CAS with ClickPad) and remove at least one battery from each column of batteries. After 2-5 seconds, reinsert the batteries but do not turn the handheld on.

For the TI-Nspire and TI-Nspire CAS handheld units with ClickPad:\

• Hold down [home] [enter] [P].

• While holding these keys press [on].

For the TI-Nspire and TI-Nspire CAS handheld units with TouchPad and the TI-Nspire CX and TI-Nspire CX CAS:

• Hold down [doc] [enter] [EE].

• While holding these keys press [on].

Please Note: For TI-Nspire Family handheld units that contain rechargeable batteries you can alternatively hold the above keys while pressing the [reset] button on the back of the handheld rather than removing the battery for 2-5 seconds.

• The device will boot up as in the previous reset, but will display a menu with the following options. Please try options 2, 3, and 4 in that order.

• 1: Cancel - The most non-intrusive reset option; no changes are made, the unit restarts.

• 2: Delete Operating System – The operating system will be deleted without deleting any documents on the system.

• 3: Delete Document Folder Contents – This will delete the user’s documents, but will not delete the OS. Selecting this option is the same as using the RESET hole on the back of the unit.

• 4: Complete Format – This will delete the OS and all documents for a total wipe of the handheld.

Please note that the second and fourth option will require that the OS will need to be reinstalled.