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Solution 11900: Troubleshooting a TI Graphing Handheld That Will Not Turn On.

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What troubleshooting steps can I try if the TI graphing handheld will not turn on or function properly?

Note: Information on battery precautions and replacement can be found in the case entitled "[Instructions for Replacing Batteries In a TI Graphing Calculator](#)".

For any graphing handheld, please ensure that there are no buttons that are stuck down below the keypad. For the TI-Nspire™ family, please ensure that the reset button located on the back is not stuck down below the bottom case.

For the TI-Nspire Family:

1. Check to ensure the reset button on the back of the handheld is not stuck. If it appears stuck, use a paper clip to move it back into position.
2. Remove the keypad (for TI-Nspire Family or TI-Nspire CAS TouchPad) or the battery door (for TI-Nspire CAS ClickPad) and remove at least 1 battery from each column of batteries. After 2-5 seconds, reinsert the batteries and turn the unit on. This will cause the unit to reboot the operating system. For the TI-Nspire CX and TI-Nspire CX CAS, simply press the reset button on the back of the handheld.
3. Remove the keypad (for TI-Nspire Family or TI-Nspire CAS TouchPad) or the battery door (for TI-Nspire CAS) and remove at least 1 battery from each column of batteries. After 2-5 seconds, reinsert the batteries and **leave the unit off** (do not turn on and then back off). If the TI-Nspire/TI-Nspire CAS is a ClickPad, hold down [home] [enter] [P], and while holding these keys, press [on]. If the TI-Nspire/TI-Nspire CAS is a TouchPad, instead hold down [doc] [enter] [EE], and while holding these keys, press [on]. If the device is a TI-Nspire CX or TI-Nspire CX CAS, begin by holding down the reset button. With the reset button held down, press and hold the [doc] [enter] and [EE] keys. Release all keys at the same time. The device will boot up as in the previous reset, but will display a menu with the following options. Please try options 1, 2, 3, and 4 in that order. ** The [home] key is located at the top right of the TI-Nspire keypad and has a picture of a house on it.

Notes: For TI-Nspire CX and TI-Nspire CX CAS units: If the unit is not turning on please make sure the unit is plugged in and charging before attempting to do the resets.

• **TI-Nspire family model options 2 and 4 above require that the OS be reinstalled. The reset menu will only display if the unit is off and batteries have been removed/replaced as described above.**

• **For the TI-Nspire handheld, you need to use the TI-Nspire keypad and not the TI-84 Plus keypad to be able to attempt these resets.**

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.
3. *Delete Document Folder Contents* – This will delete the user's documents, but will not delete the OS.
4. *Complete Format* – This will delete the OS and all documents for a total erase of memory.

For the TI-83 Plus Family and TI-84 Plus Family:

Caution: The resets described in the troubleshooting steps below will cause a loss of applications, programs, and data. If at all possible please create [a backup](#) using TI Connect™ first.

1. Try a new set of AAA batteries.
2. Adjust the contrast by pressing and releasing the [2nd] key followed by pressing and releasing the up arrow; repeat as necessary. To adjust or lighten the display, use the down arrow.
3. Remove one of the AAA batteries. Press and hold the [CLEAR] key. While holding [CLEAR], reinsert the AAA battery and then turn the calculator on. The calculator should display the message "RAM Cleared". Release the [CLEAR] key and then press it one more time to remove the message.
4. Remove one of the AAA batteries. Press and hold the [DEL] key. While holding [DEL], reinsert the AAA battery and then turn the calculator on. The calculator should display "Waiting...Please install calculator software now". Follow the instructions for the [TI-83 family or TI-84 Plus family](#) to reinstall the calculator operating system.
5. Remove all of the batteries including the round lithium battery for 5 minutes. After the 5 minute period, reinsert all of the batteries and turn the calculator on. Adjust the contrast if necessary.

For the TI-89 Family, TI-92 Family, and Voyage™ 200:

1. Try a new set of AAA batteries (AA batteries on the TI-92 Family).
2. Adjust the contrast by pressing and releasing the Diamond key followed by pressing and releasing the [+] key; repeat as necessary. To adjust or lighten the display, use the [-] key.
3. **Users of the TI-89 Titanium or Voyage 200 should see the following case before performing the following reset procedure to prevent the loss of valuable Apps.**
On the TI-92 family or Voyage 200, hold the [2nd] key and the [hand] key, then press and release the [ON] key. On the TI-89 family, press and hold the [2nd] key, left arrow, and right arrow; then press and release the [ON] key. This should reinitialize the operating system, in which you should see a progress bar filling on the screen.

Product

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TI-82
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TI-82 VSC
TI-83
TI-83 PLUS
TI-83 PLUS SILVER
TI-83 PLUS VSC
TI-83 VSC
TI-83+ SILVER VSC
TI-84 PLUS
TI-84 PLUS SILVER
TI-84+ SILVER VSC
TI-85
TI-85 VSC
TI-86
TI-86 VSC
TI-89
TI-89 BLUE EDITION
TI-89 TITANIUM
TI-89 TITANIUM VSC
TI-89 VSC
TI-92
TI-92 PLUS
TI-NSPIRE
TI-NSPIRE CAS
VOYAGE 200

4. Remove one of the AAA or AA batteries. Press and hold the [APPS] key, and while holding the [APPS] key, replace the battery and turn the unit on. TI-89, 92 Plus, or Voyage 200 users should see "*Press 1 to install code...*", and should press the [9] key. The calculator should then say, "*Waiting to receive...*". TI-89 Titanium users should see "*Waiting to receive...*" or "*Waiting to receive OS...*". You will need to [restore the calculator's operating system](#).

For the TI-73 Family, TI-80, TI-81, TI-82, TI-83, TI-85, and TI-86:

1. Try a new set of AAA batteries.
2. Adjust the contrast by pressing and releasing the [2nd] key followed by pressing and releasing the up arrow; repeat as necessary. To adjust or lighten the display, use the down arrow.
3. Remove one of the AAA batteries. Press and hold the [ON] key for 20 seconds. Reinsert the AAA battery and then turn the calculator on.
4. Remove all of the batteries including the round lithium battery for 5 minutes. After the 5 minute period, reinsert all of the batteries and turn the calculator on. Adjust the contrast if necessary.

Access the link following for detailed information regarding [warranty coverage](#).

If the suggestions do not alleviate the problem, please [contact TI-Cares](#) for information regarding service.

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