How To: Recovery Mode

In the unlikely event your calculator freezes, there are several ways to reset the calculator:

1. The following does a simple soft reset, recovers keyboard control, restores most of RAM to the state it was in at the last power-down, thus possibly losing changes made in the current session:

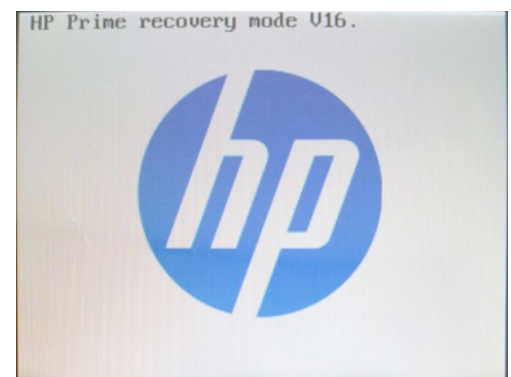   [On/Off] + [Symb/Setup] key or using the Reset hole at the back of the unit.

2. The following clears most of memory, but maintains a few basic things (e.g. calculator name, color theme, language):

    [Esc/Clear] + [Apps/Info] + [On/Off]

3. The following always resets the calculator to factory-new condition:

*   Press and hold [Units C], [x^y F], and [Eval O]
*   While holding them all down, poke a paperclip into the RESET hole in the back.
*   When the diagnostic screen appears, release the [Units C], [x^y F], and [Eval O] keys.
*   Press 4, then 3, then Enter. This will wipe the memory of the calculator to factory-new condition.
*   When the blue OK appears, press Esc, then 9.
*   It usually ends with the initial setup, including swiping the tiny HP logo to the right with your finger, selecting the default language, and/or other stuff, depending on your hardware and firmware versions.

Learn more about HP Prime:
http://www.hp-prime.com

Have you updated the firmware?

Currently the latest version is 10077. To check for the version on your handheld, press [Help/User] and then choose *Tree*, *About the HP Prime* and press OK.

Install the Connectivity Kit on your PC. Once the Connectivity Kit is installed, update the calculator. The following method is recommended:

*   Start the HP Connectivity Kit
*   Connect your HP Prime calculator via the USB cable. If there's an update available, a screen will prompt to ask you about the update.
*   Click update button
*   That's it, you'll see on the screen of your calculator the update being loaded and installed. Don't click too fast to get out of the HP Connectivity Kit, wait a minute or so after completion.

Also, there is a step in the Connectivity Kit where it is advised to back-up the version you had before you run the procedure, just in case. That way you have a way to recover.

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