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:

   - Press in + symbol 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):

   - Press in + Apps + On key

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

   - Press and hold in, and .
   - While holding them all down, poke a paperclip into the RESET hole in the back.
   - When the diagnostic screen appears, release the , , and 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 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.