

How Do I Perform a Soft ("Normal") Reset?

We recommend performing a soft reset to a PDA on a regular basis to help prevent data corruption or data loss. A soft reset on a handheld is similar to rebooting a desktop PC. A soft reset allows the PDA to reallocate resources and to perform more efficiently, without the loss of saved data. A soft reset is also recommended after loading software, new applications or large amounts of data.

Indications that are usually resolved by a soft reset are listed below:

- PDA locking up.
- One window displayed over half of another window.
- PDA performing sluggishly.
- Valid password not accepted or password cannot be changed.
- Insufficient memory errors.
- Other unusual displays or actions.

A soft reset does not erase any programs or saved data, but be sure to save any unsaved data before performing a soft reset since any unsaved data will be lost.

To perform a soft reset, do the following:

1. Locate the *Reset* button on the bottom of your Pocket PC.
2. Use the stylus to lightly press the *Reset* button. The Pocket PC restarts and displays the Today screen.



How Do I Perform a Hard ("Full") Reset?

Perform a hard reset when you want to clear all settings, programs, and data from RAM (random-access memory, where data and programs you have loaded are stored).

If the battery installed in your HP iPAQ Pocket PC discharges completely, your Pocket PC will operate as if a hard reset had been performed once the battery has been recharged. [Click here for information on how to check the battery charge level.](#)

NOTE: If you perform a hard reset, your HP iPAQ Pocket PC returns to its default settings and loses all information (files, settings, etc.) that is not recorded in ROM. Information stored in HP iPAQ File Store will not be lost. [Click here for more information on using HP iPAQ File Store.](#)

A hard reset deactivates the battery. The **Power** button does not function until the battery is reactivated. To perform a hard reset, do the following:

1. Press and hold **Application Buttons 1 (Calendar)** and **4 (iTask)** on the front of the unit and, at the same time, use the stylus to press the **Reset** button on the bottom of your HP iPAQ Pocket PC.

Figure 1: Performing a hard reset



2. Hold all buttons until the displayed image begins to fade (approximately four seconds).
3. Release the **Application** buttons and stylus.

NOTE: To verify a full reset, press the **Power** button. If the HP iPAQ Pocket PC has been fully reset, it does not power on until the battery has been reactivated.

4. Reactivate the battery by using one of the following:
 - o Connecting the HP iPAQ Pocket PC to AC power.
 - o Pressing the **Reset** button with the stylus.
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