NEC NEC Solutions (America), Inc.

NEC MobilePro 900
Performing a Hard Reset

A hard reset restores your MobilePro™ 900 system to its original shipping configuration, erasing all information and settings you have entered. Use a hard reset *only* when your unit does not respond after doing *all* of the following procedures:

1. Install a charged battery.

2. Verify that the battery lock is in the locked position.

3. Connect the unit to an AC power source.

4. Use the soft reset button to reset the system (see "Resetting the MobilePro" in Chapter 4 of the *NEC MobilePro 900 User's Guide*).

   Note A soft reset lets you restart the MobilePro operating system while preserving any saved data.

⚠ **CAUTION** Using the hard reset returns your MobilePro to its original shipping configuration. All data and applications are erased from RAM. All open/unsaved files are lost and all user specific data such as contacts and tasks are erased.

You can only restore data that has been backed up to your host PC.

If a hard reset is necessary, use the following procedures to perform the reset:

1. Save your data, turn off unit power, and close the display panel. Disconnect any cable attached to the unit, such as the AC adapter and PC connect cables.

2. Remove the installed main battery pack (see "Replacing the Main Battery" in Chapter 2 of the *NEC MobilePro 900 User's Guide*).

3. Remove the backup battery (see "Replacing the Backup Battery" in Appendix A of the *NEC MobilePro 900 User's Guide*).

4. Wait a ***full minute*** after removing the backup battery. Then reinstall the backup battery (see "Replacing the Backup Battery" in Appendix A of the *NEC MobilePro 900 User's Guide*).

⚠ **CAUTION** The hard reset requires that you wait a ***full minute*** before you reinstall the backup battery.

5. Replace the main battery pack (see "Replacing the Main Battery" in Chapter 2 of the *NEC MobilePro 900 User's Guide*).

6. Open the display panel and power on the MobilePro 900.

   Note If the system does not power on after reinstalling the batteries, wait five seconds and then press the power button again.

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