

JanamCare Tutorial: How to Reset the XP Series

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Reset the XP20 or XP30

To soft reset:

In most situations, a soft reset restarts the device and saves all stored records and entries. However, any data that has not been saved will be lost during a soft reset. To perform a soft reset, do the following:

1. Remove the battery door.
2. With the stylus, tap the white reset button located in the lower left region of the device, just below the battery compartment.
3. The Janam logo will appear followed by a Palm Logo screen.

To hard reset:

A hard reset restores the XP device to factory settings, and removes ALL applications and data in volatile memory. Be sure that all data is backed up before performing a hard reset. To perform a hard reset, do the following:

1. Locate the power button on the top of the device. While holding down the power button, gently press the reset button with the tip of the stylus.
2. Release the reset button.
3. Watch the screen. When the Palm Powered logo appears, release the power button.
4. When a message displays on the device screen warning that you are about to erase all the data, press the up or down key to erase.
5. After pressing the arrow key, re-install the battery door and the XP device will reboot. Follow the onscreen instructions to set up your device.