

TI-nspire CAS Touchpad Operating System not found. Install OS now. Unit to Unit Transfer

A TI-nspire CAS Touchpad calculator that returns this message at start up has either a corrupted operating system or no operating system installed.

In most cases the documents folder is unaffected and the device will still be recognised by TI-nspire Computer Link or the TI-nspire computer software. If you wish to back up your calculator files this should be done **before** following these steps by copying the entire documents folder to the computer.



Step 1 – Maintenance Menu

The maintenance menu provides an inbuilt method of deleting remnants of an incomplete or corrupted operating system. To access the maintenance menu the calculator must be turned off completely. This can be done by removing all the batteries or by pressing the reset button. If you have a rechargeable battery installed, the reset button is the fastest option.

Remove batteries

- Detach the keypad and remove two batteries, one from each of the two slots.
- Wait for 5 seconds before reinserting the batteries.
- Replace the keypad then press and hold: [DOC] + [Enter] + [EE] while turning the calculator on. **Keep holding the three keys** until the maintenance menu is displayed.

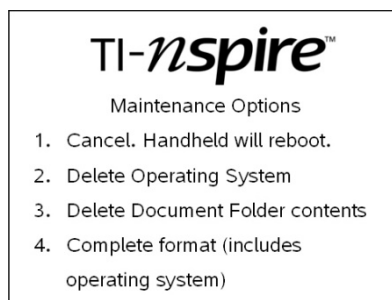
Reset button

- Press and hold: [DOC] + [Enter] + [EE] and press the reset button on the reverse side of the calculator. (You may need a friend to help you.) **Keep holding the three keys** until the maintenance menu is displayed.



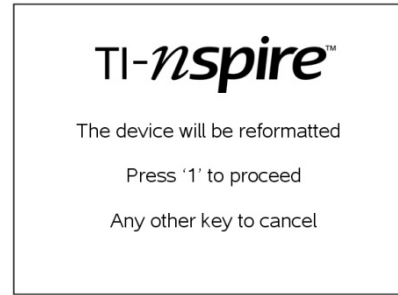
Step 2 – Maintenance Options

- Select option four:
[4] - Complete format



Step 3 – Device will be reformatted

- Confirm the reformatting option by pressing [1].



Step 4 – Deleting Operating System

- No action is required for this step. The progress bar moves repeatedly across the screen as the operating system is cleared.



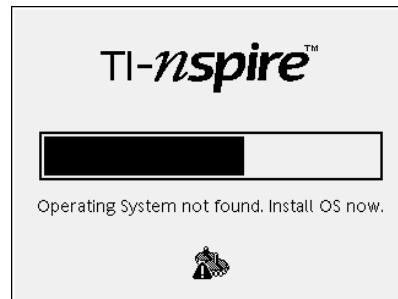
Step 5 – Restarting

- Once the operating system has been completely erased, the calculator prompts to restart, press any key.

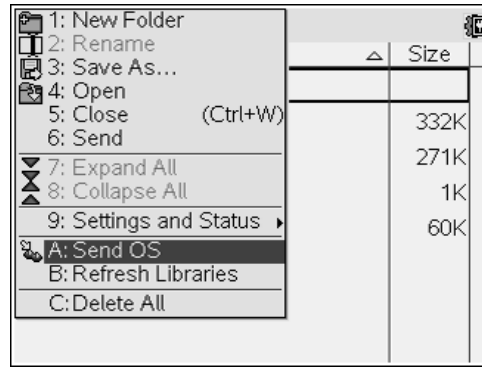


Step 6 – Operating System not found

- The old or corrupted operating system has now been completely removed. The calculator is now ready to accept the new operating system. Connect the calculator to a computer with either the TI-nspire CAS or TI-nspire Computer Link software.



- Connect another handheld to your unit. From the home screen navigate to: **My Documents**.
- Press [menu] and select: **Send OS**



The sending calculator now pushes the operating system into the receiving calculator. **DO NOT** disconnect the calculators during this process.

Once the operating system has been sent, a message appears on the sending calculator when it is safe to disconnect. The receiving calculator will 'extract' the operating system and install.

During the installation of the software it will prompt for a variety of settings. Make the appropriate selections from each dialog box and the installation is complete.

