Troubleshooting TI Graphing Calculators

What troubleshooting steps can I try if my graphing calculator will not turn on unless connected to a power source?

1. If a pull-tab exists please pull it out to allow the battery to connect. If the calculator does not power on after removing the pull-tab, remove the battery door from the back of your calculator, remove the TI Rechargeable Battery, verify the pull-tab is fully removed, and re-install the TI Rechargeable Battery. Confirm the calculator turns on before re-installing the battery door.

2. Ensure there are no keys stuck down below the keypad and that the reset button on the back of the calculator is not stuck down below the bottom case. If it appears stuck, use a paper clip to move it back into position. It is very important to not use an object that can leave behind debris, such as a pencil.

3. Verify the USB cable is completely pushed into the USB port of the calculator and is a tight fit. If it is not completely pushed in, the charger will not detect it. The cable is pushed in all the way when no metal is visible. Please charge the handheld for a minimum of 3 hours.

4. If none of the above solutions fix the issue, it may be time to replace your TI Rechargeable Battery.

   > If purchased more than 3 years ago, replacement TI Rechargeable Batteries can be purchased from either of our Online Dealers: https://education.ti.com/en-au/purchase/where-to-buy

   > If purchased within the last 3 years, please request a replacement battery by emailing ti-admin@list.ti.com with your full name and postal address, including post code.

5. Once these steps are completed, and the calculator is still not functioning, you can return the calculator to the place of purchase for a warranty exchange as long as it meets warranty conditions.

Extra steps for your specific calculator model:

TI-84 Plus CE / Python - Enter a ticket to our technical support team

TI-Nspire CX II / CAS – attempt steps below for rebooting calculator or

   Enter a ticket to our technical support team

What troubleshooting steps can I try if my TI-Nspire CX II or TI-Nspire CX II CAS calculator continuously reboots or is not functioning properly?

Press the reset button on the back of the calculator. (**Please Note:** Resetting the calculator will cause unsaved data to be lost and erase all data entered into Scratchpad.)

If resetting the calculator does not fix the issue, please continue with a Complete Restart:

1. Hold down the reset button for 5 seconds. Release the reset button, press and hold the [doc] [enter] and [EE] keys, and press and release the [on] key.

2. The calculator will display a menu with the following maintenance options:
   1. Format File System – This will delete the user's documents, but will not delete the OS.
   2. Delete OS – The operating system will be deleted without deleting any documents.
   0. Reboot – No changes are made, the calculator restarts

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3. Delete the OS by pressing [2] then on the new menu [8] and finally [0] to reboot the calculator. After completing this step, you will need to reinstall the OS via https://nspireconnect.ti.com/#/

If the calculator is still rebooting/not functioning properly, please continue with steps 4 & 5:

4. Re-enter the maintenance menu by holding down the reset button for 5 seconds. Release the reset button, press and hold the [doc] [enter] and [EE] keys, and press and release the [on] key.

5. Format the file system by pressing [1] then on the new menu [8] and finally [0] to reboot the calculator.

6. Once these steps are completed, and the calculator is still not functioning, you can return the calculator to the place of purchase for a warranty exchange as long as it meets warranty conditions.