## MessagePad 2000: Hard Reset When Changing Batteries (4/97)

Revised:         4/14/97
Security:        Everyone

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TOPIC -------------------------------------------------------

When I insert my batteries into my MessagePad 2000, I receive the message:

"Do you want to erase data completely?" [Yes][No]

If I tap "yes", I receive the message:

"All your data will be lost. Do you want to continue?" [OK][Cancel]

What is this message, and why does it appear?

DISCUSSION -------------------------------------------------

This message is part of the "hard reset" process, which is used to erase all
data and information in the MessagePad's internal memory. For more information
on hard resets, see page 230 of your MessagePad 2000 User's Guide.

The message appears because the power switch is down while the Newton MessagePad
"cold boots". A cold boot occurs when the MessagePad is started after a period
without power. The two most likely situations are as follows:

1) No AC adaptor, no batteries. Insert AC adaptor. The MessagePad 2000 will turn
itself on automatically. If the switch is depressed within the first few
seconds, then the "cold boot" process will display the "hard reset". Users
should refrain from using the power switch for about 5 seconds after inserting
the AC adaptor to prevent the hard reset message from appearing. The unit does
not boot any sooner if you use the switch.

2) No AC adaptor, no batteries. Insert batteries. The MessagePad 2000 will
remain off, and will cold boot when the power switch is depressed. However, if
you hold the power switch, the cold boot process will display the "hard reset."

There are other, more esoteric cold boot situations as well. Remember to avoid holding down on the power switch.

This behavior is identical to previous MessagePad models, but the MessagePad 2000 has a power switch that is easier to reach, increasing the likelihood of displaying the "hard reset" message.

If you have accidentally erased your MessagePad, you can reload the bundled applications from the "Backup Disks" and you can restore personal data you have backed up with Newton Connection Utilities.

In order to reduce customer confusion, Newton Systems Group will add an addendum to the MessagePad 2000 box that states:

Resetting your MessagePad or installing batteries
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When you do a software reset or you slide down and hold the Power switch after installing batteries, a message may appear asking if you want to erase your data completely. Tap No and your MessagePad will restart without erasing any information.

For more information about software resets, see the section, "Resetting the MessagePad" in the MessagePad 2000 User's Manual. For more information on installing batteries, please see "Appendix A:  Installing and Replacing Batteries" in the MessagePad 2000 User's Manual.


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