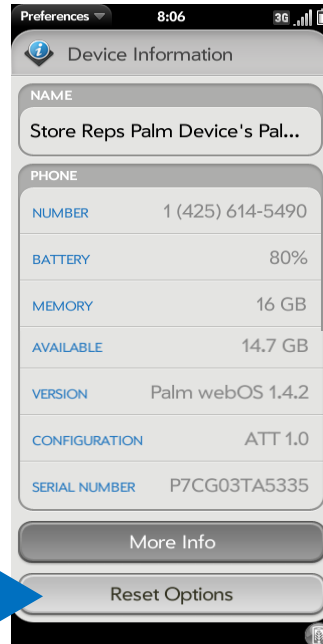


# Resetting Palm Pre Plus & Pixi Plus

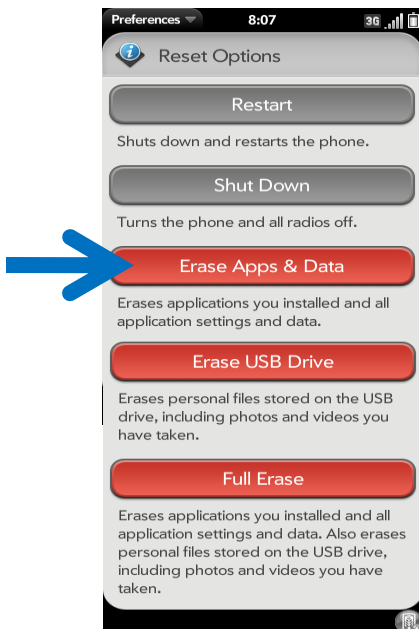
Please follow these steps to reset Pre Plus & Pixi Plus phones:



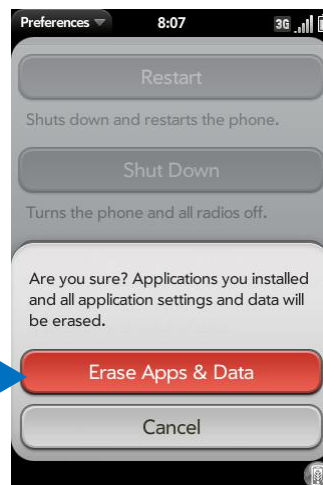
1. Select "Device Info"



2. Scroll down & select "Reset Options"



3. Select "Erase Apps & Data"



4. Confirm "Erase Apps & Data"

5. Device will erase all data & reboot (takes ~ 5 minutes) .

Then follow prescribed set up instructions to login

## Steps to login to an existing Palm profile on a Pre Plus:

1. Power on phone
2. Select English and tap Confirm (Fig #1)
3. Wait for the device to activate and select Next
4. Accept the Terms and Conditions (Fig #2)
5. Select "Sign In To My Profile" (Fig #3)
  - **DO NOT 'Create New Profile'**
6. Use one of the based email address(s) associated with your store. Palm IDs are configured as follows (Fig #4):  
Display<store telephone number>A@attpre.com  
Example: If your main store phone # is 408/555-1212, the 1st demo account is display4045551212A@attpre.com, 2nd demo account is display4085551212B@attpre.com & 3rd demo account is display4085551212C@attpre.com  
Note: We are providing accounts for 3 Palm Pre Plus demos
7. Enter the password "attstore" (lower case, case sensitive) and tap "Sign In" (Fig #4)
8. The device will begin restoring the profile. This process could take 30+ minutes to complete. Once complete, select "done", the phone will reboot.

**Store Manager Resources** in **iPOG** contains a **reference Spreadsheet** in the **Files Section** with the login IDs for Palm Pre Plus profiles created for each store.



Fig #1

Fig #2

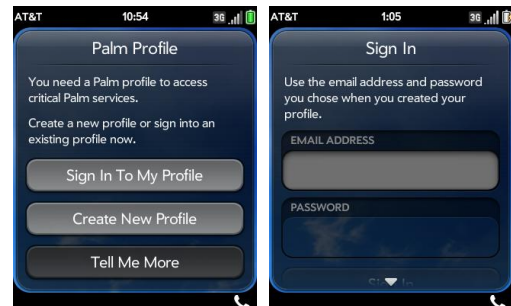


Fig #3

Fig #4

If you have any questions about demo Palm accounts, please contact Palm Retail Operations mailbox at [palmdemo@palm.com](mailto:palmdemo@palm.com)



Fig #5

**Initially start Device Alive by pressing the Device Alive icon on the menu**, it will automatically complete the final step of loading the Device Alive video files. You will see the following screen with a status to completion showing as percentage downloaded (figure #5)

**The download of Device Alive and the demo apps may be accomplished quicker (especially in EDGE markets) if you temporarily turn on Wi-Fi on your Palm Pre Plus.**