

NOKIA 9300i



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Nokia 9300i

Formatting guide

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Formatting the Nokia 9300i internal memory

This document describes how to format the Nokia 9300i internal memory so that all user-related data is erased.



Important: Formatting the **Nokia 9300i** internal memory will permanently erase all user data, including:

- Messages
- Calendar data
- Contacts
- Camera images
- Notes and links from Desk
- Documents, Sheets, Presentations
- Add-on (user-installed) applications in the internal memory
- Web bookmarks
- All settings of Nokia 9300i side (e.g., Internet access points, Regional settings...)
- All settings of the Cover Phone side

Formatting **will also permanently erase** the pre-installed **Nokia.com mobile bookmark** from Web bookmarks.

Formatting **will also permanently erase** all pre-installed **operator-specific customizations**, such as background images, Desk links, and Internet access points.

All of these can be restored from a backup, if the backup is made **before** formatting. **If necessary, take a backup before formatting.** Note that if you use formatting to repair faulty behaviour of Nokia 9300i, restoring the backed-up data files may restore the unwanted behaviour as well. In that case, a partial restore may resolve the situation.

The contents of the SIM card and memory card (MMC) are **not** erased during formatting.

To format the internal memory, do the following:

1. Remove the memory card, the SIM card, and all connections from the PopPort™ connector.
2. Insert a charged BP-5L battery to restart Nokia 9300i. Do not insert the back cover and do not start the cover phone.
Important: Make sure you have enough battery power (3 battery bars or more), or connect the device to a charger.
3. Open the cover. When you see the big **NOKIA** text on the device display, immediately press and hold down

the **Ctrl+Shift+F** keys. The **F** key should be pressed last.

You will see the text: *About to format the device. Are you sure? Format/Cancel.*

If the Format menu does not appear, remove and reinsert the battery and try again. If the device display remains black after inserting the battery, keep the cover open and press the **Power** button on the cover phone side. This should correct the situation.

4. Select *Format*. The formatting starts, and when it is done the device reboots. If the device display remains white, keep the cover open and press the **Power** button on the cover phone side. This should correct the situation

Important: Do not remove battery before the device is woken up to "Language selection" and after that wait at least 5 minutes! Basic settings will be created during that time and the process must not be interrupted!

The device can be used during that time, to fill out Startup settings (language, current city, time and date, My contact card), for example, but the device may operate slower than normally.

Now the device memory is totally erased. If needed, a backup or a partial backup can be restored now. Note that if you use formatting to repair faulty behaviour of the device, restoring the backed-up data files may restore the

unwanted behaviour as well. In that case, a partial restore may resolve the situation.