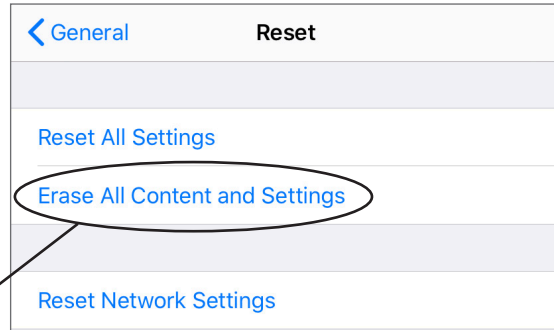


How to Do a Factory Reset

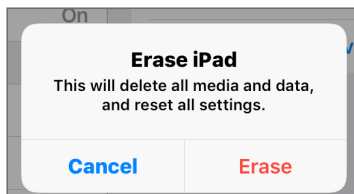
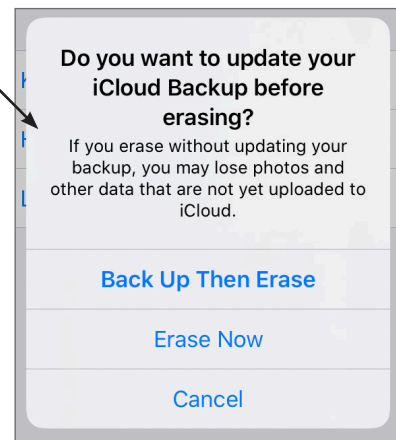
Doing a factory reset on iPads/iPhones

Erasing your iPad/iPhone:

- 1) Open the Settings app and tap on “General” in the list of categories.
- 2) Tap on “Reset” on the next screen (or on the right on iPads) – it’s right down at the bottom, so you’ll have to swipe up on the screen to see it.
- 3) Tap on “Erase All Content and Settings”.



- 4) If you haven’t backed up recently, it’ll ask if you want to back up now. You can either tap on “Back Up Then Erase” or “Erase Now”. If it doesn’t ask you about backing up (because you’ve only just done it), you can just tap on “Erase”. You might be asked to enter your passcode at this point.



- 5) Another warning will pop up – tap “Erase” again. You might even have to tap on “Erase” a third time – they want to make absolutely sure that this is what you want to do, because there’s no way to undo a factory reset.
- 6) You’ll also have to enter your Apple ID password to confirm you want to do it.
- 7) The Apple logo will appear on the screen with a progress bar underneath – just wait patiently for it to finish (it might do it a couple of times).

Setting your iPad/iPhone up again:

- 1) Finally, you’ll get a welcome screen saying “Hello”. Tap the home button or swipe up on the Home bar to start the setup process. (Don’t worry if it says hello in a different language – the next screen will be in English.)
- 2) First, choose your language by tapping on the correct one.



- 3) Then choose your country or region on the next screen (the United Kingdom will probably be at the top of the list).
- 4) Once you've done that, you'll need to work through a set of screens, where it'll ask you to make various choices about how to set up your device. At each step you just need to follow the instructions to make your choice (whatever it is), and you usually tap "Next" to move on to the next screen. Some screens will give you the option to "Skip this step", and it's absolutely fine to do this now, because you can always go back into the Settings app later and set up whatever it is they're suggesting.

"So are you going to talk me through this screen by screen then?" I hear you cry. Well, truth is, I can't do that – it's different for different ages of iPhone and iPad. So instead I'll tell you a bit about the choices you might have to make and what they mean – but don't worry if you don't see them in this order or just don't see certain choices at all.

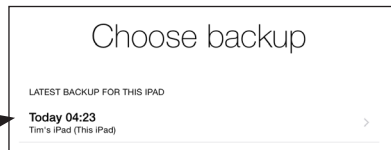
Initial setup choices:

- **Quick Start** – this is more helpful if you're setting up a brand new device to replace an old one. If you want to copy all the settings from your old one onto the new one, you can hold them near each other, and it'll make the setup process a lot easier. But if you're just resetting an iPad or iPhone, it's not really relevant, so you'll need to choose "Set Up Manually".
- **Wi-fi** – this will be one of the first screens. It should automatically find your wi-fi connection so you just need to tap to choose it, then type in the wi-fi password and tap "Join" to get connected.
- **Data and Privacy** – there'll be some information about when Apple needs to use your data. You can tap on "Continue" or "Learn more" to find out more about it.
- **Face ID/Touch ID** – if you've got a newer iPhone, it'll ask you if you want to set up Face ID, where you can unlock your phone by showing it your face. On most iPads and other models of iPhone, it'll ask you if you want to set up Touch ID, where you can unlock your device using your fingerprint. If you want to set this up, that's fine – you'll just have to put your finger on the Home button sensor while it makes a picture of your fingerprint. For Face ID, you'll need to look at your phone, making sure your head's in the frame while it makes a map of your face. Or you can tap "Set Up Later in Settings" if you don't want to do this.
- **Passcode** – even if you set up Face or Touch ID, it will still ask you to set up a passcode. There are times when it won't let you use Face or Touch ID, and also if you ever cut your finger and had it bandaged up, you'd want to know there was another way of getting into your device! You'll need to type in a 6-digit number (4 digits on older devices) and then retype it to confirm. If you choose a really easy to guess number, like 111111, it'll warn you and suggest you use something more secure.

Restoring your backup:

When you get to the “Apps and Data” screen, you’ll get the option to “Restore from iCloud Backup”. If you tap on that, these are the steps you’ll need to go through:

- You’ll need to **sign in** with your Apple ID and password. Make sure you use the same email address and password you were previously using.
- It might also ask you to set up “**Two Factor Authentication**”. This is just an extra level of security to help stop someone else hacking into your account.
- You’ll need to agree to the **Terms and Conditions** by tapping on “Agree”.
- You’ll eventually see a “**Choose backup**” screen a bit like this, listing your previous backups and telling you which was the latest one, so you’ll probably want to choose that (just tap on it).



Before it actually does the “restoring” bit, there’ll probably be yet more things to decide on or set up. Most of these are settings you can change afterwards in the Settings app, so don’t get too caught up about each choice.

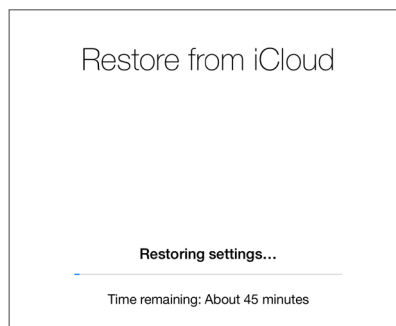
- **Location services** – you can enable or disable this.
- **Apple Pay** – don’t worry about this – you can do it later if you want.
- **iCloud Keychain** – this can store your passwords for you – useful but not essential.
- **Siri** – if you want to use the voice assistant on your device you can set it up now, or do it later. Up to you.
- **iPad/iPhone Analytics** and **App Analytics** – you can choose whether or not to share these with the manufacturers. Also up to you.
- **Restore purchases** – If you get the option to restore purchases from iTunes and other stores, just retype the password when it asks you and tap “Next”.

And finally...

It’ll start restoring your device. This might take a long time – so it’s probably time to put the kettle on and have a well-earned rest while you wait for it.

Finally, it’ll ask you to type in your passcode, and it’ll take you to the Home screen. That’s it – you’re done.

If you can’t see all of your apps, you might need to re-download the missing ones.

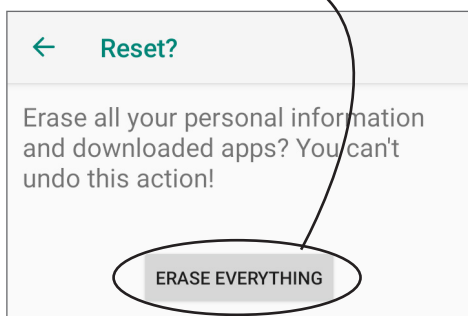


Doing a factory reset on most Android devices

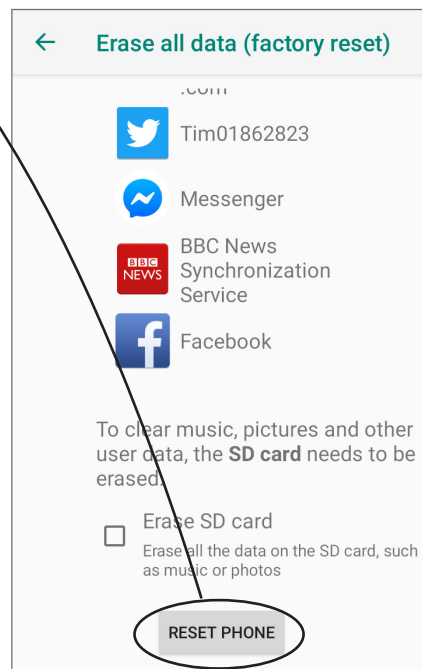
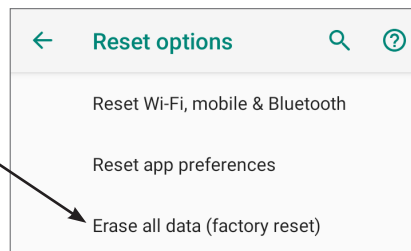
(If you've got an Amazon Fire tablet skip to page 7.)

Erasing your tablet or phone:

- 1) Open the Settings app and tap on "Backup & reset" (on some devices you tap "System", then "Reset options" instead).
- 2) Tap on "Factory data reset" or "Erase all data".
- 3) On the next screen you'll get a warning message – tap on "Reset Phone" or "Reset Tablet" at the bottom. You might be asked to enter your PIN at this point.
- 4) You'll then get a second warning – tap on "Erase Everything".



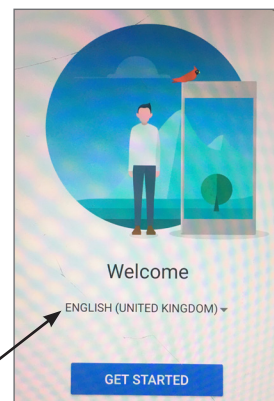
- 5) The phone or tablet will then turn off and back on again. The screen will then show various things – just be patient and wait.



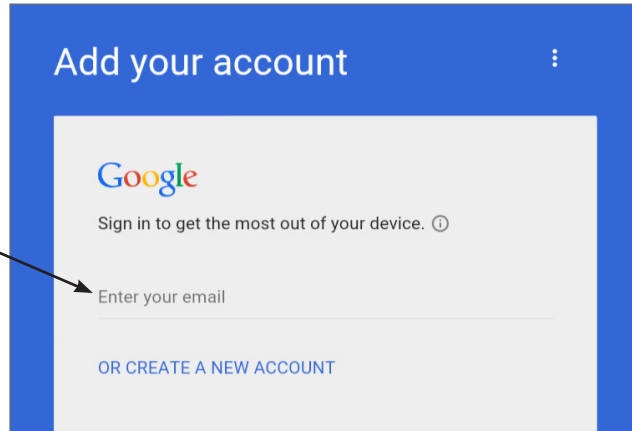
Setting your tablet or phone up again:

Because all Android devices are different, the set up process will vary. Most of the same options will be there, but not necessarily all of them, and they might not be in the same order. Just follow the instructions on your screen, and you should be fine. This is the sort of process you should expect:

- 1) When it's finished doing the reset, you'll get a welcome screen, where you start the setup process.
- 2) You'll have the option to change the language. Tap where it says "English" (or whatever), then just swipe up or down to select the one you want. Then tap "Start" or "Let's Go".

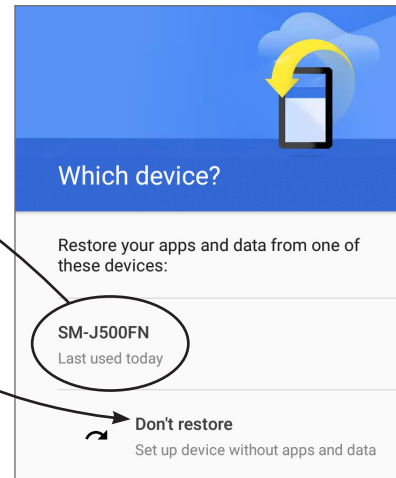


- 3) You'll need to connect to your wi-fi network before you can go much further, so that's usually the next step. It should automatically find your wi-fi connection, so just tap on the name and type in your wi-fi password.
- 4) You might get a screen about "Tap & Go" next. This is to copy data from an old device to a new one, so tap "Skip" or "Set up as new".
- 5) At some point you'll be asked to add your Google account. Make sure you use the same account you were previously using. Type the email address in here.
- 6) Type in the password for your Google account in on the next screen.
- 7) You also have to agree to Google's privacy policy and T&Cs – usually by tapping "Accept".
- 8) It'll ask you about a few Google services – it's up to you whether you leave them ticked or not.
- 9) You also might be asked to add another email address, in case you forget your account password and can't get into your main email – again it's up to you.
- 10) Next it'll ask you to protect your phone or tablet with a PIN. You can choose a Pattern or a Password instead if you think you'll find that easier.
- 11) It'll ask you about notifications – again it's up to you if you want to have them displayed or not.



Restoring your backup:

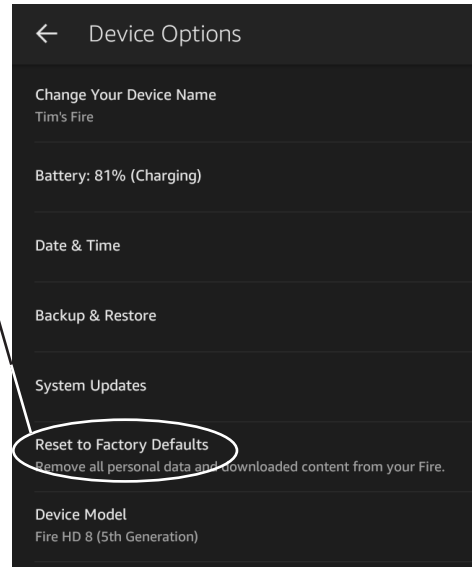
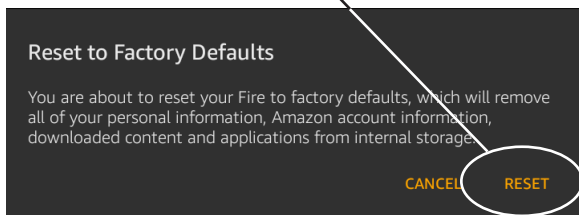
- 1) If you had the automatic backup turned on, you'll now be given a chance to restore it. It'll tell you which backup it's going to use and when it was made. If you want to use this, tap on it – if not, tap on “Don't restore” and it'll set up your device completely fresh with none of your settings on it.
- 2) If you choose to restore it from the backup, it'll ask you if you want it to put back the apps too. If you want to change what's there you can tap on the little down arrow next to the number of apps, and untick all the boxes next to the ones you don't want. Only restore apps that you trust – remember that one of those apps could have been the virus!
- 3) You'll see a “Restoring” screen and you just have to wait for it to finish. It can take a long time if you've a lot of data and apps.
- 4) Finally, the Home screen will appear and that's it – you're done. If you can't see all of your apps, you can reinstall the missing ones from the app store.



Doing a factory reset on an Amazon Fire tablet

Erasing your Amazon Fire tablet:

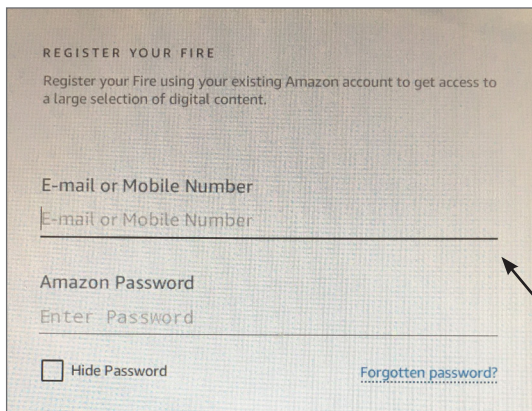
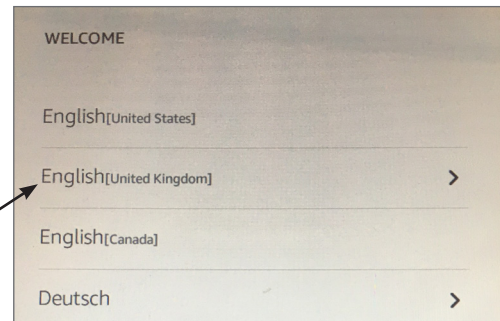
- 1) Open the Settings app and tap on “Device” or “Device Options”.
- 2) Down at the bottom tap on “Reset to Factory Defaults”.
- 3) Type in your PIN when it asks you.
- 4) A warning message will then pop up – tap on “Reset”.



- 5) The tablet will then turn off and back on again. The screen will show various things – just be patient and wait (it might look like it's not doing anything, but it is).

Setting your tablet up again:

- 1) Finally, when it's finished you'll get a welcome screen, where you can start the setup process.
- 2) The first thing you need to do is choose your language. Just tap on the language you want to select it.



You'll also probably need to choose your region (e.g. "United Kingdom"). Then tap on the arrow at the bottom right of the screen to continue.

- 3) Next, you'll need to connect to your wi-fi network. It should find it automatically, so just tap on the name and type in your wi-fi password.
- 4) Now it's time to register your device to your Amazon account. Type in

your Amazon username and password. Make sure you use the same account you were previously using. Then tap on “Continue” at the bottom.

Restoring your backup:

- 1) If you had the automatic backup turned on, you’ll then be able to restore any saved data to your tablet. Tap “Restore” or “Continue” at the bottom to get started. This can take quite some time if you have a lot of data backed up (it can take over an hour), but there’ll be a progress bar showing you how far along it is.
- 2) Once it’s restored, it’ll probably ask you various questions, including things like:
 - Location services – whether to enable them or not
 - Save wi-fi password
 - Auto-save photos and videos
 - Whether to enable Alexa, the voice-controlled assistant
 - Other users – whether to keep existing users or add any new ones
 - Set a new PIN for unlocking the tablet
 - Whether to connect to social networks that you used to be connected to with this tablet
- 3) You might also get some advert screens for things like Amazon Prime, if you’re not already using it. You can either choose the free trial or “Continue without Prime benefits” – it’s entirely up to you, but remember that you’ll be charged at the end of the free trial if you do take it up. You can always sign up later if you want it. The same goes if you get an advert for Audible – you don’t have to sign up now as you can join whenever you like (or never). So you can just tap “No thanks” to get past it.
- 4) Finally, the Home screen will appear and that’s it – you’re all done. If you can’t see all of your apps, you might need to reinstall the missing ones.

