
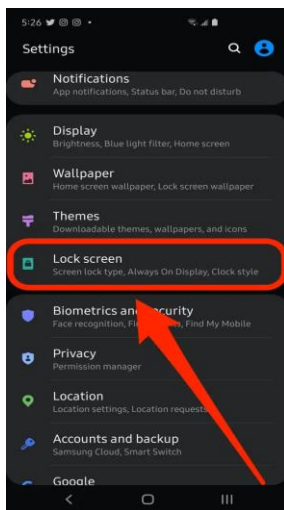


ANDROID DEVICE FACTORY RESET AND SCREENLOCK REMOVAL

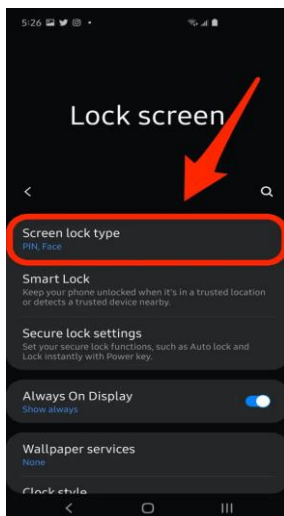
HOW TO REMOVE SCREEN LOCK ON MOST ANDROID PHONES BEFORE DONATING

The screen lock settings are always found in the Settings app, usually in a category that includes Security in the title. If these steps don't lead you directly to your phone's lock screen controls, a little browsing in Settings should help you find it quickly.

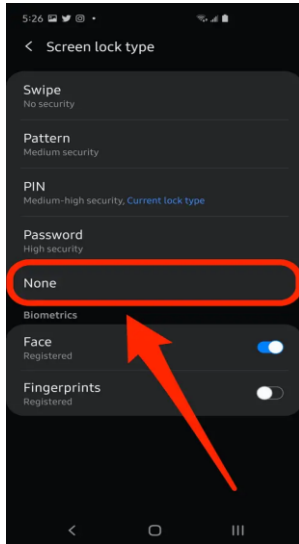
1. Tap the **Settings app** .
2. Locate the **security or lock screen option**. On most versions of Android, choose Security & privacy, Security, or Security & location.



3. Locate the option to set your lock screen access code. Usually, this will be Lock screen password or Screen lock.



- Depending upon your version of the Android OS, tap Disable lock screen password or **NONE** (to specify no passcode security).

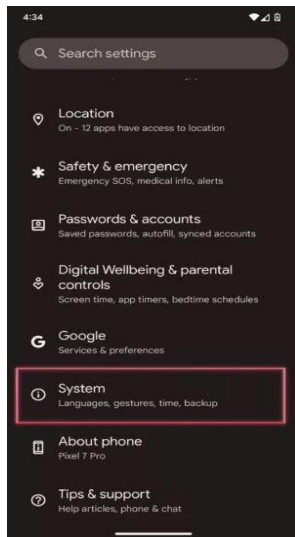


Note: You will need to enter your current PIN or passcode to make this change and then confirm this choice in a pop-up window.

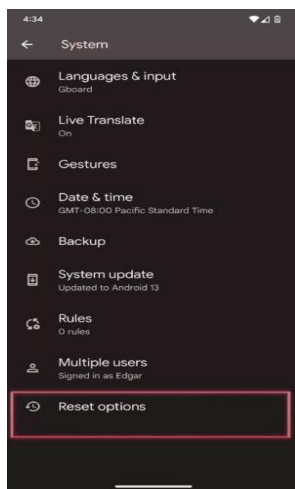
HOW TO FACTORY RESET AN ANDROID PHONE (DEVICE) USING THE SETTINGS MENU:

Note: Ensure the device is **plugged in or has enough battery** to go through the reset process.

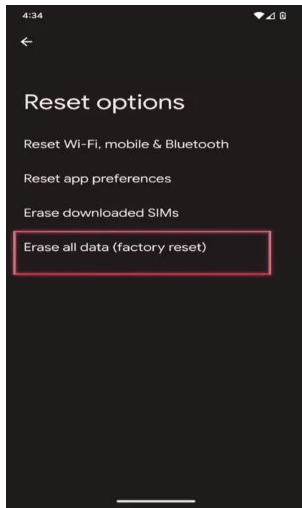
1. Open the **Settings app**.
2. Select **System**.



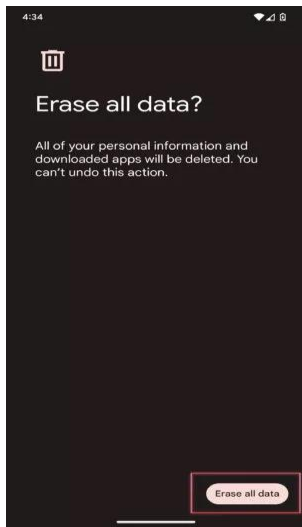
3. Go into **Reset options**.



4. Tap **Erase all data (factory reset)**.



5. Tap on **Erase all data**. Enter your **PIN** if prompted, then the erasure process will commence



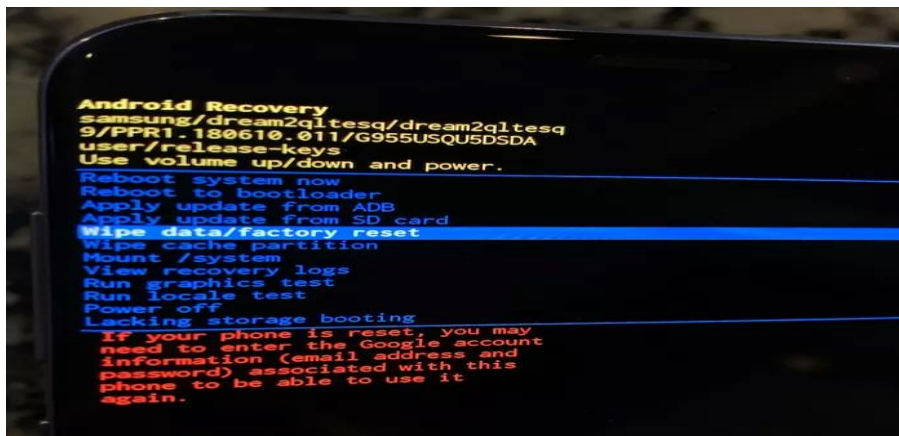
HOW TO FACTORY DATA RESET AN ANDROID PHONE USING BUTTONS:

1. Make sure the phone is off.
2. Press and hold the **Power** and **Volume Down** buttons simultaneously. Continue pressing them until the screen starts and boots up to the **Android Recovery System** menu.

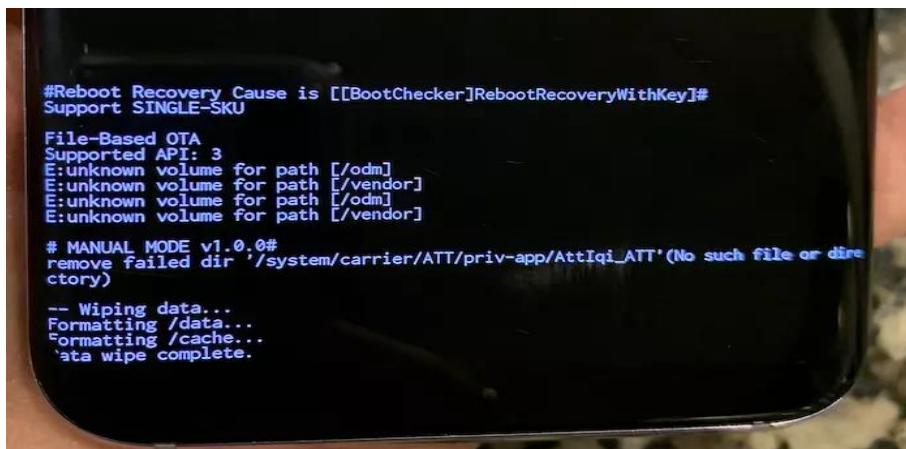
Note: the combination of keys to get into the recovery mode may vary but try any of these if the above those not work (a. **Power** and **Volume Up** buttons b. **Power**, **Volume Down** and **Volume Up** c. **Power**, **Bixby** and **Volume Up** buttons)

3. Once in the android recovery mode, use the **Volume Down** button to scroll down and highlight **Wipe data/factory reset**.

Note: You can now use the Power button to make selections and the Volume keys to navigate.



4. The pressed the power button to confirm the selection **Wipe data/factory reset**. At the bottom of the screen as the factory reset goes into effect you will see -- **Wiping data... and progress**.



5. After the factory reset completes, the menu will change ready for you to select **Reboot system now**. Select **Reboot system now**.

