Resetting your pre-owned iPhone

Get your iPhone ready for setup, in a few simple steps.

To begin enjoying your pre-owned iPhone, you first need to perform a **Reset**.
This helps make your pre-owned iPhone safe to use and prepares it for setup. Once you have reset your phone, the *Setting up your new iPhone* guide will show you how to complete the set up your pre-owned iPhone.
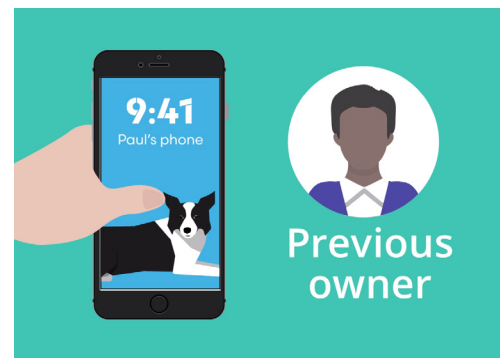
What is a pre-owned phone?

A pre-owned phone is one that has been permanently passed on to you by a family member or friend. You will need that person to help you complete some of the steps in this guide so make sure the previous owner is close by when you're ready to get started.

What is a Reset?

A Reset wipes the iPhone's memory, so it thinks it's a brand-new phone. It erases the previous owner's apps, accounts and passwords, so you can safely use the phone and make it ready for setting up.

It's important to only reset a phone that belongs to you, not one that you've borrowed.

Of course, if you plan to pass your iPhone onto someone else in the future, you should reset it to protect to security and privacy.

Your iPhone's previous owner
will need to help with the Reset

'A Reset wipes the iPhone's memory so it thinks it's a brand-new phone.'

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First steps

Before you reset your iPhone, make sure it is switched on and fully charged.

If the phone is switched on but shows a black screen, the phone is 'asleep'. To 'wake' it up, press the **Power** button or the **Home** button on your iPhone.
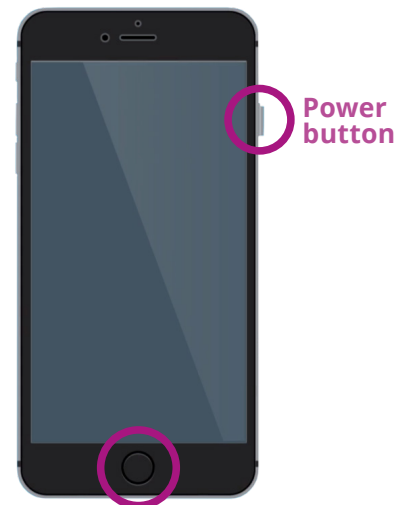
If you see the **Hello** screen, your iPhone is already prepared for setting up. You can skip the rest of this guide and go to the *Setting up your new iPhone* guide to complete the setup of your pre-owned iPhone.

If your iPhone displays a **Lock** screen, you will need to reset the phone. The Lock screen shows the time and date.

Performing a Reset

To open the **Lock** screen, you need the **passcode** of the previous owner, so make sure that person is ready to help with this. Without their passcode, you won't be able to use the phone, or reset it either!

Once your iPhone is fully reset, the previous owner's passcode will be erased, and you will be able to create your own passcode to keep the phone and your information secure.

Power button

Home button

Pressing the Home or Power button wakes up your iPhone

2:50
Tuesday, 8 January

The Lock screen confirms that your pre-owned iPhone needs to be reset

You shouldn't share passcodes, so for security, the previous owner of your iPhone should enter their passcode onto the Lock screen for you.

Resetting your pre-owned iPhone

To begin the reset process, follow these steps.

1. Have the previous owner enter their passcode onto the screen. When the phone unlocks, you will see the **Home** screen.

2. Tap the **Settings** app on the **Home** screen to open the **Settings** menu.

3. Tap **General** from the list of options in the **Settings** menu.

4. Find and tap **Reset** from the list of options in the **General** menu.

5. Tap **Erase all content and settings** in the **Reset** menu. This will delete all the iPhone's stored content and settings.

6. Tap **Erase now** to confirm you want to delete everything.

7. Next, ask the previous owner to enter the passcode they used to unlock the iPhone at the beginning of this Reset guide.

8. Once they have done this, tap **Erase iPhone**. Tap it again to confirm that it's what you really want to do.

9. Now, ask the previous owner to enter their **Apple ID password**. An Apple ID is the username for an account that lets you access Apple services. It lets you download apps, use your iPhone to pay for things, back-up your photos and secure your personal details. An Apple ID is protected by a **password**, which is different to the **passcode** that unlocks the iPhone.

10. Once the previous owner's Apple ID password has been entered, tap the **Erase** key. This deletes the previous owner's account from the phone so it's safe to use.

11. Next, the iPhone will restart and show the Apple symbol on the screen. This will take a few minutes.

12. When you see the **Hello** screen, you have successfully reset your pre-owned iPhone

The Home screen will appear once the previous owner has unlocked your iPhone with their passcode

The Hello screen shows that you have reset your pre-owned iPhone

Now that your iPhone is safe to use, you can move on to the *Setting up your new iPhone* guide and complete the setup.