Resetting your pre-owned Android phone

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

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

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.

Remember, there are many types of Android phone and while they all work in a similar way, each phone maker does things a little differently. So, don't worry if some of the steps on this guide don't look exactly the same on your phone's screen, you'll still be able to follow along.

What is a Reset?

A **Factory data reset,** or **Reset** for short, wipes the phone'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 phone onto someone else in the future, you should reset it to protect to security and privacy.
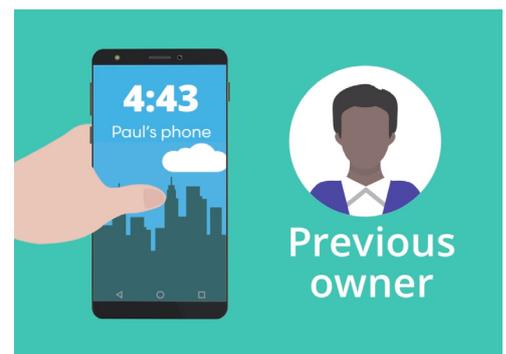
Your Android phone's previous owner will need to help with the Reset

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First steps

Before you reset your Android phone, 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.

If you see the **Start** screen, your Android phone is already prepared for setting up. You can skip the rest of this guide and go to the *Setting up your new Android phone* guide to complete the setup of your pre-owned phone.

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

Power button

Home button

Depending on your phone, pressing the Home or Power button will wake it up

Performing a Reset

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

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

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

You shouldn't share PINs, so for security, the previous owner of your phone should enter their PIN onto the Lock screen for you.
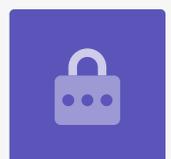
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To begin the reset process, follow these steps.

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

2. Swipe up from the bottom of the **Home** screen to show the **Apps** screen. You will see a grid of app icons.

3. Tap the **Settings** app icon to open the **Settings** menu.

4. Tap **General management** on the list of options in the **Settings** menu.

5. Find and tap **Reset** from the list of options on the **General management** screen.

6. Choose the **Factory data reset** option from the list.

7. A screen will appear that tells you all the things that will be erased if you reset the phone. Scroll to the bottom of the list and tap **Reset.**

8. You will need to ask the previous owner to enter their PIN again.

9. The phone will ask if you really want to delete everything. Tap **Delete all** to continue.

10. If the previous owner had an account with the phone's manufacturer, they will need to enter the password to this account now.

11. Tap **Confirm** and the reset will begin.

12. The phone will restart and show the Android robot symbol. It will take a few moments for the reset to be completed.

13. When you see the **Start** screen, you have successfully reset your pre-owned Android phone.

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

The Home screen will appear once the previous owner has unlocked your phone with their PIN

The Start screen shows you have reset your pre-owned phone