

Resetting your pre-owned Android tablet

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

To begin enjoying your pre-owned Android tablet, you first need to perform a **Reset**. This helps make your pre-owned tablet safe to use and prepares it for setup. You can learn how to complete the setup of your pre-owned Android tablet in the *Setting up your new Android tablet* guide.

What is a pre-owned tablet?

A pre-owned tablet 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 tablet and while they all work in a similar way, each tablet maker does things a little differently. So, don't worry if some of the steps on this tip sheet don't look exactly the same on your tablet's screen, you'll still be able to follow along.

What is a Reset?

A **Factory data reset**, or **Reset** for short, wipes the tablet's memory, so it thinks it's a brand-new tablet. It erases the previous owner's apps, accounts and passwords, so you can safely use the tablet and make it ready for setting up.

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

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



You will need the previous owner of your tablet to help you with the reset

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First steps

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

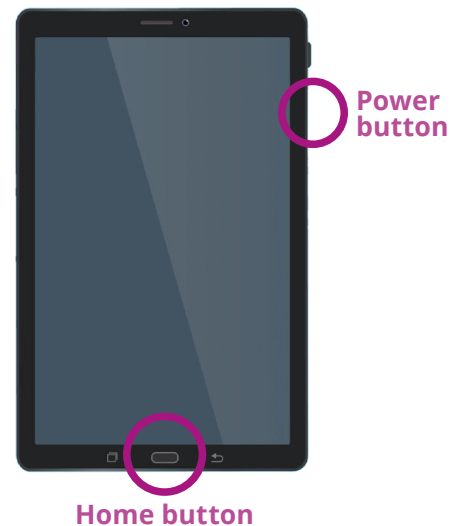
If the tablet is switched on but shows a black screen, the tablet is 'asleep'. To 'wake' it up, press the **Power** button or the **Home** button.

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

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

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

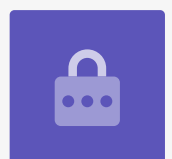


Depending on your tablet, pressing the Home or Power button will wake it up



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

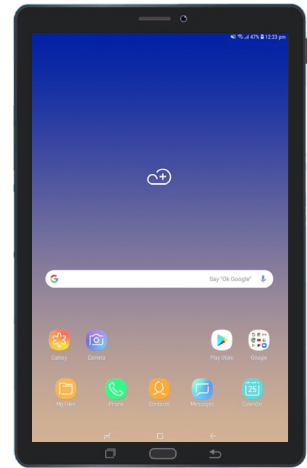
You shouldn't share PINs, so for security, the previous owner of your Android tablet should enter their PIN onto the Lock screen for you.



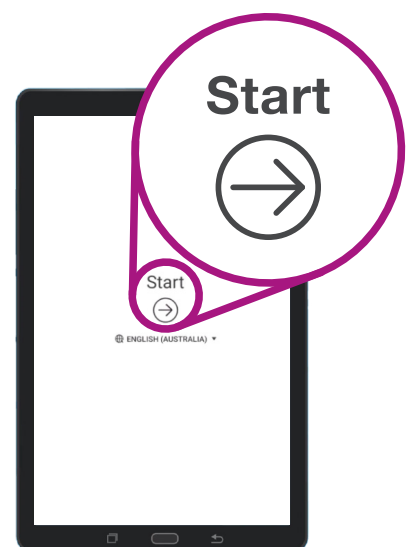
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To begin the reset process, follow these steps.

1. Have the previous owner enter their PIN onto the screen. When the tablet 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 left-hand side of the **Settings** menu.
5. Find and tap **Reset** from the list of options under **General management** on the right-hand side of the 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 tablet. 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 tablet will ask if you really want to delete everything. Tap **Delete all** to continue.
10. If the previous owner had an account with the tablet's manufacturer, they will need to enter the password to this account now.
11. Tap **Confirm** and the reset will begin.
12. The tablet 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 tablet.



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



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

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