

How to Factory-Reset Your Phone

A factory reset will remove any personal data and return the phone to the state it was in when you first took it out of the box.

How to Factory-Reset Your iPhone

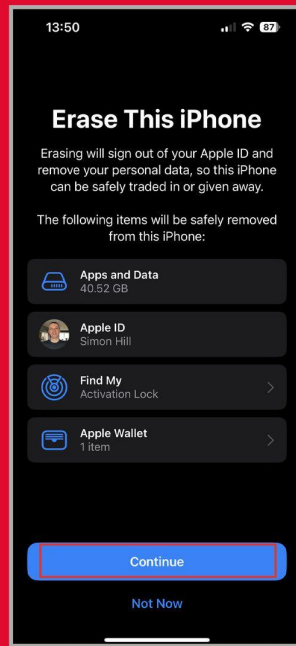
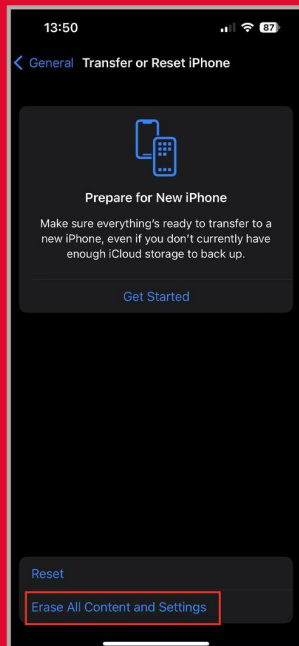
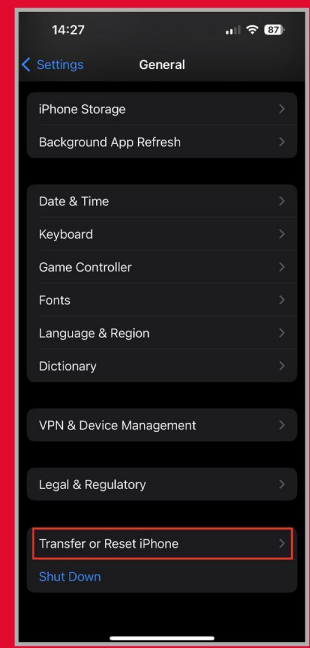
If you have not already switched to a new iPhone or switched to Android, we recommend doing that before you wipe your old iPhone. Before you go any further, back up your iPhone. Remember to use the backup function in specific apps (like WhatsApp) and to transfer codes from apps like Google Authenticator.

Next, it's a good idea to unpair your Apple Watch if you have one. You can do this in the Watch app on your iPhone by going to the **My Watch** tab. Tap **All Watches** and choose the info button next to the watch you want to unpair before tapping **Unpair Apple Watch**.

To avoid missing messages *if you plan to switch from iPhone to Android*, dip into **Settings > Messages** and toggle **iMessage** off. With that done, remove the SIM card from your iPhone.

If you are using iOS 14 or earlier, go to **Settings** and tap on your name, then tap **Find My** and turn off **Find My iPhone**. Tap **Apple ID** at the top left, go back and scroll down to the bottom to tap **Sign Out**. You will have to enter your password and tap **Sign Out** again.

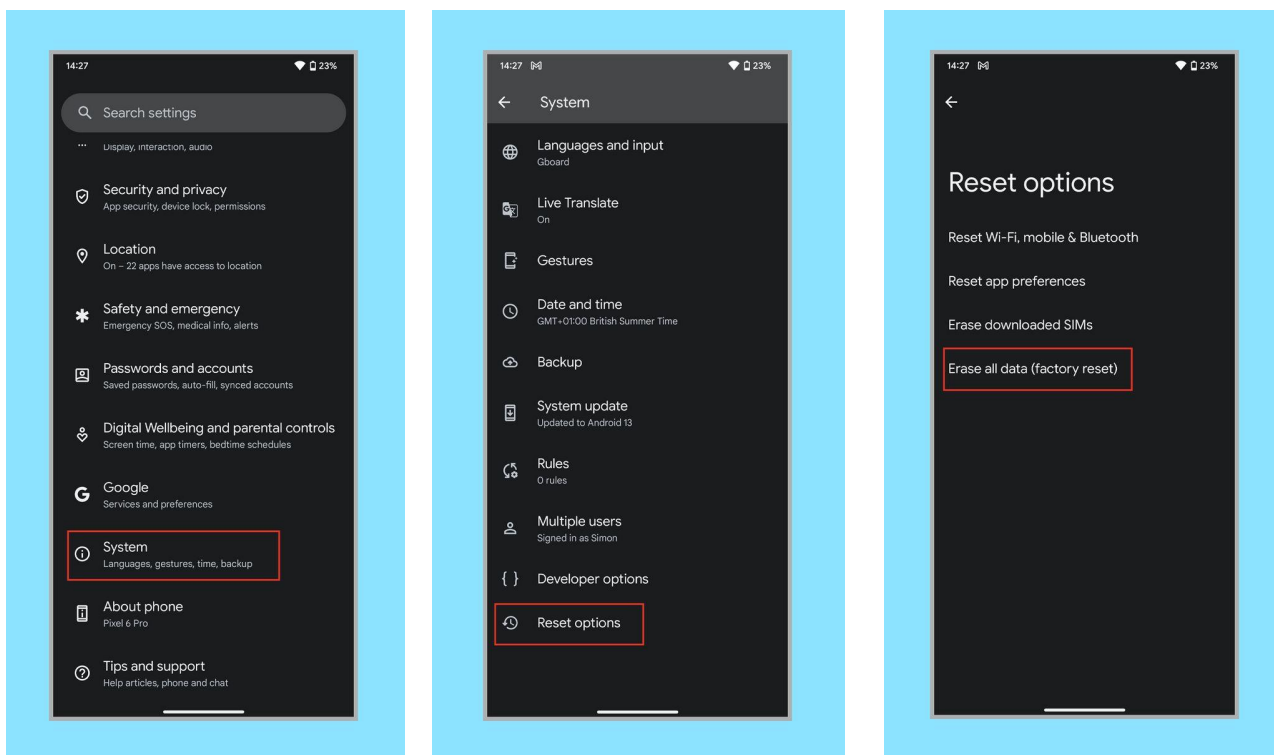
Now you're ready to wipe the iPhone. Go to **Settings > General** and scroll down to **Transfer or Reset iPhone**. Tap **Erase All Content and Settings**. You'll be asked to confirm, and it may take a few minutes to complete the process.



How to Factory-Reset Your Android Phone

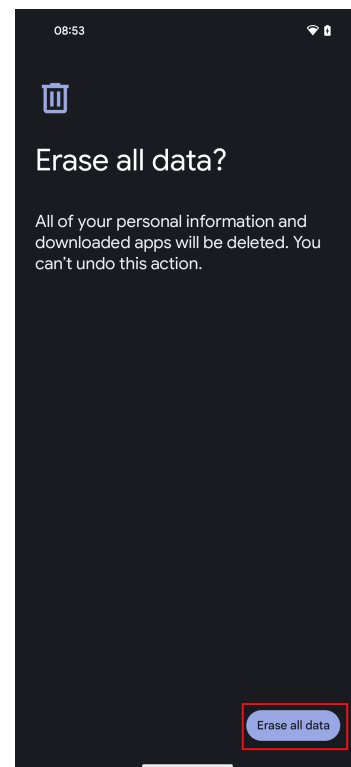
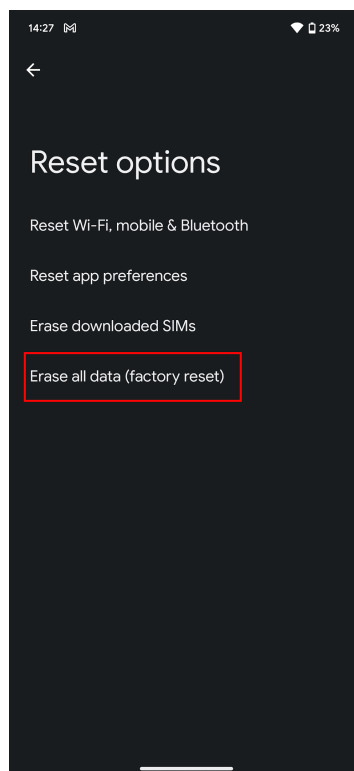
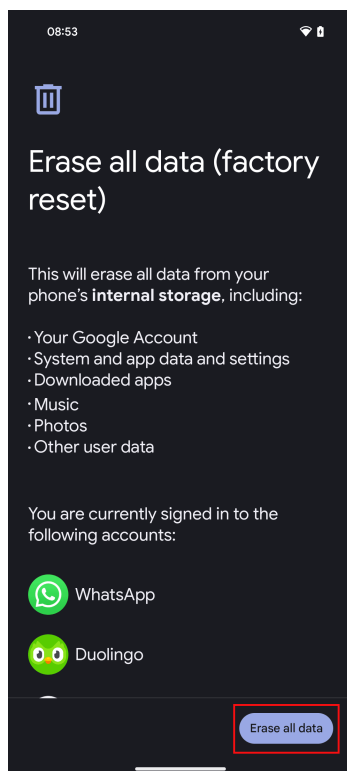
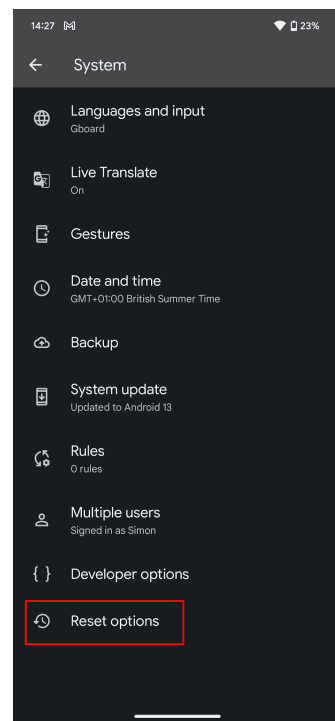
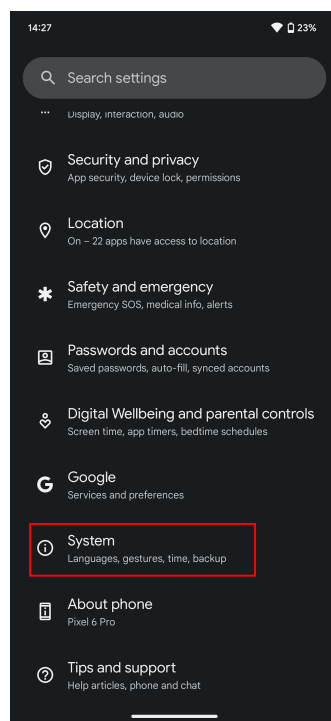
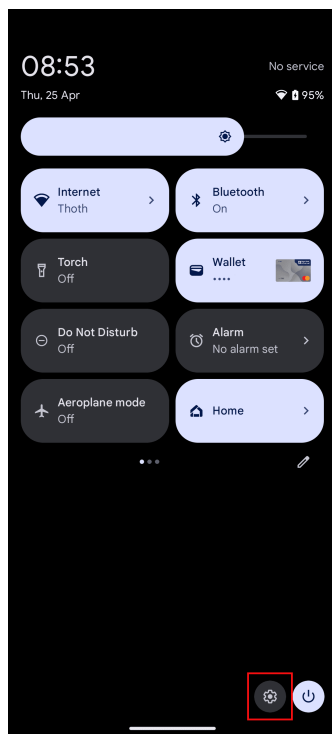
Start by backing up your Android phone, then remove any MicroSD cards and your SIM card. Remember to use the backup function in specific apps (like WhatsApp) and to transfer codes from apps like Google Authenticator.

Android has an anti-theft measure called Factory Reset Protection (FRP). It means that even after you wipe an Android phone, you need the last Google account login to set it up again. It should only kick in if you use the recovery menu to wipe your phone, but here's how to disable FRP anyway. Remove your Google account (we recommend removing all of your accounts at the same time). Different Android manufacturers have slightly different menus, so your options may vary.



On a Google Pixel, you can do this in **Settings** by tapping **Passwords and accounts**. Select each one in turn and tap **Remove Account**. On a Samsung Galaxy, go to **Settings** and select **Accounts and backup**, then **Manage accounts**. Select each one in turn and tap **Remove Account**.

Now you can wipe the Android phone, but this process is also slightly different depending on who made your phone. On a Google Pixel, for example, go to **Settings > System > Reset options > Erase all data (factory reset) > Erase all data** (you will need to enter your PIN), and finally **Erase all data** again.



On a Samsung Galaxy, go to **Settings > General Management > Reset**, and choose **Factory Data Reset**. Scroll to the bottom and tap **Reset**, then **Delete all** (you may need to enter your Samsung account details).

Other Android phones will have similar options. If you can't find them, head to the manufacturer's website to find a guide.

