

HOW TO WIPE YOUR USED PHONE AND PREPARE IT FOR DONATION IN 4 STEPS

ANDROID:

STEP 1: BACKUP YOUR DEVICE

BACKUP TO GOOGLE (*ALL ANDROID DEVICES)	BACKUP TO SAMSUNG (*SAMSUNG ONLY)
<ol style="list-style-type: none">1. Open the Settings app on the device2. Tap Backup and restore. If you find these steps differ on your device, try searching for Backup in Settings.3. If off, turn on Back up my data under the Google Account section4. Tap Back up now	<ol style="list-style-type: none">1. Open the Settings app on the device2. Tap Backup and restore. If you find these steps differ on your device, try searching for Backup in Settings.3. Tap Back up data under the Samsung Account section4. Tap Back up

STEP 2: DEACTIVATE "REACTIVATION LOCK" (*SAMSUNG ONLY)

1. Open the **Settings** app
2. Navigate to **Security** to find **Reactivation Lock**. Ensure there is no green check mark

STEP 3: REMOVE YOUR SIM CARD AND MEMORY CARD (IF YOU HAVE ONE)

Remove your SIM card from the device. SIM cards can be located on the side of the device or in the back of the device near the battery. In some cases, you will need to gently insert a small pin or paper clip into the pinhole on the side of your phone until the SIM card tray pops out. Remove your SIM card and reinsert the tray.

Remember to also remove your memory card if your device has one. Memory cards are typically half the size of a SIM card.

STEP 4: RESET YOUR DEVICE TO ITS ORIGINAL FACTORY SETTINGS

Resetting your device deletes your contacts, photos, messages and other content.

Be sure that you have successfully backed up or saved all desired content before you reset your device as this cannot be undone. To reset your phone to its original factory settings, follow the steps below:

ALL ANDROID DEVICES	SAMSUNG
<ol style="list-style-type: none">1. Open your phone's Settings app2. Select Privacy3. Select Factory data reset4. Place a check mark next to Format USB storage if you would like to wipe your Micro SD card while resetting your device5. Tap Reset phone6. Tap Erase everything	<ol style="list-style-type: none">1. Open your phone's Settings app2. Navigate to General management and select Reset, then tap Factory data reset3. Enter the Samsung account password4. Tap Delete all and the device will reboot

YOU HAVE SUCCESSFULLY WIPED YOUR DEVICE AND PREPARED IT FOR DONATION. THANK YOU!