



The Call Back Project

Factory Reset Instructions

For Android OS Phones:

Important: Make sure to back up any data you want to keep. A factory reset will erase all personal data, apps, and settings.

1. Open Settings – Tap the gear icon on your home screen or app drawer.
2. Scroll down and tap “System” (On some phones, this may be under “General Management” or “About Phone.”)
3. Tap “Reset” or “Reset Options”
4. Select “Erase all data (factory reset)”
5. Review the information and tap “Reset Phone”
6. Enter your PIN or password if prompted
7. Confirm by tapping “Erase Everything”
8. The phone will restart and begin the reset process.



Scan here for a
YouTube tutorial on
how to factory reset
an Android

Scan here for a
YouTube tutorial on
how to factory reset
an iPhone



For iPhones (iOS):

Important: Sign out of iCloud first to disable Activation Lock. Back up any data you want to keep.

1. Open Settings
2. Tap “General”
3. Scroll down and tap “Transfer or Reset iPhone”
4. Tap “Erase All Content and Settings”
5. Enter your passcode if prompted
6. Tap “Continue” and enter your Apple ID password to turn off Activation Lock
7. Confirm and wait for the phone to erase and restart