

Samsung Galaxy phones & tablets | Advanced | 2 min read

Samsung Galaxy: how to factory reset safely, with warnings

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A factory reset wipes everything on the phone and puts it back as it was when new. It can fix serious problems, and it is the right step before selling or giving away a phone. It cannot be undone, so prepare first.

Warning: you will lose data

Everything stored only on the phone will be deleted: photos, videos, messages, downloaded files, app data and settings. Do not reset until you have a backup and have checked it.

Before you reset

1. Back up photos, contacts and files. See our guide on backing up with Samsung Cloud or Google. Open the backup on another device to check it.
2. Back up apps with their own backup, such as WhatsApp.
3. Know your Samsung account and Google account passwords. After a reset, the phone may ask for them, which is a theft protection feature.
4. Remove any SD card or SIM if you are selling or giving it away.
5. Charge the phone well, or plug it in.
6. If you use Secure Folder, back that up too.
7. For an authenticator app, make sure you can sign in again to your accounts.

Doing the reset

1. Open **Settings**.
2. Tap **General management**.
3. Tap **Reset**.
4. Tap **Factory data reset**.
5. Read the list of what will be erased, scroll down, and tap **Reset**.
6. Enter your PIN or password if asked, then tap **Delete all** and confirm.
7. Wait. The phone restarts and shows the welcome screen.

Wording differs slightly by model and One UI version.

Afterwards

Set up as new, or restore from your backup or with Smart Switch. When selling, switch it off at the welcome screen and do not log in.

Alternative to try first

Before resetting, try restart, Safe mode, clearing app caches and **Reset settings**. Under **Settings**, **General management**, **Reset**, you can choose **Reset all settings** without deleting your files.

When to get more help

If you are not sure that everything is backed up, or the phone is locked and you cannot remember the passwords, stop and ask us.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.