

Google Nest, Chromecast & smart home | Medium | 2 min read

Selling or giving away a smart speaker, display or camera: wiping it first

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.

Before you sell, give away or recycle a smart speaker, display, doorbell or camera, you should remove it from your account and wipe it. A factory reset puts it back to how it was in the box. Otherwise the next owner could see your Wi-Fi details, or you could be locked to the device. Apps change their wording and menus from time to time, so what you see may differ slightly from the steps below.

Warning

A factory reset erases the device settings and cannot be undone. Only do it when you are sure you no longer want to use it.

Step 1: remove it from your account

- **Google Nest or Home:** open the **Google Home** app, tap the device, tap the **Settings** cog and look for an option to remove the device or reset it. Names change, so look for **Remove device** or **Factory reset**.
- **Apple HomePod:** open the **Home** app, tap and hold the HomePod and scroll down to find the option to reset the HomePod or remove the accessory.
- **Ring:** open the **Ring** app, tap the device, open its settings and look for the option to remove the device from your account. A device that is still on your account usually cannot be set up by someone else.
- **Tapo or Hive:** remove the device in its app first.

Step 2: factory reset

Methods depend on the model. Look up the steps for your exact model on the maker's help page. If the app offers a reset option, use it.

Step 3: tidy up

1. Check the device no longer appears in your app.
2. Remove any linked music accounts.
3. Download any camera clips you wish to keep before wiping a camera or doorbell.

When to get more help

Get help if the device will not appear in the app any more, you do not know the account it was set up on, or the reset does not work. We can help you check your account before you hand it over.

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.