PM84 Factory Reset

You have a problem with your device or you want to reset your device, you may use factory reset.

Factory reset will erase all personalized settings and data from your device's internal storage. And factory reset cannot undo.

APPLIES TO

PM84

How to Factory Reset

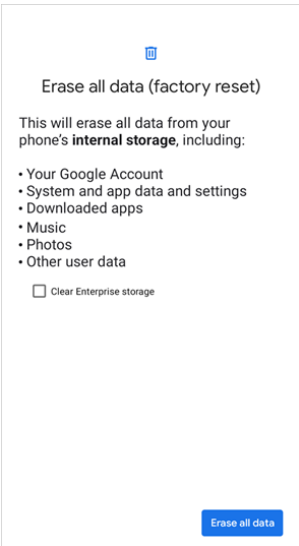### If you can turn on the device and use the Settings app,

1

Navigate to **Settings** > **System** > **Reset options**.

2

Tap **Erase all data (factory reset)**.

3

Please be aware that factory reset will erase all user data. Tap **Erase all data** to start the factory reset.

Select **Clear Enterprise storage** to reset the _enterprise storage_, too.

4

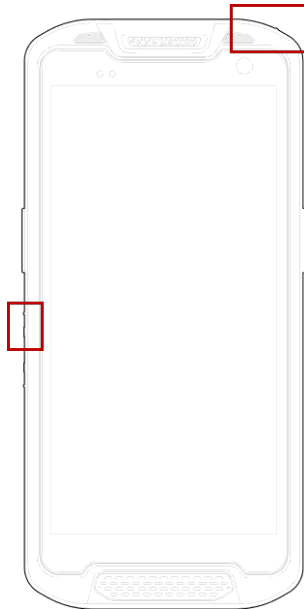Tap **Erase all data** again to start the factory reset process.

If you cannot turn on the device,

1

Press and hold the following button combination simultaneously when turning on the device.

- **Power button + Volume up**

2

After short vibration, release the buttons.

3

Select the **Recovery Mode** using the volume up (move) and volume down (select) buttons.

4

Using the keys below, select **Wipe data/factory reset**.

- Move down / up - Volume up / down
- Select the menu - Power button

5

Select **Factory data reset**.

6

After wiping the data, select **Reboot system now**.

RELATED ARTICLES

- PM86 Factory Reset
- PM550 / PM560 Factory Reset
- Android Upgrade on Point Mobile Models
- PM351 Factory Reset
- PM5 Reset (Warmboot, Factory Reset)