

# PM451 Factory Reset

When your device is not working properly, you can do factory reset to recover your device.  
Factory reset will erase all data from your device's internal storage, so backup important user data before doing factory reset.

## APPLIES TO

PM451

## How to Factory Reset PM451

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

- 1

Navigate to **Settings > System > Advanced > Reset options**
- 2

Tap **Erase all data (factory reset)**
- 3

After being aware that factory reset will erase all data from the internal storage, Tap **RESET PHONE**
- 4

Tap **ERASE EVERYTHING** to start the factory reset process



- If you cannot turn on the device,

- 1

Press and hold **SOFT\_RIGHT** and **Fn** in the sequence of keys when PM451 is turned off

(If the device is blocked while booting, press the power button more than 7 seconds to force to restart, and then press the above key sequence)

Refer to below image to figure out the key sequence by keypad type

Numeric	Fucntion Numeric	Alpha Numeric
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2

After short vibration, release the keys

Now your device is in Android recovery mode

3

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

- **Move down** - any keys except Enter key and Power button
- **Select the menu** - Enter key or Power button

4

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



#### RELATED ARTICLES

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- [PM86 Factory Reset](#)
- [PM351 Factory Reset](#)
- [PM5 Reset \(Warmboot, Factory Reset\)](#)
- [Android Upgrade on Point Mobile Models](#)