

[Common] Google lock after factory reset (FRP)

ISSUE

- Device is locked after factory reset.
- Setup Wizard blocked by Google lock.
- Cannot skip Wi-Fi connection step in setup wizard after factory reset.
- There is a lock icon on notification bar when setup wizard is in progress.

APPLIES TO

Point Mobile devices with Android 5.1 and above (GMS)

Troubleshooting Steps

	Cause	Solution
1	FRP (Factory Reset Protection) is activated	<p>Login with the Google account used previously</p> <p>FRP (Factory Reset Protection) is Google's security feature added into all devices with Android 5.1 or above. It will activate when the device performs the factory reset through an unauthorized method.</p> <p>If FRP activated, you cannot skip setup wizard and cannot use your device unless verifying your Google account that associated with your device.</p> <p>If you have trouble with verifying the account, please click the button below to download the guidance file. You can get more information about this issue.</p> <div>FRP Recovery Guide</div>

Refer to similar troubleshooting guides.

Similar Troubleshooting

- [\[Common\] "To start Android, enter your password": Unknown password is required](#)
- [\[PM85\] "Error" displays when updating OS via FOTA](#)
- [\[Common\] Google lock \(FRP\) is not activated](#)
- [\[PM80 Android6\] No file explorer app is installed](#)
- [\[Common\] No software keyboard when using RDP](#)