DR5 & DR6 Factory Reset Steps

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**Note: The built in Android Factory Reset Protection will require the user log in using the same Google email account that was being used prior to the factory reset. To avoid this, remove the Google account prior to resetting. If these credentials are unknown, the device will need to sent to Wasp to perform a factory reset procedure.

Factory Reset through Menu:
(if you can get into the phone and use the menu, this is the preferred method)

1. Remove any Google Accounts from the device:
   If this step is skipped, you will need to log into the Google account after the reset.
    1. Swipe down from the top and tap the gear icon
    2. Tap "Accounts"
    3. For each account listed, tap the account and select "Remove"
2. Swipe down from the top and tap the gear icon
3. Scroll down to the bottom and select "System"
4. You may need to select "Advanced" to show the "Reset" option.
5. Tap "Reset" and then "Erase all data (factory reset)

Manual Factory Reset Steps - applies to DR5 & DR6 mobile devices

1. Turn off device.
2. Press and hold PTT (below power button), volume down, and power button all at the same time.
    1. Release the buttons when the device vibrates (or the screen comes on).
    2. Device will reboot into the “start menu”. If it does not, redo steps 1 and 2.
3. Using the volume + and – keys for changing selection (at the top of screen) to select recovery mode.
4. Press power to select that option.
    1. This will reboot the device. The screen will show an Android icon on its side with a red exclamation point.
    2. If this does not appear, repeat steps 1-4.
5. Press and hold power, then tap and release volume +. When the menu appears, let go of power.
6. Select Wipe data/factory reset (Volume + is up, - is down, Power is Enter).
7. Select factory reset, Power to enter, (and on DR5, Yes to confirm, Power to enter). This completes very quickly.
8. Select Reboot System now, then Power to enter. This process takes up to 2 minutes.

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