PB1009 / PB1009X
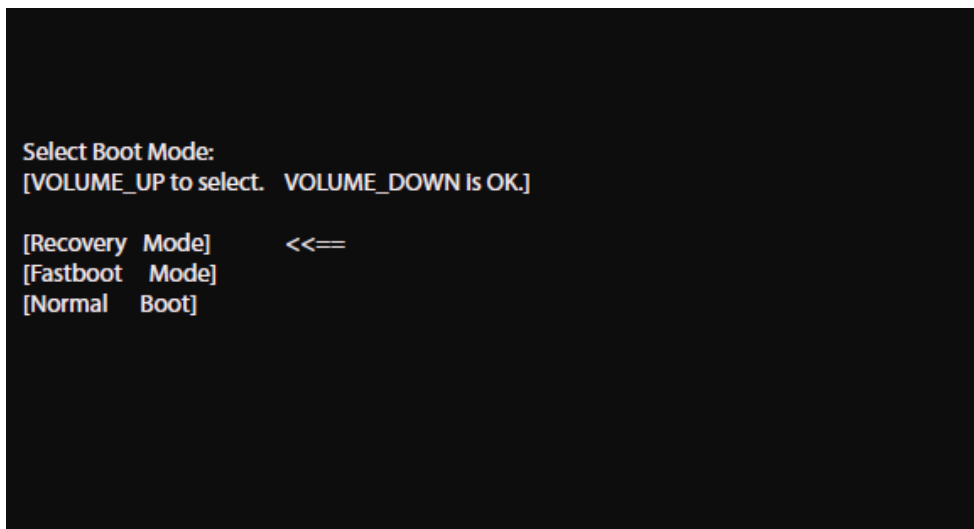# Factory Data Reset

Follow the instructions below to reset the tablet to factory settings. Please note: this will erase all data on the tablet including the password settings, any saved apps, photos, videos and any other saved information. Once finished, the tablet will be restored to factory default settings including all factory preinstalled apps. Any apps you have purchased and/or downloaded to the tablet will need to be reinstalled manually when finished.

IMPORTANT: Make sure you have charged the tablet for at least one hour before performing this reset.

NOTE: Some screenshots below may differ slightly depending on which model tablet you are using. The choice selection will be the same.

1. Make sure the tablet is powered **OFF**. You can double check this by quick-pressing the power button to see if the phone is still powered on.

2. Press and HOLD the **[POWER]** and **[Vol +]** buttons together for seven full seconds then release both at the same time. Wait for the following screen to appear:
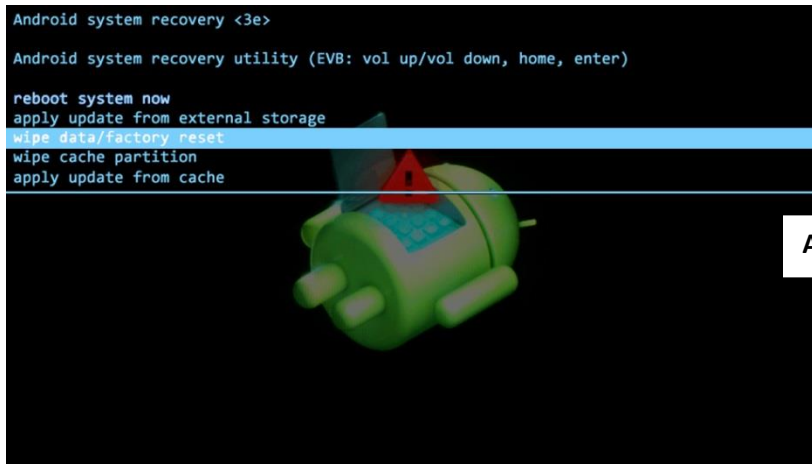

NOTE: If you encounter a screen in Chinese, press and HOLD the **[POWER]** button until the screen turns off then start over at # 1 above.

3. Use the **[Vol +]** button to scroll the arrows to **[Recovery Mode]** then press the **[Vol -]** button to confirm the selection.
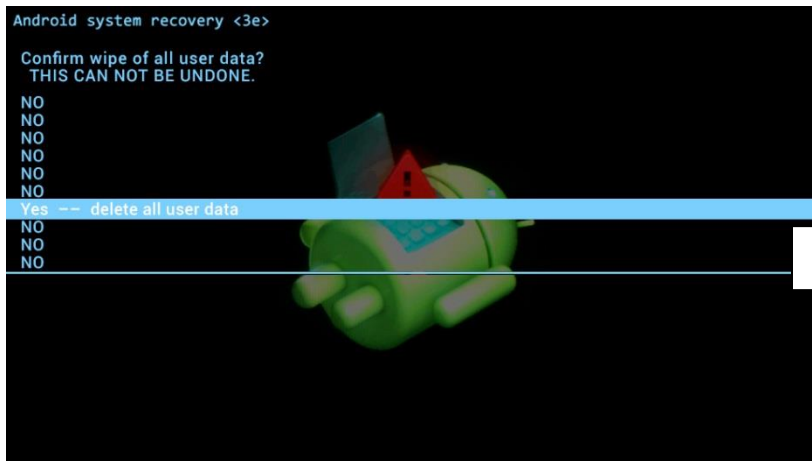
NOTE: If you accidentally select a different choice and the phone gets stuck on a screen, press and HOLD the **[POWER]** button and wait for the tablet to power off. Then restart from Step 1 above.

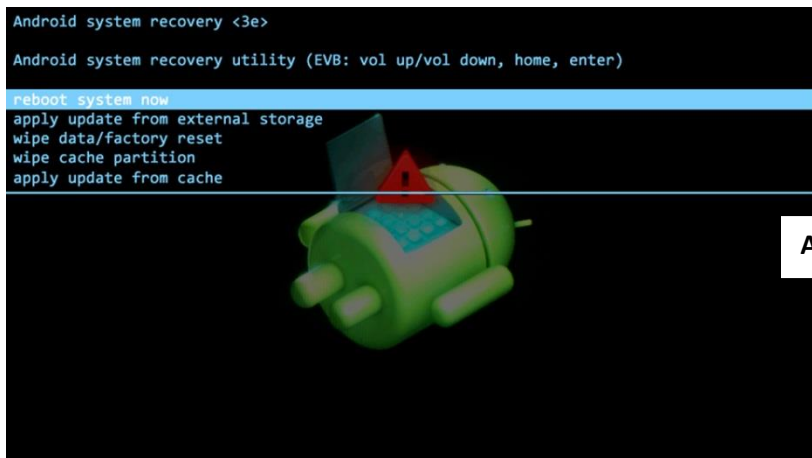4. Wait for the **Android recovery screen** to show:

Android recovery screen

5. Use the **[Vol -]** button to scroll through the selections. Scroll to option **"wipe data/factory reset"** then press the **[POWER]** button to confirm the selection. Wait for the **Confirm wipe screen** to show:
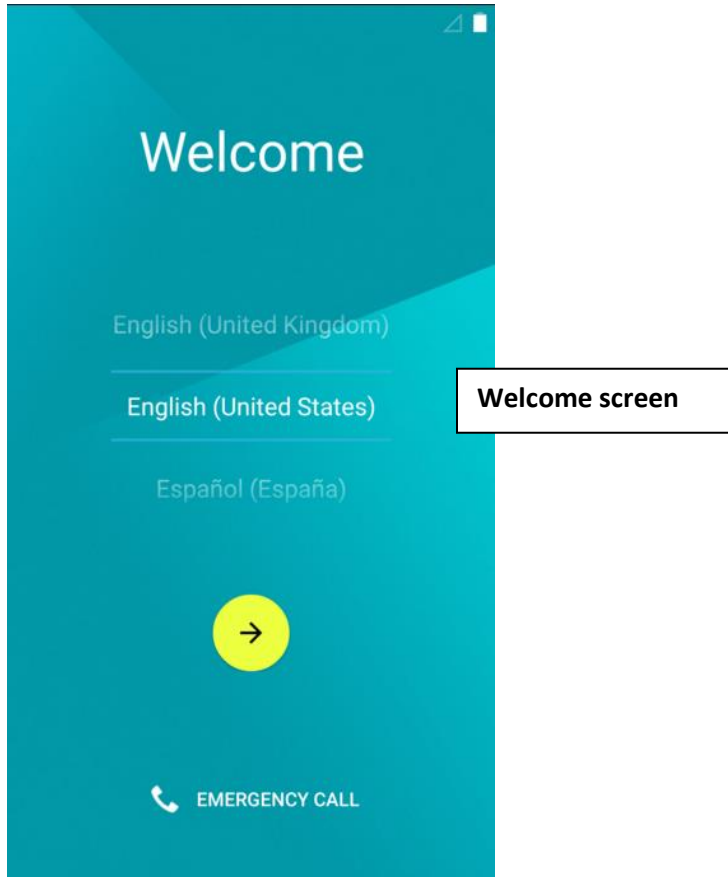

Confirm wipe screen

6. Use the **[Vol -]** button to scroll to **"Yes -- delete all user data"**, then press the **[POWER]** button to confirm the selection. Wait for the **Android system recovery utility screen** to show:

Android system recovery utility screen

7. Use the **[Vol -]** button to scroll to **"Reboot system now"**, then use the **[POWER]** button to make the selection.

8. The tablet will power down then back on and the Packard Bell logo will show. The tablet will take a few minutes to reload the original factory settings. **DO NOT** press anything on the tablet while this is happening. Wait for the **Welcome** screen to show:

Welcome screen

9. Your **PB1009 or PB1009X** tablet has now been reset to its original factory settings. You may proceed as if the tablet is new.

NOTE: Although you can start using the tablet, it will be installing the pre-loaded factory apps for a few minutes. If you encounter a problem with any apps, wait a few minutes as they might still be installing in the background.