NAPLES COMPUTERS HOW-TO · SETUP & HOW-TO

Safely Wipe and Recycle an Old Computer or Phone

Before you recycle, sell, or give away an old computer or phone, a plain reboot or factory reset alone isn't enough prep. This guide covers backing up what you need, signing out of your accounts, and securely erasing Windows, Mac, iPhone, and Android devices.

Before you erase anything

A factory reset isn't reversible, so do these first.

Back up what you want to keep
Photos, documents, anything that only lives on that device.

Sign out of your accounts
Apple ID, Google, Microsoft, email, everything.

Remove the SIM or memory card
Those aren't erased by a factory reset.

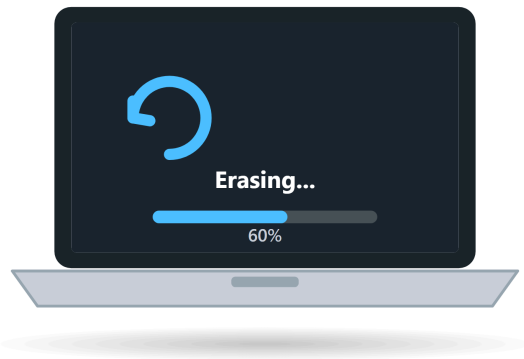
How to safely wipe an old computer or phone

COMPUTERS

1 Erasing a Windows PC or Mac

Windows: Settings, System, Recovery, Reset this PC, Remove everything. Mac: System Settings, General, Transfer or Reset.

WHAT TO DO
Choose the “fully clean the drive” option. It takes longer, but it's what makes the data hard to recover.



Do this before you recycle

PHONES

2 Erasing an iPhone or Android phone

iPhone: Settings, General, Transfer or Reset, Erase All Content and Settings. Android: remove your Google account first, then reset.

WHAT TO DO

On Android, removing the account before the reset keeps the next owner from getting locked out.



Do this before you recycle

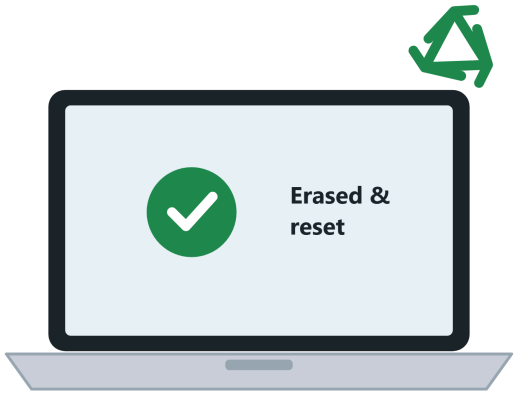
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★ We'll wipe it and recycle it responsibly

Not comfortable doing it yourself? Bring it to us, we'll securely erase it and recycle it the right way.

WHAT TO DO

Call 239-513-1960, or just drop it off.



Ready to recycle

A couple of computer notes

- [ ] "Remove everything" beats "Keep my files"
  Only "Remove everything" is appropriate before you give up a device
- [ ] A full, secure erase takes a while
  Plan for an hour or more, and keep it plugged in
- [ ] BitLocker or FileVault key handy
  You may be asked for it partway through on an encrypted drive

A couple of phone notes

- [ ] Turn off Find My first
  On an iPhone, Find My has to be off, or you'll be asked for your Apple Account password
- [ ] Check for "ghost" devices
  After resetting an Android phone, check myaccount.google.com for old devices still listed
- [ ] Unpair your watch or earbuds
  Bluetooth accessories paired to that phone won't reconnect to the next owner otherwise

Recap: wipe and recycle an old device

- [ ] Back up what you want to keep first
- [ ] Sign out of every account, and remove the SIM or memory card
- [ ] Windows and Mac: Reset this PC / Erase All Content and Settings
- [ ] Android: remove your Google account before resetting
- [ ] Not comfortable doing it yourself? Call Naples Computers

On Windows and Mac, choose the full secure-erase option ("Clean the drive fully" on Windows, or "Erase All Content and Settings" on a Mac) rather than a quick reset, so your data isn't easily recoverable by whoever gets the device next.

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Not comfortable wiping it yourself? We'll handle it and recycle it responsibly.

Call 239-513-1960

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