LOCKED DEVICES



Backup your files before performing any of those following steps to avoid data loss!

Note:

<u>Please note that CHG-MERIDIAN AG reserves the right to charge an expense allowance of EUR 35 for each</u> <u>locked device.</u>

Apple Devices

Apple Watch (official link)

- 1. If you have **any banking cards** linked to the watch (e.g. for Apple Pay) open wallet app on watchchoose card and click on remove
- 2. If the watch is still paired to an iPhone:
 - Keep your Apple Watch and iPhone close together as you unpair them.
 - Open the Apple Watch app on your iPhone.
 - Go to the My Watch tab and choose All Watches.
 - Tap Unpair Apple Watch.
 - Tap Unpair [your Apple Watch name].
 - Type your Apple ID password to **disable Activation Lock**, then tap Unpair.
- 3. If the watch is not paired to an iPhone:
 - On the Apple Watch, tap Settings > General > Reset > Erase All Content and Settings.



- Type in your password, if prompted.
- Tap Erase All to confirm. This resets your Apple Watch to the factory settings.
- Check manually (official link) if the Activation Lock is still active and remove it:
 - On a computer, go to the website iCloud.com and sign in with your Apple ID.
 - Go to Find My iPhone.
 - Select All Devices, then click your Apple Watch.
 - Click Erase Apple Watch. Select Next until the device is erased.
 - Click the remove button ^{SO} next to your Apple Watch symbol.



LOCKED DEVICES

iPhone & iPad (official link)

- 1. Tap Settings > General > Transfer or Reset [Device]
- 2. Tap Erase All Content and Settings

Ceneral Transfer or Reset iPhone		9:41I 🕆 🖿
Prepare for New iPhone Make sure everything's ready to transfer to a new iPhone, even if you don't currently have enough iCloud storage to back up. Get Started	<	General Transfer or Reset iPhone
		Image: Constraint of the second sec
Reset		Reset

- 3. If prompted, enter the user passcode or Apple ID password
- 4. Wait for the device to be erased
- **5.** Please contact your IT administration about this process. After deletion further steps have to be taken by your organization.
 - a. The IMEI number has to be removed from the Mobile Device Management.
 - b. The corresponding user profile has to be deleted.
 - c. The IMEI number has to be removed from the Apple Business Manager.

iMac or Mac OS based Systems (official link)

1. Start the erase assistant via apple menu > System Settings > General > Erase All Content & Settings

All set	Erase All Content & Settings tings, media, and data will be erased. The following items will also be removed:	
8	Danny Rico daniel_rico1@icloud.com	
0	Apple ID daniel_rico1@icloud.com will be signed out	
0	Touch ID All fingerprints used for unlocking this Mac and purchases will be removed	
	Accessories All Bluetooth accessories will be unpaired	
۲	Find My & Activation Lock Location Sharing will be turned off	

- **2.** Follow the assistant to remove all the user based information, content and connected apple services. Please remove them from all the users accounts of that device!
- **3.** You may have to enter your personal password to confirm those steps. Continue until the assistant has finished.



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Android Devices

Smartphones & Tablets(official link)

- Android Devices have different user interfaces but the steps are usually as follows:
 - 1. Open the Settings App (normally some sort of an gear symbol)



- 2. Open the System App.
- 3. Open Reset option.

← Backup and reset	← Factory data reset
Backup and restore	All data will be erased from device memory, including your Google account, system and application data sattings and downloaded
Back up my data	application data, settings, and downloaded applications.
Back up application data, Wi-Fi passwords, and	Music
other settings to Google servers.	Photos
Backup account	-Other user data
androidpit.test@gmail.com	(You cannot use encrypted files on the SD
	card after you reset your device to factory
Automatic restore	defaults)
When reinstalling an application, backed up settings and data will be restored	You are currently signed in to the following
contrado onte onte nan es restarent.	accounts:
	8
Personal data	
Factory data reset	RESET DEVICE

- 4. Select erase all data (factory reset).
- 5. Select reset.
- 6. Enter your device PIN.
- **7.** Select erase everything.
 - The Device should perform the factory reset and reboot.