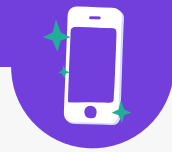


How to prepare your phone for donation



Thanks for donating to Community Calling!

Once you post your device to us, it will be securely data wiped by our tech partner Relove Technology — but before we can do that, it's really important that you:

- Back up any important data you want to keep
- Remove locks, networks, accounts, or company systems (like MDM)
- Factory reset the device.

If the phone is still locked to an account, we won't be able to rehome it — so please follow the steps carefully!

Android devices

1. Back up your phone

Please note, it is your responsibility to correctly back up your personal data! To make sure you don't lose your photos, videos, contacts, and other memories:

- Go to Settings > Google > Back-up
- Tap Back up now (you may need to turn Backup on)
- To back up photos/videos separately: open the Google Photos app > tap your profile photo > Photos settings > Back up

2. Remove accounts and screen lock

If your device is still linked to your Google/Samsung account, we won't be able to reset it. You can sign out by following the steps below or by following this [video tutorial](#):

- Go to Settings > Accounts and backup > Manage accounts > Select your Google/Samsung account > Remove account. Make sure you remove all accounts.
- Then go to Settings > Security > Turn off screen lock (PIN, pattern, or fingerprint)



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To erase multiple devices from another device:

- Sign into Google Accounts
- Under Sign-in and Security > Device activity & security > Review devices
- Select device > click Remove

3. Check for Mobile Device Management (MDM)

If your device was previously managed by a school, employer, or IT provider, it may be restricted. To remove this, you should ask the original provider or IT team to remove it from MDM on your behalf.

4. Make sure it's network unlocked

You may be able to see if your device is locked to a network by:

- Going to Settings > Connections or network & internet > look for 'mobile networks / network operators' > Search networks. If you see a list of all available networks, it's likely already unlocked.
- If it's locked to a provider, you can find instructions on their website on how to unlock it.

5. Factory reset / wipe your phone:

This wipes your personal data. Reminder: it is your responsibility to correctly back up your personal data! To wipe your device:

- Remove your SIM card
- Go to Settings > General management > Reset > Factory data reset > scroll down to Reset (and follow prompts).

Apple (iPhone) devices

1. Back up your phone

Please note, it is your responsibility to correctly back up your personal data! To make sure you don't lose your photos, videos, contacts, and other memories, you can back up your device to iCloud, a Mac or a PC by following these [instructions](#).

2. Sign out of iCloud and disable Find My iPhone

If your iPhone is still linked to your iCloud account, we won't be able to reset it. You can sign out by following these steps:

- Go to Settings > [your name] > Sign Out
- Enter your Apple ID password
- Then go to Settings > [your name] > Find My > Find My iPhone and switch it off
- If your device is paired to an Apple Watch, you can unpair the watch following these [instructions](#).



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3. Remove Mobile Device Management (MDM)

If your device was previously managed by a school, employer, or IT provider, it may be restricted. To remove this, you should ask the original provider or IT team to remove it from MDM on your behalf.

4. Check if its network unlocked and unlock if needed:

- Go to Settings > General > About and look for Network Provider Lock
- If it says “No SIM restrictions,” you’re good to go!
- If it’s locked to a provider, you can find instructions on their website on how to unlock it.

5. Factory reset / wipe your iPhone

This wipes your personal data. Reminder: it is your responsibility to correctly back up your personal data! To wipe your device:

- Remove your SIM card
- Go to Settings > General > Transfer or Reset iPhone > Erase All Content and Settings
- Follow the instructions and enter your passcode when asked.



**All done?
You’re ready to rehome your phone!**

Next steps... place it into your freepost envelope and pop it in a postbox

Once you’ve followed the steps above, your device is ready to be posted back to us. Every phone donated helps someone get connected to essential services, job opportunities, or loved ones, so thanks again for supporting Community Calling.



If you have any difficulties completing these steps, send us an email communitycalling@hubbub.org.uk and we’ll do our best to help you.



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