

These instructions will help resolve issues with unresponsive phone screens, remove forgotten Patterns, PINs or Passwords. You can fix any software related glitches, like having difficulty disabling the Talk Back feature, when the device hasn't responded as expected after the phone has restarted. You'll be able to perform a hard reset that will restore your phone to original factory settings.

Unresponsive Phone Screen

If you are not experiencing issues with your phone responding to touch, move to the "Preparing for Hard Reset" section below.

If your phone's screen is on, but the screen does not respond to touch, hold down the Power button for at least 10 seconds. The phone will power off and back on again.

Any further troubleshooting cannot be completed if the screen is still unresponsive and cannot be turned off. If this is the case, remove the battery from the phone. Google Pixel and Google Pixel XL users will need to disconnect from their power source and allow the battery to cycle off.

If you are still experiencing issues after completing steps to correct an unresponsive phone screen, continue to the "Preparing for Hard Reset" section.

Preparing for Hard Reset

- ▶ Charge the battery to at least 20% and unplug the phone.
- ▶ Inspect and ensure the *Volume* and *Power* buttons are intact and not damaged. If the phone buttons do not work, you will not be able to hard reset your phone.
- ▶ The phone must be turned off to complete the hard reset steps. If the screen is unresponsive, and the battery is removable (except Google Pixel and Google Pixel XL), remove the battery for a few seconds and put it back in - the device will power off.

If you are unable to complete any of the steps above, you can call StandUp Wireless Customer Care to see if you are eligible for a warranty replacement.

Find your phone model below and follow the steps outlined.

Hard Reset – Android Recovery Instructions

If the screen is responsive, but the phone is locked, try these steps to remove a forgotten PIN, Password or Pattern for your phone model.

ALCATEL 1 PHONE:

Step 1: Turn off the phone by holding the *Power* button, then tap *Power off*.

Step 2: Hold down the *Volume Up* button, and the *Power* button at the same time. Let go of the buttons once the screen lights up and logo title appears. The Android Recovery screen will appear. Use the *Volume* buttons to navigate the menu and the *Power* button to select an option.

Step 3: Using the *Volume Down* button, scroll down and select the "Wipe data/factory reset" option with the *Power* button. You will see the confirmation of the data being wiped in the bottom left corner. It will show "Data wipe complete" at the bottom when the process is finished.



*Android Recovery
Alcatel 1 Phone*

Step 4: Use the *Volume* buttons to scroll up or down to “Reboot system now” and use the *Power* button to choose “Reboot system now” option to start the phone as normal and to begin setup.

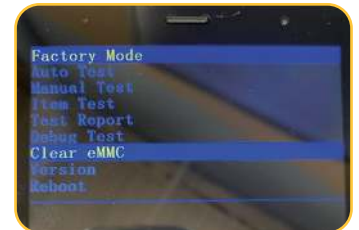
To exit the screen and restart the phone without erasing, choose “Reboot system now,” or select “Power off” to turn off the phone.

VORTEX BEAT 8, VORTEX SYNQ, VORTEX SYNC, VORTEX MUV, SKY ELITE B55, SKY ELITE H5, UNO PREMIER, SKY ELITE H55:

Step 1: Turn off the phone by holding the *Power* button, then tap Power off. If the phone cannot be turned off, remove the back cover and the battery. Then put the battery back in the phone and replace the cover.

Step 2: Turn the phone on by holding down the *Volume Down* and *Power* buttons at the same time until the phone vibrates or the logo appears, then quickly release the *Power* button but continue holding the *Volume Down* button.

If the device completely powers on, turn the phone off and start over. Step 1 may take a few attempts.



Factory Mode screen - English

Step 3: Once the Factory Mode screen appears, release the *Volume Down* button. Use the *Volume Down* button to scroll down to the option “Clear eMMC” (This option may have Chinese characters but will show “**eMMC**”) and use the *Power* button to select “**Clear eMMC.**” The phone screen will go black and wipe the device, and reboot.

It may take several minutes for the device to reboot.

To exit the screen, choose “Reboot,” to restart the device without erasing the phone.



Factory Mode screen - Chinese

Step 4: Then set up the phone as usual from the start screen. If you’re using a Google account, you must sign in before using the phone.

SKY ELITE H5, UNO PREMIER, SKY ELITE H55, VORTEX V22:

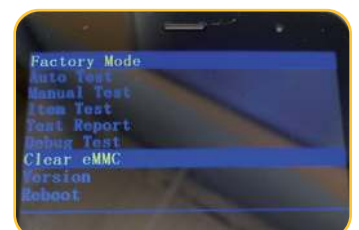
Step 1: Turn the phone off by holding the *Power* button, then tap Power off. If the phone cannot be turned off, remove the back cover and the battery. Then put the battery back in the phone and replace the cover.

Step 2: Turn the phone on by holding down the *Volume Down* and *Power* buttons at the same time until the phone vibrates or the logo appears, then quickly release the *Power* button but continue holding down the *Volume Down* button.

If the device completely powers on, turn the phone off and start over. Step 1 may take a few attempts.

Step 3: Once the Factory Mode screen appears, release the *Volume Down* button. Use the *Volume Down* button to then scroll down to the option “**Chinese characters eMMC**” and use the *Power* button to select “**Chinese characters eMMC.**” The phone screen will go black and wipe the device, and reboot.

It may take several minutes for the device to reboot.



Factory Mode screen - English



Factory Mode screen - Chinese

Step 4: Then set up the phone as usual from the start screen. If you're using a Google account, you must sign in before using the phone.

To exit the screen, select "Reboot," to restart the phone without erasing the device.

BLU C5L:

Step 1: Turn the phone off by holding the *Power* button, then tap *Power off*. If the phone cannot be turned off, remove the back cover and the battery. Then put the battery back in the phone and replace the cover.

Step 2: Turn the phone on by holding down the *Volume Down* and *Power* buttons at the same time until the phone vibrates or the logo appears, then quickly release the *Power* button, but continue holding down the *Volume Down* button.

If the device completely powers on, turn the phone off and start over. Step 1 may take a few attempts.

Step 3: Once the Factory Mode screen appears (in Chinese characters, see far right), release the *Volume Down* button.

Step 4: Use the *Volume Down* button to scroll down to the last option or tap the last option in the list. Tap the last option on the screen to erase and reboot the phone." The phone screen will go black, wipe the device, and reboot.

It may take several minutes for the device to reboot.

To exit the screen, choose the second to last option and tap on it to "Reboot," or restart the device without erasing the phone.



Factory Mode screen
English



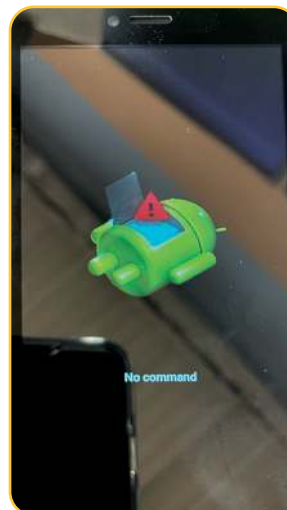
Factory Mode screen
Chinese

SKY ELITE C5:

Step 1: Turn the phone off by holding the *Power* button, then tap *Power off*. If the phone cannot be turned off, remove the back cover and the battery. Then put the battery back in the phone and replace the cover.

Step 2: Hold down the *Volume Down* and the *Power* buttons at the same time. Once the screen lights up and logo title appears, let go of the *Power* button but keep holding the *Volume Down* button. The No Command screen will appear. Then press and hold both the *Volume Up* + *1* button until the Android Recovery screen appears. Use the *Volume* buttons to navigate the menu, and the *Power* button to select an option.

Step 3: Using the *Volume Down* button, scroll down and select the "Wipe data/factory reset" option with the *Power* button. In the bottom left corner, you will see the confirmation of the



Android Recovery
No Command



Android Recovery

device being wiped. It will show Data wipe complete at the very bottom.

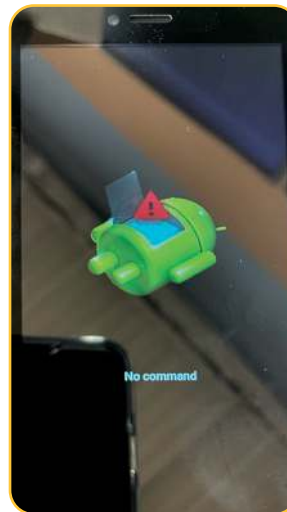
Step 4: Use the *Volume* buttons to scroll up or down to “Reboot system now” and use the *Power* button to choose “Reboot system now” option to start the phone up as normal and to begin setup.

To exit the screen, choose the last option, “Reboot system now,” to restart the device without erasing the phone, or “Power off” will simply turn the device off.

SKY ELITE P55:

Step 1: Start with powering off the phone by holding the *Power* button, then tap Power off. If the phone cannot be turned off, remove the back cover and the battery. Then put the battery back in the phone and replace the cover.

Step 2: Holding down the *Volume Down* button and the *Power* button at the same time. Once the screen lights up, and the logo title appears, let go of the *Power* button and keep holding the *Volume Down* button. The No Command screen will appear. Then press and hold both the *Volume Up* and *Power* buttons until the Android Recovery screen appears. Use the *Volume* buttons to navigate the menu and the *Power* button to select an option.



Android Recovery
No Command



Android Recovery

Step 3: Using the *Volume Down* button, scroll down and select the “Wipe data/factory reset” option with the *Power* button. You will see the confirmation of the phone is erasing at the bottom left corner. It will show Data wipe complete at the very bottom.

Step 4: Use the *Volume* buttons to scroll up or down to “Reboot system now” and use the *Power* button to choose the “Reboot system now” option to start the phone up as usual and begin setup.

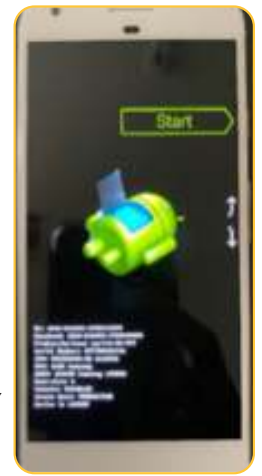
To exit the screen, choose “Reboot system now,” to restart the device without erasing the phone, or “Power off” to turn the device off.

Step 5: Set up the phone as usual from the start screen. If you’re using a Google account, you must sign in before using the phone.

GOOGLE PIXEL, GOOGLE PIXEL XL:

Step 1: Start with powering off the phone by holding the *Power* button, then tap Power off to turn the phone off. If you cannot turn off the device, disconnect the phone from the power source and allow the battery to cycle off.

Step 2: Hold down the *Volume Down* and *Power* buttons at the same time. Once the phone vibrates, release the *Power* button, but continue holding the *Volume Down* button. The Start screen with the Android will appear.



Android Recovery Start Screen

a. Then tap the *Volume Down* button twice to get to the Recovery Mode screen with the Android.



Android Recovery Restart Screen

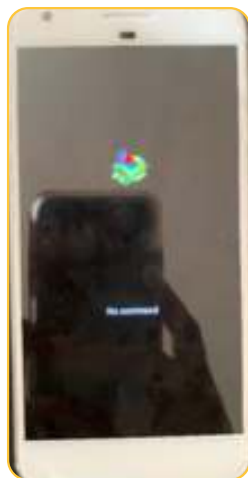


Android Recovery Mode Screen

b. The device may seem to restart, and the No command screen will appear. Hold the *Power* button down and tap the *Volume Up* button one time.



Android Recovery Google Start Screen



Android Recovery No Command



Android Recovery Reboot System Now



Android Recovery Reboot System Now, Enlarged

c. Use the *Volume* buttons to navigate the menu, and the *Power* button to select an option.

