BARTEC

FAQ - Frequently Asked Questions

Pixavi Phone

Reset Options

Relevant for

- **Pixavi Phone**

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Reservation: Technical data subject to change without notice. Changes, errors and misprints may not be used as a basis for any claim for damages.

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1. Information of this FAQ



Read carefully before commissioning the device.

The FAQ is an additional description to the available Quick Start Guide and part of the device.
The FAQ is directed at all persons who are entrusted with handling the device.
Knowledge of the safety instructions and warnings in this FAQ and strict compliance with them is essential for safe handling.

- Carefully read the FAQ and especially the safety instructions before using the device.
- Make the FAQ accessible to all people who are entrusted with handling the device.

Warnings are used in this FAQ - Frequently Asked Questions to warn of the risks of damage to property and personal injuries.

Symbol	Explanation
	Important advice and information for the effective, efficient and environmentally sound use of the product.

1.1 Reference documents



All documents are available online from the following websites:

- BARTEC: www.bartec.com or https://support.pixavi.com/en/support/home.

Document BARTEC	Explanation
Quick Start Guide of: • Pixavi Phone	It contains: • Getting started • Charging • Trouble shooting

2. About Reset Options

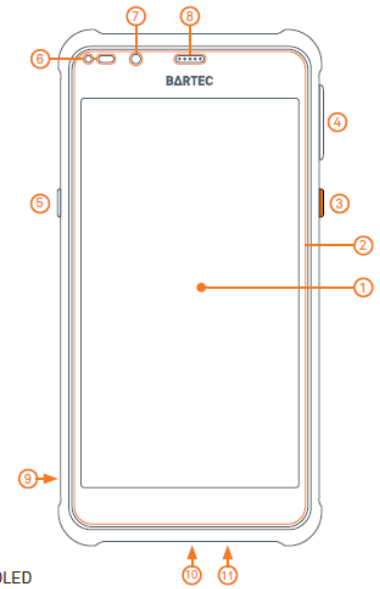
The device supports different ways for device reset.

The individual reset options are described in more detail in the following chapters.

Reset name	Hardware or software reset	Short description
Soft reset	Hardware / key combination	Pressing power button opens a menu with option for Power Off or Restart.
Hard reset	Hardware / key combination	10 second press on power button to restart
Android reset options	Software	Standard reset options from Google for every Android version. The reset options allow the reset of the whole device or specific modules or apps.
Hardware reset to factory defaults	Hardware	Hardware reset using phone buttons.

The following description is written based on Android 11 on Pixavi Phone.
The procedure can vary on other Android versions or devices.

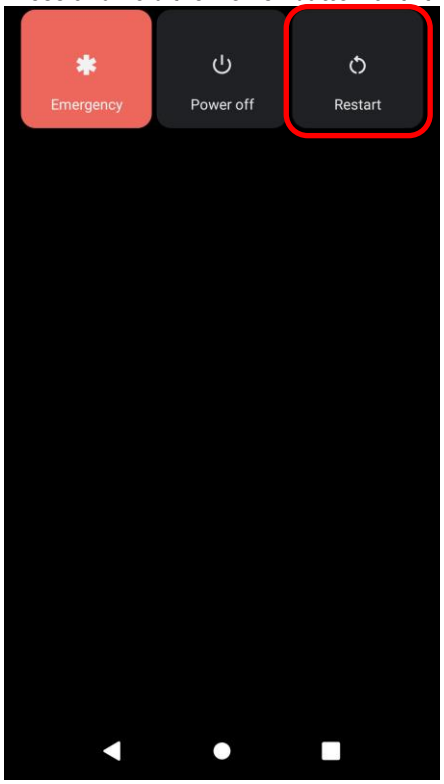
2.1 Buttons for navigation

Navigation buttons	Button actions	Picture
3. Power On/Off button	Function: ● Turn device off ● Restart device ● Take a screenshot ● Create problem report Action required for: ● Soft restart ● Hard restart ● Reset to factory defaults	 1: 5.5" OLED 2: Screen protector 3: Power button 4: Volume button (-/+) 5: Programmable button 6: Proximity/Ambient light sensor and status LED 7: Front Camera 8: Earpiece speaker 9: Lanyard mounting slot (remove battery pack for easy installation) 10: Magnetic USB connector 11: Microphone
4. Volume buttons	Action required for: ● Reset to factory defaults ● Navigation in Android recovery menu	

3. Soft reset

Perform a soft reset if applications stop working.

1. Press and hold the **Power button** until the menu appears.



2. Press **Restart**.

The device reboots.

4. Hard reset

Perform a hard reset if the device stops responding.

1. Press and hold the power button for at least 10 seconds.
2. When the screen turns off, release the power button.
3. The device reboots.

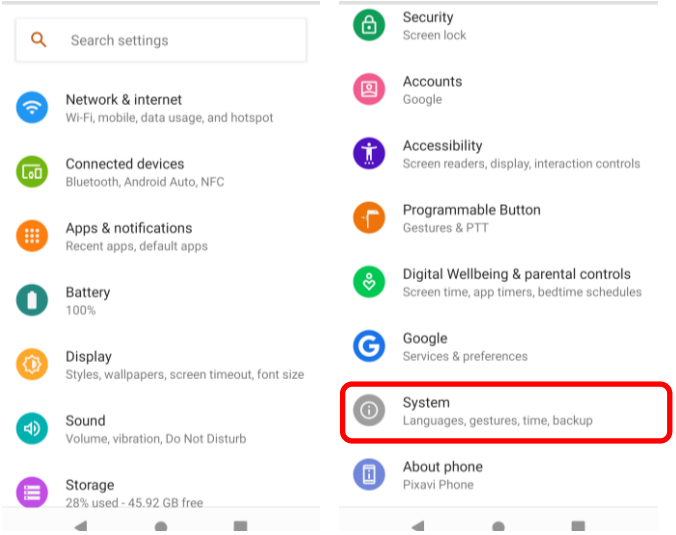
5. Android reset options

Reset options available via Google Android operation system.

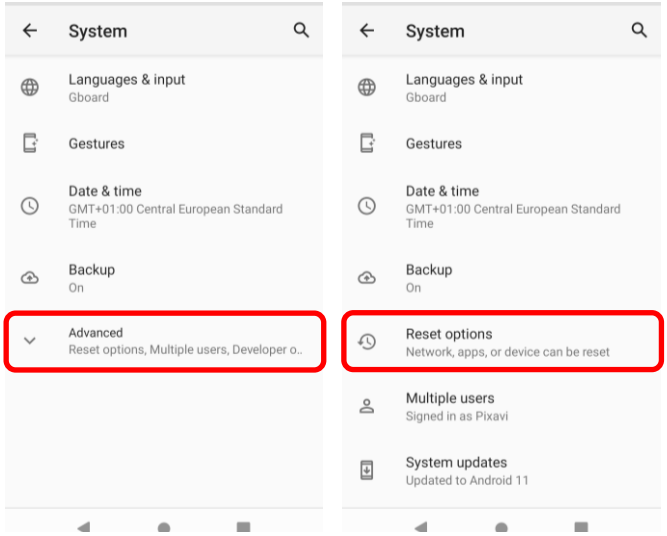
- Wi-Fi & Bluetooth
- App preferences
- Erase all data (enterprise reset)

You can find the reset options via the **Settings** menu.

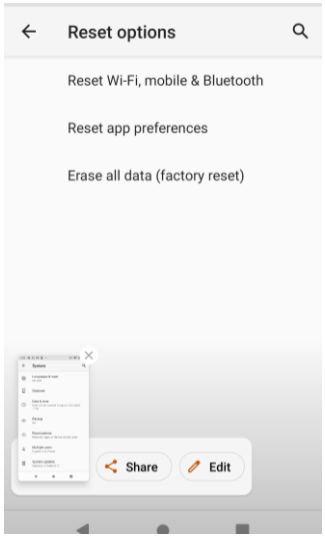
1. Scroll down and select the **System** menu.



2. In the **System** menu, select **Advanced**, and then **Reset options**.



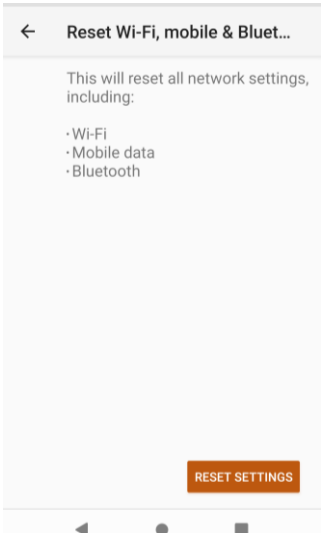
3. Three reset options are available.



5.1 Reset Wi-Fi & Bluetooth

This menu option will reset all network settings, including:

- Wi-Fi
- Mobile data
- Bluetooth

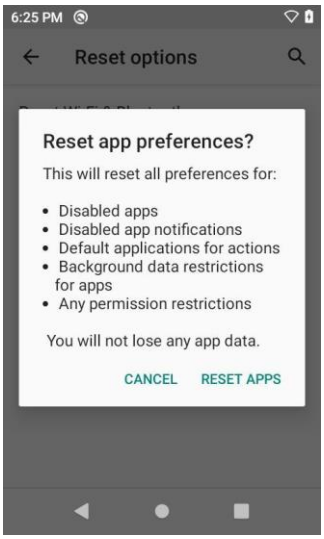


5.2 Reset app preferences

This menu option will reset all preferences for apps what are:

- Disabled apps
- Disabled app notifications
- Default applications for actions
- Background data restrictions for apps
- Ay permission restrictions

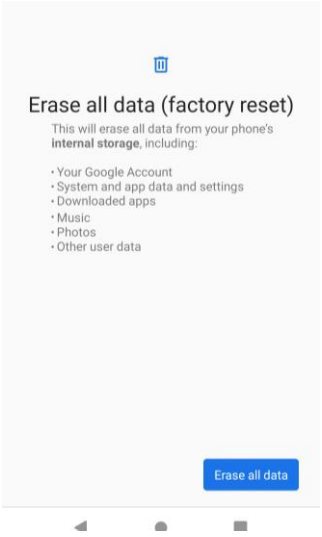
You will not loss any app data.



5.3 Erase all data (enterprise reset)

This menu option will reset/erase all data from internal storage including:

- Your Google Account
- System and app data and settings
- Downloaded apps
- Music
- Photos
- Other user data



6. Hardware reset to factory defaults

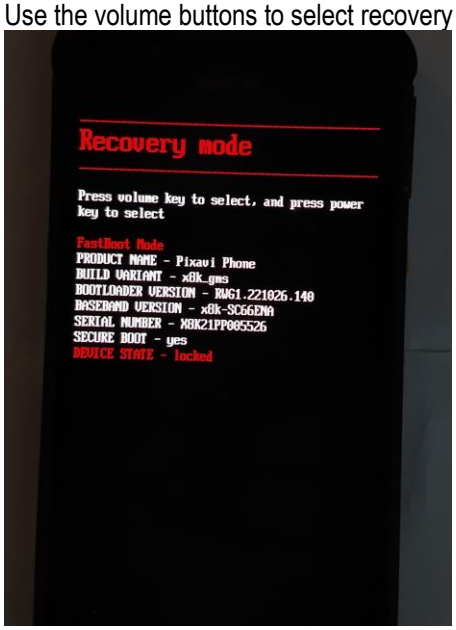
If the device has been configured with a google account, then it will be needed to log in to this account after the HW reset.

1. Power off the device.

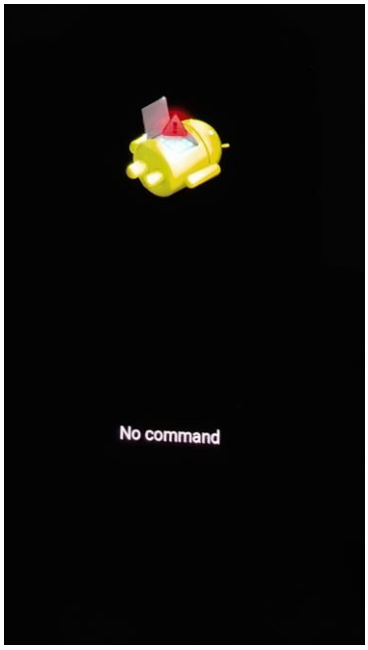
2. Press power and volume down button simultaneously to boot into fastboot mode.



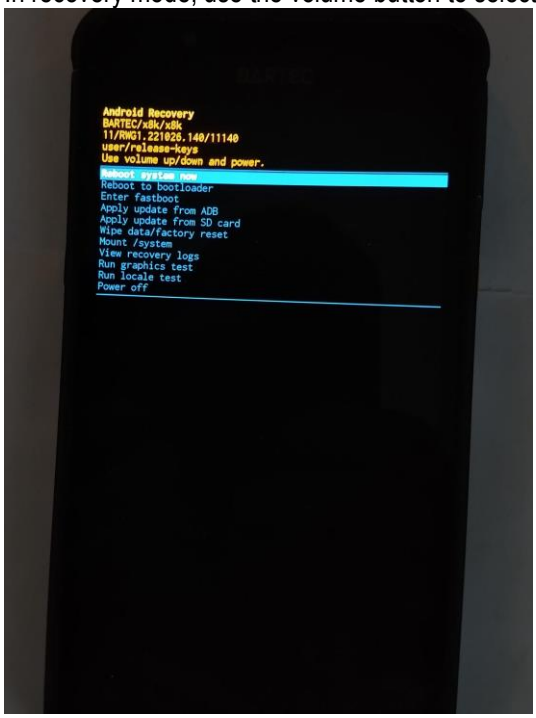
3. Use the volume buttons to select recovery mode. Then press the power button to confirm.



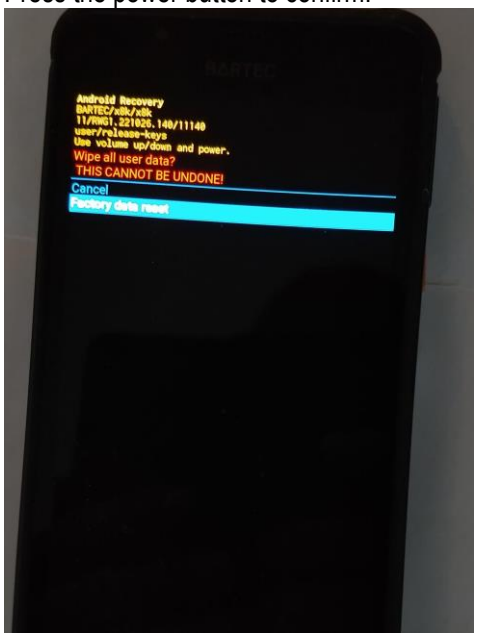
4. The next screen says "no command". Press the power button and then volume up, to get to recovery mode.



5. In recovery mode, use the volume button to select "Wipe data/factory reset".



6. Press the power button to confirm.



7. Google reset options

In general different reset options available via Google Android operation system.

Detailed information can be found on the Google support pages for Android and their utilities and applications.

https://support.google.com/

Descriptions about device wipe, factory reset and other topics to remove accounts or users can be found under:

https://support.google.com/a/answer/6328708#dev_factory_reset_protect&zippy=%2Cfactory-reset-protection