

# How to perform a security wipe on a BlackBerry PlayBook tablet

Article ID: [KB27188](#)

Type: Support Content

Last Modified: 10-12-2012

[Print](#)[Email](#) [Document](#) [Bookmark](#)

## Product(s) Affected:

- Tablets

## Search the knowledge base:



- [Visit BlackBerry Community Support Forums](#)
- [Follow us on Twitter® @BlackBerryHelp](#)

[Collapse all](#) | [Expand all](#)

Jump to: [Environment](#) | [Overview](#) | [Additional Information](#)

Environment

- BlackBerry PlayBook tablet
- [Back to top](#)

Overview

This article covers how to wipe data on a BlackBerry® PlayBook™ tablet.

**Warning:** Before performing a security wipe of the BlackBerry PlayBook tablet, be advised of the following:

- A security wipe of the BlackBerry PlayBook tablet will erase all data and any downloaded applications and media (Including pictures/video taken on the BlackBerry PlayBook tablet or transferred via a PC)
  - For information on how to back up data on a BlackBerry PlayBook tablet, see [KB26134](#).
  - For information on how to restore backed up data to a BlackBerry PlayBook tablet, see [KB26135](#).
  - To transfer media and documents saved on a BlackBerry PlayBook tablet to a PC before a security wipe, see [KB26068](#).
- Applications purchased through BlackBerry App World on the BlackBerry PlayBook tablet will still be associated to the BlackBerry ID they were purchased from but will be removed from the BlackBerry PlayBook tablet upon a security wipe.
  - These purchased applications can be reinstalled through BlackBerry App World at a later time. Under the Uninstalled tab, tap the Reinstall button next to the application to reload.

- Any configuration changes made to the BlackBerry PlayBook tablet (Including Bluetooth pairing information, settings changes, etc.) will be reset to defaults after a security wipe is performed.
- Depending on the amount of data stored and the capacity of the BlackBerry PlayBook tablet (16 GB/32 GB/64 GB), the security wipe may take longer than expected. Ensure that the BlackBerry PlayBook tablet is plugged into the power outlet to prevent power loss during the security wipe.
- Once the security wipe has been completed, the initial setup will need to be completed before the BlackBerry Playbook can be used. For more information on completing the initial setup on the BlackBerry PlayBook tablet, please see [KB26228](#).

To perform a security wipe of the BlackBerry PlayBook tablet, complete the following:

1. Swipe down from the top bezel or select the **Settings** icon.
2. Tap **Security > Security Wipe**.
3. Enter the word **blackberry** to confirm the Security Wipe.
4. Tap **Wipe Data**.

- [↩Back to top](#)

#### Additional Information

After a security wipe, Tetris and Need For Speed Undercover will be removed from the BlackBerry PlayBook tablet. To reinstall these applications, complete the following:

1. Open BlackBerry App World on the BlackBerry PlayBook tablet
2. Tap into the **Search** field
3. Type **EA Tetris** and tap **Return** on the keyboard (Type **EA Undercover** to locate Need For Speed Undercover)
4. Tap the Tetris for PlayBook icon (Should indicate the price is FREE)
5. Tap Download

- [↩Back to top](#)