



## Cleaning Content and Registration from Open Box Kindles

*Prior to re-selling 'open box' Kindle devices it is imperative that qualified store personnel follow the procedures outlined in this document. It is possible that a returned Kindle device contains personal information from the previous owner. The procedures in this document outline the steps to erase this information. Additionally these steps insure the Kindle is working properly. If these steps can't be completed it is an indication that there is a problem with the device and the device should not be resold.*

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### Process for Cleaning Content and Registration

1. Plug Kindle into power for at least 1 hour to ensure that Kindle has at least a 50% charge. Customers expect that they will be able to use Kindle out of the box.
2. Please identify the type of Kindle you are working with, and follow the appropriate set of instructions.



**Kindle Keyboard**



**Kindle**



**Kindle Touch**  
(Also use for Paperwhite)



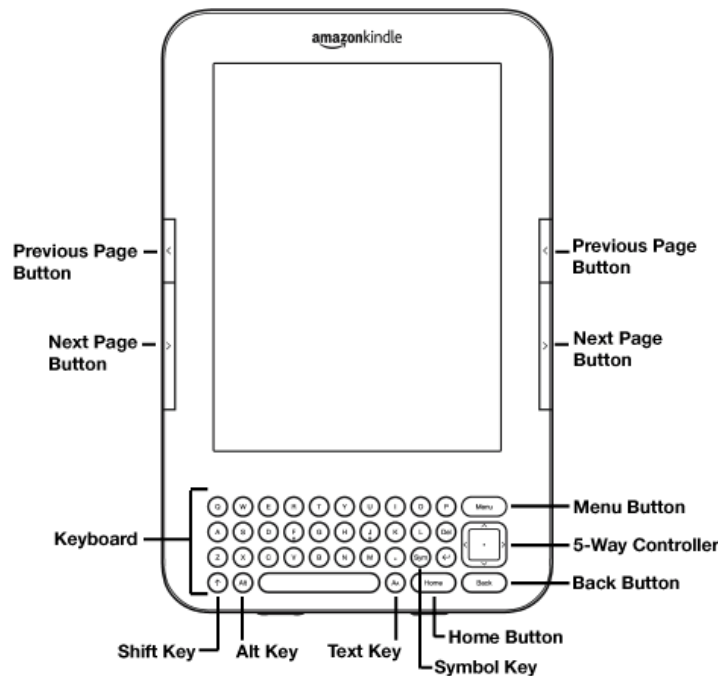
**Kindle Fire**  
(Use for all Kindle Fire Tablets)

## Kindle Reset Instructions

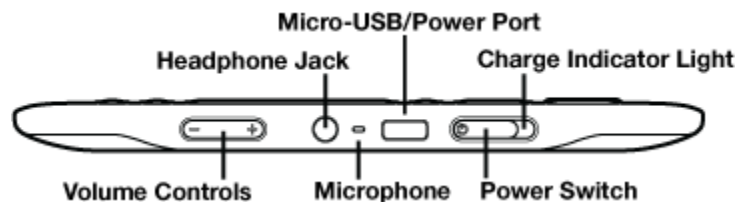
### Instructions to Reset a Kindle Keyboard (pictured below) to factory mode for resale

- 1) The following steps should be followed to test Kindle and return it to factory mode.
  - a) Turn Kindle on by sliding power switch (see illustration below)
  - b) If Kindle was powered off, wait for it to boot up
  - c) Press the HOME key to return to the home screen
  - d) Press MENU and navigate to and select Settings using the 5-Way Controller (*Picture B*)
  - e) Press MENU and navigate to Reset to Factory Defaults using the 5-Way Controller (*Picture D*)
  - f) Navigate to OK, **hold down the shift (up arrow) key**, and select using the 5-Way
  - g) Device will be put back into Factory Mode (*Picture A*).

#### KINDLE KEYBOARD FRONT VIEW

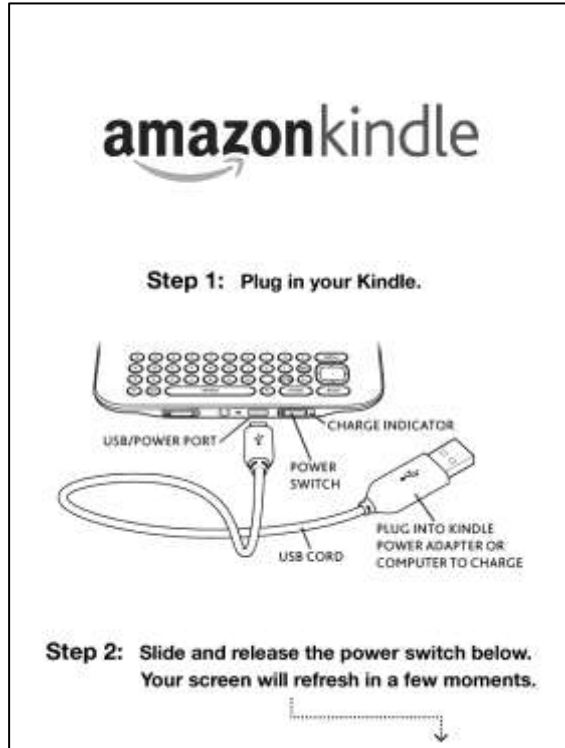


#### KINDLE KEYBOARD BOTTOM VIEW

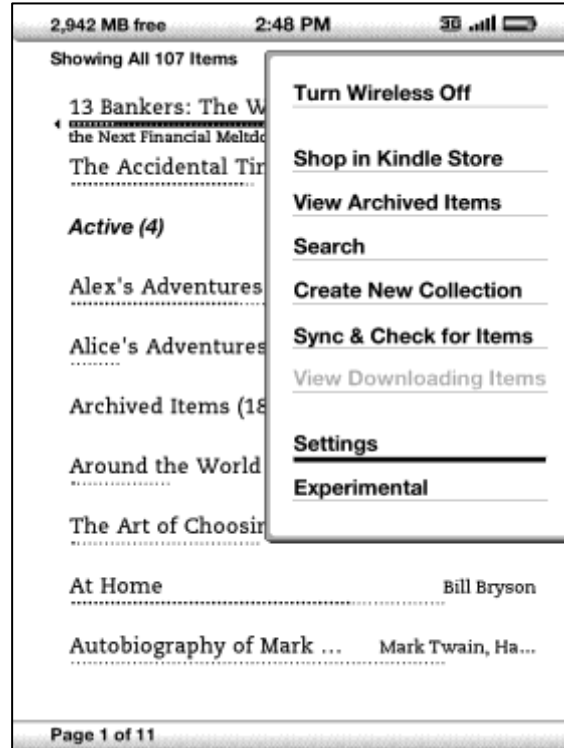


## Kindle Reset Instructions

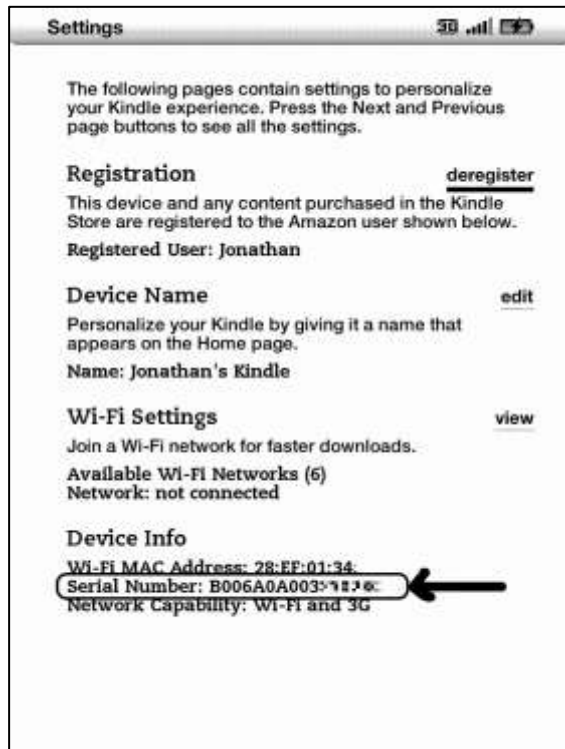
Picture A



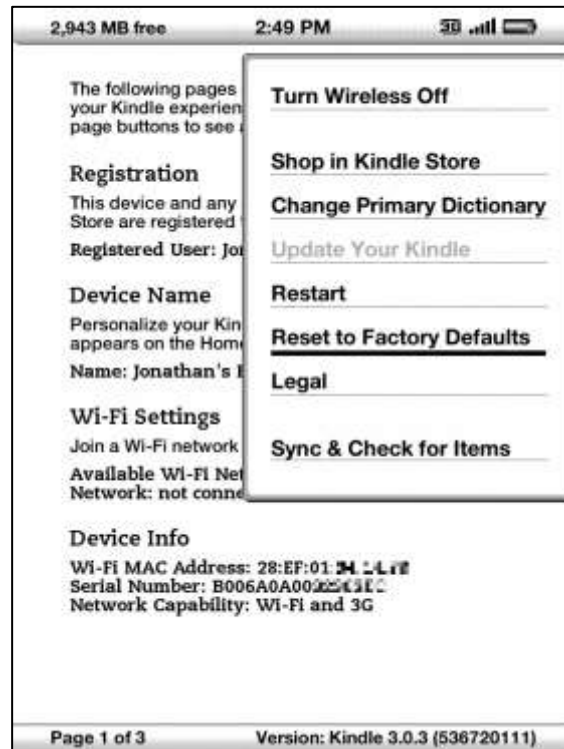
Picture B



Picture C

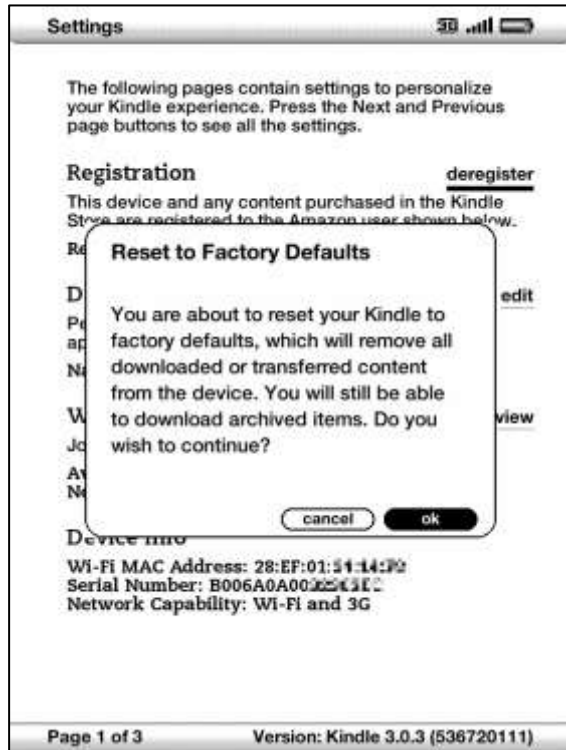


Picture D



## Kindle Reset Instructions

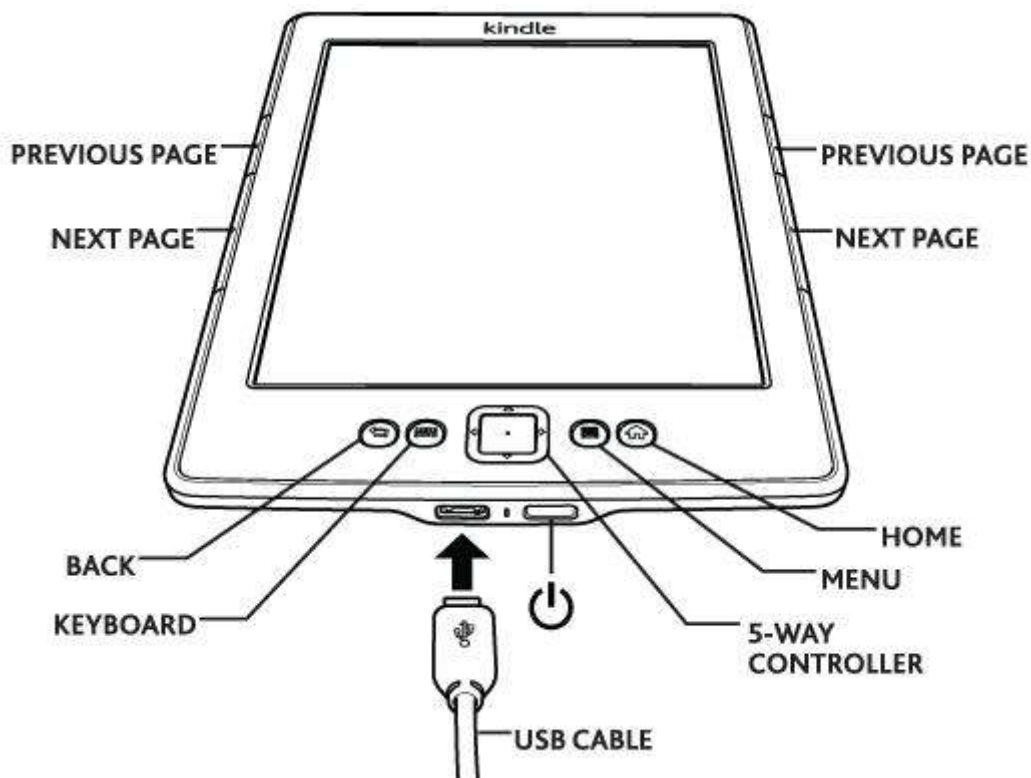
### Picture E



## Kindle Reset Instructions

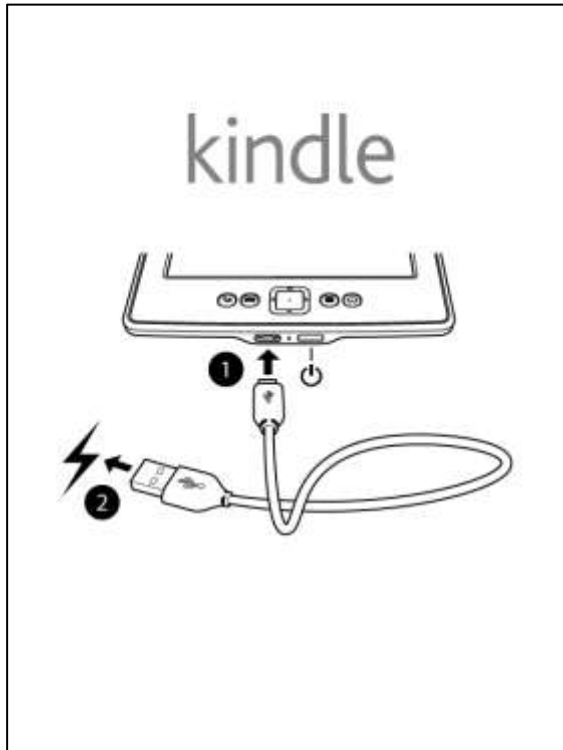
### Instructions to Reset a Kindle (pictured below) for resale

- 1) The following steps should be followed to test Kindle and return it to sellable condition.
  - a) Turn Kindle on by pushing power switch (see illustration below)
  - b) If Kindle was powered off, wait for it to boot up
  - c) Press the HOME key to return to the home screen
  - d) Press MENU and navigate to and select Settings using the 5-Way Controller (*Picture below*)
  - e) Press MENU and navigate to Reset to Factory Defaults using the 5-Way Controller (*Picture I*)
  - f) Navigate to OK, and select using the 5-Way
  - g) Device will reset and reboot.
  - h) Hold down power switch after reboot to turn off.



## Kindle Reset Instructions

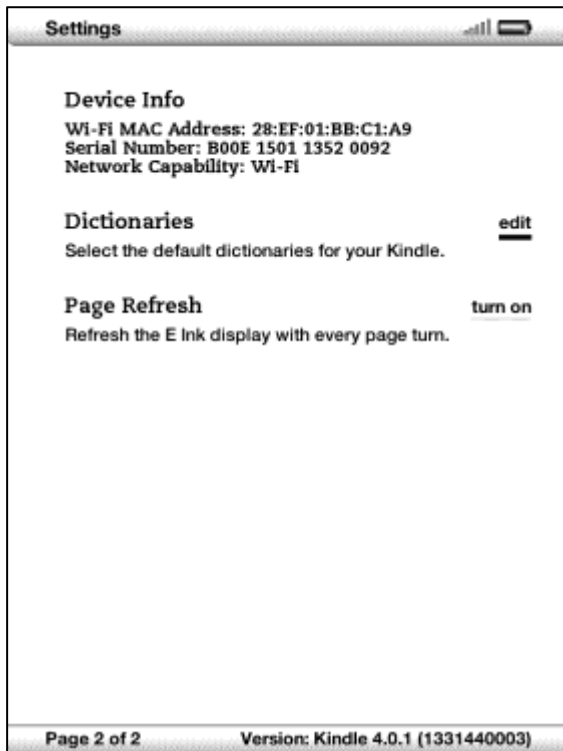
Picture F



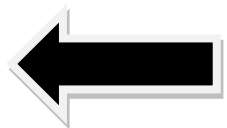
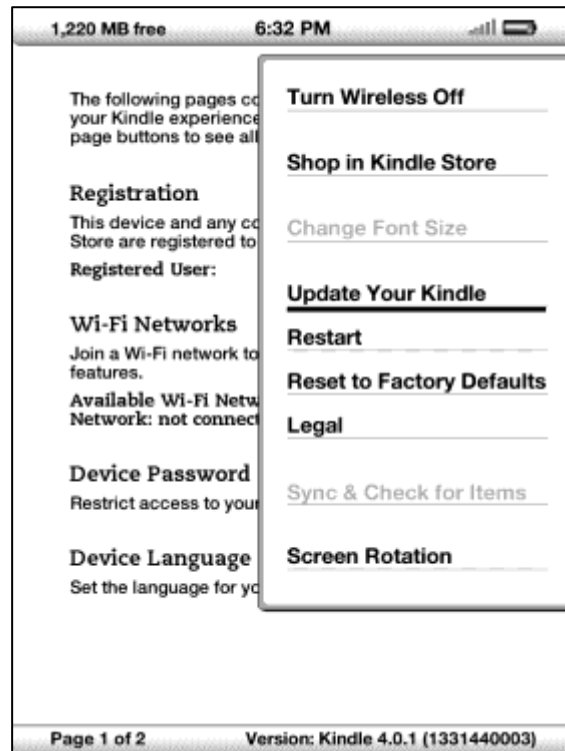
Picture G



Picture H



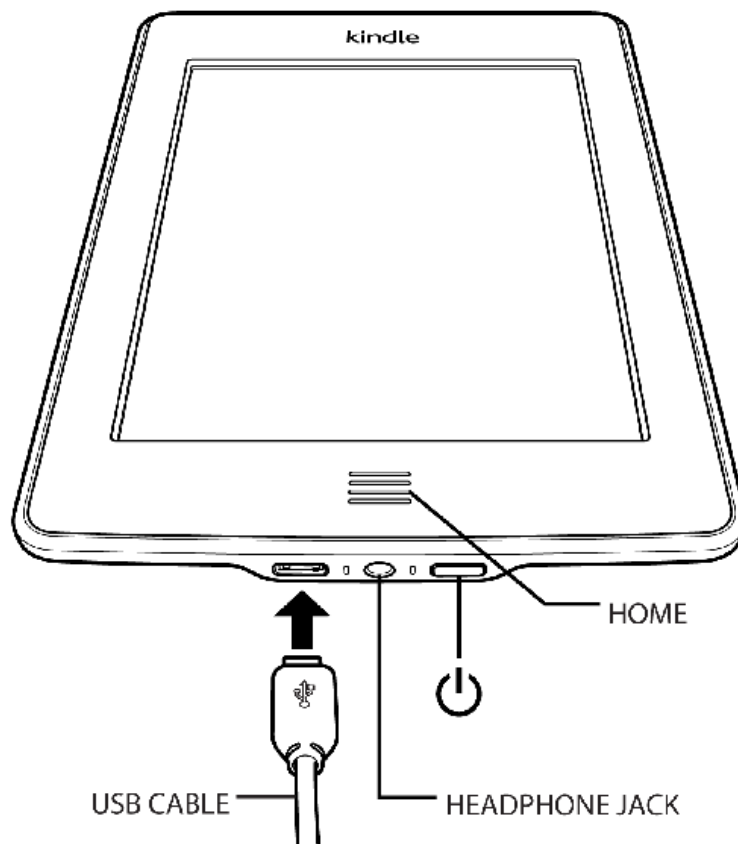
Picture I



## Kindle Reset Instructions

### Instructions to Reset a Kindle Touch (pictured below) for resale

- 1) The following steps should be followed to test Kindle and return it to factory mode.
  - a) Turn Kindle on by pushing power switch (see illustration below)
  - b) If Kindle was powered off, wait for it to boot up
  - c) Plug Kindle into a computer
  - d) Press MENU and navigate to and select Settings (*Picture M*)
  - e) Press MENU and select Reset to Factory Defaults (*Picture N*)
  - f) Device will reset and reboot.
  - g) Hold down power switch after reboot to turn off.

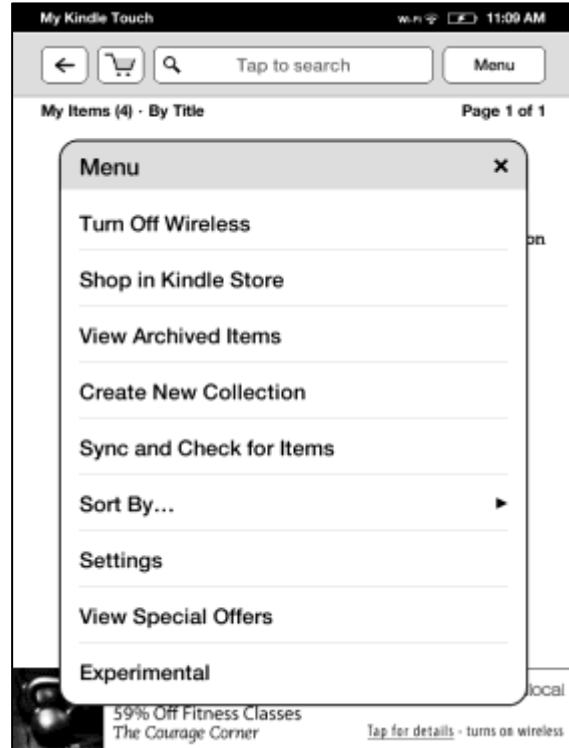


## Kindle Reset Instructions

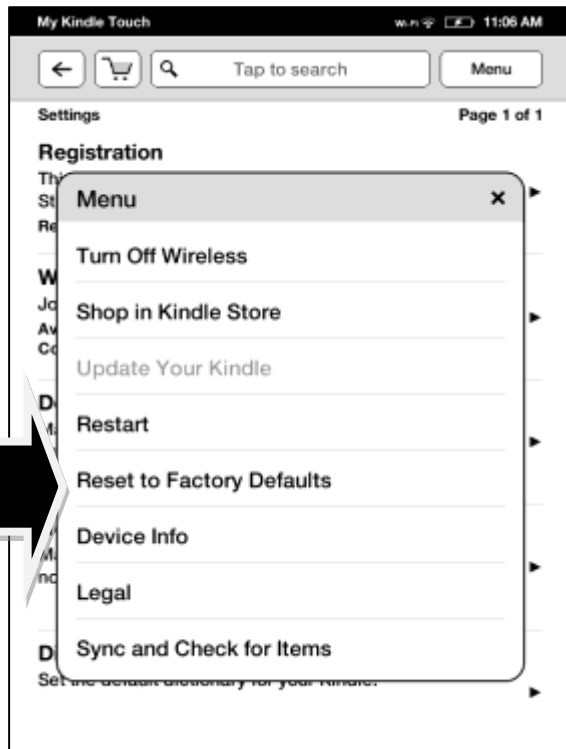
Picture L



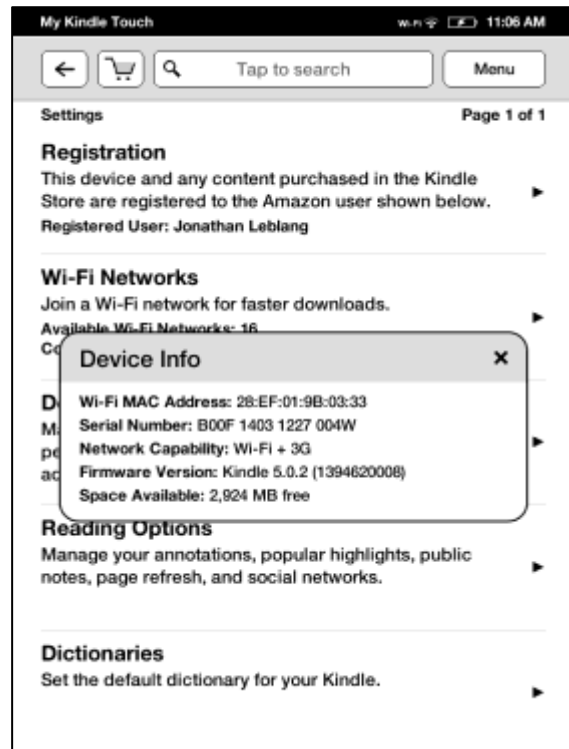
Picture M



Picture N



Picture O





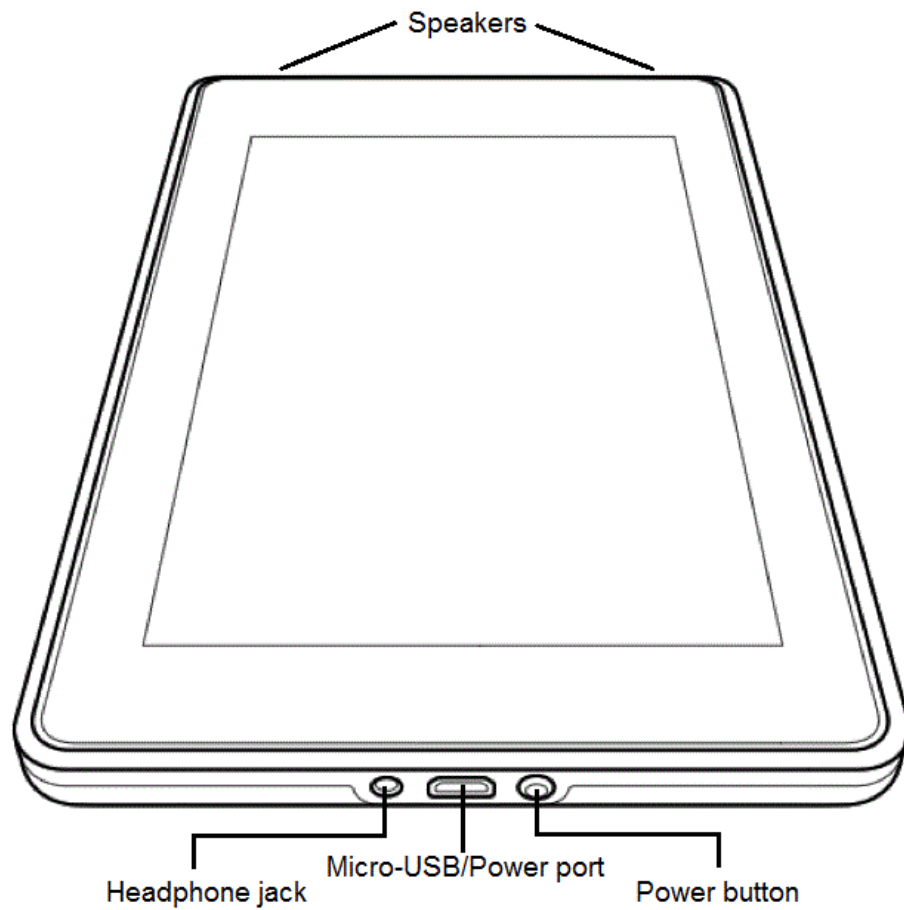
## Kindle Reset Instructions

### Instructions to Reset a Kindle Fire (pictured below) to factory mode for resale

The following steps should be followed to test Kindle and return it to factory mode.

- a) Turn Kindle on by pushing power switch (see illustration below)
- b) If Kindle was powered off, wait for it to boot up (*Picture Q*)
- c) Swipe your finger left across the orange arrow to unlock Kindle Fire (*Picture R*)
- d) If you see the Welcome to Kindle Fire screen (*Picture S*) skip to the last step (step n)
- e) If not, press the gear icon in the upper-right to bring up the menu (*Picture T*)
- f) Press the More (+) button
- g) Scroll to the bottom, and select DEVICE (*Picture U*)
- h) Confirm that the serial number matches the one on the box.
- i) Scroll to the bottom and Select RESET TO FACTORY DEFAULTS (*Picture V*)
- j) Confirm by selecting ERASE EVERYTHING (*Picture W*)
- k) The Kindle Fire will reset and restart (*Pictures X1-Xx*)
- l) Wait for it to boot up (*Picture Q*)
- m) Swipe your finger left across the orange arrow to unlock Kindle Fire (*Picture R*)
- n) When you see the Welcome to Kindle Fire screen (*Picture S*) press and hold the power button. You will see a confirmation box. Select SHUT DOWN (*Picture Y*)

## Kindle Reset Instructions



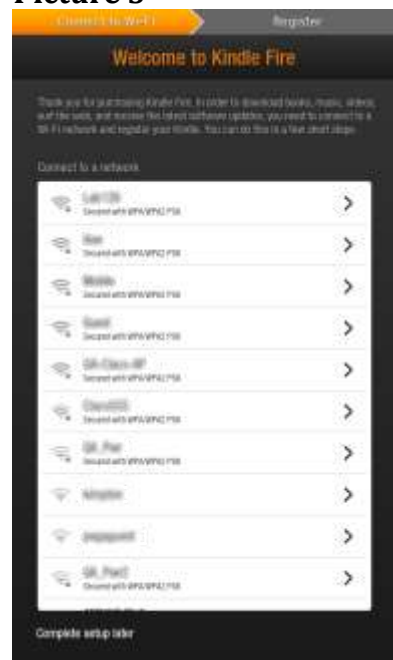
Picture Q



Picture R



Picture S

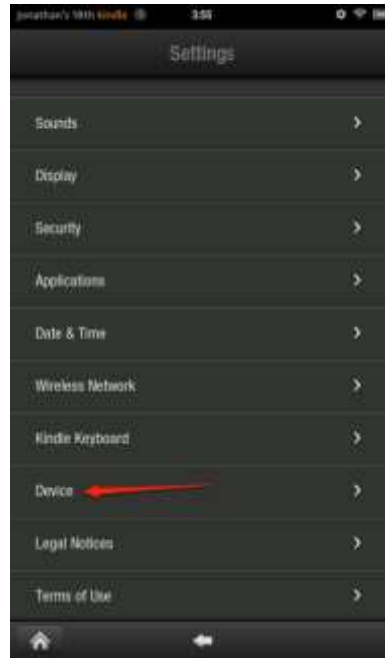


## Kindle Reset Instructions

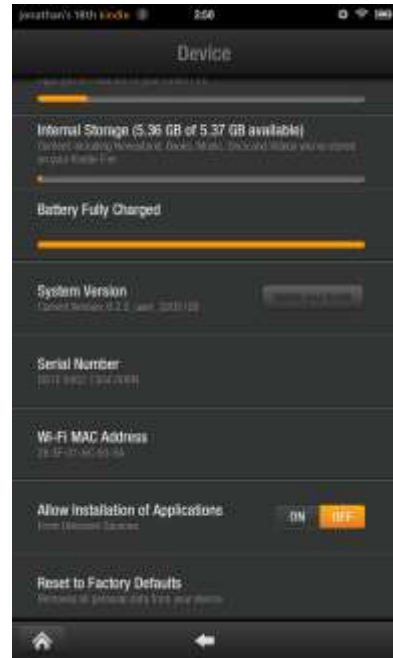
Picture T



Picture U



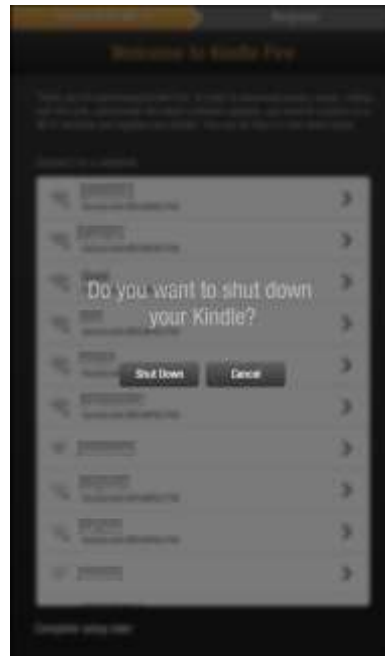
Picture V



Picture W

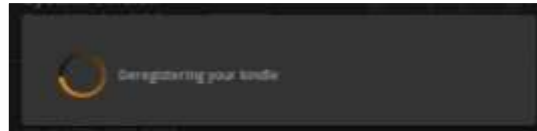


Picture Y



## Kindle Reset Instructions

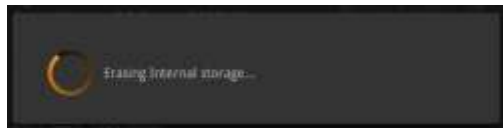
### Pictures X1 - X5



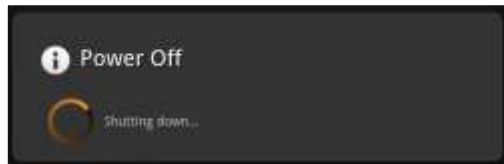
X1



X2



X3



X4



X5