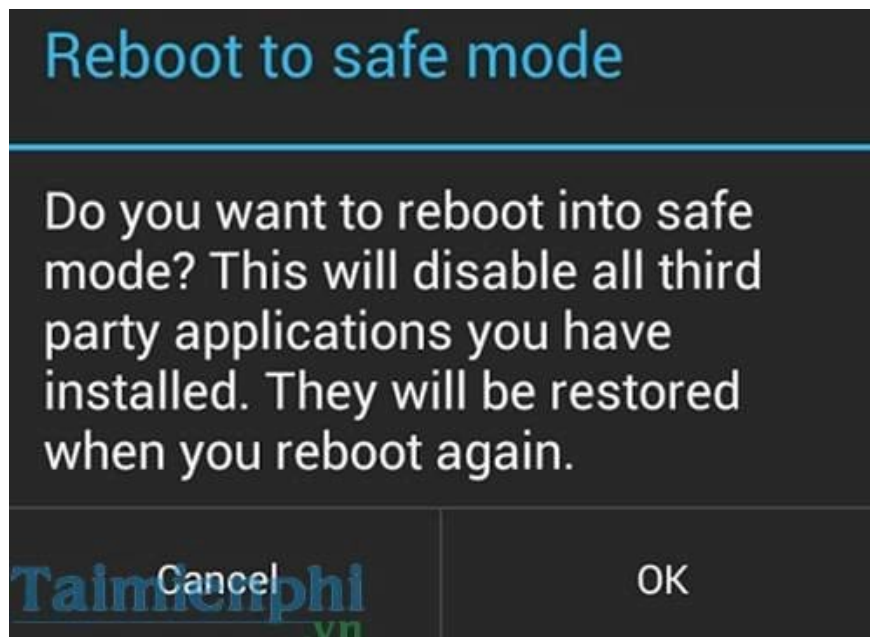


How to safely and quickly remove ransomware from your phone.

Ransomware can lock data, demand ransom, and cause you to lose control of your phone. Understanding how to remove malware helps you protect your device and avoid financial risks and the theft of personal information.

If your phone is infected with ransomware, you could lose all your data or be taken over by a malicious actor. Immediately apply the following safe and thorough wiping methods.

Boot the device into Safe Mode.



Booting the device into Safe Mode ensures that no third-party applications are running and only stores software that the device has previously downloaded.

Because ransomware is present in third-party applications, safe mode will protect your device – preventing any third-party applications from running and accessing any part of your device.

Try uninstalling the malicious app in Safe Mode, then restart your device; this should resolve the issue. However, if you cannot boot into Safe Mode or the ransomware uninstallation fails, you might consider performing a Factory Reset.

Perform a Factory Reset

Factory Reset, also known as Hard Reset, can be performed by turning off your device and entering Recovery Mode - an additional red exclamation mark will appear on Android robots when in this mode.

Essentially, a factory reset formats your device, erasing all additional data on the device except for the built-in original software. Here are the steps:

Step 1: Back up your data

Before performing a factory reset, you should back up the data on your Android device.

Step 2:

1. **Open the Settings** app on your device.
2. Under **Personal** , find and tap **Backup & reset** . You will be prompted to enter your pattern, PIN, or password.
3. Under Personal data, tap **Factory data reset** .
4. Read the information and tap **Reset phone** .
5. If the screen is locked, you will need to enter your pattern, PIN, or password.
6. When prompted, tap **Erase everything** to erase all data in the device's internal storage.
7. After the erasure process is complete, select an option to restart the device.
8. When you turn on the device for the first time, you will see the Welcome screen.
9. After the setup process is complete, you can restore the previously backed-up data.

Note: If you cannot open the Settings app, you can try performing a factory reset on your Android One device using the **Power** and **Volume** buttons .

Removing ransomware from your phone eliminates potential threats, protects personal data, and prevents the risk of losing control of your device. To prevent future risks, enable real-time protection and update your system regularly.

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