









## Hard Reset (Factory Reset)

If you forget your lock sequence and backup PIN, you will have to perform a hard reset to gain access to your phone.

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### WARNING!

Performing a hard reset deletes all of your user data, which includes pictures, videos, and music saved to your internal memory. Please make sure to back up your information prior to performing a hard reset.

1. Turn the phone off.
2. Press and hold the following keys at the same time: **Volume Down Key**  + **Power/Lock Key**  on the back of the phone.
3. Release the **Power/Lock Key**  only when the LG logo is displayed, then immediately press and hold the **Power/Lock Key**  again.
4. Release all keys when the Factory hard reset screen is displayed.
5. Press the **Power/Lock Key**  to continue or either of the **Volume Keys**  to cancel.
6. Press the **Power/Lock Key**  once more to confirm or either of the **Volume Keys**  to cancel.