IKE Device Factory Reset

A guide to returning the software on your IKE device to its original out of box condition

Covering IKE Serial Numbers:

- 1600xxxx

- 2600xxxx

- 3600xxxx

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IKE Support

The steps followed are dependent upon the serial number of your device

The serial number is located on the back of the device and begins with 36, 26 or 16

Serial numbers in the **3600** range:
- See Steps 1-2

Serial numbers in the **2600** or **1600** range:
- See Steps 3-5

Covering IKE Serial Numbers:

- 1600xxxx

- 2600xxxx

- 3600xxxx

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Perform a Factory Reset
Prepare the device

Charge device to at least 20%

- 1600 serial numbers are charged with a 5.5mm jack to USB adapter

- 2600 & 3600 serial numbers are charged with a standard USB-C cable

- Ensure you're using a charger that can supply 2.5A

Power up device

- Hold the power button down for at least five seconds

Perform a Factory Reset – 3600 Series

- Performing a Factory Reset will erase all data on the device
- Ensure you've uploaded all data from the device
- If you're unable to upload due to trouble with IKE Field go to Step 6 before proceeding

1) Open & execute the Factory Reset from Settings ⚙️

(Swipe up from bottom of screen for menu)

(You'll need to confirm *Erase all data*)

Clear the SD card – 3600 Series

- Clearing the SD card will erase all data on the SD card
- Ensure you've uploaded all data from the device
- If you're unable to upload due to trouble with IKE Field go to Step 6 before proceeding

2) **Clear the SD card by formatting the card**
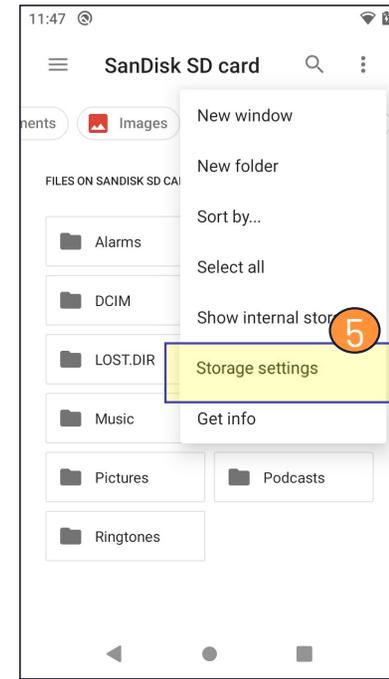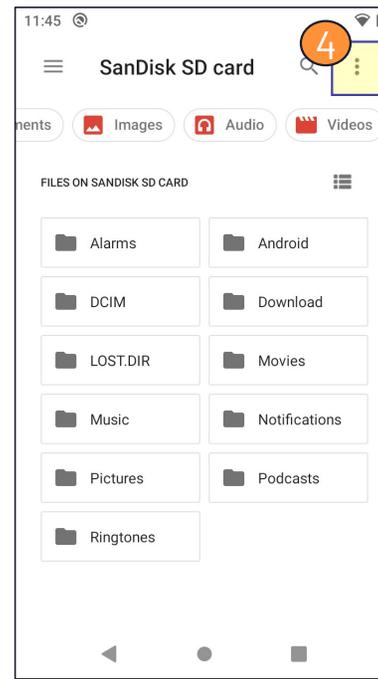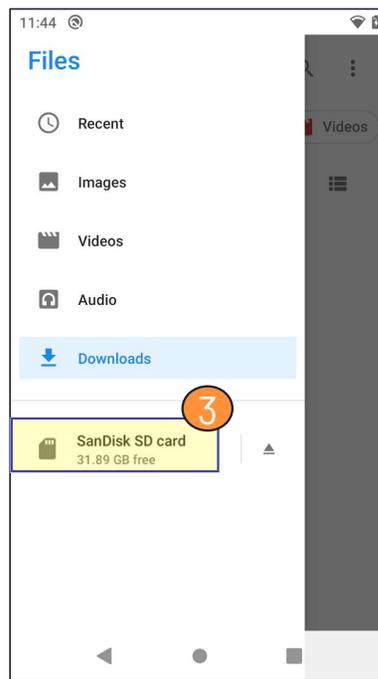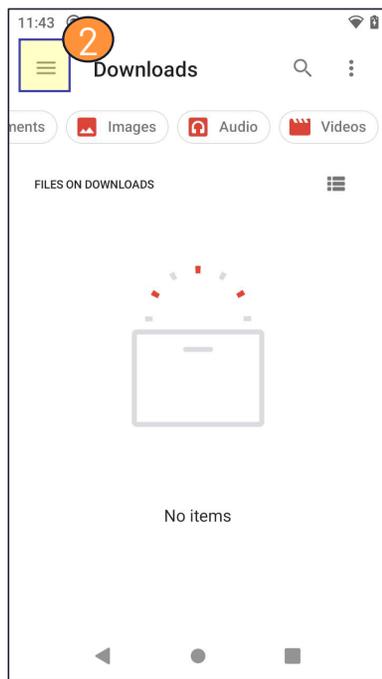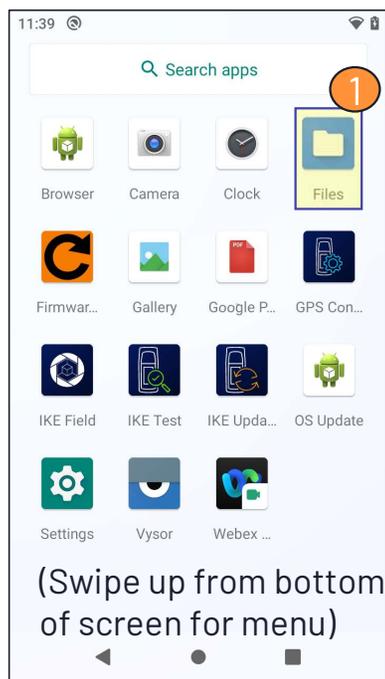
- DO NOT select "Format as internal"

(Swipe up from bottom of screen for menu)

Clear the SD card – 3600 Series

- Clearing the SD card will erase all data on the SD card
- Ensure you've uploaded all data from the device
- If you're unable to upload due to trouble with IKE Field go to Step 6 before proceeding

2)(CONTINUED) **Clear the SD card by formatting the card**

- <u>DO NOT</u> select "Format as internal"
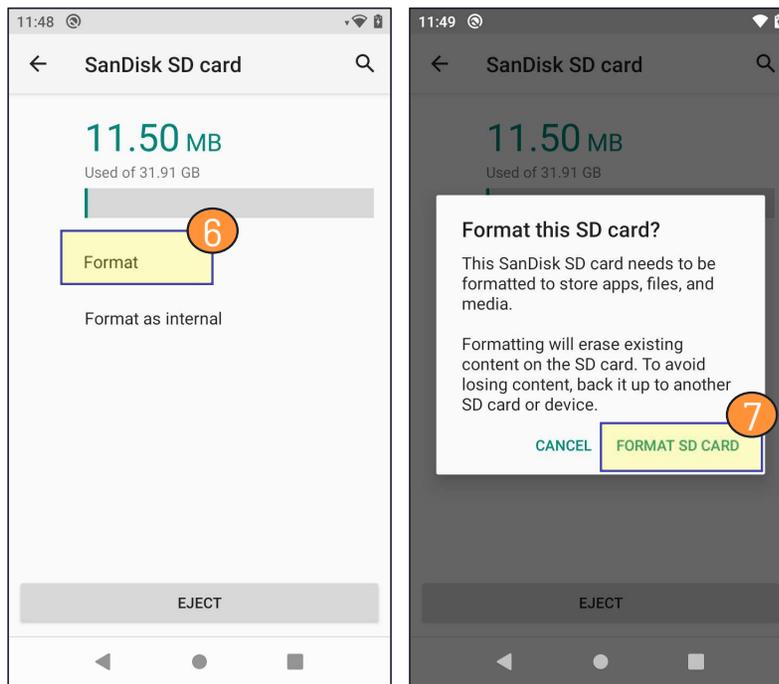
This step completes the Factory Reset & SD card clear process for the 3600 series.

If IKE Field does not appear on the home screen or app menu use the IKE Update app to reinstall the app. A Wi-Fi connection is required.

Perform a Factory Reset – 1600/2600 Series

- Performing a Factory Reset will erase all data on the device
- Ensure you've uploaded all data from the device
- If you're unable to upload due to trouble with IKE Field go to Step 6 before proceeding

3) **Open & execute the Factory Reset menu from Settings**
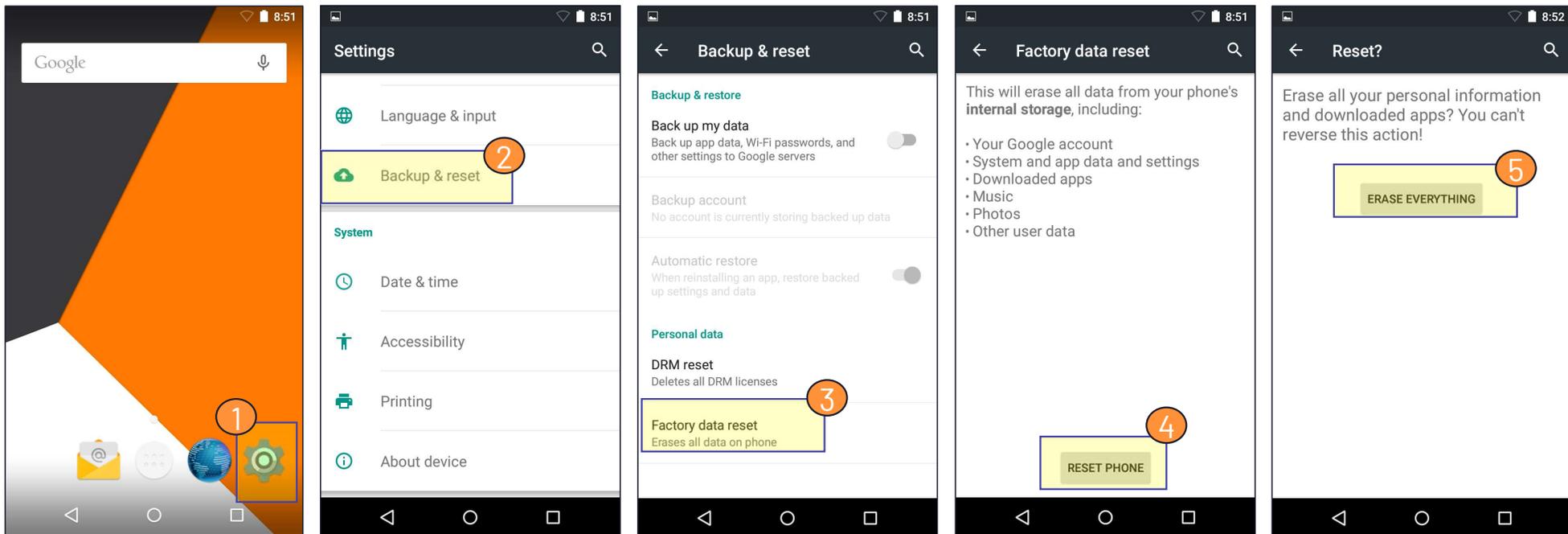
Clear the SD card – 1600/2600 Series

- Clearing the SD card will erase all data on the SD card
- Ensure you've uploaded all data from the device
- If you're unable to upload due to trouble with IKE Field go to Step 6 before proceeding

4) **Clear the SD card by formatting the card**
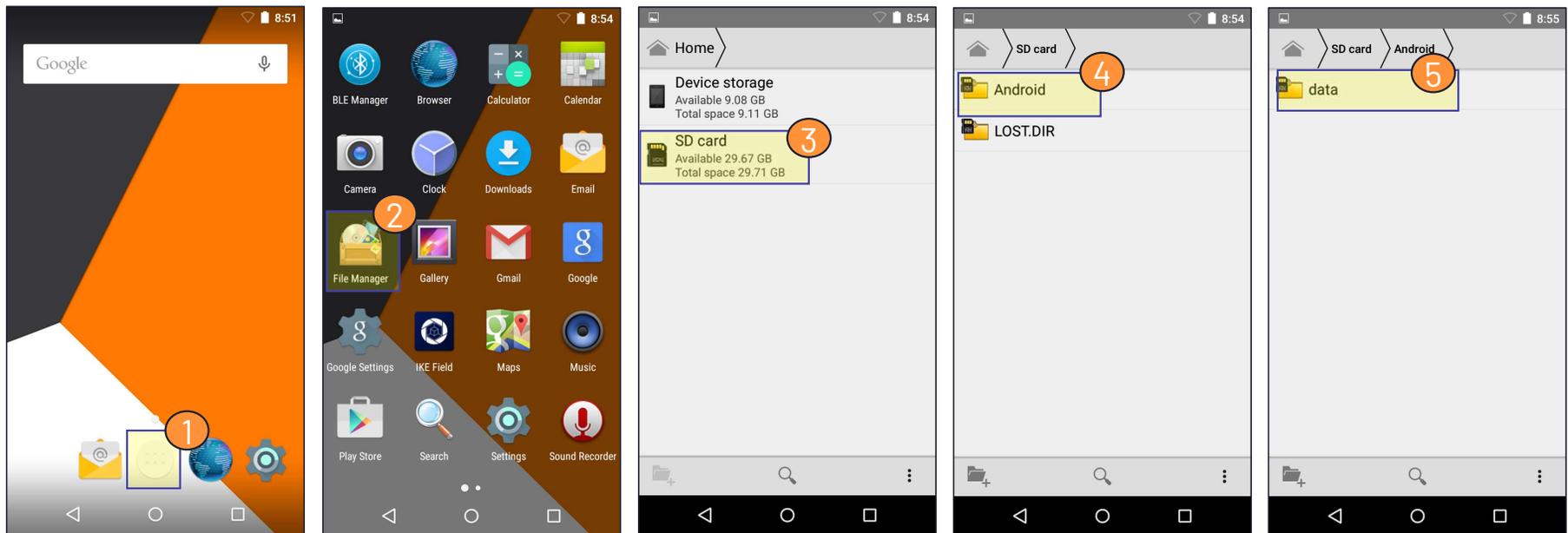
Clear the SD card – 1600/2600 Series

- Clearing the SD card will erase all data on the SD card
- Ensure you've uploaded all data from the device
- If you're unable to upload due to trouble with IKE Field go to Step 6 before proceeding

4)(CONTINUED) **Clear the SD card by formatting the card**

(Tap and hold)
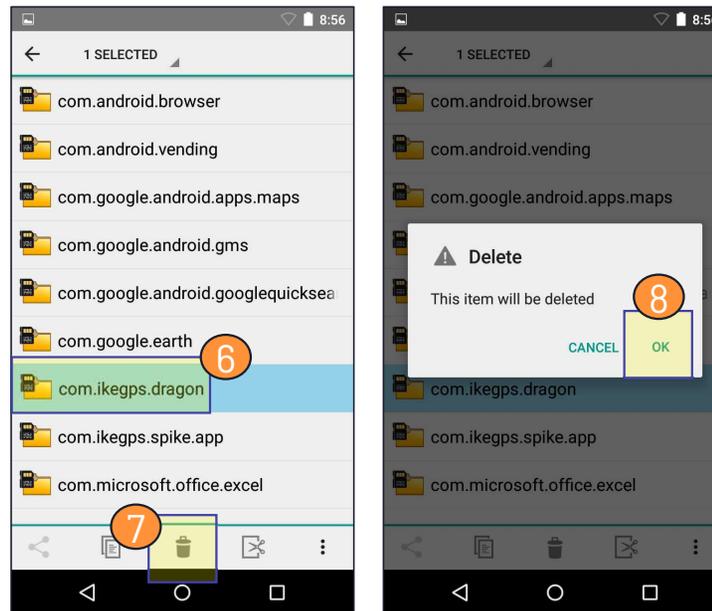
This step may take some time depending on the number of collections on the device.

Reinstall IKE Field via the APK file – 1600/2600 Series

5) **Reinstall IKE Field by downloading the APK file (Wi-Fi required)**

- In step 3 below enter the following address in the URL bar: **office.ikegps.com/v1/apk**
- In step 4 pull down from the top of the screen to see the completed download
  - If the file does not appear check the **Downloads** app in the main app menu
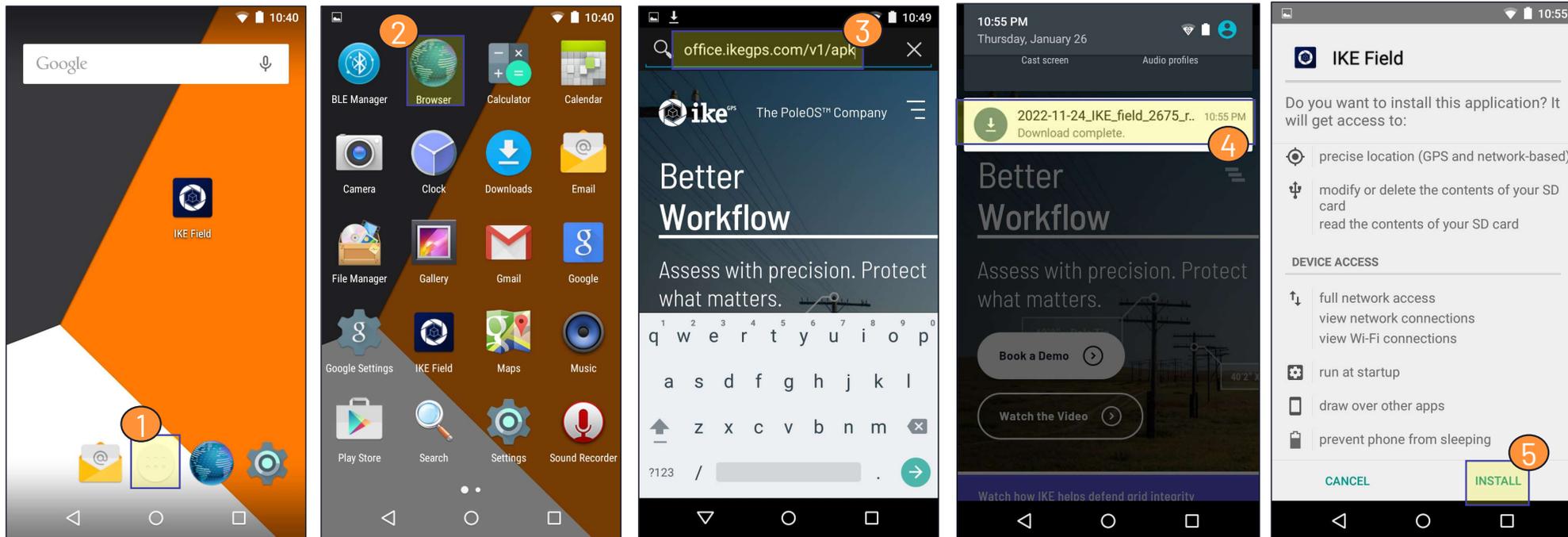
Reinstall IKE Field via the APK file – 1600/2600 Series

5) (CONTINUED) **Reinstall IKE Field by downloading the APK file (Wi-Fi required)**
- After installing IKE Field the shortcut will appear on the desktop
  - If shortcut doesn't appear IKE Field can also be located in the app screen (white button)
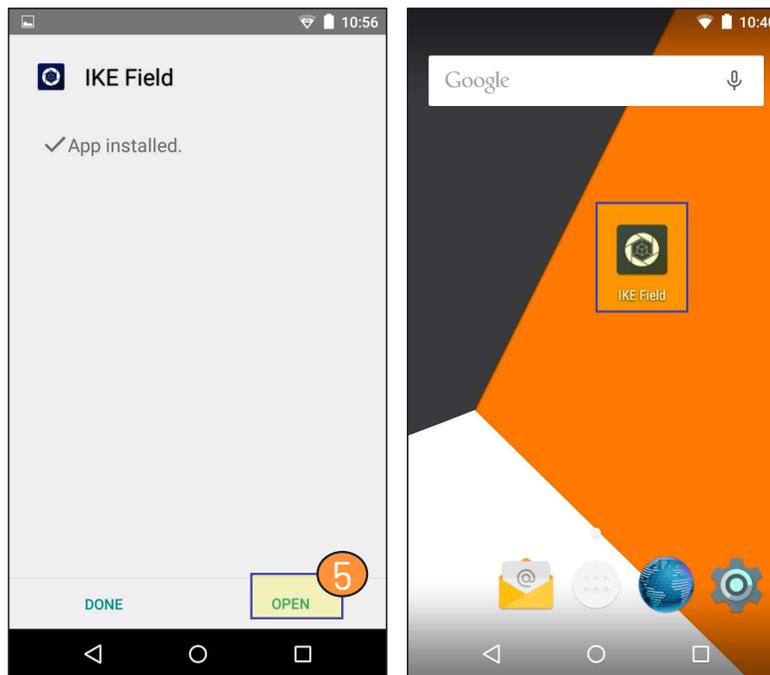
This step completes the Factory Reset & SD card clear process for the 1600/2600 series.

Preserve Existing Data

6) **Remove the SD card to prevent loss of data during factory reset & SD card clear**
   1. Power down device
   2. Remove backing of device
      - Requires a phillips head screwdriver or Torx T9 driver
   3. Access SD card slot behind battery
   4. Push down on the card gate and card holder will pop up
   5. Remove card
   6. You can insert SD card into a different working IKE and upload after logging in
      - After data is uploaded you can re-insert card in problematic IKE and continue with factory reset and SD card clear process

Questions? Email: Support@ikeGPS.com