

BitRaser® Mobile Eraser - Wiping Android® Devices

This guide walks you through step-by-step instructions on how to wipe Android® devices running on OS 5.0 and above including Google Pixel 4a, Google Pixel 4a 5G, OnePlus 9, OnePlus 9 Pro, Moto G Power (2021), Samsung Galaxy S21 Ultra, Samsung Galaxy Note 20 Ultra, Samsung Galaxy S21 etc., and Android® tablets by using BitRaser Mobile Eraser & Diagnostics software.

STAGE 1 (One-time) 5 MINUTES

Provides the steps to download the software ISO image file from [BitRaser Cloud](#)

STAGE 2 (One-time) 5 MINUTES

Provides instructions to create a bootable USB for installing the software on computer.

STAGE 3 (One-time) 5 MINUTES

Instructs on how to install the software, connect host machine to the Internet & acquire licenses

STAGE 4

Shares the steps to wipe Android devices by using BitRaser software installed on the host machine.

These instructions help you get started with wipe Android devices in less than 15 minutes.

Note: Total wiping time for a device will vary as per its storage capacity & erasure standard chosen.

REQUIREMENTS



**Blank USB:
2 GB or More**



**Internet connectivity:
Ethernet or Wi-Fi**



**Dedicated host machine
(desktop or laptop) to
support the overall
procedure**

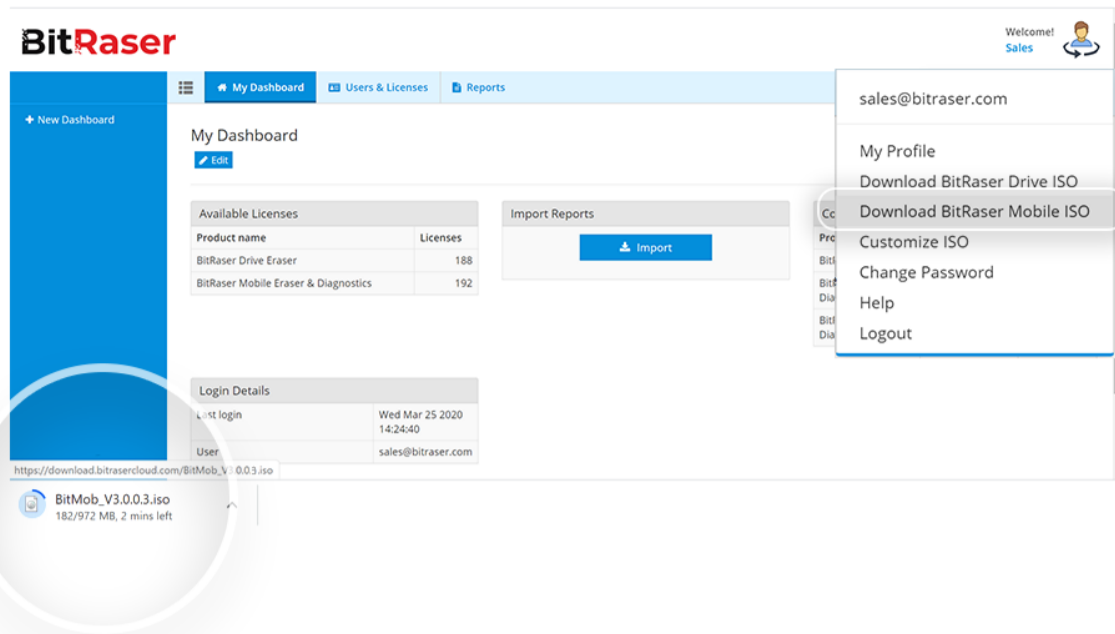


**Android devices (phones
and/or tablets) that need to
be erased**

STAGE 1

Download BitRaser Mobile Eraser ISO Image File from BitRaser Cloud – [5 Minutes]

- **STEP 1** Login to your [cloud account](#) using the credentials delivered to your email.
- **STEP 2** Click user profile icon on BitRaser cloud Home screen to reveal BitRaser Mobile Eraser downloadable ISO file.

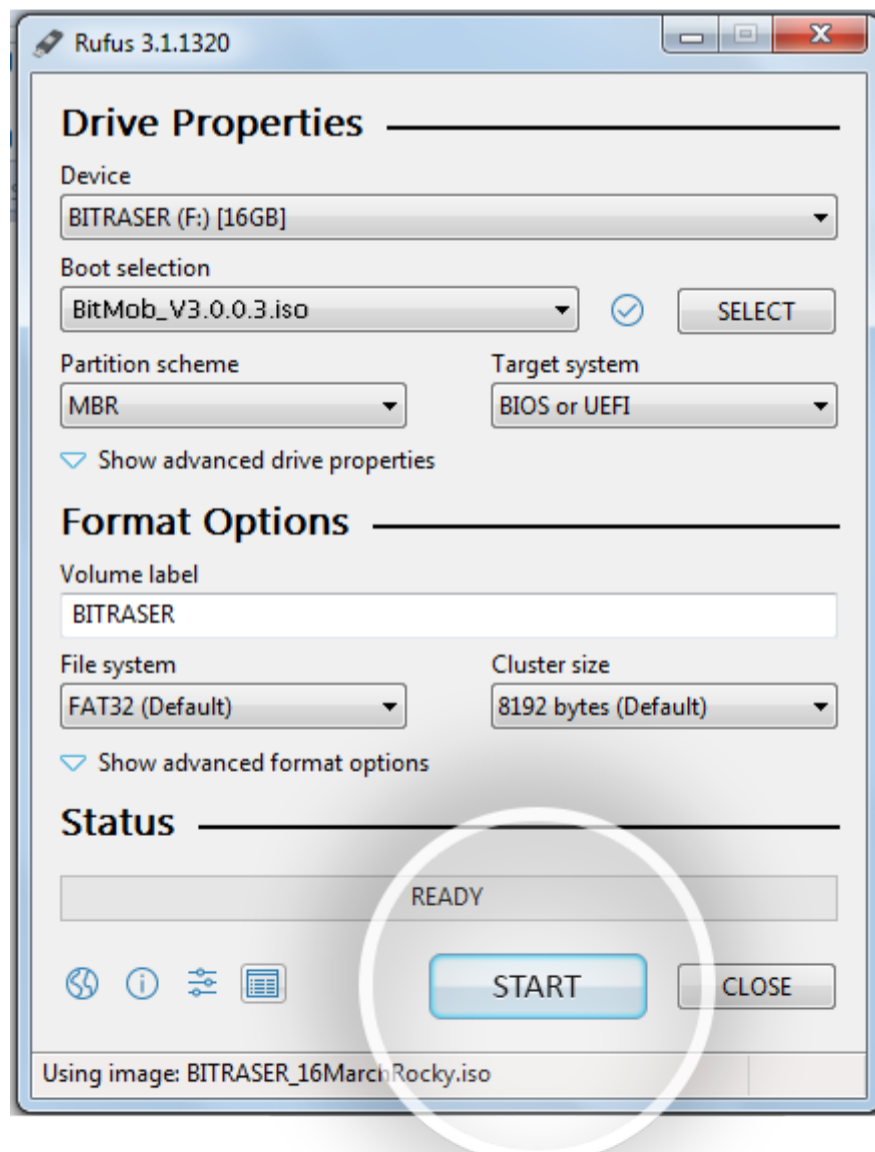


- **STEP 3** Click **Download BitRaser Mobile ISO** to download ISO image of the software

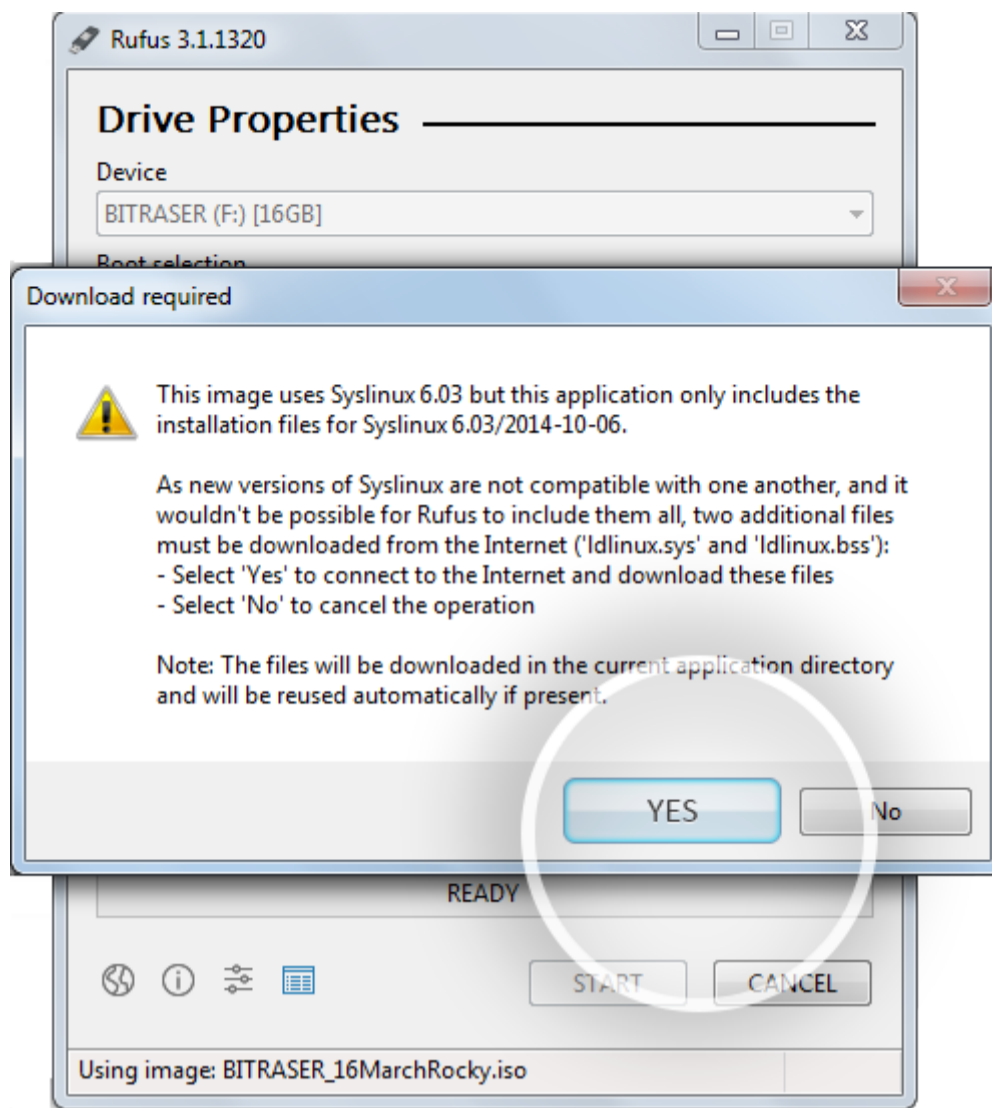
STAGE 2

Burn BitRaser Mobile Eraser ISO on USB Drive to Create Bootable Media

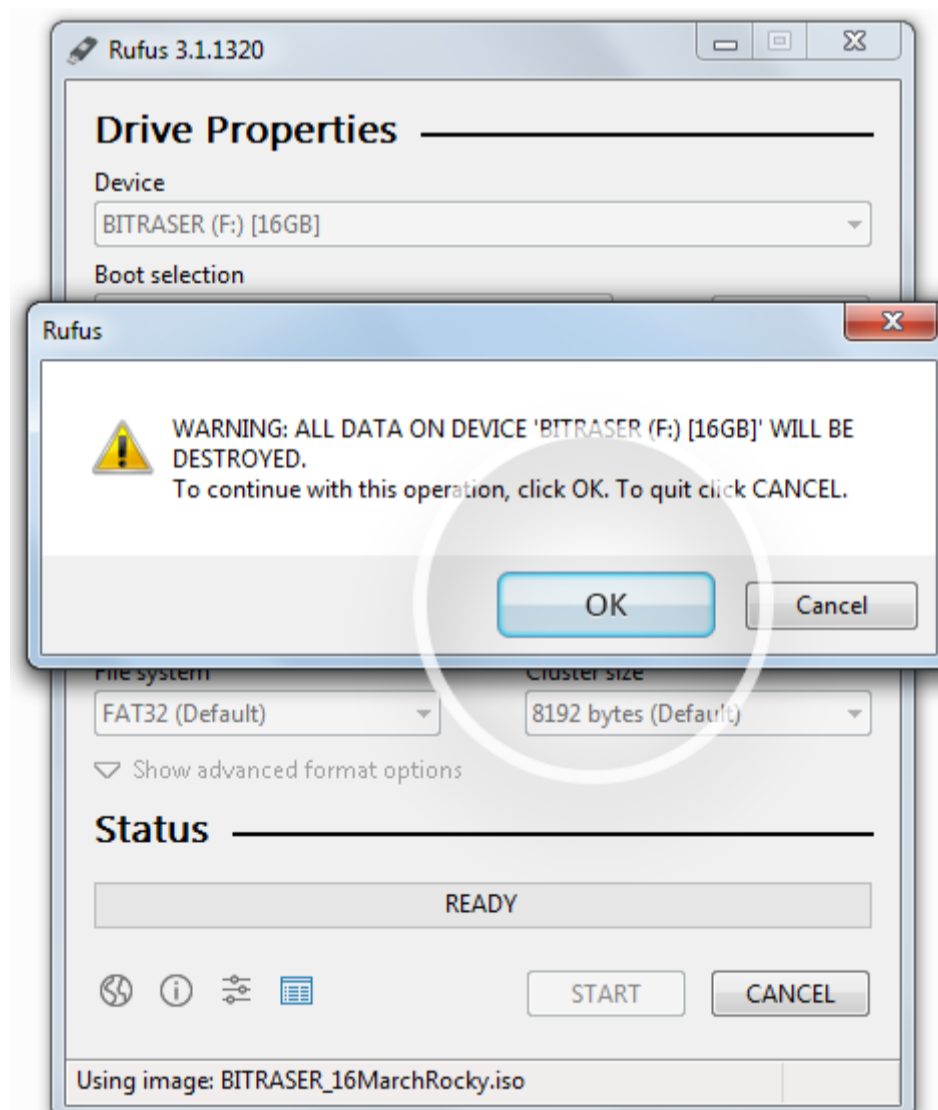
- **STEP 1** Visit <https://rufus.ie> to download rufus – an open source application widely used for creating bootable USB flash drive.
- **STEP 2** Install Rufus application on your laptop or desktop and then connect a USB drive to the system.
- **STEP 3** Launch Rufus and follow instructions in the below annotated image. Click START to initiate the next steps for bootable USB media creation.



- **STEP 4** Click 'Yes' on the pop-up message box to proceed further



- **STEP 5** Click OK on the final pop-up confirmation message to start burning BitRaser Mobile Eraser ISO file on USB.

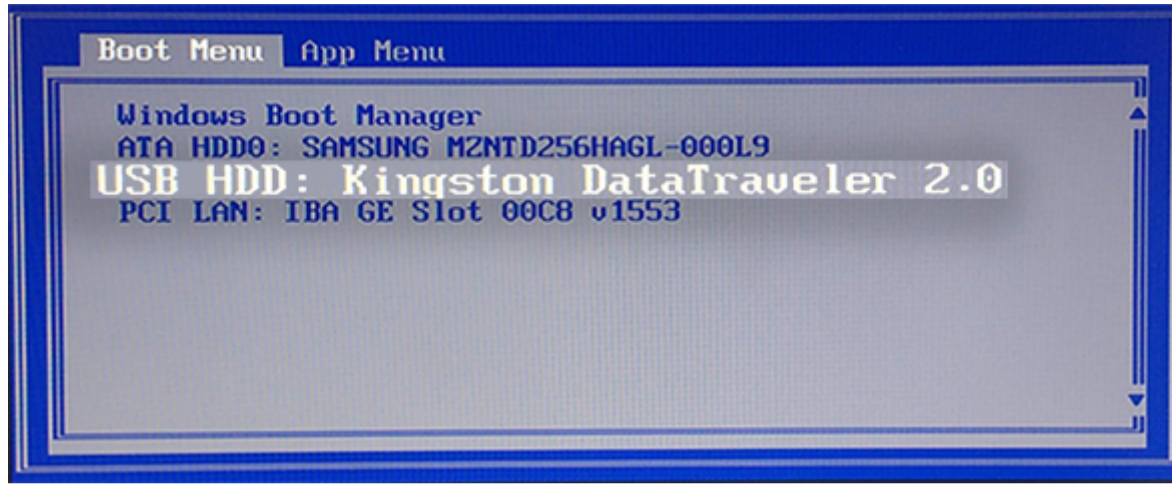


After successful completion of the process, you will have a bootable USB media for installing BitRaser Mobile Eraser tool on the host machine via Boot menu.

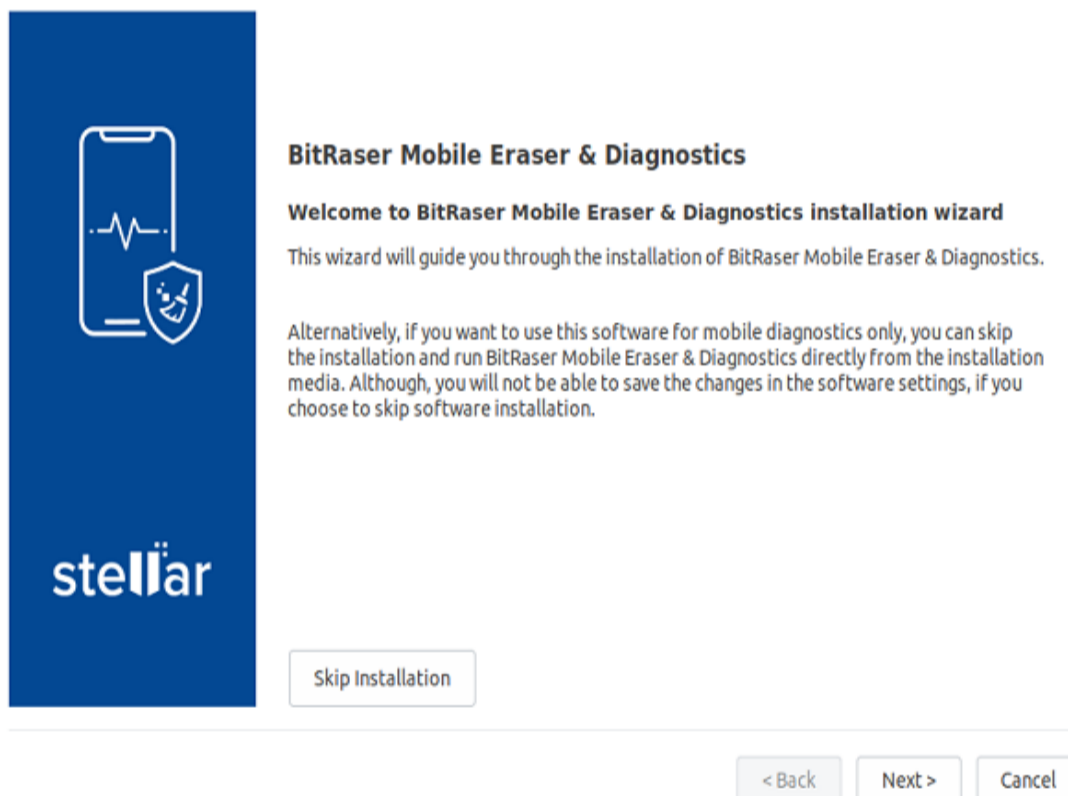
STAGE 3

Install BitRaser Mobile Eraser, Create New User Profile, & Acquire Licenses

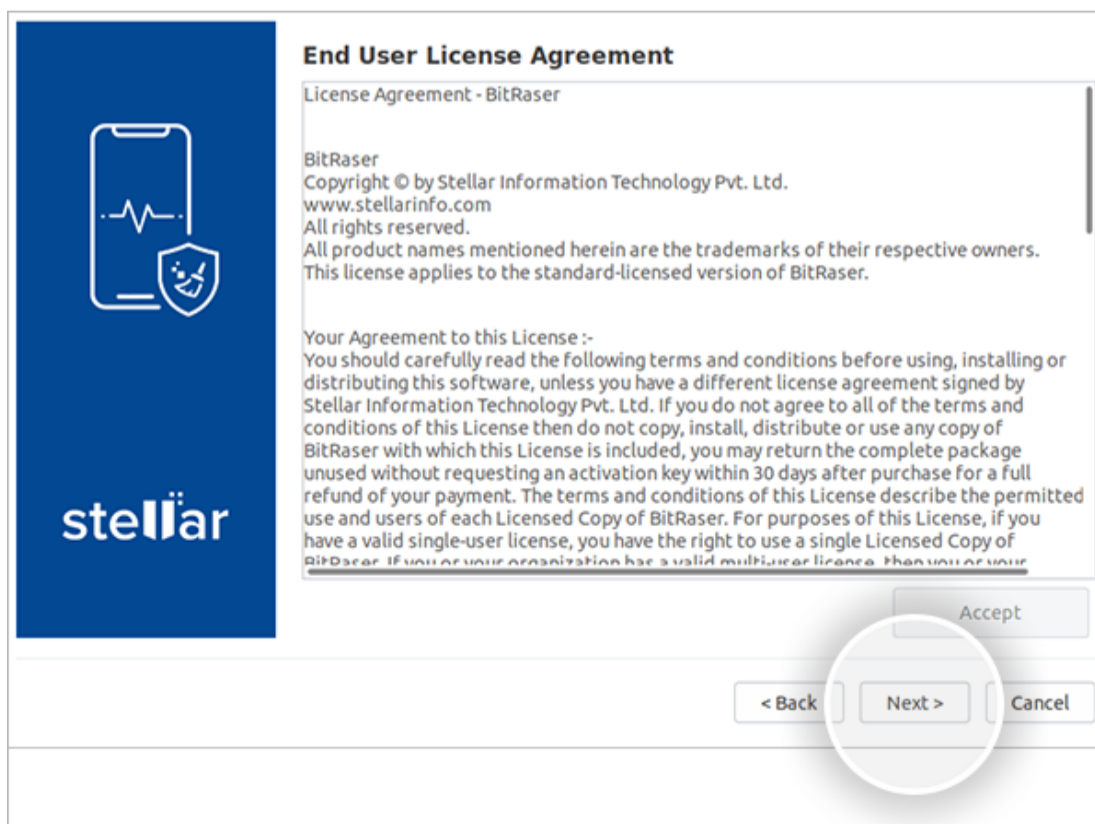
- **STEP 1** Connect the bootable USB media to your host machine (laptop or desktop).
- **STEP 2** Power ON the machine and press Function keys as applicable for your device 'make' and 'model' to enter Boot Menu.



- **STEP 3** Select USB Device option and press Enter.
 - BitRaser Mobile Eraser and Diagnostics Installation Wizard will appear after the host PC boots successfully



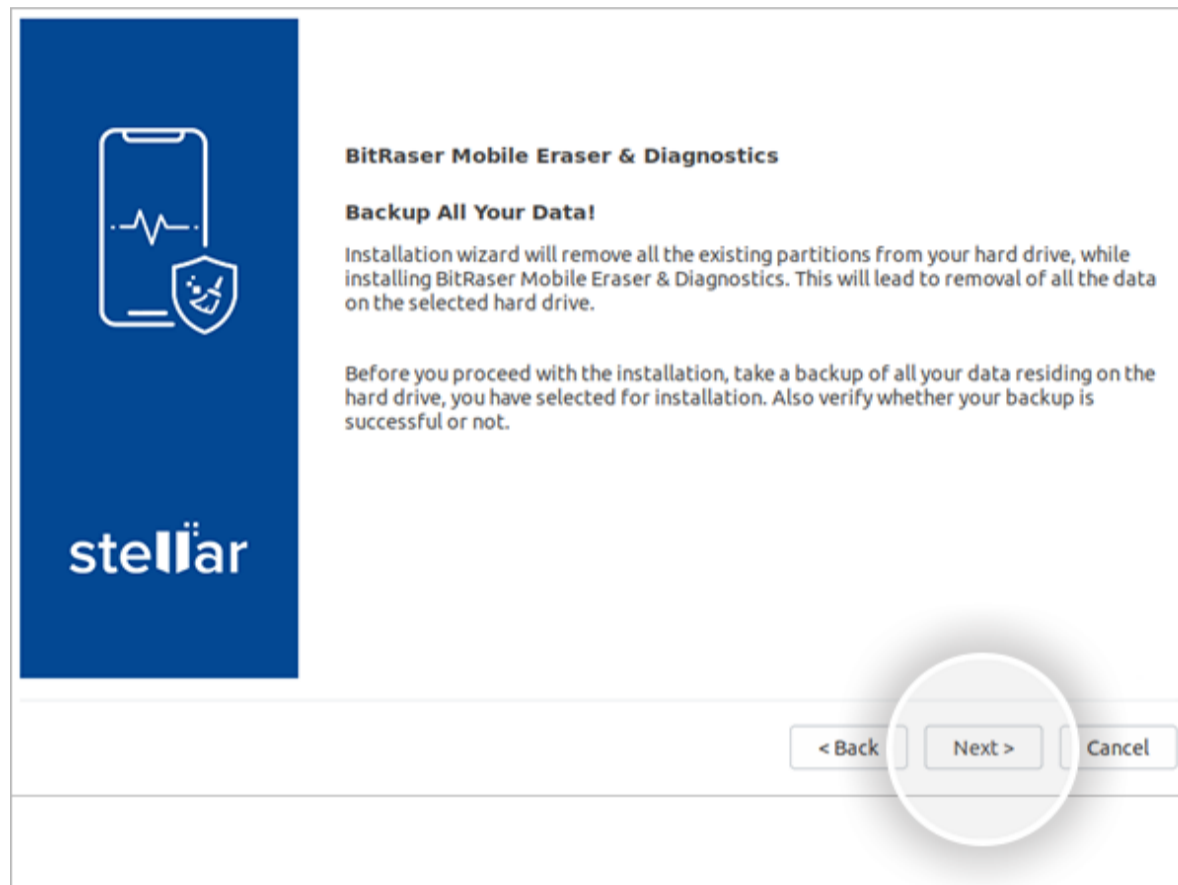
- **STEP 4** Click Next to see the End User License Agreement screen. Click Accept & then click 'Next'.



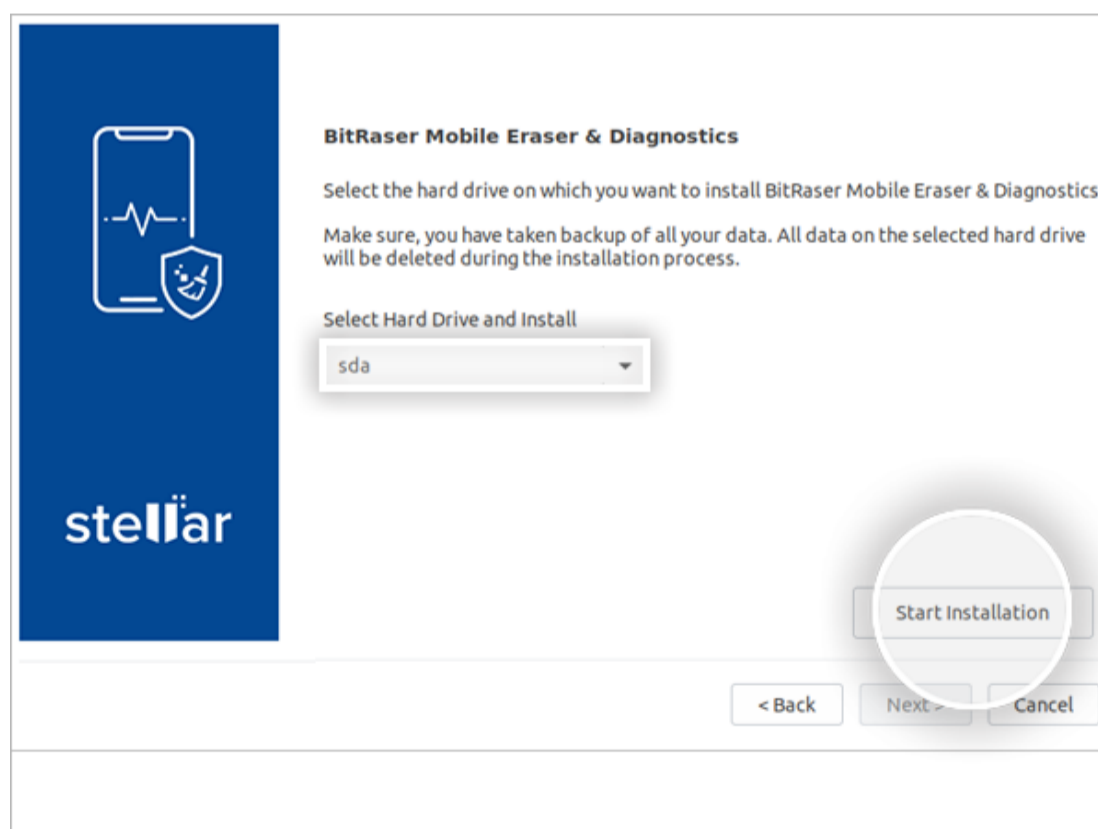
- Backup Important Data screen will appear with message prompt to back up the data and choose disk partitioning options before proceeding further on software installation process.

Caution: Installing BitRaser Mobile Eraser and Diagnostics software on your PC or laptop will format the hard drive to create partitions. Backup the data stored on your PC before installing BitRaser Mobile Eraser and Diagnostics. The software overwrites the existing operating system to create a dedicated environment & setup for performing mobile erasure through the allocated machine on a full-time basis.

- **STEP 5** After backing up your data, Click Next.

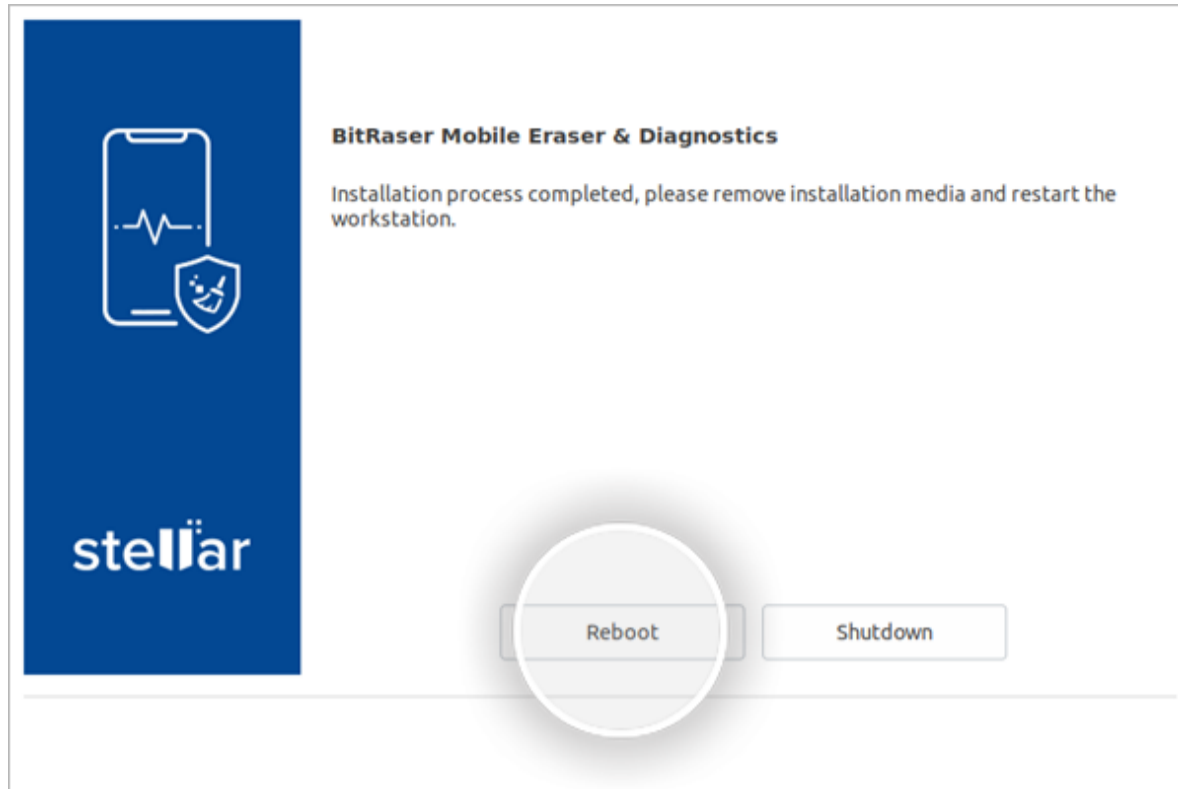


- **STEP 6** On the next screen, select the hard drive from dropdown list for installing the software. Next, click **Start Installation**
 - The wizard will begin installing the software displaying "Please wait... installation is in progress" message.



- After the installation is completed, the screen will display "Installation process completed" dialog.

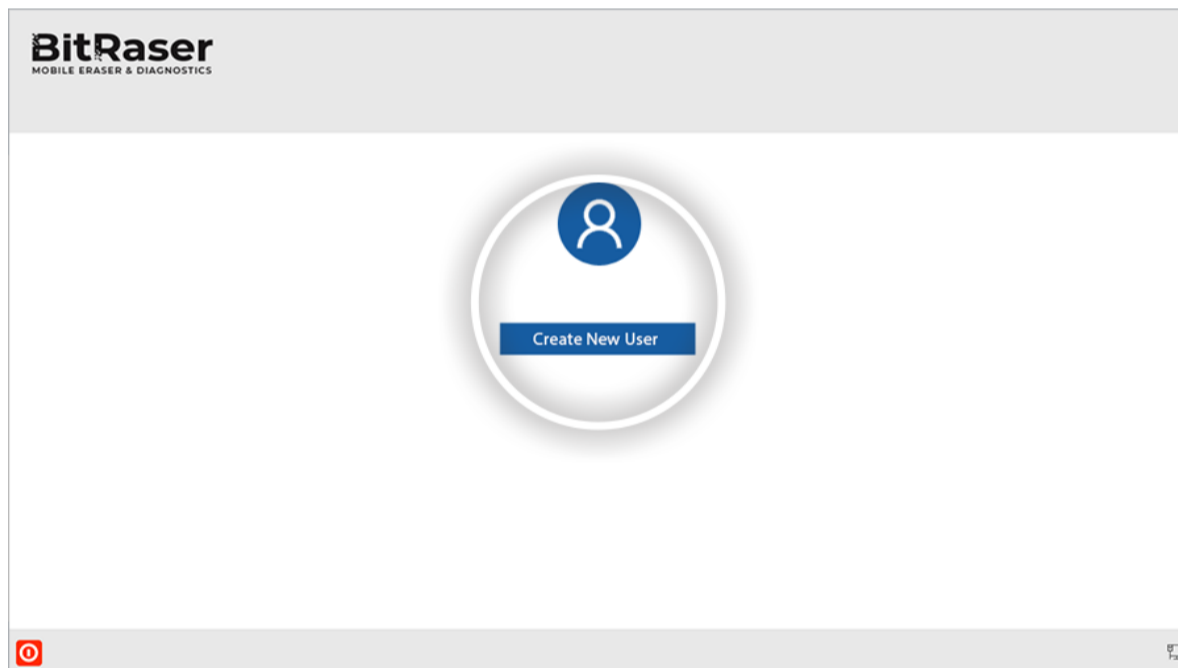
- **STEP 7** Remove the USB drive and click Reboot.



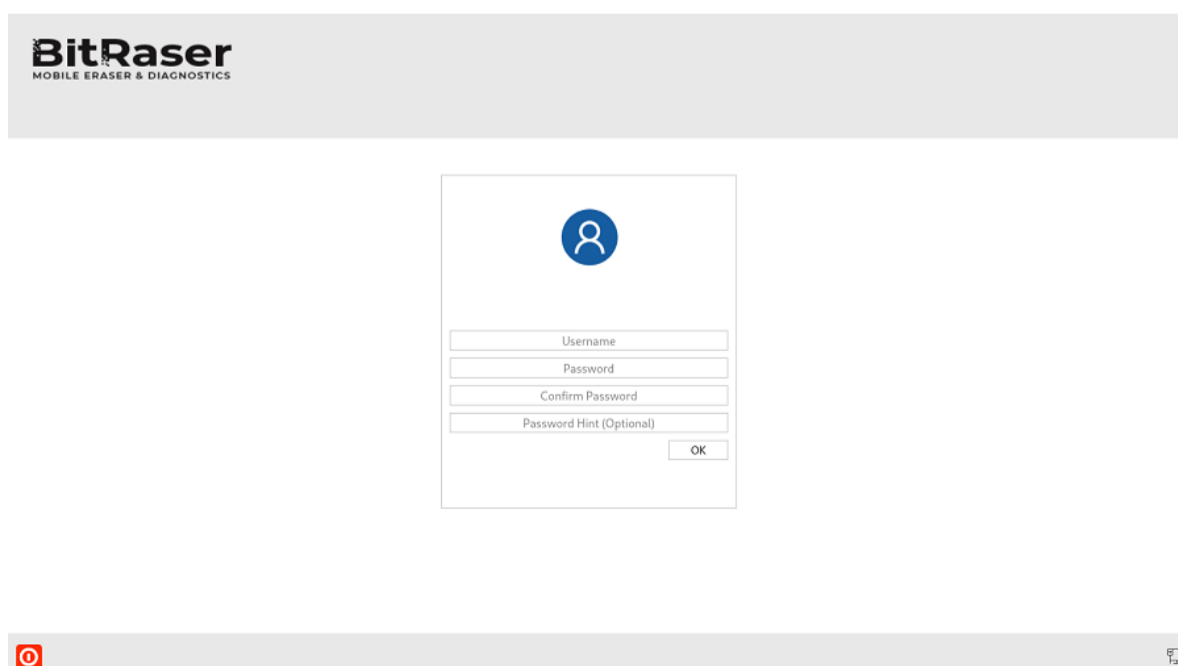
- **Note:** When you run BitRaser Mobile Eraser and Diagnostics for the first time after system restart, it will prompt you to create a new user profile for easy manageability of mobile erasure tasks from a centralized device & interface.

Follow these steps to create a new user profile:

- **STEP 8** Launch the software. Click **Create New User** button.



- **STEP 9** Next, fill in the Username and Password to create new user profile.



Note: The new user profile is only to login to BitRaser Mobile Eraser and Diagnostics application on the host PC. This profile has no link with BitRaser Cloud credentials. The credentials to login to BitRaser Cloud are separate.

After creating user profile, you would need to connect the application to BitRaser cloud for acquiring the license information as follows:

- **STEP 10** Click **Network** icon on bottom right corner of the Home screen.
- **STEP 11** Click **Network** tab in Settings window.

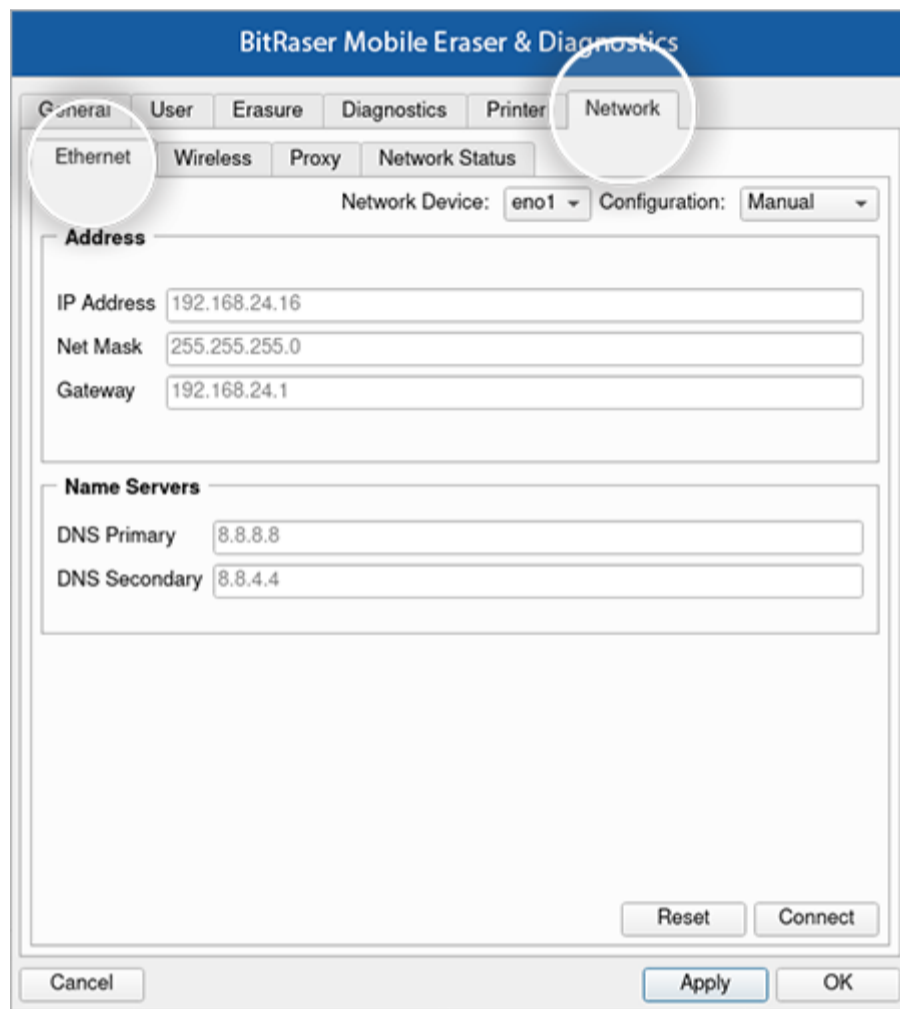
For Ethernet, follow these steps:

Select Ethernet radio button.

Select Network Device from dropdown list.

Select Automatic (DHCP) in Configuration. All other fields will be auto-populated.

Click Connect.



For Wi-Fi, follow these steps:

Click Wireless tab.

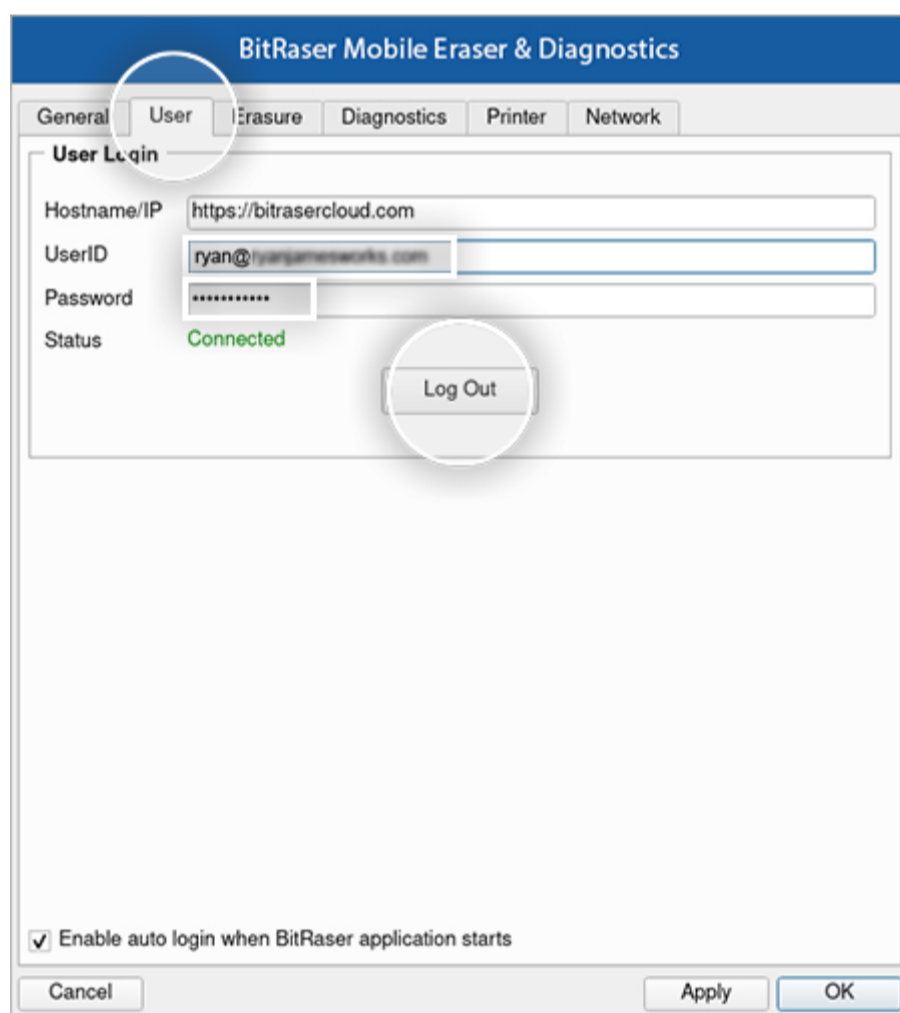
Double click applicable wireless network in the displayed list

Enter password of the wireless network & then click Connect



- **STEP 12** Next, click User tab in Settings window
- **STEP 13** Enter BitRaser cloud URL, login user name & password. Click Login.

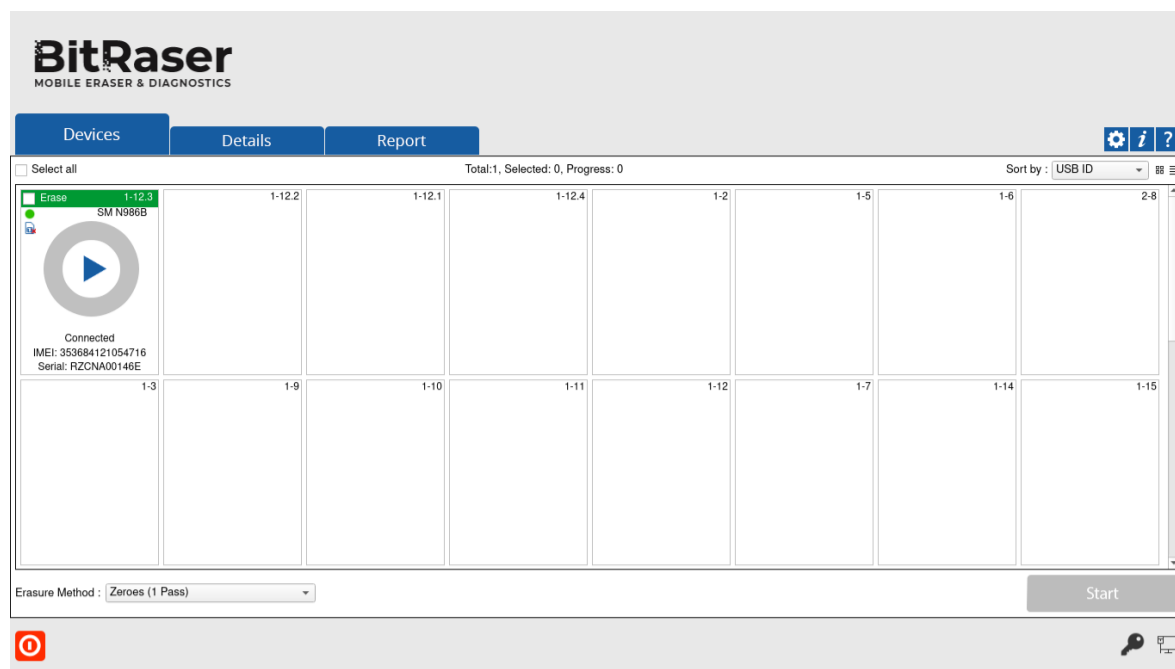
The software will connect to BitRaser cloud and access license information to initiate mobile erasure process



STAGE 4

Wipe Android Device Using BitRaser Mobile Eraser Installed on Host Machine

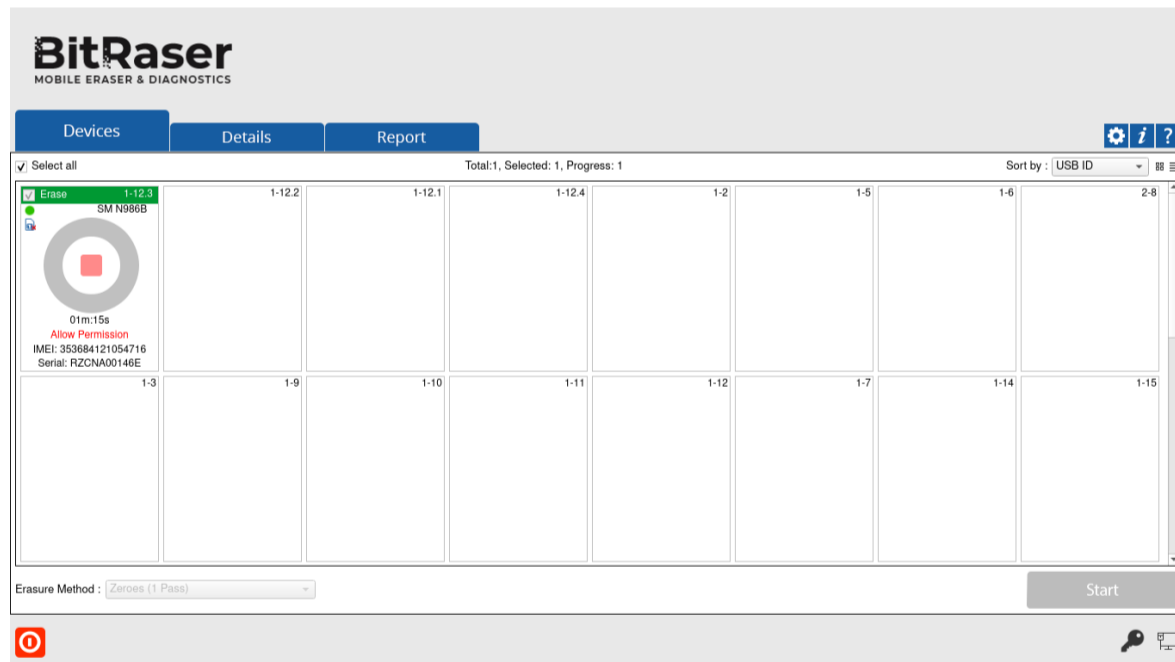
- **STEP 1** Login to profile to start the erasure process.
- **STEP 2** Plug the Android device (phone and/or tablets) to the host PC.
The main interface will display all the connected devices, prompting to turn ON USB debugging



- a) On the device, go to settings > **About < device >**
- b) Tap **Build Number** under **About Device** for minimum seven times to make Developer Options available
- c) Go back to the Settings screen. Scroll down until you see **"Developer Options"**.
- d) Select Developer Options
- e) On Developer Options screen scroll down and enable **USB Debugging**

- **STEP 3** Select Erasure Method from dropdown list at the bottom of screen and Click **Start**

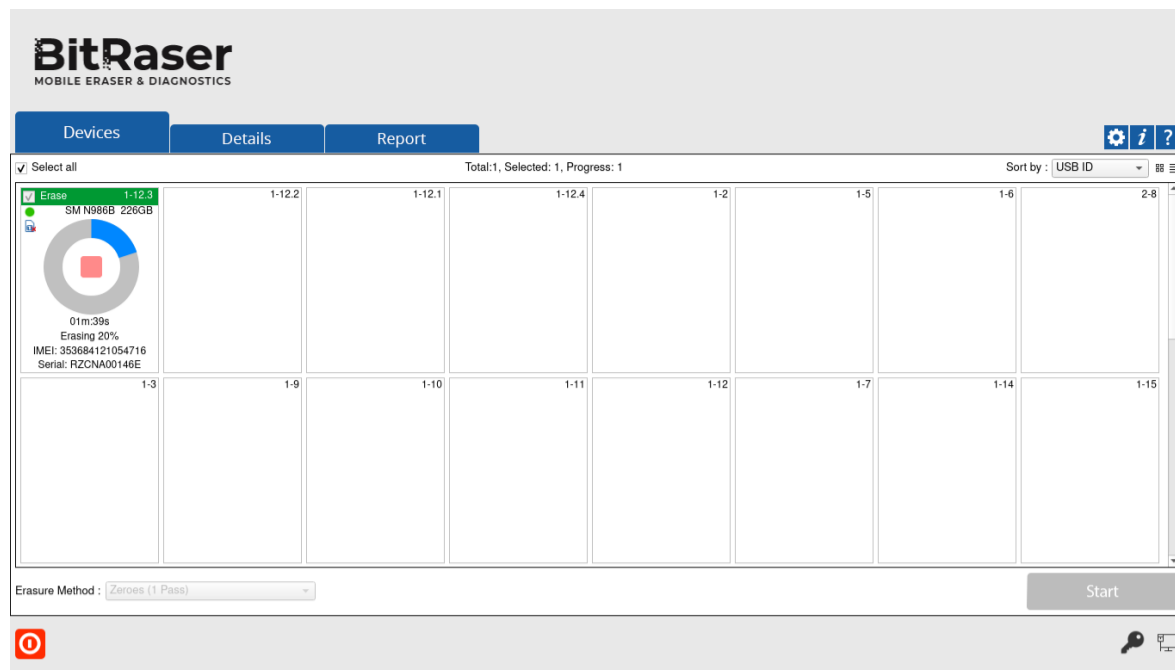
A message box will pop-up, asking for final confirmation to initiate the erasure process.



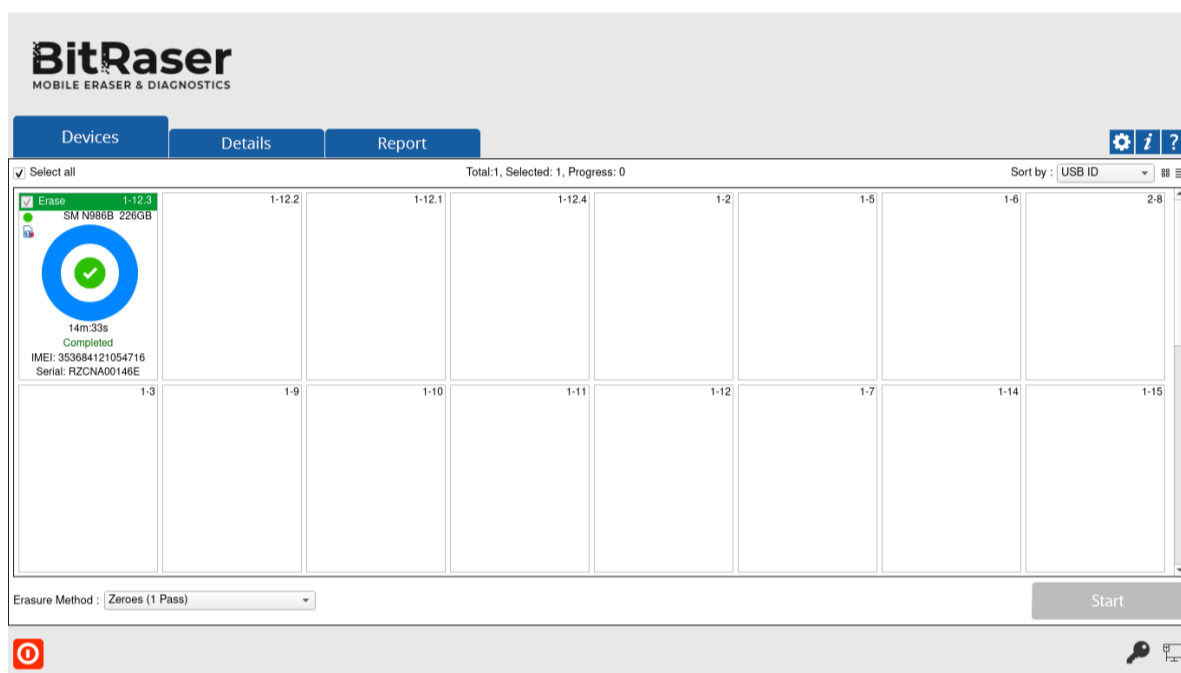
- **STEP 4** Click Proceed to initialize the erasure process.

The software will start analyzing the connected devices to the host machine. The software will list Device Status, Device Type, ECID/IMEI and Serial Number of the connected devices.

Next, it will start erasing all the connected devices.



- After successful completion of an erasure task, the software interface will display '**Completed**' as the final status for all wiped devices.



After the process is completed, the software will generate digitally signed reports for all the erased Android devices (phones & tablets), like OnePlus 9 Pro, Google Pixel 4a, Samsung Galaxy S21 Ultra, Samsung Galaxy Note 20 Ultra, OnePlus 9, Moto G Power (2021), Samsung Galaxy S21, Google Pixel 4a 5G etc. You can save the reports automatically on your [BitRaser cloud](#) account.

You have successfully wiped your Android devices using [BitRaser Mobile Eraser & Diagnostics software](#).

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