



OFAM BLACKBERRY/CELL PHONE SANITIZATION PROJECT

*OFAM Copy Sept 11
(Original)*

OFAM Blackberry/Cell Phone Sanitization Project

Objectives

The purpose:

- Comply with Federal Information Processing Standard (FIPS) 199 security categorization of the system confidentiality to eliminate the risk of unauthorized disclosure of information from the media (Cell Phone Media)
- Evaluate the condition of the 30,000 recalled cell phones and Blackberries
- Perform data expunge for all recalled cell phones and Blackberries
- Prepare and package the devices for departmental Public Auctions.

Roles and Responsibilities

Manager	Steve Paul, Manager
Project Lead	Mic Norwood, Associate Information Systems Analyst
Project Assistant	Anthony Beltran, Assistant Information Systems Analyst Paul Bocanegra, Associate Governmental Program Analyst
OFAM Contacting staffs	Steve Paul
DGS Sponsors	Rob Cook, Deputy Director

Task Deliverable name	DGS OFAM Blackberry/Cell Phone Sanitization Project
Business Requirements	Comply with Federal Information Processing Standard (FIPS) 199 security categorization of the system confidentiality to eliminate the risk of unauthorized disclosure of information from the media
Task Objective	To assess and analyze as best as possible that Cell Phones and Blackberries are working and configured for optimal performance, and to ensure that all unauthorized information is expunged. To achieve this, a test and data erasure lab will be designed and created to conform to the Federal Information Processing Standard (FIPS) 199 security categorization for Cell Phone Media
Impacted Business Areas	OFAM Public Auction
Prerequisite Tests	Identify different types of communications media and develop standard testing procedures for each type
Document Version and Service Management Release Number	Version 1.00

CELL PHONE AND BLACKBERRY MODELS

1. BLACKBERRY VERIZON 8830 (WORLD EDITION)
2. BLACKBERRY SPRINT 8830 (WORLD EDITION)
3. BLACKBERRY NEXTEL 8350I
4. BLACKBERRY 7520 NEXTEL PDS SMARTPHONE
5. SANYO SPRINT SCP-3810 FLIP PHONE
6. LG VX3200 (FLIP PHONE-BLUE) VERIZON
7. LG VX8350(FLIP PHONE) VERIZON
8. MOTOROLA I335 NEXTEL
9. MOTOROLA I365 NEXTEL
10. MOTOROLA I530 FLIP PHONE NEXTEL
11. NEXTEL MOTOROLA I560 (FLIP PHONE)
12. NEXTEL MOTOROLA I576 (FLIP PHONE)
13. NEXTEL MOTOROLA I305 (HAND HELD)
14. MOTOROLA I325 IS NEXTEL
15. HTC TOUCH PRO2 T7380 SPRINT (SLID PHONE)
16. BLACKBERRY VERIZON 8330
17. BLACKBERRY SPRINT 8330
18. BLACKBERRY SPRINT 8703
19. BLACKBERRY NEXTEL 7100I
20. SAMSUNG SPRINT SPH-M220

MODEL ILLUSTRATIONS



BLACKBERRY 8830 VERIZON
(WORLD EDITION) PAGE 1



BLACKBERRY 8830 SPRINT
(WORD EDITION) PAGE 3



BLACKBERRY 8350I NEXTEL
PAGE 5



BLACKBERRY 7520 PDS SMARTPHONE
NEXTEL PAGE 7

MODEL ILLUSTRATIONS



SANYO SCP-3810 SPRINT (FLIP PHONE)
PAGE 8



LG VX3200 VERIZON (FLIP PHONE)
BATTERY LG LITHIUM ION 3.7 V
PAGE 9



LG VX8350 (FLIP PHONE) VERIZON
BATTERY LG LITHIUM 3.7 V
PAGE 10

MODEL ILLUSTRATIONS



MOTOROLA I335 NEXTEL
BATTERY MOTOROLA BK70 PAGE 11



MOTOROLA I365 WITH ATTACHED
BATTERY PAGE 12



MOTOROLA I530 NEXTEL (FLIP PHONE)
WITH BATTERY SNN 5705C PAGE 13



NEXTEL MOTOROLA I560-FLIP
BATTERY SNN5705B PAGE 14

MODEL ILLUSTRATIONS



NEXTEL MOTOROLA I576 (FLIP PHONE)
BATTERY BT90 MOTOROLA PAGE 15



NEXTEL MOTOROLA I305 (HAND
HELD) BATTERY NNTN4655B
PAGE 16



HTC TOUCH PRO 2 T7380 SPRINT WITH
BATTERY HTC-INNOVATION PAGE 17



BLACKBERRY VERIZON 8330
PAGE 18

MODEL ILLUSTRATIONS



BLACKBERRY SPRINT 8330 PAGE 20



BLACKBERRY SPRINT 8703 PAGE 22



BLACKBERRY NEXTEL 7100i PAGE 24



SAMSUNG SPRINTSPH-M220 PAGE 25

MODEL ILLUSTRATIONS



SUPPORT BLACKBERRY 8830 VERIZON
SUPPORT BLACKBERRY 8830 SPRINT
SUPPORT BLACKBERRY 8350I NEXTEL




SANYO PHONE SCP-3810
BATTERY SCP-35LBPS



LG VERIZON VX8350 ACCESSORIES

Unit Procedure

Blackberry 8830 Verizon (World Edition)		
Step	Task	Action(s)
1	<p>Power on, Input invalid password 10 times</p>	<ul style="list-style-type: none"> • Display: Enter Password (1/10) • Input random (incorrect) passwords 10 times • After 5 invalid password entries — enter the word ‘blackberry’ to continue. Click OK and input 5 more invalid passwords • After 10 invalid password entries —Message Displayed “Last Attempt! Information will be erase on failure” • Click OK—Message Displayed “Enter Password (Final Attempt)”: • Input invalid password • Application bar will display message “wiping” and device will delete all information, then reboot. • Device will display message “Scrubbing” • This process can take up to 30 minutes. • Device will automatically reboot
2	<p>Automatically Power on, Input valid password to begin date deletion</p> <div style="text-align: center;">  <p>Menu button</p> </div>	<ul style="list-style-type: none"> • Display message “Verify Security” • Display message “New Password:” • Input valid password “ofamwipe” • Message Display “Verify Password” • Re-enter password “ofamwipe” • Display message “Welcome....” • Message options: “Run Setup Wizard”, “Remind Me Later” and “Don’t Ask Me Again” • Select “Don’t Ask Me Again” • Message Display “You can open wizard at any time...” • Click OK • Select Menu button to display full Desktop icons-Main Menu • Select Message Icon, click OK • Click OK on message and select Menu button • Pop-up menu appears, select Delete command • Click on Delete • Click on Return button to go back to Main menu • From Main menu select the following Icons and delete


Unit Procedure

		<p>existing data.</p> <ul style="list-style-type: none"> • Follow above steps for deleting data in: • Call Log • Calendar • Address Book • Media-Music, Video, Ring Tones (My Ring Tones only), Pictures and Voice • Tasks • Voice Dialing • Memo Pad • Select Tool icon, Security Options, Memory Cleaning • Use Menu button and select Clean Now • The cleaning process with automatically remove items on the list. • Return to Desktop menu and Profile icon • Select Off Active profile • Click on Turn Power Off icon
3	Process completed	<ul style="list-style-type: none"> • Deletion Completed

Unit Procedure

Blackberry 8830 Sprint (World Edition)		
Step	Task	Action(s)
1	Power on, Input 10 invalid password	<ul style="list-style-type: none"> • Upper Left or Right button of the device • Message Displays “ Incorrect password” • Click OK • Press any key to input invalid password • Message Display “Enter Password (1/10)” • Continue to input invalid password until • Message Display “Enter blackberry to continue” • Enter the word ‘blackberry’ to continue, click Ok • Click Ok, new message display “Enter Password (6/10) • Input invalid password until another message displays “Enter blackberry to continue”.. enter the word ‘blackberry’ to continue, click Ok • Message Display “Last Attempt! Information will be erased on failure”. Click OK • Message Display “Enter Password (Final Attempt)”: • Input invalid password • Application bar displayed message “wiping” and device reboots. • Display message “Scrubbing” • This process can take up to 30 minutes. • Device will automatically reboot


Unit Procedure

<p>2</p>	<p>Automatically Power on, Input valid password to begin date deletion</p>  <p>Menu button</p>	<ul style="list-style-type: none"> • Display message “Verify Security” • Display message “New Password:” • Input valid password “ofamwipe” • Message Display “Verify Password” • Re-enter ofamwipe password • Message Display “You have inserted a Sim Card. Would you like your Blackberry...CDMA or GSM...” • Select No • Select Menu button to display full Desktop icons-Main Menu • Select Message Icon, click OK • Click OK on message and select Menu button • Pop-up menu appears, select Delete command • Click on Delete • Click on Return button to go back to Main menu • From Main menu select the following Icons and delete existing data. • Follow above steps for deleting data in: • Call Log • Calendar • Address Book • Media-Music, Video, Ring Tones (My Ring Tones only), Pictures and Voice • Tasks • Voice Dialing • Memo Pad • Select Tool icon, Security Options, Memory Cleaning • Use Menu button and select Clean Now • The cleaning process with automatically remove items on the list. • Return to Desktop menu and Profile icon • Select Off Active profile • Click on Turn Power Off icon
<p>3</p>	<p>Process completed</p>	<ul style="list-style-type: none"> • Deletion Completed


Unit Procedure

Blackberry 8850i Nextel		
Step	Task	Action(s)
1	Power on, Input 10 invalid password	<ul style="list-style-type: none"> • Upper Left or Right button of the device • Message Displays “ Incorrect password” • Click OK • Press any key to input invalid password • Message Display “Enter Password (1/10)” • Continue to input invalid password until • Message Display “Enter blackberry to continue” • Click Ok, new message display “Enter Password (6/10) • Input invalid password until another message display “ Enter blackberry to continue”.. type in blackberry, click Ok • Message Display “Last Attempt! Information will be erased on failure”. Click OK • Message Display “Enter Password (Final Attempt): • Input invalid password • Application bar displayed message “wiping” and device reboots. • Display message “Scrubbing” • This process can take up to 30 minutes. • Device will automatically reboot

Unit Procedure

<p>2</p>	<p>Automatically Power on, Input valid password to begin data Deletion</p>  <p>Menu button</p>	<ul style="list-style-type: none"> • Device restart. Message Display “This Handheld device includes software that is proprietary and confidential...” • Click OK • Message Display “ New Password” • Input password “ofamwipe” and OK • Message Display: “ This Setup wizard is designed to help you:... “ Select Close • Message Display: “ You are about to exit the setup wizard...” Select OK • Click on Main Menu button to Display Full Desktop Icons • Select Message Icon, click OK • Click OK on message and select Menu button • Pop-up menu appears, select Delete command • Click on Delete • Click on Return button to go back to Main menu • From Main menu select the following Icons and delete existing data. • Follow above steps for deleting data in: • Call Log • Calendar • Address Book • Media-Music, Video, Ring Tones (My Ring Tones only), Pictures and Voice • Tasks • Voice Dialing • Memo Pad • Select Tool icon, Security Options, Memory Cleaning • Use Menu button and select Clean Now • The cleaning process with automatically remove items on the list. • Return to Desktop menu and Profile icon • Select Off Active profile • Click on Turn Power Off icon
<p>3</p>	<p>Process completed</p>	<ul style="list-style-type: none"> • Deletion Completed

Unit Procedure

Blackberry 7520 Nextel PDS Smartphone		
Step	Task	Action(s)
1	<p>Power on, Input 10 invalid password</p>	<ul style="list-style-type: none"> • Upper Left or Right button of the device • Scroll and select button are on side of phone • Message Displays “ Incorrect password” • Click OK • Press any key to input invalid password • Message Display “Enter Password (1/10)” • Continue to input invalid password until • Message Display “Enter blackberry to continue” • Click Ok, new message display “Enter Password (6/10) • Input invalid password until another message display “ Enter blackberry to continue”.. type in ‘blackberry’, click Ok • Message Display “Last Attempt! Information will be erased on failure”. Click OK • Message Display “Enter Password (Final Attempt): • Input invalid password • Application bar displayed message “wiping” and device reboots. • Display message “Scrubbing” • This process can take up to 30 minutes. • Device will automatically reboot
2	<p>Automatically Power on, Input valid password to begin data Deletion</p> <div style="text-align: center;">  <p>Menu button</p> </div>	<ul style="list-style-type: none"> • From Desktop Main menu select the following Icons and delete existing data. • Follow above steps for deleting data in: • Call Log • Calendar • Address Book • Media-Music, Video, Ring Tones (My Ring Tones only), Pictures and Voice • Tasks • Voice Dialing • Memo Pad • Select Tool icon, Security Options, Memory Cleaning • Use Menu button and select Clean Now • The cleaning process with automatically remove items

Unit Procedure

		<p>on the list.</p> <ul style="list-style-type: none">• Return to Desktop menu and Profile icon• Select Off Active profile• Click on Turn Power Off icon• Deletion completed
--	--	--

Unit Procedure

Sanyo SCP-3810 Sprint Cell phone		
Step	Task	Action(s)
1	Power Up	<ul style="list-style-type: none"> • Press on End button on keypad to turn on • Message Display “waiting for Activation...” • Click Cancel • Press Menu OK button above phone keypad • Delete all existing personal data from the following Folders: Click back to move in and out of Folders • Message Folder—all data within subfolders • Contact Folder—all data within subfolders • My Stuff—all data within subfolders • History Folder—all data within subfolders • Photo Folder—all data within subfolders • Tools Folder—Calendar and data in subfolders • Click End to exit back to Main menu • Favorite (button about camera button) • Process Completed
2	Power down	Press End button to power off

Unit Procedure

LG VX3200 Verizon (Flip phone)		
Step	Task	Action(s)
1	Power up Phone	<ul style="list-style-type: none"> • Press End button above phone keypad • Select Menu button left of OK button to access Folders options • Use directional button surrounding OK button to navigate to the following Folders: • Contacts— Click OK to access subfolders and delete data. Click CLR button below OK button to return to Contacts folder • User directional button to access • Recent Calls.. Click Ok • Messages.. click CLR to access Media • Media...Click CLR to access Tools • Tools... Click CLR to access Settings • Settings.. • Click CLR to exit back to Main menu • Press END button to power off phone • Deletion Completed

Unit Procedure

LG VX8350 Verizon (Flip Phone)		
Step	Task	Action(s)
1	Power up phone	<ul style="list-style-type: none"> • Press End button above phone keypad to turn on the phone • Click OK to access Main menu • Use directional buttons (Left and Right) surrounding OK button to navigate to different Folders options • Use directional button (Up and Down) to Highlight each subfolder and select Option (bottom right corner of the screen). To activate Option-click on button upper right corner of OK button • User directional button to access • Recent Calls.. Click Ok • Messages.. click CLR to access Media • Media...Click CLR to access Tools • Tools... Click CLR to access Settings • Settings.. • Click CLR to exit back to Main menu • Press END button to power off phone • Deletion completed

Unit Procedure

Motorola i335 Nextel		
Step	Task	Action(s)
1	Prerequisite Item	This phone must have SIM chip install before phone can be turn on. Open back panel and insert chip into appropriate slot
2	Power up phone	<ul style="list-style-type: none"> • Press Red button at the lower right corner of OK button • Press on button to the left of the OK button to access Desktop Menu • Use directional button surrounding Ok button to access different folders • To select More option (to scroll for more icons) displaying on the screen. Press red color button on upper left corner of OK button • Press Red button on upper right corner of OK button to cancel or return to previous folders • User directional button to access • Click Back button to return to previous folder (locate on upper right corner of OK button • Access these folders and remove data • Ring Tones • Contacts • Download • Message • My Info • Voice record • Memo • DateBook • Recent Call • My Picture • Deletion completed
3	Power down Phone	<ul style="list-style-type: none"> • Press Red button at the lower right corner of OK button to turn off the phone

Unit Procedure

Motorola i365 Nextel		
Step	Task	Action(s)
1	Power up the phone	<ul style="list-style-type: none"> • Press on red circle upper right position of phone keypad • To get Main menu, press key on upper left position of phone keypad • Use directional keys at the center position of phone keypad to navigate screen menu. • Scroll down to access the following folders listed below. Press “Select” key-bottom left position screen. To exit folder, press “Back” key- bottom right position screen. • Ring Tones • My Info • Download • Games • Contacts • Messages • Memo • Recent calls • Deletion completed • Press on red circle key to turn off the phone

Unit Procedure

Motorola i530 Nextel (Flip Phone)		
Step	Task	Action(s)
1	Power up the phone	<ul style="list-style-type: none"> • Press on red circle button upper right position of phone keypad • To get Main menu, press key on upper left position of phone keypad • Use directional keys at the center position of phone keypad to navigate screen menu. • Scroll down to access the following folders listed below. Press “Select” key-bottom left position screen. To exit folder, press “Back” key- bottom right position screen. • Ring Tones • My Info • Download • Games • Contacts • Messages • Memo • Recent calls • Deletion completed • Press on red circle button to turn off the phone

Unit Procedure

Nextel Motorola i560 (Flip Phone)		
Step	Task	Action(s)
1	Power up the phone	<ul style="list-style-type: none"> • Press on red circle button upper right position of phone keypad • To get Main menu, press key on upper left position of phone keypad • Use directional keys at the center position of phone keypad to navigate screen menu. • Scroll down to access the following folders listed below. Press “Select” key-bottom left position screen. To exit folder, press “Back” key- bottom right position screen. • Ring Tones • My Info • Download • Games • Contacts • Messages • Memo • Recent calls • Deletion completed • Press on red circle key to turn off the phone

Unit Procedure

Nextel Motorola i576 (Flip Phone)		
Step	Task	Action(s)
1	Power up the phone	<ul style="list-style-type: none"> • Press on red circle button position right above phone keypad • To get Main menu, press button on left position above the Green button • Use directional button silver dish at the center to navigate the screen menu icons. • Scroll down to access the following folders listed below. Press “Ok” button key at center of silver dish to access application icon. Press “More” button bottom left of screen to see more icons option. To exit folder, press “Back” key- right position below the screen. • Ring Tones • My Info • Download • Games • Contacts • Messages • Memo • Recent calls • Deletion completed • Press on red circle key to turn off the phone


Unit Procedure

Nextel Motorola i305 (Hand held)		
Step	Task	Action(s)
1	Power up the phone	<ul style="list-style-type: none"> • Press on red circle upper right position of phone keypad • To get Main menu, press key on upper left position of phone keypad • Use directional keys at the center position of phone keypad to navigate screen menu. • Scroll down to access the following folders listed below. Press “Select” key-bottom left position screen. To exit folder, press “Back” key- bottom right position screen. • Ring Tones • My Info • Download • Games • Contacts • Messages • Memo • Recent calls • Deletion completed • Press on red circle key to turn off the phone

Unit Procedure

HTC Touch Pro 2 T7380 Sprint		
Step	Task	Action(s)
1	Power up the phone	<ul style="list-style-type: none"> • Press button upper left corner of the phone • Hold phone vertically, follow the screen alignment instruction • Once Desktop icon appears, press Microsoft sign to launch application icons • Touch “All Programs” on bottom left screen to change from Icons to text views. • Scroll through text icon by brushing your fingertip up and down on the screen • Use “Remove” command at bottom right screen to remove data • To return to Main menu, press on Microsoft sign • If screen goes dark, slide out the keypad for screen-illumination • Remove the following data from these folders: • Ring Tones • My Info • Download • Games • Contacts • Messages • Memo • Recent calls <p><u>Remove anything else deemed appropriate.</u></p> <p>Press Power button to turn off phone.. Answer Yes to power off.</p>


Unit Procedure

Blackberry 8330 Verizon		
Step	Task	Action(s)
1	<p>Power on, Input 10 invalid password</p>	<ul style="list-style-type: none"> • Display: Enter Password (1/10) • Input random passwords 10 times • After 5 invalid passwords—“Enter Blackberry” to Continue. Click OK and input 5 more invalid passwords • After 10 invalid password—Message Displayed “Last Attempt! Information will be erase on failure” • Click OK—Message Displayed “Enter Password (Final Attempt): • Input invalid password • Application bar displayed message “wiping” and device reboots. • Display message “Scrubbing” • This process can take up to 30 minutes. • Device will automatically reboot
2	<p>Automatically Power on, Input valid password to begin date deletion</p> <div style="text-align: center;">  <p>Menu button</p> </div>	<ul style="list-style-type: none"> • Display message “Verify Security” • Display message “New Password:” • Input valid password “ofamwipe” • Message Display “Verify Password” • Re-enter ofamwipe password • Display message “Welcome....” • Message options: “Run Setup Wizard”, “Remind Me Later” and “Don’t Ask Me Again” • Select Don’t Ask Me Again • Message Display “You can open wizard at any time...” • Click OK • Select Menu button to display full Desktop icons-Main Menu • Select Message Icon, click OK • Click OK on message and select Menu button • Pop-up menu appears, select Delete command • Click on Delete • Click on Return button to go back to Main menu • From Main menu select the following Icons and delete existing data. • Follow above steps for deleting data in: • Call Log

Unit Procedure

		<ul style="list-style-type: none">• Calendar• Address Book• Media-Music, Video, Ring Tones (My Ring Tones only), Pictures and Voice• Tasks• Voice Dialing• Memo Pad• Select Tool icon, Security Options, Memory Cleaning• Use Menu button and select Clean Now• The cleaning process with automatically remove items on the list.• Return to Desktop menu and Profile icon• Select Off Active profile• Click on Turn Power Off icon• Deletion Completed•
--	--	--


Unit Procedure

Blackberry 8330 Sprint		
Step	Task	Action(s)
1	<p>Power on, Input 10 invalid password</p>	<ul style="list-style-type: none"> • Display: Enter Password (1/10) • Input random passwords 10 times • After 5 invalid passwords—“Enter Blackberry” to Continue. Click OK and input 5 more invalid passwords • After 10 invalid password—Message Displayed “Last Attempt! Information will be erase on failure” • Click OK—Message Displayed “Enter Password (Final Attempt): • Input invalid password • Application bar displayed message “wiping” and device reboots. • Display message “Scrubbing” • This process can take up to 30 minutes. • Device will automatically reboot
2	<p>Automatically Power on, Input valid password to begin date deletion</p> <div style="text-align: center;">  <p>Menu button</p> </div>	<ul style="list-style-type: none"> • Display message “Verify Security” • Display message “New Password:” • Input valid password “ofamwipe” • Message Display “Verify Password” • Re-enter ofamwipe password • Display message “Welcome....” • Message options: “Run Setup Wizard”, “Remind Me Later” and “Don’t Ask Me Again” • Select Don’t Ask Me Again • Message Display “You can open wizard at any time...” • Click OK • Select Menu button to display full Desktop icons-Main Menu • Select Message Icon, click OK • Click OK on message and select Menu button • Pop-up menu appears, select Delete command • Click on Delete • Click on Return button to go back to Main menu • From Main menu select the following Icons and delete existing data. • Follow above steps for deleting data in: • Call Log

Unit Procedure

		<ul style="list-style-type: none">• Calendar• Address Book• Media-Music, Video, Ring Tones (My Ring Tones only), Pictures and Voice• Tasks• Voice Dialing• Memo Pad• Select Tool icon, Security Options, Memory Cleaning• Use Menu button and select Clean Now• The cleaning process with automatically remove items on the list.• Return to Desktop menu and Profile icon• Select Off Active profile• Click on Turn Power Off icon• Deletion Completed
--	--	--

Unit Procedure

Blackberry 8703 Sprint		
Step	Task	Action(s)
1	<p>Power on, Input 10 invalid password</p>	<ul style="list-style-type: none"> • Display: Enter Password (1/10) • Input random passwords 10 times • After 5 invalid passwords—“Enter Blackberry” to Continue. Click OK and input 5 more invalid passwords • After 10 invalid password—Message Displayed “Last Attempt! Information will be erase on failure” • Click OK—Message Displayed “Enter Password (Final Attempt): • Input invalid password • Application bar displayed message “wiping” and device reboots. • Display message “Scrubbing” • This process can take up to 30 minutes. • Device will automatically reboot
2	<p>Automatically Power on, Input valid password to begin date deletion</p> <div style="text-align: center;">  <p>Menu button</p> </div>	<ul style="list-style-type: none"> • Display message “Verify Security” • Display message “New Password:” • Input valid password “ofamwipe” • Message Display “Verify Password” • Re-enter ofamwipe password • Display message “Welcome....” • Message options: “Run Setup Wizard”, “Remind Me Later” and “Don’t Ask Me Again” • Select Don’t Ask Me Again • Message Display “You can open wizard at any time...” • Click OK • Select Menu button to display full Desktop icons-Main Menu • Select Message Icon, click OK • Click OK on message and select Menu button • Pop-up menu appears, select Delete command • Click on Delete • Click on Return button to go back to Main menu • From Main menu select the following Icons and delete existing data. • Follow above steps for deleting data in:

Unit Procedure

		<ul style="list-style-type: none"> • Call Log • Calendar • Address Book • Media-Music, Video, Ring Tones (My Ring Tones only), Pictures and Voice • Tasks • Voice Dialing • Memo Pad • Select Tool icon, Security Options, Memory Cleaning • Use Menu button and select Clean Now • The cleaning process with automatically remove items on the list. • Return to Desktop menu and Profile icon • Select Off Active profile • Click on Turn Power Off icon
3	Process completed	<ul style="list-style-type: none"> • Deletion Completed

Unit Procedure

Blackberry Nextel 7100i		
Step	Task	Action(s)
1	Power on, Input 10 invalid password	<ul style="list-style-type: none"> • Upper Left or Right button of the device • Scroll and select button are on side of phone • Message Displays “ Incorrect password” • Click OK • Press any key to input invalid password • Message Display “Enter Password (1/10)” • Continue to input invalid password until • Message Display “Enter blackberry to continue” • Click Ok, new message display “Enter Password (6/10) • Input invalid password until another message display “ Enter blackberry to continue”.. type in ‘blackberry’, click Ok • Message Display “Last Attempt! Information will be erased on failure”. Click OK • Message Display “Enter Password (Final Attempt): • Input invalid password • Application bar displayed message “wiping” and device reboots. • Display message “Scrubbing” • This process can take up to 30 minutes. • Device will automatically reboot
2	Automatically Power on, Input valid password to begin data deletion	<ul style="list-style-type: none"> • From Desktop Main menu select the following Icons and delete existing data. • Follow above steps for deleting data in: • Call Log • Calendar • Address Book • Media-Music, Video, Ring Tones (My Ring Tones only), Pictures and Voice • Tasks • Voice Dialing • Memo Pad • Select Tool icon, Security Options, Memory Cleaning • Use Menu button and select Clean Now • The cleaning process with automatically remove items

Unit Procedure

		<p>on the list.</p> <ul style="list-style-type: none">• Return to Desktop menu and Profile icon• Select Off Active profile• Click on Turn Power Off icon• Deletion completed
--	--	--

Unit Procedure

Samsung SPH-M220 Sprint		
Step	Task	Action(s)
		<ul style="list-style-type: none"> • Press End button above phone keypad to turn on the phone • Click OK to access Main menu • Use directional buttons (Left and Right) surrounding OK button to navigate to different Folders options • Use directional button (Up and Down) to Highlight each subfolder and select Option (bottom right corner of the screen). To activate Option-click on button upper right corner of OK button • User directional button to access • Recent Calls.. Click Ok • Messages.. click CLR to access Media • Media...Click CLR to access Tools • Tools... Click CLR to access Settings • Settings.. • Click CLR to exit back to Main menu • Press END button to power off phone <p style="color: red; margin-top: 0;">Deletion completed</p>

Unit Procedure

Nextel Motorola i325 iS Nextel		
Step	Task	Action(s)
1	Power up the phone	<ul style="list-style-type: none"> • Press on red circle upper right position of phone keypad • To get Main menu, press key on upper left position of phone keypad • Use directional keys at the center position of phone keypad to navigate screen menu. • Scroll down to access the following folders listed below. Press “Select” key-bottom left position screen. To exit folder, press “Back” key- bottom right position screen. • Ring Tones • My Info • Download • Games • Contacts • Messages • Memo • Recent calls • Deletion completed • Press on red circle key to turn off the phone