

This is a popular time for people to buy and sell smartphones. The iPhone Xs is out now and for all those folks who hasn't upgraded their iPhone 7 or 8, now's the time. Same goes with Android users who look to upgrade to the Galaxy S9 or Note 9. What should you do before you sell the one you have?

TEASE:

So you can't wait to get a new smartphone? Before you get rid of your old one there are some things you should do to protect your information. I'm Jamey Tucker I'll explain coming up.

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SUPER
0-8 Jamey Tucker

ANCHOR INTRO

THIS IS THE TIME OF YEAR MANY PEOPLE UPGRADE THEIR SMARTPHONE.
NEW IPHONES AND NEW SAMSUNG DEVICES ARE TOO TEMPTING.

THEY'LL ALSO BE LOOKING TO SELL THEIR OWN PHONE BUT BEFORE YOU DO,
OUR CONSUMER TECHNOLOGY REPORTER JAMEY TUCKER SAYS THERE ARE
SOME STEPS YOU MUST TAKE TO PROTECT YOUR PRIVACY.

PACKAGE

think of everything that's on your phone. Emails, passwords, photos, maybe credit cards...you wouldn't sell that to someone for a couple hundred bucks, but you could give it away to someone

It happened when this man purchased a refurbished phone. The previous owner didn't erase everything. When he turned on the phone he saw her contacts and emails...and hundreds of photos. Some of them she had taken of herself. Nude.

Even if you don't do anything like that, it's important to take a few minutes to tap a few screens and protect yourself.

On an iPhone, you just go to settings and general. Scroll to the bottom of the screen, tap "reset" and erase all content and settings. It's like the phone has never been used. This cannot be reversed. so make sure you back up anything you want to save. Connect it to iTunes or turn on iCloud backup. Double check this before doing the factory reset.

On Android devices, I suggest backing it up to your computer and to your Google account. Then, remove the two micro SD cards inside. That's where your content is stored. These are in tiny drawers on the sides of the device. Look for a tiny hole, insert a paperclip or the one that came in the packaging.

Hold on to these cards. You can use it in your next Android phone.

Also, you can try to do a factory re-set, that may not work because you've already wiped it clean.

Information left on a smartphone happens every day. Take a few minutes, it won't take long, to protect your information. That's What the Tech? I'm Jamey Tucker

ANCHOR TAG

IF YOU'RE TRADING IN A PHONE TO YOUR CARRIER, TECHNICIANS ARE REQUIRED TO RESET THE PHONES, BUT THAT DOESN'T ALWAYS HAPPEN. IT'S BEST TO DO IT YOURSELF.

web story

If you're still using an iPhone 7 or even a 6 (maybe even a 5?) you may be thinking of upgrading to Apple's new iPhone Xs or Xs Max. Or maybe you're a Samsung Galaxy 7 or 8 user who wants the new 9 or Note 9. You'll likely trade in or sell the phone you currently have before making the new purchase. If so, there are some things you should do to protect your privacy and maybe even your identity.

- Back up your phone. Whether it's an iPhone or Android device you don't want to lose precious photos or videos. On iPhones you can back up your phone using iCloud or by connecting to your computer and iTunes.

- On Android devices you should already have your photos and videos backed up to Google Photos. You can also connect your phone to a computer and download the contents.
- iPhone and Android owners can also use a third-party service like Dropbox or Amazon Photos to upload pictures and videos to the cloud.
- Once everything is backed up and saved it is time to reset the phone to factory settings. On iPhones you can do this by going to settings, general and reset. This will return remove photos, email accounts, apps, contacts and any other content. This cannot be reversed. Once the phone is reset it is like it has never been used.
- Android devices can be returned to factory settings as well. I also recommend removing the micro SD cards that hold the data. There are two SD cards that can be found on the side of the device. You'll see a small hole that acts as a key. You may still have one that came with the phone but if not, insert one end of a paper clip in the hole which will open the micro SD card slots. Don't misplace these. You'll be able to use them in your next phone.

It's important to take these steps before selling or trading in your smartphone.

This is also a great time to upgrade your phone by purchasing a previous model. Craigslist, Amazon and Facebook Marketplace are filled now with iPhones 7, 8 and the X. If you are purchasing an older iPhone from Craigslist or Facebook, ask to meet the person at your wireless carrier. This way you can ask someone at the store to check to make sure the iPhone has not been stolen.