

I'm not a bot



























A factory reset will reset your Google Nest or Home speaker or display to its default factory settings. This action will clear your data from the device and can't be undone. 1. Troubleshoot common issues Before you factory reset your device, try troubleshooting common issues first. You can also try to reboot your device before performing a factory reset. Learn how to reboot your Nest speaker or display. 2. Factory reset your Google Nest or Home speaker or display On the back of your device, switch the mic off. The lights will turn orange. Press and hold the center of the Nest Audio, near the top. After 5 seconds, your device will begin the factory reset process. Continue to hold for about 10 seconds more, until a sound confirms that the device is resetting. On the side of your device, switch the mic off. The lights will turn orange. Press and hold the center of the Nest Mini, where the lights are on top. After 5 seconds, your device will begin the factory reset process. Continue to hold for about 10 seconds more, until a sound confirms that the device is resetting. If you're having trouble factory resetting a Nest Audio, go to Issues when you reset your Google speaker. On the back of Nest Hub, press and hold both volume buttons together for about 10 seconds. Your Nest Hub will let you know that it's resetting. On the back of Home Max, press and hold the factory reset button near the power cord, for about 12 seconds. Your Home Max will let you know that it's resetting. If you're having trouble factory resetting a Google Home Max, go to Issues when you reset your Google speaker. On the bottom of Home Mini, press and hold the factory reset button below the power cord. Locate the circle etched into the base. After 5 seconds, your device will begin the factory reset process. Continue to hold for about 10 seconds more, until a sound confirms that the device is resetting. If you're having trouble factory resetting a Google Home Mini (1st gen), go to Issues when you reset your Google speaker. On the back of your device, press and hold the microphone mute button for about 15 seconds. Your Google Home will let you know that it's resetting. Related articles If you factory reset your Google Nest Wifi Pro, Nest Wifi, or Google Wifi devices, it'll erase all current settings and data. Deleted data is gone forever. After you factory reset a device, you'll have to set up your router and point(s) again. Important: If you use the Google Wifi app to manage your devices and factory reset your router or points, you'll need to use the Google Home app when you set them up again. Learn more about changes to the Google Wifi app. You might perform a factory reset when you want to: Give your router or point to someone else Return the device Erase all information from your router or point Start fresh and set up your router or point(s) from scratch Note: A factory reset can take several minutes and will interrupt your internet access. After reset, you'll need to set up your devices again. Before you factory reset When you factory reset your network, your data and settings will be erased. If you want to remember those settings for a new network, take note of your network name and password and any custom settings or details you added. Examples: Ways to factory reset your device You can factory reset your device with the: Google Home app Google Wifi app Factory reset button on your device Compatible devices Devices set up in the Google Home app Devices set up in the Google Wifi app Any Wifi device When to use this method Recommended: Use the app factory reset whenever possible. Your devices aren't accessible in the app. Results Your router or point(s) will return to the factory default. Data from your router or Wifi point(s) and the Google Home or Google Wifi apps, including current settings and any information used for Cloud services, will be erased. Your router or point(s) will also be removed from your Google Account immediately. Your router or point(s) will return to the factory default. This will delete information from your router or point(s), but not your app or cloud. Your device and network will still appear in the app. After 6 months, Google will automatically delete the app data and cloud data. The next time you plug in your device, you'll have to perform the setup process again. Note: Data deletion also happens after your device is powered off or disconnected from the internet for 6 months. If your Google Wifi or Nest Wifi device is powered off or disconnected from the internet for 6 months, it'll factory reset itself the next time it connects to the internet, and Google will automatically delete the app data and cloud data. Factory reset your devices with the Google Home app Factory reset your router and all points If you reset your devices from the app, it'll delete all settings and data from your Wifi router and point(s), Cloud services, and the Google Home app. It'll also remove your router and Wifi point(s) from your Google Account. Open the Google Home app . Tap Favorites or Devices . Tap the router that is connected to your modem. Tap Settings Factory reset network Factory Reset. Note: The router is the device you first set up and is connected to your modem. To factory reset only your router, which is the one connected to your modem, follow the instructions for Factory reset your devices with the Google Home app, then select My device isn't available in the Google Home app. If you reset a point from the app, it'll delete all settings and data from your point, Cloud services, and the Google Home app. It'll also remove that Wifi device from your Google Account. Open the Google Home app . Tap Favorites or Devices . Touch and hold your device's tile. Tap Settings Factory reset Wifi point Factory Reset. Factory reset your devices with the Google Wifi app If you reset your Google Wifi points from the Wifi app, it'll delete all settings and data from your Wifi points, Cloud services, and the Google Wifi app. It'll also remove your Wifi point(s) from your Google Account and network from the Google Wifi app. Important: If you use the Google Wifi app to manage your devices and factory reset your router or points, you'll need to use the Google Home app when you set them up again. Learn more about changes to the Google Wifi app. If you've migrated your Google Wifi network to the Google Home app, follow the Google Home app instructions instead: Open the Google Wifi app . Tap the Settings and actions tab Network & general. Under "Network," tap Wifi point(s). Tap Factory Reset. On the next screen, tap Factory Reset to confirm. The Wifi point(s) will flash blue, then turn solid blue. This process can take up to 10 minutes. You won't be able to add your Wifi point(s) to a new network until the reset is complete. Once complete, the app will show "Reset is complete," and your Google Wifi point(s) will slowly pulse blue to indicate it's ready for setup. To set up your point(s) again, follow the steps to set up Google Wifi in the Google Home app. Factory reset your router or point with the factory reset button on your device First, determine what Wifi device you have. Google Nest Wifi Pro router The factory reset button is located on the bottom of the router. Check for a circle etched into the bottom, then: Press and hold the reset button for 12 seconds. The light will flash yellow, then turn solid yellow, release the button. The reset button will start, which can take up to 5 minutes. Don't unplug the power cord during this process. When the factory reset is complete, the light on your router will flash white, then blue to indicate that the device is ready for setup. After the device has been reset, the device will still appear in the Google Home app. To remove the device, follow the instructions for app factory reset. To set up again, add back your device to your existing network or create a new network. Nest Wifi router The factory reset button is located on the bottom of the router. Check for a circle etched into the bottom, then: Press and hold the factory reset button for 10 seconds. The light will flash yellow, then turn solid yellow. When the light is solid yellow, release the button. The reset process will start, which can take up to 10 minutes. Don't unplug the power cord during this process. When factory reset is complete, the light on your router will pulse white. After the device has been reset, the device will still appear in the Google Home app. To remove the device and your previous network, follow the instructions for app factory reset. To set up again, add your device back to your existing network or create a new network. The hardware button factory reset will delete all current settings and data from your device. However, all data Google has collected and analyzed for Cloud services will remain. After 6 months, Google will automatically delete this Cloud data. You can always remove this data by performing a factory reset from the Google Home app. even on the offline network. Nest Wifi point The factory reset button is located on the bottom of the point. Check for a circle etched into the bottom, then: Press and hold the factory reset button on your point. After about 5 seconds, your device will begin the factory reset process. Continue to hold the button for about 10 seconds, until there's a sound confirming the device is resetting. After the device has been reset, the device will still appear in the Google Home app. To remove the device and your previous network, follow the instructions for app factory reset. The hardware button factory reset will delete all current settings and data from your device. However, all data Google has collected and analyzed for Cloud services will remain. After 6 months, Google will automatically delete this Cloud data. You can always remove this data by performing a factory reset from the Google Home app. Google Wifi point Important: If you use the Google Wifi app to manage your devices and factory reset your router or points, you'll need to use the Google Home app when you set them up again. Learn more about changes to the Google Wifi app. The factory reset button is a circle etched into either the bottom or back of the device. Press and hold the factory reset button for 10 seconds. The light will flash orange, then turn solid blue. When the light is solid blue, release the button. The reset process will start, which can take up to 10 minutes. Don't unplug the power cord during this process. When the factory reset is complete, the light will change from solid blue to pulsing blue to indicate it's ready for setup. After the device has been reset, the device will still appear in the Google Home or Google Wifi app. To remove the device and your previous network, follow the instructions for app factory reset. If the firmware on your Google Wifi point is earlier than 13.729.57.27, unplug your point from the power source. Press, then hold the factory reset button on the device. While holding down the button, plug the power cable back in. Continue pressing the button for about 10 seconds. Your point will flash white, then blue. When it flashes blue, you can release the button. The point will continue flashing blue for about 45 seconds, then turn solid blue. This process can take up to 10 minutes. Wait up to 10 minutes for the device to fully reset. Once complete, your point will pulse blue to indicate it's ready for setup. After the device has been reset, the device will still appear in the Google Home or Google Wifi app. To remove the device and your previous network, follow the instructions for app factory reset. If you have reset your primary point (router), you'll need to set up a new network until the reset is complete. Once complete, the app will show "Reset is complete," and your Google Wifi point(s) will slowly pulse blue to indicate it's ready for setup. After the device has been reset, the device will still appear in the Google Home or Google Wifi app. To remove the device and your previous network, follow the instructions for app factory reset. The hardware button factory reset will delete all current settings and data from your device. However, all data Google has collected and analyzed for Cloud services will remain. After 6 months, Google will automatically delete this Cloud data. You can always remove this data by performing a factory reset to your device with the Google Home app. OnHub Unplug your OnHub from the power source. Find the factory reset button. OnHub from TP-Link: Twist the outer shell counterclockwise, then lift. The factory reset button is located above the power port. OnHub from ASUS: The factory reset button is located above the USB port on the back of the device. Use the end of a paper clip to press, then hold the factory reset button. While holding down the button, plug the power cable back in. Continue to press the factory reset button for about 10 seconds. Note: If you hold the button for too long more than 15 seconds, the device will start flashing red and won't factory reset. In this case, unplug and try again. The reset process will start, which can take up to 10 minutes. During this process, don't remove the OnHub from the power source. When complete, your OnHub will pulse blue. After the device has been reset, the device will still appear in the Google Home app or Google Wifi app. To remove the device and your previous network, follow the instructions for app factory reset. Note: As of Jan 11, 2023, OnHub is no longer supported. Related articles Set up Nest Wifi Set up Google Wifi Restart Nest or Google Wifi devices What the light on your Wifi device means If you forgot your password or username, or you can't get verification codes, follow these steps to recover your Google Account. That way, you can use services like Gmail, Photos, and Google Play. Tips: Wrong guesses won't kick you out of the account recovery process. There's no limit to the number of times you can attempt to recover your account. If you use an account through your work, school, or other group, these steps might not work. Check with your administrator for help. To recover an account for a child under 13 (or the applicable age in your country) you can reset your child's password. Forgot your password Forgot the email address you use to sign in To find your username, follow these steps. You need to know: A phone number or the recovery email address for the account. The full name on your account. Follow the instructions to confirm it's your account. You'll find a list of usernames that match your account. Someone else is using your account If you think someone is using your Google Account without your permission, follow the steps to recover a hacked or hijacked Google Account or Gmail. If you have another problem, get help signing in. Recover a deleted Google Account If you recently deleted your Google Account, you can follow the steps to recover your account. Still can't sign in Create a new account If you can't sign in, try these tips for account recovery. If you still can't recover your account, you can create a new Google Account. When you do, you can follow these steps to avoid getting locked out of your Google Account. 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