

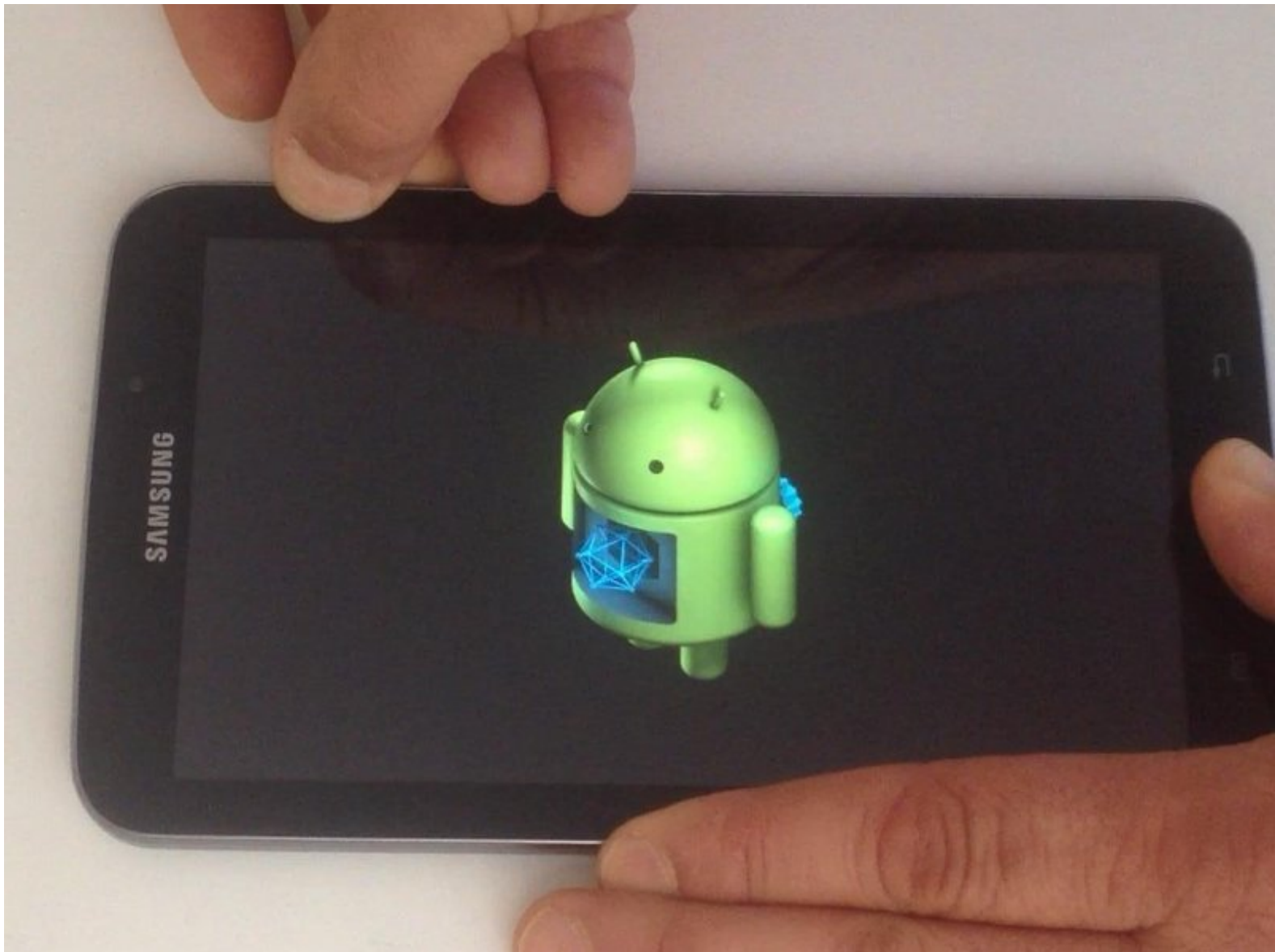


# Problem with navigation in the Android System Recovery menu

## Recovery menu

Problem with navigation in the Android System Recovery menu

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## INTRODUCTION

When you try to do a Factory reset through the Android system recovery menu, you can't navigate normally. This is common problem with Samsung Galaxy Tab 3 7.0. The light cursor is moved only if you press the Volume button twice - then it will move through two menus.

Where is the problem?

When you press Up or Down once, it does actually change the selection, but the system doesn't refresh the screen.

Here's the solution:

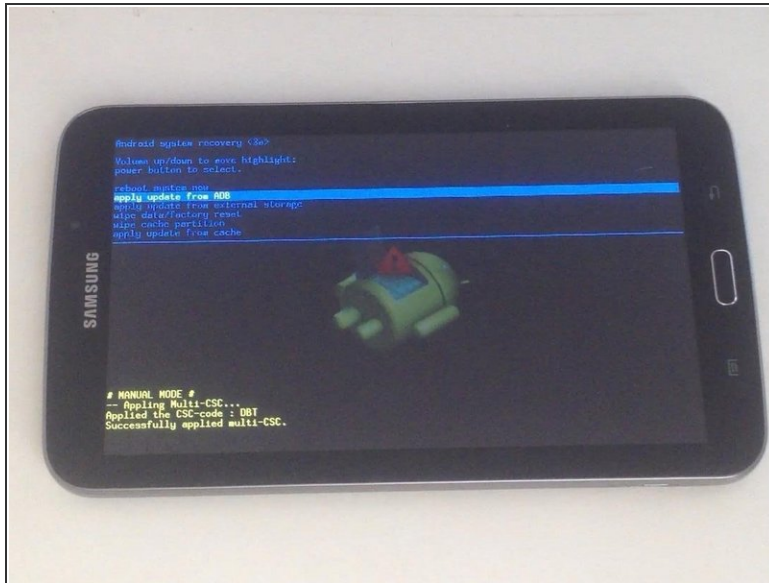
[video: <https://www.youtube.com/watch?v=laSMklyCS48>]

## Step 1 — Problem with navigation in the Android System Recovery menu



- Open the Android System Recovery menu.
  - ❗ [You can find the manual how to do this here.](#)
- If your tablet is stuck on the Android robot with exclamation mark picture, press the Volume Up or Down button.
- Now, if the cursor is on "reboot system now", press the Volume Down key twice to go to "apply update from external storage", and just once to go to "wipe data...".
- The cursor will stay on "apply update..." but the real selection will be "wipe data / factory reset".
- Press the Power On button to select it. In the next menu you must choose "Yes - erase all user data".
- Use the same technique to choose it. And finally, "reboot system now".

## Step 2



- If the cursor is on "Apply update from ADB", press the Volume Down key twice to go to "wipe data/factory reset" and choose it with the Power On button.
- On the next screen press press the Volume Down 3x to go step before "Yes --delete all user data".
- Press another one time the Volume down button. The cursor will not move, but actually you are on the "Yes -- delete all user data" and you can select it with the Power On button.
- **Did you do it successfully?**

To reassemble your device, follow these instructions in reverse order.