SafePrime Wallet – FAQs
Last updated: 13 October 2016

Q. What if I lose my SafePrime wallet?

If you have lost your SafePrime wallet or decide to get a new one, you can use the 24-word recovery phrase that was generated during device setup to restore access to your bitcoins. You may also use any other wallet that supports BIP 32, BIP 39 or BIP 44

Q. The touchscreen seems unresponsive while I am typing the 24-word phrase on it?

While typing the 24-word phrase on the SafePrime touchscreen interface, you can move forward ONLY after you have finished entering a letter of the alphabet.

If you accidentally press a letter key while typing the 24-word phrase on your SafePrime's touchscreen interface, none of the keys or buttons on the touchscreen will respond unless you select one of the three resulting letters (as shown in attached picture). You can then delete this letter and proceed.

Q. I have finished typing the 24-word phrase on my SafePrime wallet but don't see any wallet address on the Multibit user interface on my PC?
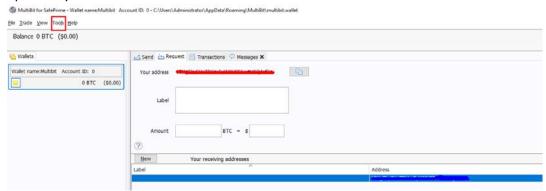
If you face this issue, please:
1. disconnect your SafePrime wallet
2. end the Multibit application
3. connect your SafePrime wallet to your PC again
4. start the Multibit software

Remember: Always connect your SafePrime wallet first and only then start the Multibit software program. If the wallet address still does not appear, please restart your computer and follow steps 3 and 4 above.

Q. How can I restore my SafePrime wallet's bitcoins using the 24-word phrase?

You can restore your SafePrime wallet's bitcoins by selecting **Restore Wallet** under the **Tools** menu option in your MultiBit for SafePrime client as marked in the screenshot below.

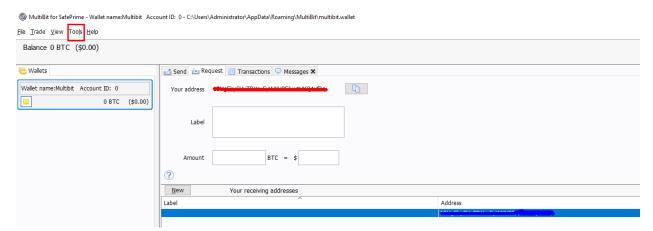   **NOTE**: You will need to factory-reset your SafePrime device before you can restore a wallet to it.

Q. How can I factory-reset my MultiBit wallet?

You can factory-reset your SafePrime wallet by selecting **Erase Wallet** under the **Tools** menu option in your MultiBit for SafePrime client as marked in the screenshot below.

NOTE: This will erase all data on your MultiBit client so we recommend to do this only after securely saving your 24-word phrase or after transferring all your SafePrime bitcoins from your wallet to somewhere safe.

For any other issues or queries not answered in the FAQs above, please reach out to us at support.bitmain.com and a Bitmain representative will respond to you shortly.