

# Mobile Device Unlocking Instructions

## iPhones Devices

### Method #1

If you have a SIM card from another provider:

Remove your SIM card and insert the new SIM card (Non Bell/Virgin)

Follow the setup process indicated on your device

### Method #2

If you don't have a SIM card from another provider:

#### 1. Back up your iPhone

Connect your iPhone to iTunes on your computer.

Select your iPhone from the menu bar near the top of the screen.

A backup may start automatically. If not, select **Back Up Now**.

#### 2. Erase your iPhone

**Important:** This step cannot be undone. Ensure you have created a backup as described above before proceeding.

On your phone, select **Settings**.

Scroll to and select **General**.

Scroll to and select **Reset**.

Select **Erase All Content and Settings**.

Select **Erase iPhone**.

Select **Erase iPhone** again.

Your phone will reboot.

### 3. Set up your iPhone

Install a SIM card from any mobile provider

Follow the prompts to set up your iPhone.

If prompted, select **Restore from iTunes** to restore the content you backed up earlier.

**Or**

Connect your phone to iTunes on your computer, select the iPhone and then select **Restore Backup**.

## Samsung Devices

1. Insert a non-Bell SIM card into the device and turn it on.
2. The message *SIM Network unlock PIN* will appear. Enter the **Network Lock code** provided and press **Unlock**. (use only last 8 digits of the unlocking code)
3. The message *Network unlock successful* will appear once the device has been unlocked.

## Blackberry Devices

### **Devices with BlackBerry 10: Z10, Q10, Q5, Z30**

1. Insert a non-Bell SIM card into the device and turn it on.
2. Open the **Settings** application.
3. Select **Security and Privacy**.
4. Select **SIM Card**.
5. In the *Phone Network Lock* section, select **Unlock Network**.
6. The message *Enter the Network MEP code* will appear. Enter the **Network Lock code** provided and press **OK**.

**Note: The Network Lock code may be 16 digits long. If the first 8 digits are all zeros, ignore them and enter the last 8 digits. If the first 8 digits are not zeros, enter the first 8 digits.**

7. The message *Network Code Entered Successfully* will appear once the device has been unlocked.

**Important note: You can attempt to unlock the device up to 10 times. After 10 unsuccessful attempts, the device will be permanently locked to the original service provider.**

## Blackberry PRIV Device

1. Insert a non-Bell SIM card into the device and turn it on.
2. The message SIM Network unlock PIN will appear. Enter the Network Lock code provided and press Unlock.

**Note: The Network Lock code may be 16 digits long. If the first 8 digits are all zeros, ignore them and enter the last 8 digits. If the first 8 digits are not zeros, enter the first 8 digits.**

3. The message *Network Code Entered Successfully* will appear once the device has been unlocked.

**Important note: You can attempt to unlock the device up to 10 times. After 10 unsuccessful attempts, the device will be permanently locked to the original service provider.**

## Devices with OS other than OS 6.0:

Step    Action

1. Select **Manage Connections**.
2. Select **Turn All Connections OFF**.
3. Select **Options**.
4. Select **Advanced Options**.
5. Select **SIM Card**.
6. Enter **MEPD**.

**Note: You won't be able to see the typed info. Enter only 'MEPD' with no spaces.**

7. Press and hold the **ALT** key as you enter **MEP2**.

**Note: You won't be able to see the typed info. Enter only MEP2 with no spaces.**

8. Press **Enter**.
9. The message *Enter the Network MEP code* will appear. Enter the **Network Lock code** provided and press **OK**.

**Note: This code may be 16 digits or 8 digits long. If the first 8 digits are all zeros, ignore them and enter the last 8 digits.**

10. The message *Code Accepted* will appear once the device has been unlocked.

**Note: If the Service Provider Lock Code provided is all zeros, the unlocking procedure has been successful. If not, continue with the following steps:**

11. Press and hold the **ALT** key as you enter **MEP4**.

**Note: You won't be able to see the typed info. Enter only 'MEP4' with no spaces.**

12. The message *Enter the Service Provider MEP code* will appear. Enter the **Service Provider Lock code** provided and press **Enter**.

**Note: This code may be 16 digits or 8 digits long. If the first 8 digits are all zeros, ignore them and enter the last 8 digits.**

13. The message *Code Accepted* will appear once the device has been unlocked.

Important: You can attempt to unlock the device up to 10 times. After 10 unsuccessful attempts, the device will be permanently locked to the original service provider.

**BlackBerry Devices with OS 6.0 only (Verify OS in product description):**

1. Select **Manage Connections**.
2. Select **Turn All Connections OFF**.
3. Go to **Options** and select **Device**.
4. Select **Advanced System Settings**.
5. Select **SIM Card**.
6. Enter **MEPD**.

**Note: You won't be able to see the typed info. Enter only 'MEPD', no spaces.**

7. Press and hold the **ALT** key as you enter **MEP2**.

**Note: You won't be able to see the typed info. Enter only 'MEP2', no spaces.**

8. The message *Enter the Network MEP code* will appear. Enter the **Network Lock code** provided and press **OK**.

9. The message *Code Accepted* will appear.

10. Press and hold the **ALT** key as you enter **MEP4**.

**Note: You won't be able to see the typed info. Enter only 'MEP4', no spaces.**

11. The message *Enter the Network MEP code* will appear. Enter the **Service Provider Lock code** provided and press **Enter**.

12. The message *Code Accepted* will appear once the device has been unlocked.

### **Blackberry Passport**

1. Insert a non-Bell SIM card into the device and turn it on.
2. Open the **Settings** application.
3. Select **Security and Privacy**.
4. Select **SIM Card**.
5. Select **Unlock Network**.
6. Enter the **Network Lock code** provided and press **OK**.

**Note: The Network Lock code may be 16 digits long. If the first 8 digits are all zeros, ignore them and enter the last 8 digits.**

7. The message *Network Code Entered Successfully* will appear once the device has been unlocked.

**Important note: You can attempt to unlock the device up to 10 times. After 10 unsuccessful attempts, the device will be permanently locked to the original service provider.**

### **Blackberry Curve 9380**

1. Insert a non-Bell SIM card into the device and turn it on.
2. Select **Manage Connections**.
3. Select **Turn All Connections OFF**.
4. Select **Escape** to go back to the **Home Screen**.
5. Go to the **Options** menu and select **Device**.
6. Select **Advanced System Settings**.
7. Select **SIM Card**.
8. Press the Blackberry key and select **Show Keyboard**.
9. Enter **MEPD**.

**Note: You won't be able to see the typed info. Enter only 'MEPD' with no spaces.**

10. Press the **123** key once to bring up the number pad.

11. Press and hold the **ABC** key as you enter **MEP**.

12. Release the **ABC** key and enter **2**.

13. The message *Enter the Network MEP code* will appear. Enter the **Network Lock code** provided and press **Enter**.

**Note: The Network Lock code may be 16 digits long. If the first 8 digits are all zeros, ignore them and enter the last 8 digits.**

14. The message *Code Accepted* will appear once the device has been unlocked.

**Important note: You can attempt to unlock the device up to 10 times. After 10 unsuccessful attempts, the device will be permanently locked to the original service provider.**

LG ENG

Insert with different carrier SIM card and turn on the device.

Device will query unlock code

Enter the 16 digits [network lock](#) code

### **MIFI/Novatel**

Make sure you have a BELL sim inside the device

Plug device into computer/laptop

Connect to MiFi device's WiFi

Go to <http://my.mifi/preferences/>

Login into your device (the default password is admin unless someone has changed this)

Go to CUSTOMER SUPPORT

At the bottom of this page click ADVANCED

Enter the last 8 digits of the MASTER LOCK code

You will get a message in red saying the device is unlocked

### Turbo Hub unlocking/ Data Stick

Client must have a non Bell SIM

- 1: Connect the hub to the computer with the non Bell SIM card.
- 2: A menu will pop up to Insert the network lock code.
- 3: Insert the provided code and press OK
- 4: Device is now unlocked.

### Sonim XP5 & XP7

1. Turn the device off.
2. With a flat screwdriver or the SONIM provided tool, remove the battery cover.
3. Remove the battery to reveal the SIM card.
4. Remove the Bell SIM card and insert a non-Bell SIM card.
5. Re-install the battery and cover. Be careful not to over-tighten the screws.
7. Turn the device on. The message *INPUT NP CODE* will appear.
8. Enter the 8-digit Network unlock code:\*\*\*\*\*
9. Device is now unlocked.

**Important: You can attempt to unlock the device up to 5 times. After 5 unsuccessful attempts, the device will become permanently locked and will only work with a Bell SIM card. After each unsuccessful attempt, the message *Wrong NP Code* will appear with a counter indicating how long you must wait before trying again – between 30 and 240 seconds).**

SONY

### Sony Ericsson and Sony Mobile

1. Insert a non-Bell SIM card into the device and turn it on.
2. The message *SIM Network unlock PIN* will appear. Enter the **Network Lock code** (16 digits) provided and press **Unlock**.
3. The message *Network unlocked* will appear once the device has been unlocked.

## HTC

1. Insert a non-Bell SIM card into the device and turn it on.
2. The message *SIM Network unlock PIN* will appear. Enter the **IMEI Master Lock code** provided and press **OK**.

## Motorola

1. Insert a non-Bell SIM card into the device and turn it on.
2. The message *SIM Network unlock PIN* will appear. Enter the **Network Lock code** provided and press **Unlock**.
3. The message *Network unlock successful* will appear once the device has been unlocked.