

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.