



AT&T Device Unlock Instructions

[Descargar las instrucciones en español para desbloquear equipos de AT&T \(PDF de 513 KB\)](#)

You must submit a request to unlock your AT&T phone or tablet. Once your request is approved, you'll get an email or text message with instructions to unlock your device.

- **Heads up!** We can only unlock devices that are locked to the AT&T network.
- **Submit a request:** Go to att.com/deviceunlock to review the requirements and submit an AT&T device unlock request. It may take up to 48 hours to get a response.
- **Check the status of your request:** Check the status at att.com/deviceunlockstatus. Or, use the link we sent you in a text or email to check the status.

Good to know:

- **Can't find your unlock code?** Submit another request and we'll resend the code. Heads up! There's a limit to the number times you can try to enter the code to unlock your device. The specific number depends on your device model and manufacturer.
- **Want to unlock an Apple device?** You still have to submit an unlock request for iPhones®, but won't need an unlock code to complete the process. Plus, iPads® and Apple Watches® are already unlocked, so you don't have to submit an unlock request for them.
- **Follow instructions carefully.** Use extreme care during the unlock process. If you incorrectly enter an unlock code too many times during the life of the device, you'll permanently disable the unlock ability.

To view instructions to unlock your device, select the link for your device manufacturer.

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Acer

Once you get an email from us approving your unlock request, follow these steps to unlock your device.

Iconia Tab A501-10S16u

1. Shut down the tablet.
2. Insert non-AT&T SIM and power on the tablet.
3. Enter the unlock code. The device is now unlocked.

Alcatel

Once you get an email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

510A, OT871A, 4015T

1. Insert a non-AT&T SIM card.
2. Enter the unlock code and select **OK**. The device is now unlocked.

Element 5044R

1. Insert the non-AT&T or Cricket SIM card.
2. Turn on the device.
3. Enter the unlock code when prompted.
4. Press **OK**.
5. The device is now unlocked.

Amazon

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider. Insert a non-AT&T SIM card into the phone.

1. Press and hold the **Power** button. After the phone turns on, enter the **SIM network unlock PIN** when prompted.



- Tap the blank PIN field and the onscreen keyboard will appear.
 - Enter the unlock code, and then tap **Unlock**.
2. You'll see SIM Network unlocked on the Fire phone.
 3. You'll then be taken to the **Home** screen. The device is successfully unlocked.

Apple

What you'll need to complete the unlock:

- SIM card from AT&T or another provider

Using a Non-AT&T SIM card

1. [Remove your SIM card](#).
2. Insert the new SIM card.
3. Complete the setup process.

Using an AT&T SIM card

1. Back up your iPhone. Learn [how to back up your phone](#).
2. When you have a backup, erase your iPhone. Learn [how to erase your phone](#).
3. Restore your iPhone from the backup you just made. Learn [how to restore your phone](#).

Asus

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device:

Asus TF300TL, TF600TL (Vivo Tab Rt Tablets), ME375CL, ME302KL, K009, T00S, Z00D, T00D

1. Power off the device and remove the AT&T SIM card.
2. Insert card from another wireless provider.
3. Turn on the device.
4. The device will ask for the unlock code.
5. Enter the unlock code.

Asus ME370TG

1. Turn off the device and remove the AT&T SIM card.
2. Insert card from another wireless provider.
3. Power on the device.
4. Tap **AT&T AllAccess** tile in the start screen. The app shows the screen for you to enter the code.



5. Enter the unlock code and select **unlock device**.

AT&T

AT&T Unite Explore

The AT&T Unite Explore can be unlocked 2 ways:

- Enter the unlock code with the AT&T Wi-Fi Manager.
- Install a non-AT&T SIM into the AT&T Unite Explore and enter the unlock code on the LCD screen.

Enter an unlock code with the AT&T Wi-Fi Manager

1. Access **SIM Security** with the AT&T Wi-Fi Manager page from your connected device.
2. Connect a Wi-Fi® device to your mobile hotspot.
3. Go to [attwifimanager](#) in the connected device's browser. The default sign-in is **attadmin**.
4. From the home page on the AT&T Wi-Fi Manager, select **Settings**, then **Mobile Broadband**, then **SIM Security**.
5. Enter the **8-digit unlock code** to unlock your device.

Install a non-AT&T SIM card into the device and enter the unlock code on the LCD screen

1. Remove the back cover and battery.
2. Remove the pre-installed AT&T SIM card and install a non-AT&T SIM into the device.
3. Insert the battery, replace the back cover, turn on the device, and tap on the unlock screen.
4. When prompted, enter the **8-digit unlock code**.
5. Alternatively, from the home screen, go to **Settings**, then **Broadband**, and scroll down to **SIM PIN** to enter the **8-digit unlock code**.

AT&T Unite Pro

Unlock the AT&T Unite Pro by installing a non-AT&T SIM card into the device and enter the unlock code in one of these places:

- On the AT&T Unite Pro Manager page
- By the LCD screen on the device

Enter unlock code through the AT&T Unite Pro Manager page

1. Remove back cover and battery.
2. Remove the pre-installed SIM card and install a non-AT&T SIM into the device.
3. Insert the battery, replace the back cover, and turn on the device.
4. Connect a Wi-Fi device to your mobile hotspot.
5. Go to [attunitepro](#) in the connected device's browser. The default sign-in is **attadmin**.
6. Select the **Enter Unlock Code** link.
7. Enter **8-digit unlock code** to unlock your device

Install a non-AT&T SIM into the device and unlock by LCD screen



1. Remove back cover and battery.
2. Remove the pre-installed SIM card and install non-AT&T SIM into the device.
3. Install battery and back cover.
4. Turn on the device.
5. From the device's LCD screen, tap **ALERTS**. A prompt will appear to select **Enter unlock code**.
6. When prompted, enter **8-digit unlock code** to unlock your device.

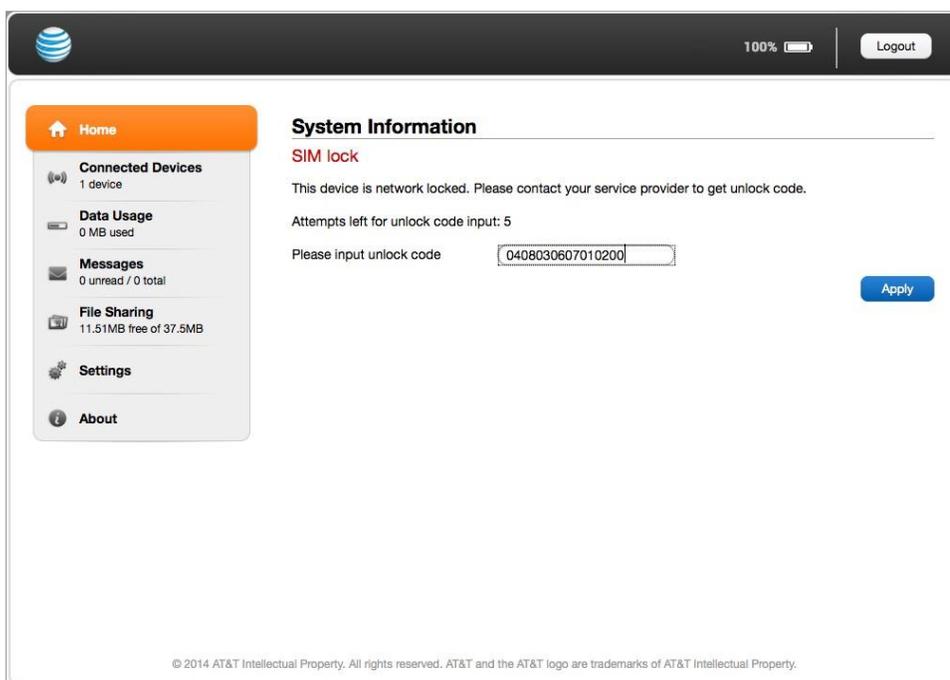
AT&T Velocity™ Mobile Hotspot

1. Power on your hotspot and connect to the internet.
2. On your laptop (or other Wi-Fi device), access the AT&T Wi-Fi Manager home page by going to [attwifimanager](#) or [192.168.1.1](#).
3. Enter the sign-in credentials (the default is **attadmin**) and select **Login**.

4. Enter the unlock code and select **Apply**.

Notes:

- If necessary, contact your service provider for the unlock code.
- You may be prompted with a request to turn off the LCD screen on your hotspot. Press the **Power button** on the hotspot to turn off the screen, and then select **OK**.
- Once the unlock code is accepted, your mobile hotspot is ready for normal use.



Audiovox

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device:

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider. Turn off the device and remove the AT&T SIM card.

1. Insert a SIM card from another wireless provider.
2. Power on the device. The display shows no wording.
3. Enter the SIM unlock code.
4. Select **OK**. The device is unlocked.

Blackberry

Once you get the email confirming AT&T has approved your unlock request, follow the instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

Blackberry 5800, 6210, 6280, 6710, Curve 9300, Curve 9360, Pearl 9100

Device unlock steps using a non-AT&T SIM card

1. Insert a non-AT&T SIM card.
2. Turn on the device and turn off the radio (turn Wireless option **Off**).
3. The device displays "Your current SIM card requires an Unlock Code. Would you like to unlock your device?" Select **Yes**.
4. Enter the unlock code and select **OK**.



Device unlock steps using an AT&T SIM card

1. Insert an AT&T SIM card.
2. Turn on the phone and turn off the radio (turn Wireless option **Off**).
3. Select **Settings**, then **Select Options**, then **Advanced Options**.
4. Scroll down and select **SIM Card**.
5. Hold down the **ALT** key and type **MEPD** (not displayed on the screen).
6. Hold down the **ALT** key and type **MEP2** (not displayed on the screen).
7. Enter the unlock code and press **Enter**.
8. Turn off the device and then back on.

Blackberry 93xx Series Versions 6.0 and 7.0

1. Insert an AT&T SIM card.
2. Turn on the phone and turn off the radio (turn Wireless option **Off**).
3. Select **Options**, then **Device**, then **Advanced Systems**, then **Settings**.
4. Scroll down and select **SIM Card**.
5. Type **MEP** and hold down the **ALT** and **2** keys.
6. A prompt appears to enter the **MEP2** code; enter the unlock code.
7. Press **Enter**. Verify that the acceptance message is received.
8. Turn off the device and then back on.

Blackberry 7000 series (all), 7100g, 7130c, 7210, 7230, 7280, 7290, 7780

1. Go to **Options**.
2. Scroll to SIM CARD, then press **jog dial** once to select it.
3. Type **MEPD** (not case sensitive and will not appear on the screen).
4. Does it say "Network Active?" If so, the device is locked.
5. Press and hold the **alt key** (key on the lower-left side).
6. While holding the **alt key**, type in **MEPE** (not case sensitive and will not appear on the screen).
7. Enter the unlock code when prompted, then press **jog dial** once.
8. The device is now unlocked.

Blackberry 8100c, 8110, 8220, Pearl 8120, 8700c, 8800, 8800c, 8820, All Blackberry devices running software version 4.5

1. Insert an AT&T SIM card.
2. Turn on the phone and turn off the radio (turn the Wireless option **Off**).
3. Select **Options**, then **Advanced Options**.
4. Scroll down and select **SIM Card**.
5. Type **MEPD**.
6. Type **MEP2**.
7. Enter the unlock code and press **Enter**.
8. Reboot the device. The device is now unlocked.

Blackberry Curve 8300, 8310

1. Insert an AT&T SIM card.
2. Turn on the phone and turn off the radio (turn the Wireless option **Off**).
3. Select **Settings**, then **Options**, then **Advanced Options**.
4. Scroll down and select **SIM Card**.



5. Hold down the left shift key (**CAP**) and type **MEPD**. This does not display on the screen.
6. Hold down the left shift key (**CAP**) and type **MEP2**. This does not display on the screen.
7. Enter the unlock code and press **Enter**.
8. Reboot the device. The device is now unlocked.

Blackberry Bold 9000/9700, Bold 9900, Curve 8320, 8520, 8900, 9500, Torch 9800, Torch 9860 (any 98xx series)

Device unlock steps using a non-AT&T SIM card

If using a 98xx series device, use an external keyboard to unlock the device.

1. Insert a non-AT&T SIM card.
2. Turn on the device and turn off the radio (turn Wireless option **Off**).
3. The device displays "Your current SIM card requires an Unlock Code. Would you like to unlock your device?" Select **Yes**.
4. Enter the unlock code and select **OK**.

Device unlock steps using an AT&T SIM card

1. Insert an AT&T SIM card.
2. Turn on the phone and turn off the radio (turn Wireless option off).
 - For Curve and Bold devices, select **Options**, then **Advanced Options**, then **Advanced System Settings**.
 - For Torch and other 6.0 devices, select **Options**, then **Device**, then **Advanced System Settings**.
3. Scroll down and select **SIM Card**.
4. Hold down the left shift (**CAP**) key and type **MEPD**. This does not display on the screen.
5. Hold down the **ALT** key and type **MEP2**. Heads up: MEPE, not MEP2, displays on the screen.
6. Enter the unlock code and press **Enter**.
7. Reboot the device.

Blackberry Q10, Passport

1. Turn on the device with a non-AT&T SIM card.
2. Let the device fully load.
3. Go to **Settings**.
4. Select **Security and Privacy**.
5. Select **SIM Card**.
6. Select **Unlock Network**.
7. Enter the unlock code and press **OK**.
8. The device displays "Network unlock successful."

Blackberry Z10, Classic SQC100

1. Turn on the device with a non-AT&T SIM card.
2. Let the device fully load.
3. The device displays "SIM Network Locked."
4. Press **Lock** to begin.



5. The device displays "Network Locked."
6. Press **Enter Code**.
7. Enter the unlock code and press **OK**.
8. The device displays "Network unlock successful."

BlackBerry Playbook

1. Insert a non-AT&T SIM card into the tablet.
2. Go to **Settings**.
3. Select **Security**, then **SIM Card**.
4. Select **Enable Security**.
5. Enter the unlock code when prompted.
6. Press **OK**.

BlackBerry PRIV

1. Turn off the device and remove the AT&T SIM card.
2. Put a non-AT&T SIM card into the device.
3. Turn on the device. The device will ask for the unlock code.
4. Enter the unlock code.

Dell

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device:

Heads up: You only get 10 tries to unlock your phone. After that, you won't be able to use it with another service provider.

Dell Streak M01M, Streak 7 M02M, Aero 3G GR

1. Turn off the device and remove the AT&T SIM card.
2. Insert a non-AT&T SIM card into the device.
3. Turn on the device.
4. Select **Enter Code**.
5. Enter the unlock code.
6. Select **Done**.
7. The device is successfully unlocked.

Dell Venue

1. Power off device and remove the AT&T SIM card.
2. Insert a non-AT&T SIM card into the device.
3. Power on the device.
4. Select Enter Code.
5. Enter the unlock code.
6. Select Done.
7. The device is successfully unlocked.



Dell Venue Pro

1. Turn on the Dell mobile phone with a non-AT&T SIM card.
2. Enter Dell unlock code.
3. Dell mobile phone should now be unlocked and may automatically reboot.

Garmin

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device:

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider. Turn off the device and remove the AT&T SIM card.

1. Insert a SIM card from another wireless provider.
2. Turn on the device.
3. Allow the device to fully power up. The message, "Insert a valid ATT SIM Card or unlock the Device using correct NCK code" appears.
4. Press **OK**.
5. Enter the unlock code.
6. Press **OK**. The device is unlocked.

Google

Once you receive the email confirming AT&T approved your unlock request, follow these instructions to unlock your device:

Google Pixel 4, 4XL

1. Insert non-AT&T SIM card. The notification "SIM card isn't supported" is expected.
2. Connect device with Wi-Fi.
3. See the notification "Carrier lock removed. The device can now be used on any network."
4. Go to **Settings**, then **Network & internet**, then **Mobile network**, and confirm the non-AT&T Mobile data is enabled.

HP (Hewlett-Packard)

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 10 tries to unlock your phone. After that, you won't be able to use it with another service provider.

HP iPAQ 510, iPAQ 910, iPAQ 6510, iPAQ 6515, iPAQ-J6925, iPAQ-J6920

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.



3. Turn on the device. Wait approximately 30 seconds until the **SIM Lock** application appears.
 - The unlock application enables the input box after a certain period of delay.
 - The delay period for the first attempt is 30 seconds but doubles after each incorrect attempt to unlock the device.
 - This deters users from attempting a trial and error approach to unlocking the device.
 - The delay may be longer if the user already tried to unlock the device with the wrong code.
4. Enter the unlock code in the blank field.
5. Press **OK**.
 - If the unlock code is incorrect, you'll get an error message. After pressing **OK**, re-enter the unlock code after a delay period (see the delay information in step 3).
 - If the unlock code is correct, you'll see a success message.
6. Press **OK**. The device is now unlocked and will continue booting.

HP P160UNA, HSTNH-I30C, HSTNH-F30CN, HSTNH-B16C, Slate 7 Plus (MU739), Elite Pad 900

1. Turn off the device.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. Enter the unlock code when prompted.

HTC

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

All HTC devices

1. Turn off the device and remove the AT&T SIM card.
2. Insert a non-AT&T SIM card.
3. Turn on the device. Wait a few moments so the device can power up.
4. Enter the unlock code when prompted.
5. Press **OK**. The device is unlocked.

Huawei

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.



Huawei Fusion, Fusion 2, U2800A, U8800, Media Pad S7-312u, Y536A1

1. Turn off the device and remove the AT&T SIM card.
2. Insert card from another wireless provider.
3. Turn on the device.
4. Look for a prompt for the unlock code.
5. Enter the unlock code.

Kyocera

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

1. Turn off device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. Enter the unlock code when prompted.
5. Press **Unlock**.
6. Look for the message "SIM Network unlock successful." The device is successfully unlocked.

Lenovo

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Lenovo ThinkTab Tablet, ThinkPad Tablet 2 EM7700, ThinkPad 10, IdeaTab A2107A, Helix

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. Launch the **People App** and enter **####1001#** in the search edit box. This will take you to the **SIM Lock/Unlock Screen**. Select **Unlock**.
5. Enter the unlock code. The device will reboot.

LG

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.



Current LG devices

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device and select **Unlock**.
4. Look for the message "SIM Unlock Process. Continue?" and select **Yes**.
5. Enter the unlock code.
6. Select **OK**. The device is unlocked.



LG G2 (D800), G3 (D850), G3 Vigor (D725), G Vista (D631), G Pad 7.0 LTE, Optimus G (E970), E980 Optimus G Pro, CT815 Incite, C410 Xpression 2, A380, D950 Flex G, H950 G Flex2, V495 LG G Pad F 8.0, H443 Escape 2, H810 LG G4, H740 Vista 2, V930 G Pad X 10.1, H900 LG V10, H820 LG G5

1. Turn off the device and insert a non-AT&T SIM card.
2. Turn on the device.
3. Enter the unlock code provided.
4. Select **Unlock**. The device is unlocked.

LG GU255, GU292

1. Turn off the device and insert a non-AT&T SIM card.
2. Turn on the device.
3. On the idle screen, enter ***#865625#**.
4. Select **Unlock SIM**.
5. Select **Network Lock**.
6. Look for the message "SIM Unlock Process. You are about to SIM unlock your phone. Continue?" and select **Yes**.
7. Enter the 16-digit unlock code and select **OK**.
8. Re-enter the same unlock code.
9. Select **OK**. The device is unlocked.

LG CE500

1. Turn off the device and insert an AT&T SIM card.
2. Turn on the device.
3. On the idle screen, enter **2945#*7101#**.
4. Select **Settings**.
5. Select **Security**, then **SIM Locks**, then **Network**, then **Deactivate**.
6. Enter the 8-digit unlock code in the Enter NCK Input screen.
7. Select **OK**. The device is unlocked.

LG CU400, CU405

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. Look for the message "Invalid SmartChip."
5. On the idle screen, enter **159753#*#** (this code won't display on the screen).
6. Push 1 to unblock the network.
7. Enter your 8-digit unlock code.
8. Select **OK**. The device is unlocked.

LG CU500, CU500v

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device. "Invalid SmartChip" will display.
4. On the idle screen, enter **159753#*#**.
5. When you see the message "Enter. NCK Remaining: 5" enter the unlock code.
6. Select **OK**. The device is unlocked.



LG Trax CU575

1. Turn off the device and insert a non-AT&T SIM card.
2. Turn on the device.
3. Wait for the "Invalid SIM status" message and enter ***#865625#**.
4. When you see the message "Unlock USIM," Select **1. UNLOCK USIM**.
5. Select **Network Lock**, then enter **NCK**.
6. When you get the message "Remaining: 5.", enter the 16-digit unlock code and select **OK**. This code won't show on the screen.

You'll know your device is unlocked when you see: "Network Unlock Success."

LG A340, CU515, Shine CU720, Shine II GD710, Vu (No Mobile TV) CU915, Vu (Mobile TV) CU920, Xpression C395

1. Turn off the device and insert a non-AT&T SIM card.
2. Turn on the device.
3. On the idle screen, enter ***#865625#**.
4. Select **Unlock SIM**.
5. Select **Network Lock**.
6. Enter the 16-digit unlock code and select **OK**.
7. Re-enter the same unlock code.
8. Select **OK**. The device is unlocked.
9. Power off the device and place the original SIM card back into the device.

LG A7110, Adrenaline AD600, C1300, C1300i, C1500, C2000, CE110, CG180, CG300, CP150, CU320, F2000, F9100, F9200, G4010, G4050, GR700 Vu Plus, GU285, GU295, L1200, L1400, LUU 2100TI, Prime GS390, Phoenix P505, Quantum C900, 1400i, L21G, L33L

1. Turn off the device and remove the AT&T SIM card.
2. Insert a non-AT&T SIM card and then turn on the device.
3. Select **UNLOCK** on the touch screen.
4. Select **OK**.
5. Enter the unlock code.
6. Select **OK**.
7. Re-enter the same unlock code.
8. Select **OK**. The device is unlocked.

LG eXpo GW820, Incite CT810

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device and wait for "The device is locked by a network" or "Invalid SIM message" to display.
4. Enter the following codes:
 - For Incite CT810: **2945#*810#**
 - For eXpo GW820: **2945#*820#**
5. Look for the message "Invalid SIM Network Lock. You are about to SIM unlock your phone. Entering the unlock code incorrectly **10** times will result in the permanent lock of your phone. Continue? Yes or No" and select **Yes**.
6. Enter the 16-digit unlock code.



7. Select **OK**. The device is unlocked.

LG Invision CB630, Neon GT365, Neon II GW370, Xenon GR500

Device unlock steps for an AT&T SIM card

1. Turn off the device and insert an AT&T SIM card.
2. Turn on the device.
3. On the idle screen, enter ***#865625#**.
4. Select **Yes** at the warning message.
5. On the **SIM Unlock** screen, enter the 16-digit unlock code and select **OK**.
6. Re-enter the same unlock code.
7. Select **OK**. The device is unlocked.

Device unlock steps for a non-AT&T SIM card

1. Turn off the device and insert a non-AT&T SIM card.
2. Turn on the device.
3. Select **Unlock**.
4. Select **Yes**.
5. On the **SIM Unlock** screen, enter the 16-digit unlock code and select **OK**.
6. Re-enter the same unlock code.
7. Select **OK**. The device is unlocked.

LG Arena GT950

1. Insert a non-AT&T SIM card.
2. Turn on the device.
3. Select **Unlock**.
4. Enter ***#865625#**.
5. On the **SIM Unlock** screen, look for the message "You are about to SIM Unlock your phone. Select **Yes**."
6. Enter the 16-digit unlock code and select **OK**.
7. Notice the "Unlock successful" message that will appear in a pop-up window.
8. When "Unlock Process Complete: Your phone is unlocked" displays, select **OK**. The device is successfully unlocked.

LG Olivin CF360, CF750

1. Turn off the device.
2. Insert a non-AT&T SIM card.
3. Enter the unlock code provided.
4. Wait for the message "Network Lock Deactivated." The device is now unlocked.
5. Turn the device off.
6. Remove the non-AT&T SIM card.
7. Insert the AT&T SIM card and turn on the device.

LG Encore GT550

1. Turn off the device.
2. Insert a non-AT&T SIM card.
3. Turn the device on and it should display "Phone Restricted."
4. Select **Cancel**. The device will display "Phone Restriction Code."
5. Enter the unlock code provided and select **OK**. The device is unlocked.



6. Turn off the device.
7. Remove the non-AT&T SIM card.
8. Insert the AT&T SIM card and turn on the device.

LG Escape P870, Nitro P930, Thrill P925, Thrive P506

1. Turn off the device.
2. Insert a non-AT&T SIM card.
3. Wait for the message "Enter SIM network unlock PIN."
4. Input the unlock code provided.
5. Select **OK**. The device is unlocked.
6. Turn off the device.
7. Remove the non-AT&T SIM card.
8. Insert the AT&T SIM card and turn on the device.

Microsoft Surface

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 10 tries to unlock your phone. After that, you won't be able to use it with another service provider. Switch the device off.

1. Remove the AT&T SIM card.
2. Insert a non-AT&T SIM card.
3. Switch the device on.
4. Go to the Windows 8.1 Start screen and launch **AT&T AllAccess**.
5. Enter the 8-digit unlock code and tap **Unlock device**. The device is now unlocked.

Motorola

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider. Turn off the device and remove the AT&T SIM card.

1. Insert a SIM card from another wireless provider.
2. Turn on the handset. Allow the phone to fully charge.
3. Enter the unlock code, when prompted.
4. Press **OK**. When complete, the device is unlocked.

Netgear

Netgear Unite Explore

The Netgear Unite Explore can be unlocked two ways:

- Enter the unlock code through the AT&T Wi-Fi Manager.



- Install a non-AT&T SIM card into the Netgear Unite Explore and enter the unlock via the LCD screen.

Enter an unlock code through the AT&T Wi-Fi Manager

1. Access **SIM Security** via the AT&T Wi-Fi Manager page from your connected device.
2. Connect a Wi-Fi device to your mobile hotspot.
3. Go to <http://attwifimanager/> in the connected device's browser. The default sign-in is **attadmin**.
4. From the home page on the AT&T Wi-Fi Manager, select **Settings**, then **Mobile Broadband**, then **SIM Security**.
5. Enter the **8-digit unlock code** to unlock your device.

Install a non-AT&T SIM into the device and enter the unlock via the LCD screen.

1. Remove the back cover and battery.
2. Remove the pre-installed AT&T SIM card and install a non-AT&T SIM card into the device.
3. Insert the battery, replace the back cover, and turn on the device.
4. Tap to unlock the screen.
5. When prompted, enter the 8-digit unlock code.
6. Alternatively, from Home screen go to **Settings**, then **Broadband** and scroll down to **SIM PIN** to enter the **8-digit unlock code**.

Netgear Unite Pro

The Netgear Unite Pro can be unlocked 2 ways:

- Install a non-AT&T SIM card into the device and enter the unlock code through the AT&T Unite Pro Manager page.
- Install a non-AT&T SIM card into the device and enter the unlock code via the LCD screen.

Enter unlock code through the Netgear Unite Pro Manager page

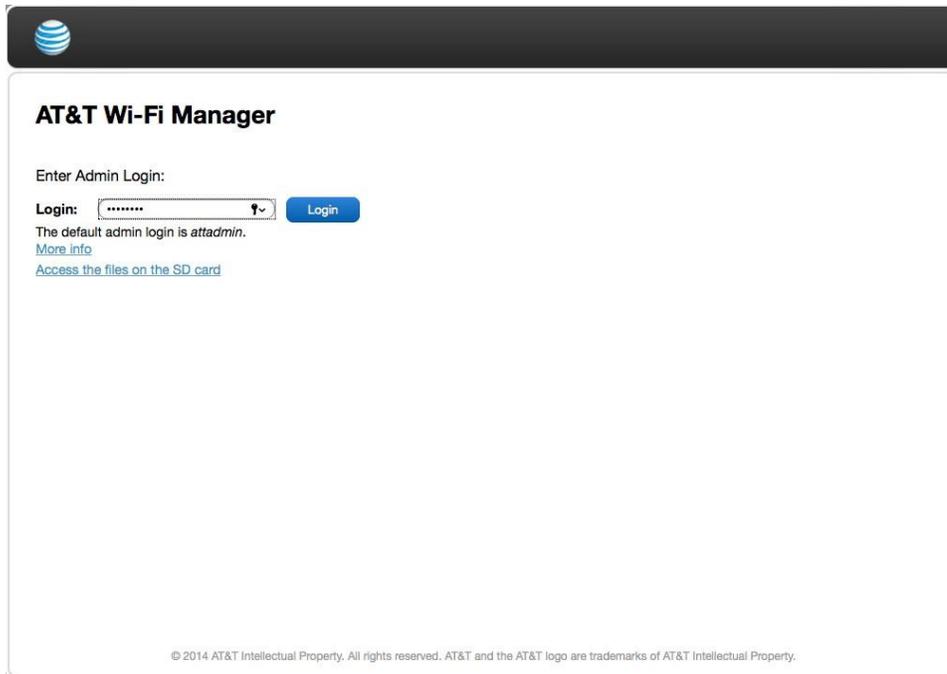
1. Remove the back cover and battery.
2. Remove the pre-installed SIM card and install a non-AT&T SIM into the device.
3. Insert the battery, replace the back cover, and turn on the device.
4. Connect a Wi-Fi device to your mobile hotspot.
5. Go to <http://attunitepro> in the connected device's browser. The default login is **attadmin**.
6. Tap **Enter Unlock Code**.
7. Enter **8-digit unlock code** to unlock your device

Install a non-AT&T SIM into the device and unlock via the LCD screen

1. Remove the back cover and battery.
2. Remove the pre-installed SIM card and install a non-AT&T SIM card into the device.
3. Install the battery and back cover and turn on the device.
4. From the device LCD screen, tap **ALERTS**.
5. When prompted, enter 8-digit unlock code to unlock your device.

Netgear Velocity™ Mobile Hotspot

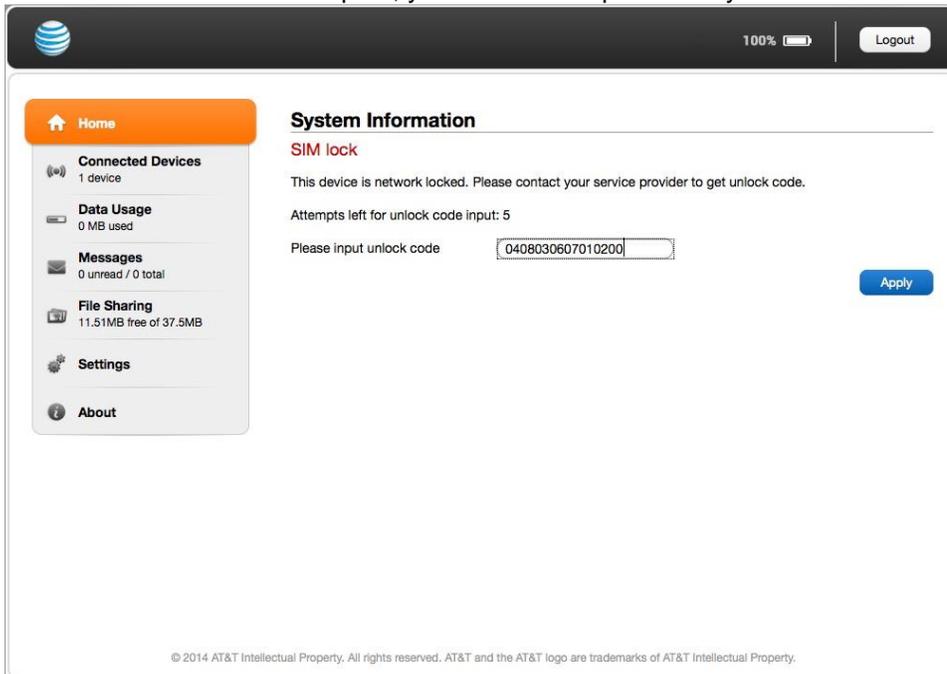
1. Turn on your hotspot and connect to the internet.
2. On your laptop (or other Wi-Fi device), access the AT&T Wi-Fi Manager home page by going to: <http://attwifimanager> or <http://192.168.1.1>.
3. Enter the sign-in credentials (the default is **attadmin**) and select **Login**.



4. Enter the **unlock code** and select **Apply**.

Notes:

- If necessary, contact your service provider for the unlock code.
- If prompted to turn off the LCD screen on your hotspot, press the **Power button** on the hotspot, and then select **OK**.
- Once the unlock code is accepted, your mobile hotspot is ready for normal use.





Nokia

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Nokia E61, E62

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider. Turn off the device and remove the AT&T SIM card.

1. Insert a SIM card from another wireless provider into the phone.
2. Turn on the handset and wait for "Undo request" to display.
3. Press the **#** key.
4. Press the **P** key.
5. Press the **W** key.
6. Press the **+** key.
7. Enter the unlock code.
8. Press the **+** key.
9. Press the **1** key.
10. Press the **#** key. The handset is successfully unlocked.

Nokia C3, E71x

Heads up: You only get 3 tries to unlock your phone. After that, you won't be able to use it with another service provider. Remove the SIM card, then turn on the handset.

Note: A SIM card isn't necessary to perform the unlock procedure; however, if the unlock steps fail without a SIM card, try inserting one.

1. Press the **#** key.
2. Press the **P** key.
3. Press the **W** key.
4. Press the **+** key.
5. Enter the unlock code.
6. Press the **+** key.
7. Press the **1** key.
8. Press the **#** key. The handset is successfully unlocked.

Nokia Lumia 2520

Heads up: You only get 10 tries to unlock your phone. After that, you won't be able to use it with another service provider. Switch the device off.

1. Remove the AT&T SIM card.
2. Insert a non-AT&T SIM card.
3. Switch the device on.
4. Go to the Windows 8.1 Start screen and launch **AT&T AllAccess**.
5. Enter the 8-digit unlock code and tap **Unlock device**. The device is now unlocked.



All other Nokia Lumia models

Heads up: You only get 10 tries to unlock your phone. After that, you won't be able to use it with another service provider. Switch the device off.

1. Remove the AT&T SIM card.
2. Insert a non-AT&T SIM card.
3. Switch the device on. If prompted, enter the **SIM PIN** code.
4. Wait for the **SIM unlock** window to open.
5. Enter the unlock code provided (8 or 20 digits) and press **Enter**.
6. Power the device off.
7. Power the device on. The device is unlocked.

All other Nokia devices (excluding Lumia models)

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider. Turn on the handset.

1. Press the **#** key.
2. Press the ***** key three times (displays a P).
3. Press the ***** key four times (displays a W).
4. Press the ***** key two times (displays a + sign).
5. Enter the unlock code.
6. Press the ***** key two times (displays a + sign).
7. Press the **1** key.
8. Press the **#** key one time. The handset is successfully unlocked.

Palm

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

Palm Treo 750

1. Turn off the device and remove AT&T SIM card.
2. Insert SIM card from another wireless provider.
3. Turn on the device. (If it doesn't automatically turn on, press the red Power button for two seconds.)
4. Look for a prompt for the unlock code.
5. Press and hold **Option** and enter the unlock code.
Note: Do not enter **###** before the unlock code.
6. Select **OK**.

You'll know the device is unlocked when you see "Unlock Code passed."

Palm Pre Plus (P101), Pixi Plus (P121)

1. Turn off your device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.



3. Turn on the device (make sure the device is in wireless mode).
4. Wait for a message to enter your unlock code.
5. Enter the unlock code. The device is now unlocked.

All other Palm devices

1. Turn off your device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device (make sure the phone is in wireless mode).
4. Press the green **Phone** button.
5. Enter * # * # unlock code #.
6. Press **Dial**. The device is now unlocked.

Pantech

Once you receive the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

All Pantech Windows Mobile Devices, Impact P7000

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

1. Turn off the device and remove AT&T SIM card.
2. Insert SIM card from another wireless provider.
3. Power on the device. The device displays "Change SIM" and left soft key is labeled **Unlock**.
4. Press the **left soft key**. A password box appears. Enter the unlock code.
5. Press **OK** (center soft key). The device displays rebooting, then power cycles and is unlocked.

Pantech Breeze II P2000, Breeze III P2030, Breeze IV P2050, Ease P2020, Crossover P8000, Link II P7040, Pursuit P9020, Pursuit II P6010

Heads up: You only get 10 tries to unlock your phone. After that, you won't be able to use it with another service provider.

1. Insert a non-AT&T SIM card into the device.
2. Turn on the device.
3. Select the soft key under **Unlock** on the **SIM LOCKED** screen.
4. Select **Yes** on the **SIM UNLOCK PROCESS** screen.
5. Enter the unlock code and select **OK**.
6. Re-enter the unlock code and select **OK**.
7. Wait until you see the message "UNLOCK PROCESS COMPLETE. Your Phone is Unlocked."
8. Select **OK**. The device is unlocked.

Pantech Burst P9070, Discover P9090, P8010 Easy Experience, P8010 Standard Experience, P9050 Laser, Pocket P9060

Heads up: You only get 10 tries to unlock your phone. After that, you won't be able to use it with another service provider.

1. Insert a non-AT&T SIM card into the device.



2. Turn on the device.
3. Wait for a prompt asking for the **Network Unlock Code**.
4. Enter the 8-digit unlock code.
5. Press **Enter**. The device is unlocked.

Alternate unlock steps

1. Turn on the device with an accepted SIM card.
2. Enter ***#865625#**.
3. Wait for a **SIM unlock** menu to appear and press **OK**.
4. Enter the 8-digit unlock code.
5. Re-enter the 8-digit unlock code.
6. Press **OK** when you see "Unlock Process Complete." The device is unlocked.

Pantech C810 Duo, C820 Matrix Pro, P4100 (including OS 4.0), P5000 Link2, P6020 Swift, P6030 Renew

Heads up: You only get 10 tries to unlock your phone. After that, you won't be able to use it with another service provider.

1. Turn off the device and remove the AT&T SIM card.
2. Insert the SIM card from another wireless provider.
3. Turn on the device and let it fully load. You will see this message:
"SIM Locked. An incorrect SIM is being used. Only Emergency calls can be dialed."
4. Select **Unlock**.
5. When you see "SIM Unlock Process. You are about to SIM Unlock. More than 10 unsuccessful attempts will lock the phone. Continue?", select **Yes**.
6. Wait for this message: "Enter the Unlock Code. Unlock Attempt: 1 of 10."
7. Enter the 8-digit unlock code, and then select **OK**.
8. Wait for this message: "Reenter the Unlock Code. Unlock Attempt 1 of 10."
9. Use the same 8-digit unlock code that was entered in the previous screen. Then, select **OK**. This completes the SIM unlock process.
10. Select **Yes** to go into idle screen.

All other Pantech devices

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

1. Insert AT&T SIM card.
2. Turn on the device.
3. Enter ***#865625#** at the idle screen.
4. Look for the message: "SIM unlock process."
5. Press **Yes** (left soft key).
6. Enter the unlock code and press **OK** (center soft key).
7. Re-enter the unlock code and press **OK**. The device is unlocked.



PCD

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device:

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

1. Turn off the device and remove the AT&T SIM card.
2. Insert the SIM card from another wireless provider.
3. Turn on the handset.
4. With the device in Portrait mode, select the Phone icon.
5. Wait until you see the message: "To unlock SIM enter unlock code correctly. Entering incorrect code Five (5) times results in the permanent locking of your phone continue?"
6. Enter the 15-digit unlock code and select **Done**.
Note: If you enter an incorrect code, you'll see "Incorrect Lock Code or Incorrect Unlock Code Try Again."

Samsung

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

Samsung Galaxy S5 and newer models

1. Power off the device and insert a non-AT&T SIM card.
 - If your SIM card slot is located under the battery, remove the battery.
2. Power on the device with non-AT&T SIM.
 - For devices with removable battery, insert the battery back into the device. Wait for the message: "Enter the device unlock code."
3. Enter the unlock code.
4. Press **OK**.

Samsung A107, A117, A137, A167, A177, A197, A227, A237, A257, A437, A517, A637, A657, A707, A717, A727, A737, A777, Access A827, C417, Eternity A867, A197, Flight A797, GT-i9020, GT-i9250, Mythic A897, Propel A767, Rugby A837, Solstice A887, SLM A747, T319, T339, X427, X497, Z105, Z107

1. Turn off the device and remove the SIM card.
2. Turn on the device without a SIM card.
3. Press **Dial** (may not be required).
4. Enter **#7465625*638***, the unlock code, and **#**.

Note: After the first *, the rest of the sequence won't show on the screen.

You'll know the device is unlocked if you see either "Network Lock Deactivated" or "Not Yet Personalized" (which means your device was already unlocked).



Samsung A516, BlackJack i607, Epix i907, Focus i937, i437, i437P, Propel Pro i627, Rugby III A997, ZX10, ZX20

1. Turn on the device with a SIM card from another provider.
2. On the **Network Lock** screen, enter **#7465625*638***.
3. Enter the unlock code and press **OK** (left soft key).
4. If the device is still locked, try to unlock the device with a non-AT&T SIM card and enter **#7465625*638***, the unlock code, and **#**.

You'll know your device is unlocked when you get this message: "Network Lock Deactivated."

Samsung A127, C207, D307, D347, D357, D407, D807, E316, N625, X507

1. Turn off the device and remove the SIM card.
2. Turn on the device.
3. Enter **#0111***, the unlock code, and **#**. The device powers off and back on.

Samsung ATIV Smart PC Tablet XE500T1C-HA1US, XE700T1A

1. Turn off the device and remove the AT&T SIM card.
2. Insert a card from another wireless provider.
3. Turn on the device.
4. Tap the **AT&T AllAccess** tile in the start screen.
5. Enter the unlock code when prompted and select **unlock device**.

Samsung Gear Watches

Heads up: These devices are already unlocked so they don't require an unlock code.

If you move your wireless service from AT&T to another provider, be sure to also move your watch's service to your new provider. Contact your new provider to set up service. Activation may not be possible if there are any issues with your previous account or provider.

Keep in mind you won't be able to change the provider on the watch menu. To switch the provider, follow these steps:

1. Factory reset the watch.
2. Repair your watch with a primary handset.
3. Go through the setup process.
4. Enter the new provider when prompted to activate the watch.

Sharp

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

1. With the device powered off, insert a non-AT&T SIM.
2. Turn on the device. The screen will display "Invalid SIM and Network Lock."
3. Select **Unlock** on the bottom left of the screen.



4. Select **Yes** on the **SIM Unlock Process** screen to continue.
5. Enter the 15-digit unlock code and select **Done** on the bottom left of the screen.
6. Wait for the success message "Unlock Completed and Device Unlocked."
7. Press **OK** for the normal start-up procedure of the device.

Siemens

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

Siemens S40

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. Enter ***#9103**, then the unlock code. The device is successfully unlocked.

Siemens S66

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. Enter ***#0000***, then the unlock code. The device is successfully unlocked.

All other Siemens devices

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. Enter the unlock code when prompted. The device is successfully unlocked.

Sonim

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Sonim XP1520, XP5600-A-R0, XP5560-A-R4, XP5560-A-R5, XP5700, XP6700, ExHandy 08

Heads up: You only get 10 tries to unlock your phone. After that, you won't be able to use it with another service provider.

1. Turn off your device and remove the AT&T SIM card.
2. Insert a non-AT&T SIM card into the device.
3. Turn on the device.



4. Enter the unlock code when prompted.
5. Select **Unlock**.

You'll know the device is unlocked when you see "SIM Network unlock successful."

Sony & Sony Ericsson

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

Sony Ericsson Xperia Play 4G, Xperia X10, Experia ION LT28at, Experia TL LT30at, Tablet P (SGPT211US)

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. When the device displays "Invalid SIM," enter the unlock code

Sony Ericsson Z500

You don't need a SIM card to unlock a Z500.

1. Turn on the device.
2. When you see "Insert SIM", press and hold the left arrow (<) button.
3. At the same time, press the star (*) button twice.
4. Press the left arrow (<) button.
5. After the phone briefly displays: "Personalized with MNC2" or "Personalized with MNC3," wait approximately 3 seconds. You'll see "Network" and a picture of a closed lock.
6. Press **Select**. The device will show "Unlock (Net) 5 and NCK."
7. Enter the SIM unlock code.
8. Press **OK**. The device will show "Network unlocked" and then "Insert SIM" when it's unlocked.

Sony Ericsson W518a, W580i, C905A, S710A, T226, T290A, T62U, T68M, Vivaz U5at, W300i, W350A, W600i, W760a, W810i, Z300a, Z310a, Z520a, Z525, Z750a

1. Turn off the device and remove the AT&T SIM card.
2. Turn on the device without a SIM card.
3. Press the left arrow (<) button once.
4. Press the star (*) button twice.
5. Press the left arrow (<) button.
6. When the device shows "Personalize with MNC2," enter the unlock code.

Sony GC82, GC83, T306, T616, T637, T237, J220a

1. Move the joystick to the left once.
2. Enter ** (press the star key twice).
3. Move the joystick to the left once again to enter the personalized menu.
4. Choose **[Network]** and press **select**.
Note: If given an option, select **MC2**.
5. Enter the unlock code.



All other Sony and Sony Ericsson devices

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. Press and hold the left arrow (←) button.
5. At the same time, press the star (*) button twice.
6. Press the left arrow (←) button.
7. When the screen shows “ME Lock,” wait approximately 3 seconds to see “Network” and a picture of a closed lock.
8. Press **Yes**. The device will then show: “Unlock?”
9. Press **Yes**. When the device shows “Enter NCK,” enter the SIM unlock code.
10. Press **Yes**.

You'll know the handset is unlocked when you see “Network” and a picture of an open lock for 3 seconds. The screen will then show the main display.

TCT Mobile

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

1. Turn off the device and remove the AT&T SIM card.
2. Insert a SIM card from another wireless provider.
3. Turn on the device.
4. Enter your SIM network unlock PIN when prompted.
5. Press **OK**. The device is unlocked.

ZTE

Once you get the email confirming AT&T approved your unlock request, follow these instructions to unlock your device.

Heads up: You only get 5 tries to unlock your phone. After that, you won't be able to use it with another service provider.

1. Insert a non-AT&T SIM card.
2. Turn on the device.
3. Wait for this message: “Phone locked. Please insert a valid SIM card.”
4. Select **Unlock** (left soft key).
5. When you see “Please enter network unlock code (16 digits). Remaining: X,” enter the 16-digit unlock code.
6. Select **OK** (left soft key).
7. Select **OK** to reset the device.