AT&T Device Unlock Instructions

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.

Acer
Alcatel
Amazon
Apple
Asus
AT&T
Audiovox
Blackberry
Dell
Garmin
Google
HP
LG
Microsoft
Motorola
Netgear
Nokia
Palm
Pantech
PCD
Samsung
Sharp
Siemens
Sonim
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.

   ![AT&T Wi-Fi Manager Login](image)

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.”
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.
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.
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, F7200, F9100, F9200, G4010, G4050, GR700 Vu Plus, GU285, GU295, L1200, L1400, LUU 2100T1, 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&TAllAccess**.
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 card into the device and enter the 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. 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 card 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 All Access.
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.

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**.
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.


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).
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, XP5600-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.
   **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.