



## NETWORK UNLOCKING YOUR MOBILE

### Step by Step



#### To Begin (all Nokias)

- Insert Virgin Mobile SIM
- Power on
- Press the '#' key once (# will display on the phone screen)
- Press the '\*' key three times quickly (#p will display on the phone screen)
- Press '\*' key four times quickly (#pw will display on the phone screen)
- Press '\*' key two times quickly (#pw+ will display on the phone screen)

#### ... and then: (2100/3315)

- Enter the 10 digit unlock password (#pw+ 10 digit unlock password will display on screen)
- Press '\*' key two times quickly (#pw+ 10 digit unlock passcode + will display on the screen)
- Press '1' key once
- (#pw+ 10 digit unlock passcode +1 will display on the screen)

#### ... and then: (1100/3100/3120/3200/3220/6610i/6020/6030)

- Enter the 15 digit unlock password (#pw+ 15 digit unlock passcode will display on screen)
- Press '\*' key two times quickly (#pw+ 15 digit unlock passcode + will display on the screen)
- Press '1' key once
- (#pw+ 15 digit unlock passcode +1 will display on the screen)

#### To Complete (all Nokias)

- Press '#' (SIM Restriction OFF will appear on screen for 1 second)
- The handset is now unlocked

#### Nokia Error Messages

**Code error** – appears if the unlock password entered is incorrect. You need to go through the whole process again, ensuring you enter the correct 10-digit code.

**SIM was not restricted** – appears if the handset has not been locked to a network. You should be able to use any SIM card in this handset.

**Not allowed** - If you have tried to unlock the phone 5 times with an incorrect password any further attempts to unlock the phone will generate this message. The phone will need to be electronically unlocked at a Nokia service centre. In special circumstances (eg: if we provided an incorrect code), Virgin Mobile will organise and pay for this, otherwise it is to be done at the customer's own expense.



#### A2618, T230, T290, Z200, T610, T630

- Insert non-Virgin SIM card
- LEFT ARROW \* \* LEFT ARROW
- The phone will then display a Network Lock and a Network SUB lock
- Select Network lock
- Enter in the NCK code as phone requests



**J300i, K500, K700i and J210.**

**BEFORE sending actions to SAVE – determining which code is needed:**

- Insert non-Virgin SIM card
- Joystick LEFT \* \* joystick LEFT
- The phone will then display a Network Lock, Network SUB lock and ESL
- Ask customer to tell you which of the three options has a CLOSED padlock next to it
- Use the escape key, bent arrow at top left of key pad, to exit.
- Send a new action to save clearly stating which of the 3 options has the closed padlock: Network Lock, Network SUB lock or ESL

**AFTER getting the correct code from SAVE:**

- Insert non-virgin sim
- Joystick LEFT \* \* joystick LEFT
- Select the option that has the CLOSED padlock next to it
- There will then be 2 options, MNC1 & MNC2 select the 1<sup>st</sup> option MNC1
- Enter code provided by SAVE
- Press OK



**T180/190/300, V171/V220V/3**

- Insert non-Virgin Mobile SIM
- Handset will respond with *Invalid SIM / Please enter special code*
- Enter unlock code
- Code may take 24 hours to register



**GD35**

- Insert non-Virgin Mobile SIM
- Enter 746
- Press menu key (top right hand)
- Press menu key again
- Scroll to Sub Network
- Press menu key
- Enter unlock code
- Press menu key (O.K)



**Savvy**

- Insert non-Virgin Mobile SIM
- Handset will respond with *NCSK*
- Enter unlock code

## SIEMENS

### A35/55/65

- Turn phone on without any SIM
- Message will be 'Enter SIM card'
- Enter Unlock code as \*#0000\*12345678# (for A55/65) or \*#0004\*12345678# (for A35) where '12345678' is the 8-digit unlock code
- 'Please Wait' message will appear, followed by 'Net.Subset Code' or 'Network Lock detected'
- Phone can now be switched off and new SIM entered
- If the wrong code is entered, error message 'Invalid Entry' will appear



### C1100

- Enter code into the main screen 2945#\*1201#
- Clear back to the main screen
- Go to the menu, then Settings
- Go to the Security settings
- Go to Sim Locks
- Go to Network subset
- Deactivate OK
- Enter unlock code from care and press OK
- Phone screen will display DONE

### C3310

- Enter code into the main screen 2945#\*7101#
- Clear back to the main screen
- Go to the menu, then Settings
- Go to the Security settings
- Go to Sim Locks
- Go to Network or Network subset
- Deactivate OK
- Phone will display "Enter NSCK" - enter unlock code from CM and press OK
- Phone screen will display DONE

### KG 225

- From Idle screen, type in: 2 9 4 5 # \* 1 2 0 1 # (This will then all disappear from the screen)
- Press the left soft key to Select MENU
- Scroll to SETTINGS and press OK
- Scroll to SECURITY SETTINGS and press OK
- Scroll to SIM LOCKS and press OK
- Press OK at NETWORK
- Press OK at DEACTIVATE
- Phone will display "Enter NCK"
- Enter the lock code to unlock the handset



### M315

- Insert non-Virgin Mobile SIM
- Handset will then ask for a network code
- Enter 8 digit network code
- Press OK
- *After three attempts to enter unlock code the handset will lock the user out for 24 hours*



#### **MYX6-2**

- Put non-Virgin sim in phone
- Phone will display "simlocked"
- Enter Code (supplied via Virgin)
- Phone will display "sim locked" and \*\*\*\*\*
- Press OK
- Phone Unlocked



#### **X200**

- Insert non-Virgin SIM
- Enter #0111\*CODE#, where 'CODE' is to be replaced with the unlock code