

Our instructions are GLOBAL instructions for all unlocking services. Instructions about unfreeze are meant for people who have purchased a FACTORY SAMSUNG GENUINE UNLOCK CODES service, which include UNFREEZE code. If you have purchased a carrier unlock code (from you network provider): this service does not include UNFREEZE code. If you have FREEZED your phone, the unlock network code won't help to unfreeze, only unfreeze code will reset freezed phones.

Step 1: Determine the lock level of your Samsung

If you have ordered unlock codes from our website, you will have been pleased to see that every possible unlock code has been emailed to you.

The unlock codes emailed to you will look something like this:

Unfreeze: 12345678 NCK: 12345678 SCK: 12345678 SPCK: 12345678

Most networks only lock their Samsung handsets with the NCK lock enabled. Therefore you should only need to use this code when following the input instructions (see step 2). However some networks will have dual locks in place (whereby the NCK and another lock is enabled) or they may have just an alternative lock level such as SCK or SPCK.

It is best practice to be 100% sure which lock level is present on your handset, to do this follow these instructions:

Enter the following code into your handset while it is turned on and connected to its locked network.

By this we mean the connected to the network your handset is locked to (if you are locked to Orange, insert an Orange SIM card into your handset)

Once connected, enter this code: `*#7465625#`

A menu will be displayed that will resemble the following...

1. [xxx] Network lock
2. [xxx] Subset lock
3. [xxx] SP lock

(xxx = Value ON or OFF)

If only the Network lock is displayed saying ON then you will only need to use the NCK code with the instructions below. If you see the Subset lock value as ON then you will need the SCK code and if you see the SP lock value as ON you will need the SPCK code.

The unfreeze code we send you should only be needed if:

- (a) You accidentally freeze your handset by entering too many incorrect codes or not following our unlock instructions accurately.
- (b) Your handset displays the 'phone freeze' message whenever an alternative network SIM card is inserted into your phone prior to it being unlocked.
- (c) You see the 'return for service' message.

Now you know the correct lock level of your handset and thus the correct code required for input, you may continue...

NB: If your handset does not accept the code to locate your lock level, simply move straight on to step 2 of this guide...

Step 2 : Input Instructions

Model : Samsung 3G handsets, Zxxx & Dxxx, A707, U900 Series

- 1- Switch ON your phone with a non accepted SIM Card,
- 2- Compose: #7465625*638*CODE# (or *#7465625*638*CODE#)

Model : Samsung Z105 & Z107

- 1 - Switch ON your phone with a not Accepted SIM Card,
- 2 - Compose : #7465625*638*CODE#

Model: Samsung i616 Jack or Blackjack2 from Fido Canada

1. Power ON your phone with a FIDO SIM Card that the phone is locked to
2. Type #7465625*638*
3. Network Lock Screen appear, enter UNLOCK CODE
4. Device is now unlocked

Model: Samsung A767 (Propel), A437, T459 (Gravity):

- 1 - Power on without SIM
- 2 - Type in #7465625*638*Unlock code# (8 digit unlock code*)
- 3 - Device should say: "Network Lock Deactivated"
- 4 - Phone may automatically reboot

Model: Samsung SGH-T459 (Gravity):

1. Power on without SIM
2. From the standby screen, use the dial pad to enter the number sequence
3. Type in #7465625*638*Unlock code# (8 digit unlock code*)

4. Device should say: "Network Lock Deactivated"

Model: Samsung i900 / Omnia

- 1 - Switch ON your phone with a NON Accepted SIM Card,
- 2 - Enter the pin code of this refused Simcard
- 3 - Device is now asking for another pin code
- 4 - Then enter the Unlock Code !

Model: Samsung Zxxx, Dxxx, Pxxx, T139 & F490 (ex : Z140, D520, P200, etc...)

- 1 - Switch ON your phone with a not Accepted SIM Card,
- 2 - Compose : #7465625*638*CODE#

Model: Samsung Z510 et Z320i et Z650i :

- 1 - Switch ON your phone with a not Accepted SIM Card,
- 3 - Compose **CODE#

Model : Samsung i450, i560 & i8910

- 1 - Switch ON your phone without SIM Card,
- 2 - Compose #PW+CODE+1#

The letter P appear after press 3 times quickly the button star (*)

The letter W appear after press 4 times quickly the button star (*)

The letter + appear after press 2 times quickly the button star (*)

Model : Samsung i780

1. Insert an unaccepted SIM card
2. Enter the pin code to SIM card
3. At the top of screen an "exclamation mark" icon will appear
4. Click on "exclamation mark" icon
5. There will appear link "settings" - click on it
6. Virtual keyboard appears on screen with Enter PIN prompt.
7. Enter your 8-digit unlock code.

Model : Samsung i900

1. Insert an unaccepted SIM card
2. Enter the pin code to SIM card
3. At the top of screen a "lock" symbol with the letters NET will appear
4. You will also be presented with the options "OK"; "Dismiss"
5. Press the "OK" option
6. Virtual keyboard appears on screen (the "Enter PIN" prompt may or may not appear).

7. Enter your 8-digit unlock code.
8. Your phone is now unlocked

Model : Samsung SGH-P207:

1. Reset to original factory setting by typing *2767*3855#, your phone will reboot
2. Then insert a sim card that is from another network that your phone is not locked to.
3. An Wrong sim message will come up on the screen
4. When message appears type in* #9998*3323#
5. At this time a white screen will appear which says "exit"
6. Tap the right soft key, (occasionally it will not go to the next screen, if so press the down key)
7. From the menu that appears scroll down to the malloc Fail option, this will reboot, and normal service screen will appear.
8. Then type *0141# and press the green call key, Personalized will appear on the screen, and the name of the current sim card provider will appear on the screen.
9. Turn phone off, and then turn on
10. Go to menu by tapping left soft key, then settings in bottom right hand corner, then choose option number 7 security, then choose option number 6 Sim Lock, select option 1 disable
11. Then enter 00000000 (eight zeros), the message will come up sim lock disabled with a check mark, your phone is now unlocked to use with other carriers.

Model : All others Samsung

- 1 - Switch ON your phone with a not Accepted SIM Card,
- 2 - Phone will ask for "Password",
- 3 - You can now enter the Unlock Code we send to you.

OR (if phone show "Insert Correct SIM Card")

- 1 - Switch ON your phone with a not Accepted SIM Card,
- 2 - Compose : #0111*CODE#

OR

- 1 - Switch ON your phone with an unaccepted SIM Card,
- 2 - The Phone will then ask for the Code or Password
- 3 - You can now enter the Unlock Code we sent to you.

Step 3: Trouble Shooting

If your handset freezes for whatever reason and displays the 'Phone Freeze' or 'Return for Service' message then you will need to use the unfreeze code that was issued with your unlock codes.

Below you will see a list of instructions for entering the unfreeze code into different models of Samsung handsets.

Choose the handset instructions closest to your own model if it is not directly available. (i.e. if you have a Samsung i900, consider using the Samsung F480 unfreeze instructions).

NB: Unfreeze instructions are given as an added bonus to your unlock service. This is not the service you purchased and therefore it is provided free of charge.

Reasons for "Phone Freeze"

1. Inputting the unfreeze code rather than the unlock code into your handset.
2. Following the incorrect input procedure for your handset (these must be followed 100% correctly).
3. Handset automatically displaying "Phone Freeze" when an unaccepted SIM card is inserted into the handset, however when the accepted SIM card is inserted, the handset works fine.

Unlocking the phone when in "Phone Freeze"

In order to unlock your handset when the phone is frozen, you need to have access to the handset keypad.

Please note the following information is not provided with any guarantee or warranty of success as the unfreeze codes we provide are issued free of charge as an added bonus with certain Samsung unlocking services.

Option 1 (usually used with keypad Samsungs - U900 etc)

While an unaccepted SIM card is inserted
Enter the unfreeze code
Hit OK (either the left soft key, or in the middle of the touch-field)
Your handset may or may not display an unfreeze message
Now enter your unlock code (see step 1 above to determine this)
The phone should now unlock

or

Option 2 (usually used with touch screen Samsungs - F480 etc)

With Original SIM card in handset
Enter #7465625*638*UNFREEZE CODE
Phone Unfrozen
Input unaccepted SIM card into handset
Enter #7465625*638*UNLOCK CODE#
Your Phone should now unlock

or

Option 3 (possible with any Samsung handset)

While an unaccepted SIM card is inserted

Enter unfreeze code

Hit OK

Enter unlock code

Your phone should now unlock

Please note once again, these instructions for frozen handsets are used at the owners risk.

Unfreeze codes are supplied as a bonus for certain Samsung services and we make no warranty or guarantee of their success.

If in doubt, our customers may wish to have their handset manually unfrozen by a local independent mobile phone specialist before returning to use the unlock code we provided which is 100% accurate for your handset.