

## Unlocking your Phone

Select your phone from the list of phone manufacturers below:

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[Apple](#)

[BlackBerry](#)

[Doro](#)

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Select your modem from the list of modem manufacturers below:

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## Unlock your Alcatel phone

Follow the steps below to unlock your Alcatel phone.

Please note that it can take up to 14 working days to get your Alcatel unlock code.

### Unlock Instructions

- Enter a SIM card from another network in to the phone.
- Enter the PIN for the SIM Card if you are asked.
- You will be prompted to enter the unlock code.
- Enter the unlock code and restart the phone to complete the unlock process.

### Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your Apple iPhone

Follow the steps below to unlock your Apple phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 3 working days to get your Apple unlock code.

### Unlock Instructions

Using a SIM card from another network

- Insert the SIM card.
- Turn on the phone.
- Connect your iPhone to iTunes.
- A message will appear saying that your phone has been unlocked.

Using your Three SIM card

- Power on your phone.
- Connect your phone to iTunes.
- Click Restore

- Select Back-up. This will ensure you do not lose any of your information stored on the iPhone.
- Restore your iPhone
- When your iPhone is restored it will be unlocked.

## Errors

If you do not get a message to say that your phone has been unlocked make sure you have an Internet connection.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your BlackBerry®

Follow the steps below to unlock your BlackBerry® phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 14 working days to get your BlackBerry® unlock code.

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

## Q10, Z10

- Go to Settings.
- Select Options.
- Select SIM Card.
- Select Unlock Network.
- Enter the unlock code.

**9720, Bold 9000, Bold 9700, Bold 9780, Bold Touch 9900, Curve 8520, Curve 8900, Curve 9320, Curve 9380, Storm 2 9520**

You don't need to have your Three SIM card in the phone.

- Turn on the mobile phone.
- Go to Settings.
- Go to Options.

- Go to Advanced Options.
- Go to SIM Card.
- Type MEPD using the BlackBerry® keyboard. You will not see any text appear on the screen while typing.
- Type MEP2 (MEP then [ALT BUTTON] then 2). You will not see any text appear on the screen while typing.
- You will be prompted to enter the unlock code.
- Enter the code and press trackball to confirm.

Turn off your phone and turn it back on again - your phone is now unlocked.

### **Curve 9360**

- Go to Settings.
- Select Options.
- Select Device.
- Select Advanced System Settings.
- Select Sim Card.
- Type MEPD using the Blackberry keyboard. They will not see any text appear on the screen.
- Hold down the ALT key and type MEPE on the Blackberry keyboard. You will not see any text appear on the screen.
- You will be prompted to enter the Network Unlock Code.
- Enter the code and press Enter.

Turn the phone on and off to complete the unlock process.

### **Pearl 8220, Pearl 3G 9105**

- Turn the phone on.
- Make sure the Wireless option is off.
- Go to Settings.
- Go to Options.
- Go to Advanced Options.
- Go to SIM Card.
- Type MEPPD using the BlackBerry® keyboard. You will not see any text appear on the screen while typing.
- Type MEPP2 (MEPP then [ALT BUTTON] then 2). You will not see any text appear on the screen while typing.
- You will then be prompted to enter the unlock code.
- Enter the unlock code.

Turn off your phone and turn it back on again - the phone is now unlocked.

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## Unlock your Doro phone

Follow the steps below to unlock your Doro phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 7 working days to get your Doro unlock code.

### Unlock Instructions

- Enter a SIM card from another network in to the phone.
- Enter the PIN for the SIM Card if you are asked.
- You will be prompted to enter the unlock code.
- Enter the unlock code and restart the phone to complete the unlock process.

### Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your HTC phone

Follow the steps below to unlock your HTC phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 14 working days to get your HTC unlock code.

### Unlock Instructions

All HTC phones are unlocked in the same way.

- Enter a SIM card from another network in to the phone.
- Enter the PIN for the SIM Card if you are asked.
- You will be prompted to enter the unlock code.
- Enter the unlock code and restart the phone to complete the unlock process.

### Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your Huawei phone

Follow the steps below to unlock your Huawei phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 14 working days to get your Huawei unlock code.

### Unlock Instructions

All Huawei phones are unlocked in the same way.

- Enter a SIM card from another network in to the phone.
- Enter the PIN for the SIM Card if you are asked.
- You will be prompted to enter the unlock code.
- Enter the unlock code and restart the phone to complete the unlock process.

### Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your LG phone

Follow the steps below to unlock your LG phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 14 working days to get your LG unlock code.

### LG Optimus Instructions

- Start the device.
- Dial 2945#\*540#.
- Enter your unlock code.
- Click **Unlock**.

## LG Optimus ME Instructions

- Start the device.
- Dial 2945#\*350#.
- Enter your unlock code.
- Click **Unlock**.

## Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your Motorola phone

Follow the steps below to unlock your Motorola phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 14 working days to get your Motorola unlock code.

## Unlock Instructions

All Motorola phones are unlocked in the same way.

- Enter a SIM card from another network in to the phone.
- Enter the PIN for the SIM Card if you are asked.
- You will be prompted to enter the unlock code.
- Enter the unlock code and restart the phone to complete the unlock process.

## Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your Nokia phone

Follow the steps below to unlock your Nokia phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 3 working days to get an unlock code for a non-Lumia Nokia.

Please note that it can take up to 14 working days to get an unlock code for a Lumia Nokia.

### Lumia Phones

There are different unlocking instructions for Windows 7 and Windows 8 devices. Please use the relevant instruction for your device.

You can check your Operating System by going to Settings then About and then More Information.

Windows 7	Windows 8
<ul style="list-style-type: none"><li>• Make sure your Three SIM is in the phone.</li><li>• Turn on the phone and enter your PIN if you use one.</li><li>• Enter ##782# and press Call.</li><li>• You will be prompted to enter the unlock code.</li><li>• The phone will say PIN ACCEPTED.</li><li>• Your phone is now unlocked!</li></ul>	<ul style="list-style-type: none"><li>• Insert a SIM from another network.</li><li>• Turn on the phone and enter the SIM Card PIN if asked.</li><li>• You will be prompted to enter the unlock code.</li><li>• If not, dial ##7820# and press Call.</li><li>• Enter the unlock code.</li><li>• The phone will say PIN ACCEPTED.</li><li>• Your phone is now unlocked!</li></ul>

If you enter the code and get a Code Error message when you are trying to enter the unlock code:

- Check that you have entered the code correctly.
- Make sure you are following the instructions exactly.

### All Other Nokias

- Turn on your mobile and enter your PIN number (if you use one).
- Make sure your Three SIM card is in your phone.
- With your phone in standby by mode enter the following: #PW+Unlock code+1#

To get P press the \* key 3 times.

To get W press the \* key 4 times.

To get + press the \* key 2 times.

If you enter the code and get a Code Error message when you are trying to enter the unlock code:

- Check that you have entered the code correctly.
- Make sure you are following the instructions exactly.

## Issues

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your Palm Phone

Follow the steps below to unlock your Palm phone.

[If you don't have your unlock code click here to request it now.](#)

### Unlock Instructions

Please note that it can take up to 21 working days to get your Palm unlock code.

- Insert a Non-Three SIM card into your phone.
- Turn on the phone.
- Insert your PIN code if requested.
- When the phone turns on you will be prompted to 'enter unlock code'.
- Enter the code you were given by Three to unlock the phone.
- Your phone is unlocked and may reboot.

## Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your Samsung phone

Follow the steps below to unlock your Samsung phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 14 working days to get your Samsung unlock code.

## Unlock Instructions

All Samsung phones are unlocked in the same way.

- Enter a SIM card from another network in to the phone.
- Enter the PIN for the SIM Card if you are asked.
- You will be prompted to enter the unlock code.
- Enter the unlock code and restart the phone to complete the unlock process.

## Errors

If you enter the code and get an error message:

- Check that you have entered the code correctly.
- Make sure you are following the instructions exactly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock your Sony Ericsson phone

Follow the steps below to unlock your Sony or Sony Ericsson phone.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 14 working days to get your unlock code.

## Unlock Instructions

All Sony or Sony Ericsson phones are unlocked in the same way.

- Enter a SIM card from another network in to the phone.
- Enter the PIN for the SIM Card if you are asked.
- You will be prompted to enter the unlock code.
- Enter the unlock code and restart the phone to complete the unlock process.

## Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Modems

### Unlock your Huawei Modem

Follow the steps below to unlock your Huawei modem.

[If you don't have your unlock code click here to request it now.](#)

Please note that it can take up to 14 working days to get your Huawei unlock code.

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

#### **E173, E1752C, E3131, E353 or E355**

- Go to [www.three.ie/broadband-unlock](http://www.three.ie/broadband-unlock) and save Three Broadband Unlock to your Desktop
- Plug the modem to your computer.
- Double click on the Three Broadband Unlock icon on your Desktop.
- You will be prompted to enter your unlock code.
- Enter the code you were given by Three to unlock the modem.
- The display will then tell you Unlock Successful.

If you get the message, "Data Card Not Found" please check that your modem is fully plugged into your computer and the modem light is on.

\* Huawei Modems can only be unlocked on a Window Operating System. For Mac users please unlock on a Windows machine.

#### **Hotshot**

Insert a SIM Card from another network in to the modem.

Connect the modem to your computer and type <http://192.168.1.1> into the address bar.

Log in as usual and click:

- Settings
- Dial Up
- Unlock SIM Card.

Enter your unlock code where it say SIMLOCK Code.

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## Unlock an Option Globesurfer Router

Follow the steps below to unlock your Option router.

[If you don't have your unlock code click here to request it now.](#)

### Unlock Instructions

Please note that it can take up to 14 working days to get your Option unlock code.

- Open your Internet Browser and type 168.1.1 into the address bar.
- Login to the Router Homepage as normal.
- From the top link bar click on
- Then from the next set of headings click onSIM Setup.
- On the top right of the next page select Unlock Device.
- In the box provided enter the unlock code provided by Three and click

### Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock a Sierra Wireless Modem

Follow the steps below to unlock your Sierra Wireless modem.

[If you don't have your unlock code click here to request it now.](#)

### Unlock Instructions

Please note that it can take up to 7 working days to get your Sierra Wireless unlock code.

- Insert a SIM card from another network in to your modem.
- Plug your modem in to your computer.
- Open the Three Broadband Connection Manager.
- You will be prompted to enter your unlock code.
- Enter the code you were given by Three to unlock the modem.

## Errors

If you get an error message when entering the unlock code double check that you have entered the code correctly.

On the rare occasion that the Unlock Code should fail to unlock your device, have a read of our [Unlock Code Failure Process](#), which outlines the next steps that you should take.

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## Unlock Code Failure Process

### What happens if I receive my Unlock Code and it doesn't work?

If the Unlock Code doesn't work then contact [Three Customer Care](#). We will assist you by talking you through how to input the code into your device.

If unsuccessful the Three Care agent may direct you to bring the device to your nearest Three Store to get the device unlocked.

Should the store be unsuccessful in unlocking the device using the code provided, the store will have the device sent to our repair partner to get the device unlocked. The device will be unlocked and returned back to the same Three store.

If we are unable to unlock the device, we will arrange to either replace the mainboard or provide an alternative device. This service will be provided free of charge whether the device is inside or outside warranty.

The Three Store and our Repair Partner will also check for signs of physical or liquid damage. If the device has physical or liquid damage, then you may have to pay a charge to have this damage repaired before an unlock can be attempted.

If the device has a non-approved manufacturer operating system e.g. Rooted/Jailbroken the unlock will not be able to be completed by Three and the device will be returned locked.

Prior to us arranging for your device to be unlocked, you should ensure that you back-up or otherwise store separately any of your information or other data on the device which you may require, as this may be lost during the device unlocking process. We are not responsible for any information or other data which may be lost during the device unlocking process.

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