



Unlocking Procedures

Handset Model	Unlocking Process
Sony Ericsson (Excludes X10 & Elm)	<ol style="list-style-type: none">1. Insert SIM (3 USIM ONLY)2. From the keypad enter < * * < (< means press left on the navigation key) <div data-bbox="1036 564 1576 1010"></div> <p data-bbox="581 1045 1463 1115">Note: So you will need to click left then * * and left again to get the Personalise Menu. When there is a jog dial on the handset (SE M600i/ SE W950i) then you need to scroll the jog dial down then press * * and again scroll down the jog dial.</p> <ol style="list-style-type: none">3. Personalise menu will appear on the screen. Two selections will be available;<ol style="list-style-type: none">1. "Network"2. "Network Subset" <p data-bbox="581 1276 1511 1346">Note: Both of these selections will have a padlock icon at the end of the line. The closed padlock will indicate the type of locking applied to the handset and a number adjacent to the heading will indicate the number of remaining unlock attempts available.</p> <ol style="list-style-type: none">4. Use the joystick to highlight which ever has the padlock closed - typically "Network" and then press "Select"5. You will get two options MNC2 and MNC3, select MNC26. Key in unlock code and press "OK"7. Press "Back" to verify if the lock icon next to 'Network' text is showing an "Unlocked" icon8. Press and hold escape key to exit9. Power cycle the handset. An unlock icon should appear on the handset after is powered on.
X10 & Elm	See Next Page

Important note:

If an incorrect SIM Lock code is entered five times the handset will be **permanently locked** and cannot be unlocked. Authorized Repair Centre/ 3 Service Centre will not be able to fix/repair a handset that has been permanently locked. This is not covered under warranty. If you are unable to unlock the device then please visit 3 Service Centre or call 3 Care on 13 33 20.



Unlocking Procedures

Handset Model	Unlocking Process
Sony Ericsson X10	<ol style="list-style-type: none">1. Insert NON Hutchison SIM card2. Power on handset3. Handset will display Enter Network Lock"4. Enter Unlocking code5. Press confirm6. Phone will now be unlocked and proceed to idle screen.
Sony Ericsson Elm	<ol style="list-style-type: none">1. Insert SIM (Hutchison USIM ONLY)2. Attach fully charged Battery3. Power phone on - wait until phone has completed its initialization.4. From the keypad enter < * * < (< means = press left on the navigation button/joystick) When there is a jog dial on the handset (SE M600i/ SE W950i)then you need to scroll the jog dial down then press * * and again scroll down the jog dial.5. Personalize menu will appear on the screen. Two selections will be available<ol style="list-style-type: none">1. "Network"2. "Network Subset" <p>Note: Both of these selections will have a padlock icon at the end of the line. The closed padlock will indicate the type of locking applied to the handset and a number adjacent to the heading will indicate the number of remaining unlock attempts available.</p> <ol style="list-style-type: none">6. Use the joystick to highlight which ever has the padlock closed -typically "Network" and then press "Select".7. You will get two options MNC2 and MNC3, select MNC2 from it.8. Key in unlock code and press "OK"9. Press "Back" to verify if the lock icon next to 'Network' text is showing an "Unlocked" icon10. Press and hold escape key to exit.11. Power cycle the handset .An unlock icon should appear on the handset after is powered on.

Important note:

If an incorrect SIM Lock code is entered 3 times the handset will be **permanently locked** and can never be used again. ARCs will not be able to fix a handset that has been permanently locked - this is not covered under warranty and the customer will be liable for the cost of a replacement handset.