



Get More for your Technology

Unlocking guide



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Get more for your technology

The time is now

The most valuable time to recycle surplus technology is as soon as your equipment becomes available. Demand for specific equipment can move very quickly and rebates are often affected by not only the age and condition of the handsets / IT but also the appetite for the level of technology. The general rule is the newer the technology or quicker you recycle, the better the values.

Secure data, simple recovery

Recycling is a great way to release locked capital from surplus hardware. However the difference in take back values can be quite significant if your phones / IT is locked, so here are a few simple things you can do to help maximize your values.



Exit planning

A little bit of planning can go a long way to adding significant values to your recycling.

The easy way to add value is once you know that you're going to upgrade or make changes to your technology ask your users to remove any passwords and restore factory settings / clear data and before they return the device.

- REMOVE THE PASSWORD
- UNLOCK THE ITEM FROM THE CLOUD (If appropriate)
- REMOVE ANTI THEFT / WHERE'S MY IPHONE

Worth your while

Ensuring your technology is unlocked and released from any cloud can make a massive difference to boosting your recovery values by an impressive 90%.

Unlock your phone

Here are a few simple instructions that you may find useful for removing any passwords and releasing equipment from the Apple I Cloud. If you need any further assistance for other makes or models or have any further queries then please do not hesitate to contact us for more information.

Getting more

As a dedicated WEEE technology recovery company, our recycling advisors can also help you to recover values from overstock / upgraded items, unused telecoms, telephone system handsets, hand held technology, office equipment, headsets, EPOS till systems etc. Speak to your recycling manager for more information.

For more help, advice and information contact +44 (0) 1283 890990 or email hello@egorecycling.com



Apple | Removing Passwords

(If the passcode is forgotten, refer to “forgot passcode” for iOS device.)

1. From the Home screen, navigate: Settings > Touch ID & **Passcode**. Since the **iPhone** 4, 4s, 5, or 5c aren't Touch ID capable, navigate: Settings > **Passcode**.
2. Enter your **passcode** then tap Turn **Passcode** Off.

Touch ID

1. Go to “Settings > **Touch ID & Passcode**”. You will be asked to enter the **passcode**.
2. Then, under “FINGERPRINTS”, you will see the name of your **Touch ID** you used. Click on it.
3. Tap “**Delete Fingerprint**” and it will **delete** the **Touch ID** from your **iPhone**

Release IOS device or Mac from the cloud

1. **On an iOS device:** Go to Settings > [your name] > **iCloud**, then turn off Find **My** [device]. Enter your **Apple** ID password, and then tap Turn Off.
2. **On a Mac:** Choose **Apple** menu > System Preferences, click **iCloud**, then deselect Find **My** Mac. Enter your **Apple** ID password, and then click Continue.

If you're using **iCloud** and Find **My iPhone** on **the** device, sign in to **iCloud.com** or **the** Find **My iPhone** app on another device, select **the** device, and click Erase. After **the** device has been erased, click **Remove** from Account. If you **can't** follow either of **the** above steps, change your **Apple** ID password.

Turn off “Find My iPhone”

Take the following steps to remove your iPhone from iCloud on the device:

- On the iPhone, go to **Settings** > [Your Name] > **iCloud** and turn off Find My iPhone.



Instructions

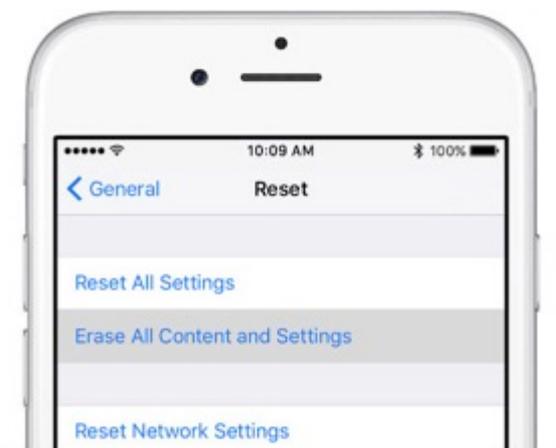


Your iPhone will be removed from the device list for **Find My iPhone**. But it won't influence the data on the device.

Erase All Contents and Settings

You can also make sure to delete the data on your device by going to **Settings > General > Reset > Erase All Content and Settings**. When you erase your data, this turns off Find My Phone and Activation Lock.

Not only will your iPhone will be removed from iCloud, but also all the data will be deleted from iPhone.



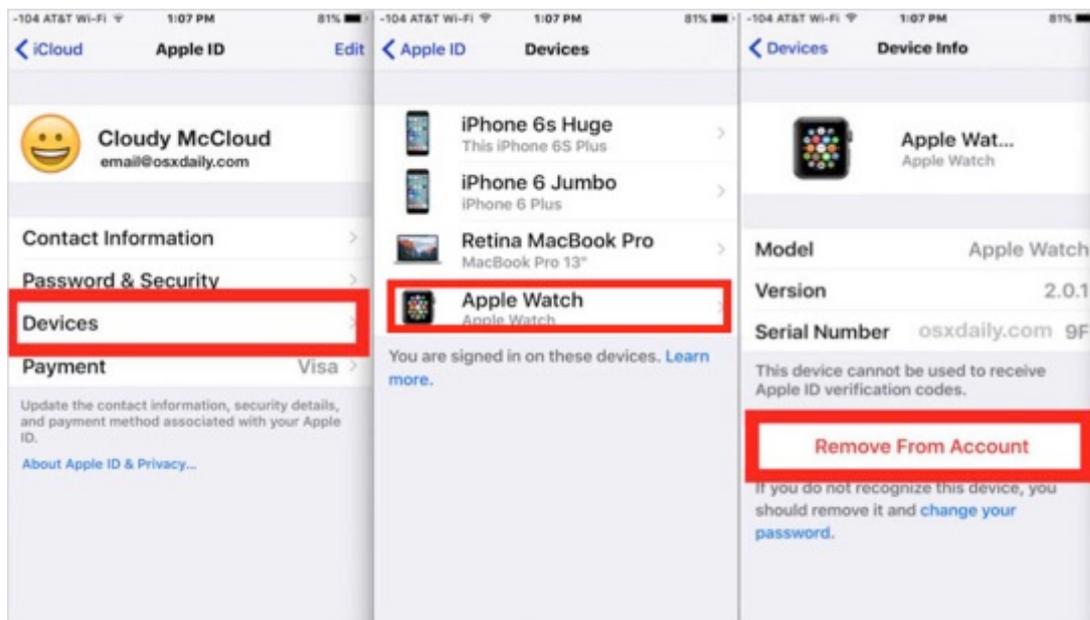
Removing from the iCloud

How to Remove iPhone from iCloud on other iPhones

Take the following steps to remove a device from iCloud by using another device:.

Sign in to iCloud with the same Apple ID on the new device.

- 1 Go to "Settings > iCloud > Your Account > Devices".
- 2 Tap the device you want to erase in the Devices list.
- 3 Choose "Remove from Account" and confirm it.



However, this won't delete the device from the associated devices list permanently if the device is signed in with the same Apple ID and connects to the Internet. This device will reappear in the devices list.

Instructions (continued)

How to Remove iPhone from iCloud via iCloud.com

So, you might also not have access to your phone or any other phone at the time. If you have your computer, you can still remove your phone from iCloud through iCloud.com. Just take the following steps:

- 1 Go to [iCloud.com](https://www.icloud.com) and login with your details.
- 2 In the next screen, click on the “**Find iPhone**” feature.
- 3 This takes you to another screen. At the top, click on the “**All Devices**” drop down menu. You’ll see a list of devices connected to your iCloud account.
- 4 Click on the one you want to remove and click **Erase iPhone**. Confirm by click on "Erase".

If the device is currently offline, the erase begins when it comes online. Also, when you erase it, all the credits and debit cards associated with your Apple Pay get deleted. It also disables Apple Pay.

Forgotten password

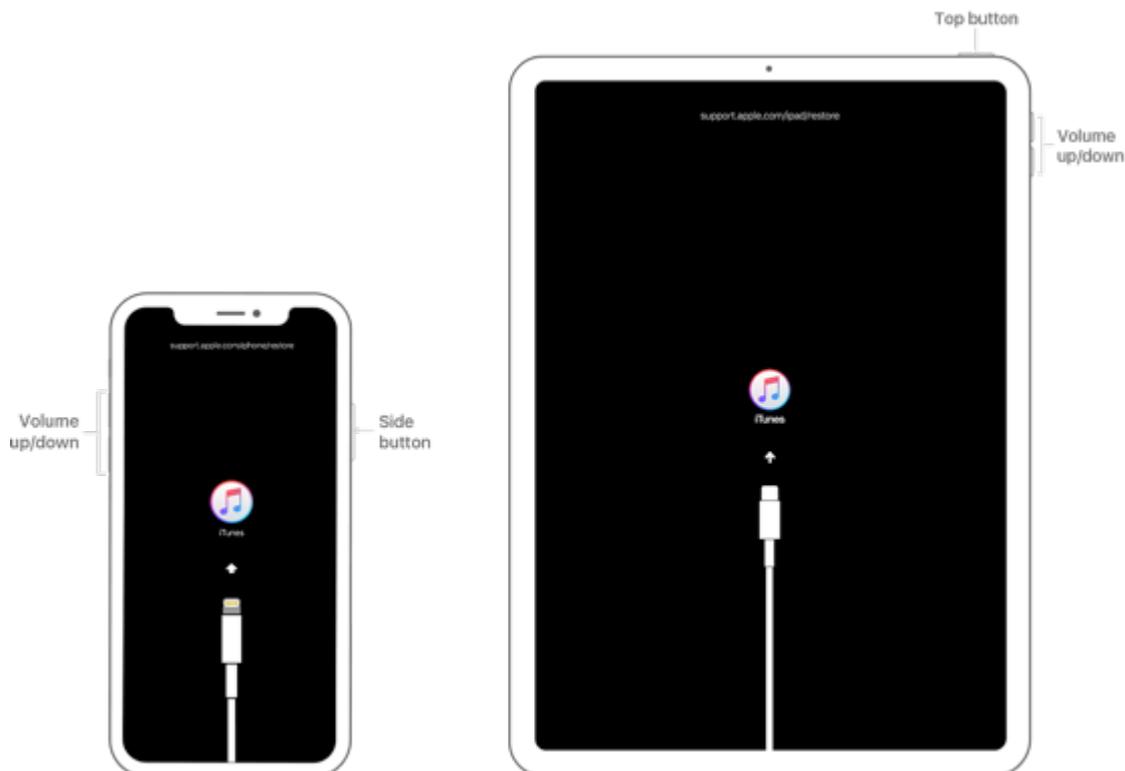
If you forgot the passcode for your iPhone, iPad, or iPod touch, or your device is disabled. If you forgot your passcode, or if a message says that your device is disabled, learn what to do.



If you enter the wrong passcode too many times, you’ll see a message that your device is disabled. If you can’t remember your passcode, you’ll need to erase your device, which deletes all of your data and settings, including the **passcode**. Unless you made a backup before you forgot your passcode, there isn't a way to save the data on your device. Follow the steps below to remove your passcode.

Removing the password

- If you backed up your device, you can restore your data and settings after restoring your device. If you never backed up your device before you forgot your passcode, you won't be able to save the data on your device.
- If you don't have iTunes, download and install iTunes on your Mac or PC. If you don't
- have a computer, borrow one from a friend, or go to an Apple Retail Store or Apple Authorized Service Provider.
- Make sure that your device isn't connected to your computer, then choose your device
- below and follow the steps:



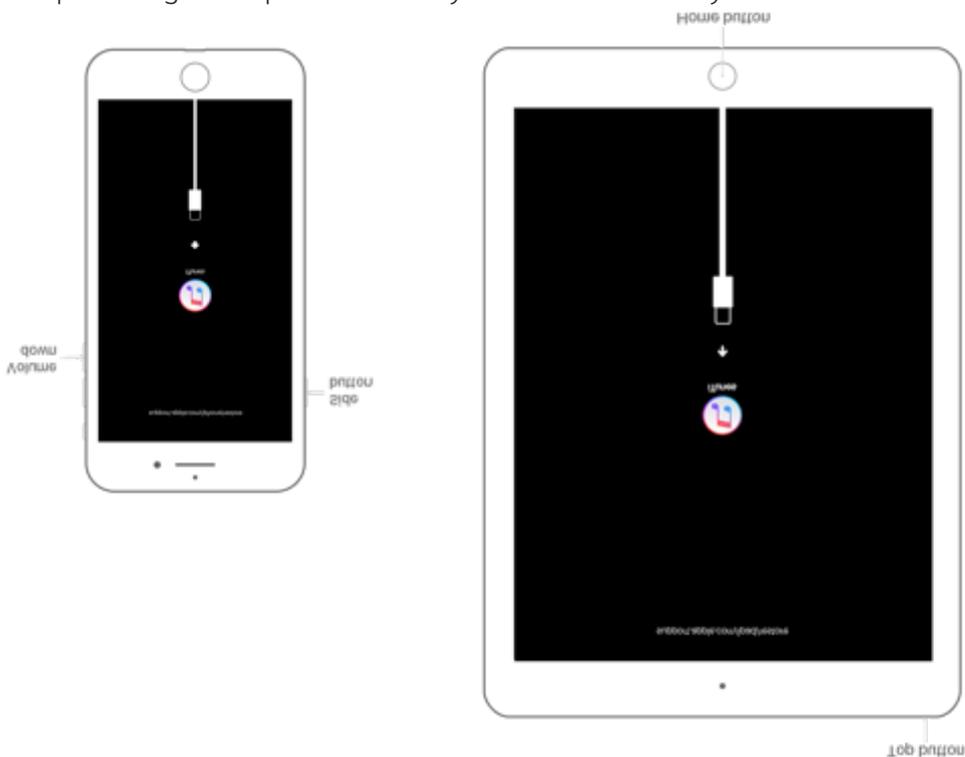
Instructions (continued)

iPhone X or later, and iPhone 8 and iPhone 8 Plus:

- Press and hold the Side button and one of the volume buttons until the power off slider appears.
- Drag the slider to turn off your device.
- Connect your device to your computer while holding the Side button. Keep holding the Side button until you see the recovery-mode screen

iPad with Face ID:

- Press and hold the Top button and either volume button until the power off slider appears.
- Drag the slider to turn off your device.
- Connect your device to your computer while holding the Top button.
- Keep holding the top button until you see the recovery-mode screen.



Instructions (continued)

iPhone 7, iPhone 7 Plus, and iPod touch (7th generation)

Press and hold the Side (or Top) button until the power off slider appears.

Drag the slider to turn off your device.

Connect your device to your computer while holding the Volume down button.

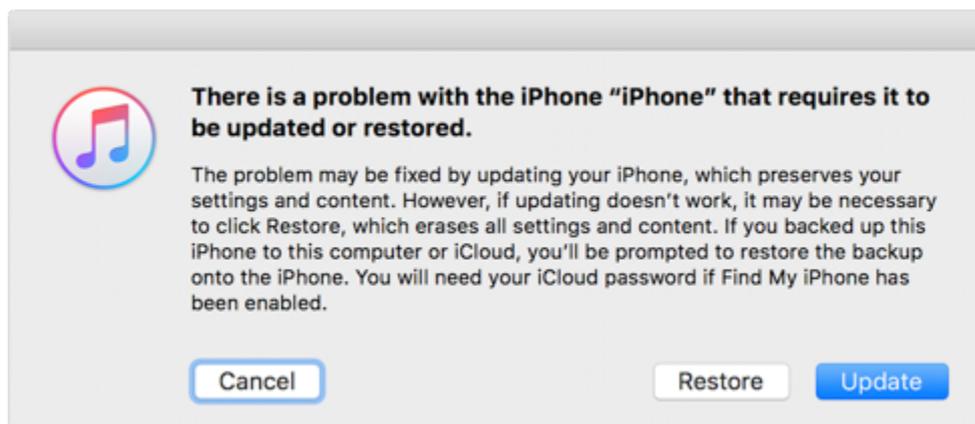
Keep holding the Volume down button until you see the recovery-mode screen.

iPhone 6s or earlier

- iPod touch (6th generation or earlier), or iPad with Home button:
- Press and hold the Side (or Top) button until the power off slider appears.
- Drag the slider to turn off your device.
- Connect your device to your computer while holding the Home button.
- Keep holding the Home button until you see the recovery-mode screen.

In iTunes, when you see the option to Restore or Update, choose Restore.

iTunes will download software for your device. If it takes more than 15 minutes, your device will exit recovery mode and you'll need to repeat steps 2-4.



Removing the Google lock

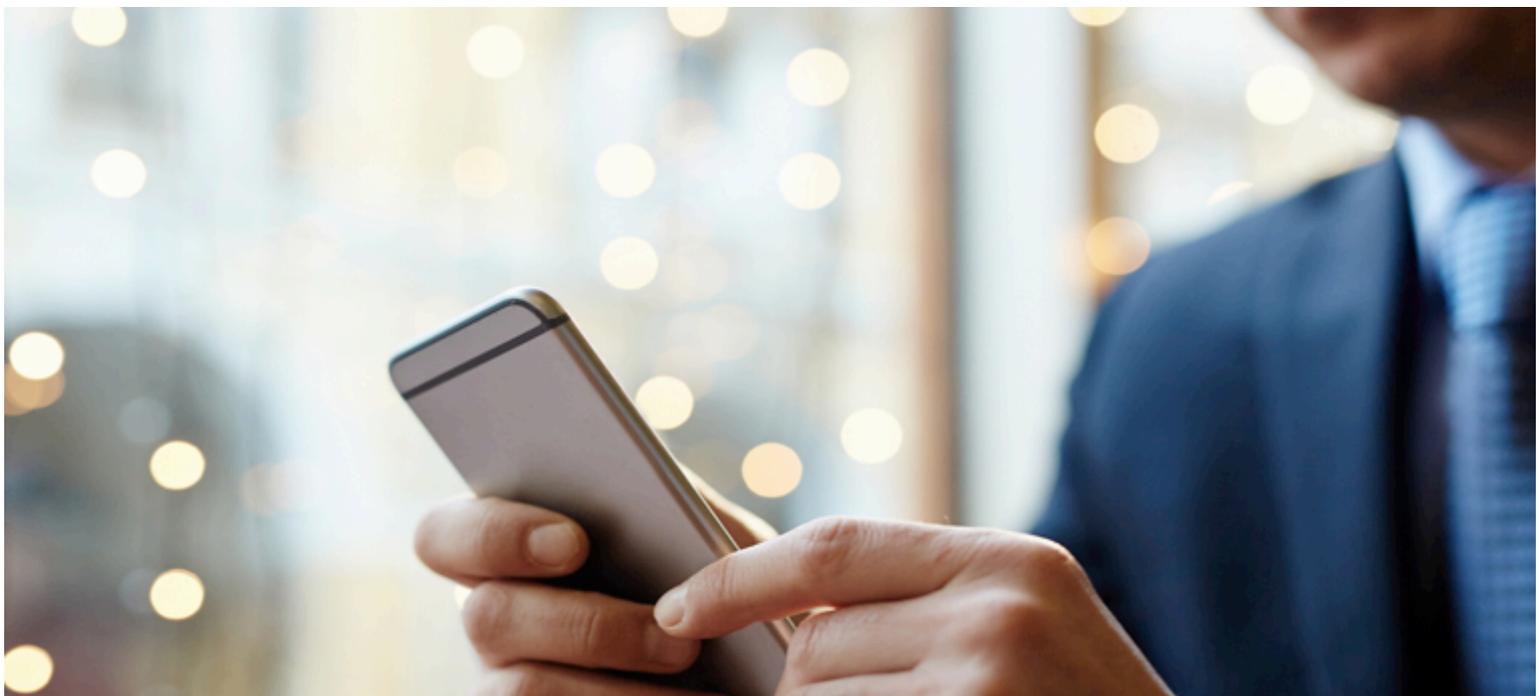
Turning off the Google Lock will remove an account from your device.

When you remove an account from your device, everything associated with that account is also deleted from your device. This includes email, contacts and settings.

- Open your device's Settings app.
- Tap Accounts. If you can't see 'Accounts', tap Users & accounts.
- Tap the account that you want to remove > Remove account.
- If this is the only Google account on the device, you'll need to enter your device's pattern, PIN or password for security.

Note: Settings can vary by device.

For more info contact our technical support. 01283 890990



Removing Blackberry – Anti Theft

Blackberry -Turning off Anti theft

From the Home screen, tap Settings.

If not available, swipe down from the top of the display (where the time is located).

Tap BlackBerry Protect.

Tap the BlackBerry Protect switch to turn to off.

If presented, sign in with your BlackBerry ID.

For more info contact our technical support. 01283 890990





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