



Instructions for removing device locks

Contents

- Checklist before returning the device 3
- Instructions for removing device locks 4
 - Samsung Knox devices 4
 - Microsoft supported devices 4
 - Apple devices5
 - Apple Watch5
- Locked devices6
 - iPhone & iPad6
 - iMac or Mac OS based systems7
 - Android devices 8
 - Smartphones & tablets 8

Checklist before returning the device

PC/laptop

- ☐ Check for any physical lock and remove it or provide the relevant keys.
- ☐ Check for and remove any BIOS passwords.
- ☐ Check for and remove any data media (HDD/SSD) passwords.
- ☐ Check for and remove any user profiles from MDM software environments.
- ☐ Check for and remove any device information from MDM software environments.
- ☐ Check for and remove any device information from Device Enrollment Programs. This applies in particular to Microsoft Autopilot, Apple DEP or Android Enterprise Enrollment.

Server/storage/network

- ☐ Check for any physical lock and remove it or provide the relevant keys.
- ☐ Check for and remove any BIOS passwords.
- ☐ Check for and remove any data media (HDD/SSD) passwords.
- ☐ Check for and remove any admin passwords (mostly removable by a physical hard reset).

Printer

- ☐ Check for and remove any pin or password for the printer menu.
- ☐ Check for and remove any admin/superuser passwords.
- ☐ Check for RFID and remove any profiles and/or reset.

Apple mobile devices

- ☐ Please make sure that the end user has removed the Apple ID by resetting to factory default in the settings of the Apple devices.
- ☐ Remove IMEI number from MDM and delete the user profile.
- ☐ Remove IMEI number from Apple Business Manager.

Apple MacOS devices

- ☐ Please make sure that the end user has removed the Apple ID by resetting to factory default in the settings of the Apple devices by using the Erase assistant.
- ☐ Remove device number from MDM and delete the user profile.
- ☐ Remove device number from Apple Business Manager.

Android mobile devices

- ☐ Please make sure that the end user has removed the Google / Manufacturer ID by resetting to factory default in the settings of the android device.
- ☐ Remove IMEI number from MDM and delete the user profile as well the management application.
- ☐ Remove IMEI number from Android Enterprise Enrollment.

If Samsung Knox is used:

- ☐ Delete device from Knox Guard (if used).
- ☐ Remove Knox Guard application from device (if used and possible).
- ☐ Remove user profile from the Knox Suite.
- ☐ Remove device ID (IMEI number) from Knox Suite.

Instructions for removing device locks

Samsung Knox devices

1. Sign In to Samsung Knox Portal.
2. Select Samsung Knox Mobile Enrollment > Devices.
3. Select the Device > Actions.
4. Select the "Clear Profile" option for the removal of the profiles on your device.
5. Select the "Delete Device" option for disabling the Knox Enrollment Service.
6. If the device is offline, please send the unenrollment code to the end-user.
7. End-user has to enter that code in the Knox Management app to remove the device.

[More info](#)

Microsoft supported devices

Autopilot Devices

If the device is **enrolled in Microsoft Intune**, please delete the Intune device, the Azure Active Directory device, and the Windows Autopilot device records.

[More info](#)

If the device is **not enrolled in Microsoft Intune**, please delete that device from the Microsoft Endpoint Manager via Devices > Windows > Windows enrollment > Devices.

[More info](#)



Backup you files before performing any of these steps to avoid data loss!

Apple devices

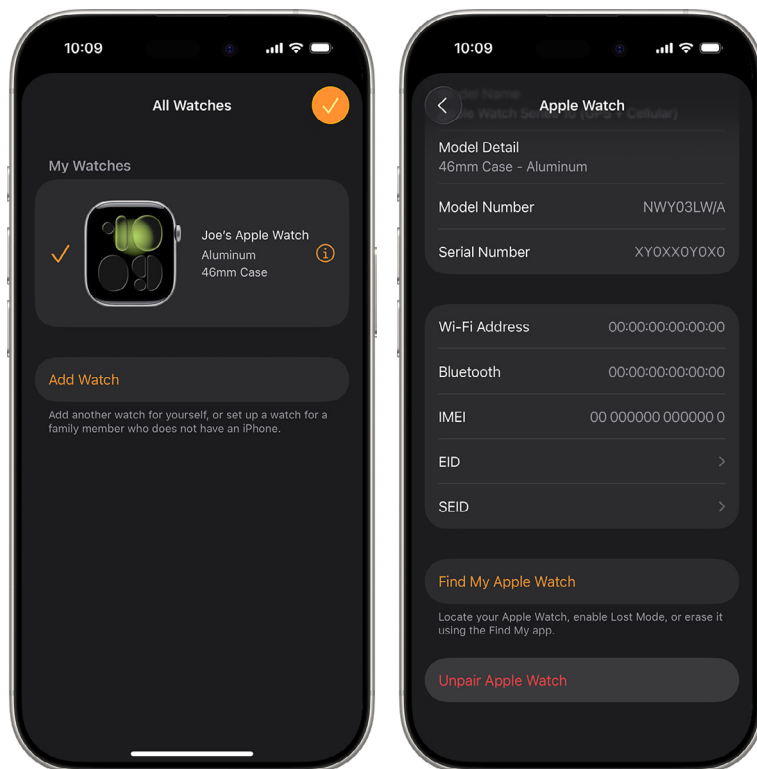
Apple Watch

If you have any banking cards linked to the watch (e.g. for Apple Pay):

1. Open the Wallet app on watch.
2. Choose card and click on Remove.

If the watch is still paired to an iPhone:

1. Keep your Apple Watch and iPhone close together as you unpair them.
2. Open the Apple Watch app on your iPhone.
3. Go to the My Watch tab and tap All Watches.
4. Tap the [i] info button next to the watch that you want to unpair.
5. Tap Unpair Apple Watch.
6. Type your Apple Account password to [disable Activation Lock](#), then tap Unpair.



If the watch is not paired to an iPhone:

1. On the Apple Watch, tap Settings > General > Reset > Erase All Content and Settings.
2. Type in your password, if prompted.
3. Tap Erase All to confirm. This resets your watch to the factory settings.
4. Check manually if the Activation Lock is still active and remove it:
 1. On a computer, go to the website [iCloud.com](https://www.icloud.com) and sign in with your Apple ID.
 2. Go to Find My iPhone.
 3. Select All Devices, then click your Apple Watch.
 4. Click Erase Apple Watch. Select Next until the device is erased.
 5. Click the remove button next to your Apple Watch symbol.



[More info](#)

Locked devices

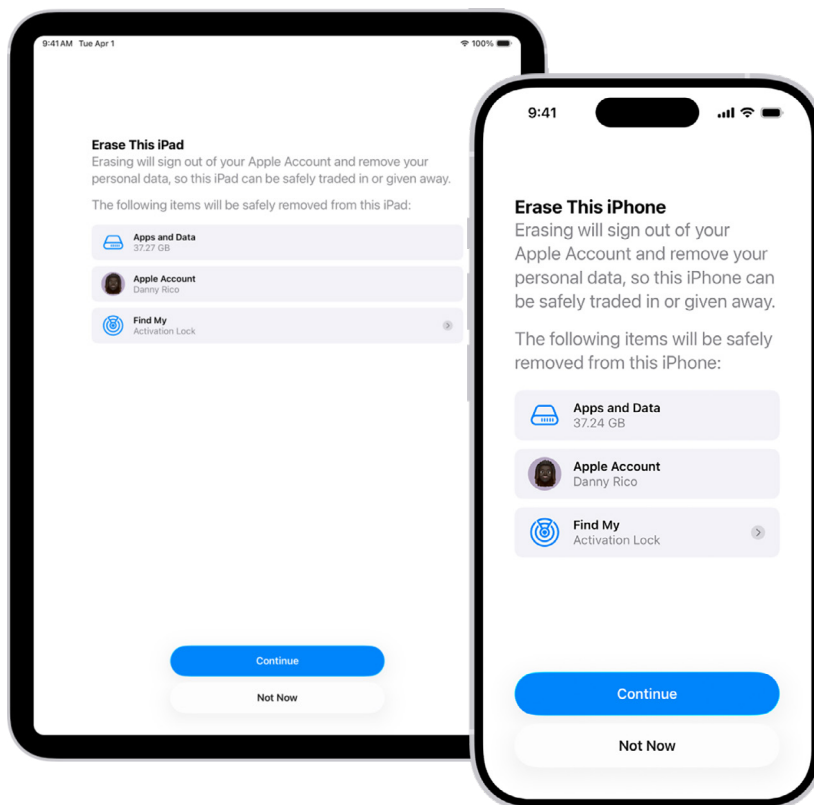
iPhone & iPad

1. Tap Settings > General > Transfer or Reset [Device]
2. Tap Erase All Content and Settings
3. If asked, enter your user passcode or Apple ID password.
4. Click Continue and wait for the device to be erased



Before you begin

Back up your iPhone so you can restore your data later on a different device.



5. Please **contact your IT administration about this process**. After deletion further steps have to be taken by your organization.
 - a) The IMEI number has to be removed from the Mobile Device Management.
 - b) The corresponding user profile has to be deleted.
 - c) The IMEI number has to be removed from the Apple Business Manager.

[More info about erasing iPhones](#)

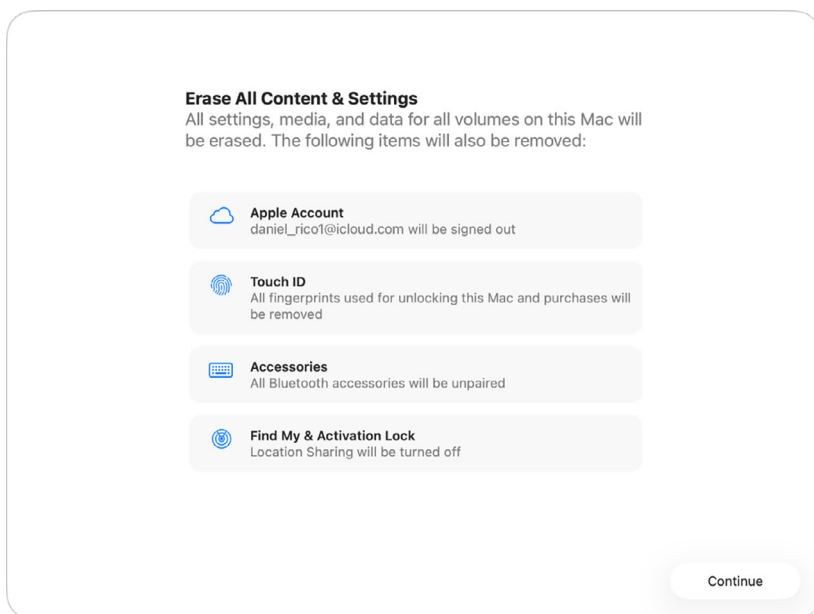
[More info about erasing iPads](#)

iMac or Mac OS based systems

If your computer is a Mac with Apple silicon, or an Intel-based Mac with the Apple T2 Security Chip:

1. Start the Erase assistant via Apple menu > System Settings > General > Transfer or Reset > Erase All Content & Settings
2. Follow the assistant to remove all the user based information, content and connected apple services. Please remove them from all the users accounts of that device!
3. You may have to enter your personal password to confirm those steps. Continue until the assistant has finished.

[More info](#)



If your computer is an Intel-based Mac without the Apple T2 Security Chip

1. Choose Apple menu > Restart, then immediately press and hold Command-R.
2. In the Recovery app window, select Disk Utility, then click Continue.
3. In Disk Utility, select the volume you want to erase in the sidebar, then click Erase in the toolbar.
4. Type a name for the volume in the Name field, click the Format pop-up menu and choose APFS, then click Erase Volume Group.
5. When the erase process is complete, click Done, then choose Disk Utility > Quit Disk Utility.

[More info](#)

Android devices

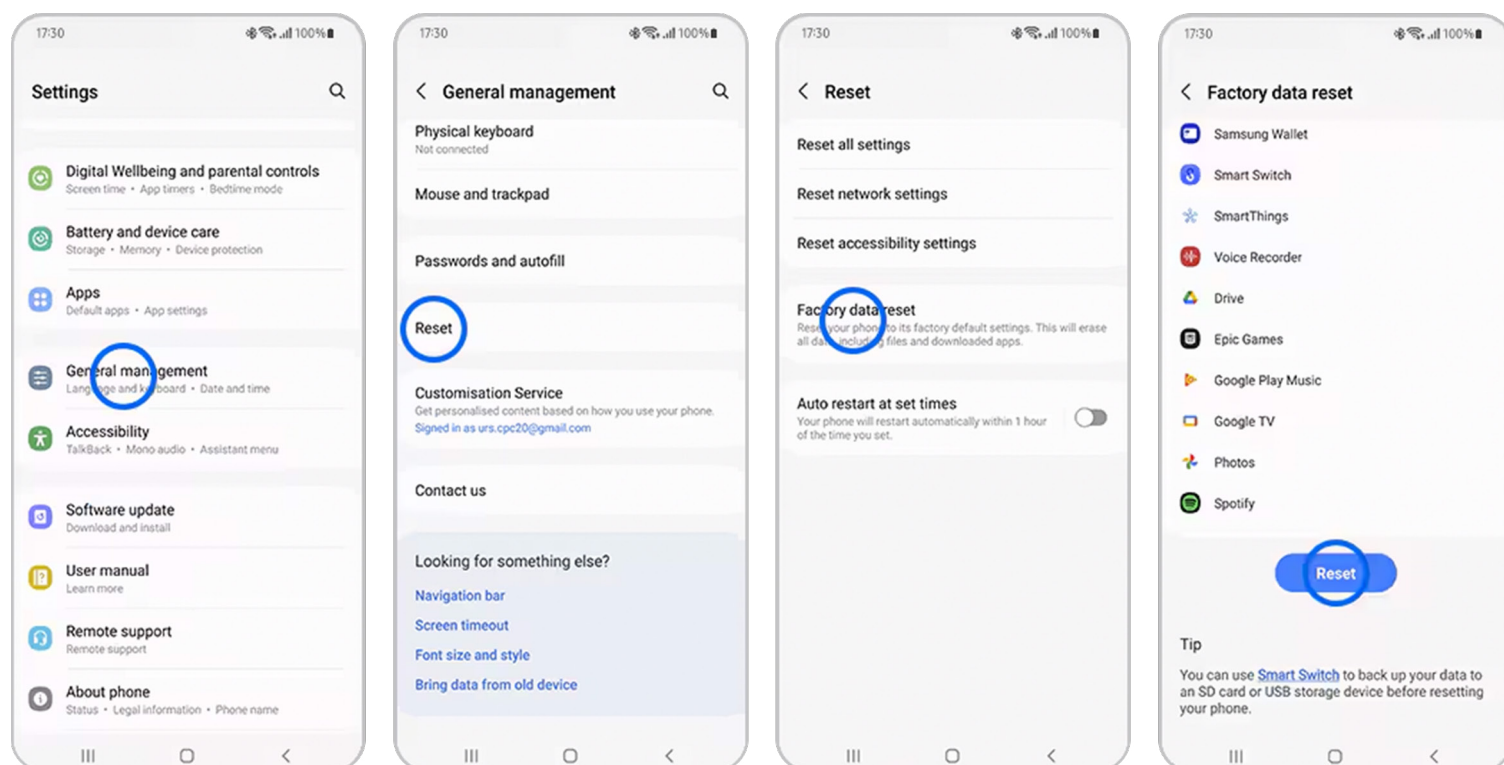
Smartphones & tablets

Android Devices have different user interfaces but the steps are usually as follows:

1. Open the Settings App
(normally some sort of an gear symbol) 
2. Click on System (on some devices this is called General management).
3. Open Reset option.
4. Select Erase all data (or Factory data reset on some devices).
5. Select reset.
6. Enter your device PIN.
7. Select Erase everything.
8. The device should perform the factory reset and reboot.



To carry out a factory reset you will have to **enter your PIN, password, or unlock pattern**. You will also need to ensure that your device is **connected to Wi-Fi** before you can perform a factory reset.



Example of the reset journey on a Samsung mobile

[More info](#)