



# How to unlock your keypad

This guide will help identify why the device is not responding and instructions now how to fix it.

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## INTRODUCTION

Occasionally our phones may seem to have a mind of their own. When we are right in the middle of doing something, such as writing a text, the device will stop responding. This usually means the phone has frozen. To fix it we simply must make sure the keypad has not locked, and if that does not work we must reset it.

## Step 1 — How to unlock your keypad



- In order to unlock the device, you must press and hold down the star (\*) key located on the bottom left corner of the keypad.
- If the keypad was locked a screen will pop up telling you that the keypad is now unlocked.

## Step 2 — Locking your keypad



- You can do the same thing in order to lock the keypad after you are done using your device.

To reassemble your device, follow these instructions in reverse order.