e-Cycle Wireless Recycling Program

Shipping Apple or Samsung Devices?

Please complete the steps below to ensure the Apple Find My iPhone/iPad or Samsung Find My Mobile security feature is deactivated prior to sending your devices to e-Cycle. Failure to deactivate these security features prior to sending to e-Cycle will result in a considerable delay in processing and may result in significant reduction or forfeiture of payment. These devices will not be returned.

For Apple Devices

For users still in possession of their iPhone, follow these steps:
1. Go to the Settings app on your device
2. Select iCloud
3. Select Find My iPhone/iPad in the menu and then toggle the button to the Off position
4. Enter Apple ID password and turn off Find My iPhone
5. Find My iPhone functionality is now disabled and your device is ready to be sent to e-Cycle

Device Reset: You can also disable Find My iPhone/iPad by resetting your device through the Settings app > General > Reset > Erase All Content and Settings.

IMPORTANT: Do NOT remotely wipe, lock or mark your device as lost or stolen using iTunes or iCloud.

Not sure if Find My iPhone/iPad is deactivated?
Visit www.iCloud.com/activationlock and enter the device IMEI or Serial Number. Activation Lock should read Off.

For users who need to unlock their iPhone remotely, follow these steps:
1. Sign in to your Apple iCloud account: www.iCloud.com/#find
2. Click the All Devices link at the top of the page
3. Click on the device you would like to deactivate (the device may appear as Offline)
4. Click Remove from Account at the bottom of the page
5. Click Remove when prompted
6. Your device can now be processed by e-Cycle

For Samsung Devices

For users still in possession of their Samsung, please follow one of the unlocking options below. If the first option doesn’t apply to your device’s menu options, please try option 2.

Option 1
1. Access the Settings app on your device
2. Select Security
3. Scroll to Reactivation Lock (under Find My Mobile) and tap the check box to uncheck
4. If a disclaimer pops up, select OK to accept; Otherwise, proceed to step 5
5. Enter your Samsung account password and select Confirm
6. Reactivation Lock is now disabled and your device is ready to be sent to e-Cycle

Option 2
1. Access the Settings app on your device
2. Select the Personal menu tab along the top
3. Select Lock Screen and Security
4. Select Find My Mobile (under Security)
5. Scroll to Reactivation Lock and toggle the button to OFF
6. Select OK to accept the disclaimer
7. Enter your Samsung account password and select Unlock
8. Reactivation Lock is now disabled and your device is ready to be sent to e-Cycle

IMPORTANT: Do not wipe your device without first disabling the Reactivation Lock.

For users who need to unlock their Samsung remotely, follow these steps*:
1. Sign in to your Samsung account at: http://findmymobile.samsung.com
2. Click the Display Registered Devices button (top left)
3. Select the device you would like to deactivate from the Registered Devices displayed
4. In the menu bar on the left, select Unlock My Device, then Disable Reactivation Lock
5. Enter your Samsung account password and select Unlock

* Samsung’s online deactivation tool does not guarantee your devices will be properly unlocked for e-Cycle processing. Please follow the remote deactivation steps only when your device could not be deactivated following the device-based instructions.