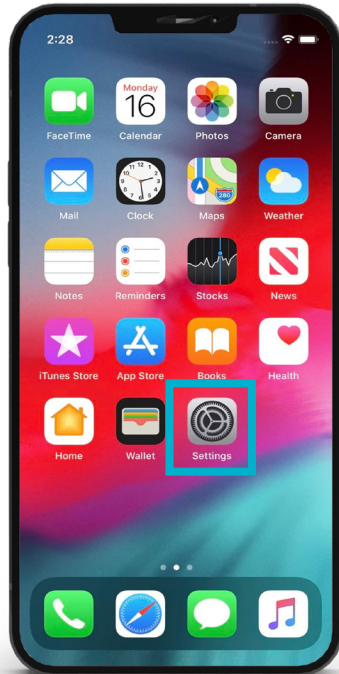


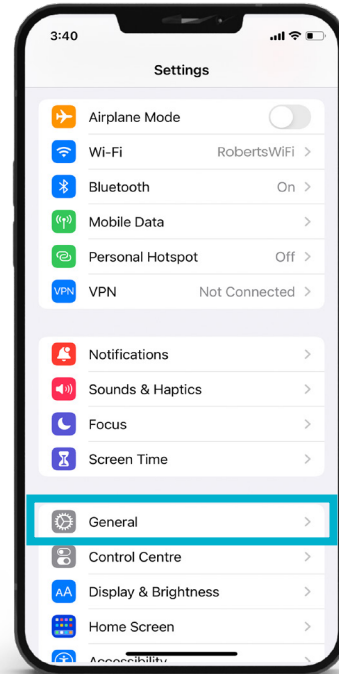
Disable the Mobile Device Management (MDM) Lock:

This step is for business/ corporate devices only.

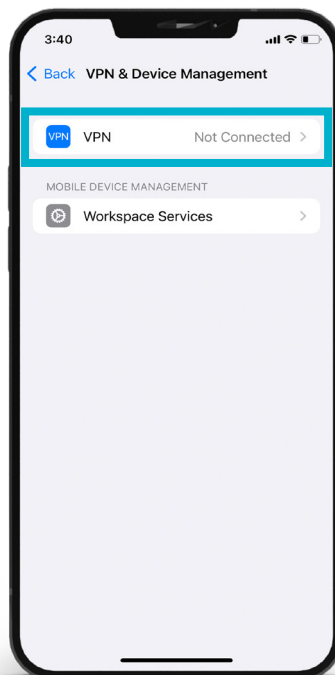
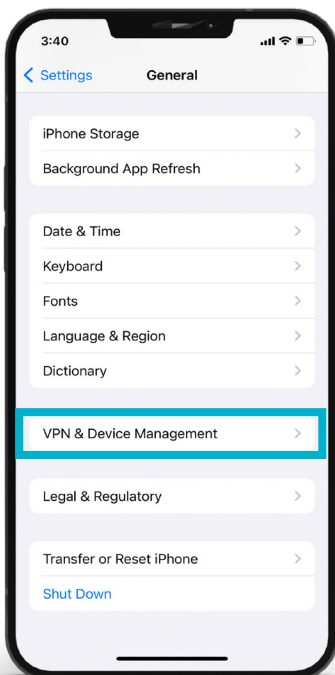
1. Go to **Settings**.



2. Select **General**.



3. Select **VPN & Device Management**.



If you don't see **Device Management**, then there is no MDM profile installed on your phone.

If you do see **Device Management**, then you may have an MDM profile installed (e.g., BlackBerry UEM, AirWatch, etc.). Select **More Details** to view the profile and contact your IT Administrator to remove the MDM profile before trading in the phone.