Disabled Device FAQ

Do I have to send my device in to Ontrack?

- Yes, we will need the device in order to provide the service.

How will my device be returned to me?

- Once Ontrack gains access to the device, we will do a full data copy (backup) typically to an external password protected USB hard drive or flash drive. The password to the external device will be sent to you via email. The mobile device will remain locked, but accessible using the passcode, which we will in a separate email. We will then overnight the mobile device and back up media to you.

How do I pay?

- You can pay via Credit Card, Purchase Order, or Bank wire.

How much does the service cost?

- There is an initial $1,000 USD evaluation fee. Once we receive the device, we perform a comprehensive diagnosis to determine the condition of the device, confirm the issue(s), and evaluate if it is a candidate for the service. If the device is a candidate, an additional fee of $3,000 USD is required to unlock the device, and to perform the recovery, extraction, and backup of the data. We will send a payment link for the additional fee after the device has accessed.
  - If paying by PO, work will commence when we receive a PO for the full payment.
- If the device is not a candidate for the service, we refund your $1,000 evaluation fee and return your device.

How long will it take to access my device?

- The turnaround time depends on the complexity of the passcode on the device. The shorter and less complex the passcode, the faster the turnaround time.
- The amount of time can be as little as one week or as long as several months. Average turnaround time is approximately 30 days.

What if you can't get into my device?

- We don't' give up! As long as we deem the device compatible with our service, we will continue to make attempts until we determine the passcode or until you ask us to stop.

Should I keep my phone powered off?

- Yes, please keep the device powered off.

How should I ship my device?

- Package the phone carefully to avoid damage in transit. Place the device in a like size box surrounded with at least two inches of bubble wrap, foam or similar packing material. We will email a pre-paid shipping label.

How do I find my serial number and/or IMEI?

- On newer iPhones, serial numbers and/or IMEIs are located on the "sim card" tray as noted below. If you remove the sim card/tray to locate the IMEI number – *first power off the phone*. After you record the IMEI number, please reinsert the sim card/tray back into the phone before shipping it. For iPhone 6 and below, the serial # is located on the lower portion on the back cover of the phone.
- On Samsung phones, serial numbers and/or IMEIs on Samsung phones are often found under or below the battery if it has a removable battery. To locate, be sure the phone is powered off. Remove the back cover or battery cover. Gently lift up the phones battery and remove it from the main compartment. Locate the sticker that contains the devices Serial number and/or IMEI number. Record it and reassemble the device in reverse order. If you need assistance, please contact us.
- To locate serial numbers and/or IMEIs on devices not listed here, please contact Ontrack.

iPhone (**https://support.apple.com/en-us/HT204073)**

On the devices below, find the IMEI/MEID on the SIM tray:
- iPhone XS
- iPhone XS Max
- iPhone X
- iPhone 8
- iPhone 8 Plus
- iPhone 7
- iPhone 7 Plus
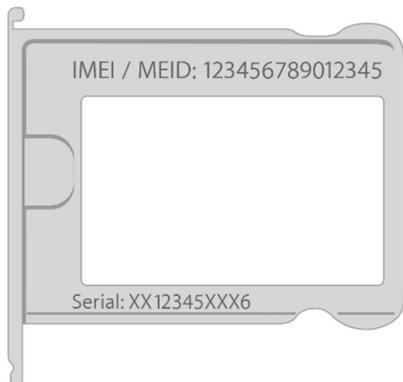- iPhone 6s
- iPhone 6s Plus
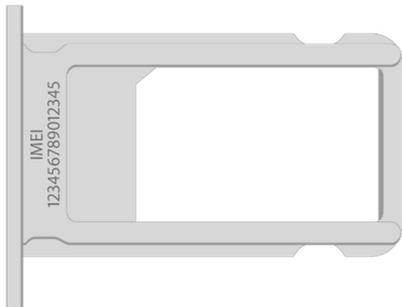
On the devices below, find the IMEI/MEID (the MEID is the first 14 digits of the IMEI) on the back cover:

- iPhone 6
- iPhone 6 Plus
- iPhone SE
- iPhone 5s
- iPhone 5c
- iPhone 5

On the devices below, [find the serial number and IMEI/MEID on the SIM tray](#):

- iPhone 3G
- iPhone 3GS
- iPhone 4 (GSM model)
- iPhone 4s

If you have an original iPhone, find the serial number and IMEI engraved on the back.

iPad and iPod touch

Find the serial number for your iPad Pro, iPad, or iPod touch on the back cover of the device. On an iPad (cellular model), you'll also find the IMEI. The MEID is the first 14 digits of the IMEI.

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What disabled/inaccessible devices do you support as part of this service offering?

Apple Supported devices

- Apple iPhone 4S, 5, 5c, 5S, 6, 6 Plus, 6S, 6S Plus, SE, 7, 7 Plus, 8, 8 Plus, X. XR, XS
- Apple iPad 2, 3rd/4th Gen, iPad 5, iPad mini 1st Gen, 2, 3, 4, iPad Air, Air 2, iPad Pro
- Apple iPod touch 5th/6th Gen
- From iOS 5 to the latest version of iOS

Samsung Supported devices

- Generally, most popular model Samsung phones are supported (please inquire about specific Samsung models that might not be generally available in the North American market place).

Other Supported devices

Other phone manufacturers that may be supported (please contact us to confirm support before shipping the device):

- Alcatel
- Google
- Huawei
- LG
- Motorola
- Xiaomi
- ZTE
- Other: Please contact us if you have a brand not listed above to confirm support before shipping the device