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PIN Blocked is displayed on the Iridium 9555 & Extreme

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Follow the steps below if your Iridium 9555 or Iridium Extreme handset is displaying PIN BLOCKED.

Note: PIN blocked will be displayed if the incorrect PIN code has been entered 3 times. If the incorrect PUK code is entered 5 times, the SIM card will self-destruct and a new SIM card will be required.

Step 1: Obtain the PUK code

1. Contact us by phone, email, or live chat to request your PUK code.
2. Have your Iridium phone number ready as the PUK code is specific to your Iridium phone number.

Step 2: Enter the PUK code into the phone

1. Phone will display PIN BLOCKED
2. Enter **05* press Green button
3. You will be prompted for the SIM PUK Code
4. Enter the PUK code
5. Scroll down to New PIN
6. Enter 1111
7. Scroll down to Verify New PIN
8. Enter 1111 and press OK
9. The phone will now be unblocked

Step 3: Disable the SIM PIN

1. From home screen, press Menu
2. Scroll to Security and press Select
3. Scroll to SIM Lock and press Select
4. Scroll to Disable SIM PIN and press Select
5. Enter 1111 and press OK
6. The SIM PIN will now be disabled on startup