



# Sony Xperia Z - Password Removal, Firmware Update with PC Companion

Written By: ZFix



## INTRODUCTION

In this video we will show you how to change firmware - if you forget your Password, PIN, Pattern drill, or problems with Android OS.

For Xperia Smartphones / Tablets with Android version under **4.2** you can perform a hard reset from the service / test menu, like in this guide:

[Xperia Smartphone Service / Test Menu - Hard Reset](#)

After Android version 4.2 you can't reset password from the service / test menu because the developers closed this door. Now the only way is with changing the firmware.

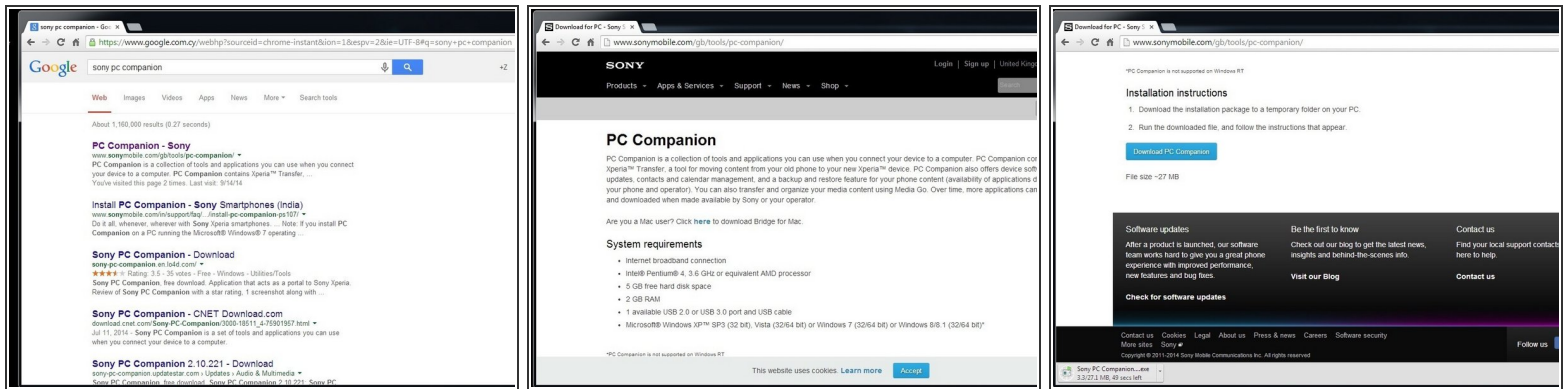
**If your device is connected to the internet and you have an installed Google account on it, look at this manual:**

[How to Use Android Device Manager to Remotely Reset an Android Device](#)

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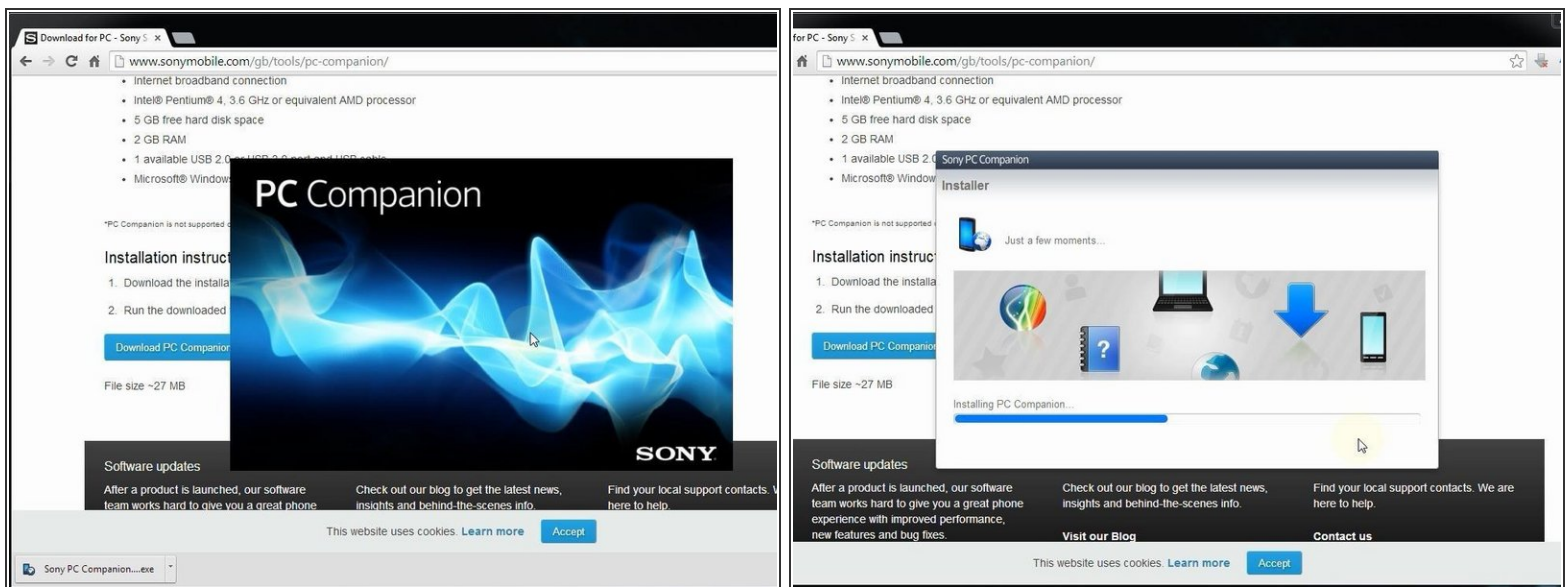
[video: <http://youtu.be/zkA4uCYTPFM>]

## Step 1 — Sony Xperia Z - Password Removal, Firmware Update with PC Companion



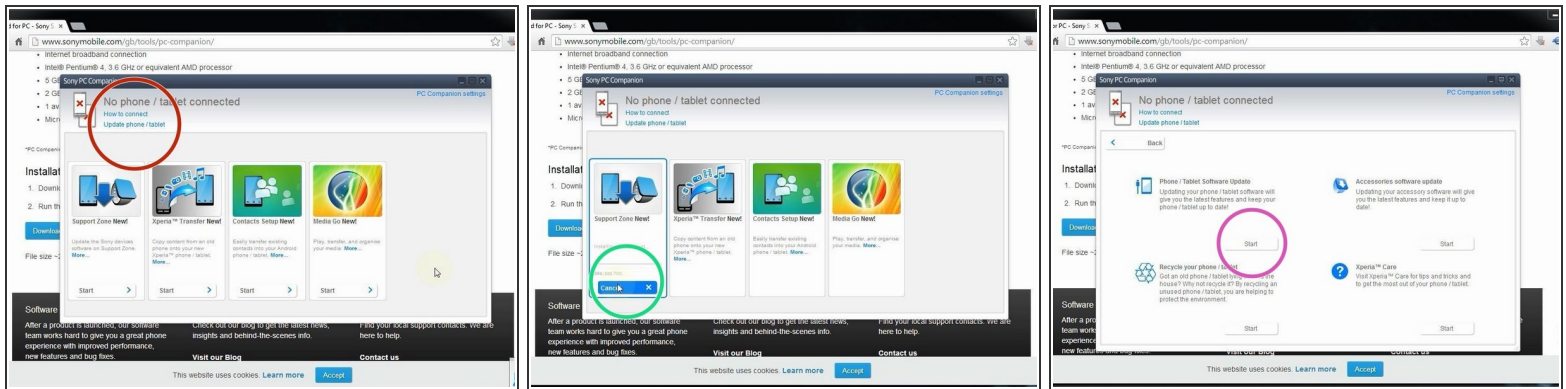
- Search and download Sony PC Companion.
- [Direct link: Sony PC Companion](https://www.sonymobile.com/gb/tools/pc-companion/)

## Step 2



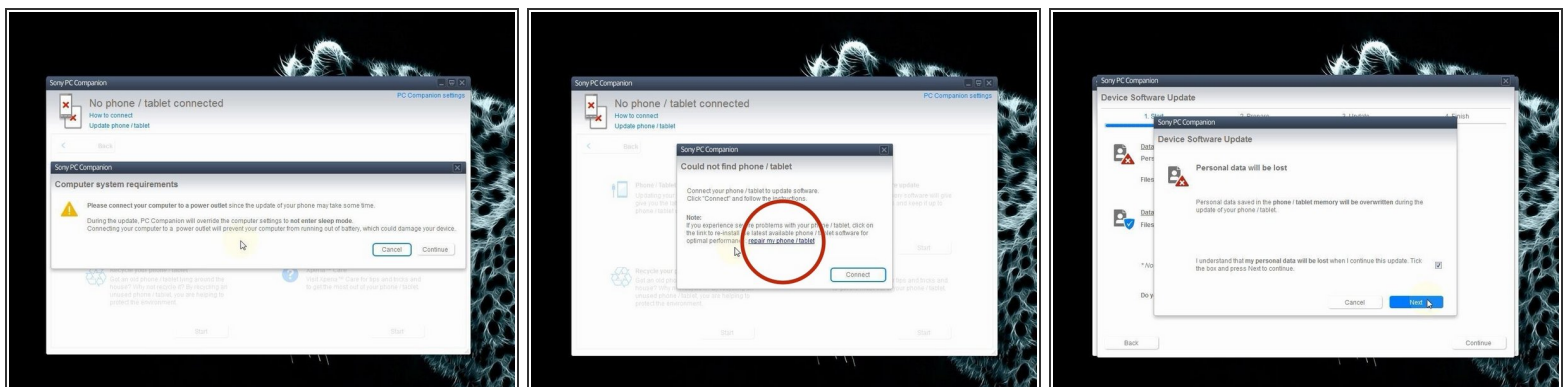
- Install Sony PC Companion in your PC.

## Step 3



- From here you can update your firmware, but when you connect the phone, it must be switched on and not in security or password screen.
- We will start "Support Zone" because from here we can flash the phone from switched off state regardless of whether there is a password.
- Now start "Phone / Tablet Software Update".

## Step 4



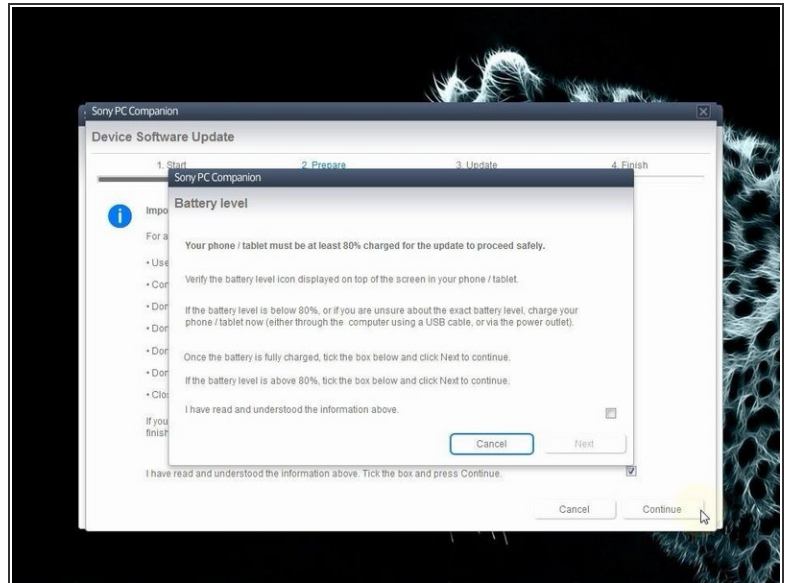
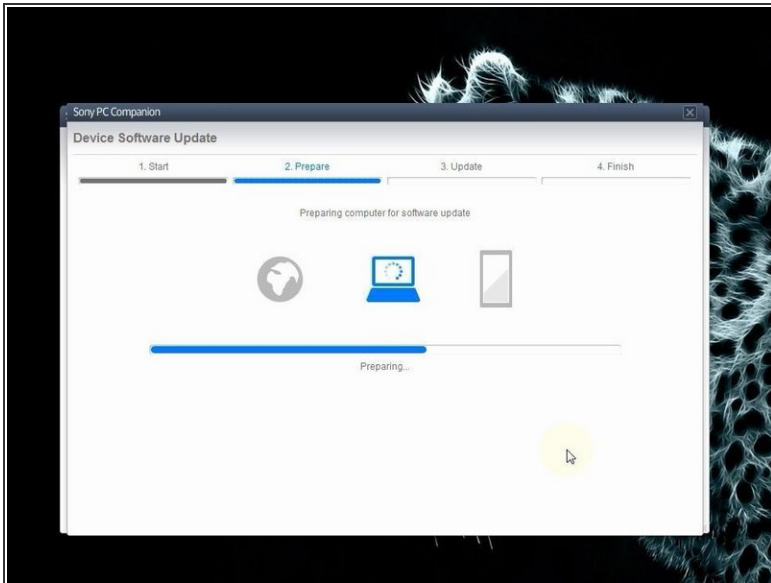
⚠ Connect your laptop to power supply since the update of your phone will take some time.

- Now choose "repair my phone / tablet". By this way you can fully erase your phone and remove any security password, PIN etc., or change firmware if your phone have OS problem and can't be powered on correctly.

⚠ This is your last warning about losing your personal data.



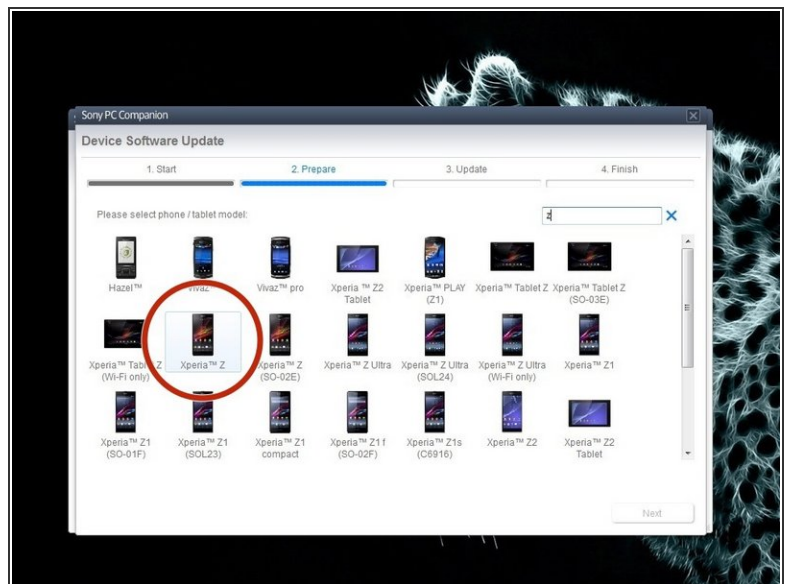
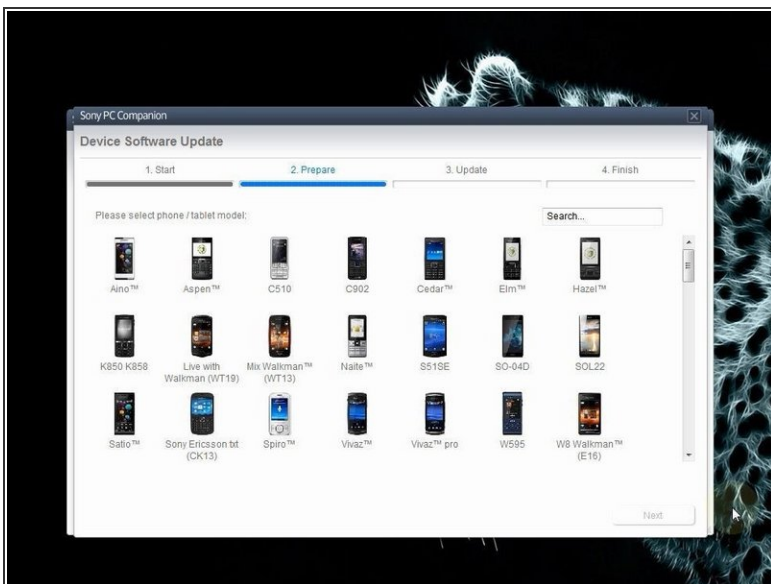
## Step 5



- PC Companion will download some files to prepare your PC for software update

⚠ Your phone / tablet must be at last 80% for the update to proceed safely!

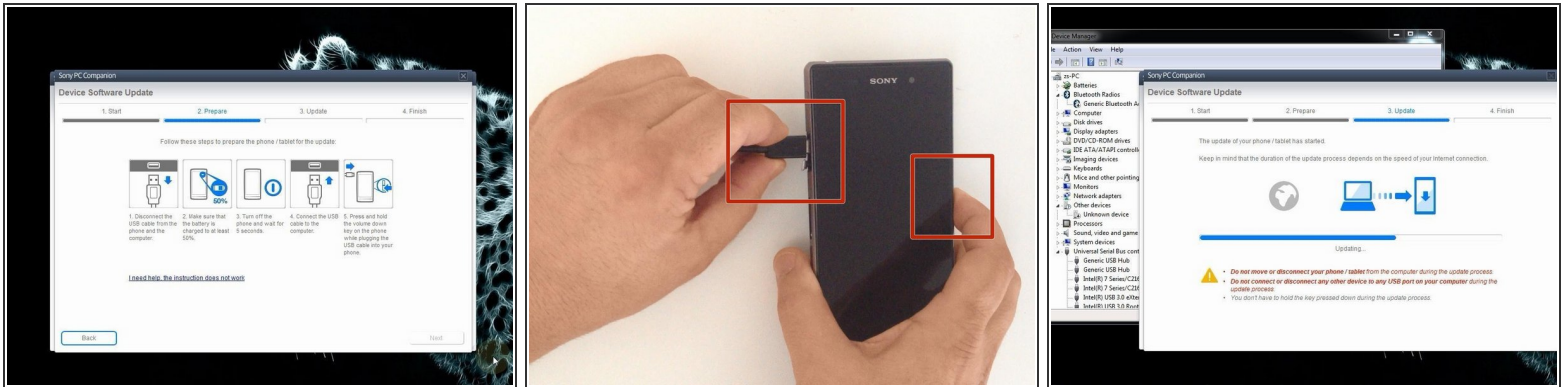
## Step 6



- Select the model of your phone.

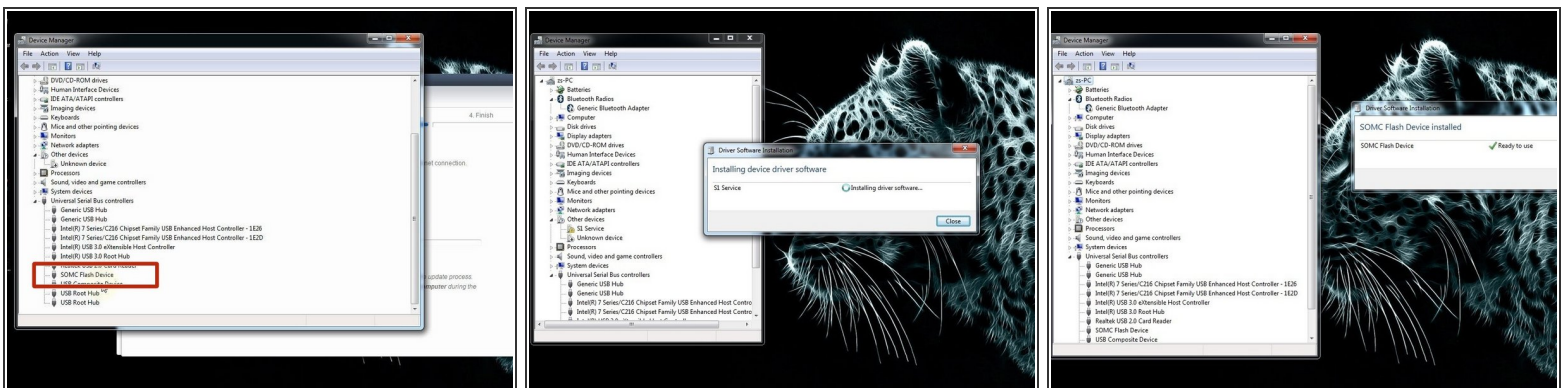
⚠ You should not confuse the model.

## Step 7



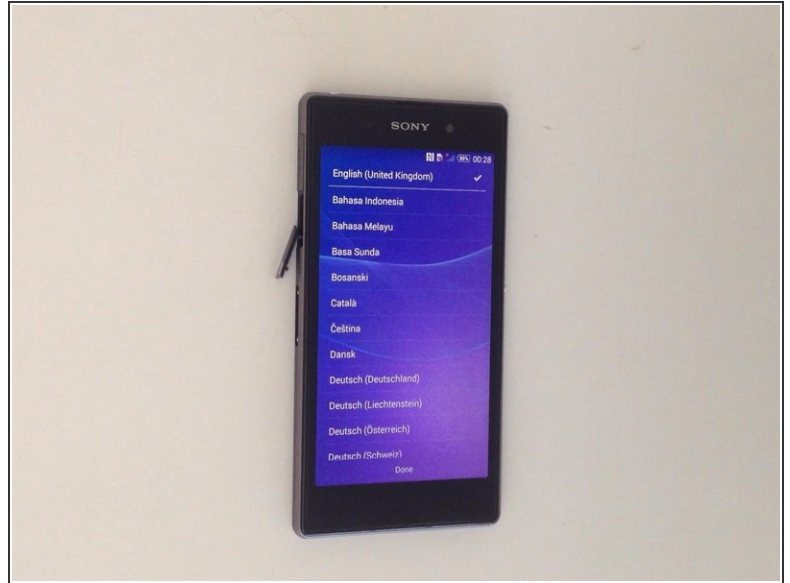
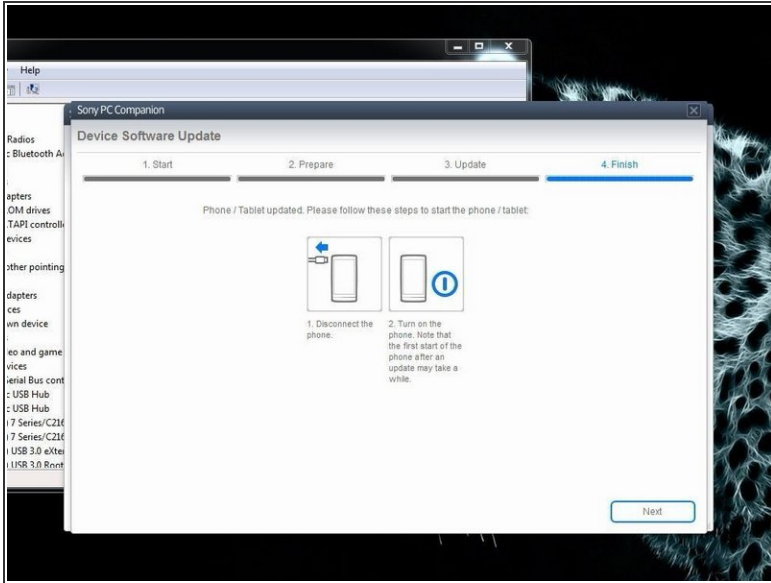
- The USB cable must be connected only to the PC.
- Turn off the phone.
- Press and hold the Volume Down button while plugging the cable into your phone.
- Once connected, PC Companion will download necessary firmware and will upload it to your phone.

## Step 8



- Your PC must recognize your phone like SOMC Flash Device.
- If you have a problem with drivers (your PC can't recognize your phone), search in the internet for "S1Boot Fastboot" drivers or use the link below.
- [Android WinUSB drivers](#)

## Step 9



- When PC Companion finished with update process, disconnect the phone and switch it on.
- Now your phone is in factory condition, with erased custom data and without password protection.
- .
- **Did you do it successfully?**
- .



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