Factory Reset, Fix Android Problems with Sony PC Companion
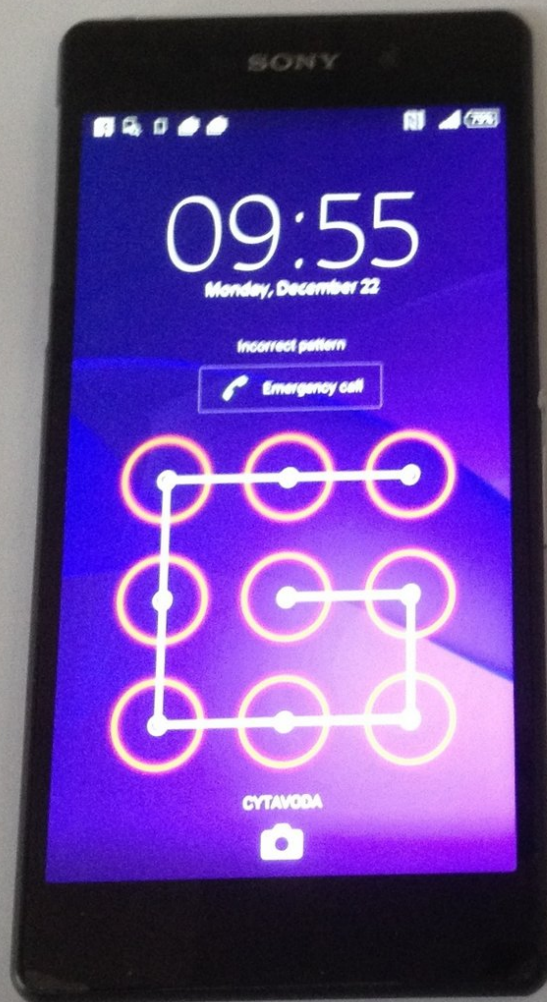
Sony Xperia Z2 Factory Reset with Sony PC Companion

Written By: ZFix

This document was generated on 2019-09-19 05:46:52 AM (MST).

INTRODUCTION

How to change the firmware with Sony PC Companion if you forgot your Password, PIN, Pattern, Screen Lock.

PC Companion will install the latest firmware on your phone and will reset it to the Factory setting.

You can use this technique also if your device not boot properly.
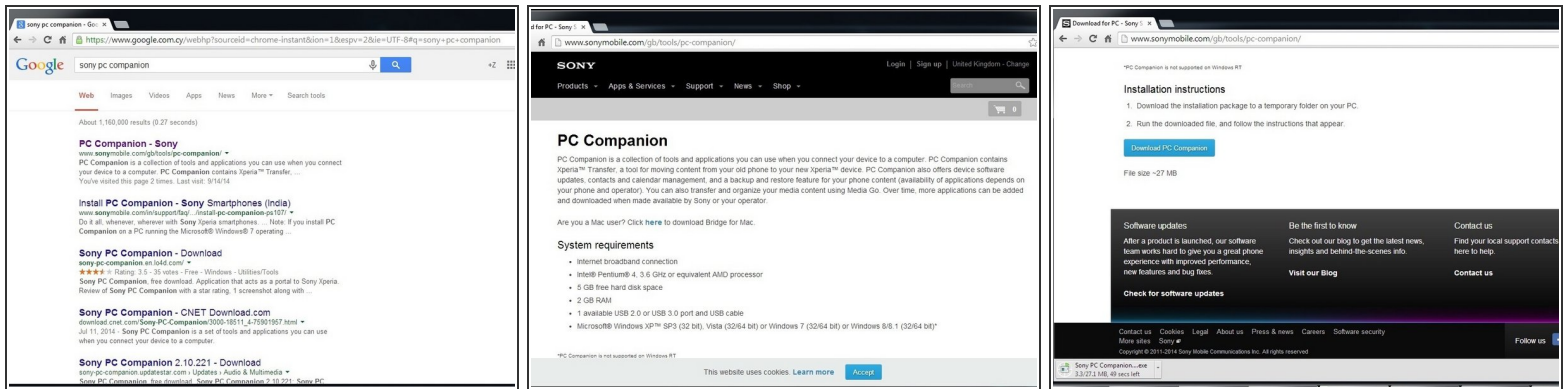
!!! This will erase all your personal data!!!

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/u47fAYa0a4w]

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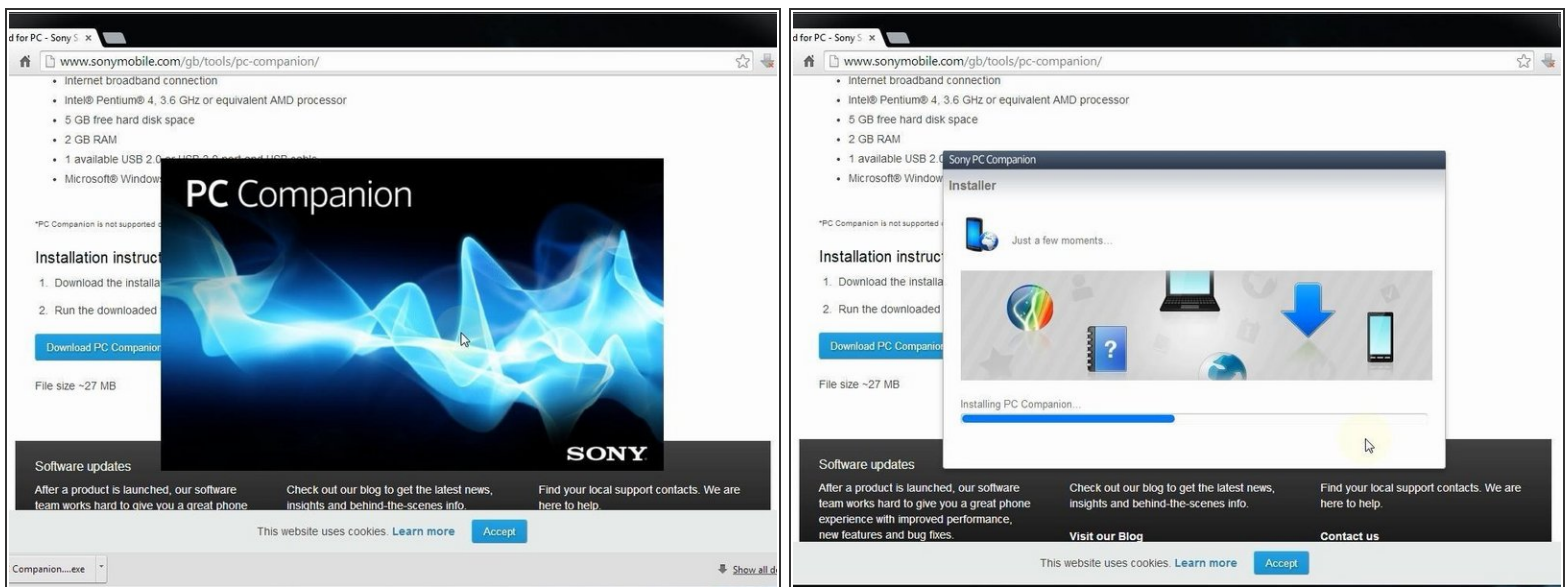## Step 1 — Factory Reset, Fix Android Problems with Sony PC Companion

- Search and download Sony PC Companion.

- [Direct link: Sony PC Companion](#)

Step 2

- Install Sony PC Companion in your PC.

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Step 3
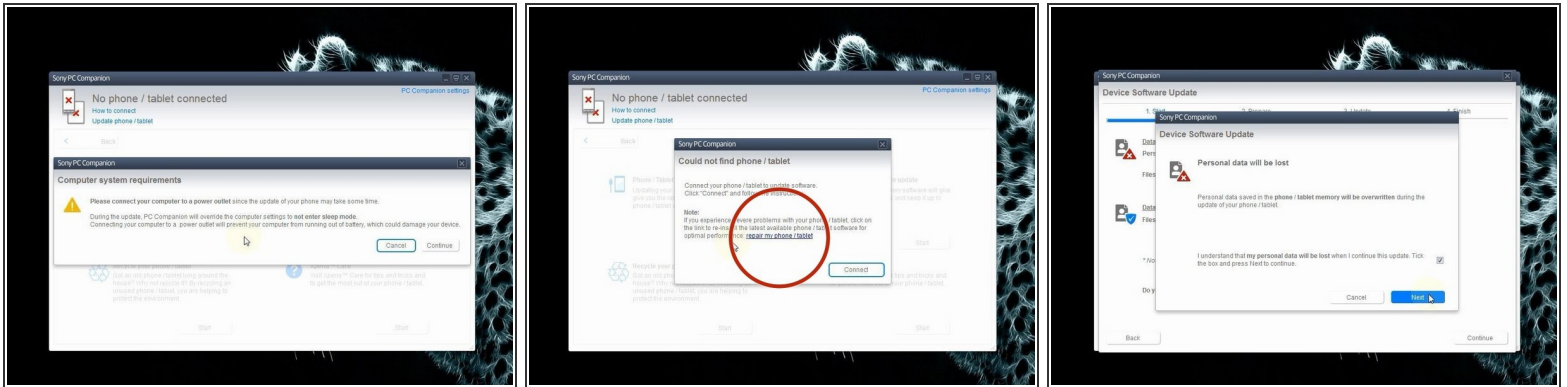
⚠ Connect your laptop to power supply since the update of your phone will take some time.

● 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.

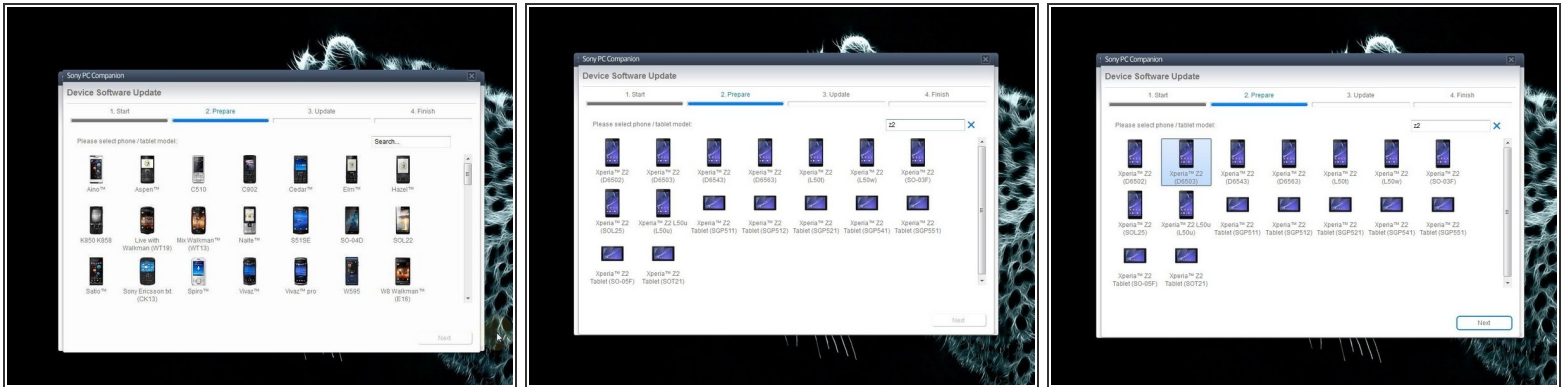⚠ This is your last warning about losing your personal data.

Step 4
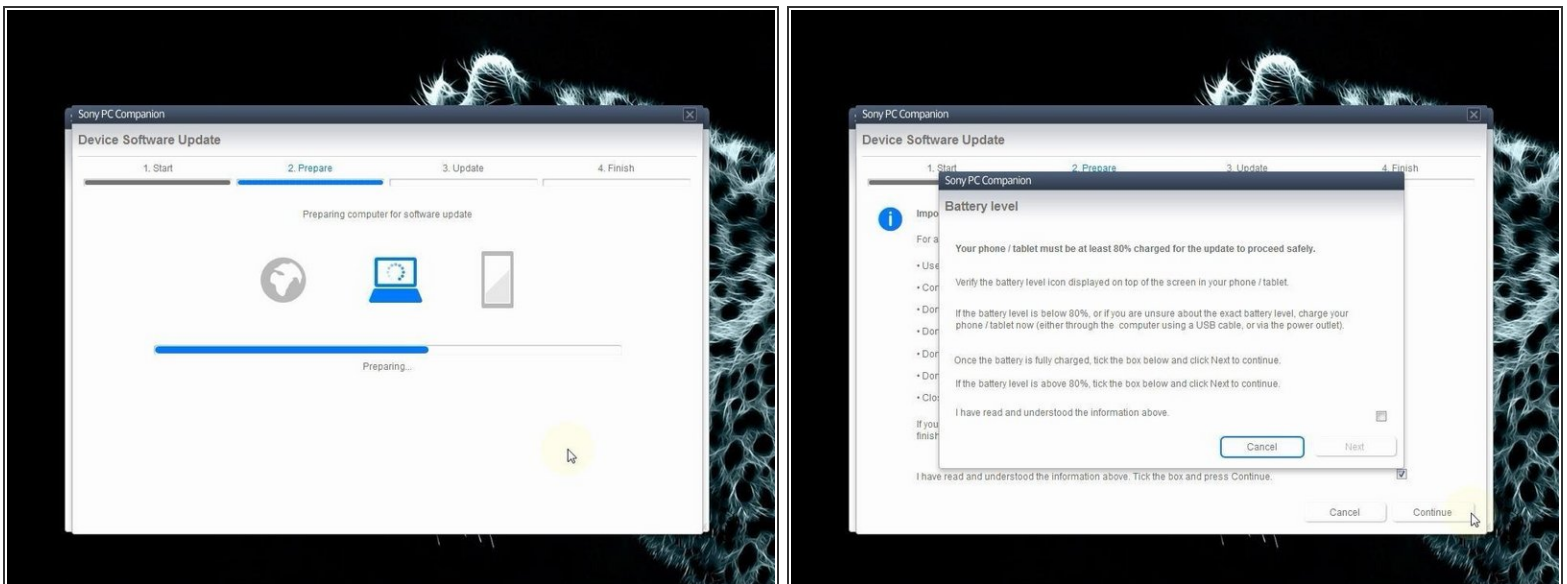
● PC Companion will download some files to prepare your PC for software update.

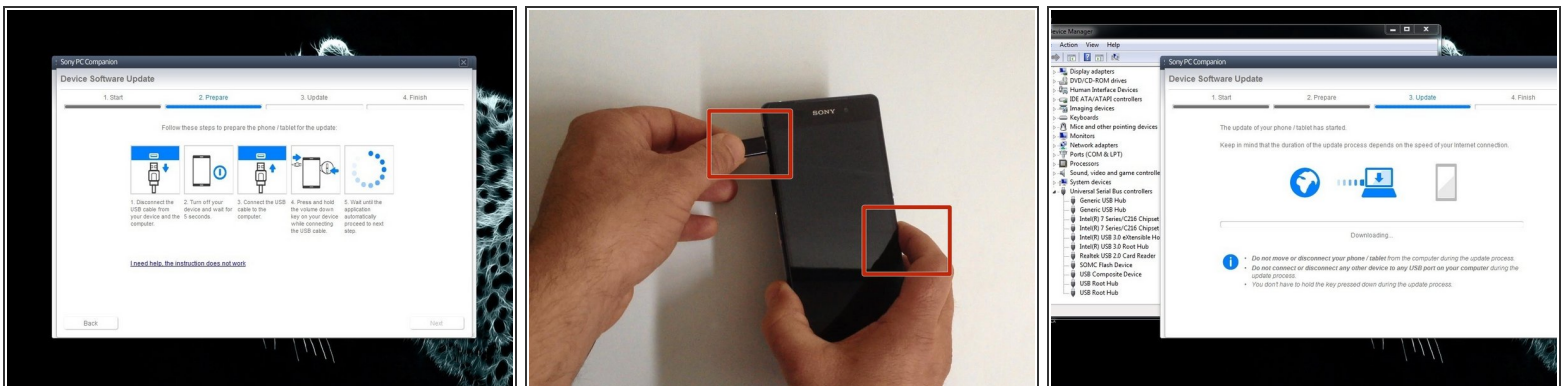⚠ Your phone / tablet must be at last 80% for the update to proceed safely!

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Step 5

- Select the model of your phone.

⚠ You should not confuse the model.

Step 6

- 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.

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Step 7
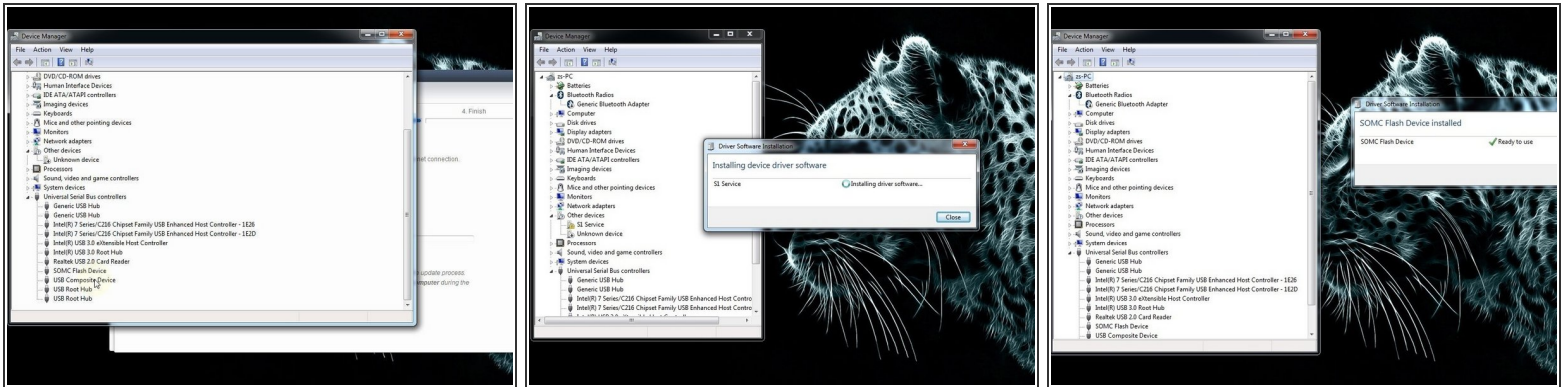
- Your PC must recognize your phone like SOMC Flash Device.

- 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 8
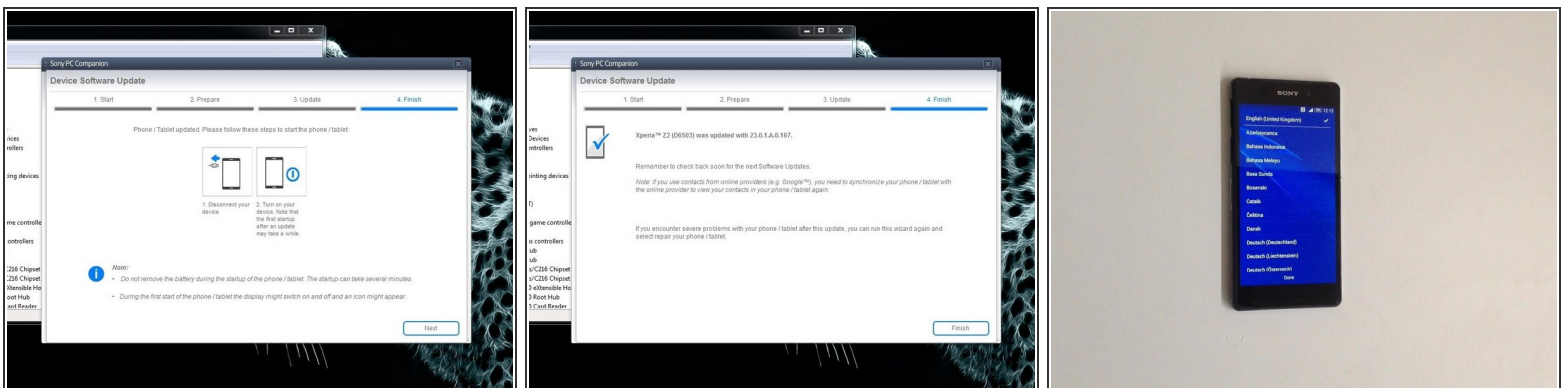
- When PC Companion finished with update process, disconnect the phone and switch it on.

- Now your phone is in factory condition, with erased custom data and without password protection.

- .

- **Did you do it successfully?**

- **Please SUBSCRIBE to my channel ツ**

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www.iFixit.com

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

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