



# Sony Xperia Z Ultra - Password Removal, Firmware update

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## INTRODUCTION

If you forgot your password, PIN, pattern drill, or your device can't start correctly, you can change the firmware with PC Companion. The program will install the latest version of the firmware and will erase all personal data.

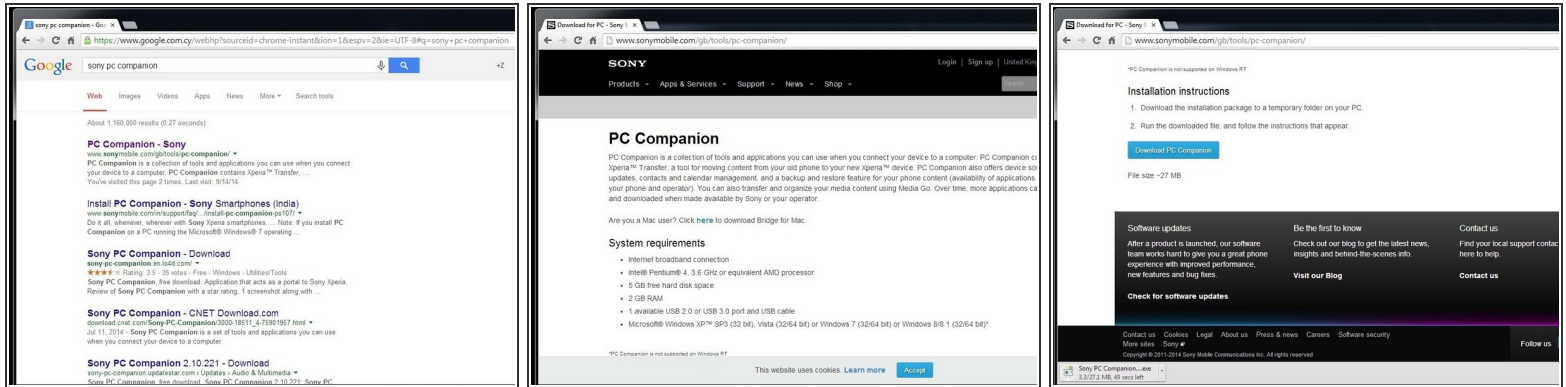
**If your device is connected to the internet and you have an installed Google account on it, look at this manual:**

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

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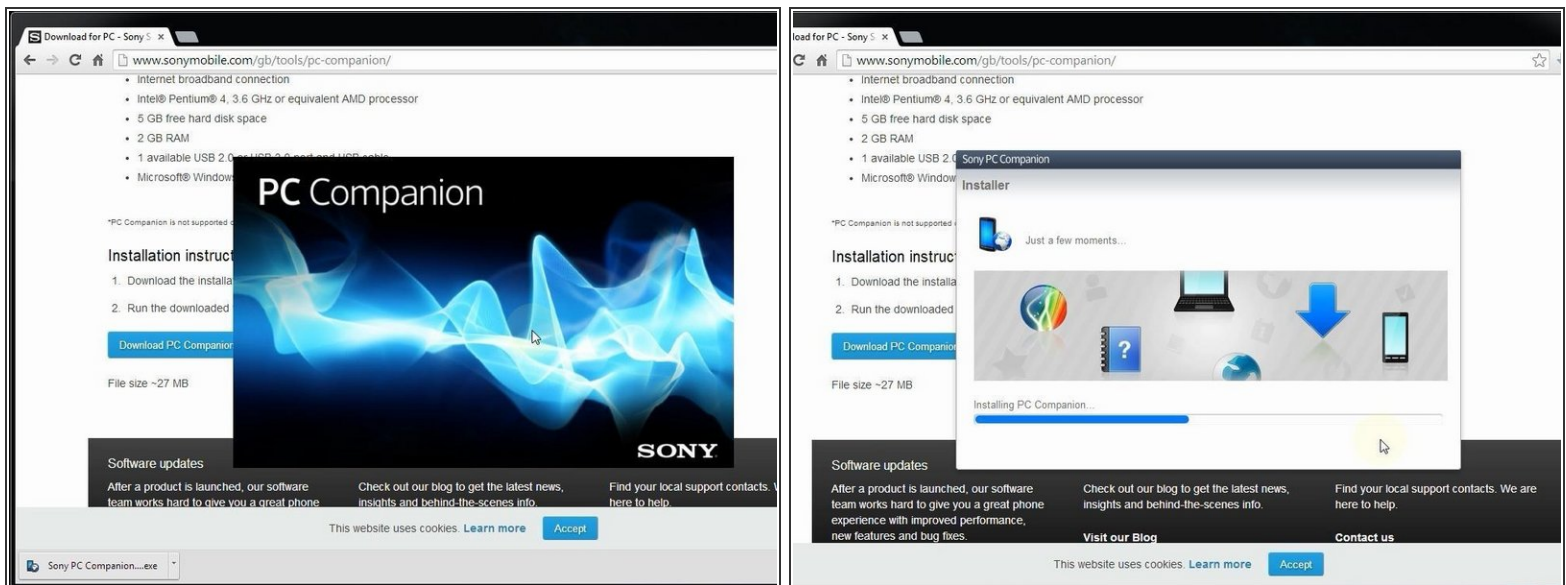
[video: <http://youtu.be/u47fAYa0a4w>]

## Step 1 — Sony Xperia Z Ultra - Password Removal, Firmware update



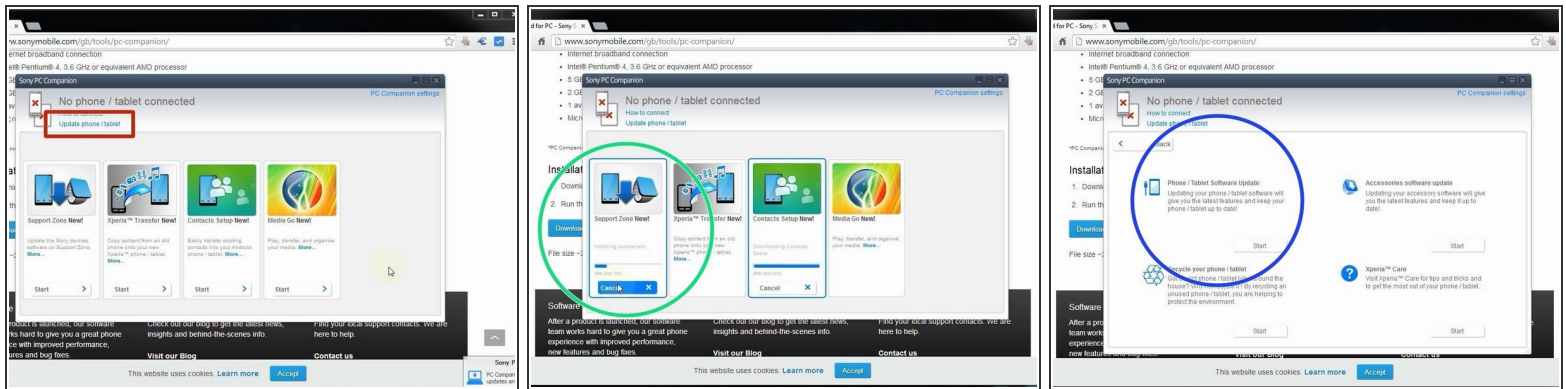
- Download and install Sony PC Companion on your PC.

## Step 2



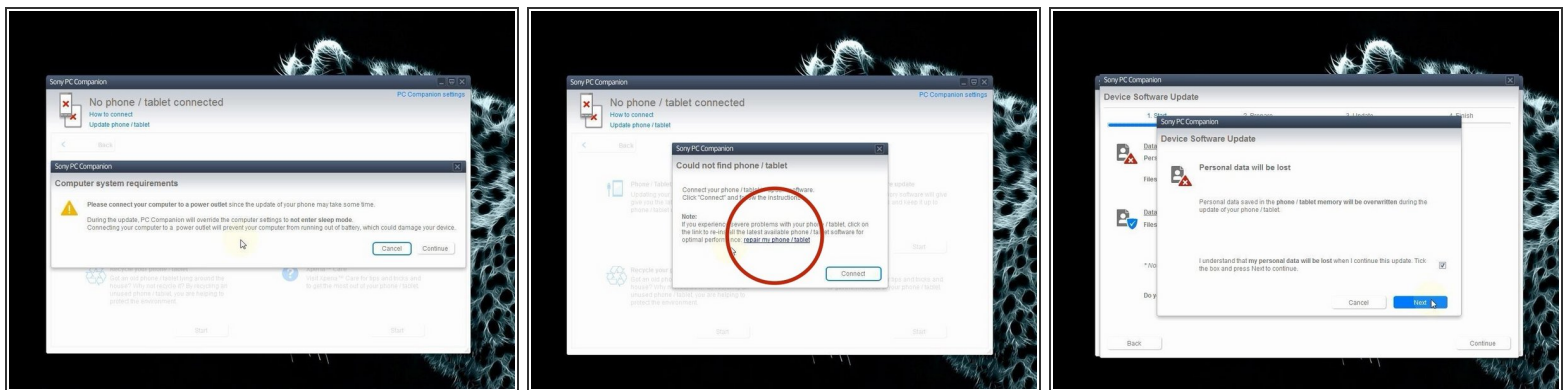
- Insert wisdom here.

## Step 3



- From here you can update the phone firmware, but the device must be powered on and with not locked screen.
- Start "Support Zone".
- Start "Phone / Tablet Software Update".

## Step 4



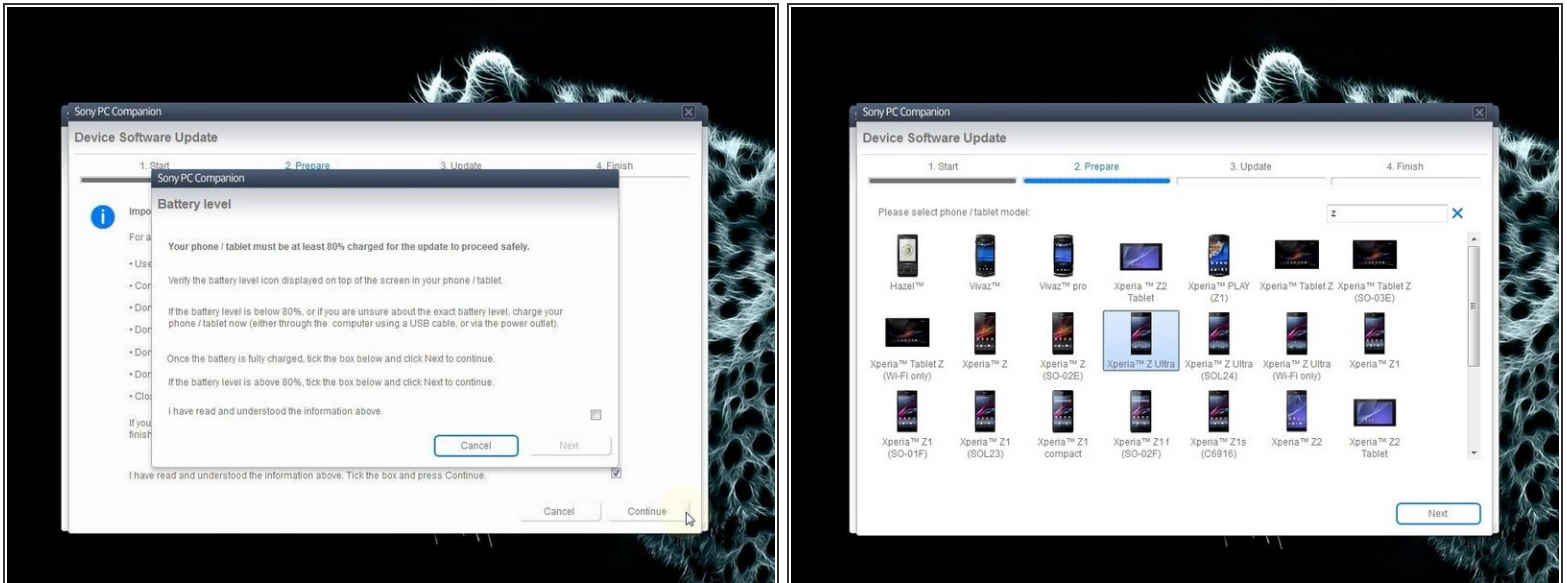
Connect your laptop to the power adapter.


- Now, select "repair my phone / tablet".



The last warning for your personal information.

## Step 5



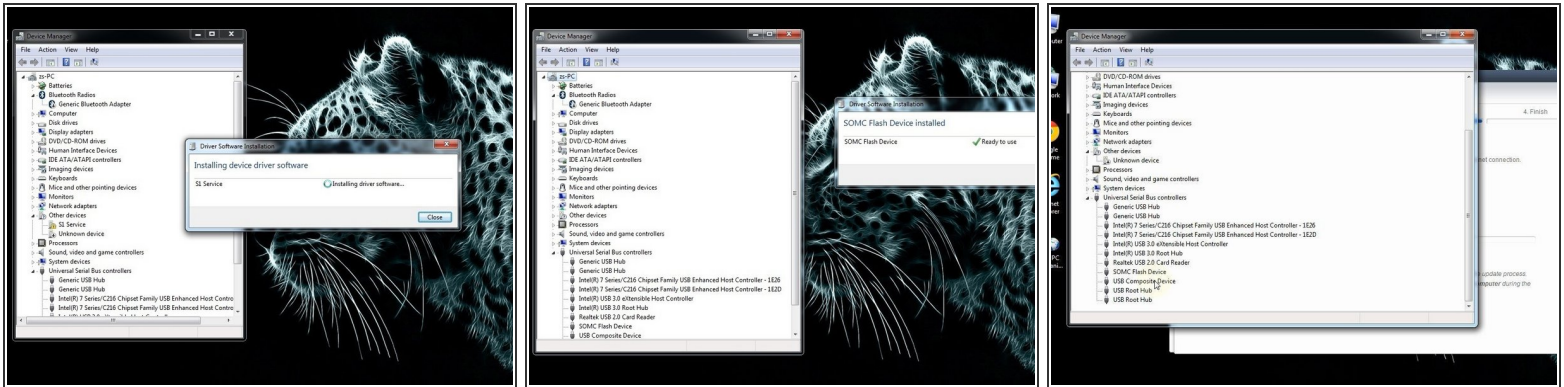
- You phone must be at last 80% charged.
  - Choose the model.
-  Attention!!! You must choose the right model.

## Step 6



- Switch off the Phone. Press and hold the volume-down button and then insert the micro USB cable.
- When your PC recognizes the device, PC Companion will download the latest firmware for your model and will install it to the device.

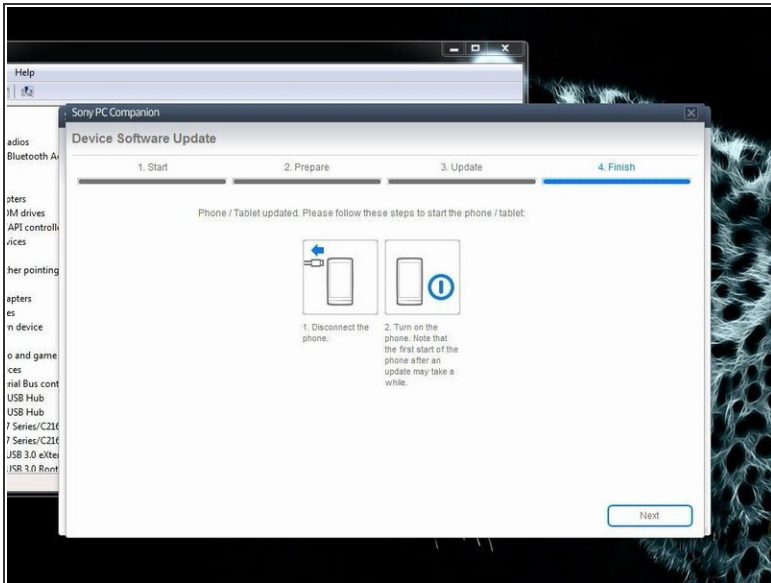
## Step 7



- If you have a problem with connecting the phone with the PC, you must download and install drivers.
- In the device manager / Universal Serial Bus controllers you must have SOMC Flash Device.
- [S1Boot Fasboot drivers](#)



## Step 8



- When PC Companion finished, disconnect the phone and switch it on.
- Now your device is with the latest firmare version, in factory state without any personal data and security.
- .
- **Did you do it successfully?**



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