



Sony Xperia Z1 - Password Removal, Firmware update with PC Companion

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INTRODUCTION

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.

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 is 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: <https://www.youtube.com/watch?v=u47fAYa0a4w>]

Step 1 — Sony Xperia Z1 - Password Removal, Firmware update with PC Companion

The image shows three separate browser windows side-by-side, each displaying search results for 'sony pc companion'.

- Left Window:** Shows a Google search results page with a link to 'sony pc companion' on the Sony mobile website.
- Middle Window:** Shows the official Sony mobile website for 'sony pc companion'.
- Right Window:** Shows the official Sony mobile website for 'sony pc companion' with a note that it is not supported on Windows RT.

● Download and install Sony PC Companion.

Sony PC Companion

Step 2

The image shows a screenshot of the Sony PC Companion download page on the Sony mobile website. The page includes a large 'PC Companion' logo, system requirements, and download links.

System requirements:

- Internet broadband connection
- Intel® Pentium® 4, 3.6 GHz or equivalent AMD processor
- 5 GB free hard disk space
- 2 GB RAM
- 1 available USB 2.0 or USB 3.0 port and USB cable
- Microsoft® Windows®

Software updates:

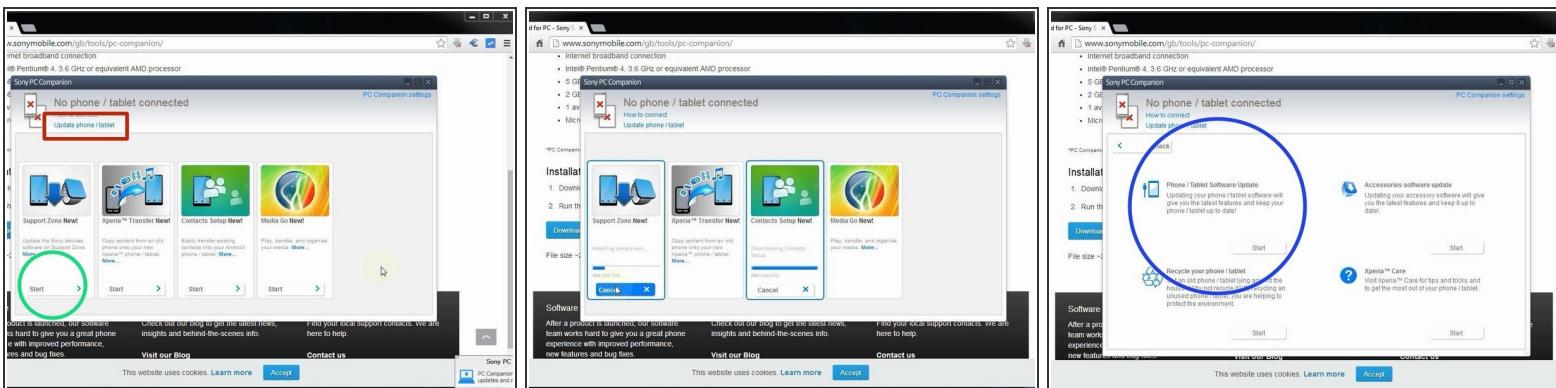
After a product is launched, our software team works hard to give you a great phone experience with improved performance, new features and bug fixes.

The image shows a screenshot of the Sony PC Companion download page during the download and installation process. A progress bar indicates the download is complete, and a message says 'Installing PC Companion...'.

File size ~27 MB

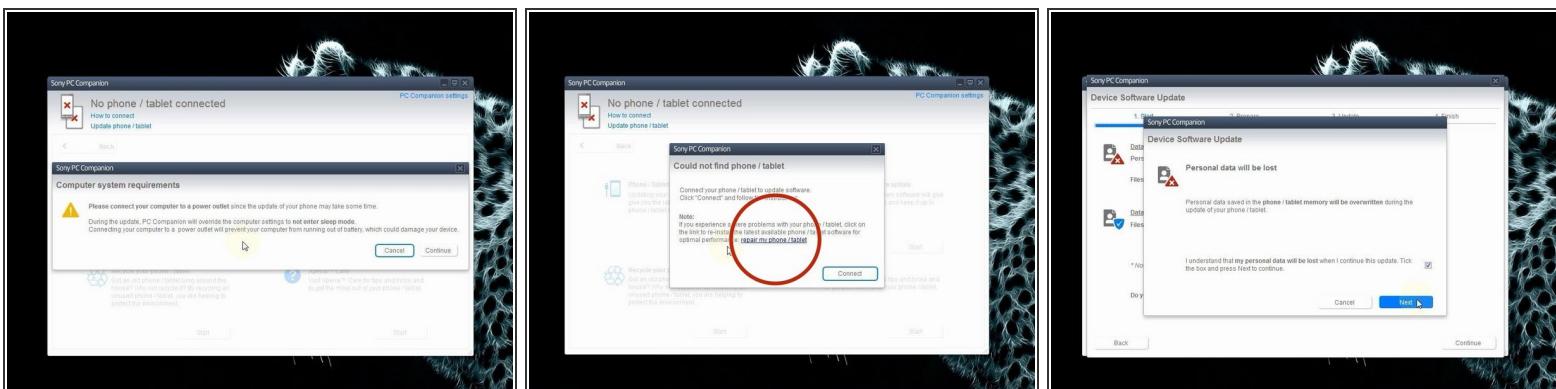
● Insert wisdom here.

Step 3



- From here you can update your device firmware but it must be unlocked (device can't be in lock screen).
- Start the new PC Companion function "Support Zone".
- PC Companion will download some necessary files and you are ready to start "Phone / Tablet Software Update".

Step 4

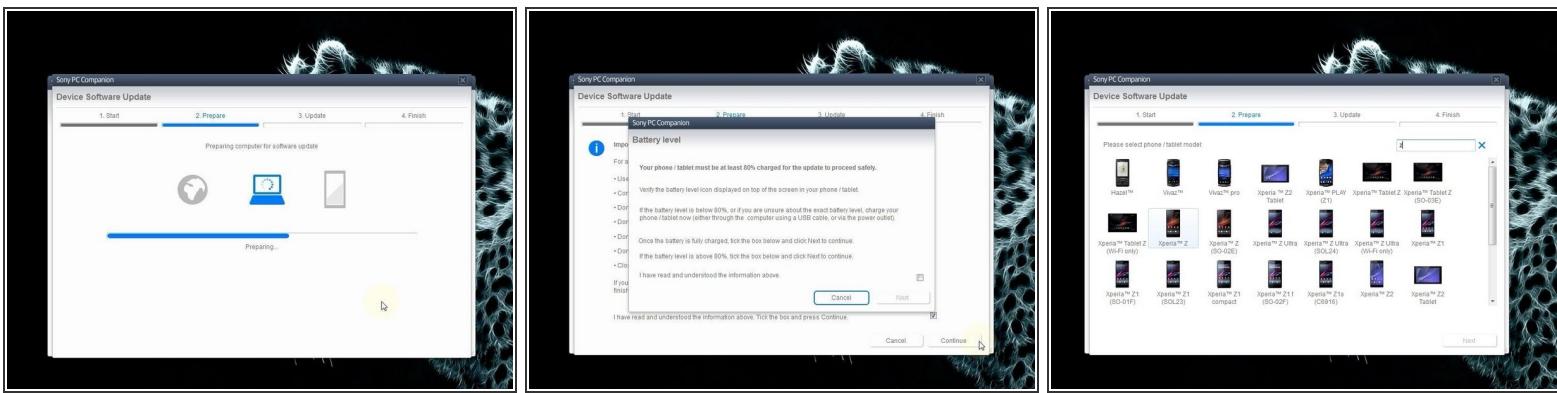


! Your laptop must be connected to the power adapter.

- Select "repair my phone / tablet".

! The last warning for your personal data

Step 5



- After PC Companion prepared your laptop for the update, you must choose the model of your device.

⚠ The battery must be at last 80% charged.

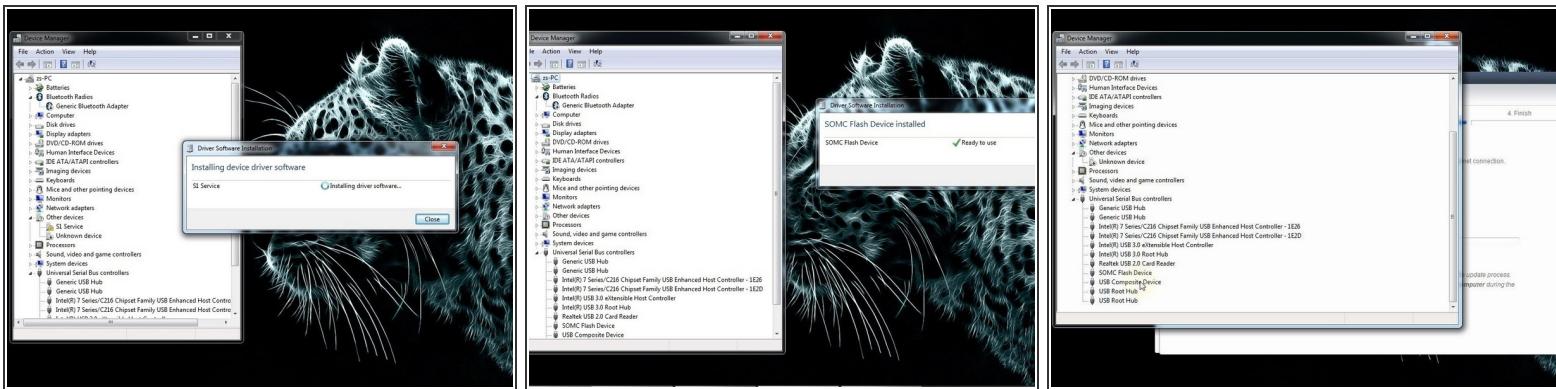
⚠ Doesn't make a mistake in choosing the model.

Step 6



- Switch of the phone. If you have a problem with the Android OS and you can't switch it off, then press and hold the power on button for a long time, or use the reset button under the micro SIM cover.
- Press and hold the volume down button and then insert the micro USB cable.
- Your PC will recognize the phone and PC Companion will download the latest version for your device and will flash it.

Step 7



- If your PC doesn't recognize your phone (SOMC Flash Device), you must install drivers for it.
- [S1Boot Fasboot drivers](#)

Step 8



- When PC Companion finished updating, disconnect the phone and switch it on.
- Your device is with latest firmware, in factory state, without personal data and security.
- .

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