

## Others

### **I've forgotten my unlock code and can't unlock my device anymore, what should I do?**

If you have selected a Pattern security, you can connect through your Google™ account after multiple failed attempts. To connect via your Google™ account, select Pattern forgotten.

If you chose a PIN code or a Password to lock your device, the only solution you have is to restore your device to factory settings. See how to do this in the following [FAQs](#).

Unique solution ID: #1529

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Last update: 2014-11-14 17:05