

Forum:[Hack Forums](#)

Thread: [Android Device Manager Issue](#)

Karma™ - August 28, 2015, 5:20 pm

I have had a problem unlocking my device for a few months. I forgot the password to my galaxy s5 and since I couldn't unlock it I resolved to android device manager. So since last month I put in a new password through device manager that should have shown up on my s5. So it did but the problem is that it shows it's locked by device manager but doesn't give me an option to unlock it or put in the new password that I asked device manager to use. It's just a black screen that shows a locked symbol. But no area to put in the password. Please help

AuntEsther - August 29, 2015, 1:55 pm

(Aug 28, 2015 05:20 PM)Karma™ Wrote: [\[CITE\]](#) I have had a problem unlocking my device for a few months. I forgot the password to my galaxy s5 and since I couldn't unlock it I resolved to android device manager. So since last month I put in a new password through device manager that should have shown up on my s5. So it did but the problem is that it shows it's locked by device manager but doesn't give me an option to unlock it or put in the new password that I asked device manager to use. It's just a black screen that shows a locked symbol. But no area to put in the password. Please help

Hey Karma.

Let's troubleshoot a little bit. What version of Android is running on your phone? Is it a stock rom or a custom rom?

I ask this because there have been SERIOUS problems with Lollipop (which is why I rolled back to KitKat) with the device manager. This is also a reoccurring problem with the S5 unfortunately, and neither the mobile company or Samsung have taken responsibility and fixed it yet. Have you tried logging in with your google account on another mobile device? If you do, select lock. From there, at least on KitKat, it will ask you to enter a new pin/password. That should cancel out the one you forgot. Don't set a new swipe until you get back in to your old phone; just leave it off.

If you see this error message: "Since Google has verified that a screen lock is already set, the password you entered won't be needed." you are going to have to do a factory reset and start fresh, and/or take this as an opportunity to root the phone and put a custom rom on it so you don't have these types of problems.

Karma™ - August 30, 2015, 12:35 pm

It's a stock rom. I haven't used the phone in about 8 months which is why I forgot my password and can't get it. It doesn't give me an option to log in with google account as it is a custom password. I went on android device manager last month and set a password and a custom message. The custom message is visible on the s5 lockscreen but gives me no box to type in the new password I set from android device manager.

AuntEsther - August 30, 2015, 12:43 pm

(Aug 30, 2015 12:35 PM)Karma™ Wrote: [\[CITE\]](#) It's a stock rom. I haven't used the phone in about 8 months which is why I forgot my password and can't get it. It doesn't give me an option to log in with google account as it is a custom password. I went on android device manager last month and set a password and a custom message. The custom message is visible on the s5 lockscreen but gives me no box to type in the new password I set from android device manager.

Have you tried a factory reset? You can erase all data and start fresh.

Karma™ - August 30, 2015, 2:07 pm

(Aug 30, 2015 12:43 PM)AuntEsther Wrote: [\[CITE\]](#) Have you tried a factory reset? You can erase all data and start fresh.

That's what I'm trying to avoid...I have very important notes in memo along with other documents I need to take out...that's why I tried to avoid factory reset

AuntEsther - August 30, 2015, 8:52 pm

(Aug 30, 2015 02:07 PM)Karma™ Wrote: [\[CITE\]](#) That's what I'm trying to avoid...I have very important notes in memo along with other documents I need to take out...that's why I tried to avoid factory reset

As bad as this sounds, I think it is a Lollipop bug. The black screen thing shouldn't be there, especially if you did Device Manager.

All you can do if you can is plug the phone up to the computer and copy the contents of the drive to your computer and try to bring them over after you get control of the phone. Once you try so many times to get into the phone without success it will auto reset anyway. And that is if it lets you with the lock on. Using Device Manager doesn't add a new password; you have to go in the options and delete all the passwords and even then, it may still give problems.

OR

You can try Kali Linux and try to brute force it with some pen testing tools and try to hack it that way.

OR

Take it on the chin and do a factory reset. Don't sign up for all these password protections, just keep it at the lock screen so if it happens again the regular instructions will hopefully work.

Unfortunately.