

Hi

I have recently purchased a XIAOMI Notes 3 pro (Kenzo) for which I was fully satisfied. Then, after the last OTA update (global beta 6.9.9), the password is corrupt and I can no longer access the device. I tried several times with the password that I remember very well, but the device does not accept and is blocked for increasingly longer times. I have in my phone memory of my daughter recently disappeared and that for me would be very painful to lose for a reset of the device. Is there a solution to my problem?

Thank you Roberto Rondin