

**Lenovo**



# **Product Maintenance Manual**

## **Lenovo Tab P12**

**TB370FU**

**Issued by:** T&SD WW Service

**Date of issue:** 2023/12/20

**Document version:** 1.0.0

**Read this guide carefully before repair**

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# Revision History

Revision	Date	Notes
1	12/20/2023	Initial Release

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# 1. About this manual

This **Product Maintenance Manual (PMM)** is a service handbook provides outlines and details on product service business operation from a service engineering perspective, which will be helpful to Lenovo service support functions globally as reference.  
For content that are mentioned but not elaborated in this handbook will be highlighted where to find in sub files.

## **Important:**

This manual includes technical instructions for replacing genuine parts in this product.  
Read the entire manual before your repair.  
Always use the latest version of this product service manual for repair.

## **Cautions and Warnings**

Failure to follow the repair instructions or not to use genuine parts or proper tools may damage the device or compromise the device's functionality or water resistance.  
The tablet components may be damaged by electrostatic discharge (ESD). Always use an ESD mat and ground strap when working with internal components.  
Turn off the device before repair.  
Loose screws, extra screws, or small parts inside the device can cause safety issue. Set aside all parts and screws removed during repair.

## **Marketing Name**

Lenovo Tab P12

## **Model Name**

Lenovo TB370FU

## **2. Safety Information**

This chapter presents the following safety information that you need to get familiar with before you service a Lenovo product:

- **“General safety”**
- **“Electrical safety”**
- **“Safety inspection guide”**
- **“Handling devices that are sensitive to electrostatic discharge”**
- **“Grounding requirements”**
- **“Safety notices: multilingual translations”**

## 2.1 General safety

Follow these rules below to ensure general safety:

- Observe a good housekeeping in the area where the machines are put during and after the maintenance.
- When lifting any heavy object:
  1. Make sure that you can stand safely without slipping.
  2. Distribute the weight of the object equally between your feet.
  3. Use a slow lifting force. Never move suddenly or twist when you attempt to lift it.
  4. Lift it by standing or pushing up with your leg muscles; this action could avoid the strain from the muscles in your back. Do not attempt to lift any object that weighs more than 16 kg (35 lb) or that you think is too heavy for you.
- Do not perform any action that causes hazards to the customer, or that makes the machine unsafe.
- Before you start the machine, make sure that other service representatives and the customer are not in a hazardous position.
- Place removed covers and other parts in a safe place, keeping them away from all personnel, while you are servicing the machine.
- Keep your tool case away from walk areas so that other people will not trip it over.
- Do not wear loose clothing that can be trapped in the moving parts of the machine. Make sure that your sleeves are fastened or rolled up above your elbows. If your hair is long, fasten it.
- Insert the ends of your necktie or scarf inside clothing or fasten it with the nonconductive clip, about 8 centimeters (3 inches) from the end.
- Do not wear jewelry, chains, metal-frame eyeglasses, or metal fasteners for your clothing.

**Attention:** Metal objects are good electrical conductors.

- Wear safety glasses when you are hammering, drilling, soldering, cutting wire, attaching springs, using solvents, or working in any other conditions that may be hazardous to your eyes.
- After service, reinstall all safety shields, guards, labels, and ground wires. Replace any safety device that is worn or defective.
- Reinstall all covers correctly before returning the machine to the customer.
- Fan louvers on the machine help to prevent the overheating of internal components. Do not obstruct fan louvers or cover them with labels or stickers.

## 2.2 Electrical safety

Observe the following rules when working on electrical equipments.

**Important:**

Use only approved tools and test equipments. Some hand tools have handles covered with a soft material that does not insulate you when working with live electrical currents.

Many customers have rubber floor mats near their machines that contain small conductive fibers to decrease electrostatic discharges. Do not use such kind of mat to protect yourself from electrical shock.

- Find the room emergency power-off (EPO) switch for disconnecting the switch or electrical outlet. If an electrical accident occurs, you can then operate the switch or unplug the power cord quickly.
- Do not work alone under hazardous conditions or near the equipment that has hazardous voltages.
- Disconnect all power before:
  - Performing a mechanical inspection
  - Working near power supplies
  - Removing or installing main units
- Before you start to work on the machine, unplug the power cord. If you cannot unplug it, ask the customer to power-off the wall box that supplies power to the machine, and to lock the wall box in the off position.
- If you need to work on a machine that has exposed electrical circuits, observe the following precautions:
  - Ensure that another person, familiar with the power-off controls, is near you.

**Attention:** Another person must be there to switch off the power, if necessary.

— Use only one hand when working with powered-on electrical equipment; keep the other hand in your pocket or behind your back.

**Attention:** An electrical shock can occur only when there is a complete circuit. By observing the above rule, you may prevent a current from passing through your body.

— When using testers, set the controls correctly and use the approved probe leads and accessories for that tester.

— Stand on suitable rubber mats (obtained locally, if necessary) to insulate you from grounds such as metal floor strips and machine frames.

Observe the special safety precautions when you work with very high voltages; instructions for these precautions are in the safety sections of maintenance information. Be extremely careful when you measure the high voltages.

- Regularly inspect and maintain your electrical hand tools for safe operational condition.
- Do not use worn or broken tools and testers.
- Never assume that power has been disconnected from a circuit. First, check it to make sure that it has been powered off.

## 2.3 Safety inspection guide

The purpose of this inspection guide is to assist you in identifying potential unsafe conditions. As each machine was designed and built, required safety items were installed to protect users and service personnel from injury. This guide addresses only those items. You should use good judgment to identify potential safety hazards according to the attachment of non-Lenovo features or options not covered by this inspection guide.

If any unsafe conditions are present, you must determine how serious the apparent hazard could be and whether you can continue without first correcting the problem.

Consider these conditions and the safety hazards they present:

- Electrical hazards, especially primary power (primary voltage on the frame can cause serious or fatal electrical shock)
- Explosive hazards, such as a damaged CRT face or a bulging capacitor
- Mechanical hazards, such as loose or missing hardware

To determine whether there are any potential unsafe conditions, use the following checklist at the beginning of every service task. Begin the checks with the power off, and the power cord disconnected.

Checklist:

1. Check exterior covers for damage (loose, broken, or sharp edges).
2. Turn off the product. Disconnect the power cord.
3. Check the power cord for:
  - a. A third-wire ground connector in good condition. Use a meter to measure third-wire ground continuity for 0.1 ohm or less between the external ground pin and the frame ground.
  - b. The power cord should be the type specified in the parts list.
  - c. Insulation must not be frayed or worn.
4. Check for cracked or bulging batteries.
5. Remove the cover.
6. Check for any obvious non-Lenovo alterations. Use good judgment as to the safety of any non-Lenovo alterations.
7. Check inside the unit for any obvious unsafe conditions, such as metal filings, contamination, water or other liquids, or signs of fire or smoke damage.
8. Check for worn, frayed, or pinched cables.
9. Check that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

## 2.4 Handling devices that are sensitive to electrostatic discharge

Any computer part containing transistors or integrated circuits (ICs) should be considered sensitive to electrostatic discharge (ESD). ESD damage can occur when there is a difference in charge between objects. Protect against ESD damage by equalizing the charge so that the machine, the part, the work mat, and the person handling the part are all at the same charge.

### Notes:

1. Use product-specific ESD procedures when they exceed the requirements noted here.
2. Make sure that the ESD protective devices you use have been certified (ISO 9000) as fully effective.

When handling ESD-sensitive parts:

- Keep the parts in protective packages until they are inserted into the product.
- Avoid contact with other people.
- Wear a grounded wrist strap against your skin to eliminate static on your body.
- Prevent the part from touching your clothing. Most clothing is insulative and retains a charge even when you are wearing a wrist strap.
- Use the black side of a grounded work mat to provide a static-free work surface. The mat is especially useful when handling ESD-sensitive devices.
- Select a grounding system, such as those listed below, to provide protection that meets the specific service requirement.

### Notes:

The use of a grounding system to guard against ESD damage is desirable but not necessary

- Attach the ESD ground clip to any frame ground, ground braid, or green wire ground.
- When working on a double-insulated or battery-operated system, use an ESD common ground or reference point. You can use coax or connector outside shells on these systems.
- Use the round ground prong of the ac plug on ac-operated computers.

## **2.5 Grounding requirements**

Electrical grounding of the computer is required for operator safety and correct system function. Proper grounding of the electrical outlet can be verified by a certified electrician.



## 2.6 Safety notices multilingual translations

The safety notices in this section are provided in English, French, German, Hebrew, Italian, Japanese, and Spanish.

### Safety notice 1

Before the computer is powered on after FRU replacement, make sure all screws, springs, and other small parts are in place and are not left loose inside the computer. Verify this by shaking the computer and listening for rattling sounds. Metallic parts or metal flakes can cause electrical shorts.

Avant de remettre l'ordinateur sous tension après remplacement d'une unité en clientèle, vérifiez que tous les ressorts, vis et autres pièces sont bien en place et bien fixées. Pour ce faire, secouez l'unité et assurez-vous qu'aucun bruit suspect ne se produit. Des pièces métalliques ou des copeaux de métal pourraient causer un court-circuit.

Bevor nach einem FRU-Austausch der Computer wieder angeschlossen wird, muß sichergestellt werden, daß keine Schrauben, Federn oder andere Kleinteile fehlen oder im Gehäuse vergessen wurden. Der Computer muß geschüttelt und auf Klappergeräusche geprüft werden. Metallteile oder Splinter können Kurzschlüsse erzeugen.

סוללות המתנה מסוימות מכילות כמות קטנה של ניקל וקדמיום. אין לפרק סוללת המתנה, לטעון אותה מחדש, להשליך אותה לאש או למים או לקצר אותה. יש לסלק את הסוללה כנדרש על ידי התקנות והחוקים המקומיים. יש להשתמש רק בסוללה המופיעה ברשימת החלקים המתאימה. שימוש בסוללה לא מתאימה עלול לגרום להצתה או התפוצצות של הסוללה.

Prima di accendere l'elaboratore dopo che é stata effettuata la sostituzione di una FRU, accertarsi che tutte le viti, le molle e tutte le altre parti di piccole dimensioni siano nella corretta posizione e non siano sparse all'interno dell'elaboratore. Verificare ciò scuotendo l'elaboratore e prestando attenzione ad eventuali rumori; eventuali parti o pezzetti metallici possono provocare cortocircuiti pericolosi.

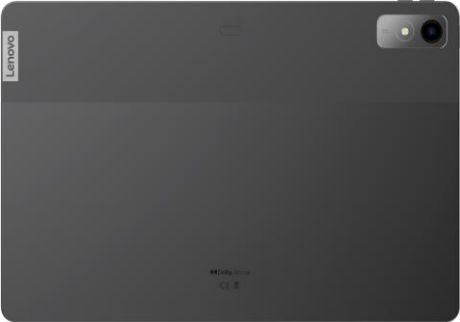
予備バッテリーの中には少量のニッケルとカドミウムが含まれているものがあります。したがって、予備バッテリーの分解、再充電、火または水の中への投棄、またはショートさせることは決して行わないでください。バッテリーを廃棄する場合は地方自治体の条例に従ってください。適切なパーツ・リストにあるバッテリーだけを使用してください。誤ったバッテリーを使用すると、バッテリーが発火したり爆発したりする可能性があります。

# 3. Product Introduction

## 3.1 Product Appearance



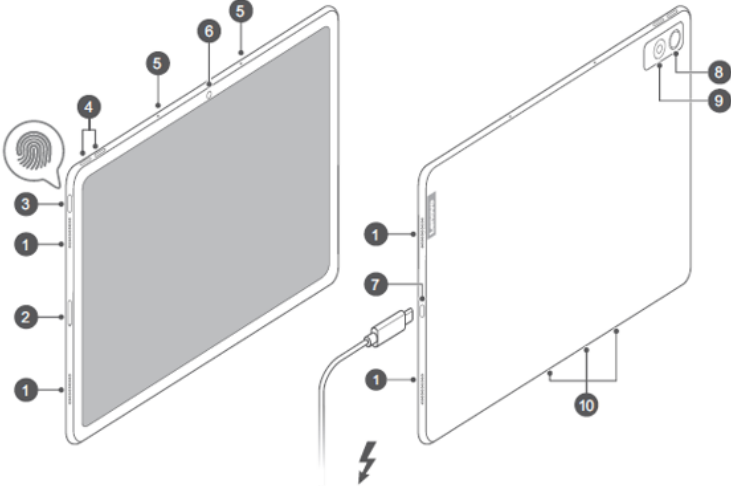
Storm



Oat



### 3.2 Product Location



1	Speakers
2	Card Tray
3	Power Button / Fingerprint Sensor
4	Volume Buttons
5	Microphone
6	Front Camera
7	USB-C Connector
8	Rear Camera
9	Flash
10	Smart Connector

### 3.3 Product Spec

Display	12.7". LTPS LCD display with ambient color 2944 x1840, , 60Hz refresh rate, 273ppi
Dimension	293.3 x 190.7 x 6.9 mm (without camera bump)
Weight	~615g (tablet only)
Processor	MediaTek Dimensity 7050 Octa core 2xA78 2.6GHz+ 6 xA55 2.0GHz (Antutu score: 480K)
Memory	4+128; 8+128; 8+256 Expandable MicroSD card
OS	Launched with Android 13, Expect two OS upgrades and 4yrs security patches in the field
Cameras	Front: 13MP FF with RGB sensor and ultra-wide FOV Rear: 8MP AF + Flash LED
Speakers	Quad JBL speakers
Connectivity	802.11 a/b/g/n/ac/ax Wi-Fi 6 BT5.1
Sensors	Ambient-light Sensor/ RGB sensor /Gyroscope/E-compass/Hall sensor Fingerprint sensor on power key
I/O	USB Type-C™ 2.0/charging/audio MicroSD card slot
Battery	10200mAh (typ. value) up to 10 hours streaming*
Key Software Applications	Google Kids Space, Netflix. Entertainment Space. Files. Nebo. Myscript Calculator 2. .WPS
Compatible accessories	Lenovo Tab Pen Plus Lenovo Keyboard Pack for Tab P12 Lenovo Folio Case for Tab P12

## 3.4 Accessory

Accessories

### Keyboard pack

2-in-1 ThinkPad-inspired leading keyboard design

From playful to light productivity in a single snap

- **16 shortcut keys**
- **19mm** pitch size
- **0.2mm** key concavity
- **1.5mm** key travel
- **One-piece trackpad**
- **3-point po-go pin**



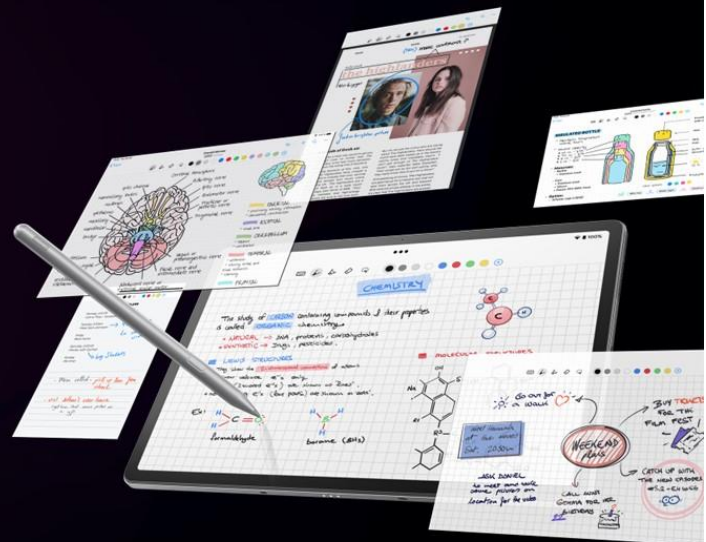
**Lenovo** 2018 Lenovo Internal. All rights reserved.

Accessories

### The new Lenovo Tab Pen

Free your stream of ideas

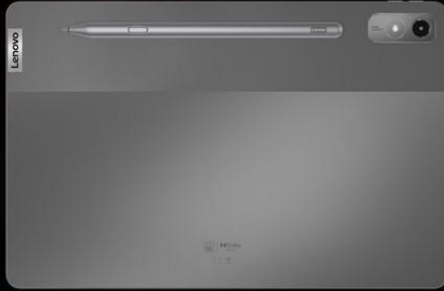
- **4096 levels** of pressure sensitivity
- **Tilt detection**
- **Palm rejection**
- **Lenovo Pen Protocol (LPP)**
- **Support of 90Hz/120Hz refresh rate**



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Smart learning

# The New Lenovo Tab Pen



Auto Bluetooth pairing with your tablet  
Anti-Lost alert  
Magnetic attachment for easy storage

### Customizable functions

- Press and tap on the screen to quickly launch the note-taking application
- Remote control documents / music tracks / selfies / recording



Replaceable nib

USB-C charging port

Low latency  
4096 levels of pressure sensitivity  
Tilt detection  
Palm rejection

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Accessories

## Folio Case

Convenience in a protective folio stand

All-around protection

Dedicated pen holder



Oat

Storm Grey



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## 3.5 What's in the box

### What's in the Box & Preloaded Software

#### Design

##### Dimension



##### Weight (for tablet only)

-615 g (1.36 lbs)



#### Software

##### Preloaded Software<sup>2</sup>

- Google Kids Space<sup>3</sup>
- Netflix
- Lens
- Entertainment Space
- Play
- Files
- Google TV
- YouTube
- YouTube Kids
- Google
- Chrome
- Gmail
- Maps
- Photos
- Message
- Google One
- Podcasts
- Docs
- Sheets
- Lenovo Freestyle
- WPS
- Nebo
- MyScript Calculator
- Music
- Recorder
- Lenovo Vantage

#### What's in the Box<sup>1</sup>

- Lenovo Tab P12
- USB Type-C™ 2.0 Charging Cable
- 20W Charging Adapter (10V/2A)<sup>2</sup>
- MicroSD Tray Pin
- Quick Start Guide & Safety, Warranty
- SIM Tray Pin

<sup>1</sup> Actual in-box items may vary depending on markets, resellers, configurations, and more.

<sup>2</sup> In-box charger availability may vary with country. Visit <https://support.lenovo.com> for more information about compatible charging adapters.

#### Accessories



Lenovo Tab Pen Plus



Lenovo Tab P12 Keyboard Pack



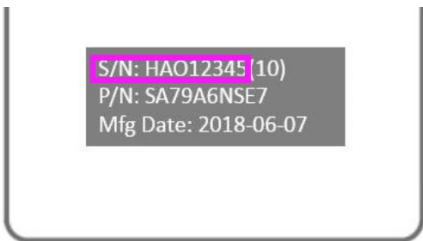

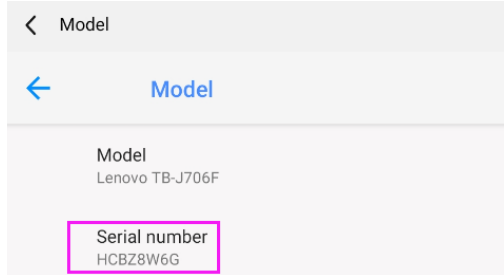
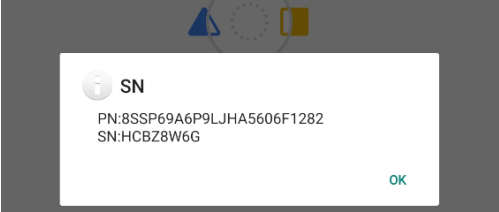
Lenovo Tab P12 Folio Case

# 4. Warranty Information

## 4.1 How to find SN

There are several ways to find you device ID, which determine by the serial number (SN) usually.

And the SN is important for product warranty identify. Lenovo T&SD product’s SN is usually composed 34 based of 8-digit number.

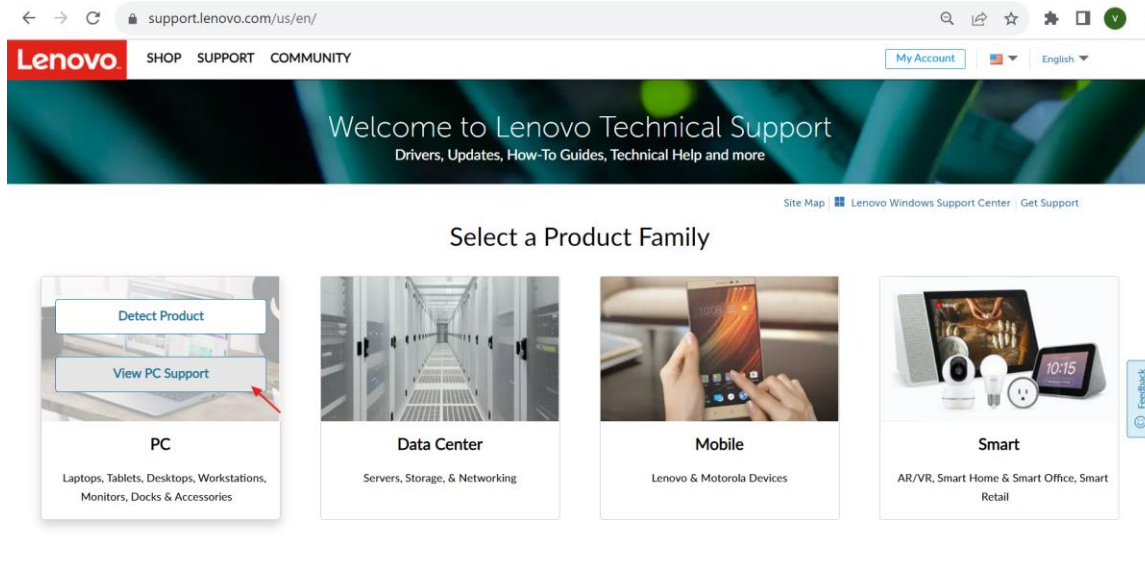
Method for SN find	Demo
<p><b>Method-1:</b> Back of device product label</p>	
<p><b>Method-2:</b> Find SN on SIM tray label</p>	
<p><b>Method-3: in Android OS</b> PATH 1: [Settings /system /About tablet /Model /Serial number]  PATH 2: [Settings /system /About tablet /Status /Serial number]</p>	
<p><b>Method-4:</b> Input <b>####2222#</b> in setting search bar to find PCBA SN (PN) and SN</p>	



## 4.2 Warranty lookup

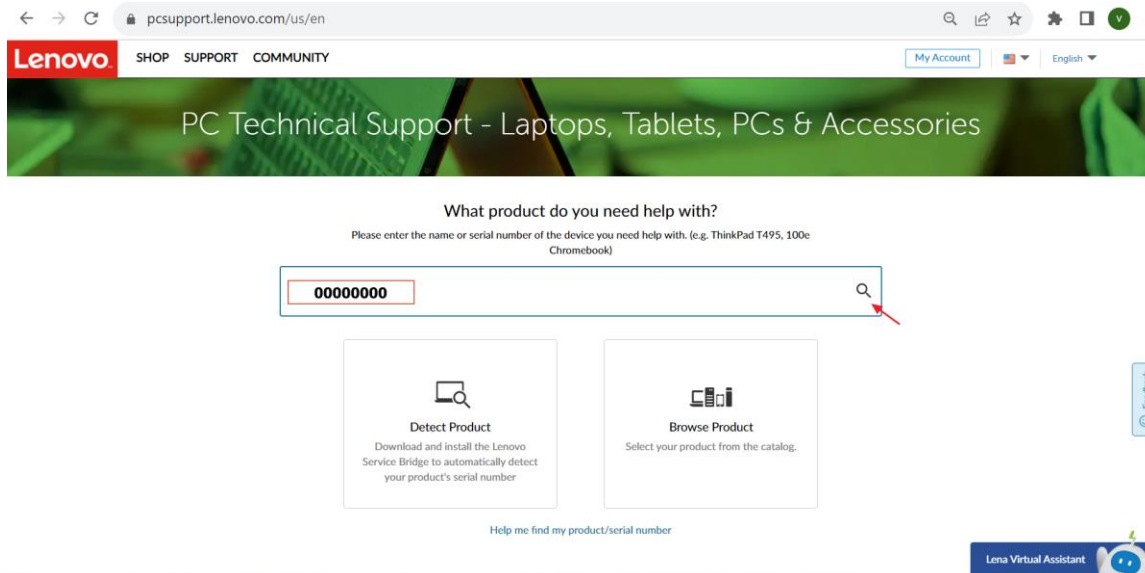
Go to <https://support.lenovo.com/us/en/>

Click **View PC Support**;



The screenshot shows the Lenovo Technical Support homepage. The browser address bar displays [support.lenovo.com/us/en/](https://support.lenovo.com/us/en/). The page features a navigation bar with 'Lenovo', 'SHOP', 'SUPPORT', and 'COMMUNITY' links, along with a 'My Account' button and language selection. A main banner reads 'Welcome to Lenovo Technical Support' with subtext 'Drivers, Updates, How-To Guides, Technical Help and more'. Below this is a 'Select a Product Family' section with four categories: 'PC' (Laptops, Tablets, Desktops, Workstations, Monitors, Docks & Accessories), 'Data Center' (Servers, Storage, & Networking), 'Mobile' (Lenovo & Motorola Devices), and 'Smart' (AR/VR, Smart Home & Smart Office, Smart Retail). A red arrow points to the 'View PC Support' button in the PC category.

Input the SN then click search icon;



The screenshot shows the PC Technical Support search page. The browser address bar displays [pcsupport.lenovo.com/us/en/](https://pcsupport.lenovo.com/us/en/). The page features a navigation bar with 'Lenovo', 'SHOP', 'SUPPORT', and 'COMMUNITY' links, along with a 'My Account' button and language selection. A main banner reads 'PC Technical Support - Laptops, Tablets, PCs & Accessories'. Below this is a search section titled 'What product do you need help with?' with a subtext 'Please enter the name or serial number of the device you need help with. (e.g. ThinkPad T495, 100e Chromebook)'. A search input field contains '00000000' and a search icon. Below the input field are two buttons: 'Detect Product' (Download and install the Lenovo Service Bridge to automatically detect your product's serial number) and 'Browse Product' (Select your product from the catalog). A red arrow points to the search icon. At the bottom, there is a 'Help me find my product/serial number' link and a 'Lena Virtual Assistant' chatbot icon.

Then you can find the product's warranty information.

PC Support > Tablets > M Series tablets > Tab M7 Tablet (3rd Gen) (Lenovo TB-7306F, Lenovo TB-7306X) - Type ZA8D



### Product Home

#### Product Info

Serial Number: **00000000**

Machine Type Model: ZABD0063EG

Associated products

Machine Info: [Machine Info](#)

#### Quick Links

[User Guide](#)

[Accessories](#)

[Drivers & Software](#)

Tab M7 Tablet (3rd Gen)  
(Lenovo TB-7306F, Lenovo TB-7306X) - Type ZA8D

Serial Number  
**00000000**

[Detect Product](#) [Change Product](#)

[Product Home](#)

[Troubleshoot & Diagnose](#)

[How To's](#)

#### Warranty Status **In Warranty** [View Details](#)

[Terms and Conditions](#)

**Current Service & Support Status < 2 months remaining** ⚠️

Started	End
Oct 2022	Dec 2023

[Upgrade Warranty](#)



[Compare Service Levels](#)

[Lena Virtual Assistant](#)

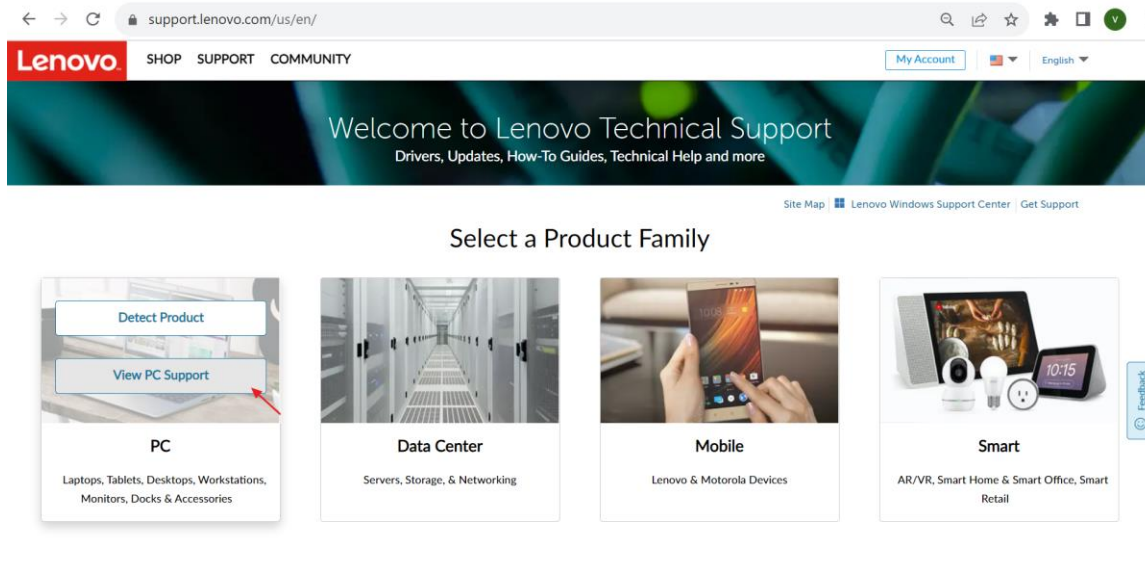
[Feedback](#)

## 5. Diagnostic

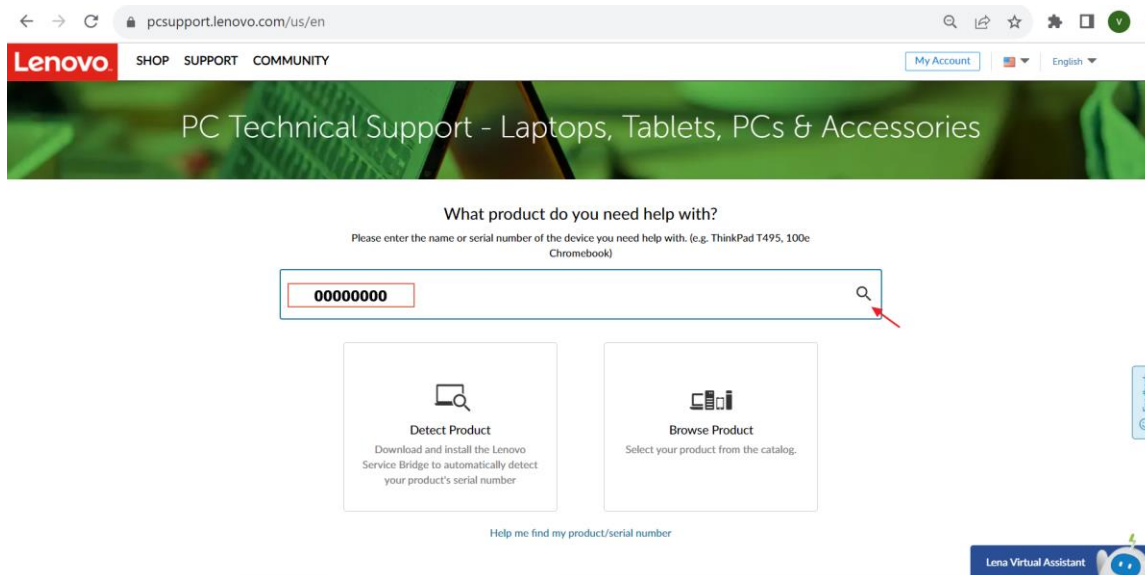
### 5.1 Web Trouble Shooting

1. Go to <https://support.lenovo.com/us/en/>

Then click **View PC Support**;



2. Input the SN then click search icon;



3. Click "Troubleshoot & Diagnose" at the left panel, then select the icon "Operating System Diagnostics";

Lenovo SHOP SUPPORT COMMUNITY

Search My Account English Cart

Tab M7 Tablet (3rd Gen) (Lenovo TB-7306F, Lenovo TB-7306X) - Type ZA8D

Serial Number: 00000000

Detect Product Change Product

- Product Home
- Troubleshoot & Diagnose**
- How To's
- Guides & Manuals
- Warranty & Services
- Repair Status

### Troubleshooters

If you know the category you are having issues with, the troubleshooters can help. Choose a category that best fits your scenario

- Audio and Microphone
- Battery
- Boot and common issues
- Camera
- Display
- Network and Bluetooth
- Other failures
- Product Information

### Support Tools

- Full Hardware Diagnostics Suite
- Operating System Diagnostics**
- Downloadable Lenovo Diagnostics

How can I help you?

4. Follow the instruction, click the button “GET STARTED”;

Lenovo SHOP SUPPORT COMMUNITY

PC Support > Tablets > M Series tablets > Tab M7 Tablet (3rd Gen) (Lenovo TB-7306F, Lenovo TB-7306X) - Type ZA8D

Tab M7 Tablet (3rd Gen) (Lenovo TB-7306F, Lenovo TB-7306X) - Type ZA8D

Serial Number: 00000000

Detect Product Change Product

- Product Home
- Troubleshoot & Diagnose**
- How To's
- Guides & Manuals

### Troubleshoot & Diagnose

#### Operating System Diagnostics

Besides online diagnostic matrix here, Rescue and Smart Assistant (LMSA) is a PC based and fast tool to diagnose and resolve issues on your tablet. If your tablet's software is not functioning properly, we recommend downloading the LMSA Tools and run diagnostics. The LMSA tool can also help safely backup and restore data.

By clicking "GET STARTED" below to launch system diagnostics for tablet products.

- Audio
- Bluetooth
- Battery
- Power
- System
- Camera
- Touch Screen
- Memory card
- Sensor
- Phone Dial

**GET STARTED**

How can I help you?

5. It will show the warranty information and then just click “Confirmed”;

#### System Summary

Proof-of-Purchase : Product: IMEI:867442052052475	Product MTM:ZA8D0063EG Country:EG	Type:ZA8D Manufacture Date:2022-10-07	Serial Number:1 00000000 Status:SH
---	--------------------------------------	--	---------------------------------------

#### Base Warranty

Start Date:2022-10-11 Origin:	End Date:2023-12-09	Warranty ID: 12C	Status:
----------------------------------	---------------------	------------------	---------

**Description:**This product has a one year limited warranty and is entitled to parts, labor and carry-in repair service. In some countries, courier service will be provided. Many parts can also be delivered to you using the Customer Replaceable Unit (CRU) method.
















#### Extend Warranty

No extend warranty information.

[Back](#) [Confirmed](#)

## 6. Click the failure you meet...

### Select the failure you meet...

 No power on /No display	 Hang up /Not enter system	 Auto shutdown /Restart /Run slowly	 Battery charge abnormal	 Speaker /Microphone /Earphone	 Touchpad /Multi-touch problem
 Camera issue	 Wireless abnormal	 Bluetooth issue	 No Vibration	 Display abnormal	 Screen not flip
 Brightness issue	 Charging indicator abnormal-	 Other Failure			

## 7. . Follow the instruction step by step strictly.

Reset

Battery Charging  
Check

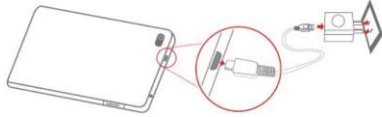
Recovery Page Enter

Wipe Cache

Keep the **power** button pressing no less than **20 seconds**, show as below



If necessary, please repeat it **several times** and check if the battery is charged? Try to connect tablet to the USB charger at the same time.



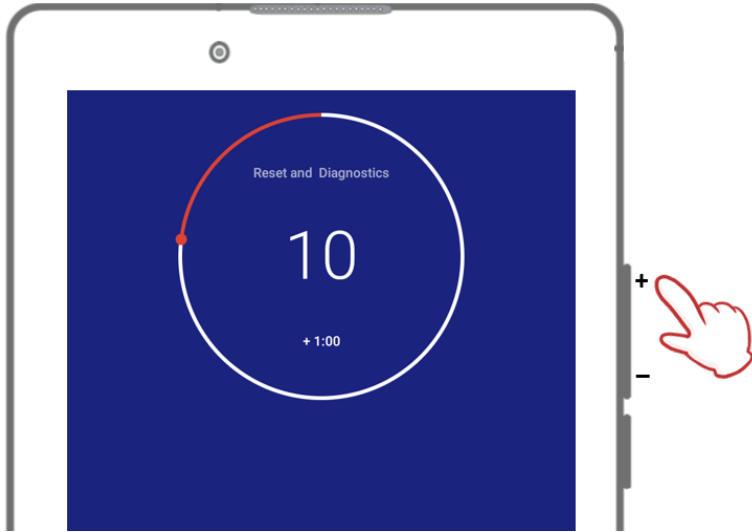
Issue Solved

Not yet continue

## 5.2 Built in Hardware diagnostic

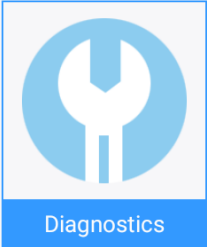
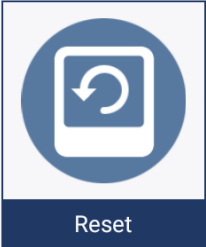
By the preload quick factory recovery and hardware self-diagnosis module, to realize device factory reset or function diagnostics quickly.

**Step-1.** Enter the system (unlocked account status) and keep pressing the **Volume up** key no less than **10 seconds**.



**Step-2.** The **Factory Reset and Hardware Diagnostics** Self-diagnosis page will appear.

# Factory Reset and Hardware Diagnostics



v1.0.0

Close

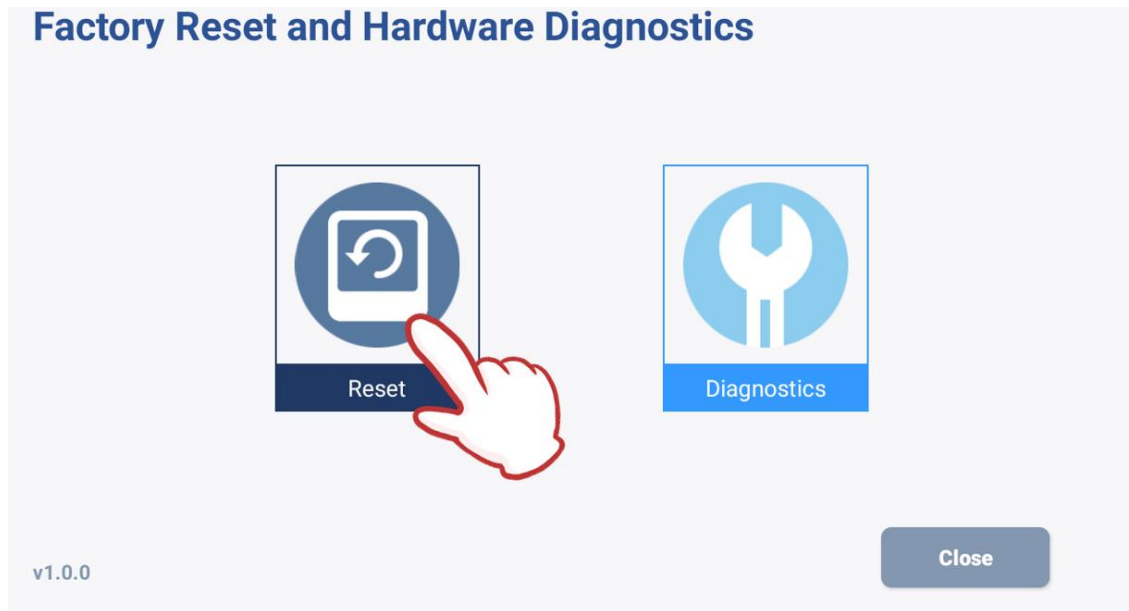




## 5.2 .1 Factory Reset

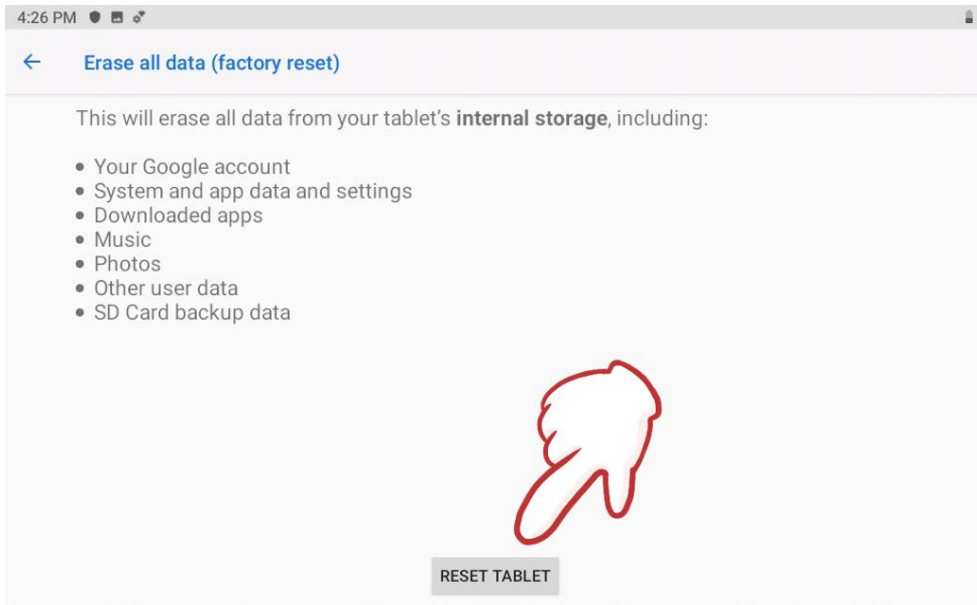
**Step-1.** In the **self-diagnostics** page, click the **Reset** icon as demoed below, and make sure the battery volume is **no less than 30%** or keep the external USB charger connecting.

**When you choose to do this, it means that all personal data in tablet have be backup or no need anymore.**

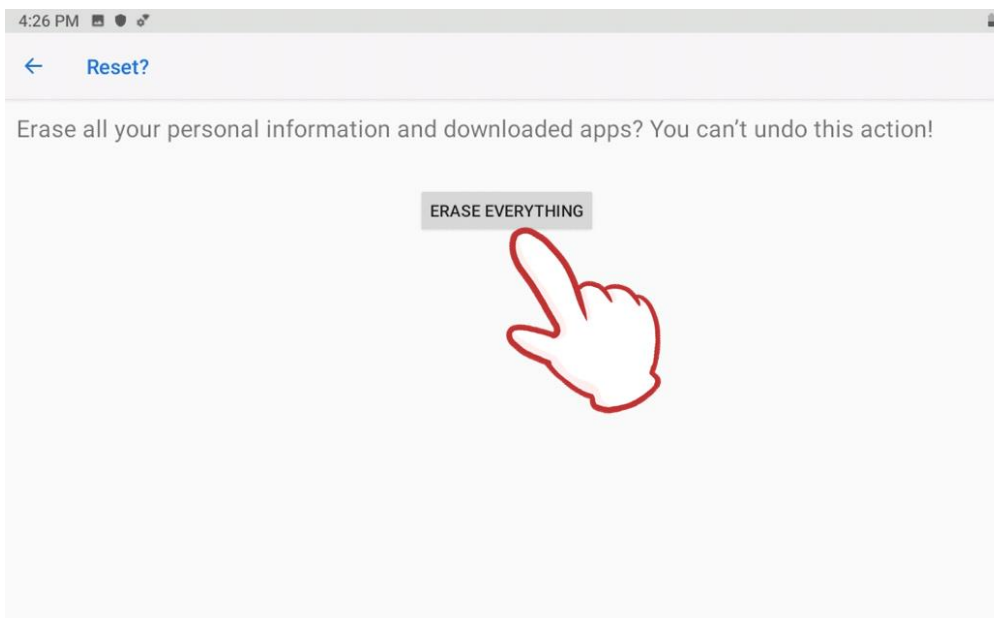


**Step 2.** The following data will be completely lost after system recovery...

- Your Google account
- System and app data and settings
- Download apps
- Music
- Photos
- Other user data
- Inner storage backup data



**Step-3.** To check to and perform this **ERASE EVERYTHING** operation step



**Step 4.** The system will restart automatically and wait about 2 minutes.

Hi there

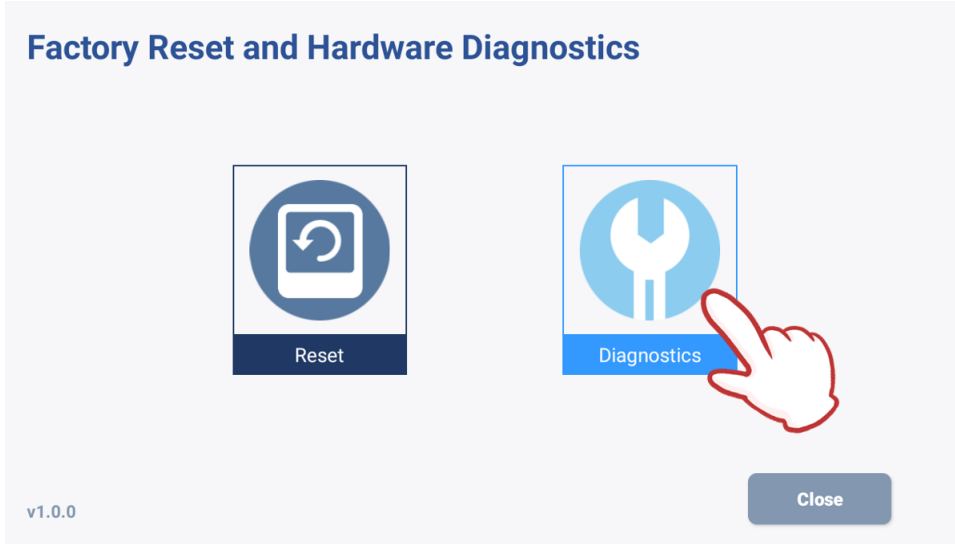
ENGLISH (UNITED STATES) ▾

START

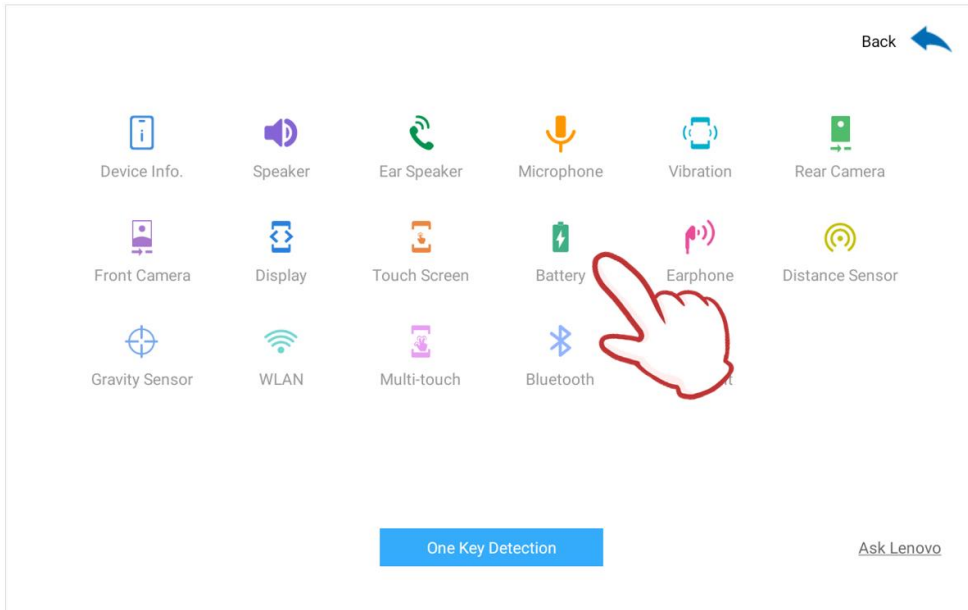
 Vision Settings

## 5.2 .1 Diagnostics

**Step-1.** In the **self-diagnostics** page, click the **Diagnostics** icon to start hardware diagnostics of the tablet.



**Step-2.** Click the function icon to start test. **OR** click on **One Key Detection** to do all tests with only one click.



## 6. Rescue and Smart Assistant

[Rescue and Smart Assistant](#) is a Windows PC (Windows 7, 10, 11) application, previously known as Lenovo Moto Smart Assistant, developed for: Motorola phones, Lenovo phones, Lenovo Tablets and selected Smart devices. It can help to:

- Diagnose and resolve issues
- Manage data
- Reinstall device software

**Note:** Not all features are available on all devices.

The following are Rescue and Smart Assistant resources:

- [Download Lenovo Rescue and Smart Assistant \(Installs on PC\)](#)
- [Rescue and Smart Assistant User Guide](#)
- [Rescue and Smart Assistant: Frequently Asked Question's \(FAQ's\)](#)

This document covers the following topics:

- [Connect your phone to PC via Rescue and Smart Assistant](#)
- [Update Rescue and Smart Assistant](#)
- [Rescue and Smart Assistant basic features introduction](#)
  - [Illustration for Rescue and Smart Assistant \(Lenovo Moto Smart Assistant\) Home](#)
  - [Start page](#)
    - [User](#)
    - [Setting](#)
    - [Notification](#)
  - [Download Center](#)
  - [Device](#)
    - [Home](#)
    - [Application management](#)
    - [Pictures management](#)
    - [Songs managment](#)

- [Videos management](#)
- [Contacts management](#)
- [File management](#)
- [Backup & restore](#)
- [Hardware Test](#)
- [Resuce](#)
  - [Fastboot Mode Rescue](#)
  - [USB Debugging Mode Rescue](#)
  - [Power-off Mode Rescue](#)
  - [Tablet or Smart Device Rescue](#)
- [Support](#)
  - [Tips](#)
  - [Forum](#)
  - [Moli](#)
  - [Lena](#)
  - [Warranty](#)
- [Toolbox](#)
  - [Clipboard](#)
  - [GIF Maker](#)
  - [Ringtone Maker](#)
  - [Screen Recorder](#)
- [Feedback](#)
- [Survey](#)
- [Mobile-client-end-Mobile Assistant interface illustration](#)
  - [Connect with USB](#)
  - [Connect with Wi-Fi](#)
  - [HW Detection](#)
  - [Device Info.](#)
  - [CPU Info.](#)
  - [ROM Clean](#)

## Applicable Systems

- Motorola phone
- Lenovo phone
- Lenovo Tablet
- ThinkReality A6 AR Glasses
- ThinkSmart View for Teams
- ThinkSmart View for Zoom
- ThinkSmart View Plus - Microsoft Teams Display

## Operating Systems

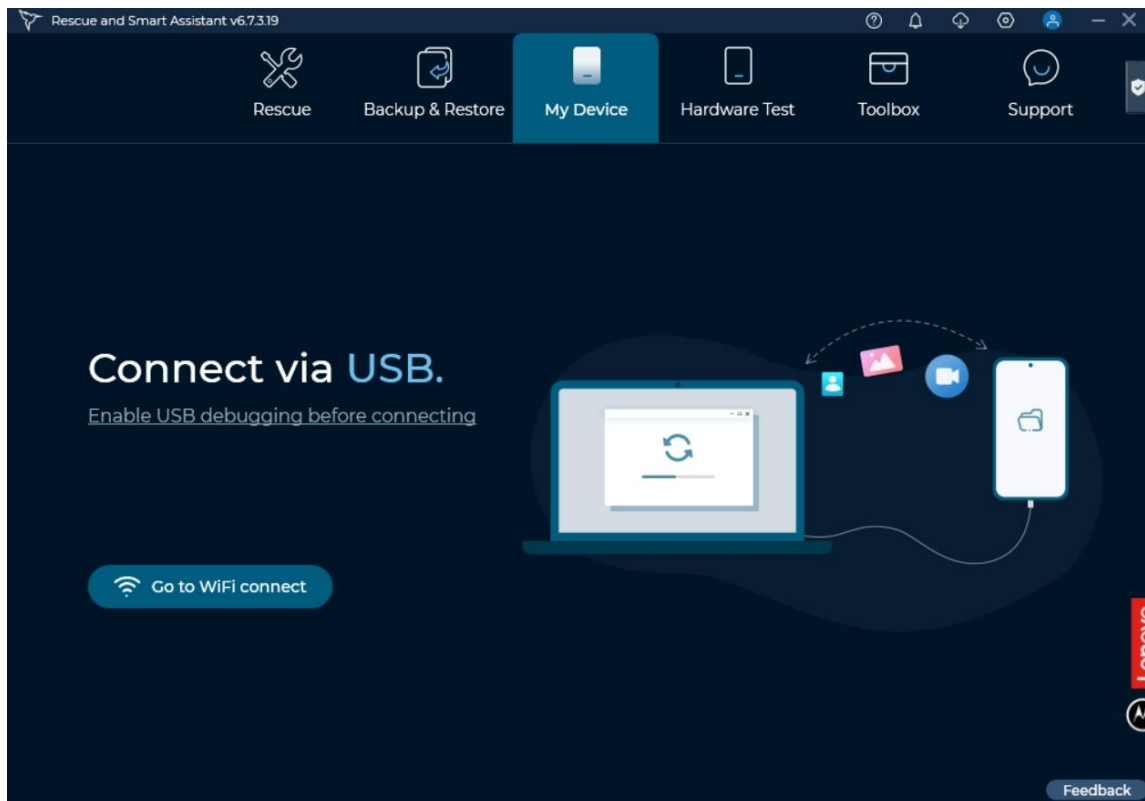
- Android
- Windows 10
- Windows 11

## Solution

Connect your phone to PC via Rescue and Smart Assistant (Lenovo Moto Smart Assistant)

1. First download and install Rescue and Smart Assistant from [PC-end software](#) on your PC. And open it.
2. Ensure the device USB debugging mode is on.

Connect your device to PC with USB cable or scan the QR code using mobile-client-end software called Mobile Assistant.

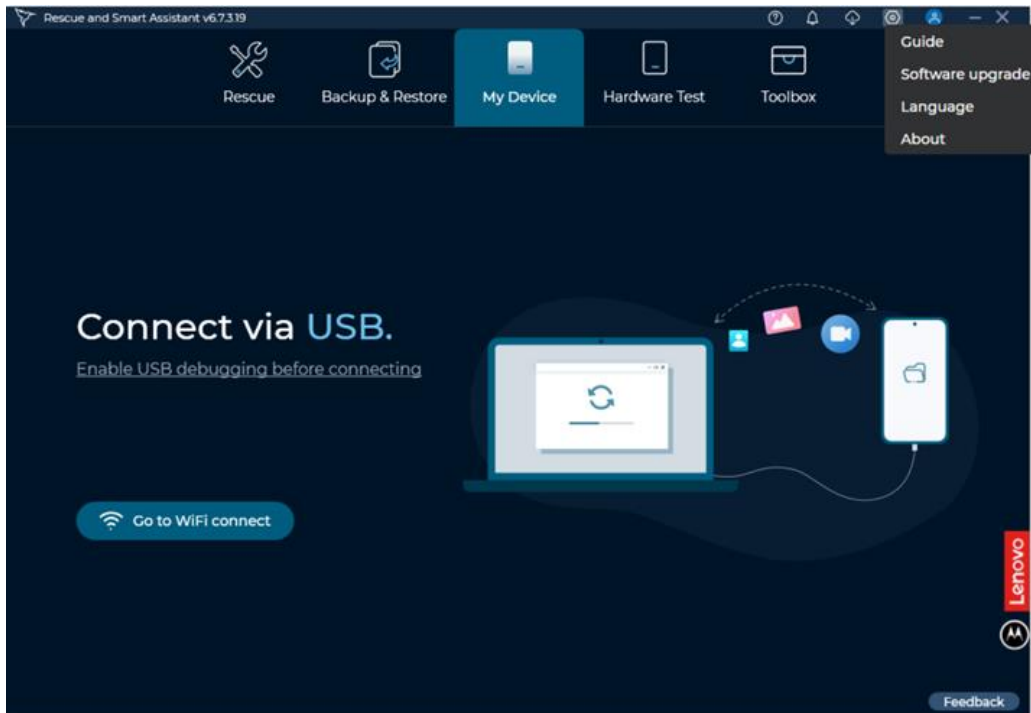


**Note:** Mobile-client-end software - Mobile Assistant will require to install when the device is connected to PC by USB cable if your PC has Rescue and Smart Assistant installed.

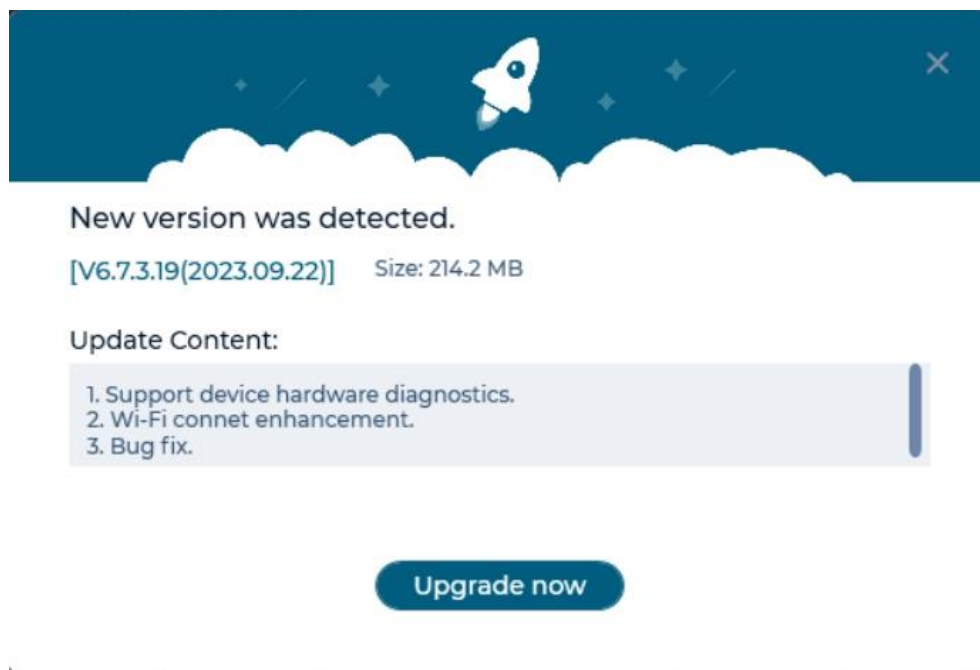
### Update Rescue and Smart Assistant (Lenovo Moto Smart Assistant)

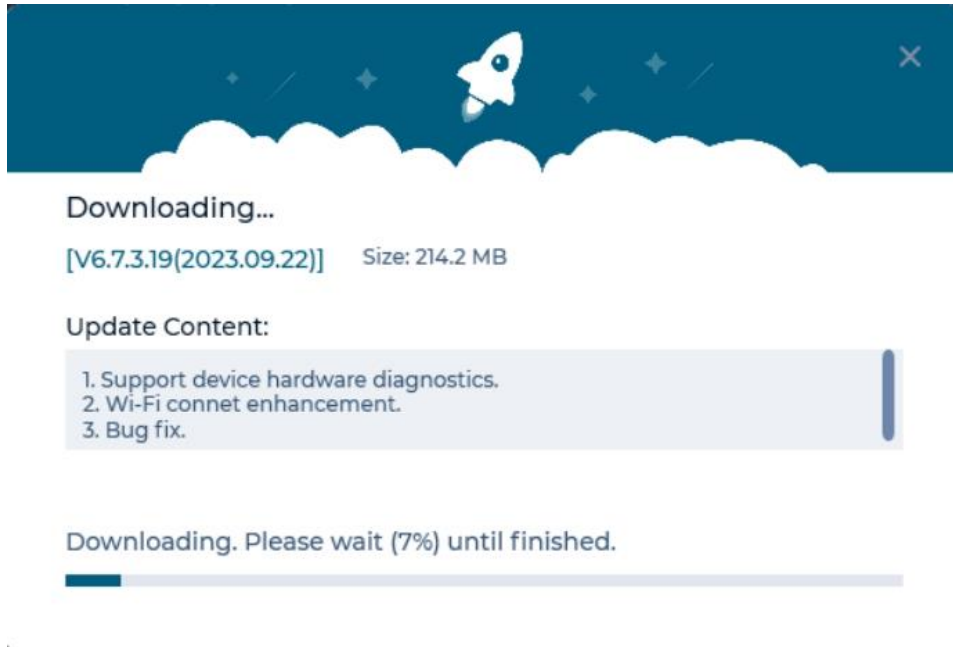
1. Open Rescue and Smart Assistant. Click setting icon at the top right and click **Software update**.



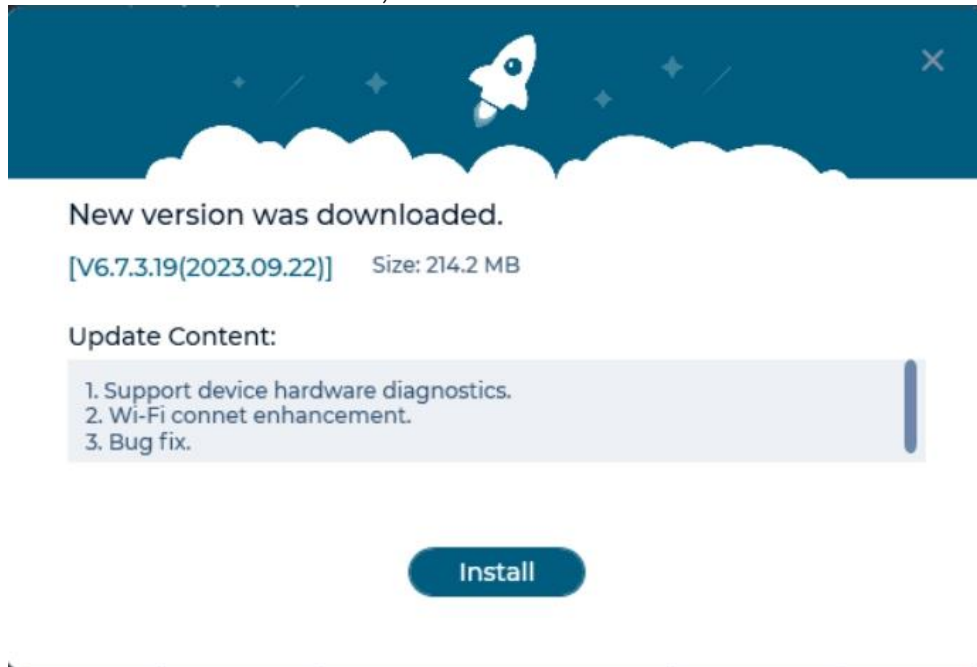


2. The new version available dialog box will appear. Click **Upgrade Now**, the new version will start downloading. Click **No, thanks** to cancel.





1. Click **Install**, it will install the new client.



## Rescue and Smart Assistant (Lenovo Moto Smart Assistant) basic features introduction

Rescue and Smart Assistant (Lenovo Moto Smart Assistant) is a software tool which offers help to manage Lenovo and Moto mobile devices.

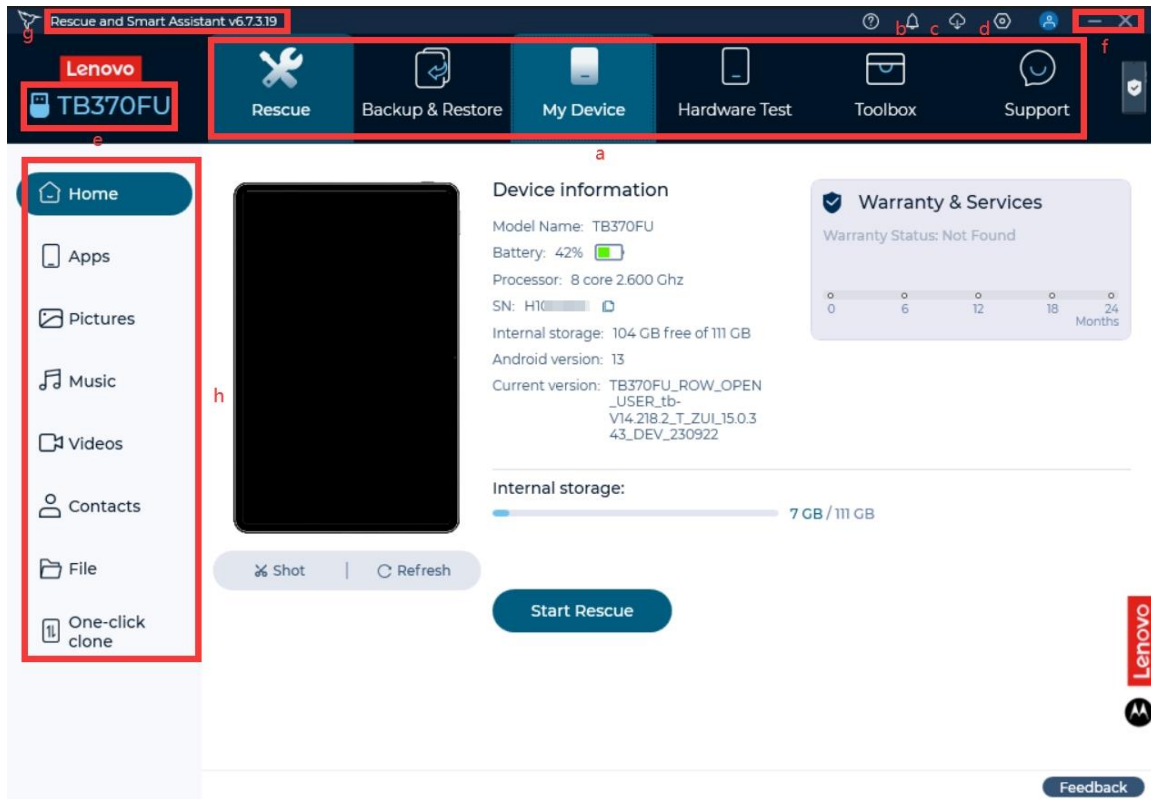
Its key functions include:

1. *Rescue*: Rescue device from software caused un-operational status.
2. *Backup&Restore*: backup the pictures, videos, musics, contacts of your tablets before Rescue, and restore them after rescue.
3. *My Device*: Connect device via USB cable or Wi-Fi, and then manage Pictures, Videos, Music, Contacts, Files Management, and clone the files of older devices to new device.
4. *Hardware* Quickly check if your device has any hardware concerns.
5. *Toolbox*: Support Clipboard, GIF Maker, Ringtone Maker, and Screen Capture.
6. *Support*: It contains Tips, Forum, Moli, Lena and Warranty. *Tips*: Online tips for devices, How-to, and Solutions; *Forum*: Submit your questions, and suggestion, discuss with other users; *Moli*: Get online support via chat (based on PC's region to display Chat plugin); *Lena*: Get online support of tablet (based on PC's region to display Chat plugin); *Warranty*: Check your device's warranty status.

Rescue and Smart Assistant (Lenovo Moto Smart Assistant) is composed of 2 parts:

1. PC client: Key platform for end user.
2. Android APP: assist PC client, named "Mobile Assistant", and pre-installed LTHD.

## Illustration for Rescue and Smart Assistant (Lenovo Moto Smart Assistant) Home



1. Function ribbon
2. Notification
3. Download
4. Setting management (Software update, change language, and so on)
5. Account info(Registered devices)
6. Client control (minimize, exit)

## Start page




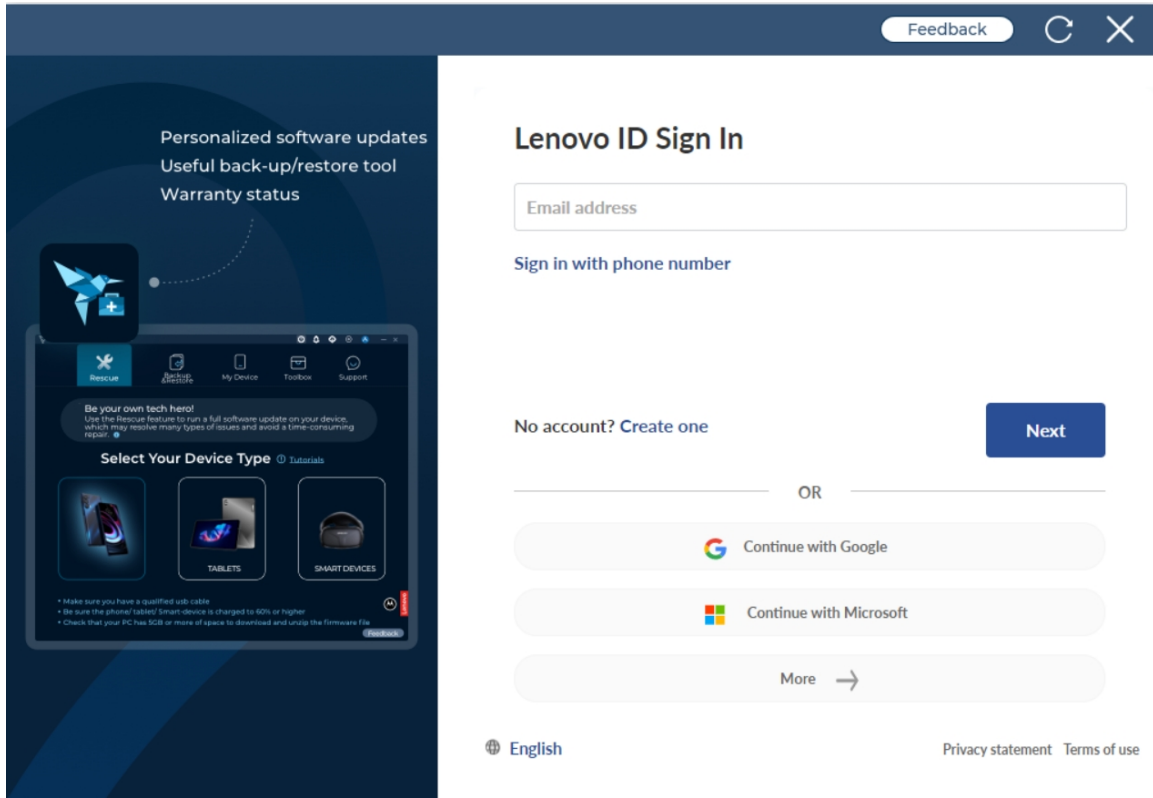
- a. User (Register and so on)
- b. Close the client
- c. Continue and login to RSA

## User

You can log in, register account with this page

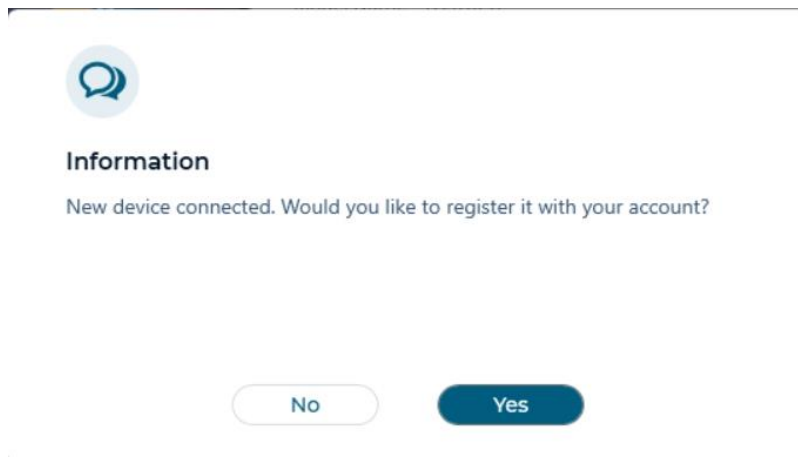
## User management


**Login:** Click  icon at the right top of page, the login page pops up. You can login Rescue and Smart Assistant Client by Lenovo ID or Google account and so on



## Registered devices

Log in your account, and then connect your new device. The prompt box will pop up as follow:




Click the **Yes** button, your device information will be collected. Click the account icon and **Registered devices**, you can view your connected device. You can unregister the device when clicking the  icon.




### Registered devices

 moto g(6)	<a href="#">Details</a>	
 Lenovo TB-J706F	<a href="#">Details</a>	
 Lenovo A7010a48	<a href="#">Details</a>	
 moto g(30)	<a href="#">Details</a>	

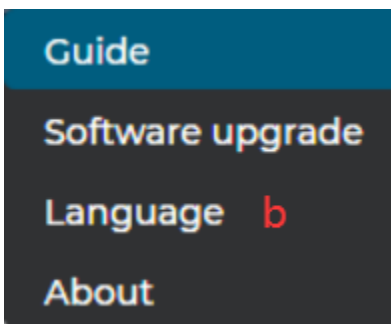
## Setting

Click  icon at the right top of page, and then you can view the user guide, and switch the client's language on setting management.

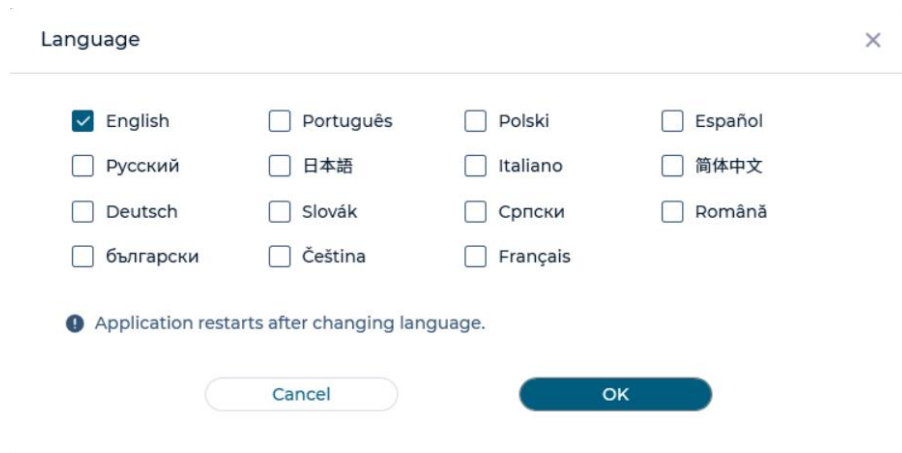
### a. Help

Click Help icon , you can view the help document.

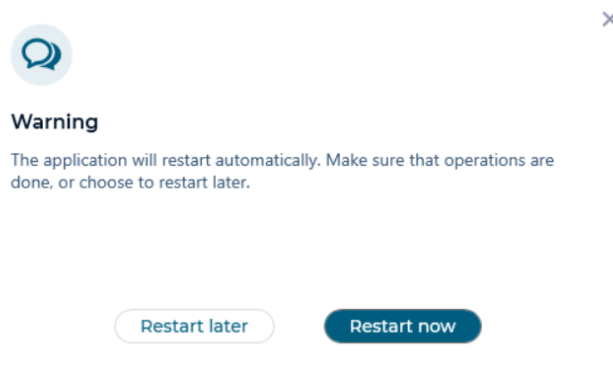
### b. Language Option



Click Language, and then select "Português" and OK, you can switch the client's language to Portuguese.



Click Ok button, the following page will appear:



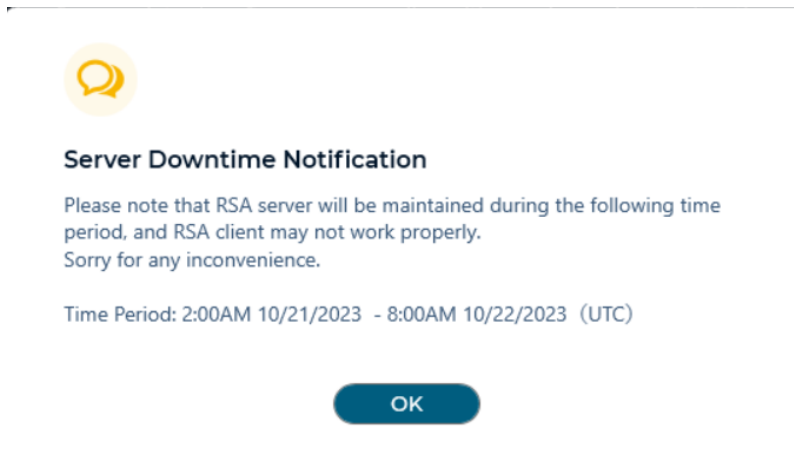
Click **Restart Now**, the client will be restarted at now and its language will be changed.






## Notification


Launch Rescue and Smart Assistant client, the unread notification will pop up automatically.



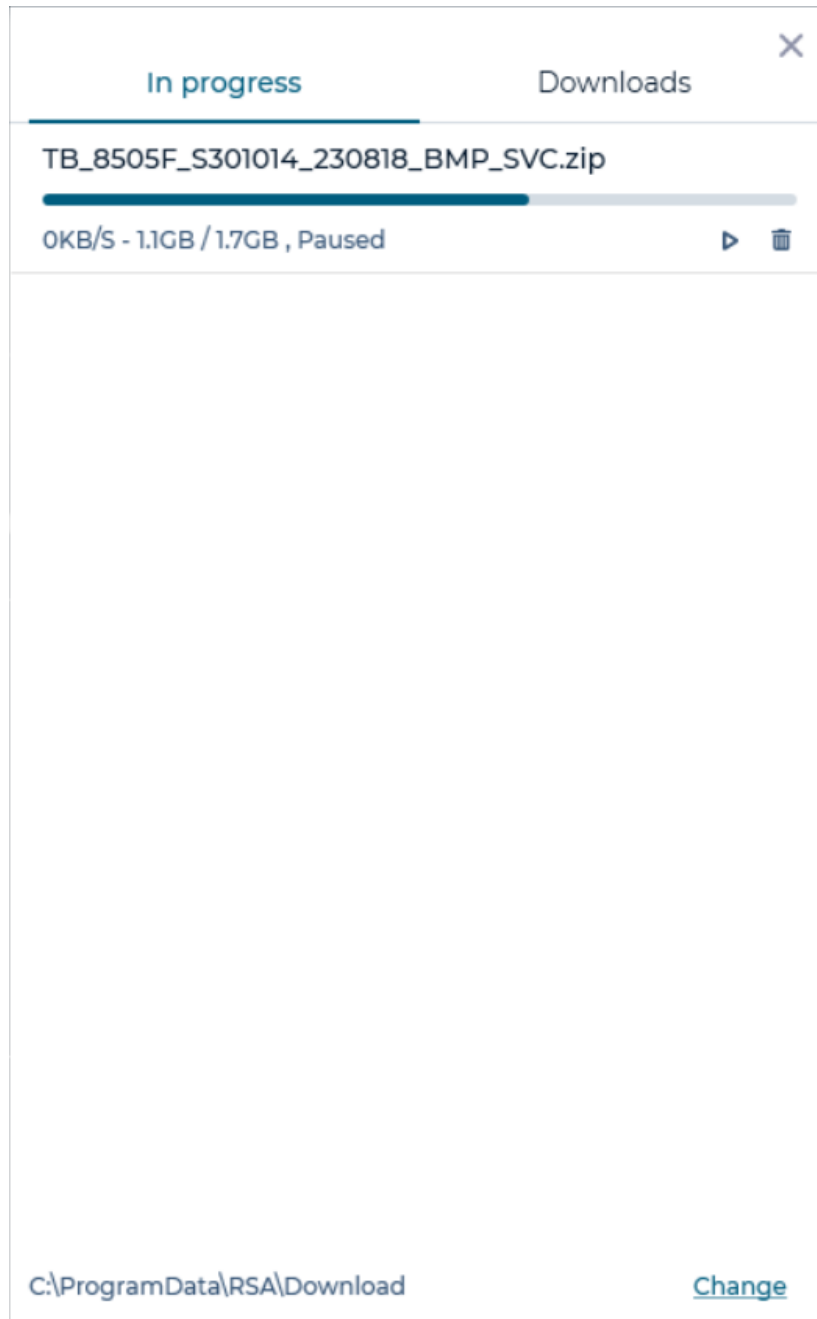
Click  icon, it will list all notification. Here, you can click delete icon to delete the notification. Also you can view history notification.

Server Downtime Notific...	2023-10-19
Feedback for TB370	2023-09-22
Feedback for TBDSJIUD...	2023-09-22
Reply Title: Feedback for...	2023-09-15
Reply your feedback	2023-07-17
Reply your feedback	2023-06-30
Reply your feedback	2023-03-20

## Download Center

Click  icon, it will enter download center. All downloading resource including ROM package and Country code package will be added to "In progress" page.

- Click pause icon, the pause icon will become to start icon and the downloading resource will be stopped.
- Click start icon to restart to download resource.
- Click delete icon to delete the downloading or pause resource.
- Click **Change** option to modify the resource storage path.



All downloaded resources will be moved from **In progress** page to **Download** page. You can delete the downloaded resource by clicking the Delete icon. Enter **select a Device** page, select a device's firmware, and download it. After the firmware download is complete, the **Go to Rescue** button will be displayed behind the firmware on **Downloads** page.

In progress	Downloads
PAC_upgrade_tool_V2.17.zip 568.6KB	
SP101FU_S001269_230925_ROW.zip 3.2GB	<a href="#">Go to Rescue</a>
PAC_Ironbark.zip 9.1MB	
QFil.zip 2.0MB	
MTK_Flash_Tool_5.2136_Maple.zip 37.8MB	
MTK_flash_tool_V6.zip 9.5MB	
MTK_Flash_tool_v5.1920.00.001_V1.zip 35.1MB	
MTK_Flash_Tool_Asha.zip 31.8MB	
MTK_flash_tool_V6.zip 9.5MB	
Thinkreality_A6_20200408_1420_User.zip 0B	
C:\ProgramData\RSA\Download	<a href="#">Change</a>

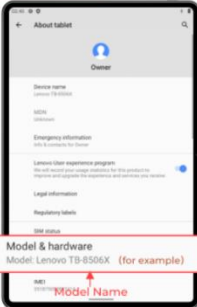
Click the **Go to Rescue** button, it will switch to the **Manual Selection** page and match to the corresponding firmware.

Rescue and Smart Assistant v6.7.3.19

Rescue Backup & Restore My Device Hardware Test Toolbox Support

Phone Tablet Smart Device

Find on device Find on package



Model & hardware  
Model: Lenovo TB-8506X (for example)

Model Name

On your tablet, open the 'Settings' -> 'System' -> 'About tablet' screen.  
(\*Since Android 8.0)

Select or Input Model Name [Tutorials](#)

Lenovo Smart Paper

SP101FU

**Warning:**

- Make sure the target firmware matches your device model.
- The Rescue firmware update removes all data from the device.

**Target firmware:**

SP101FU\_S001269\_230925\_ROW.zip [2.0 GB]

Rescue

**The tablet sold in Chinese mainland is not supported currently. Forcing rescue these devices will be risky.**

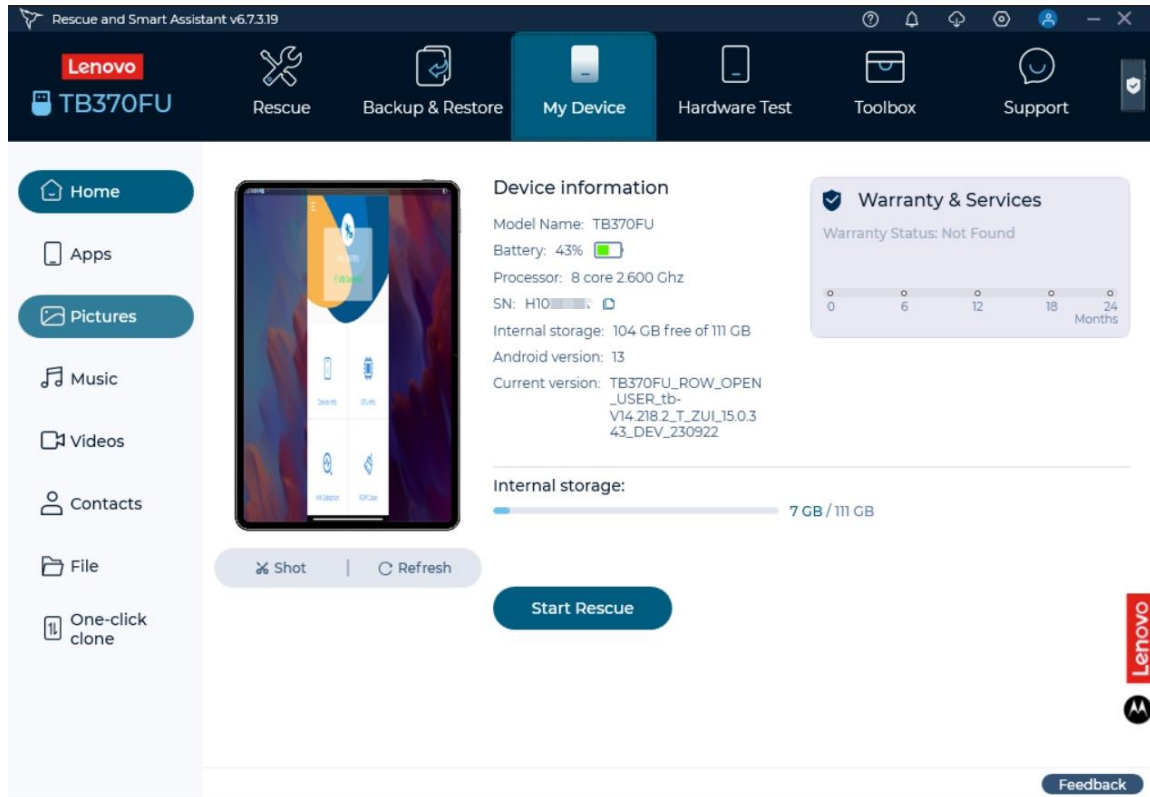
Back Feedback

**Lenovo**

## My Device

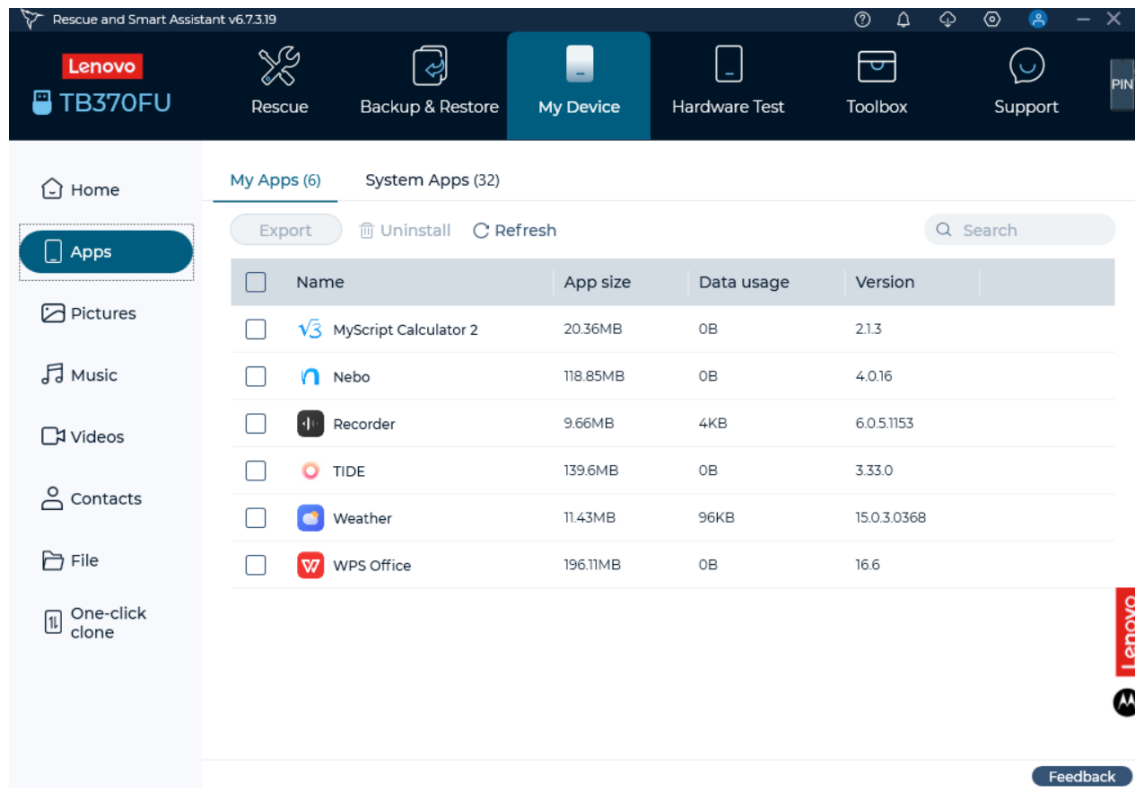
My Device module is designed to manage the media content of mobile device, such as Pictures, Videos, Songs, Contacts, etc. To use this function, device must be connected; the connection could be either USB cable or Wi-Fi.

## Home



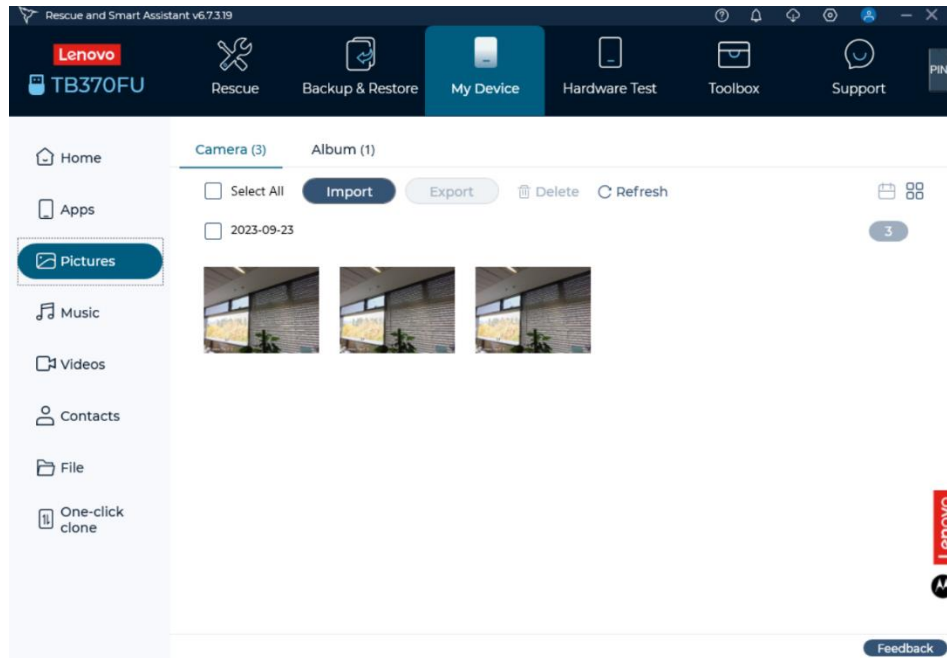
- Device info: Display the device information including model name, battery power, IMEI, SN, Internal storage capacity, external storage capacity, Android Version, and Current Version.
- Capture screen: Screenshot the the device's picture.
- Refresh: Refresh and display current device's picture.
- Start to Rescue: Go to Rescue module.



## Application management



- Support app export. Select app > click **Export** to target path.
- Uninstall app. Select app > click **Uninstall**.
- Sort feature. Sort apps by Name, Size, Data Use, or Version.

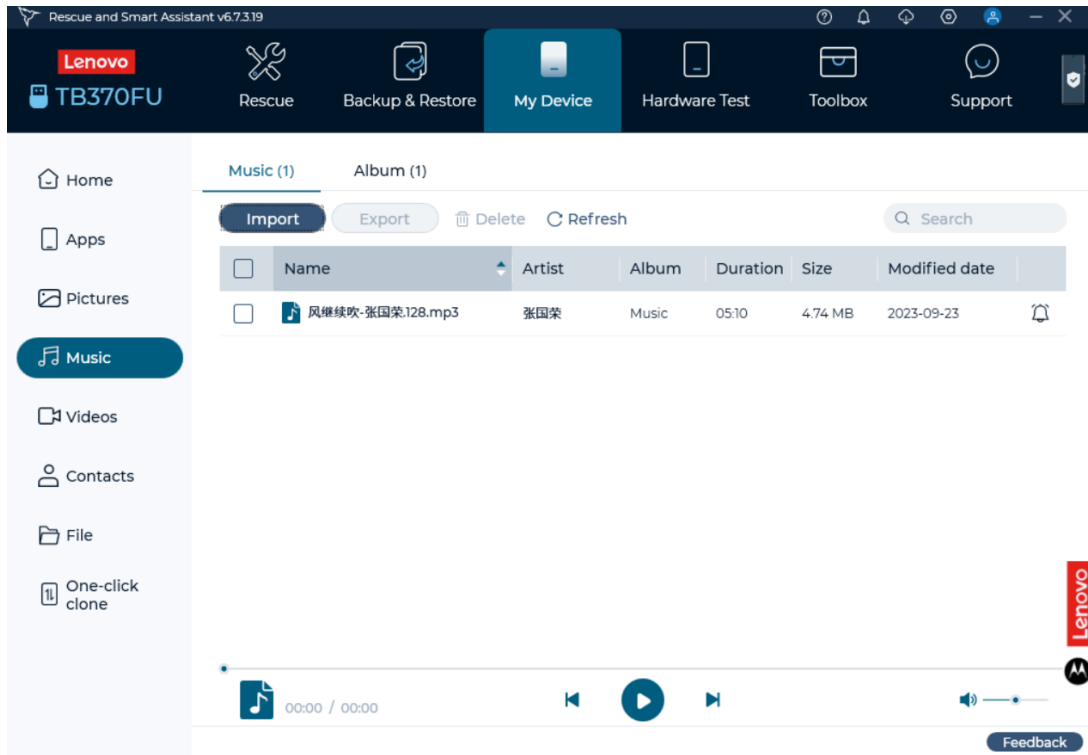
## Pictures management





- Import picture from PC path by clicking **Import** icon.
- Select pictures > click **Export** to selected path.
- Click **Delete** to delete selected pictures.
- Two view modes: Time and Grid. Click  icon to switch to time mode,  icon to switch to grid mode.

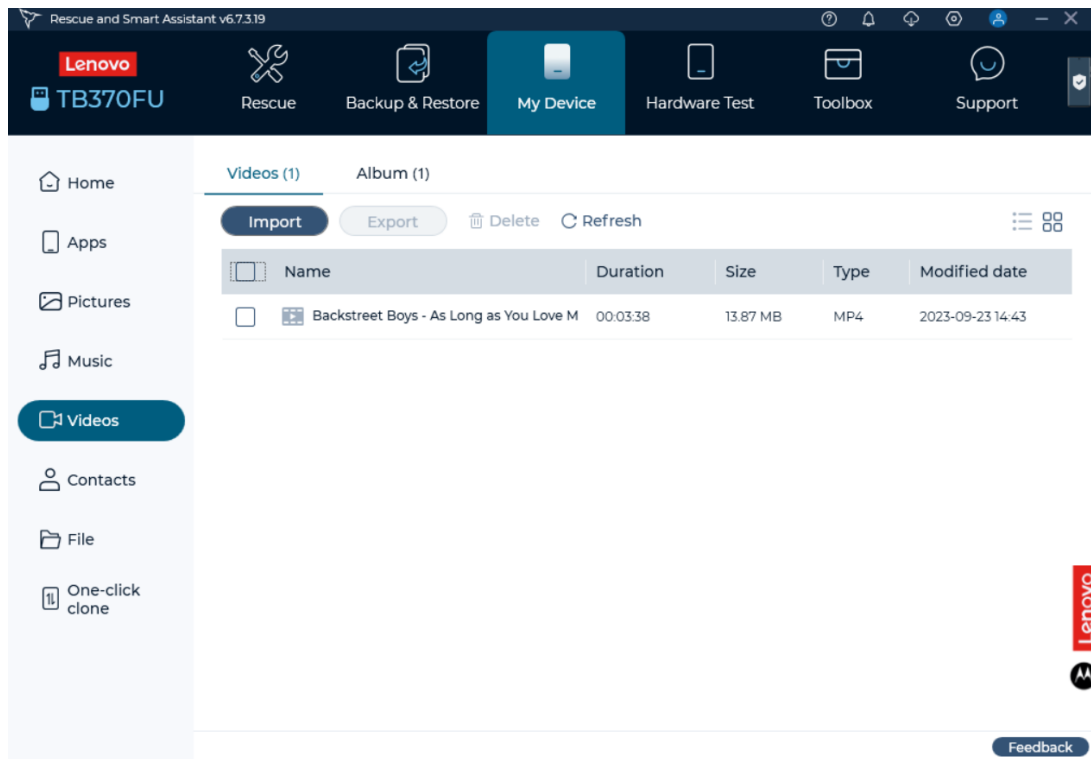




## Songs management



- Click **Import** icon to import music from PC path.
- Click **Export** to export chosen music files to PC.
- Click **Delete** to remove selected music.
- Sort files by Name, Artist, Album, Duration, Size, or Modified Date.
- Input keywords to search music.
- Double-click to play and change the progress by dragging. Adjust volume by sliding the bar. Click  icon to play previous music. Click  icon to go to the next.
- Click **Set as Ringtone** button to set the music as Call, Notification, or Alarm ringtone.

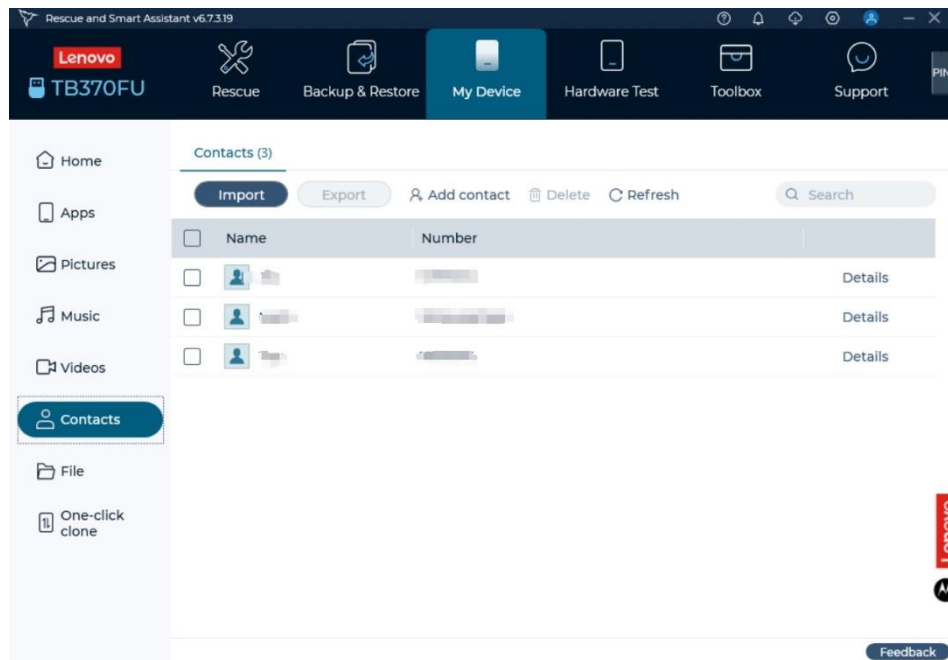
## Videos management



- Click **Import** icon to import video from PC path.
- Click **Export** to export chosen videos to selected path.
- Click **Delete** to remove selected video.
- Support two view modes: Grid and List. Click  icon to switch to list mode,  icon to switch to grid mode.
- Sort files by Name, Duration, Size, Type, or Modified Date.
- Input keywords to search video.

## Contacts management

Contacts:

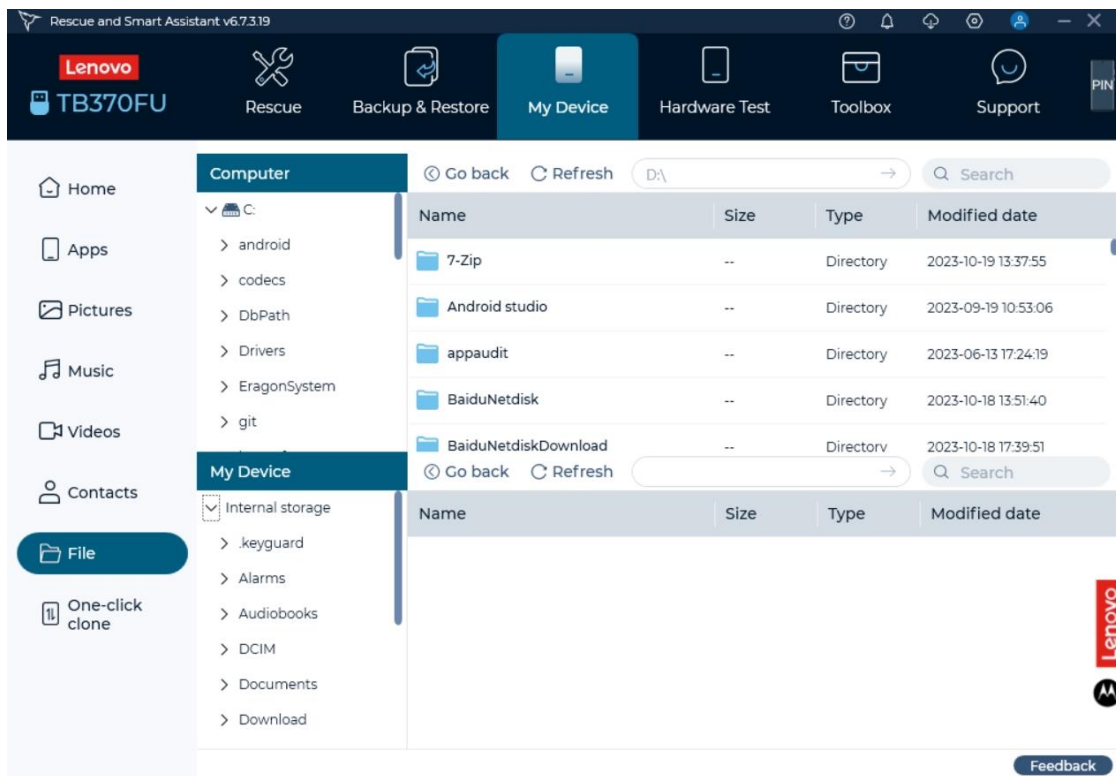


- Click **Add Contact** icon to add new contacts.
- Click **Import** icon to import contact from PC path.
- Click **Export** to move selected contacts to certain path.
- Click **Delete** to remove selected contact.
- When adding or deleting contact on Device/Rescue and Smart Assistant (Lenovo Moto Smart Assistant) Client, click **Refresh**, it will display new contacts list.
- Input keywords to search contacts.
- After clicking a contact, the contact detail information will be displayed at right view. Click **Edit** to edit the contact.

## File management

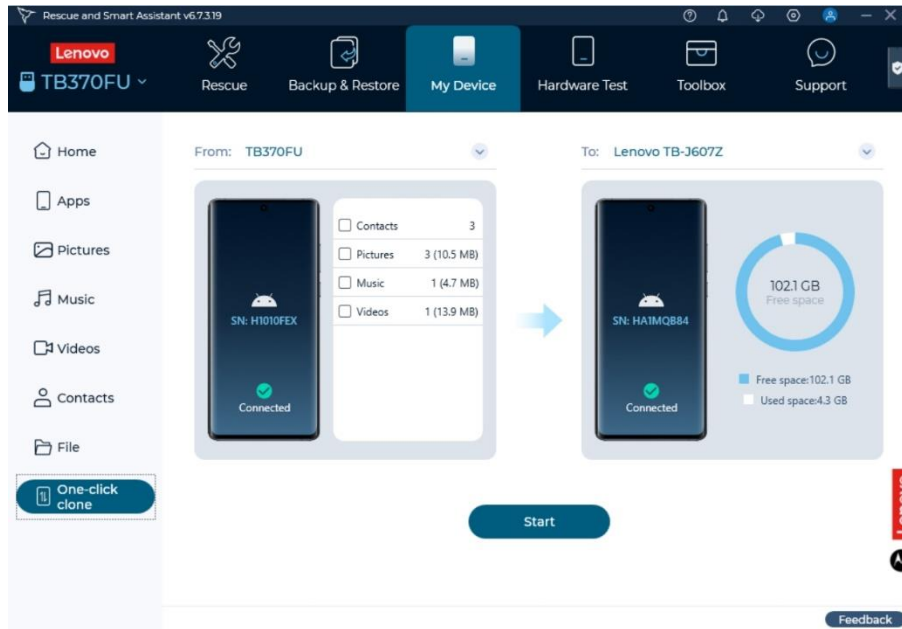
Click File icon to enter the file management view. It will displays PC's file.

- If the SD card is inserted to device, it will display the device's internal storage and External storage file. If there is no SD card in the device, it only displays the device's internal storage file.
- Double-click the folder to open the folder. To copy a file from PC to device or from device to PC, drag the file or folder from PC to device or from device to PC.

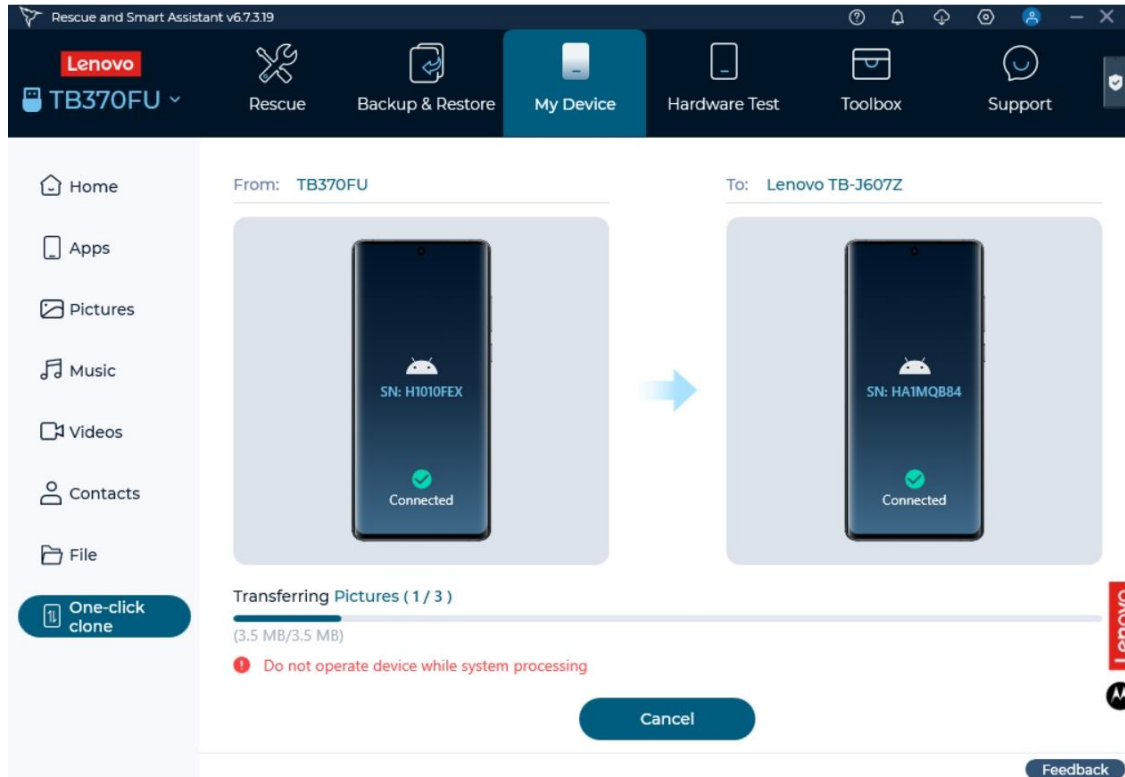


## One-key Clone:

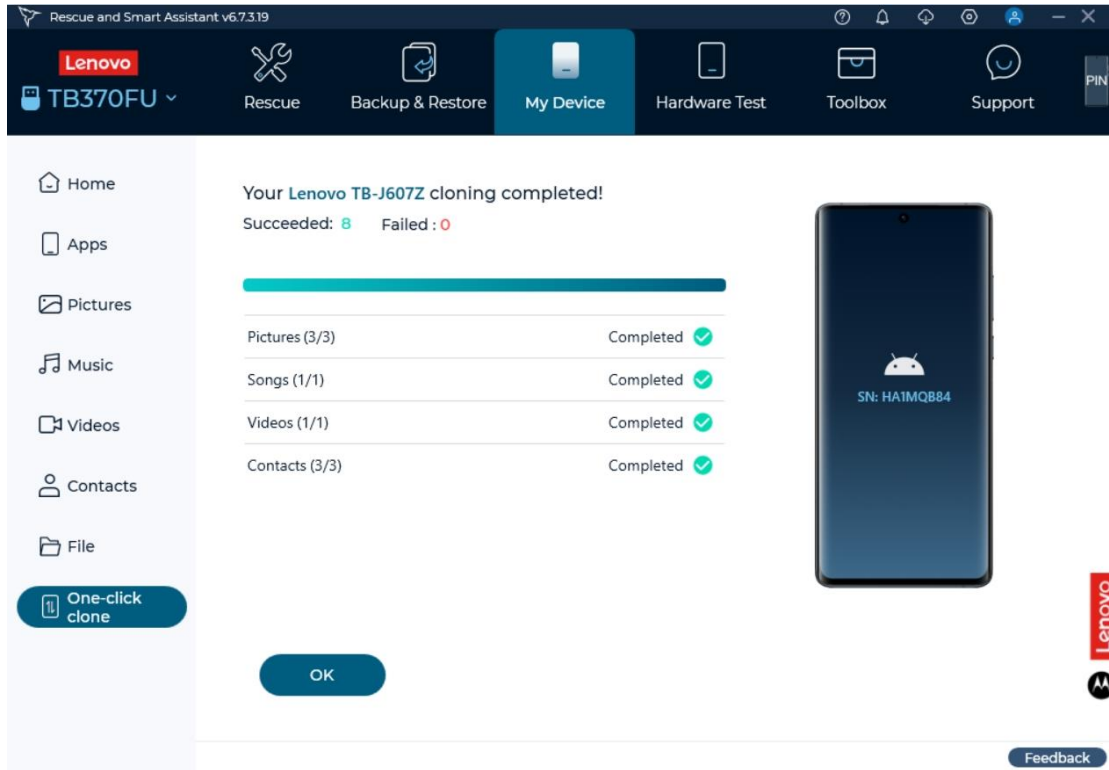
Connect two devices to Client, then click One-key Clone icon, it will enter One-key Clone page. Select the older device as **From** device, new device as **To** device.



Select the backup file, then click the Next button. The **Transferring** page will be displayed.

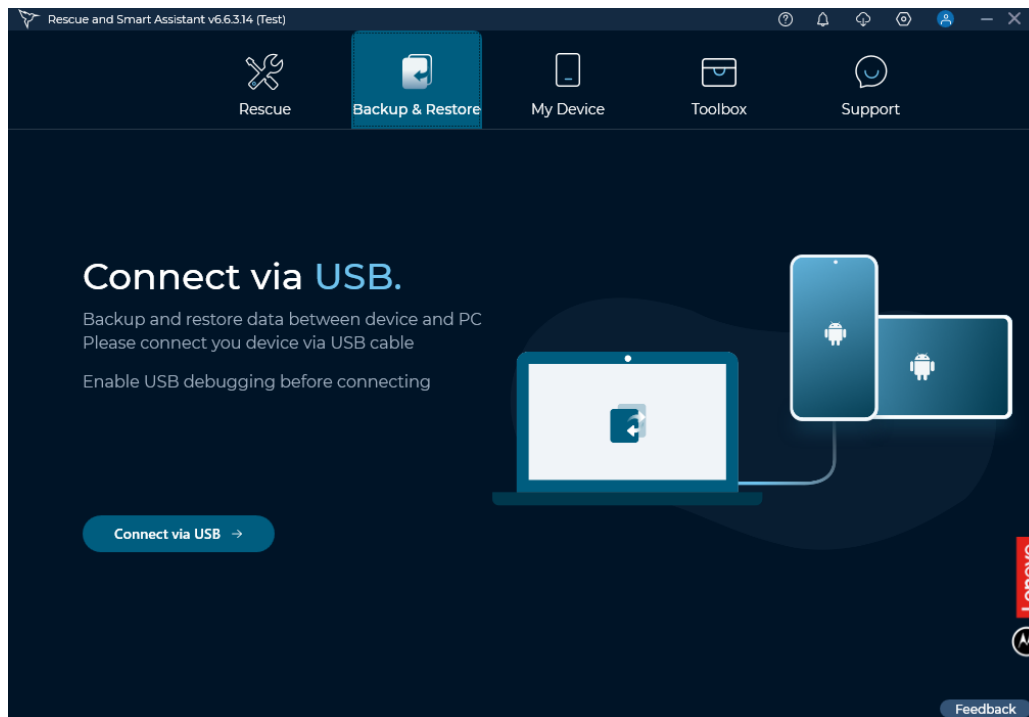


Cloning finished, and then it will enter the result page.



## Backup & Restore

Connect one device to Client by USB cable.



# Backup

The screenshot shows the 'Backup & Restore' window of the 'Rescue and Smart Assistant v6.7.3.15 (Test)' application. The top navigation bar includes 'Lenovo TB-8505X', 'Rescue', 'Backup & Restore' (active), 'My Device', 'Hardware Test', 'Toolbox', and 'Support'. Below the navigation bar, there are 'Backup' and 'Restore' buttons. The main area displays four categories: 'Contacts(5)', 'Pictures(3)', 'Music(4)', and 'Videos(3)', each with a checkbox. The 'Location' field is set to 'C:\ProgramData\RSA\Backup' with a 'Change' link. A 'Notes' text area is empty. The 'Encrypt backup' checkbox is checked. A 'Backup' button is at the bottom center. On the right side, there is a vertical 'Lenovo' logo and a user profile icon. A 'Feedback' button is located at the bottom right corner.

Click Backup icon and select Contacts, Pictures, Songs or Videos icon, and then click Backup button to backup.

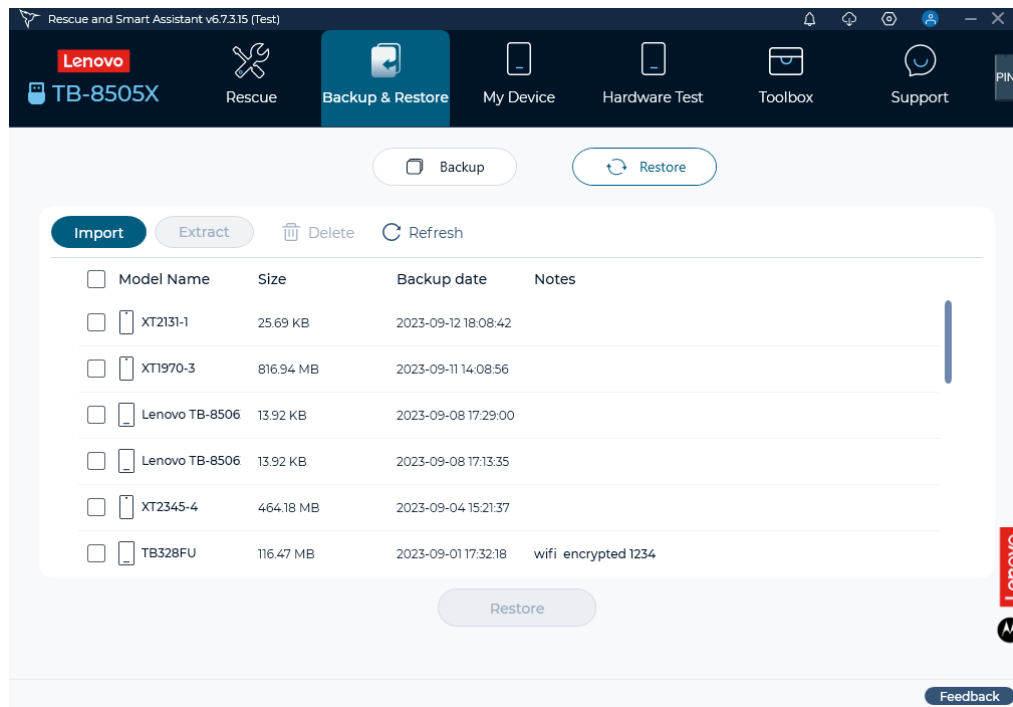
Click Change icon to change the save path for backup file.

Click Open icon to enter the save path.

Check “Encrypt backup” option, you can set the backup file’s password.

## Restore

Click “Restore” icon, and then it will enter Restore page. It will display the backup file’s Model Name, Size, Backup date and Notes.



Click “Import” icon to import backup file.

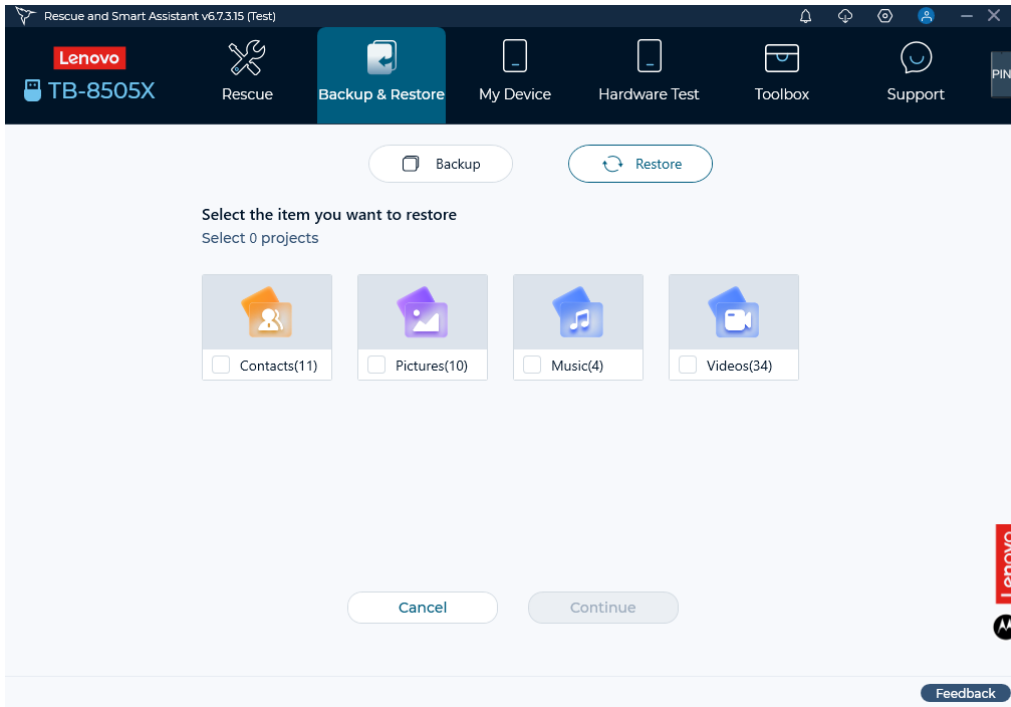
Select backup file and click “Extract” icon to extract the backup file, and then import them one by one.

Select backup file and click “Delete” icon to delete the backup file.

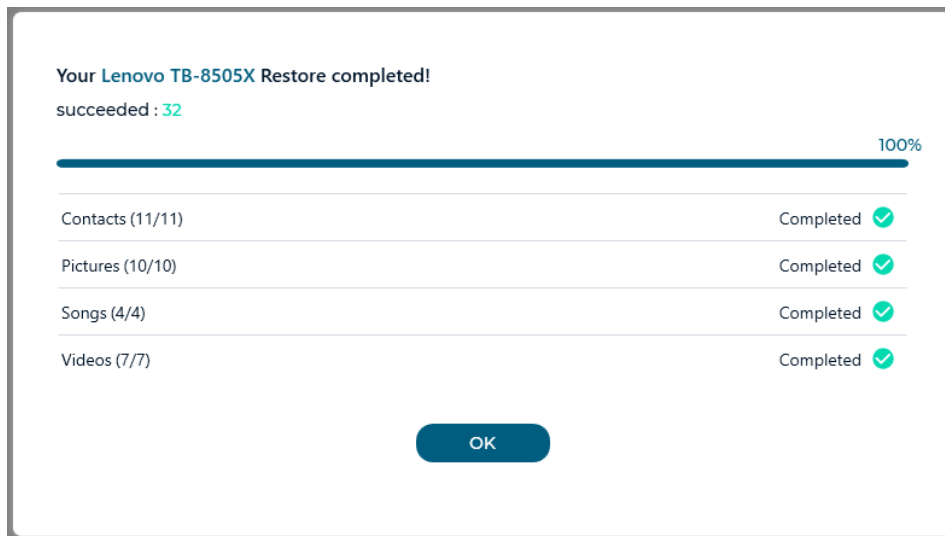
Click “Model name”, “Size”, “Backup date” or “Notes” to sort by backup file.

Select a backup file, then click “Restore” button to enter detail restore page. And then select needed restore item and click “Continue” to restore.



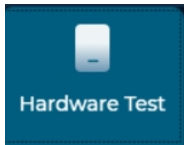


Restore completed, the following page will appear:

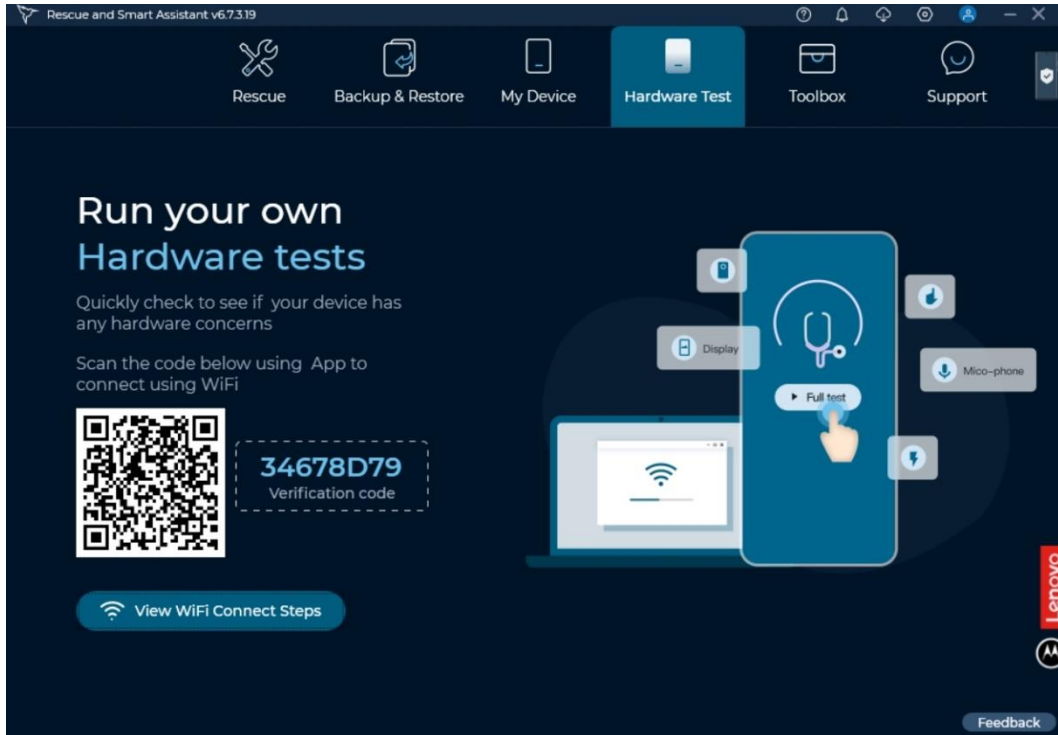


## Hardware Test

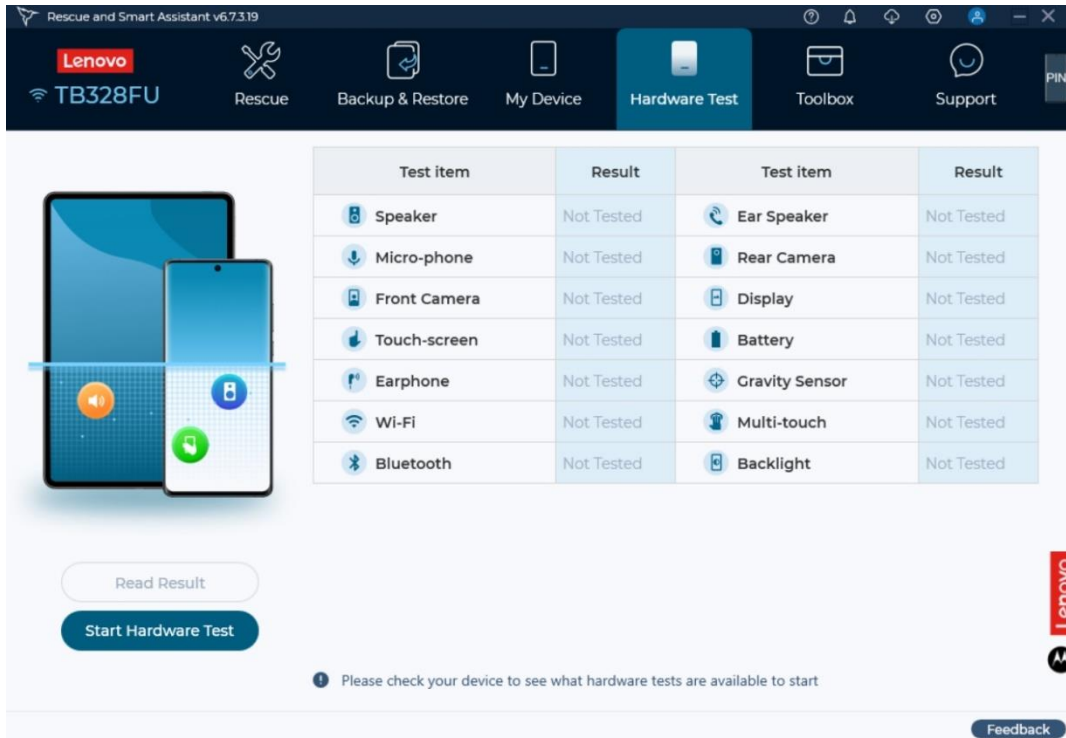
Click the 'Hardware Test' plug-in button.



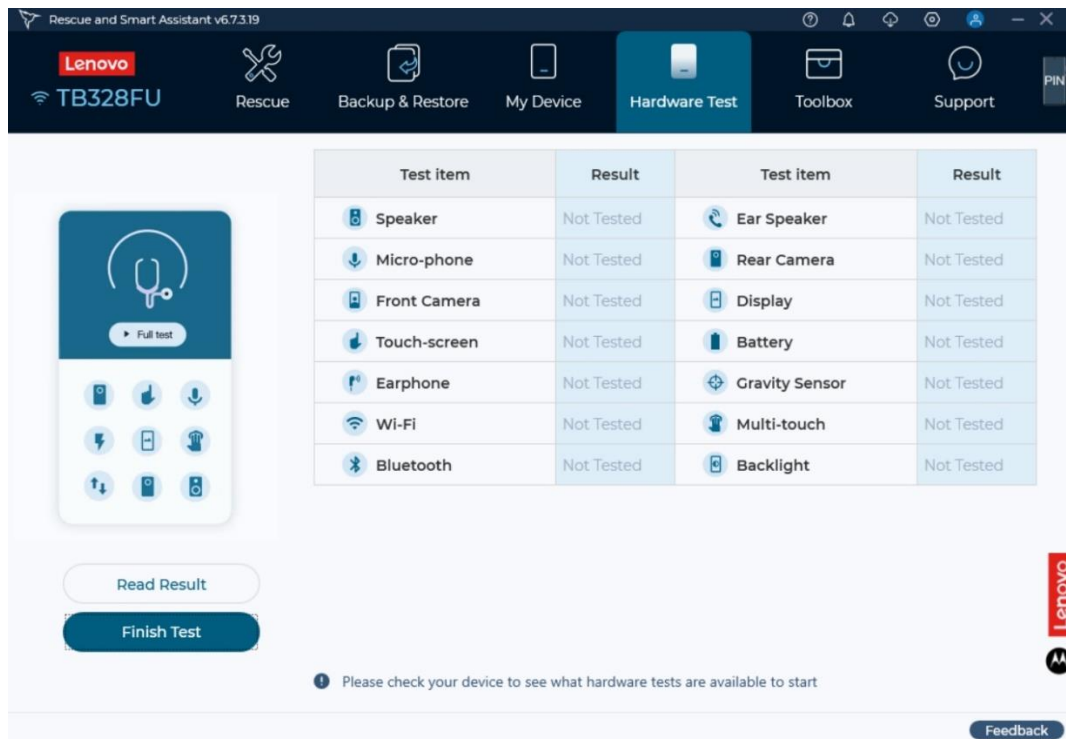
Connect the device follows the instructions on the page.



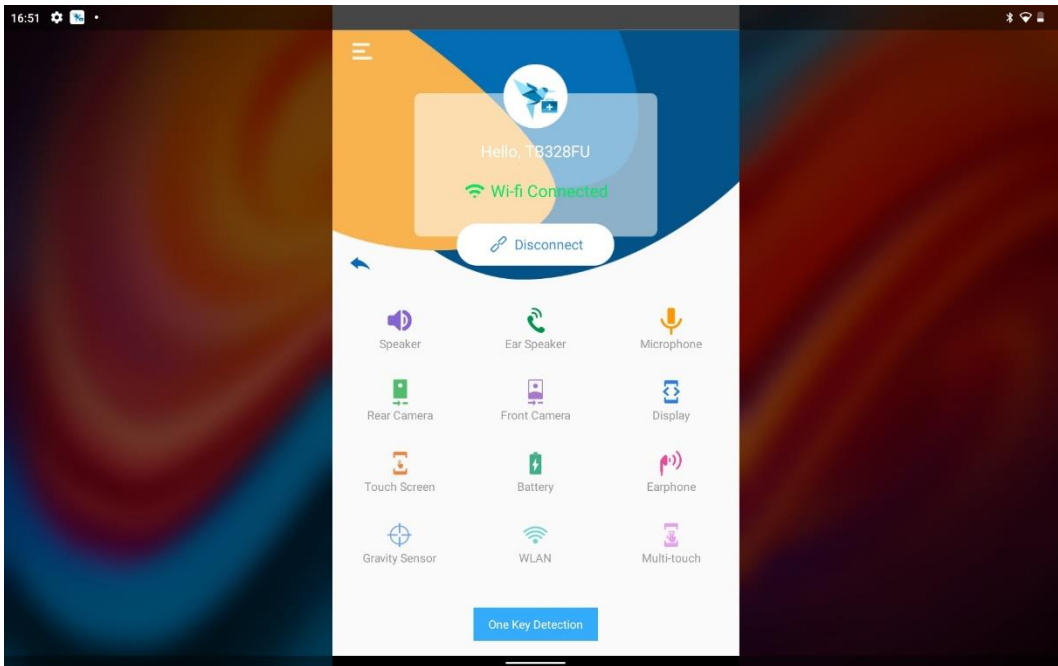
After connected device, the page will show the hardware test items.



Click the 'Start Hardware Test' button to start hardware testing, the button will change into 'Finish Test'. 'Read result' is highlight and click it can get the result from device.



The APP in device will show as follow.



Do the hardware test and click 'Finish Test' or 'Read Result' in client, it will show the test result in client.

Test item	Result	Test item	Result
Speaker	✓ Normal	Ear Speaker	✓ Normal
Micro-phone	✓ Normal	Rear Camera	✓ Normal
Front Camera	✓ Normal	Display	✓ Normal
Touch-screen	✓ Normal	Battery	✓ Normal
Earphone	✓ Normal	Gravity Sensor	✓ Normal
Wi-Fi	✓ Normal	Multi-touch	✓ Normal
Bluetooth	✓ Normal	Backlight	✓ Normal

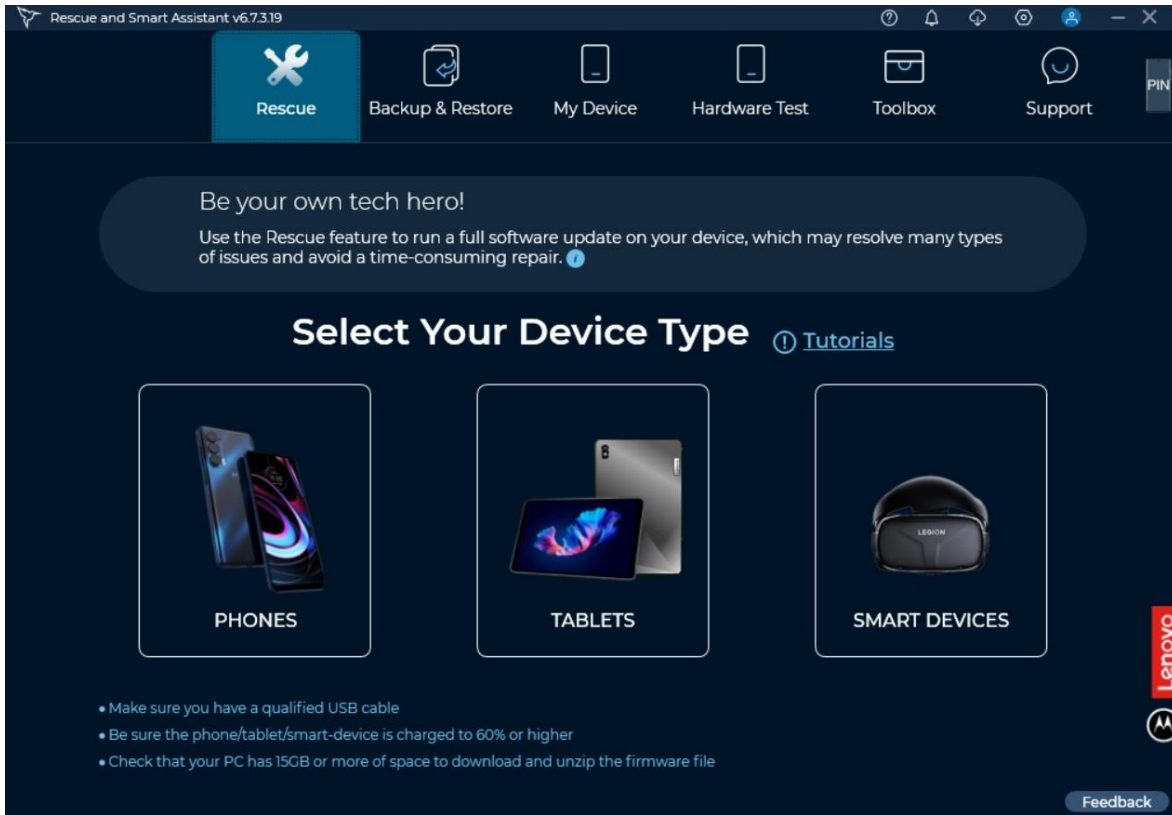
Read Result

Finish Test

Please check your device to see what hardware tests are available to start

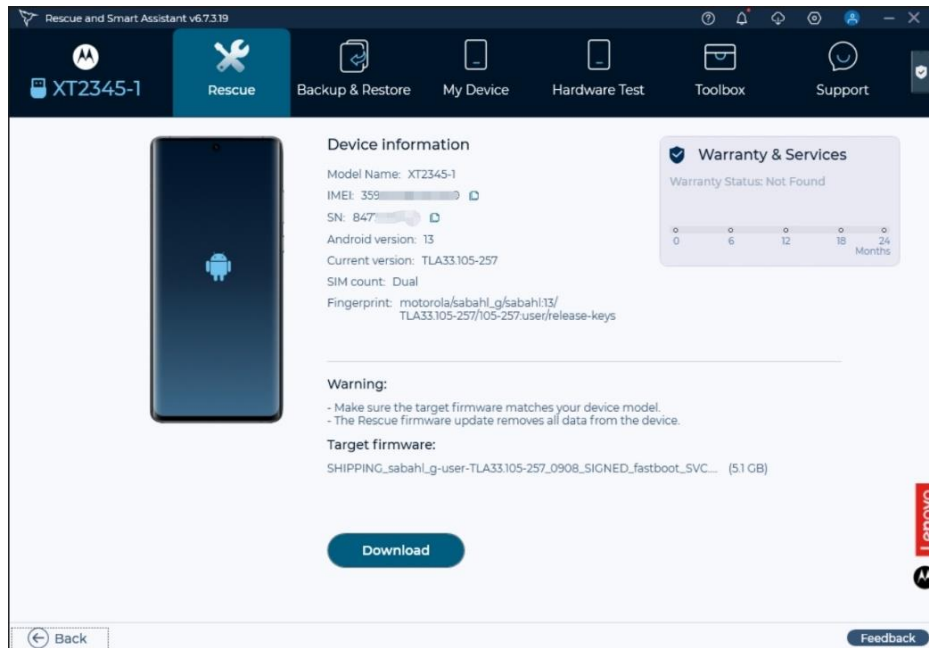
## Rescue

Connect device on Fastboot and USB debugging Mode, it can match firmware automatically. If device is powered off, enter power off Mode, select device's firmware to rescue.

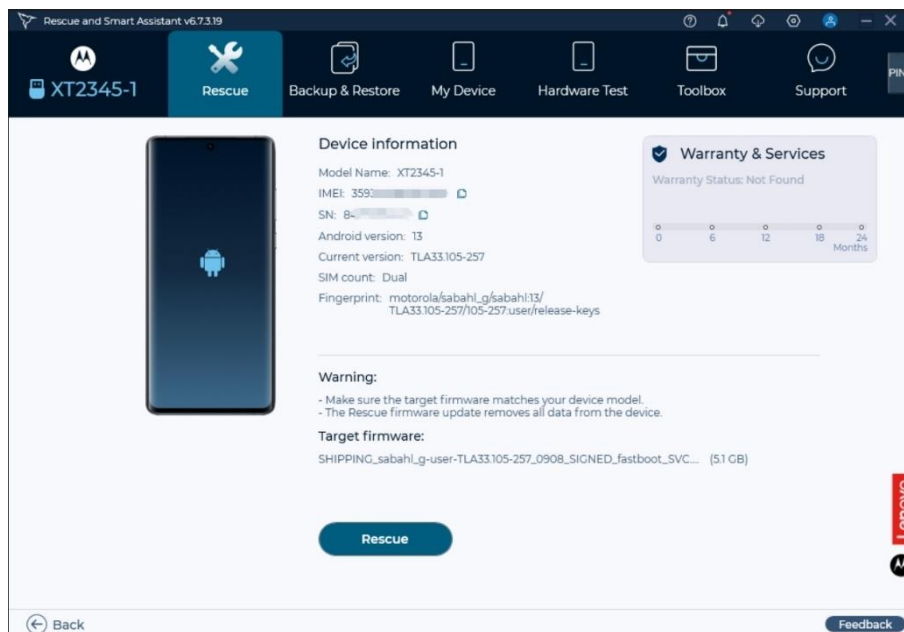


## Fastboot Mode Rescue

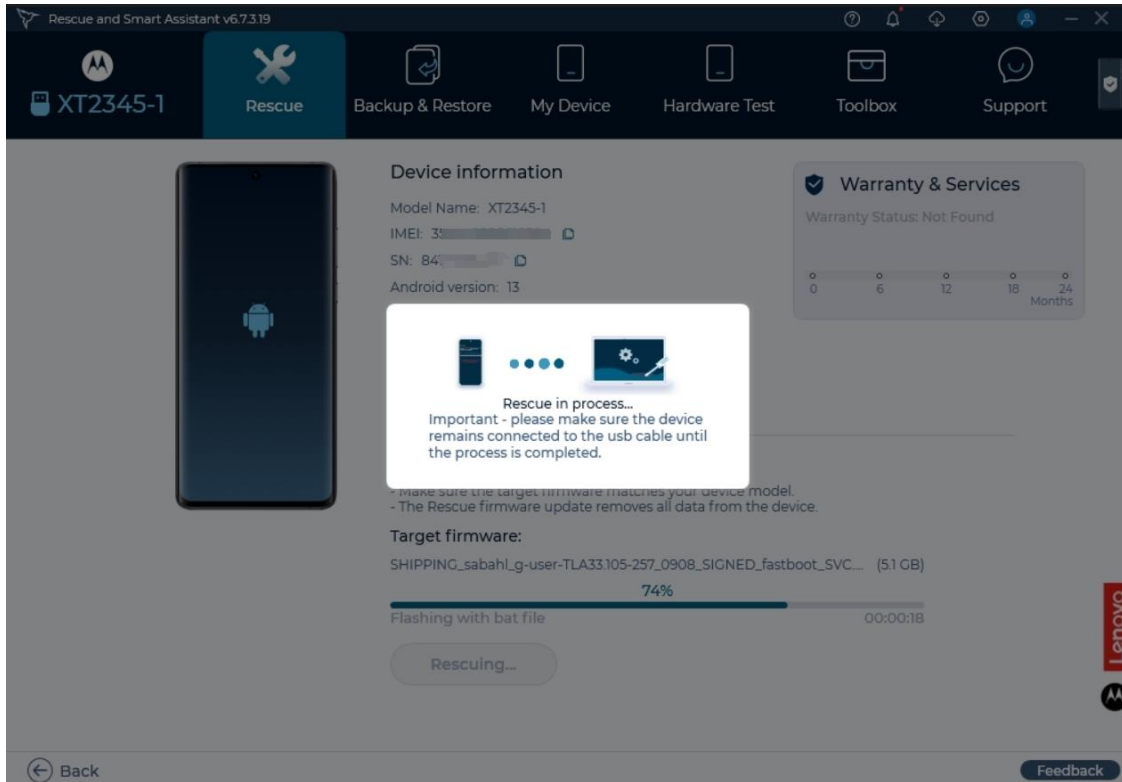
Connect a Fastboot mode device according to the prompt message Rescue→Phone page. If it is a supported model and there is a matching firmware, a similar display will appear as follows:



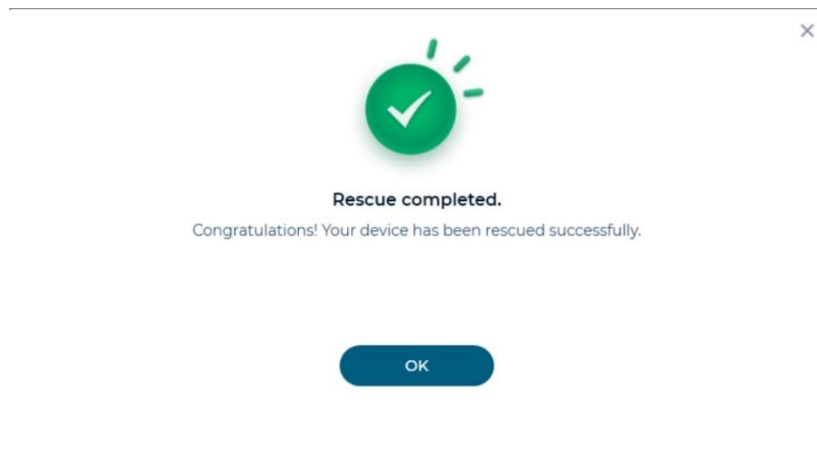
Click download icon to download the firmware. When the firmware download finished, click the **Rescue** button to rescue device.



Click **Rescue**, it will begin to rescue, and the Rescue in process pop-up window will appear.

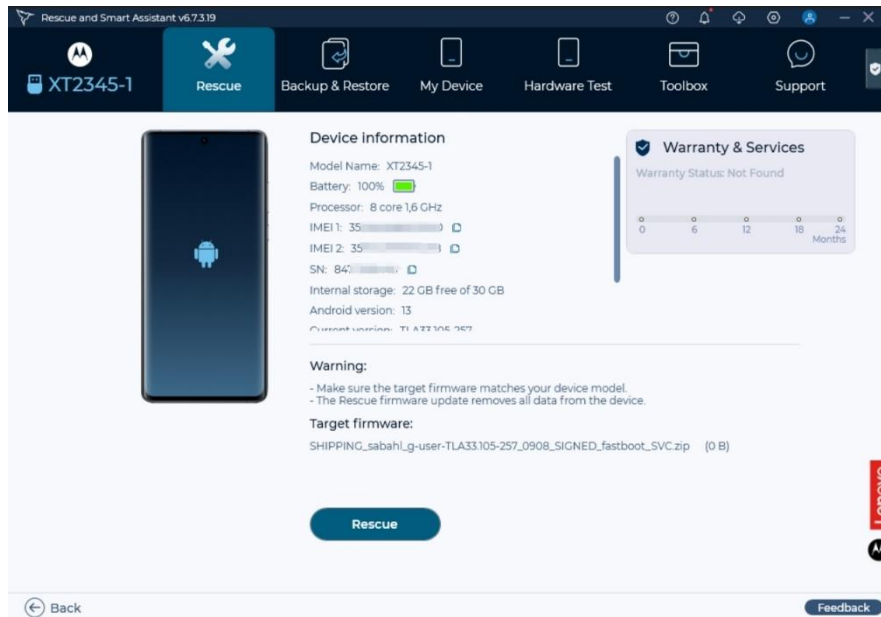


Once the rescue is completed, the following pop-up box will appear.



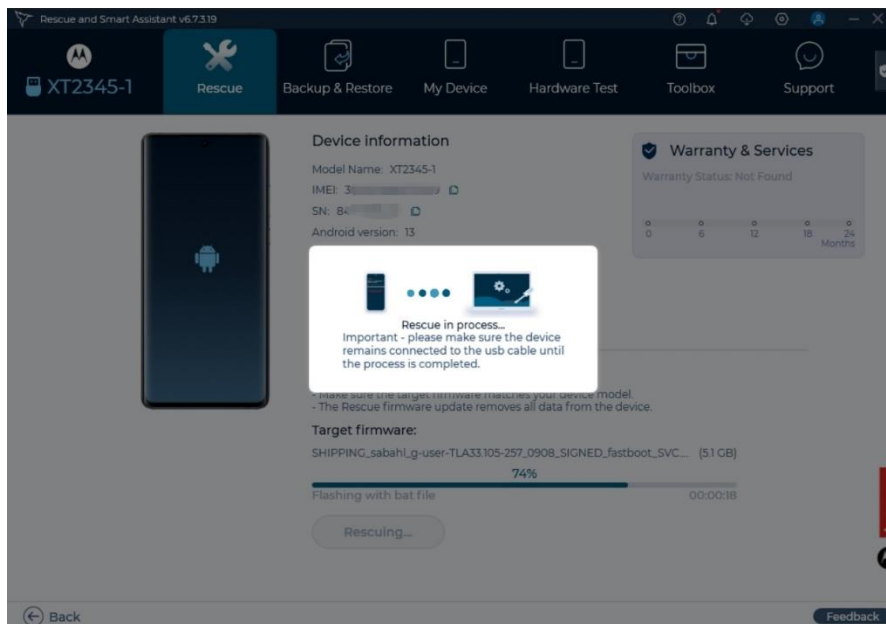
## USB Debugging Mode Rescue

Power on your device, enable **USB debugging** on device. If it is a supported model and there is a matching ROM available, a similar display will appear as follows. You can click download icon to download firmware. When the firmware download is finished, click the **Rescue Now** button to rescue device.



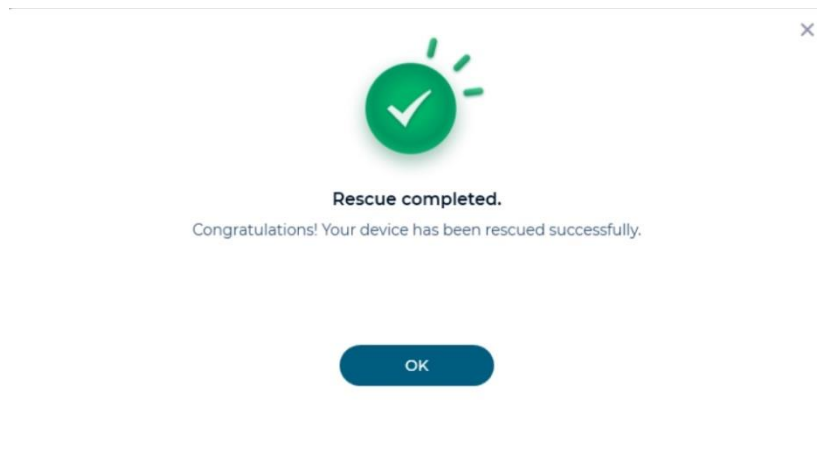
Click **Rescue** button, the connect box will pop up. Connect the device according to the prompt message.

If your device supports Fastboot mode, RSA will switch your device to Fastboot mode and start rescue automatically, no manual connection required.



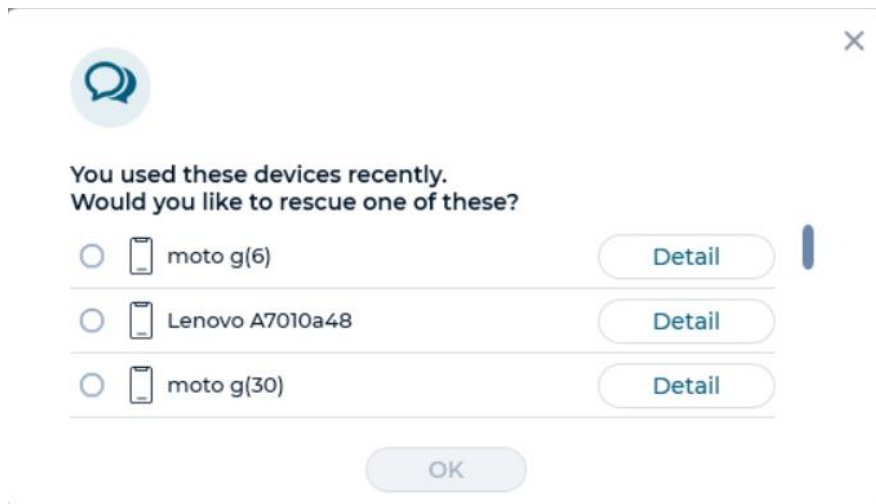


Once the rescue is completed, the following pop-up box will appear.



### Power-off Mode Rescue

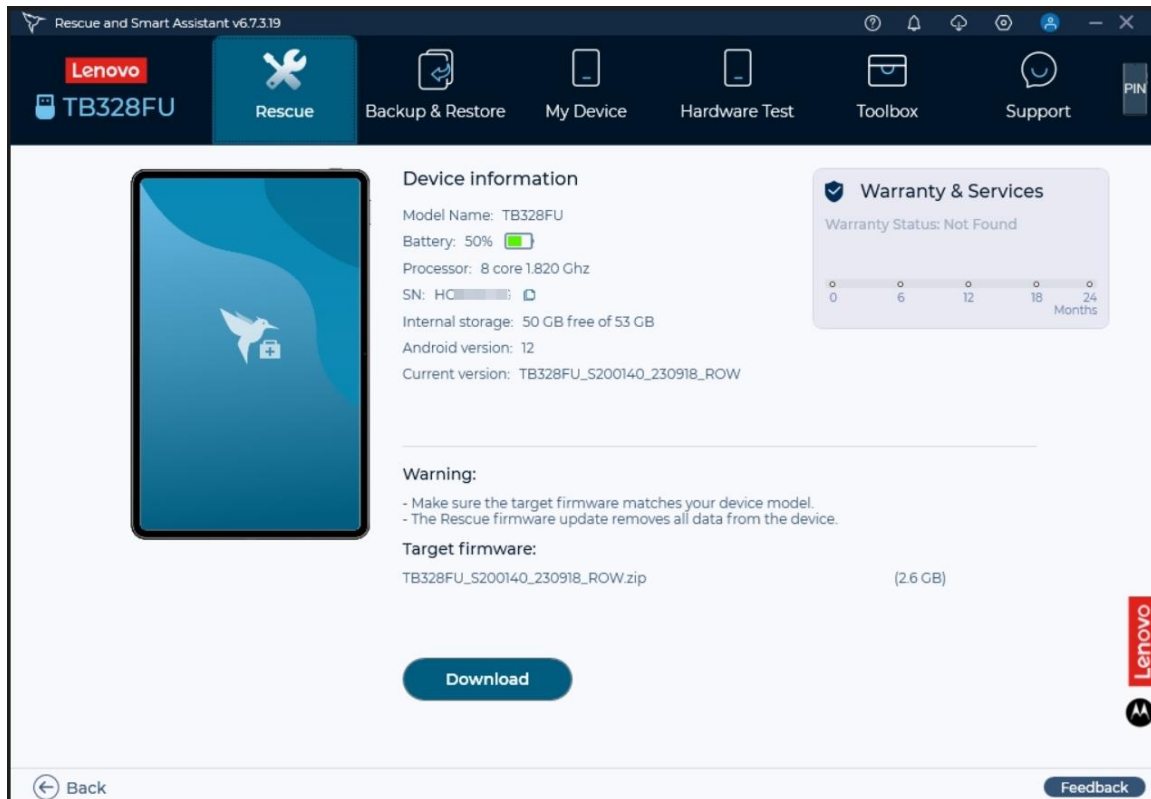
Enter Power-off Mode page, Close the Registered devices pop-up box, it will enter **Select Or Input Model Name** page. If you have registered any device(s), the **You used these devices recently. Would you like to rescue one of these** pop-up box will pop up. Select one that you want to rescue. Rescue and Smart Assistant client will help match the selected device's product name and model name automatically.



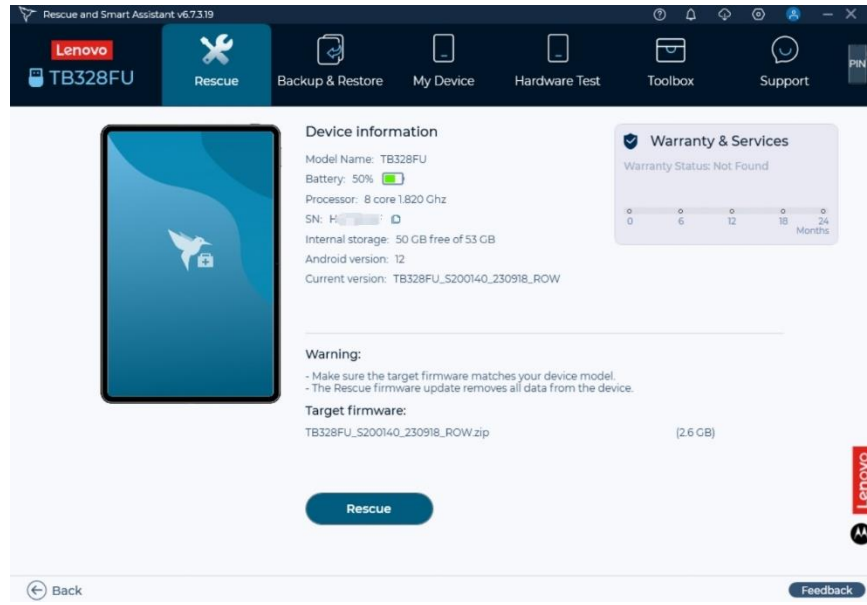
## Tablet or Smart Device Rescue

### 1. USB Debugging Mode Rescue

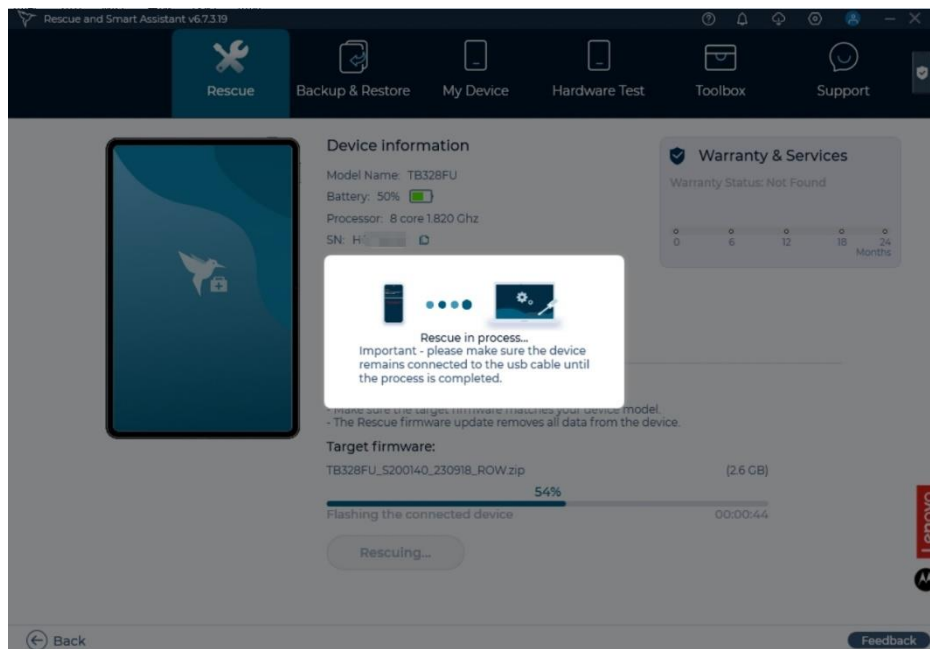
Power on your device, enable “USB debugging” on device. Enter any page of rescue except for phone’s manually selecting page. Connect your tablet via USB cable, if it is a supported model and there is one matched ROM available, when you Click the ‘Start Rescue’ button at Home page, a similar display will appear as follow. You can click download icon to download firmware.



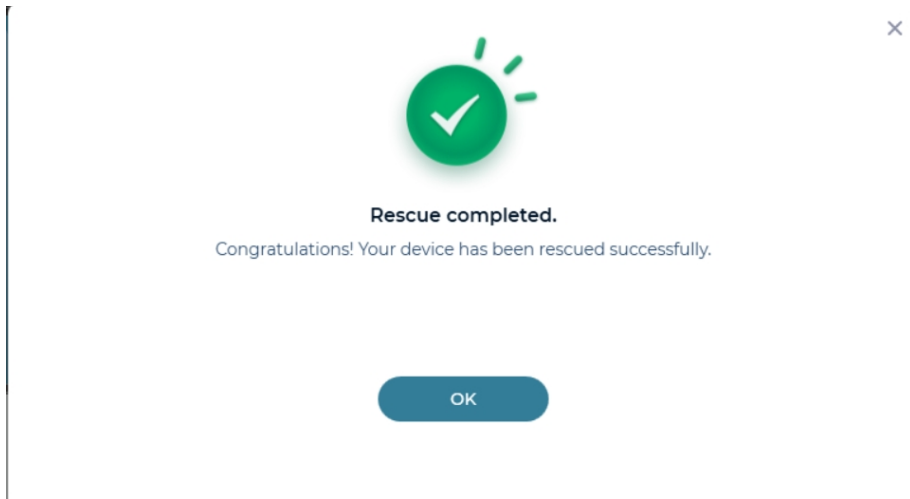
When the firmware download finished, you can click the “Rescue” button to rescue device.



Disconnect your device and connect the device according to the prompting message, the flashing will begin and then the progress bar will appear as follows:



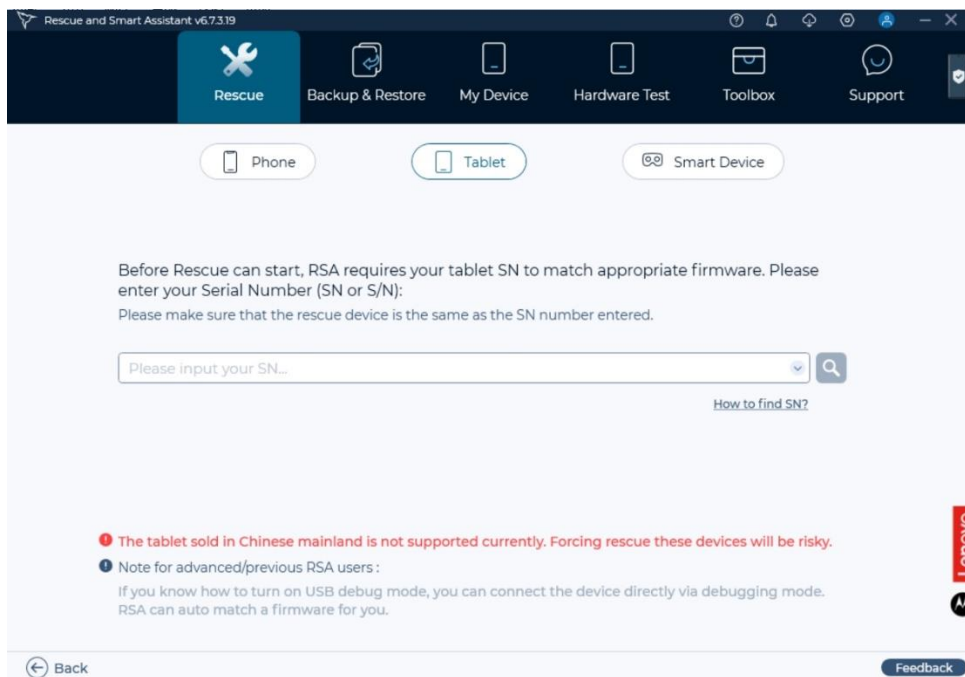
Once the rescue is completed, the following pop-up box will appear, and your tablet will boot automatically.




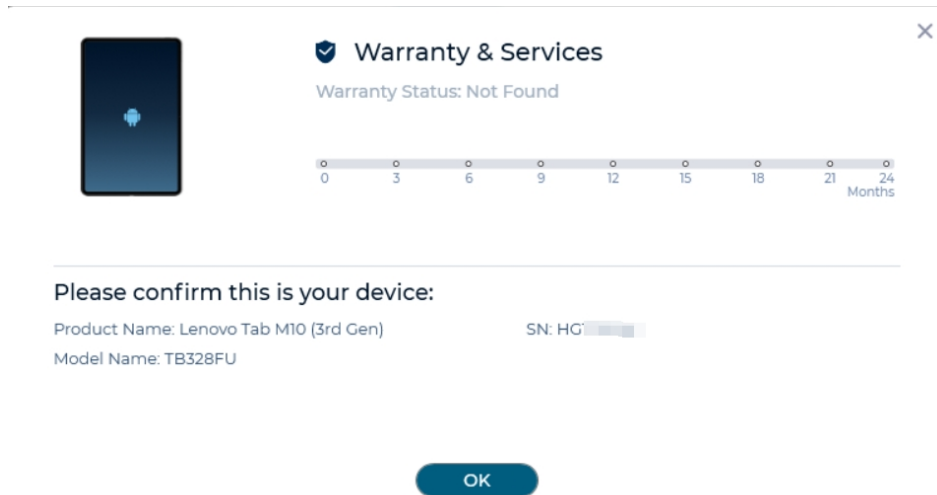
Here is a video for HOW to rescue your tablet by USB debugging mode [//insert the video](#)

## 2. Rescue by SN Match

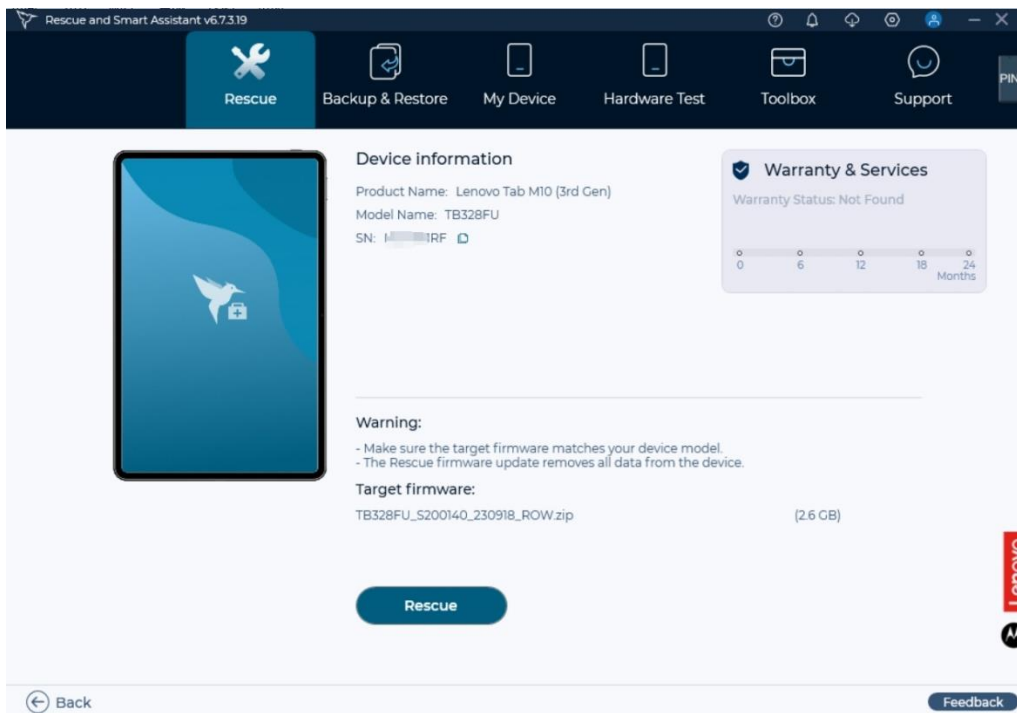
Click "Tablet" button, it will show the SN detection page.



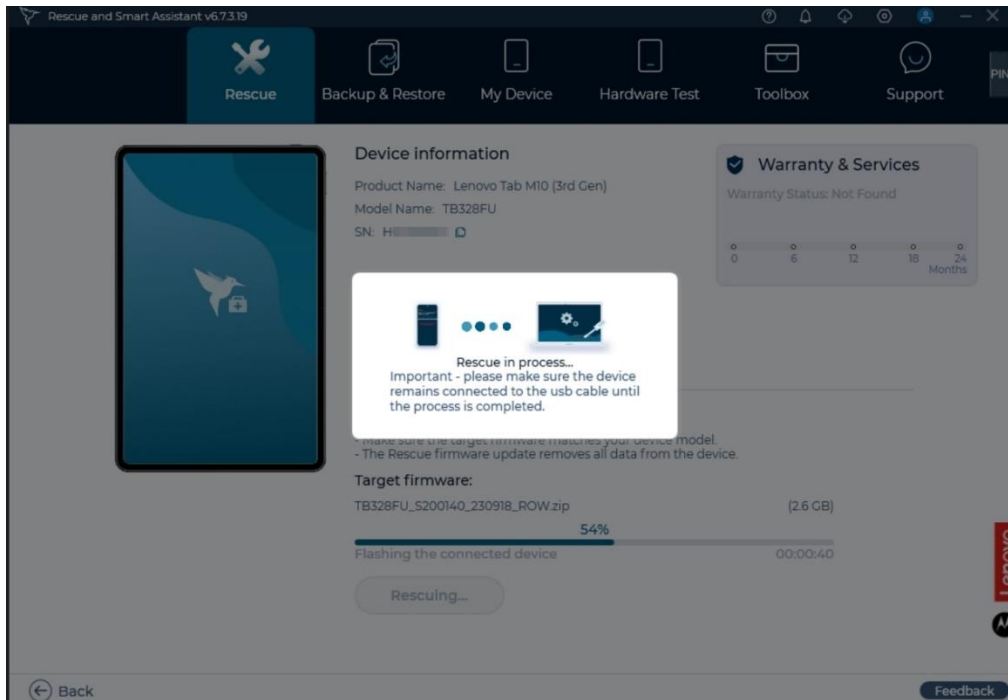
Enter the SN number of the device to be rescued in the input box. Click  to search, it will show the result of matching if it can match a firmware.



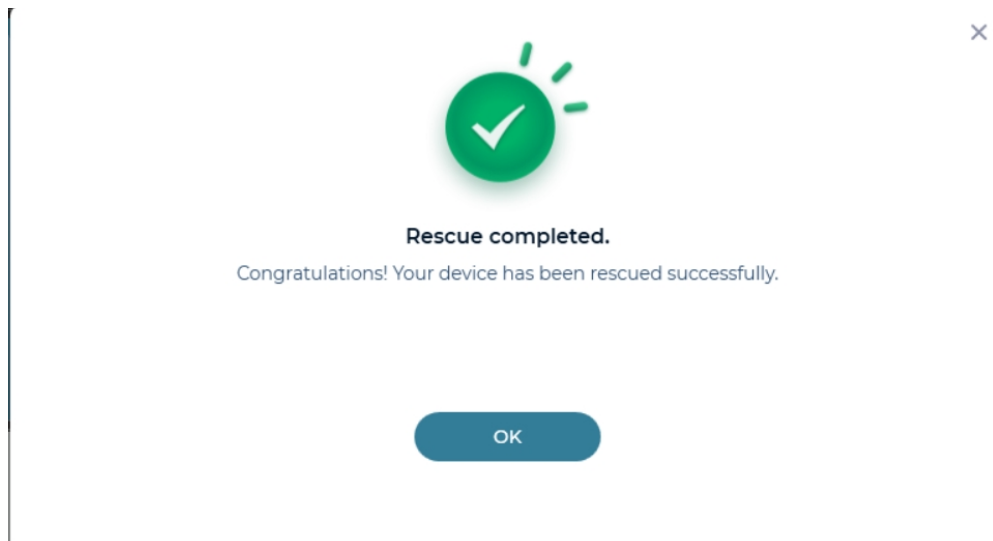
Click "OK" will enter the rescue page, click "Download" button to download the firmware.



Click the "Rescue" button, it will begin to rescue. The progress bar will appear.



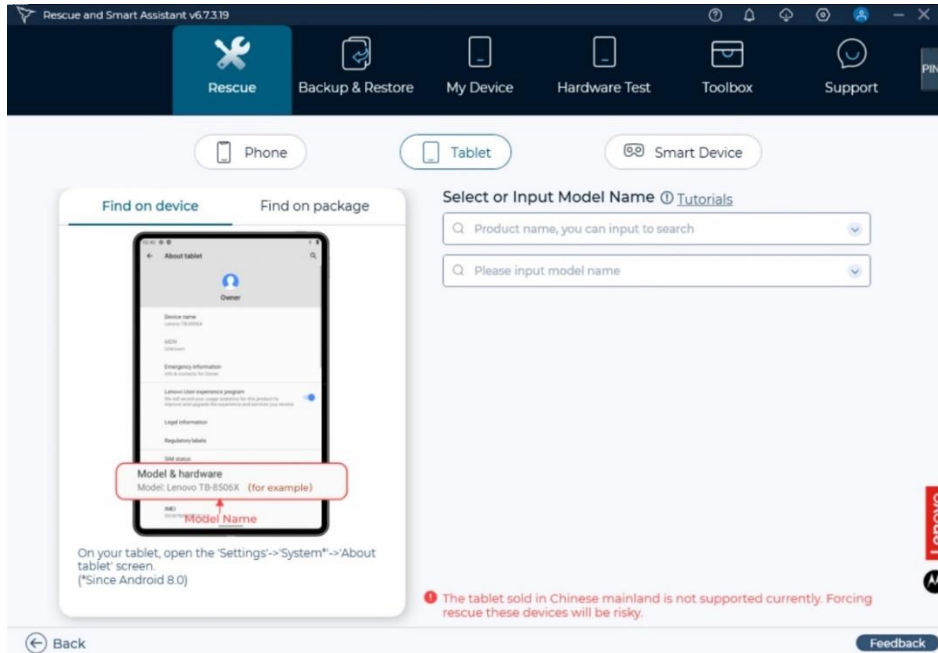
Once the rescue is completed, the following pop-up box will appear.



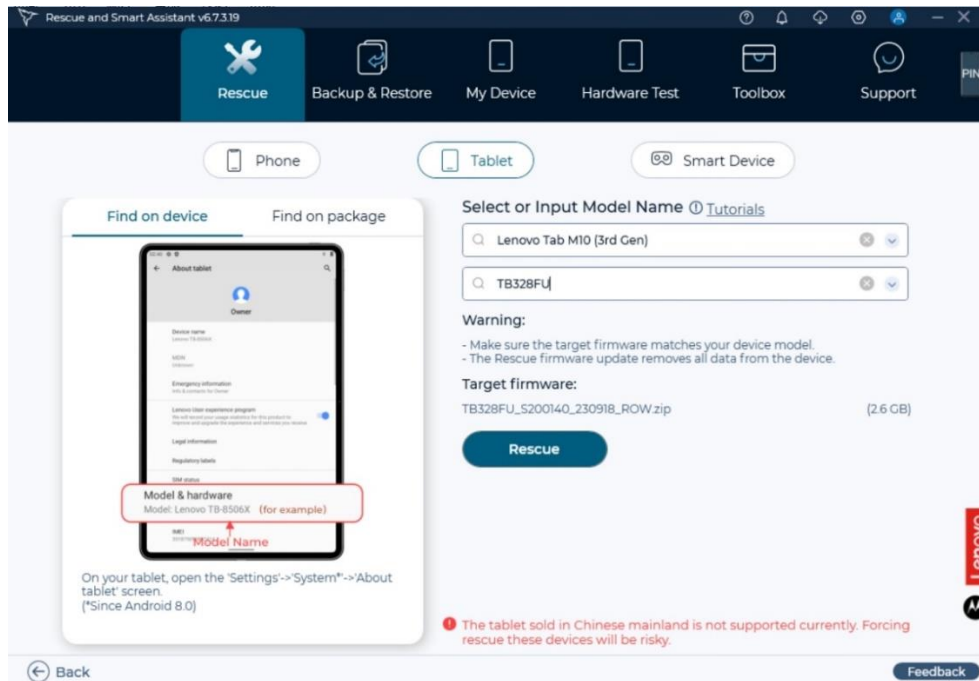
Here is a video for How to Rescue by SN match [//insert the SN Match video](#)

### 3. Rescue by manual selection

Click “TABLETS” button, it will show the SN detection page. Click “How to find SN?” --> “More” --> “Manual Selection”, it will enter tablet manual selection page.



Enter the model name of your tablet and download the firmware.



Click the Rescue button, the rescue process will start. Follow the tutorials to connect you tablet. Here is a video for How to rescue by Manual selection for reference. [//Insert the video of Manual selection.](#)

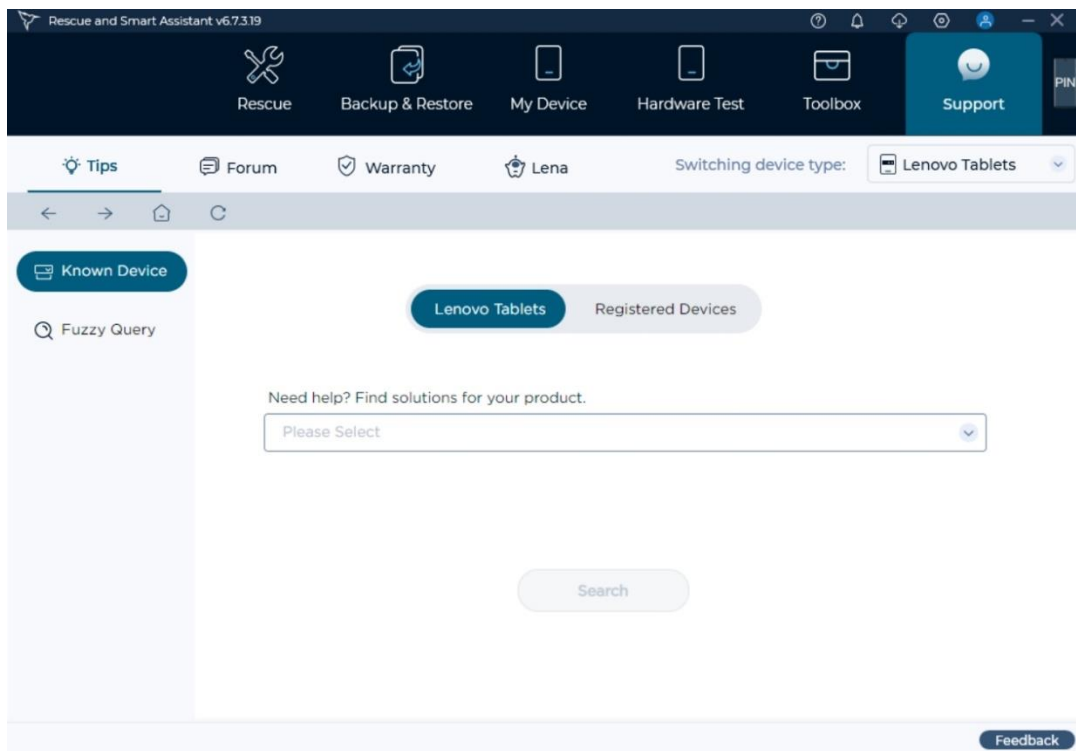
Support

There are five functions: Tips, Forum, Moli, Lena and Warranty.

## Tips

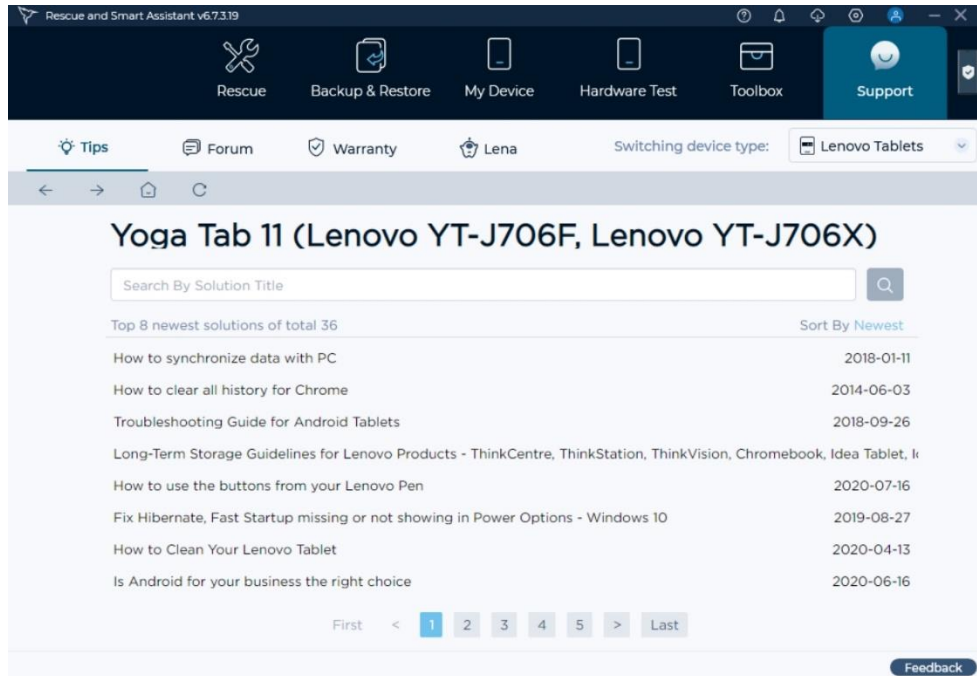
Tips Online shows How-tos & Solutions for Lenovo and Moto devices according to user's selection. It will display the Lenovo Phone, Lenovo Tablet, Moto Phones, and Registered Device buttons. There are two ways to find product's solution.

- Click one button and select option on drop-down list, it will enter the product solution view automatically. For example, Click Lenovo Phone button, and select series and sub-series on drop-down list.
- If you know your product name, you can input product name to search product's solution on Search By Product Name input box. And if you connect one device, the connecting device will be displayed on Search By Product Name input box.

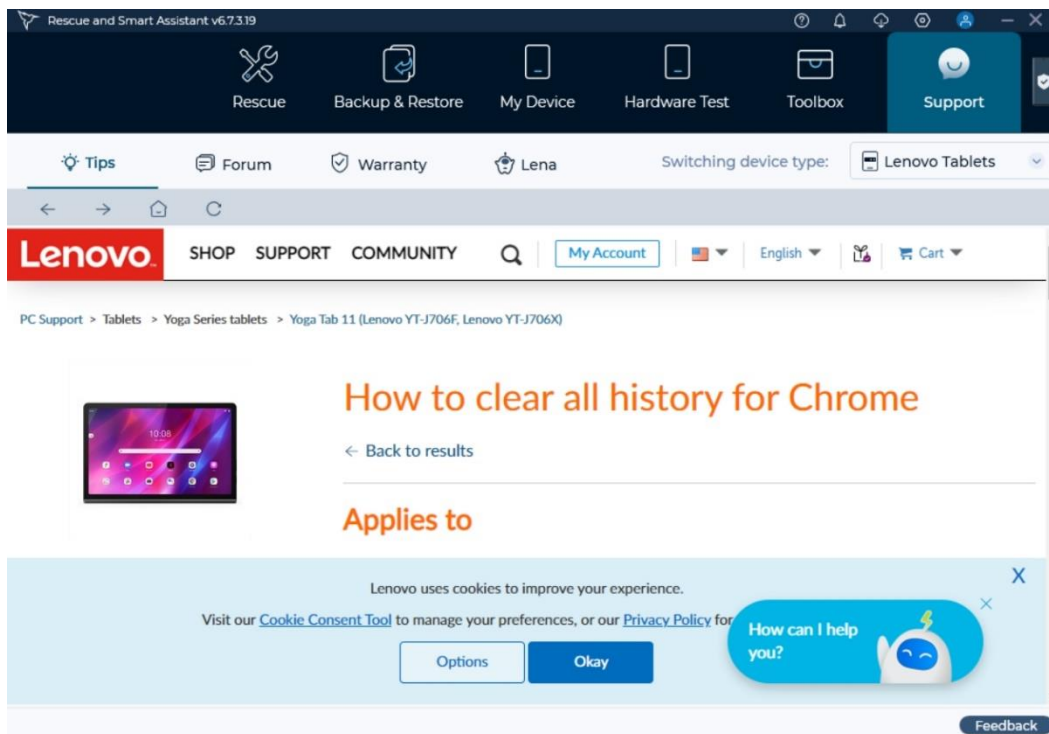


After entering solution title and then clicking search icon, it will search the related solution information.



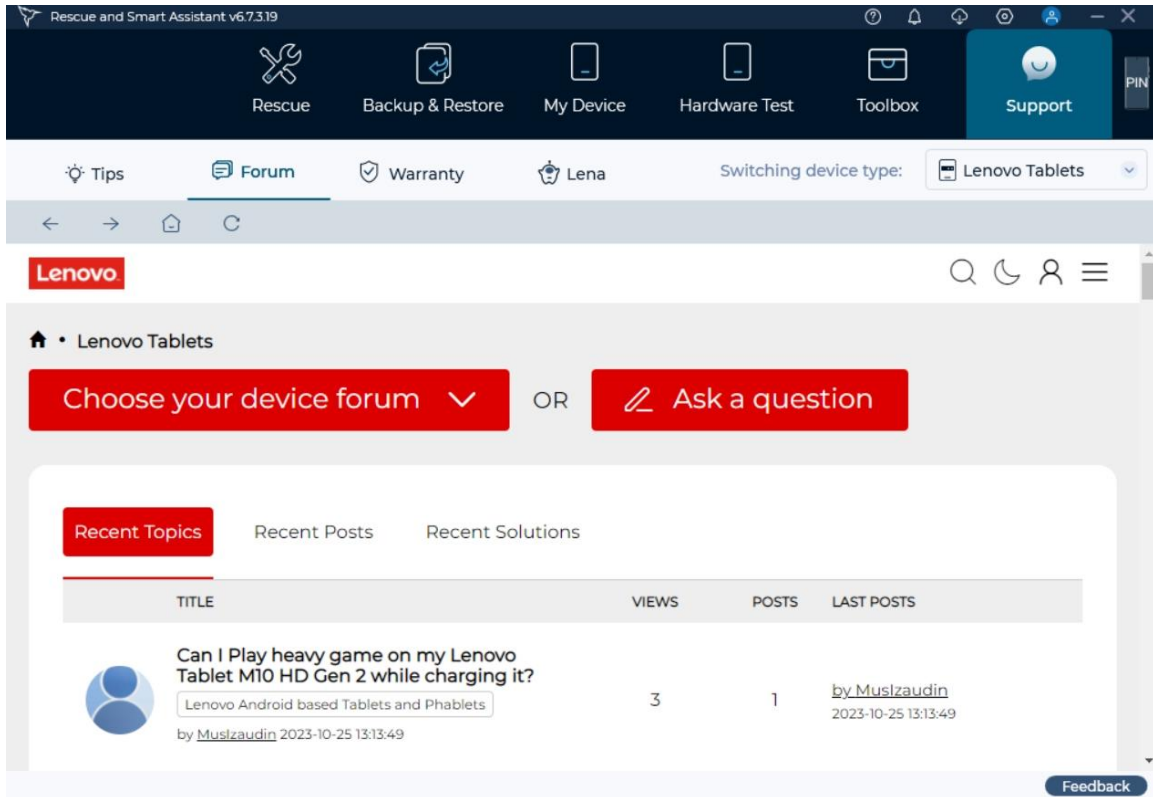


Click the link to view the solution details page.



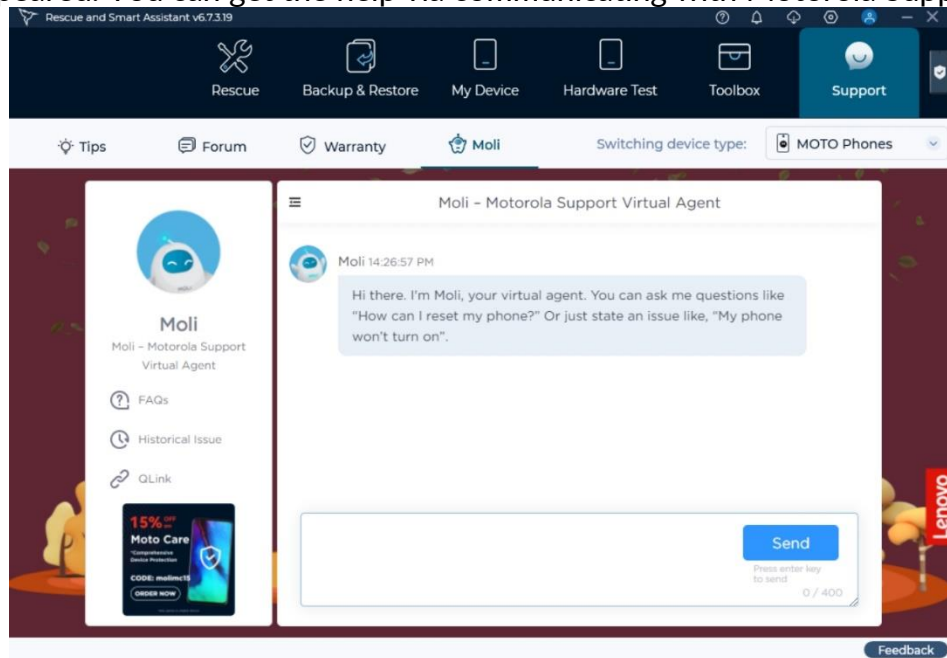
## Forum

Once loading is complete, the following view will appear. There are three options: Lenovo Phones, Moto Phones, and Lenovo Tablets. Click the option to enter its forum website. For example, if you choose the Lenovo Tablets, the following page will display.



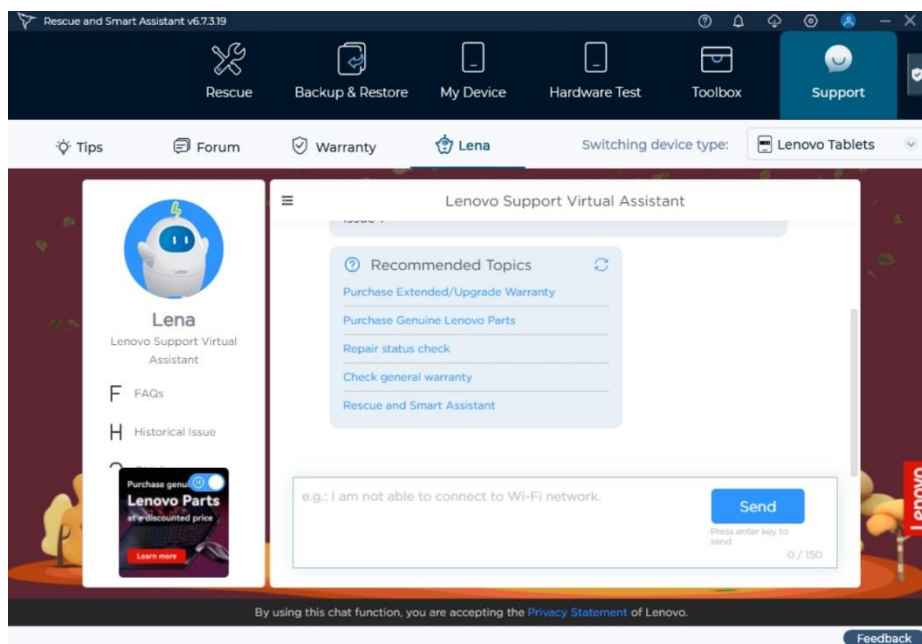
## Moli

Moto Phones category is selected, once loading is completed, the following page will be appeared. You can get the help via communicating with Motorola Support.





## Lena

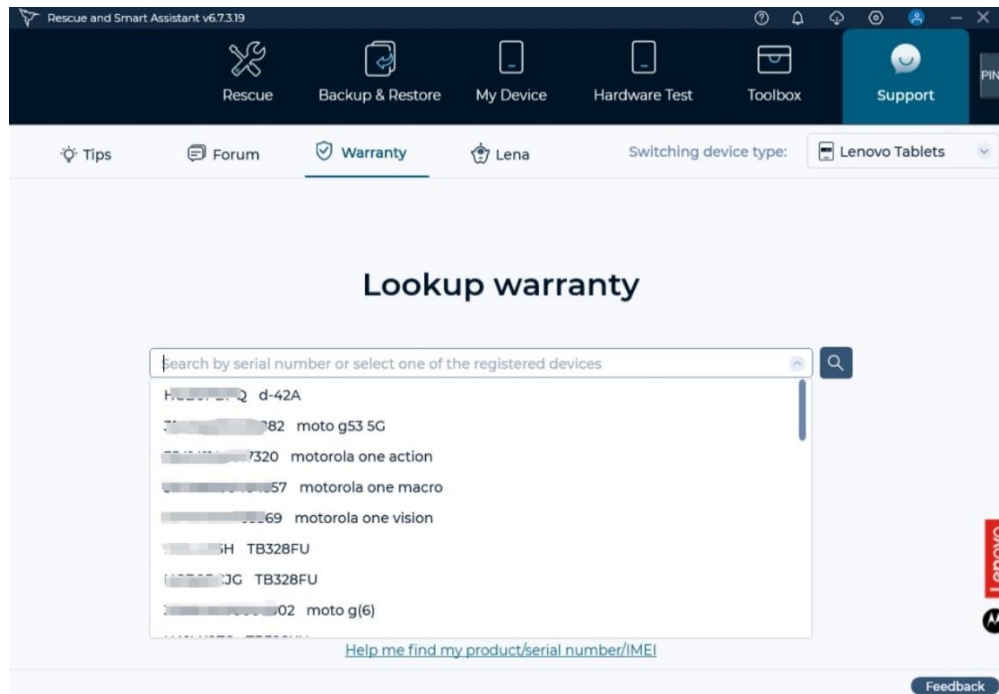
Lenovo Tablet category is selected, once loading is completed, the following page will be appeared. You can get the help via communicating with Lenovo Support



## Warranty

Once loading is completed, the following page will be appeared. There are two ways to check your device's warranty:

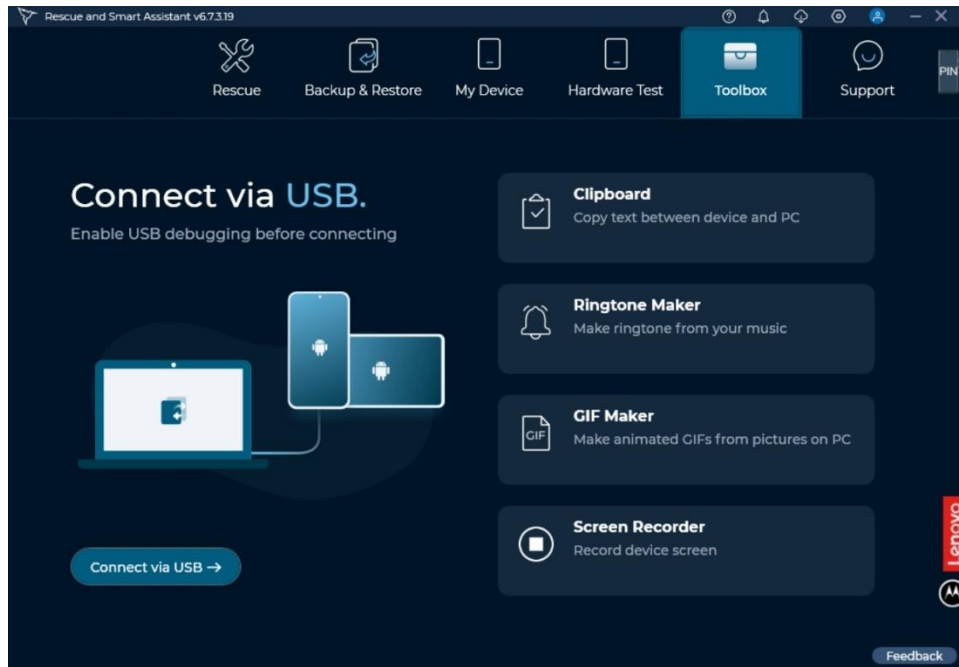
- The connecting devices and registered devices' SN will be listed on input box. Click the drop-down list, select one of SN, and then check  icon to check.
- Input SN/IMEI on input box and then click  icon to check.



After checking is successful, it will display the device's warranty information. If checking failed, it will display "No products match that query."

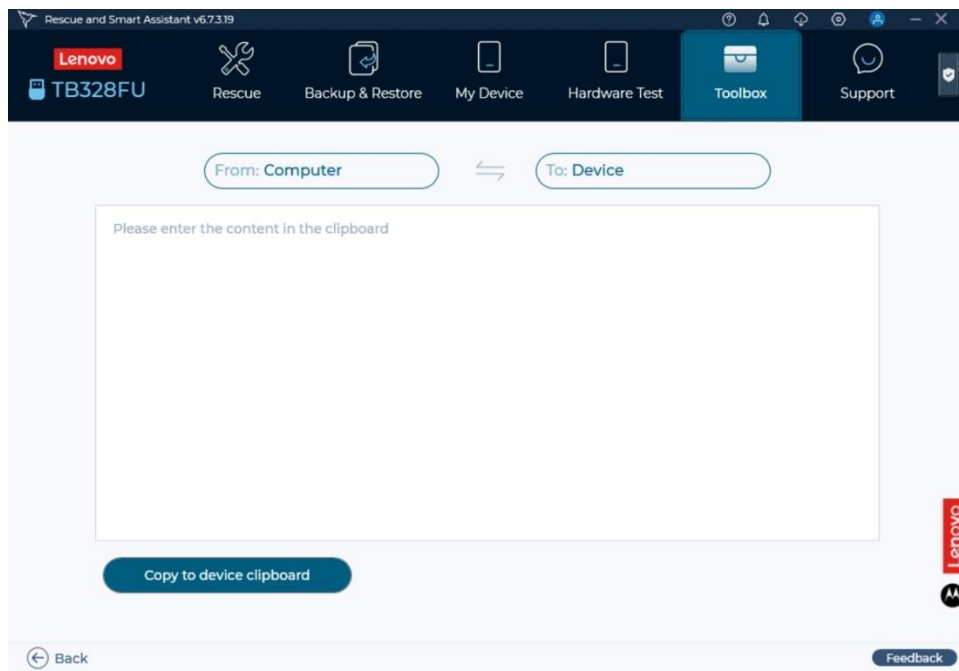
## Toolbox

There are four functions: Clipboard, GIF Maker, Ringtone Maker, and Screen Recorder.



## Clipboard

Copy text from/to phone to/from PC.



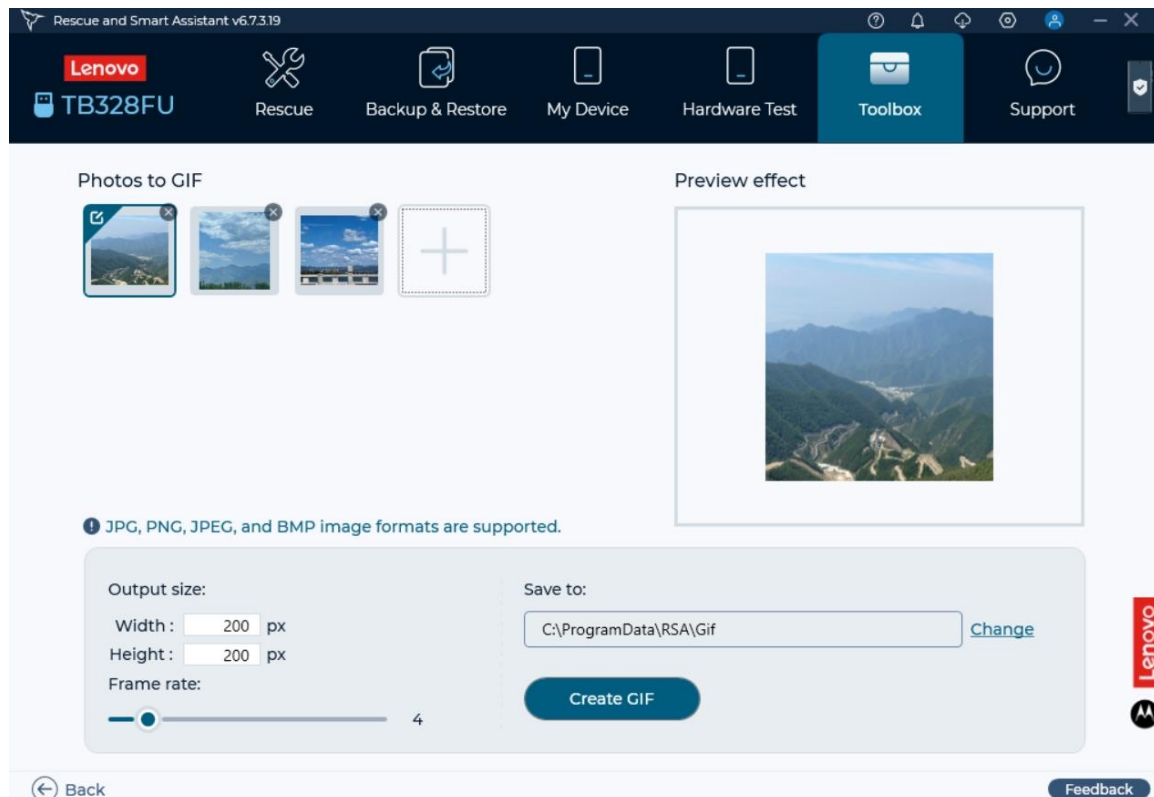
- **Clipboard to Device:** Enter Clipboard page, copy texts on PC, the text will paste to

clipboard on Clipboard page. Click Copy to device clipboard. The text will copy to device's clipboard.

- **Clipboard from Device:** Copy text on phone, and then click the Paste from the clipboard, the device's text will copy to Clipboard page.

## GIF Maker

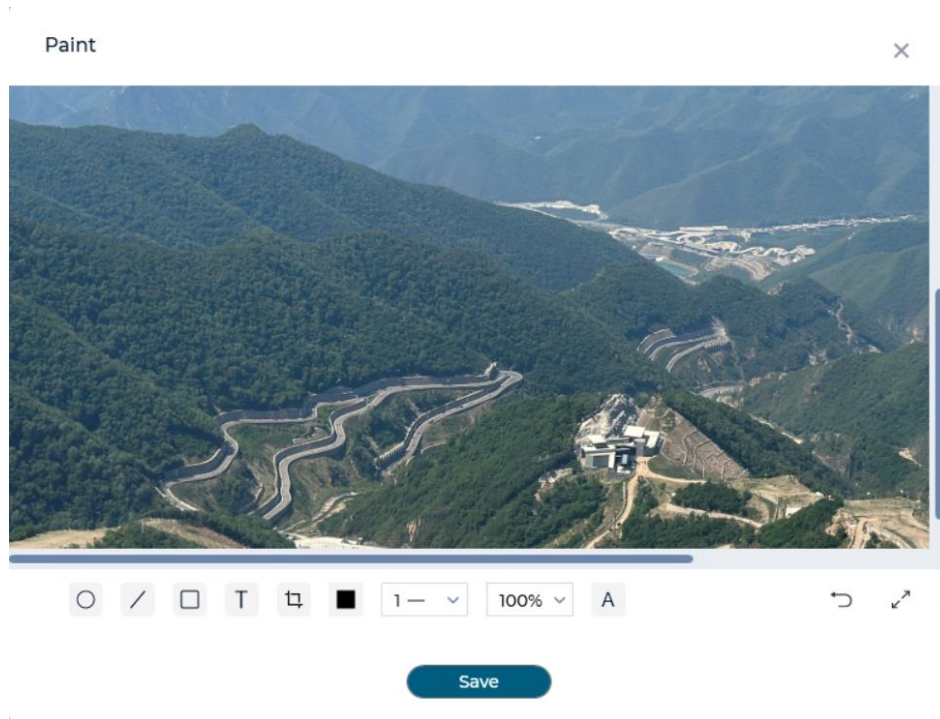
How to make gifs from picture on PC.



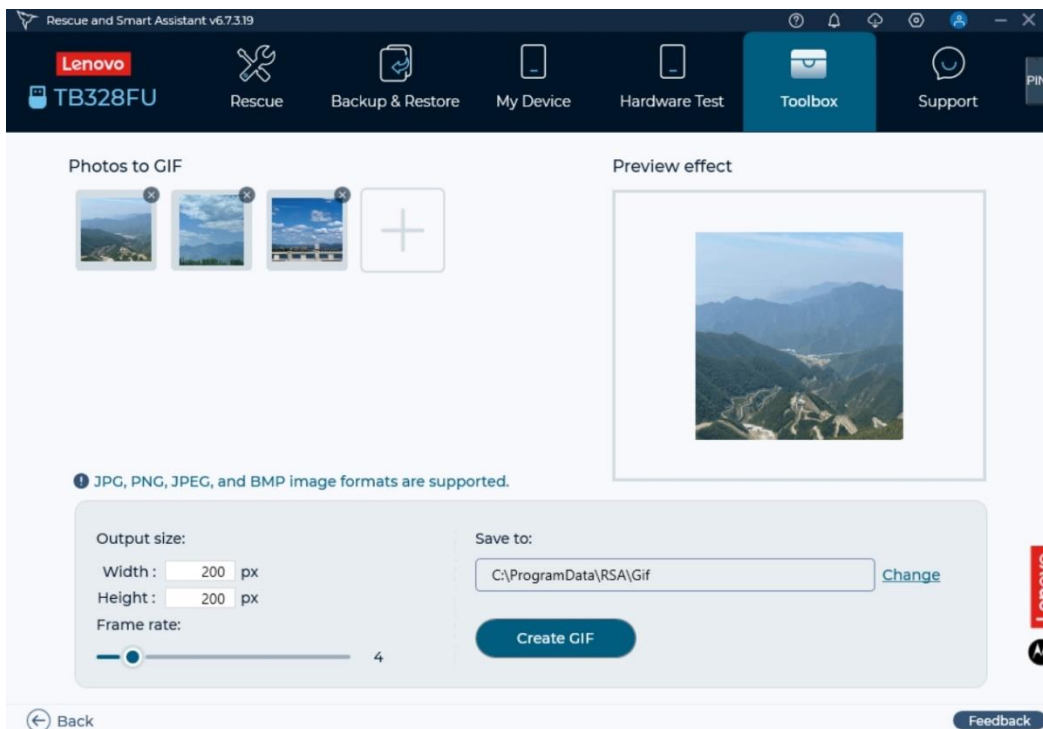
- Click  to add picture.

- Modify the **Output Size** to set the gif's size.
- Modify **Frame Rate** to set the gif's frame rate.
- Modify the **Save to** to set the gif's save path.
- Click **Create GIF** button after adding pictures, it will create gif. The created gif will save to **Save to** path.

Move the mouse over the picture. The **Delete** and **Edit** icon will appear. Click the **Delete** icon to delete the picture. Click the **Edit** icon to enter Edit view. Edit the picture and save it.



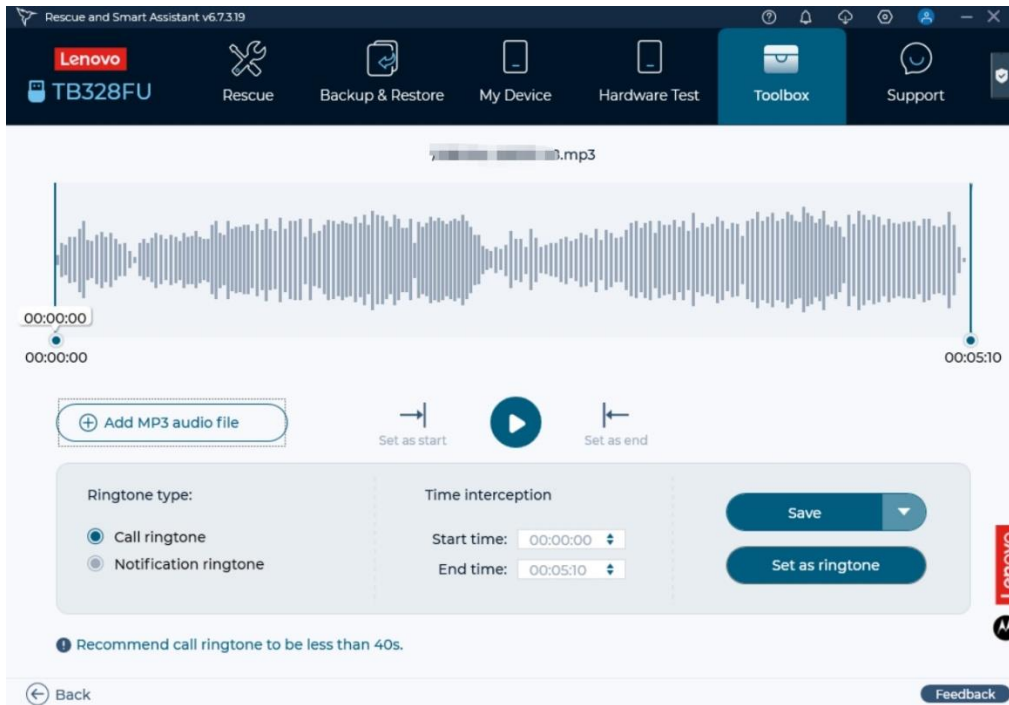
After add the pictures, move the mouse to the preview area, the play icon will appear. Click play button to preview the GIF.



## Ringtone Maker

Use the following steps to make a ringtone from music.



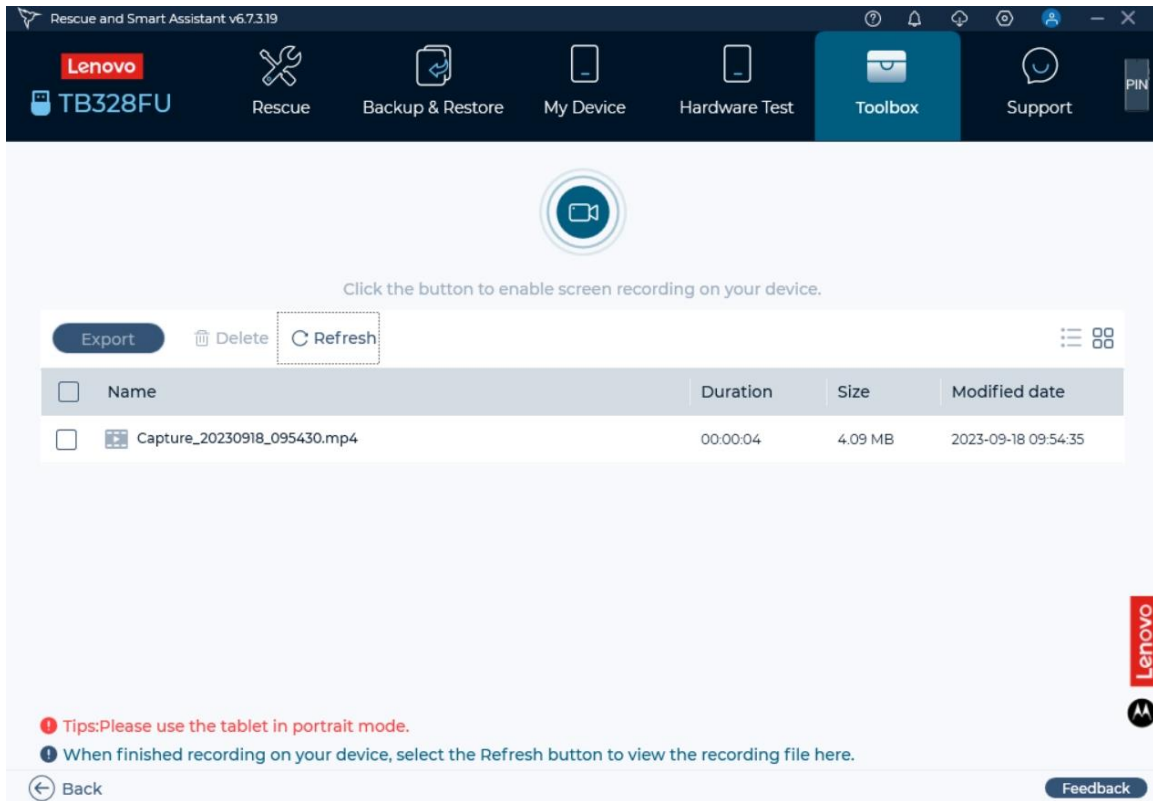


- Click **Modify** button to select PC's music.
- Move the **start point** and **end point**, and then click **Play** icon to listen to the music.
- Click the **Call ringtone** or **Notification ringtone** to set ringtone type.
- Click **Fade in** and **Fade out** to set sound mode.
- Click **Set as Ringtone** to set the music as device ringtone (Call ringtone or Notification ringtone), or click **Save**, and save the music to PC or save the music to phone.

## Screen Recorder

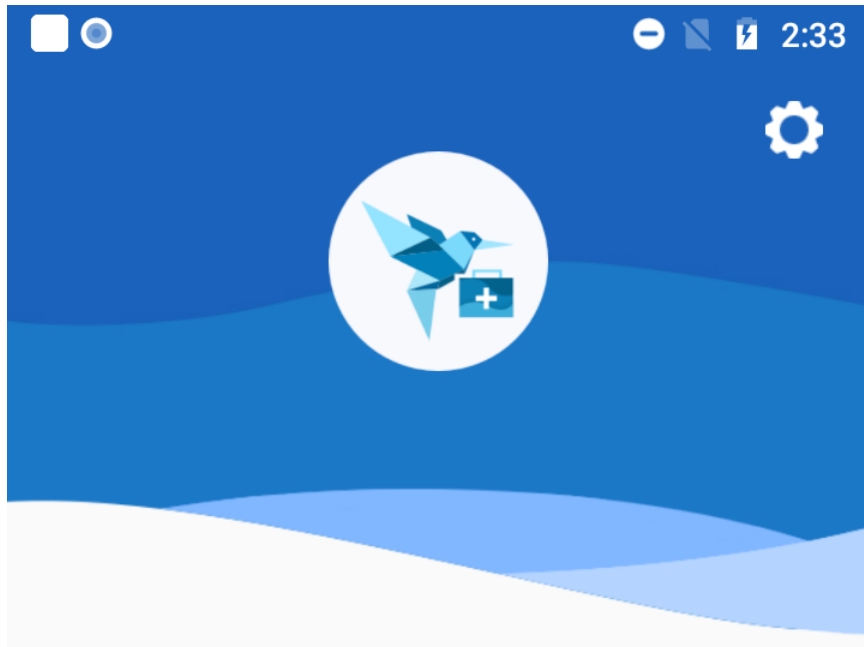
It supports to record screen of you phone as video. Connect device, the following view will appear. It supports two functions: Recording screen and Recording video management.





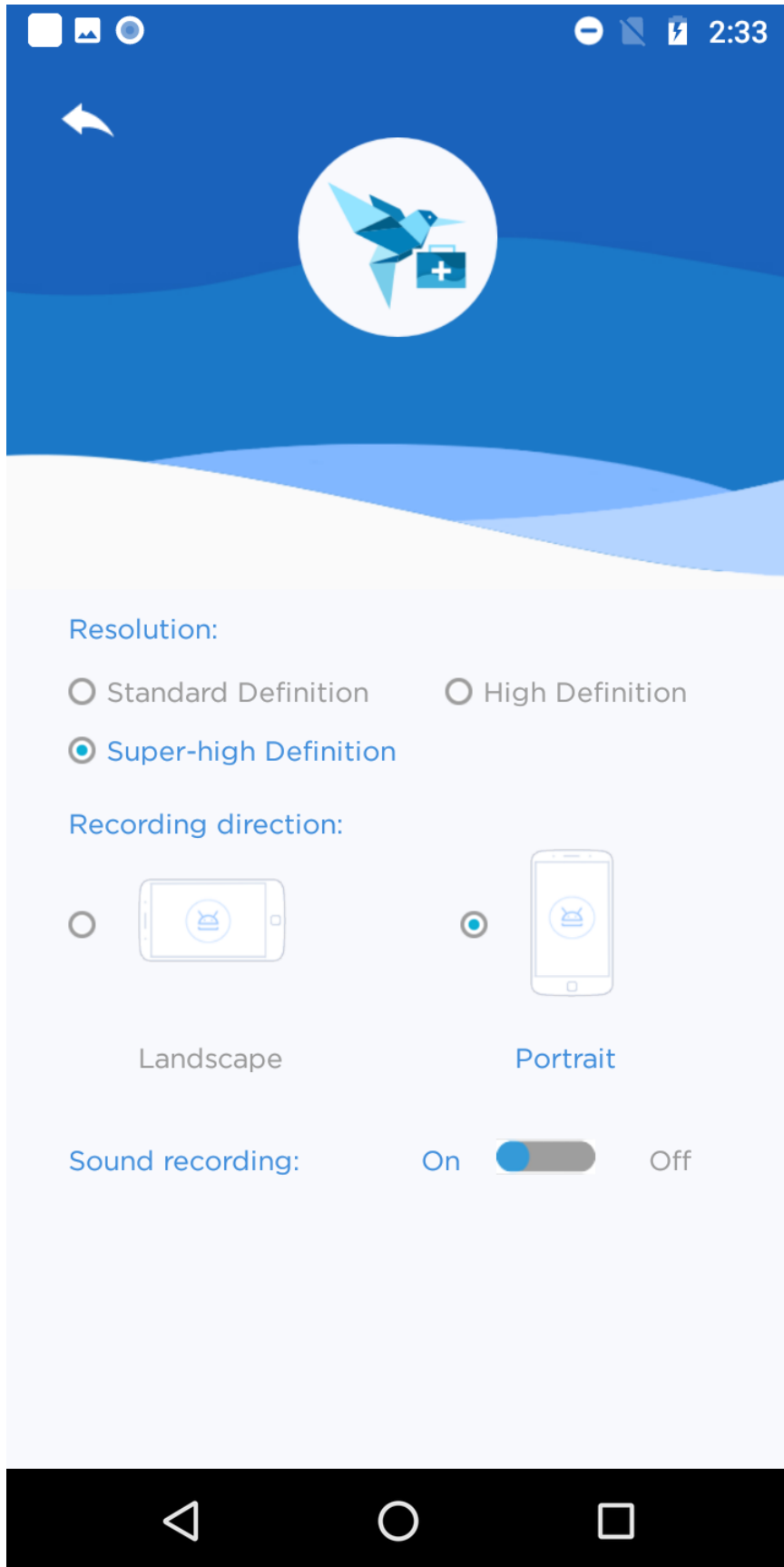
## Record Screen:

Click the **Record** icon, the following view will appear on device. Click **Setting** icon at right top of view, it will enter setting view. User can set Resolution, recording direction, and sound recording.



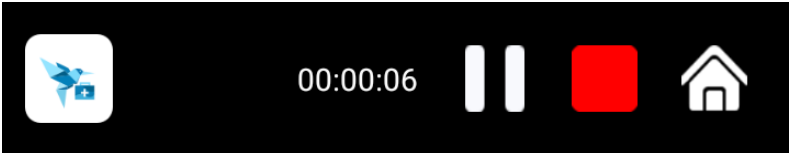
00:00:00



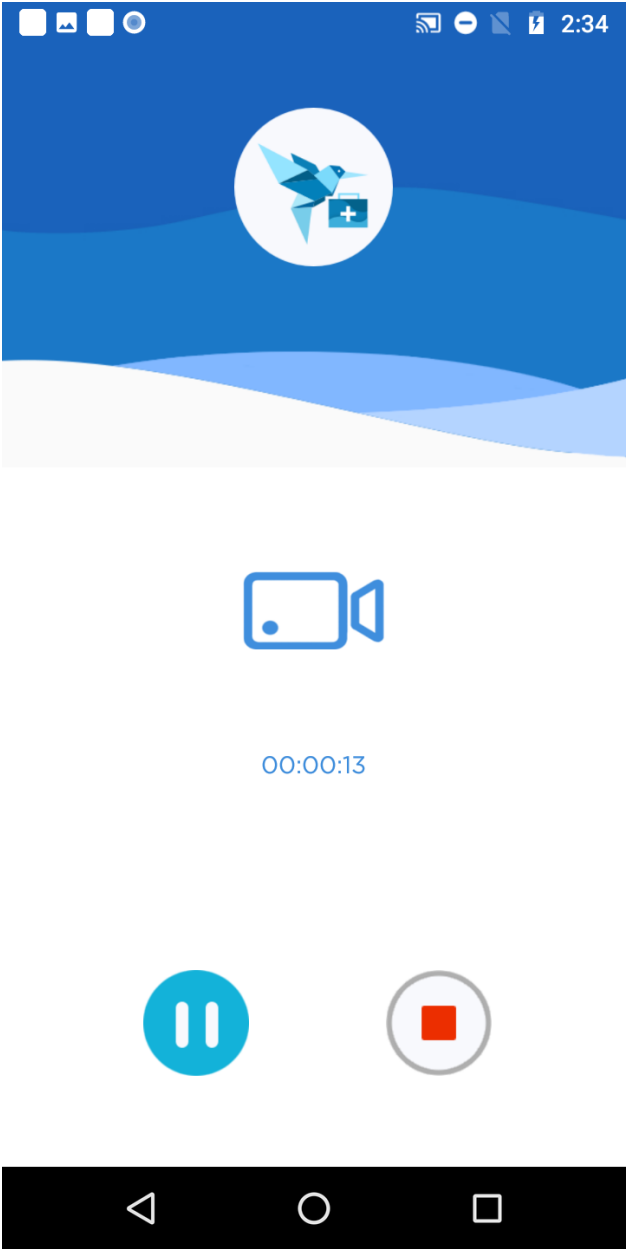


Click **Record** button on device, it begins to record screen. User can pause or stop recording the screen using the following methods:



Slide down the notification bar.



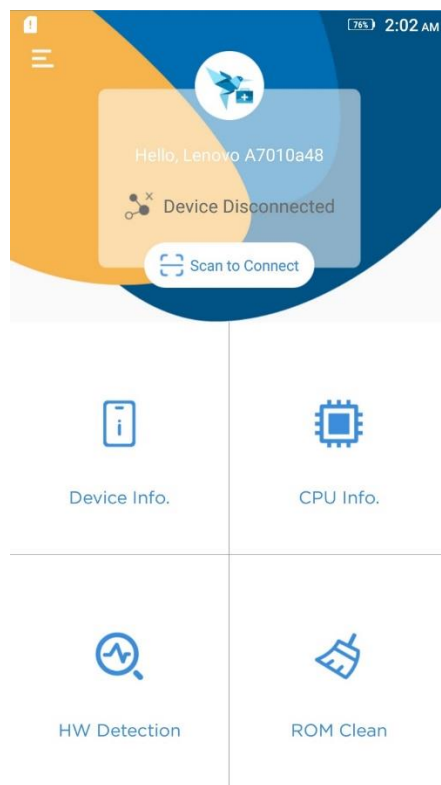
Click device's task key, and click Mobile Assistant app task.



Video Management:

- Export: User can select recording video, and then click **Export** and select export path. The selected video will be exported to export path.
- Delete: User can select recording video, then click **Delete** to delete selected video.
- Refresh: After recording video or delete recording video on device, user can click **Refresh** and load the latest video.
- View: It supports two view modes: Grid and List. User can click  icon to switch to list mode, click  icon to switch to grid mode.
- Select All: User can select all recording videos.
- Sort: Video supports sort function on list mode. User can sort them by Name, Duration, Size, or Modified Date.

### Mobile-client-end - Mobile Assistant interface illustration



- Menu
- Connection status indicator(Disconnected, Connecting, USB/Wi-Fi connected)
- Scan button(Scan QR to connect to PC Rescue and Smart Assistant (Lenovo Moto Smart Assistant))

- Device Information
- CPU Info.
- HW Detection
- ROM Clean

## Feedback

Click Feedback on right bottom, you can enter feedback page. Submit your feedback, your feedback will be returned to Lenovo.

Feedback for Rescue and Smart Assistant ✕

Email:

The following questions will help us to understand your issue and solve your pain point.

Which functions are you using?

Rescue  Other

Did you rescue your device successfully?

Yes

No

Can you match an appropriate firmware?

Yes

No

What's your firmware match method?

Input IMEI/SN

Manual select model name

Connect your device via fastboot mode

Connect your device via USB Debugging mode

Connect your device via Wi-Fi

Attach device information

Model Name:

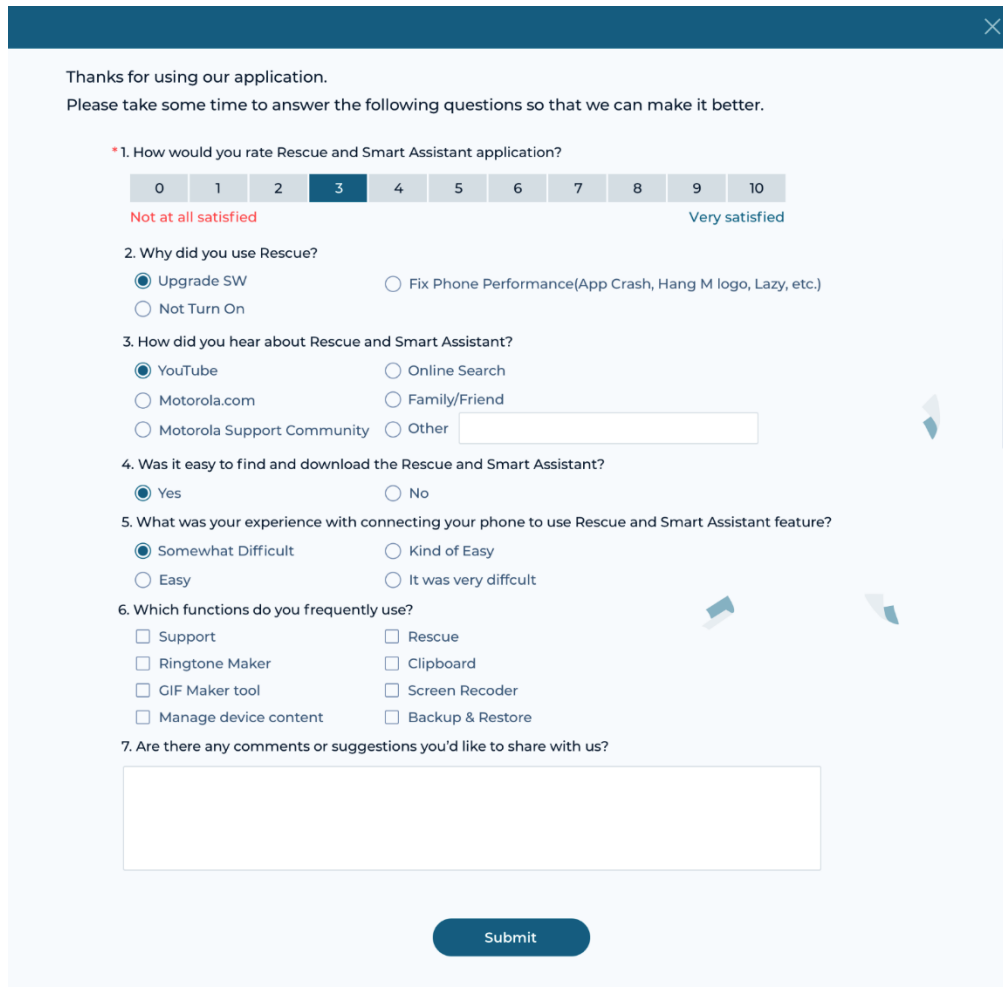
Comments:

Lenovo Privacy Policy ([www.lenovo.com/privacy/](http://www.lenovo.com/privacy/))

## Survey

You can take some time to fill the Rescue and Smart Assistant (Lenovo Moto Smart Assistant) survey if showing, so that we can make Rescue and Smart Assistant better. We are glad to receive your feedback.

### Example survey :



Thanks for using our application.  
Please take some time to answer the following questions so that we can make it better.

\*1. How would you rate Rescue and Smart Assistant application?

0 1 2 3 4 5 6 7 8 9 10  
Not at all satisfied Very satisfied

2. Why did you use Rescue?

Upgrade SW  Fix Phone Performance(App Crash, Hang M logo, Lazy, etc.)  
 Not Turn On

3. How did you hear about Rescue and Smart Assistant?

YouTube  Online Search  
 Motorola.com  Family/Friend  
 Motorola Support Community  Other

4. Was it easy to find and download the Rescue and Smart Assistant?

Yes  No

5. What was your experience with connecting your phone to use Rescue and Smart Assistant feature?

Somewhat Difficult  Kind of Easy  
 Easy  It was very difficult

6. Which functions do you frequently use?

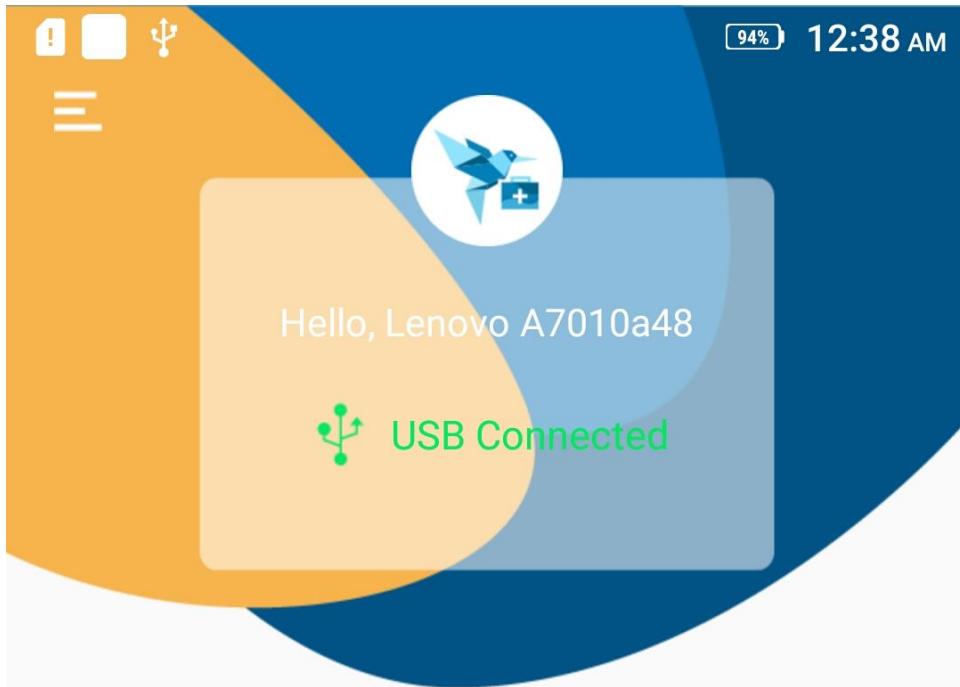
Support  Rescue  
 Ringtone Maker  Clipboard  
 GIF Maker tool  Screen Recoder  
 Manage device content  Backup & Restore

7. Are there any comments or suggestions you'd like to share with us?

Submit

## Connect with USB

- Connect device with USB cable, enable USB debug setting in your phone
- Rescue and Smart Assistant (Lenovo Moto Smart Assistant) client will install Mobile Assistant App on device automatically;
- After installation, keep the USB connection, and Rescue and Smart Assistant (Lenovo Moto Smart Assistant) client will connect with Mobile Assistant App automatically.



Device Info.



CPU Info.



HW Detection

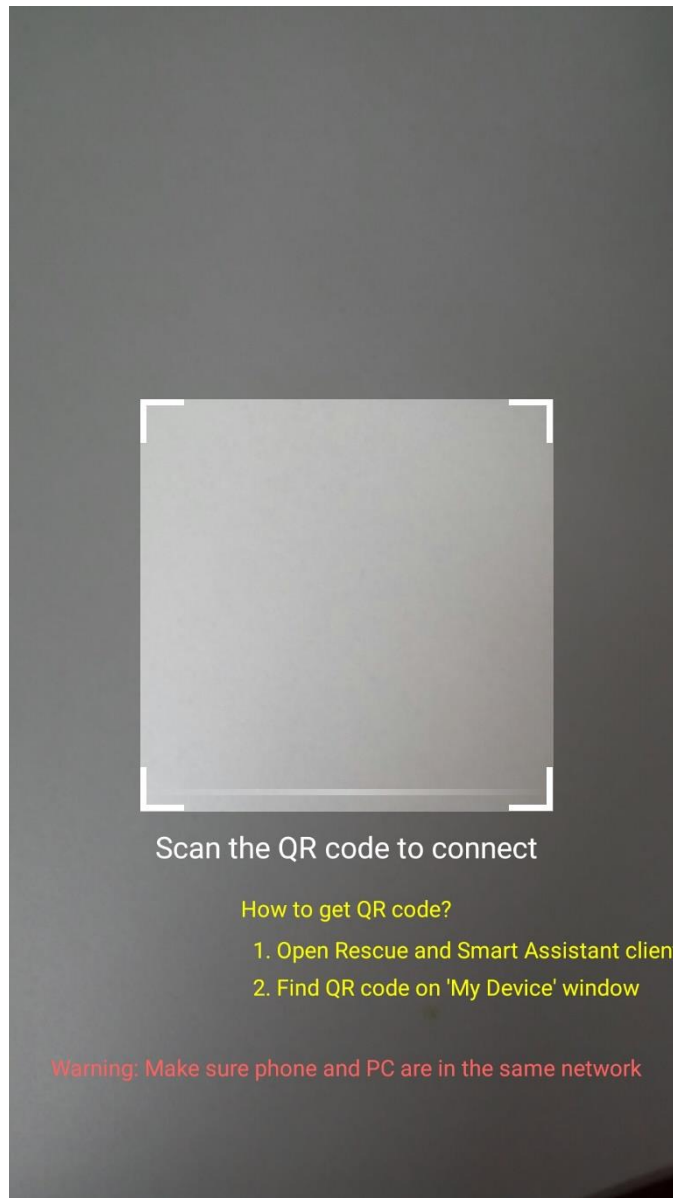


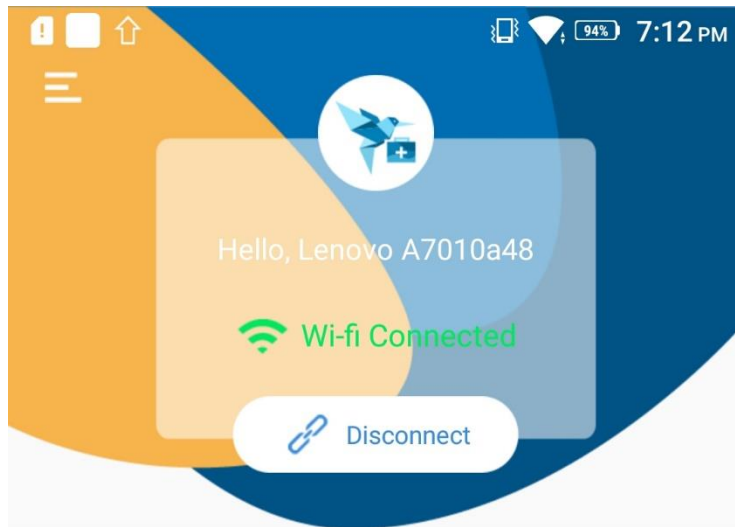
ROM Clean



## Connect with Wi-Fi

- Connect device with USB cable, Rescue and Smart Assistant (Lenovo Moto Smart Assistant) client will install Mobile Assistant App on device automatically.
- When you can see Mobile Assistant App on mobile device, disconnect USB cable.
- Touch **Scan** button at bottom or **Connect** button at top-right corner on Mobile Assistant App to scan the QR code displayed on Rescue and Smart Assistant (Lenovo Moto Smart Assistant) PC client





Device Info.



CPU Info.



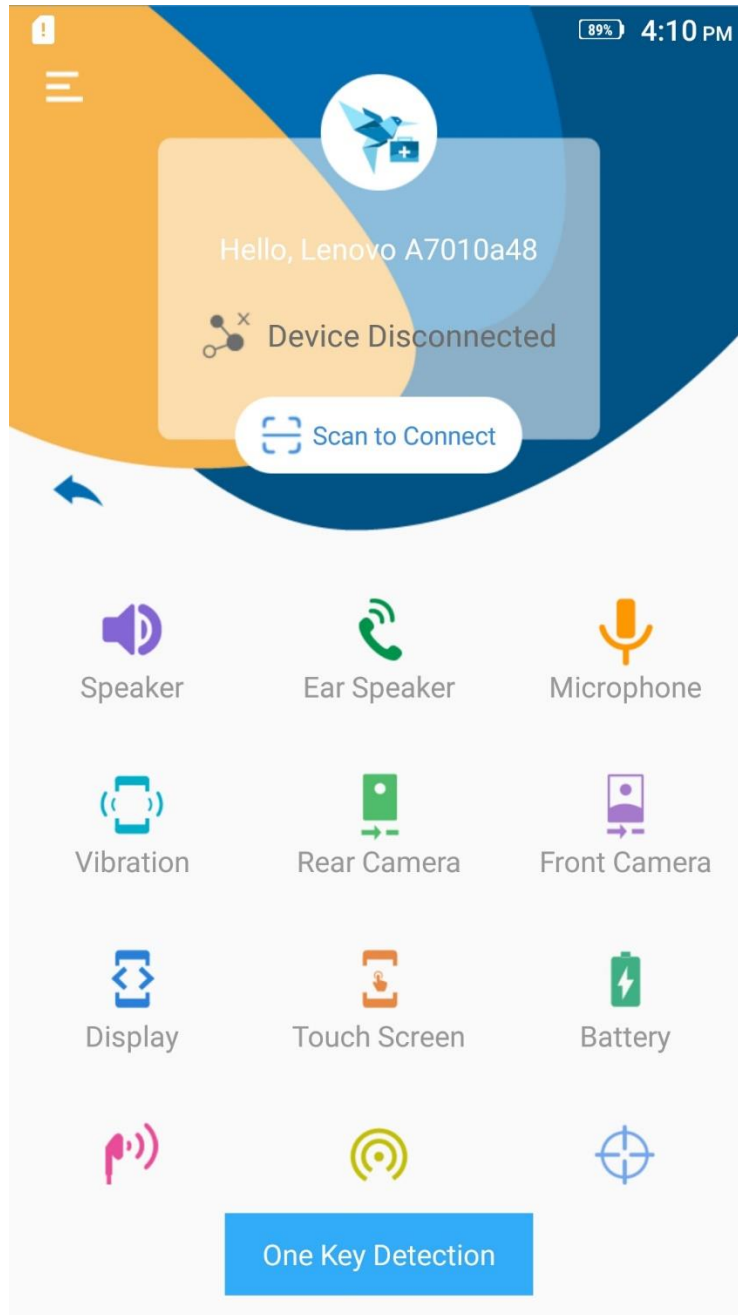
HW Detection



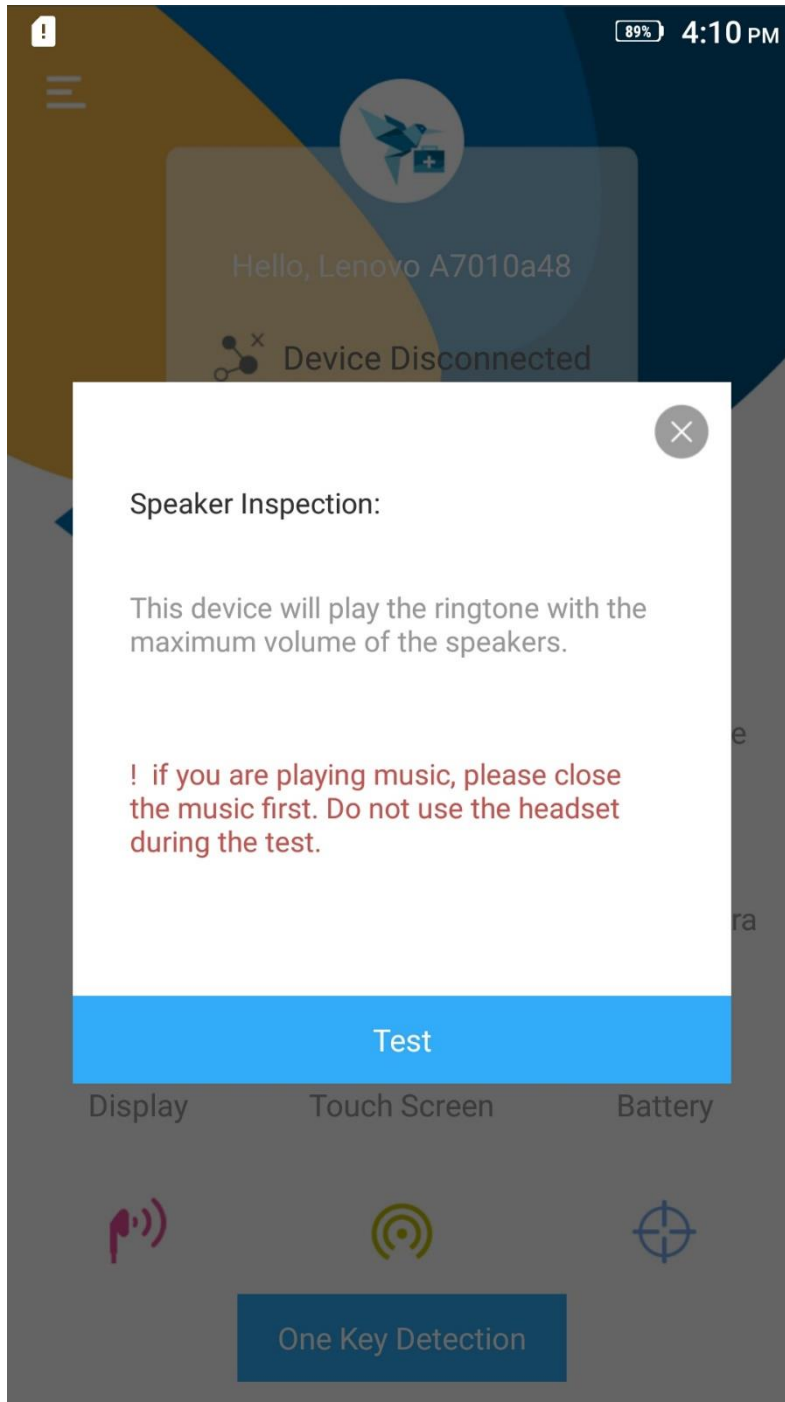
ROM Clean

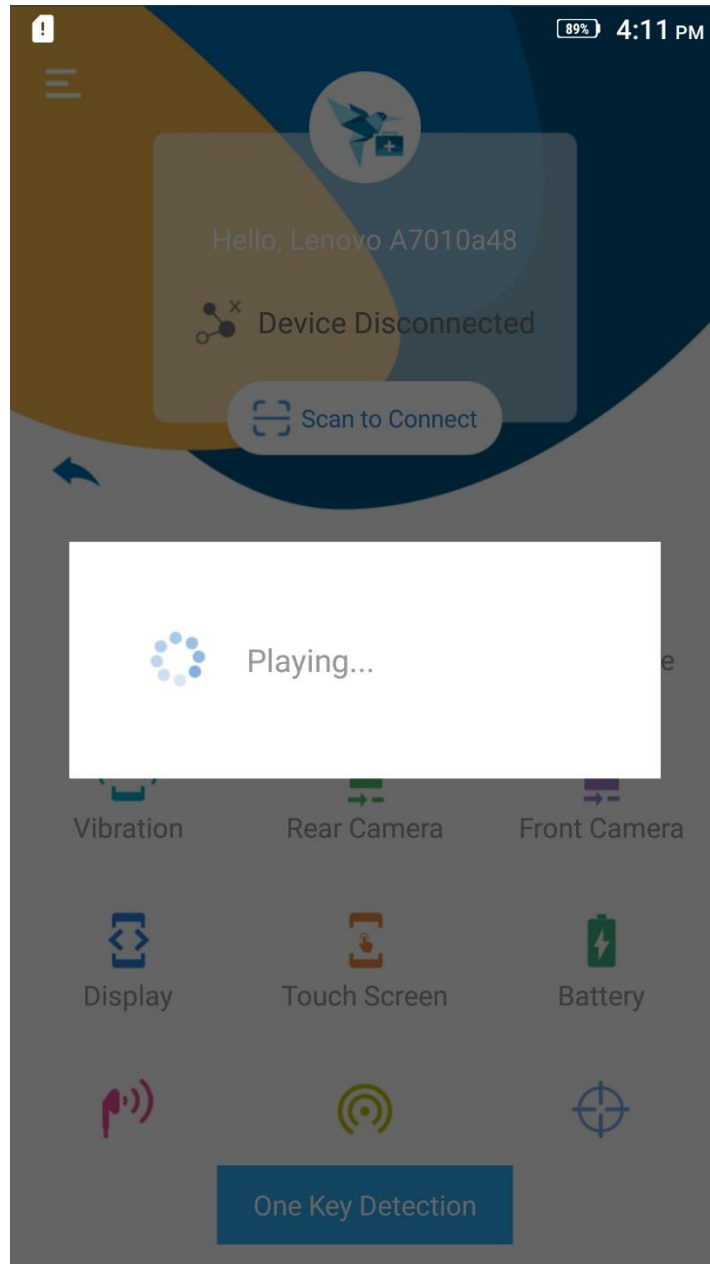
## HW Detection

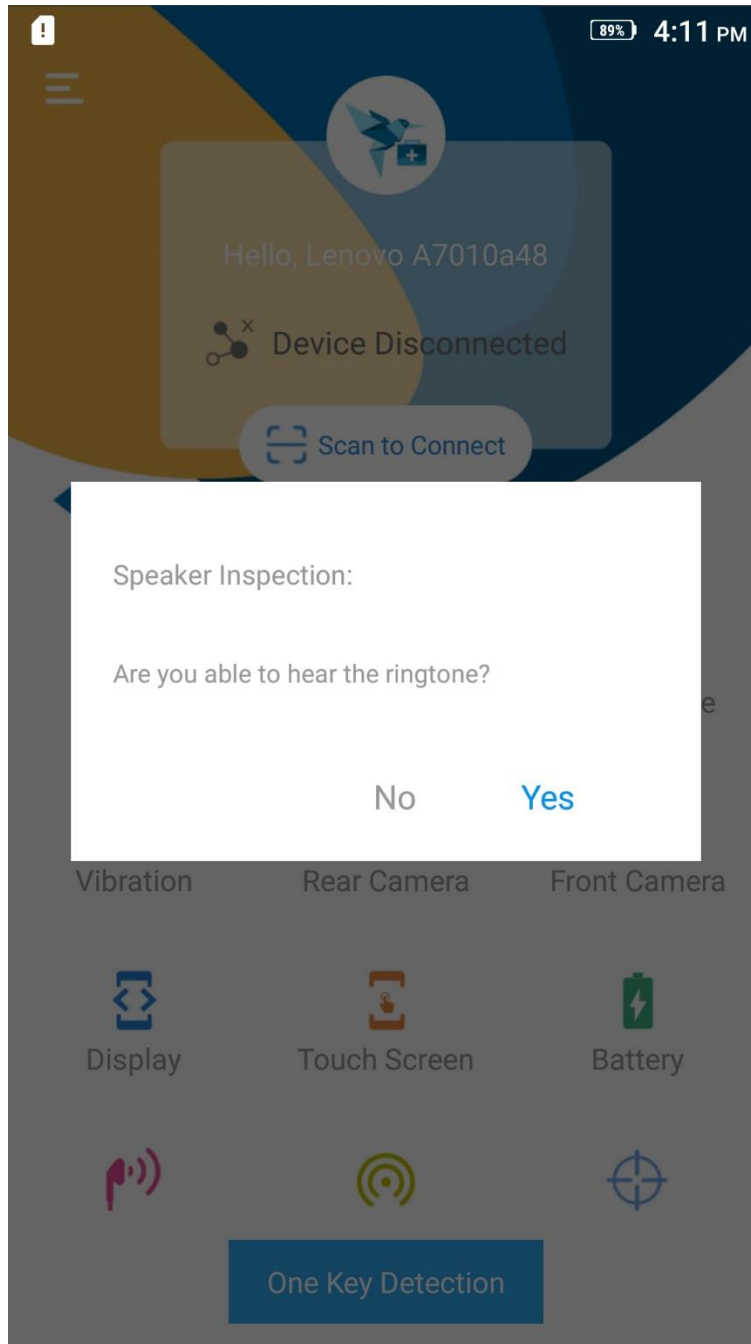
1. Hardware detection will help to check phone hardware working status.
2. Click HW Detection to enter the Hardware Detection view.
3. Click an item's icon to begin to hardware detection for this device.



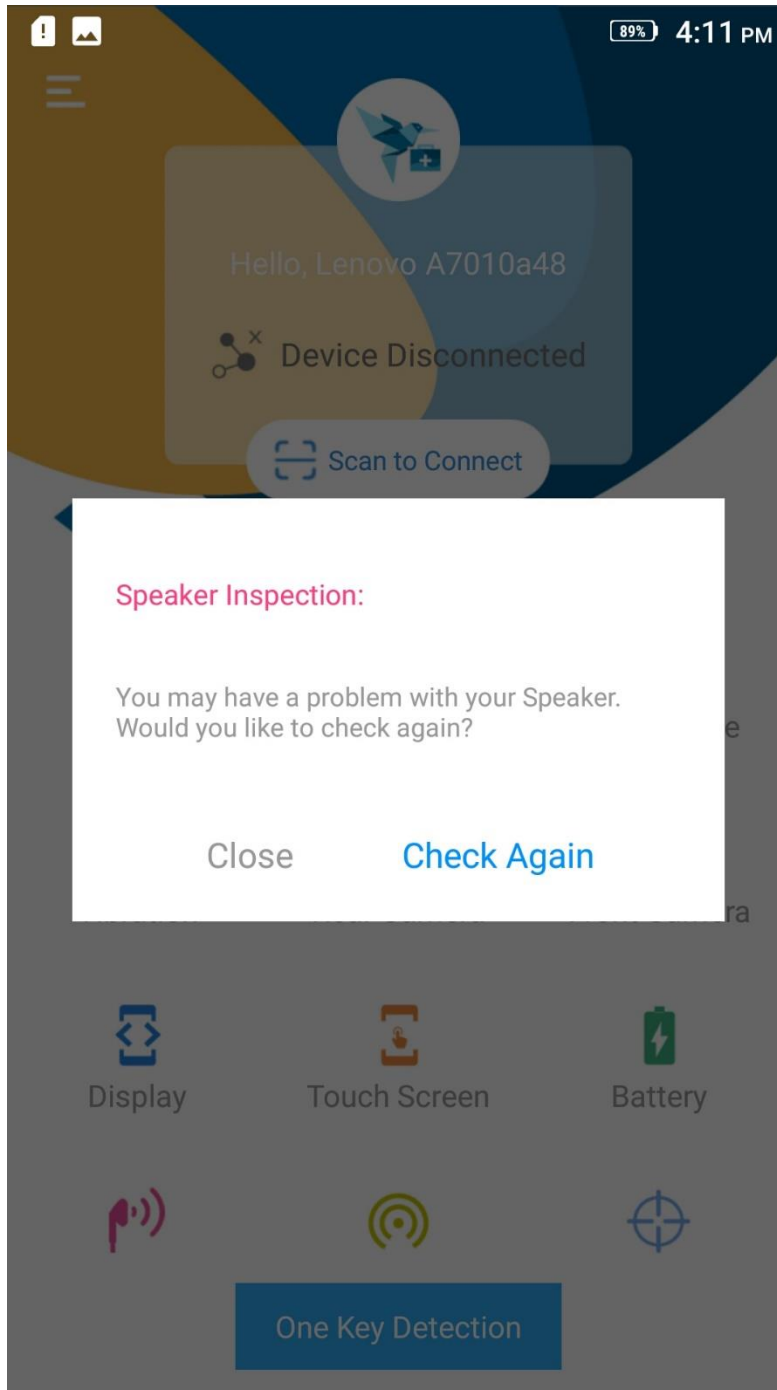
For example: Click Speaker icon, the Test view will appear, then click Test button, it begins to test. Test finish, the test result view will appear:

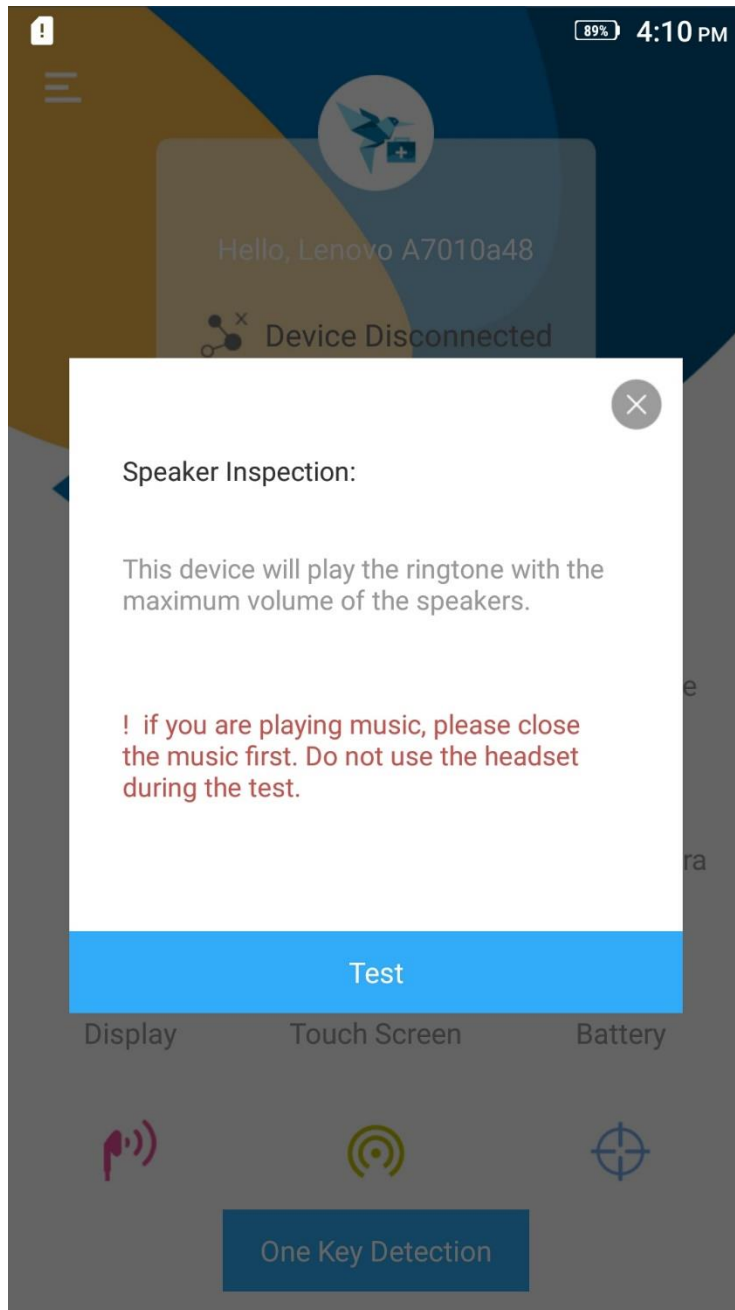






Click **Yes**, the hardware detection finishes. Click **No**, and then click **Check again**, it will test again.

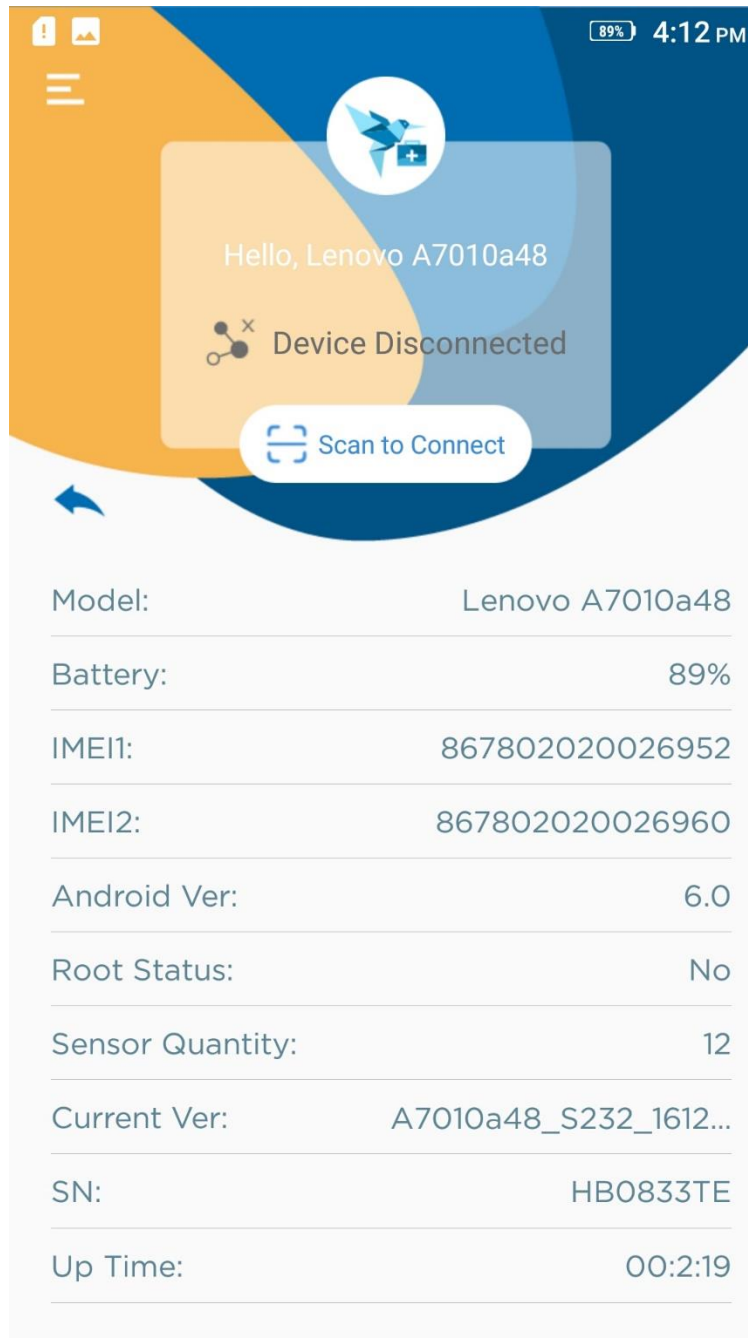






## Device Info.

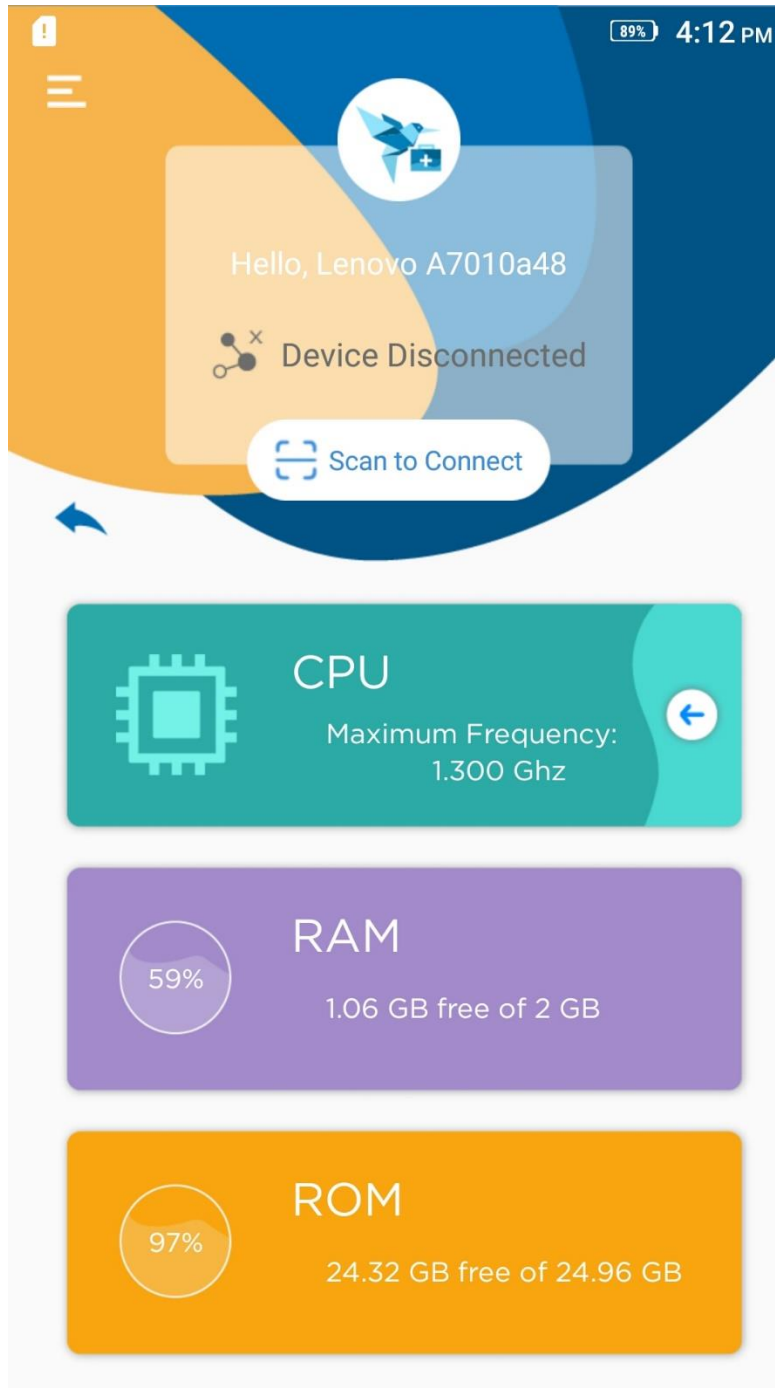
Displays the device's Model Name, Battery, IMEI1, IMEI2, Android Version, Root Status, Sensor Quantity, Serial Number, Current Version, SN and Up Time.



Model:	Lenovo A7010a48
Battery:	89%
IMEI1:	867802020026952
IMEI2:	867802020026960
Android Ver:	6.0
Root Status:	No
Sensor Quantity:	12
Current Ver:	A7010a48_S232_1612...
SN:	HB0833TE
Up Time:	00:2:19

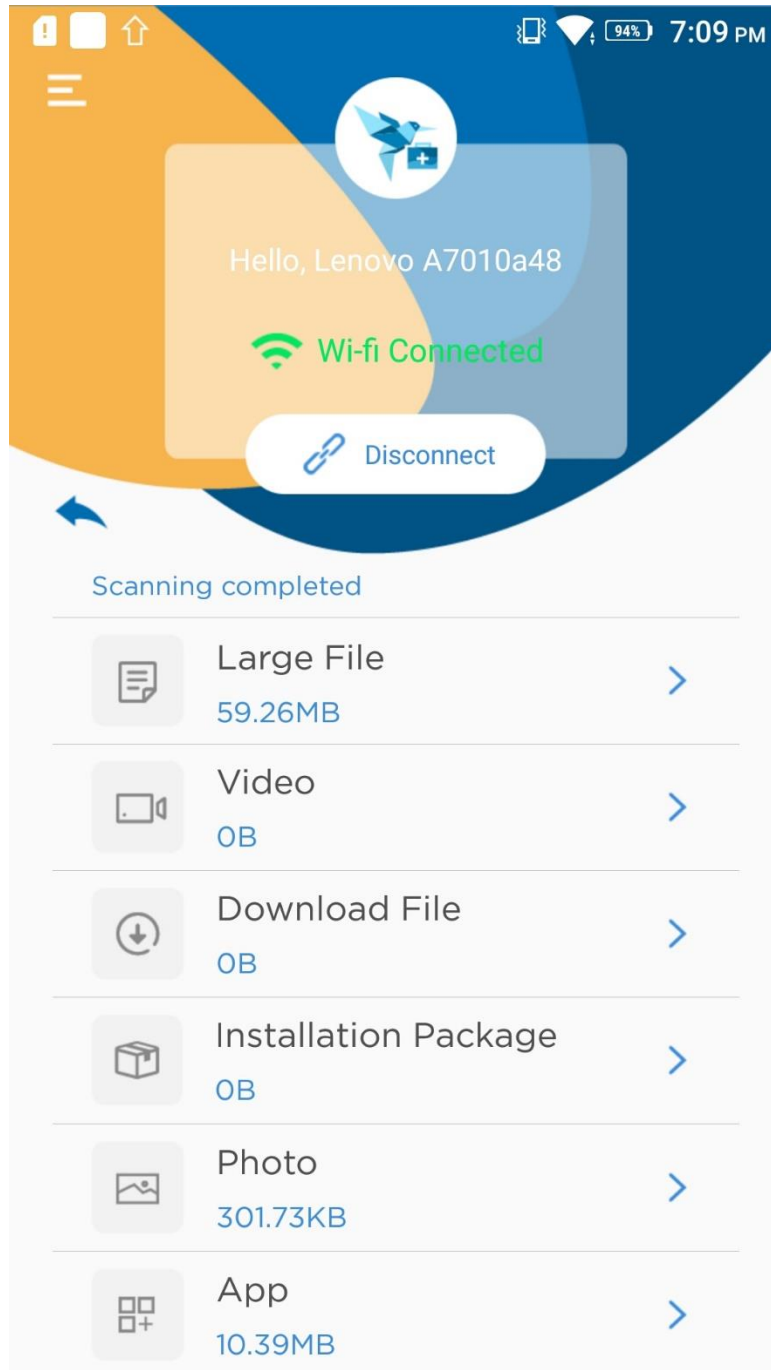
## CPU Info.

Displays the device's CPU, RAM, and ROM information.

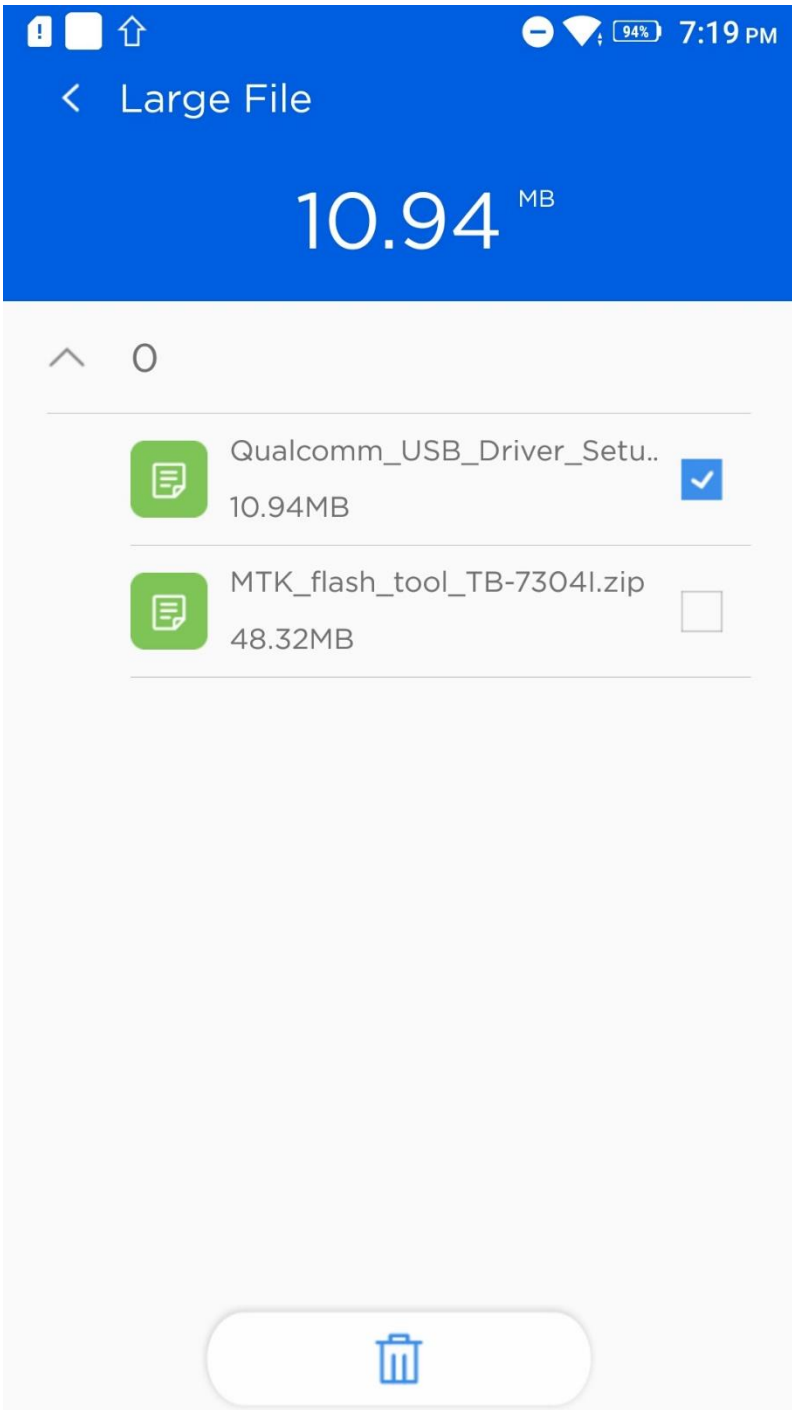


## ROM Clean

Supports cleaning Large Files (more than 10MB), Video, Download File, Installation Package, Photo, and App.



Click an item to begin to cleaning files. For example: Click Large File, it will list more than 10MB file. Select the file and click delete button, the selected file will be deleted.



## 7. Lenovo APP

You can download this APP by scan the QR code.



Also, can be downloaded at

<https://pcsupport.lenovo.com/us/en/lenovoapp>

Instruction of the APP:



## 8. Product Disassembly

### 8.1 Repair Tool

Tool Name	Picture	Tool Name	Picture
SIM Card Needle		ESD Bracelet	
Suction Cup		Guitar Pick	
<u>Screw Driver</u>		Tweezer	
Pry Bar		Heating Platform or Heat Gun	

## 8.2 Common Repair Tips

There are some common repair videos for your reference, you can download and view them if needed.

1. How to assembly adhesive (such as TP module adhesive)

<https://osd.lenovo.com:443/kb/share/getShareFileListById?shareId=57315>

2. How to remove adhesive (such as TP module adhesive)

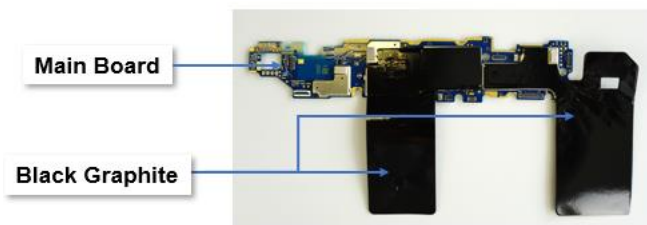
<https://osd.lenovo.com:443/kb/share/getShareFileListById?shareId=57316>

3. How to remove pulling battery adhesive

<https://osd.lenovo.com:443/kb/share/getShareFileListById?shareId=57317>

## 8.3 Key Tips

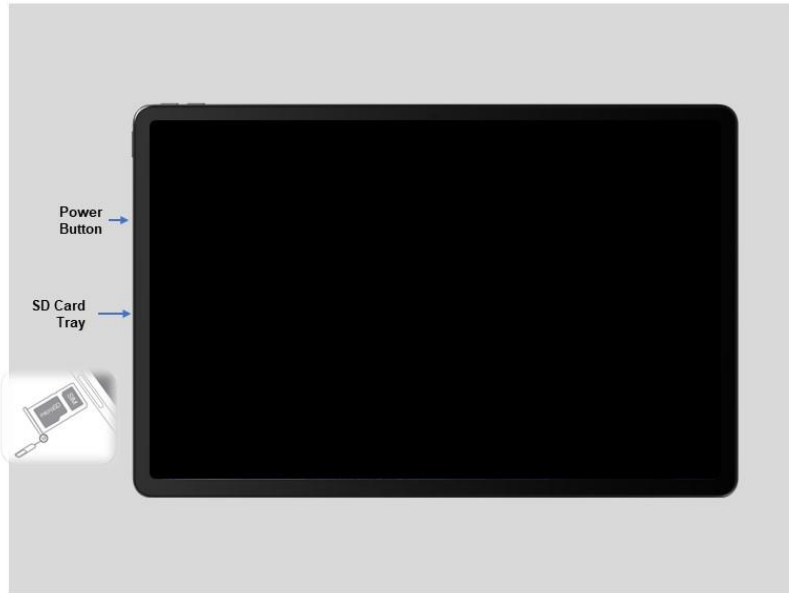
1. Heating platform should be preheated to 80 degree Celsius for 5 minutes.
2. Suction cup is required to pull out (open) the TPLCM.
3. The two black graphite foils and the mainboard are one FRU parts. No need to remove the black graphite foils from the mainboard .
4. The TPLCM FRU assembly includes the TPLCM adhesive. And the TPLCM adhesive can be ordered separately.
5. Overall disassembly will take around 20 minutes.





## 8.4 Disassembly SOP

### + Disassembly



- Power off the device, wear ESD Bracelet before disassembly.
- Remove the **SD Tray** using a SIM Needle.

### + Disassembly



- Preheat the heating platform\* to 80°C, then put the device on the heating platform with the screen facing down.
- Heat for 5 minutes.

## + Disassembly



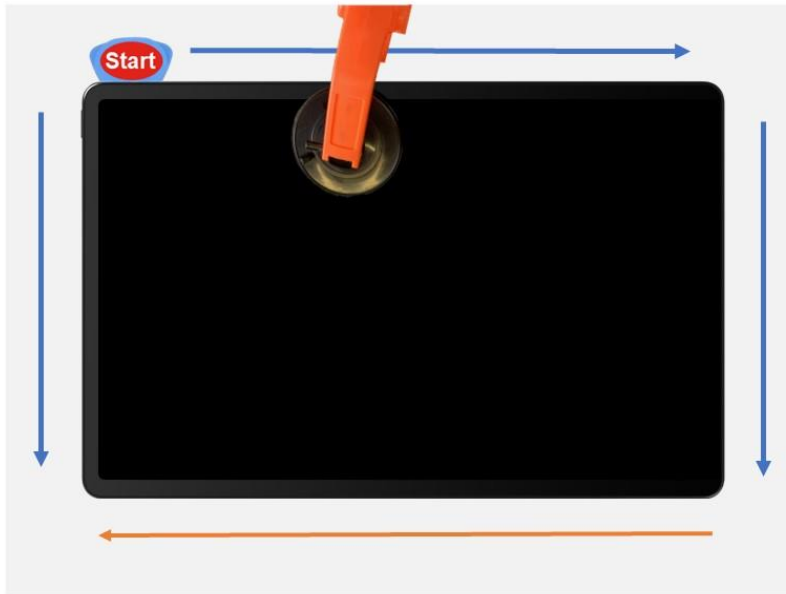
Lenovo T&SD WW SVC TS&PE

Option: Heat Gun

- Place the tablet on a working table with the screen facing up.
- Adjust the heat gun to 140°C at mid-level air speed.
- Preheat for around 30 seconds before applying on device.
- Heat the four sides evenly for 30 seconds each side, at 3 cm distance with 30 degree angle

Lenovo

## + Disassembly



- Apply the suction cup to the front housing at the top side (Front Camera).
- Then insert a guitar pick between the gap starting from the Side Key side, then slide around the edges following the direction of the arrows in the picture.

Note: At the bottom edge (**orange arrow**), the guitar pick should be inserted no deeper than 1 mm.

Lenovo

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## + Disassembly



- Carefully open the TPLCM and place it on the rear housing screen facing down (left picture).
- Remove **4 screws** as circled in red.
- Remove the **LCM FPC Metal**.



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## + Disassembly

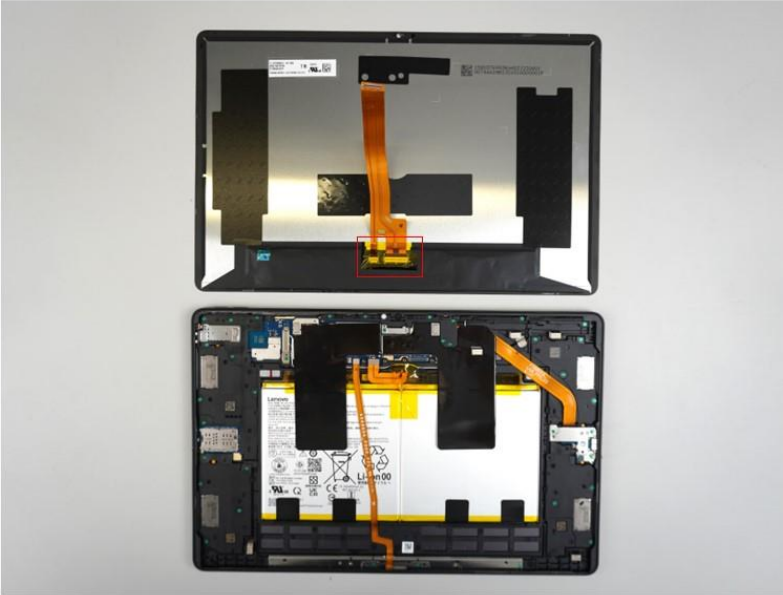


- Disconnect the Battery FPC connector;
- Disconnect TP LCM FPC connector;
- Remove the **TPLCM** from the device.



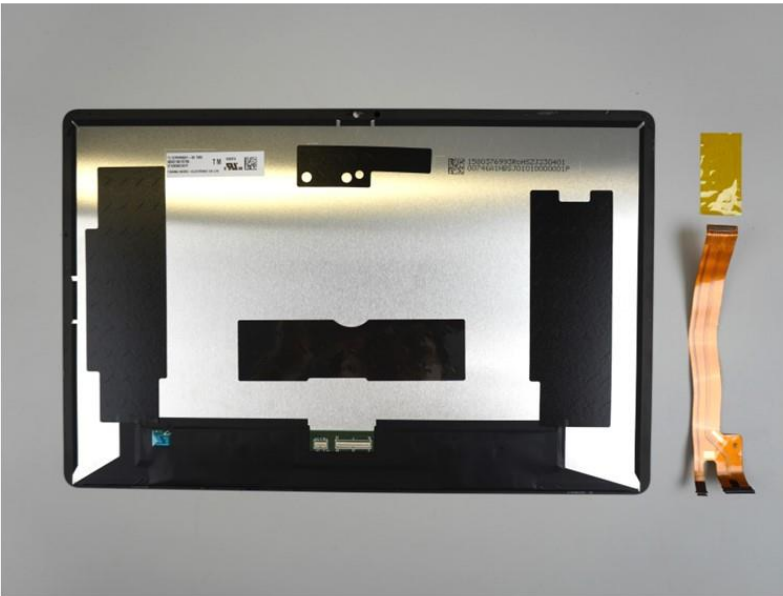
10

## + Disassembly



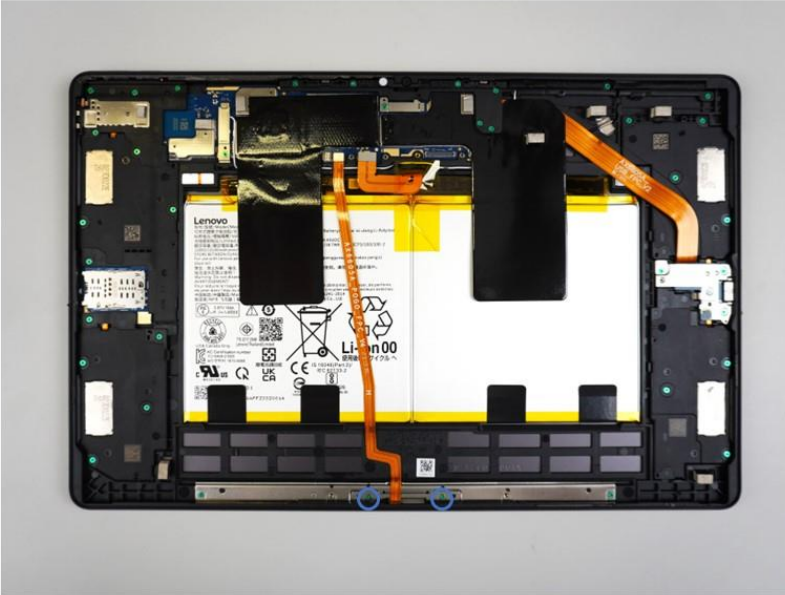
- Remove the **TP FPC Mylar**;
- Disconnect the ZIF connector and remove the **TP FPC**.

## + Disassembly



After removing the FPC and Mylar, the TPLCM is as left picture.

## + Disassembly

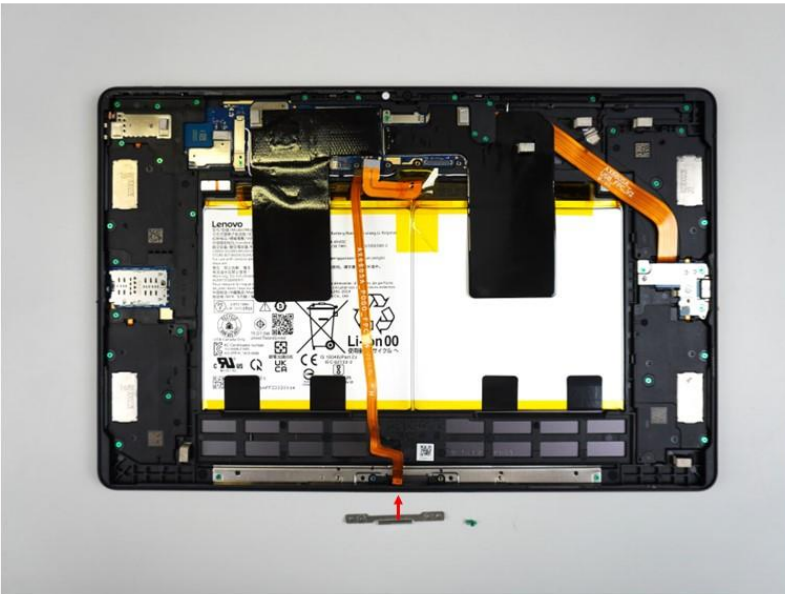


- Remove **2 Green Screws**;
- Remove the **POGO Pin Metal**;

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## + Disassembly



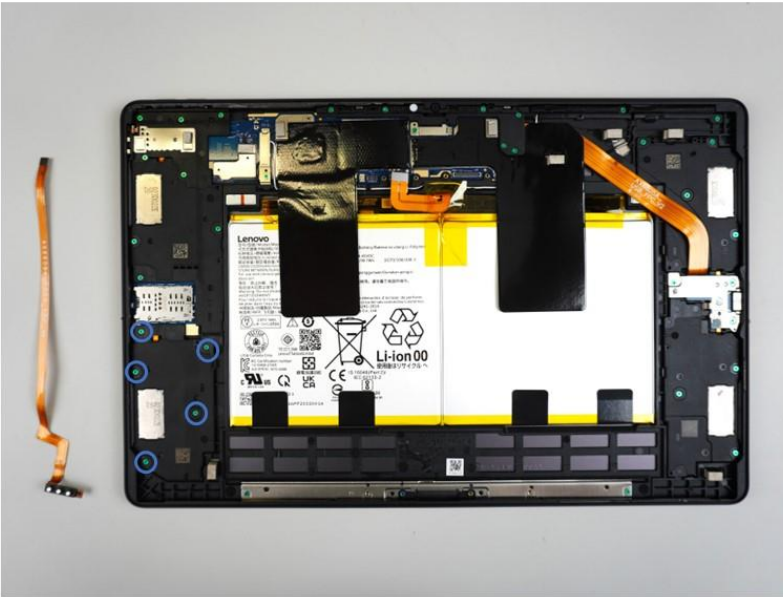
- Push the POGO pin with tweezers from the outside of the Rear Cover;
- Remove the **POGO Pin FPC**;

Lenovo

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## + Disassembly



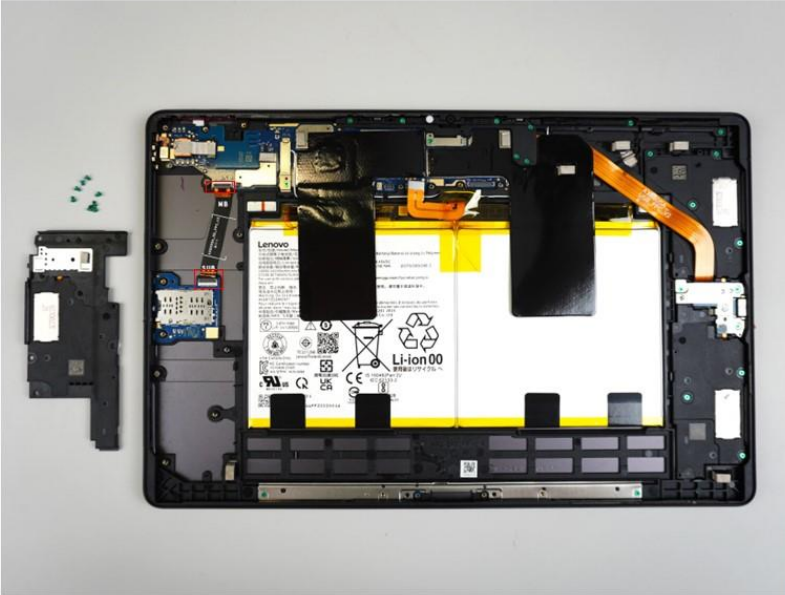
- Remove **5 Green Screws**;
- Remove the **Bottom Left Speaker Box**;

## + Disassembly



- Remove **8 Green Screws**;
- Remove the **Top Left Speaker Box**;

## + Disassembly

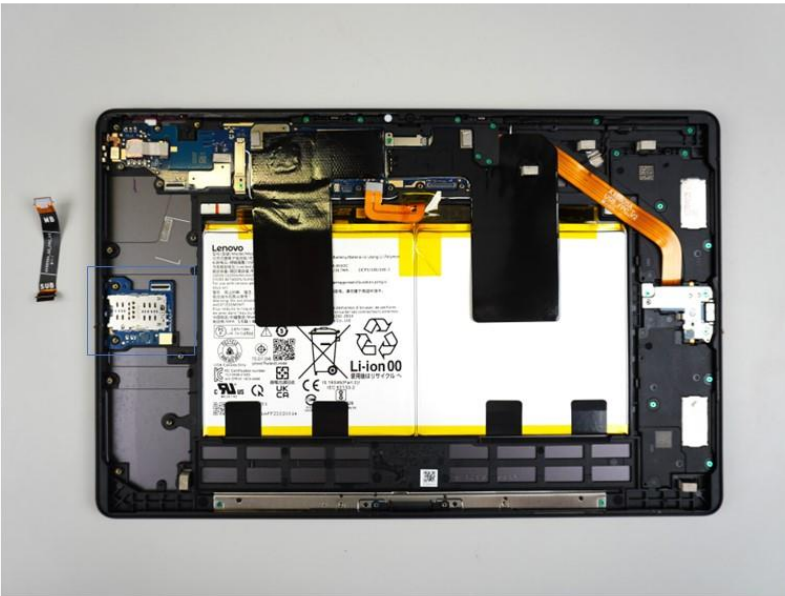


- Disconnect two ZIP connectors;
- Remove the **SD FPC**;

Lenovo

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## + Disassembly



Remove the **SD Sub-Board**;

Lenovo

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## + Disassembly



- Disconnect and remove the **Rear Camera**;

Lenovo

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## + Disassembly



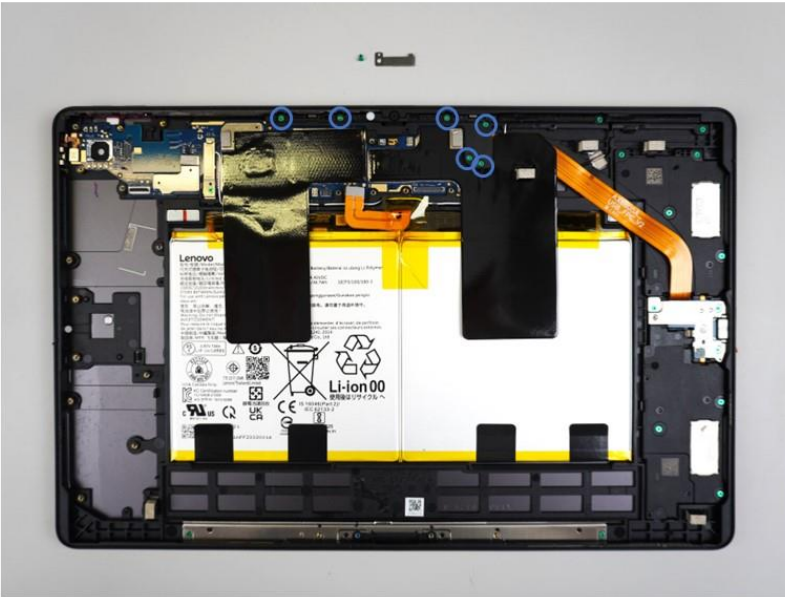
- Remove **1 Green Screws**;
- Remove the **Front Camera Metal**;

Lenovo

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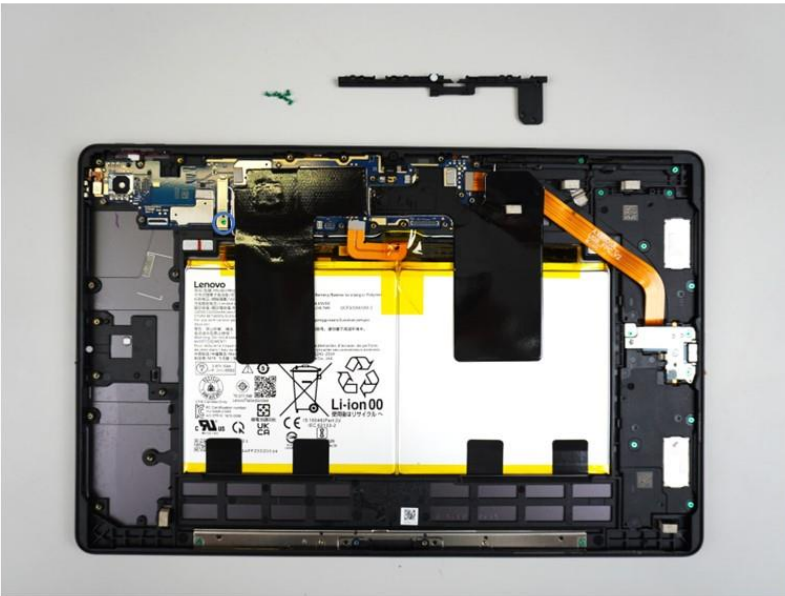


## + Disassembly



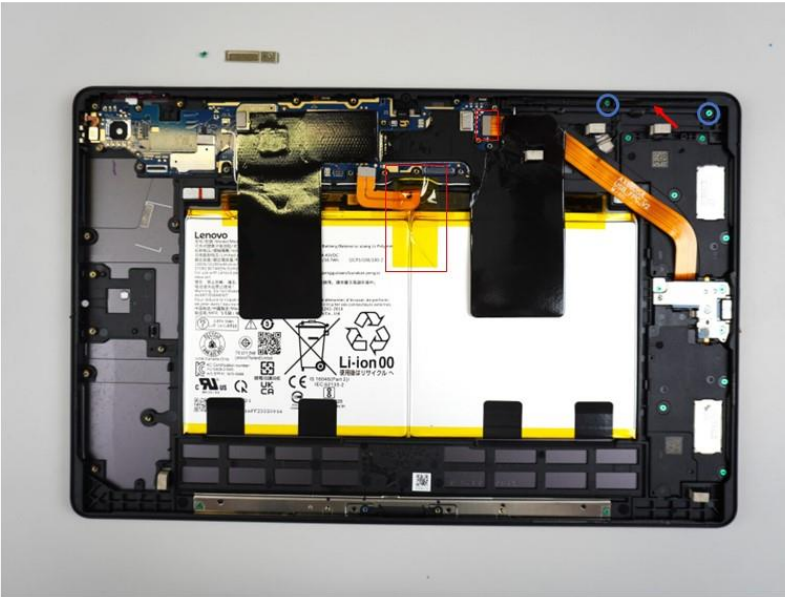
- Remove **6 Green Screws**;
- Remove the **Front Camera Frame**;

## + Disassembly



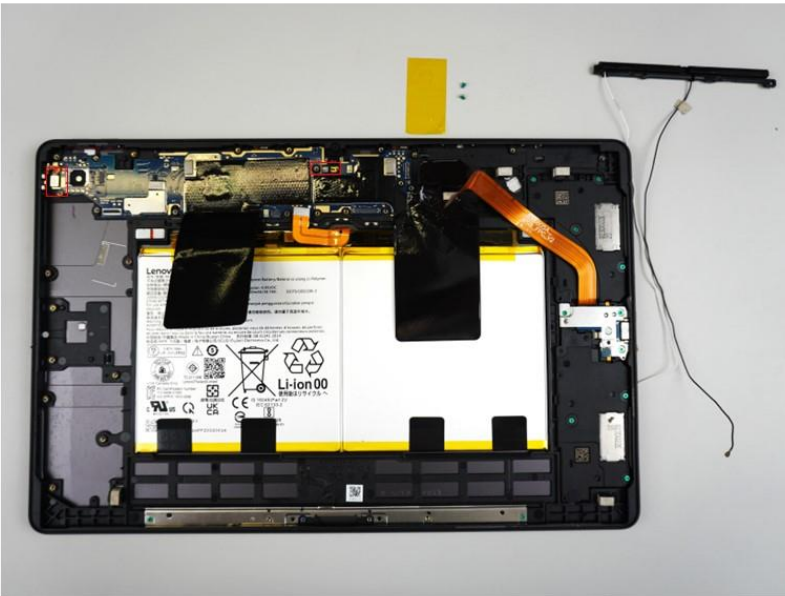
- Remove **1 Green Screw**;
- Remove the **RF Cable Metal**;

## + Disassembly



- Remove **2 Green Screws**;
- Remove the **Battery Mylar**;
- Disconnect the USB FPC Connector;
- Remove the **Ant Frame**;

## + Disassembly



- Disconnect the FP FPC Connector;
- Disconnect the Front Camera Connector;
- Remove the **Main Board**;

## + Disassembly

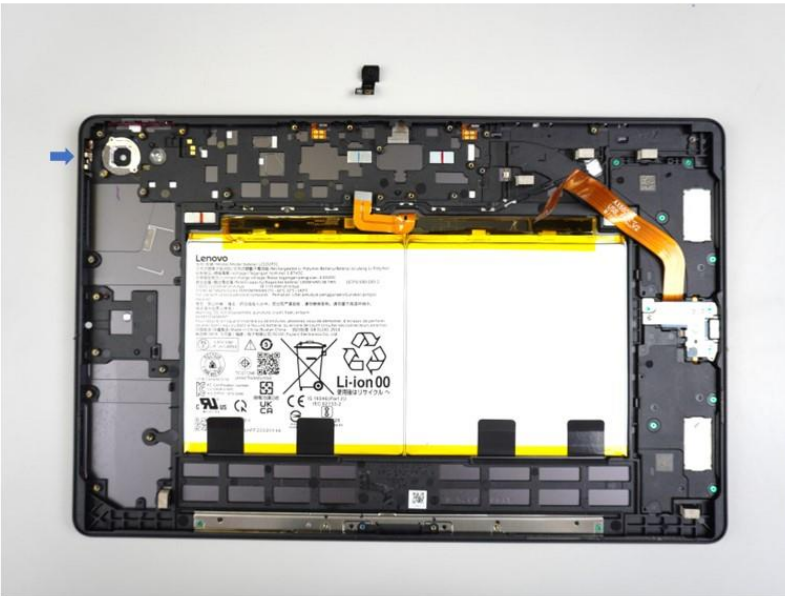


Remove the **Front Camera** with the **Front Camera Rub**;

Lenovo

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## + Disassembly

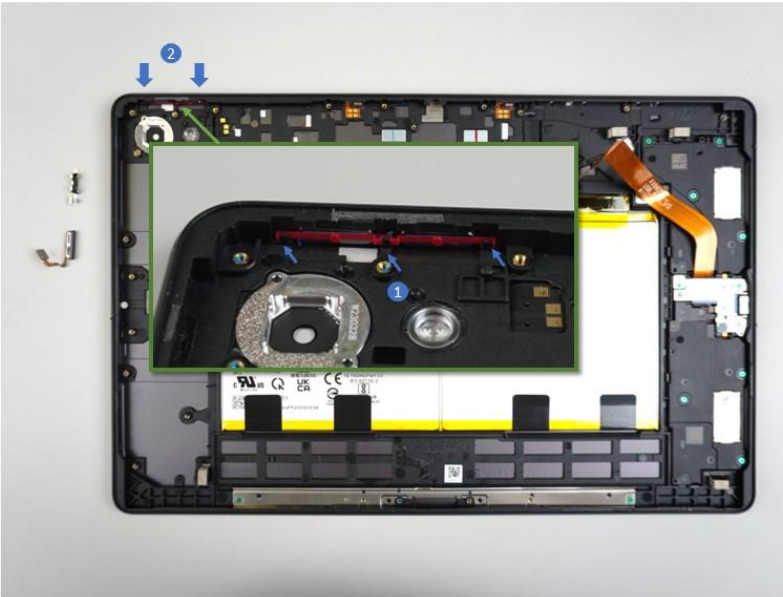


- Push the FP Model from the outside follow the red arrow direction;
- Remove the **FP Model** with the **FP Metal**;

Lenovo

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## + Disassembly

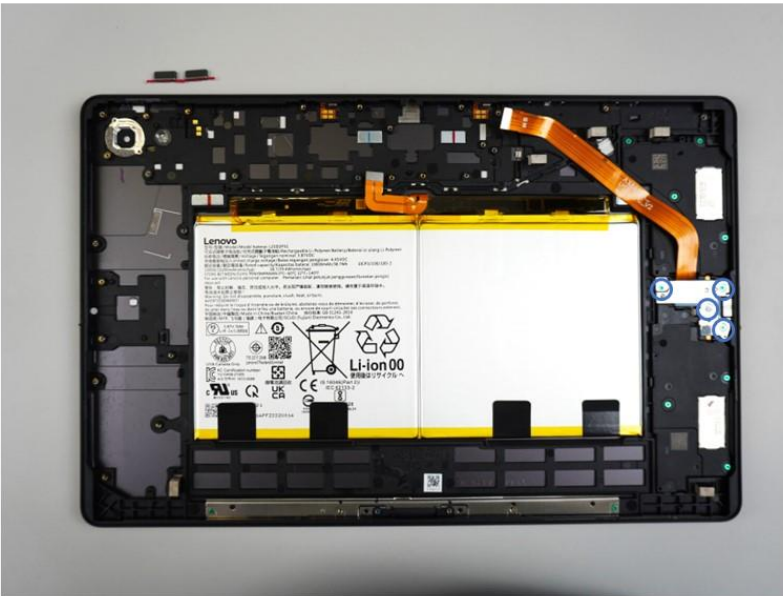


1. Unhook the three buckles with tweezers;
2. Push the two keys from outside in the direction of the red arrows;
3. Remove the **Side Key**;

Lenovo

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## + Disassembly



- Remove **4 Green Screws**;
- Remove the **USB Metal**;

Lenovo

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## + Disassembly

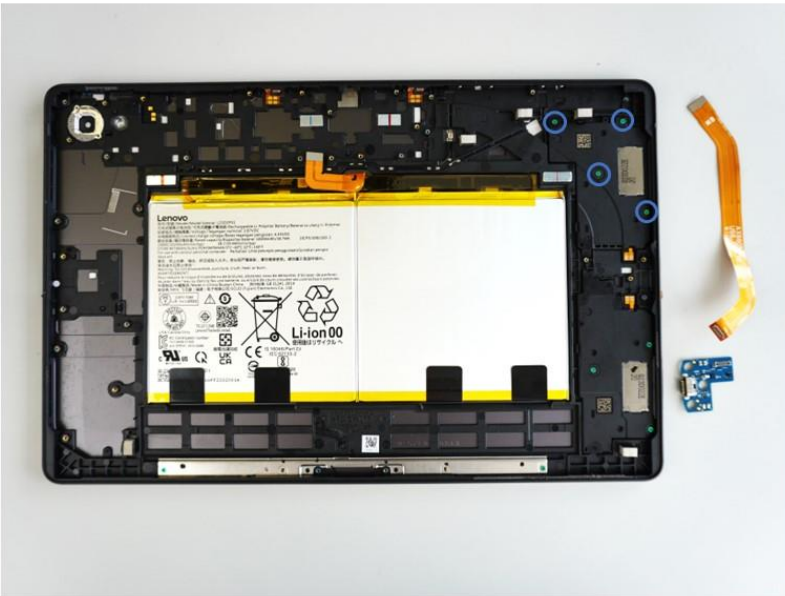


- Remove the **Type-C Board** with the **USB FPC**;

Lenovo

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## + Disassembly

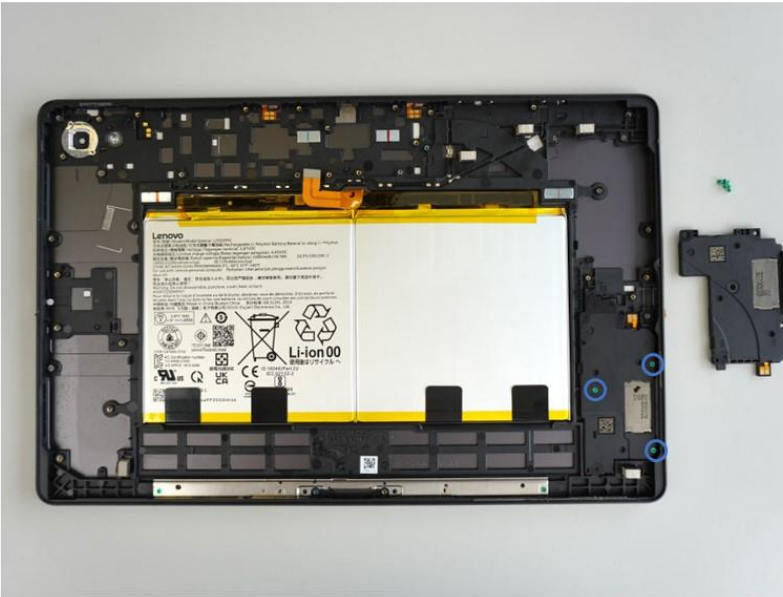


- Remove **4 Green Screws**;
- Remove the **Top Right Speak Box**;

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## + Disassembly



- Remove **3 Green Screws**;
- Remove the **Bottom Right Speak Box**;

## + Disassembly



Remove 2 **MIC FPC**.

## + Disassembly



- Slowly pull the 4 Battery Adhesive Tabs using tweezers
- Remove the **Battery**.

Note: Battery Adhesive Removal video available in OSD:

All

[Files » Universal » Solution » Adhesive Installation » Remove Pulling Adhesive Instruction.mp4](#)



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## + Disassembly

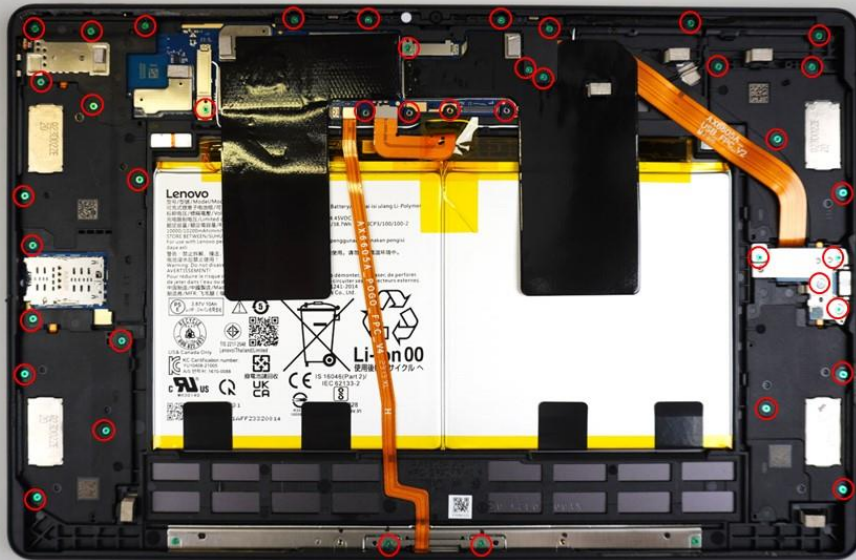


After remove the Battery, it will leave the **Rear Cover**.



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## + Screws Location



- 40 Green Screws  
(Circled in red)



# 9. Part Replacement Repair

## 9.1 Explosive View



#	Part	#	Part
1	Rear Cover	21	LCM FPC Metal
2	TPLCM	22	RF Cable Metal
3	Battery	23	Ant Frame
4	Bottom Right Speak Box	24	Top Left Speak Box
5	Main Board	25	Side Key
6	Top Right Speak Box	26	SD Tray
7	SD Sub-Board	27	Green Screw
8	Type-C Board	28	USB Metal
9	Bottom Left Speak Box	29	SD FPC
10	Front Camera Rub	30	TP FPC Mylar
11	Front Camera	31	Battery Myla
12	Front Camera Frame		
13	USB FPC		
14	TP FPC		
15	POGO Pin FPC		
16	Rear Camera		
17	POGO Pin Metal		
18	Front Camera Metal		
19	FP Metal		
20	FP Model		

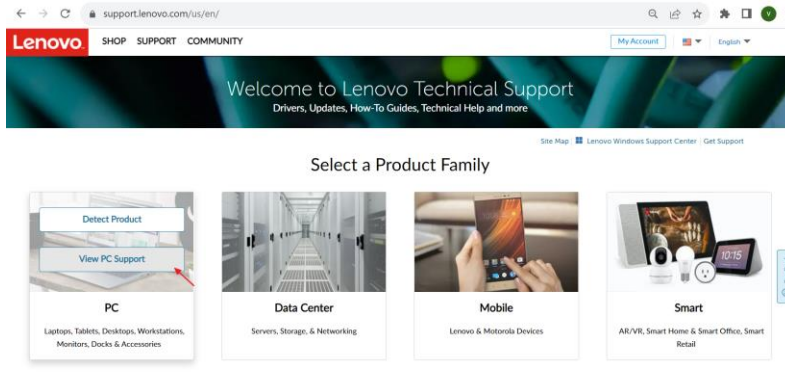
## 9.2 How to Order PN

Find and purchase high-performance replacement parts on <https://support.lenovo.com/us/en/>

### 1. Look up

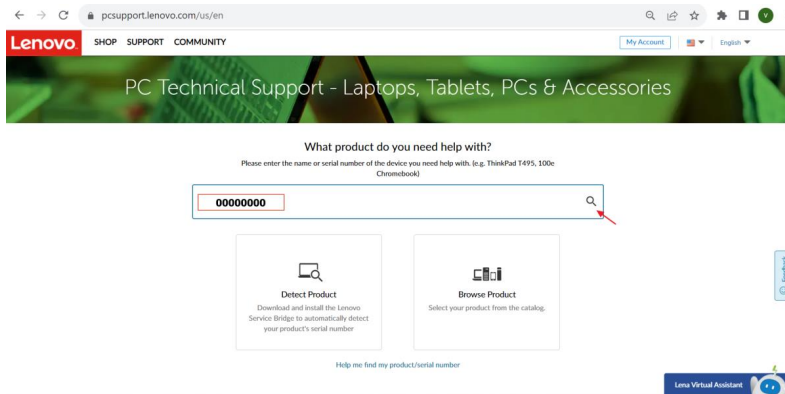
🔍 Identify your device, view parts info & availability

Click **View PC Support**:




Input the SN then click search icon.

[How To Find Device's Serial Number \(SN\) For Android Tablets](#)



Then you can find the product's information.

PC Support > Tablets > M Series tablets > Lenovo Tab M10 Plus 3rd Gen (TB125FU, TB128FU, TB128XU) / Moto Tab g62 - Ty



### Product Home

**Product Info**  
 Serial Number: HA113FZ5  
 Machine Type Model: ZAAK0000MUS  
 Machine Info: Machine Info

**Quick Links**  
[Accessories](#) [Drivers & Software](#)

Lenovo Tab M10 Plus 3rd Gen (TB125FU, TB128FU, TB128XU) / Moto Tab g62 - Type ZAAK

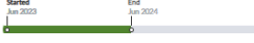
Serial Number: 00000000  
 Detect Product Change Product

- Product Home
- Troubleshoot & Diagnose
- How To's
- Guides & Manuals
- Warranty & Services
- Repair Status
- Parts
- Contact Us

**Warranty Status** In Warranty [View Details >](#)  
 Terms and Conditions [Upgrade Warranty](#)

**Current Service & Support Status** < 6 months remaining [△](#)  
 Correct the purchase date | [Click Here](#)

Start: Jan 2023 End: Jun 2024



**Depot Support**  
 Lenovo recommends upgrading your service level  
[Compare Service Levels](#)

**How Can We Help You Today?**


- Download Lenovo App
- Download Rescue and Smart Assistant
- My Device Isn't Working Properly
- Contact Us
- Repair Status
- Register Products & Services

## 2 . Select Parts

Select the parts you want to purchase.

Click on “Parts”, you can see the FRU parts information.

PC Support > Tablets > M Series tablets > Lenovo Tab M10 Plus 3rd Gen (TB125FU, TB128FU, TB128XU) / Moto Tab g62 - Ty



### Parts

Tutorial on [purchasing parts](#) | [Lenovo Parts FAQ](#)

Find Parts

As-Built Model Machine Type Schematic [Check Other Products](#)

Commodity Type: Select Commodity  In-stock parts only

Found 0 results:

Sorry, no matching data is found

Total: 0   10


For parts installation enquiry and assistance, please kindly contact our [technical support](#).  
 The above parts are filtered for your specific system. To find more parts for this machine type, please check the Machine Type tab.

Can't find all your parts here? Please visit [lenovo.ercampus.com](#) for additional part purchasing options. Conditions of Parts may be New or Refurbished.

**Additional Parts**

- Product Home
- Troubleshoot & Diagnose
- How To's
- Guides & Manuals
- Warranty & Services
- Repair Status
- Parts**
- Contact Us

Click on “Model”, you can see service parts.



Lenovo Tab M10 Plus 3rd Gen (TB125FU, TB128FU, TB128XU) / Moto Tab g62 - Type ZAAK

Serial Number  
00000000

Detect Product Change Product

- Product Home
- Troubleshoot & Diagnose
- How To's
- Guides & Manuals
- Warranty & Services
- Repair Status
- Parts
- Contact Us

### Parts

Tutorial on purchasing parts | Lenovo Parts FAQ


As-Built **Model** Machine Type Schematic Check Other Products

Commodity Type: Select Commodity In-stock parts only

Found 37 results

- TB125FU volume Key&\*712300802121CS**  
Part No: SB68C20632  
Commodity: COVERS VARIOUS BUTTON, SUCH AS BUTTON, S  
Est 7 days delivery  
**\$26.51**  
Est Value: \$30.18  
Savings of \$3.62  
Add to Cart
- TB125FU USB FPC&\*713300802151CS**  
Part No: SF78C20624  
Commodity: FLEXIBLE PRINTED CIRCUIT  
Est 7 days delivery  
**\$27.06**  
Est Value: \$30.76  
Savings of \$3.69  
Add to Cart
- TB125FU USB foam&\*712400802011CS**  
Part No: SD78C20640  
Commodity: DIE-CUT PIECES/DOUBLE-SIDED ADHESIVE AND FOAM  
Unavailable

Choose what you want to buy according to commodity type as below picture.



Lenovo Tab M10 Plus 3rd Gen (TB125FU, TB128FU, TB128XU) / Moto Tab g62 - Type ZAAK

Serial Number  
00000000

Detect Product Change Product

- Product Home
- Troubleshoot & Diagnose
- How To's
- Guides & Manuals
- Warranty & Services
- Repair Status
- Parts
- Contact Us

### Parts

Tutorial on purchasing parts | Lenovo Parts FAQ

As-Built **Model** Machine Type Schematic Check Other Products

Commodity Type: Select Commodity In-stock parts only

Found 37 results

- All Batteries - NB AND CMOS (BIOS) (1)
- Charger/Adapter (1)
- COVERS ALL ANTENNA IN NB, AIO, DTWS AND (2)**
- Covers All LCD, LED Displays Including. (1)**
- Covers All Types Of Cabling. (1)**
- COVERS VARIOUS BUTTON, SUCH AS BUTTON, S (2)
- COVERS VARIOUS METAL COMPONENTS, SUCH AS (7)
- Die-Cut Pieces/Double-Sided Adhesive And Foam (6)
- FLEXIBLE PRINTED CIRCUIT (3)
- Graphics/Video Cards (2)
- Housing \ Housing \ Battery Cover (1)

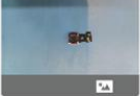
- TB125FU MIC holder&\*712500802031CS**  
Part No: SA38C20631  
Commodity: COVERS ALL ANTENNA IN NB, AIO, DTWS AND  
Est 7 days delivery  
**\$26.58**  
Est Value: \$30.26  
Savings of \$3.62  
Add to Cart


### 3 . Check Out


Complete your order and check out.

 You can find service parts have 3 kinds of status:

1. **Add to cart:** Select the parts you want and buy now!
2. **Notify me when it's available:** Inform us and we will prepare the parts as soon as possible.
3. **Unavailable:** No Sale



**8MAF Qtech C18A06 GC SPY8111C VV10-12 30**  
Part No SC28D30542  
Commodity GRAPHICS/VIDEO CARDS  
View More 

1 

Substitutes (0) Bundles (0)

Est 7 days delivery  
**\$28.82**  
Est Value ~~\$32.75~~  
Savings of \$3.93

**Add to Cart**



**TB125FU AS\_MB\_4+128G&\*715201023641CS**  
Part No 5B28C20615  
Commodity MOTHERBOARD, PLANAR  
View More 

Substitutes (0)

Notify me when it's available 



**TB125FU Sealing label&\*712700067171CS**  
Part No 5D78C20643  
Commodity DIE-CUT PIECES\DOUBLE-SIDED ADHESIVE AND FOAM  
View More 

Substitutes (0) Bundles (0)

Unavailable

# 10. Accessories

1. Block Diagram & Circuit Schematic



2. Component Layout

