Lenovo



Product Maintenance Manual

Lenovo Tab K11 Plus

TB352FUXU

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Read this guide carefully before repair

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Revision History

Revision	Date	Notes
1	7/15/2024	Initial Release
2	6/3/2025	Update EU regulation

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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 K11 Plus

Model Name
Lenovo TB352FUXU

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 unite 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 pieces métalliques ou des copeaux de metal 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 odersplitter 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 altri parti di piccolo 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.

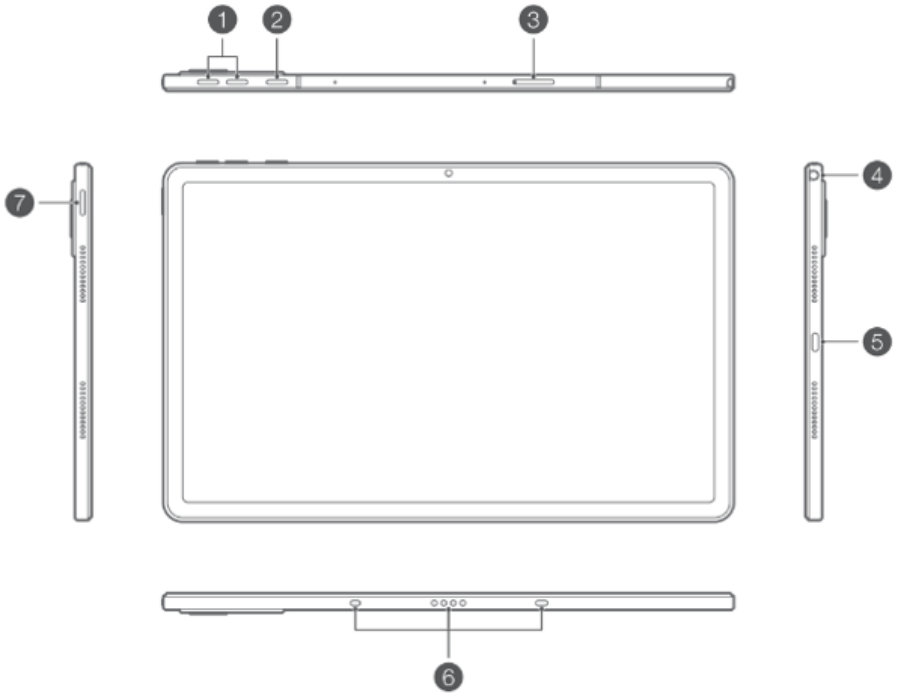
予備バッテリーの中には少量のニッケルとカドミウムが含まれているものがあります。したがって、予備バッテリーの分解、再充電、火または水の中への投棄、またはショートさせることは決して行わないでください。バッテリーを廃棄する場合は地方自治体の条例に従ってください。適切なパーツ・リストにあるバッテリーだけを使用してください。誤ったバッテリーを使用すると、バッテリーが発火したり、爆発したりすることがあります

3. Product Introduction

3.1 Product Appearance



3.2 Product Location

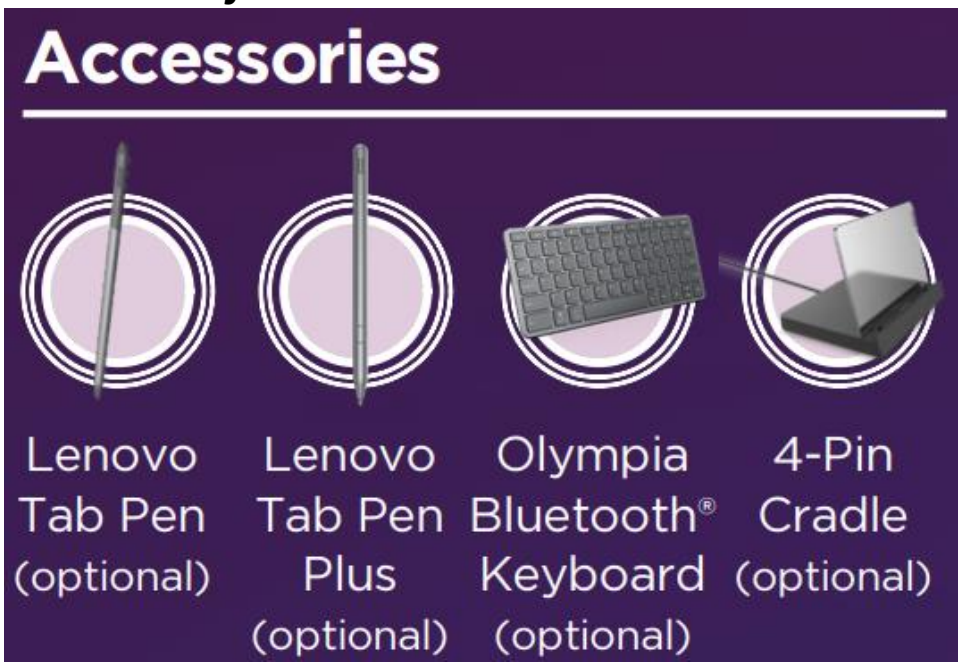


1 Volume buttons
2 Action key
3 Card tray
4 Audio jack
5 USB-C connector
6 Smart connector
7 Power button

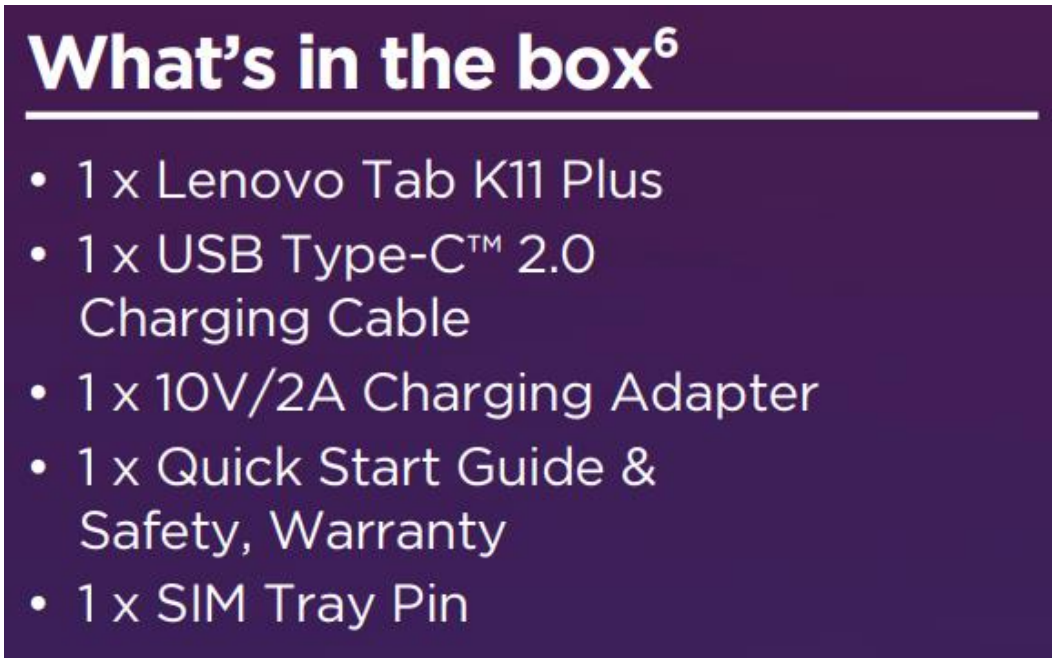
3.3 Product Spec

Display	11.45", 2000x1200 2K, 400nits typ. 86.5% screen ratio (Tgt)
Dimension	268.4(mm)* 168.66(mm)* 7.15(mm)
Weight	520g (Tgt)
Network	Wi-Fi6/LTE Voice
Processor	Qualcomm SDM 680, Octa-core, 4x2.4GHz+4x1.9GHz *Compatible with SDM 685*
Memory	4G+64GB/6G+128GB/8G+256G UFS LPDDR4x
Speakers	4xspeakers
Audio	Dolby Atmos
Camera	Front 8MP FF, Rear 13MP AF w/Flashlight
Connection	802.11 a/b/g/n/ac/ax (2.4G&5G Hz) *support 2x2 MIMO/WIFI6* BT5.3 BDS + ABDS
I/O	Pogo / Type C 2.0 / 3.5mm Audio jack / Nano SIM / Micro SD
Sensor	G-sensor, Vibrator, PL sensor, Gyro, Hall
NFC	For ROW SKU
Battery	8600mAh (Typ) *3hrs charging time w/ 10V2A QC3.0/PD3.0*
Proof	IP52
OS	ZUI™ 16 (Android 14) (upgradable to Android 15)
Others	Customization Key (Extra BTN)
Accessory	Support Picasso Pen (Compatible w/ Monet), Cradle (Option)

3.4 Accessory



3.5 What's in the box

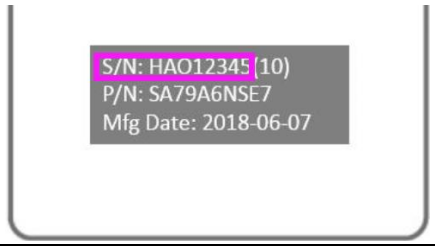
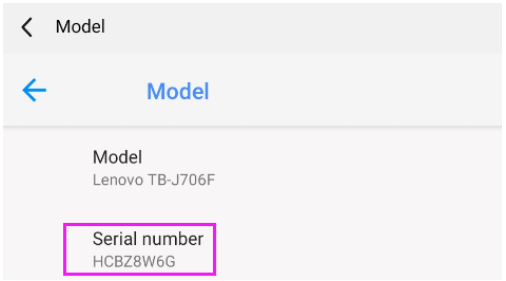
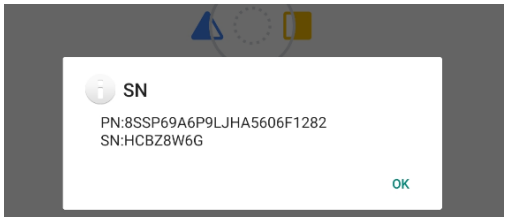


4. Warranty Information

4.1 How to find SN

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

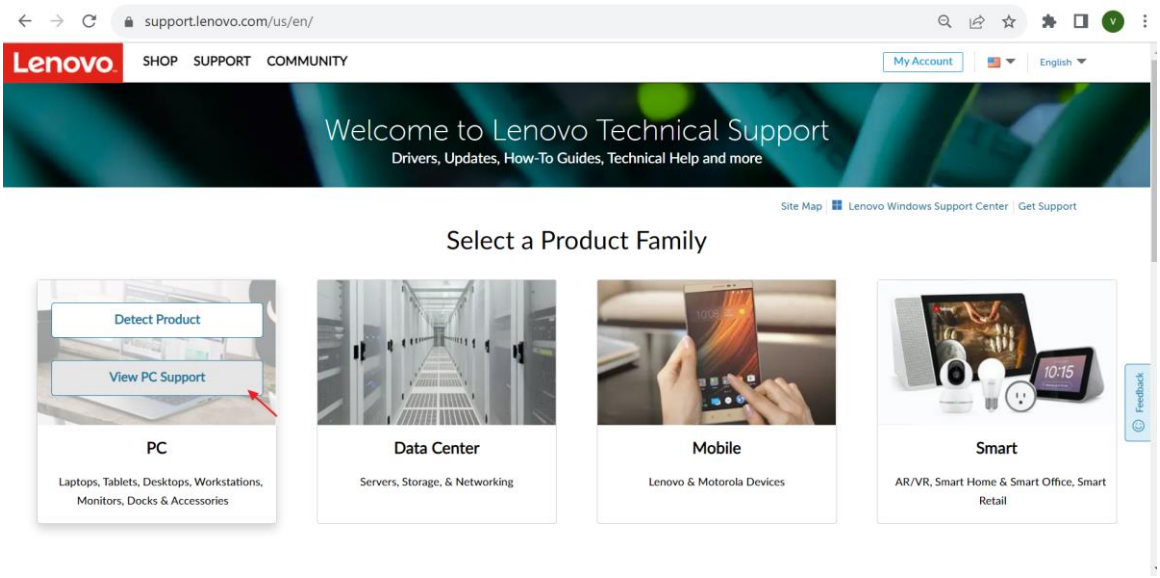
And the SN is important for product warranty identify. Lenovo T&SD product's SN is usually composed 34 based of 8-digit number.

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

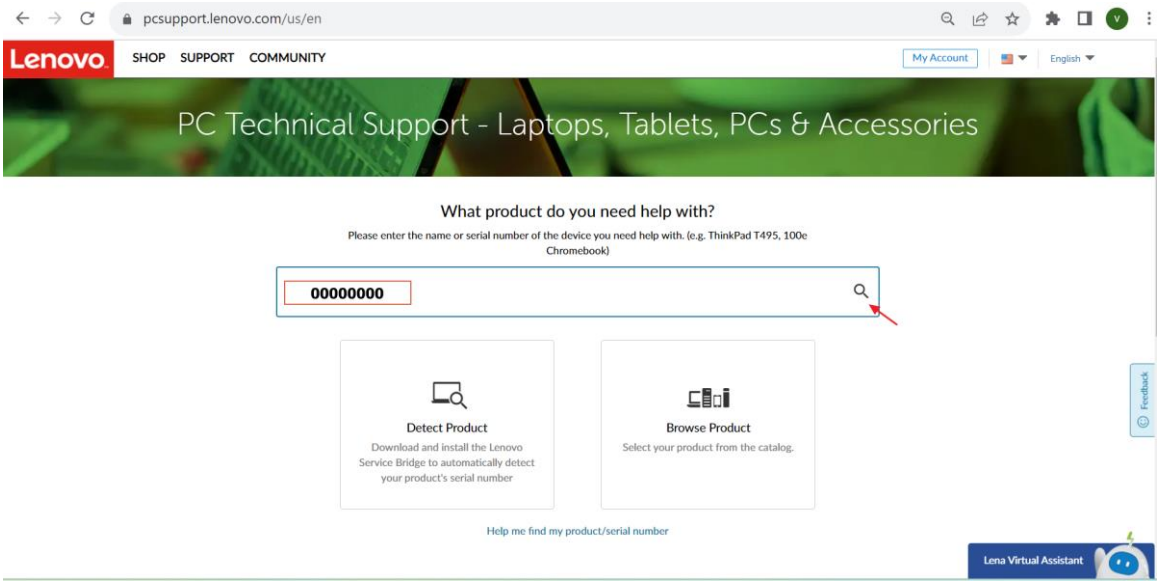
4.2 Warranty lookup

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

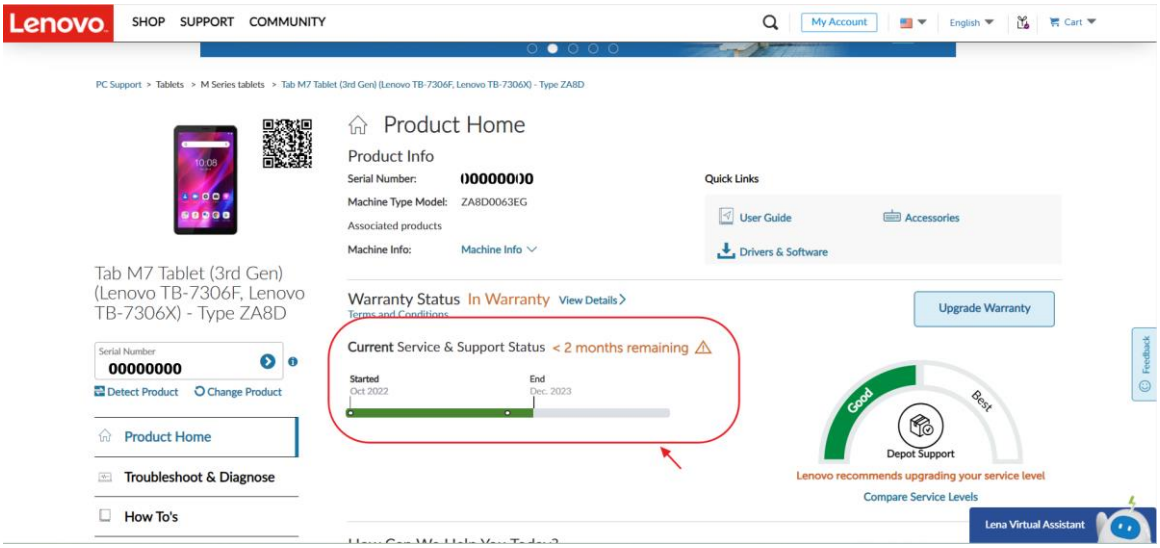
Click **View PC Support;**



Input the SN then click search icon;



Then you can find the product's warranty information.

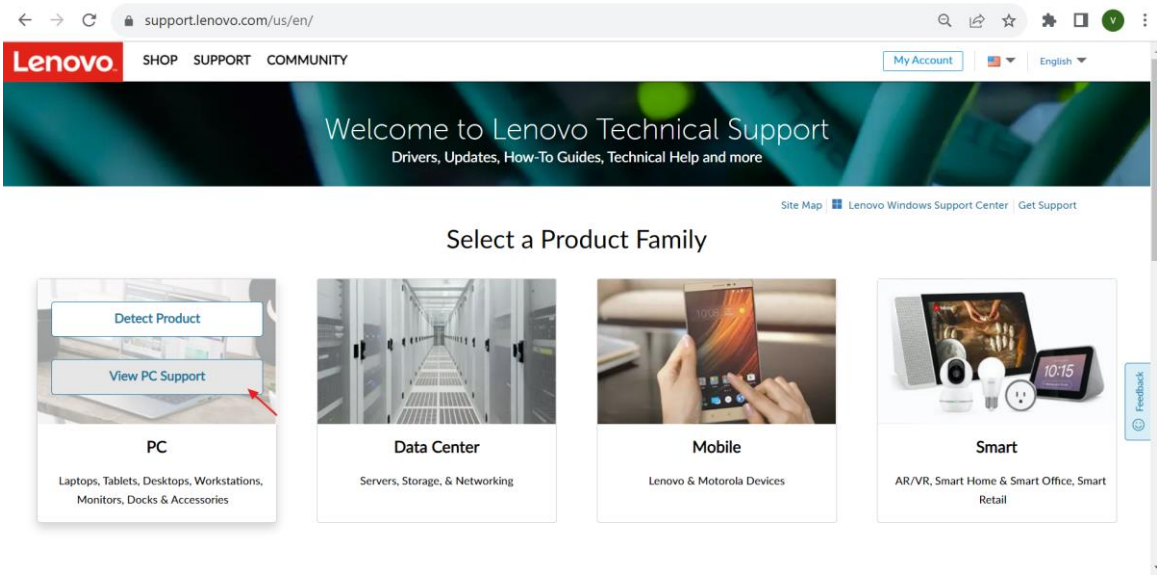

Lenovo
SHOP
SUPPORT
COMMUNITY
My Account
English
Cart
PC Support > Tablets > M Series tablets > Tab M7 Tablet (3rd Gen) (Lenovo TB-7306F, Lenovo TB-7306X) - Type ZA8D
Product Home
Product Info
Serial Number:
Machine Type Model: ZA8D0063EG
Associated products
Machine Info:
Machine Info
Quick Links
User Guide
Accessories
Drivers & Software
Tab M7 Tablet (3rd Gen) (Lenovo TB-7306F, Lenovo TB-7306X) - Type ZA8D
Warranty Status In Warranty View Details
Terms and Conditions
Upgrade Warranty
Serial Number
00000000
Detect Product
Change Product
Current Service & Support Status < 2 months remaining
Started
Oct 2022
End
Dec. 2023
Good
Best
Depot Support
Lenovo recommends upgrading your service level
Compare Service Levels
Product Home
Troubleshoot & Diagnose
How To's
Feedback
Lena Virtual Assistant

5. Diagnostic

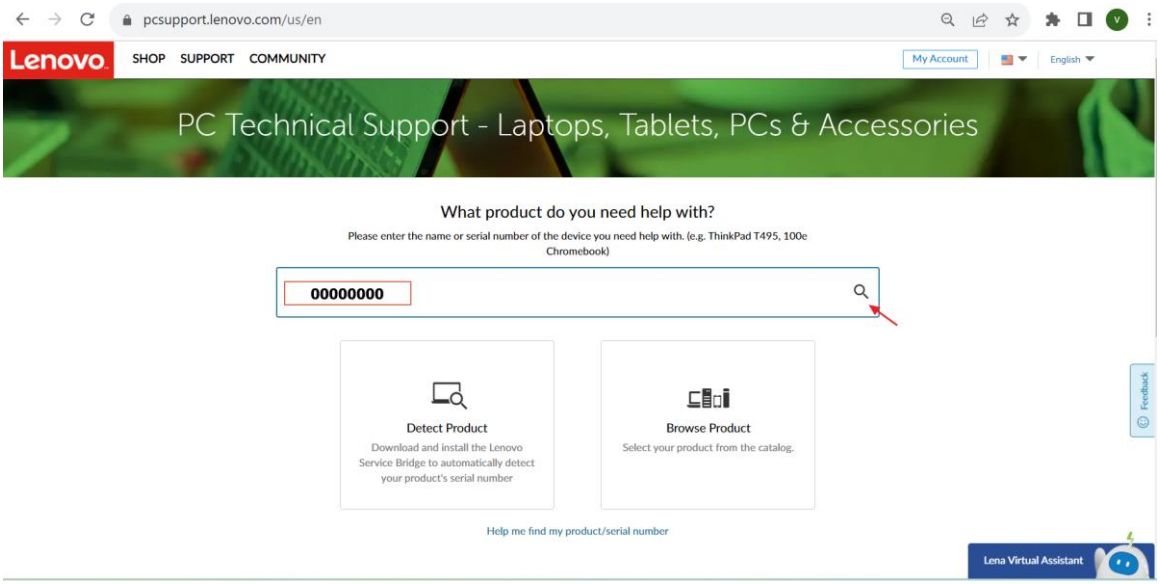
5.1 Web Trouble Shooting

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

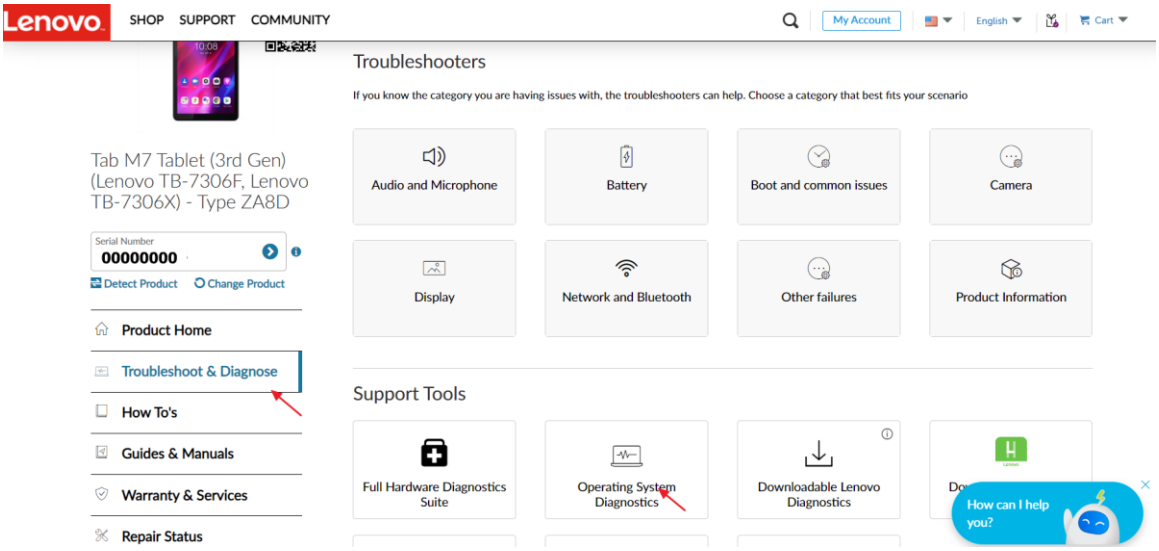
   Then click **View PC Support;**



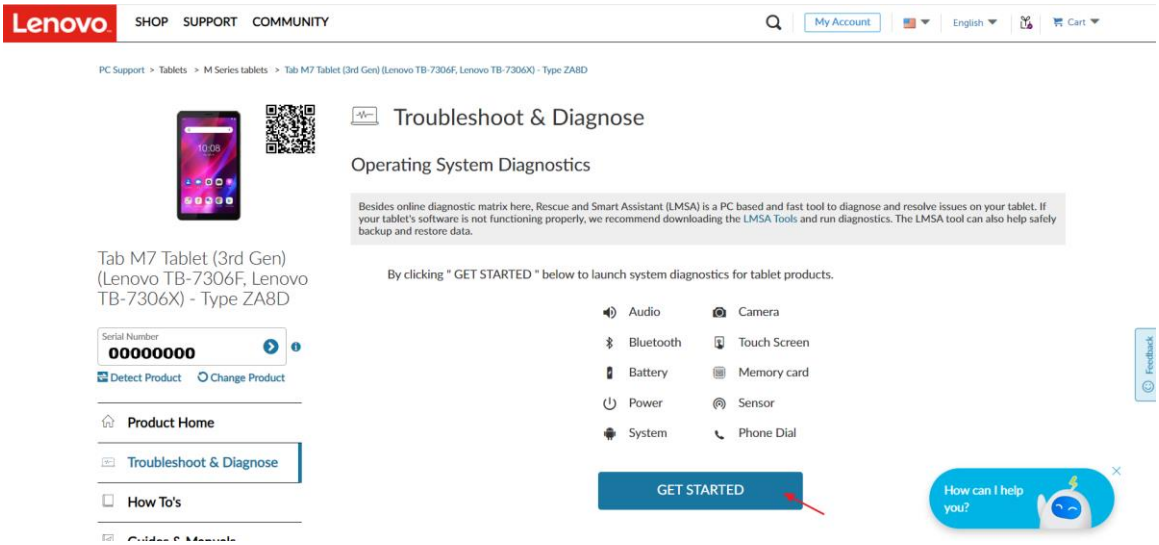
2. Input the SN then click search icon;



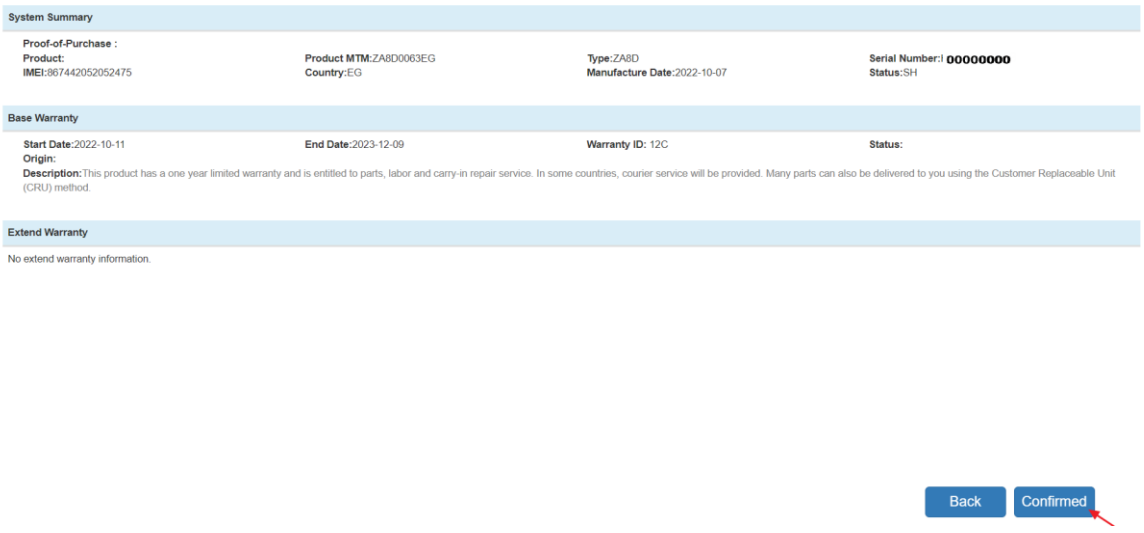
3. Click “Troubleshoot & Diagnose” at the left panel, then select the icon “Operating System Diagnostics”;



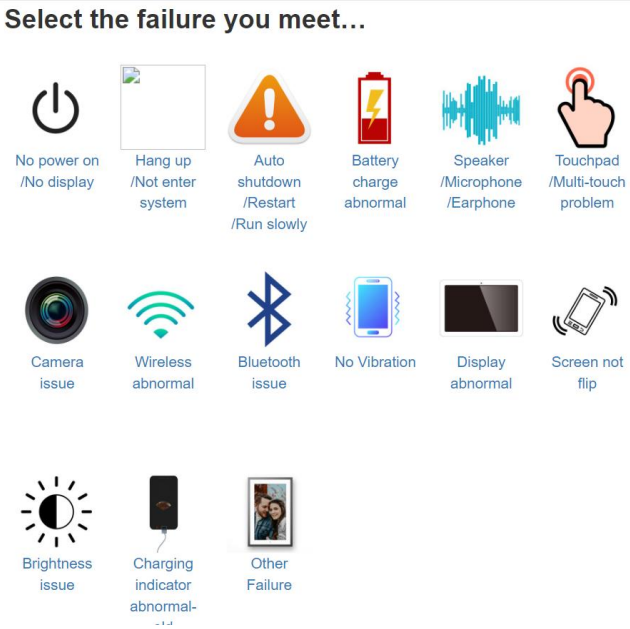
4. Follow the instruction, click the button “GET STARTED”;



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



6. Click the failure you meet…



7. . Follow the instruction step by step strictly.

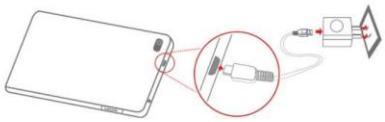
Catalog > No power on /No display > Reset

- 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.

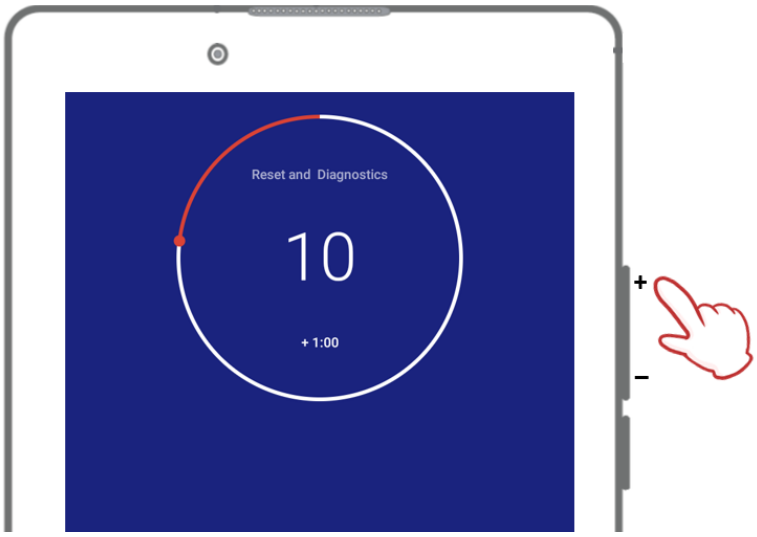


Issue Solved | Not yet,continue

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**.



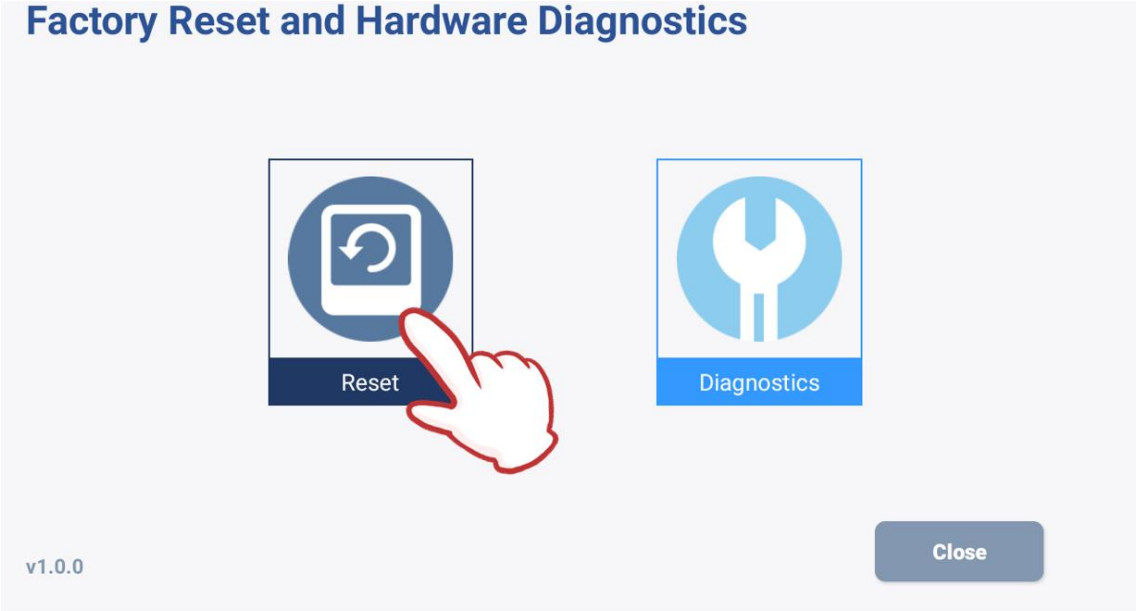
Step-2. The **Factory Reset and Hardware Diagnostics** Self-diagnosis page will appear.



5.2 .1 Factory Reset

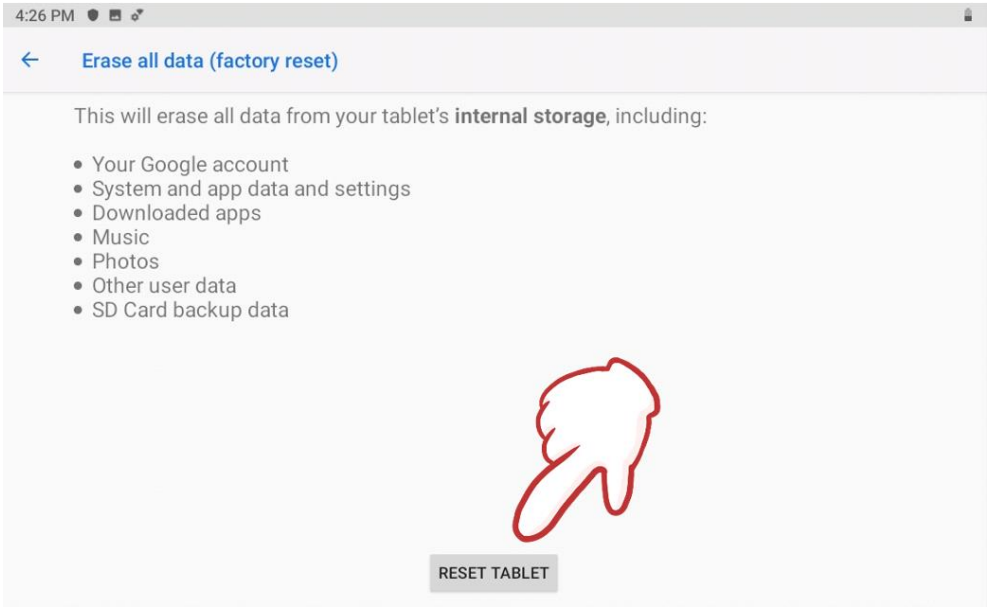
Step-1. In the **self-diagnostics** page, click the **Reset** icon as demoed below, and make sure the battery volume is **no less than 30%** or keep the external USB charger connecting.

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

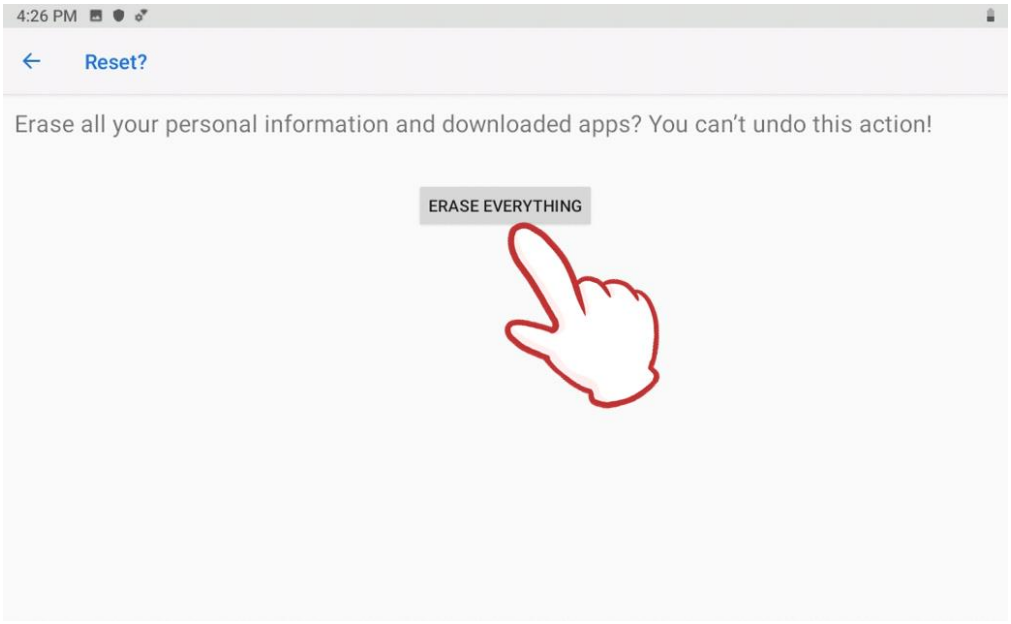


Step 2. The following data will be completely lost after system recovery...

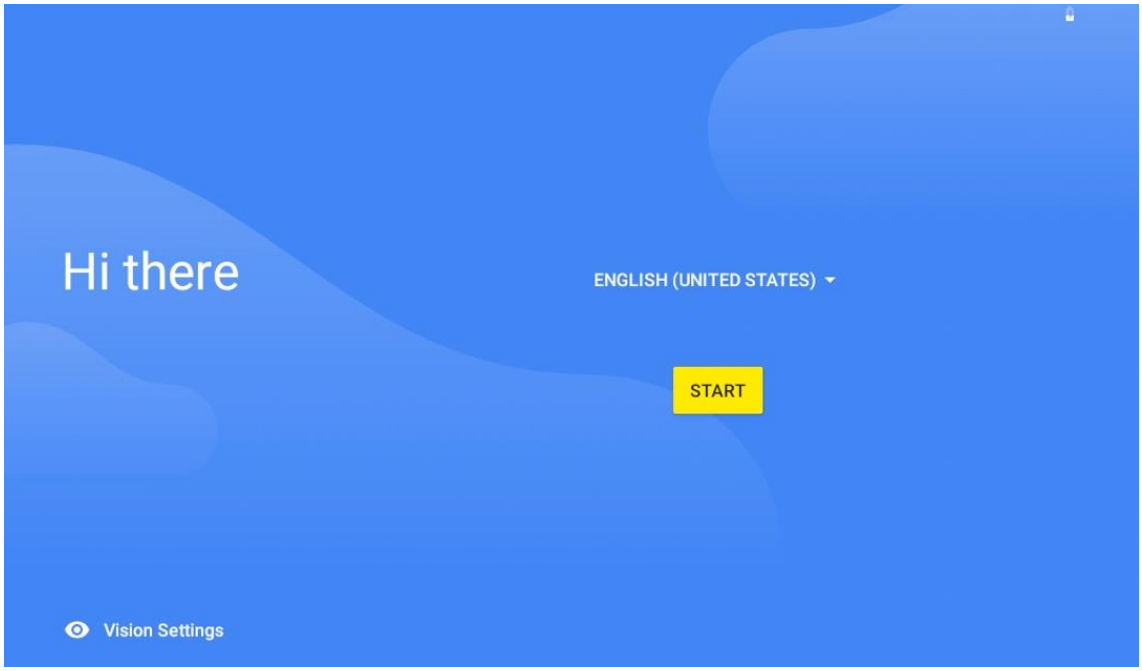
- Your Google account
- System and app data and settings
- Download apps
- Music
- Photos
- Other user data
- Inner storage backup data



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

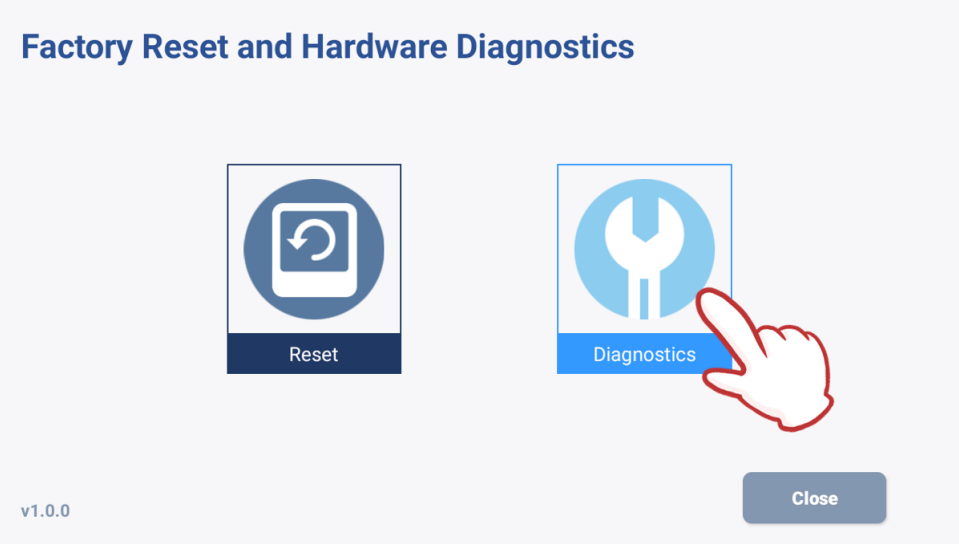


Step 4. The system will restart automatically and wait about 2 minutes.

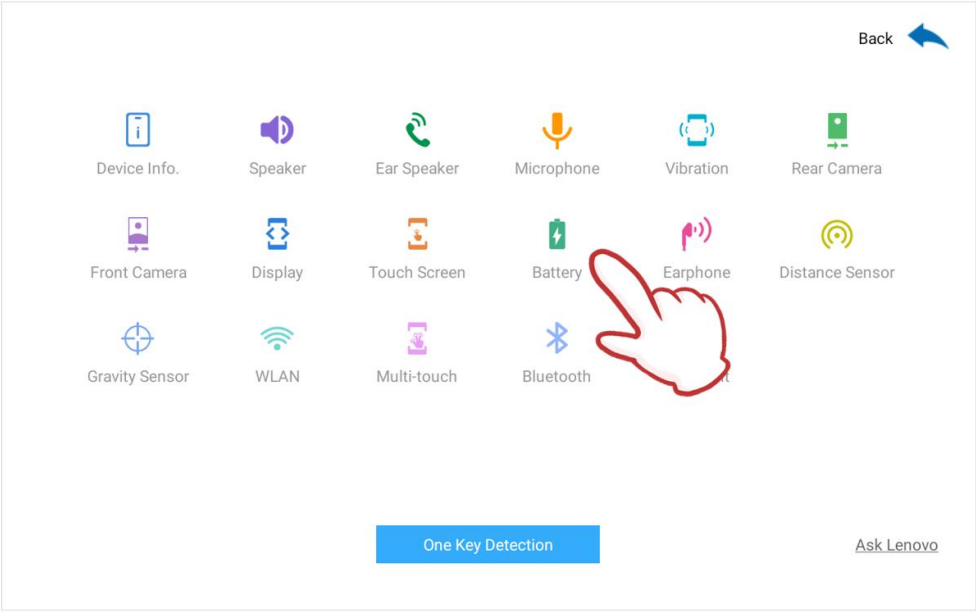

Hi there
ENGLISH (UNITED STATES)
START
Vision Settings

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. Software Fix

Software Fix Overview

Software Fix is a software tool that helps manage Lenovo and Motorola Android devices for end users. Its key functions include:

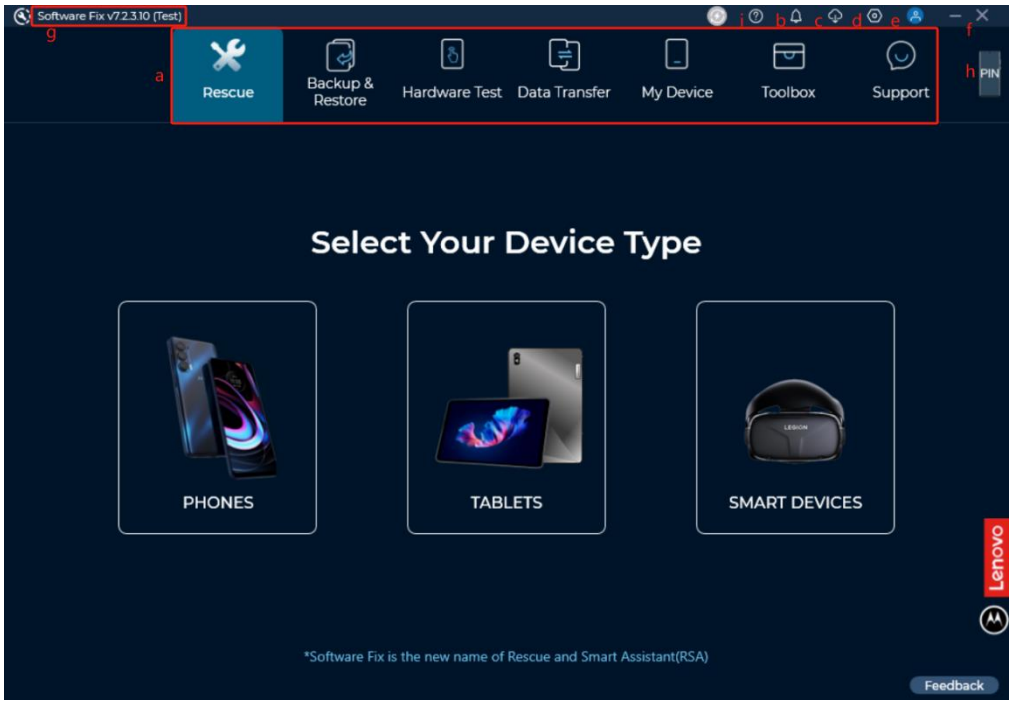
a. *My Device*: Connect the device via USB cable or Wi-Fi and manage pictures, videos, music, contacts, file management, backup & restore, and one-click clone.
b. *Rescue*: Rescue the device from a software-induced un-operational status.
c. *Support:* It contains tips, forums, Moli, and warranty information. Tips provide online how-tos and solutions for devices; Forum allows users to submit questions, suggestions, and discuss with other users; Moli provides online support via chat; Warranty checks the device's warranty.
d. *Toolbox*: Provides several tools such as GIF maker, ringtone maker, etc.

New functions are planned and will be available soon.

Software Fix is composed of 2 parts:

1) PC client: This part allows users to access the software on their computer.
2) Android APP: This part runs on the user's Android device and provides the main functionality of the software.

Software Fix Client Introduction



a. Top function bar
b. Notification
c. Download
d. Setting management (Software update, language change etc.)
e. User (Register etc.)
f. Client control (Minimize, exit)
g. Software Fix version info

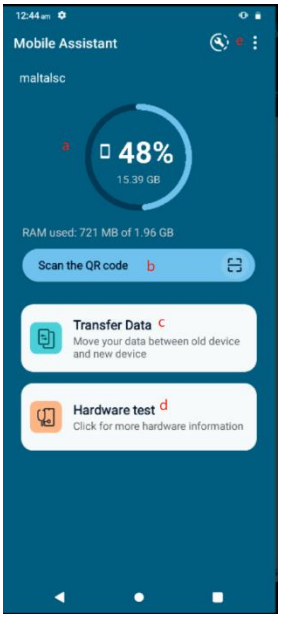
h. The verification code for connected devices.
i. The help includes guide and FAQ.

System Requirement

Software Fix supports the following Windows operating systems:

- Windows 11 (64 bit)
- Windows 10

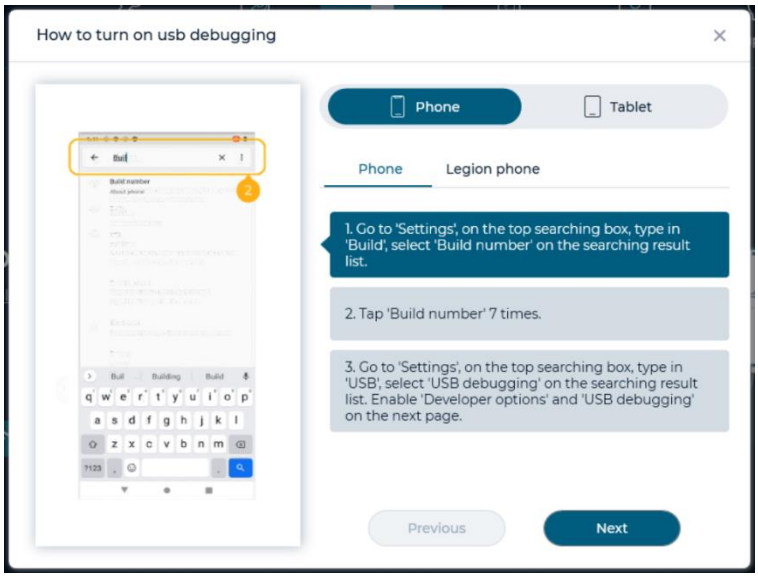
Mobile Assistant App Introduction



a. Connection status indicator (Disconnected, connecting, USB/Wi-Fi connected)
b. Scan button
c. Transfer Data
d. Hardware test
e. About and Privacy

Connecting via USB

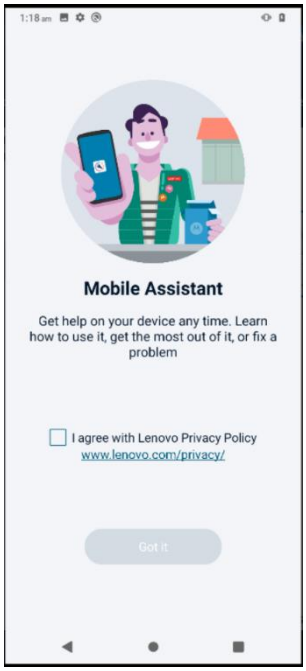
1) Connect device with USB cable.
2) Turn on USB debug mode on device.

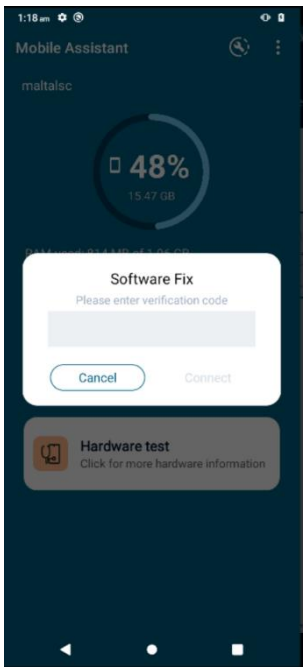


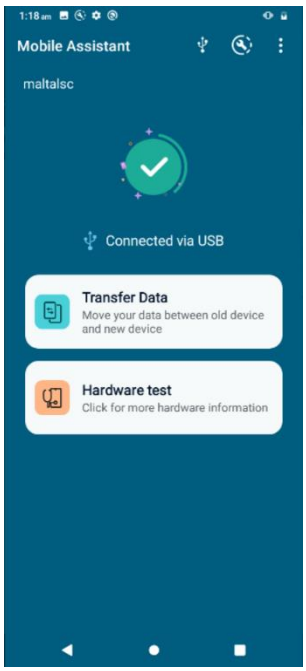
3) Authorize.



4) Once connected successfully, the Software Fix client will automatically install the Mobile Assistant App on your device.
5) After installation, please ensure that you maintain the USB connection. Click ‘I agree with Lenovo Privacy Policy’. Enter the verification code and the Software Fix client will establish a connection with the Mobile Assistant App.



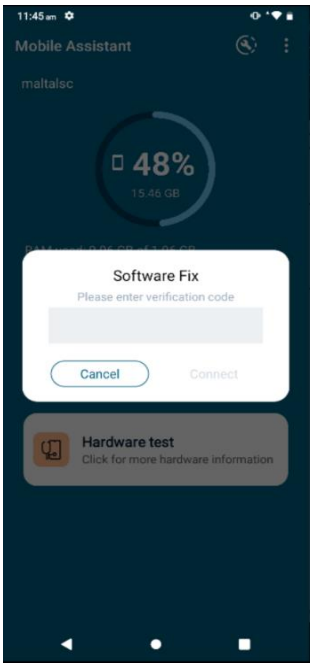


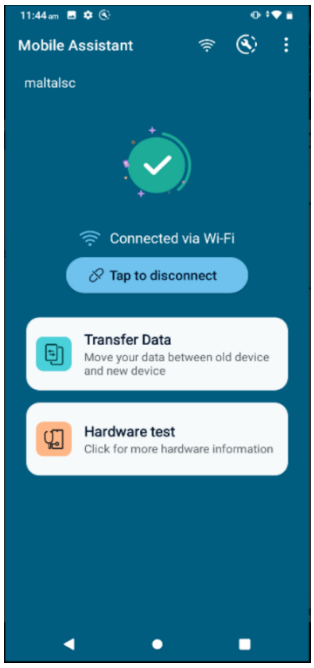


Connect via Wi-Fi

1) First, connect your device to the computer using a USB cable. The Software Fix client will then automatically install the Mobile Assistant App on your device.
2) Once you can see the Mobile Assistant App on your mobile device, safely disconnect the USB cable from your device.
3) Connect the device and PC to the same Wi-Fi network. On the Mobile Assistant App, tap the "Scan" button located at the top to scan the QR code displayed on the Software Fix PC client. Enter the verification code shown near the QR code on the PC client.

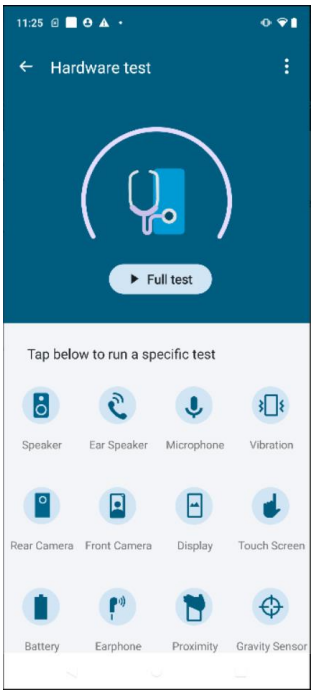






Hardware test

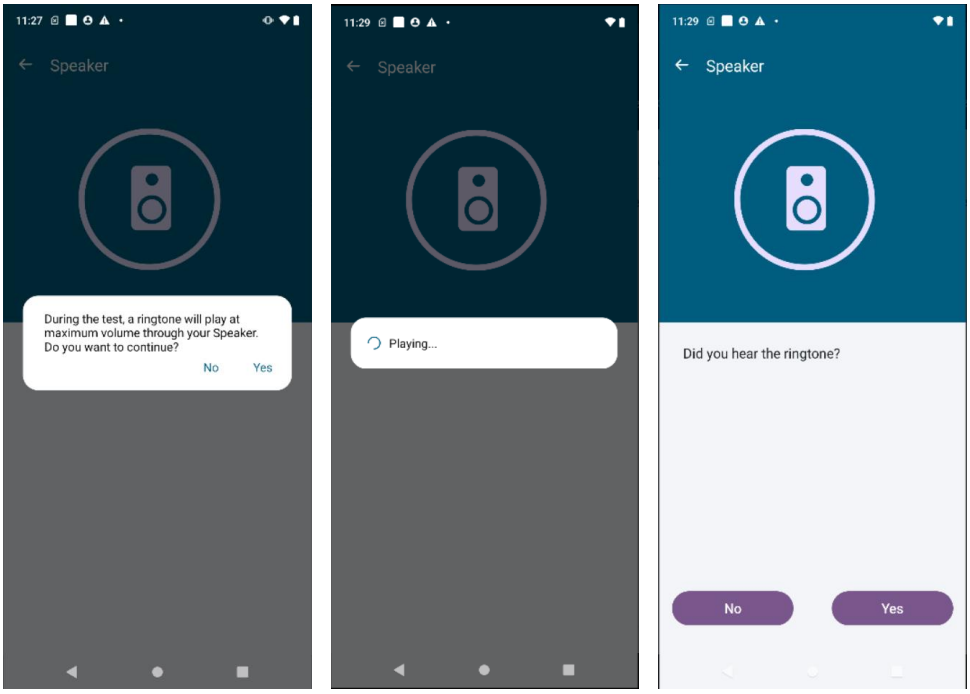
Click "Hardware test" to enter the hardware test page, hardware test will check if your device's hardware is functioning properly. It supports detecting Speaker, Ear Speaker, Microphone, Vibration, Rear Camera, Front Camera, Display, Distance Sensor, Touch Screen, Battery, Gravity Sensor and WLAN.



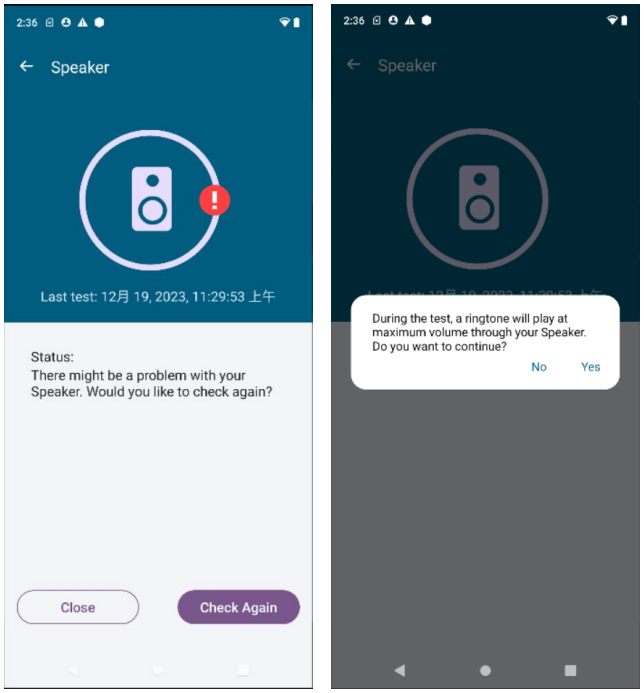
Click an item’s icon to begin hardware detection for this device.

For example:

Click the Speaker icon to access the "Test" page. Then, click on the "Test" button to initiate the testing of your device's Speaker. Once the test is complete, a test result page will appear displaying the outcome of the Speaker test.



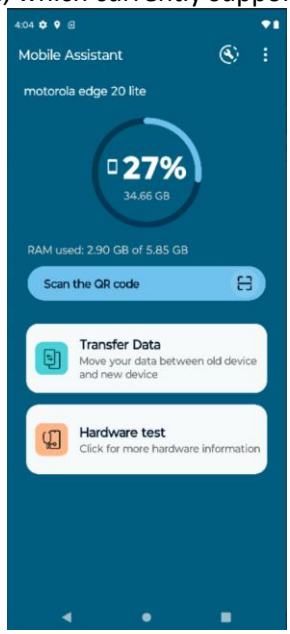
Click "Yes" to finish the inspection of your device's Speaker. If you wish to retest the Speaker, click "No", and then click on "Check Again" to begin the testing process once more.

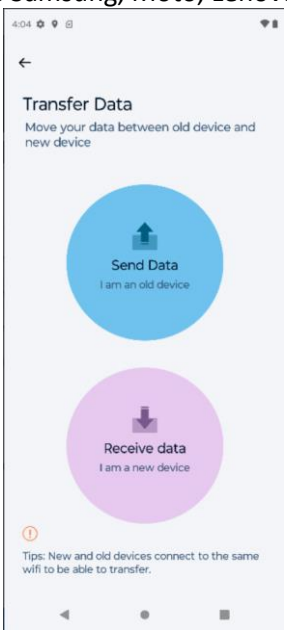


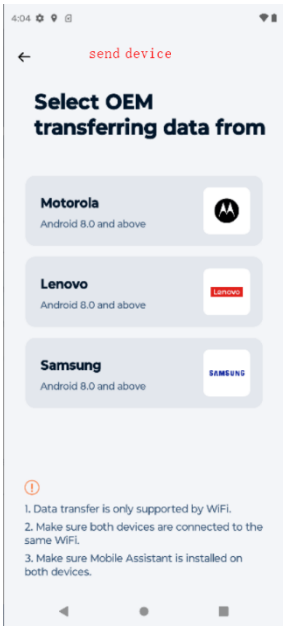
Transfer Data

Transfer data is used to transfer files between two devices, supporting the transfer of images, videos, music, files, contacts, SMS, and call logs.

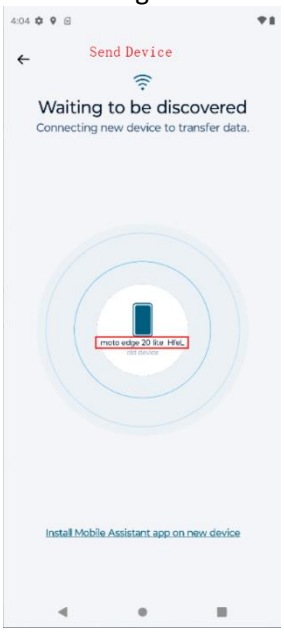
1. Click on “Transfer Data” and select receive or send file. The sending device needs to select the receiving device OEM, which currently supports Samsung, Moto, Lenovo.







2. Enter the search device interface, the sending device is waiting to be connected, search for nearby enabled WLAN devices on the receiving device and click on the device name that needs to be connected.



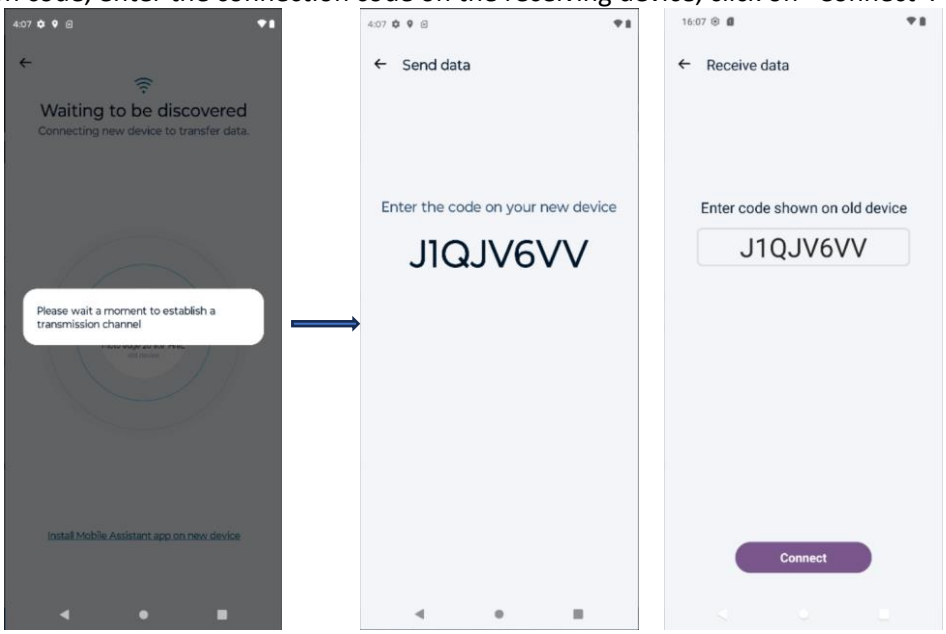


Note: a. The receiving and sending devices need to open WLAN.

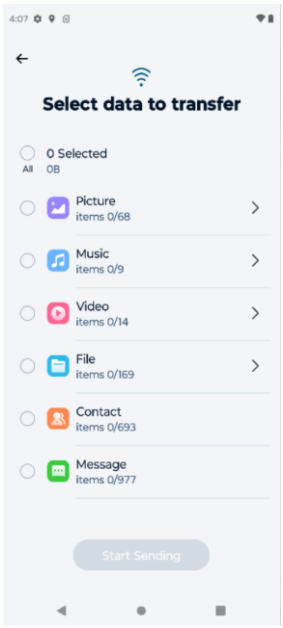
b. The first connection to the sending device requires approval of the connection request.

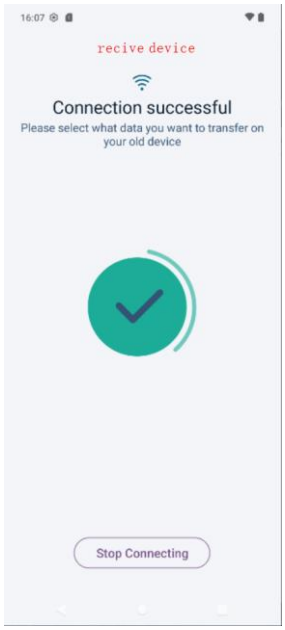


3. Two devices start to establish a connection. After successful establishment, the sending device displays the connection code, enter the connection code on the receiving device, click on “Connect”.

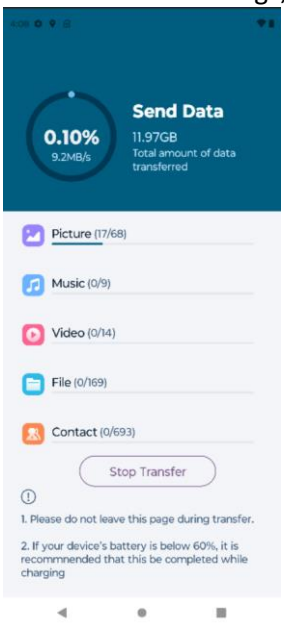


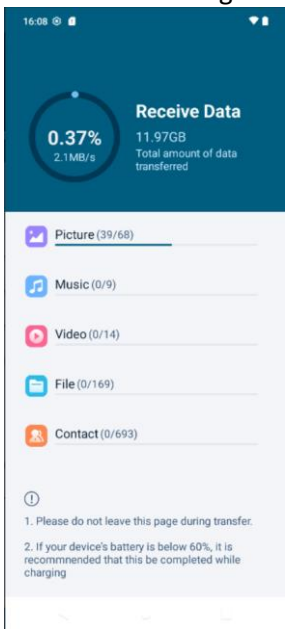
4. Enter the transmission homepage. The sending device displays the file list, and the receiving device displays the successful connection'.



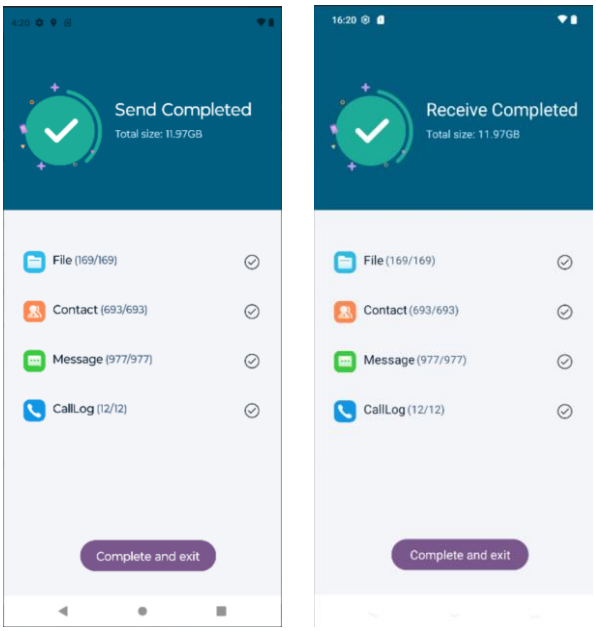


5. Select the file, click on “Start sending”, and start transferring files.





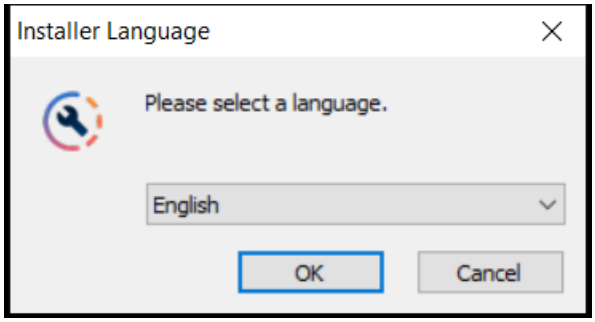
6. Transfer completed, click on 'Completed and Exit' to return to the transfer homepage



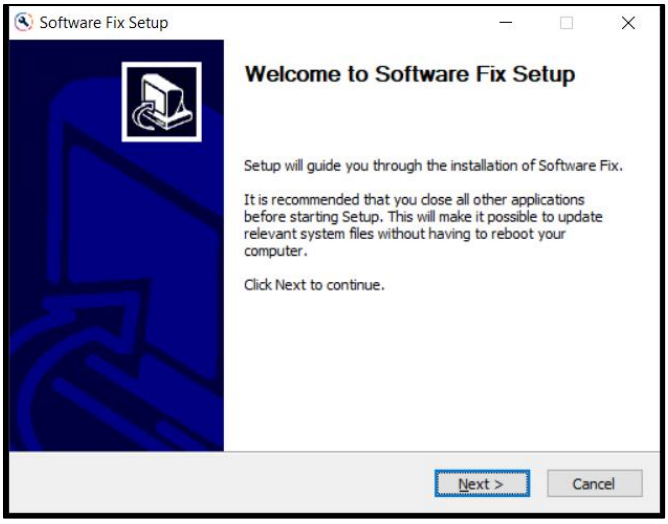
Setup

Setup Details

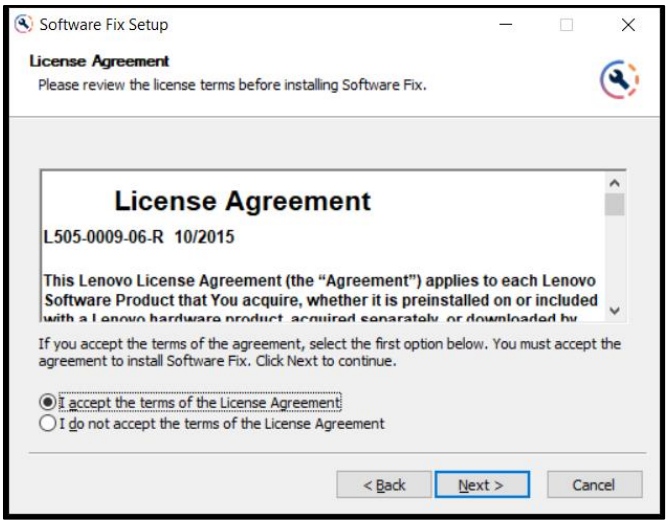
1. Double click the installation file “Software Fix_setup.exe” to open the installer, you can click drop-down list to set client’s language. And then click “Ok”.



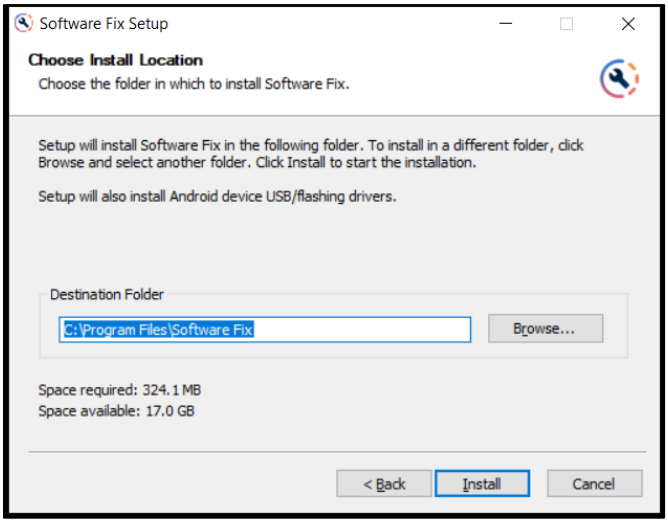
2. Click “Next” to enter the next page.



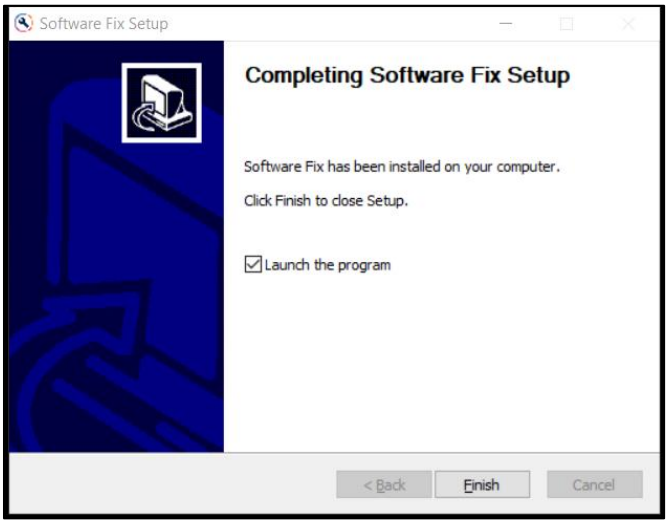
3. Accept license agreement and click “Next”.



4. Change the installation path by click “Browse…” if you want, and then click “Install”.



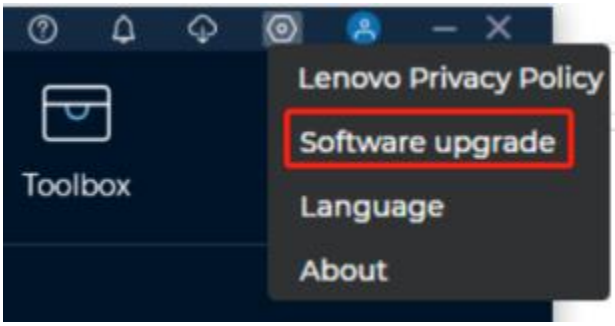
5. Wait for the installation to finish, and then click “Finish” to complete the installation.



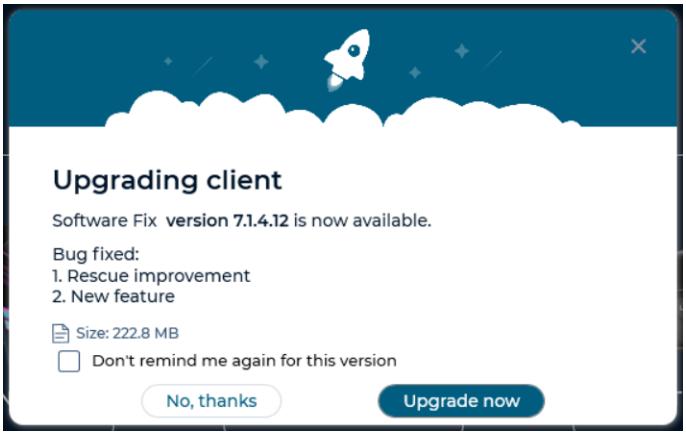
Software Upgrade

Recommended Upgrade

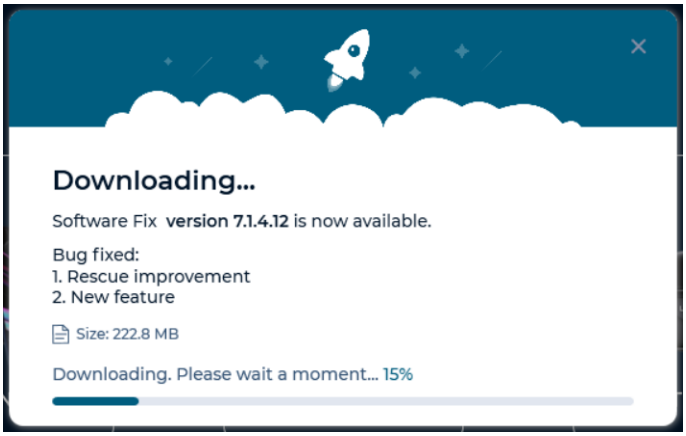
1. Click  at the top right and select “Software update” to click.



2. The new version available dialog box will appear.

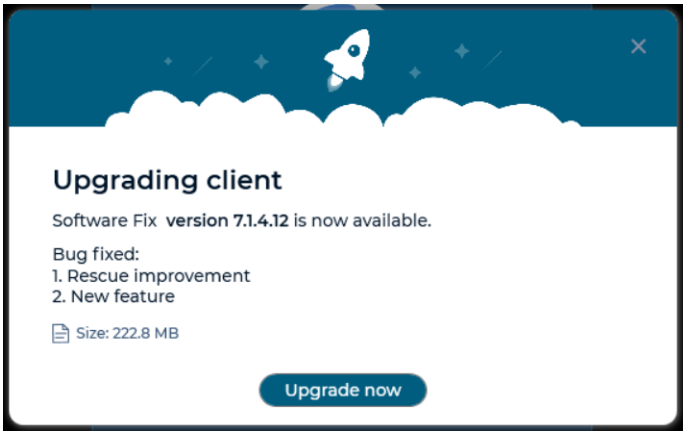


3. Click "Upgrade Now" to download the latest version of the installer. The installation process will then begin automatically. If you do not wish to download the new version, click "No, thanks" to cancel the download.



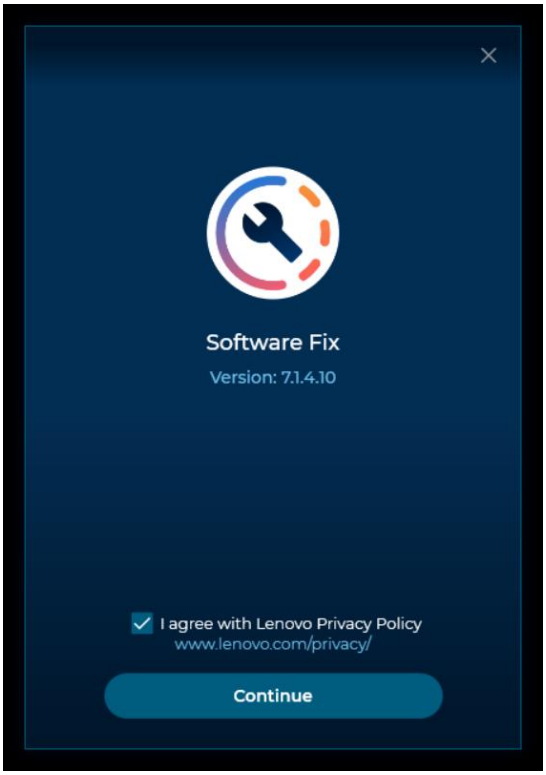
Mandatory Upgrade

If a critical patch is released, it will be labeled as mandatory, and the Software Fix client will be required to apply this upgrade. A dialog box displaying the availability of a new version will appear automatically. To download and install the new version, please click on "Upgrade Now".



Start page

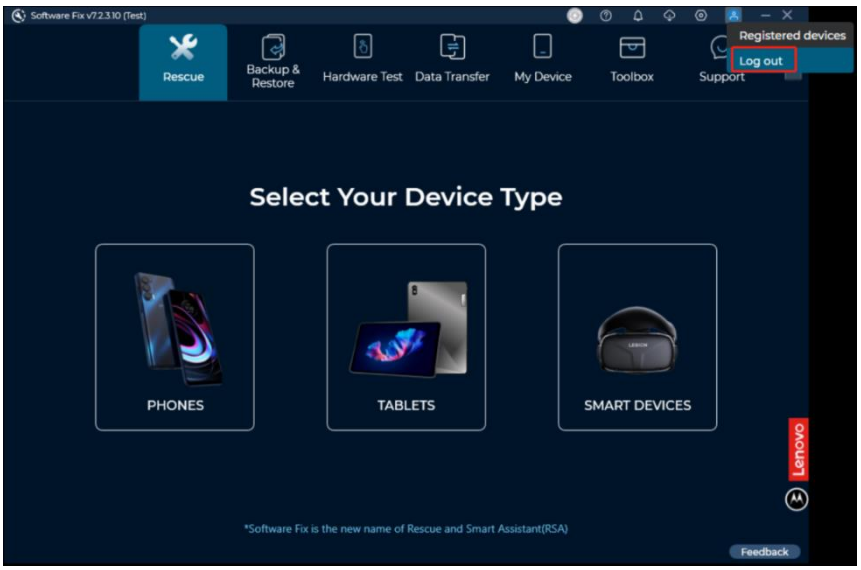
Launch Software Fix, it will enter it's start page.



User

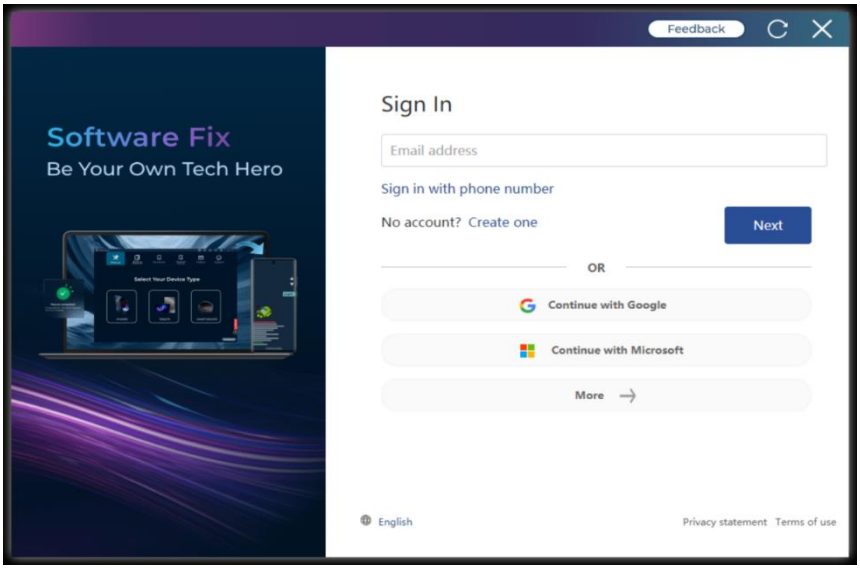
Logout user

Click  to logout.



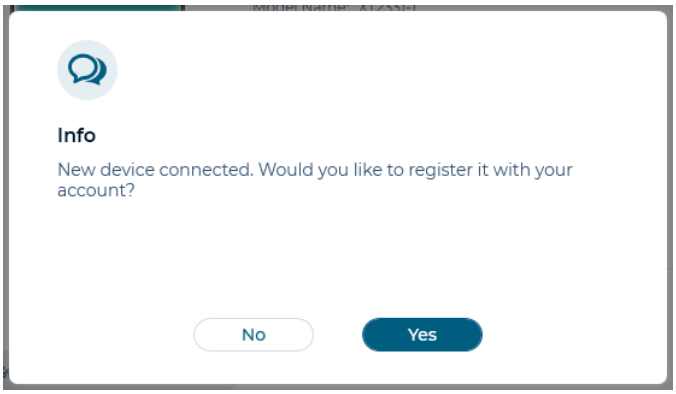
User management

Click icon at the top right of page, the login dialog box pops up. You can login to Software Fix Client by Lenovo ID.

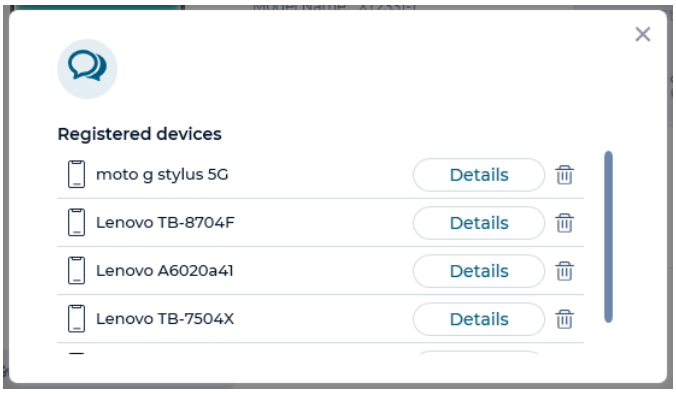


Registered devices

Login to your account, and then connect your new device. Once connect success, the prompt box will pop up as follow:

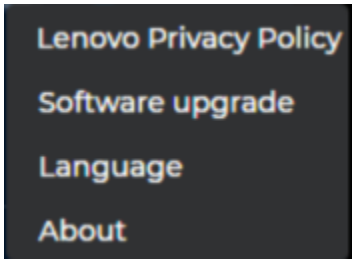


Click “Yes” button, your device information will be collected. Click the icon and “Registered devices”, you can view your connected device. You can unregister the device when clicking the icon.



Setting

Click icon at the top right of page, and then you can view the Lenovo privacy policy, Software upgrade, Language and About.

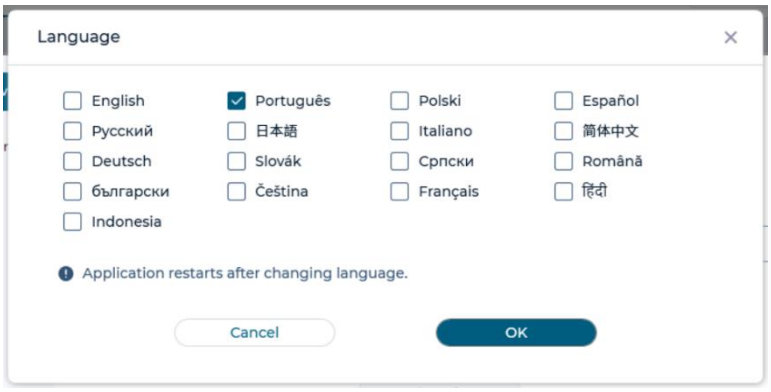


a. Lenovo Privacy Policy

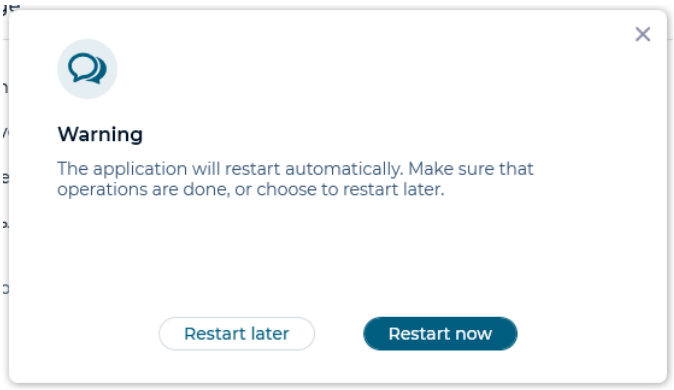
Click the Lenovo Privacy Policy, you can see the privacy policy of the RSA on the web page.

b. Language Option

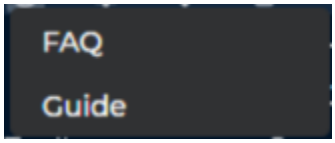
Click Language, and then select “Portugues” and OK, you can switch the client’s language to Portuguese.



Click Ok button, the following page will appear. Click Restart Now, the Client will be restarted now and its language will be changed.

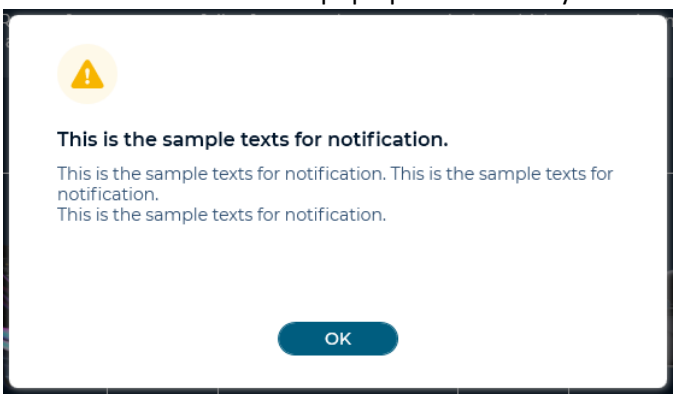


Click the icon , you can view the FAQ and guide.

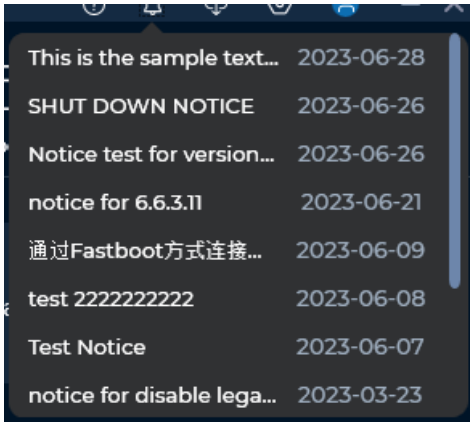


Notification

Launch Software Fix client, the unread notification will pop up automatically.



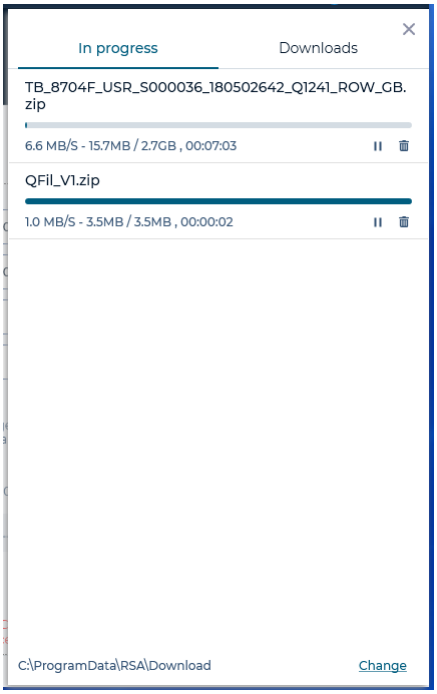
Click icon, it will list all notification. Here, you can click 'delete' icon to delete the notification. You can also view historical notifications.



Download Center

Click  icon to access the download center. All downloading resources, such as ROM packages and Country code packages, will be added to the "In progress" page.

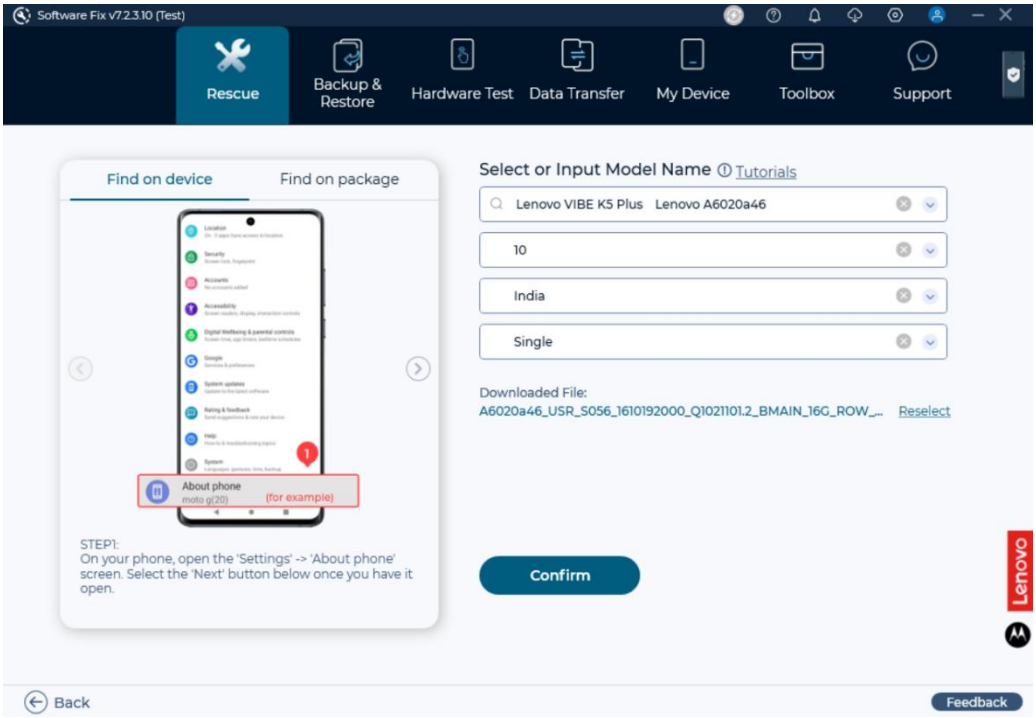
- Click the pause icon to temporarily stop the download process.
- Click the start icon to resume the download process.
- Click delete icon to delete the downloading or pause resource.
- Click “Change” option to modify the resource storage path.



All downloaded resources will be moved from the "In progress" page to the "Downloads" page. To delete a downloaded resource, simply click on the Delete icon. Once you have entered the "select a Device" page, select the firmware for the desired device and initiate the download. Once the firmware download is complete, the firmware will be listed on the "Downloads" page.



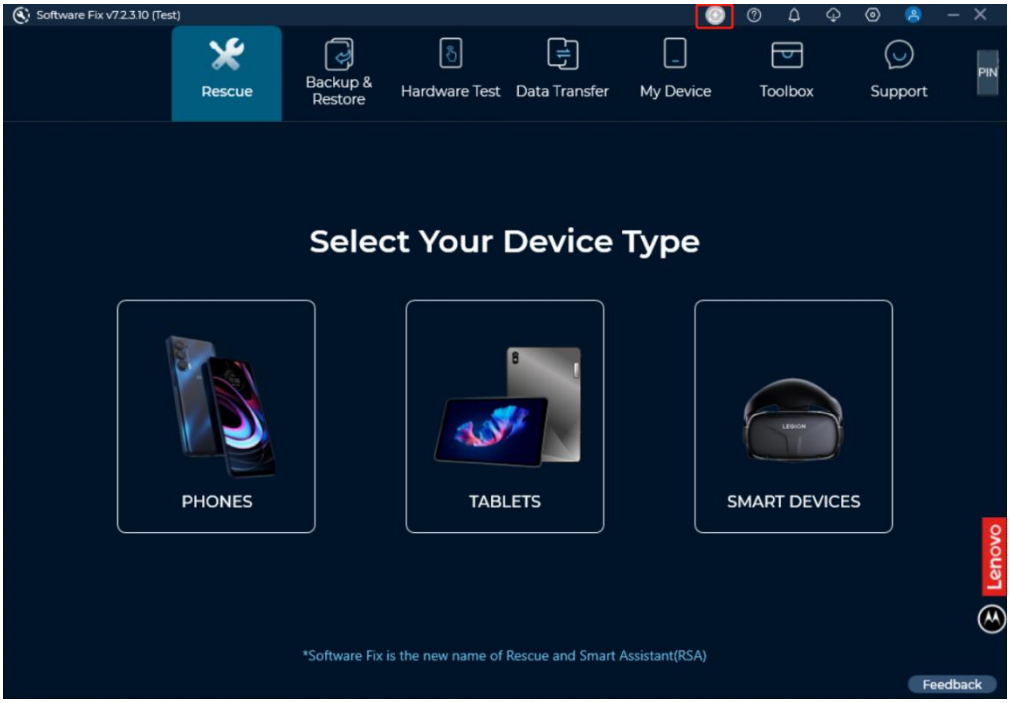
Clicking the "Go to Rescue" button will switch you back to the "select a Device" page and automatically match you with the corresponding firmware that you previously downloaded.



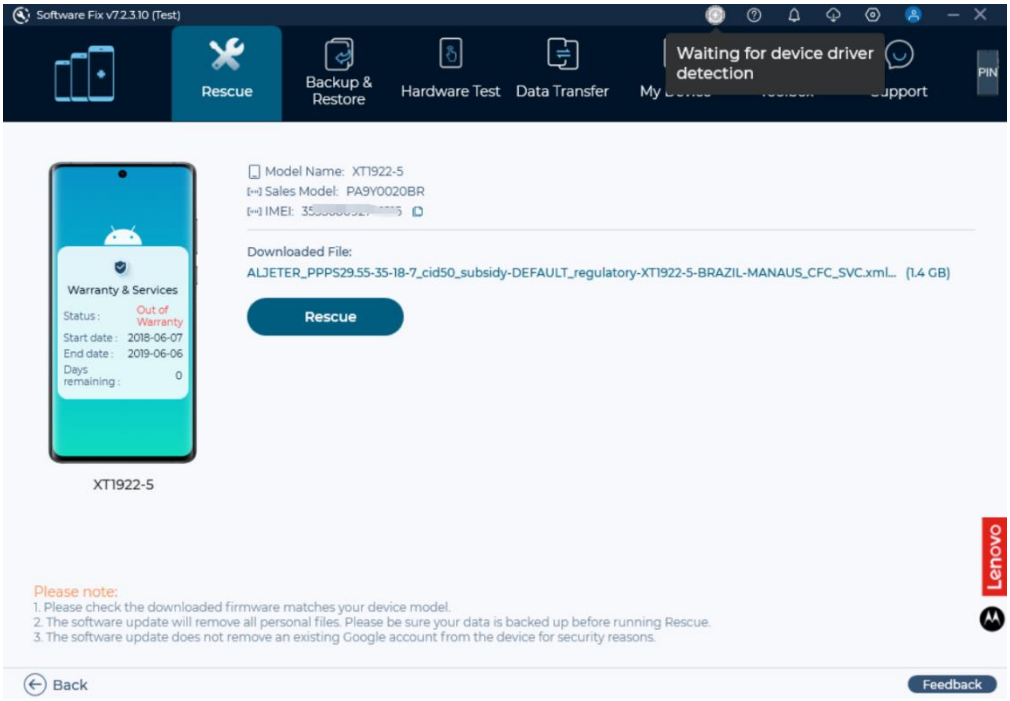
Plug-in Introduction

Driver Check

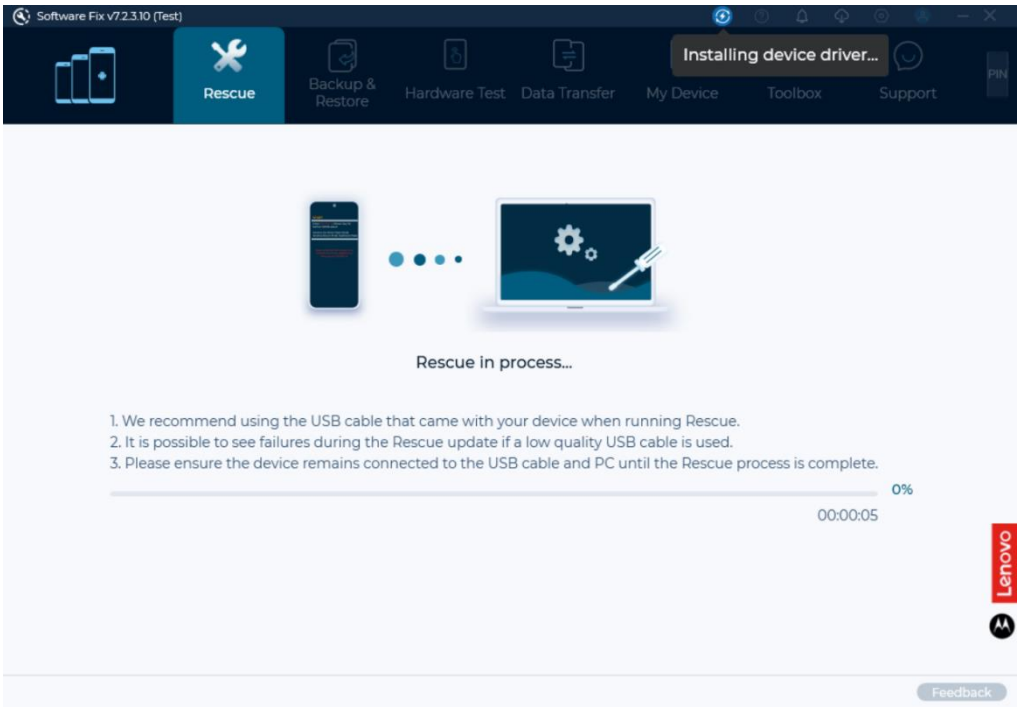
The driver installation status button ‘’ is displayed at the top of the rescue Page.



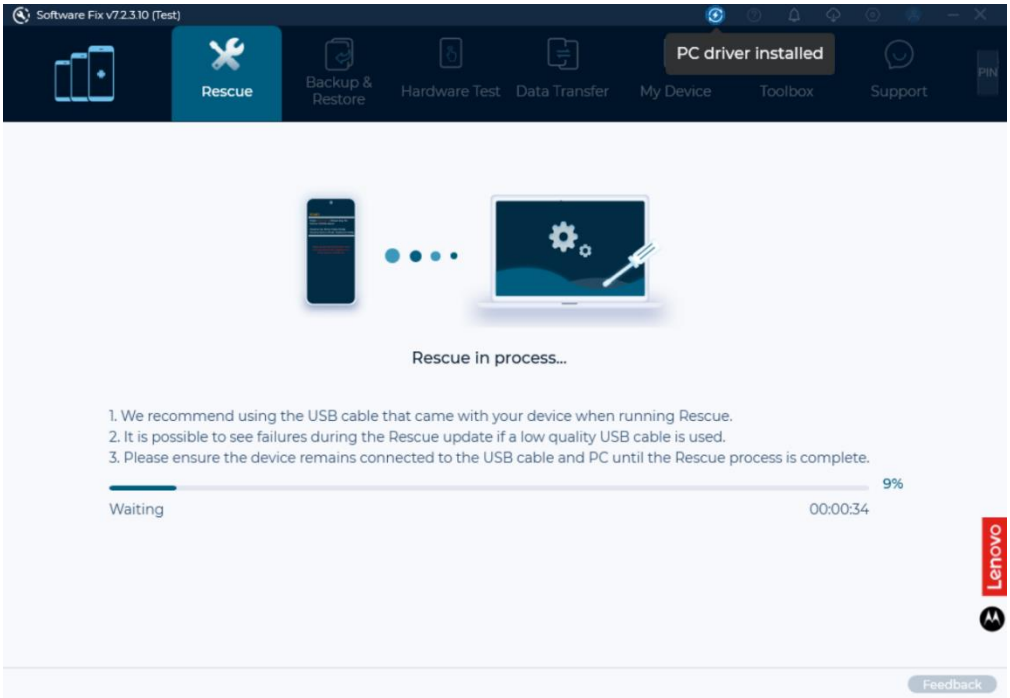
When no device is connected, hover on the button, it shows ‘waiting for device to connect’.



When the driver is detected as not installed after clicking the ‘Rescue’ button, hover the mouse to display ‘Installing device driver…’.



When the driver is detected as installed after clicking the ‘Rescue’ button, hover the mouse to display ‘PC driver installed’.

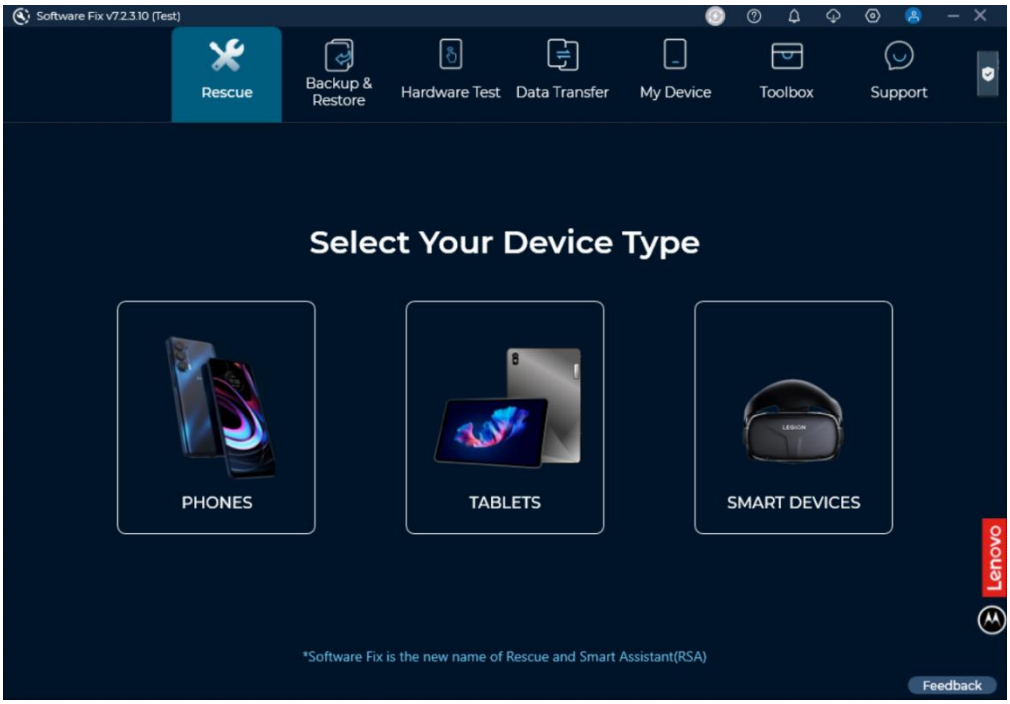


Rescue

Click the “Rescue” plug-in button:

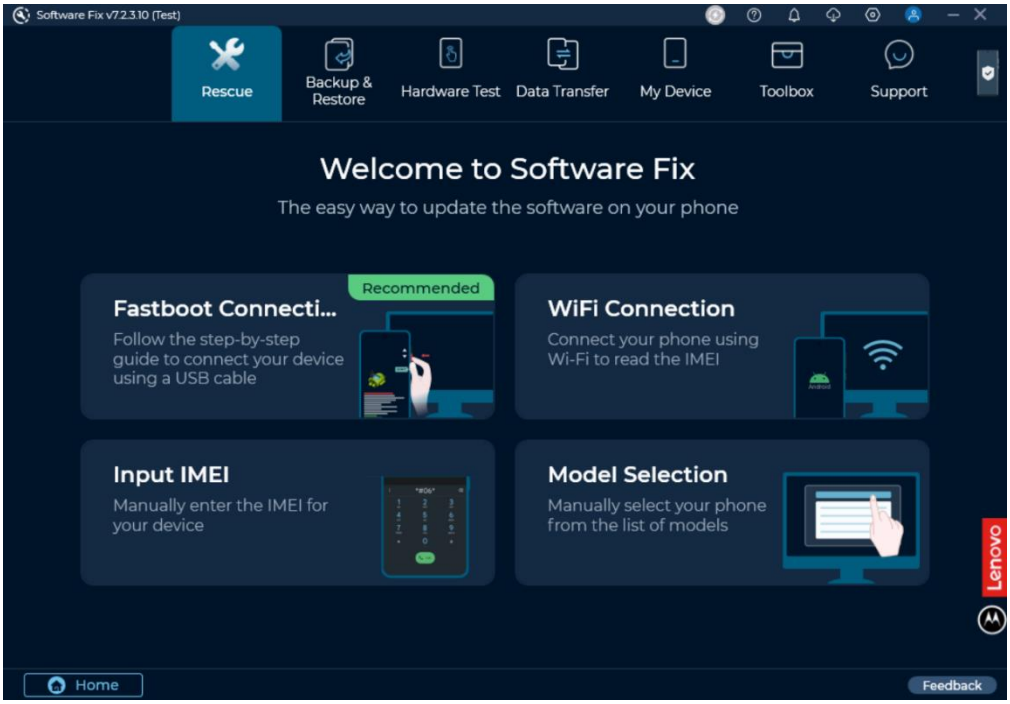


Once loading is completed, the following page will appear:



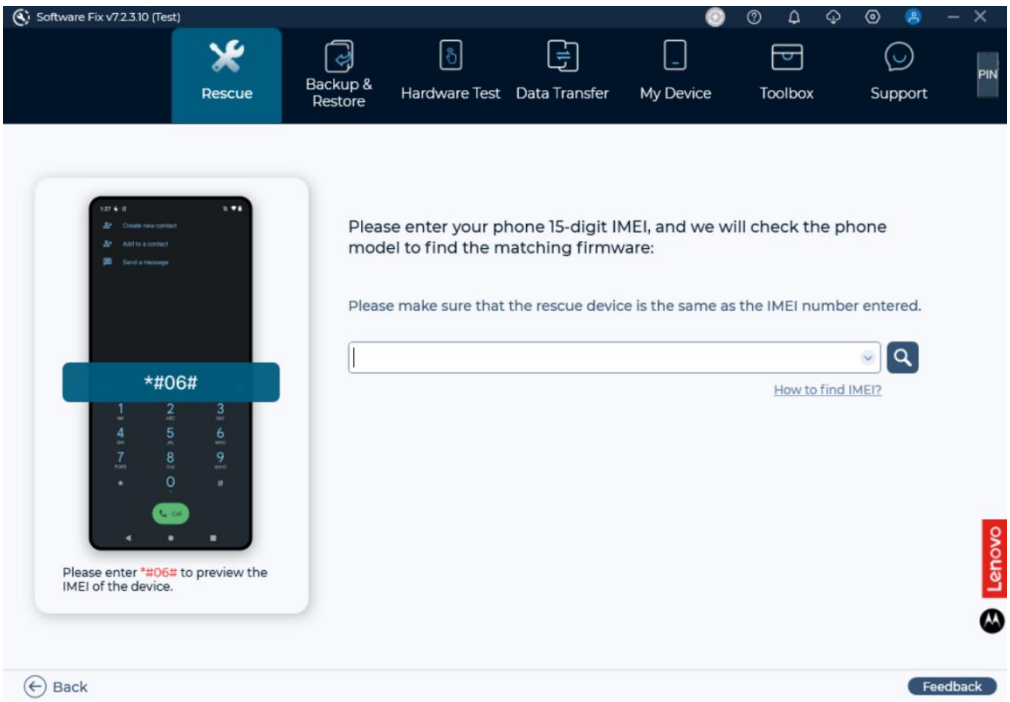
Phone Rescue

Click the ‘Phones’. It will show the match type to select.



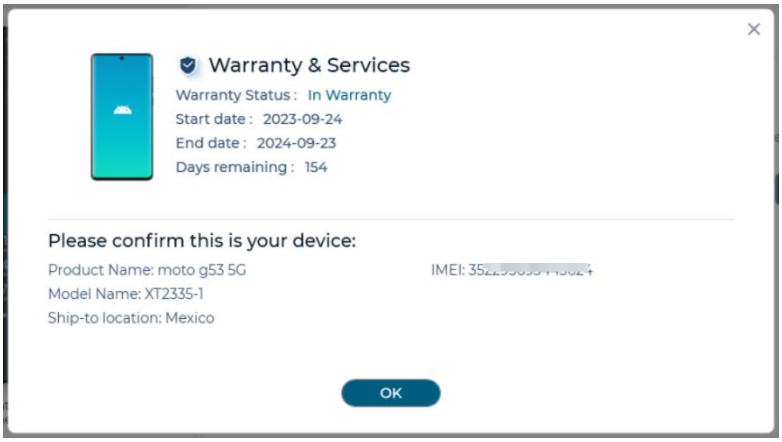
IMEI matching Rescue

Click on the "Input IMEI" button to display the IMEI detection page. Then, enter the IMEI number of the device that you wish to rescue into the input box provided.

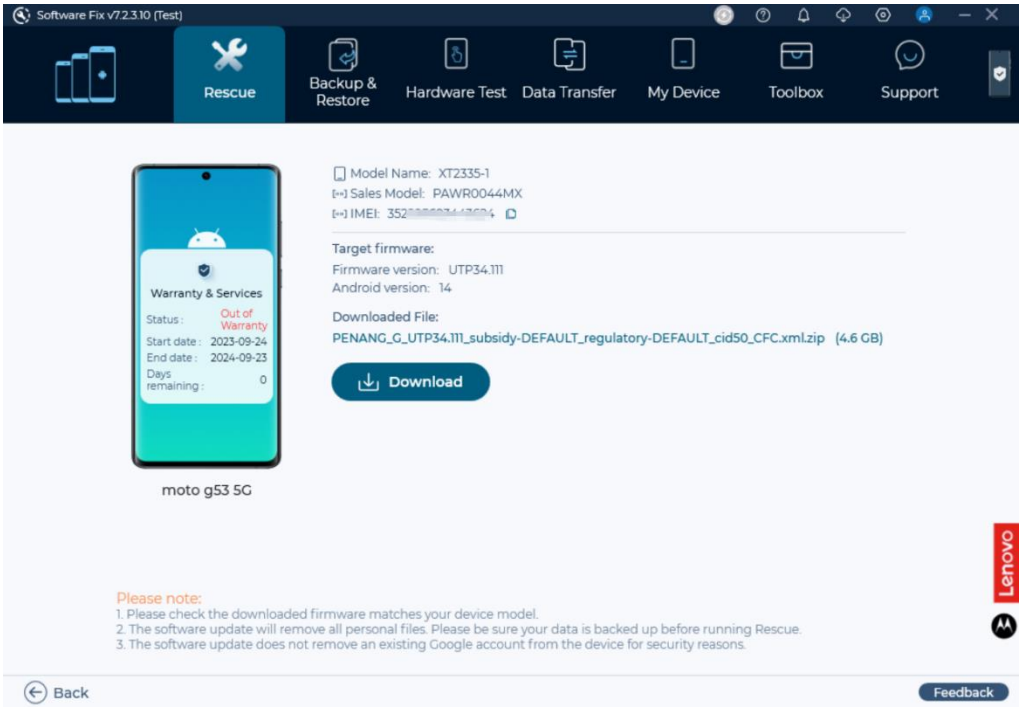


Note: If the region of the PC is setting to China and the language of the RSA Client is Chinese, then the IMEI matching page will be disabled.

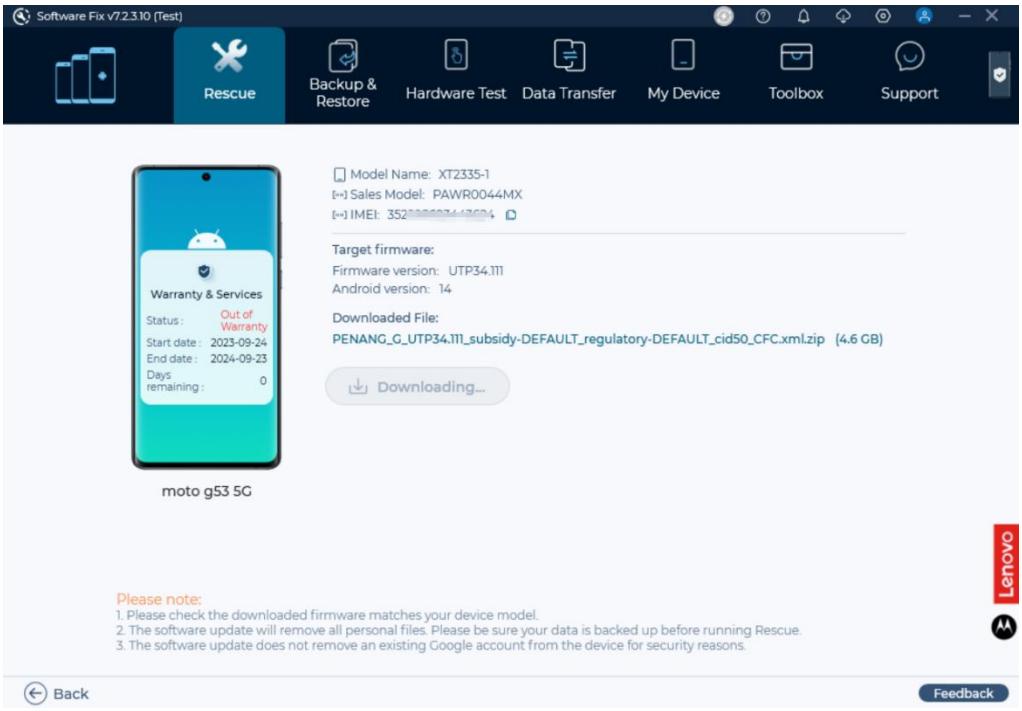
Click  to search, it will show the result of matching if it can match a firmware.



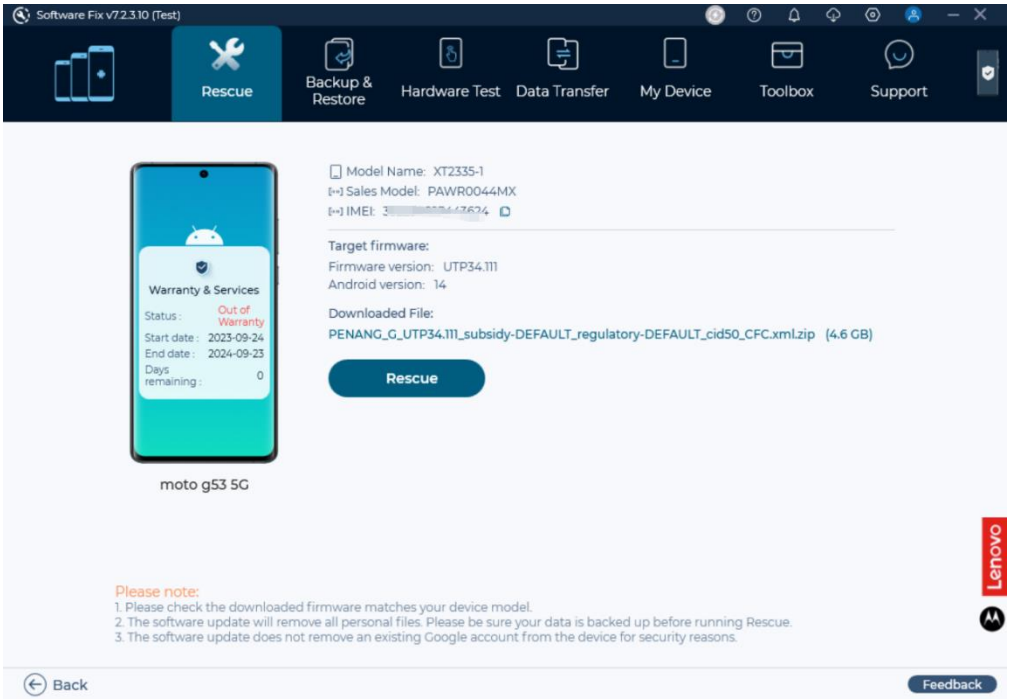
Click “OK” will enter the rescue page, click “Download” button to download the firmware.



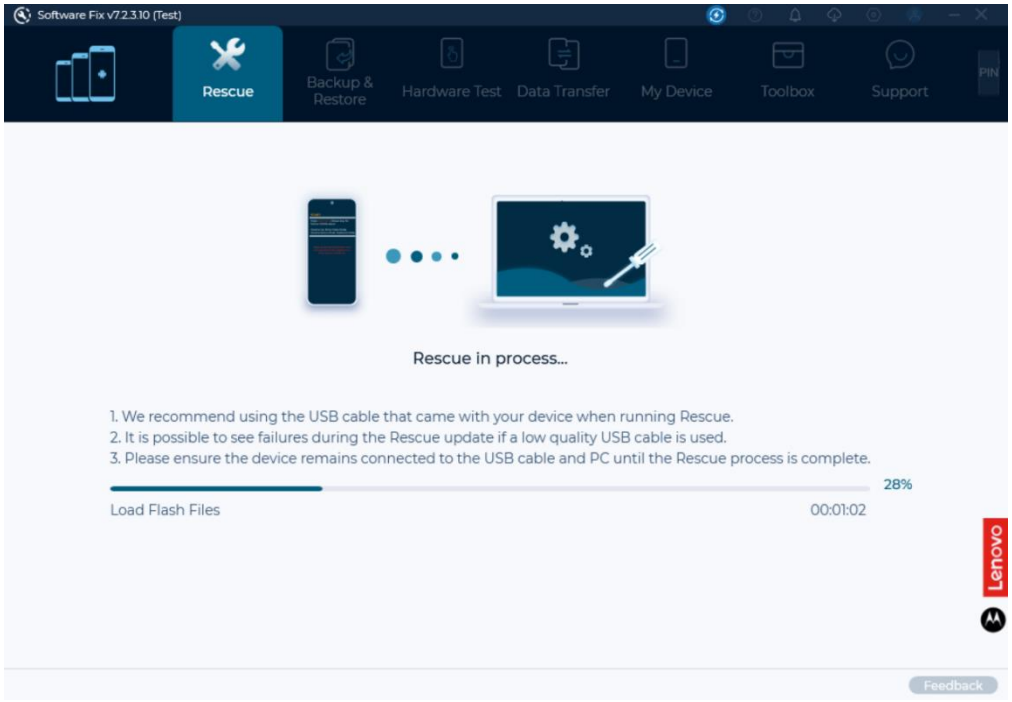
Downloading the firmware…



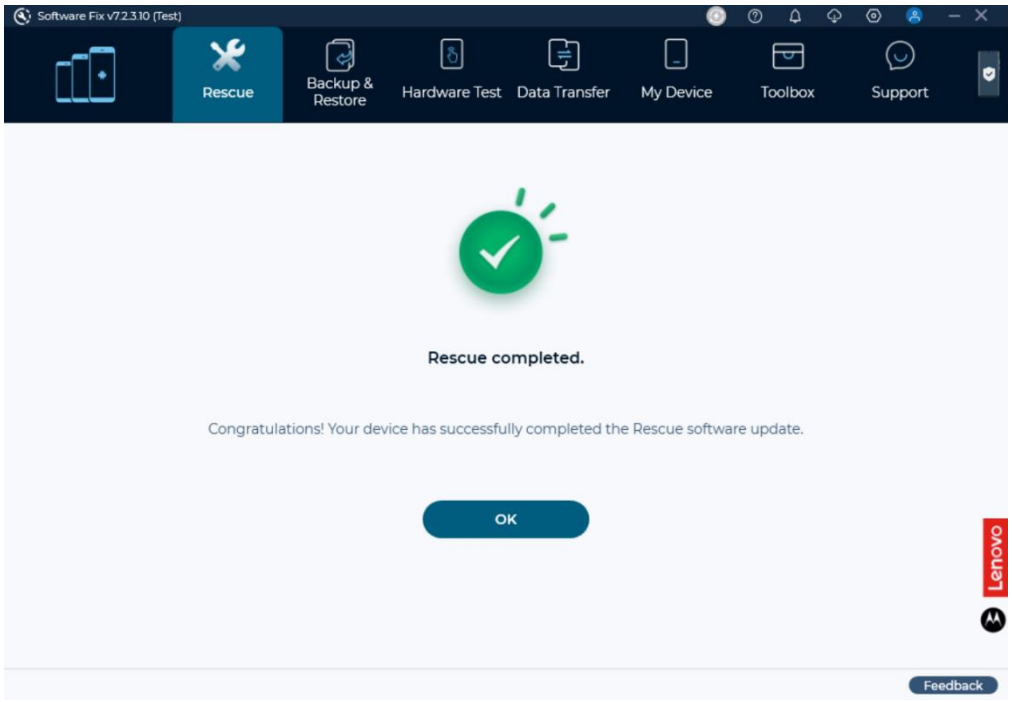
When firmware downloaded, the “Rescue” button will be displayed.



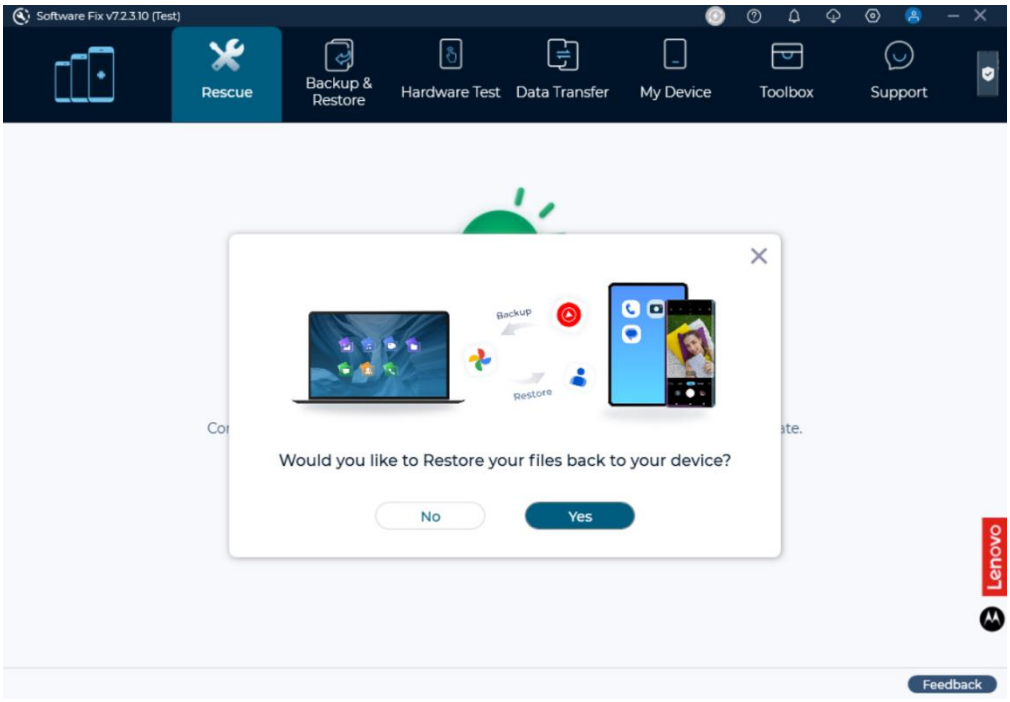
Click the “Rescue” button, it will begin to rescue. The progress bar will appear.



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



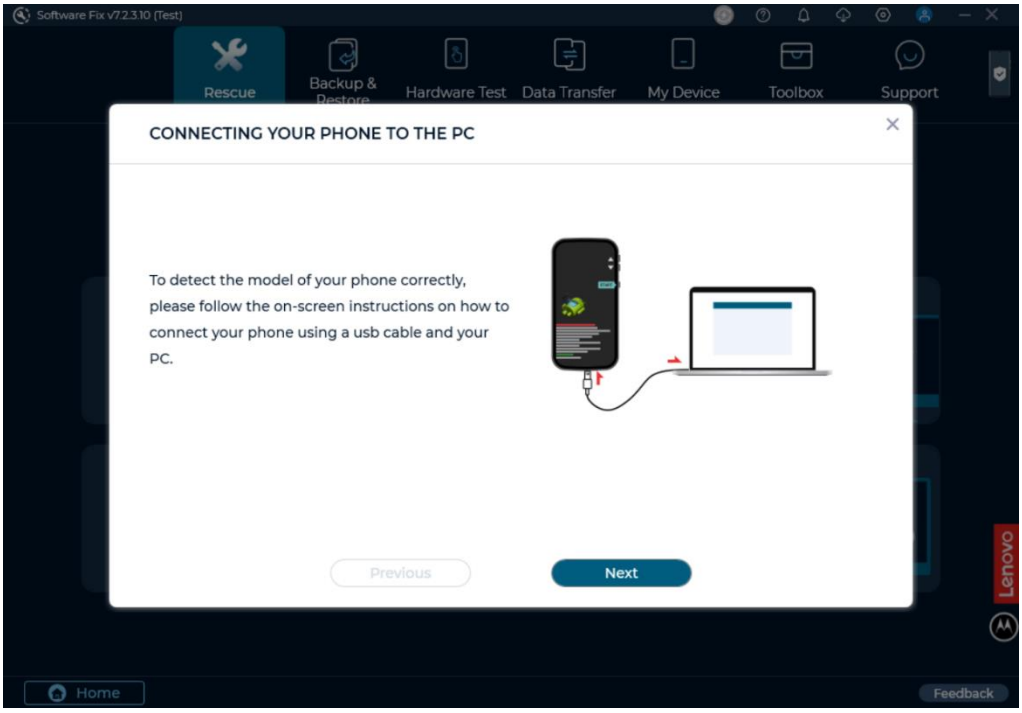
If you have successfully backed up the files within 24 hours, click the OK button on the Flashing Finish screen, and the Restore Files prompt box will pop up.



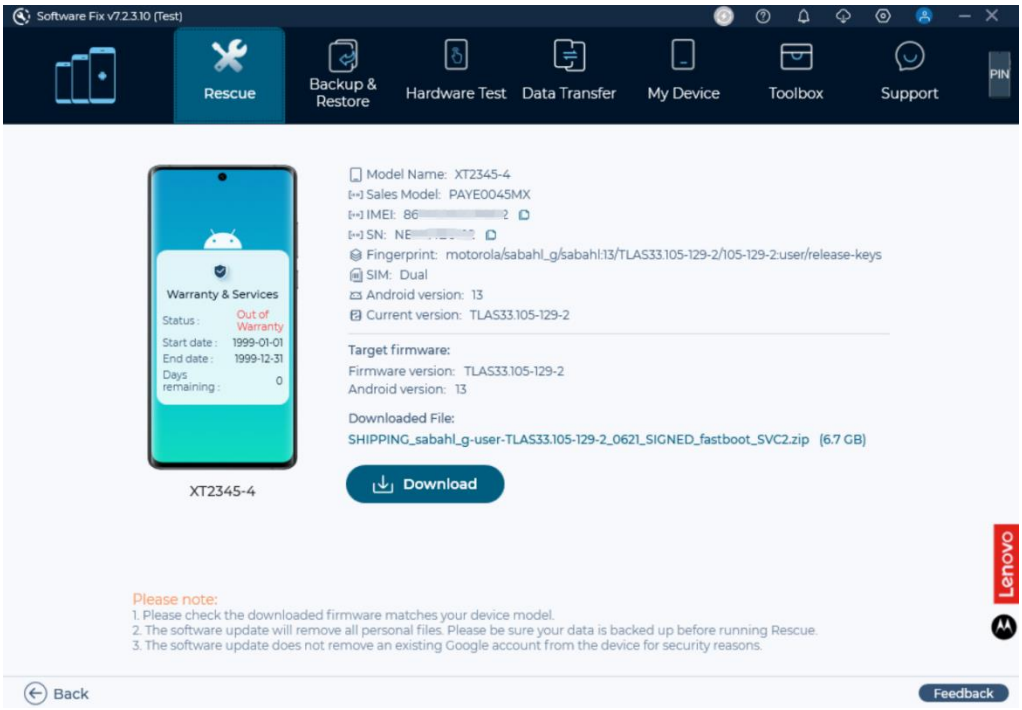
Click the Yes button in the restore pop-up window to switch to the backup and restore page to restore the backed-up files.

Fastboot Mode Rescue

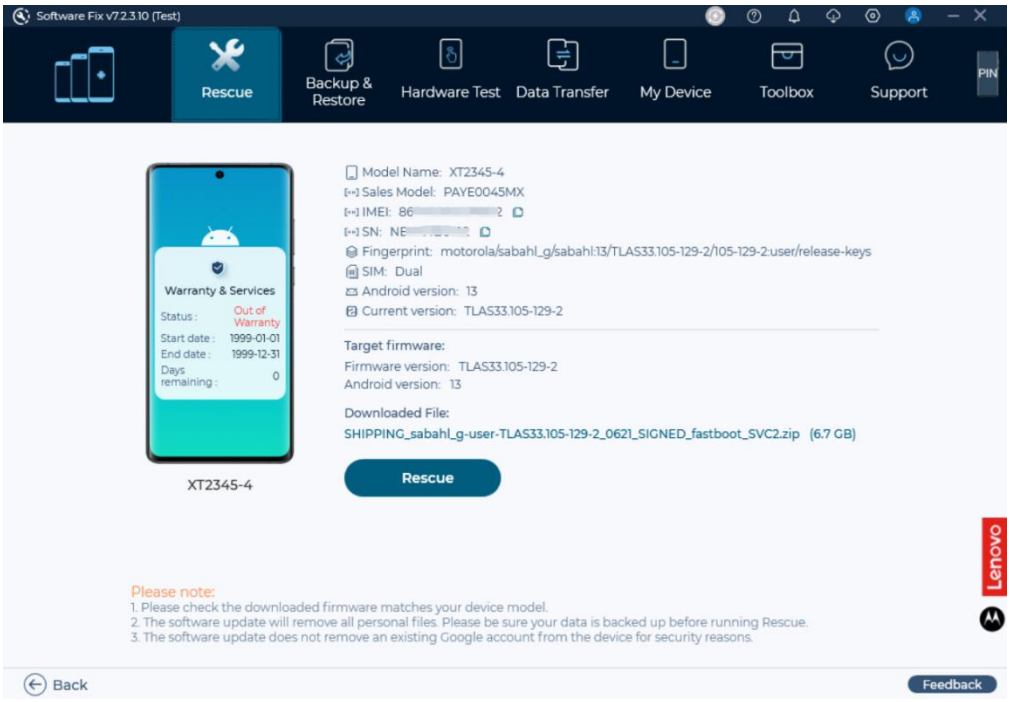
Click on the "Fastboot Connection" button on the Phone Rescue page. This will display the instructions for connecting a fastboot device.



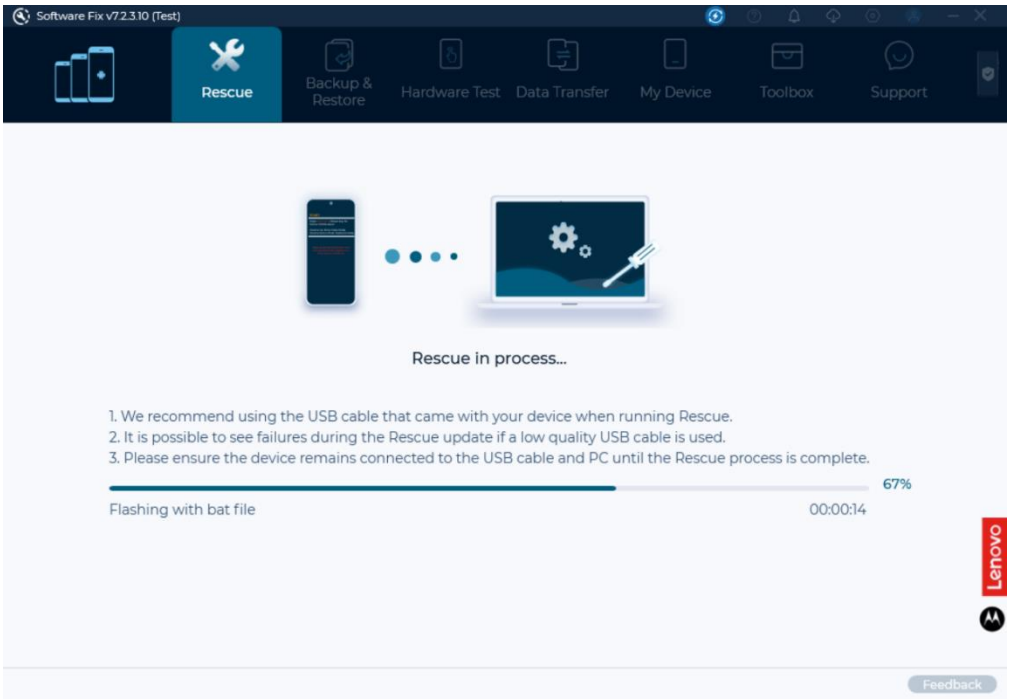
If it is a supported model and there is one matched firmware, a similar display will appear as follow:



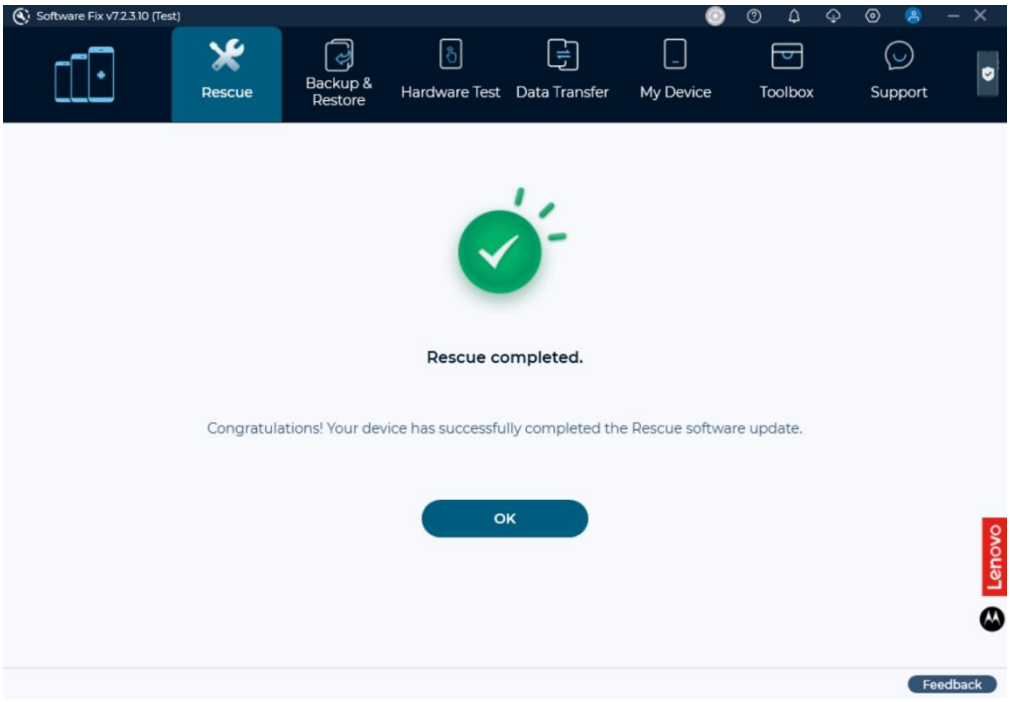
Click on the "Download" button to initiate the download of the firmware. Once the download is complete, click on the "Rescue" button to proceed with the device rescue process.



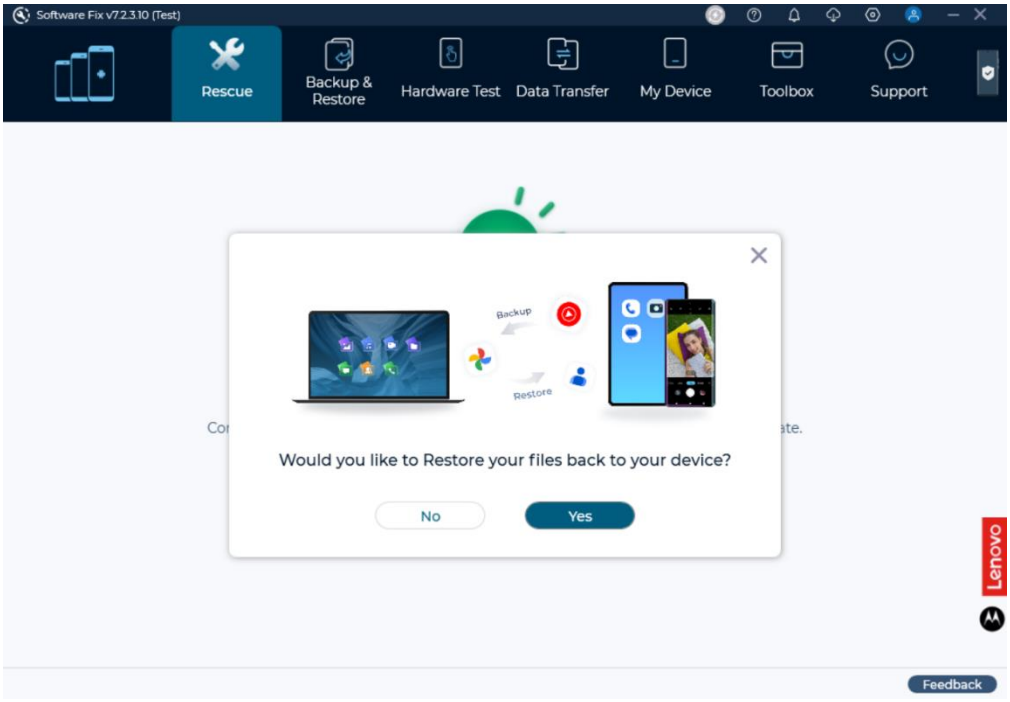
Click “Rescue”, it will begin to rescue, and the progress bar will appear.



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

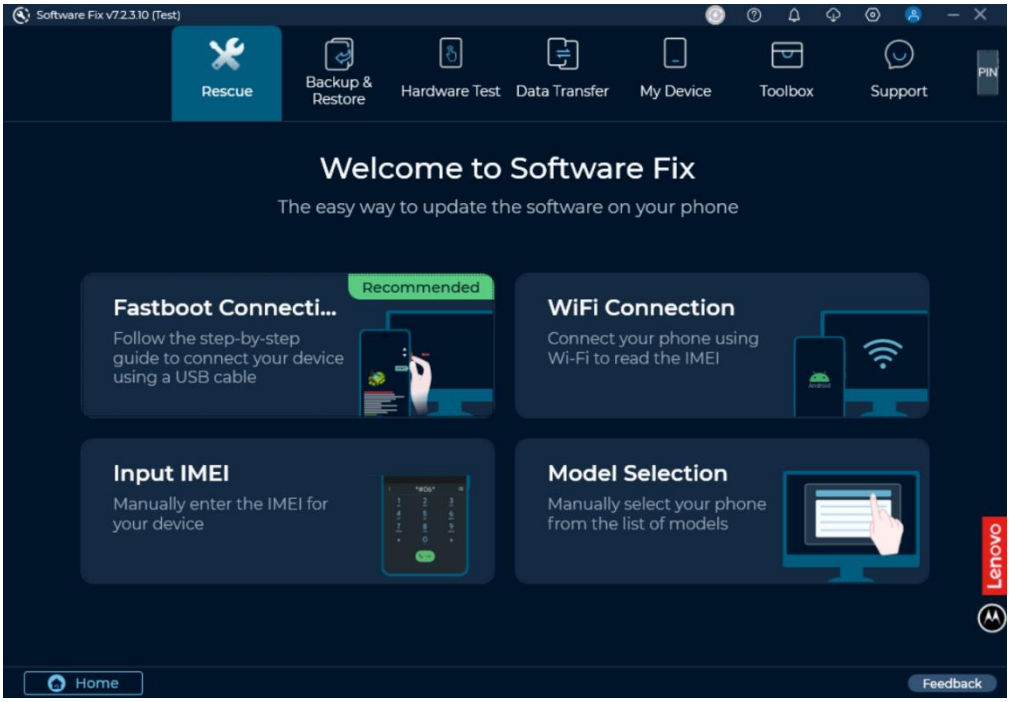


If you have successfully backed up the files within 24 hours, click the OK button on the Flashing Finish screen, and the Restore Files prompt box will pop up.

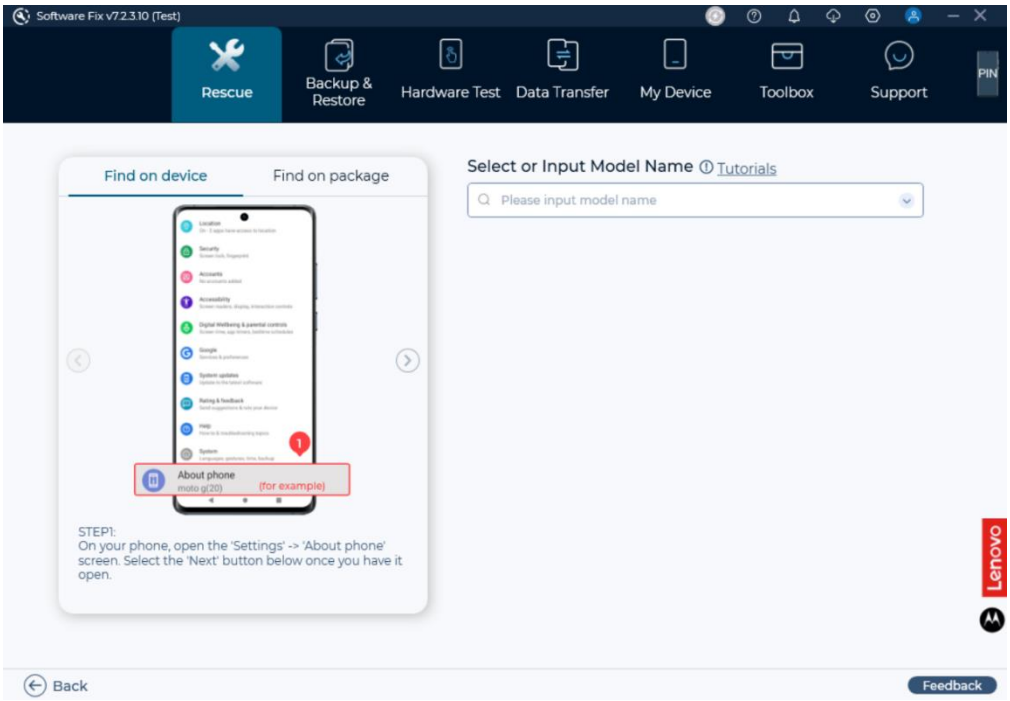


Click the Yes button in the restore pop-up window to switch to the backup and restore page to restore the backed-up files.

Manual selection Rescue

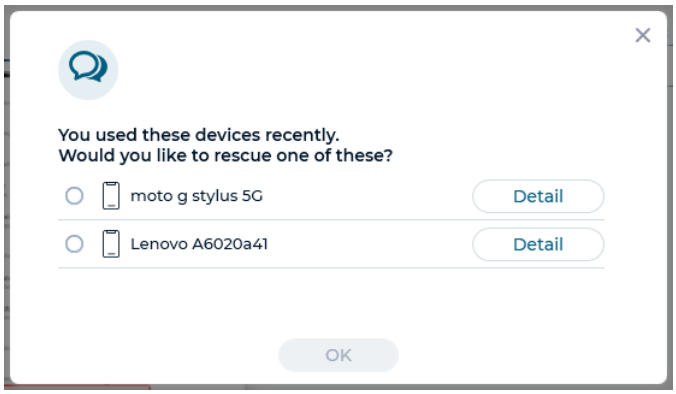


Click on "Model Selection" to access the Phone's Manual Selection page.

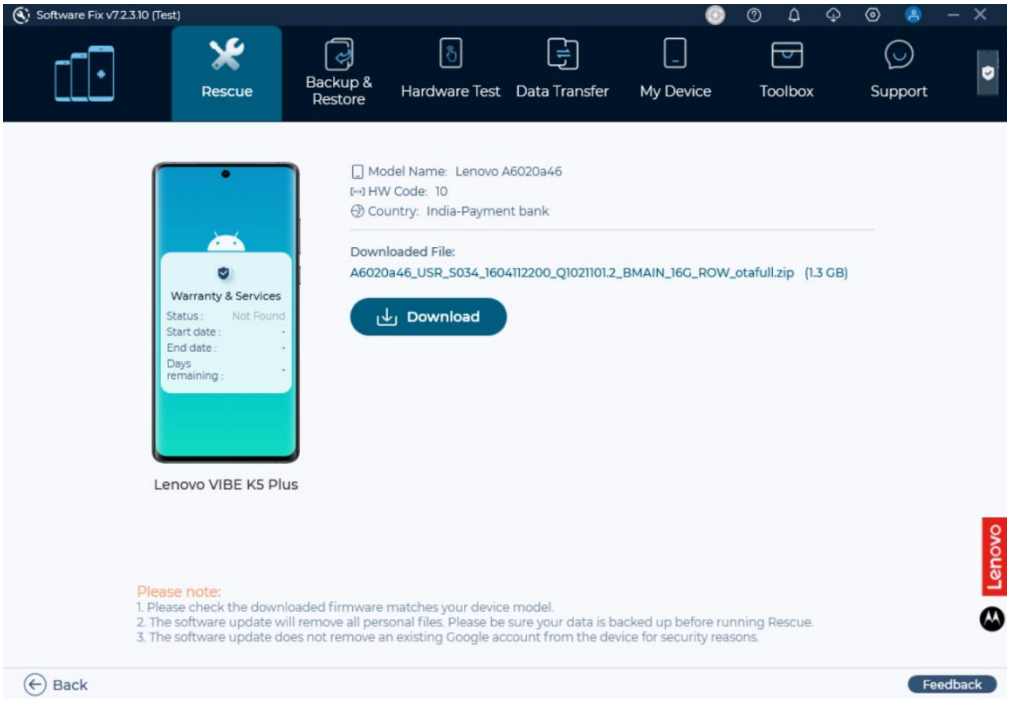


When you first enter the Manual selection page and have registered any device(s), a pop-up box titled "You used these devices recently. Would you like to rescue one of these?" will appear. Select the device that you wish

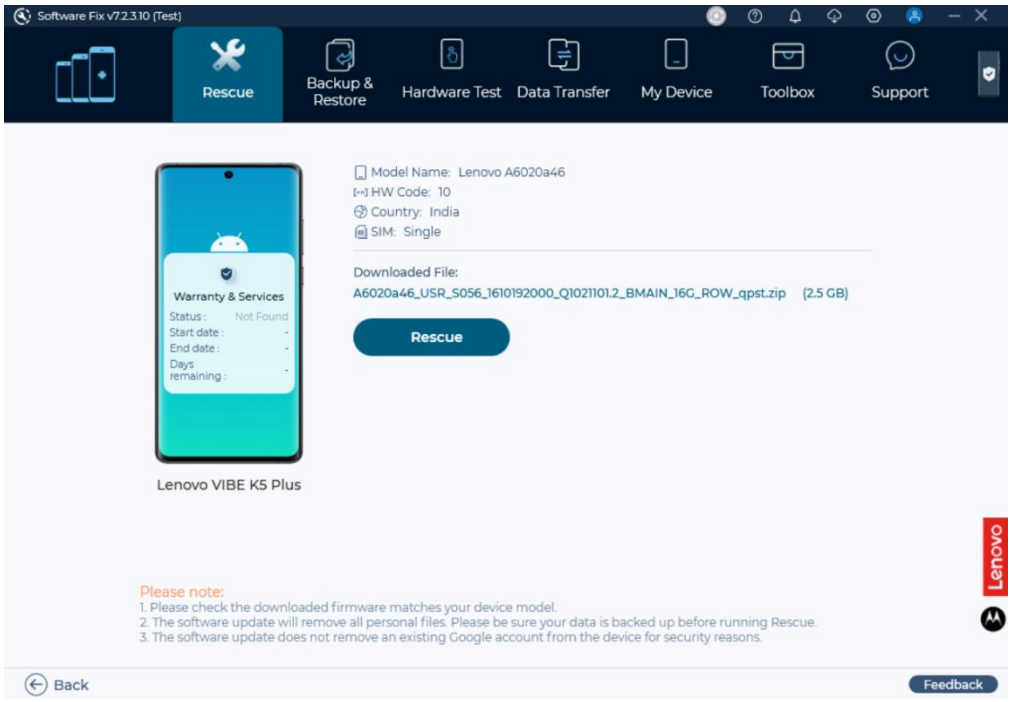
to rescue from the list provided. The Software Fix client will then automatically match the selected device's product name and model name.



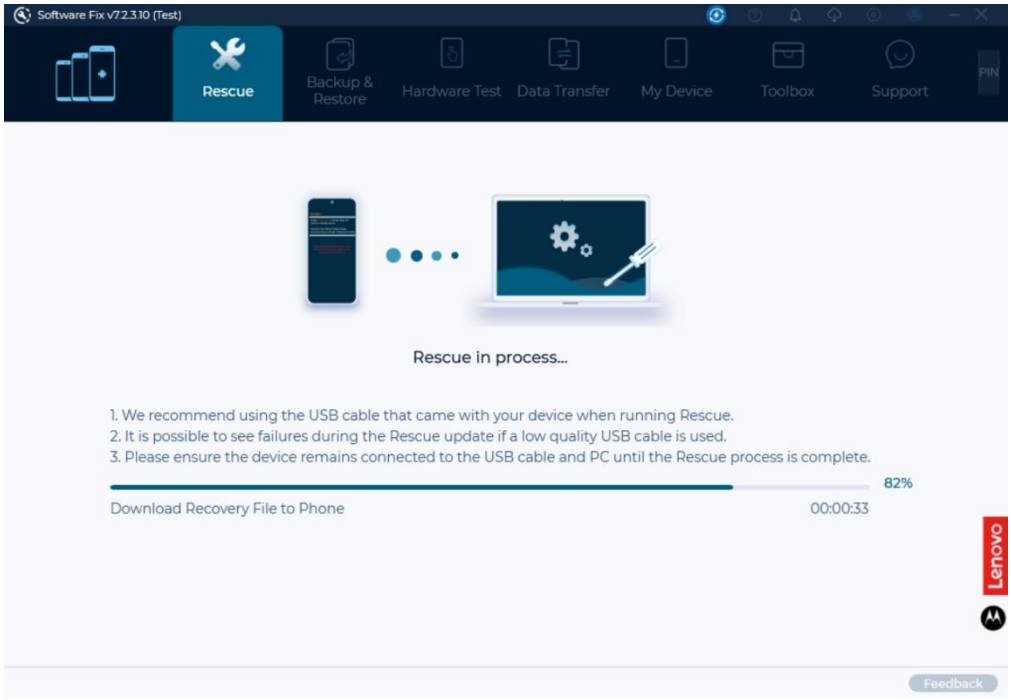
To enter the Phone's manual selection page, select the product name and model name in the "Product Name" and "Model Name" boxes. If it cannot match the ROM image, enter other parameters such as HW Code, SIM count, or country. Once the ROM image is matched, click the "Download" button to initiate the download process.



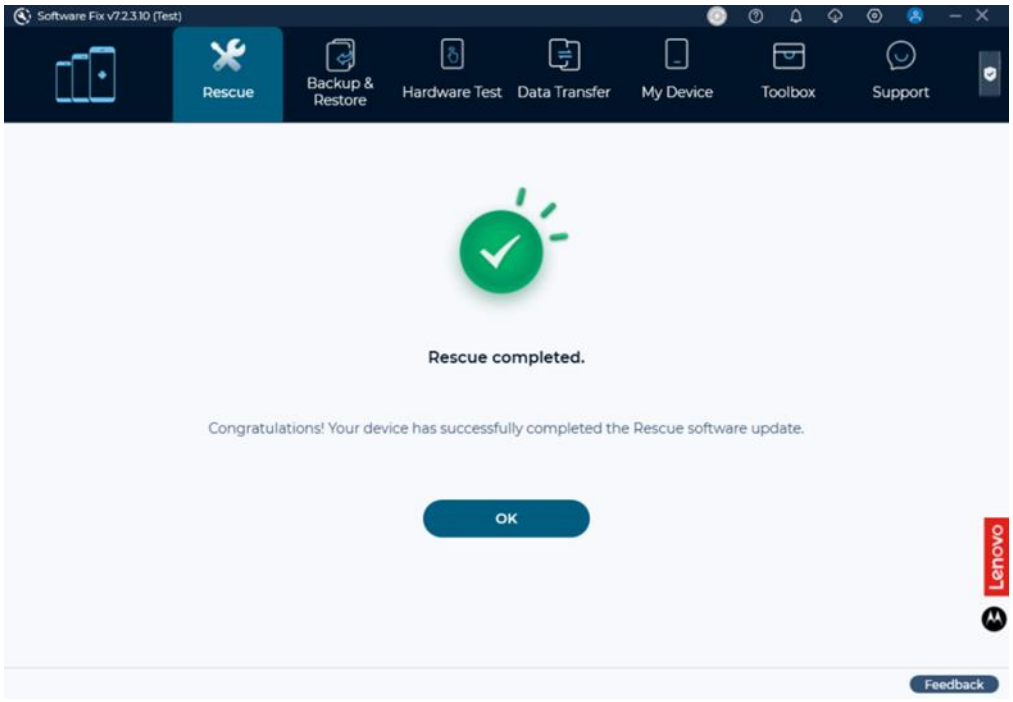
The “Rescue” button will be highlighted after the firmware is downloaded completely.



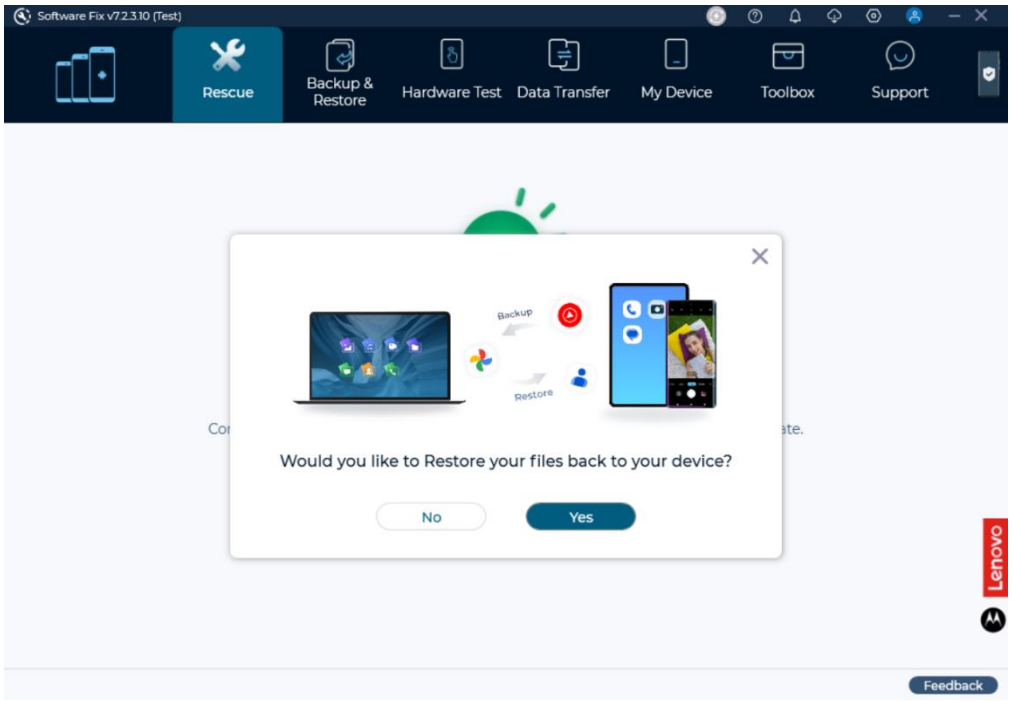
Click “Rescue” button, it will begin to rescue, and the progress bar will appear:



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



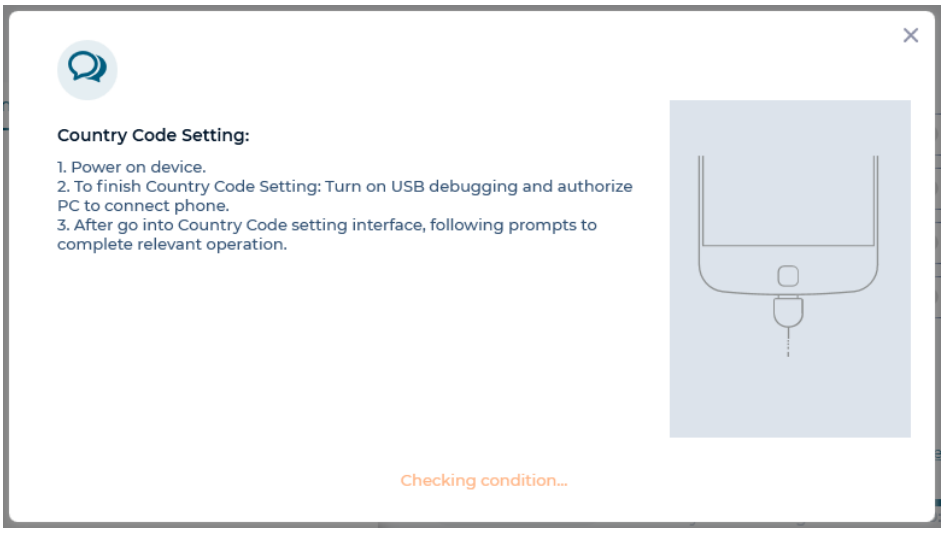
If you have successfully backed up the files within 24 hours, click the OK button on the Flashing Finish screen, and the Restore Files prompt box will pop up.



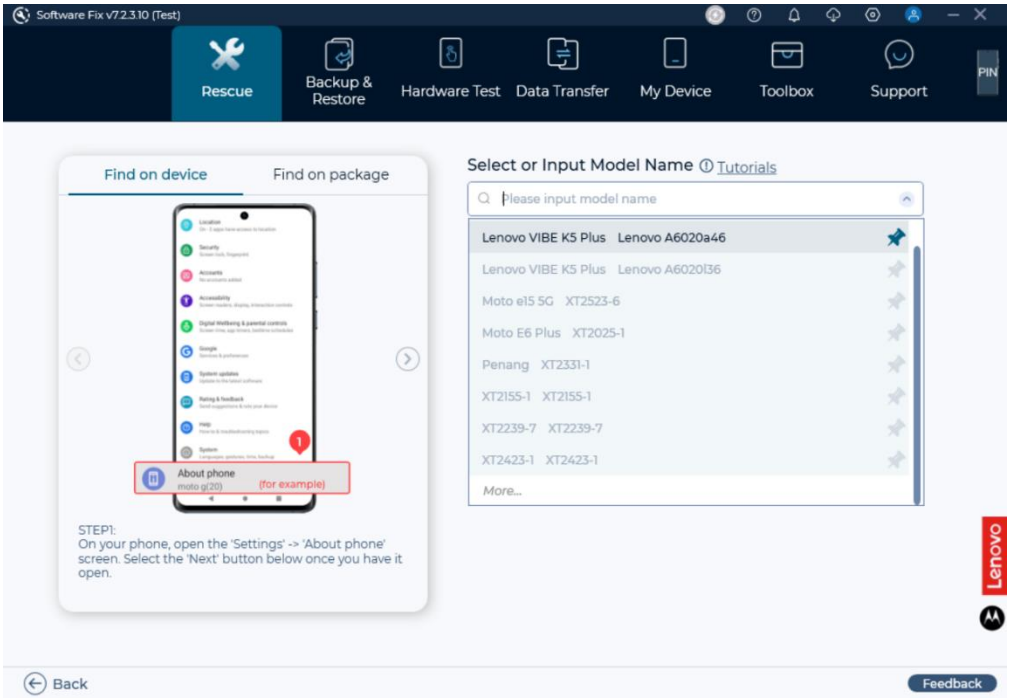
Click the Yes button in the restore pop-up window to switch to the backup and restore page to restore the backed-up files.

Country Code Setting:

If the device requires a country code, the following dialog box will appear. Follow the on-screen instructions to operate the device and set the country code.

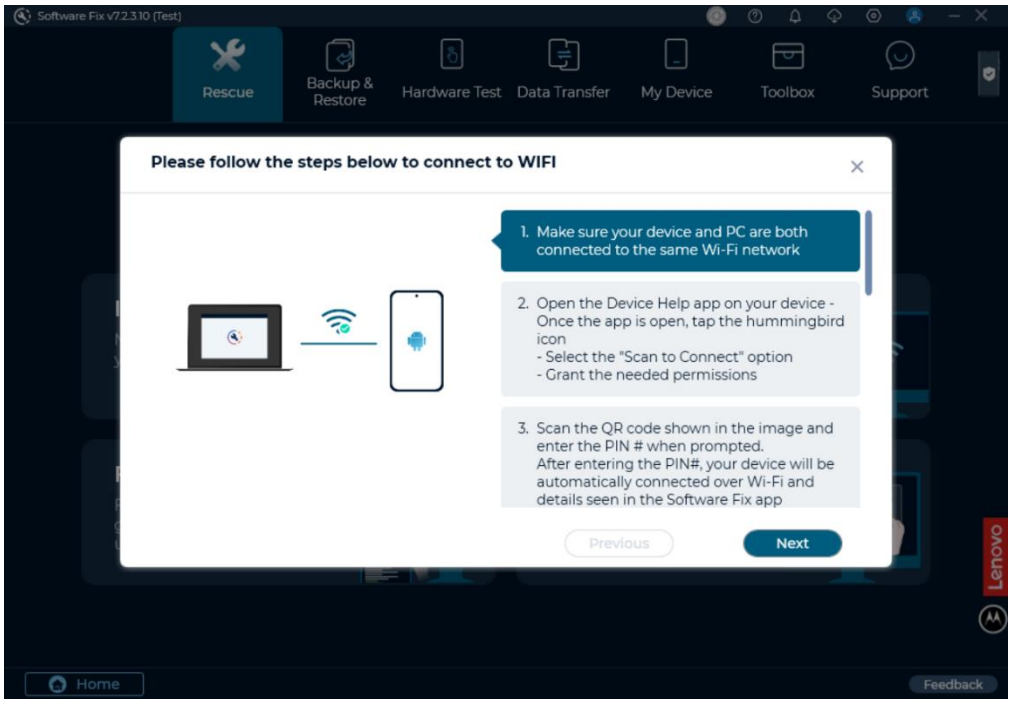


Note: After the device has been rescued, its product name will be displayed in the first line. You can click on the "Unpin from top" button to remove it from the top.

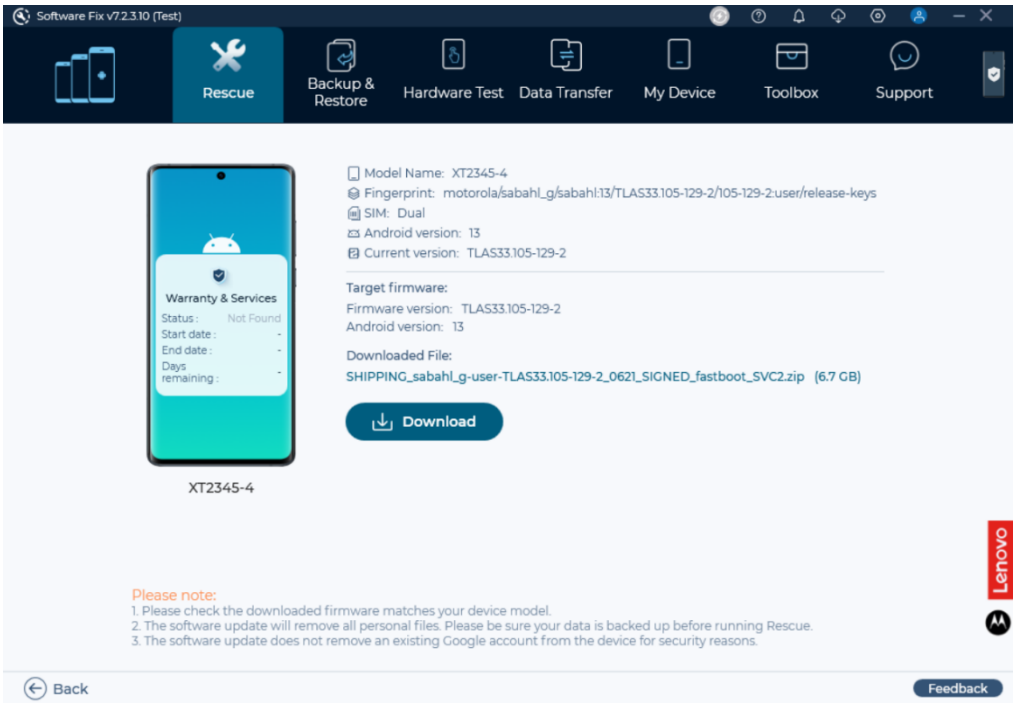


Wi-Fi Matching Rescue

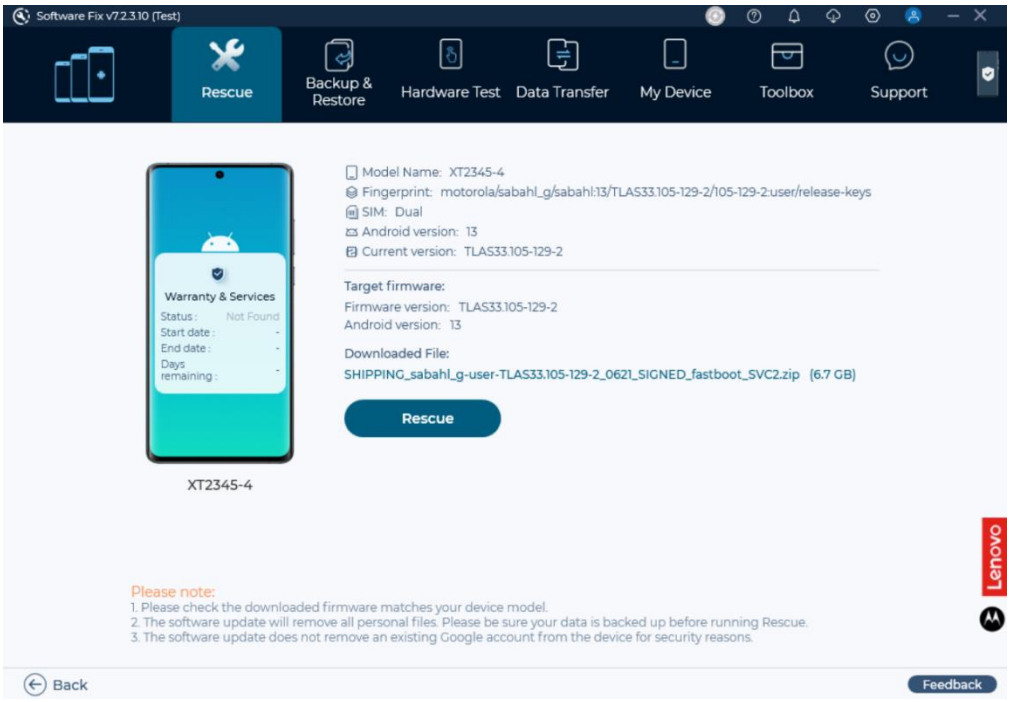
Click on "Wi-Fi Connection" on the match type page, and it will display the connection steps as follows:



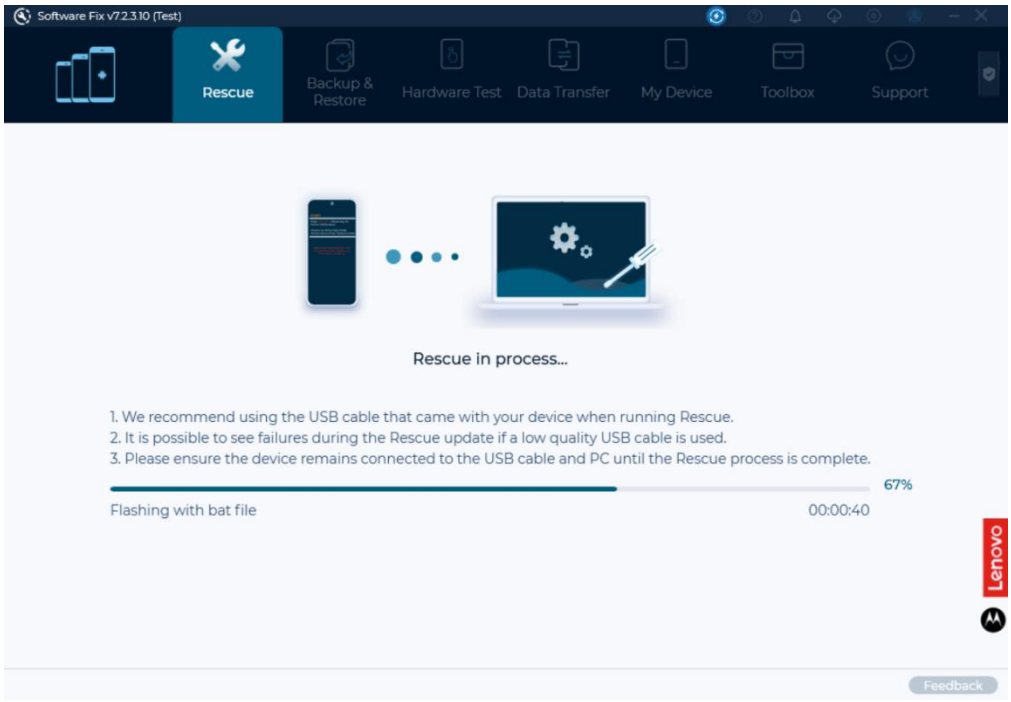
Connect the device to RSA over Wi-Fi, it will match the firmware automatically.



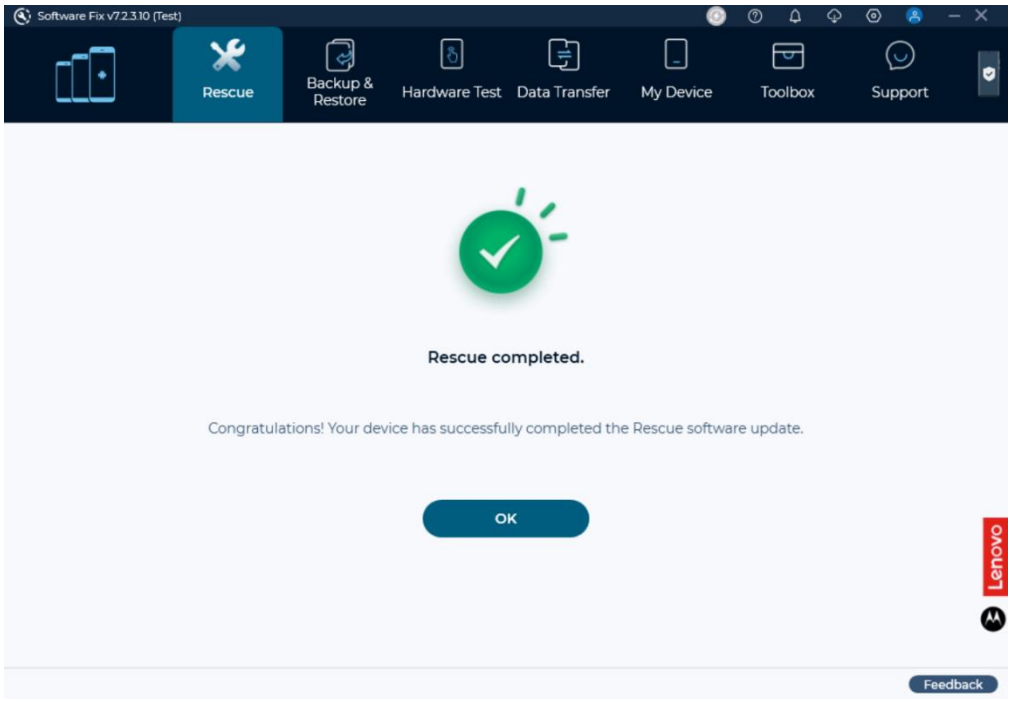
Click the "Download" button to download the firmware. Once the download is complete, the button will change to "Rescue".



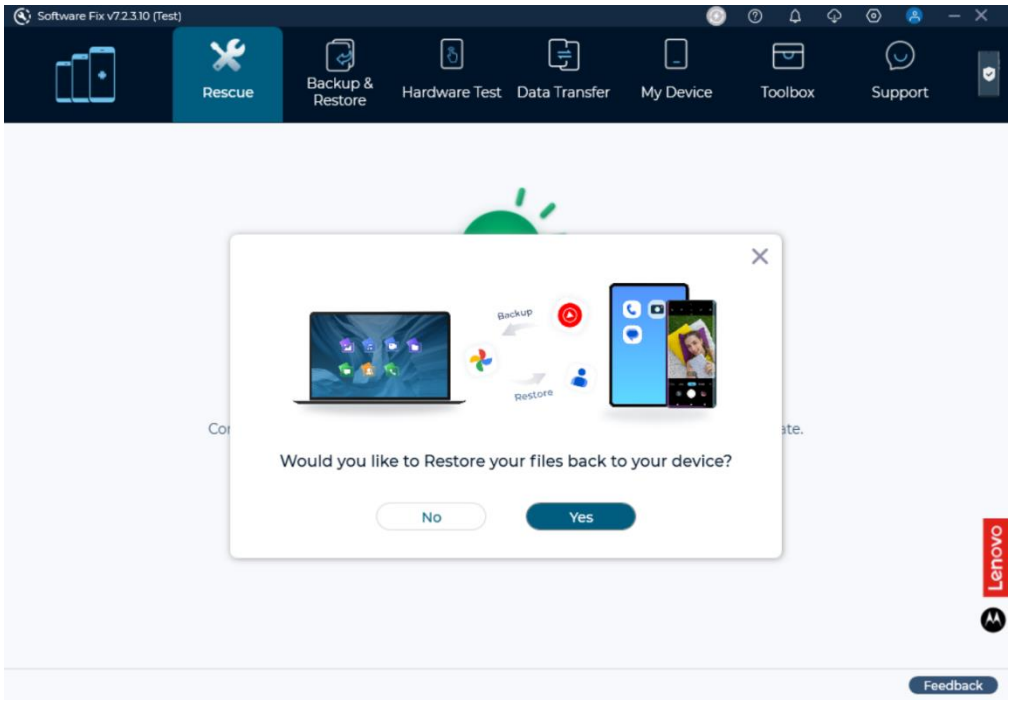
Click ‘Rescue’ and connect the device as instruction to flash device.



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



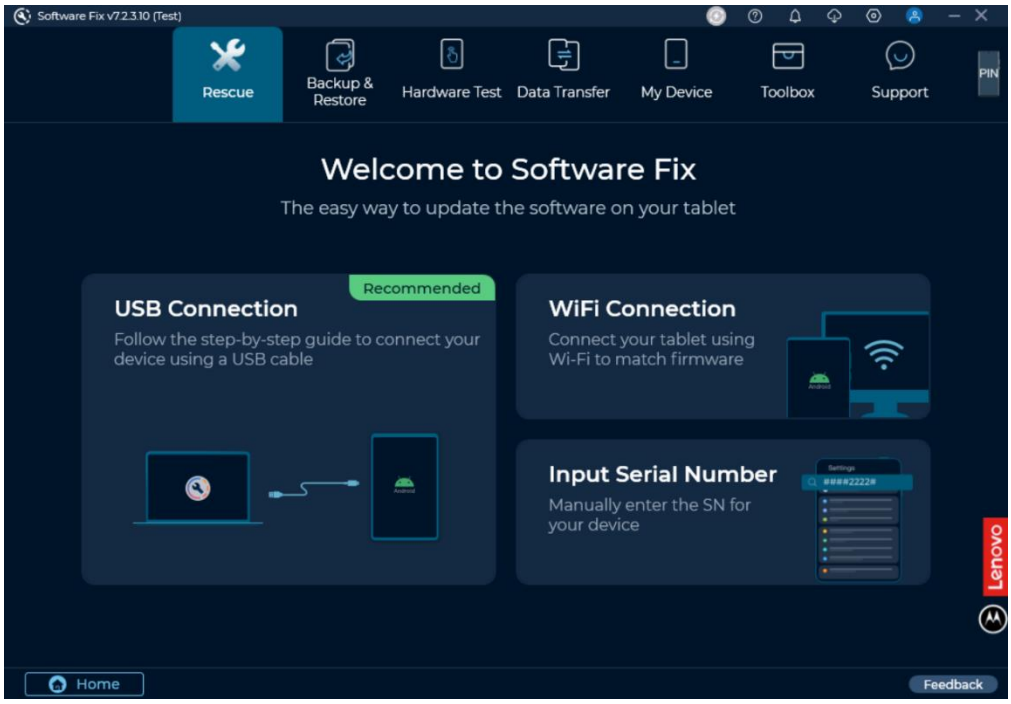
If you have successfully backed up the files within 24 hours, click the OK button on the Flashing Finish screen, and the Restore Files prompt box will pop up.



Click the Yes button in the restore pop-up window to switch to the backup and restore page to restore the backed-up files.

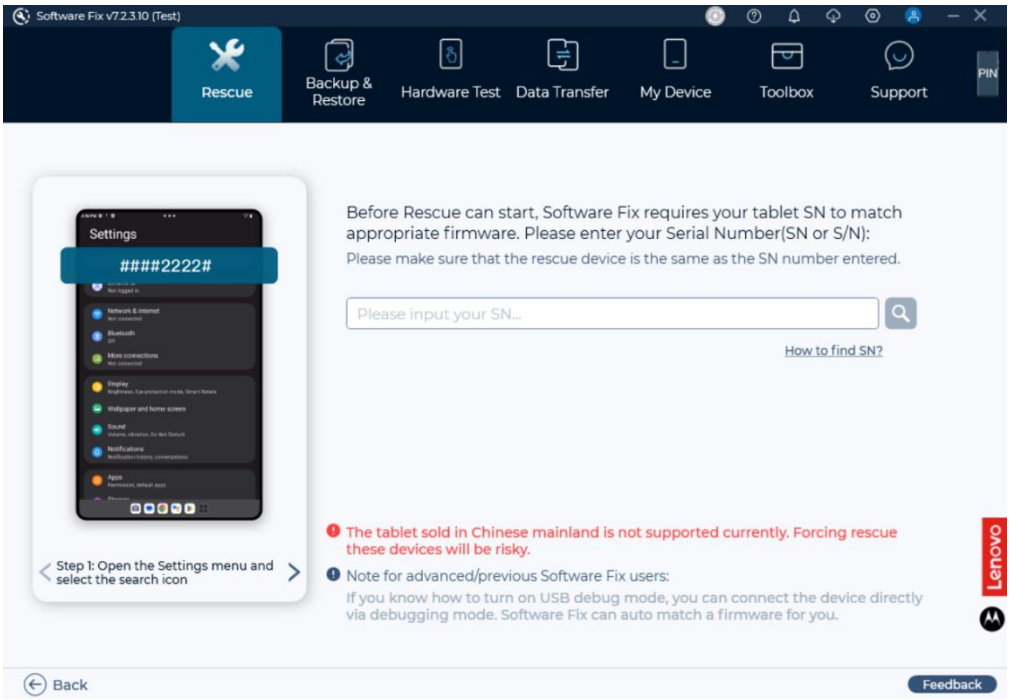
Tablet Rescue

Click “Tablet” button, it will show the match type to select.

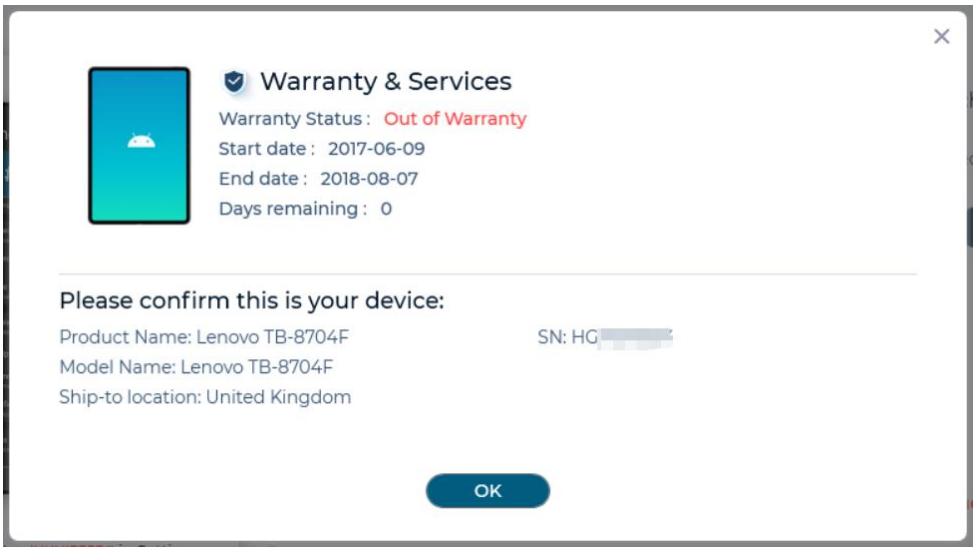


SN matching Rescue

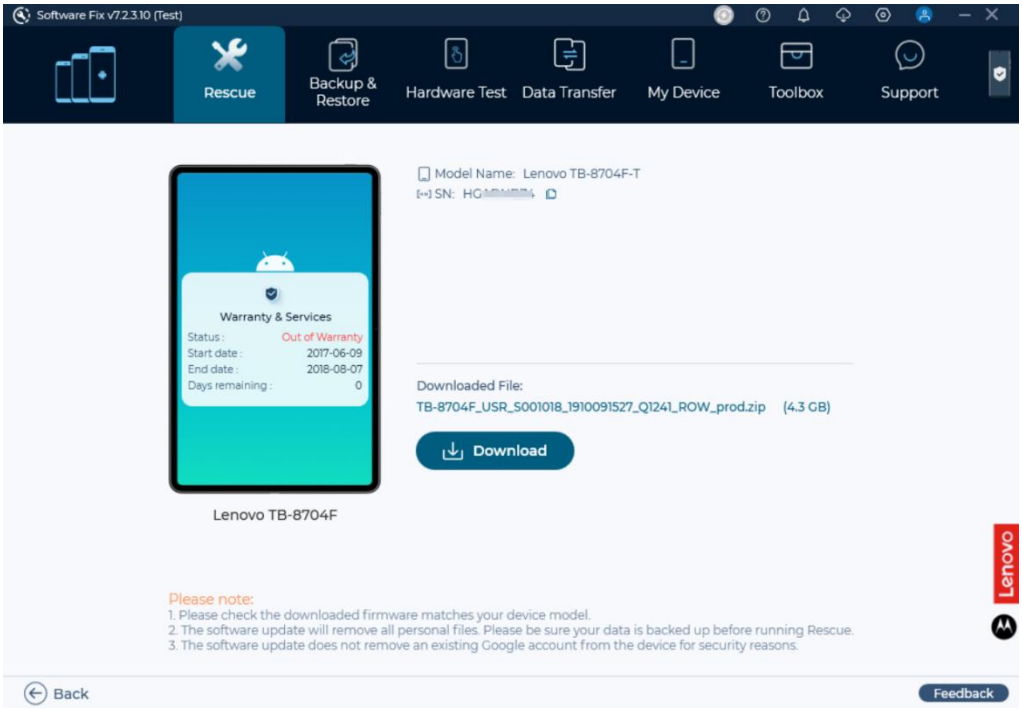
Click on the "Input Serial Number" button to display the SN detection page. Then, enter the SN number of the device that you wish to rescue into the input box provided.



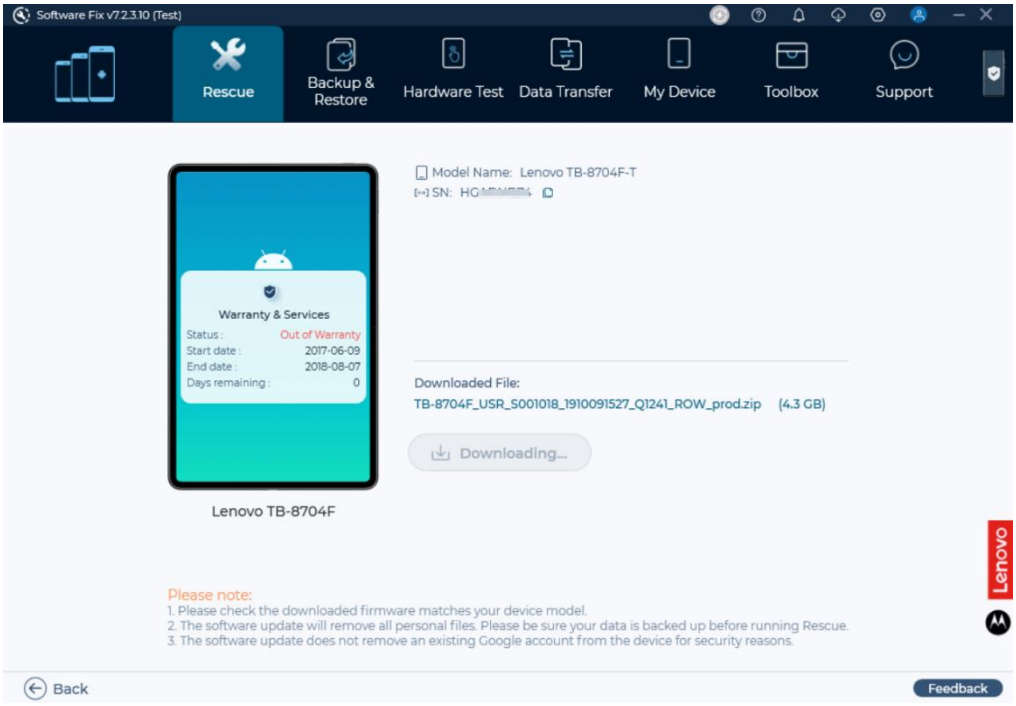
Enter the Serial Number of the device to be rescued in the input box. Click to search, it will show the result of matching if it can match a firmware.



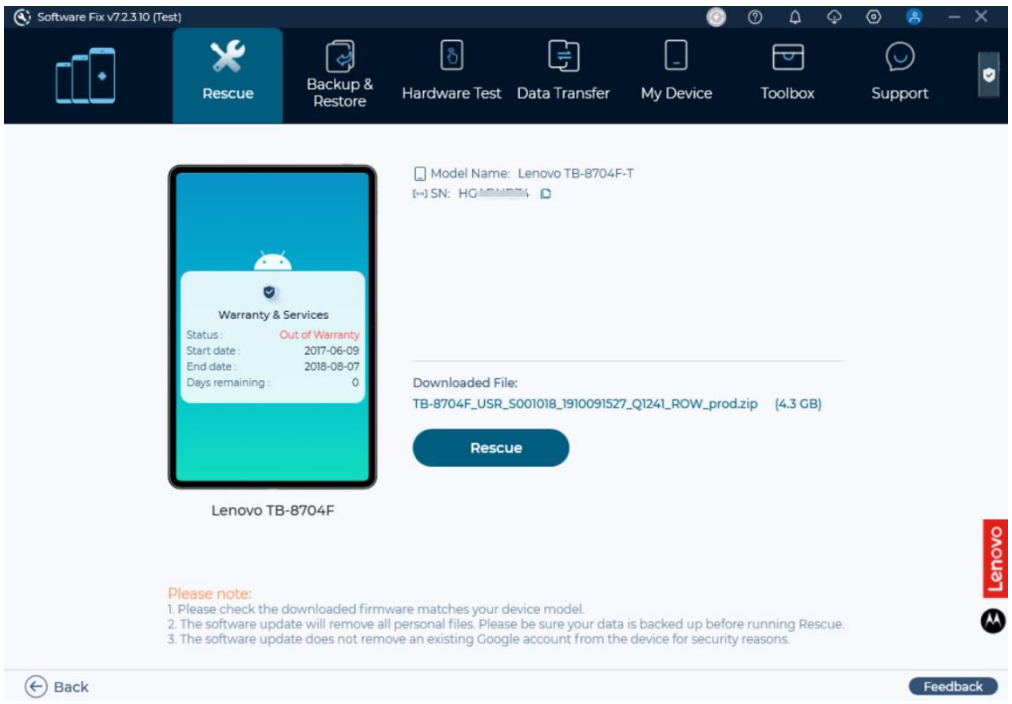
Click “OK” will enter the rescue page, click “Download” button to download the firmware.



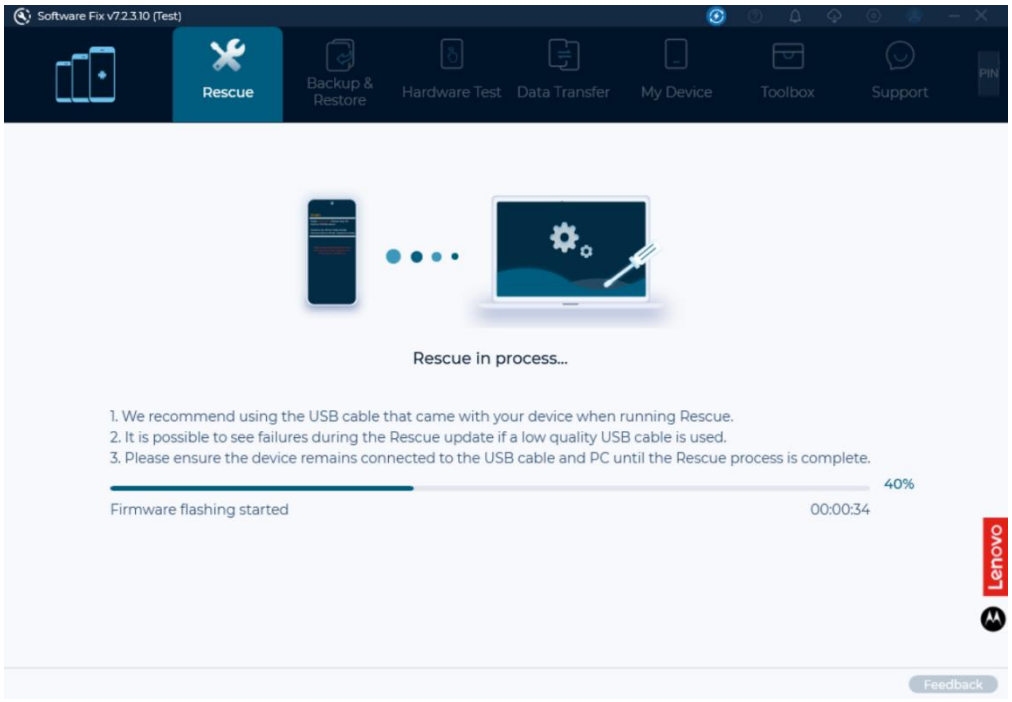
Downloading the firmware…



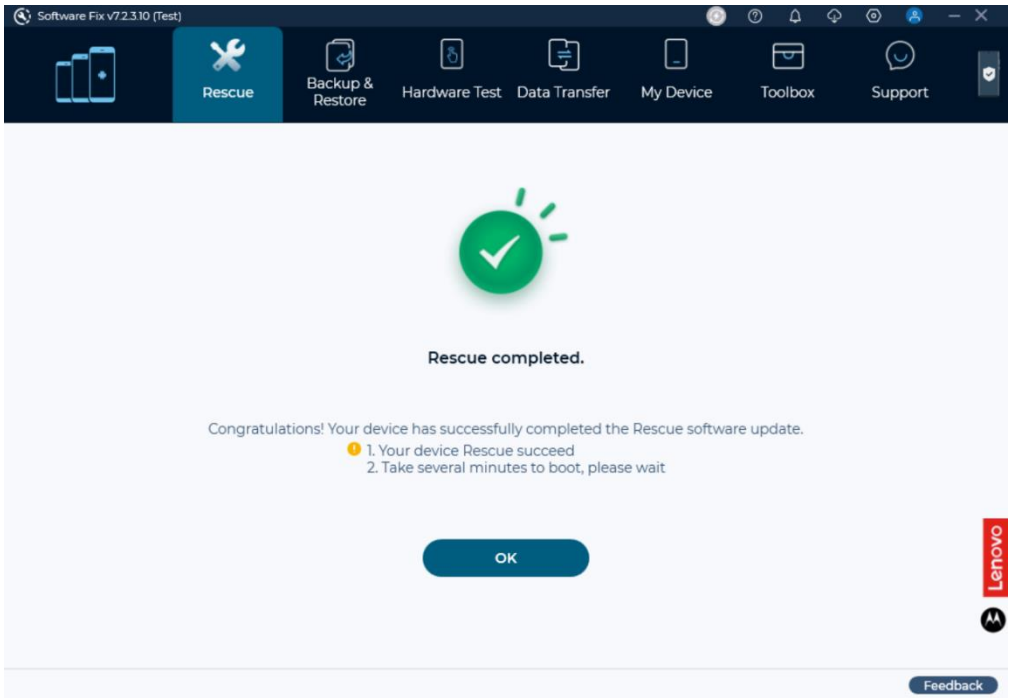
When firmware downloaded, the “Rescue” button will be displayed.



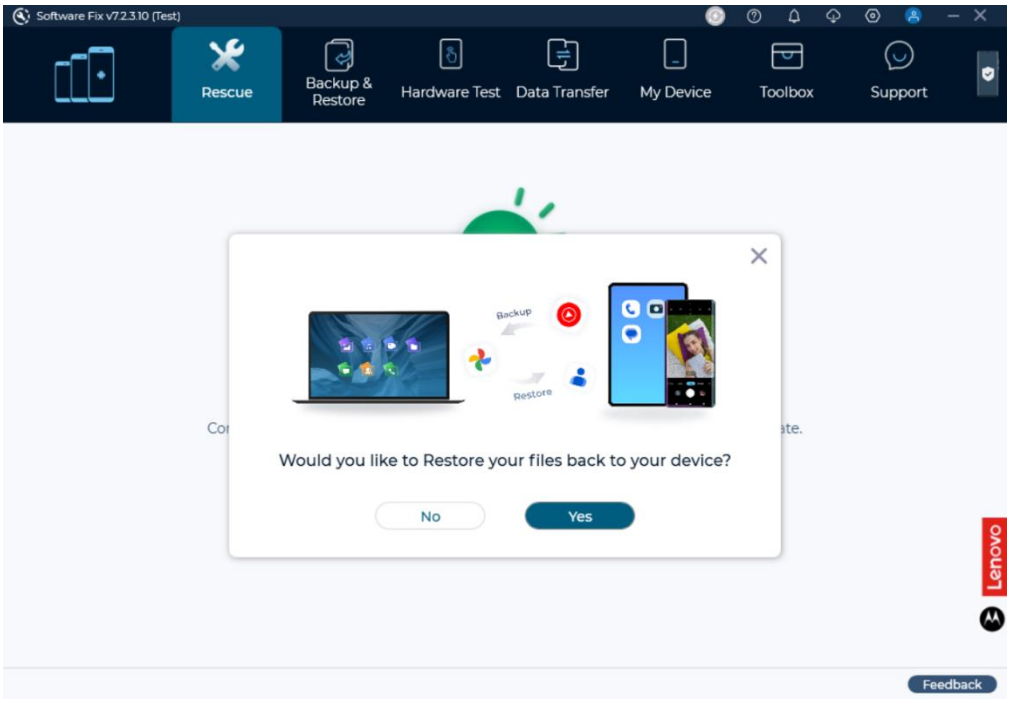
Click the “Rescue” button, it will begin to rescue. The progress bar will appear.



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



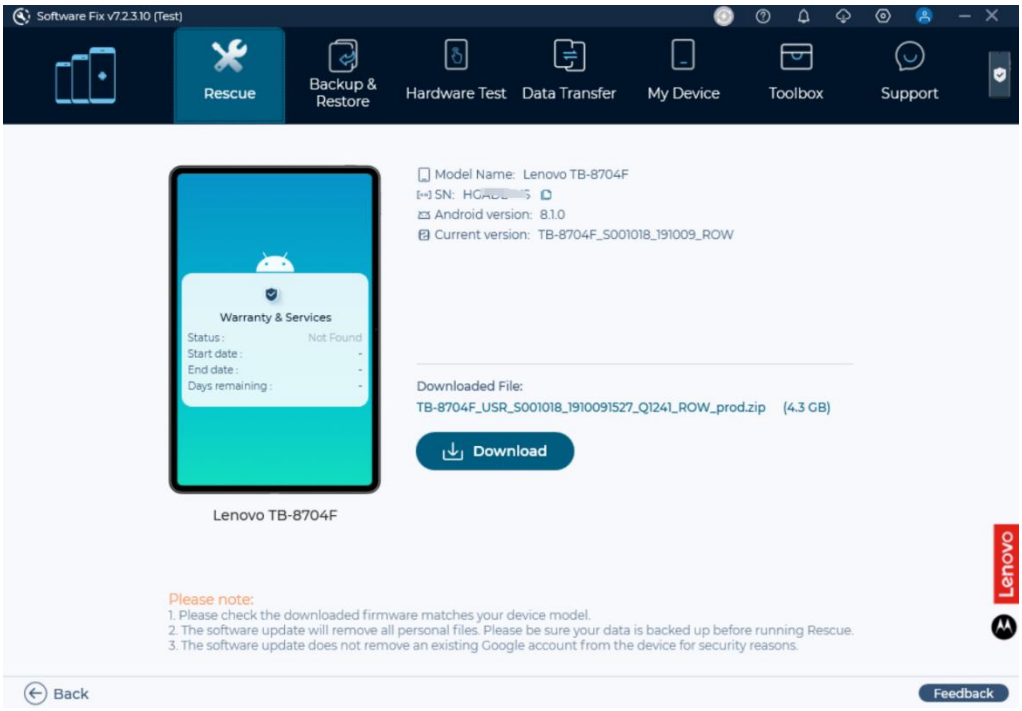
If you have successfully backed up the files within 24 hours, click the OK button on the Flashing Finish screen, and the Restore Files prompt box will pop up.



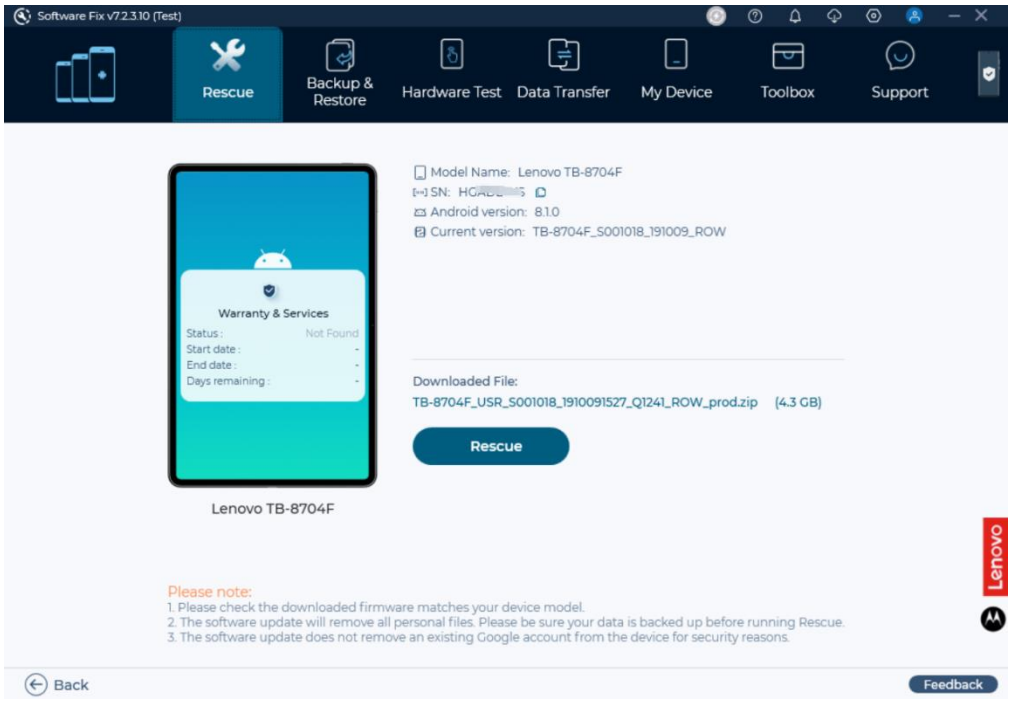
Click the Yes button in the restore pop-up window to switch to the backup and restore page to restore the backed-up files.

USB Debugging Mode Rescue

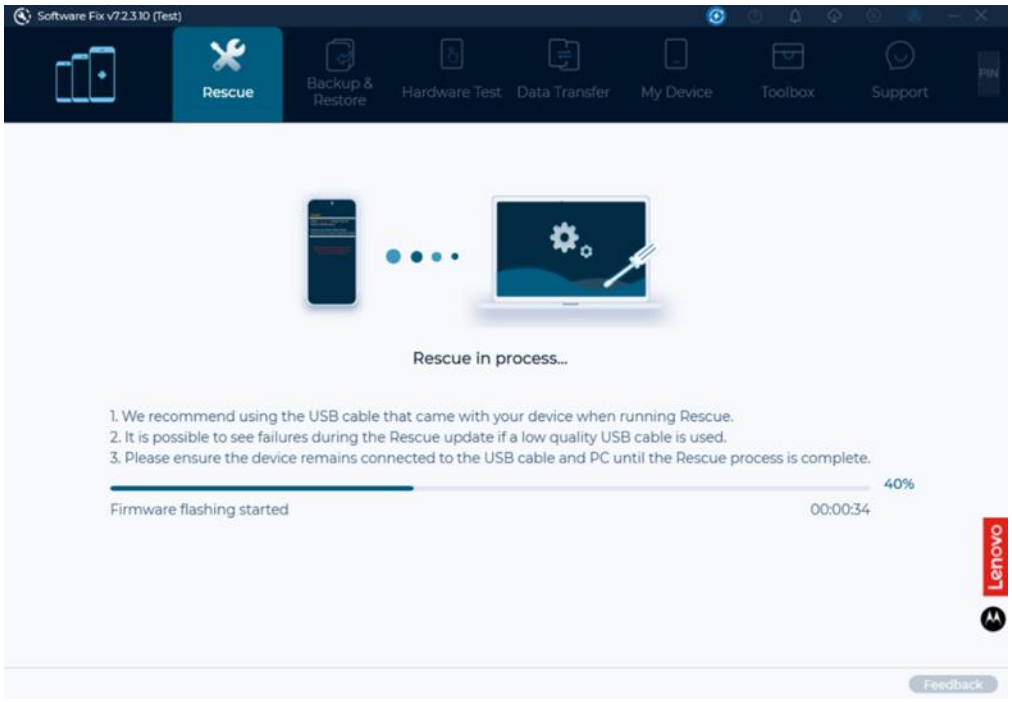
Click ‘USB Connection’ and follow the steps to connect to the device. A display like the following will appear. You can click the download button to download the firmware.



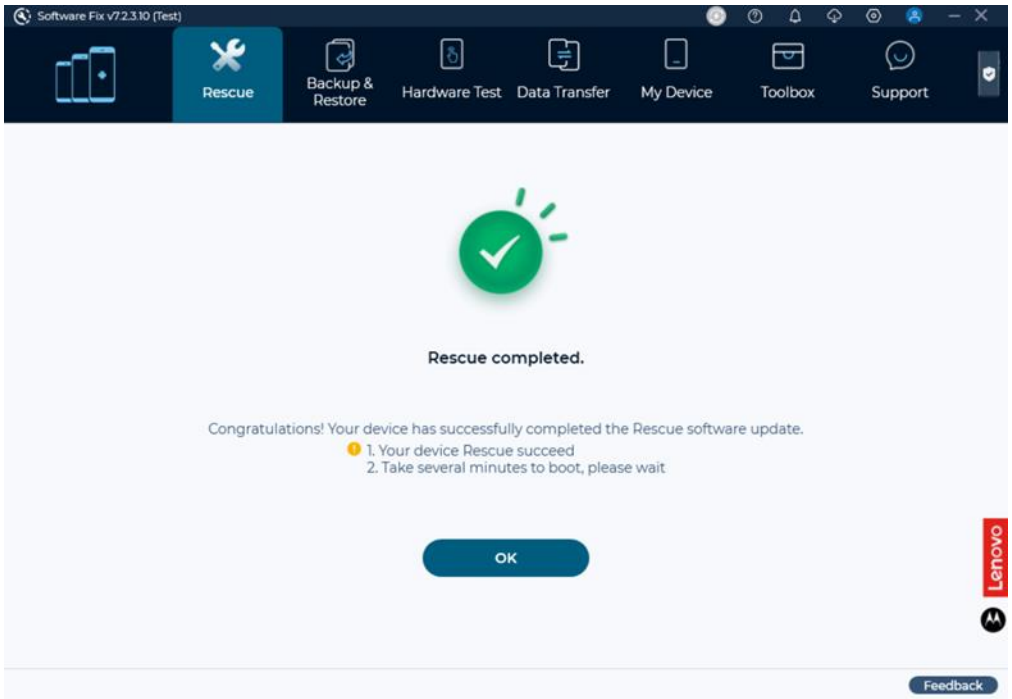
When the firmware downloads complete, you can click the “Rescue” button to rescue device.



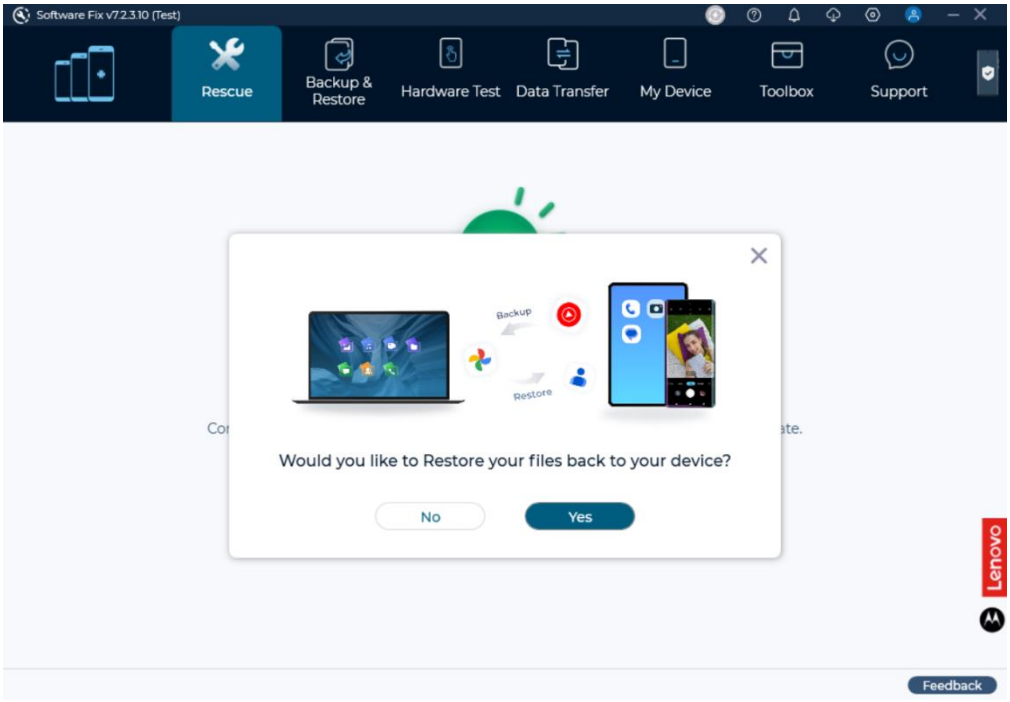
Disconnect your device and reconnect it following the on-screen prompts. The flashing process will commence, followed by the appearance of a progress bar as shown below:



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



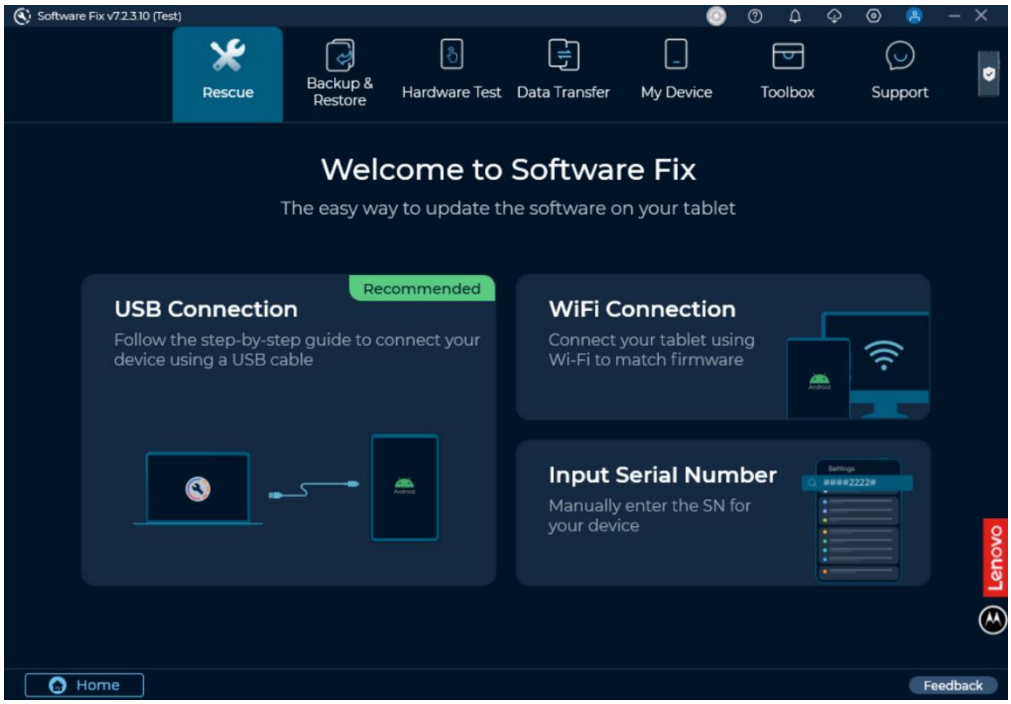
If you have successfully backed up the files within 24 hours, click the OK button on the Flashing Finish screen, and the Restore Files prompt box will pop up.



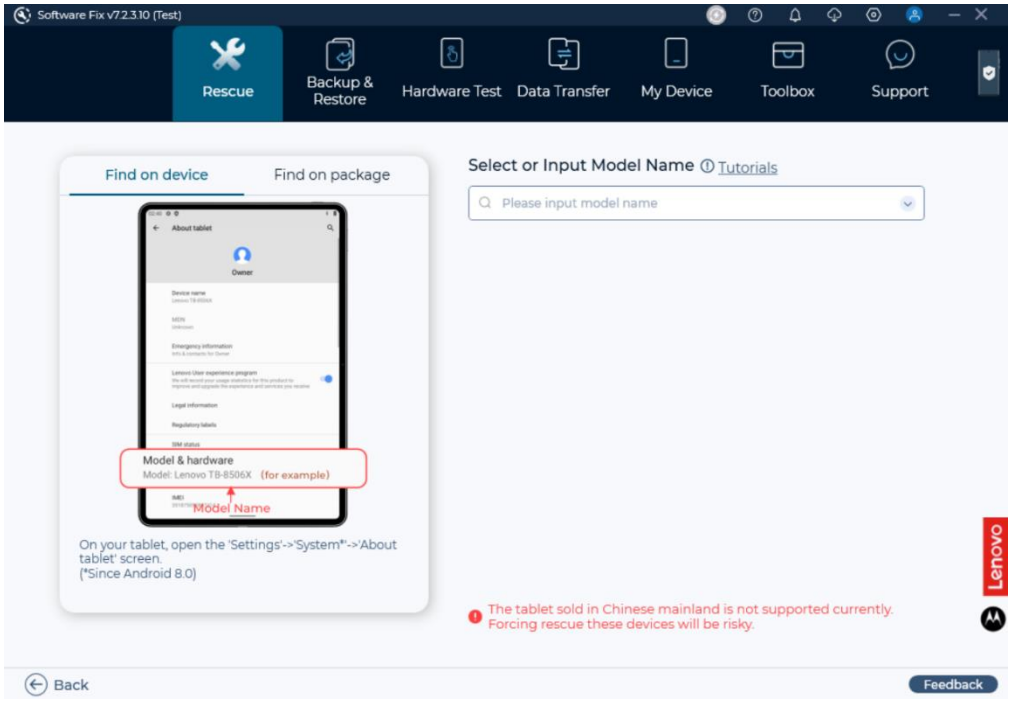
Click the Yes button in the restore pop-up window to switch to the backup and restore page to restore the backed-up files.

Manual selection rescue

Click “Tablet” button, it will show the match type to select.



Click ‘Input Serial Number’ and then click ‘How to find SN?’ → ‘Manual Selection’, it will enter tablet manual selection page.

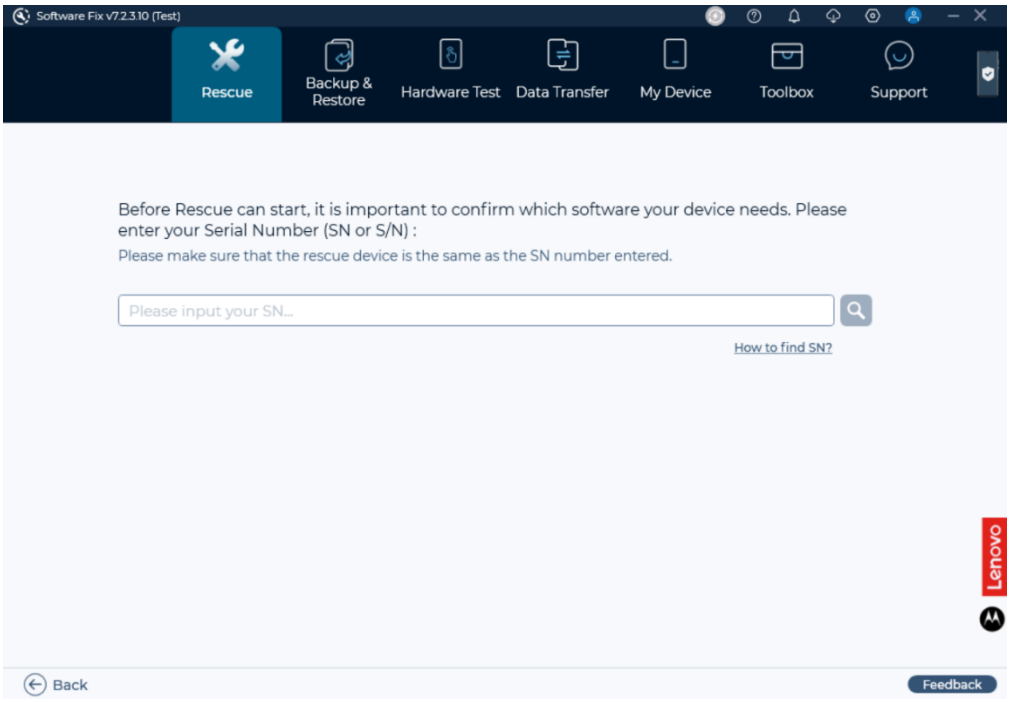


The rescue step is similar with the manual selection rescue of phone rescue. The specific content is in 5.1.1.3.

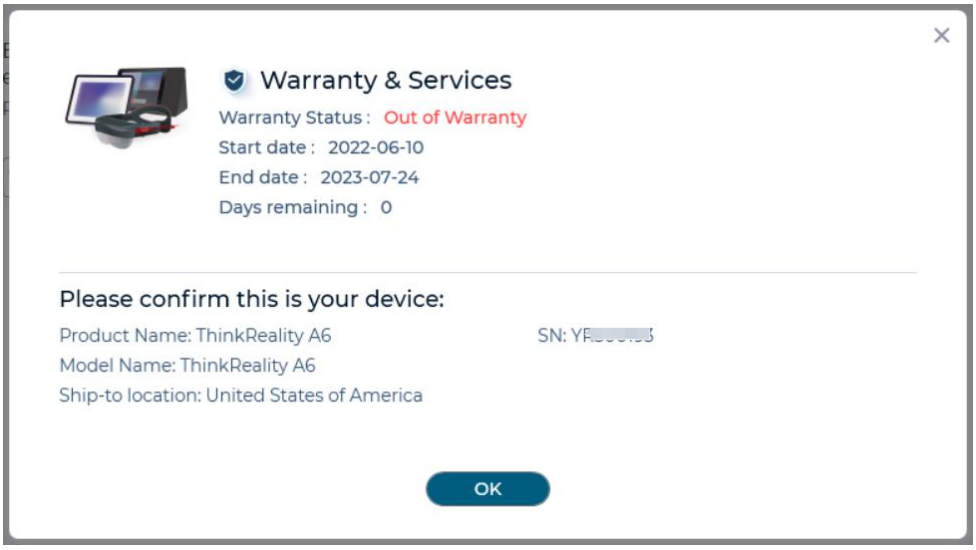
Smart Device Rescue

SN matching Rescue

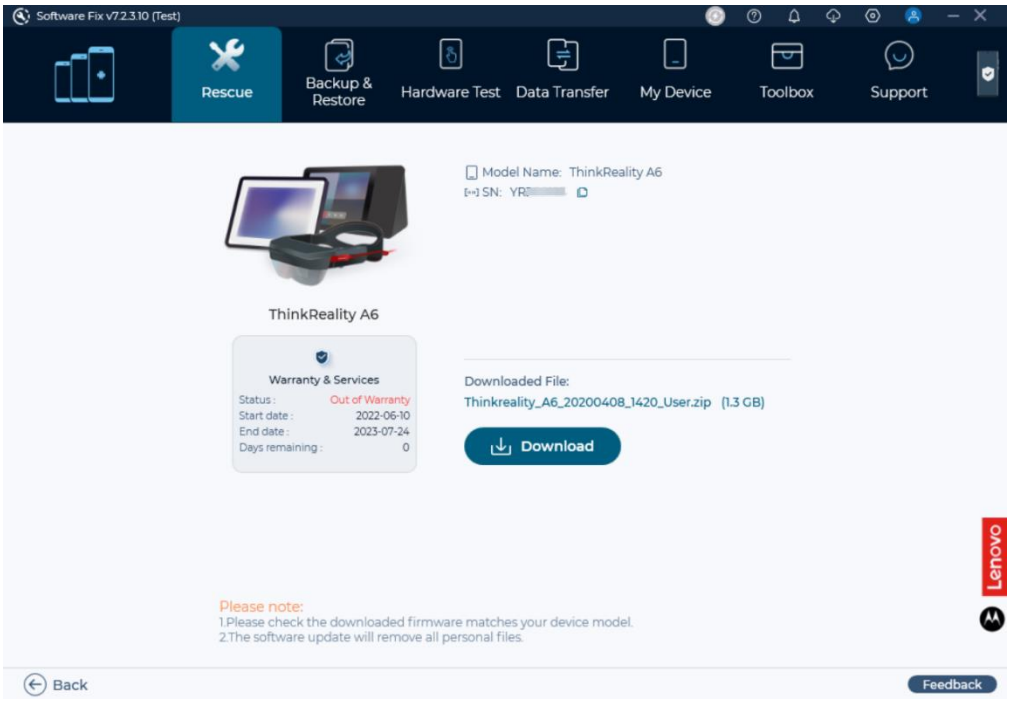
Click on the "Smart Device" button to access the SN detection page. Then, enter the serial number of the device you wish to rescue into the input box.



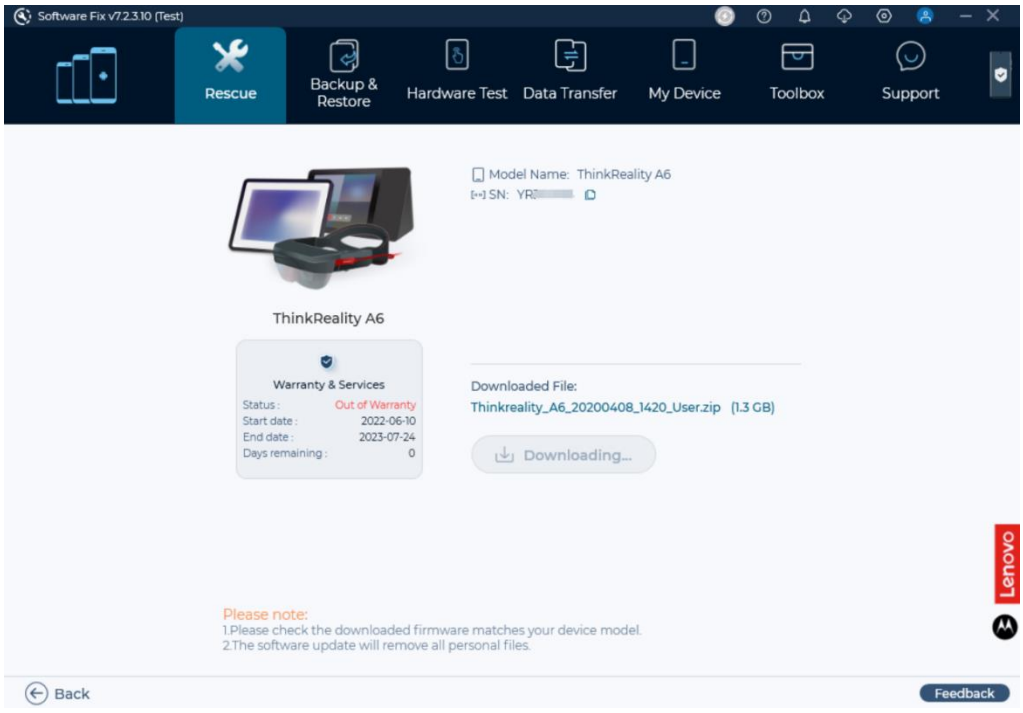
Click  to search, it will show the result of matching firmware.



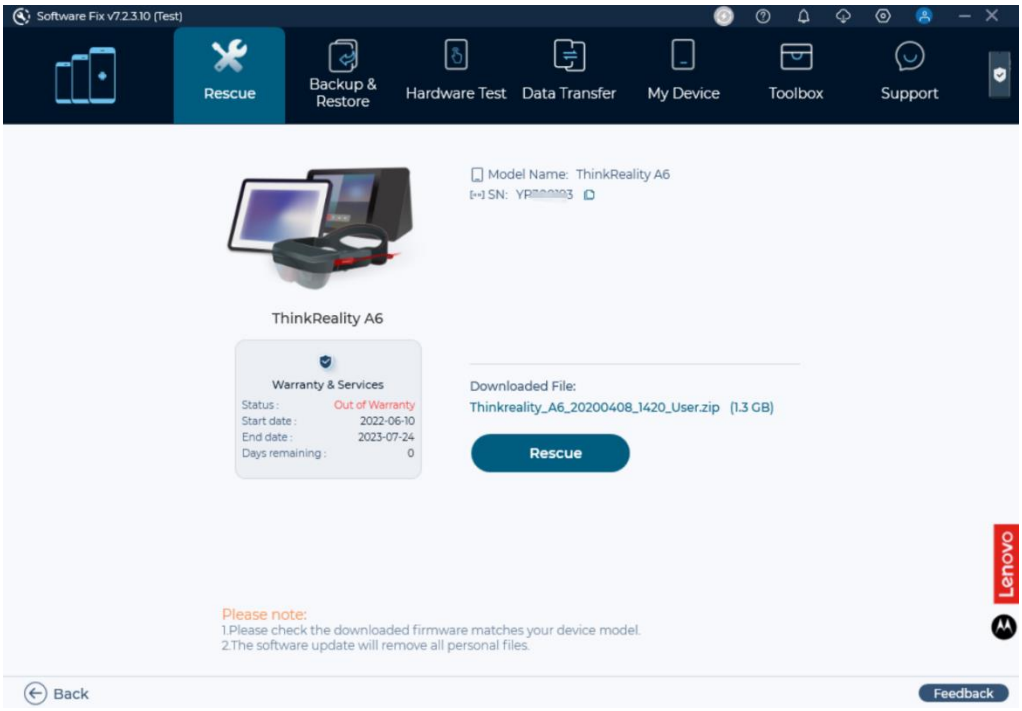
Click “OK” will enter the rescue page, click “Download” button to download the firmware.



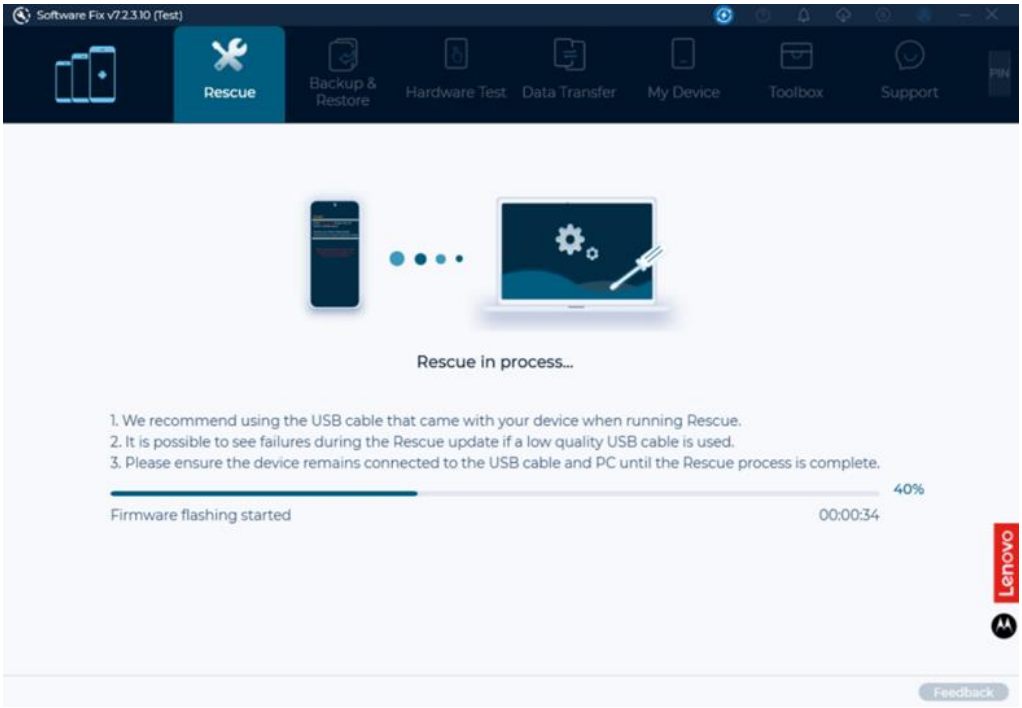
Downloading the firmware…



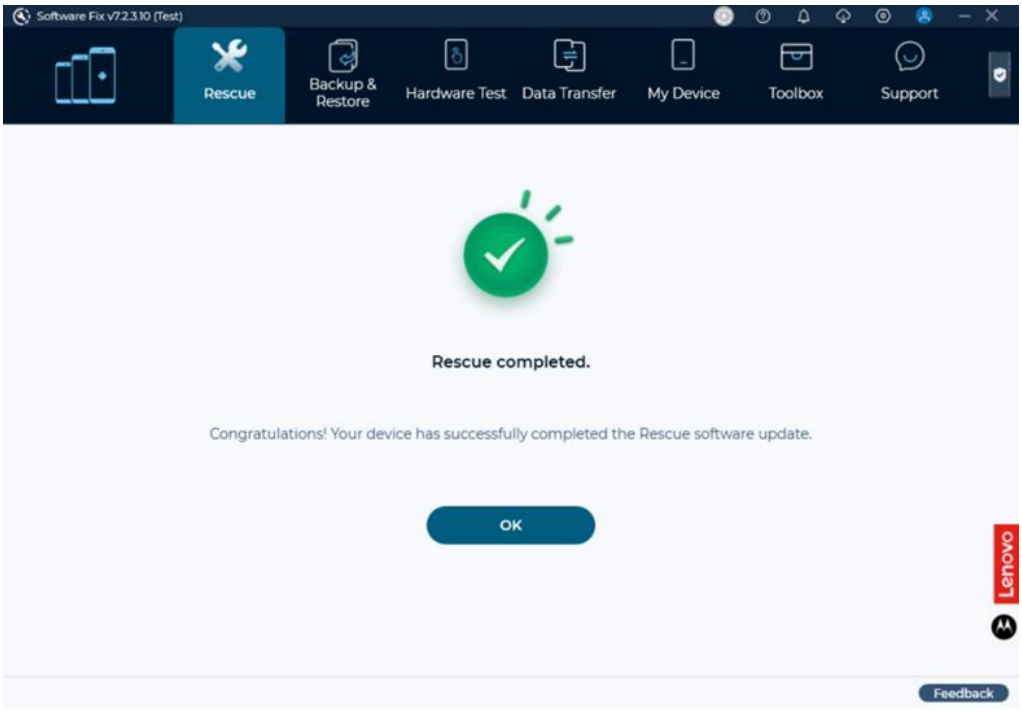
When firmware downloaded, the “Rescue” button will be displayed.



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

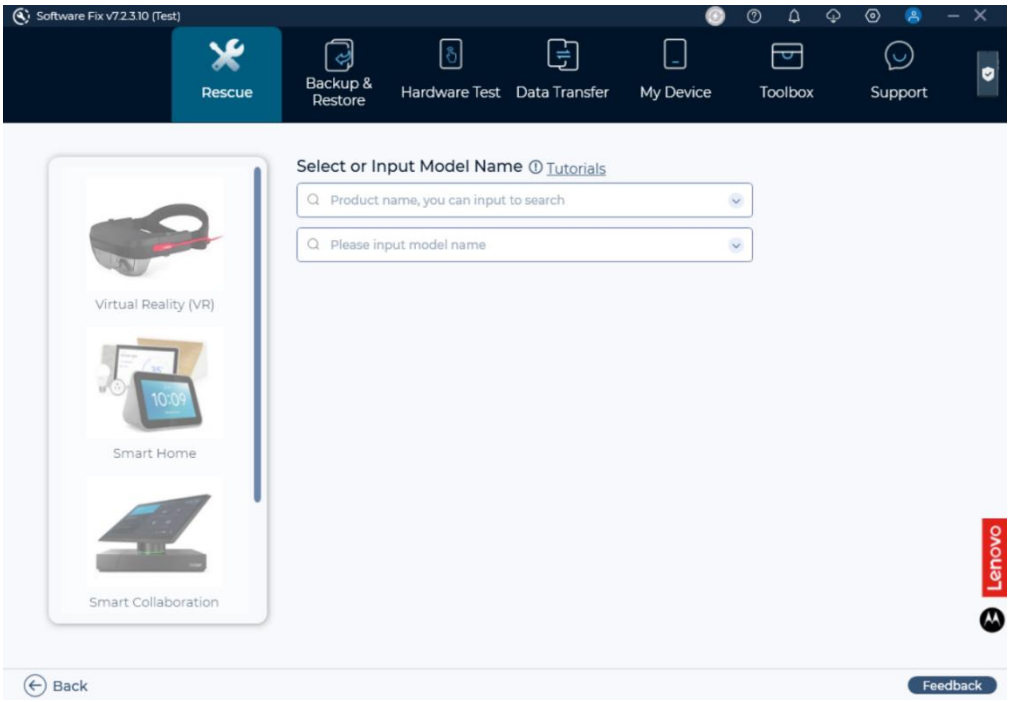


Once the rescue is completed, the following pop-up box will appear.



Manual selection rescue

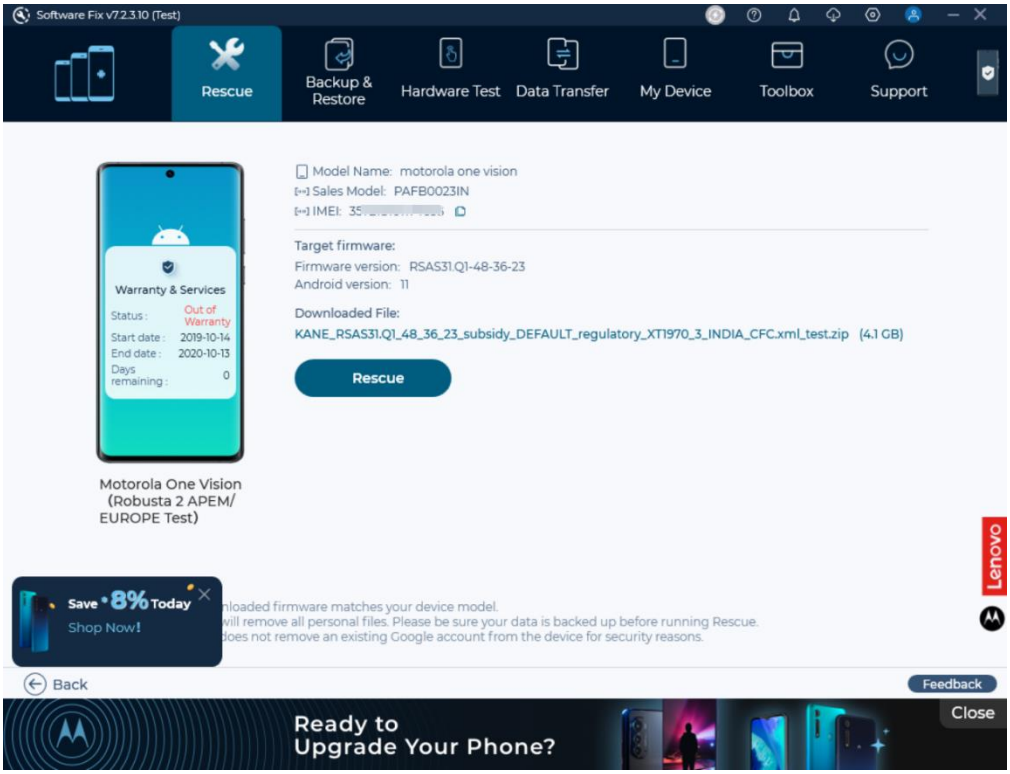
Click “Smart Device” button, it will show the SN detection page. Click “How to find SN?” → “Manual Selection”, it will enter smart device manual selection page.



The rescue step is similar to the manual selection rescue feature found in phone rescue software. To select a device, simply click on its corresponding icon.

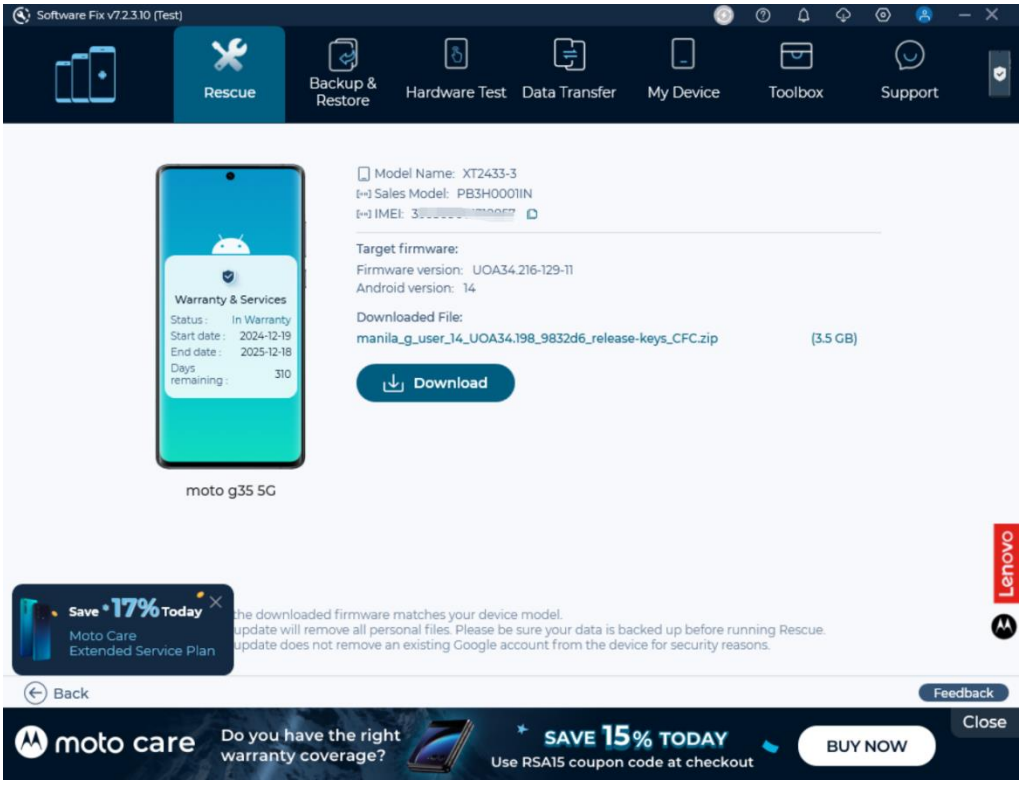
Moto Care

When entering the IMEI on the rescue page, the system will search for warranty information and match it with the ROM. If the warranty status is 'out of warranty', the client will be directed to the Moto shop at the bottom banner.



By clicking on the banner at the bottom of the client, you will be directed to the Moto shop on the web.

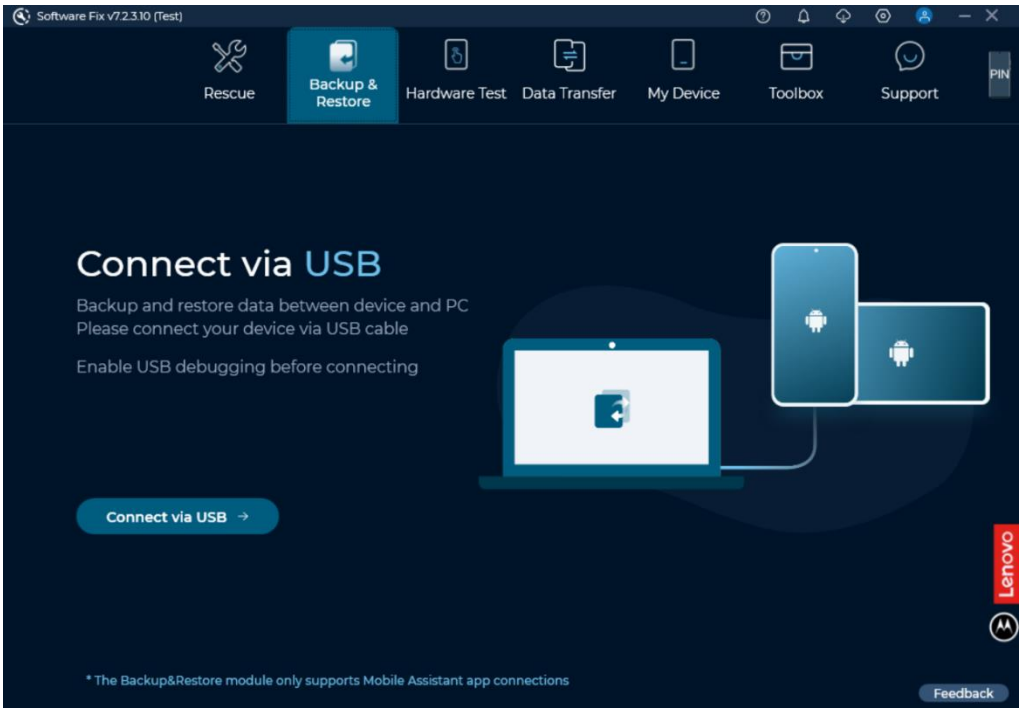
If the warranty status of the IMEI is 'in warranty' and the device has never been enrolled in Moto Care, the client will display the Moto Care at the bottom banner.



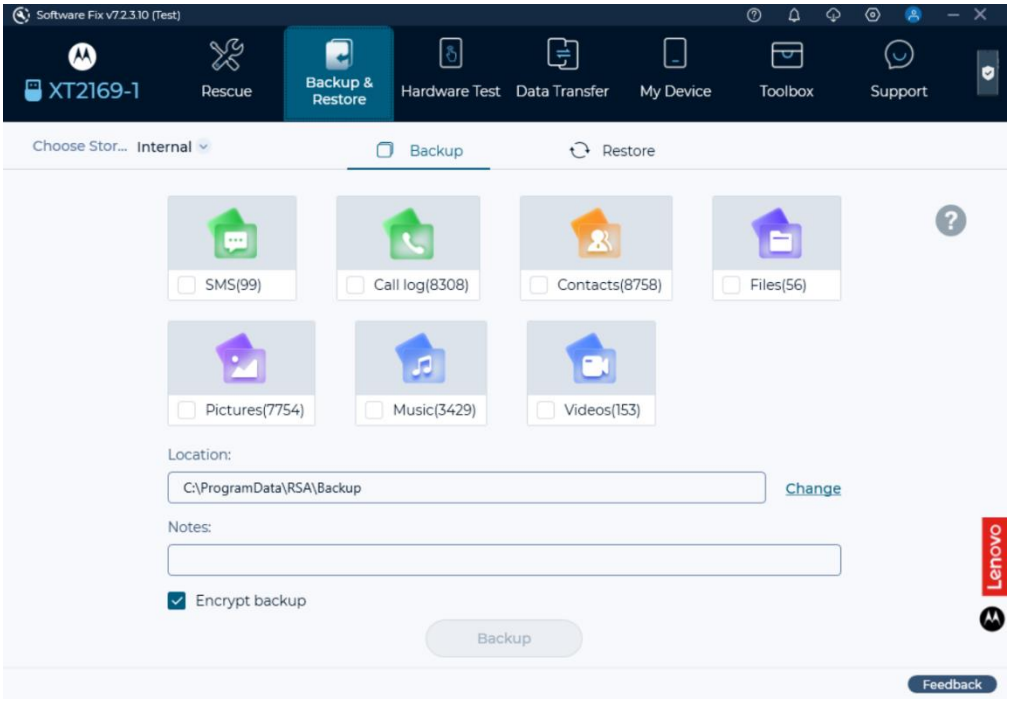
By clicking on the banner at the bottom of the client, you will be directed to Moto Care on the web.

Backup & Restore

Connect one device to Client by USB cable.



Backup



Click the ‘Backup’ icon and select Contacts, Pictures, Music, Videos, Files or SMS icon, and then click Backup button to backup.

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

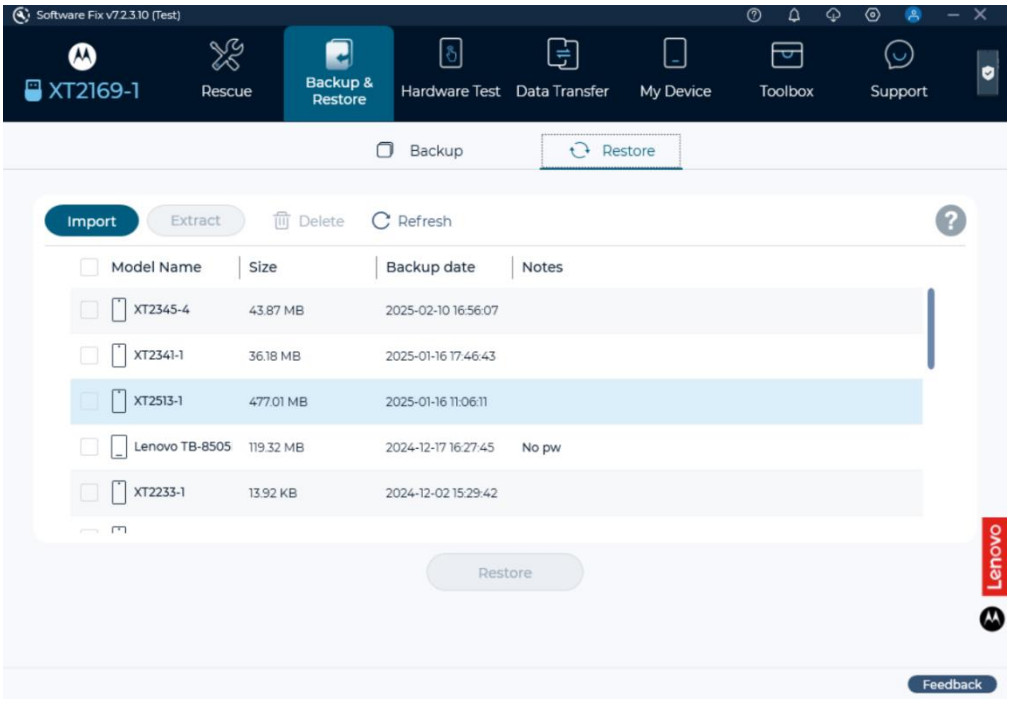
Click Open icon to enter the save path.

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

Notice: If connect the device to client via Device Help, it does not support the Files and SMS backup. And it won’t show the ‘Choose Storage’ button.

Restore

To restore your backed up data, click on the 'Restore' icon and you will be directed to the Restore page. The page will display the Model Name, Size, Backup date, and Notes of your backup file. From there, you can select the desired file and start the restoration process.



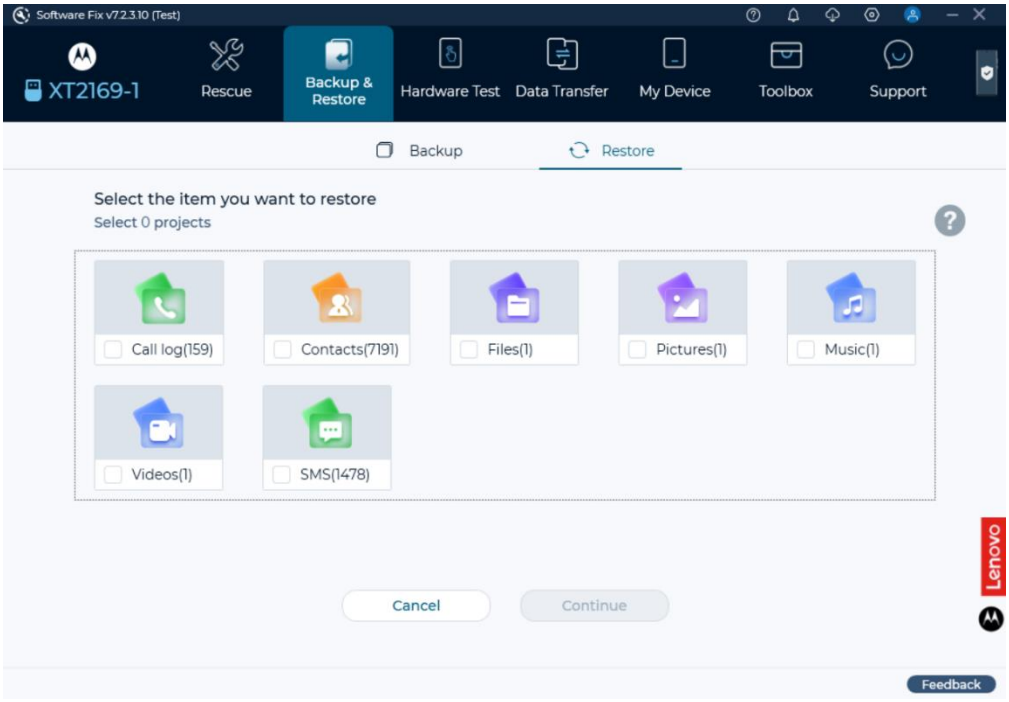
Click “Import” icon to import backup file.

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

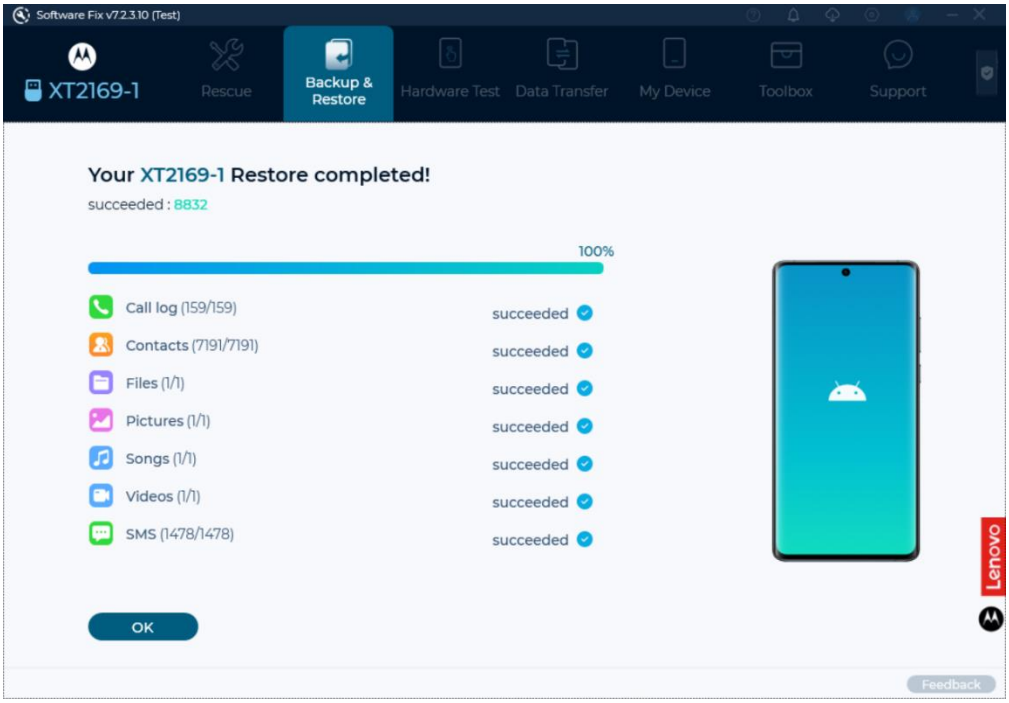
Select backup file and click “Delete” icon to delete the backup file.

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 the needed restore item and click “Continue” to restore.



Restore completed, the following page will appear:



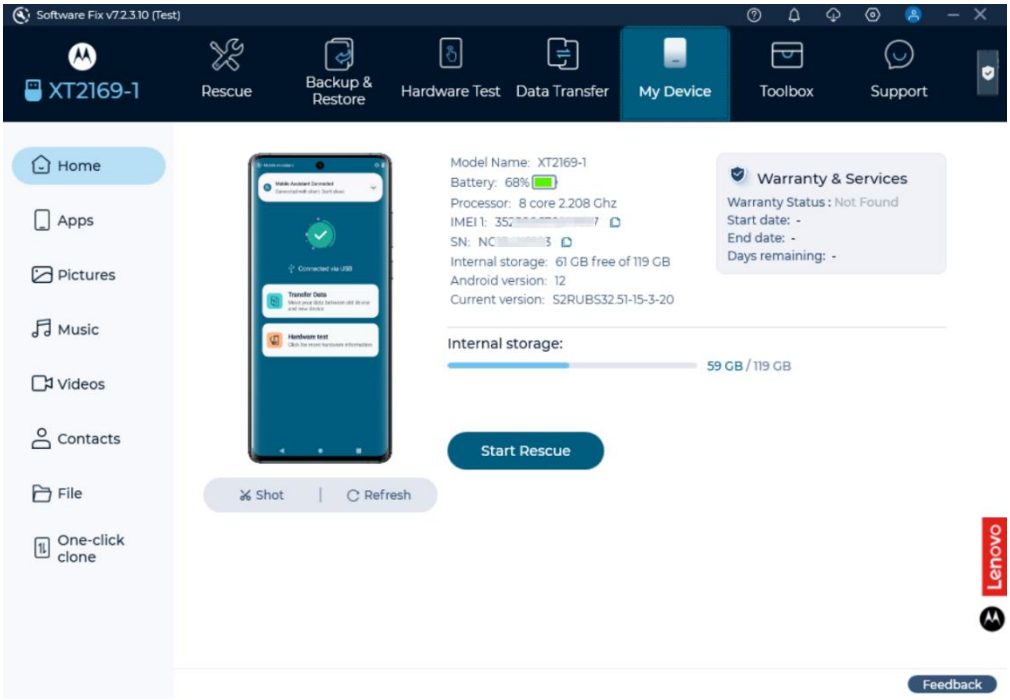
My Device

The "My Device" module is a tool designed to help users manage the media content on their mobile devices, including pictures, videos, songs, and contacts. In order to use this feature, the device must be connected either via USB cable or Wi-Fi.

Click on the "My Device" icon to launch the plugin and get started.

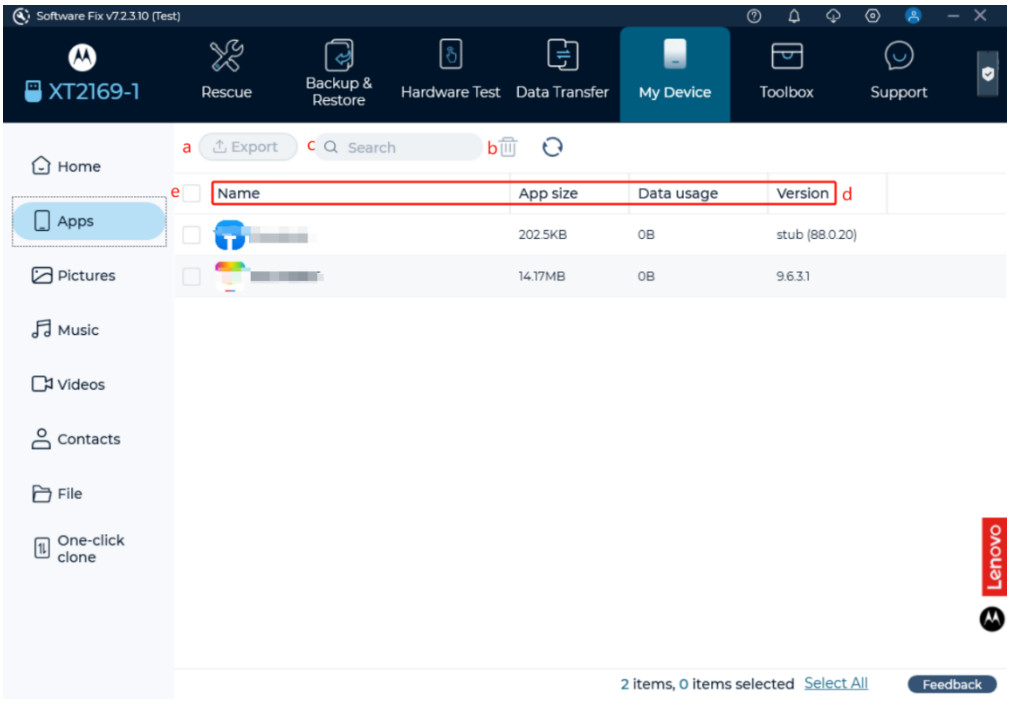


Home



a. Device info: Display the devices information including model name, battery power, IMEI, SN, Internal storage capacity, external storage capacity, Android Version and Current Version.
b. Shot: Shot the device's picture.
c. Refresh: Refresh and display current device's picture.
d. Start Rescue: Go to Rescue module.
e. Warranty & Service: If the connected device is a mobile phone, search for warranty information through IMEI, otherwise search for warranty information through SN.

Android App Management



a) **Export:** Select an App, then click “Export” and select a PC path. The app’s APK file will be exported to the specified path.

b) **Uninstall:** Select an app, and then click “Uninstall” to uninstall it. Or click the Uninstall button behind the application.

c) **Search:** Input keywords to search for the name of an App from the list.

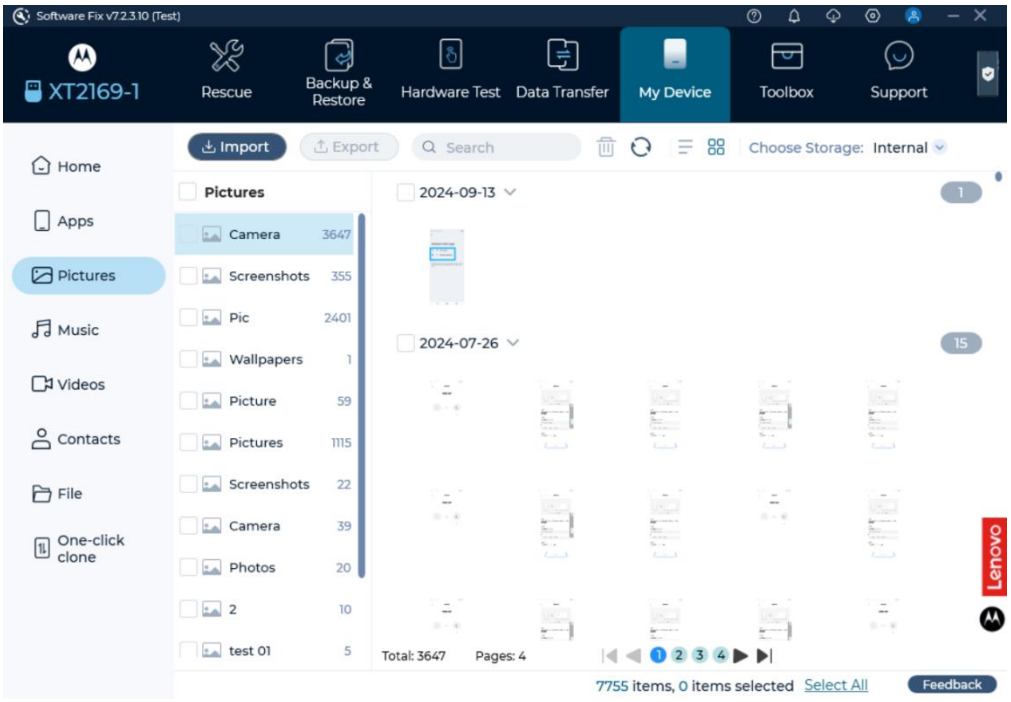
d) **Sort:** App supports sort function. You can sort them by “Name”, “Size”, “Data size” or “Version”.

e) **Select All:** You can use it to select all Android Apps from the list.

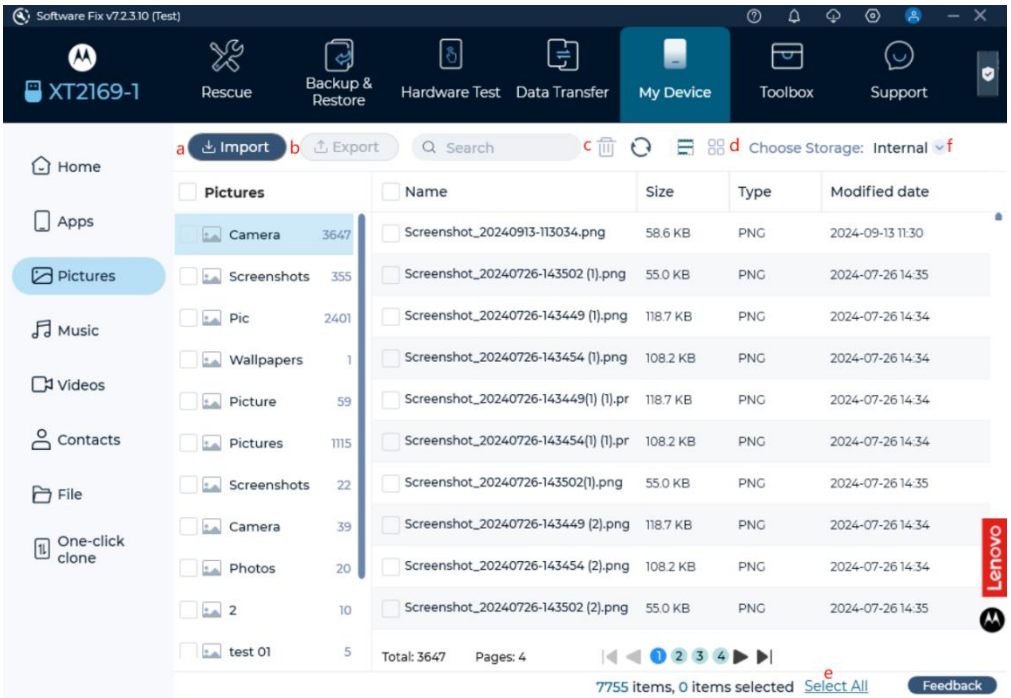
Pictures Management

Click the "Pictures" icon to access the pictures management page, which includes all albums and displays all the pictures stored on your device.

The Album page lists all the folders that contain pictures on your device, each represented by a different icon. When you select a folder, you can view all the pictures contained within it. You can also use the search bar at the top of the page to quickly locate specific pictures or folders.:



Double click a folder, the picture management page will appear:

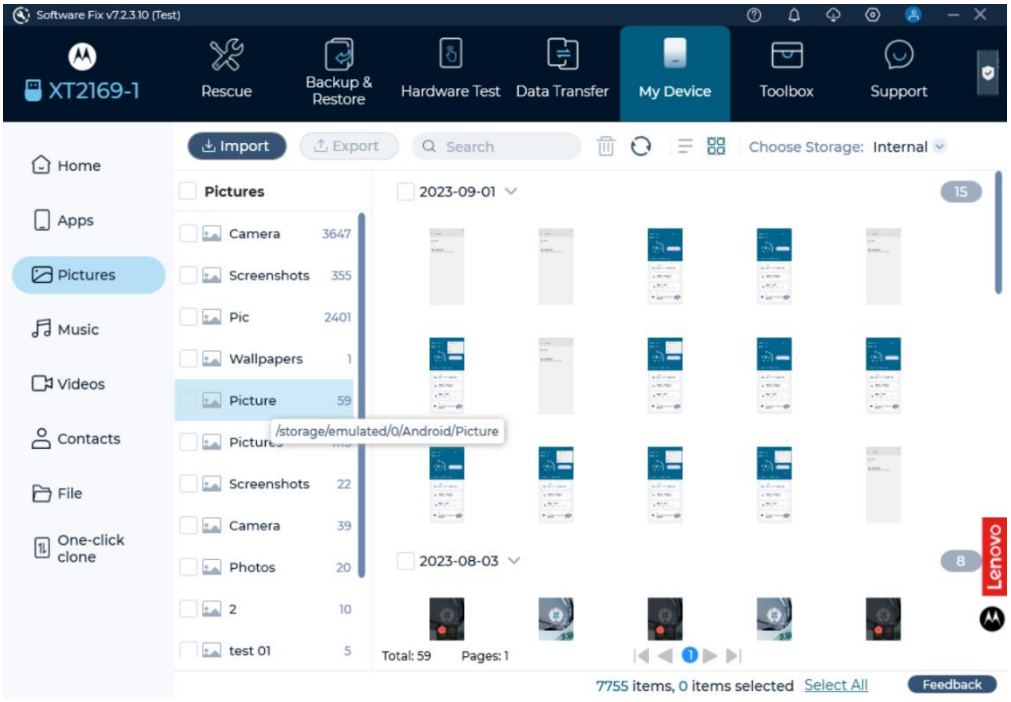


a) **Import**: Import pictures from a specified PC path by click “Import” button.

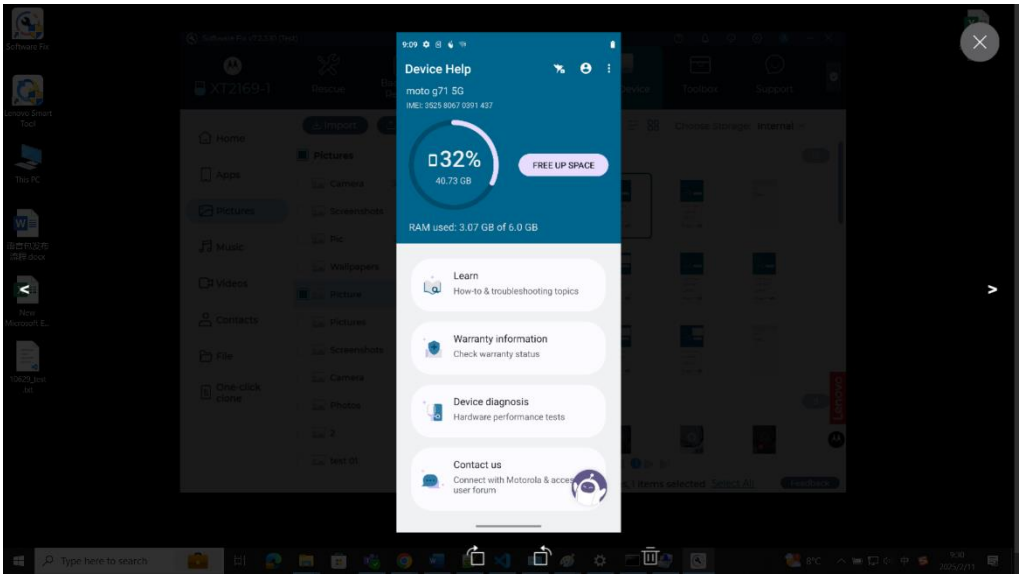
b) **Export**: Select picture(s) from the list, then click “Export” and select a PC path. The selected picture(s) will be exported to the specified path.

c) **Delete**: There are three methods to delete picture(s) from device.

- Select picture(s), then click “Delete” button to delete selected pictures.



- Double-click one picture, the original image will display. And then click the “Delete” icon at bottom.



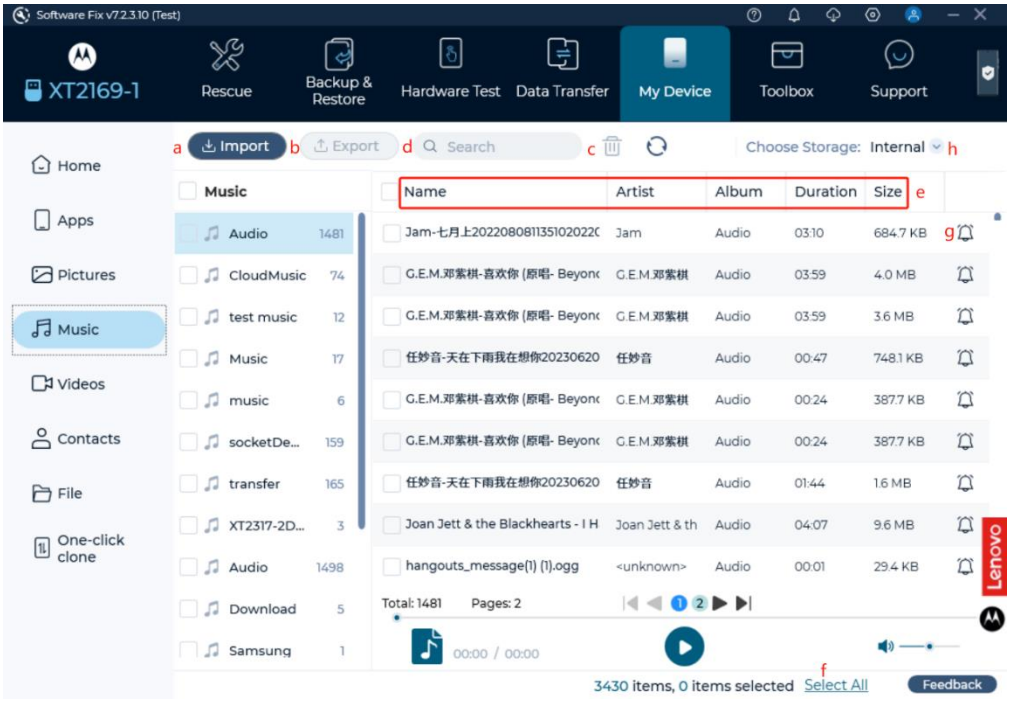
d) **View:** Pictures support two view modes: Time and Grid. You can click icon to switch to list mode, click icon to switch to grid mode. You also can double-click the picture to view the original picture. And then click the rotate icon to rotate the picture. Click the “**<**” or “**>**” to view previous or next picture.

e) **Select All**: You can use it to select all pictures from the list.

f) When you connect the device to the client with MA, you can choose the file storage location as SD card or internal.

Music Management

Click “Music” icon to access the Music management page.



a) **Import**: Import music from a specified PC path by click “Import” button.

b) **Export**: Select music, and then click “Export” button and select a PC path. The selected music will be exported to the specified path.

c) **Delete**: Select music, then click “Delete” button to delete selected one(s).

d) **Search**: Input keywords to search for the name of music from the list.

e) **Sort**: You can sort the music list by clicking on the column names: “Name”, “Artist”, “Album”, “Duration”, “Size” or “Modified date”.

f) **Select All**: You can use it to select all music from the list.

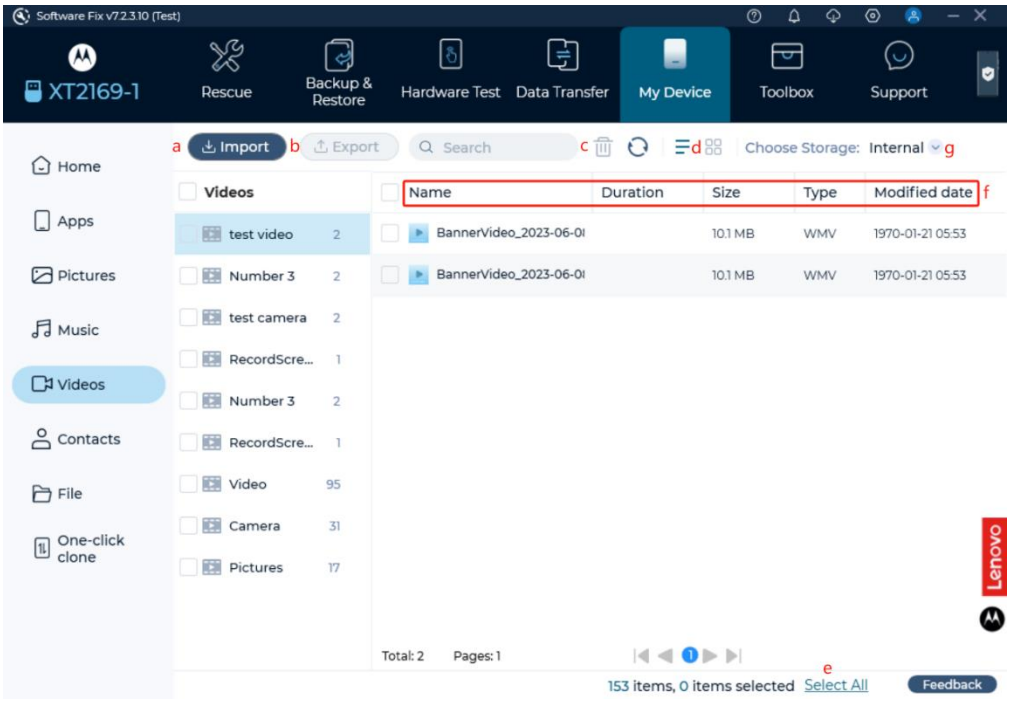
g) **Set as Ringtone**: Click “Set as Ringtone” button to set the music as “Call”, “Notification” or “Alarm” ringtone.

h) When you connect the device to the client with MA, you can choose the file storage location as SD card or internal.

i) **Play**: Double-click music to play music and drag progress bar to change the progress. And drag volume-progress to adjust volume. Click icon to switch to play previous music. Click icon to switch to play next song. Click icon to stop playing music.

Videos Management

Click “Videos” icon to access the videos management page.



a) **Import**: Import video file(s) from a specified PC path by click “Import” button.

b) **Export**: Select video, and then click “Export” and select export path. The selected video will be exported to the export path.

c) **Delete**: Select video, then click “Delete” to delete selected video.

d) **View**: Video supports two view modes: Grid and List. Click icon to switch to list mode, click icon to switch to grid mode.

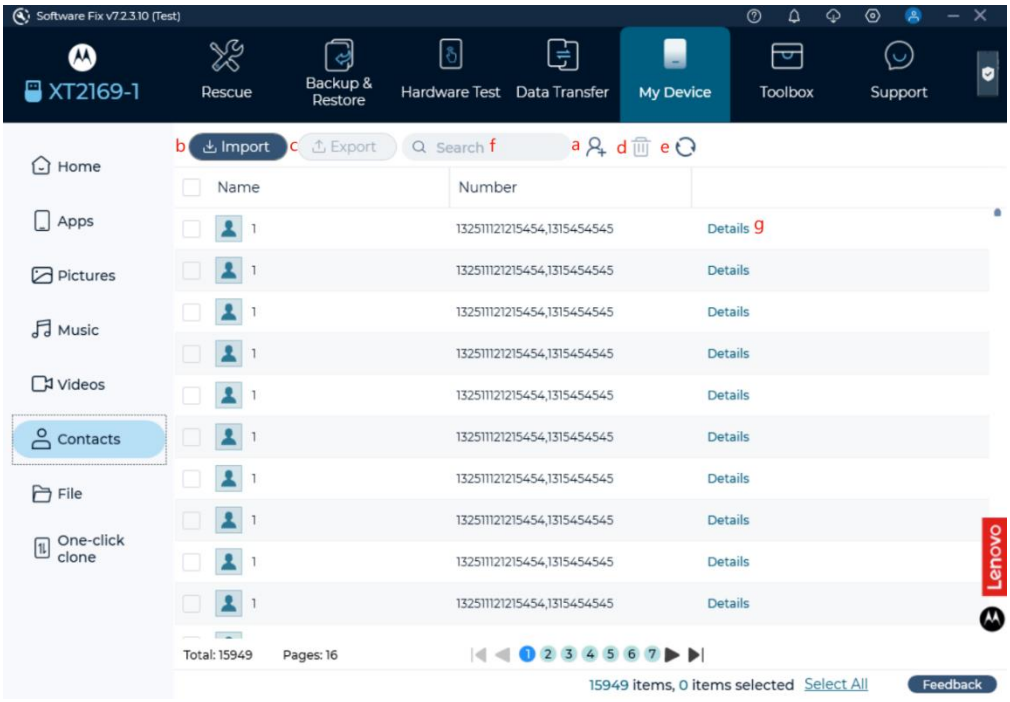
e) **Select All**: Video supports select-all video function.

f) **Sort**: Video supports sort function on list mode. You can sort them by “Name”, “Duration”, “Size”, “Type” or “Modified date”.

g) When you connect the device to the client with MA, you can choose the file storage location as SD card or internal.

Contacts Management

Click “Contacts” icon to access the contacts management page.



a) **Add Contact**: Add new contact by click “Add Contact” icon.

b) **Import**: Import contact from PC path by click “Import” icon.

c) **Export**: Select contact, and then click “Export” and select export path. The selected video will be exported to export path.

d) **Delete**: Select contact, then click “Delete” to delete selected contact.

e) **Refresh**: When adding or deleting contact on Device/ Software Fix Client, click “Refresh” icon, it will display new contacts list.

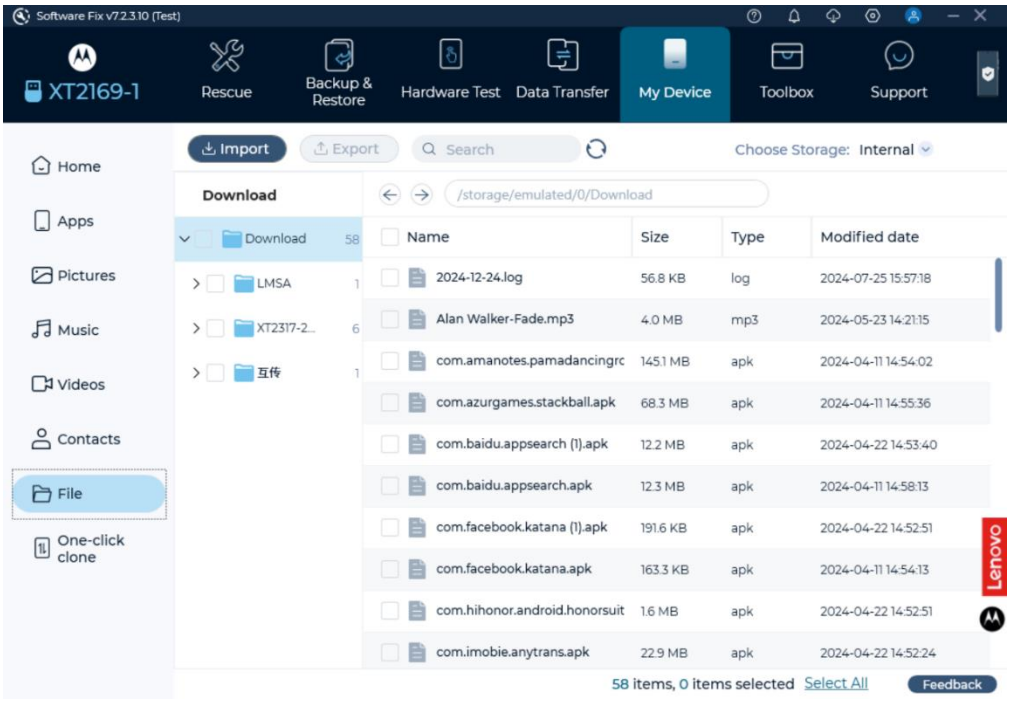
f) **Search**: Input keywords to search contact.

g) **Details**: Click “Details” icon to show the detail information of the contact, and then click “Edit” in the popup box can change or and information for the contact.

File Management

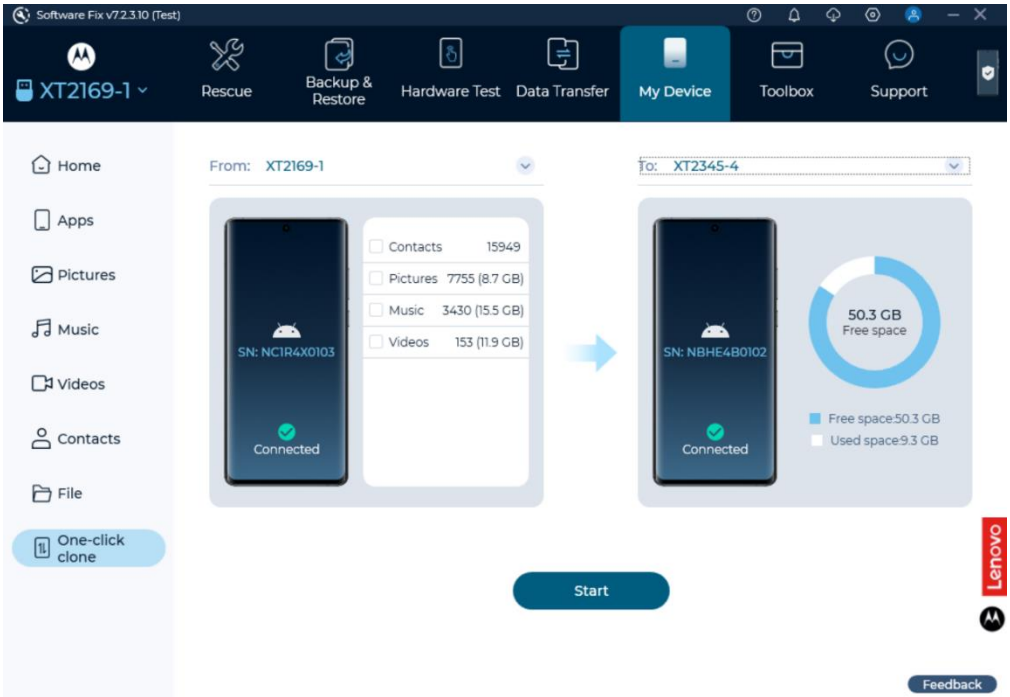
To access the file management page, simply click on the "File" icon. This page displays the storage files on your device.

To open a folder, simply click on it. You can also use the search box at the top of the page to quickly locate a specific file or folder by typing in relevant keywords.

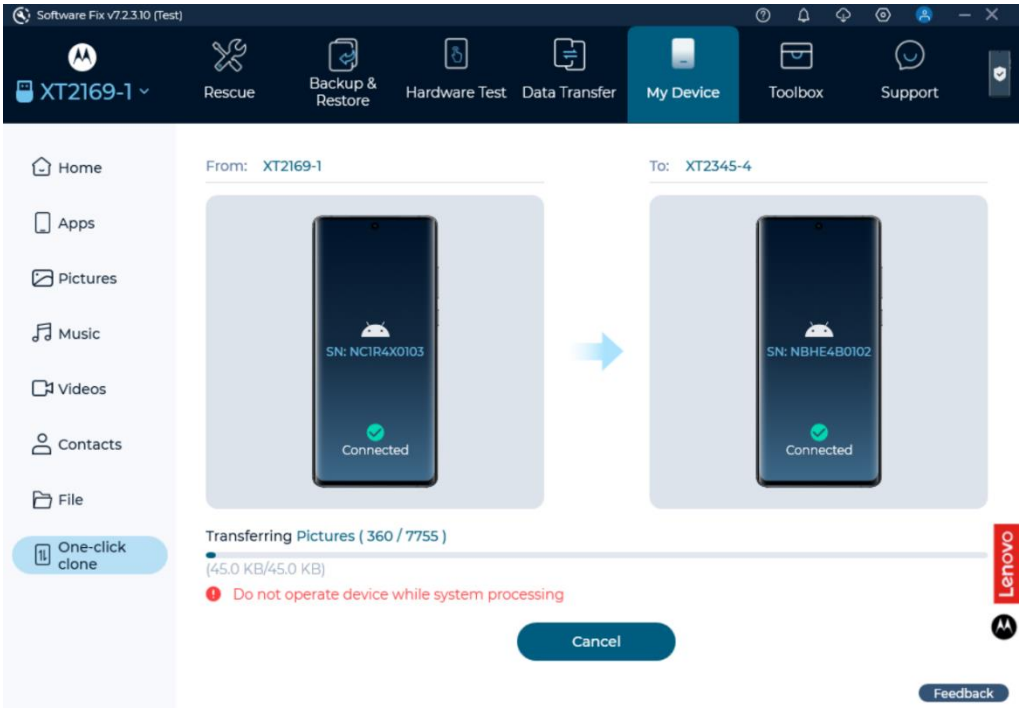


One-click Clone

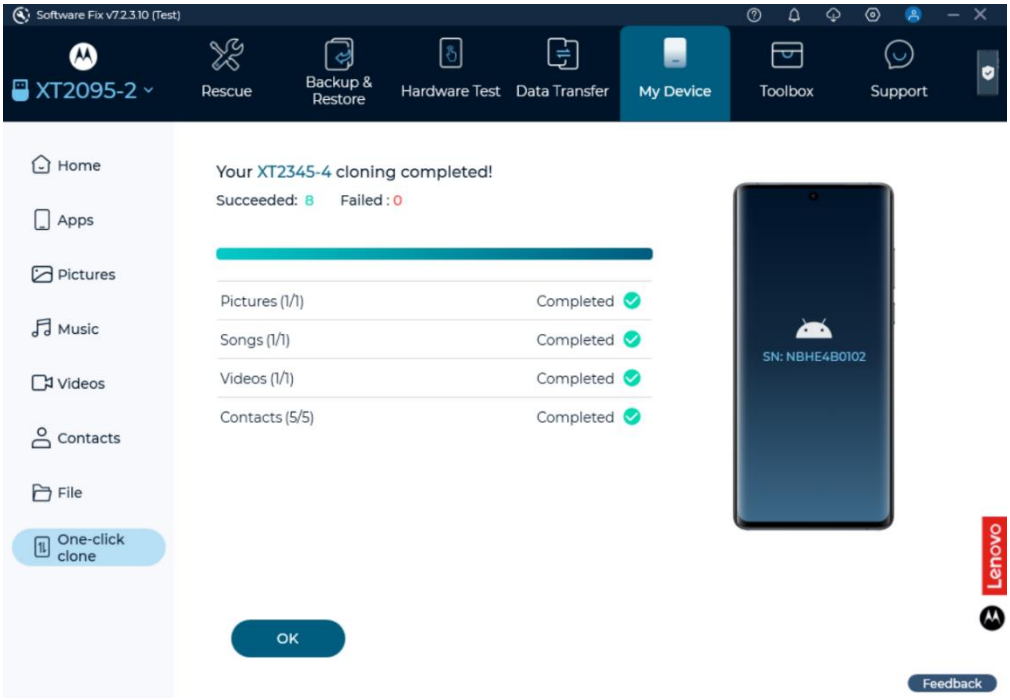
Connect the two devices to the Client and click on the "One-click clone" option. This will take you to the One-click clone page, where you should select the older device as the "From" device and the new device as the "To" device.



Select the backup file, then click ‘Start’ button, the “Transferring” page will be displayed.



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

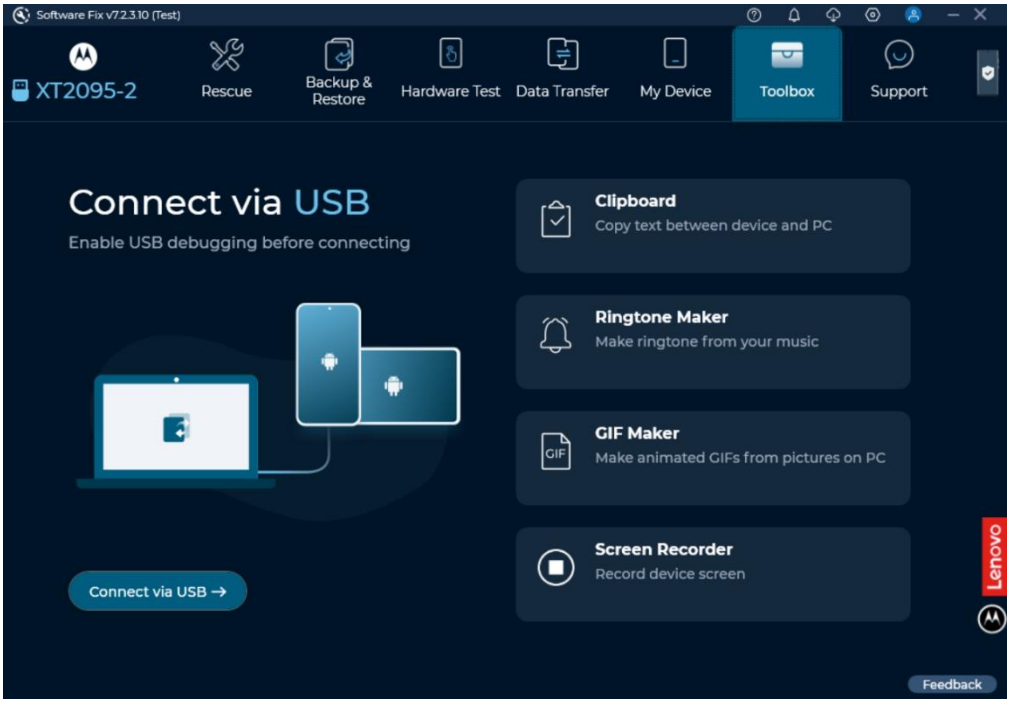


Toolbox

Click the “Toolbox” plug-in button:

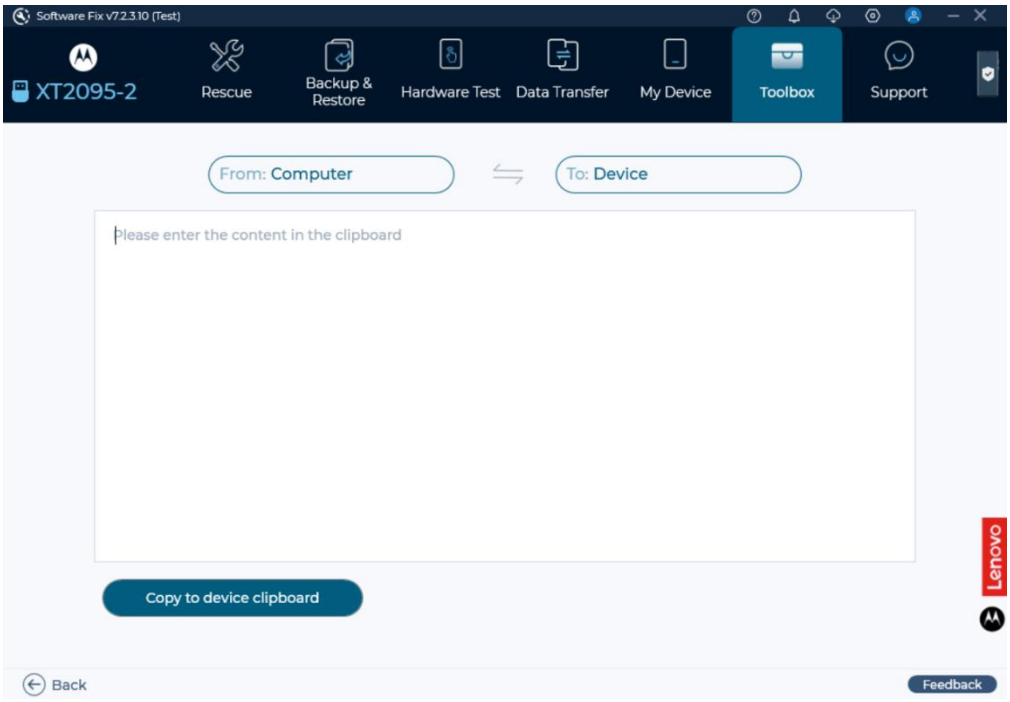


There are four functions: Clipboard, GIF Maker, Ringtone Maker and Screen Recorder.



Clipboard

Click “Clipboard” to enter “Clipboard” page. Copy texts from/to device to/from PC.

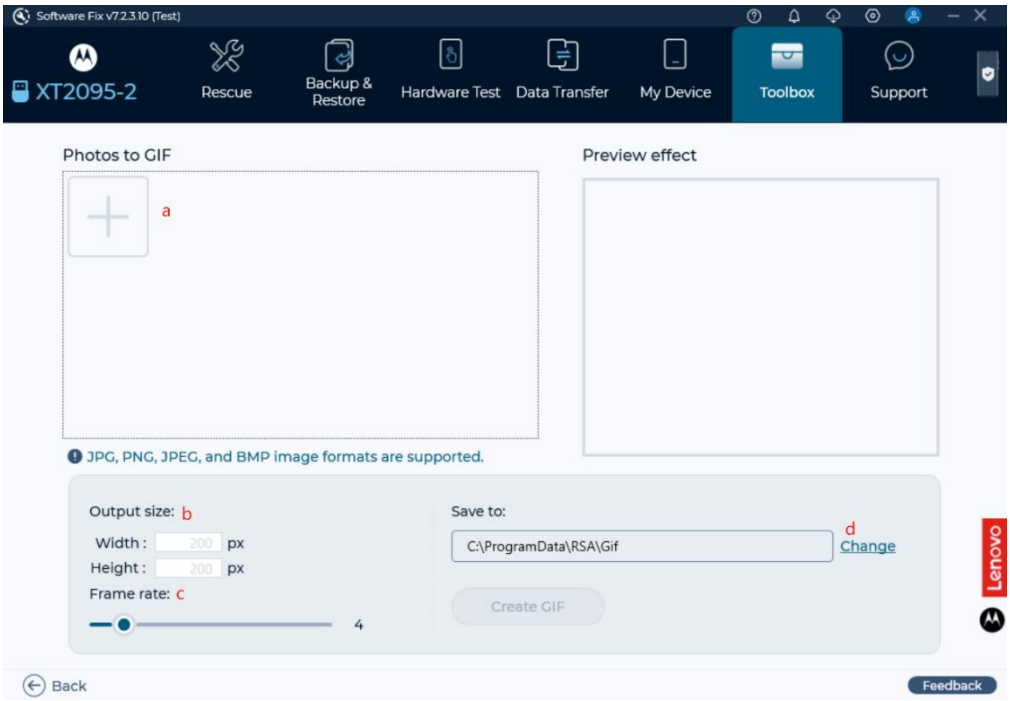


Copy to device clipboard: Enter “Clipboard” page, copy texts on PC, the texts will paste to clipboard on “Clipboard” page. And click “Copy to device clipboard”. The texts will be sent to the device’s clipboard.

Paste from device clipboard: Copy texts on device, and then click the “Paste from device clipboard”, the device’s texts will to “Clipboard” page.

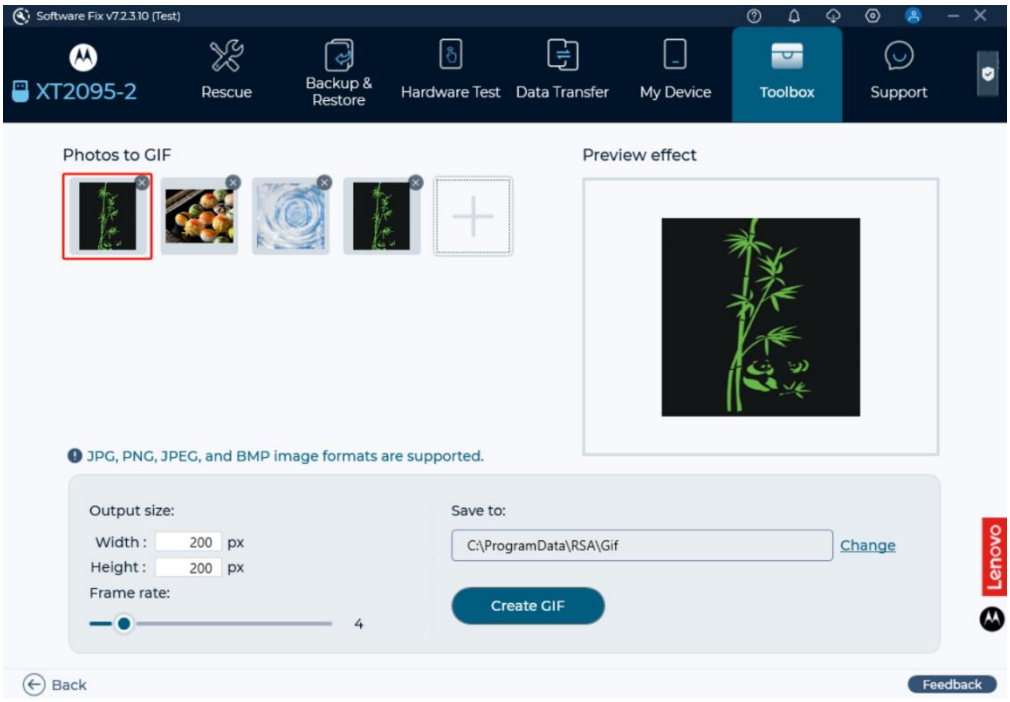
GIF Maker

Click “GIF Maker” to enter “GIF Maker” page. It supports making gifs from pictures on PC.



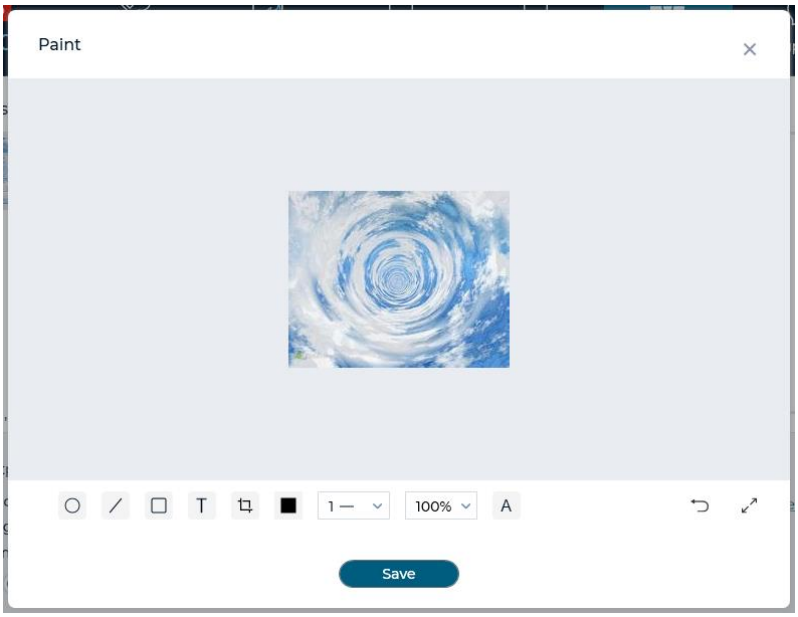
a. Click “Add” to add picture.
b. Modify the “Output Size” to set the gif’s size.
c. Modify “Frame Rate” to set the gif’s frame rate.
d. Modify the “Save to” to set the gif’s save path.

Move the mouse over the picture. It will appear the “Delete” and “Edit” icon.

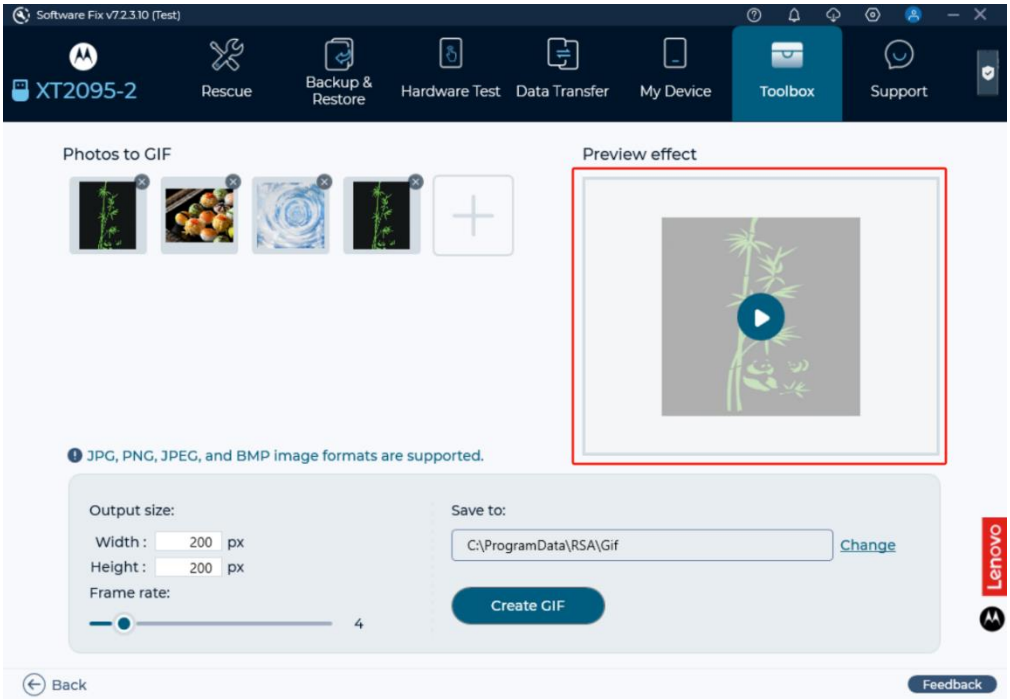


Click the “Delete” icon to delete the picture.

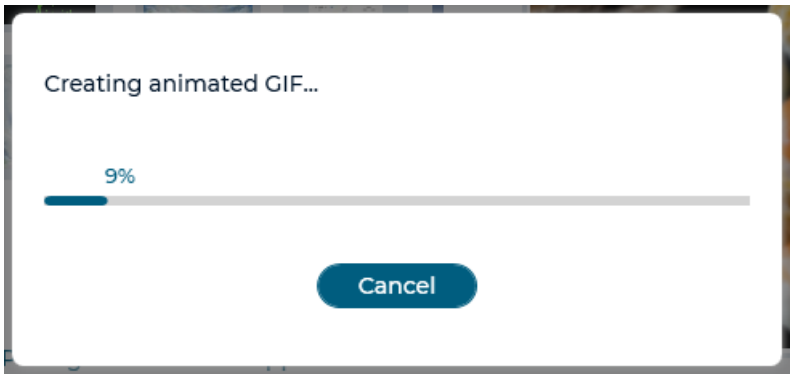
Click the “Edit” icon to enter Edit page. You can edit the picture and save it.



After adding the pictures, and then moving the mouse to the preview area, the play icon will appear. Click ‘play’ button to preview the GIF.

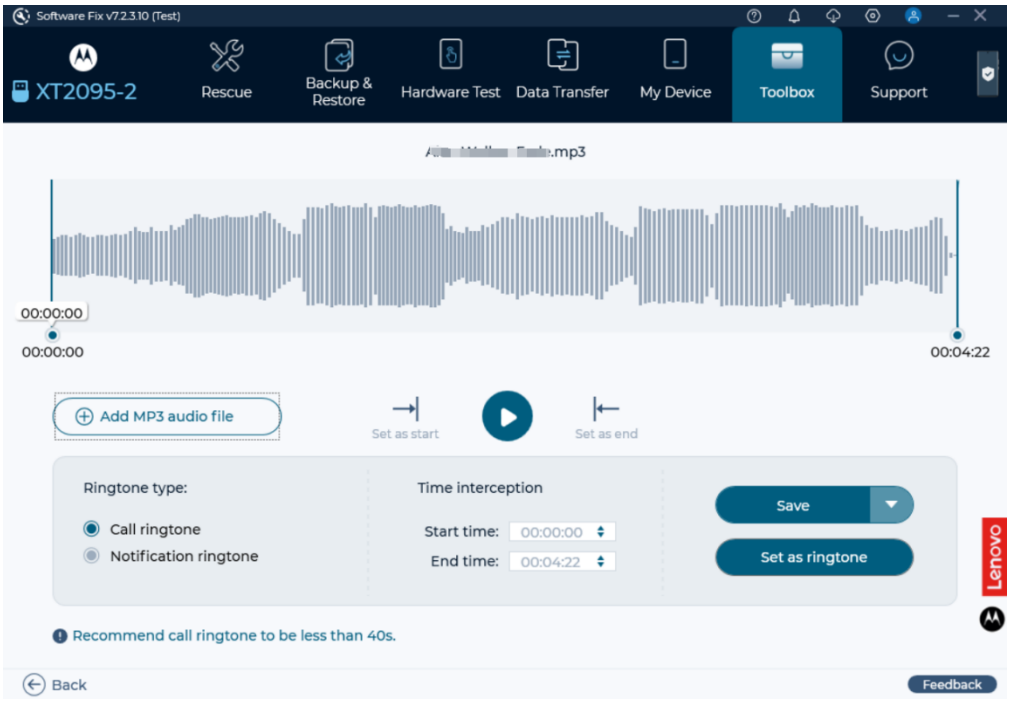


Click “Create GIF” button after adding pictures, it will be creating gif. The created gif will save to the storage path.

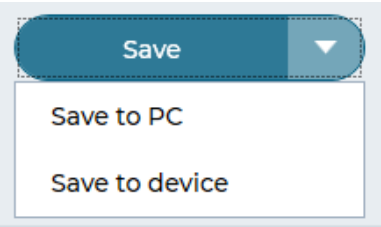


Ringtone Maker

Click “Ringtone Maker” to access “Ringtone Maker” page. It supports making ringtone from your music. If you need to make ringtone, please follow the steps as below.

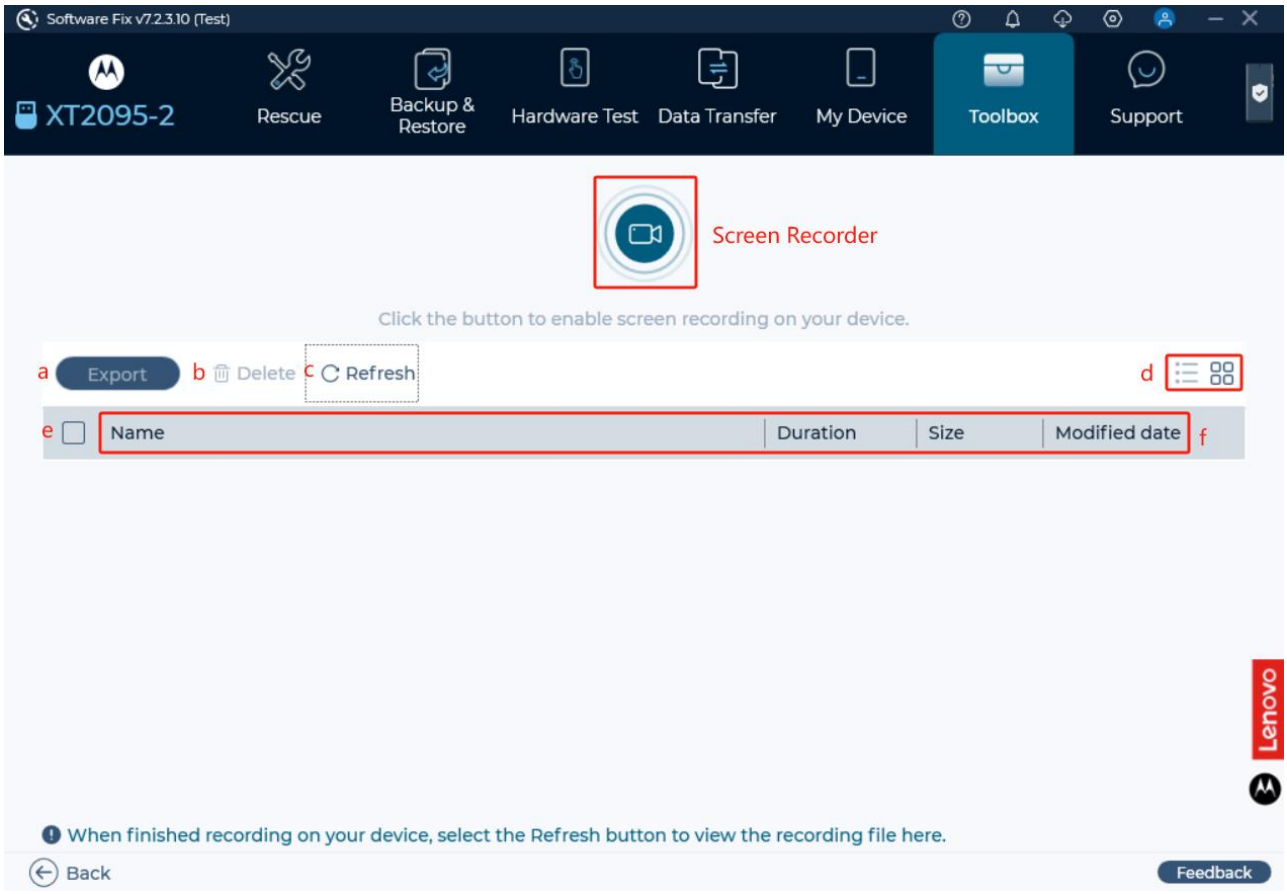


1) Click “Add MP3 audio file” button to select PC’s music.
2) Move the “start point” and “end point”, and then click “Play” icon to listen to the music.
3) Click the “Call ringtone” or “Notification ringtone” to set ringtone type.
4) Finally, connect device, and then click “Set as Ringtone” to set the music as device ringtone (“Call ringtone” or “Notification ringtone”). Or click “Save”, and then save the music to PC or save the music to device.



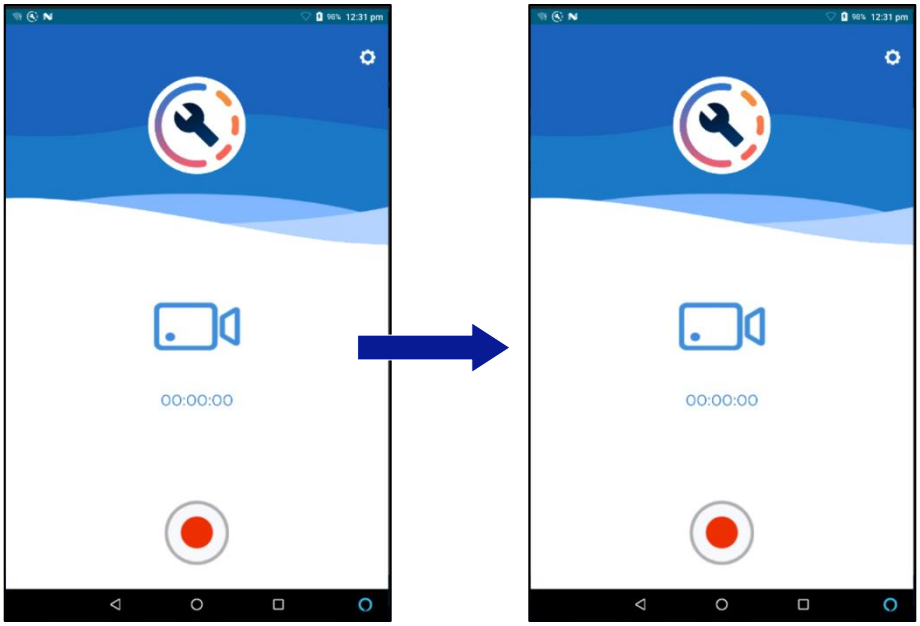
Screen Recorder

Click on "Screen Recorder" to access the "Screen Recorder" page. This feature allows you to record your phone's screen as a video. Once you have connected your device, the following page will appear. The page supports two functions: Screen Recorder and Recording video management.



Record Screen of Mobile Assistant APP:

Connect your device to the client computer using a USB cable. Once connected, click on the "Recording" icon on your device. This will open a new page on your device that provides options for starting, pausing, and stopping the recording process, as well as viewing and managing recorded videos.

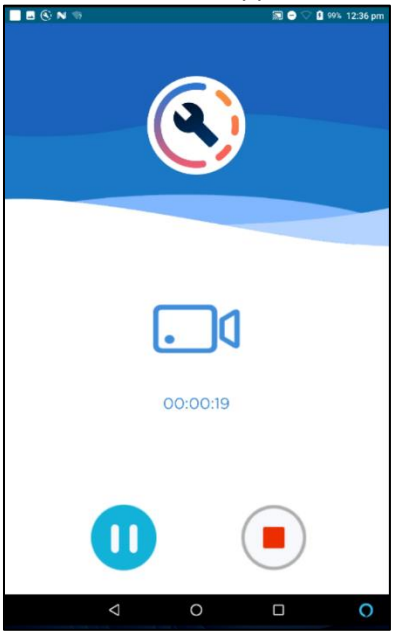


Click “Setting” icon at right top of page, it will enter setting page. You can set Resolution, recording direction and sound recording.

Click “Recording” button, it begins to record screen. You can pause or stop recording screen by those two ways as follow:

- Slip down the notification bar. 

- Click device’s task key, and then Click Mobile Assistant app task.

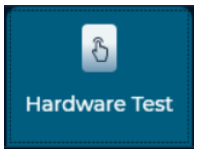


Video Management:

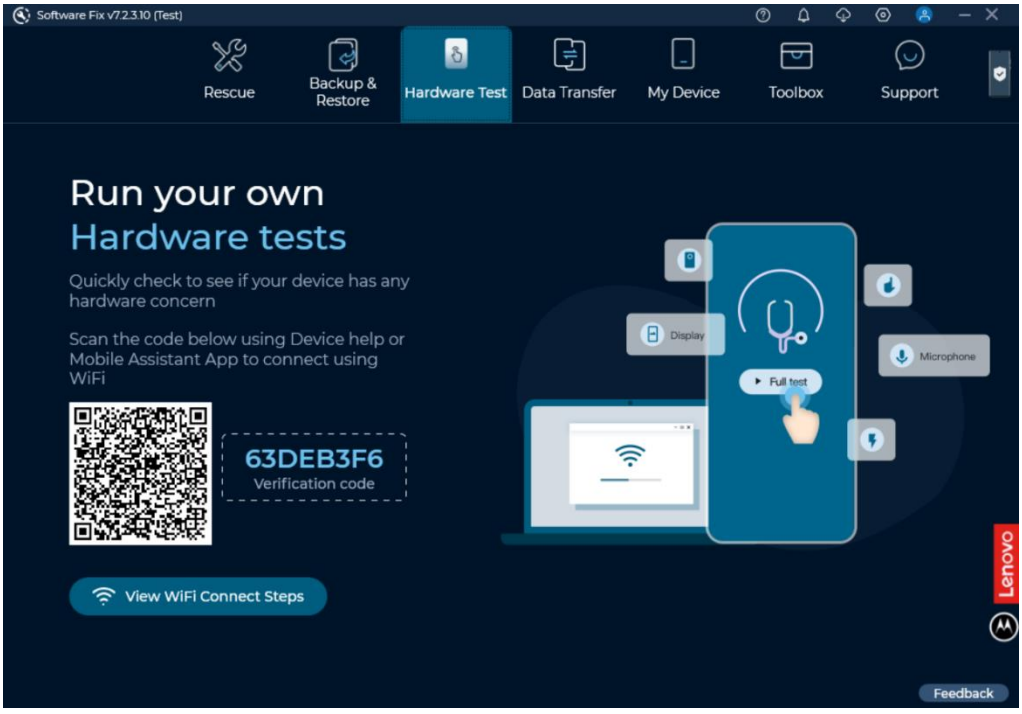
a. Export: Select recording video, and then click “Export” and select export path. The selected video will be exported to the export path.
b. Delete: Select recording video, then click “Delete” to delete selected video.
c. Refresh: After recording video or delete recording video on device, click “Refresh” and loading latest video.
d. View: It supports two view modes: Grid and List. Click icon to switch to list mode, click icon to switch to grid mode.
e. Select All: Select all recording videos.
f. Sort: Video supports sort function on list mode. You can sort them by “Name”, “Duration”, “Size” or “Modified date”.

Hardware Test

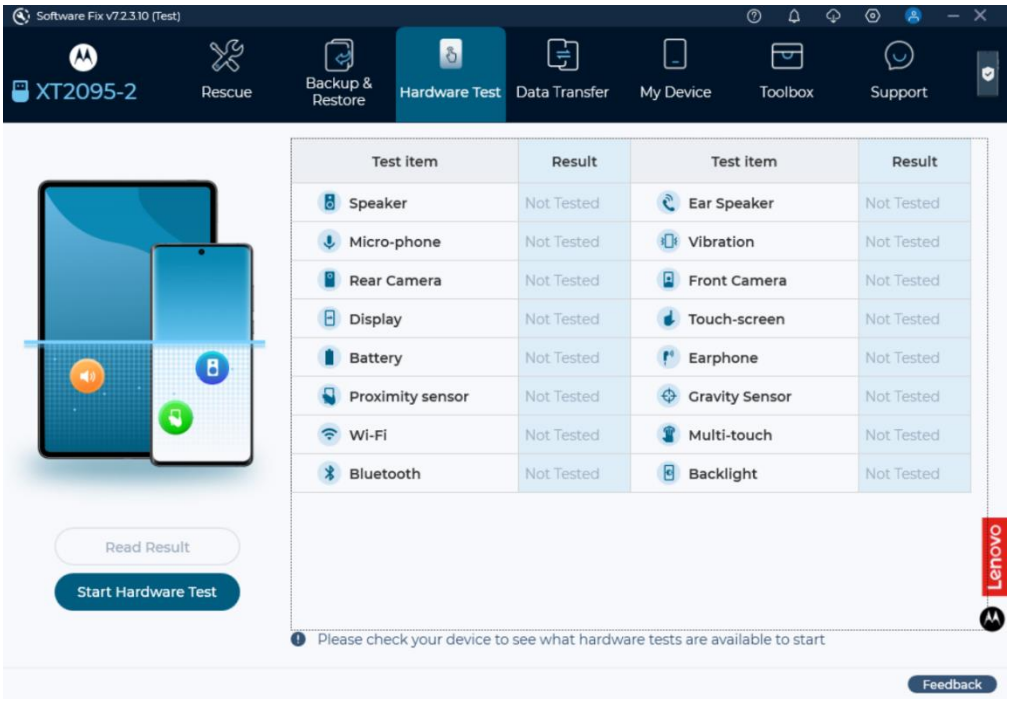
Click the ‘Hardware Test’ plug-in button.



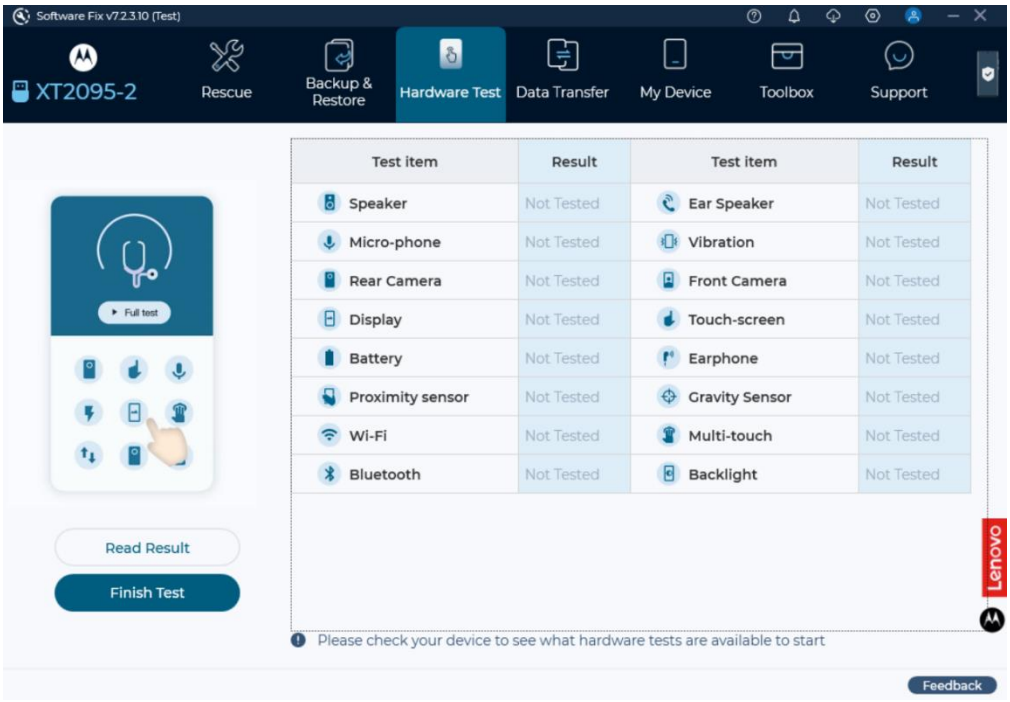
Connect the device follow the instructions on the page.



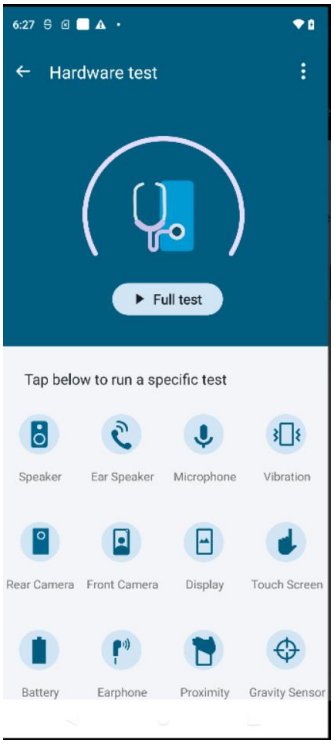
After connected device, the page will show the hardware test items.



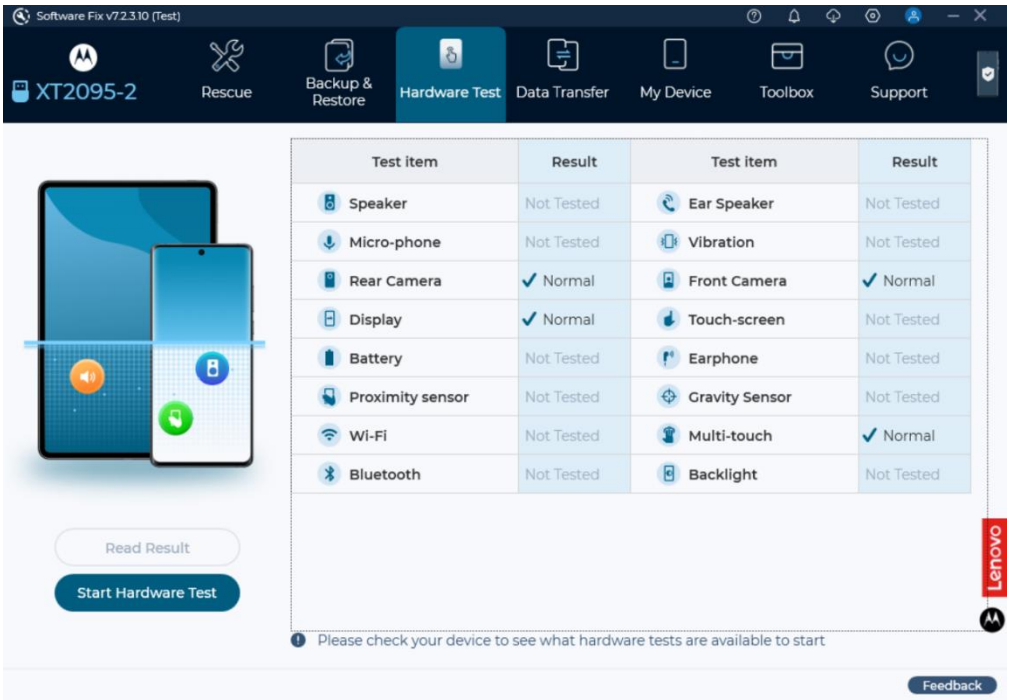
Click the 'Start Hardware Test' button to initiate the hardware testing process. Once the test has begun, the button will change to 'Finish Test'. At this point, you can click on the 'Read result' option to view the test results from your device.



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.

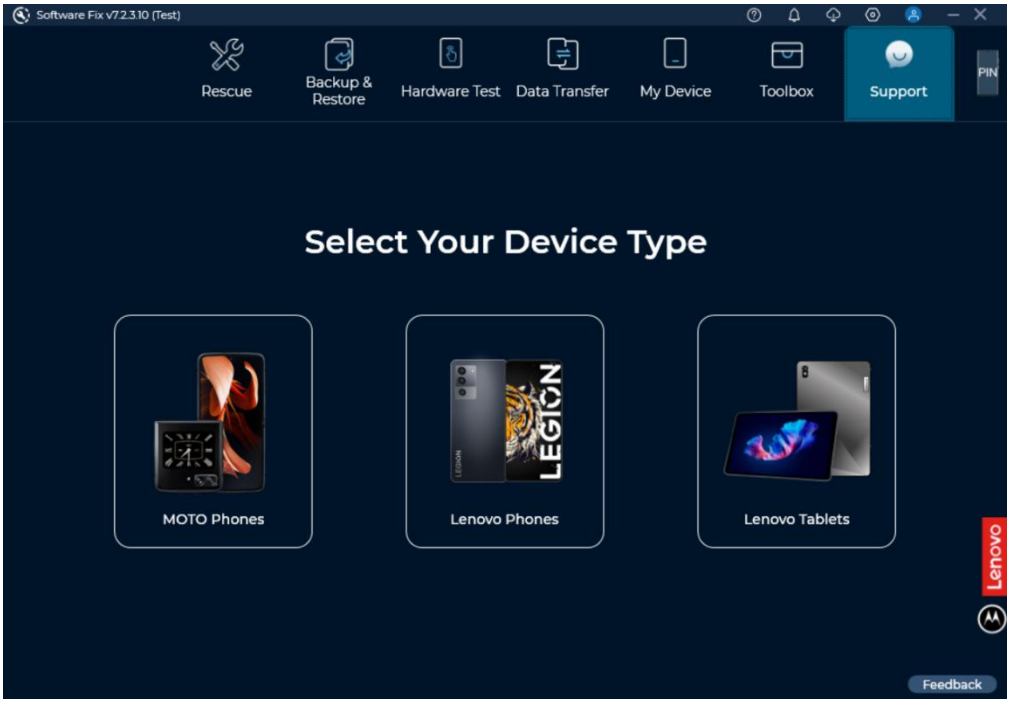


Support

Click the “Support” plug-in button.



Select category (Lenovo Phones, Lenovo Tablets or Moto Phones), there are four functions: Tips, Forum, Moli \Lena and Warranty.

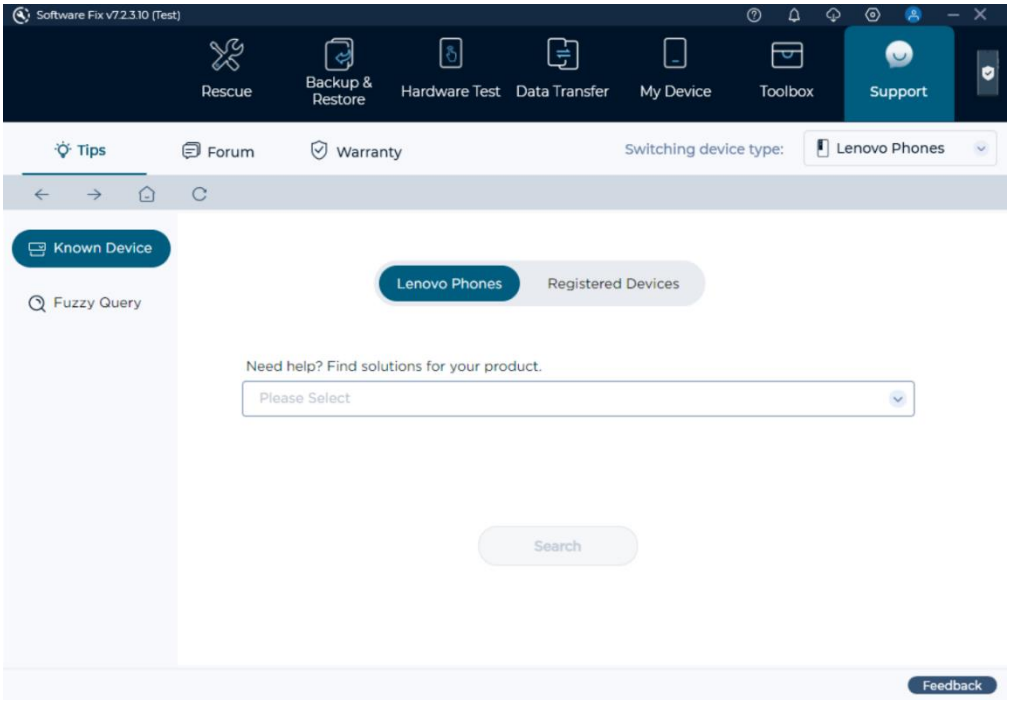


Tips

Click the “Tips” button:



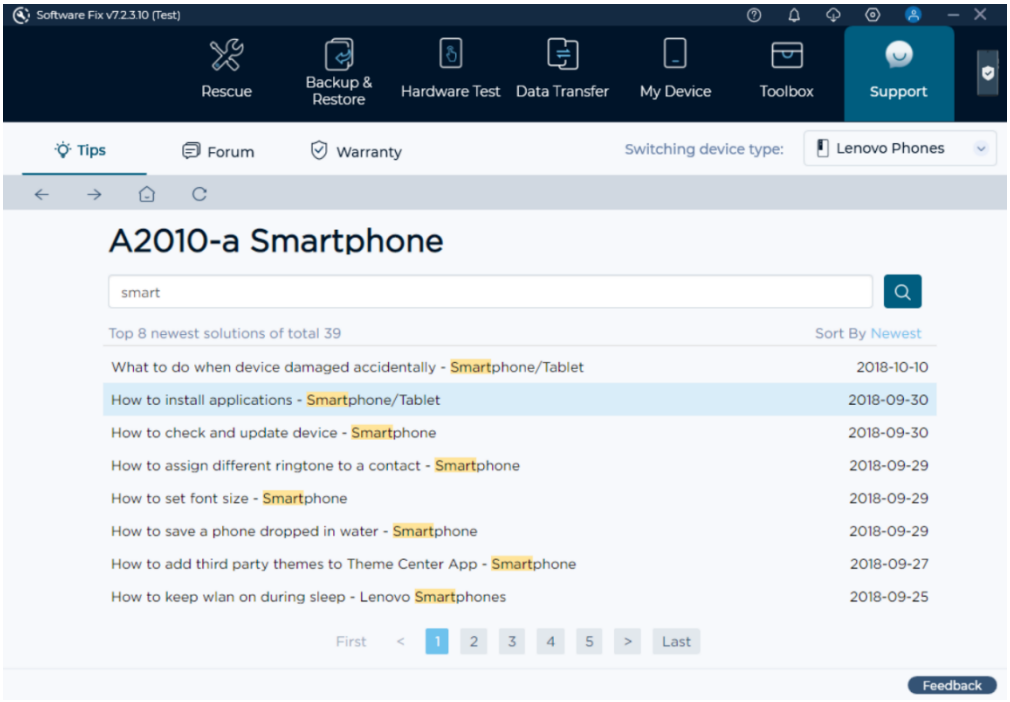
Tips Online provides How-to & solutions for Lenovo and Moto devices based on the user's selection. For instance, if Lenovo Tablets is chosen, once the page has loaded, the following page will be displayed. Users can then reselect a category to view tips for either Moto phones or Lenovo Phones.



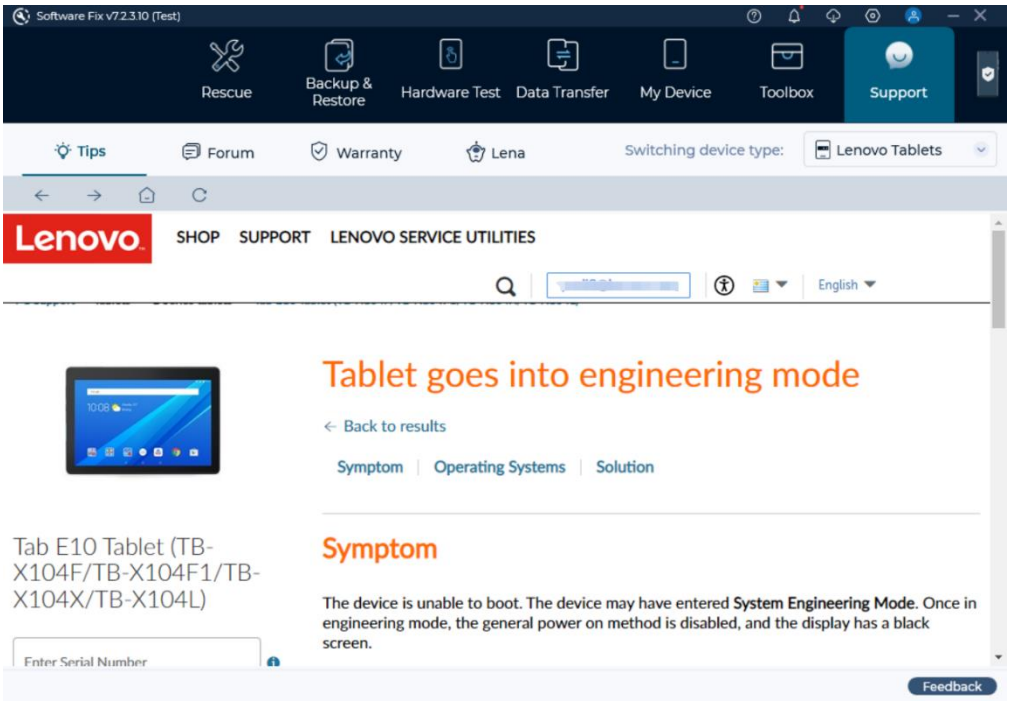
It will display the Lenovo Tablet and Registered Device buttons. There are two ways to find a product's solution.

- Click on the Lenovo Tablets or Registered button, and then select the sub-series and product. This will take you to the product solution page automatically.
- If you know your product name, you can enter it into the "Search by Product Name" input box to search for the product's solution. If you have connected a device, it will also be displayed in the "Search by Product Name" input box.

After entering the keywords and clicking the search icon, it will retrieve relevant information regarding the solution.



Click the link to view the solution details page.



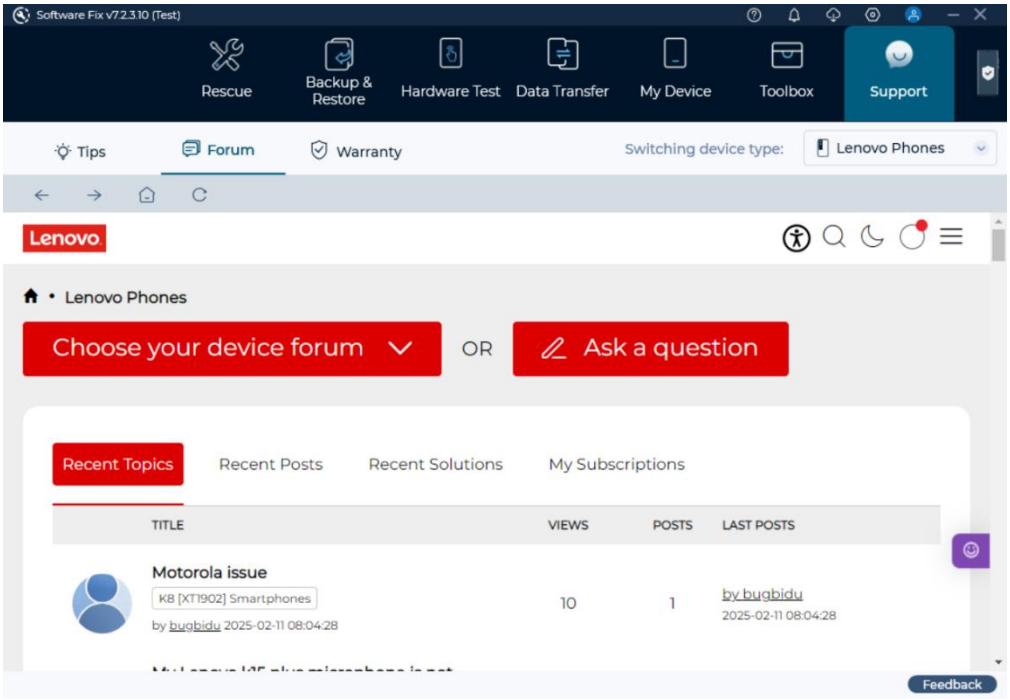
Forum

Click the “Forum” button:



For Example:

Lenovo Tablets category is selected, the following page will be appeared:



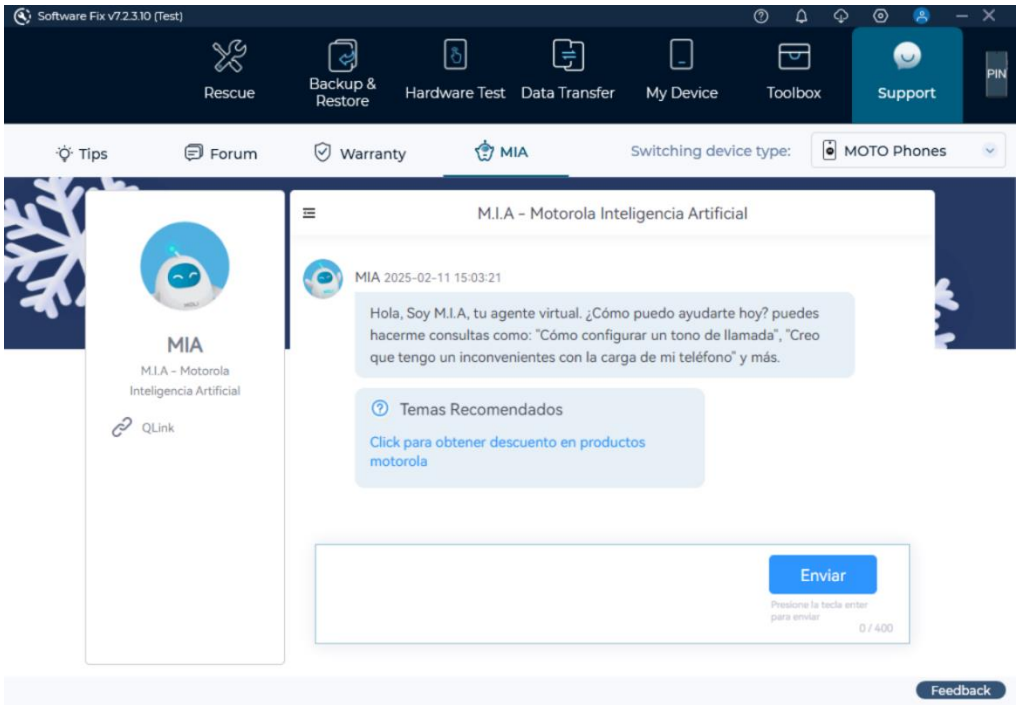
MIA/Lena

Click the “MIA” button:



For Example:

If the Moto Phones category is selected and the page has finished loading, the following page will appear. You can obtain assistance by communicating with Motorola Support.



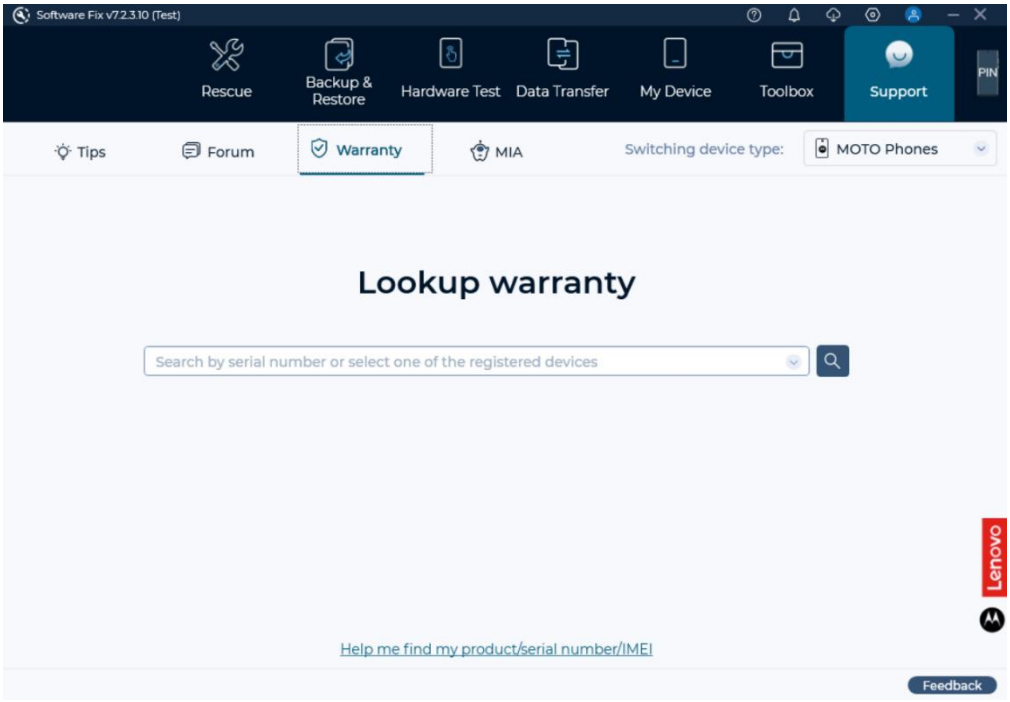
Warranty

Click the “Warranty” button:



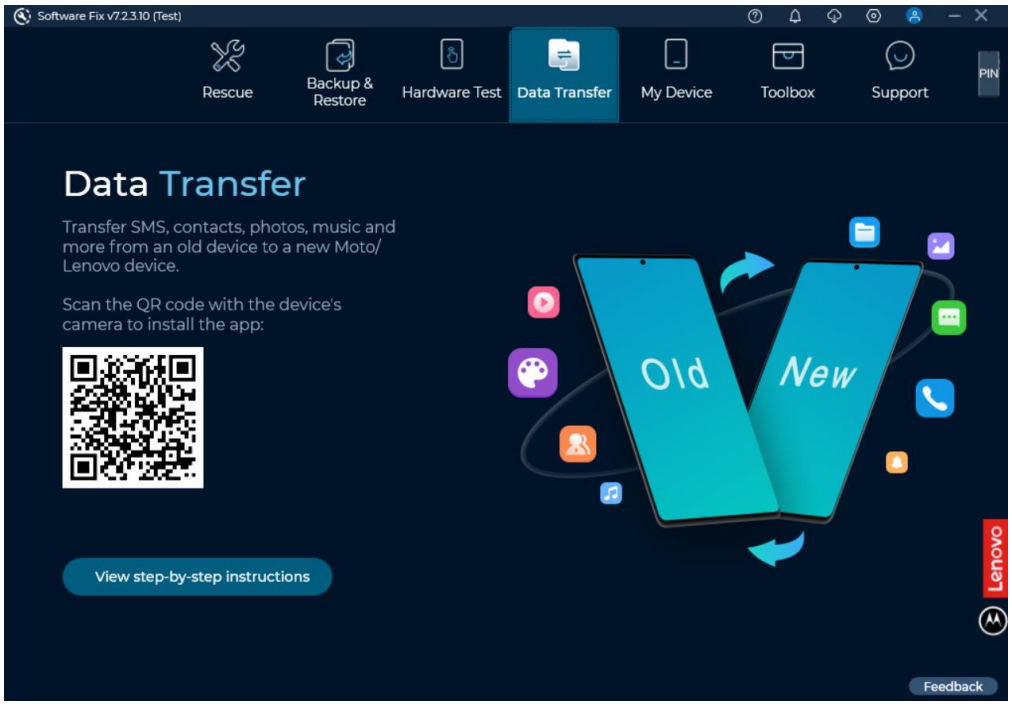
Once loading is completed, the following page will be appeared. There are two ways to check your device’s warranty:

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



Data Transfer

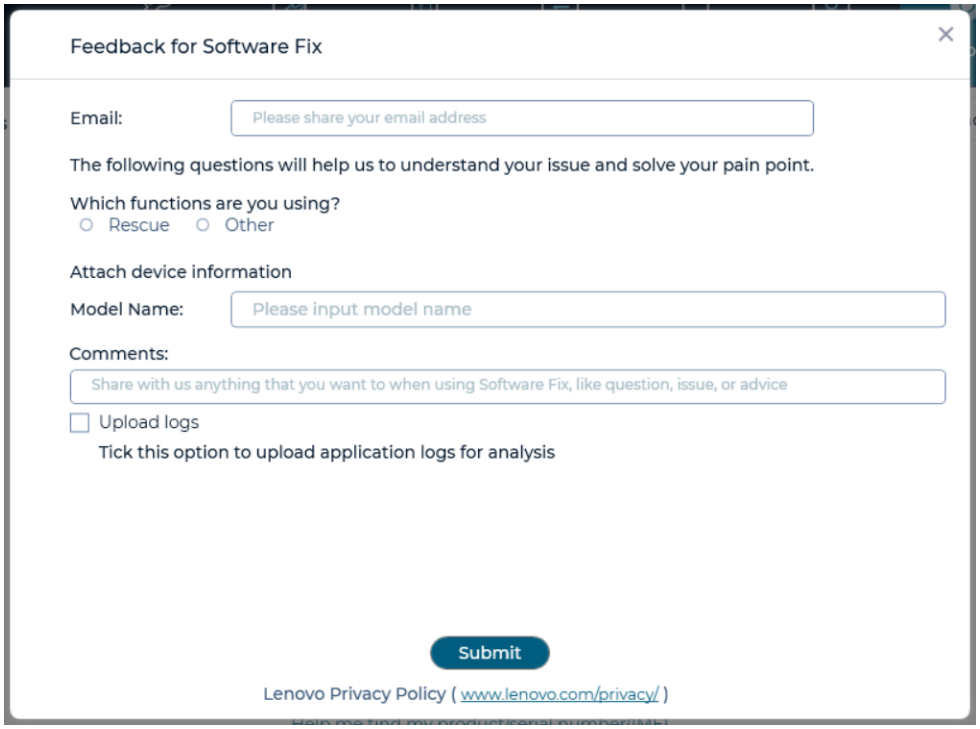
The data transfer is a function of the MA in the device, and the interface mainly introduces how to use this function in the device to transfer data.



See 1.3.4 for details on how to use the function.

Feedback

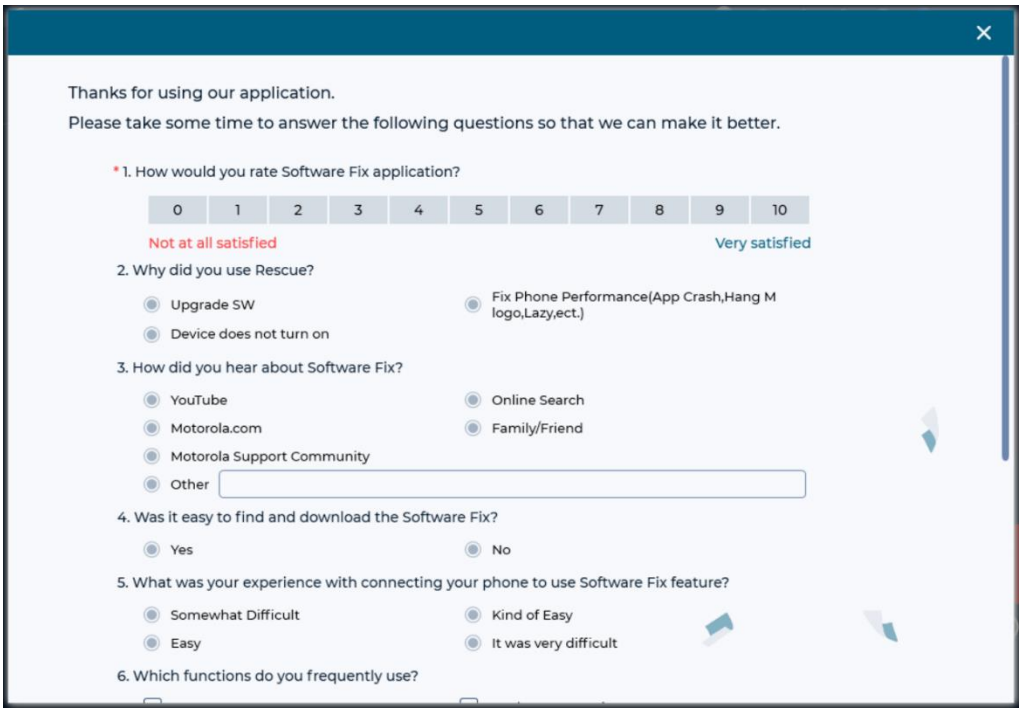
Click on the "Feedback" button located at the bottom right corner to access the feedback page. You can submit your feedback, and it will be sent back to Lenovo.



Survey

If you have minutes, we would greatly appreciate it if you could fill out the Software Fix survey. Your input will help us improve the app and make it even better for our users. Thank you in advance for 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 Software Fix 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,ect.)
Device does not turn on
3. How did you hear about Software Fix?
YouTube
Online Search
Motorola.com
Family/Friend
Motorola Support Community
Other
4. Was it easy to find and download the Software Fix?
Yes
No
5. What was your experience with connecting your phone to use Software Fix feature?
Somewhat Difficult
Kind of Easy
Easy
It was very difficult
6. Which functions do you frequently use?

7. Lenovo APP

You can download this APP by scan the QR code.

IOS



Android



Also, can be downloaded at

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

Instruction of the APP:



Service FULL Flow_Lenovo Help

8. Product Disassembly

8.1 Repair Tool

Tool Name	Picture	Tool Name	Picture
SIM Card Needle		Screwdriver	
Option 1 and 2 Heating Platform or Heat Gun		Option 3 Hair Dryer(1600W)	
Suction or Suction Cup		Guitar Pick	
Tweezers			

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

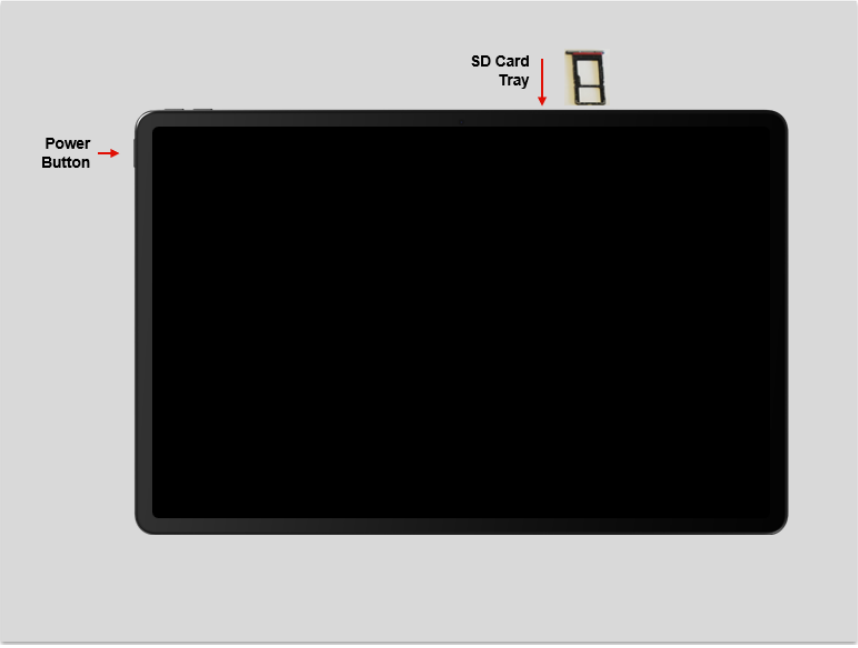
https://osd.lenovo.com:443/kb/share/getShareFileListById?shareId=57317

8.3 Key Tips

1. The Rear Cover FRU assembly include Battery Adhesive.
2. The TPLCM is hook structure, no need adhesive.

8.4 Disassembly SOP

Disassembly



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

Disassembly



Option 1: Hair Dryer

- Place the tablet on a working table with the screen facing up.
- Adjust the heat gun to 60℃.
- Preheat for around 30 seconds before applying on device.
- Heat the four sides for 10 minutes.

Disassembly



Option 2: Heating Platform

- Preheat the heating platform* to 75±5℃, then put the device on the heating platform with the screen facing down.
- Heat for 5 minutes.

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Disassembly

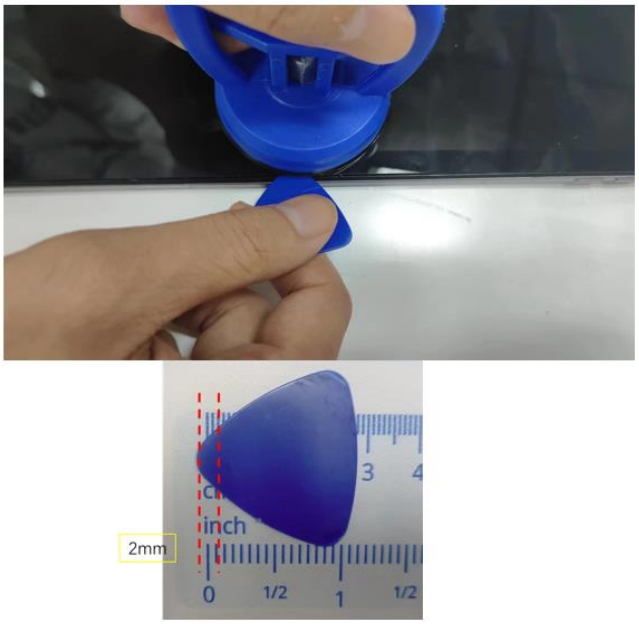


Option 3: Heat Gun

- Place the tablet on a working table with the screen facing up.
- Adjust the heat gun to 140℃ 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 degrees angle.

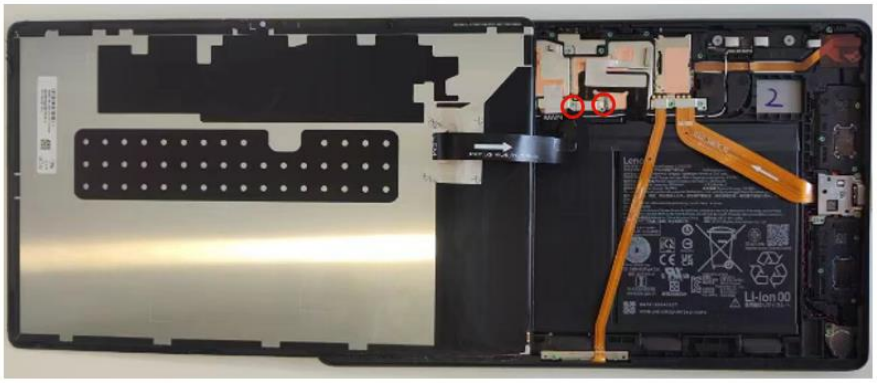
Lenovo 2022 Lenovo Internal. All rights reserved.

Disassembly



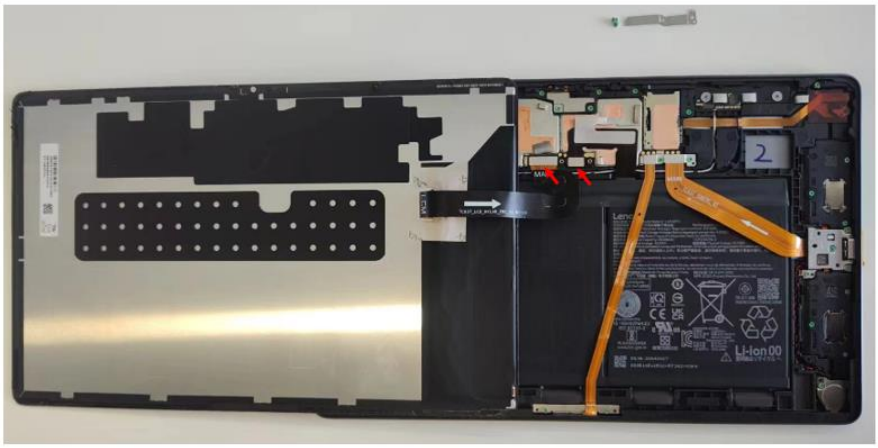
- Apply the suction cup to the front housing at the front facing camera.
- Then insert a guitar pick between the gap starting from the front camera, then slide around the edges following the direction of the arrows in the picture.
- Place one guitar pick in each side after sliding each side;
  Note: the guitar pick should be inserted no deeper than 2 mm.

Disassembly



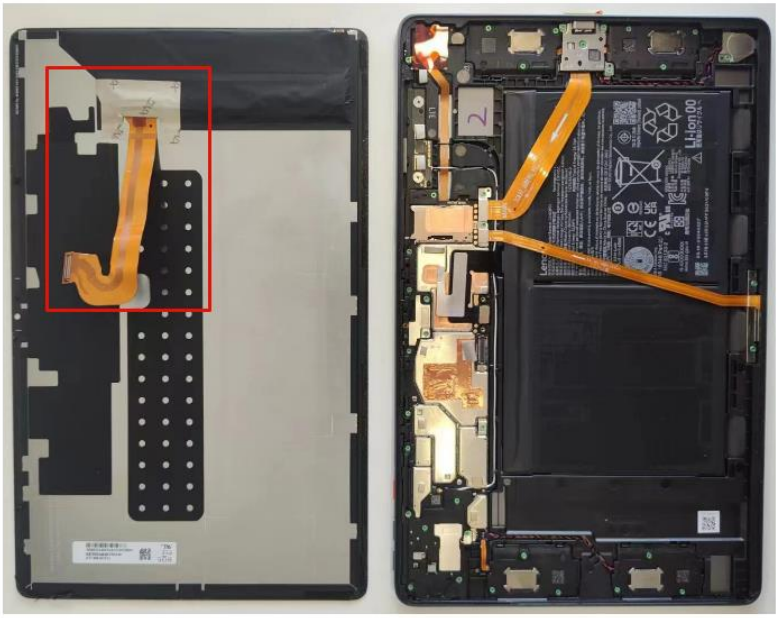
- Carefully open the TPLCM and place it on the rear housing screen facing down (left picture).
- Remove **2 screws** as circled in red.
- Remove the **LCM FPC Metal**.

Disassembly



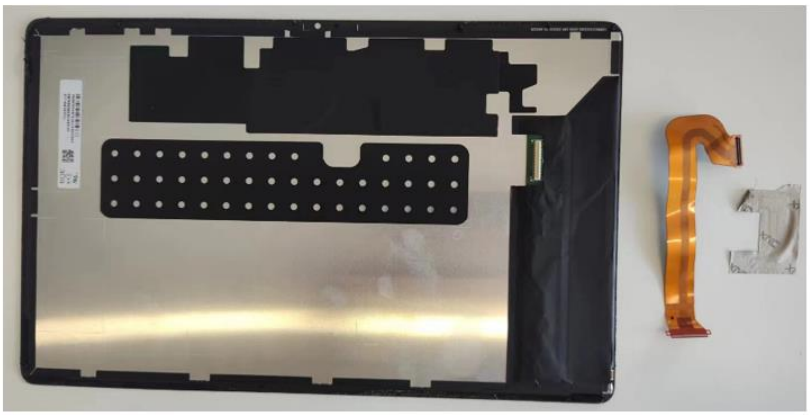
- Disconnect the Battery FPC connector;
- Disconnect TP LCM FPC connector;
- Remove the **TPLCM** from the device.

Disassembly



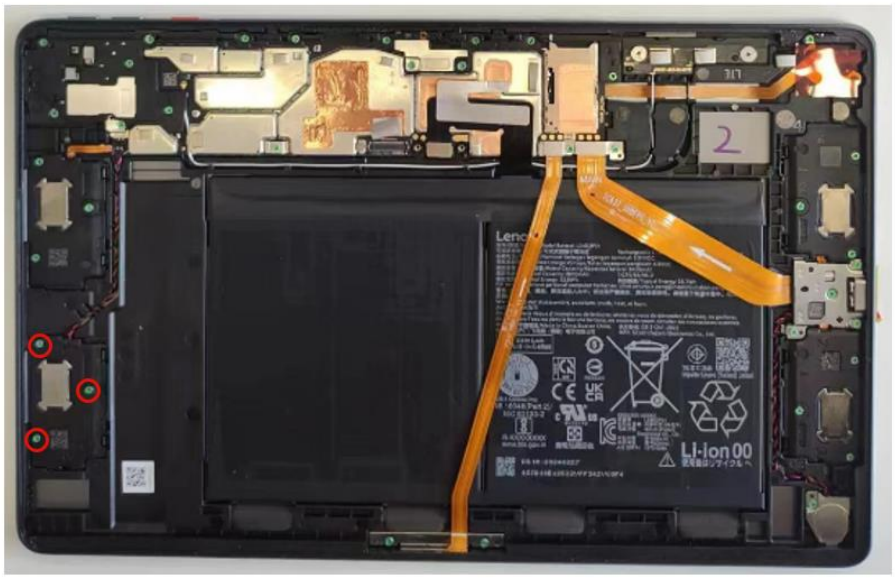
- Remove the **TP FPC Mylar**;
- Disconnect the ZIF connector and remove the **TP FPC**.

Disassembly



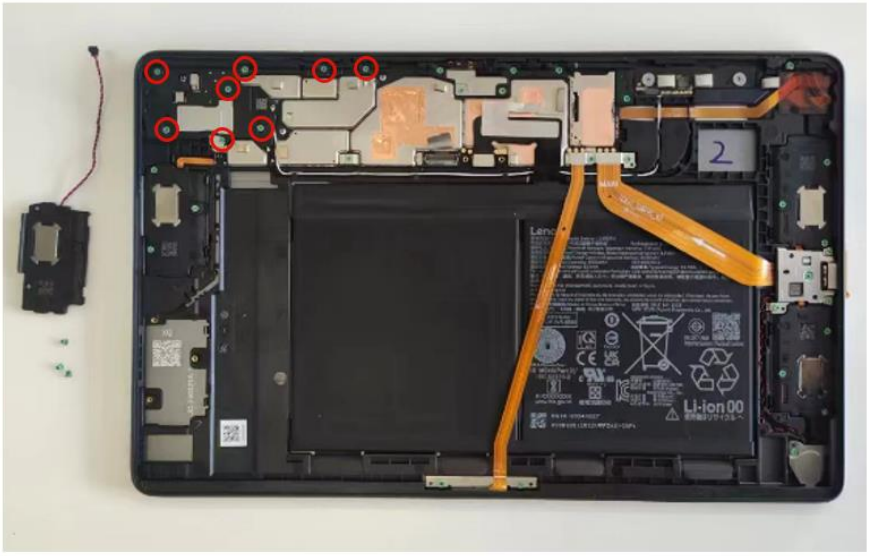
After removing the FPC and conductive cloth, the TPLCM is as left picture.

Disassembly



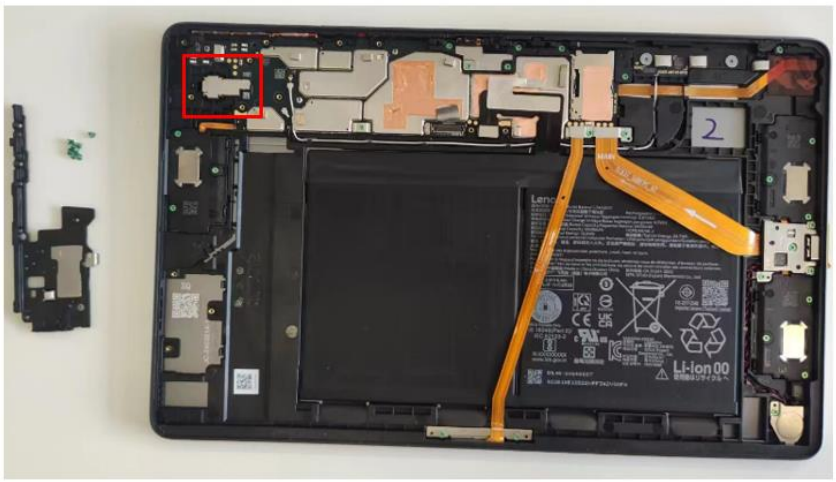
- Remove **3 Green Screws**;
- Remove the **Speaker_L_down**;

Disassembly



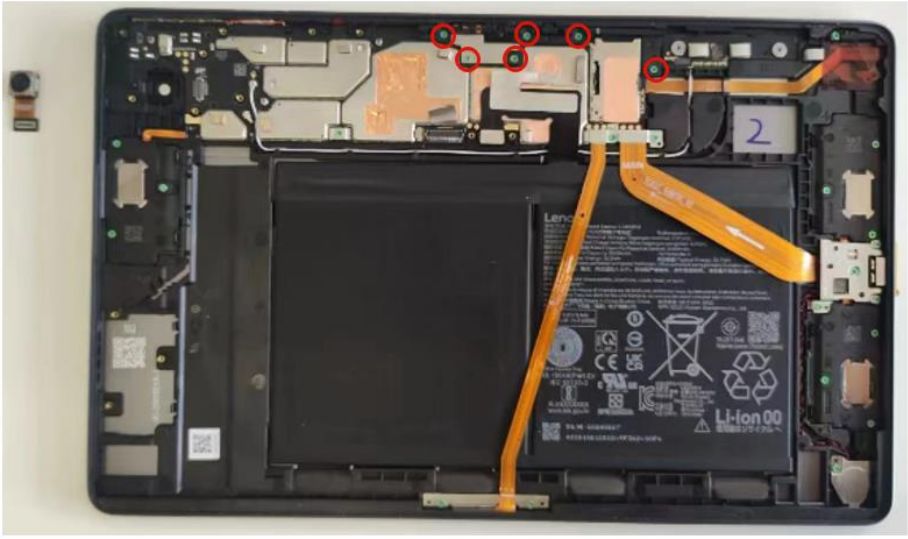
- Remove **8 Green Screws**;
- Remove the **Side key frame**;

Disassembly



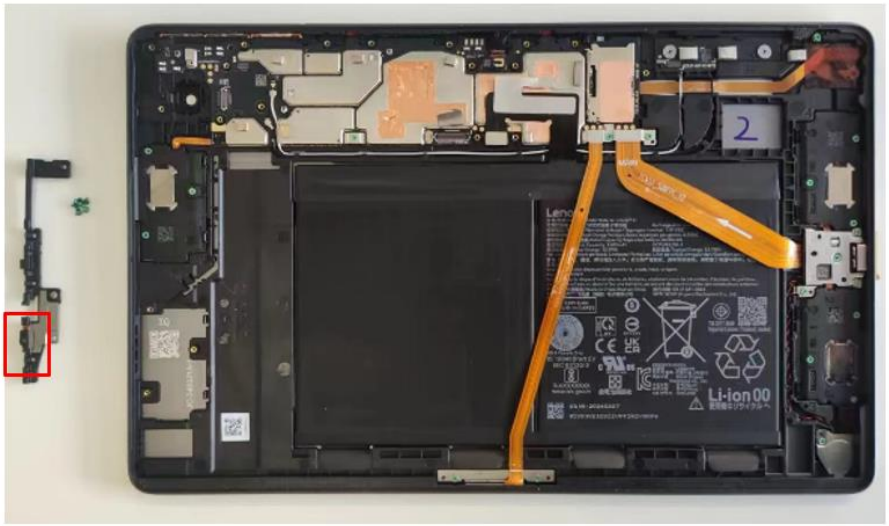
- Remove the **R-camera**

Disassembly



- Remove **6 Green Screws**;
- Remove **F-camera frame**;

Disassembly



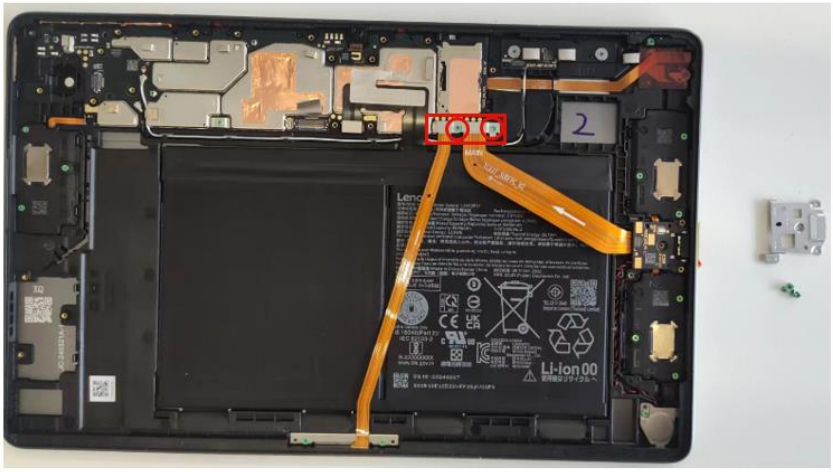
- Remove **L-sensor rubber**;

Disassembly



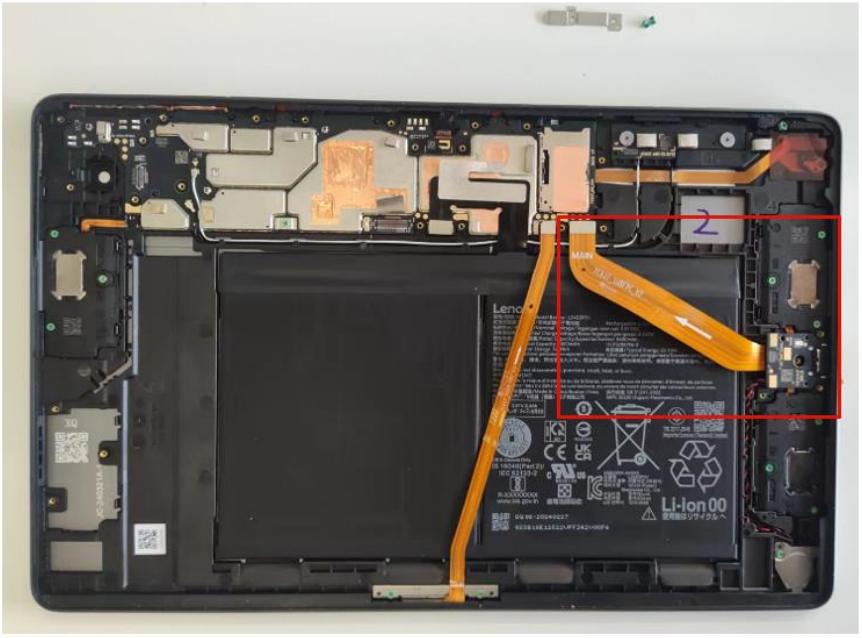
- Remove **4 Green Screws**;
- Remove the **USB board Metal**;

Disassembly



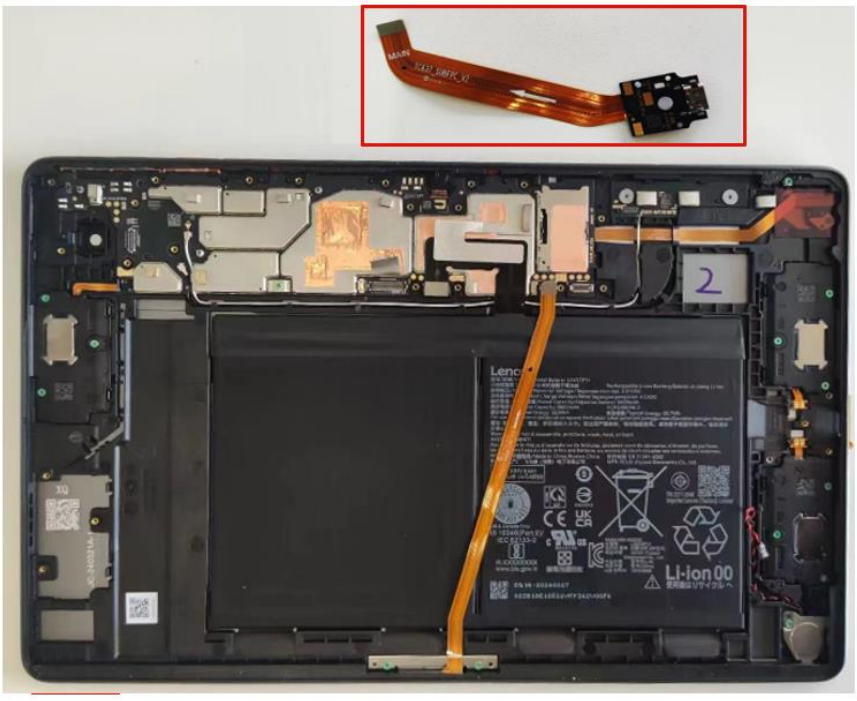
- Remove the **2 Green Screws**
- Remove the **Mainboard metal**

Disassembly



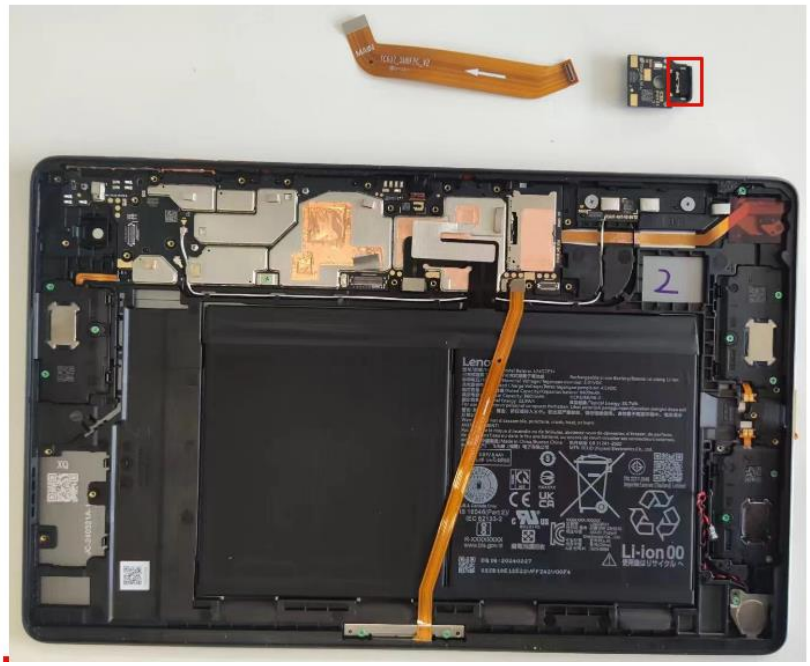
- Remove the **USB Sub board with FPC**

Disassembly



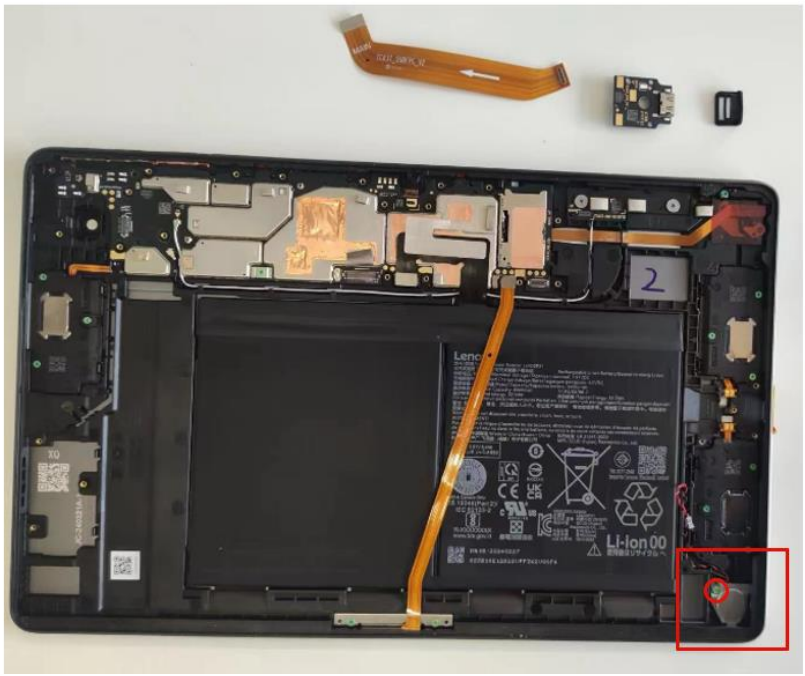
- Remove the **FPC from SUB Sub board**

Disassembly



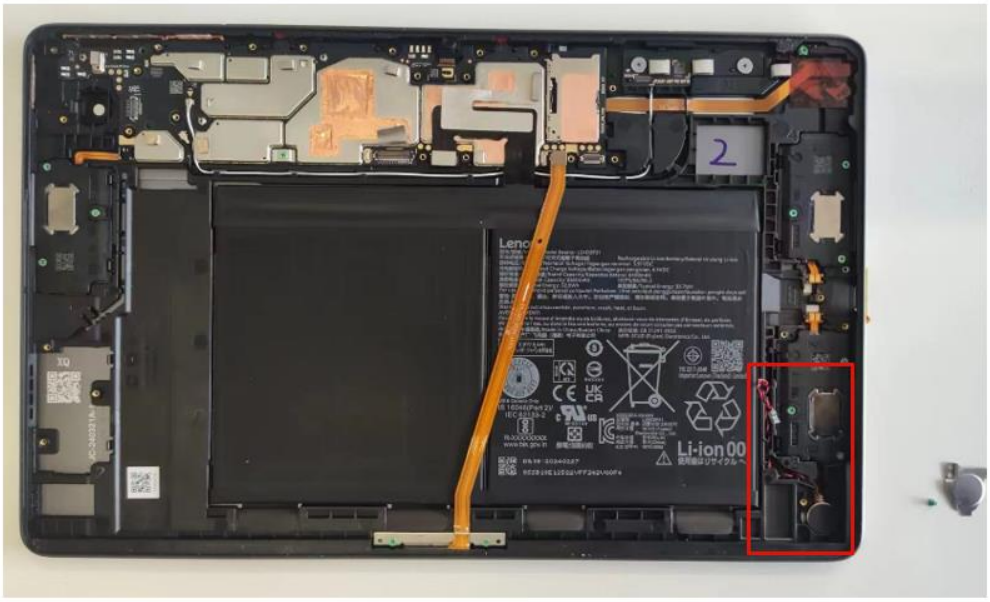
- Remove **Rubber from SUB board**;

Disassembly



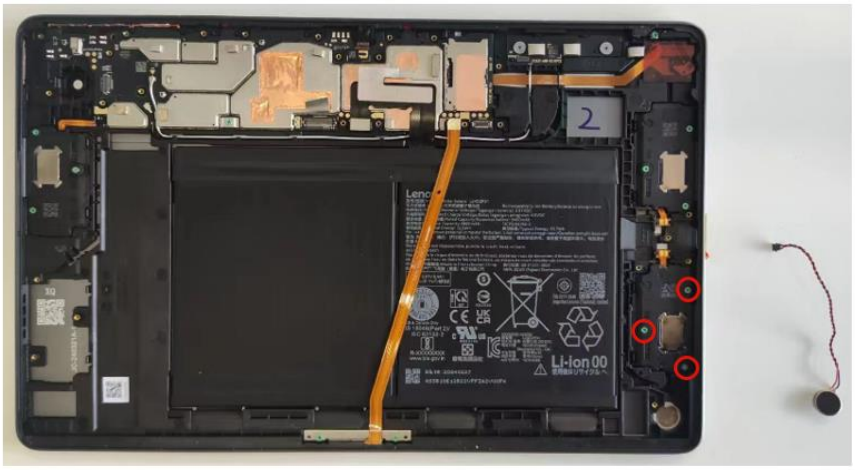
- Remove **1 Green Screws**;
- Remove the **Vibrator metal**;

Disassembly



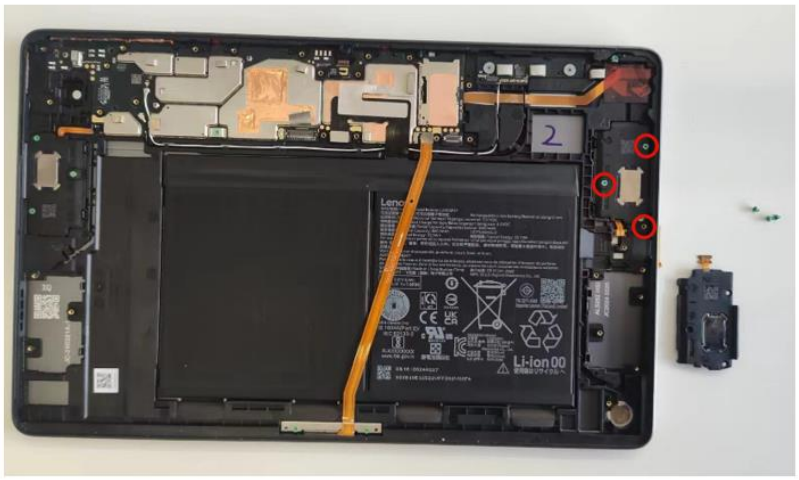
- Remove **Vibrator**;

Disassembly



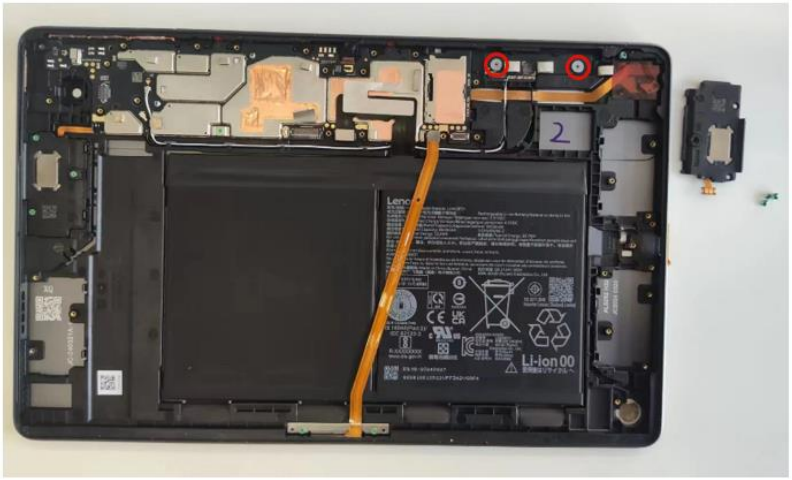
- Remove **3 Green Screws**;
- Remove the **Speaker _R_down**;

Disassembly



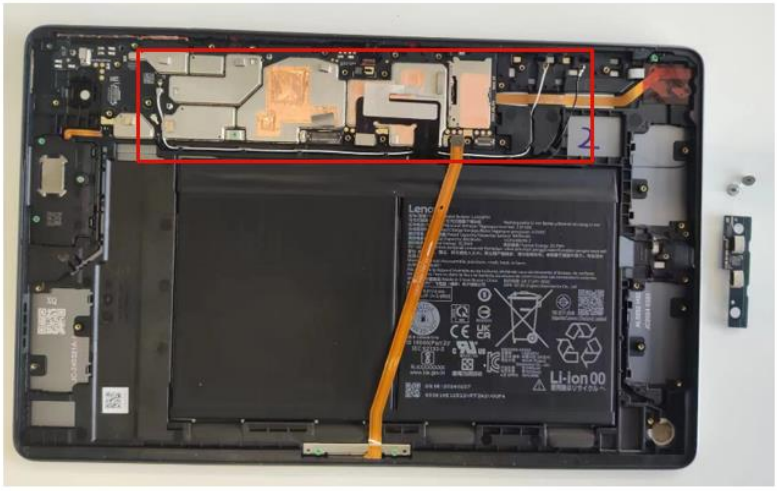
- Remove **3 Green Screws**;
- Remove the **Speaker _R_up**;

Disassembly_LTE+Voice



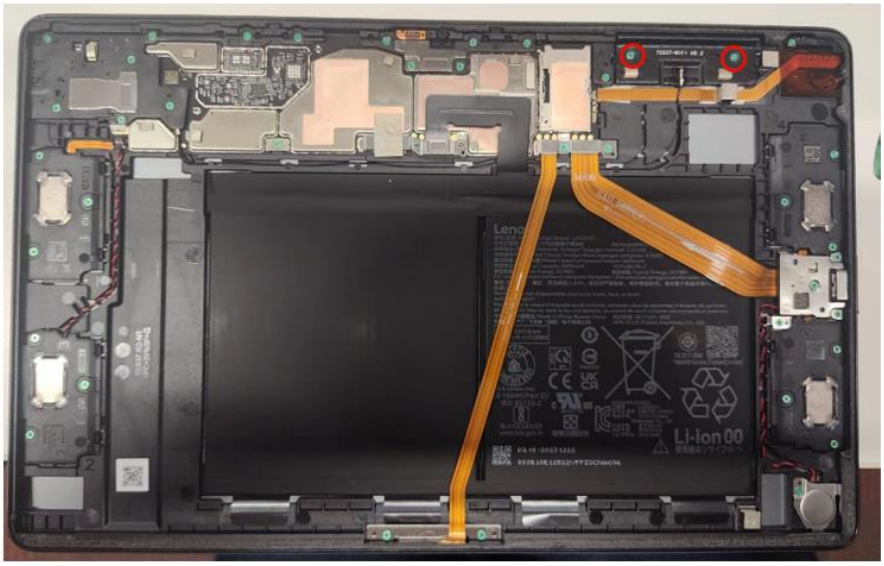
- Remove **2 White Screws**;
- Remove the **Antenna board**;

Disassembly_LTE+Voice



- Remove **2 RF cables**;

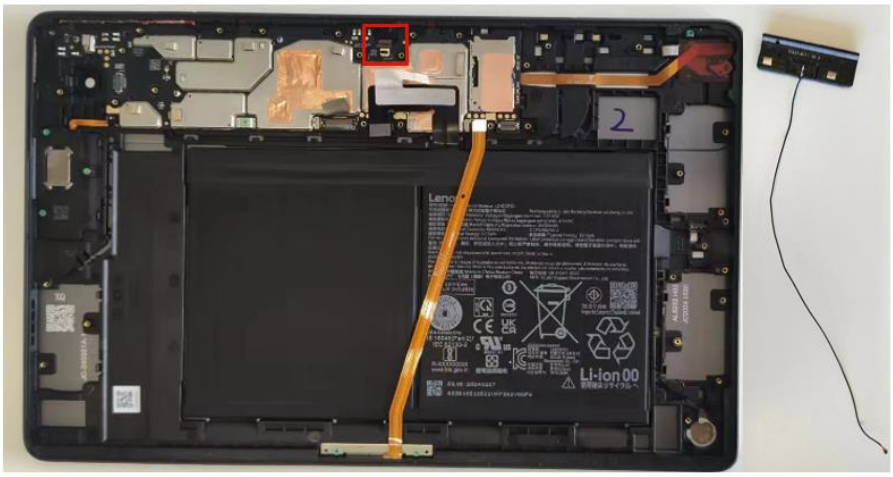
Disassembly_WIFI



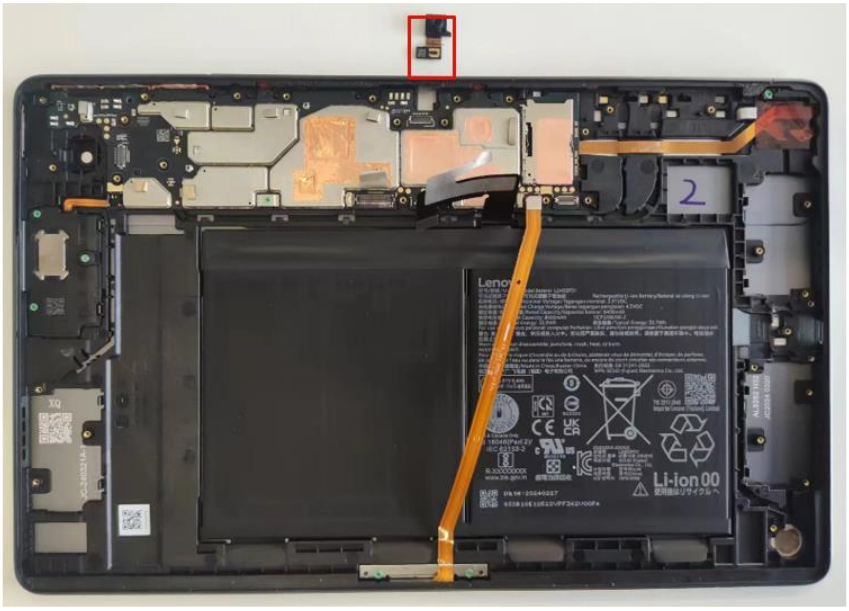
- Remove **2 green Screws**;
- Remove the **Antenna**;

Disassembly_WIFI

- Remove the **Front Camera** with the **Front Camera Rubber**;

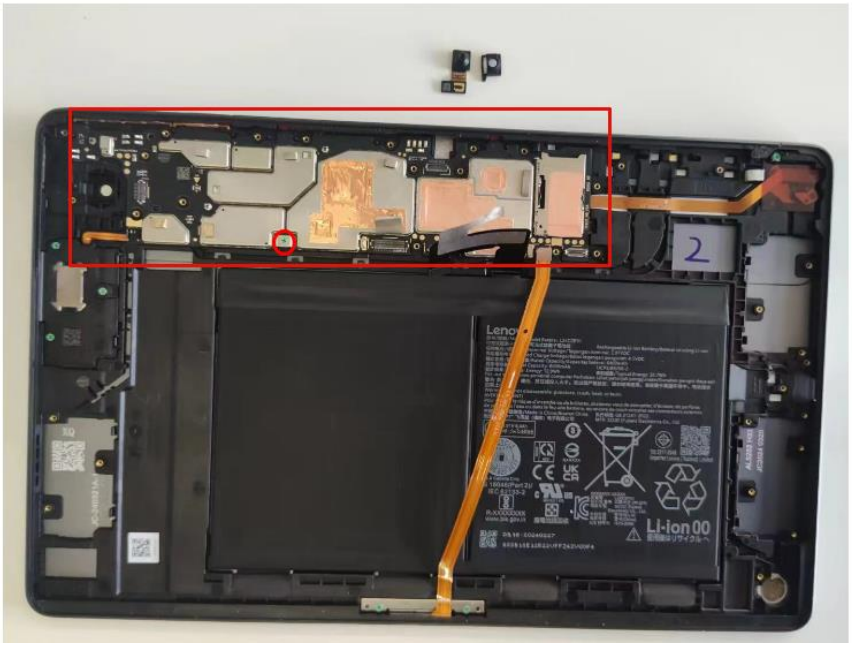


Disassembly



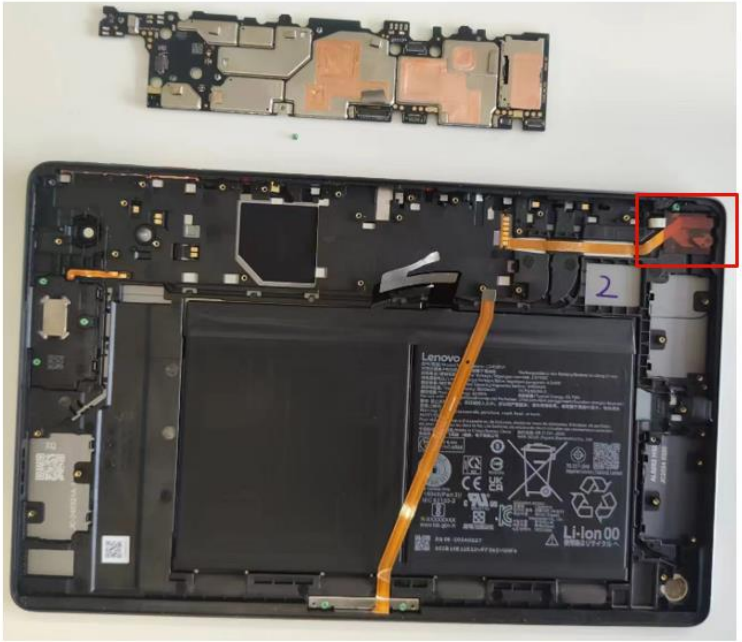
- Remove the **F-Camera rubber**;

Disassembly



- Remove the **1 Green Screw**
- Remove the **Main board**;

Disassembly



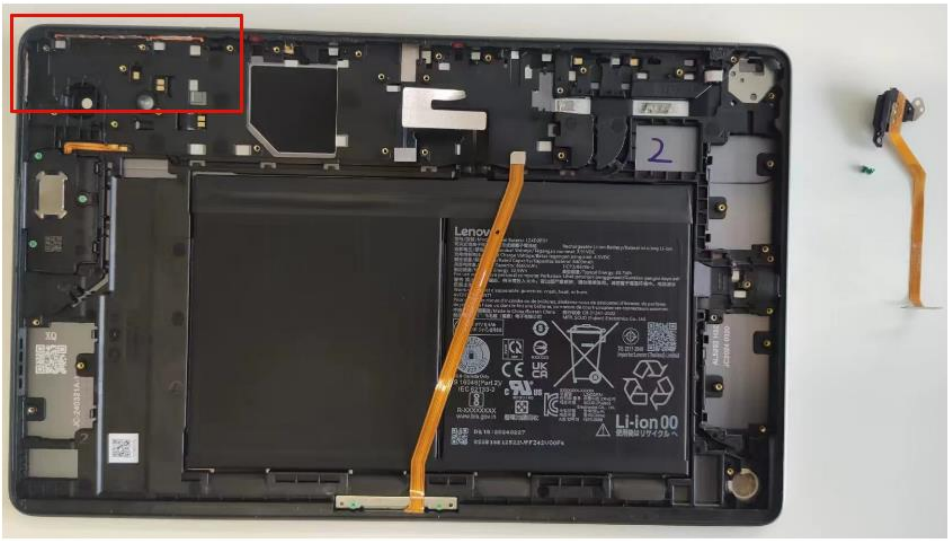
- Remove the **earphone FPC mylar**.

Disassembly



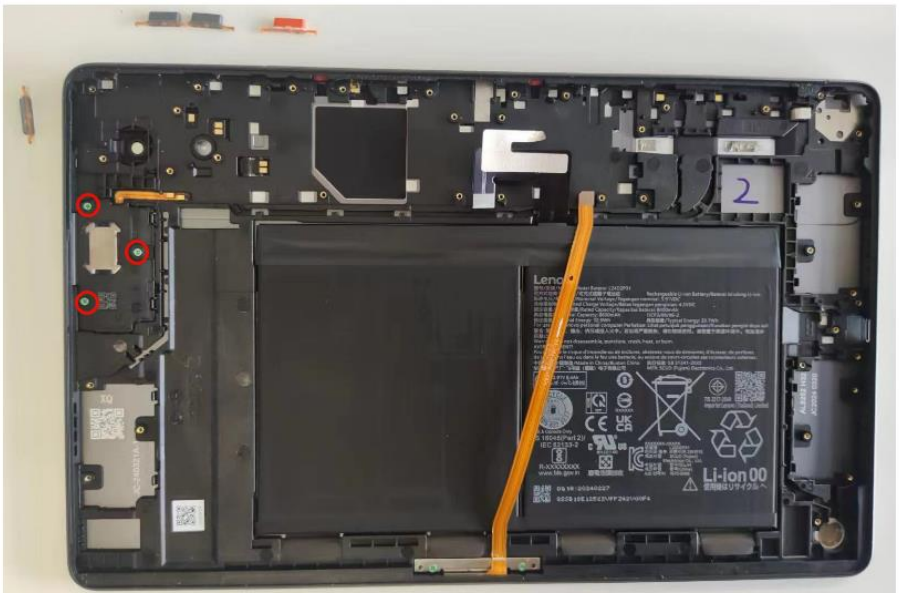
- Remove the **2 Green Screws**;
- Remove the **earphone FPC**;

Disassembly



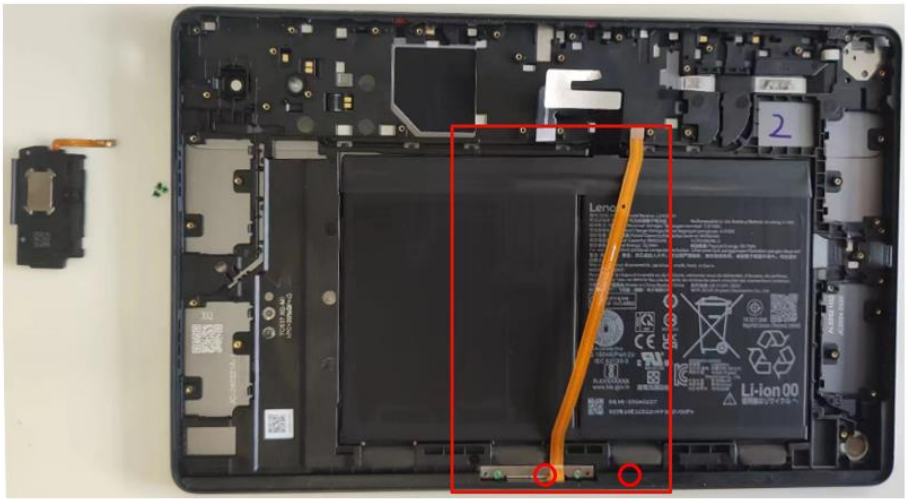
- Remove the **Volume key**;
- Remove the **Action key**;
- Remove the **Power key**;

Disassembly



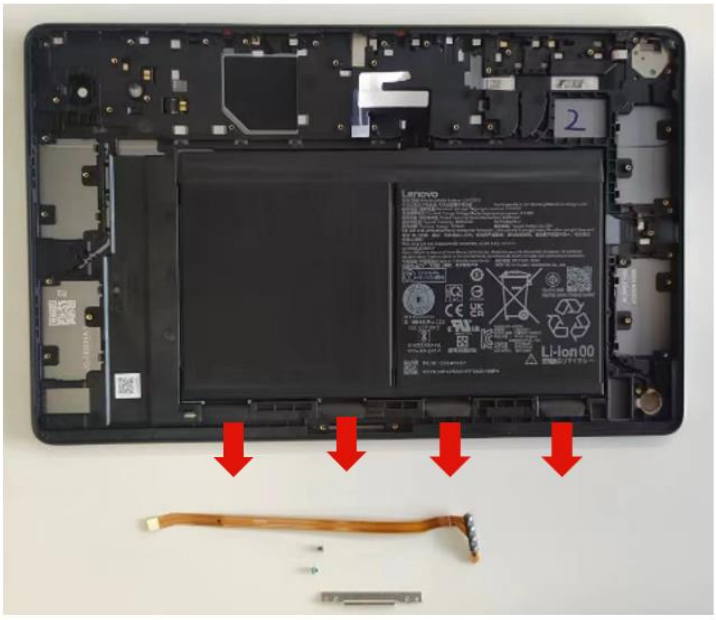
- Remove the **3 Green Screws**
- Remove the **Speaker L_up**;

Disassembly



- Remove the **2 Green Screws**;
- Remove the **Pogo-pin FPC and fix metal**;

Disassembly

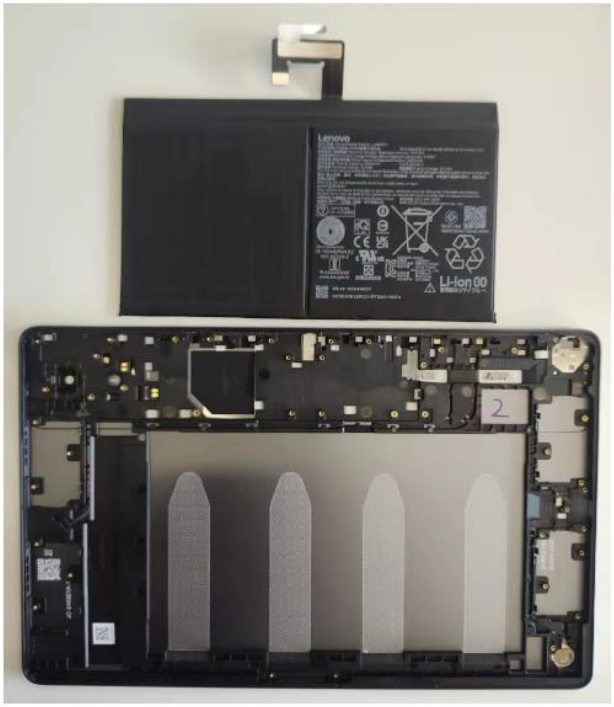


- Slowly pull the 4 Battery Adhesive Tabs using tweezers
- Remove the **Battery**.

Note: Battery Adhesive Removal video available in OSD:

All Files » Universal » Solution » Adhesive Installation » Remove Pulling Adhesive Instruction.mp4

Disassembly

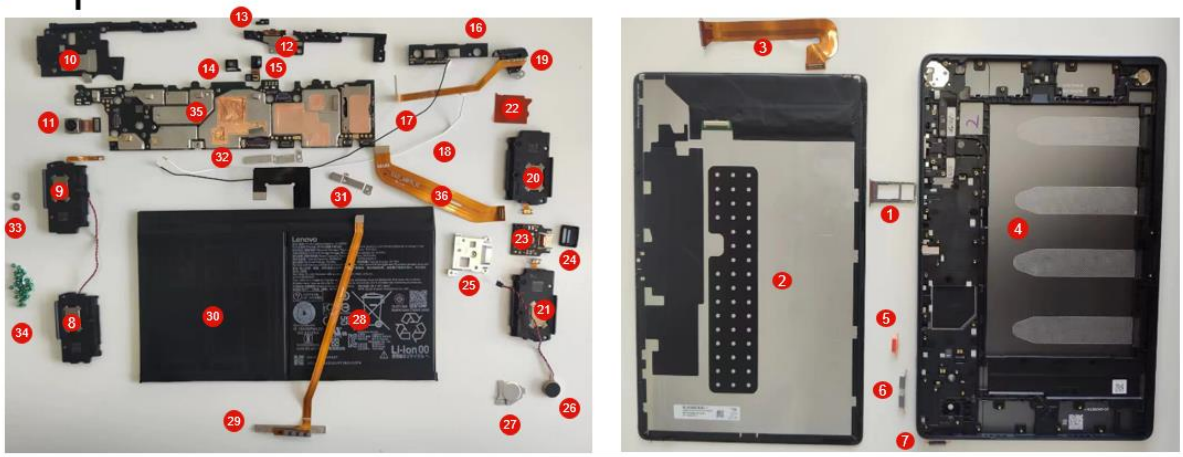


After remove the Battery, it will leave the **Rear Cover**.

9. Part Replacement Repair

9.1 Explosive View

Explosive View



#	Part	#	Part						
1	SIM tray	9	Speaker L_up	17	RF Cable_BL	25	SUB board metal	33	Screw
2	TPLCM	10	Side key frame	18	RF Cable_WH	26	Vibrator	34	Screw_GN
3	TPLCM FPC	11	Rear Camera	19	Earphone FPC	27	Vibrator metal	35	Main board
4	Rear cover	12	Front Camera frame	20	Speaker R_up	28	Pogo PIN FPC	36	Link FPC
5	Action key	13	L-sensor rubber	21	Speaker R_down	29	Pogo PIN FPC metal		
6	Volume key	14	Front Camera rubber	22	Audio mylar	30	Battery		
7	Power key	15	Front Camera	23	SUB Board	31	Main-SUB metal		
8	Speaker L_down	16	Antenna board(Antenna for WIFI)	24	SUB Board rubber	32	Battery metal		

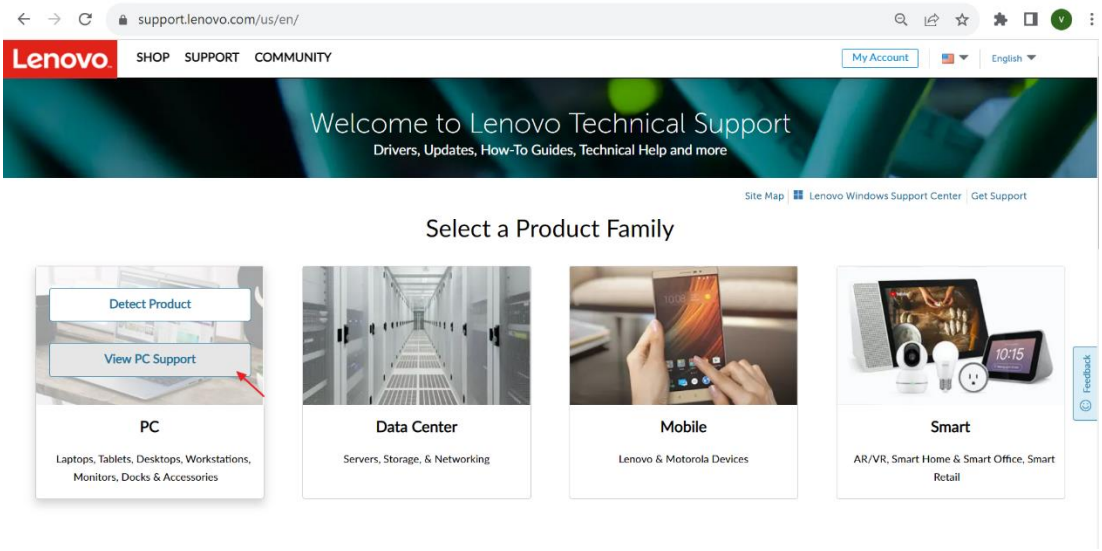
9.2 How to Order PN

We recommend you use our repair options during the in-warranty period for best results. However, if you would like to perform the repair yourself, you can find and purchase high-performance replacement parts on https://support.lenovo.com.

1. Look up

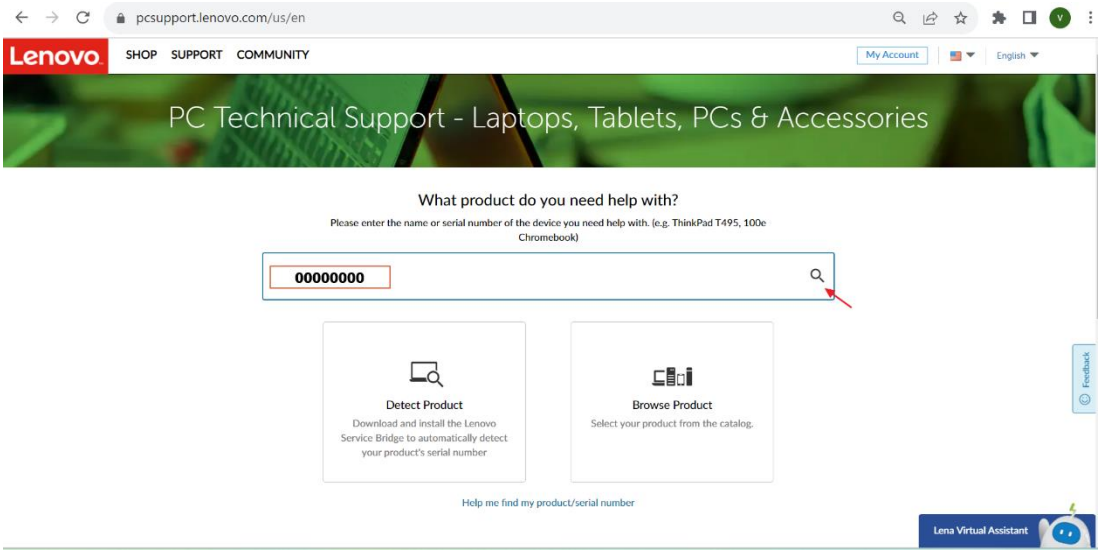
Identify your device, view parts info & availability

Click **View PC Support**:

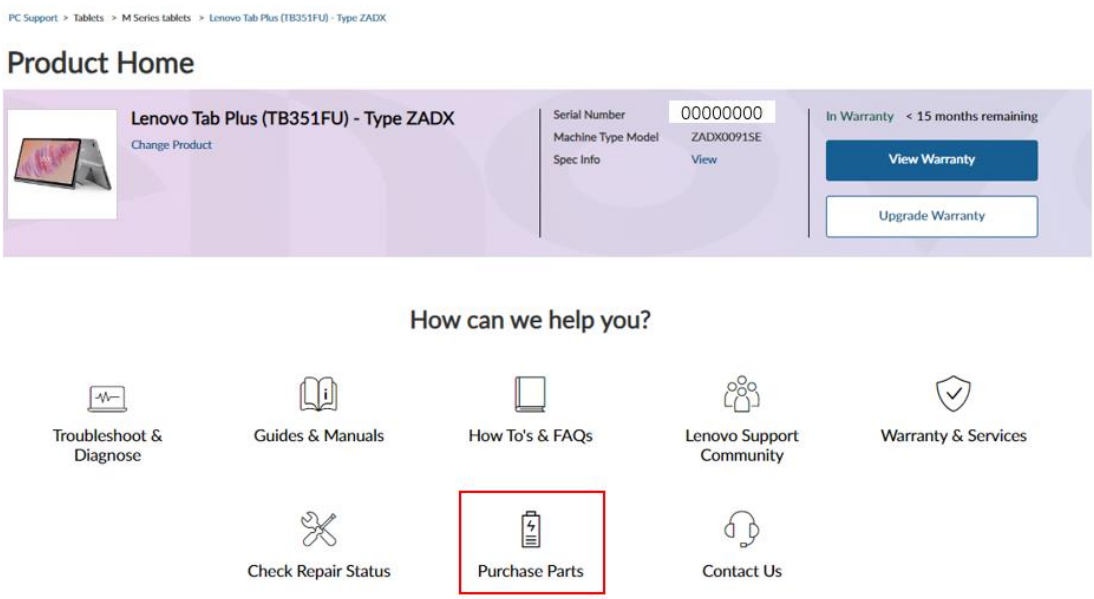


Input your tablet serial number (SN) then click search icon.

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



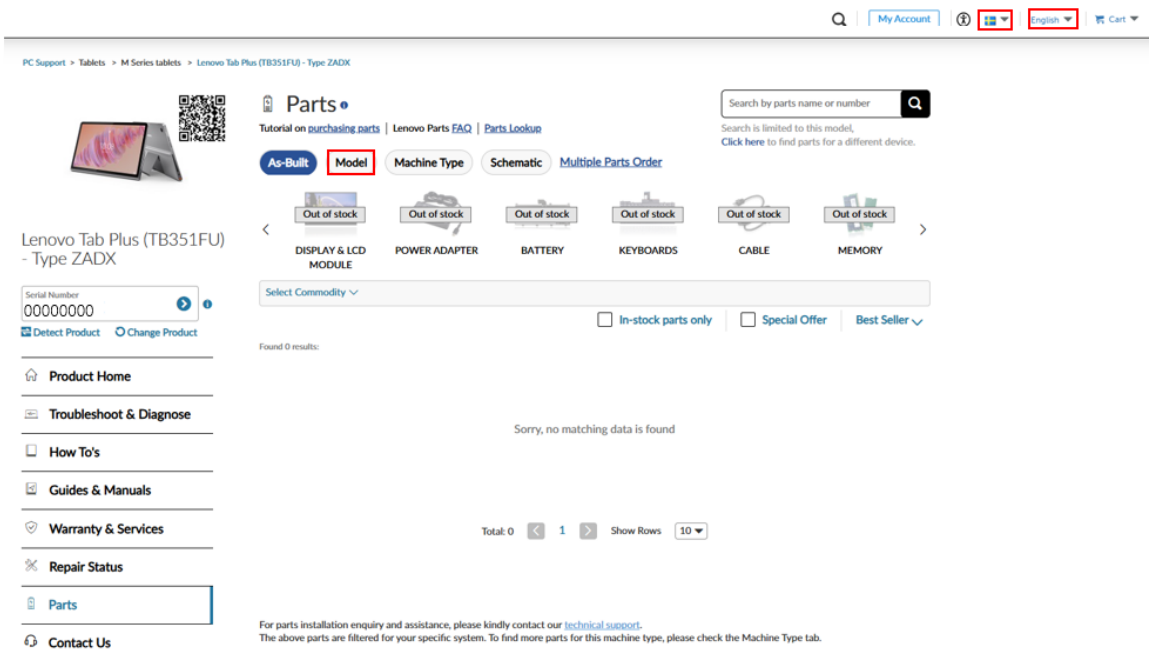
Then you can find the product's information, click "Purchase Parts" to find parts list.



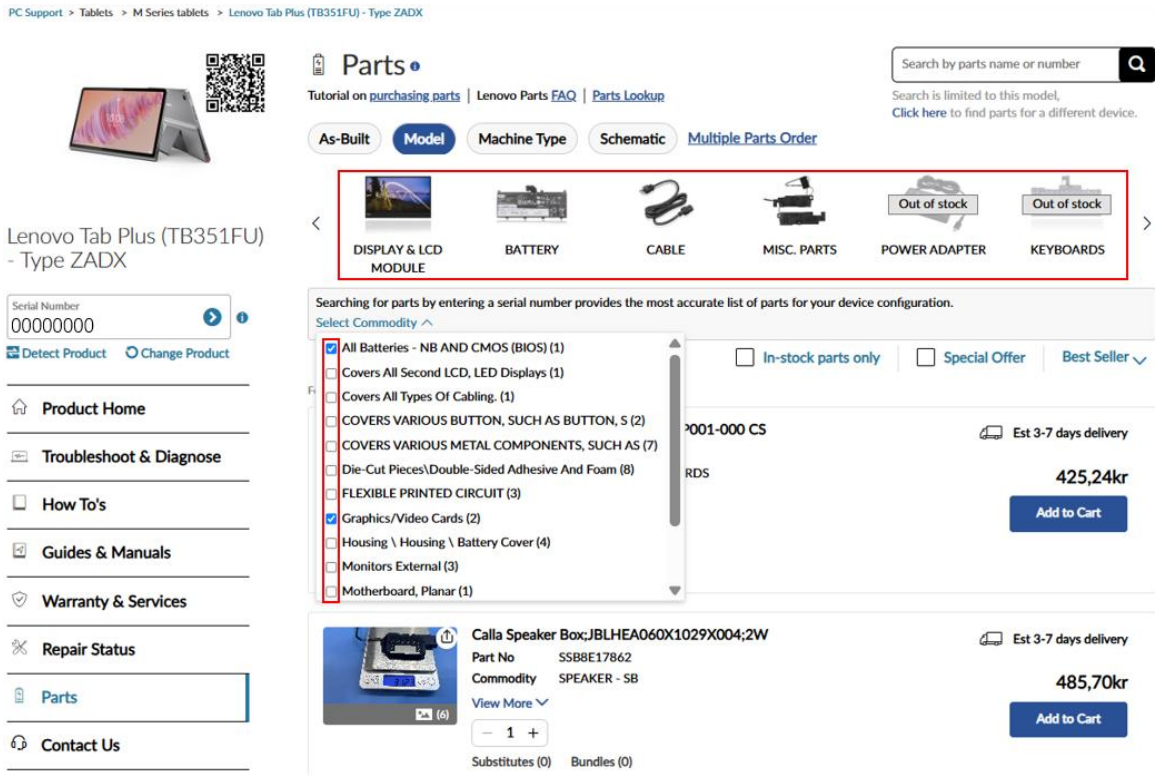
2 . Select Parts

Select the parts you want to purchase.

Please choose your country first. You could also select display language. Click on “Model”, you can see the service parts information.



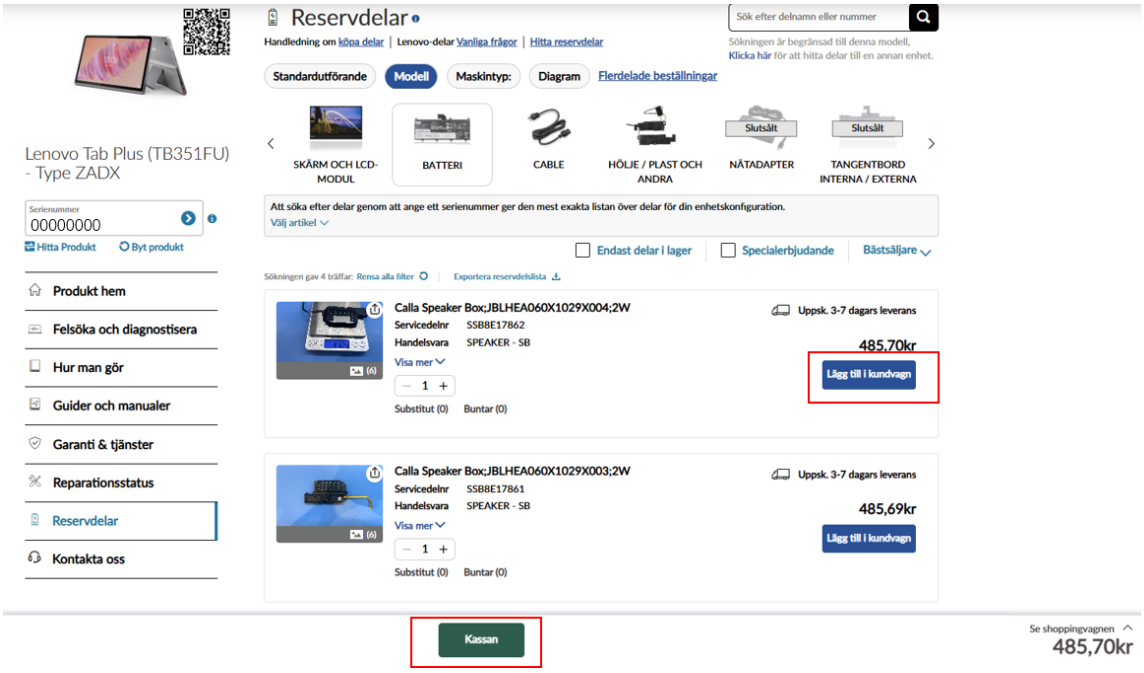
Click on parts category pictures or select commodity pull down list to choose the parts you want.



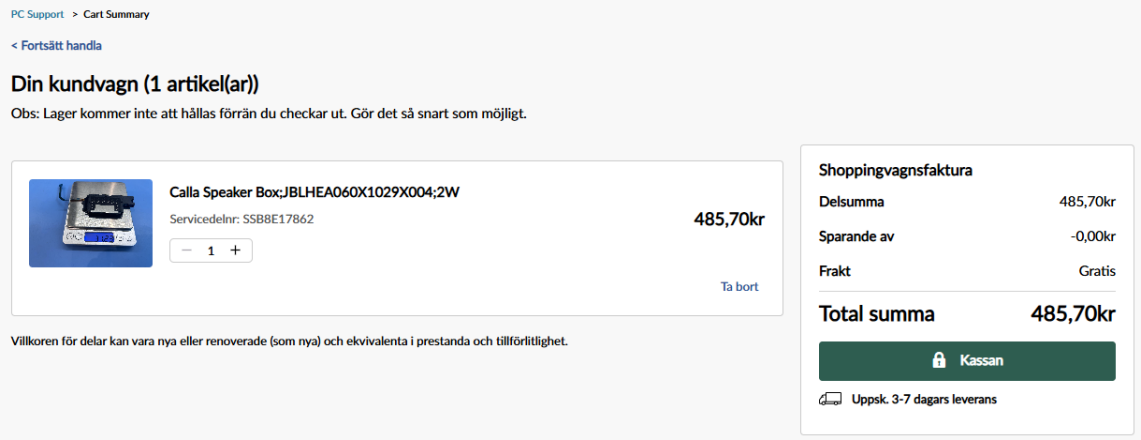
3. Check Out

Complete your order and check out.

Add parts to cart and check out.



Fill in address and pay for the order

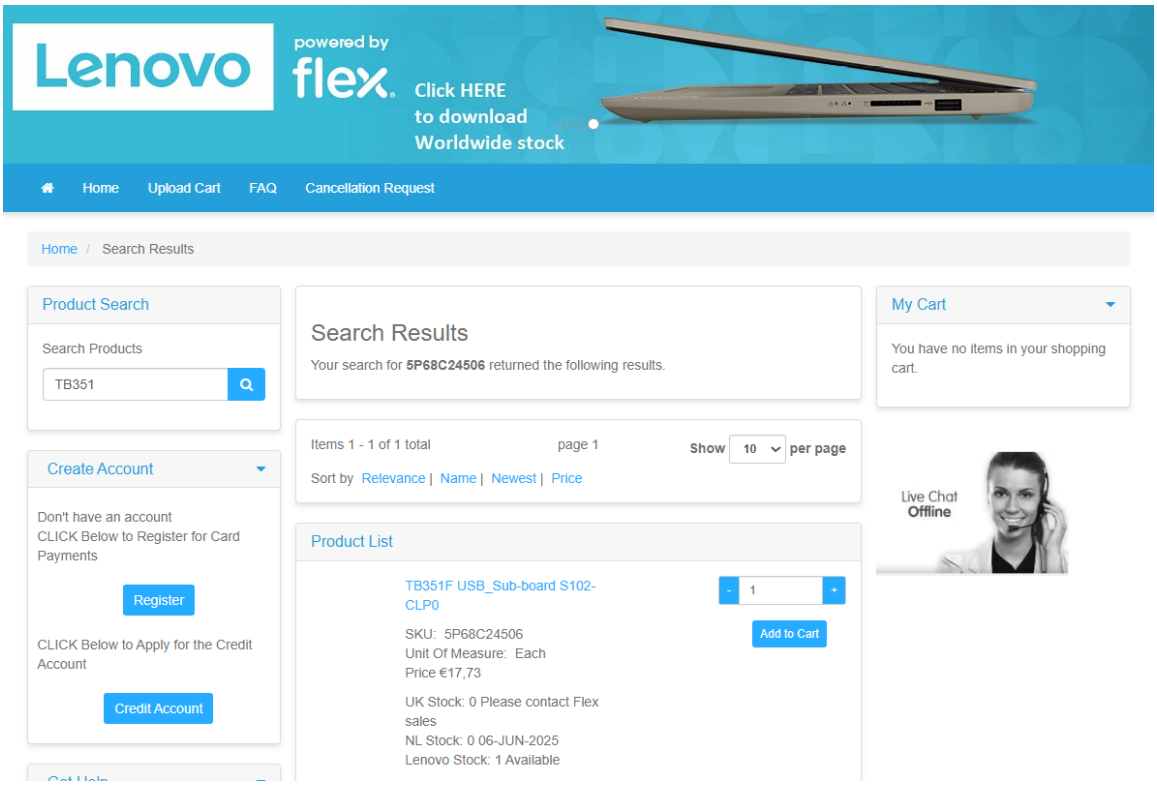


If you buy Lenovo tablet from authorized retailer and would like to do self-repair, Lenovo also provide the parts ordering channel where e-support website parts list is not available.

You could contact the retailer or Lenovo recommended repair provider or repair center who can help with purchasing the correct parts from **LenovoEsales | LenovoEsales** (Find the support country list as below).

To find a repair center or service provider, go to the following site and enter the required information - **Find a Lenovo Service Provider.** For more information, click: **How to Locate a Repair Center or Service Provider**

Input Model Name in search box to find the part list, contact your retailer or recommended repair provider to help you select and order spare parts.



Note: [LenovoEsales | LenovoEsales] support country reference for indirect sale order: Bulgaria, Cyprus, Czech Republic, Estonia, Greece, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia, Iceland, Türkiye.

10. Accessories

1. Block Diagram & Circuit Schematic

2. Component Layout