Lenovo



Product Maintenance Manual

Lenovo Tab P11

TB-J606F/L

Issued by: T&SD WW Service
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Read this guide carefully before repair

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Revision History

Revision	Date	Notes
1	7/19/2024	Initial Release

Contents

Revision History 2
1. About this manual 5
2. Safety Information 6
2.1 General safety 7
2.2 Electrical safety 8
2.3 Safety inspection guide 9
2.4 Handling devices that are sensitive to electrostatic discharge 10
2.5 Grounding requirements 11
2.6 Safety notices multilingual translations 12
3. Product Introduction 13
3.1 Product Appearance 13
3.2 Product Location 14
3.3 Product Spec 15
3.4 Accessory 16
3.5 What's in the box 17
4. Warranty Information 18
4.1 How to find SN 18
4.2 Warranty lookup 19
5. Diagnostic 21
5.1 Web Trouble Shooting 21
5.2 Built in Hardware diagnostic 25
5.2 .1 Factory Reset 27
5.2 .1 Diagnostics 30
6. Rescue and Smart Assistant 31
7. Lenovo APP 102
8. Product Disassembly 103
8.1 Repair Tool 103
8.2 Common Repair Tips 104
8.3 Key Tips 105
8.4 Disassembly SOP 106
9. Part Replacement Repair 120

9.1 Explosive View 120
9.2 How to Order PN 121
10. Accessories 124

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 P11

Model Name
Lenovo TB-J606F/L

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.

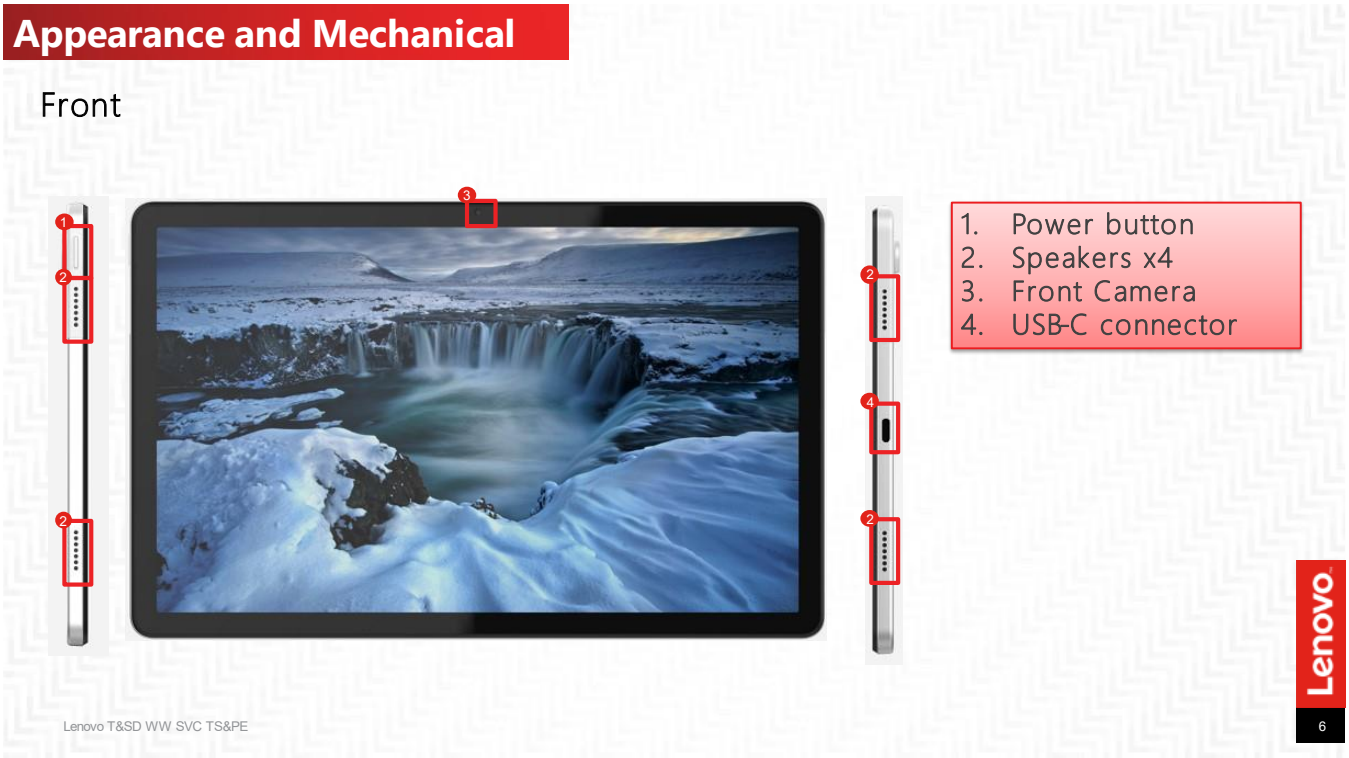
予備バッテリーの中には少量のニッケルとカドミウムが含まれているものがあります。したがって、予備バッテリーの分解、再充電、火または水の中への投棄、またはショートさせることは決して行わないでください。バッテリーを廃棄する場合は地方自治体の条例に従ってください。適切なパーツ・リストにあるバッテリーだけを使用してください。誤ったバッテリーを使用すると、バッテリーが発火したり、爆発したりすることがあります

3. Product Introduction

3.1 Product Appearance



3.2 Product Location



3.3 Product Spec

Display	11.0”. 2K (2000 X 1200) LCD 400nits brightness
Dimension	258.4mm x 163mm x 7.5mm
Weight	~490g
Processor	Qualcomm® Snapdragon™ 662
Memory	6+128GB/ 4+128GB/4+64G Expandable MicroSD card up to 1TB
OS	Android Q
Cameras	Front: 8MP, fixed focus Rear: 13MP, auto focus
Speakers	4x speakers
Connectivity	802.11 a/b/g/n/ac: With ax feature
Sensors	Accelerometer (G) Sensor/ Ambient-light Sensor/ Gyroscope
I/O	Quick charger 3.0 MicroSD slot
Battery	7500mAh (typ. capacity) Up to 12 hours streaming 20W fast charging
Color Options	Slate Grey/Platinum Grey
Compatible accessories	Lenovo precision pen 2 Lenovo Smart Charging Station 2 Lenovo Folio Case Lenovo Keyboard Pack

3.4 Accessory

Lenovo Tab P11

HW/SW Key Features – Hardware 3/6 Cradle Bundle



TURN YOUR TABLET INTO A HANDS-FREE SCREEN THAT'S ALWAYS CHARGED.

Hands-free viewing

Stand up your tablet while keeping it charged via 4-point pogo-pin connectors, giving you a hands-free viewing screen so you can watch videos or online classes while you're busy with other things.

Always charged

Never forget to charge your tablet again. While docked in the Smart Charging Station 2, your device will be there for you whenever you need it.

Smart station

Dock your tablet into the smart charging station to transform your tablet into a Smart Home hub with Google Assistant's Ambient Mode.

Stable and convenient charging

USB C

Get fast and stable charging speeds with the 1.2 m USB Type-C™ cable.

Lenovo Tab P11

HW/SW Key Features – Hardware 4/6 KB and Pen Bundle

LIGHT PRODUCTIVITY ON-THE-GO.



2-in-1 keyboard and stand cover

The keyboard sports a matt finish on the surface and is attached to a magnetic folio cover made with premium fabric that features a built-in kickstand.

Added productivity options

To boost the keyboard productivity experience, the keyboard pack also comes with productivity-enabling hotkeys for multiple windows that are resizable, as well as screen printing and Google Assistant hotkeys.

Generous one-piece trackpad

The Lenovo Keyboard Pack offers one of the largest one-piece trackpads for an attachable keyboard in the market at 87 x 49 mm.

On-the-go productivity

Type out reports or finish presentation on your tablet when not at home or in the office: Get on-the-go productivity on the P11 tablet with just a single snap via the 4-point pogo-pin connectors.

Ergonomic and tactile

The keyboard optimizes on ergonomics and tactile feel through 18 mm pitch size, 3 mm key spaces (letter keys) and 1.3 mm key travel. The iconic Lenovo "smile" keys also increase surface area for more accurate and comfortable typing. The stand cover's free-stop hinge (0° to 165°) lets you find the precise angle you want for optimal viewing or productivity.

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HW/SW Key Features – Hardware 5/6 KB and Pen Bundle

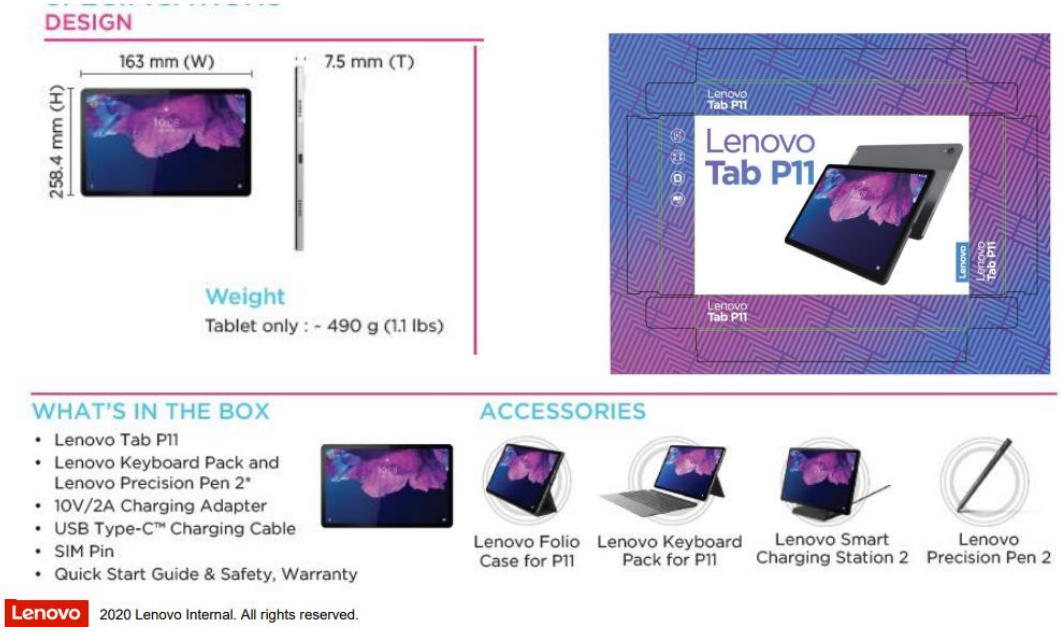
Lenovo Tab P11



3.5 What's in the box

HW/SW Key Features – Hardware 6/6 Dimension and Package

Lenovo Tab P11

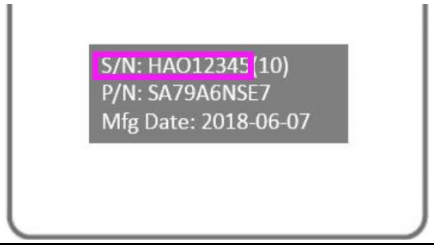
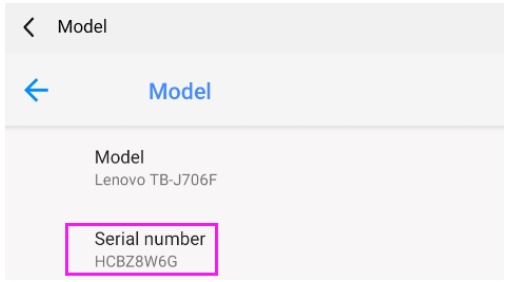
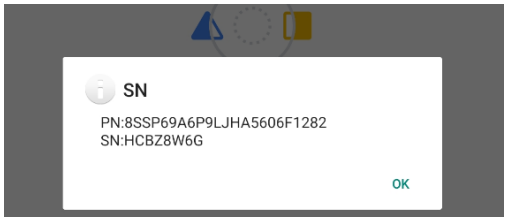


4. Warranty Information

4.1 How to find SN

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

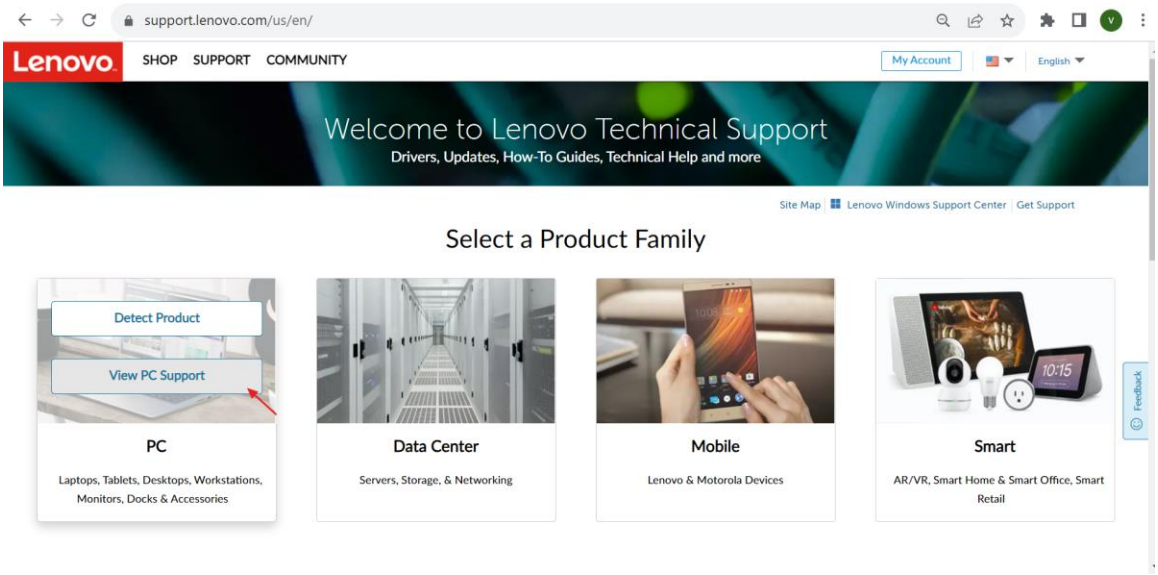
And the SN is important for product warranty identify. Lenovo T&SD product's SN is usually composed 34 based of 8-digit number.

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	

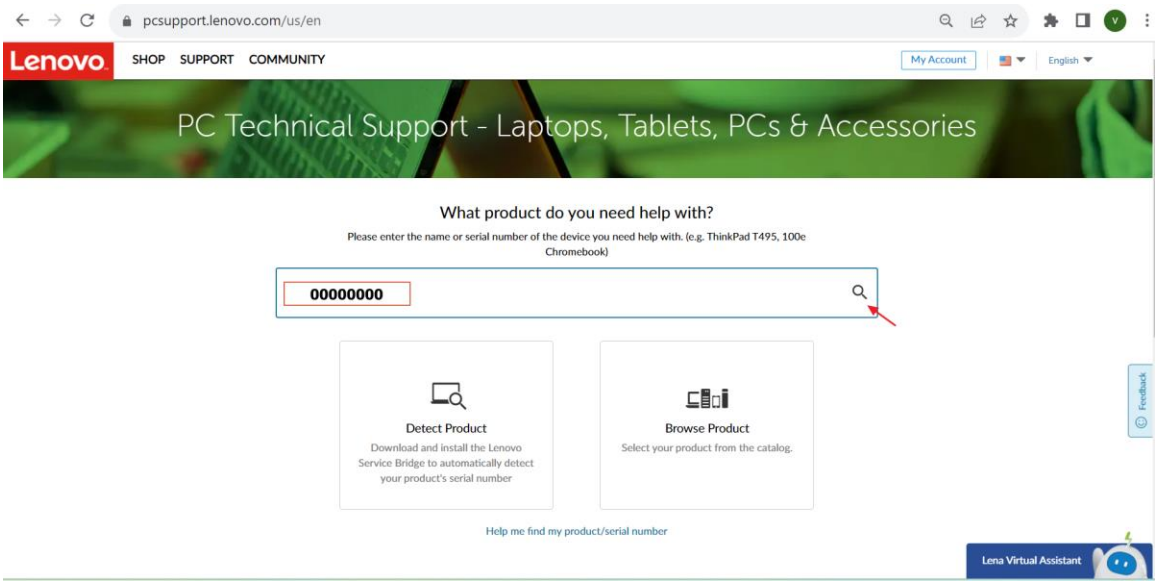
4.2 Warranty lookup

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

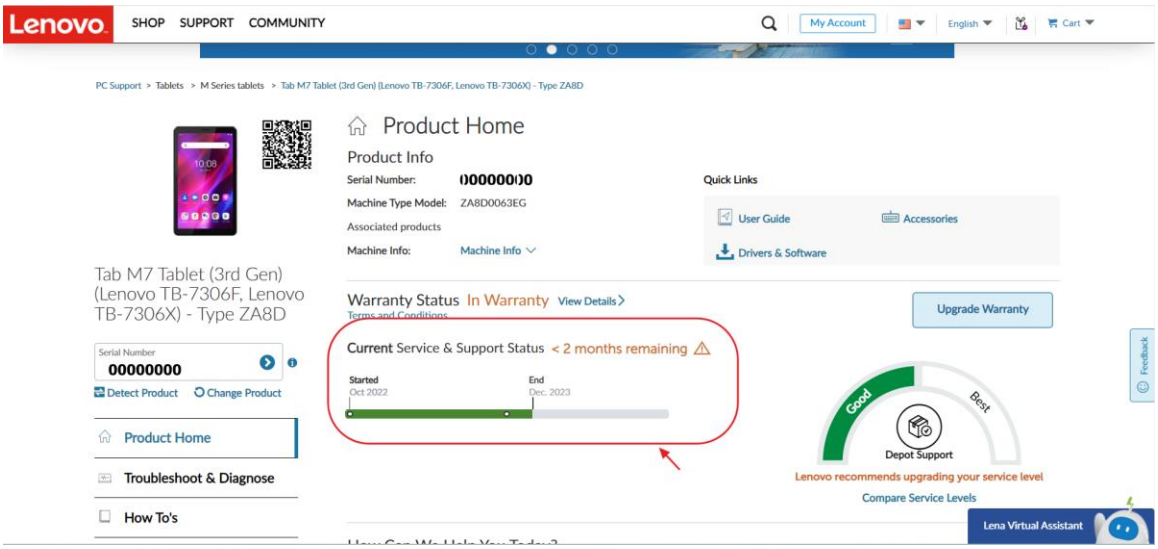
Click **View PC Support;**



Input the SN then click search icon;



Then you can find the product's warranty information.

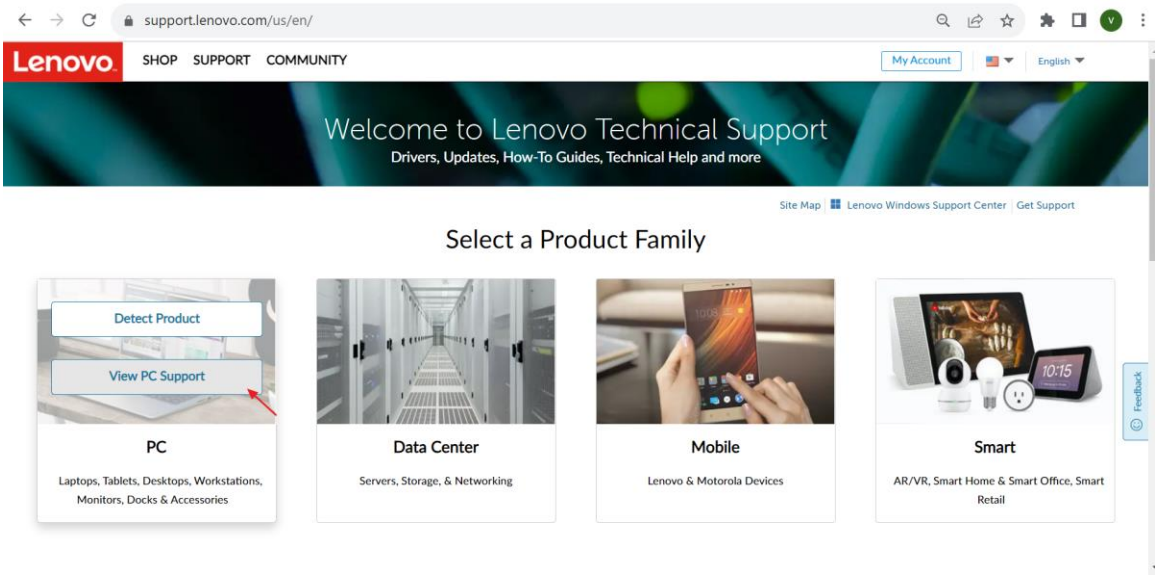

Lenovo
SHOP
SUPPORT
COMMUNITY
My Account
English
Cart
PC Support > Tablets > M Series tablets > Tab M7 Tablet (3rd Gen) (Lenovo TB-7306F, Lenovo TB-7306X) - Type ZA8D
Product Home
Product Info
Serial Number:
Machine Type Model: ZA8D0063EG
Associated products
Machine Info:
Machine Info
Quick Links
User Guide
Accessories
Drivers & Software
Tab M7 Tablet (3rd Gen) (Lenovo TB-7306F, Lenovo TB-7306X) - Type ZA8D
Serial Number
00000000
Detect Product
Change Product
Warranty Status In Warranty View Details
Terms and Conditions
Upgrade Warranty
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
Feedback
Product Home
Troubleshoot & Diagnose
How To's
Lena Virtual Assistant

5. Diagnostic

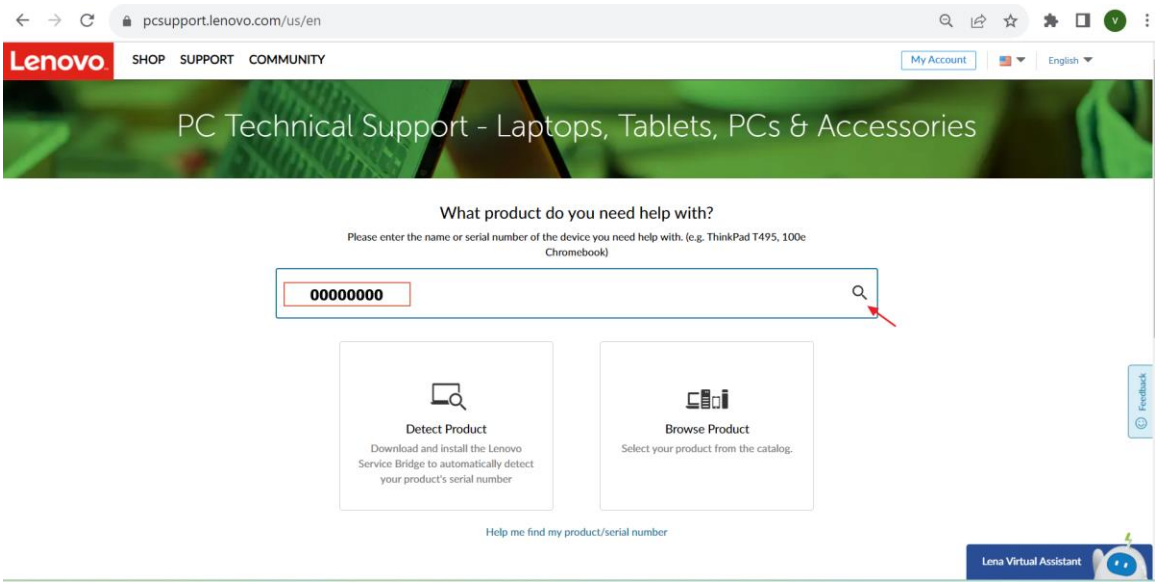
5.1 Web Trouble Shooting

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

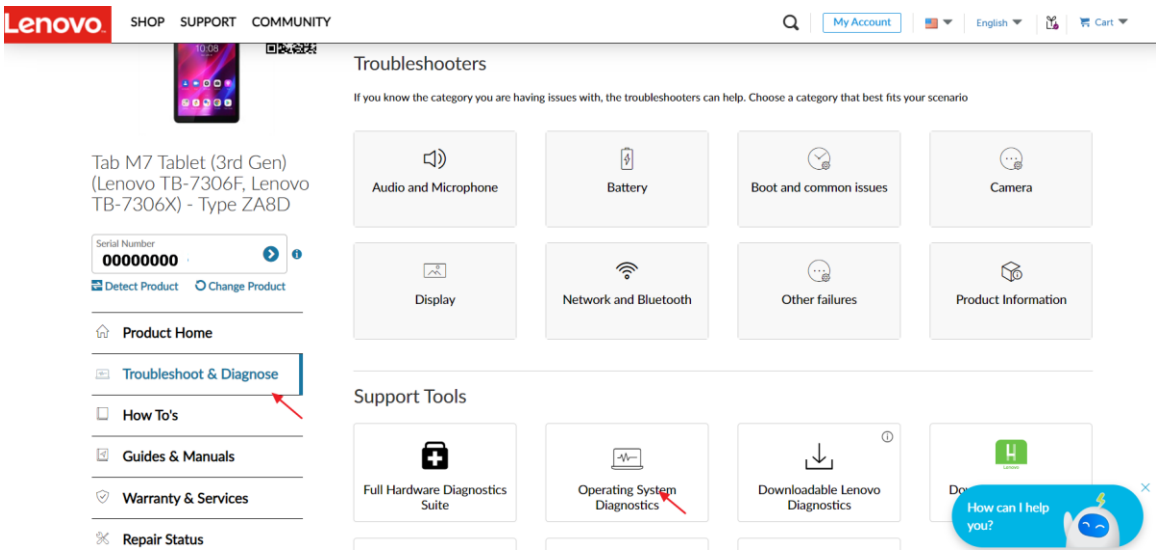
   Then click **View PC Support;**



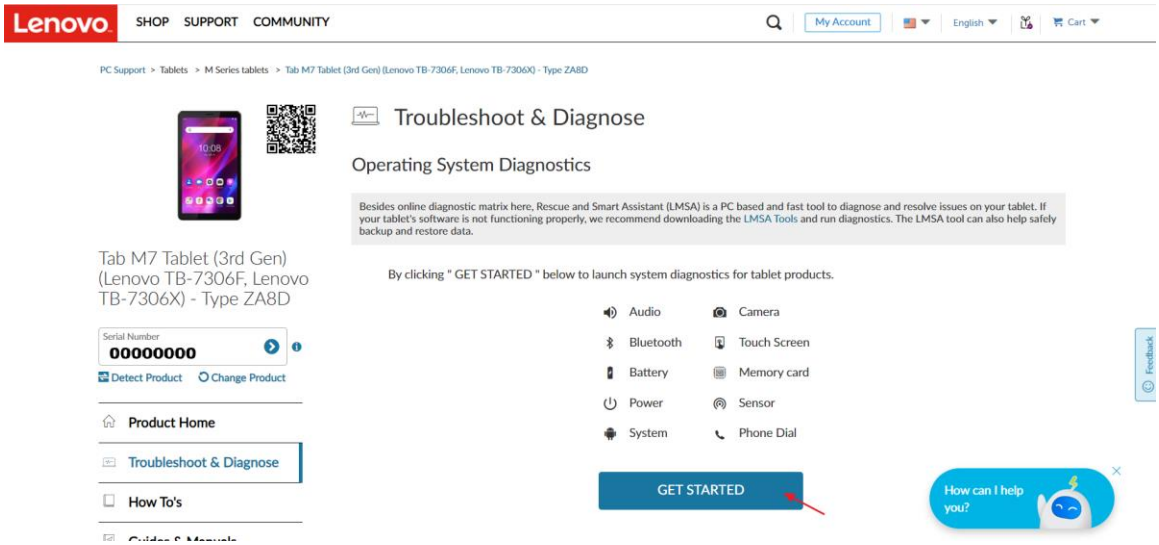
2. Input the SN then click search icon;



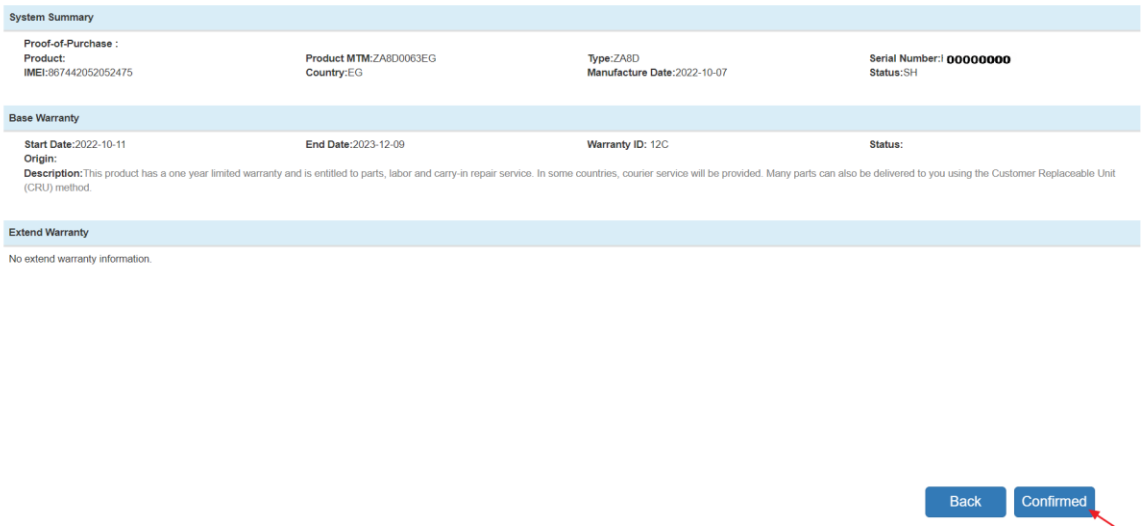
3. Click “Troubleshoot & Diagnose” at the left panel, then select the icon “Operating System Diagnostics”;



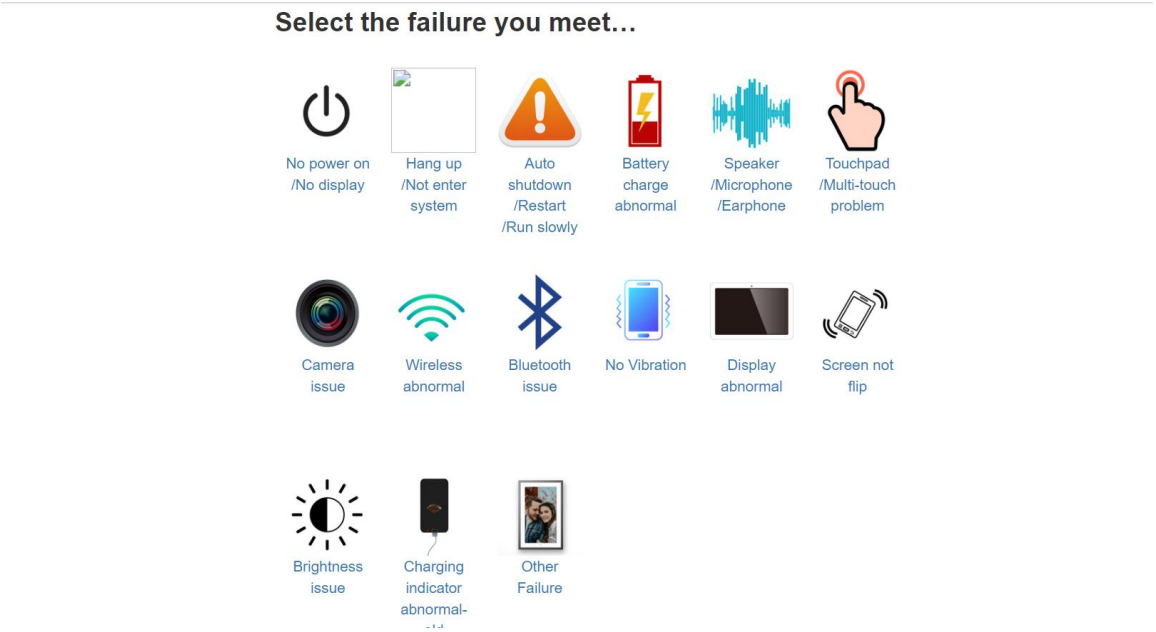
4. Follow the instruction, click the button “GET STARTED”;



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.

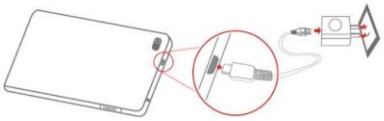
Catalog > No power on /No display > Reset

- 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.

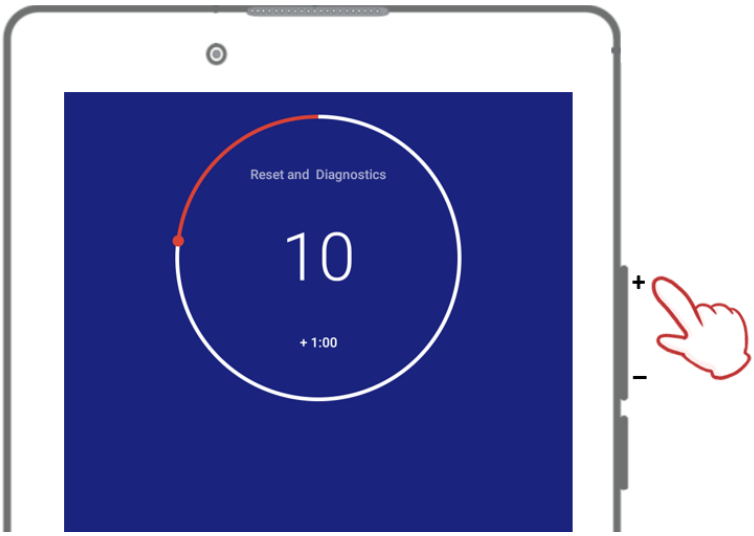


Issue Solved | Not yet,continue

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**.



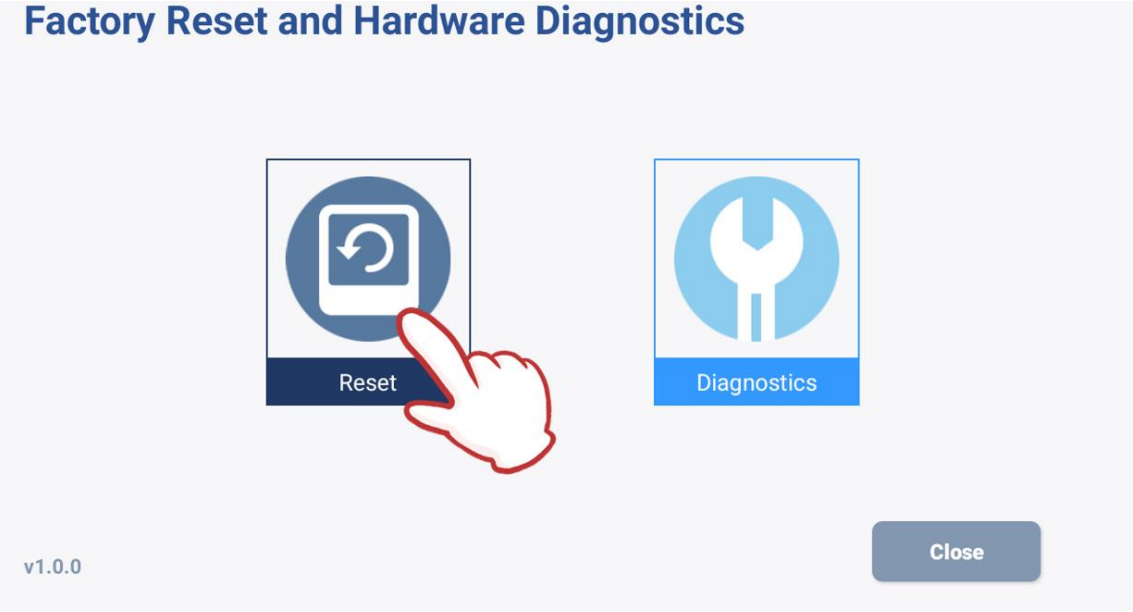
Step-2. The **Factory Reset and Hardware Diagnostics** Self-diagnosis page will appear.


Factory Reset and Hardware Diagnostics
Reset
Diagnostics
v1.0.0
Close

5.2 .1 Factory Reset

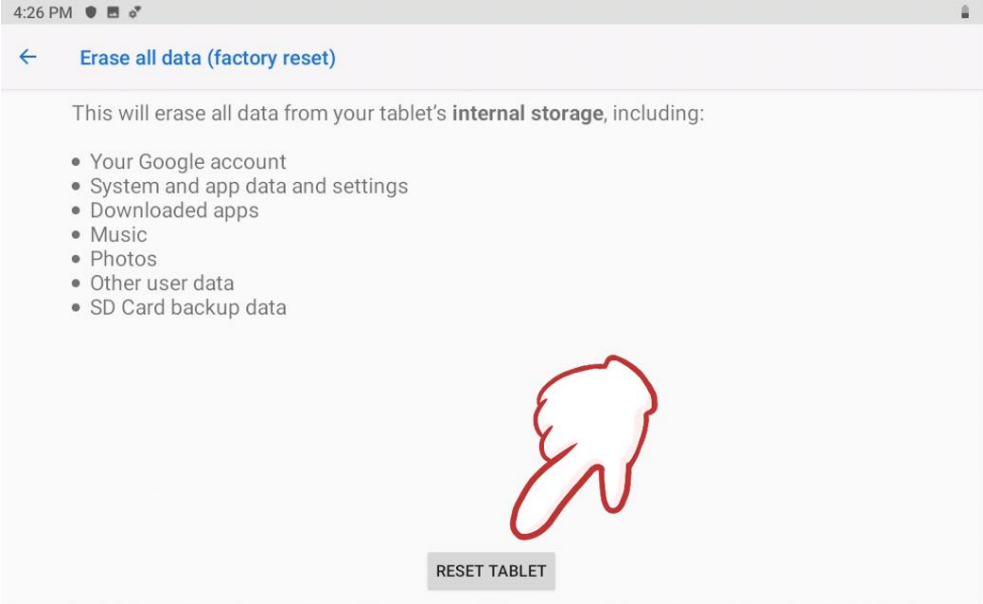
Step-1. In the **self-diagnostics** page, click the **Reset** icon as demoed below, and make sure the battery volume is **no less than 30%** or keep the external USB charger connecting.

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

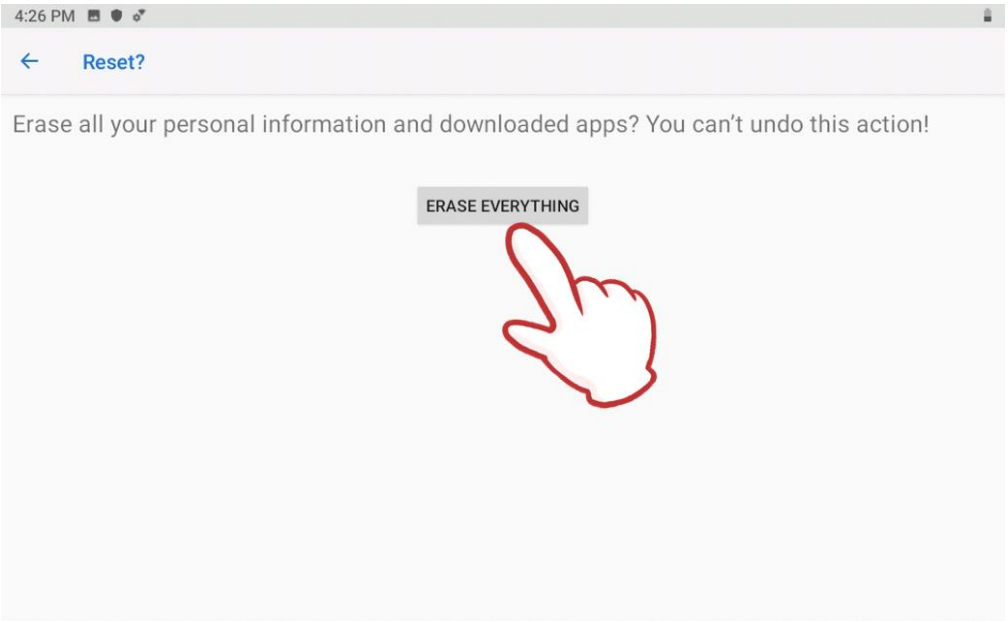


Step 2. The following data will be completely lost after system recovery...

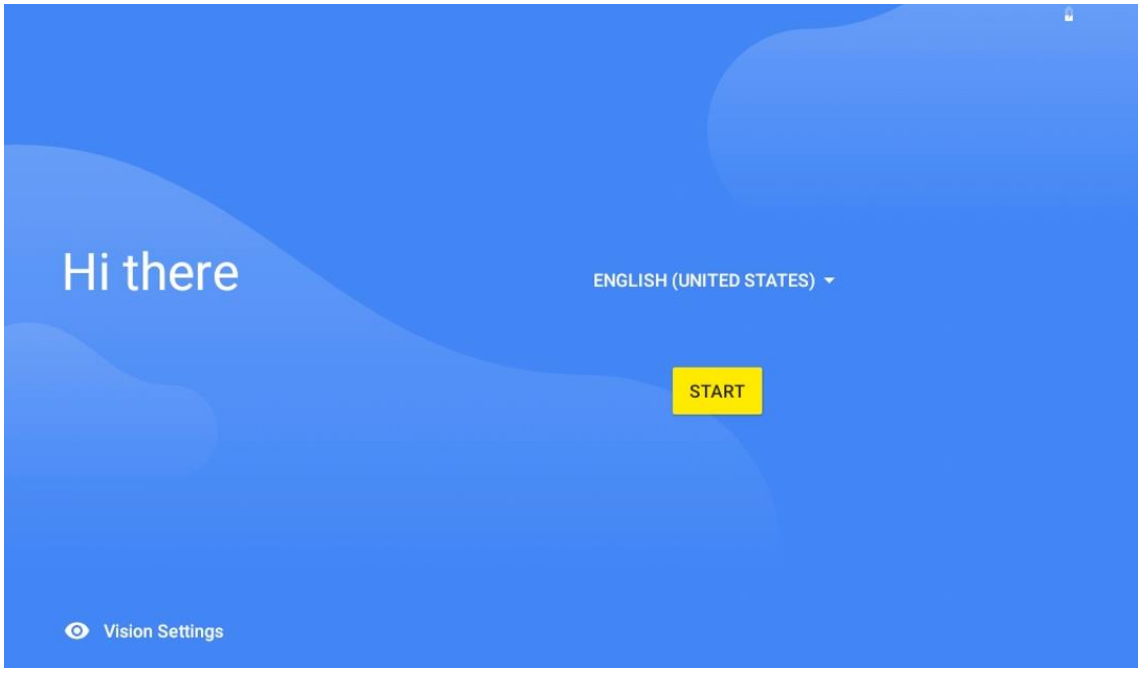
- Your Google account
- System and app data and settings
- Download apps
- Music
- Photos
- Other user data
- Inner storage backup data



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

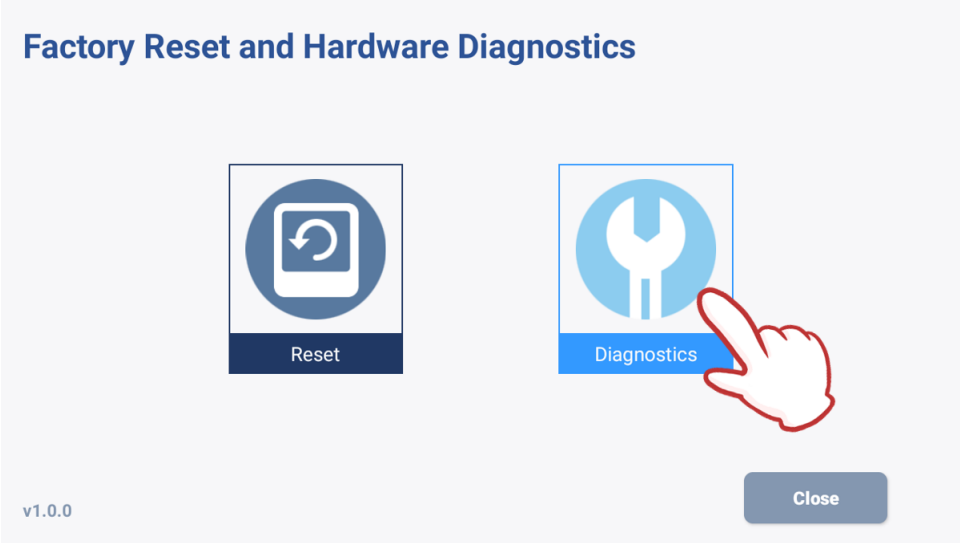


Step 4. The system will restart automatically and wait about 2 minutes.

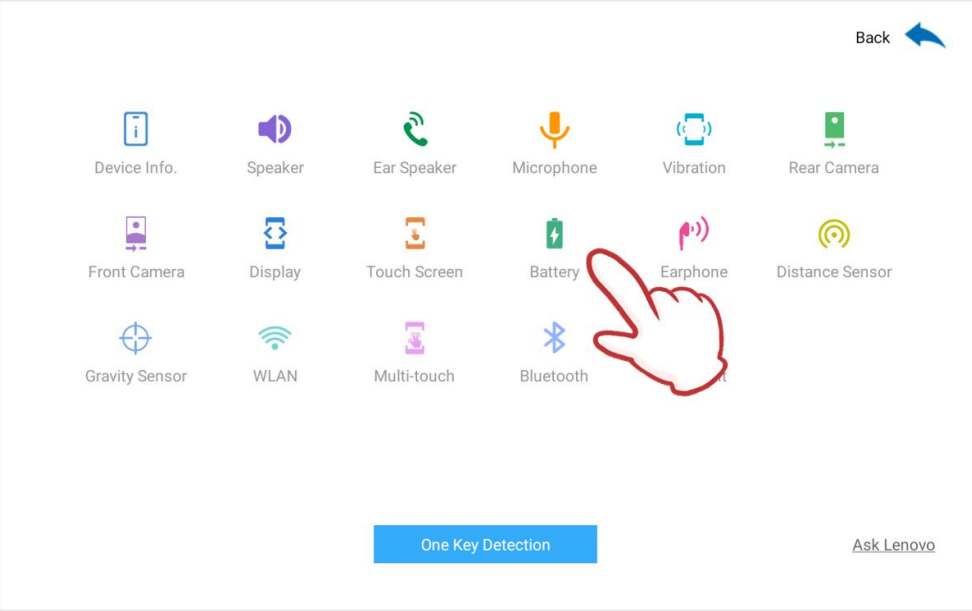

Hi there
ENGLISH (UNITED STATES)
START
Vision Settings

5.2 .1 Diagnostics

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



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



6. Rescue and Smart Assistant

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

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

Note: Not all features are available on all devices.

The following are Rescue and Smart Assistant resources:

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

This document covers the following topics:

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

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

Applicable Systems

- Motorola phone

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

Operating Systems

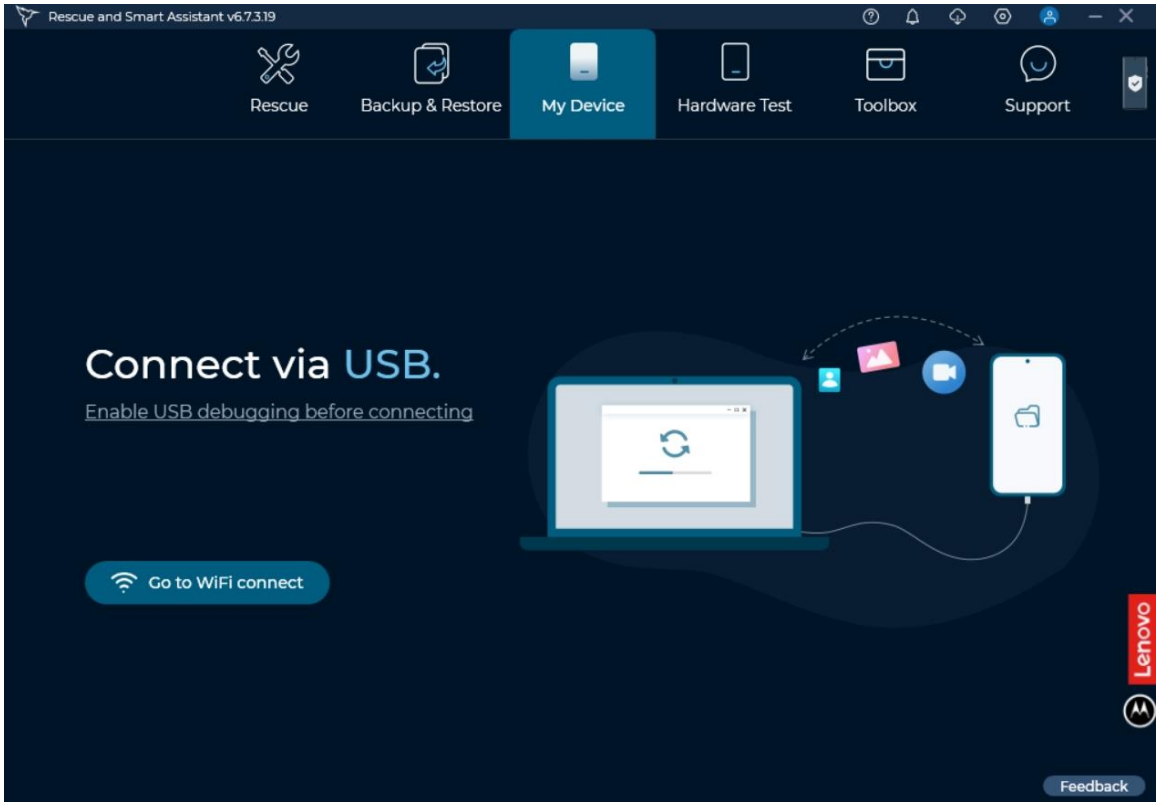
- Android
- Windows 10
- Windows 11

Solution

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

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

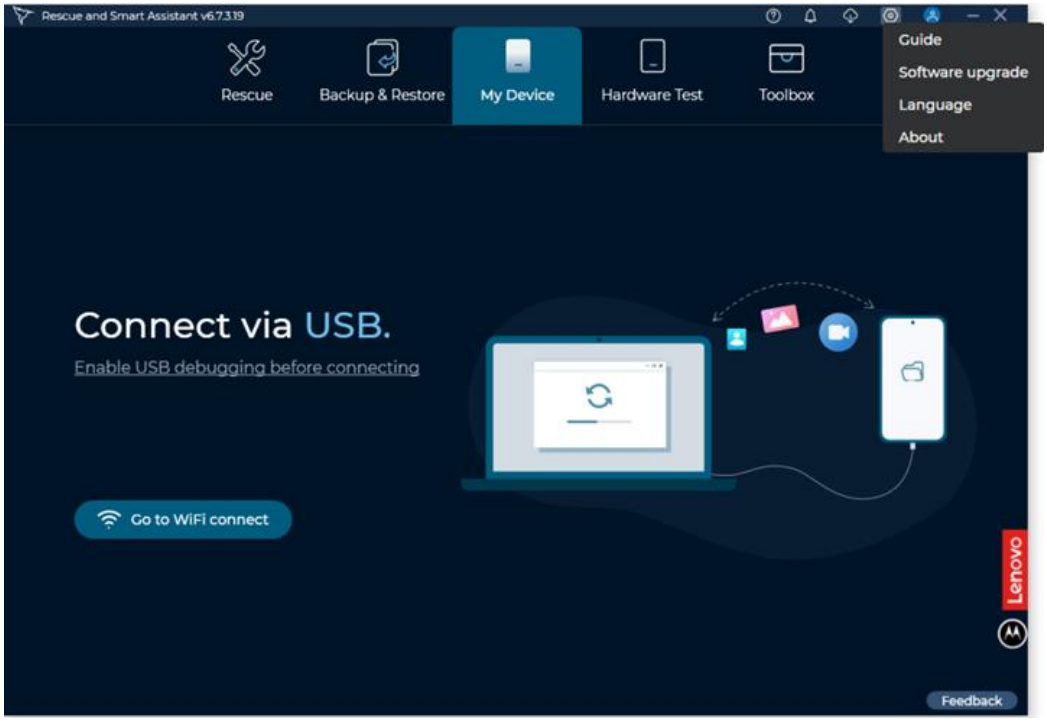
Connect your device to PC with USB cable or scan the QR code using mobile-client-end software called Mobile Assistant.



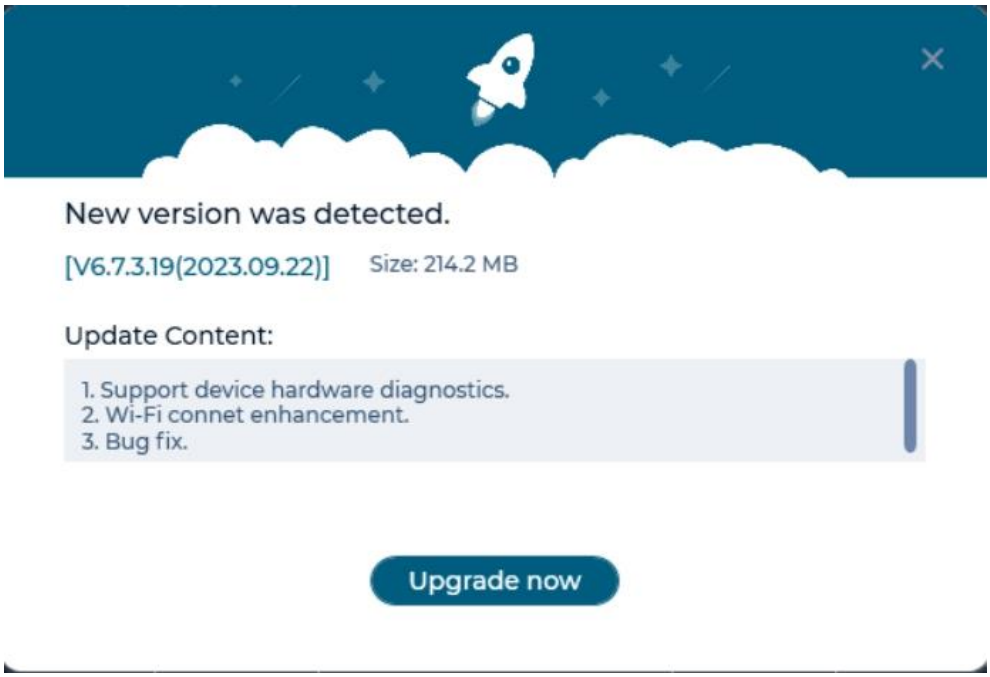
Note: Mobile-client-end software - Mobile Assistant will require to install when the device is connected to PC by USB cable if your PC has Rescue and Smart Assistant installed.

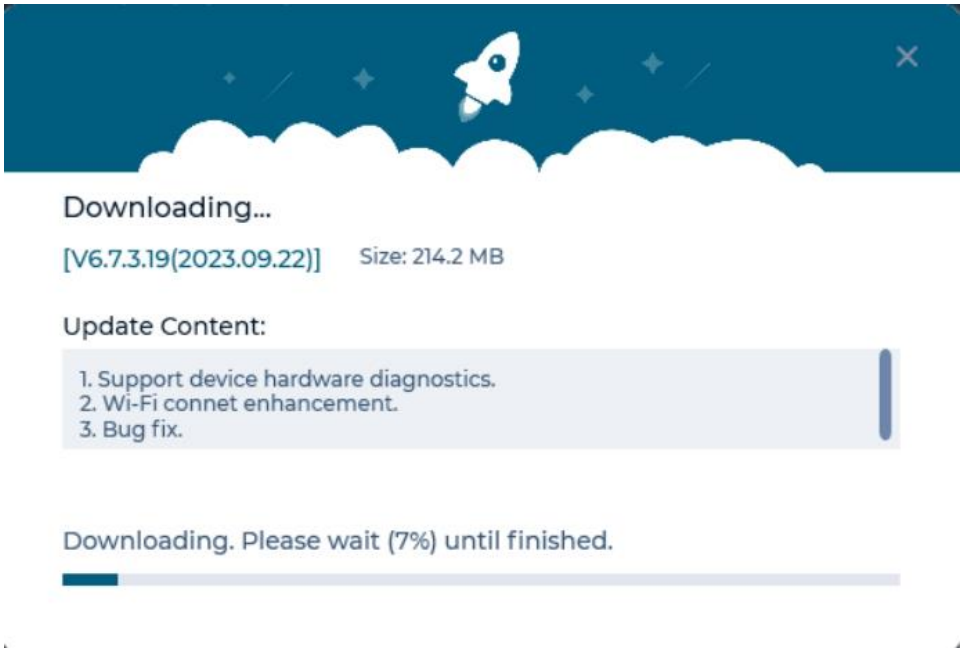
Update Rescue and Smart Assistant (Lenovo Moto Smart Assistant)

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

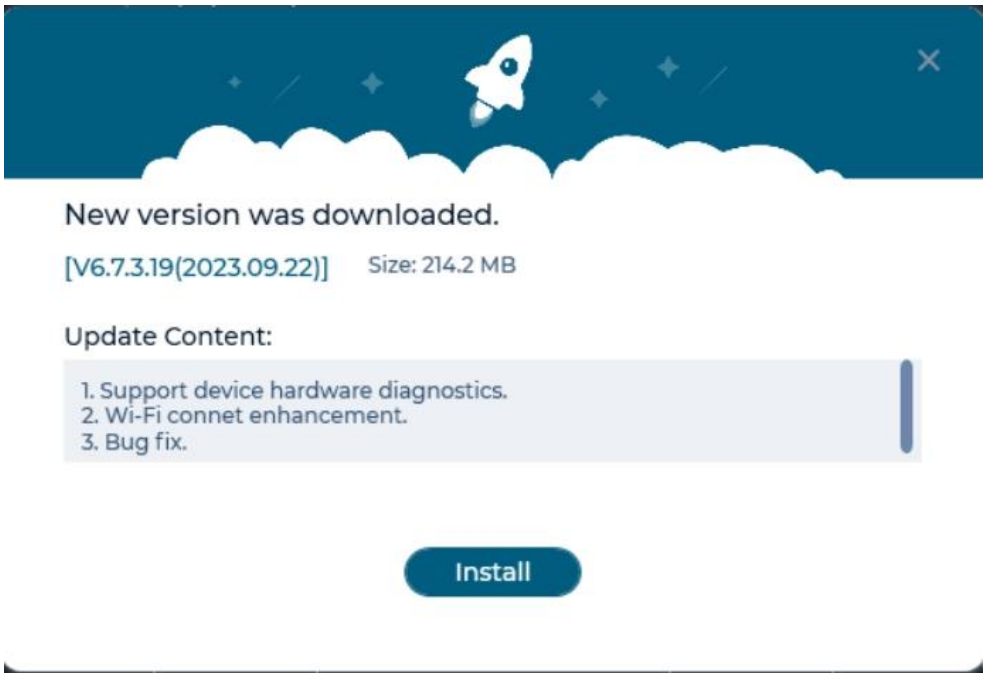


2. The new version available dialog box will appear. Click **Upgrade Now**, the new version will start downloading. Click **No, thanks** to cancel.


New version was detected.
[V6.7.3.19(2023.09.22)]
Size: 214.2 MB
Update Content:
1. Support device hardware diagnostics.
2. Wi-Fi connet enhancement.
3. Bug fix.
Upgrade now


Downloading...
[V6.7.3.19(2023.09.22)]
Size: 214.2 MB
Update Content:
1. Support device hardware diagnostics.
2. Wi-Fi connet enhancement.
3. Bug fix.
Downloading. Please wait (7%) until finished.

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



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

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

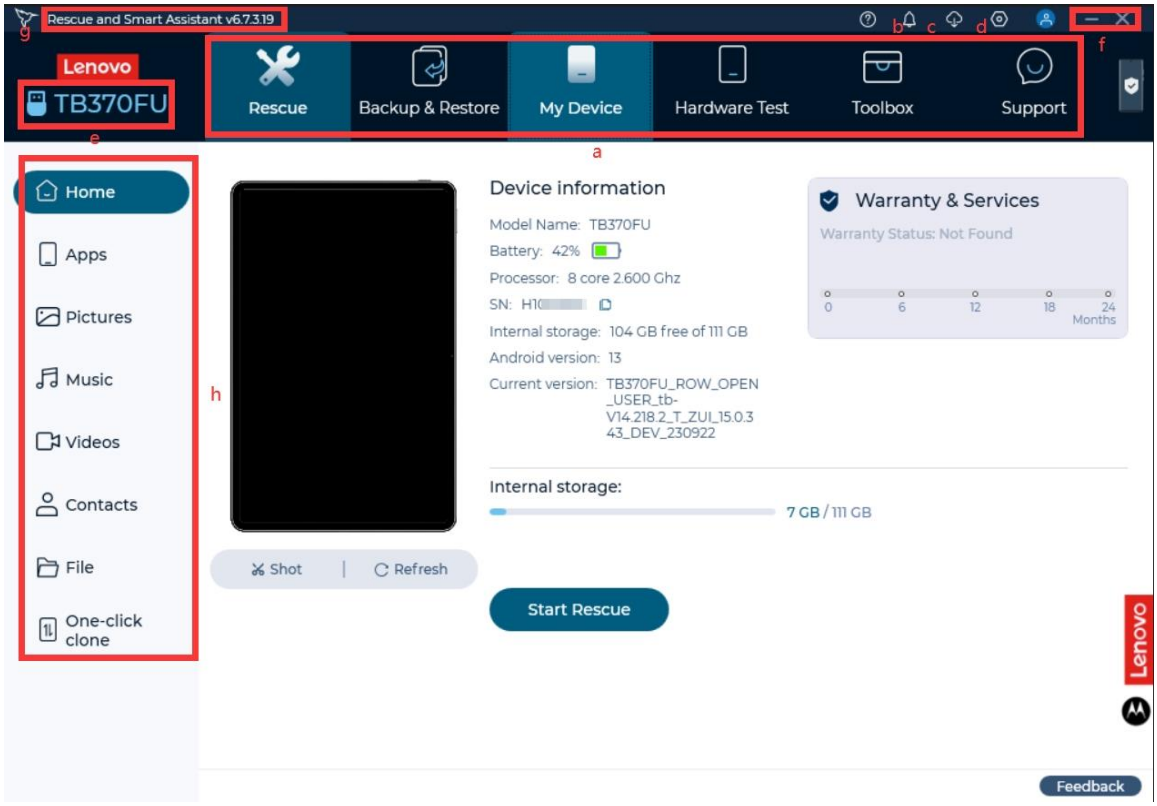
Its key functions include:

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

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

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

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



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

Start page



a. User (Register and so on)

b. Close the client

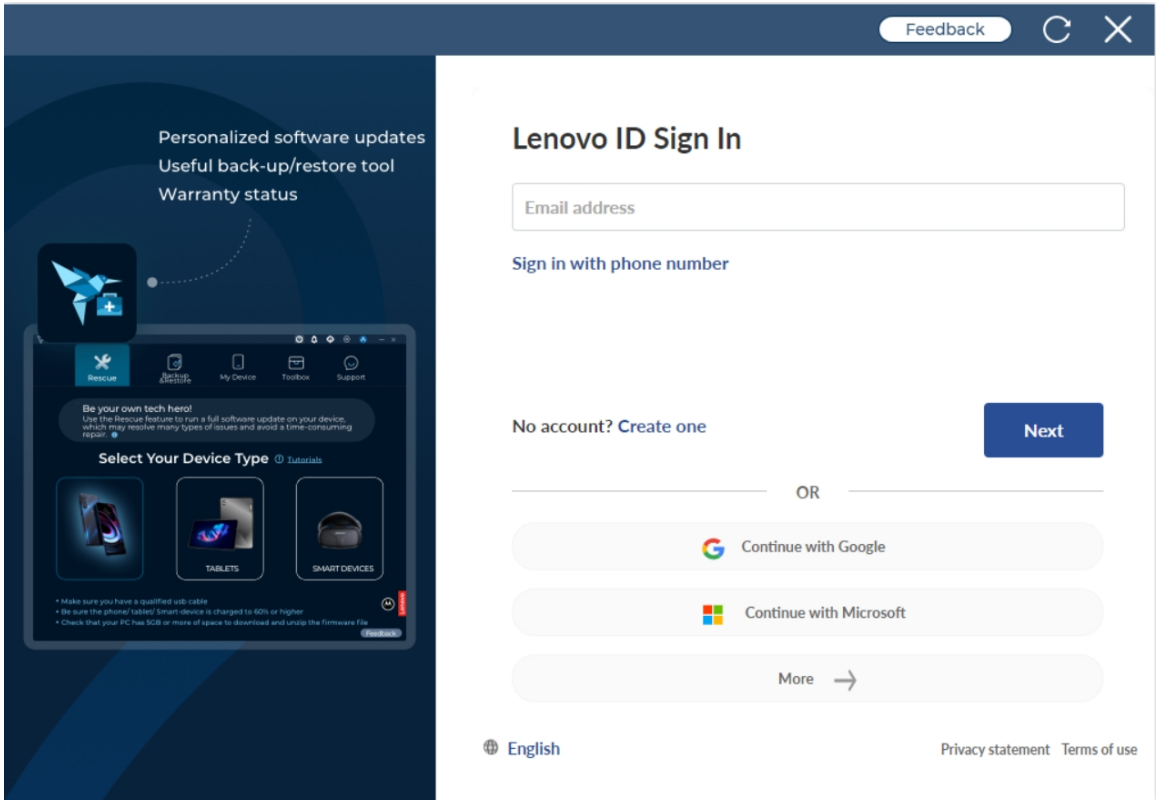
c. Continue and login to RSA

User

You can log in, register account with this page

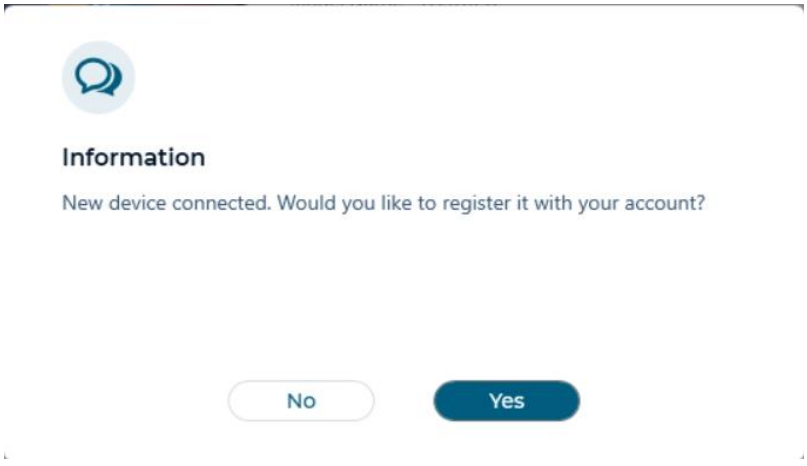
User management

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

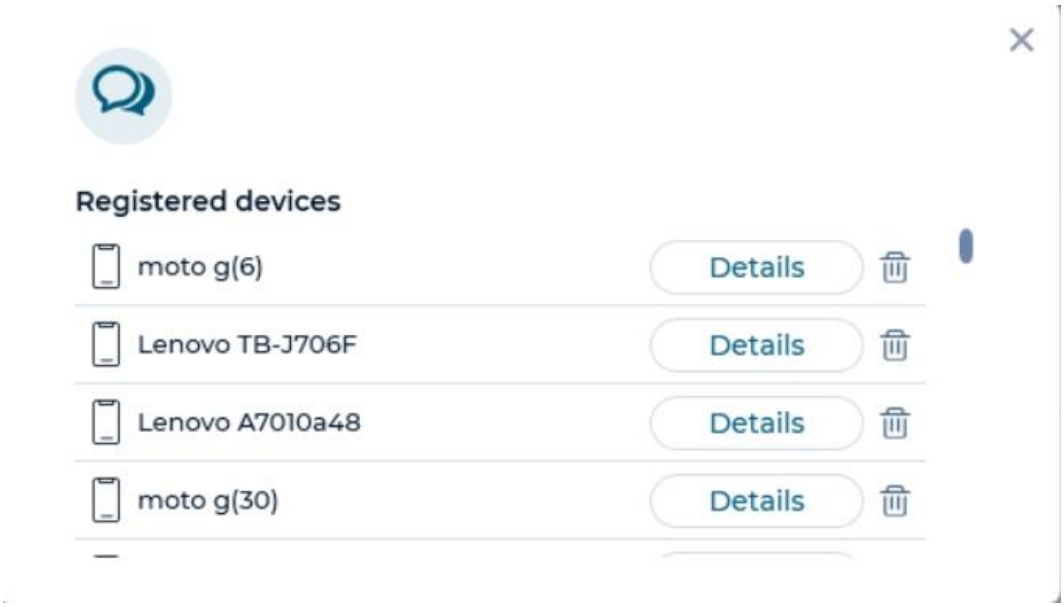


Registered devices

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



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



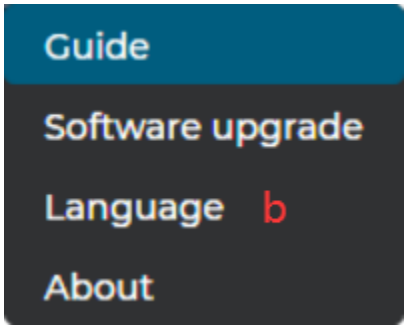
Setting

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

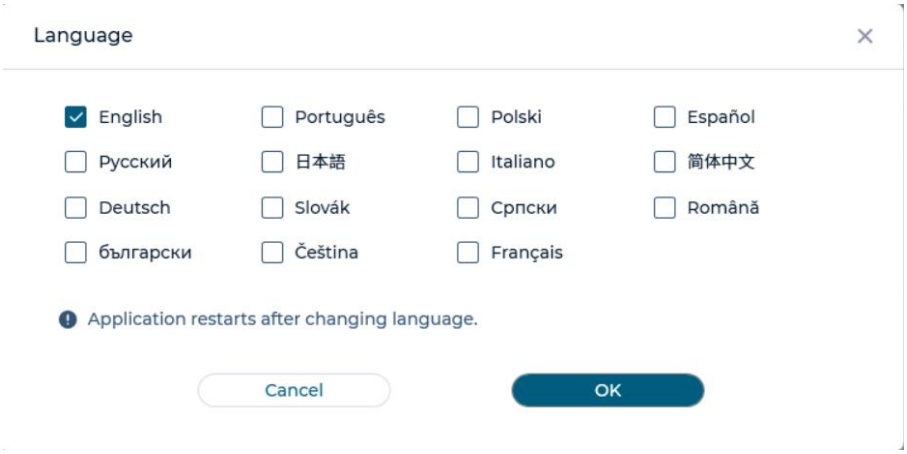
a. Help

Click Help icon , you can view the help document.

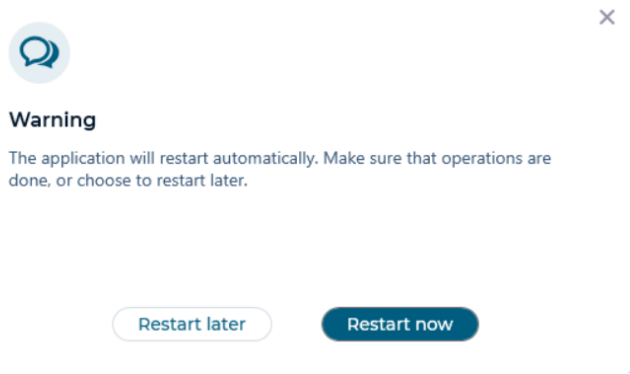
b. Language Option



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



Click Ok button, the following page will appear:

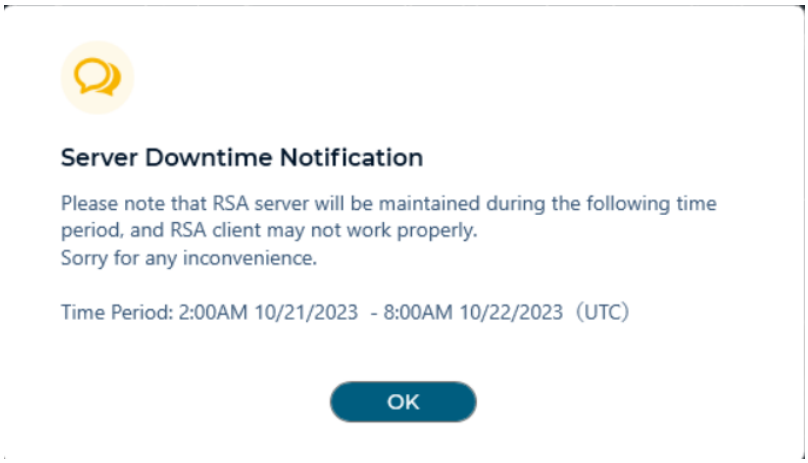


Click **Restart Now**, the client will be restarted at now and its language will be changed.

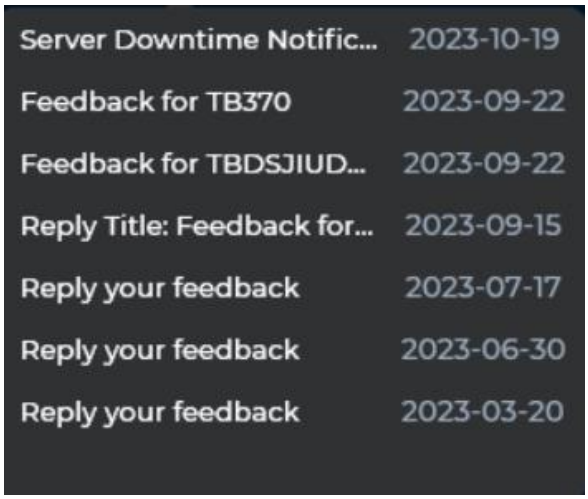


Notification

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



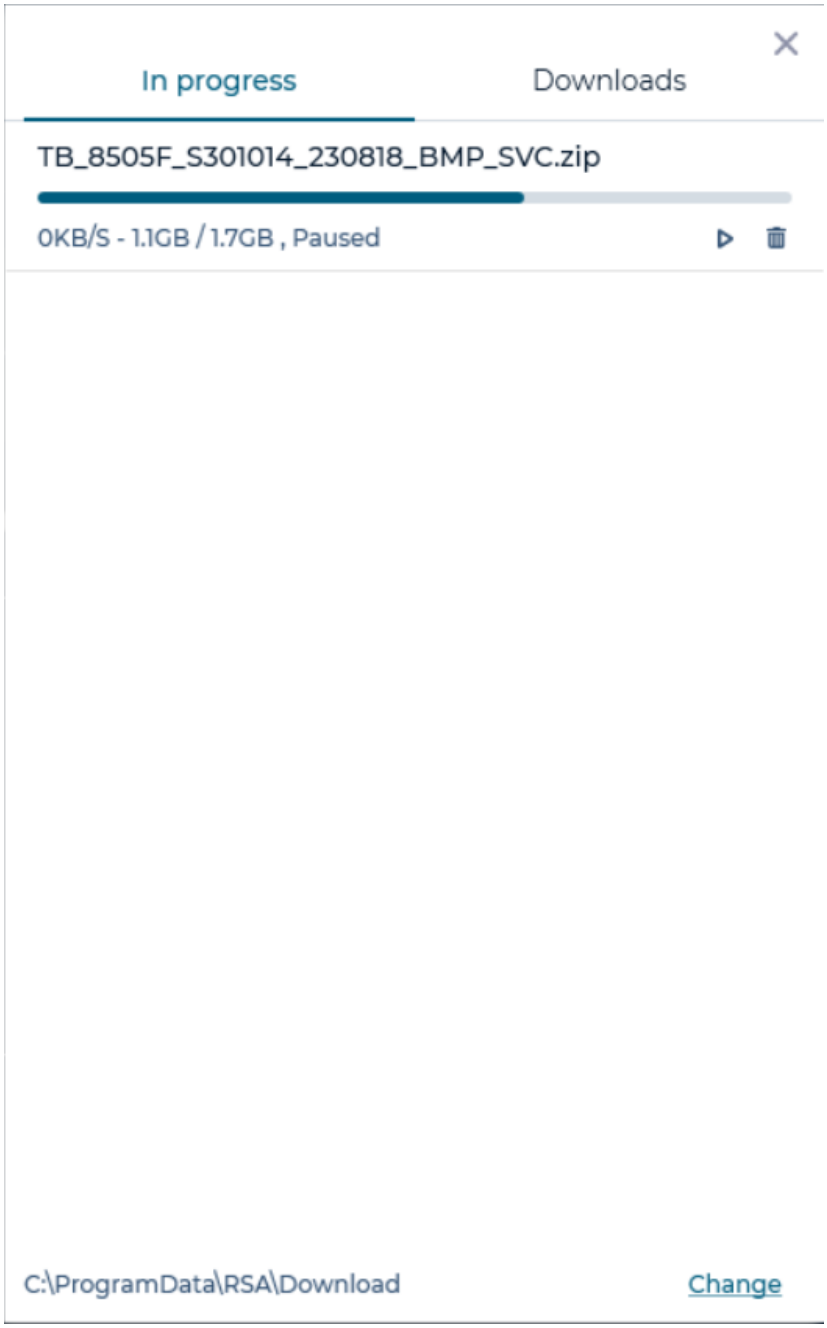
Click icon, it will list all notification. Here, you can click delete icon to delete the notification. Also you can view history notification.



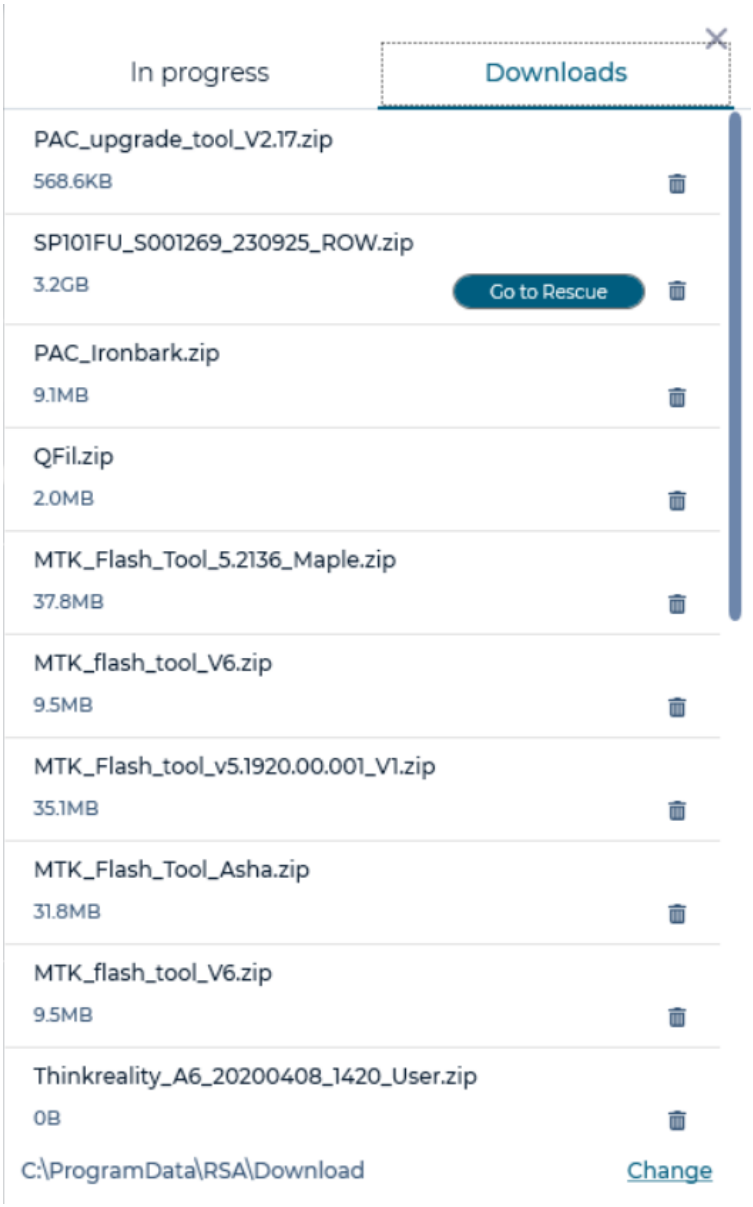
Download Center

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

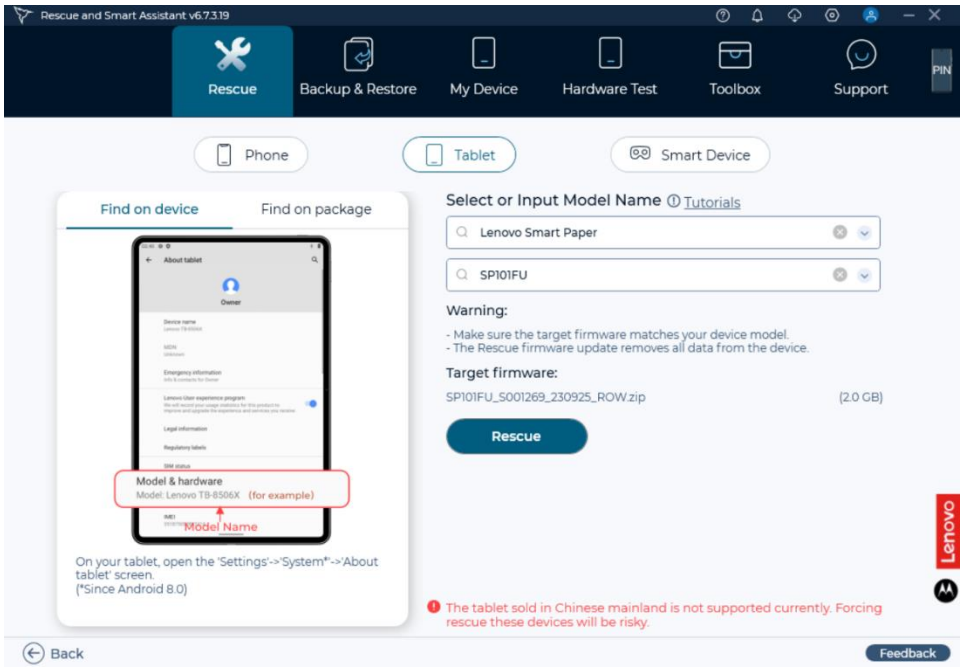
- Click pause icon, the pause icon will become to start icon and the downloading resource will be stopped.
- Click start icon to restart to download resource.
- Click delete icon to delete the downloading or pause resource.
- Click **Change** option to modify the resource storage path.



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



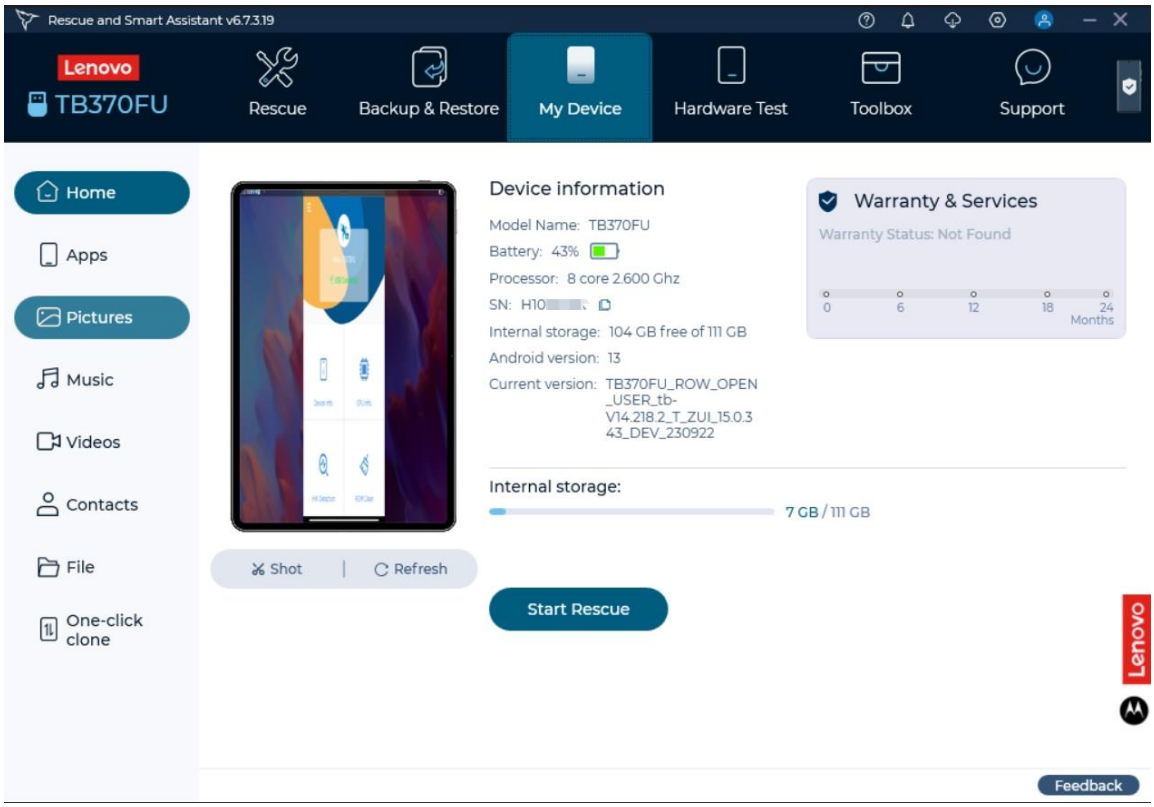
Click the **Go to Rescue** button, it will switch to the **Manual Selection** page and match to the corresponding firmware.


Rescue and Smart Assistant v6.7.3.19
Rescue
Backup & Restore
My Device
Hardware Test
Toolbox
Support
PIN
Phone
Tablet
Smart Device
Find on device
Find on package
Model & hardware
Model: Lenovo TB-8506X (for example)
Model Name
On your tablet, open the 'Settings'->'System*'->'About tablet' screen.
(*Since Android 8.0)
Select or Input Model Name
Tutorials
Lenovo Smart Paper
SP101FU
Warning:
- Make sure the target firmware matches your device model.
- The Rescue firmware update removes all data from the device.
Target firmware:
SP101FU_S001269_230925_ROW.zip
(2.0 GB)
Rescue
The tablet sold in Chinese mainland is not supported currently. Forcing rescue these devices will be risky.
Back
Feedback

My Device

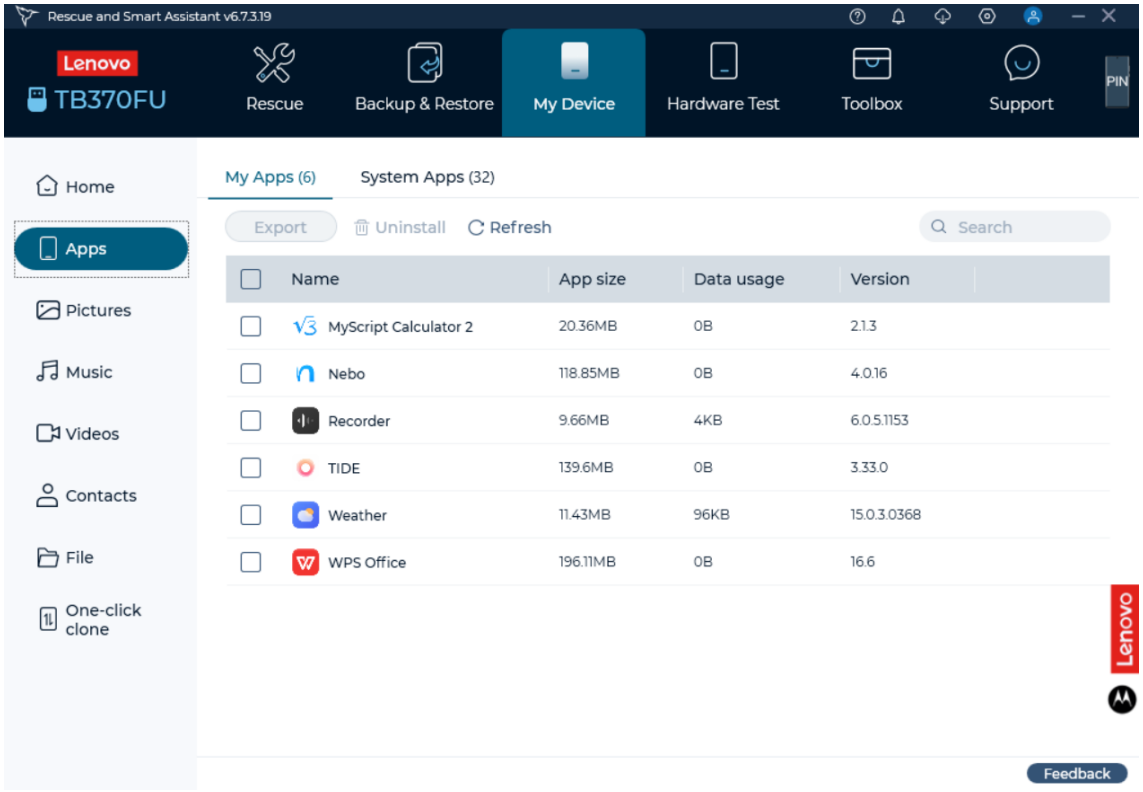
My Device module is designed to manage the media content of mobile device, such as Pictures, Videos, Songs, Contacts, etc. To use this function, device must be connected; the connection could be either USB cable or Wi-Fi.

Home



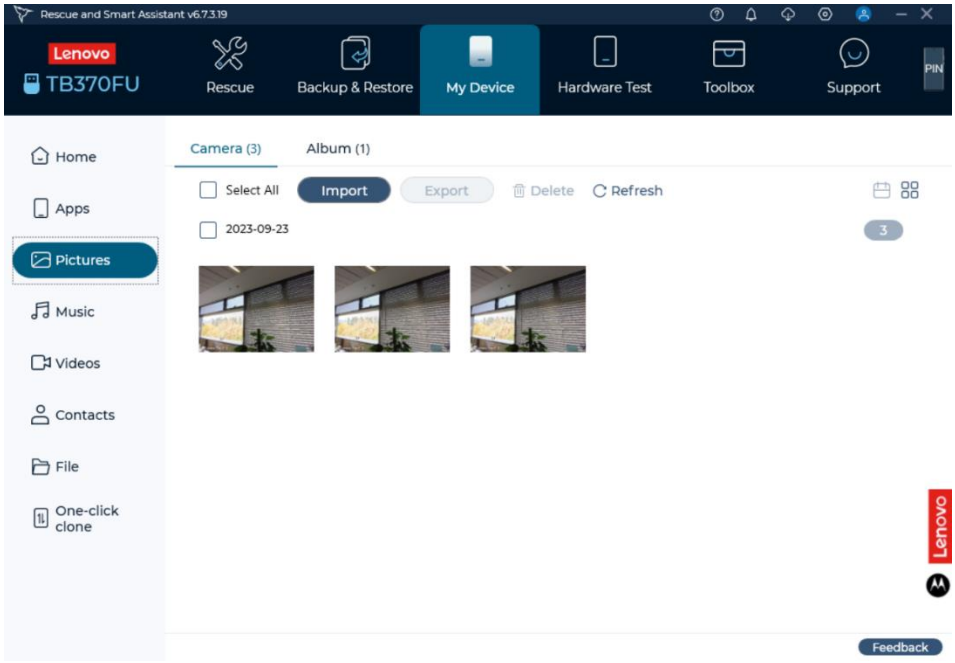
- Device info: Display the device information including model name, battery power, IMEI, SN, Internal storage capacity, external storage capacity, Android Version, and Current Version.
- Capture screen: Screenshot the the device's picture.
- Refresh: Refresh and display current device's picture.
- Start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

Application management



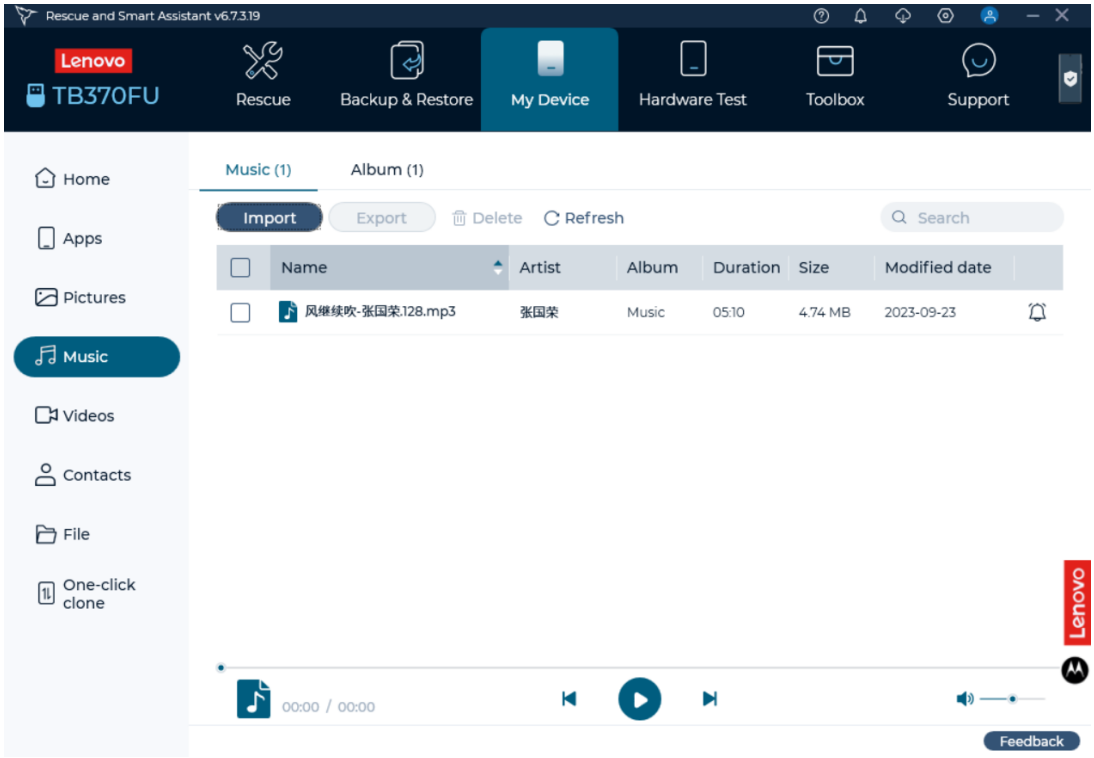
- Support app export. Select app > click **Export** to target path.
- Uninstall app. Select app > click **Uninstall**.
- Sort feature. Sort apps by Name, Size, Data Use, or Version.

Pictures management



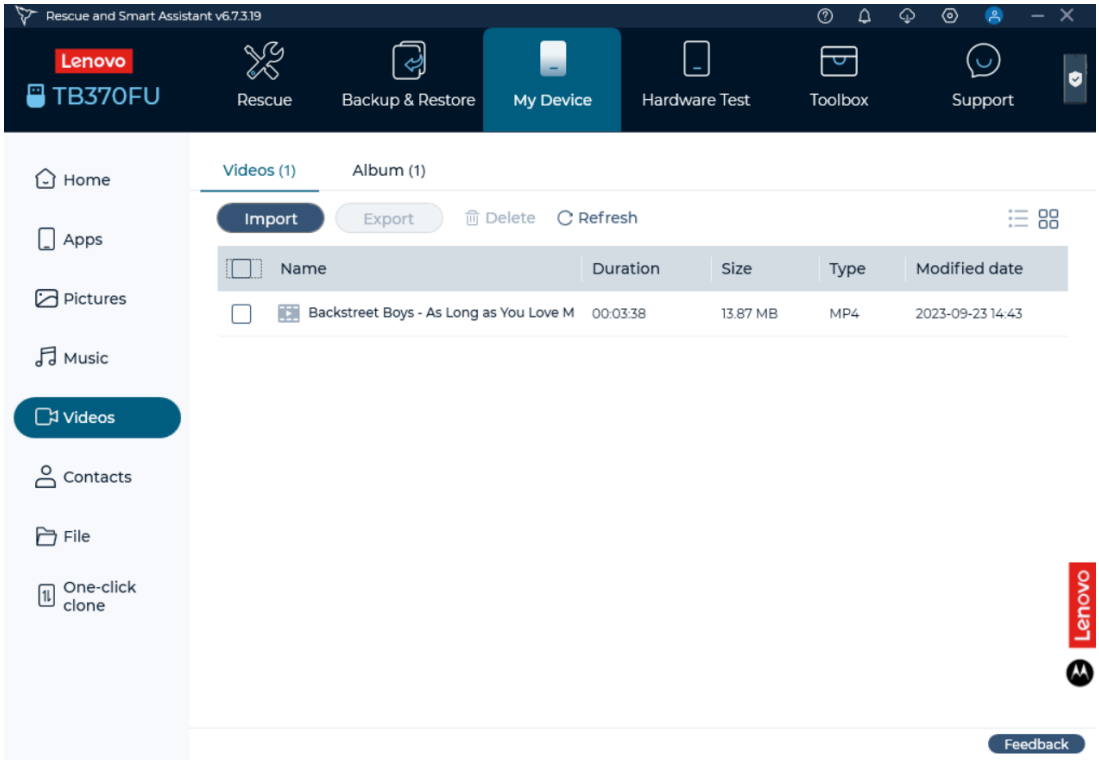
- Import picture from PC path by clicking **Import** icon.
- Select pictures > click **Export** to selected path.
- Click **Delete** to delete selected pictures.
- Two view modes: Time and Grid. Click  icon to switch to time mode,  icon to switch to grid mode.

Songs managment



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

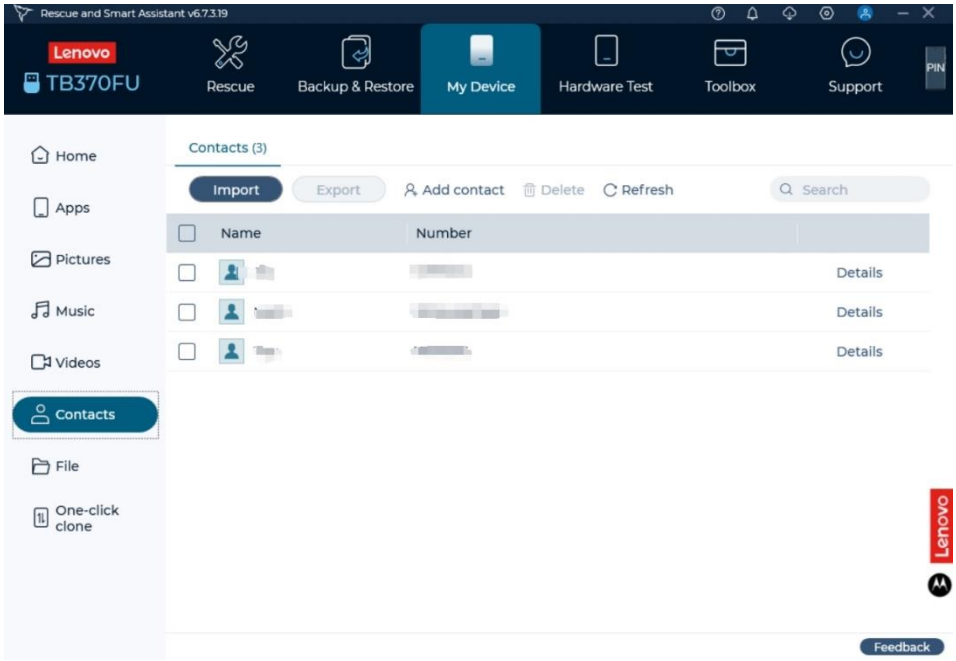
Videos managment



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

Contacts management

Contacts:

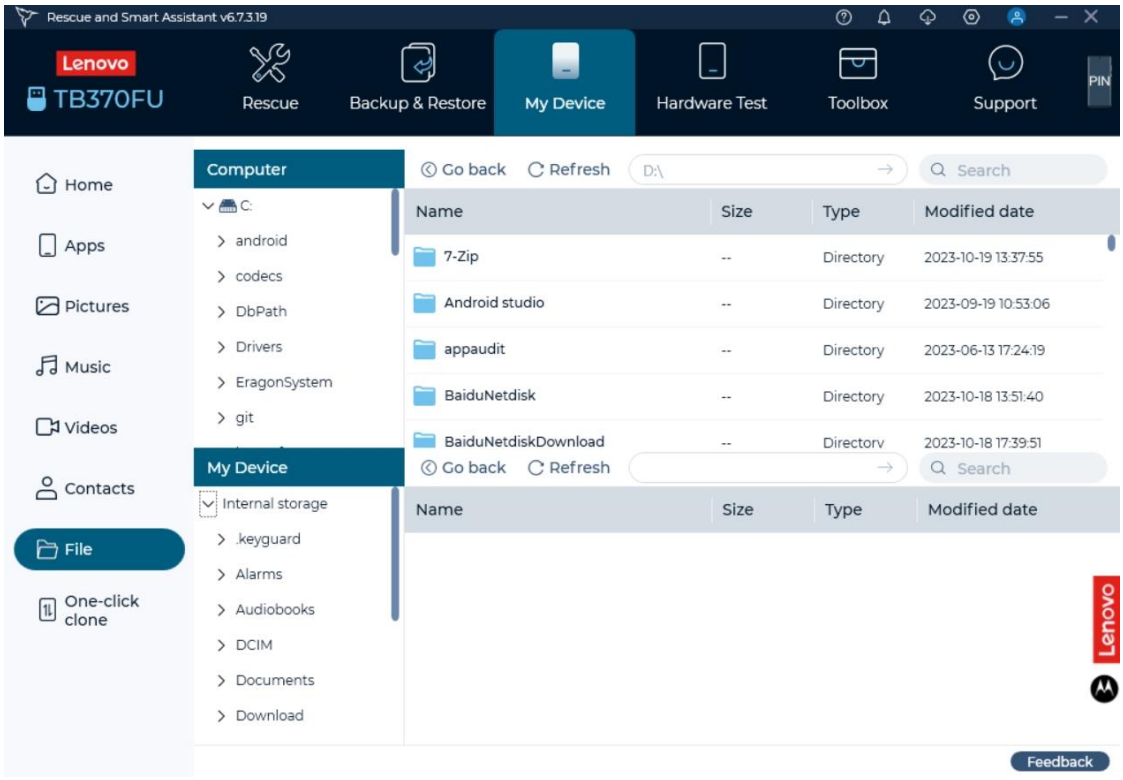


- Click **Add Contact** icon to add new contacts.
- Click **Import** icon to import contact from PC path.
- Click **Export** to move selected contacts to certain path.
- Click **Delete** to remove selected contact.
- When adding or deleting contact on Device/Rescue and Smart Assistant (Lenovo Moto Smart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

File management

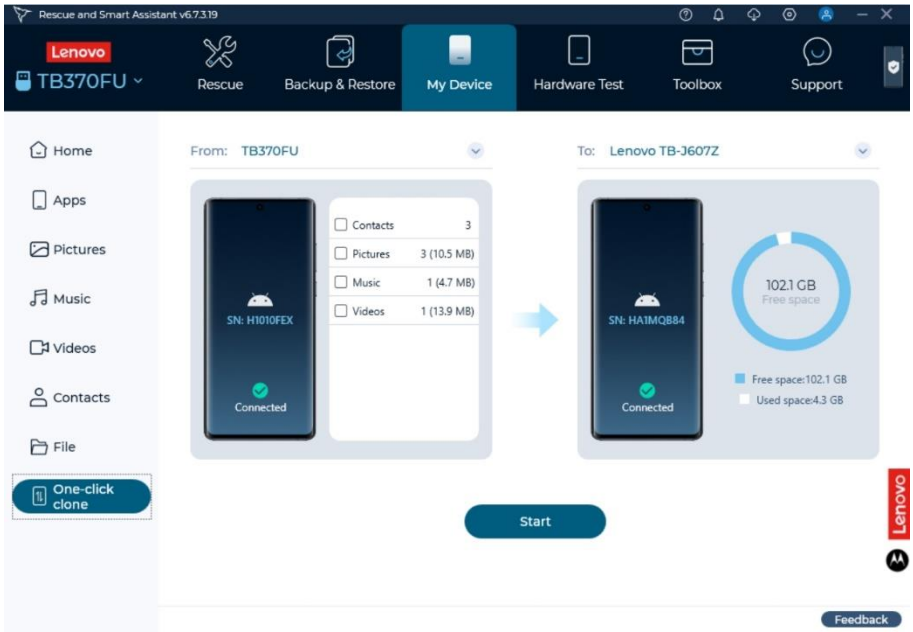
Click File icon to enter the file management view. It will displays PC's file.

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

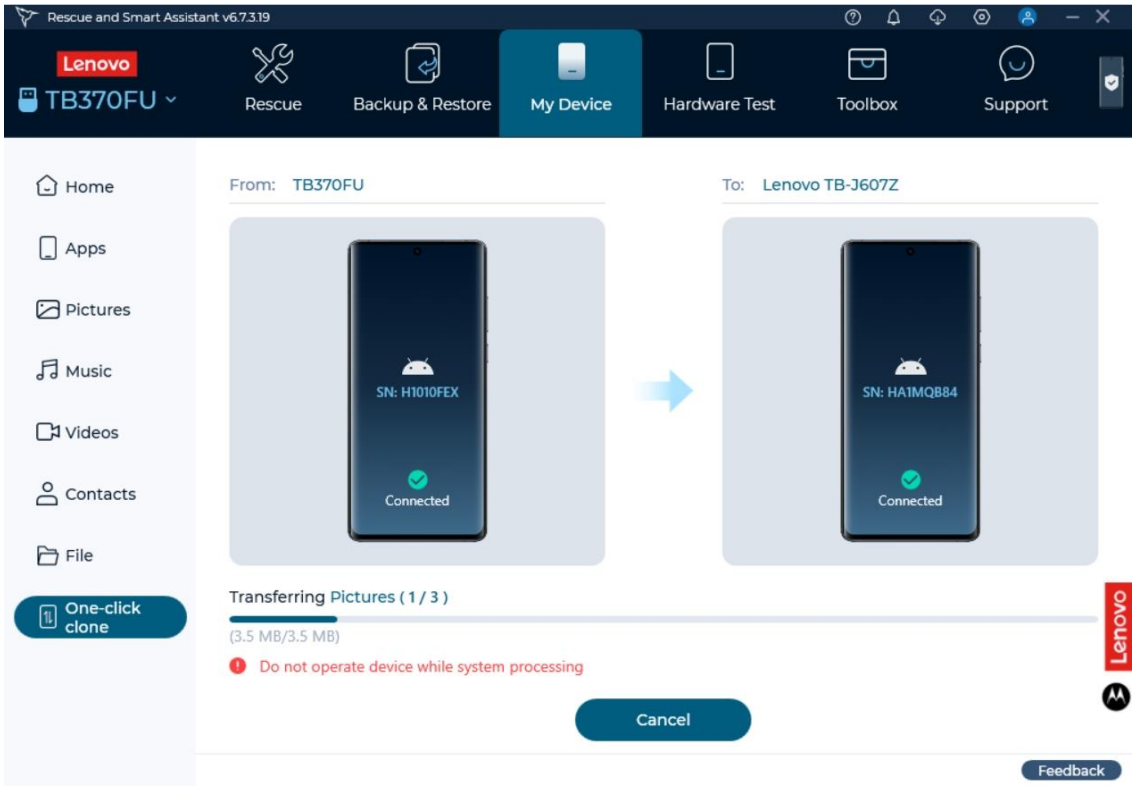


One-key Clone:

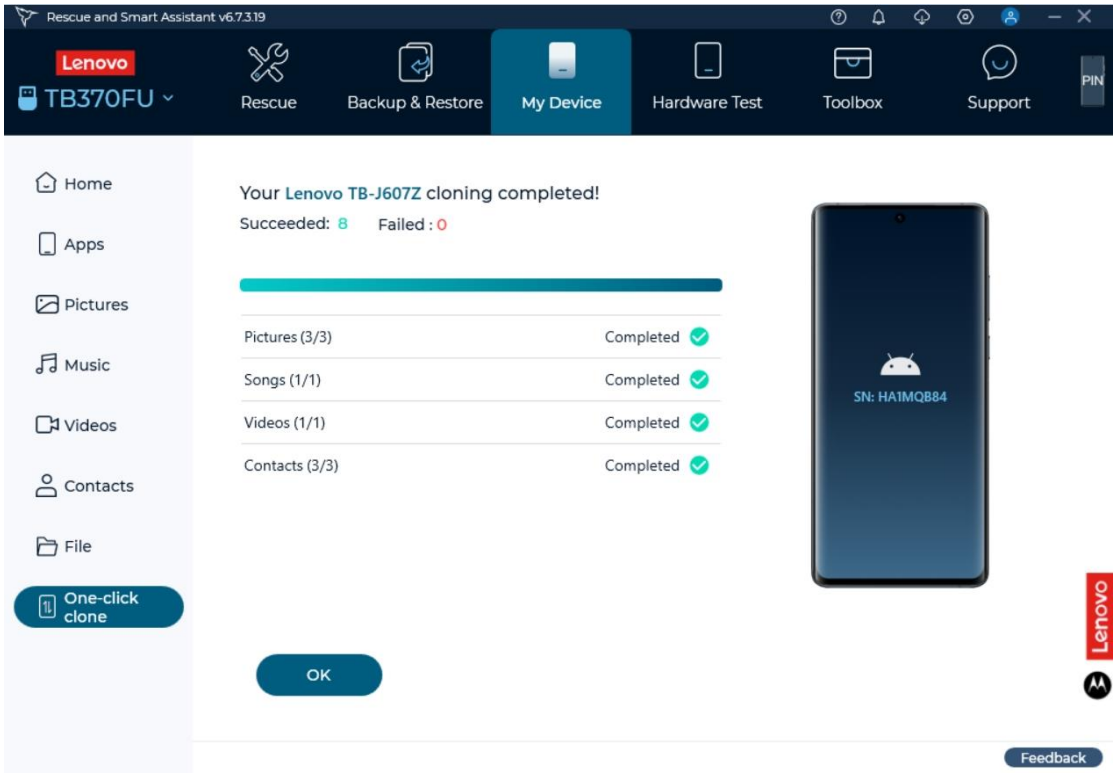
Connect two devices to Client, then click One-key Clone icon, it will enter One-key Clone page. Select the older device as **From** device, new device as **To** device.



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

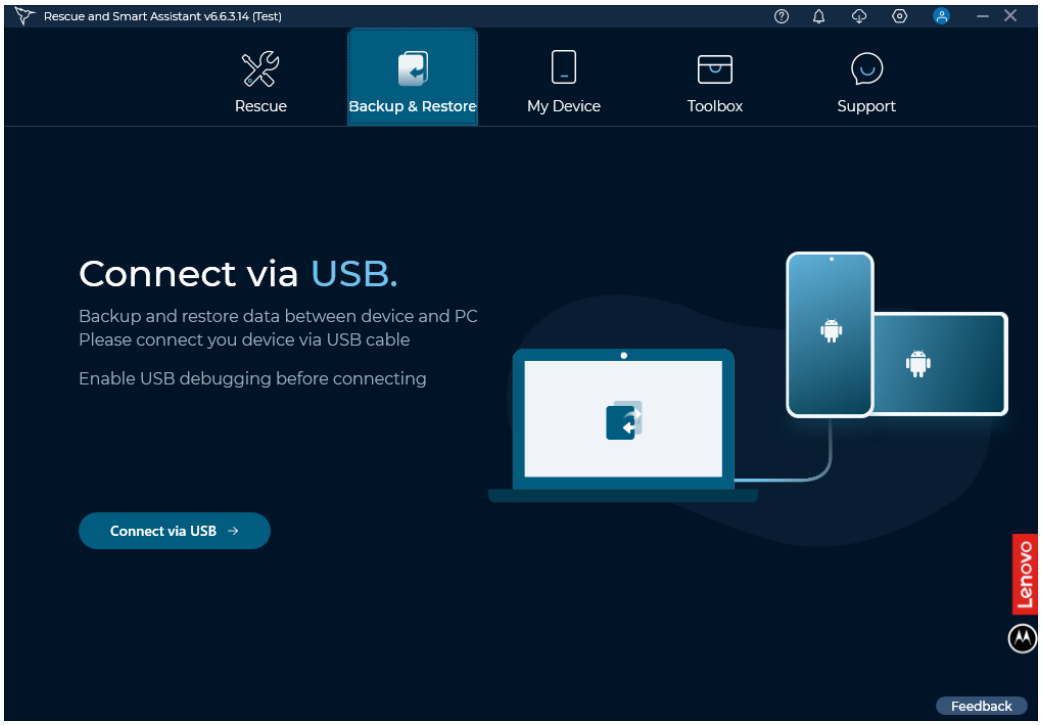


Cloning finished, and then it will enter the result page.

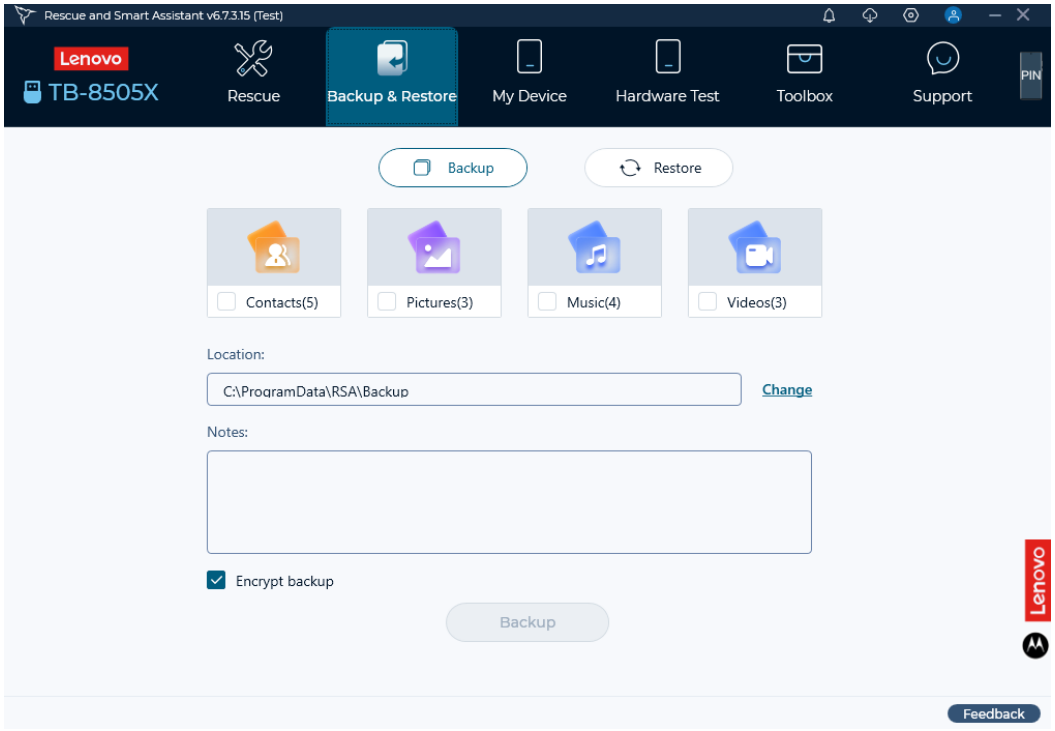


Backup &Restore

Connect one device to Client by USB cable.



Backup


Rescue and Smart Assistant v6.7.3.15 (Test)
Lenovo
TB-8505X
Rescue
Backup & Restore
My Device
Hardware Test
Toolbox
Support
PIN
Backup
Restore
Contacts(5)
Pictures(3)
Music(4)
Videos(3)
Location:
C:\ProgramData\RSA\Backup
Change
Notes:
Encrypt backup
Backup
Lenovo
Feedback

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

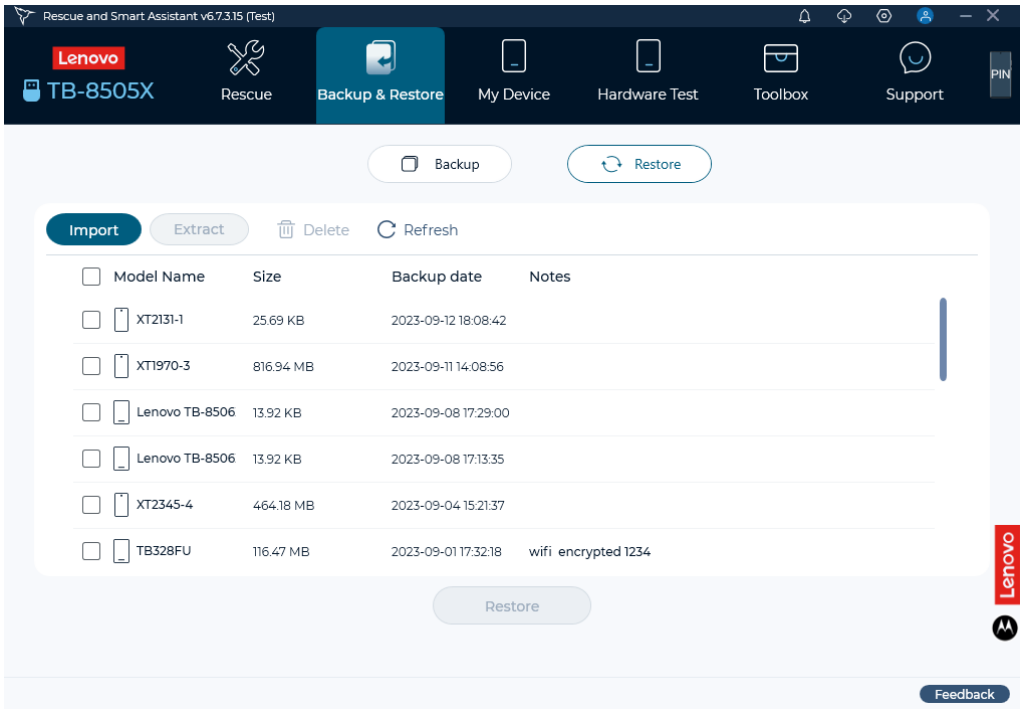
Click Change icon to change the save path for backup file.

Click Open icon to enter the save path.

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

Restore

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



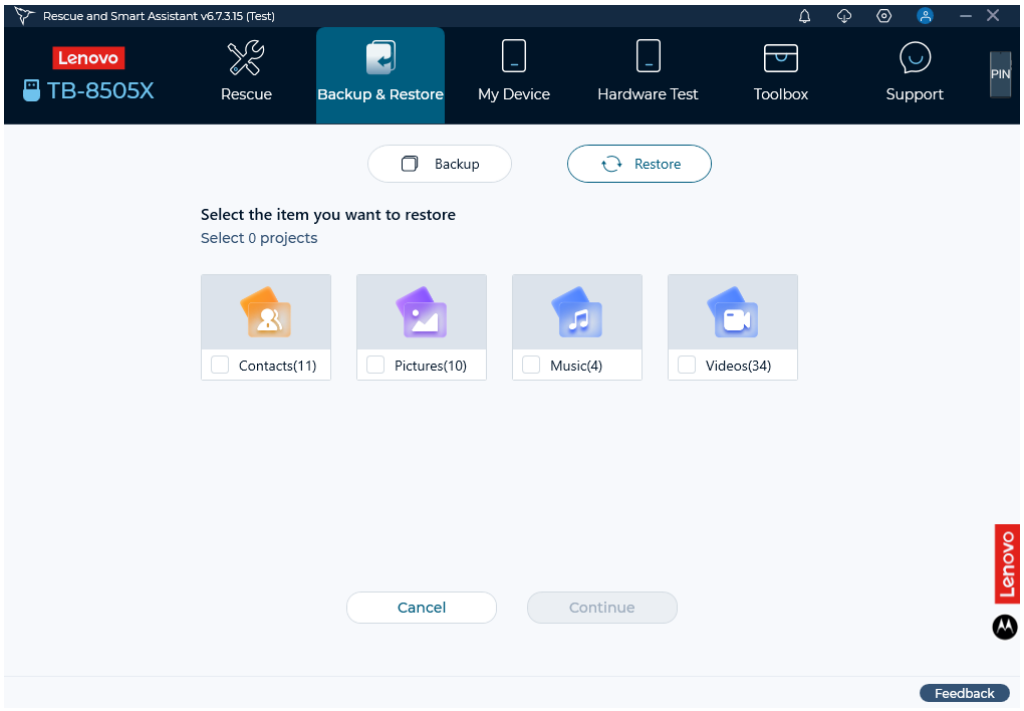
Click “Import” icon to import backup file.

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

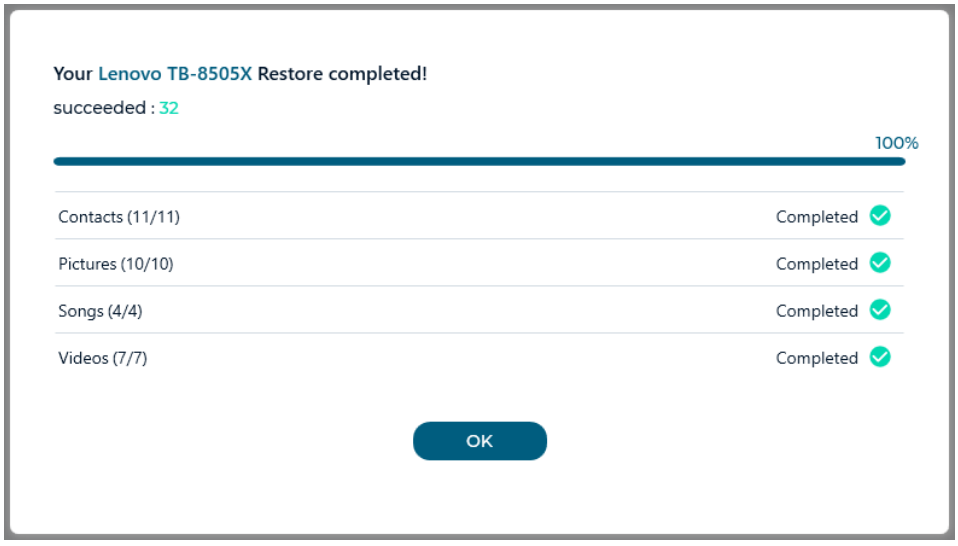
Select backup file and click “Delete” icon to delete the backup file.

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

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



Restore completed, the following page will appear:

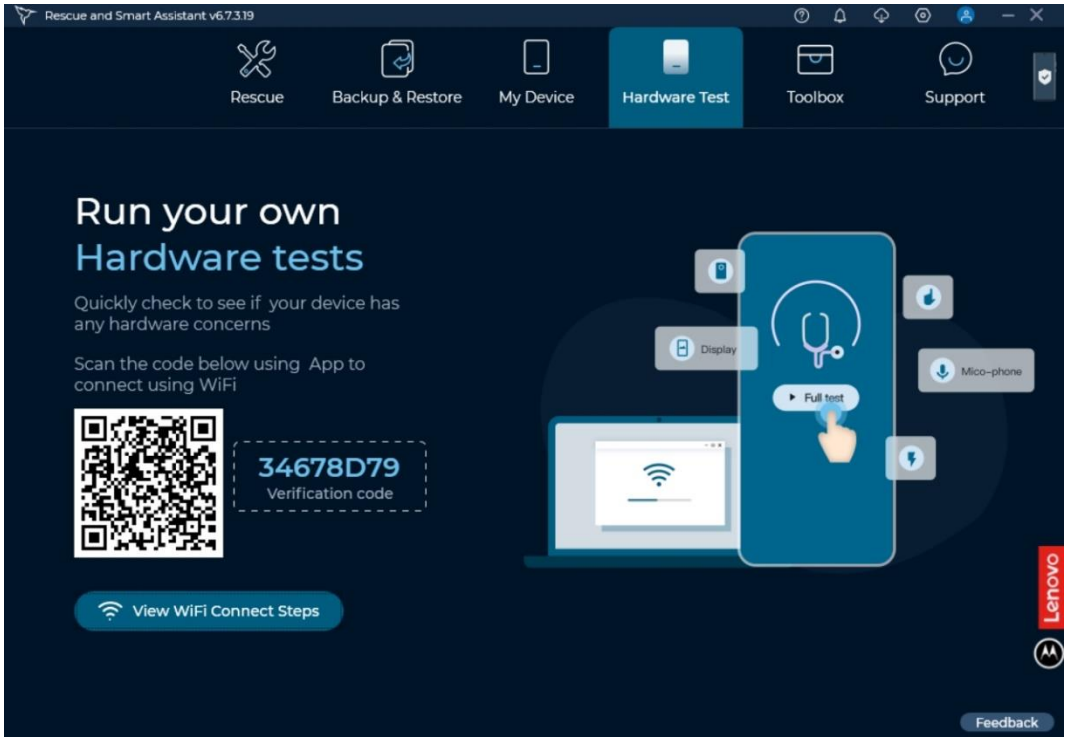


Hardware Test

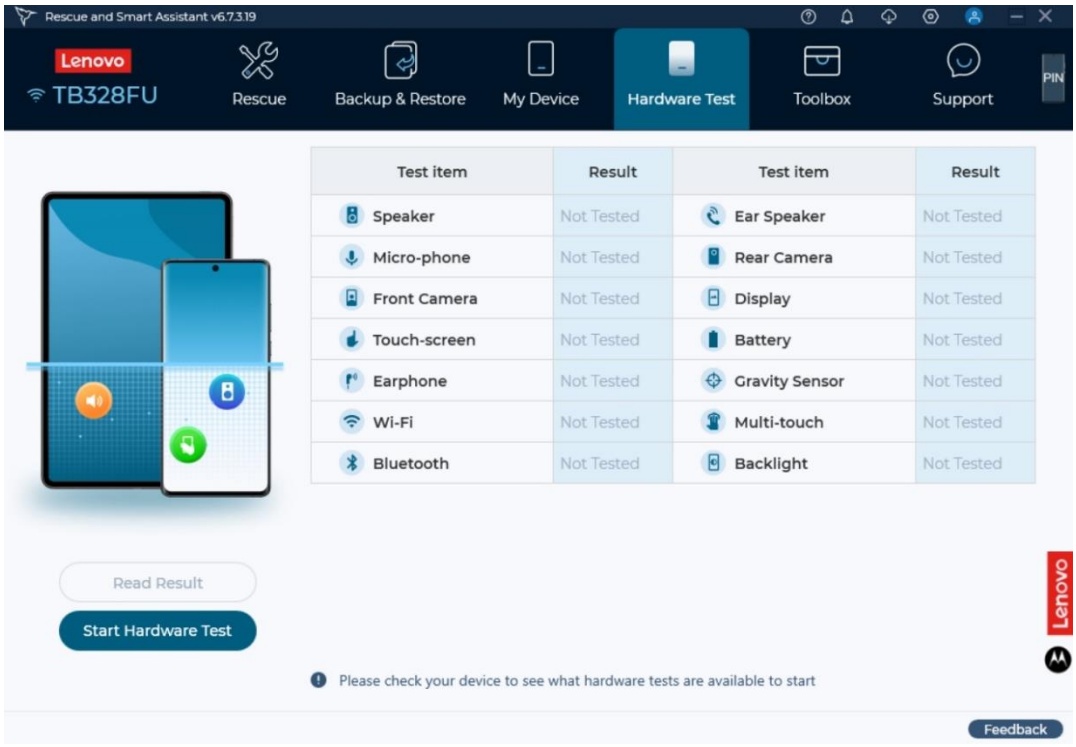
Click the ‘Hardware Test’ plug-in button.



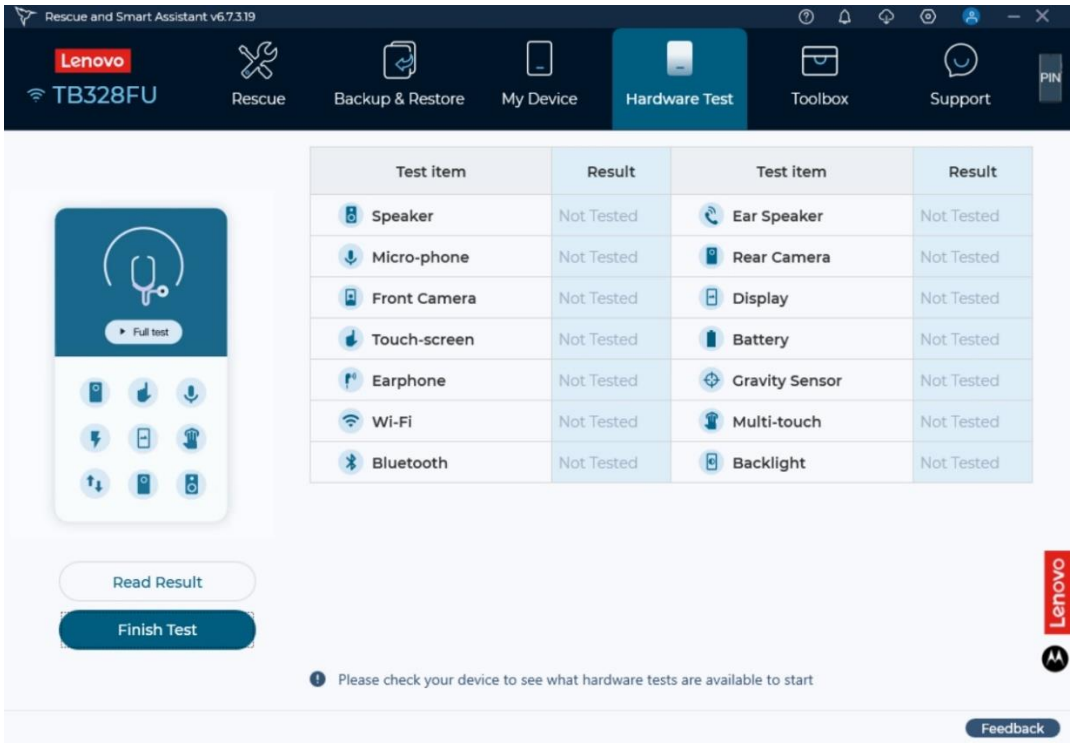
Connect the device follows the instructions on the page.



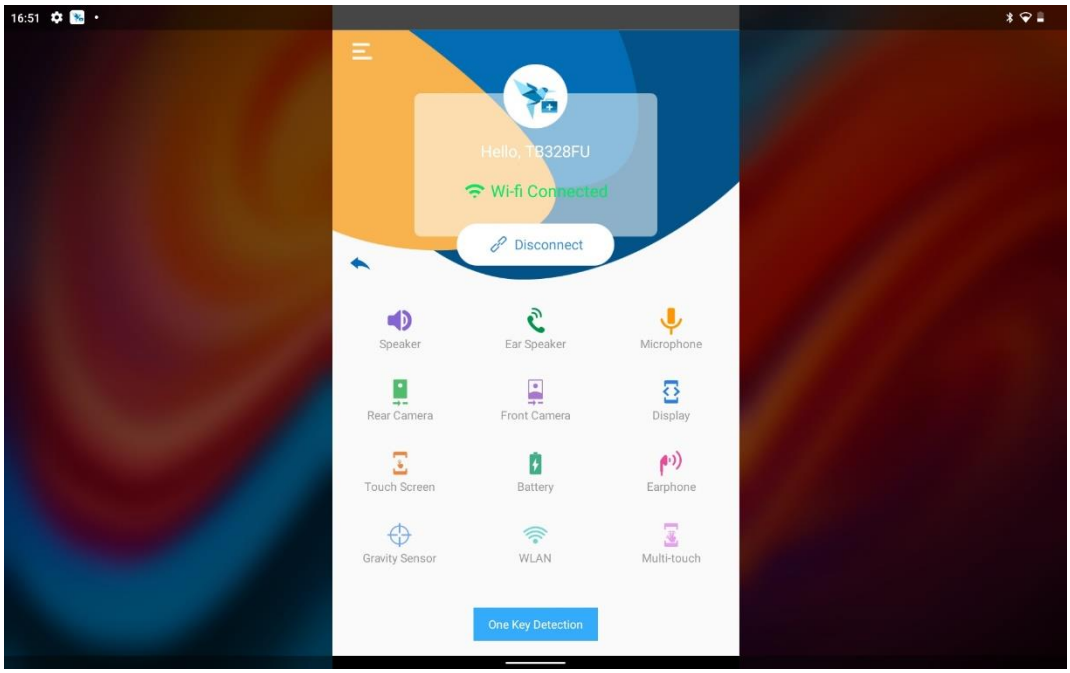
After connected device, the page will show the hardware test items.



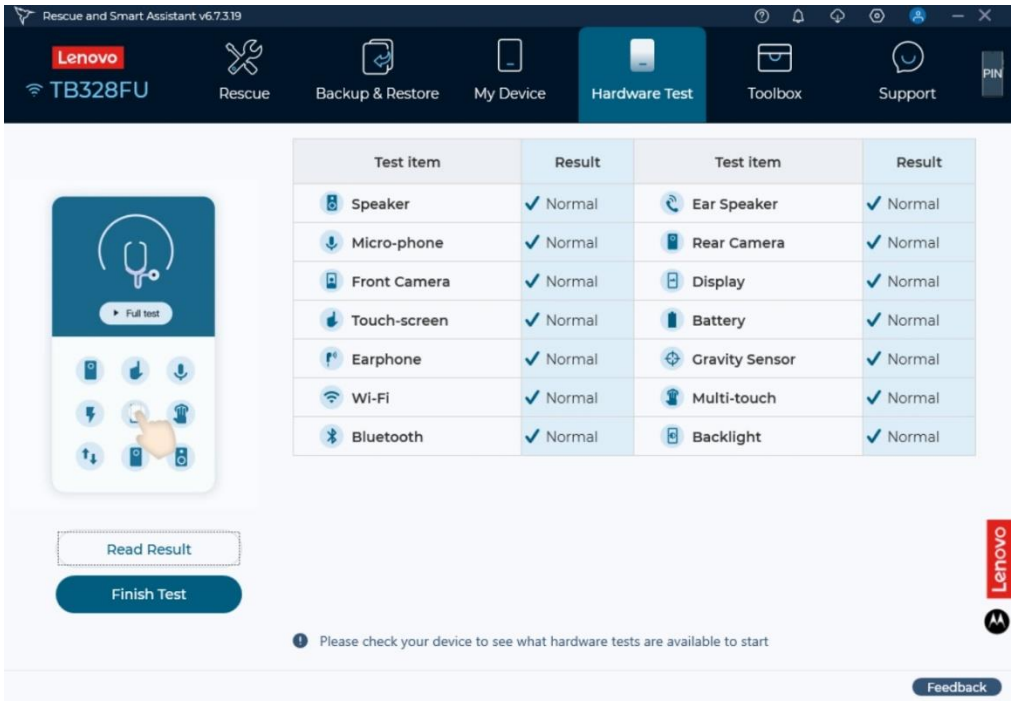
Click the 'Start Hardware Test' button to start hardware testing, the button will change into 'Finish Test'. 'Read result' is highlight and click it can get the result from device.



The APP in device will show as follow.

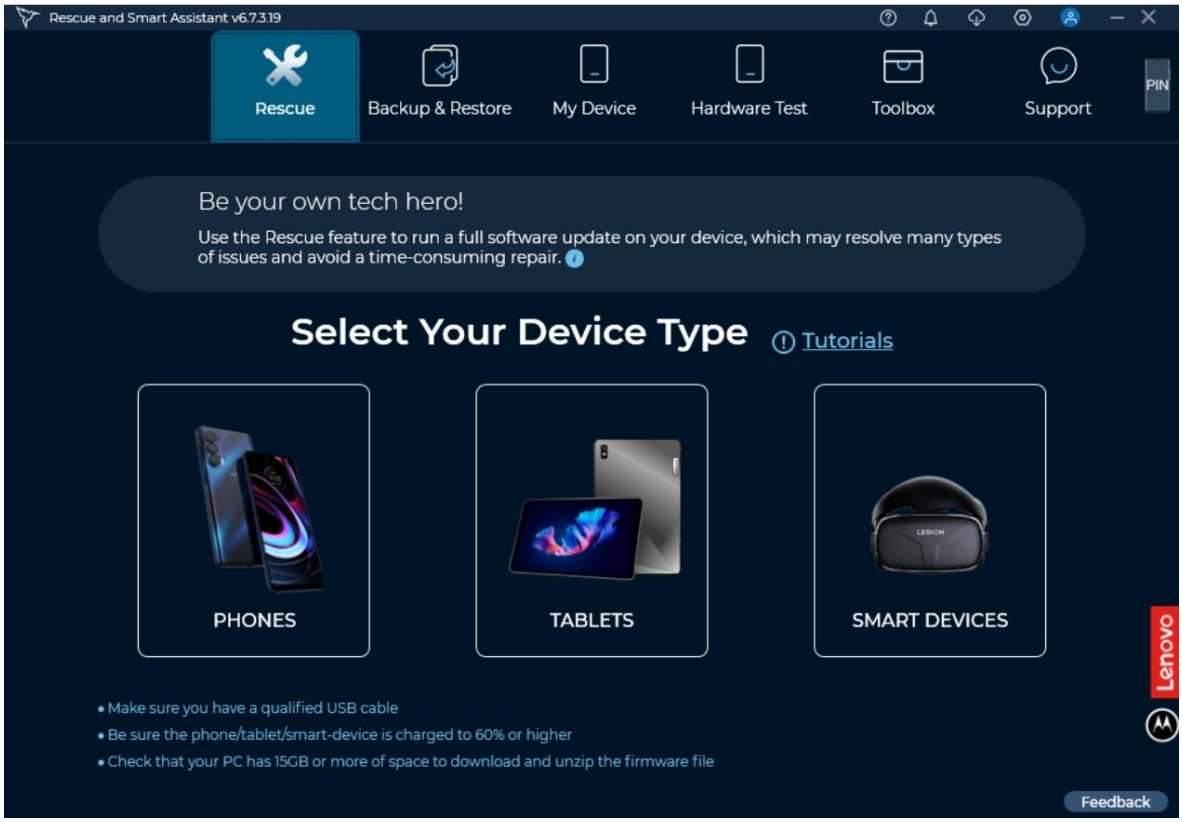


Do the hardware test and click ‘Finish Test’ or ‘Read Result’ in client, it will show the test result in client.



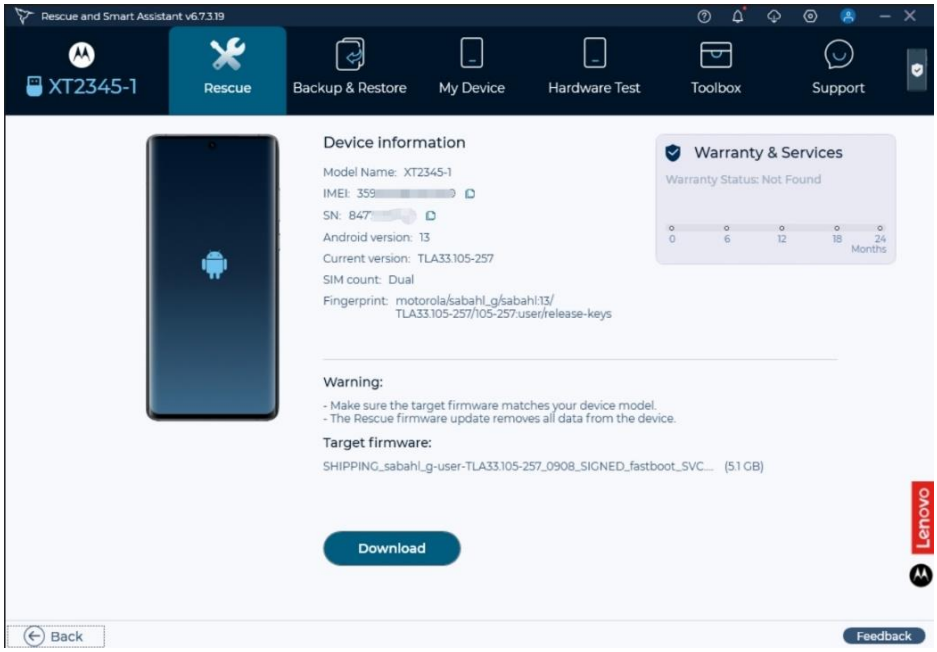
Rescue

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

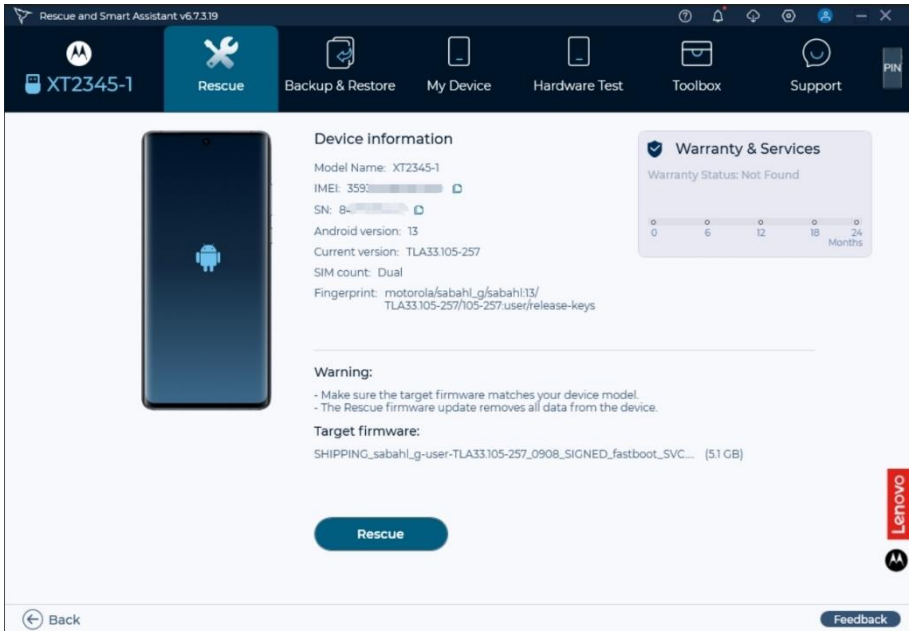


Fastboot Mode Rescue

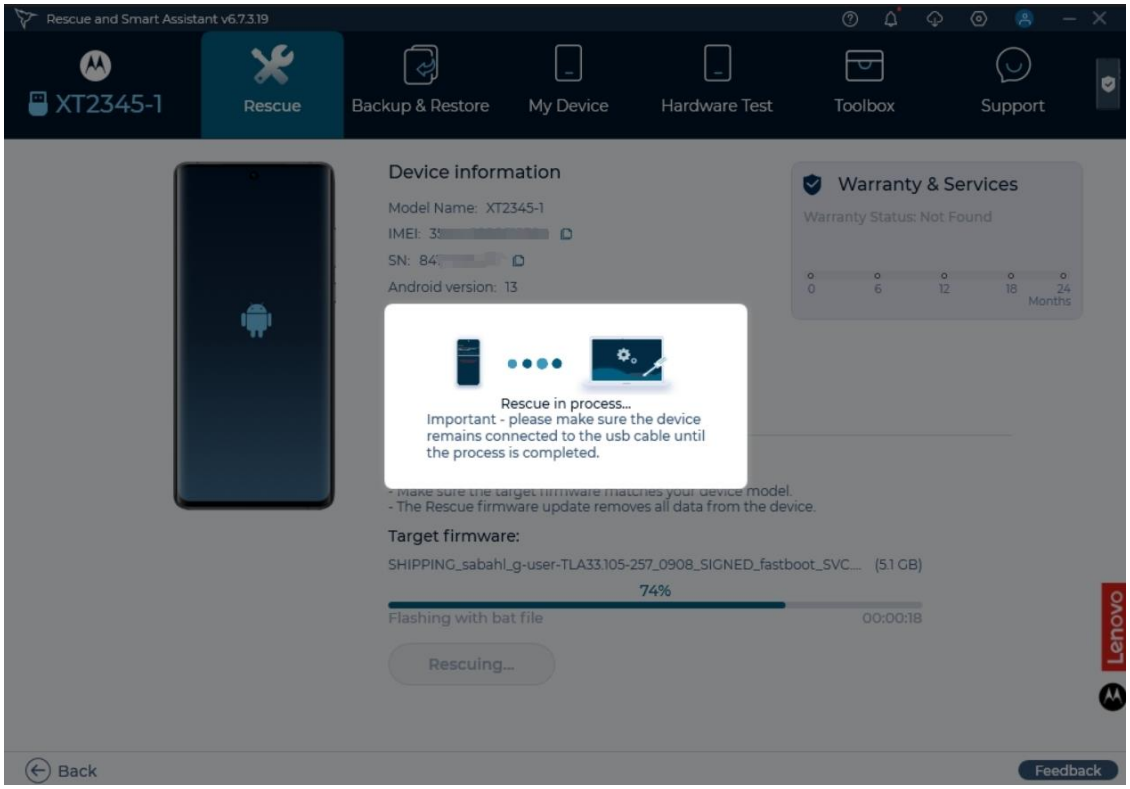
Connect a Fastboot mode device according to the prompt message Rescue→Phone page. If it is a supported model and there is a matching firmware. a similar display will appear as follows:



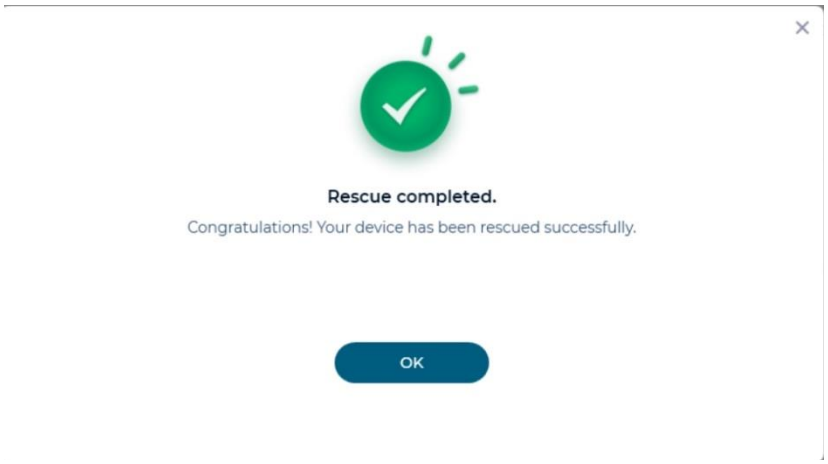
Click download icon to download the firmware. When the firmware download finished, click the **Rescue** button to rescue device.



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

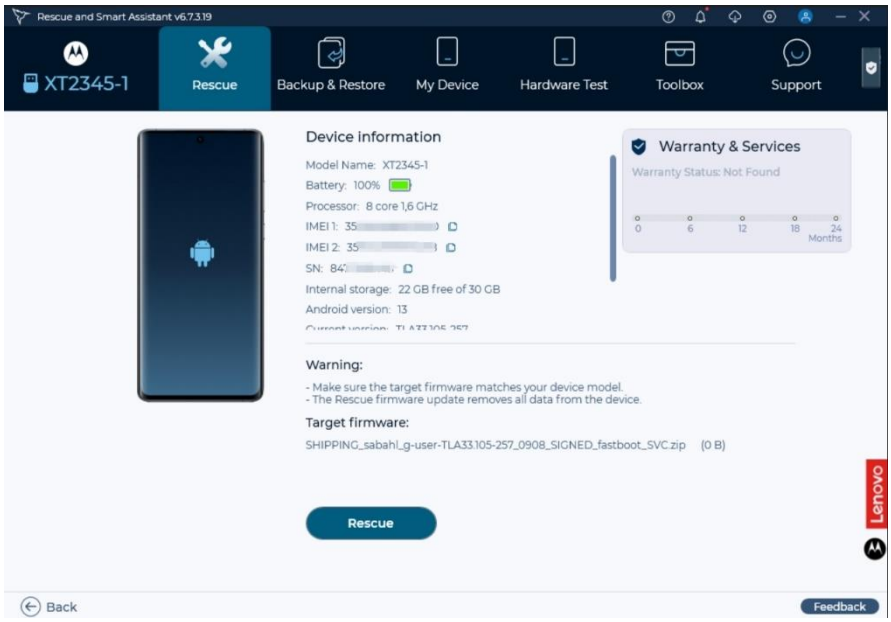


Once the rescue is completed, the following pop-up box will appear.



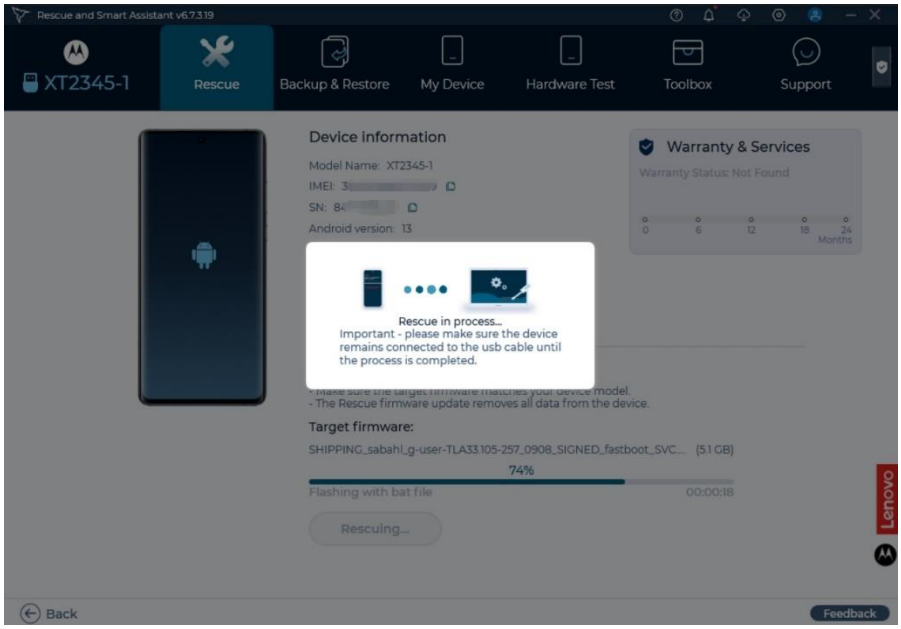
USB Debugging Mode Rescue

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

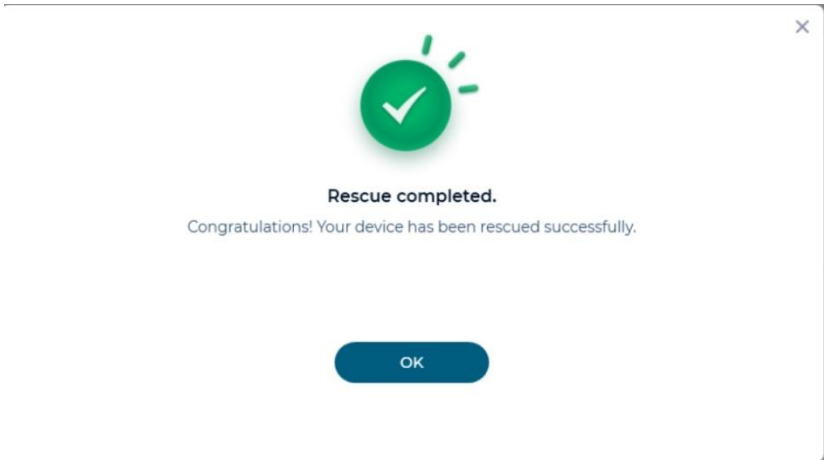


Click **Rescue** button, the connect box will pop up. Connect the device according to the prompt message.

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

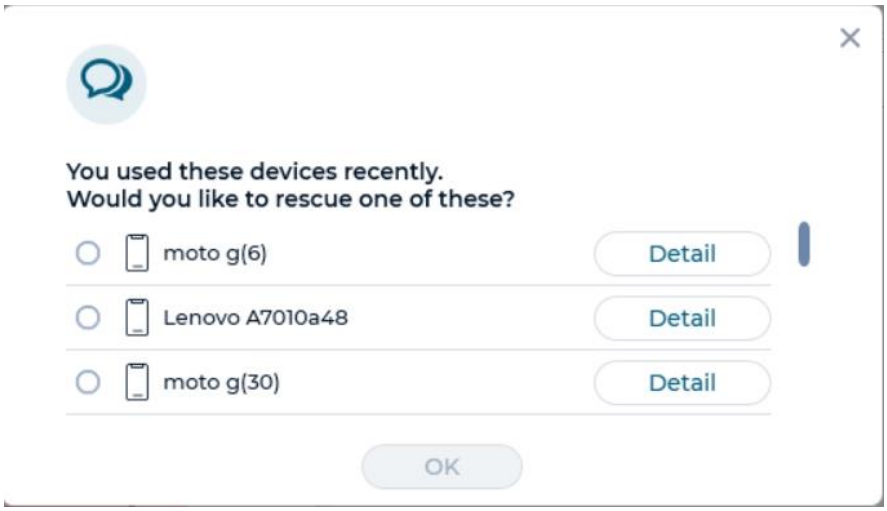


Once the rescue is completed, the following pop-up box will appear.



Power-off Mode Rescue

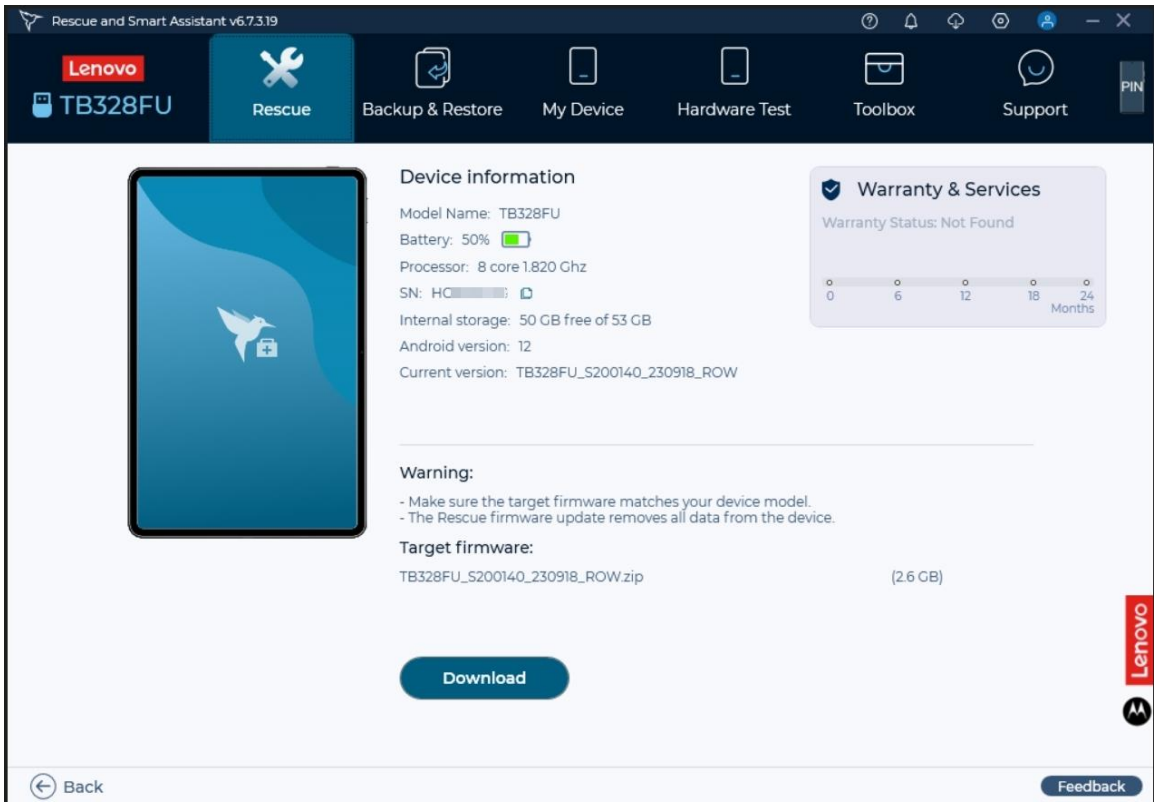
Enter Power-off Mode page, Close the Registered devices pop-up box, it will enter **Select Or Input Model Name** page. If you have registered any device(s), the **You used these devices recently. Would you like to rescue one of these** pop-up box will pop up. Select one that you want to rescue. Rescue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



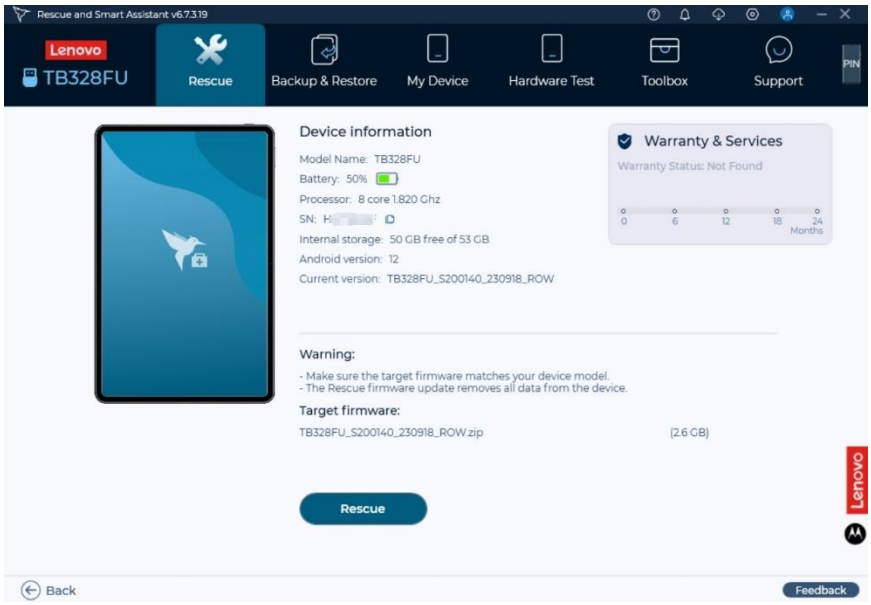
Tablet or Smart Device Rescue

1. USB Debugging Mode Rescue

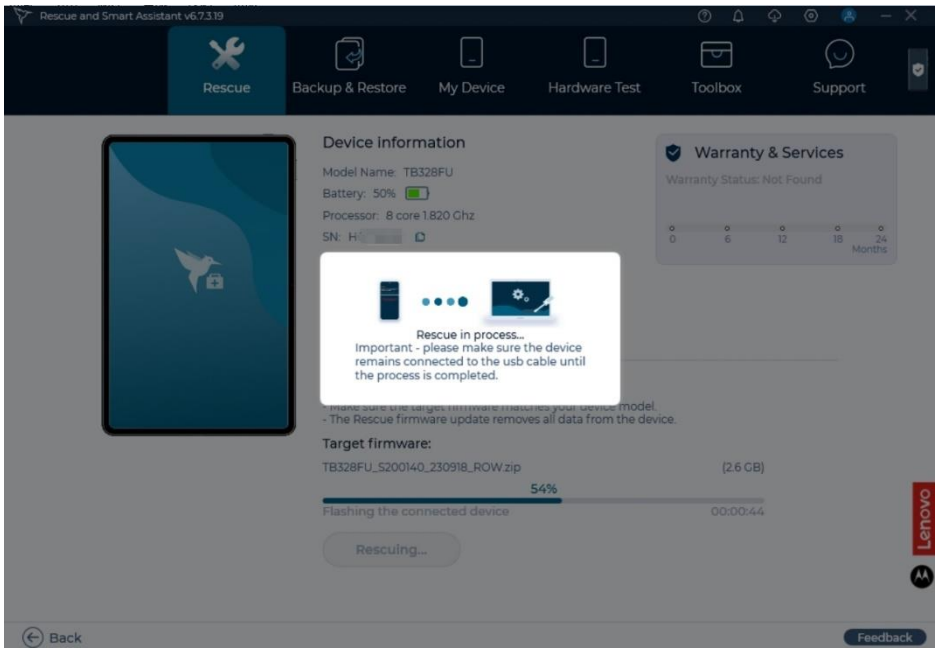
Power on your device, enable “USB debugging” on device. Enter any page of rescue except for phone’s manually selecting page. Connect your tablet via USB cable, if it is a supported model and there is one matched ROM available, when you Click the ‘Start Rescue’ button at Home page, a similar display will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



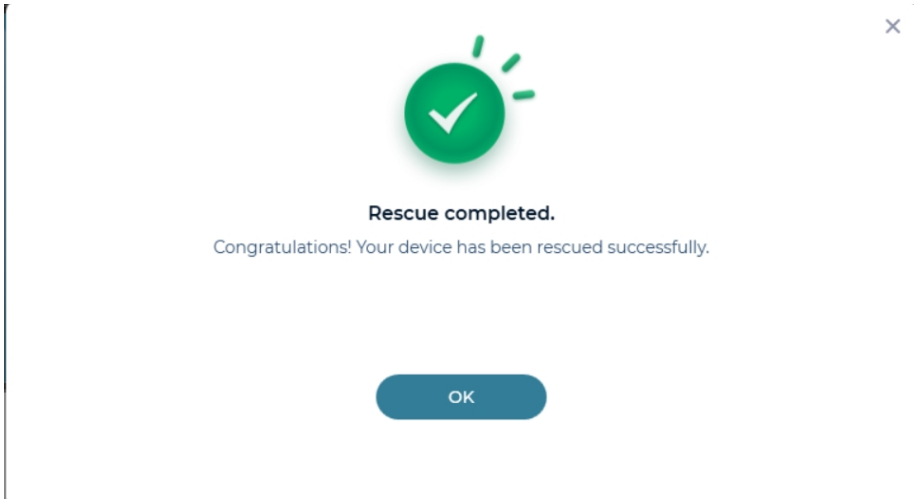
When the firmware download finished, you can click the “Rescue” button to rescue device.



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



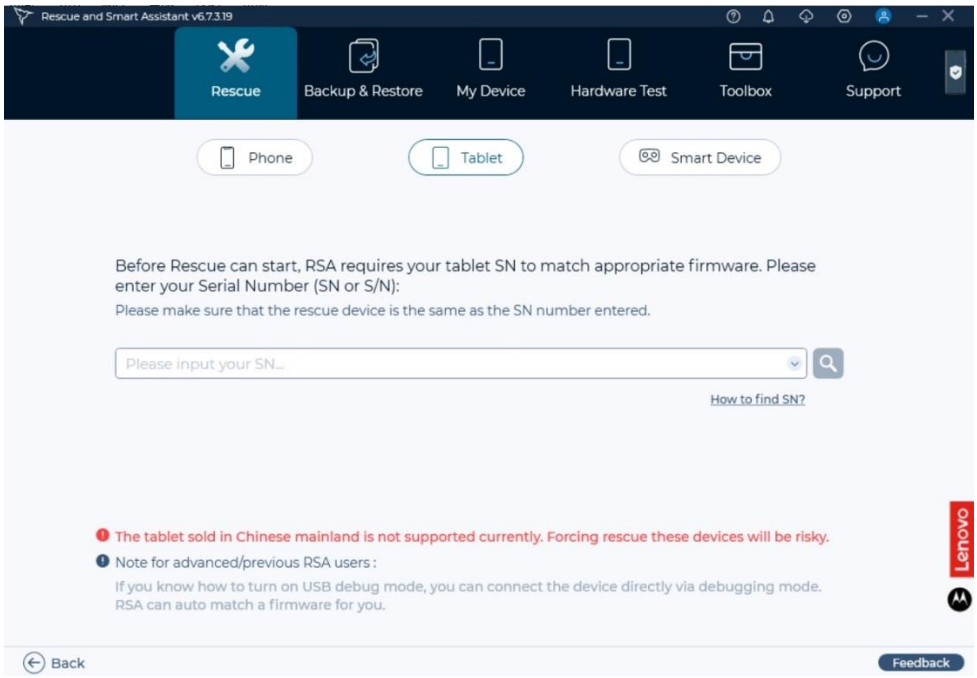
Once the rescue is completed, the following pop-up box will appear, and your tablet will boot automatically.



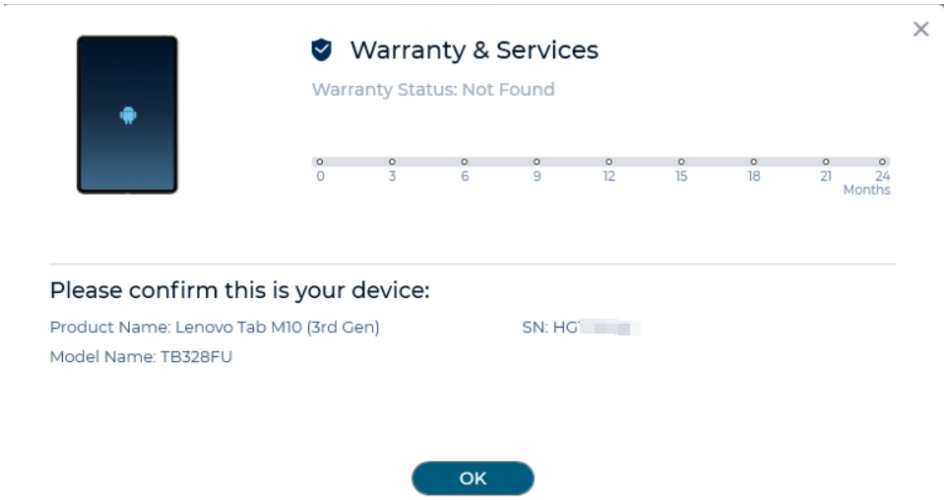
Here is a video for HOW to rescue your tablet by USB debugging mode.//insert the video

2. Rescue by SN Match

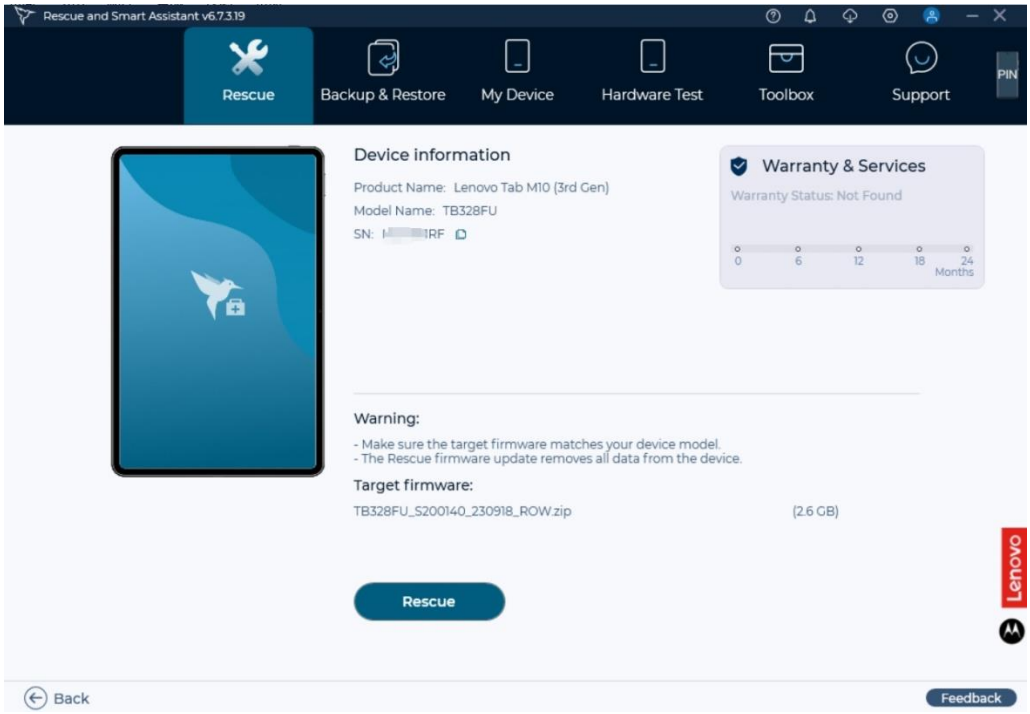
Click “Tablet” button, it will show the SN detection page.



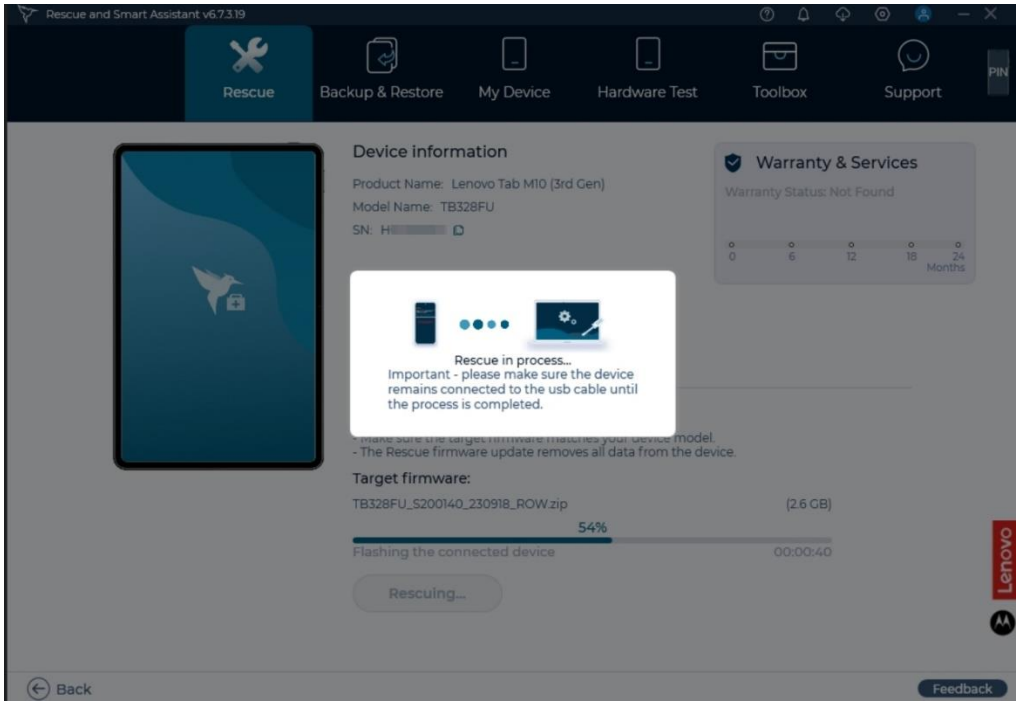
Enter the SN number of the device to be rescued in the input box. Click to search, it will show the result of matching if it can match a firmware.



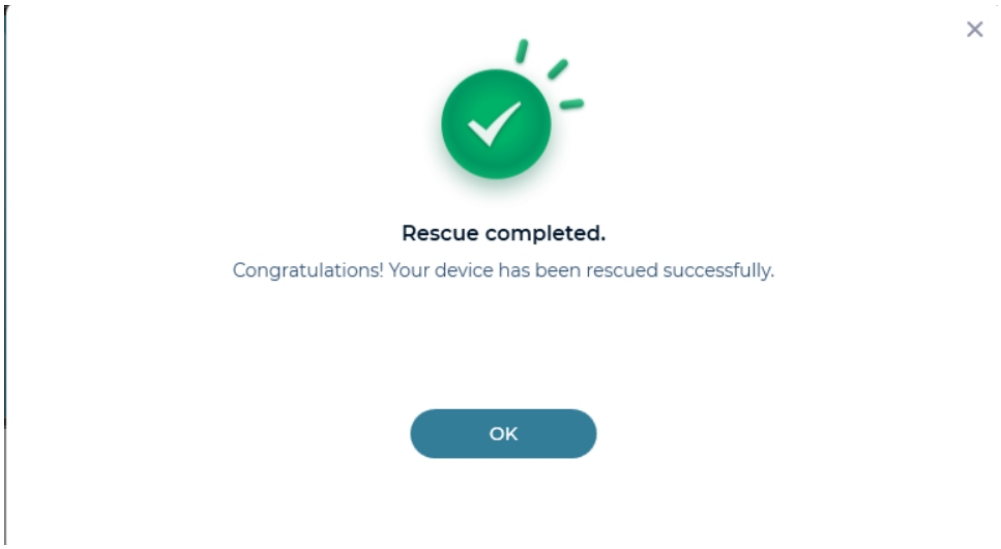
Click “OK” will enter the rescue page, click “Download” button to download the firmware.



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



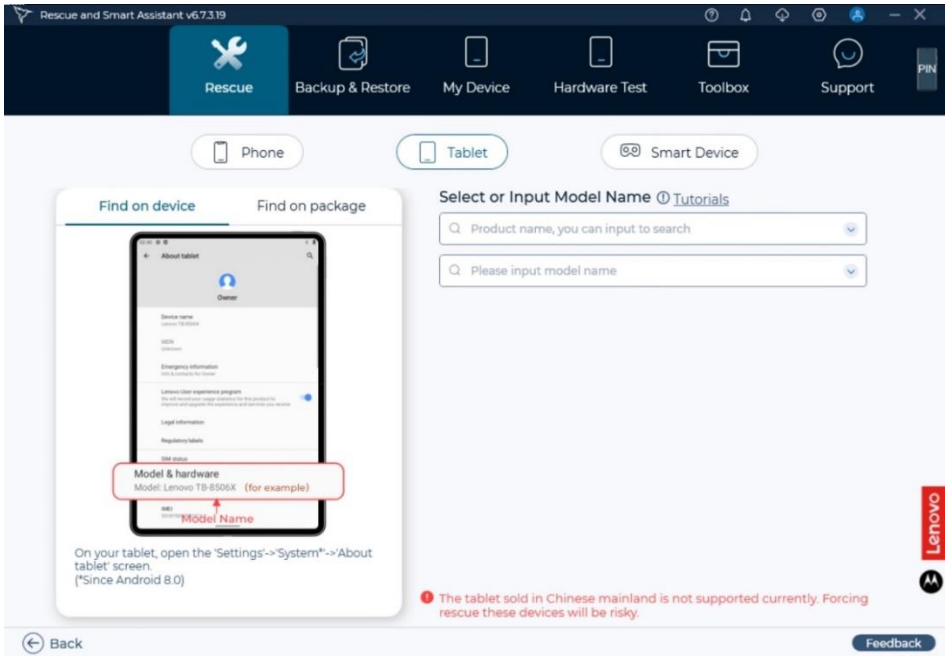
Once the rescue is completed, the following pop-up box will appear.



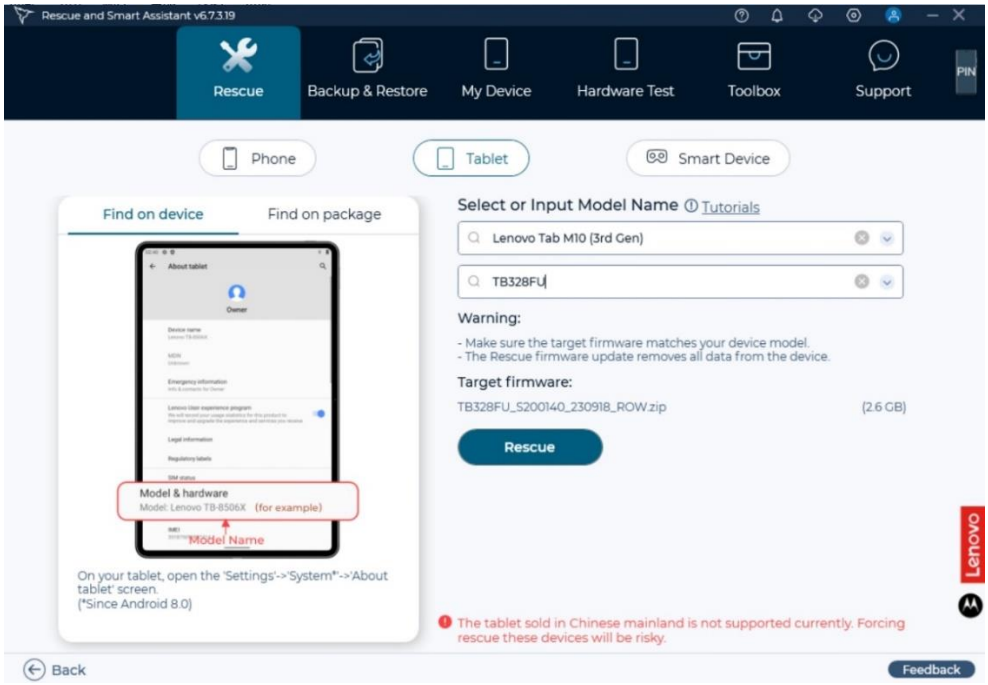
Here is a video for How to Rescue by SN match//[insert the SN Match video]

3. Rescue by manual selection

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



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



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

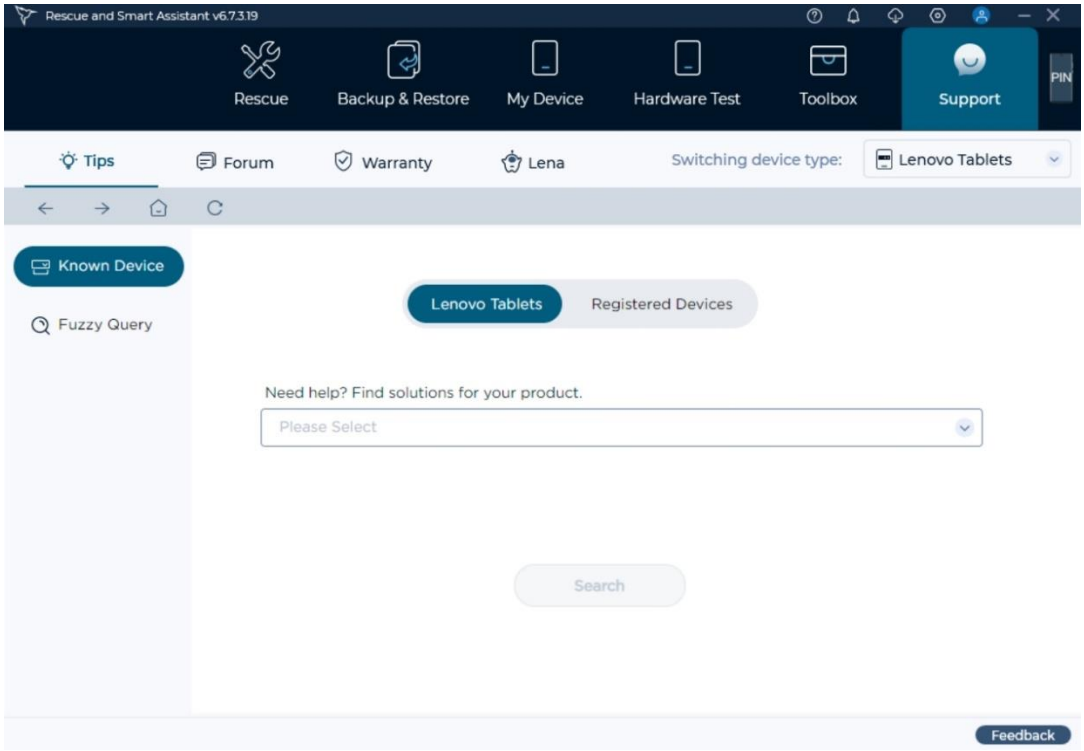
Support

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

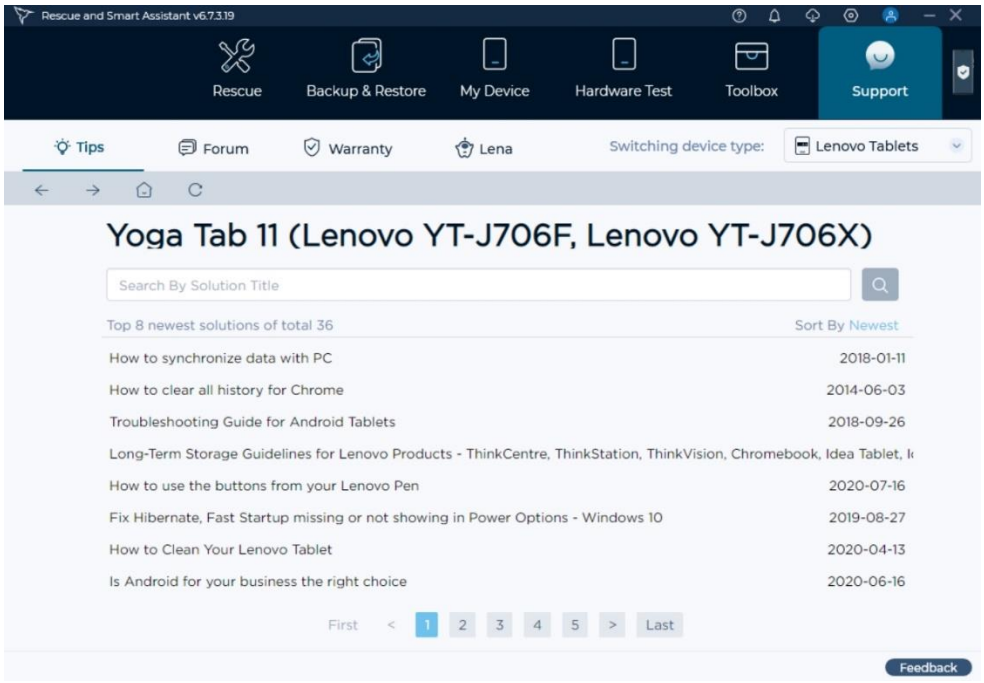
Tips

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

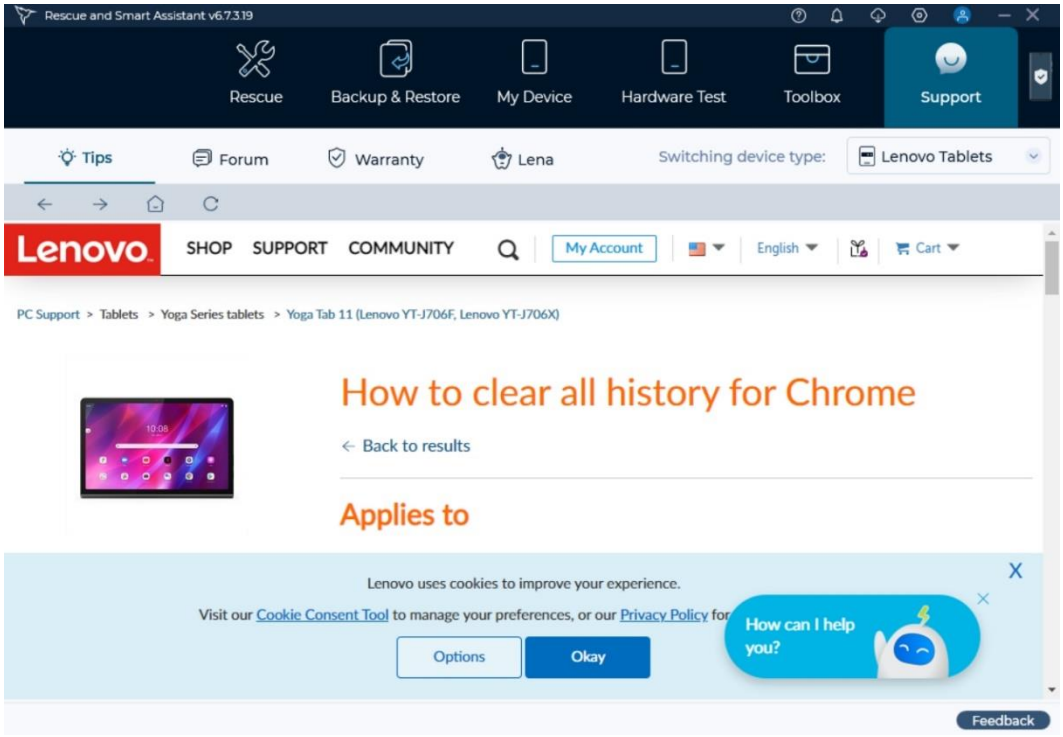
- Click one button and select option on drop-down list, it will enter the product solution view automatically. For example, Click Lenovo Phone button, and select series and sub-series on drop-down list.
- If you know your product name, you can input product name to search product's solution on Search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



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

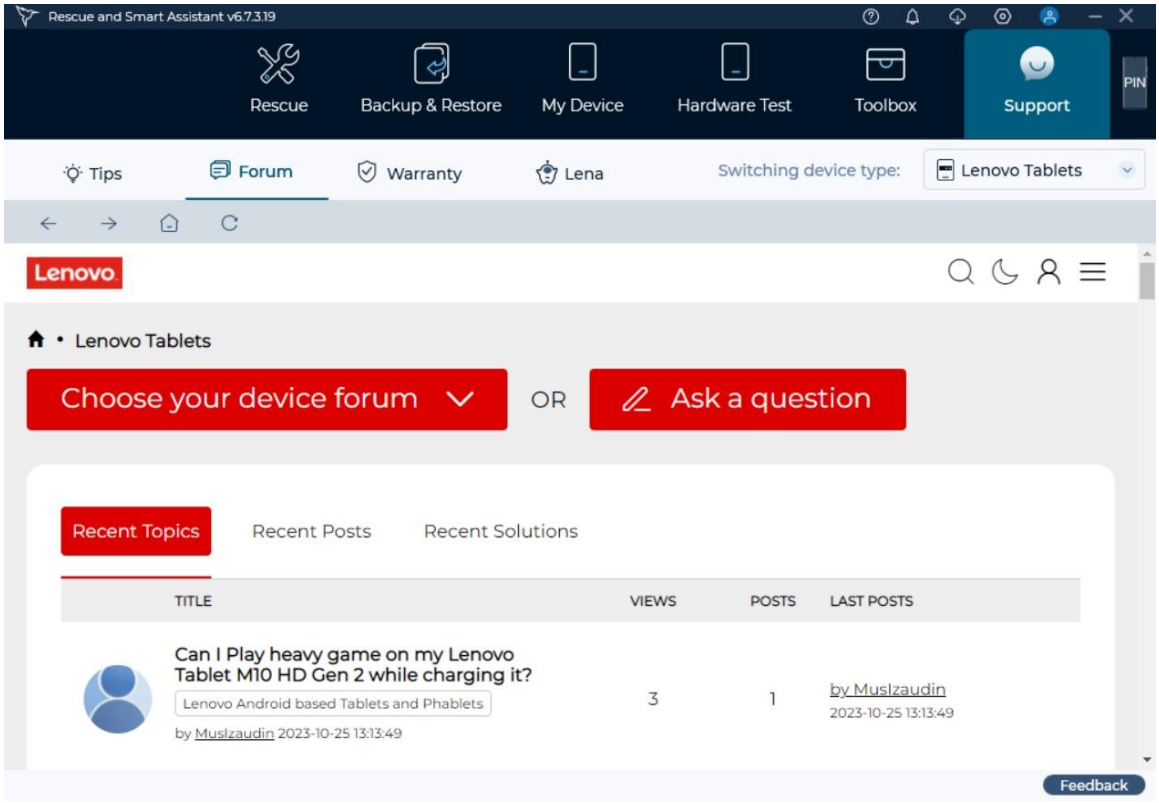


Click the link to view the solution details page.



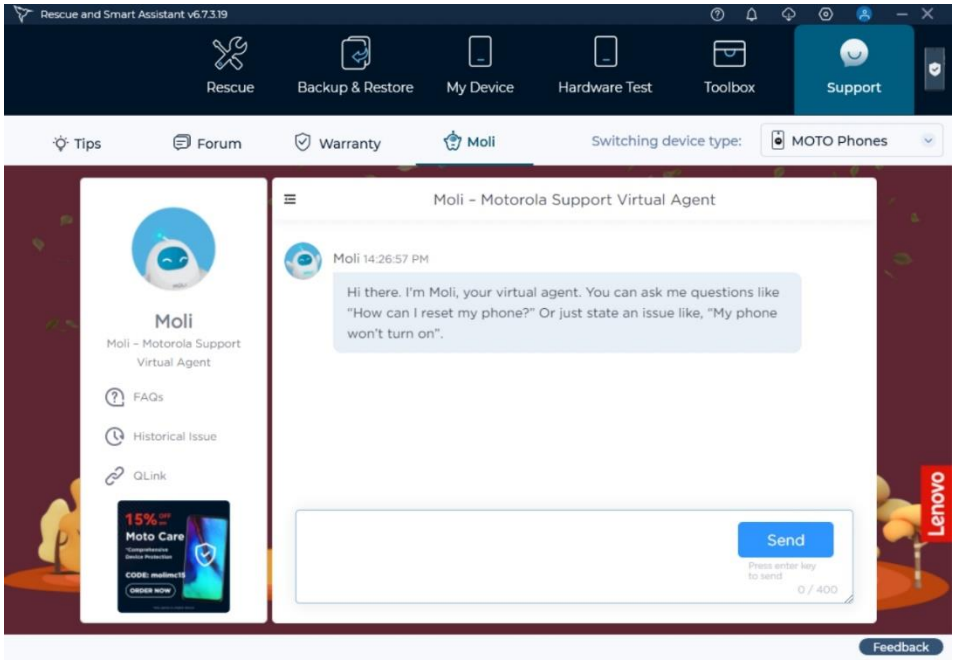
Forum

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



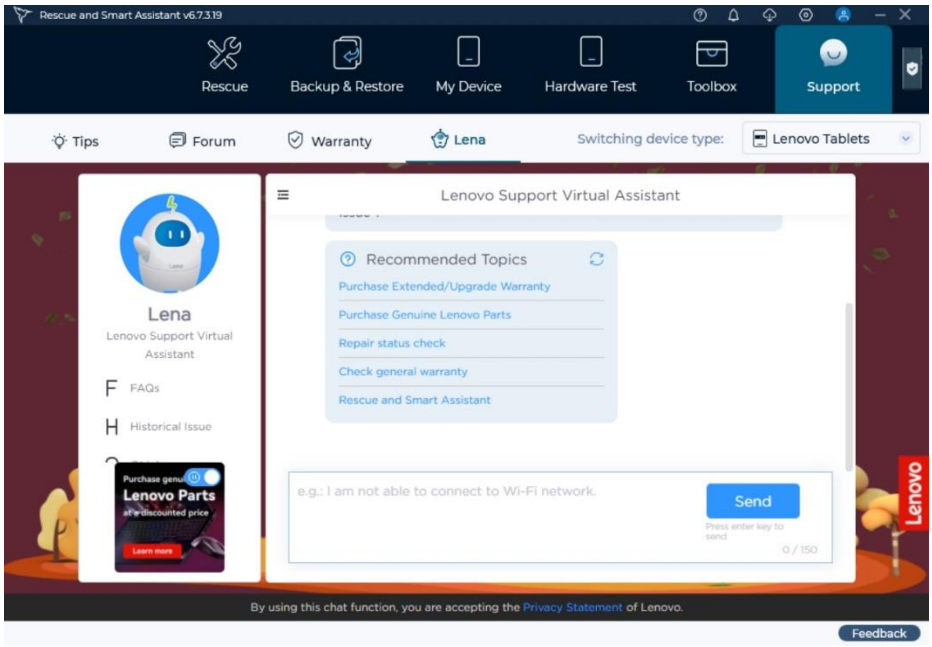
Moli

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



Lena

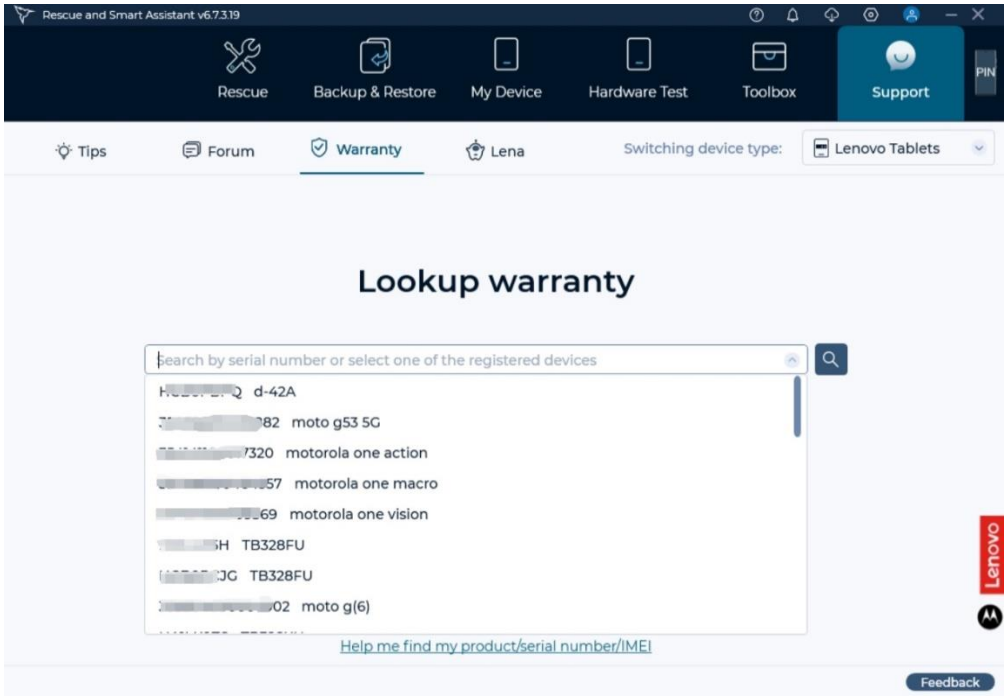
Lenovo Tablet category is selected, once loading is completed, the following page will be appeared. You can get the help via communicating with Lenovo Support



Warranty

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

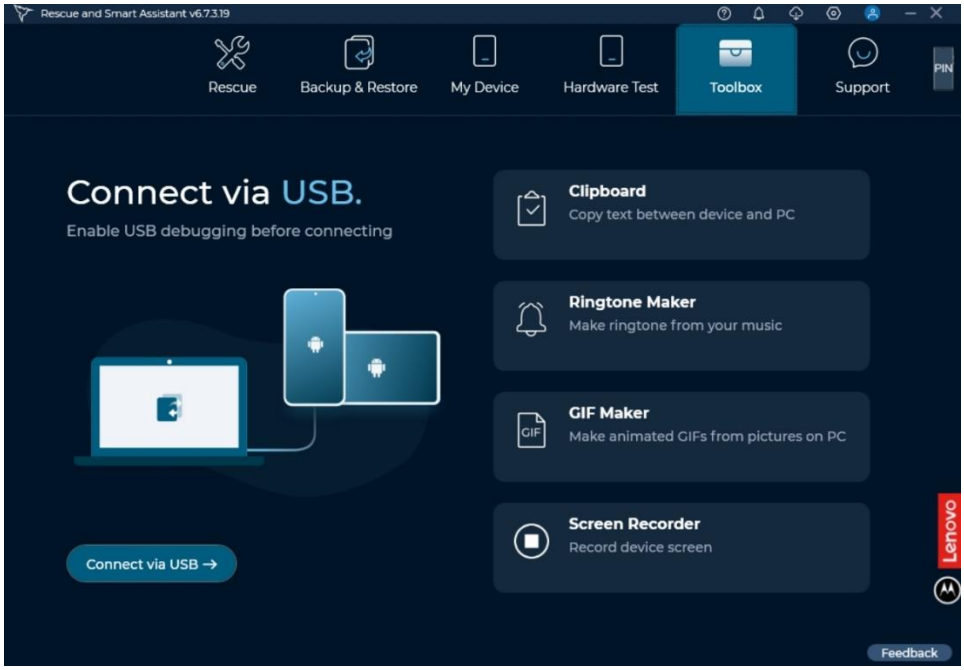
- The connecting devices and registered devices' SN will be listed on input box. Click the drop-down list, select one of SN, and then check icon to check.
- Input SN/IMEI on input box and then click icon to check.



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

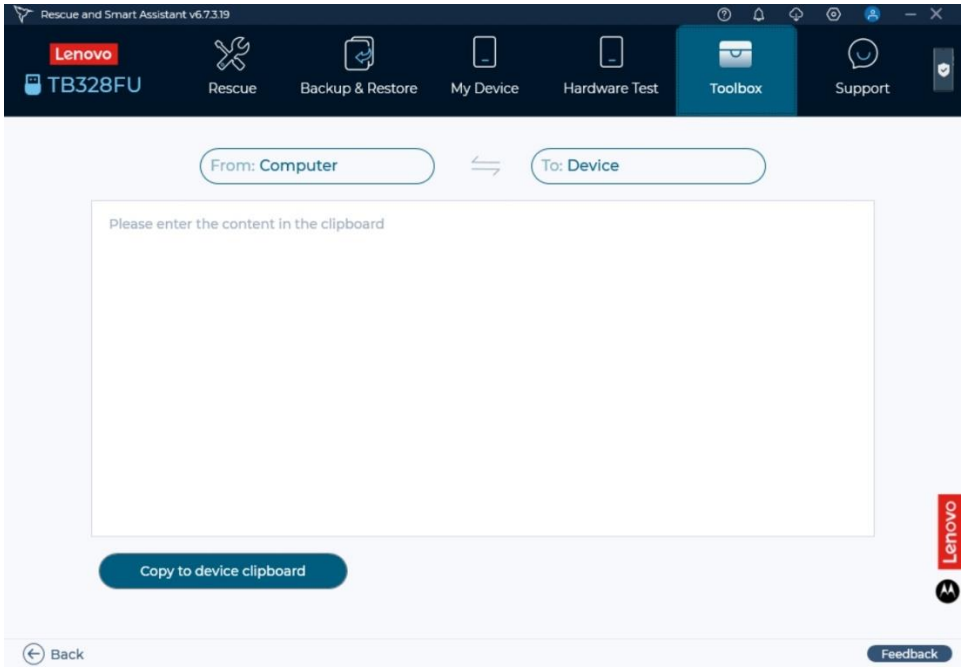
Toolbox

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



Clipboard

Copy text from/to phone to/from PC.

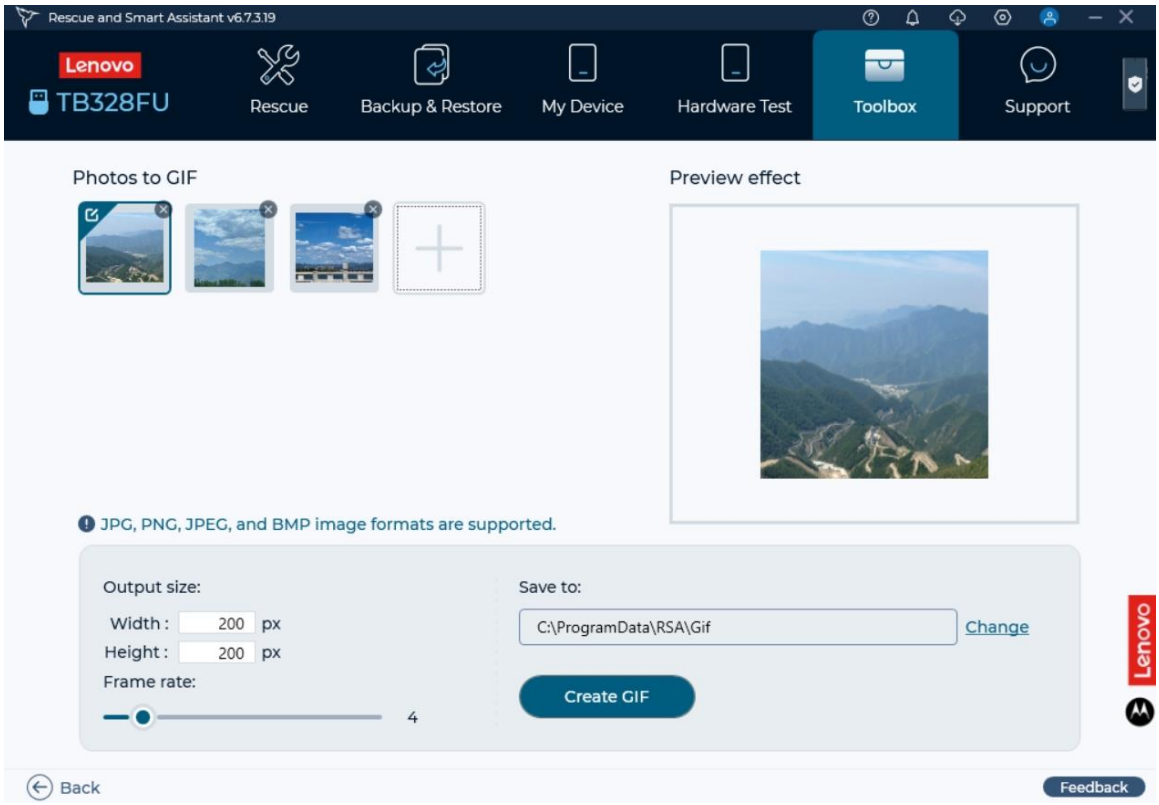


- **Clipboard to Device**: Enter Clipboard page, copy texts on PC, the text will paste to clipboard on Clipboard page. ClickCopy to device clipboard. The text will copy to device's clipboard.

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

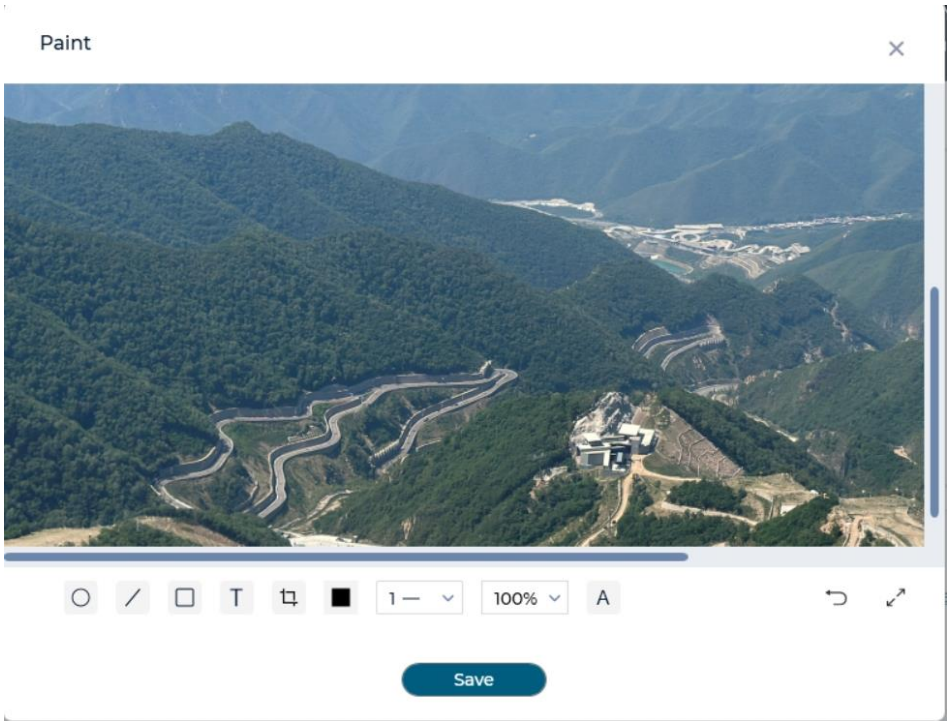
GIF Maker

How to make gifs from picture on PC.

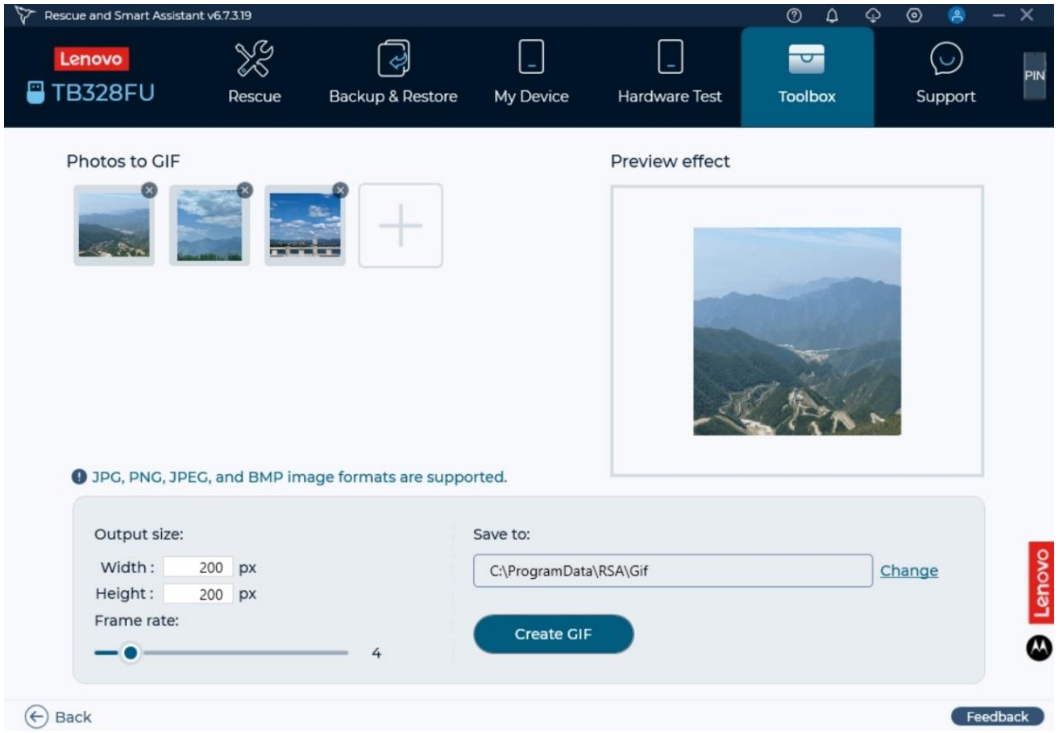


- Click to add picture.
- Modify the **Output Size** to set the gif's size.
- Modify **Frame Rate** to set the gif's frame rate.
- Modify the **Save to** to set the gif's save path.
- Click **Create GIF** button after adding pictures, it will create gif. The created gif will save to **Save to** path.

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

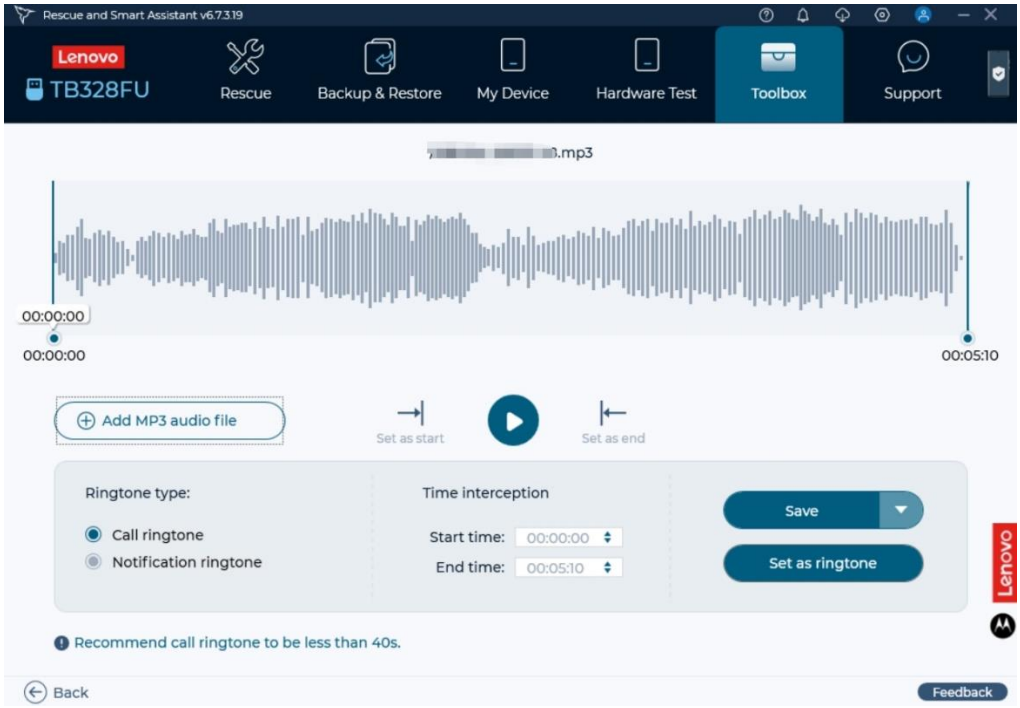


After add the pictures, move the mouse to the preview area, the play icon will appear. Click play button to preview the GIF.



Ringtone Maker

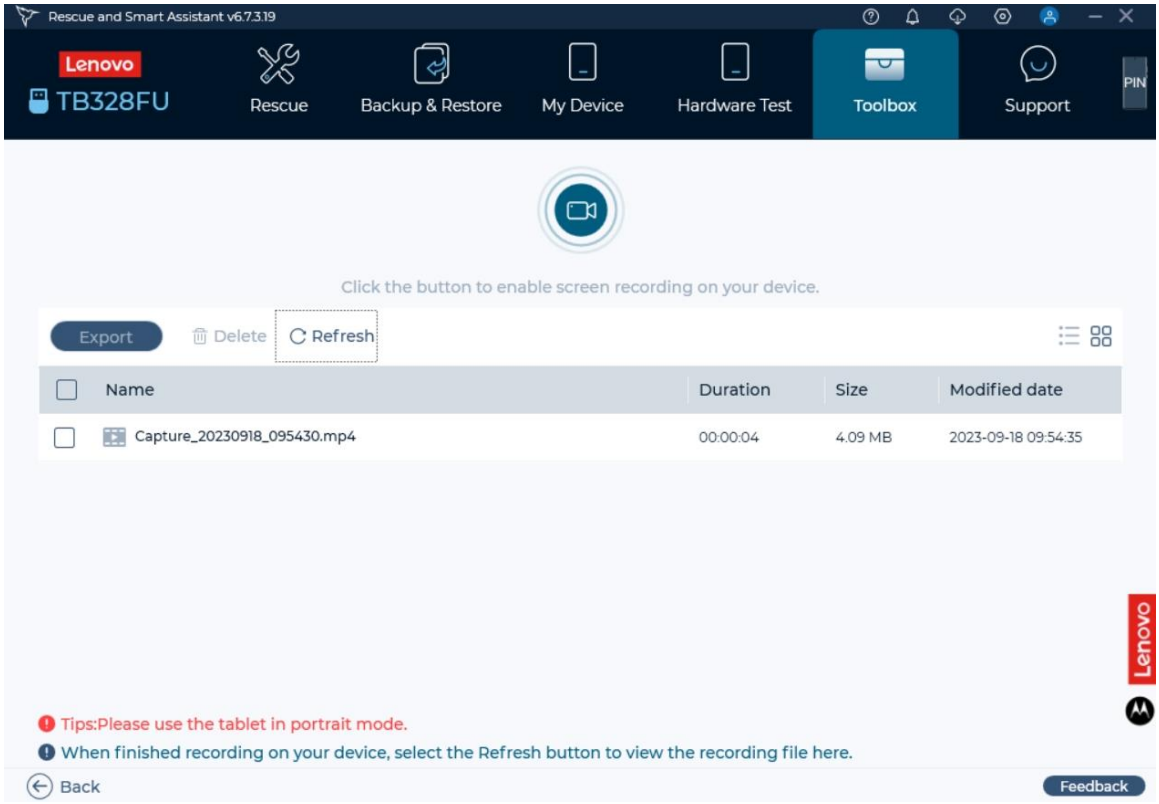
Use the following steps to make a ringtone from music.



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

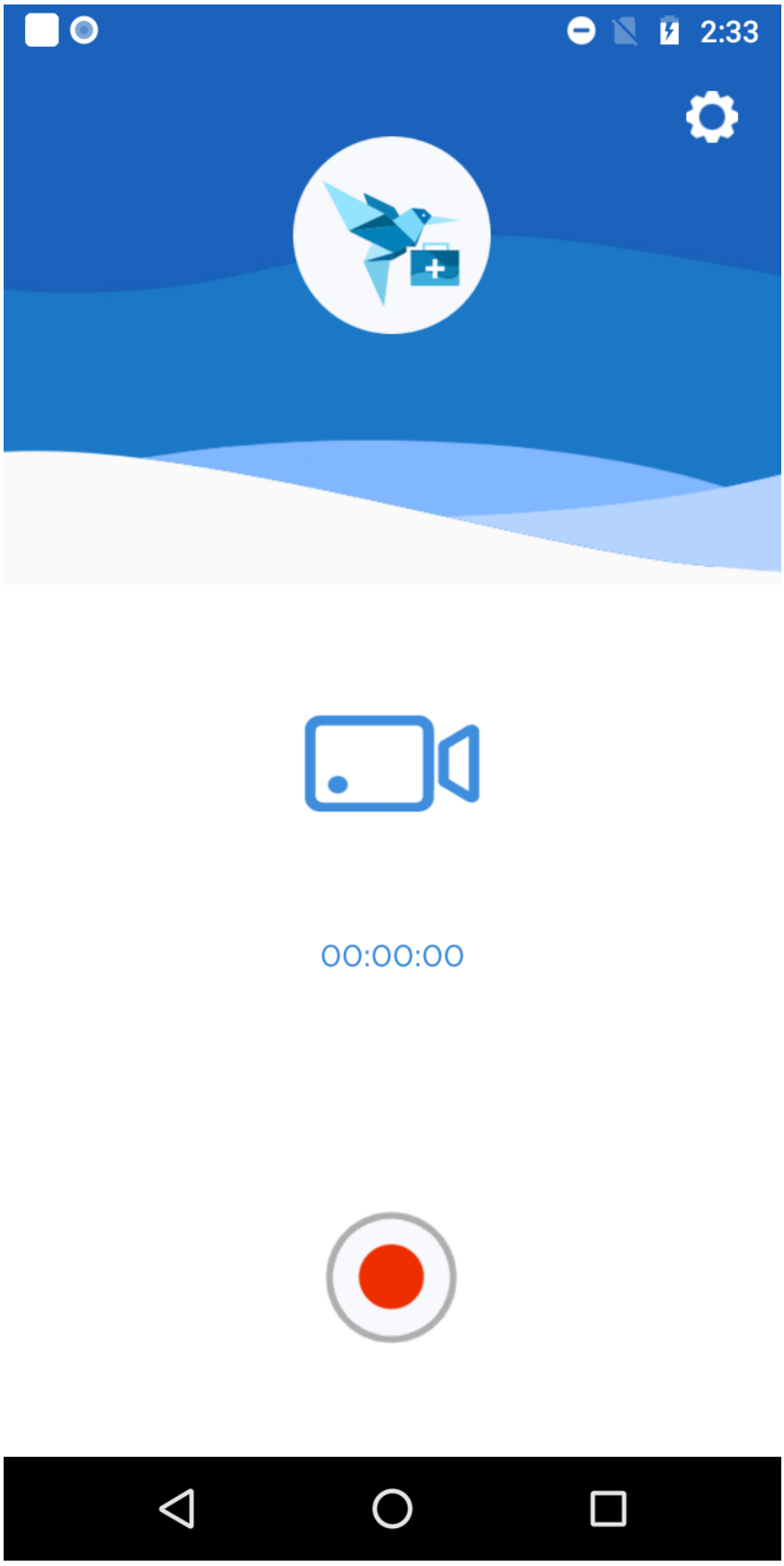
Screen Recorder

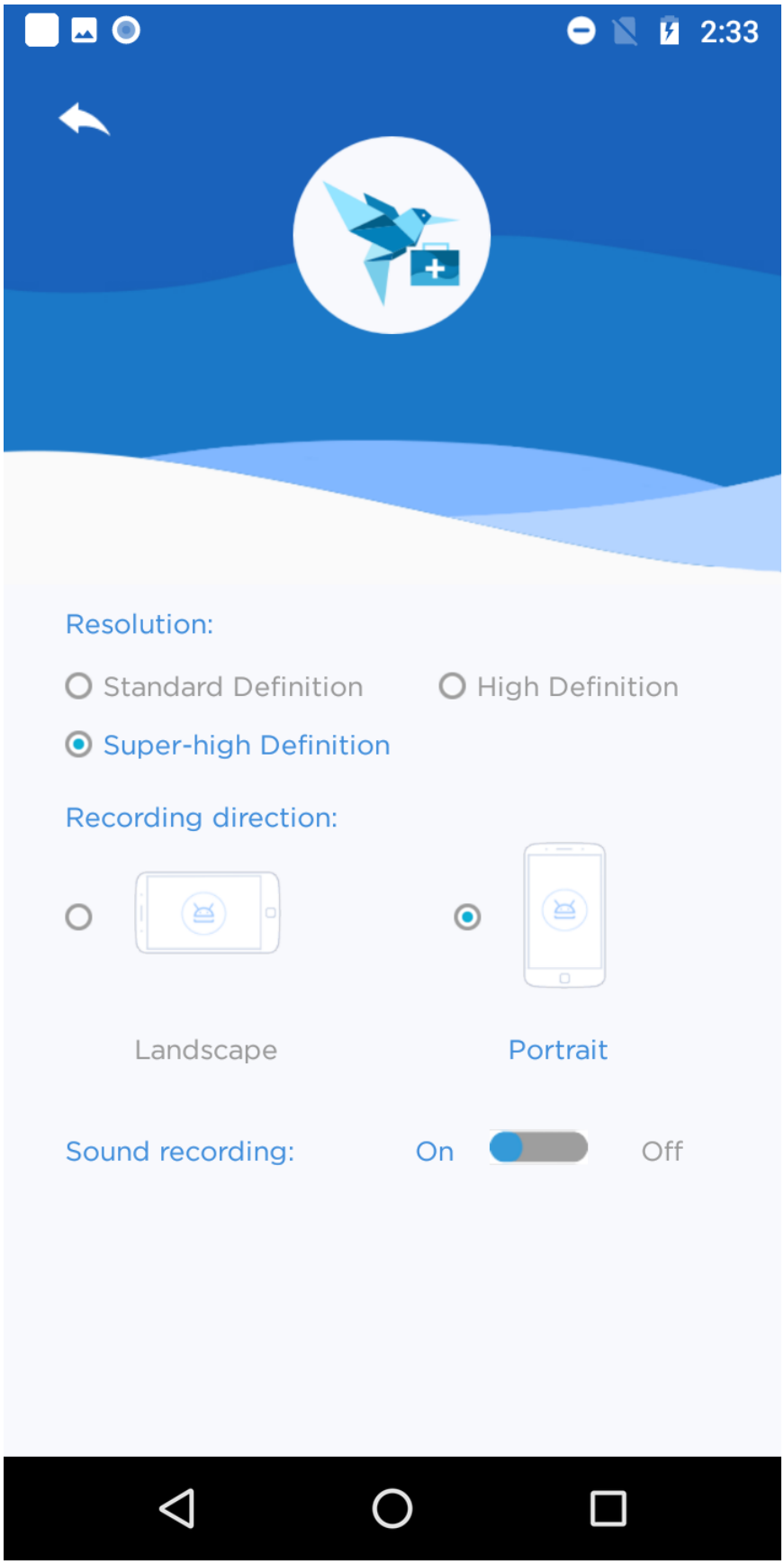
It supports to record screen of you phone as video. Connect device, the following view will appear. It supports two functions: Recording screen and Recording video management.



Record Screen:

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


2:33
00:00:00

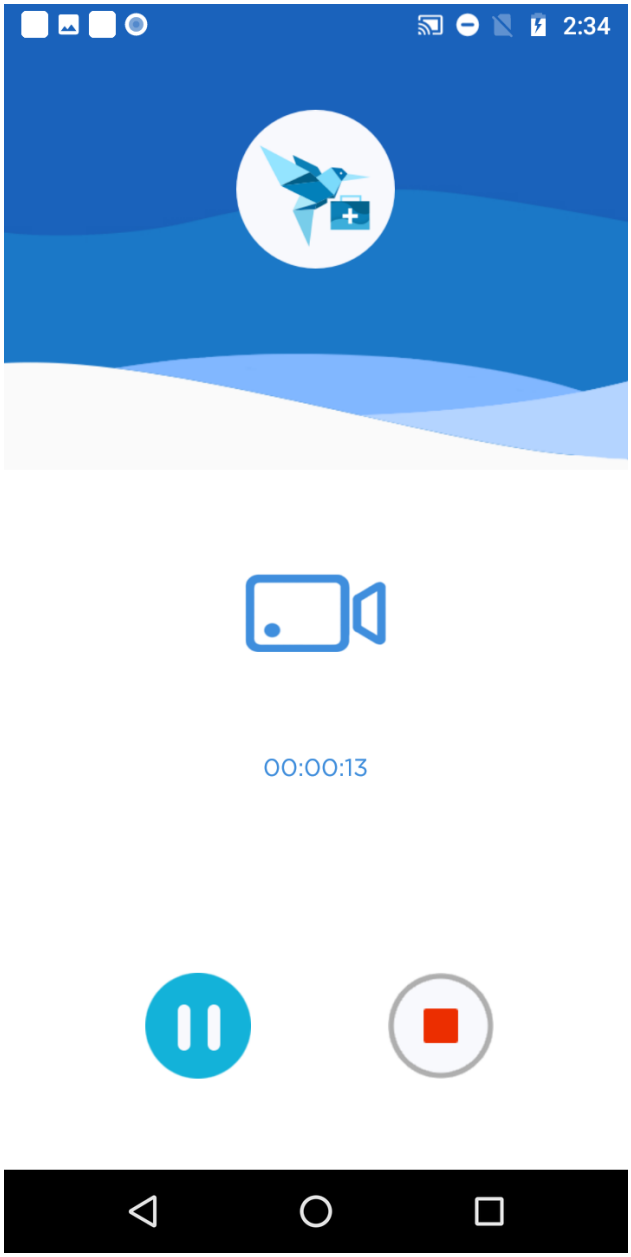

2:33
Resolution:
Standard Definition
High Definition
Super-high Definition
Recording direction:
Landscape
Portrait
Sound recording:
On
Off

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

Slide down the notification bar.



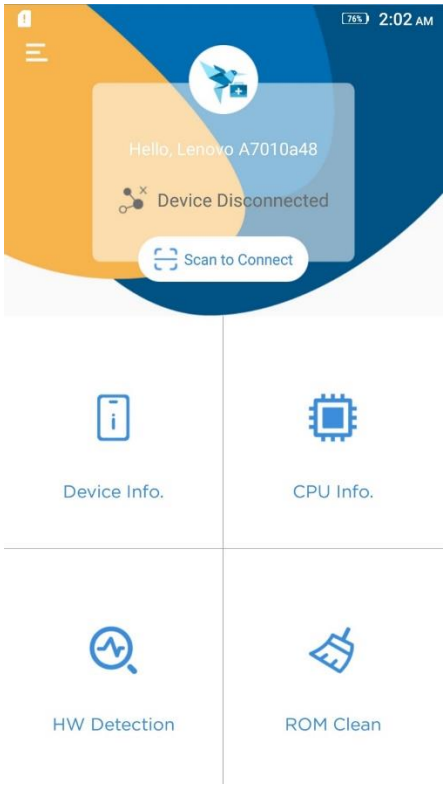
Click device's task key, and click Mobile Assistant app task.



Video Management:

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

Mobile-client-end - Mobile Assistant interface illustration

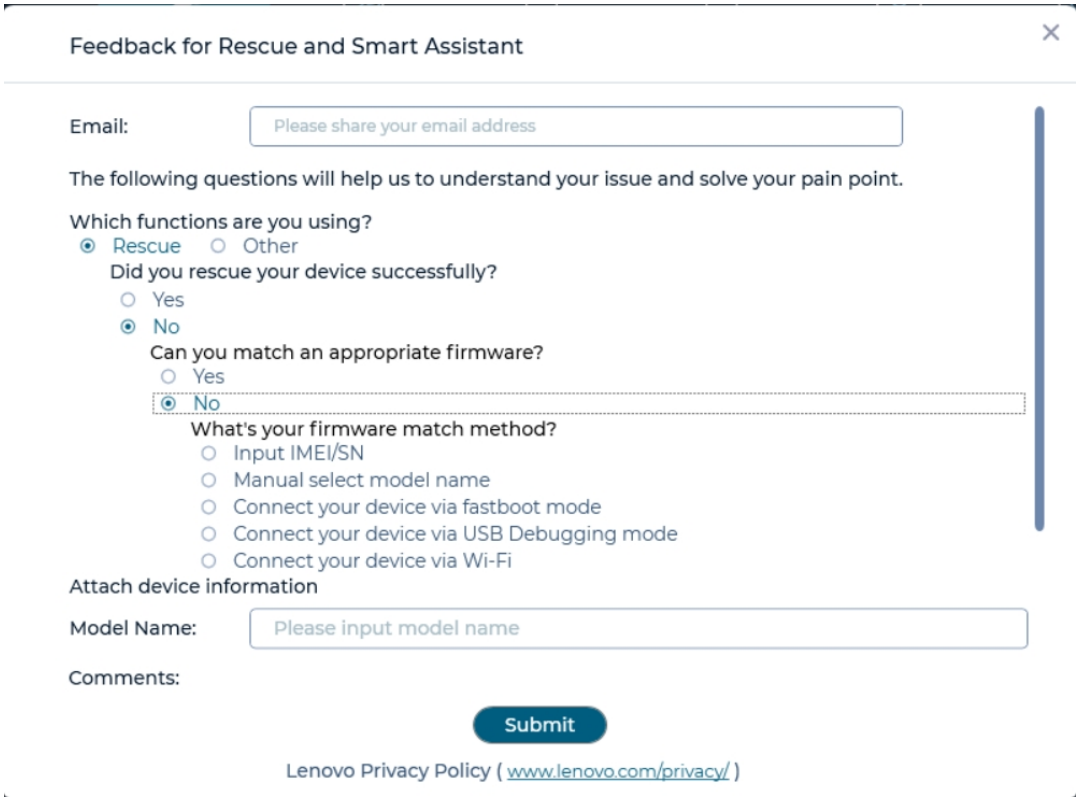


- Menu
- Connection status indicator(Disconnected, Connnecting, USB/Wi-Fi connected)
- Scan button(Scan QR to connect to PC Rescue and Smart Assistant (Lenovo Moto Smart Assistant))
- Device Information
- CPU Info.

- HW Detection
- ROM Clean

Feedback

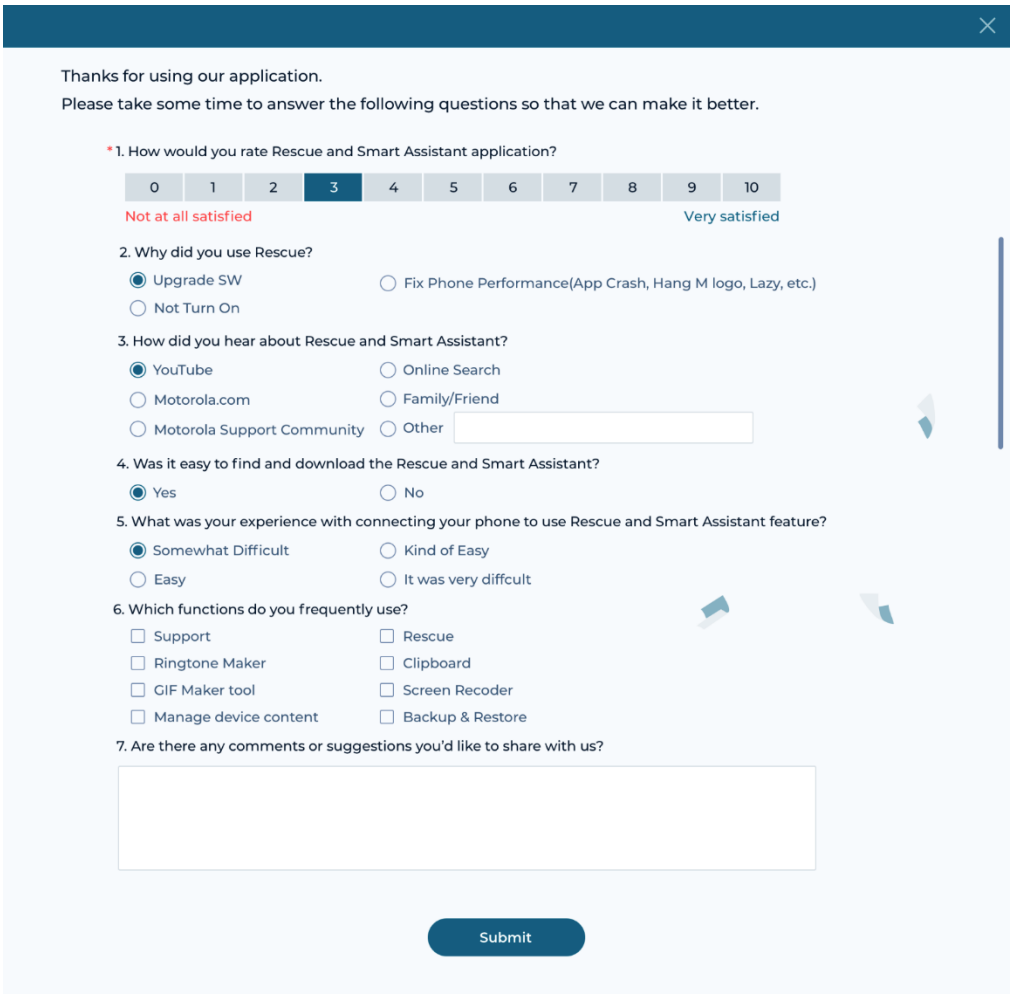
Click Feedback on right bottom, you can enter feedback page. Submit your feedback, your feedback will be returned to Lenovo.



Survey

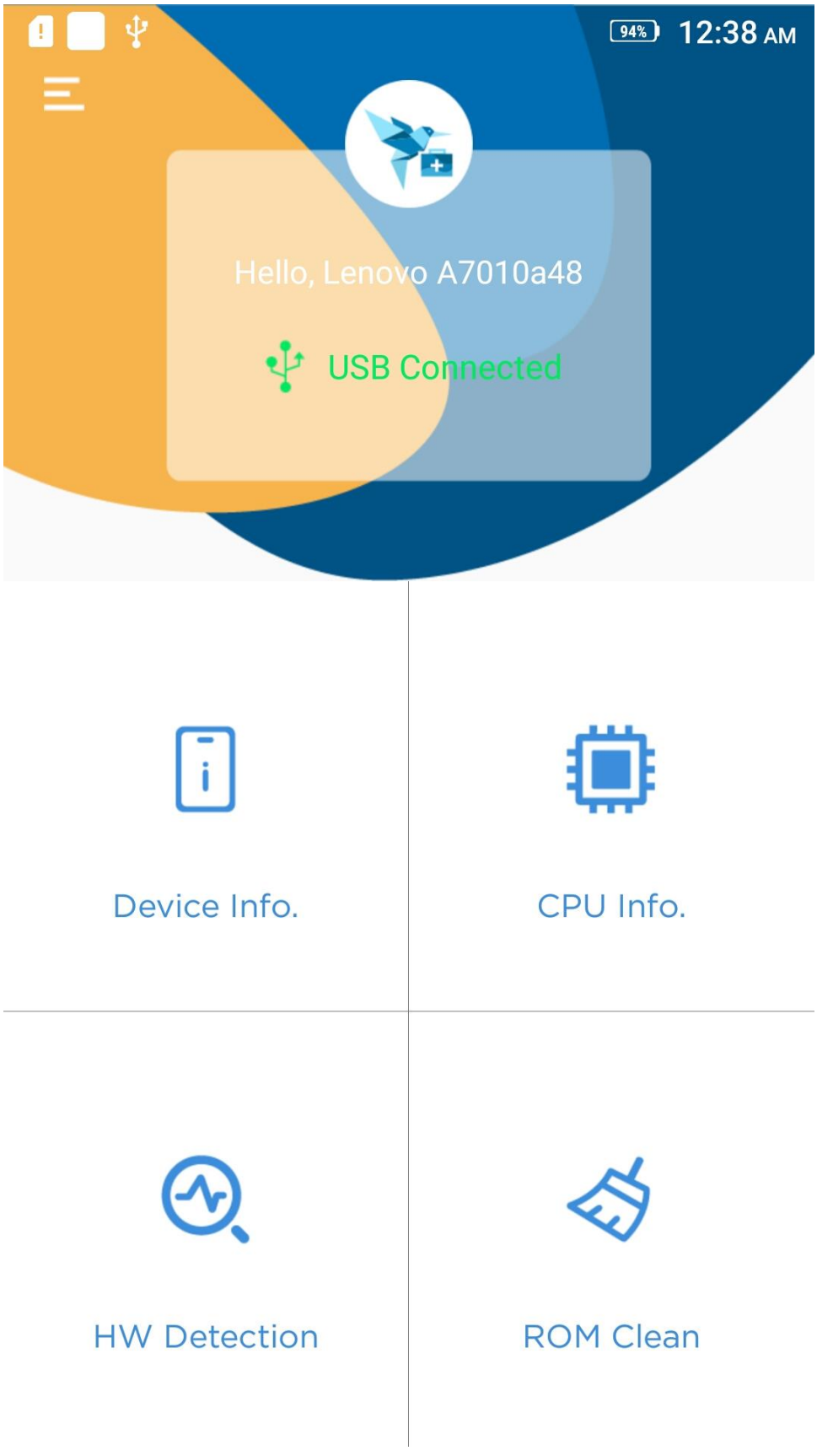
You can take some time to fill the Rescue and Smart Assistant (Lenovo Moto Smart Assistant) survey if showing, so that we can make Rescue and Smart Assistant better. We are glad to receive your feedback.

Example survey*:*



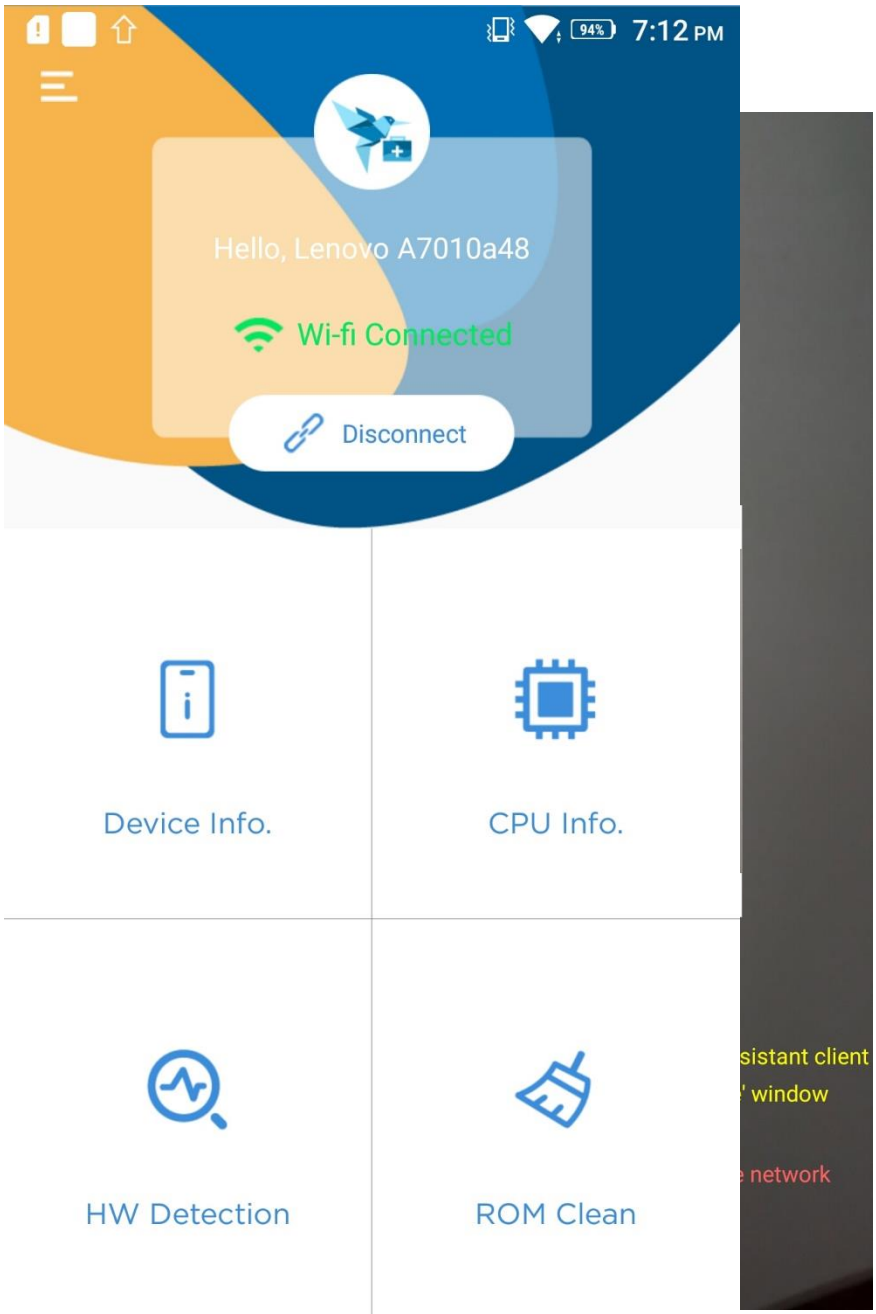
Connect with USB

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


94%
12:38 AM
Hello, Lenovo A7010a48
USB Connected
Device Info.
CPU Info.
HW Detection
ROM Clean

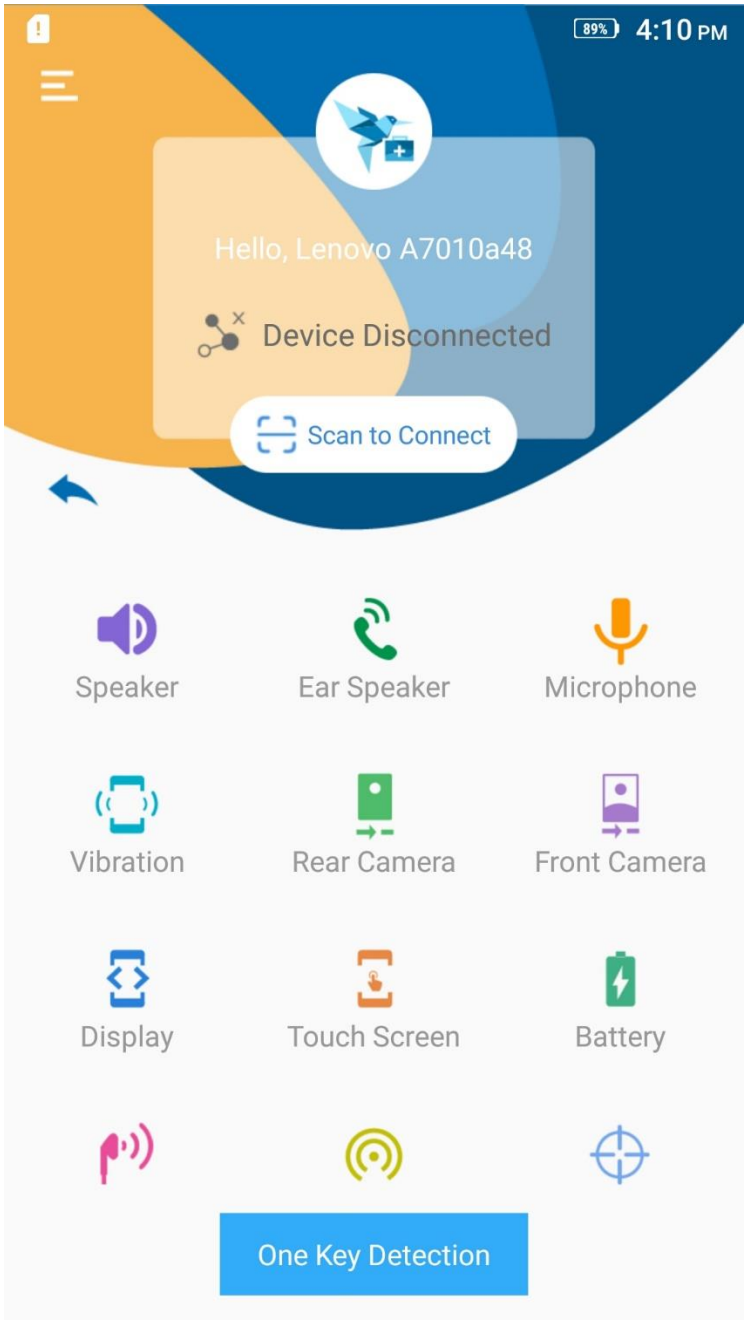
Connect with Wi-Fi

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

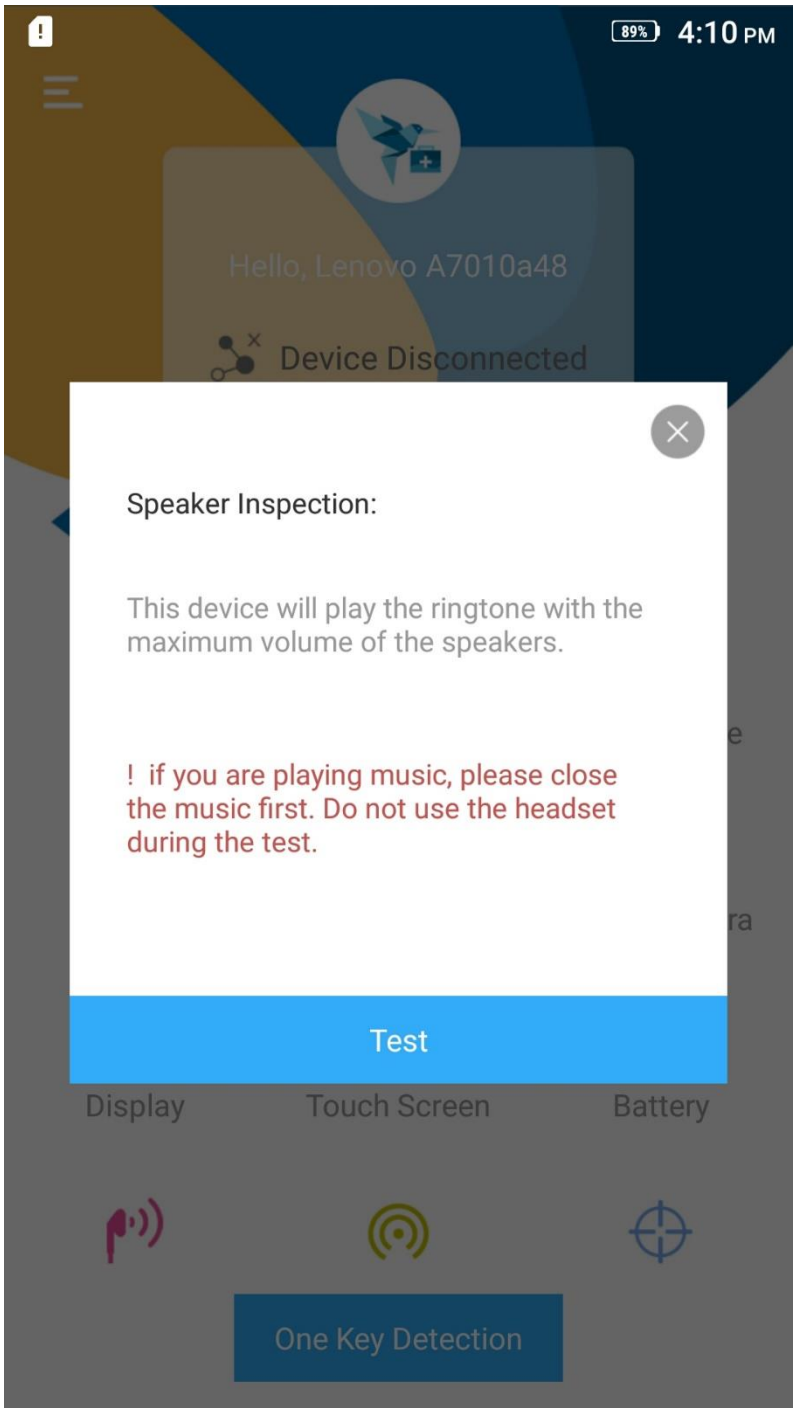


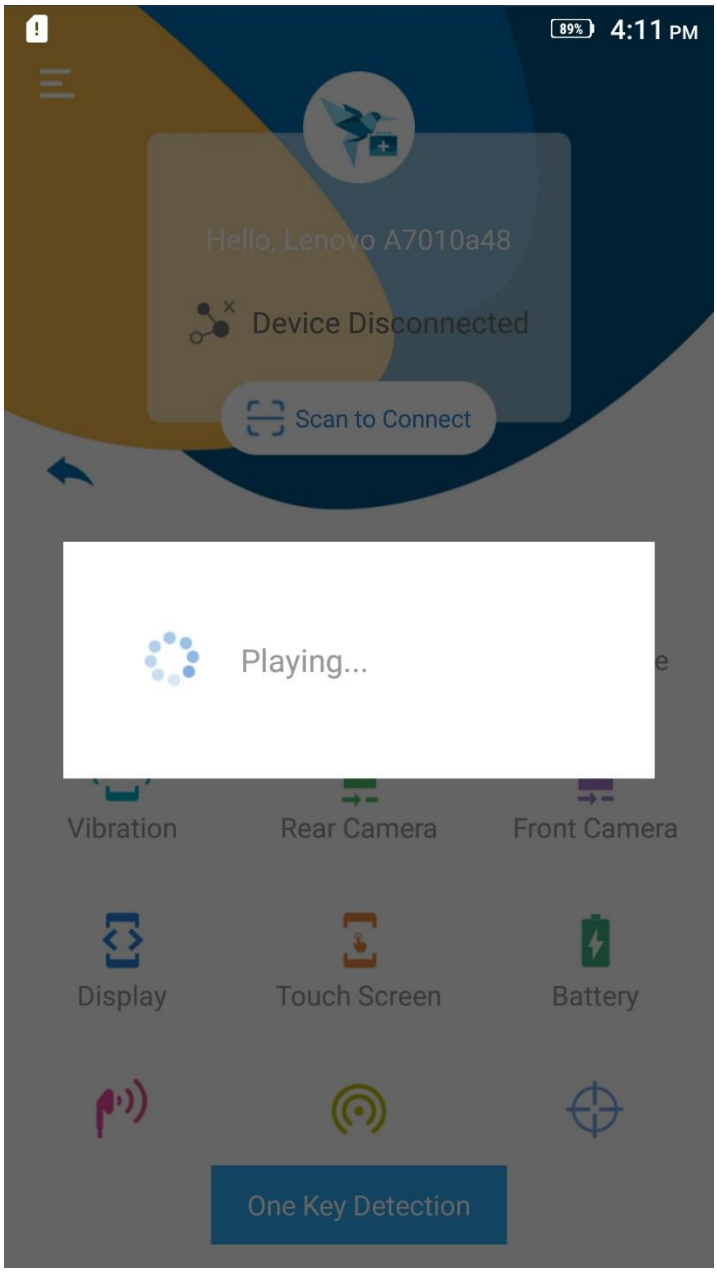
HW Detection

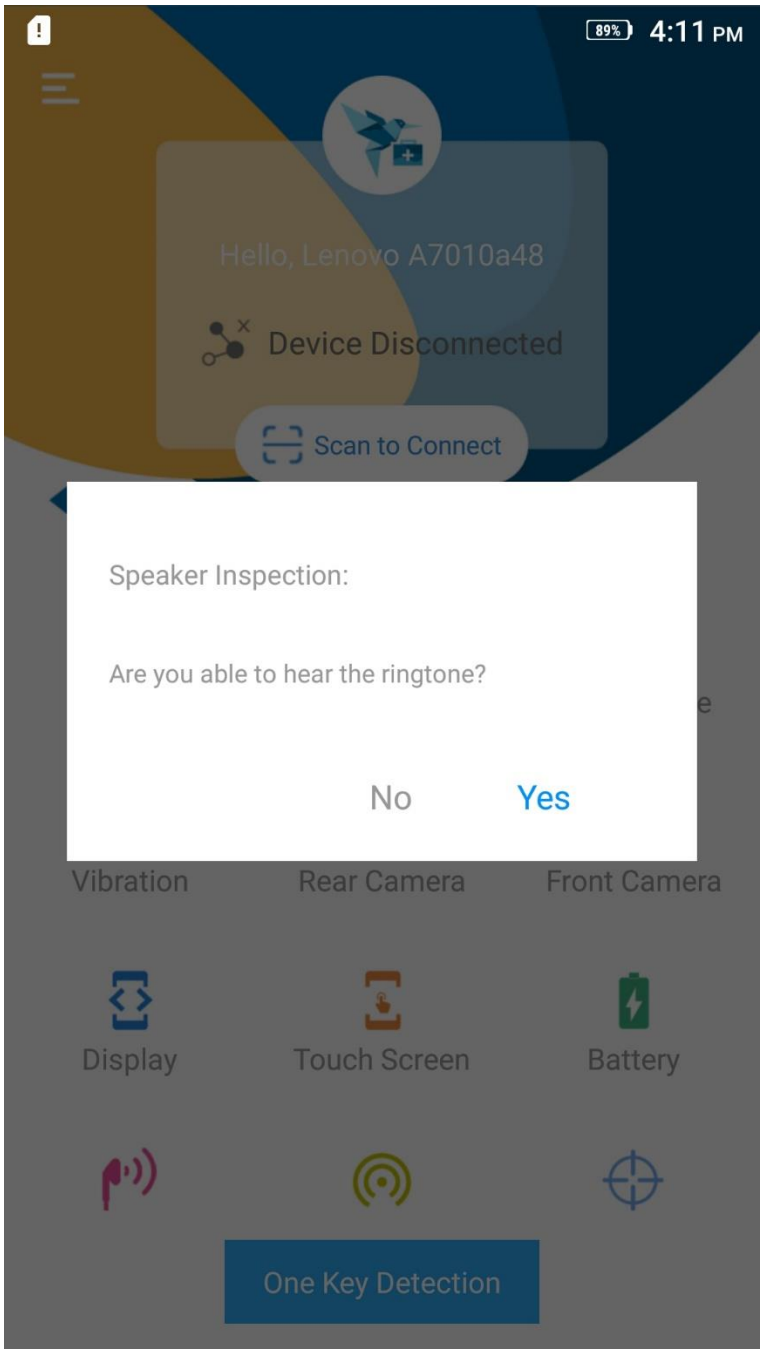
1. Hardware detection will help to check phone hardware working status.
2. Click HW Detection to enter the Hardware Detection view.
3. Click an item's icon to begin to hardware detection for this device.



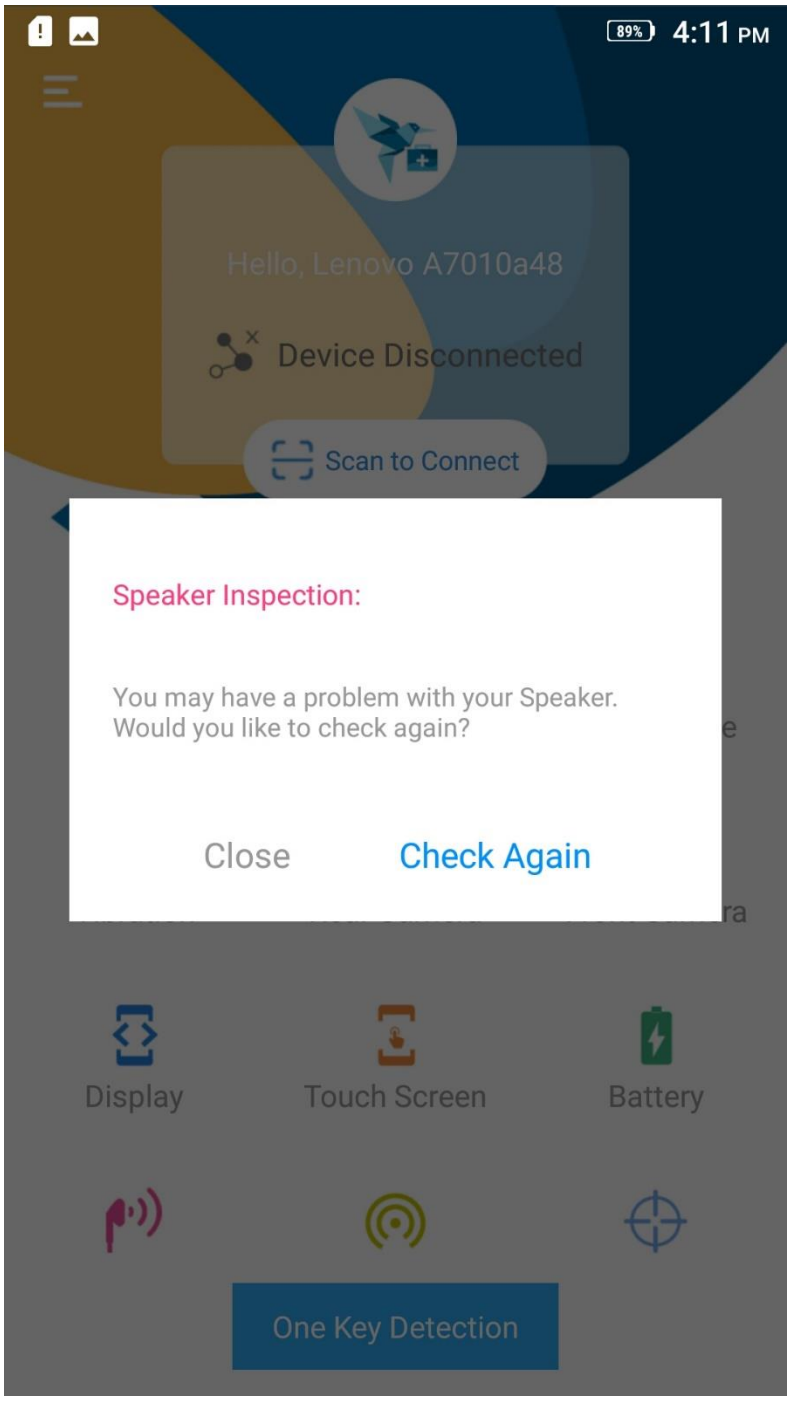
For example: Click Speaker icon, the Test view will appear, then click Test button, it begins to test. Test finish, the test result view will appear:

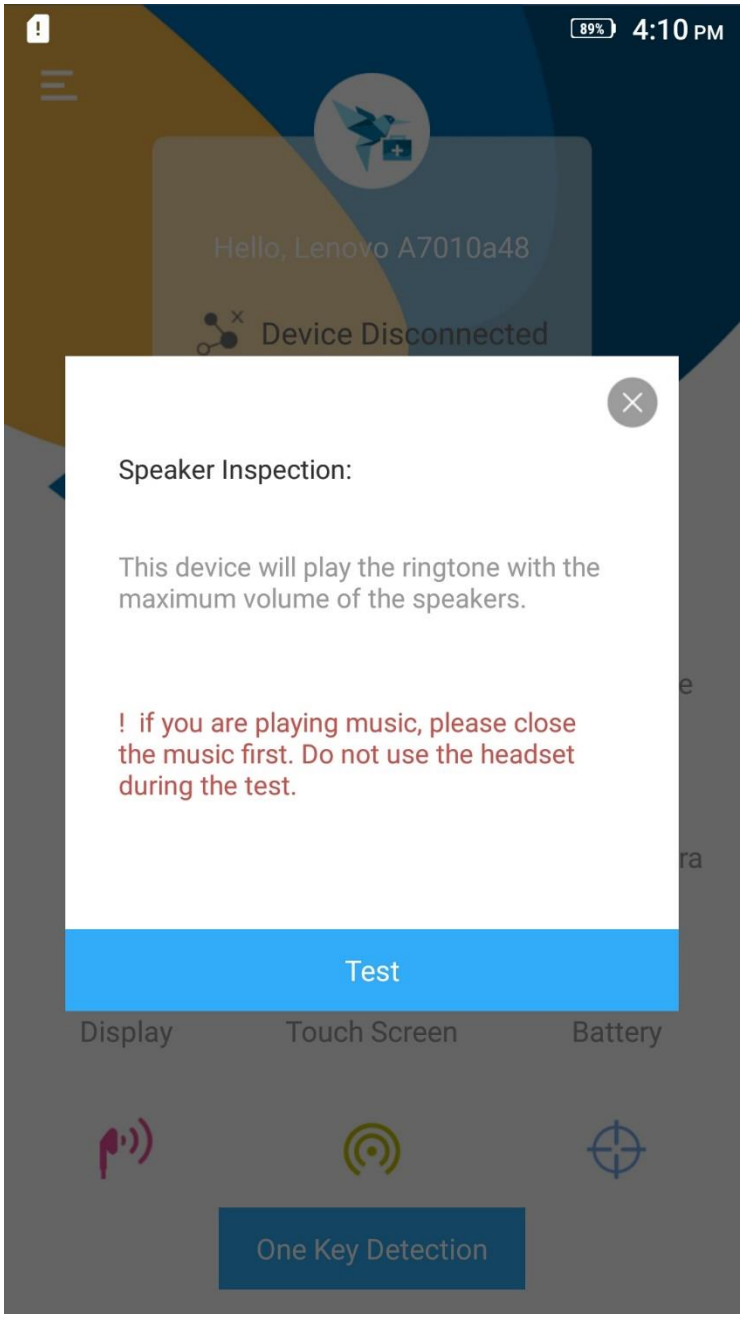

89%
4:10 PM
Hello, Lenovo A7010a48
Device Disconnected
Speaker Inspection:
This device will play the ringtone with the maximum volume of the speakers.
! if you are playing music, please close the music first. Do not use the headset during the test.
Test
Display
Touch Screen
Battery
One Key Detection


89%
4:11 PM
Hello, Lenovo A7010a48
Device Disconnected
Scan to Connect
Playing...
Vibration
Rear Camera
Front Camera
Display
Touch Screen
Battery
One Key Detection



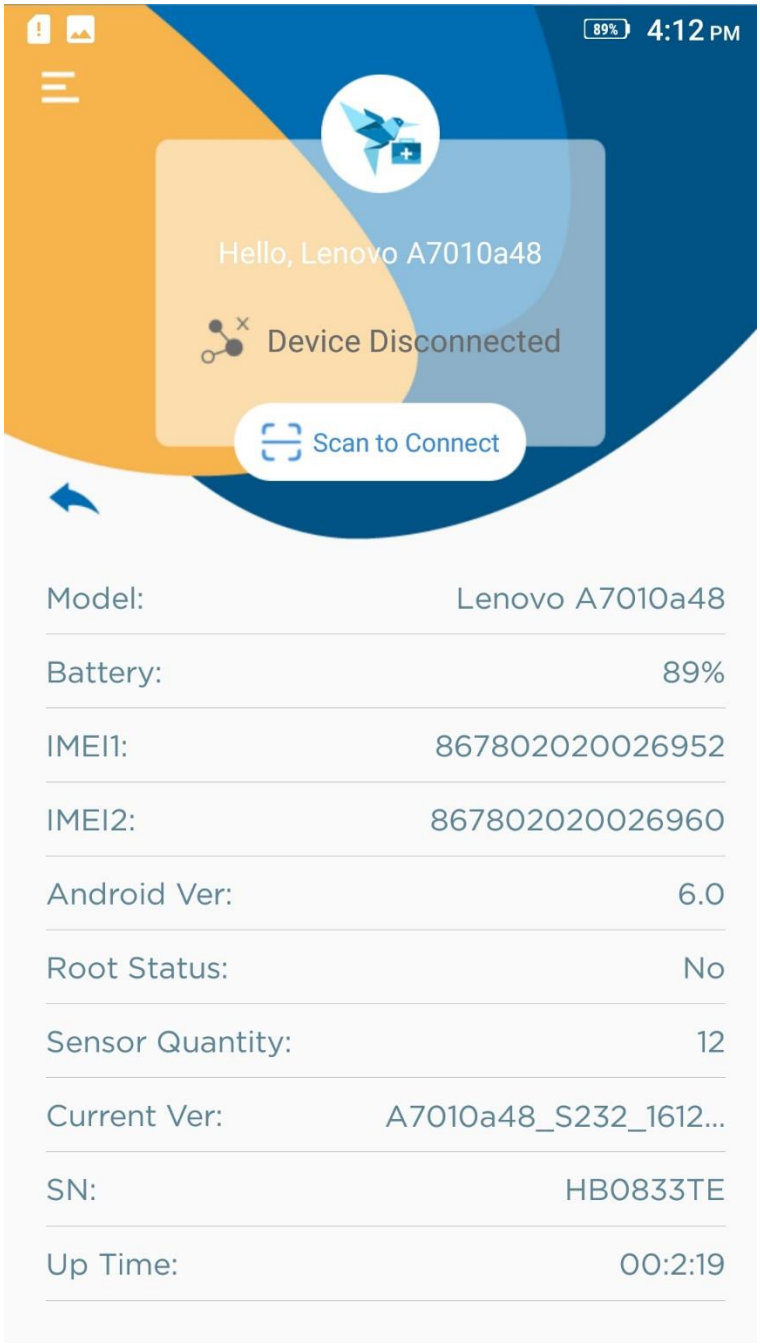
Click **Yes**, the hardware detection finishes. Click **No**, and then click **Check again**, it will test again.


89% 4:11 PM
Hello, Lenovo A7010a48
Device Disconnected
Scan to Connect
Speaker Inspection:
You may have a problem with your Speaker.
Would you like to check again?
Close
Check Again
Display
Touch Screen
Battery
One Key Detection


89%
4:10 PM
Hello, Lenovo A7010a48
Device Disconnected
Speaker Inspection:
This device will play the ringtone with the maximum volume of the speakers.
! if you are playing music, please close the music first. Do not use the headset during the test.
Test
Display
Touch Screen
Battery
One Key Detection

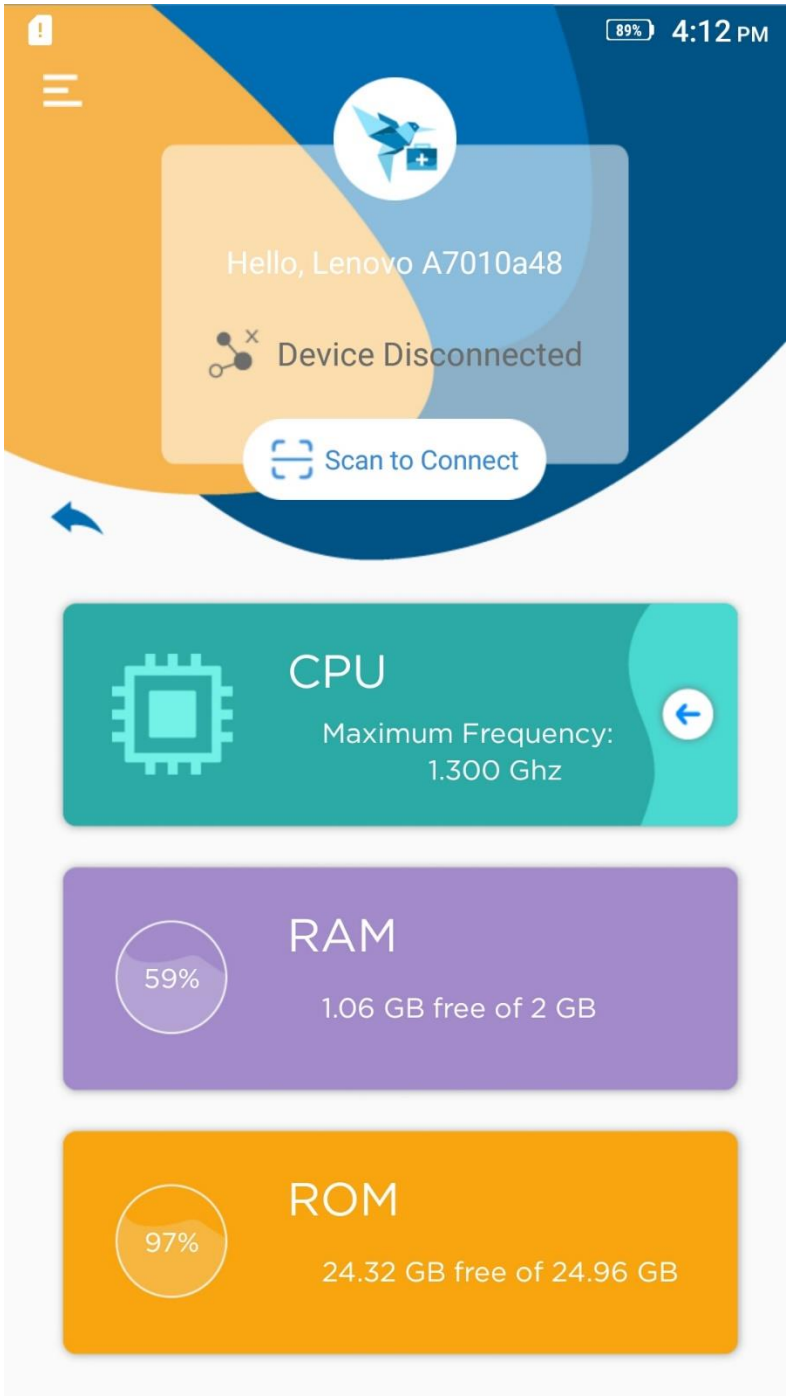
Device Info.

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



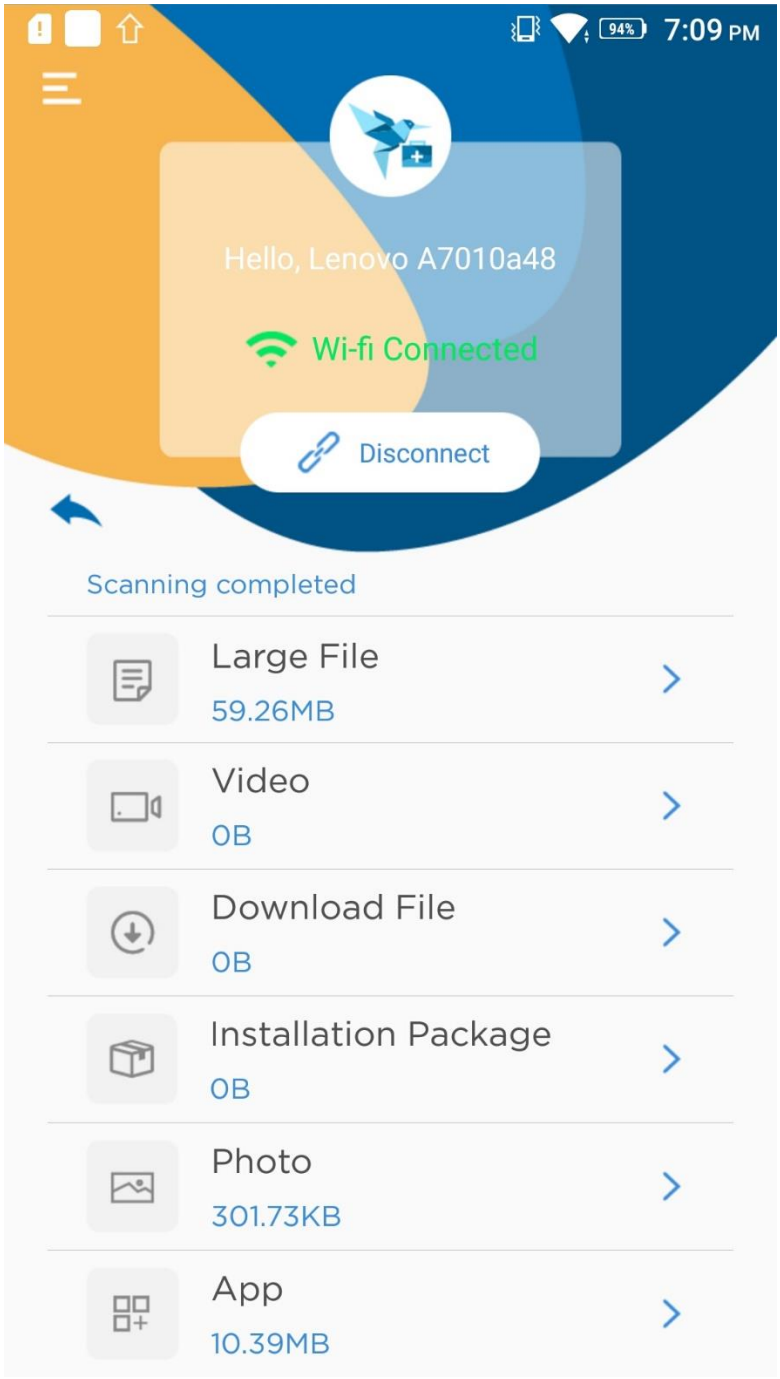
CPU Info.

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

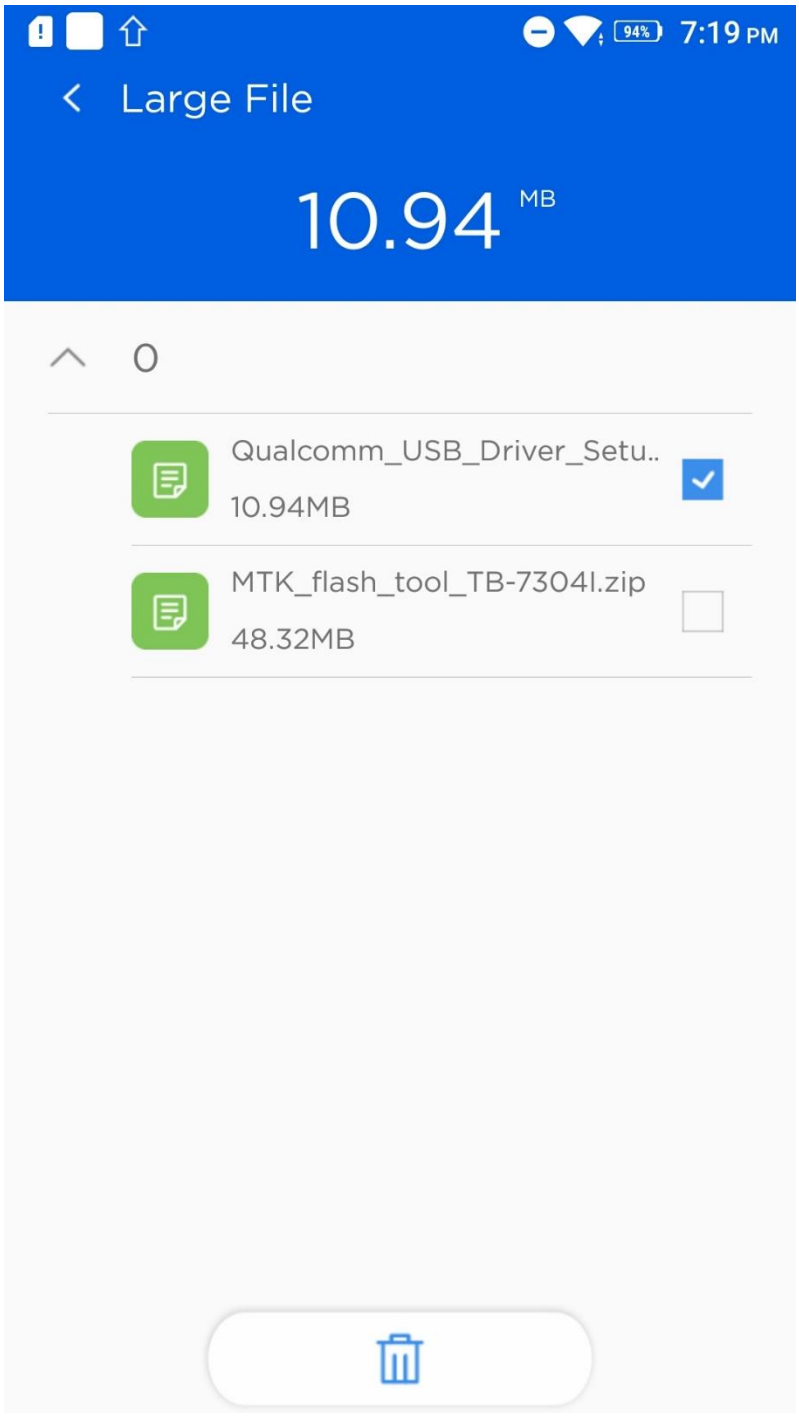


ROM Clean

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



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


94%
7:19 PM
Large File
10.94 MB
0
Qualcomm_USB_Driver_Setu..
10.94MB
MTK_flash_tool_TB-7304I.zip
48.32MB

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
Screw Driver		Guitar Pick	
Pry Bar		SIM Needle	
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

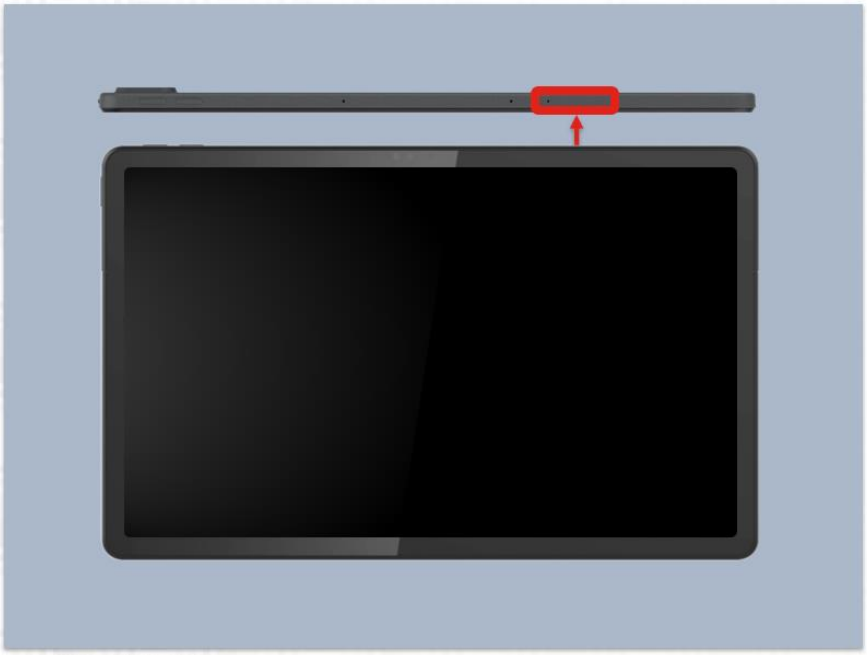
https://osd.lenovo.com:443/kb/share/getShareFileListById?shareId=57317

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

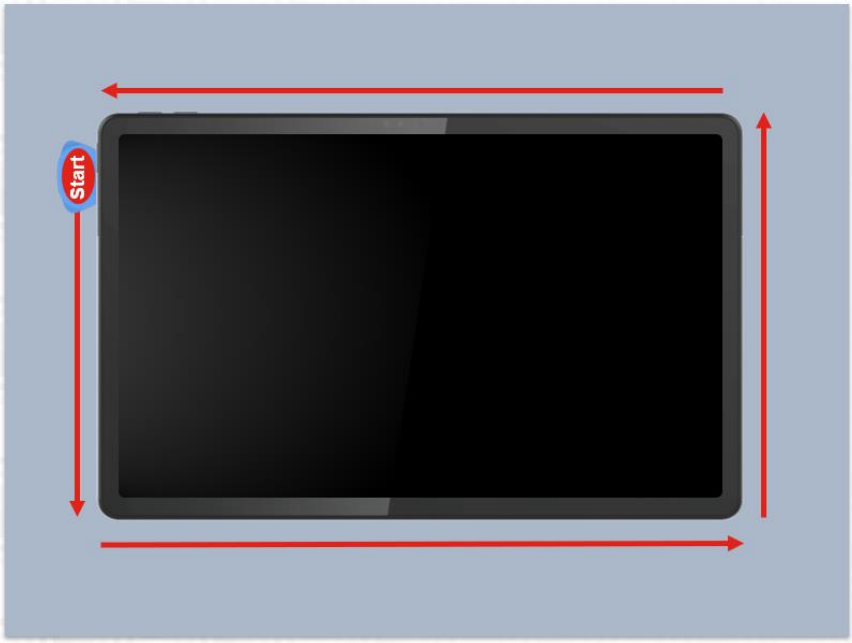
Disassembly



- Turn off the device
- Remove the SIM Card tray using a SIM Needle.

Lenovo T&SD WW SVC TS&PE

Disassembly

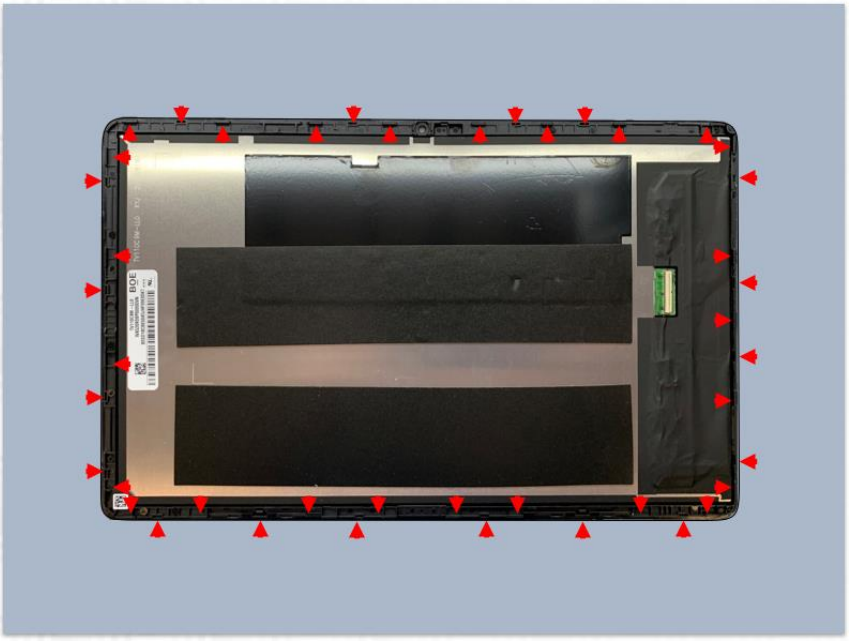


- Insert a Guitar Pick between Front and Rear Housing starting from the Power Key location.
- Slide open the LCM in an anti-clockwise direction to unhook snaps.



Lenovo T&SD WW SVC TS&PE

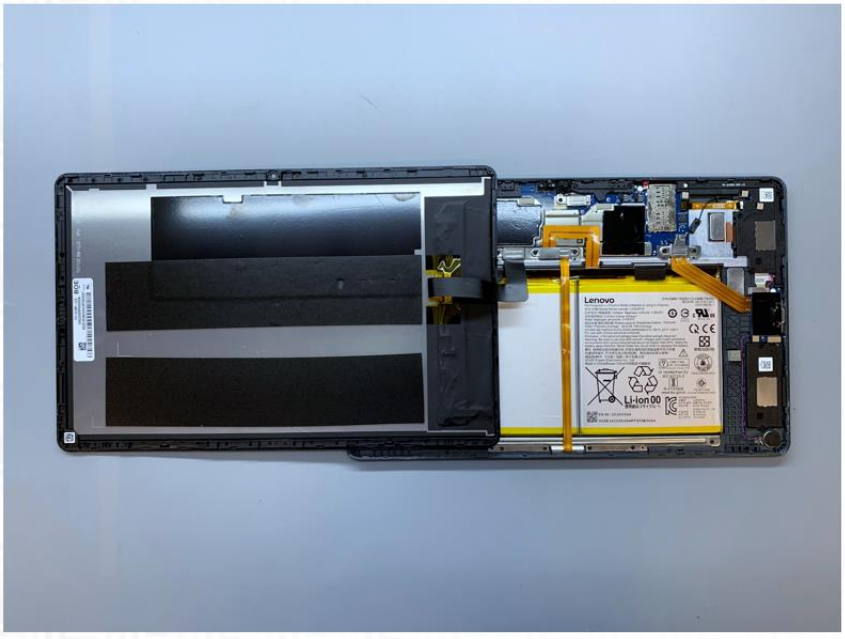
Snaps Location



Lenovo T&SD WW SVC TS&PE

- Snaps location highlighted in red arrows.

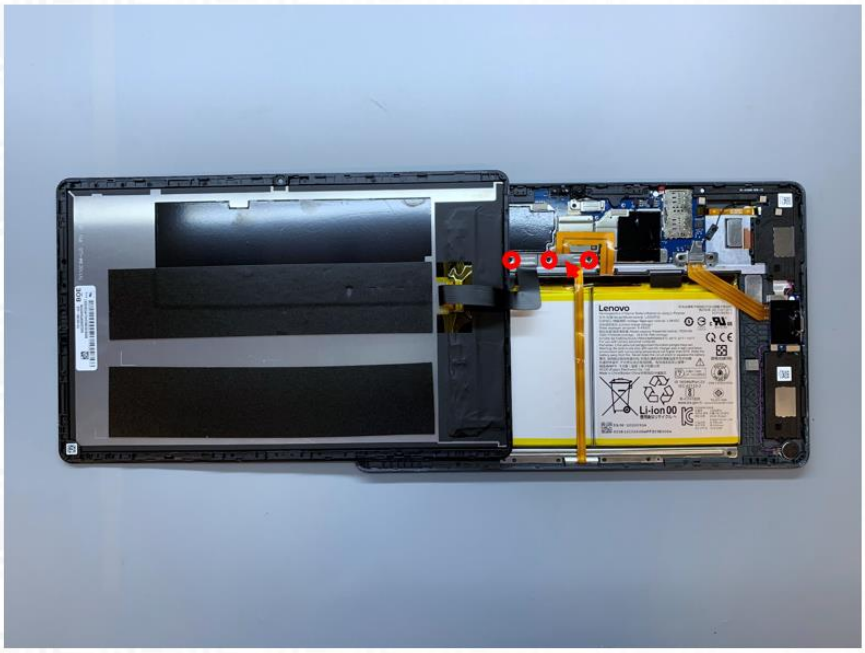
Disassembly



- Lift up the **LCM** from right side. Careful not to damage the FPC.
- Place the LCM on the rear housing, screen facing down.



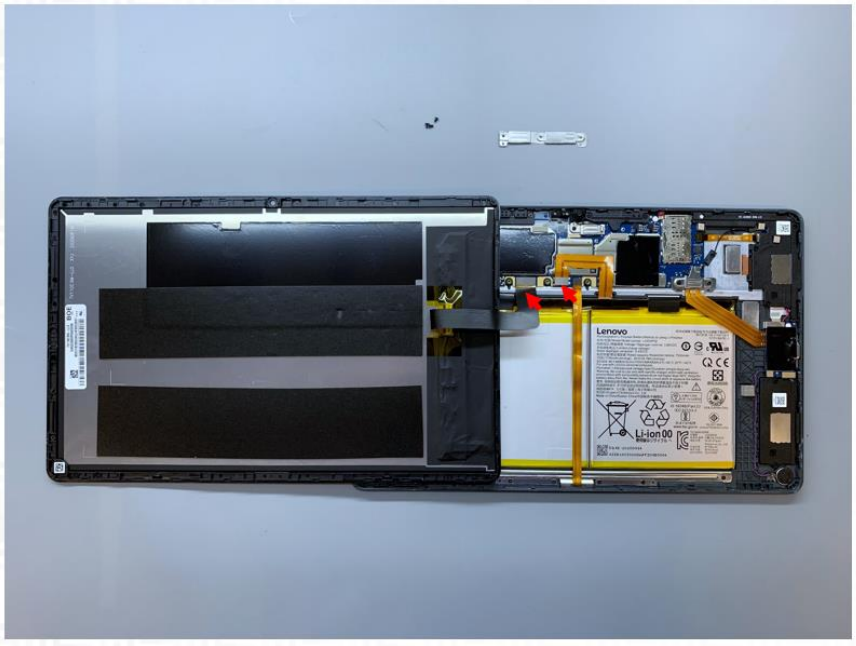
Disassembly



- Remove **3 Black Screws** on the LCM FPC Steel
- Remove the **LCM Steel**

Lenovo T&SD WW SVC TS&PE

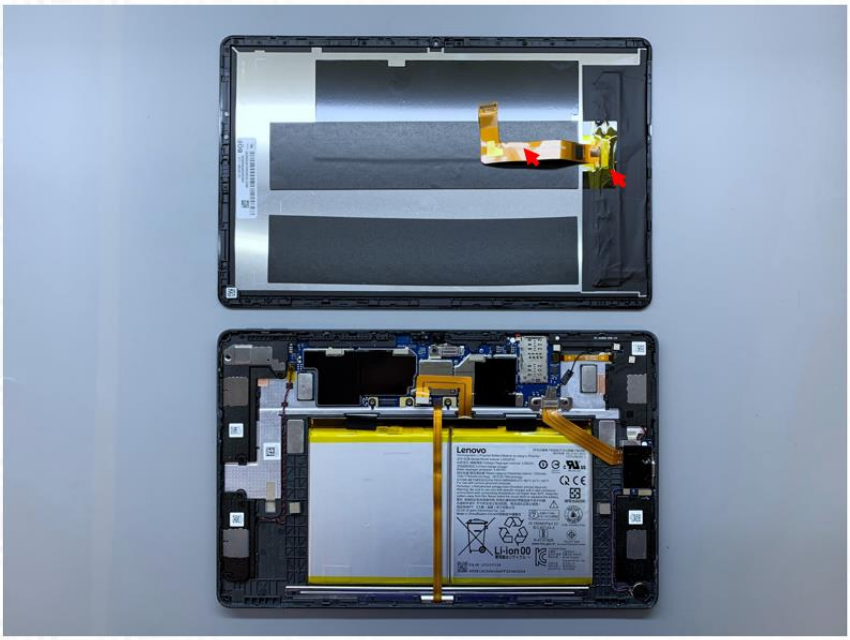
Disassembly



- Disconnect the **Battery FPC** from the Mainboard
- Disconnect the **LCM FPC** from the rear housing
- Remove the **LCM** and **LCM FPC** from the Rear Housing.

Lenovo T&SD WW SVC TS&PE

Disassembly

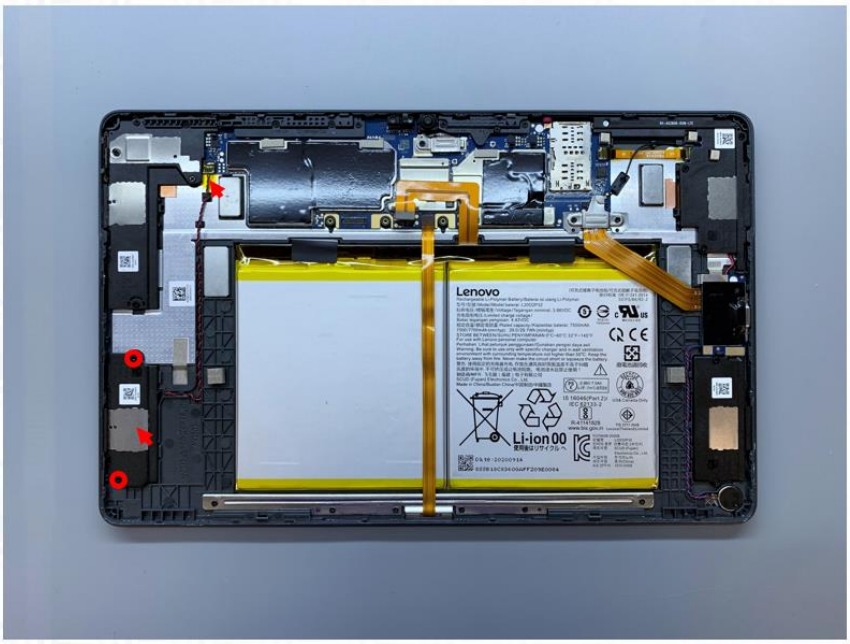


- Disconnect and remove the **LCM FPC** and **Mylar** from the LCM



Lenovo T&SD WW SVC TS&PE

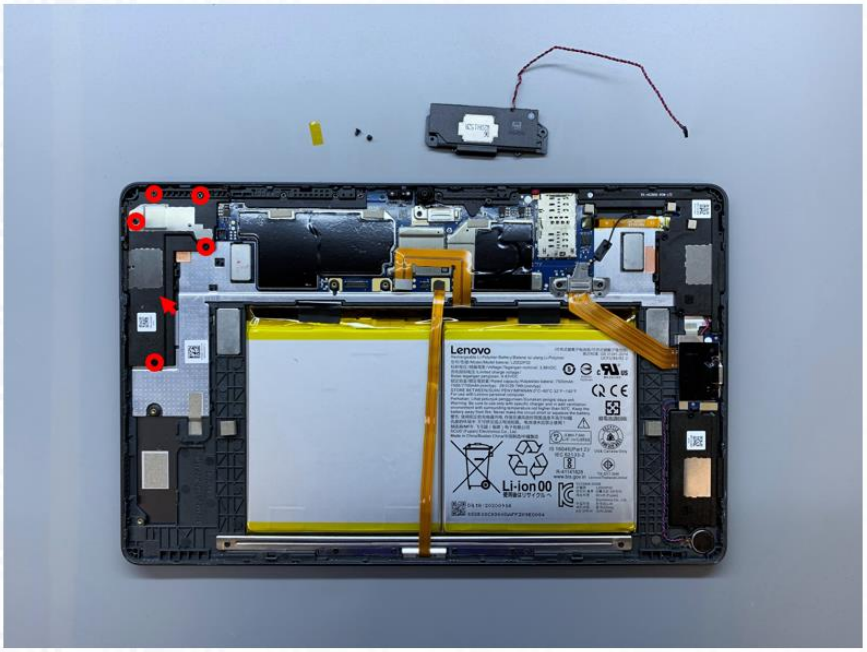
Disassembly



- Remove **2 Black Screws** on Bottom Left Speaker
- Remove the **Mylar** from the connector of the Bottom Left Speaker
- Disconnect and Remove the **Bottom Left Speaker**

Lenovo T&SD WW SVC TS&PE

Disassembly



- Remove **5 Black Screws**
- Remove **Top Left Speaker**

Lenovo T&SD WW SVC TS&PE

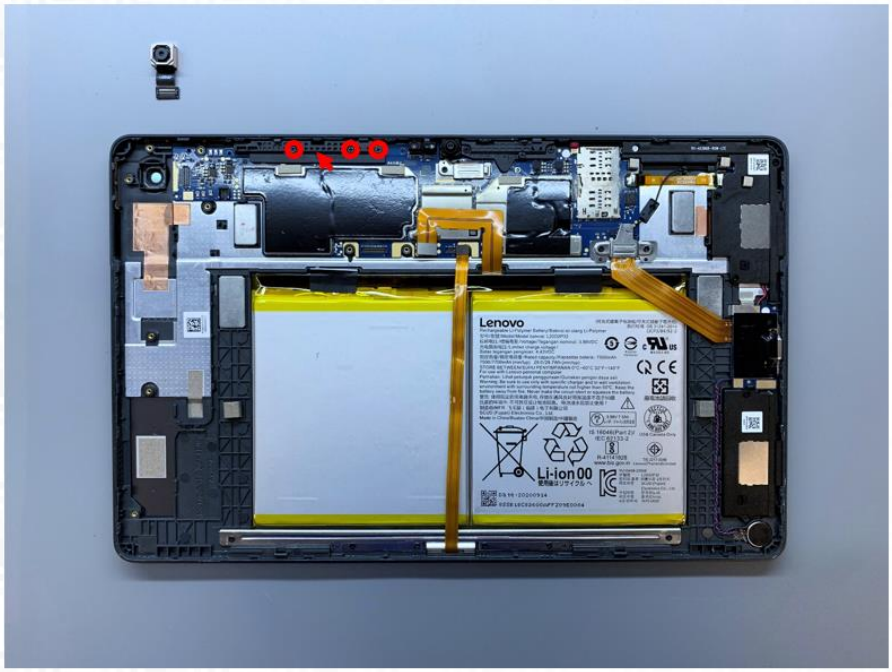
Disassembly



- Remove the **Rear Camera**

Lenovo T&SD WW SVC TS&PE

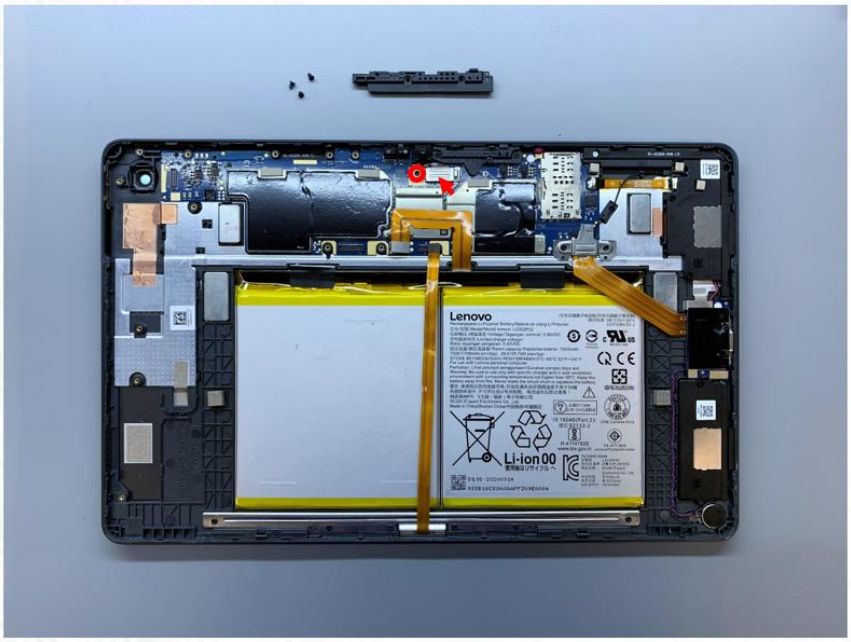
Disassembly



- Remove the **3 Screws.**
- Remove the **Antenna Bracket**

Lenovo T&SD WW SVC TS&PE

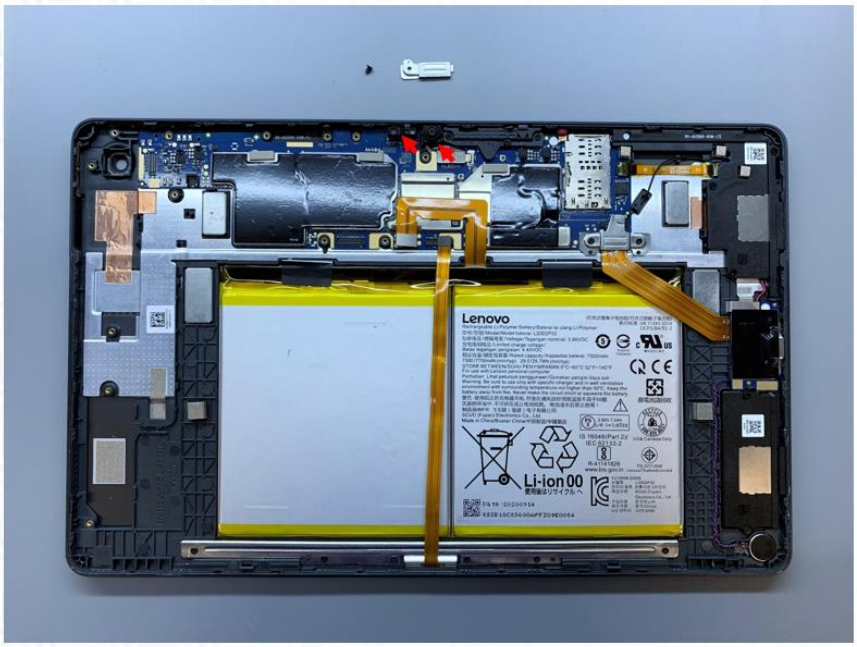
Disassembly



- Remove **1 Screw**
- Remove **Front Camera Steel**

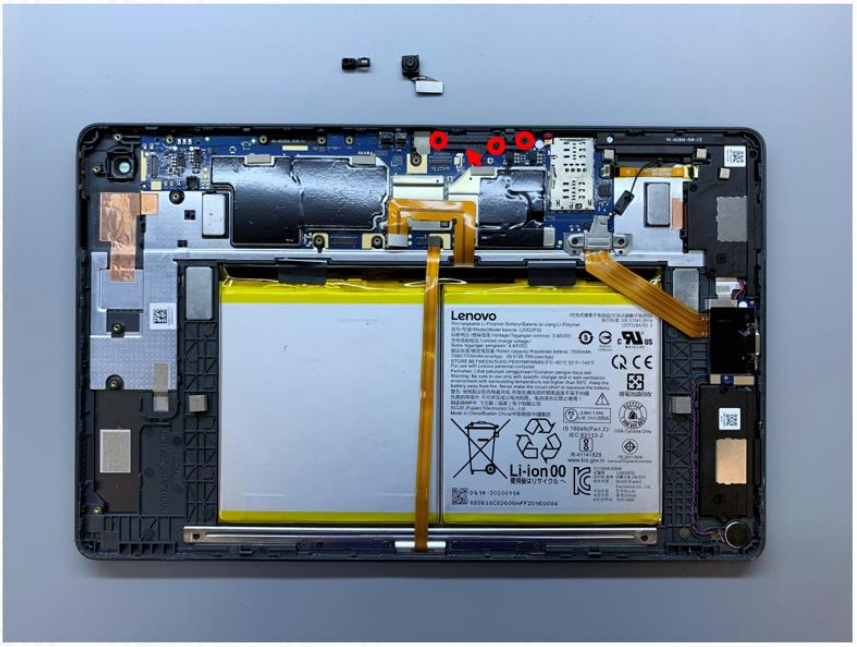
Lenovo T&SD WW SVC TS&PE

Disassembly

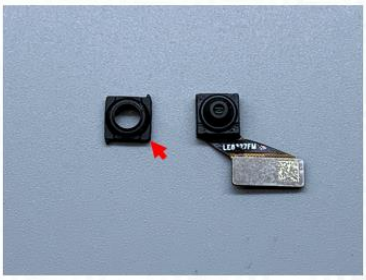


- Remove the **Sensor Rubber**
- Remove the **Front Camera**

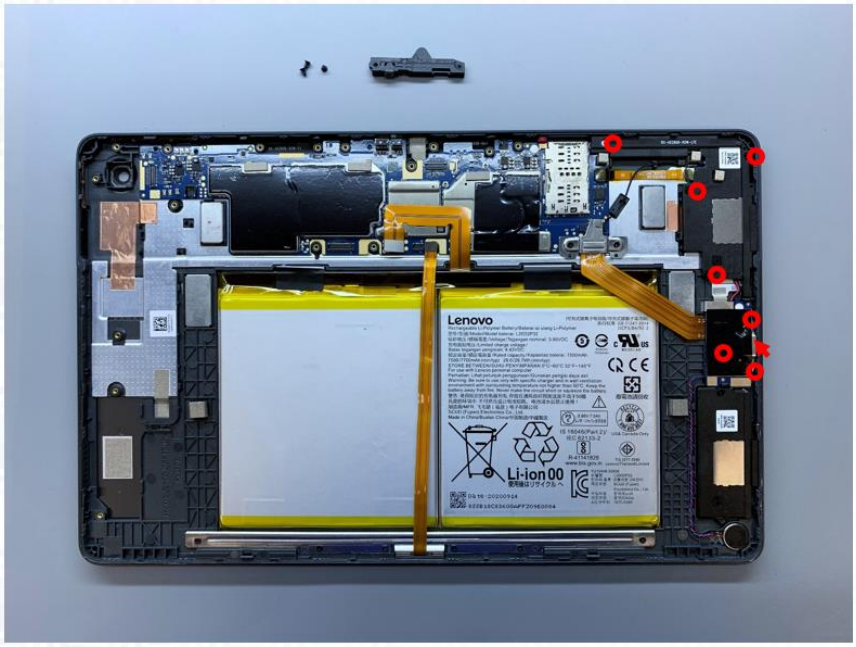
Disassembly



- Remove the **Rubber** from the Front Camera
- Remove 3 **Screws**
- Remove the Second **Antenna Bracket**



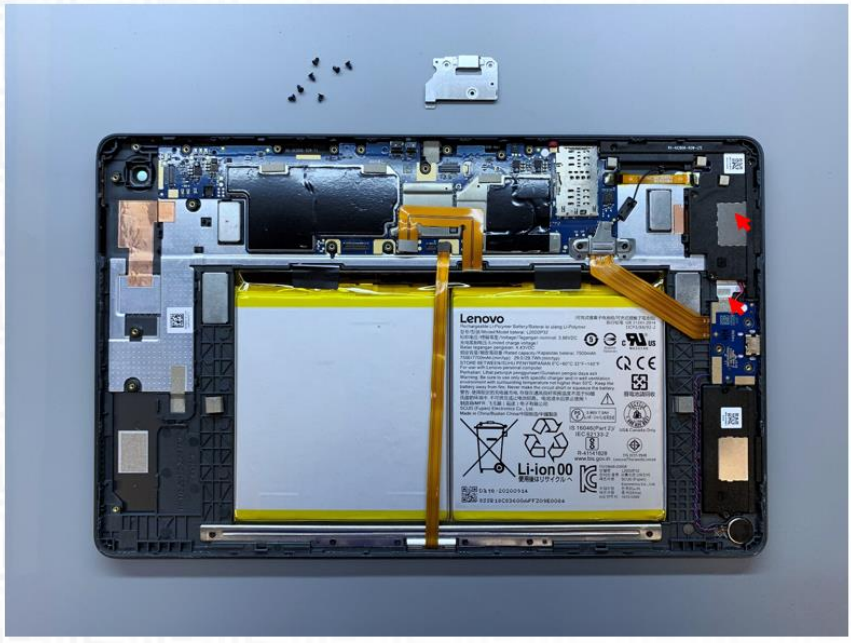
Disassembly



- Remove **4 Black Screws** on the Top Right Speaker
- Remove the **Black Graphite** on the USB Steel
- Remove the **3 Black Screws** on the USB Steel
- Remove the **USB Steel**

Lenovo T&SD WW SVC TS&PE

Disassembly



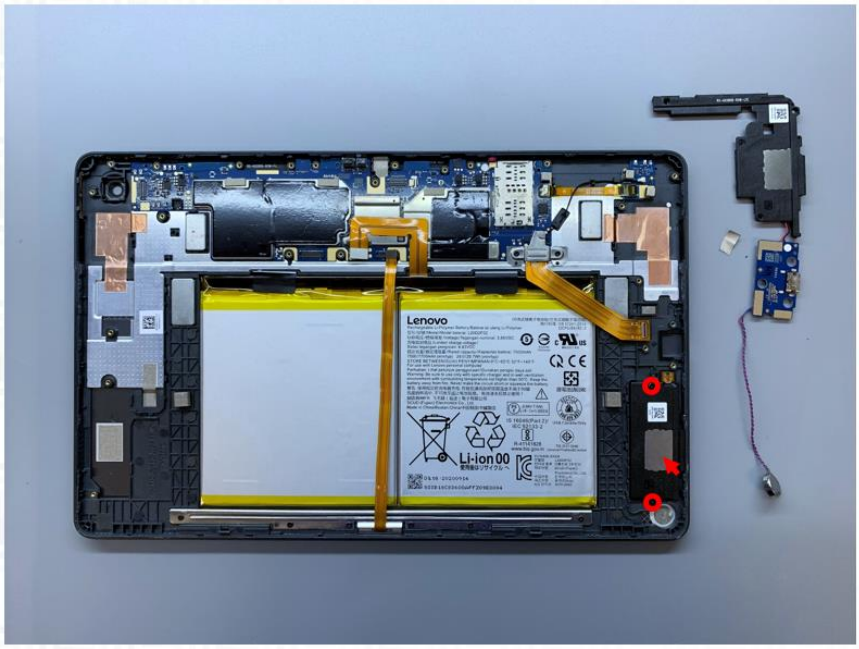
- Remove the **Conductive Cloth** on the USB Board
- Remove the **Top Right Speaker** (incl. **USB Board & Motor**)

Note:

The USB Board and Motor are part of the Top Right Speaker FRU Assembly.

Lenovo T&SD WW SVC TS&PE

Disassembly



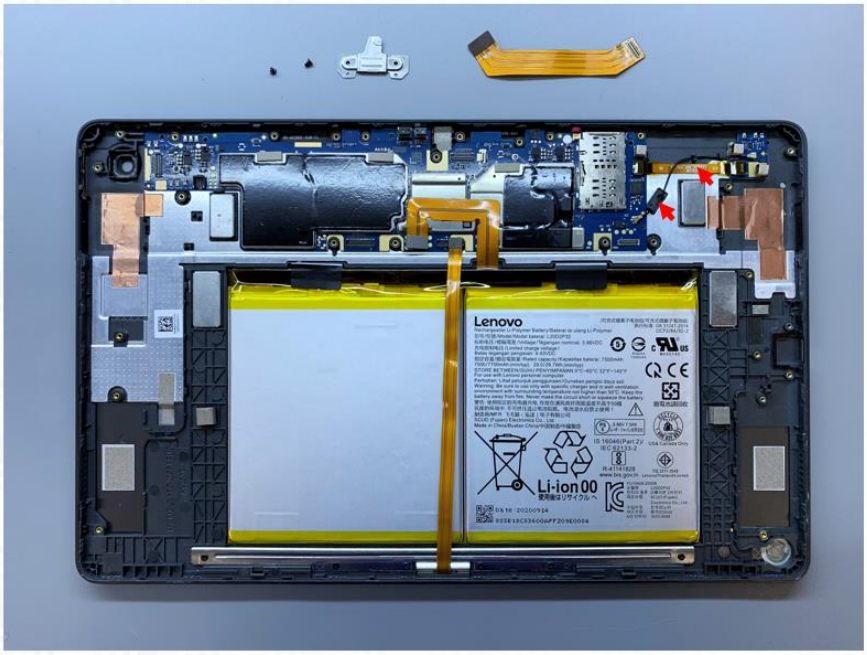
- Remove the **2 Black Screws**
- Remove the **Bottom Right Speaker**

Disassembly



- Remove the **2 Black Screws**
- Remove the **Main FPC Steel**
- Disconnect and remove the **Main FPC** (MB-Sub)

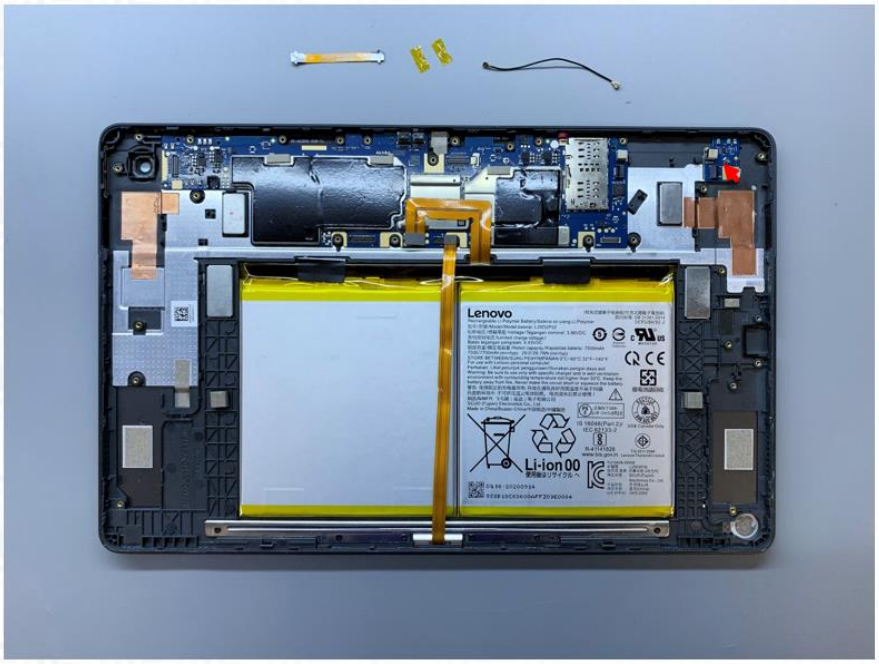
Disassembly



- Remove the **Mylar** from both ends of the Antenna FPC
- Disconnect and Remove the **Antenna FPC**
- Disconnect and Remove the **RF Cable**

Lenovo T&SD WW SVC TS&PE

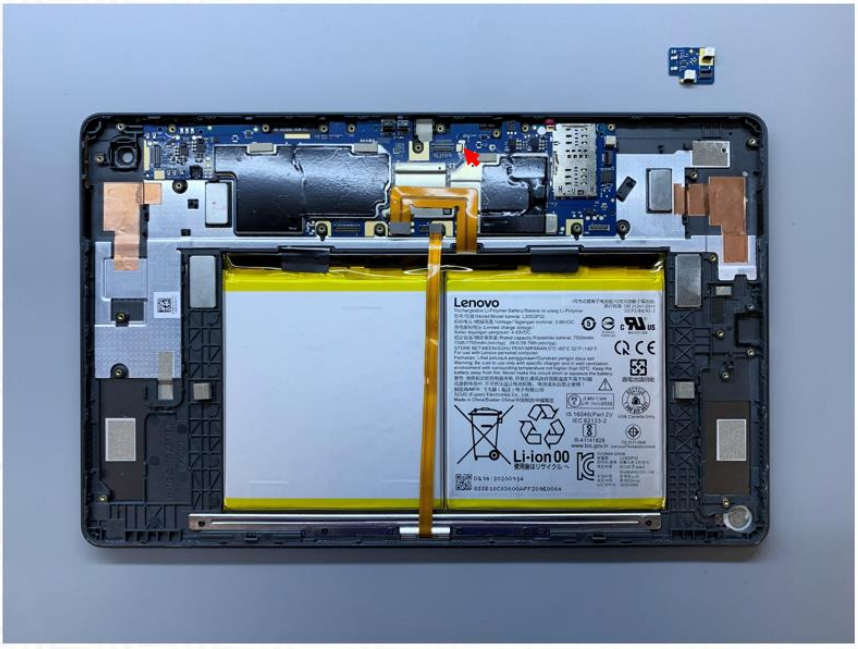
Disassembly



- Remove **Antenna Board**

Lenovo T&SD WW SVC TS&PE

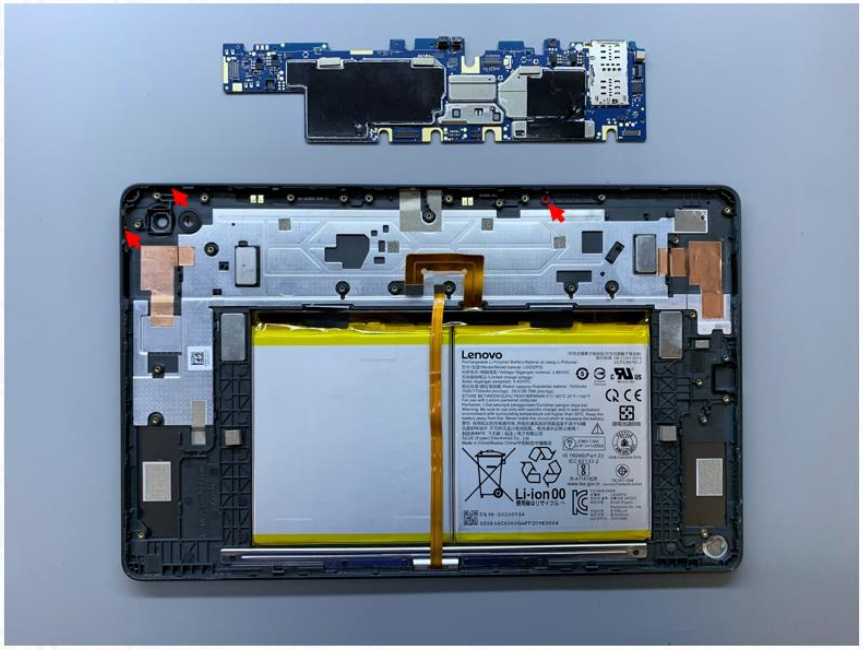
Disassembly



- By help of a Pry Bar, remove the **Mainboard**

Lenovo T&SD WW SVC TS&PE

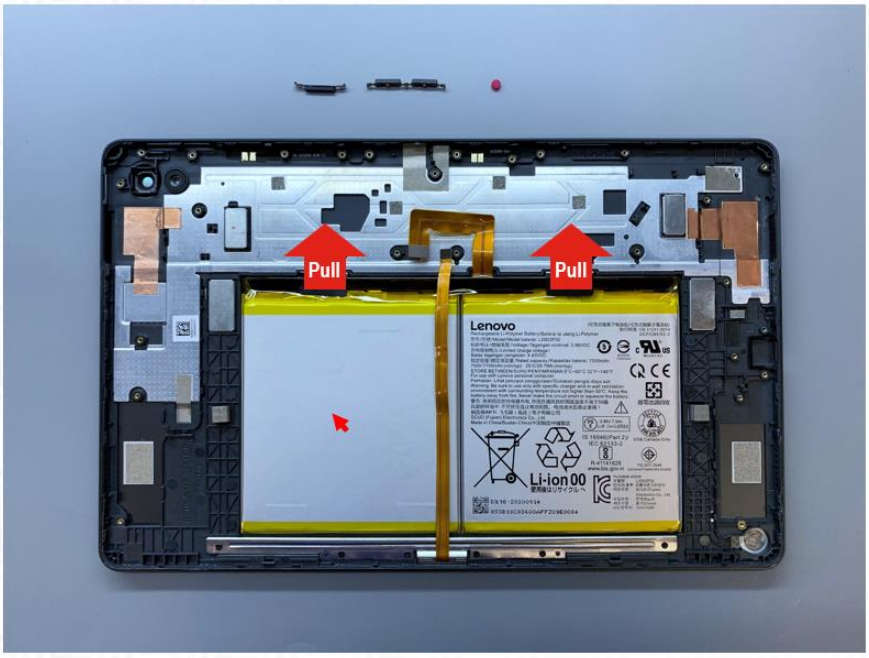
Disassembly



- Remove the **Power Key**
- Remove the **Volume Keys**
- Remove the **Waterproof Rubber**

Lenovo T&SD WW SVC TS&PE

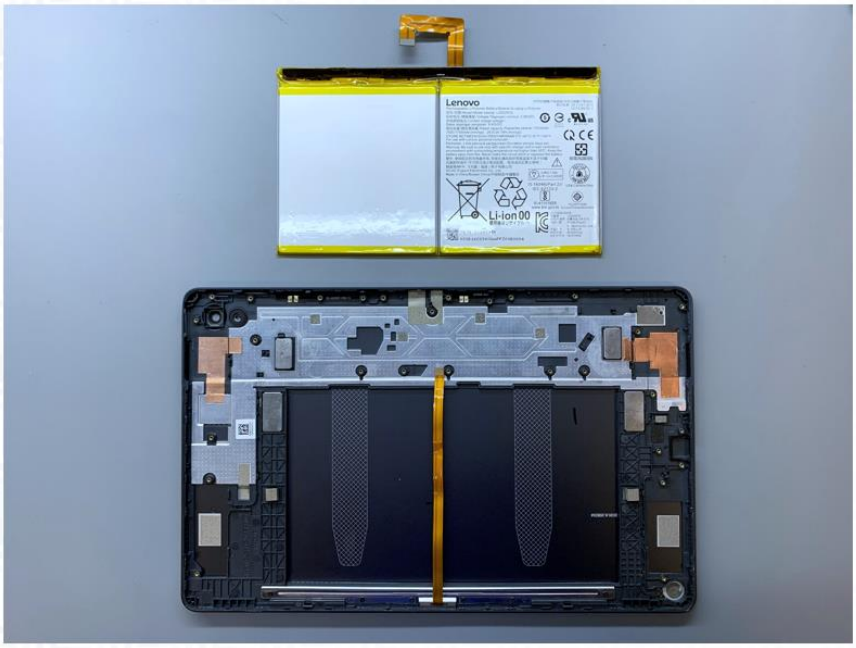
Disassembly



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

Lenovo T&SD WW SVC TS&PE

Disassembly

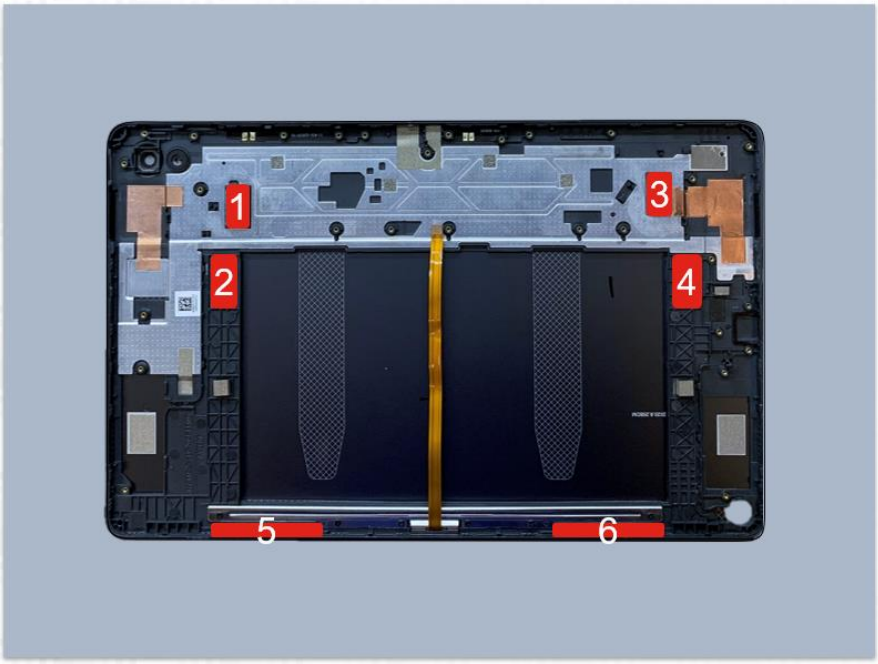


Note:

The Pogo Pin FPC is part of the Battery Cover FRU Assembly and should not be disassembled.

Lenovo T&SD WW SVC TS&PE

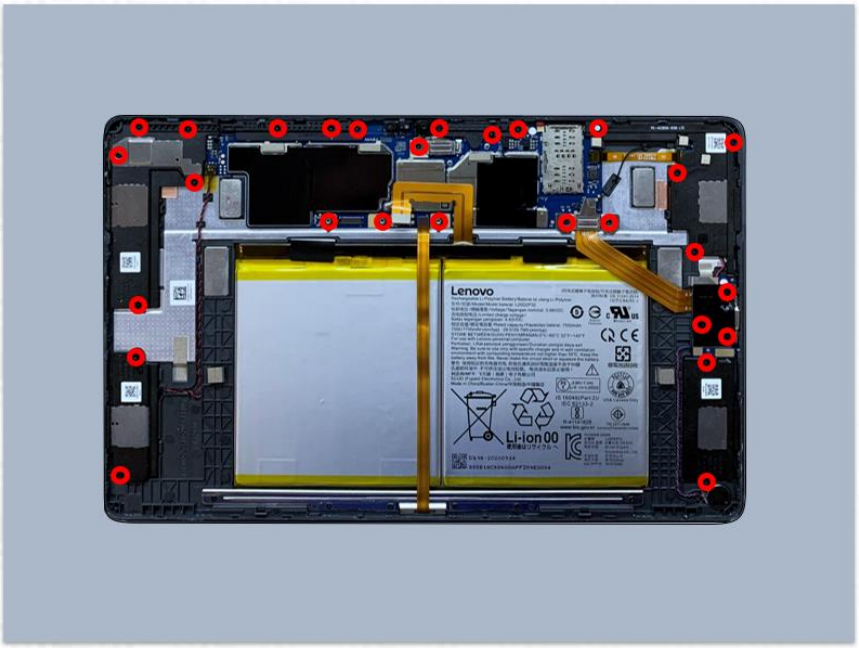
Magnets Location



- Magnets are installed in 6 location inside the tablet. When reassembling parts, make sure there are no obstacle on the magnets (such as screws).

Lenovo T&SD WW SVC TS&PE

Screws Location



- 28 Black Screws (Circled in Red)

Note:

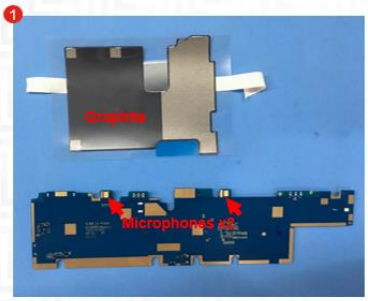
It is very important to make sure all screws are properly installed.

Lenovo T&SD WW SVC TS&PE

Assemblies

No soldering is required for this tablet:

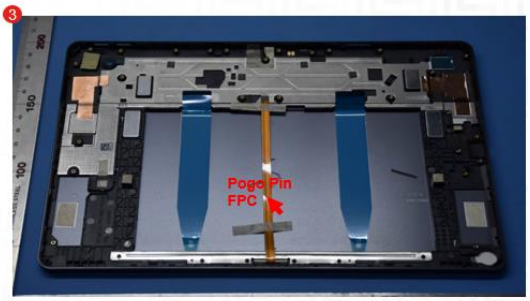
1. Mainboard FRU Assembly includes Mainboard, Graphite and two Microphones
2. USB Board FRU Assembly includes Top Right Speaker, USB Board and Motor
3. Rear Cover FRU Assembly incl. Rear Cover and Pogo Pin FPC



Mainboard



USB Board



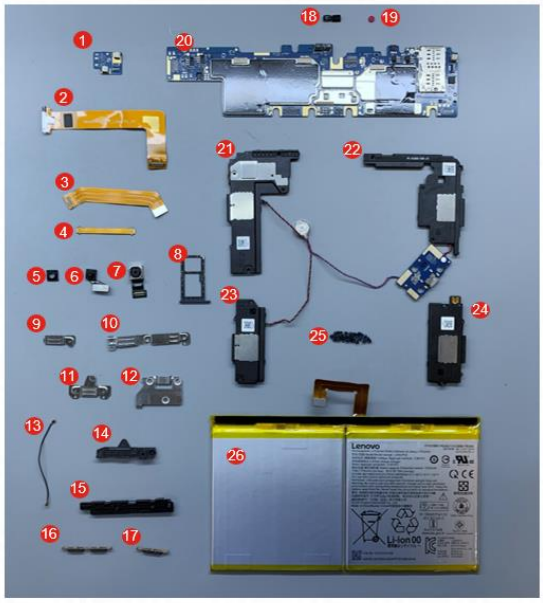
Back Cover

9. Part Replacement Repair

9.1 Explosive View

Exploded View

1. Antenna Board
2. LCM FPC
3. Main FPC (MB-SUB)
4. Antenna FPC
5. Front Camera Rubber
6. Front Camera
7. Rear Camera
8. SIM Tray
9. Front Camera Steel
10. LCM Steel
11. Main FPC Steel
12. USB Steel
13. RF Cable
14. Antenna Bracket #1
15. Antenna Bracket #2
16. Volume Keys
17. Power Key



18. Sensor Rubber
19. Waterproof Rubber
20. Mainboard
21. Top Left Speaker
    (incl. Side Keys and Power FPCs)
22. Top Right Speaker
    (incl. Sub Board and Motor)
23. Bottom Left Speaker
24. Bottom Right Speaker
25. Screws
26. Battery

Lenovo T&SD WW SVC TS&PE

Exploded View (Continued)



Lenovo T&SD WW SVC TS&PE

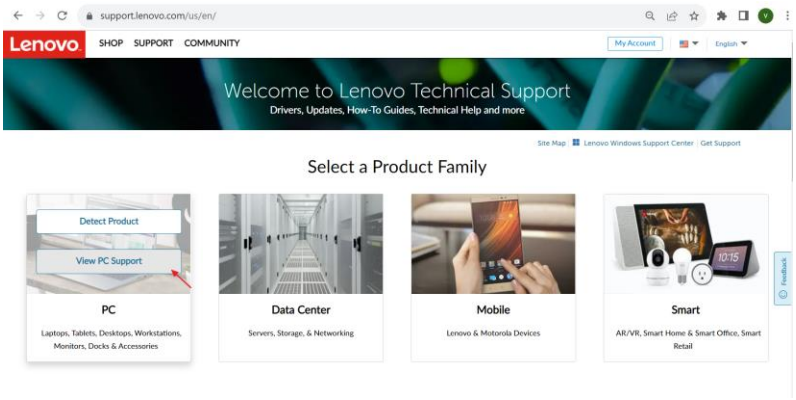
9.2 How to Order PN

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

1. Look up

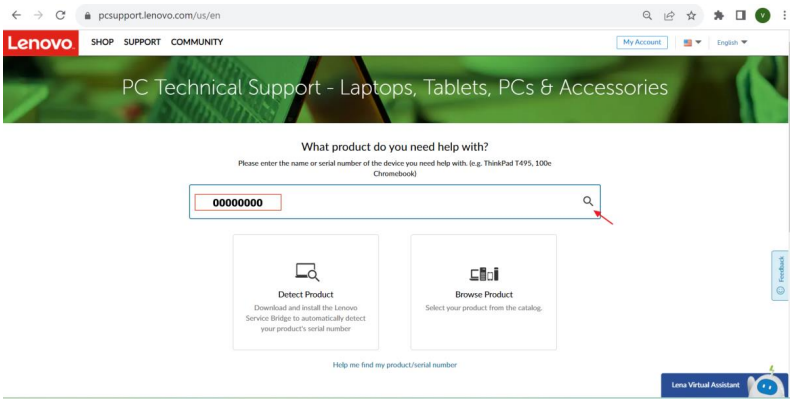
Identify your device，view parts info & availability

Click **View PC Support**：

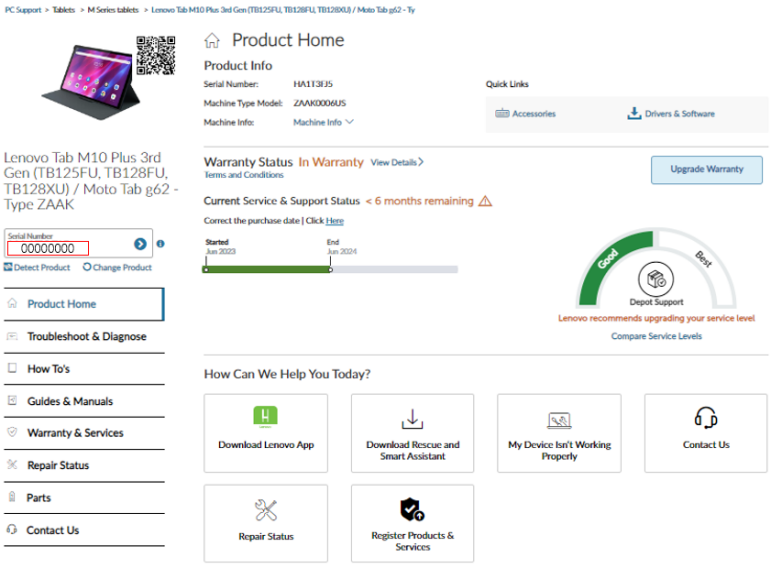


Input the SN then click search icon.

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



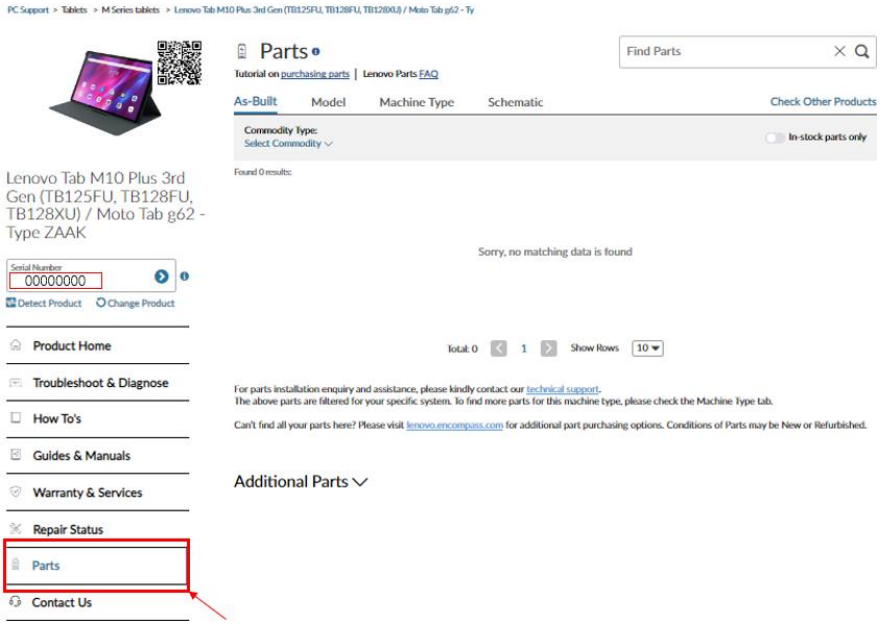
Then you can find the product’s information.



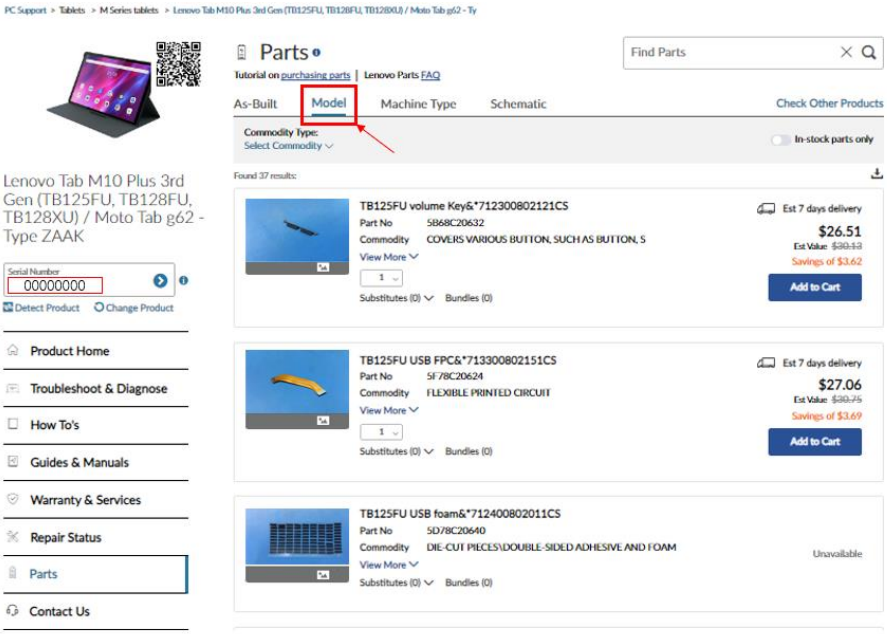
2． Select Parts

Select the parts you want to purchase.

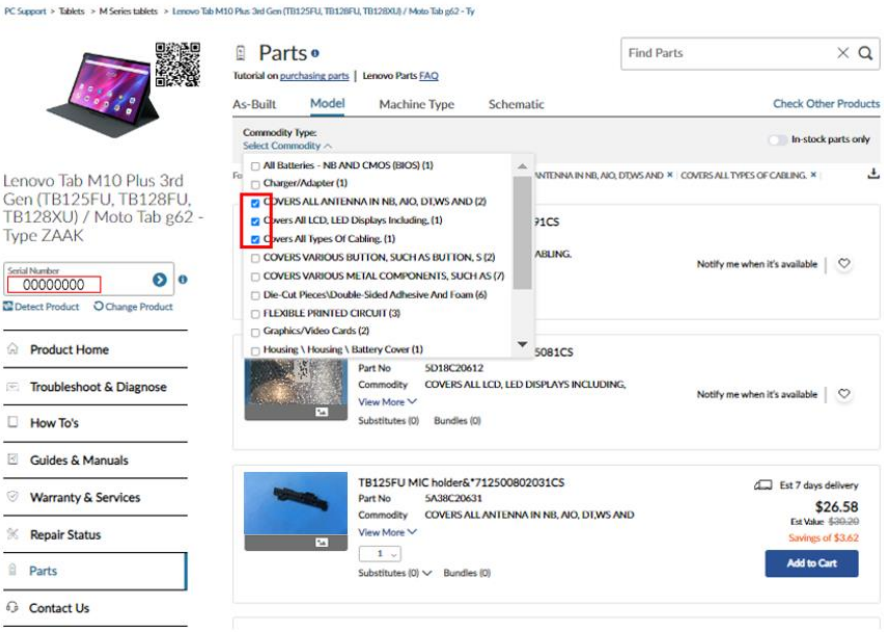
Click on “Parts”, you can see the FRU parts information.



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



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

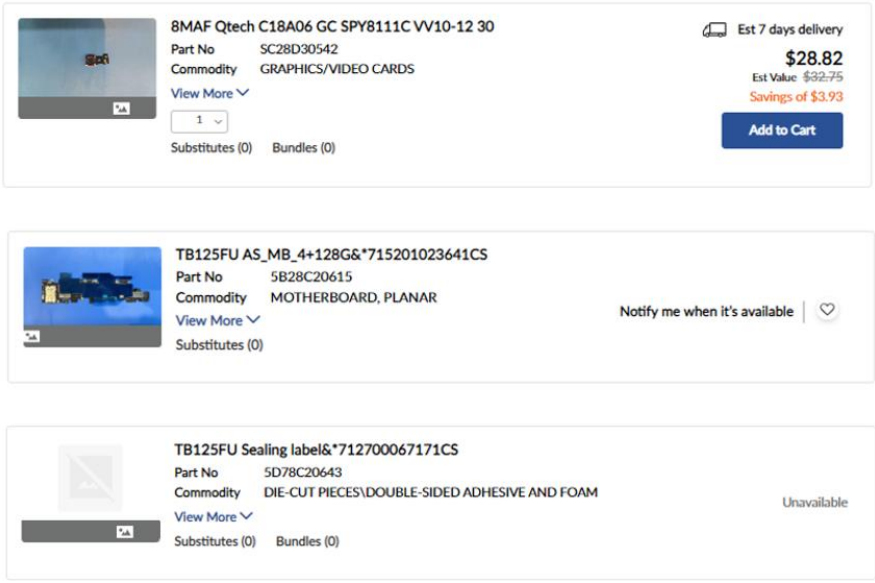


3．Check Out

Complete your order and check out.

You can find service parts have 3 kinds of status:

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



10. Accessories

1. Block Diagram & Circuit Schematic

2. Component Layout