



Rescue and Smart Assistant User Guide

Version 6.2.0





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1 Overview

1.1 Rescue and Smart Assistant Overview

Rescue and Smart Assistant is a software tool which is offering a help to manage Lenovo and Moto mobile phones of end users.

Its key functions include:

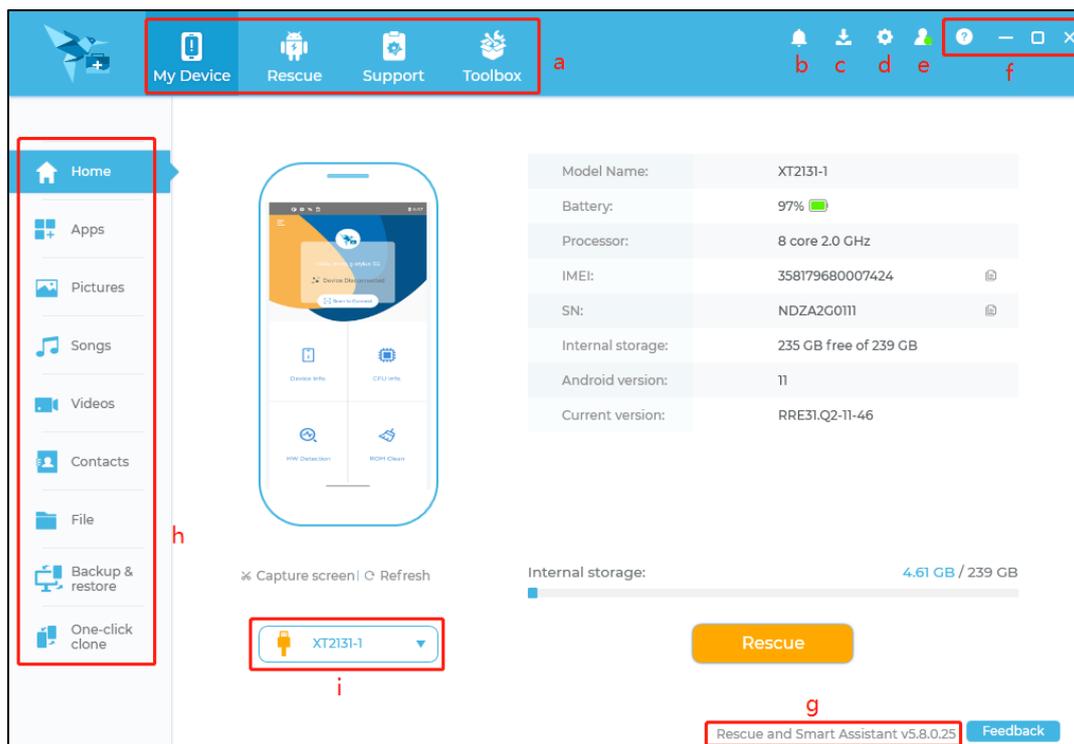
- a. *My Device*: Connect device via USB cable or Wi-Fi, and then manage Pictures, Videos, Music, Contacts, Files Management, Back & restore, One-click clone.
- b. *Rescue*: Rescue device from software caused un-operational status.
- c. *Support*: It contains *Tips*, *Forum*, *Moli* and *Warranty*. *Tips*: online *How-tos & Solutions for devices*; *Forum*: submit your questions, and suggestion, discuss with other users; *Moli*: get online support via chat; *Warranty*: Check your device's warranty.
- d. *Toolbox*: provide several tools, like GIF maker, ringtone maker, etc.

New functions have also been planned and will be available soon.

Rescue and Smart Assistant is composed of 2 parts:

- 1) PC client: Key platform for end user
- 2) Android APP: Assist PC client, named "Mobile Assistant"

1.2 Rescue and Smart Assistant Client Introduction



- a. Function ribbon
- b. Notification
- c. Download
- d. Setting management (Software update, change language and so on)
- e. User (Register and so on)
- f. Client control (Maximize, minimize, exit)



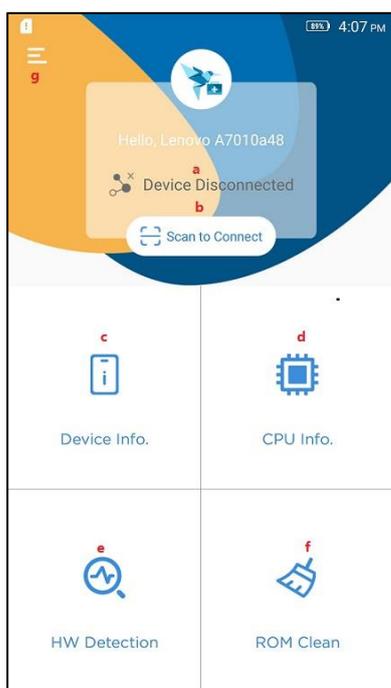
- g. Rescue and Smart Assistant version info
- h. Device management
- i. Device connection info

1.2.1 System Requirement

Rescue and Smart Assistant supports the following Windows operating systems:

- Windows 7 (64 bit)
- Windows 10

1.3 Mobile Assistant App Introduction



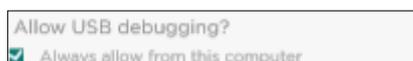
- a. Connection status indicator (Disconnected, connecting, USB/Wi-Fi connected)
- b. Scan button
- c. Device information
- d. CPU Info.
- e. HW Detection
- f. ROM Clean
- g. Menu (About)

1.3.1 Connect using USB

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



- 3) Authorize.





- 4) Connected successfully, Rescue and Smart Assistant client will install Mobile Assistant App on device automatically.
- 5) After installation, keep the USB connection, and Rescue and Smart Assistant client will connect with Mobile Assistant App automatically.

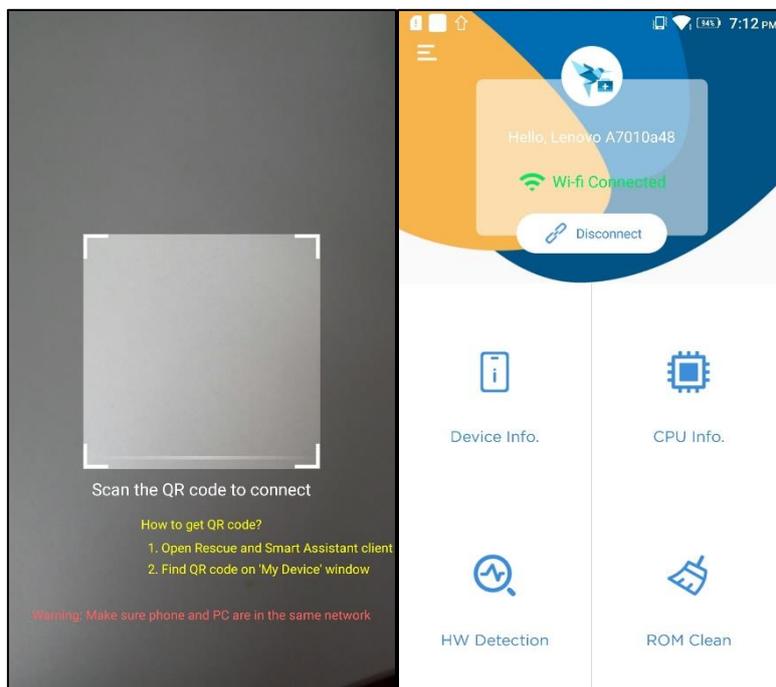


1.3.2 Connect using Wi-Fi

- 1) Connect device with USB cable, Rescue and Smart Assistant client will install Mobile Assistant App on device automatically.
- 2) When you can see Mobile Assistant App on mobile device, disconnect USB cable.

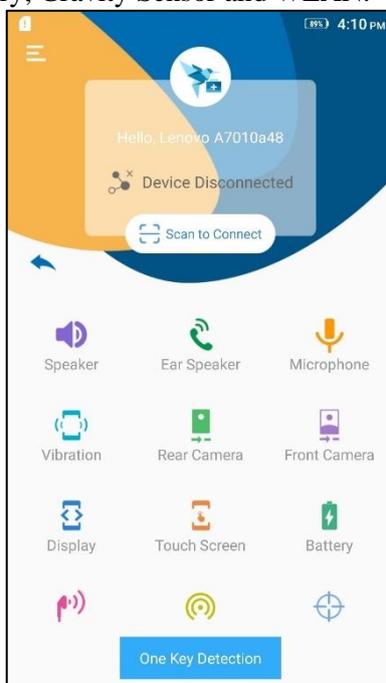


- 3) Connect the device and PC to the same WI-FI. Touch “Scan” button at top on Mobile Assistant App to scan the QR code displayed on Rescue and Smart Assistant PC client.



1.3.3 HW Detection

Click HW Detection to enter the HW Detection page and it checks if the phone's hardware is fine. It supports to check Speaker, Ear Speaker, Microphone, Vibration, Rear Camera, Front Camera, Display, Distance Sensor, Touch Screen, Battery, Gravity Sensor and WLAN.

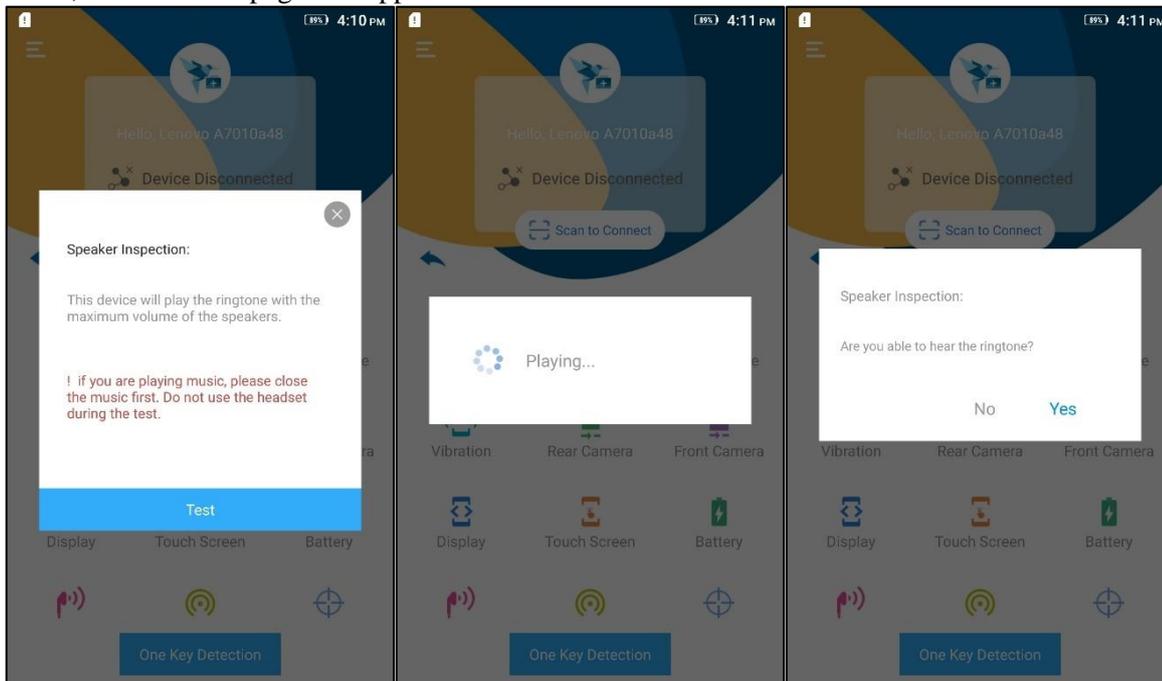


Click an item's icon to begin to hardware detection for this device.

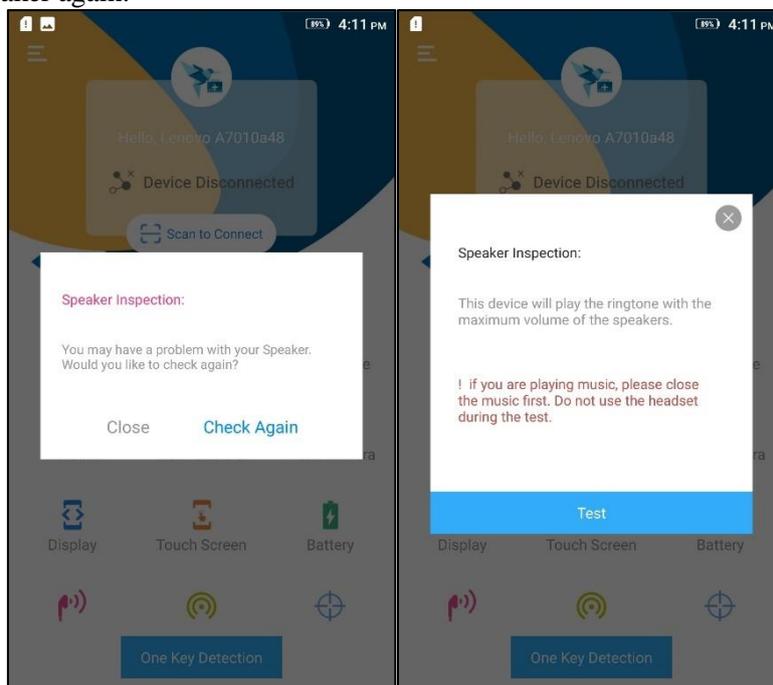


For example:

Click Speaker icon, the “Test” page will appear, then click “Test”, it begins to test device’s Speaker. Test finish, the test result page will appear:



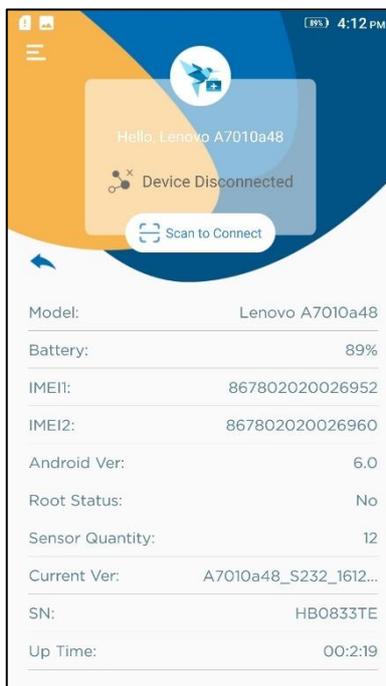
Click “Yes”, the device’s Speaker inspection will be finished. Click “No”, and then click “Check Again”, it will begin to test Speaker again.





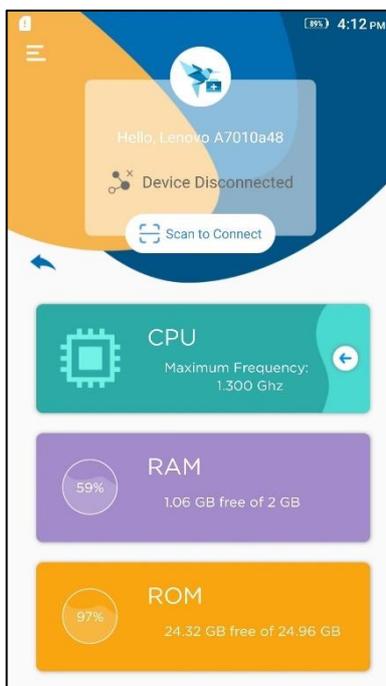
1.3.4 Device Info

Click “Device Info”, the device information page will appear. It will display device’s Model Name, Battery, IMEI1, IMEI2, Android Version, Root Status, Sensor Quantity, Serial Number, Current Version, SN and Up Time.



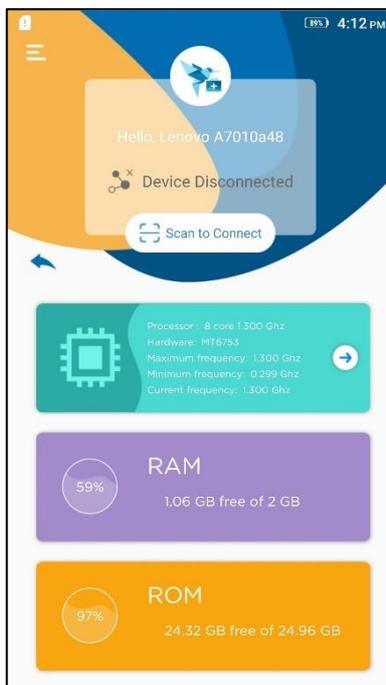
1.3.5 CPU Info

Click “CPU Info”, the CPU information page will appear. It will display device’s CPU, RAM and ROM information.



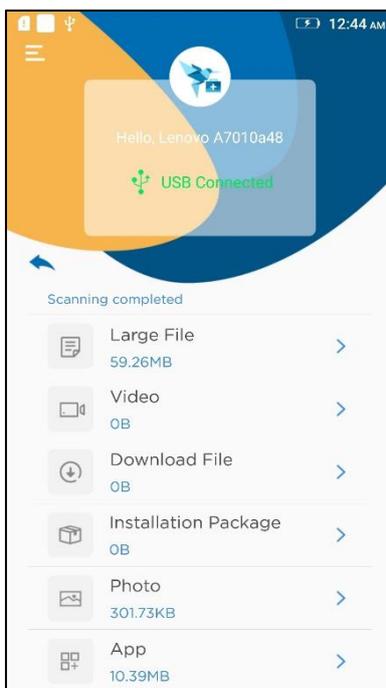


Click the  icon, it will display the Processor, Hardware, Maximum frequency, Minimum frequency and Current frequency.



1.3.6 ROM Clean

Click “ROM Clean”, it will enter “ROM Clean” page. It supports to clean Large File (more than 10MB), Video, Download File, Installation Package, Photo, App.

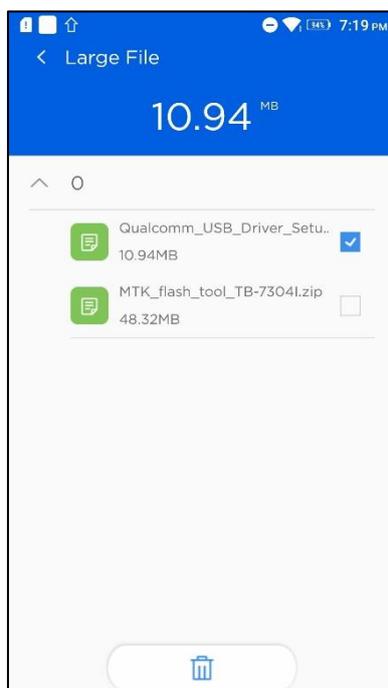




Click an item to begin to clean file.

For example:

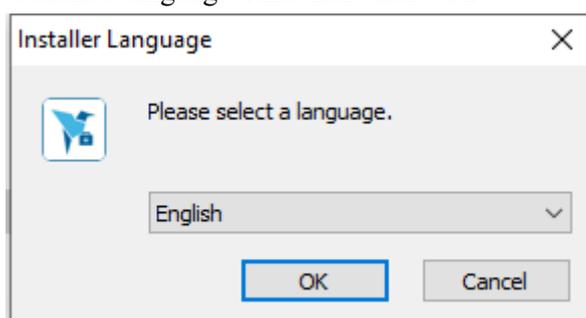
Click Large File, it will list more than 10MB file. Selected the file and click delete button, the selected file will be deleted.



2 Setup

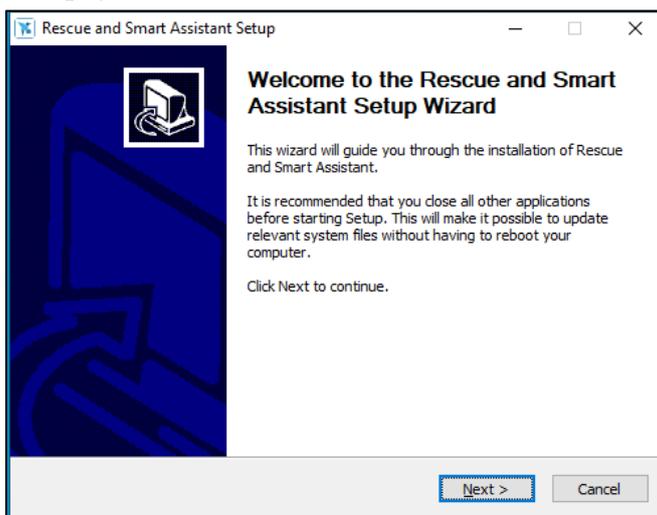
2.1 Setup Details

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

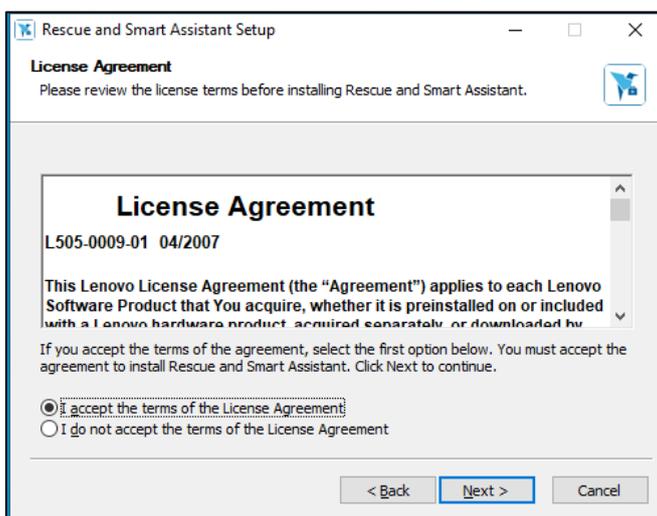




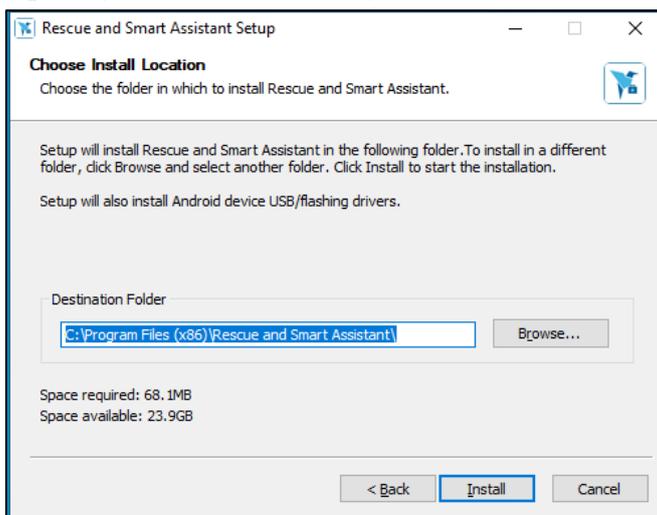
2. Click “Next” to enter next page.



3. Accept license agreement and click “Next”.

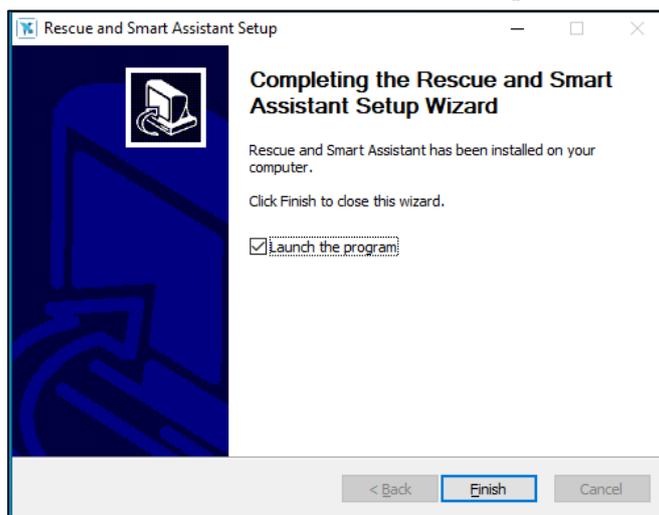


4. Change the installation path by click “Browse...” if you want, and then click “Install”.





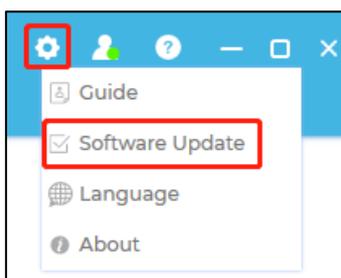
5. Wait for the installation to finish, and then click “Finish” to complete the installation.



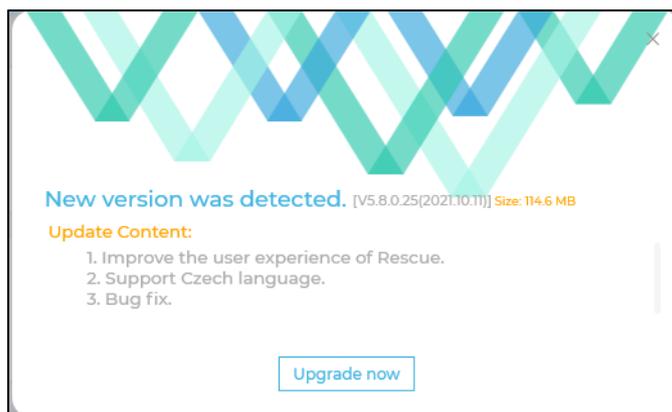
2.2 Software Upgrade

2.2.1 Recommended Upgrade

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

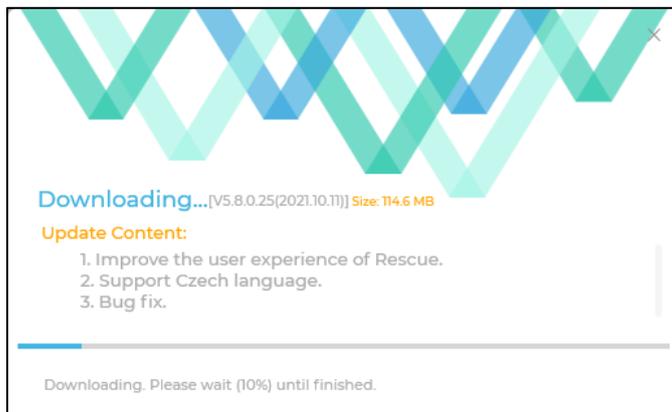


2. The new version available dialog box will appear.



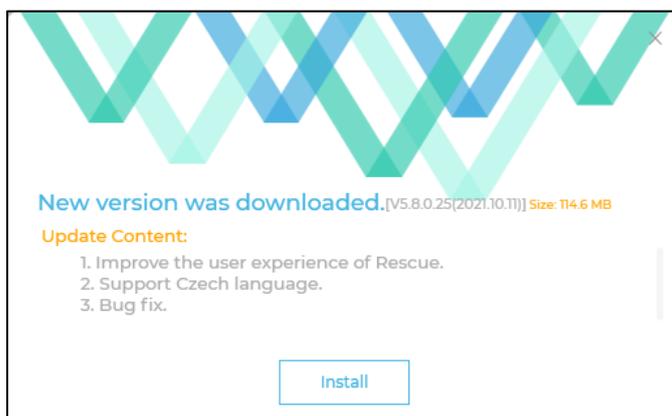


3. Click “Upgrade Now” to download the new version of installer, and then installation will be in progress automatically. Click “No, thanks” will cancel the downloading.



2.2.2 Mandatory Upgrade

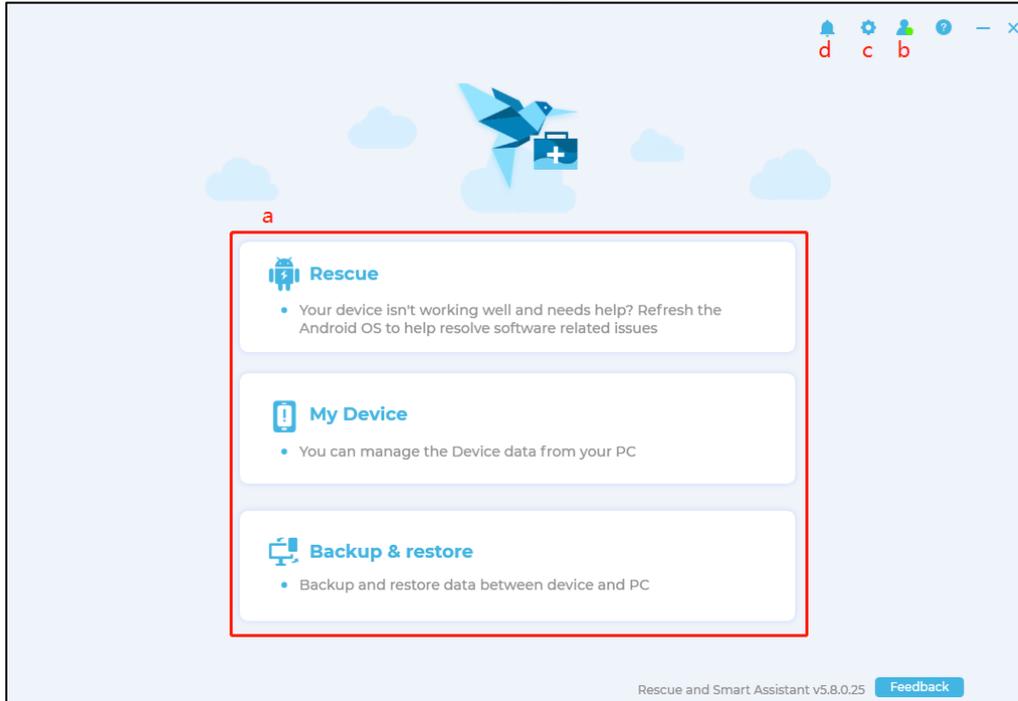
If an important patch is released, it will be marked as mandatory one and Rescue and Smart Assistant client will be enforced to apply this upgrade. A new version available dialog box will pop up automatically. Please click “Upgrade Now” to download and then install the new version.





3 Start page

Launch Rescue and Smart Assistant, it will enter it's start page.

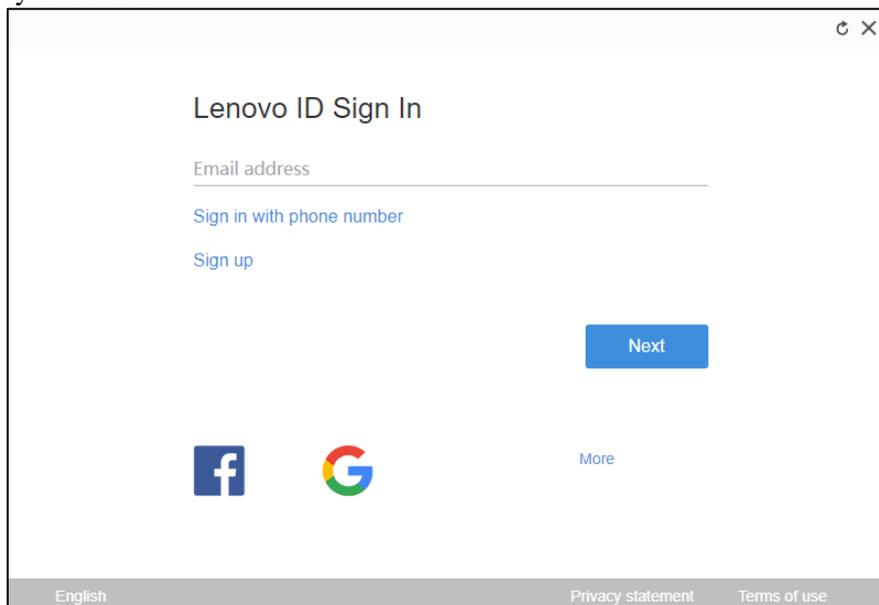


- Function ribbon (Login account and click on these modules, you will enter the corresponding page)
- User (Register and so on)
- Setting management (Software update, change language and so on)
- Notification

3.1 User

3.1.1 User management

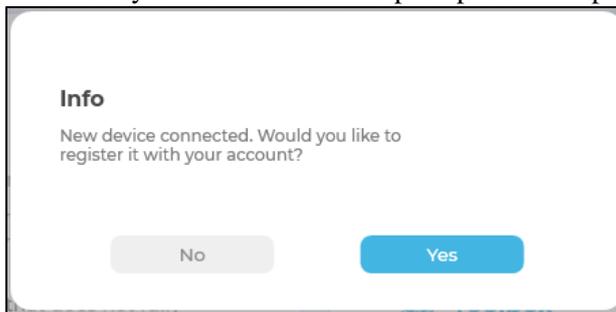
Click  icon at the right top of page, the login dialog box pops up. You can login Rescue and Smart Assistant Client by Lenovo ID.



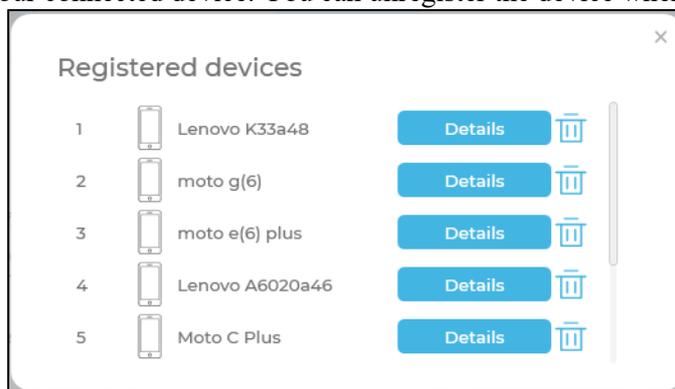


3.1.2 Registered devices

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

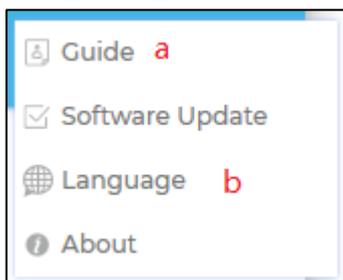


Click “Yes” button, your device information will be collected. Click the username icon and “Registered devices”, you can view your connected device. You can unregister the device when clicking the icon.



3.2 Setting

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



a. Help

Click Help, you can view the help document.

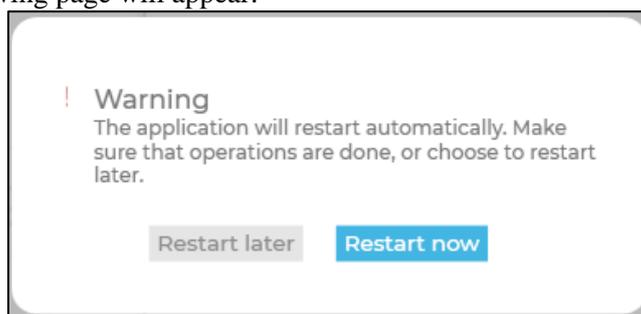
b. Language Option

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:

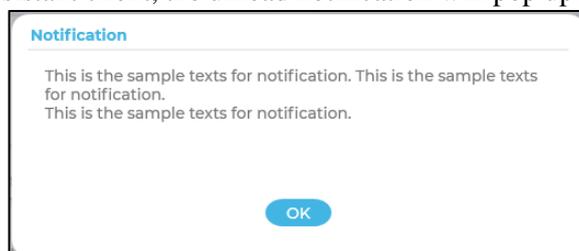


Click Restart Now, the Client will be restarted at now and its language will be changed.



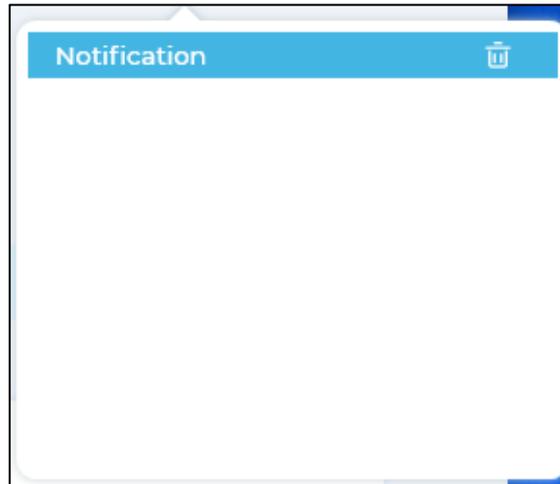
3.3 Notification

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





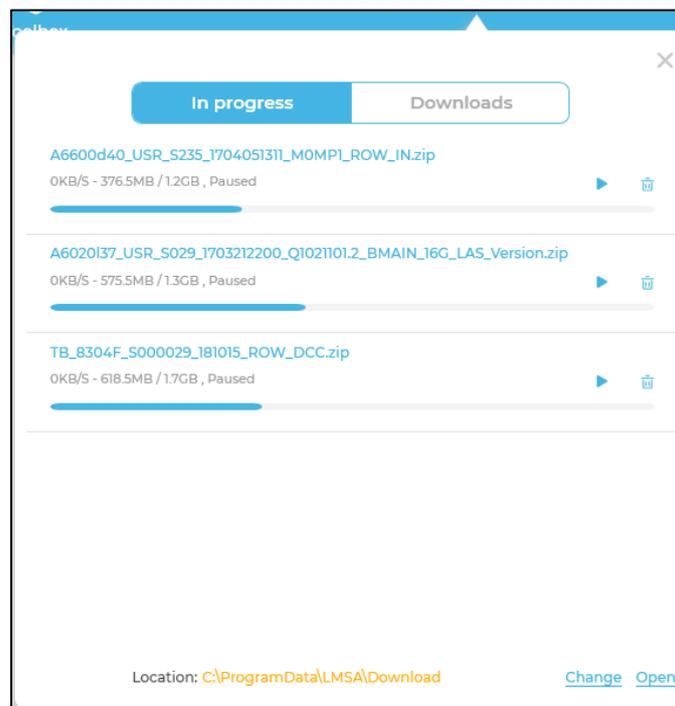
Click  icon, it will list all notification. Here, you can click delete icon to delete the notification. Also you can view history notification.



4 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.

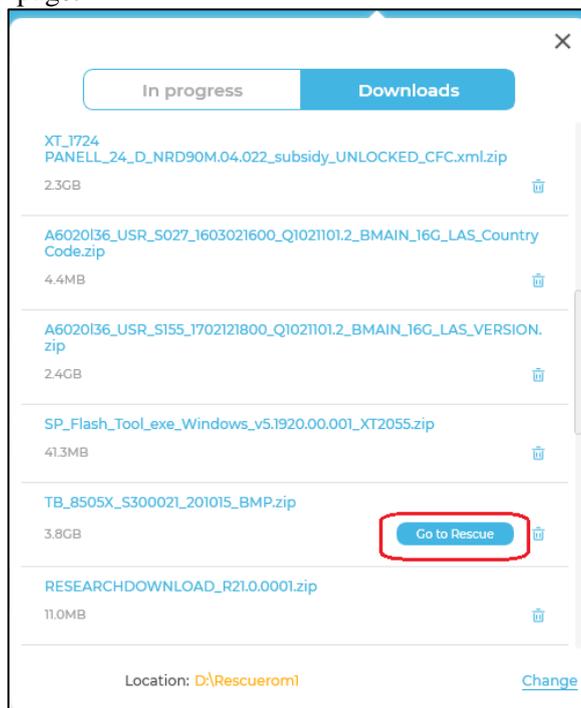
- Click pause icon, the pause icon will become to start icon and the downloading resource will be stopped.
- Click start icon to restart to download resource.
- Click delete icon to delete the downloading or pause resource.
- Click “Change” option to modify the resource storage path.
- Click “Open” option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



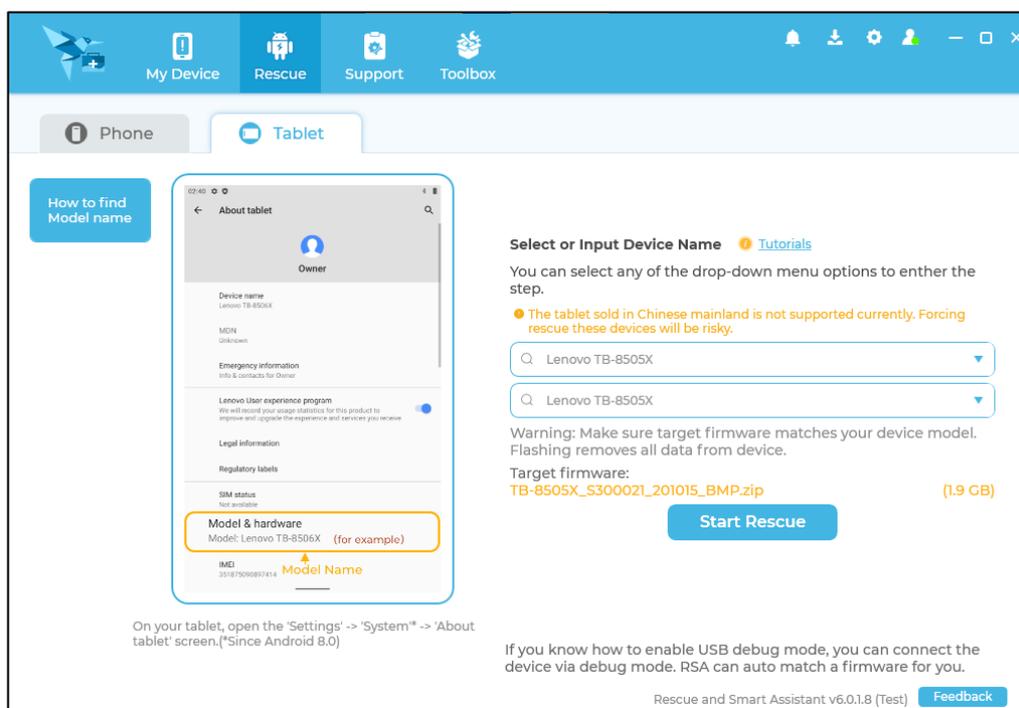


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All downloaded resource will be moved from “In progress” page to “Downloads” page. You can delete the downloaded resource by clicking the Delete icon. Enter “select a Device” page, select a device’s firmware and download it. The firmware download competed, the “Go to Rescue” button will be displayed behind of the firmware on “Downloads” page.



Click the “Go to Rescue” button, it will switch to the “select a Device” page and match to the corresponding firmware.





5 Plug-in Introduction

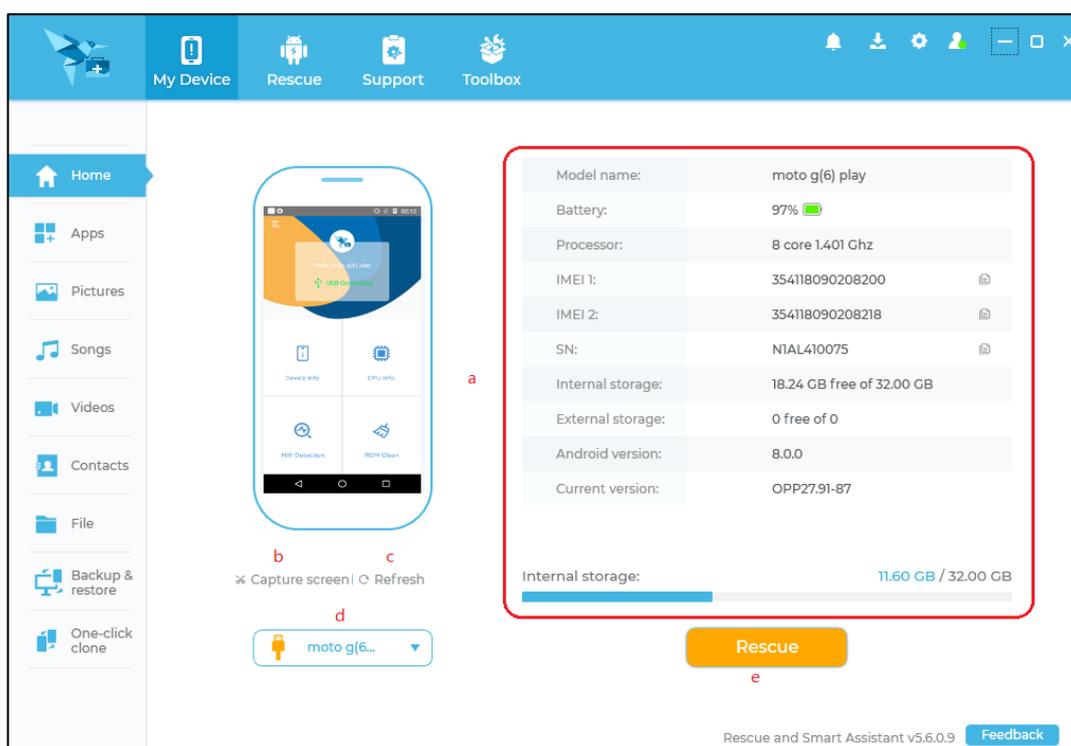
5.1 My Device

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.

Click the “My Device” icon to launch this plug-in.



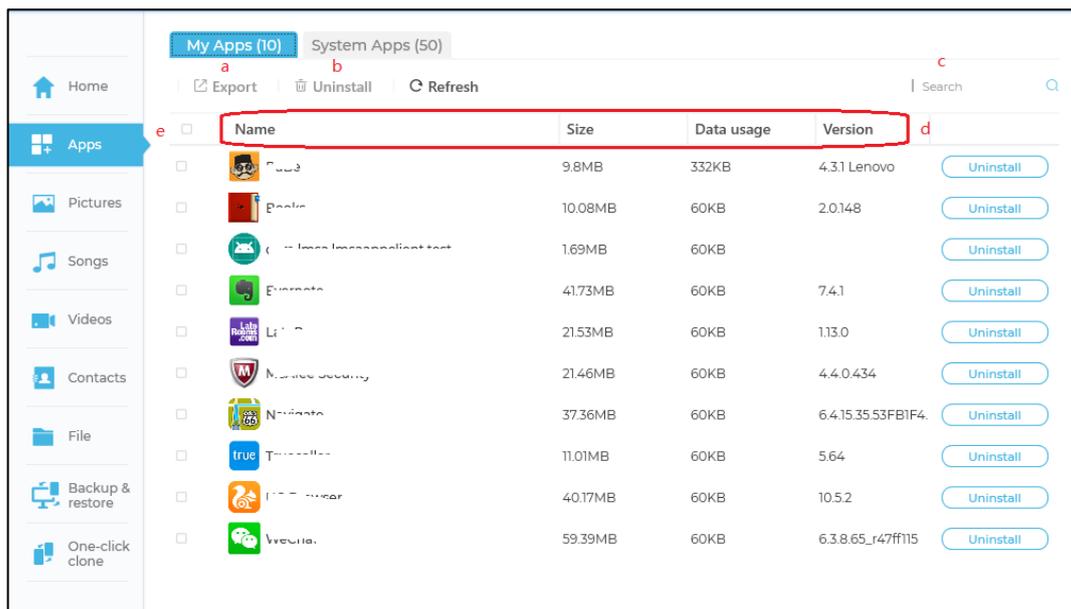
5.1.1 Home



- 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. Capture screen: Shot the device’s picture.
- c. Refresh: Refresh and display current device’s picture.
- d. Switch Device: Switch the connected device.
- e. Rescue: Go to Rescue module.



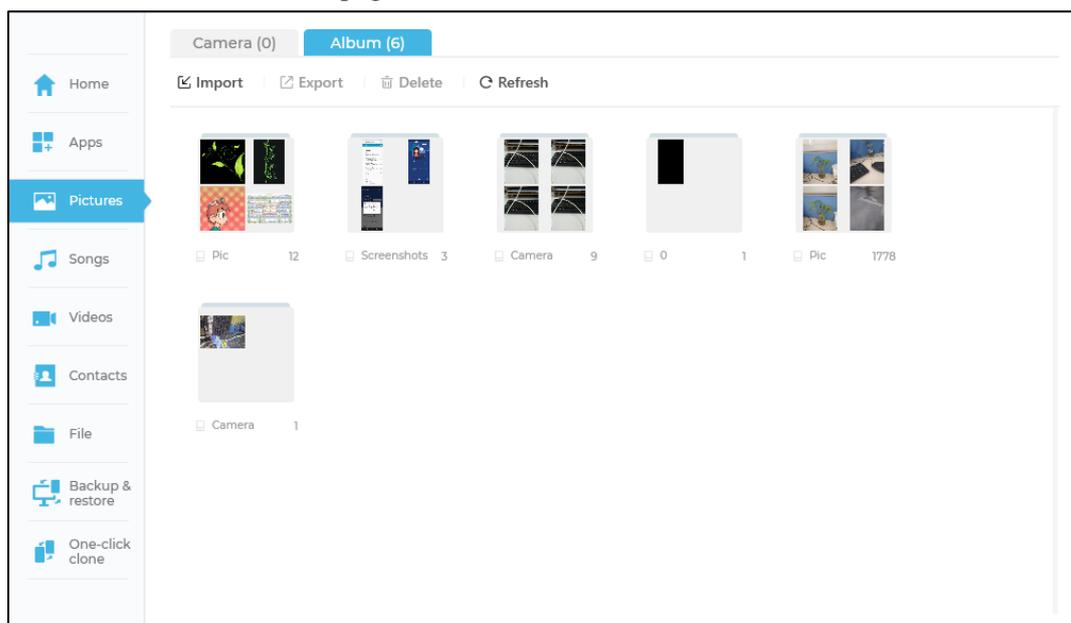
5.1.2 Android App Management



- 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 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.

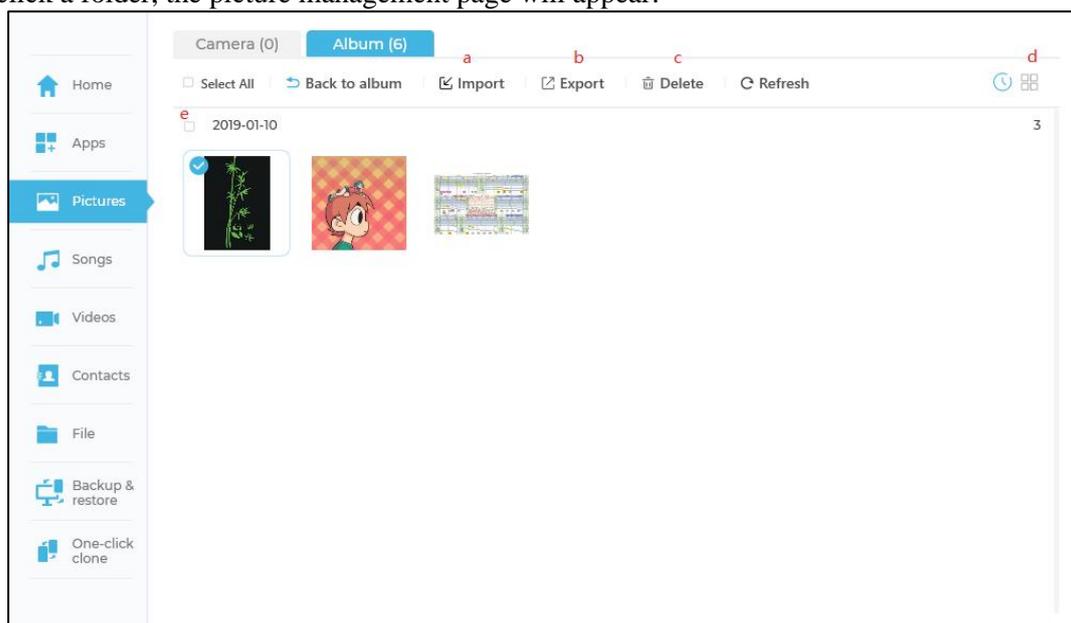
5.1.3 Pictures Management

Click “Pictures” icon to enter the pictures management page. It contains Camera and Album page. It only displays camera’s picture. And it will display all pictures of device on Album page. Album page will display all pictures’ folder on device and the page as below:

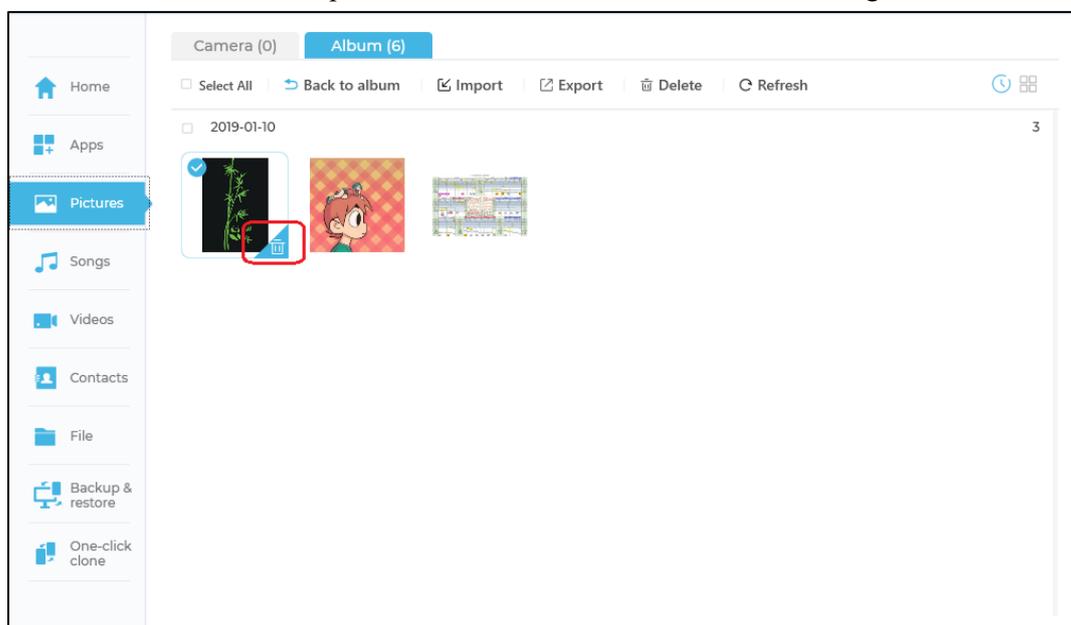




Double click a folder, the picture management page will appear:

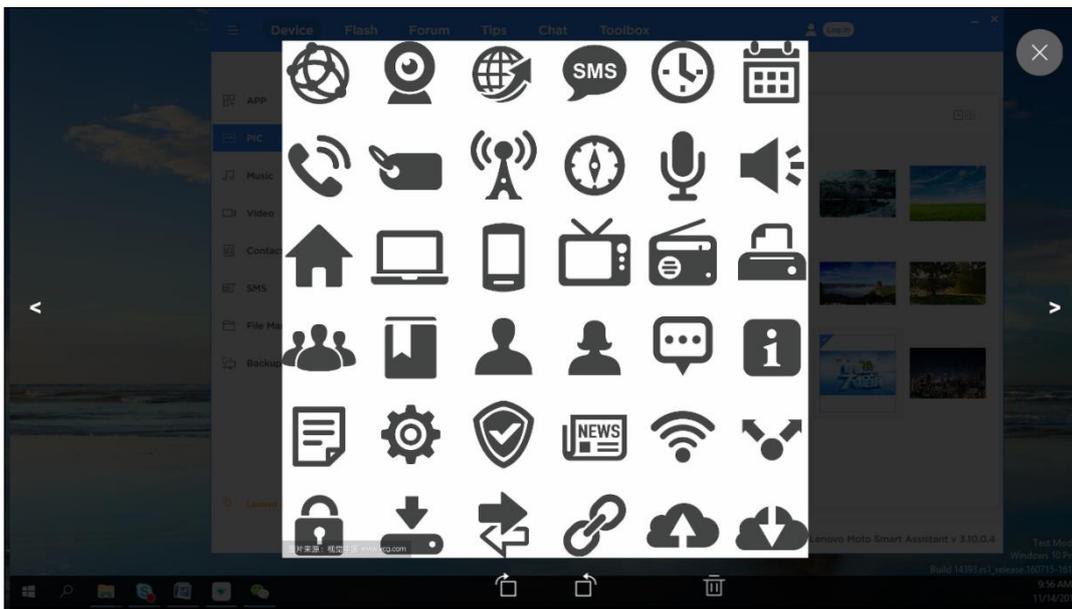


- a. **Import:** Import pictures from a specified PC path by click “Import” button.
- b. **Export:** Select picture(s) from the list, then click “Export” and select a PC path. The selected picture(s) will be exported to the specified path.
- c. **Delete:** There are three methods to delete picture(s) from device.
 - Select picture(s), then click “Delete” button to delete selected pictures.
 - Move the mouse over a picture, and then click the “Delete” icon on right-bottom corner.





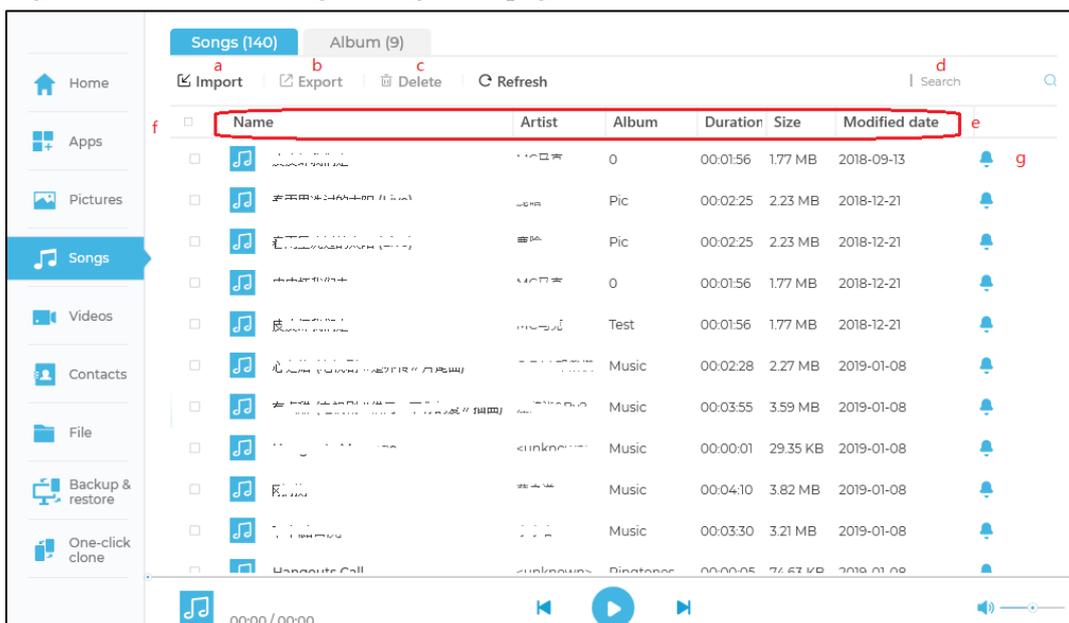
- Double-click one picture, the original image will display. And then click the “Delete” icon at bottom.



- d. **View:** Pictures supports two view modes: Time and Grid. You can click icon to switch to time 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.

5.1.4 Songs Management

Click “Songs” icon to enter the songs management page.



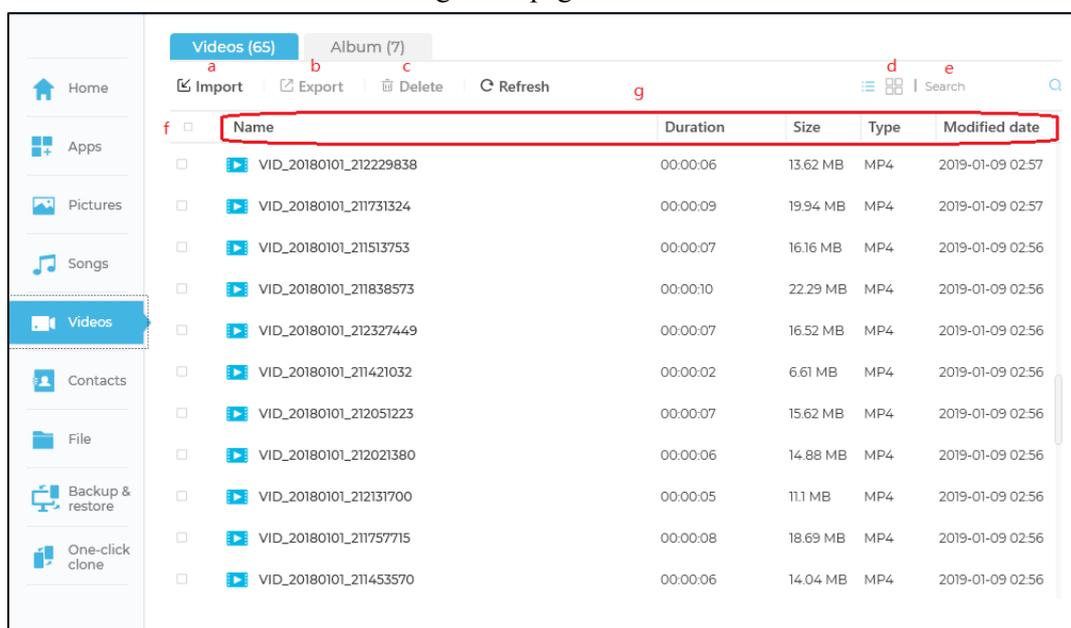
- a. **Import:** Import songs from a specified PC path by click “Import” button.
- b. **Export:** Select song(s), and then click “Export” button and select a PC path. The selected song(s) will be exported to the specified path.



- c. **Delete:** Select song(s), then click “Delete” button to delete selected one(s).
- d. **Search:** Input keywords to search the name of song from the list.
- e. **Sort:** You can sort the song 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 song(s) from the list.
- g. **Set as Ringtone:** Click “Set as Ringtone” button to set the song as “Call”, “Notification” or “Alarm” ringtone.
- h. **Play:** Double-click song to play the song and drag progress bar to change the progress. And drag volume-progress to adjust volume. Click ◀ icon to switch to play previous song. Click ▶ icon to switch to play next song. Click ⏸ icon to stop play song.

5.1.5 Videos Management

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

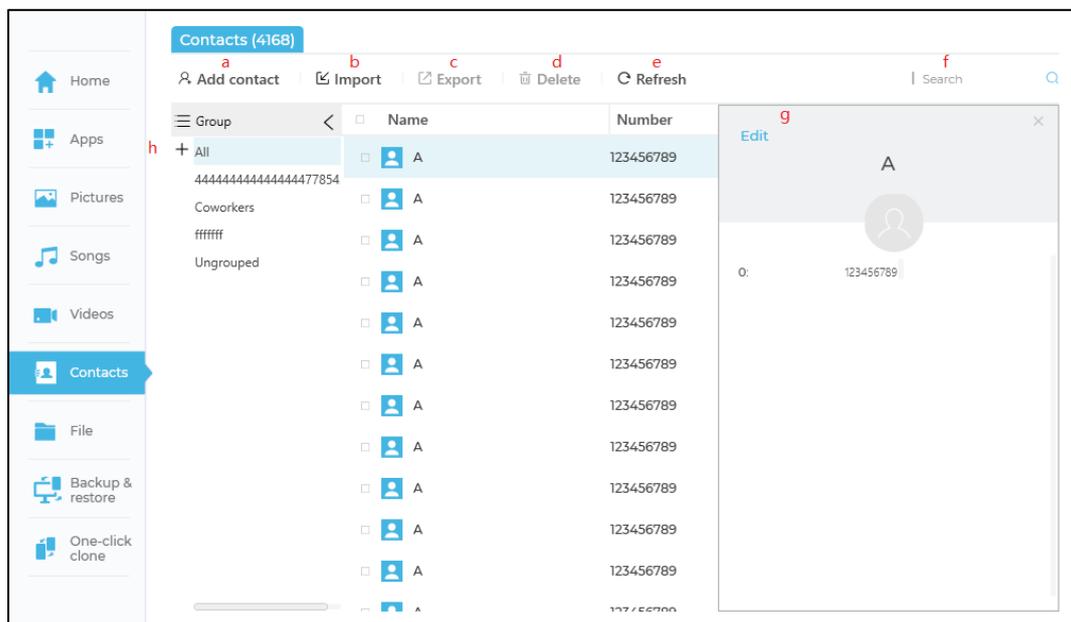


- a. **Import:** Import video file(s) from a specified PC path by click “Import” button.
- b. **Export:** Select video, and then click “Export” and select export path. The selected video will be exported to export path.
- c. **Delete:** Select video, then click “Delete” to delete selected video.
- d. **View:** Video supports two view modes: Grid and List. Click ≡ icon to switch to list mode, click ☰ icon to switch to grid mode.
- e. **Search:** Input keywords to search video.
- f. **Select All:** Video supports select-all video function.
- g. **Sort:** Video supports sort function on list mode. You can sort them by “Name”, “Duration”, “Size”, “Type” or “Modified date”.



5.1.6 Contacts Management

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



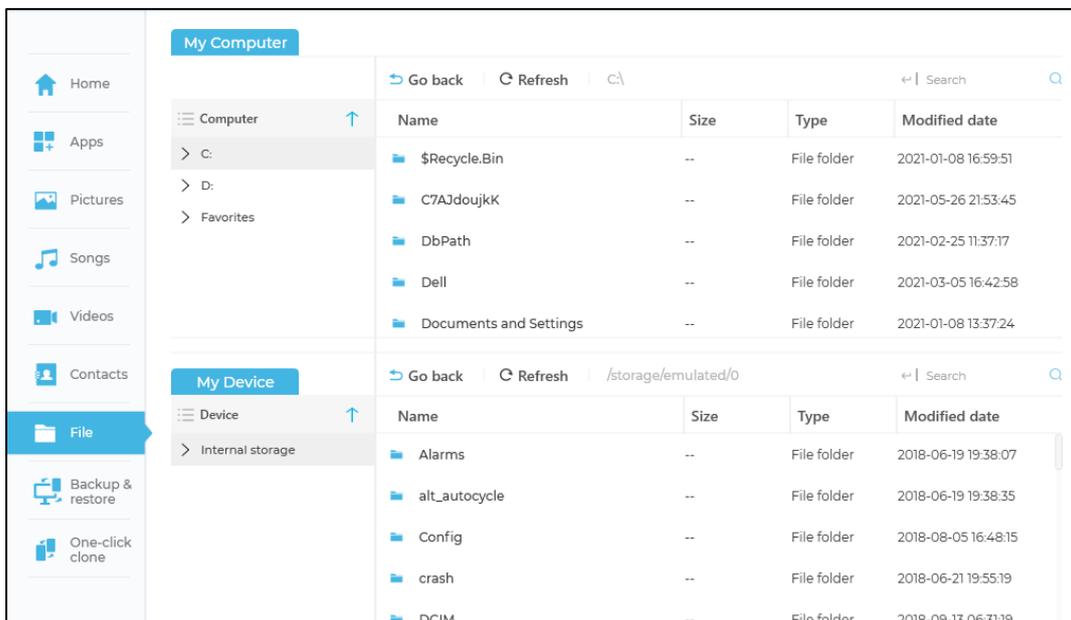
- a. **Add Contact:** Add new contact by click “Add Contact” icon.
- b. **Import:** Import contact from PC path by click “Import” icon.
- c. **Export:** Select contact, and then click “Export” and select export path. The selected video will be exported to export path.
- d. **Delete:** Select contact, then click “Delete” to delete selected contact.
- e. **Refresh:** When adding or deleting contact on Device/ Rescue and Smart Assistant Client, click “Refresh” icon, it will display new contacts list.
- f. **Search:** Input keywords to search contact.
- g. **Edit:** Double click a contact, and then the contact detail information will be displayed at right of page. Click the “Edit” to edit the details of the contact.
- h. **Add Group:** Click “+” icon to add new contact’s group on Group list.



5.1.7 File Management

Click “File” icon to enter the file management page. It will display PC’s file at above and the device’s internal storage file at below. Double-click the folder to open the folder.

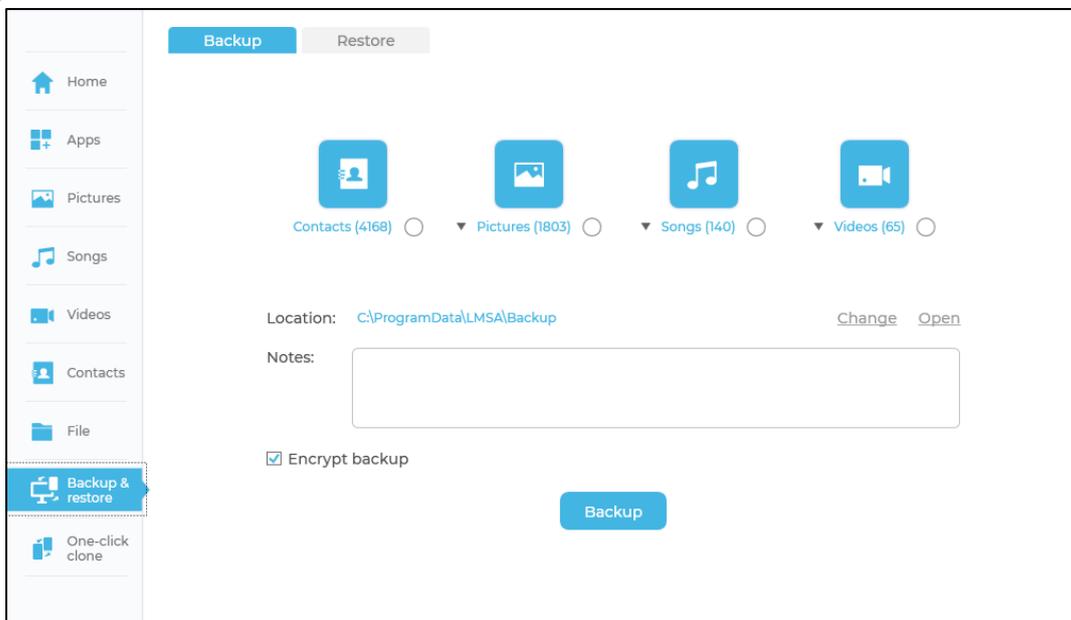
You can input words in Search box to search file or folder.



5.1.8 Backup & restore

Connect one device to Client by USB cable.

Backup:

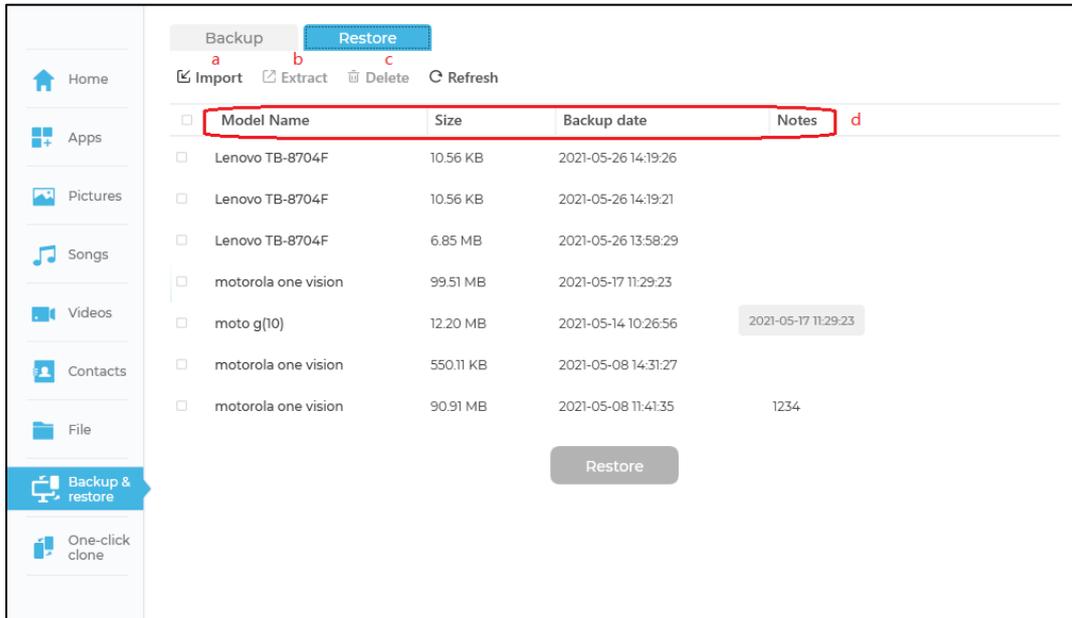


- Click Backup icon and select Contacts, Pictures, Songs or Videos icon, and then click Backup button to backup.
- Click Change icon to change the save path for backup file.
- Click Open icon to enter the save path.
- Check “Encrypt backup” option, you can set the backup file’s password.

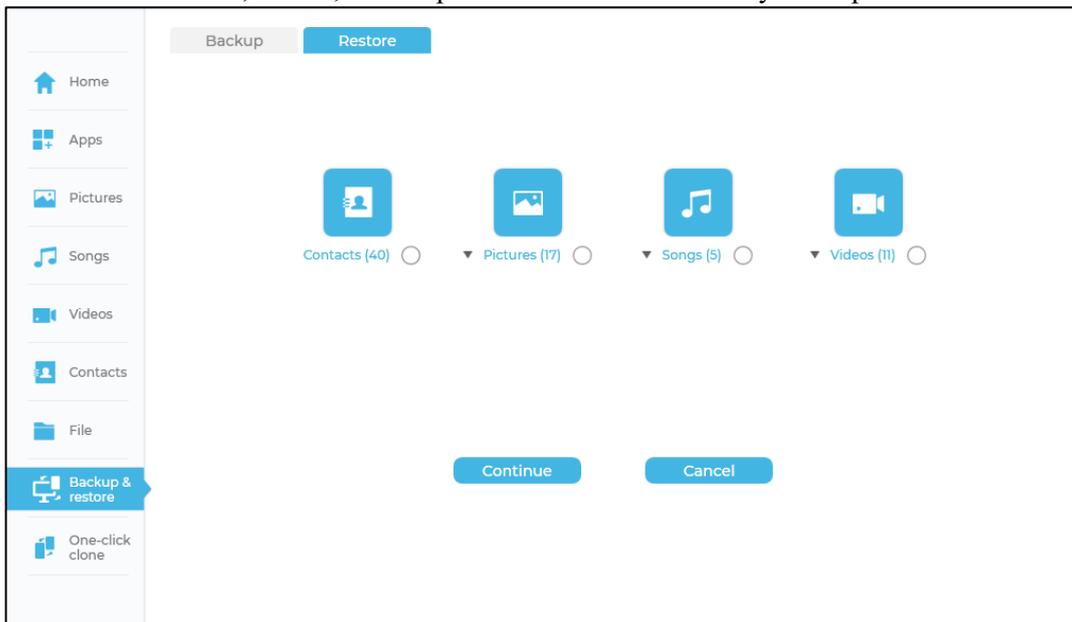


Restore:

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



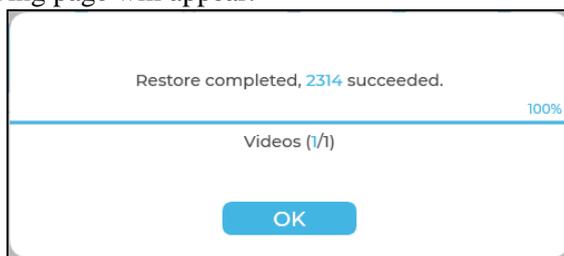
- a. Click “Import” icon to import backup file.
- b. Select backup file and click “Extract” icon to extract the backup file, and then import them one by one.
- c. Select backup file and click “Delete” icon to delete the backup file.
- d. Click “Model name”, “Size”, “Backup date” or “Notes” to sort by backup file.



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

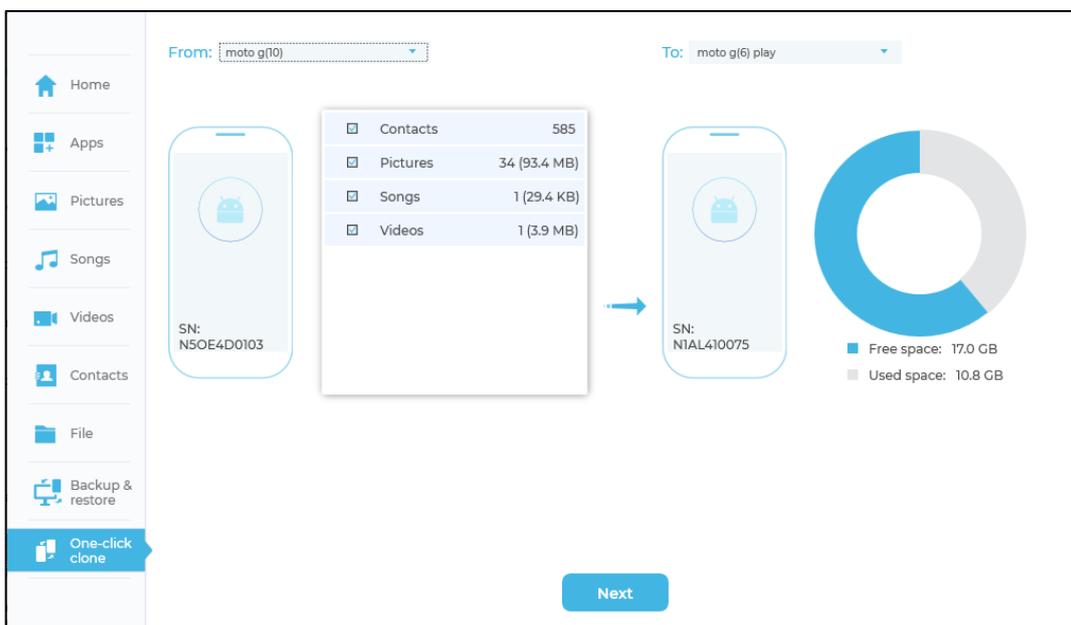


Restore completed, the following page will appear:



5.1.9 One-click clone

Connect two devices to Client, then click One-click clone option, it will enter One-click clone page. Select the older device as “From” device, new device as “To” device.

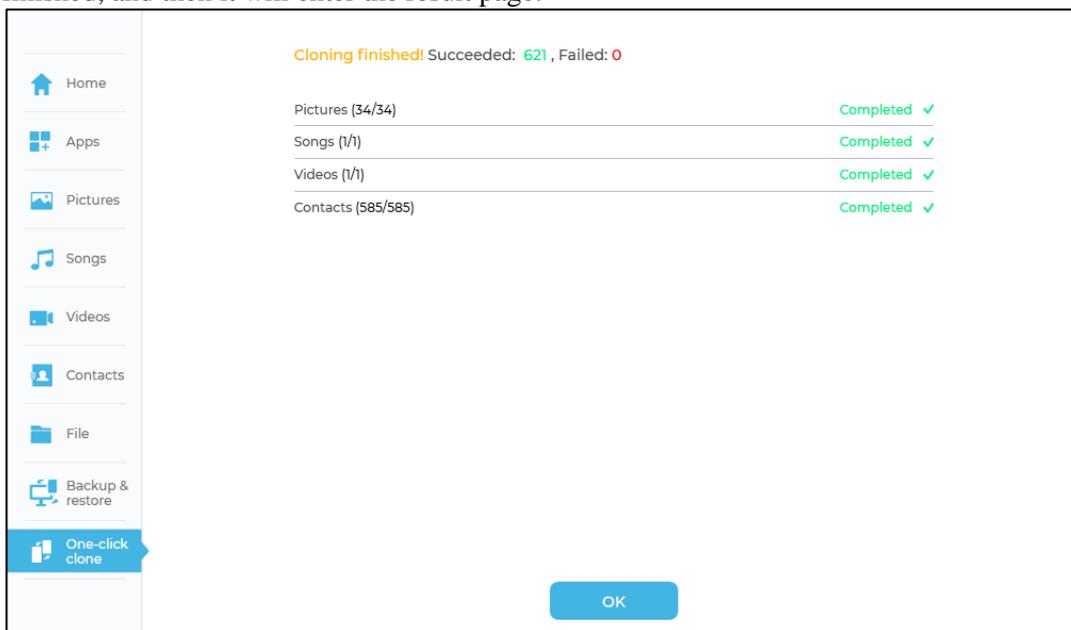


Select the backup file, then click Next button, the “Transferring” page will be displayed.





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

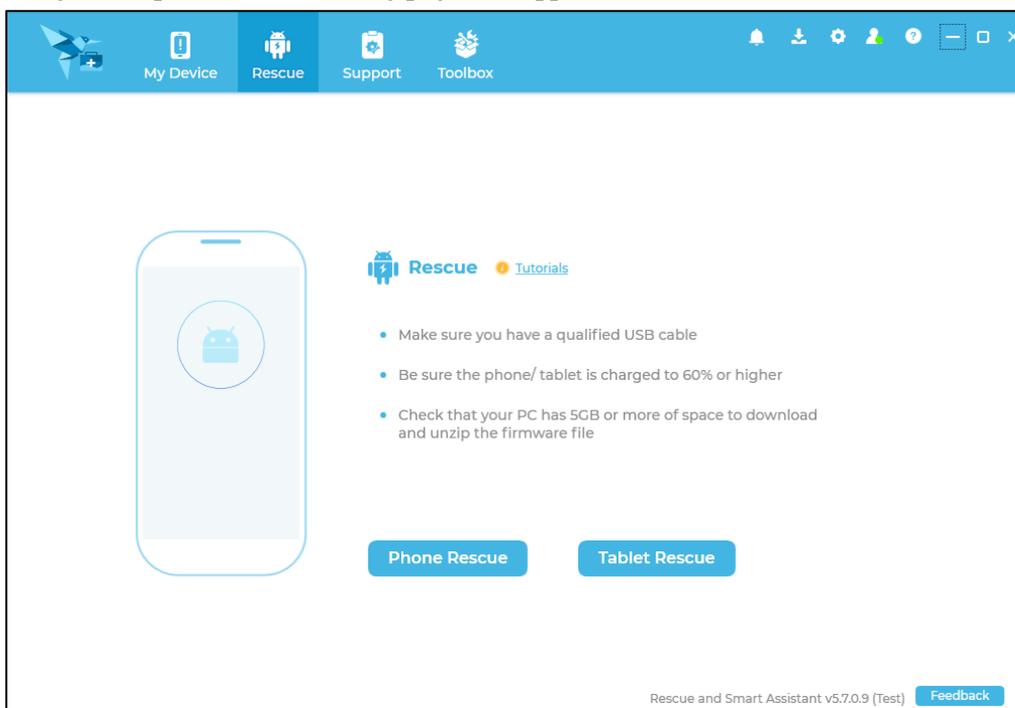


5.2 Rescue

Click the “Rescue” plug-in button:



Once loading is completed, the following page will appear:

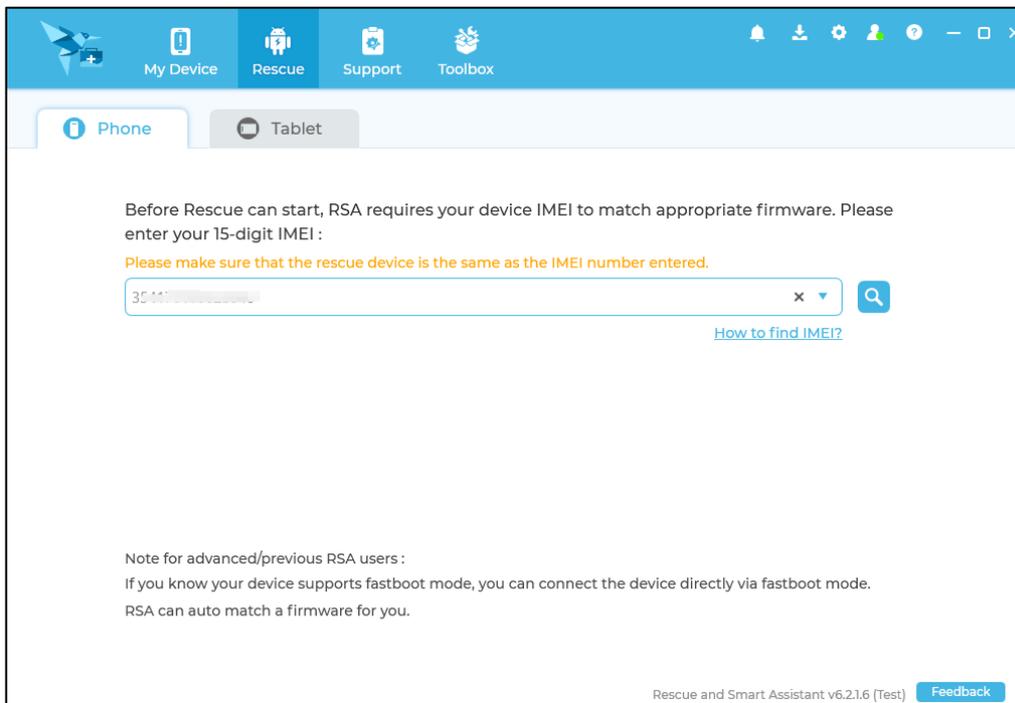




5.2.1 Phone Rescue

5.2.1.1 IMEI matching Rescue

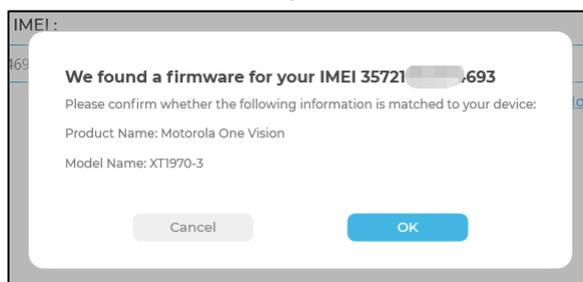
Click “Phone Rescue” button, it will show the IMEI detection page. Enter the IMEI number of the device to be rescued in the input box.



Note: In the following two cases, the IMEI matching page will not be displayed:

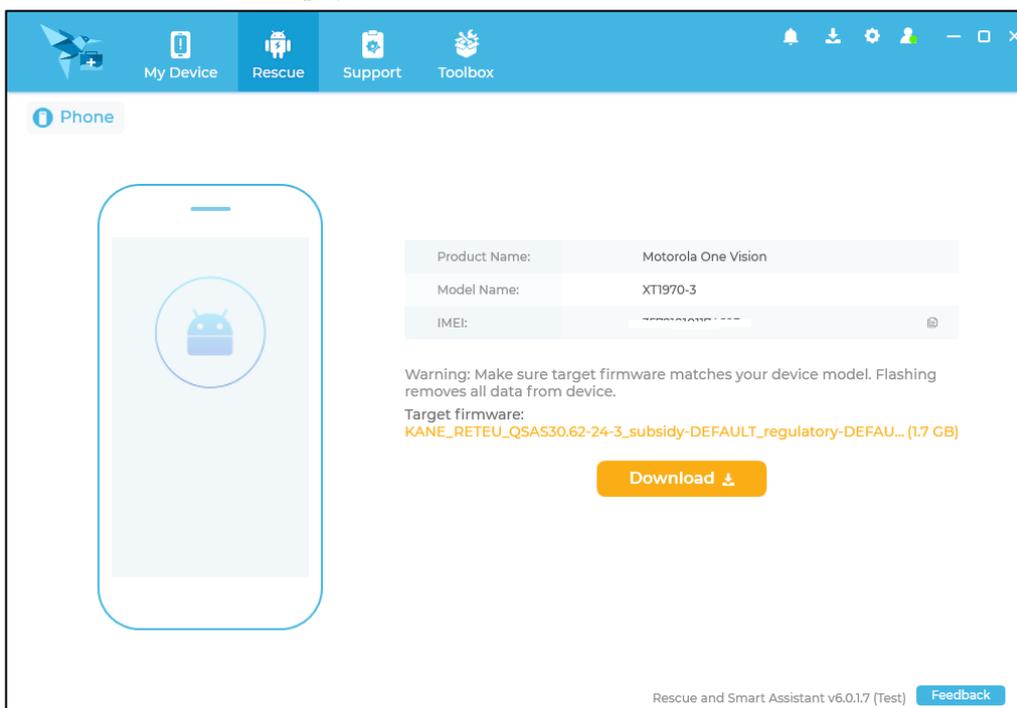
- A. PC’s region is US and RSA Client language is English.
- B. PC’s region is China and RSA Client language is China.

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

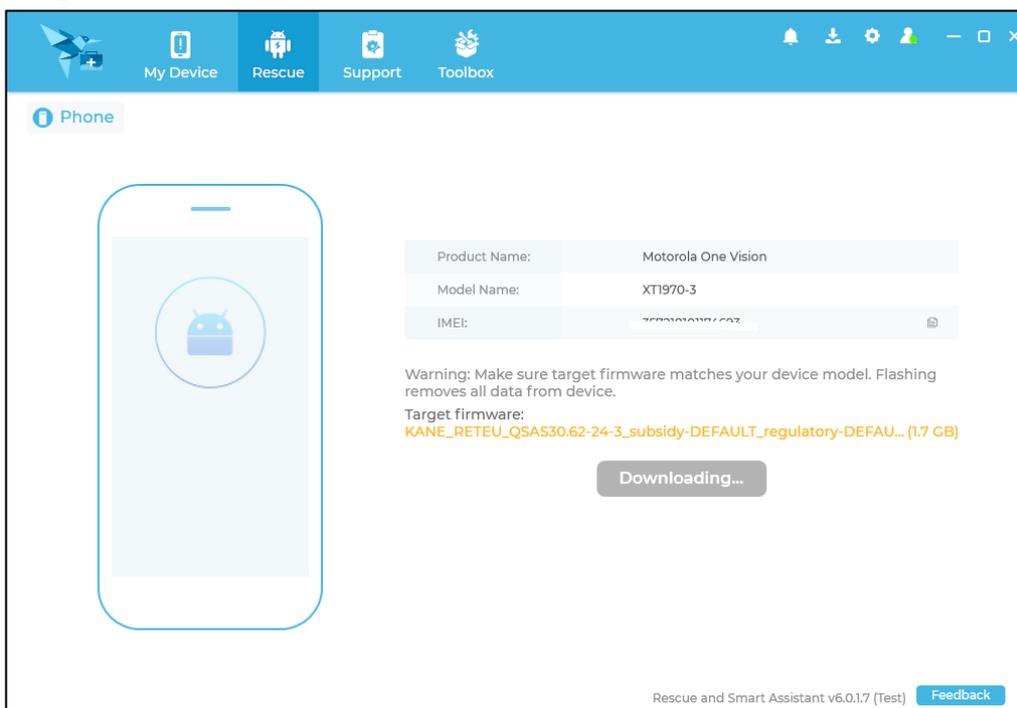




Click “OK” will enter the rescue page, click “Download” button to download the firmware.

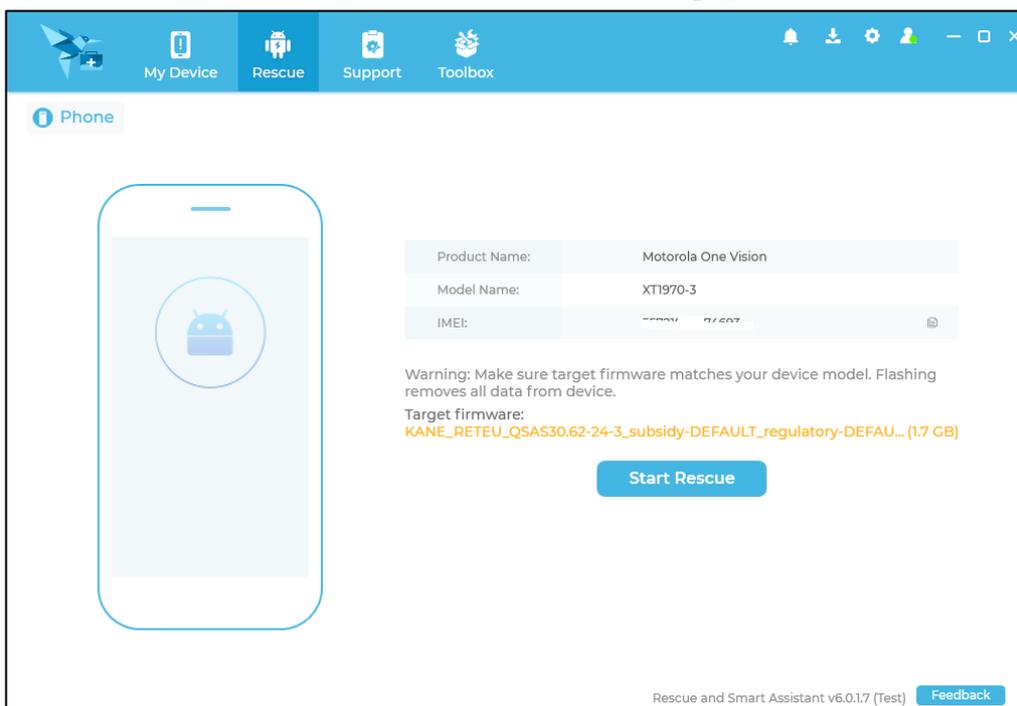


Downloading the firmware...

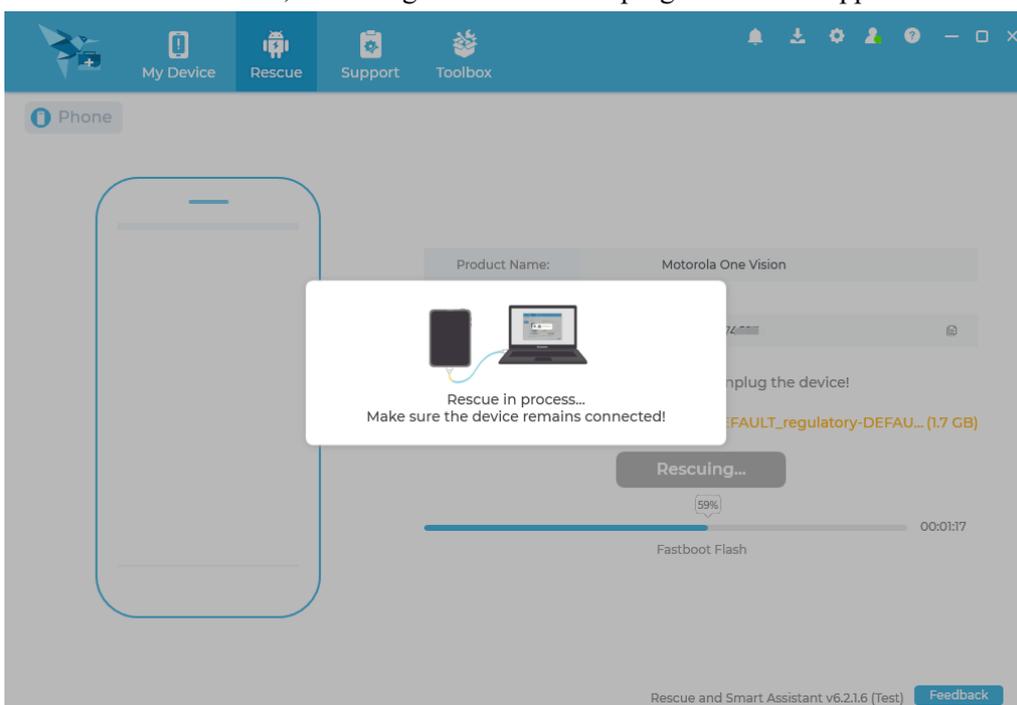




When firmware downloaded, the “Start Rescue” button will be displayed.

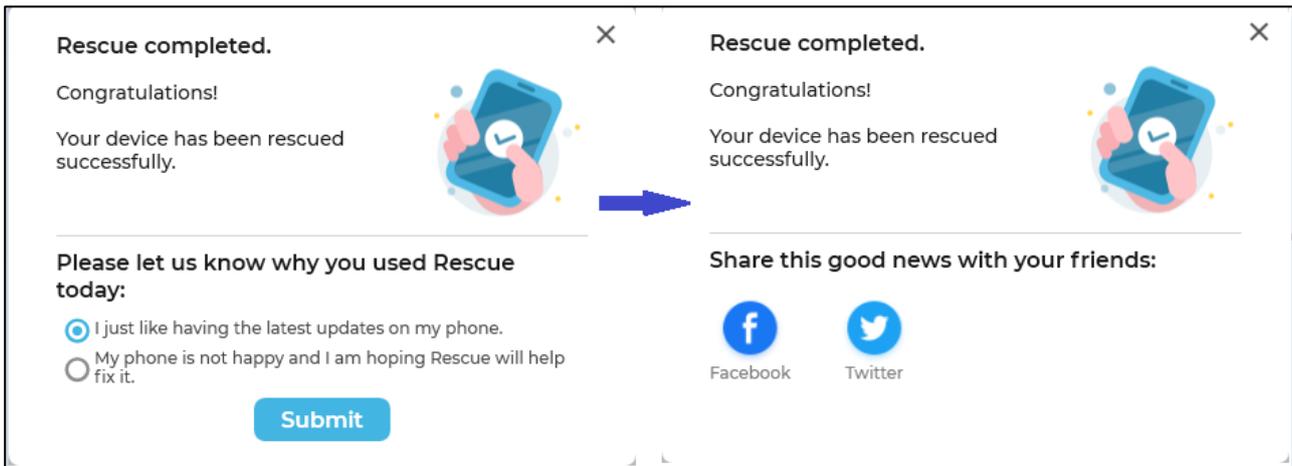


Click the “Start Rescue” button, it will begin to rescue. The progress bar will appear.



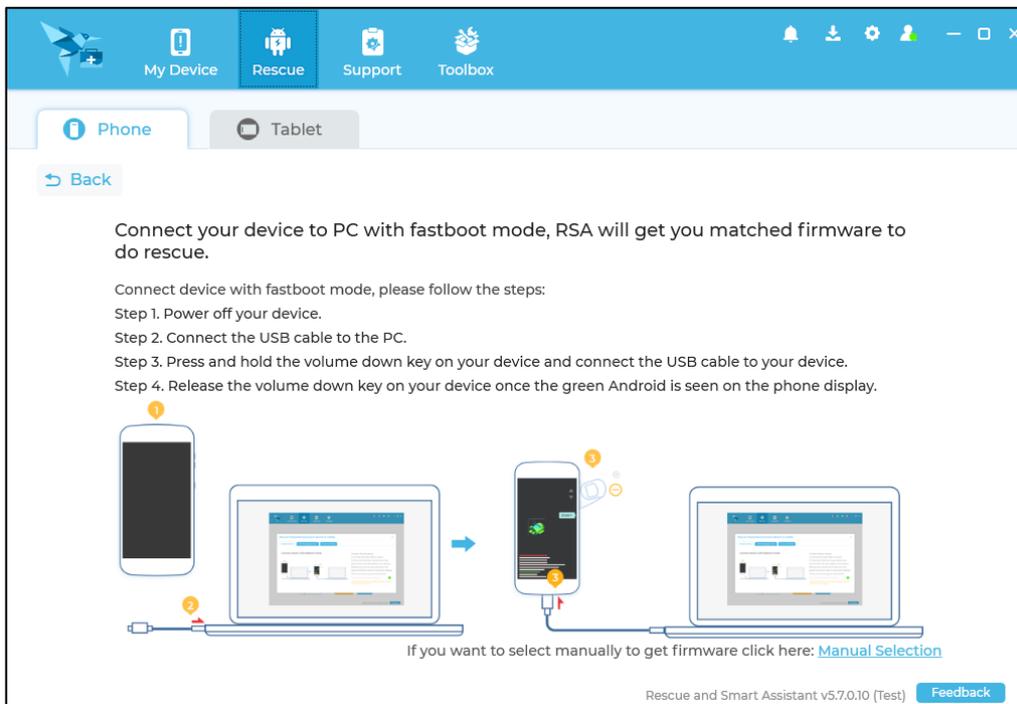


Once the rescue is completed, the following pop-up box will appear. It can be shared to twitter or Facebook.



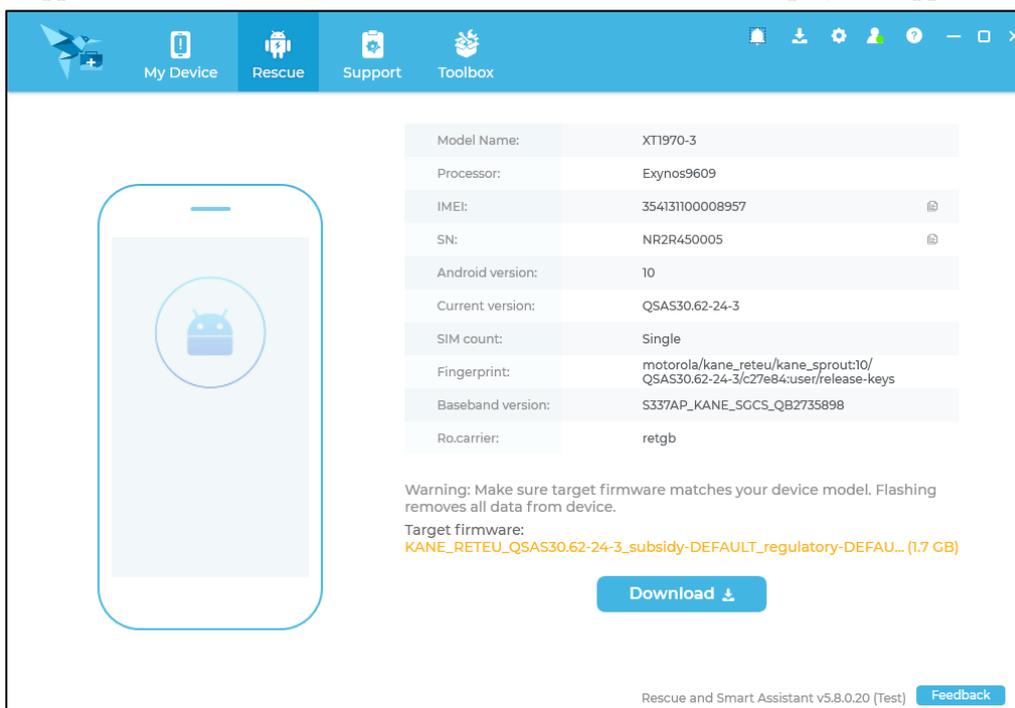
5.2.1.2 Fastboot Mode Rescue

Connect a Fastboot mode device according to the prompt message on Phone rescue page.

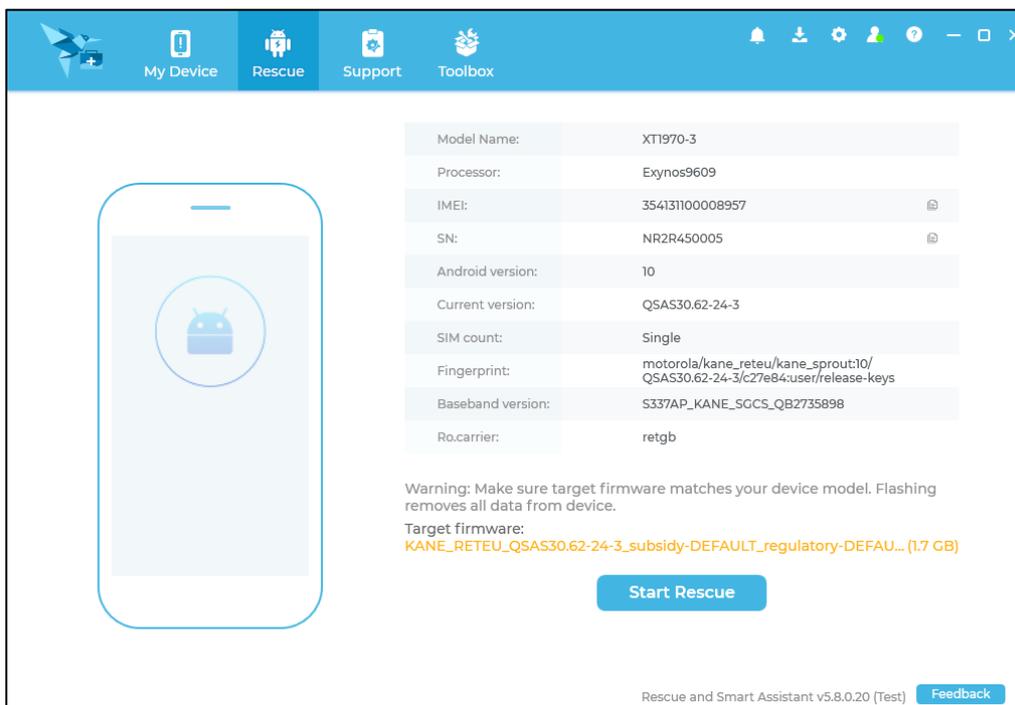




If it is a supported model and there is one matched firmware, a similar display will appear as follow:

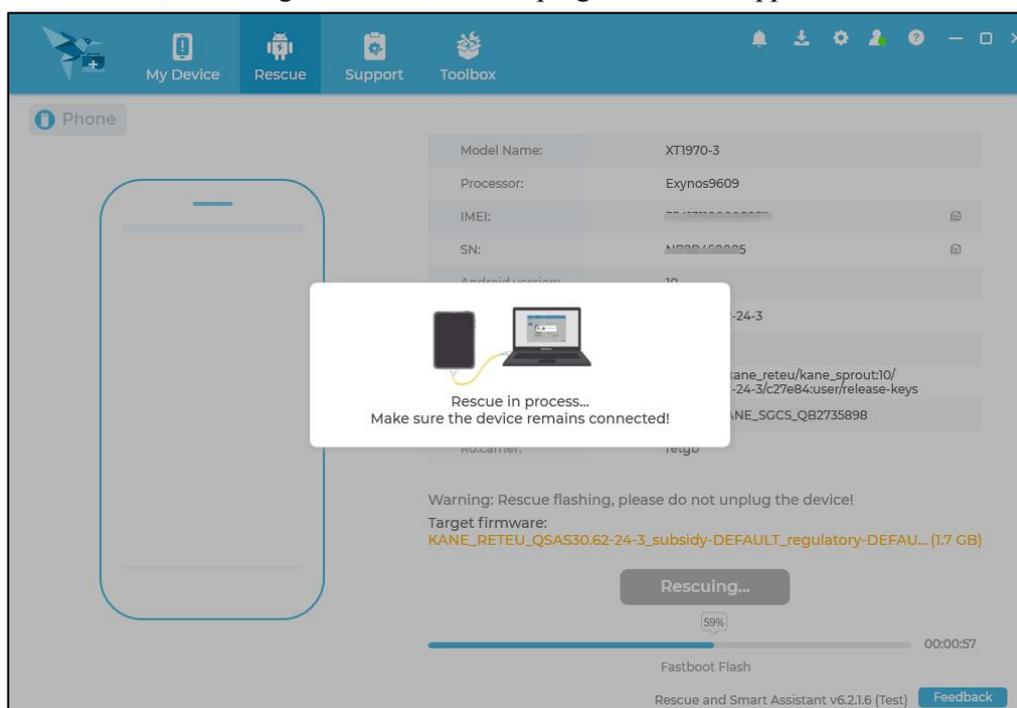


Click “Download” icon to download the firmware. When the firmware download finished, click the “Start Rescue” button to rescue device.

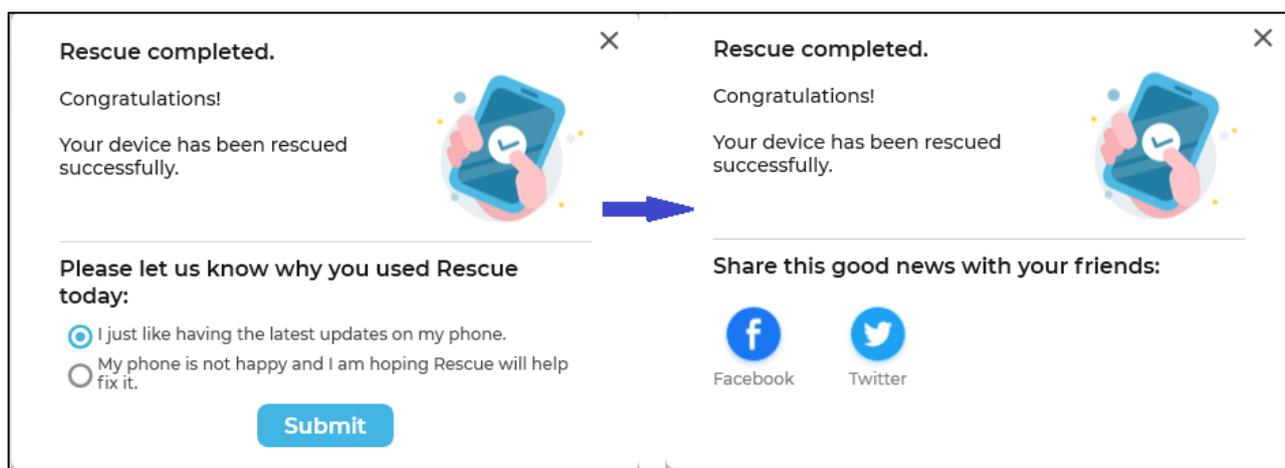




Click “Start Rescue”, it will begin to rescue, and the progress bar will appear.



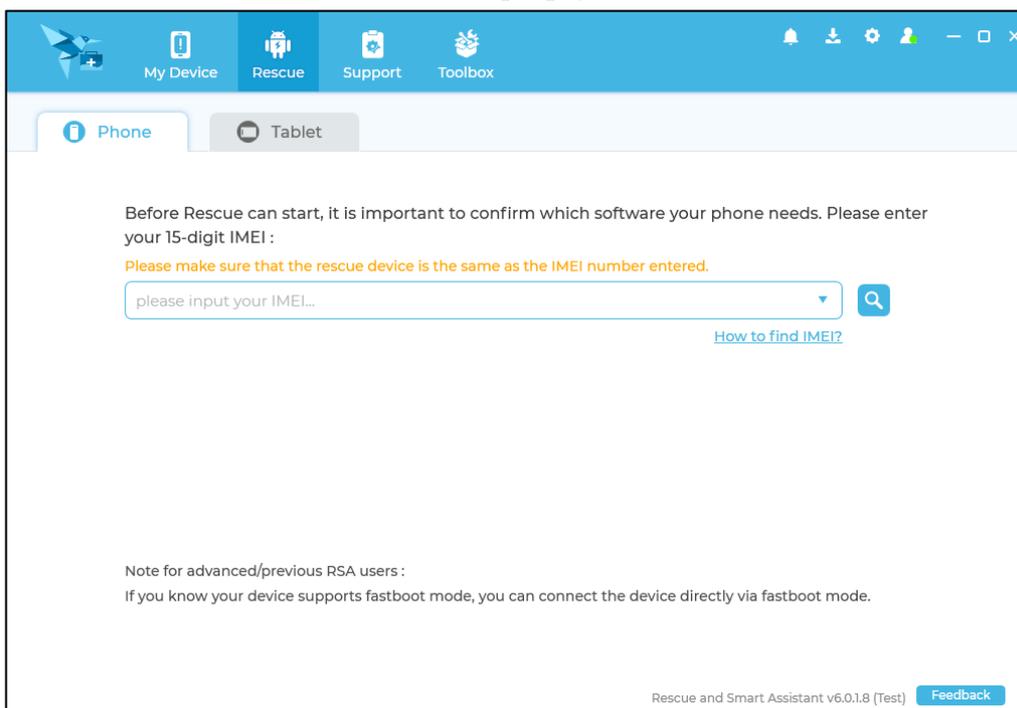
Once the rescue is completed, the following pop-up box will appear. It can be shared to twitter or Facebook.



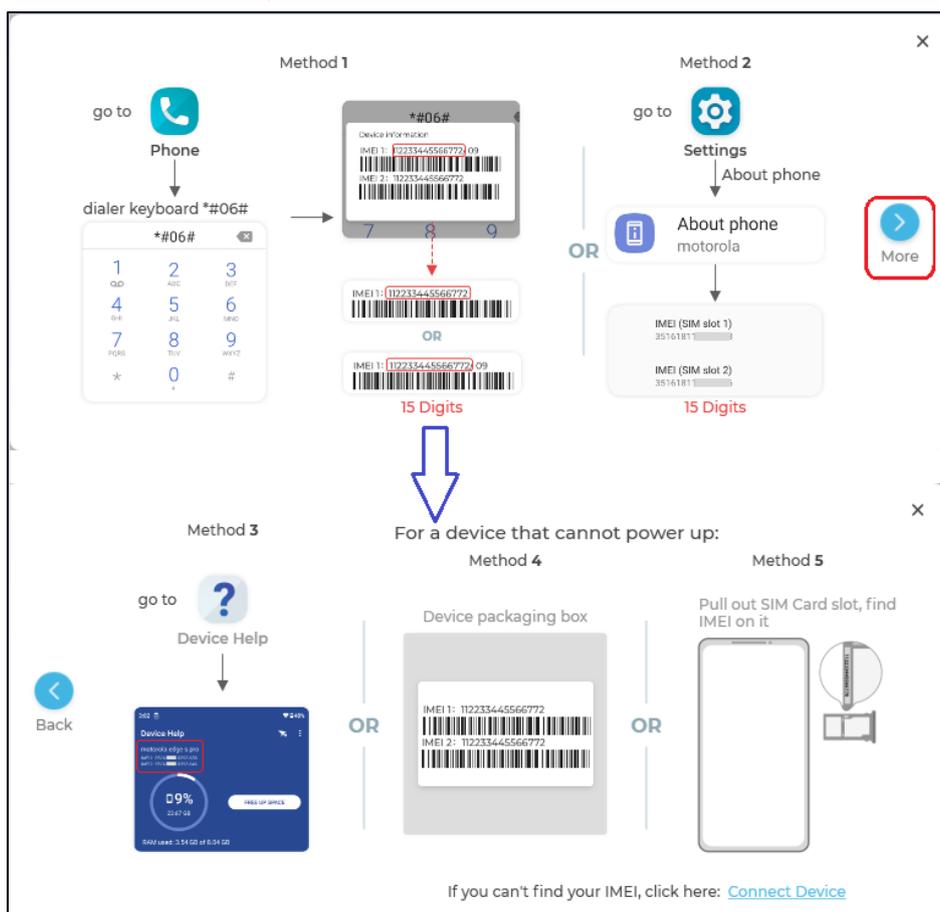
5.2.1.3 Manual selection Rescue



Click “Phone rescue” button, it enters the IMEI input page.

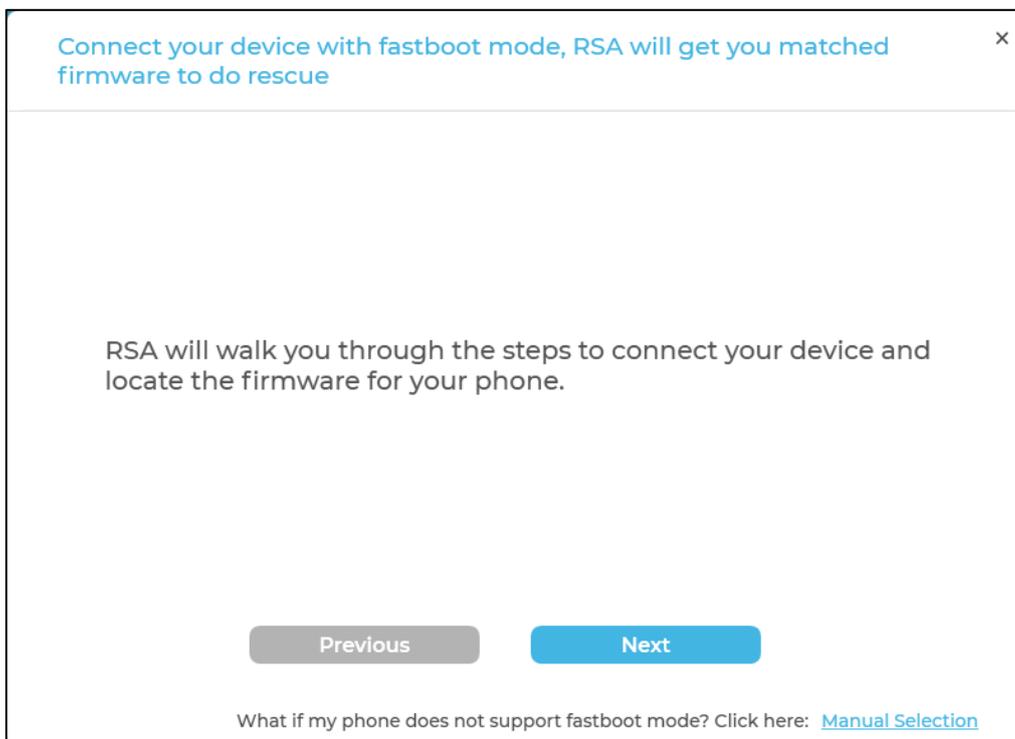


Click “How to find IMEI” button, it will show the method.

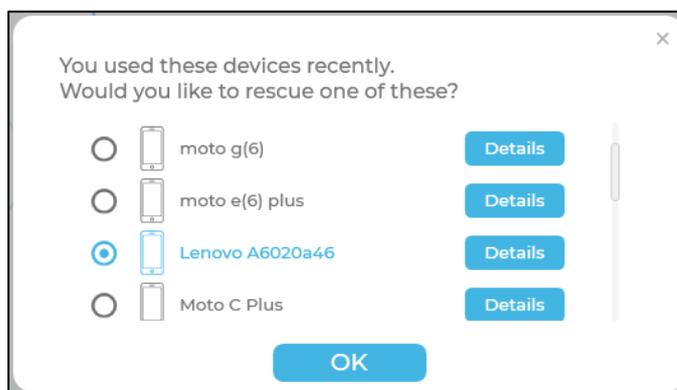




Click “More” --> “Connect Device”, it will enter the following page. Then click “Manual Selection”, it will enter Phone’s Manual selection page.

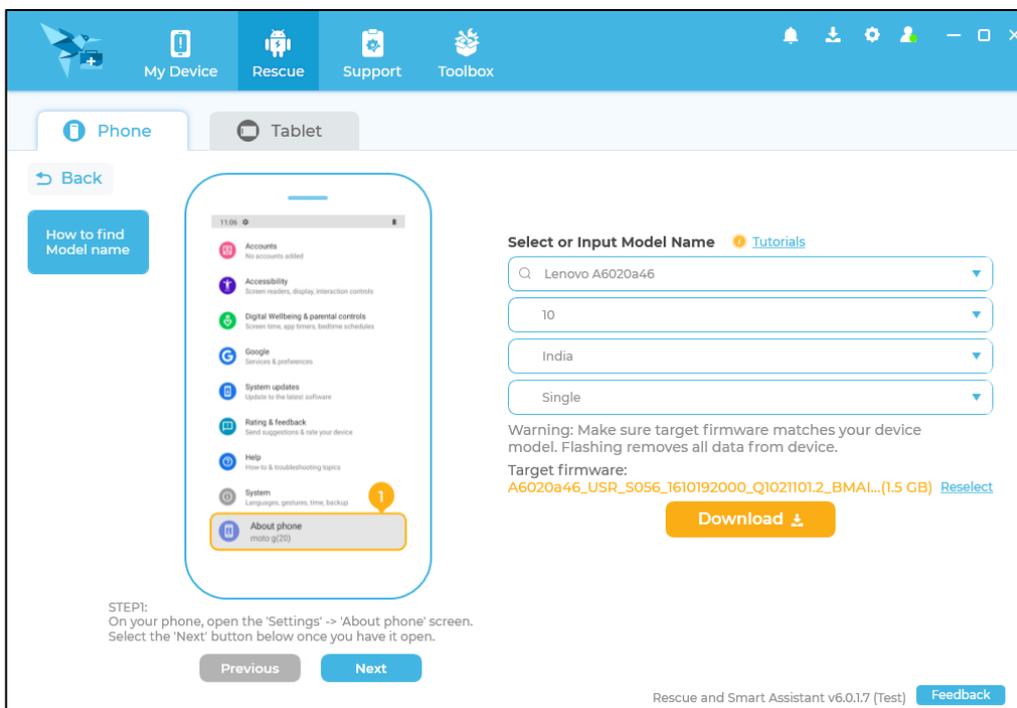


Enter Manual selection page for the first time and you have registered any device(s), the “You used these devices recently. Would you like to rescue one of these?” pop-up box will pop up. Select one device that you want to rescue, Rescue and Smart Assistant client will match the selected device’s product name and model name automatically.

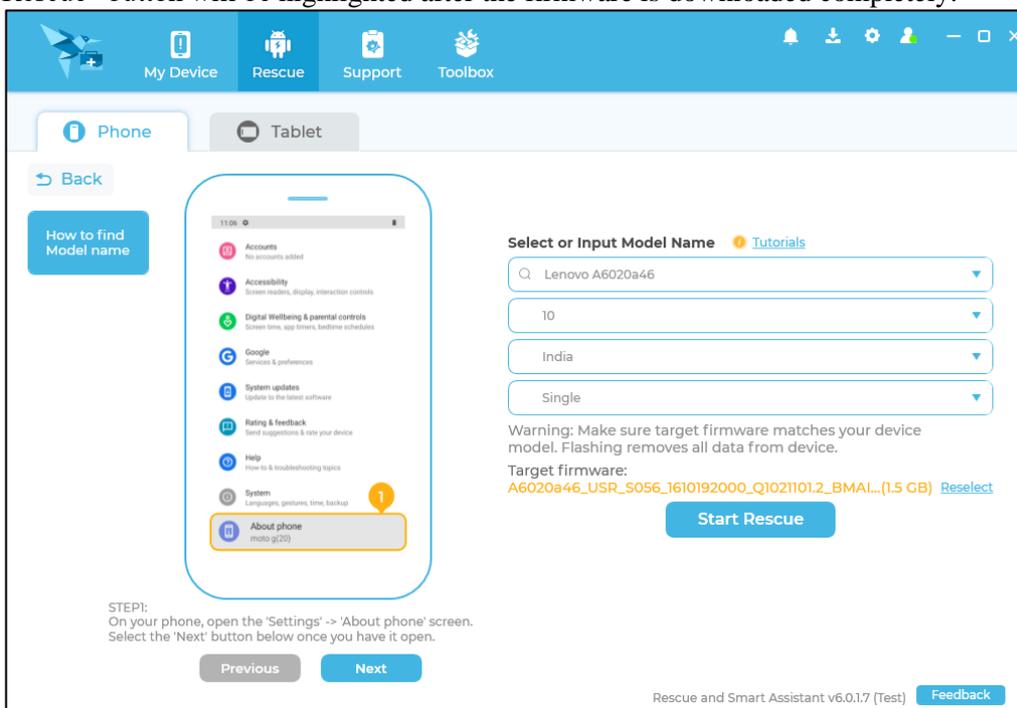




Enter Phone’s manual selection page, select product name and model name in “Product Name” and “Model Name” box. If it cannot match the ROM image, input other parameters (eg: HW Code, SIM Count or Country). When match the ROM image, click “Download” icon to download the ROM image.

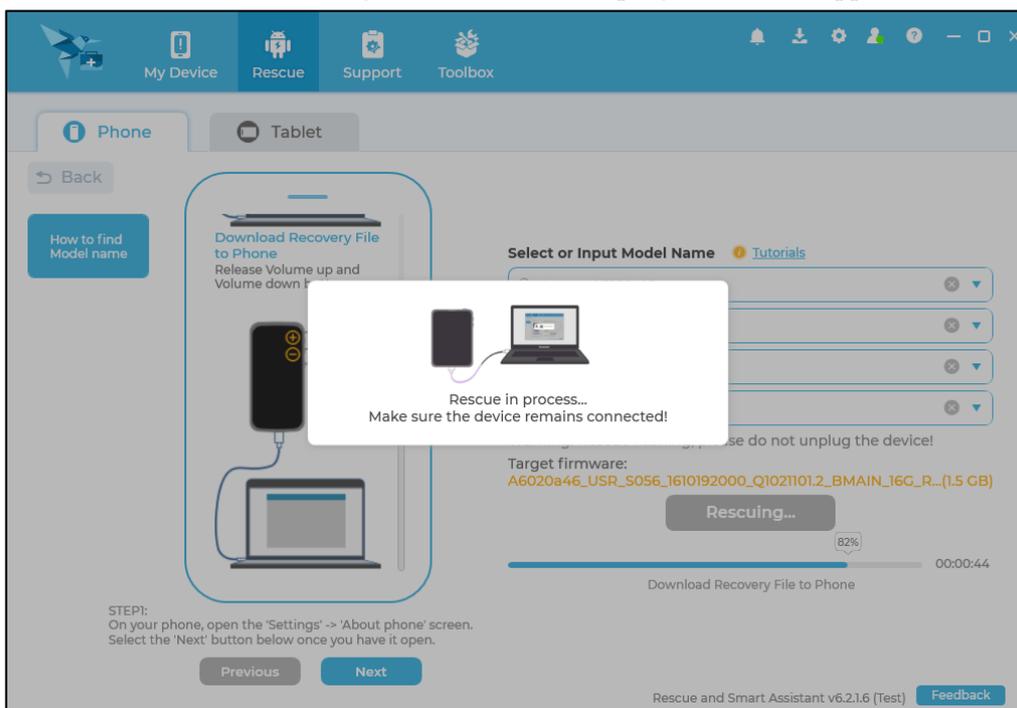


The “Start Rescue” button will be highlighted after the firmware is downloaded completely.

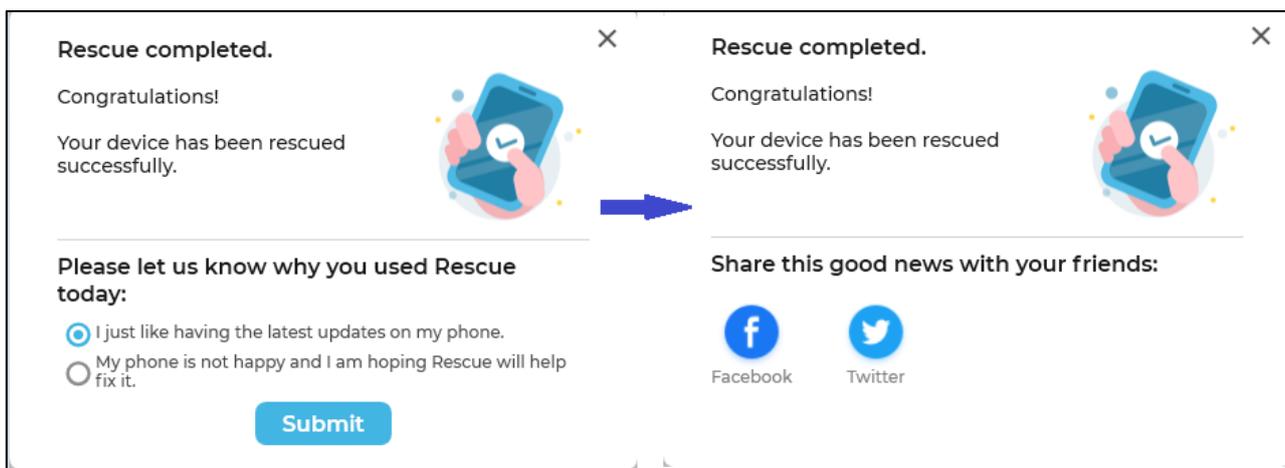




Click “Start Rescue” button, it will begin to rescue, and the progress bar will appear:



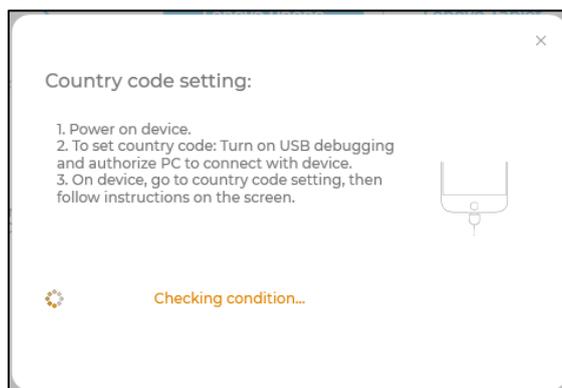
Once the rescue is completed, the following pop-up box will appear. It can be shared to twitter or Facebook.



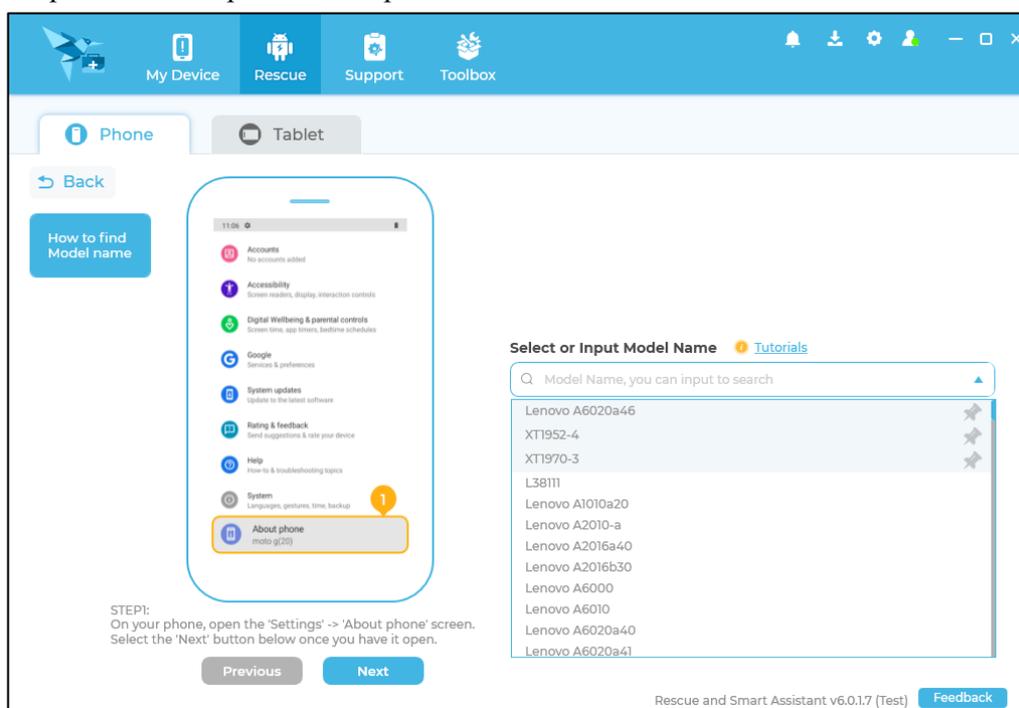


Country Code Setting:

If the device needs to deploy country code, the following dialog will appear. Follow the prompting message to operate device and set country code.



Notice: The device’s product name will be listed in the first line after rescued the device. You can click “unpin from top” button to unpin it from top.

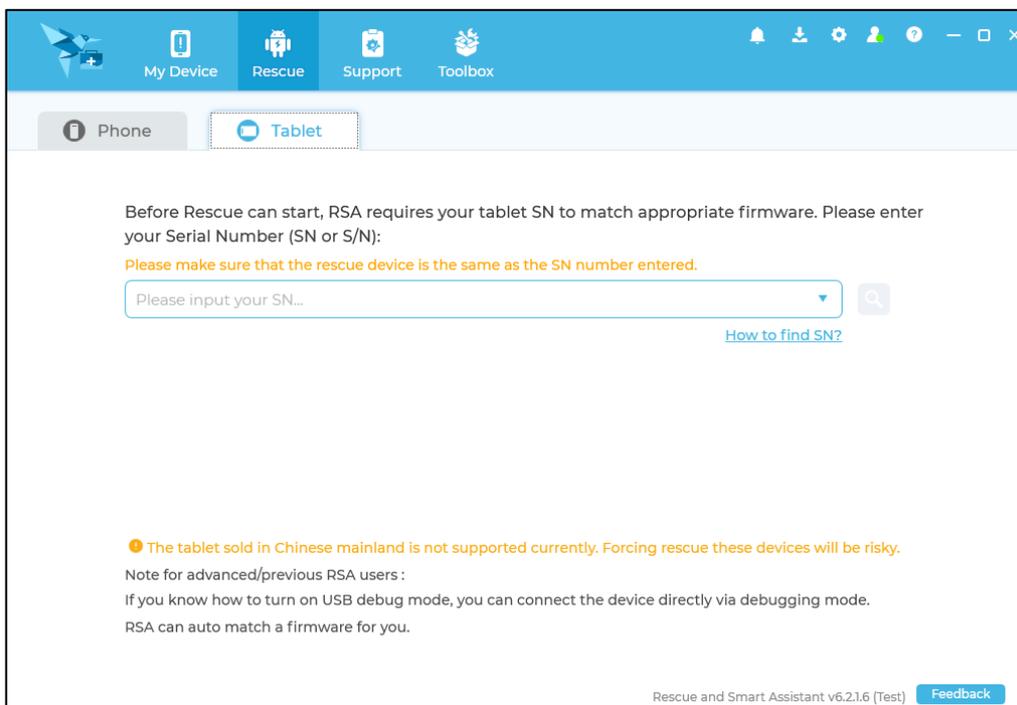


5.2.2 Tablet Rescue

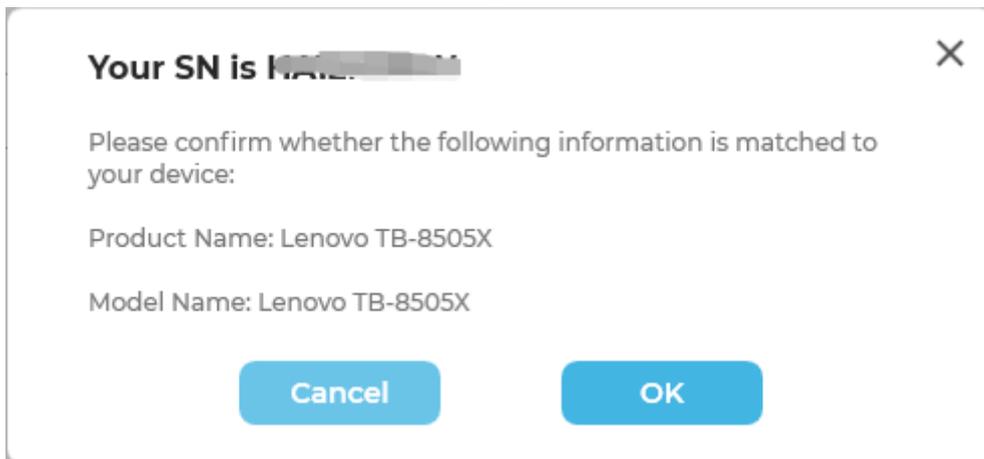
5.2.2.1 SN matching Rescue



Click “Tablet Rescue” button, it will show the SN detection page. Enter the SN number of the device to be rescued in the input box.

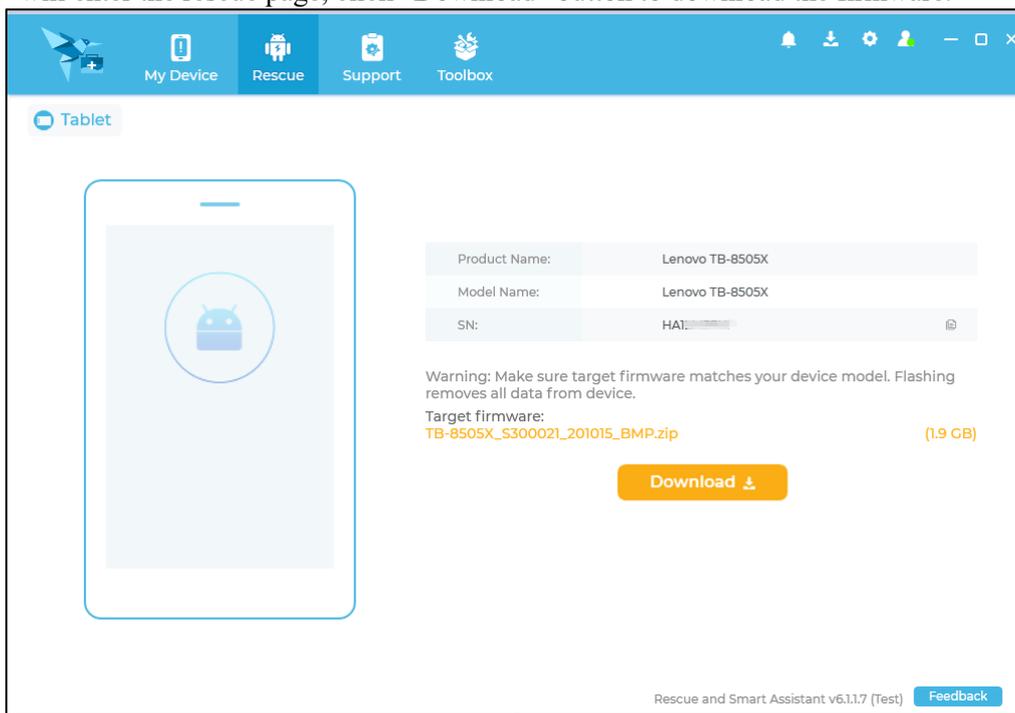


Click  to search, it will show the result of matching if it can match a firmware.

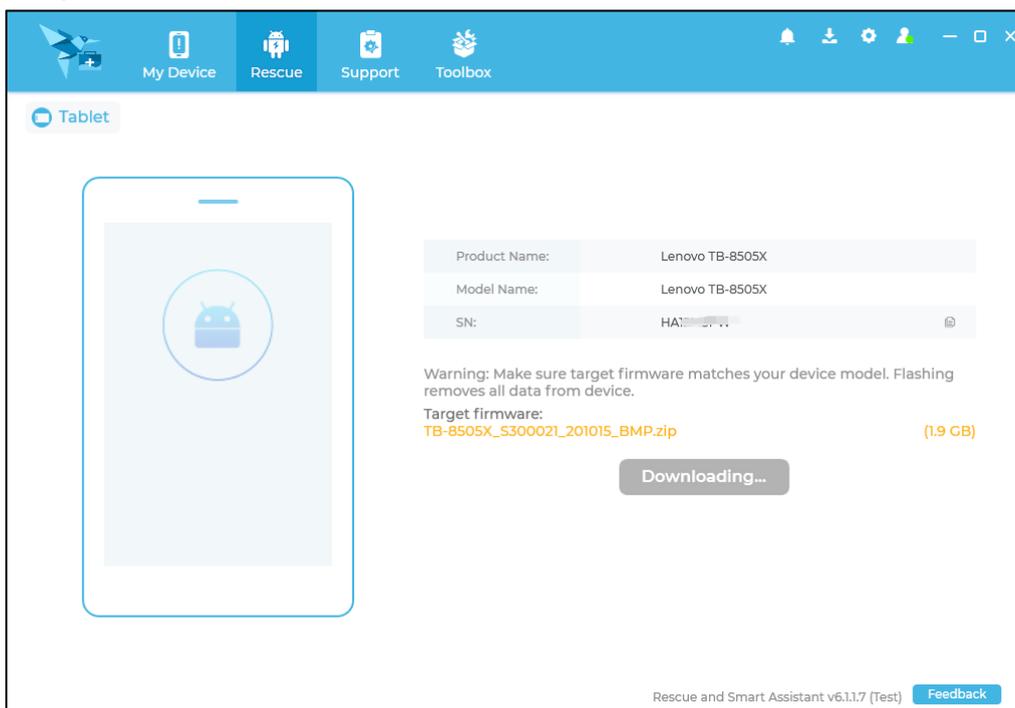




Click “OK” will enter the rescue page, click “Download” button to download the firmware.

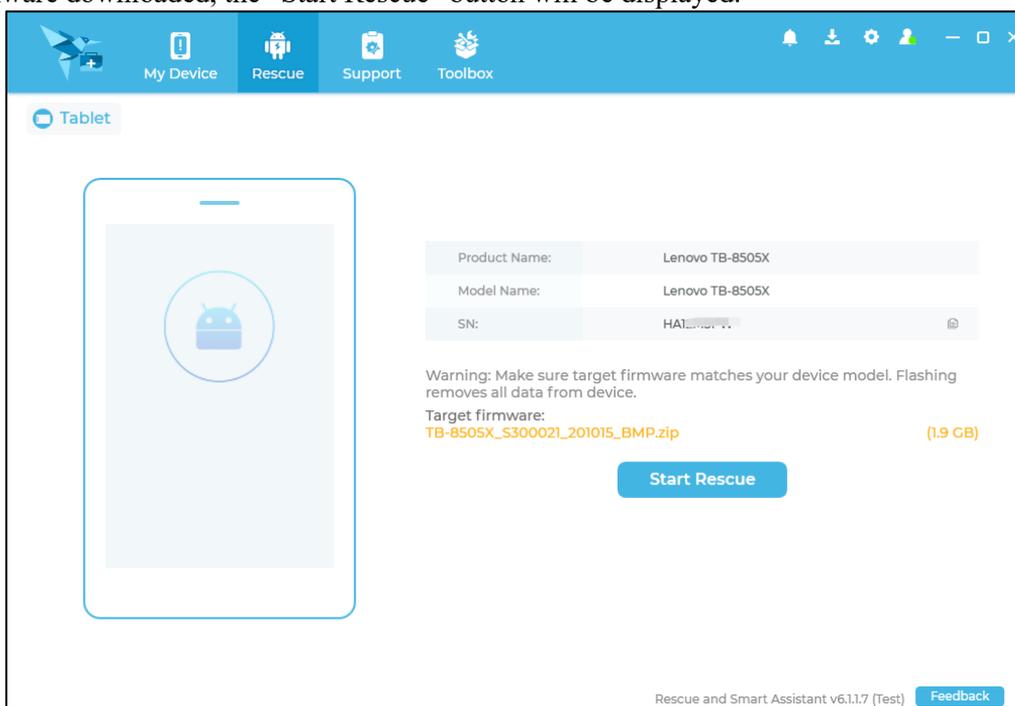


Downloading the firmware...

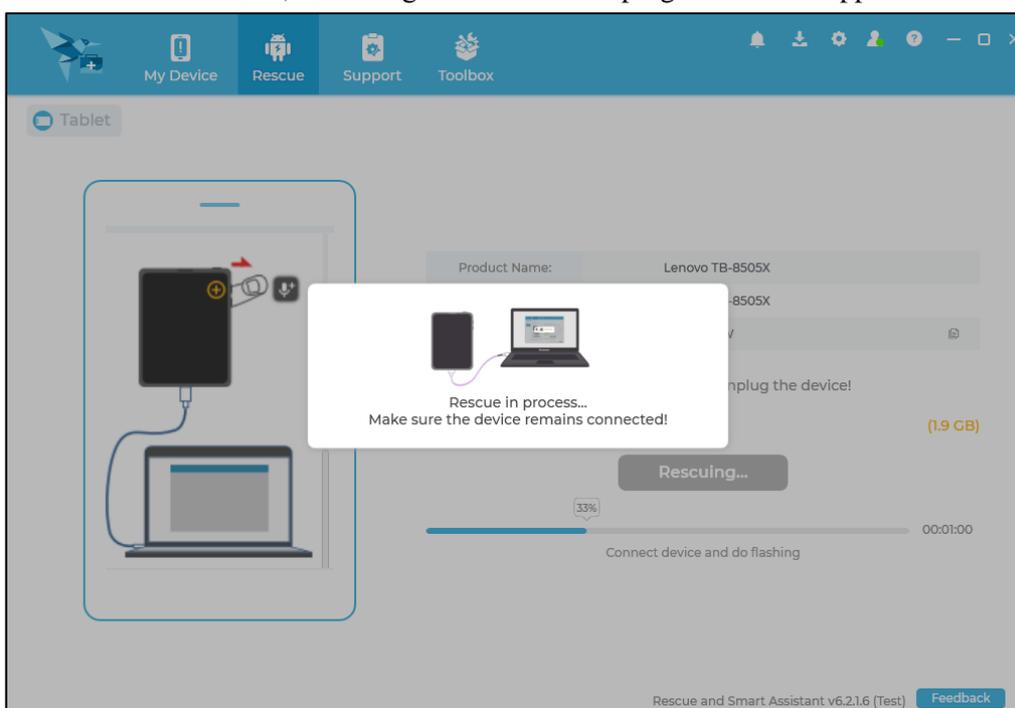




When firmware downloaded, the “Start Rescue” button will be displayed.

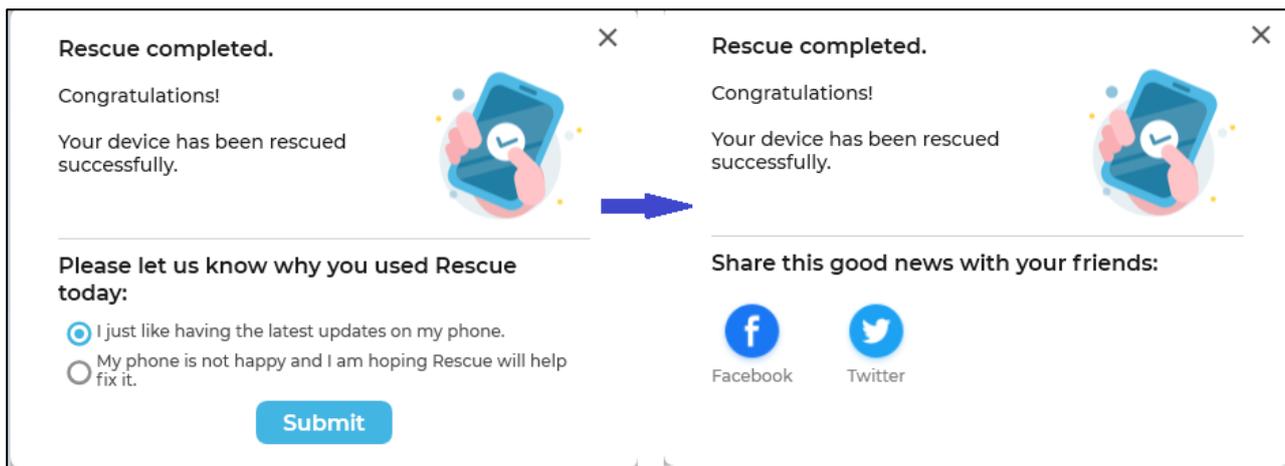


Click the “Start Rescue” button, it will begin to rescue. The progress bar will appear.



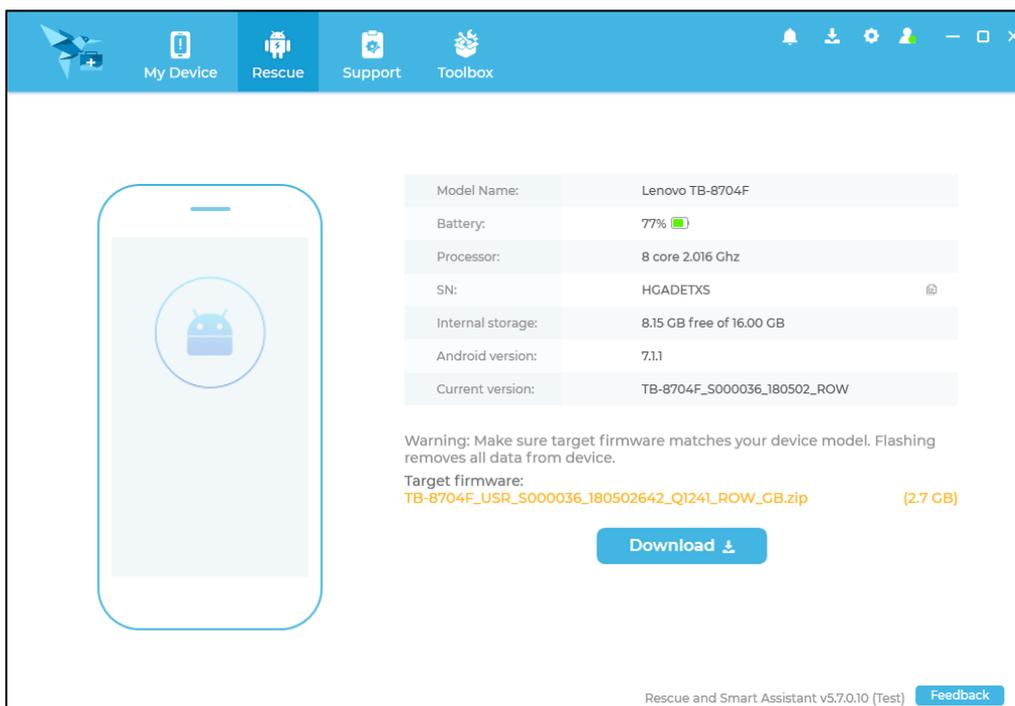


Once the rescue is completed, the following pop-up box will appear. It can be shared to twitter or Facebook.



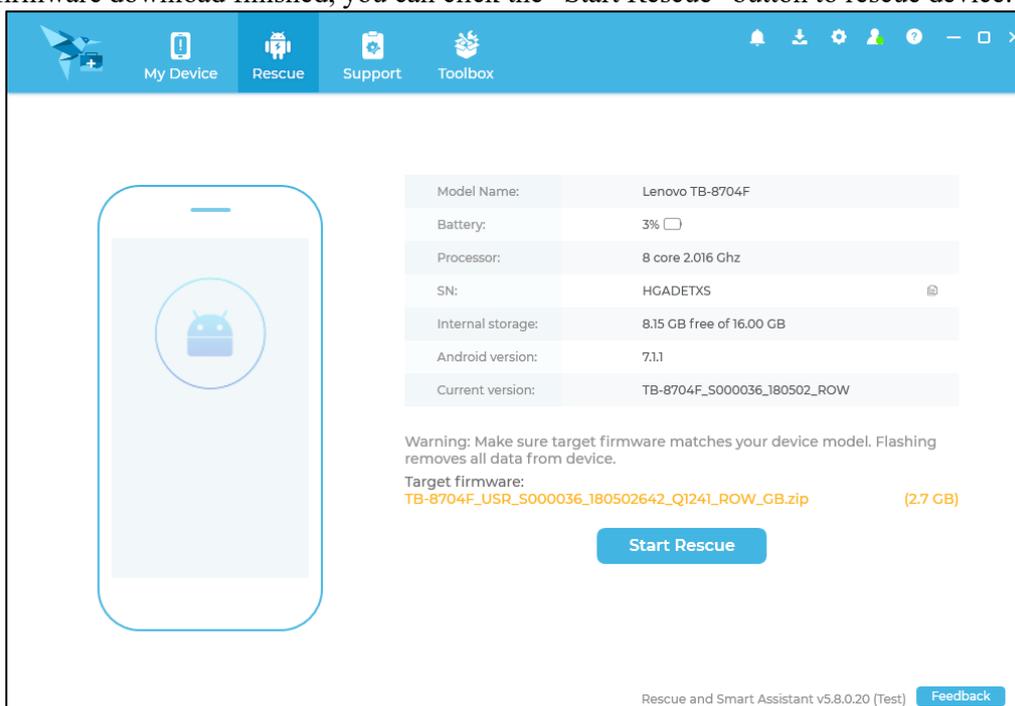
5.2.2.2 USB Debugging Mode Rescue

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

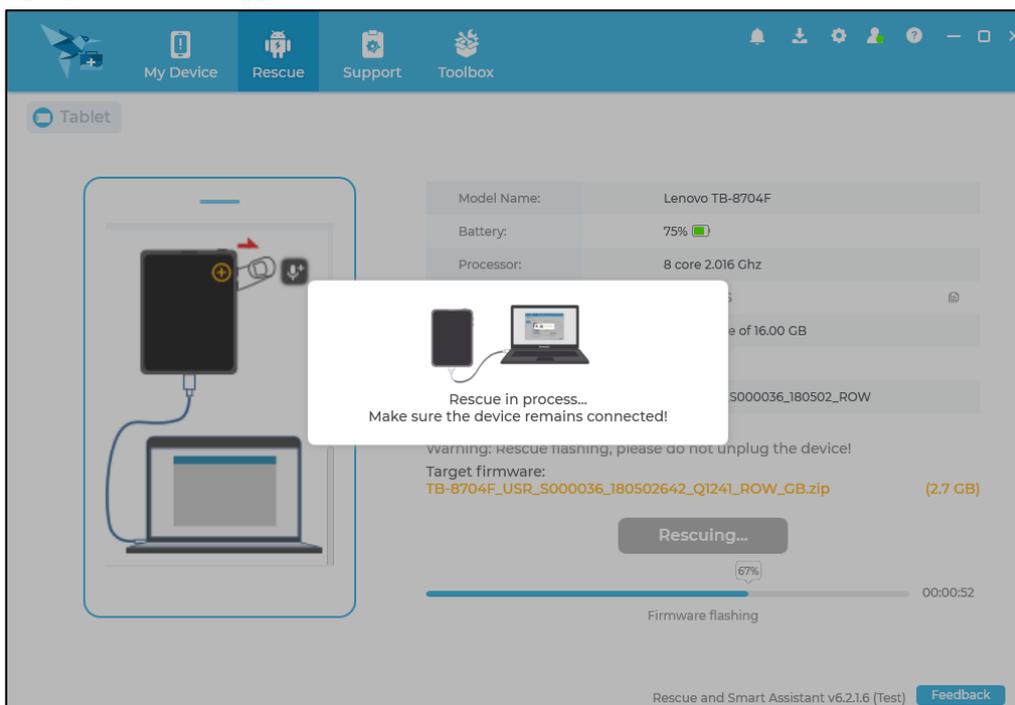




When the firmware download finished, you can click the “Start Rescue” button to rescue device.

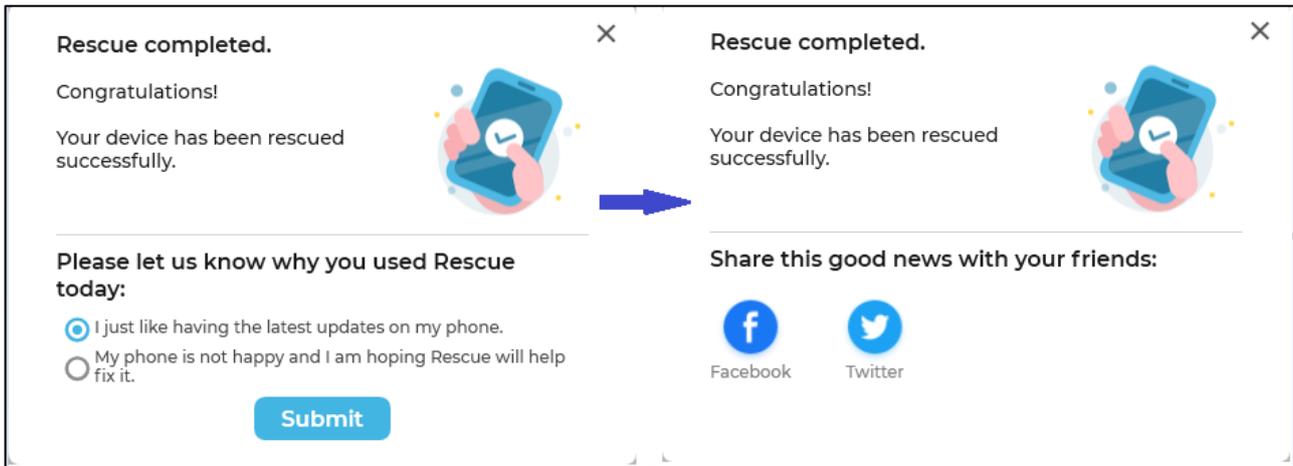


Disconnect your device and connect the device according to the prompting message, the flashing will begin and then the progress bar will appear as follows:





Once the rescue is completed, the following pop-up box will appear. It can be shared to twitter or Facebook.



5.2.2.3 Manual selection rescue

The rescue step is similar with the manual selection rescue of phone rescue. The specific content is in 5.2.1.3.

5.3 Support

Click the “Support” plug-in button.



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

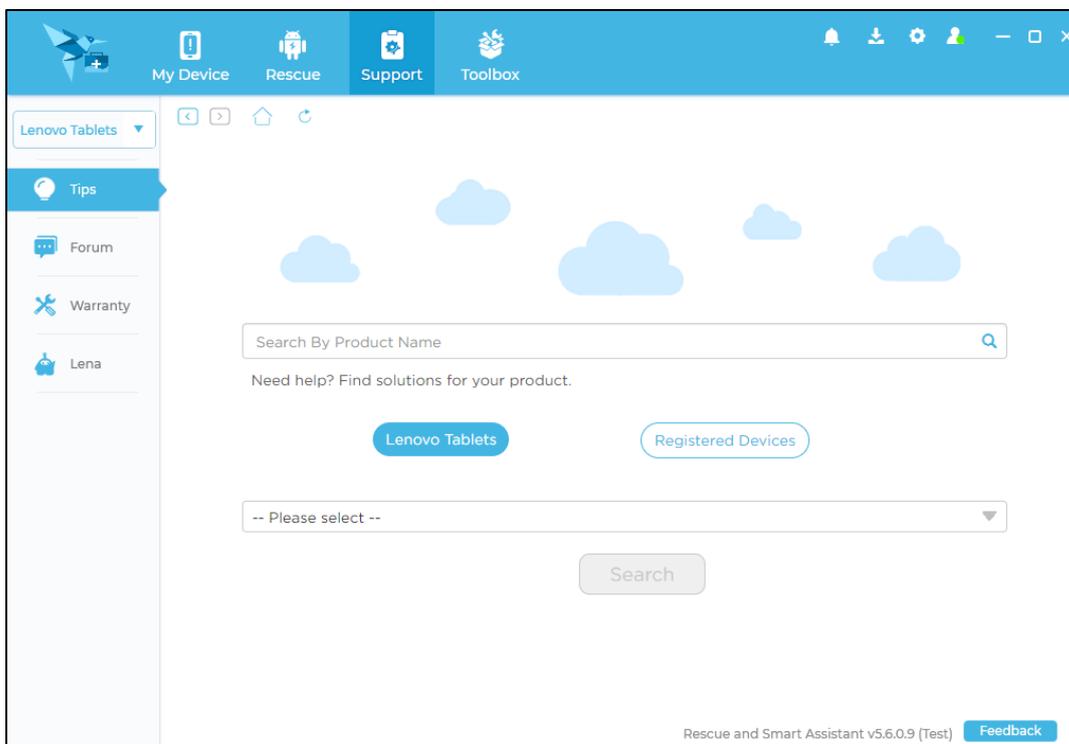
5.3.1 Tips

Click the “Tips” button:





Tips Online shows How-tos & Solutions for Lenovo and Moto devices according to user's selection. For example: Lenovo Tablets is selected, once loading is completed, the following page will be appeared. You can re-select category to view moto phones or Lenovo Phones' tips.

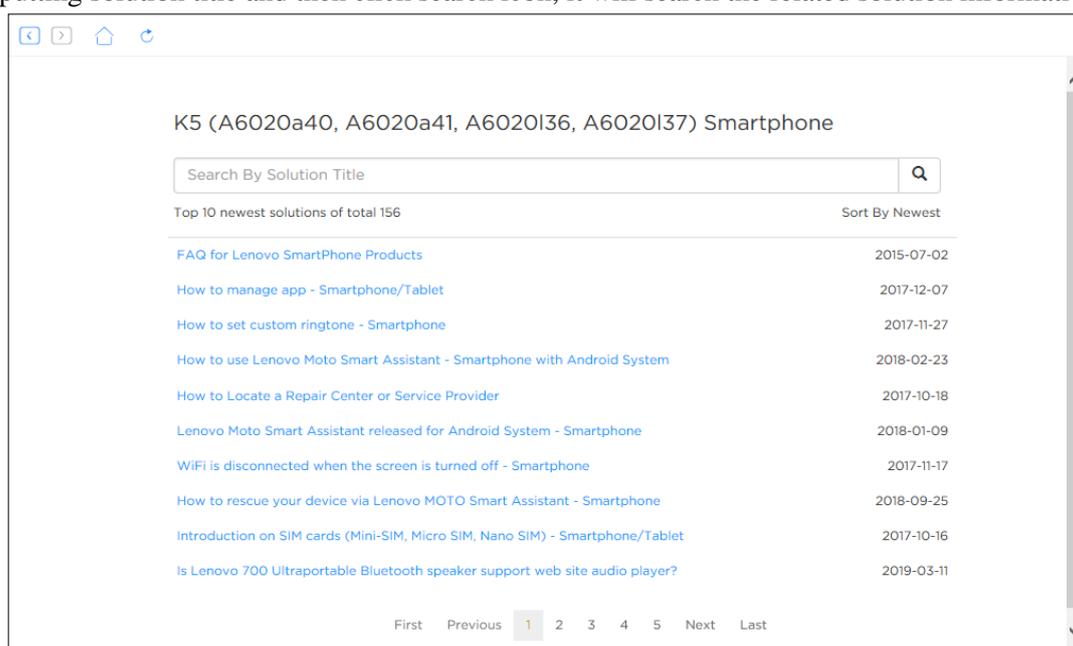


It will display the Lenovo Tablet and Registered Device buttons. There are two ways to find product's solution.

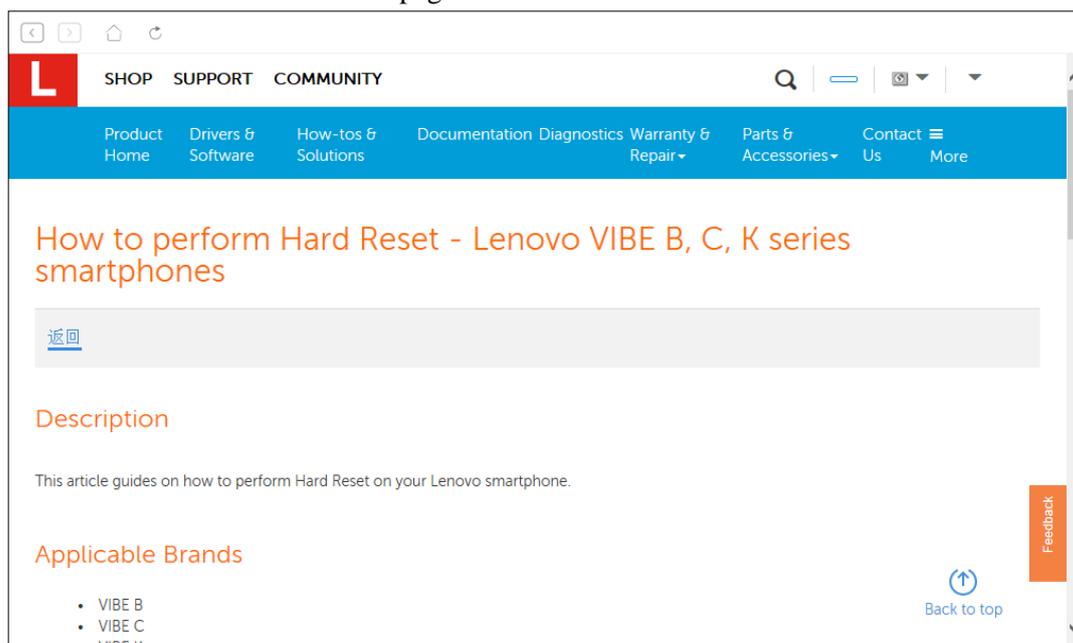
- Click Lenovo Tablets or Registered button, and then select sub-series and product. It will enter the product solution page automatically.
- If you know your product name, you can input product name to search product's solution on "Search By Product Name" input box. And if you connect one device, the connecting device will be displayed on "Search By Product Name" input box.



After inputting solution title and then click search icon, it will search the related solution information.



Click the link to view the solution details page.



5.3.2 Forum

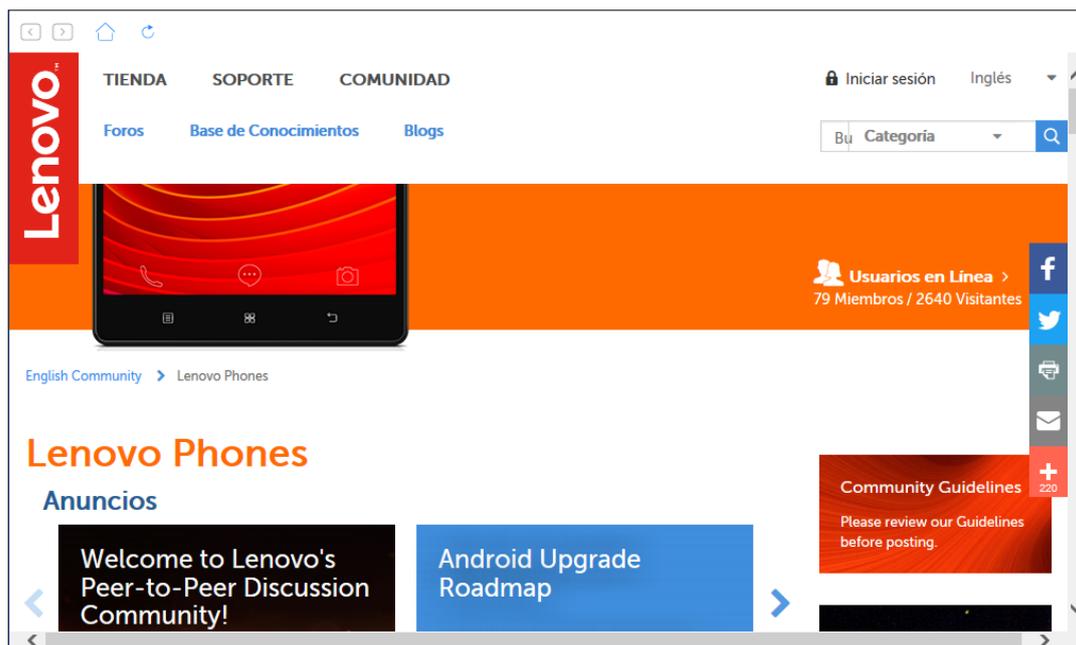
Click the “Forum” button:





For Example:

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



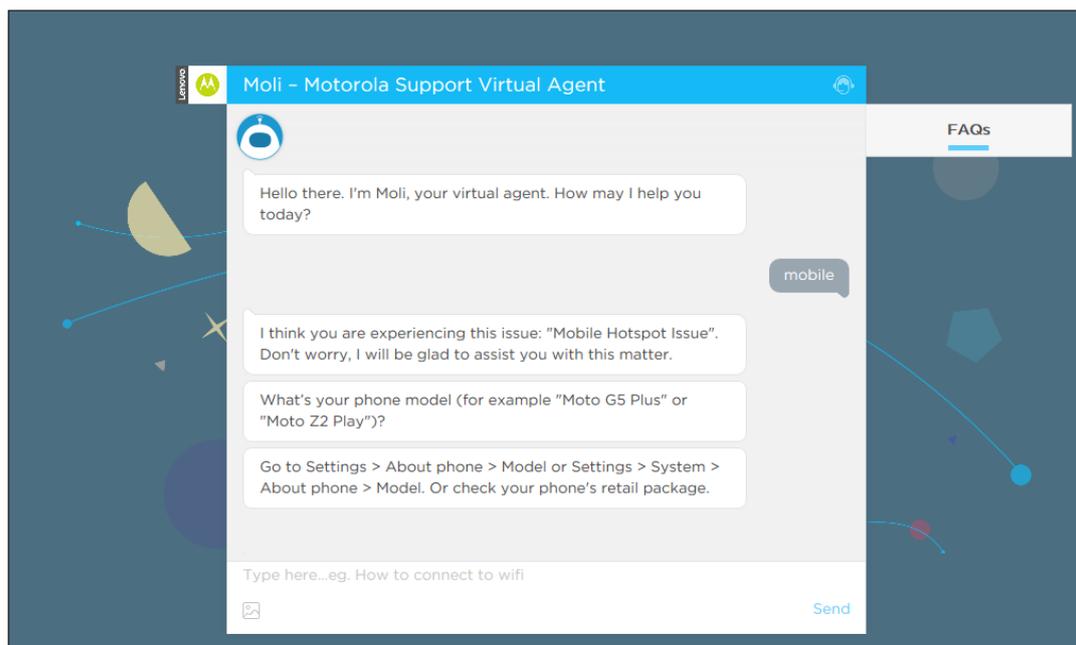
5.3.3 Moli/Lena

Click the “Moli” button:



For Example:

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.





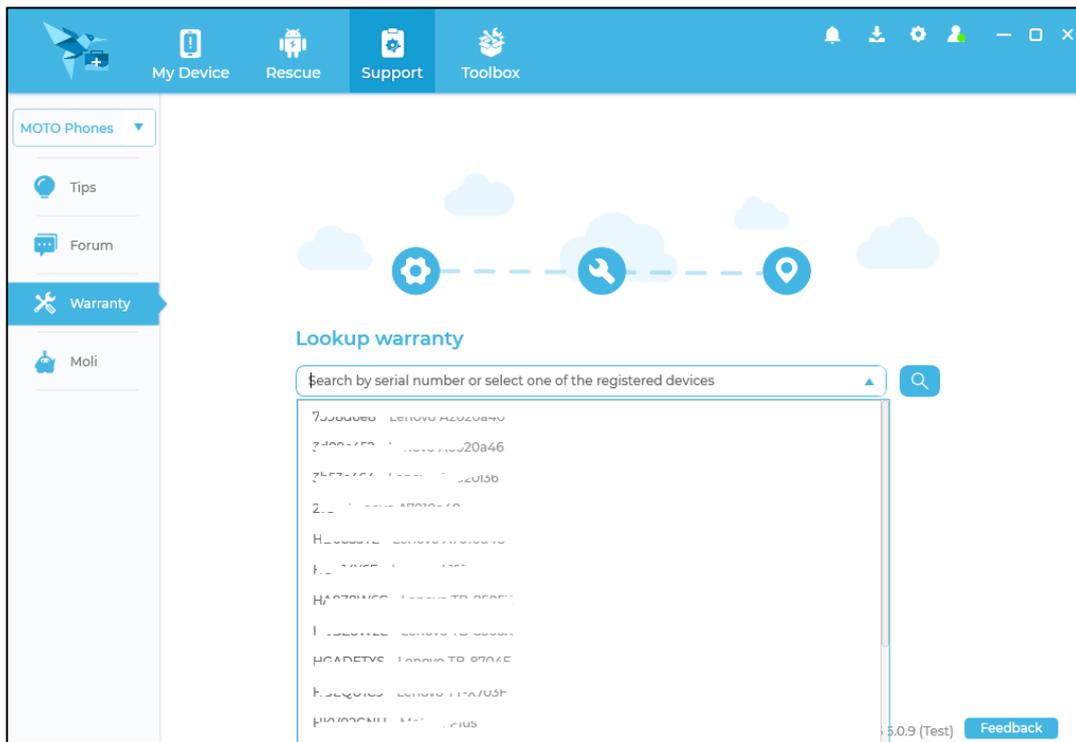
5.3.4 Warranty

Click the “Warranty” button:



Once loading is completed, the following page will be appeared. There are two way 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.



Checking successful, it will display the device’s warranty. If checking failed, it will display “No products match that query.”

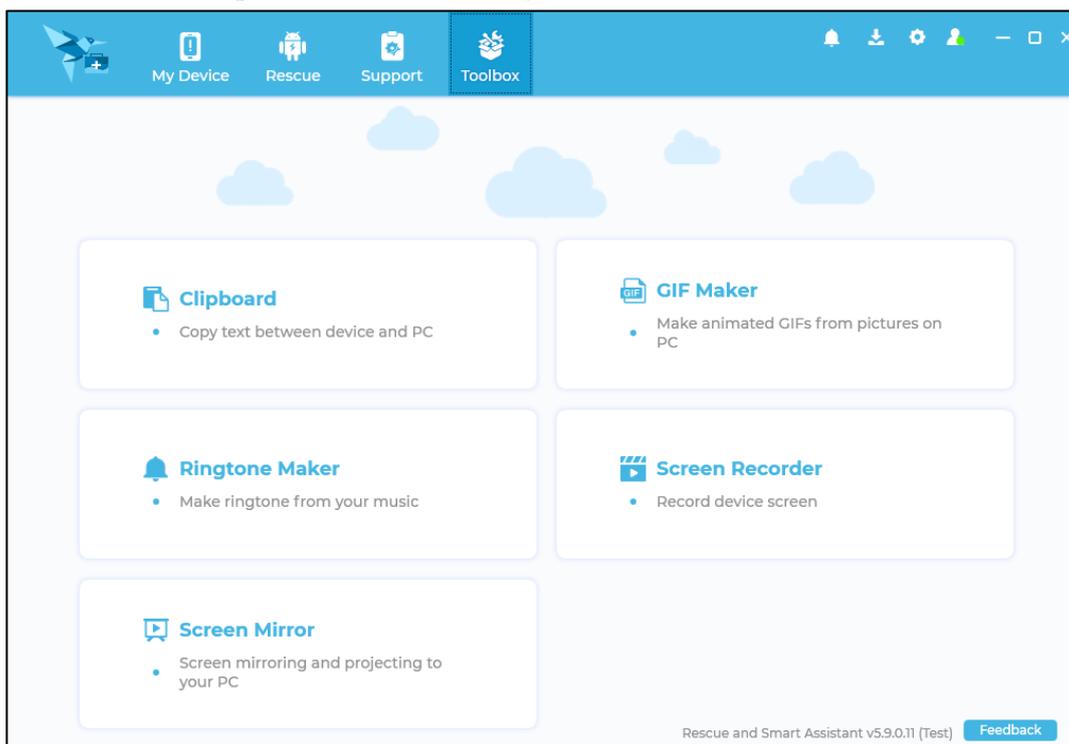
5.4 Toolbox

Click the “Toolbox” lug-in button:



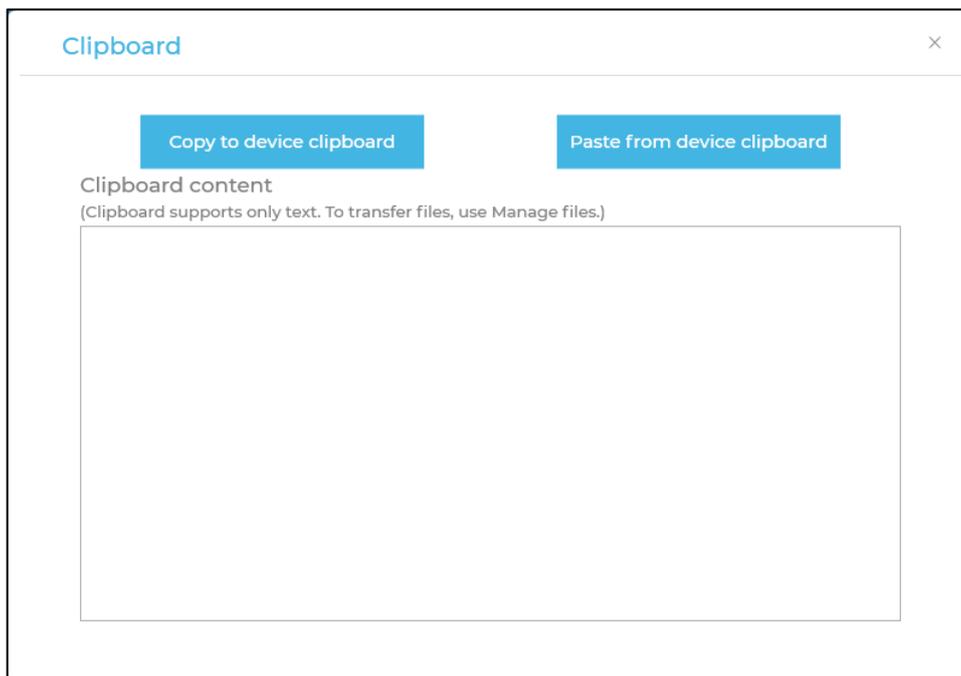


There are four functions: Clipboard, GIF Maker, Ringtone Maker and Screen Recorder.



5.4.1 Clipboard

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



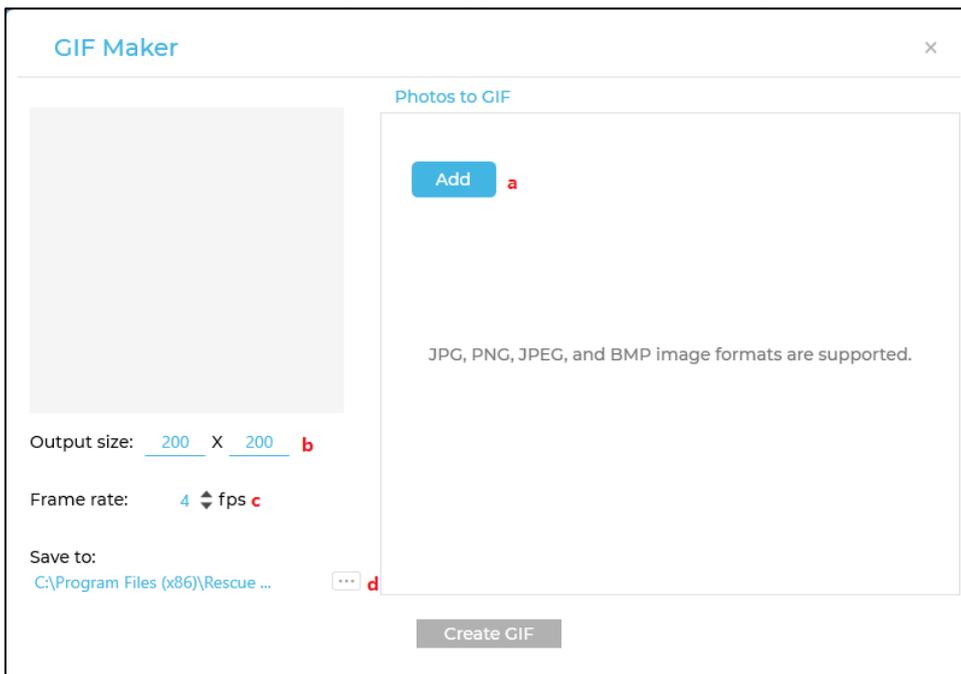
Clipboard to phone: Enter “Clipboard” page, copy texts on PC, the texts will paste to clipboard on “Clipboard” page. And click “Clipboard to phone”. The texts will to phone’s clipboard.

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



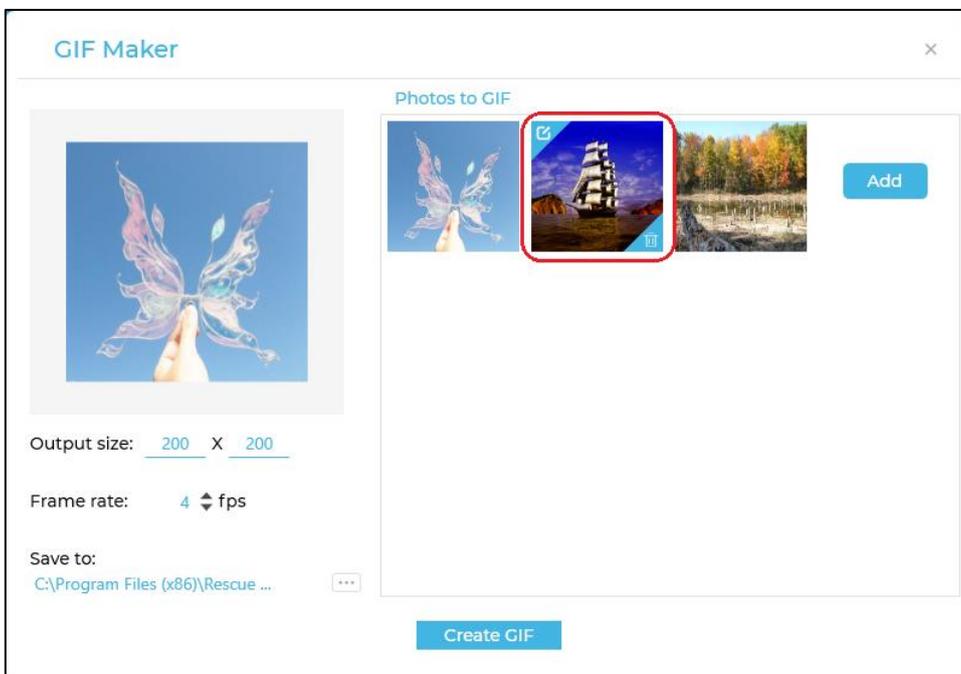
5.4.2 GIF Maker

Click “GIF Maker” to enter “GIF Maker” page. It supports to make gifs from picture in 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.



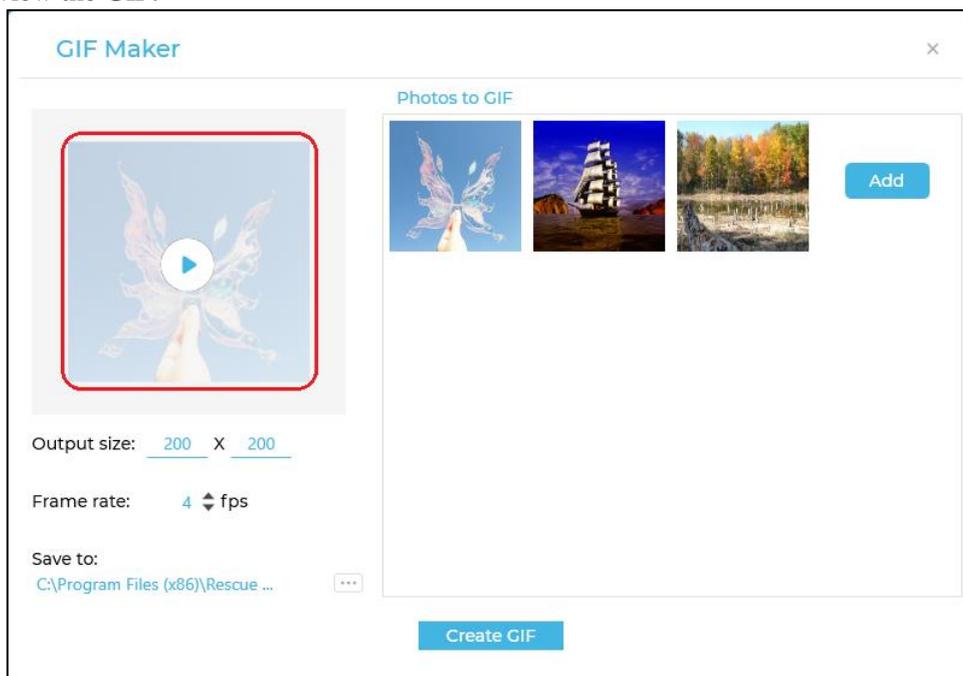
Click the “Delete” icon to delete the picture.



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

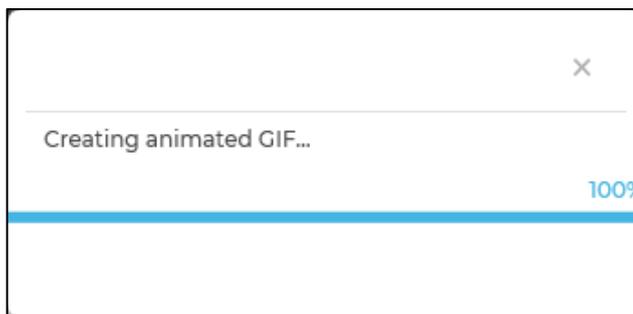


After adding the pictures, and then move the mouse to the preview area, the play icon will appear. Click play button to preview the GIF.





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

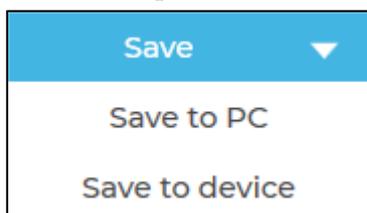


5.4.3 Ringtone Maker

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



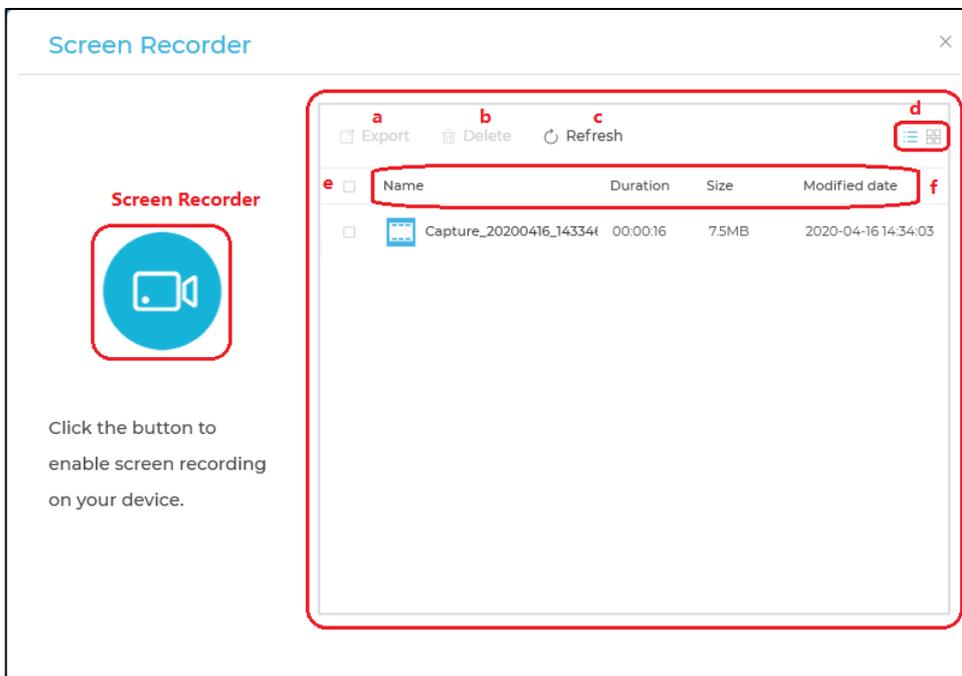
- 1) Click “Modify” button to select PC’s music.
- 2) Move the “start point” and “end point”, and then click “Play” icon to listen to the music.
- 3) Click the “Call ringtone” or “Notification ringtone” to set ringtone type.
- 4) Click “Fade in” and “Fade out” to set sound mode.
- 5) Finally, connected 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 phone.





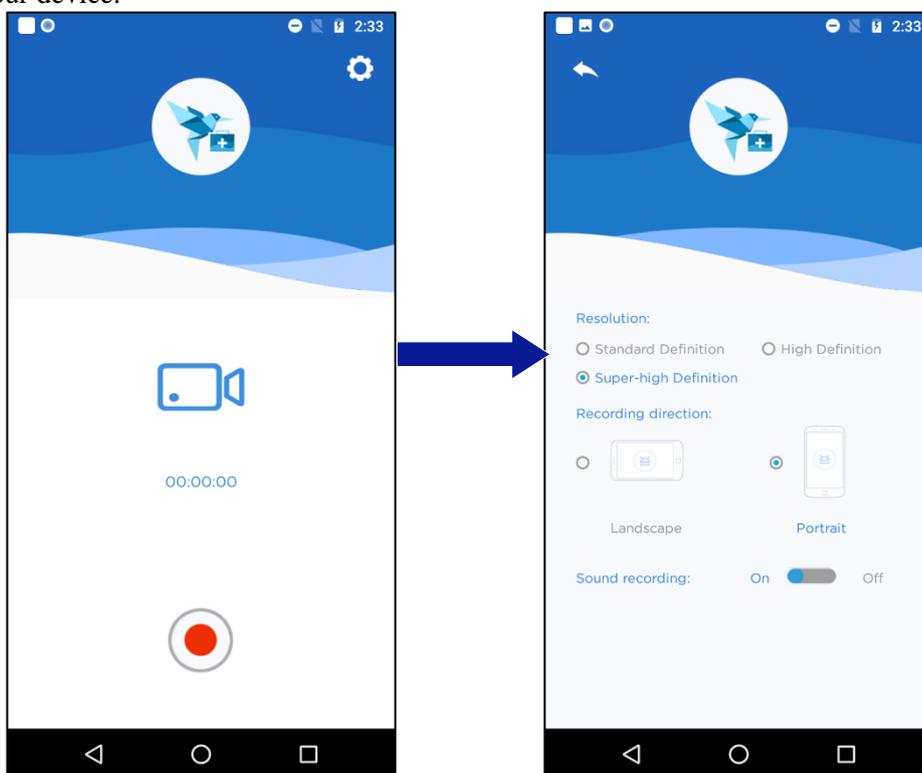
5.4.4 Screen Recorder

Click “Screen Recorder” to enter “Screen Recorder” page. It supports to record screen of your phone as video. Connect device, the following page will be appeared. It supports two functions: Screen Recorder and Recording video management.



Record Screen of Mobile Assistant APP:

Connect your device to client by USB cable, and then click “Recording” icon, the following page will be appeared on your device.



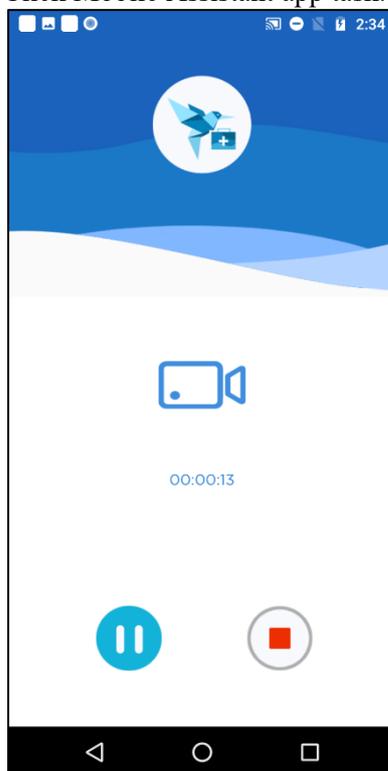
Click “Setting” icon at right top of page, it will enter setting page. You can set Resolution, recording direction and sound recording.



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:

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



6 Feedback

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

Feedback for Rescue and Smart Assistant ✕

Email:

The following questions will help us to understand your issue and solve your pain point.
Which functions are you using?
 Rescue Other

* Comments:

Attach device information
If your feedback is not related to the following device information, uncheck it.
SN: HB0833TE IMEI 1: 867802020026952 IMEI 2: 867802020026960
Model Name: Lenovo A7010a48

Upload logs
Tick this option to upload application logs for analysis

[Lenovo Privacy Policy \(www.lenovo.com/privacy/ \)](#)

7 Survey

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

Example survey:

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

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

* 2. Is this application helpful to you?
 Yes No

3. Was it easy to find and download the Rescue and Smart Assistant?
 Yes No

4. What was your experience with connecting your phone to use Rescue and Smart Assistant feature?
 Somewhat Difficult Kind of Easy
 Easy It was very difficult

5. Which functions do you frequently use?
 Backup & Restore Screen Recorder
 GIF Maker tool. Manage device content
 Support Clipboard
 Ringtone Maker Rescue

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