

Version 6.2.0



Lenovo 2022.08.15

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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"

9 Â * 2 Ū ıĝı ۵ 畿 а 🔶 Home Model Name XT2131-1 Battery: 97% 💻 Apps Proces 8 core 2.0 GHz IMEI: 358179680007424 Pictures SN: NDZA2G0111 ß 235 GB free of 239 GB Song Internal storage ۲ Android version 11 Videos Current version: RRE31.Q2-11-46 0 4 Contacts File Backup & 4.61 GB / 239 GB Internal storage & Capture screen | C. Refresh One-click clone XT2131-1 Feedback stant v5.8.0.25

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



1.3.1 Connect using USB

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



- 3) Authorize.
 - Allow USB debugging? Always allow from this computer

- 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)



- 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 CUP 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.

📧 Rescue and Smart Assistant	Setup — 🗆 🗙
	Welcome to the Rescue and Smart Assistant Setup Wizard
	This wizard will guide you through the installation of Rescue and Smart Assistant.
	It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
凤	Click Next to continue.

3. Accept license agreement and click "Next".



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

📧 Rescue and Smart Assistant Setup	_		Х
Choose Install Location		_	_
Choose install Location			-
Choose the folder in which to install Rescue and Smart Assistant.			
Setup will install Rescue and Smart Assistant in the following folder. To it folder, click Browse and select another folder. Click Install to start the it	nstall in a c nstallation.	lifferent	
Setup will also install Android device USB/flashing drivers.			
Destination Folder			_
C:\Program Files (x86)\Rescue and Smart Assistant\	Brows	e	
Space required: 68.1MB			
Space available: 23.9GB			
< <u>B</u> ack <u>I</u> nsi	tall	Cancel	

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

📧 Rescue and Smart Assistant	Setup	_		\times
	Completing the Rescu Assistant Setup Wizar Rescue and Smart Assistant has been computer.	e and d	Smar on your	t
	Click Finish to close this wizard.			
	⊡ i.aunch the program			
	< <u>B</u> ack F i	nish	Cano	cel

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.

New version was detected. [V5.8.0.2	15(2021.10.11)] Size: 114.6 MB
Update Content:	
1. Improve the user experience of Res 2. Support Czech language. 3. Bug fix.	cue.
Upgrade now]



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.

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

		ċ×
Lenovo ID Sign In		
Email address		
Sign in with phone number		
Sign up		
	Next	
f G	More	
English	Privacy statement	Terms of use

3.1.2 Registered devices

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

New device connected. Would you like to register it with your account?	into			
	New o registe	levice connected. \ er it with your acco	Nould you like to ount?	

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 $\boxed{10}$ icon.

Regi	stered devices		×
Regi			
1	Lenovo K33a48	Details	1
2	moto g(6)	Details	I
3	moto e(6) plus	Details	I
4	Lenovo A6020a46	Details	I
5	Moto C Plus	Details	I

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.

Jazyk				
 ✓ English Русский Deutsch български 	 □ Português □ 日本語 □ Slovák □ Čeština 	 Polski Italiano Српски 	 ☐ Español ☐ 简体中文 ☐ Română 	
Po změně jazyl	ka se aplikace res	tartuje.		
Zruši	t		ОК	

Click Ok button, the following page will appear:

!	Warning	
	The application will restart automatically. Make sure that operations are done, or choose to restart later.	
	Restart later Restart now	

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 nofication. Here, you can click delete icon to delete the notification. Also you can view history notification.

Notification	Ū

4 Download Center

Click $\stackrel{1}{\checkmark}$ 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.

			>
In progress	Downloads		
R_S235_1704051311_MOM	IP1_ROW_IN.zip		
/1.2GB , Paused		•	Ū
	1101.2_BMAIN_16G_LAS_Vers	sion.zip	
/1.3GB , Paused		•	Ū
0029 181015 ROW DCC	Czip		
/1.7GB , Paused	2.2IP		101
	In progress 2_5235_1704051311_M0N /12GB , Paused ,5029_1703212200_Q102 /13GB , Paused 0029_181015_ROW_DCC /17GB , Paused	In progress Downloads R_5235_1704051311_M0MP1_ROW_IN.zip ////////////////////////////////////	In progress Downloads R_5235_1704051311_MOMP1_ROW_IN.zip /12GB, Paused S029_1703212200_Q1021101.2_BMAIN_16G_LAS_Version.zip /13GB, Paused 0029_181015_ROW_DCC.zip /17GB, Paused



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.

)
In progress	Downloads	
XT_1724 PANELL_24_D_NRD90M.04.022_sub	osidy UNLOCKED_CFC.xml.zip	
2.3GB		Ū
A6020I36_USR_S027_1603021600_Q1 Code.zip	I021101.2_BMAIN_16G_LAS_Cour	ntry
4.4MB		Ū
A6020l36_USR_S155_1702121800_Q10 zip)21101.2_BMAIN_16G_LAS_VERSI	ON.
2.4GB		Ū
SP_Flash_Tool_exe_Windows_v5.192	0.00.001_XT2055.zip	
41.3MB		Ū
TB_8505X_S300021_201015_BMP.zip		
3.8GB	Go to Rescue	Ū
RESEARCHDOWNLOAD_R21.0.0001.	zip	
11.0MB		Ū
Location: D:\Rescuerom	1	Chan

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.

Home	2	a b Export ū Uninstall C Refresh			Search	
Apps	e 🗆	Name	Size	Data usage	Version d	
+ mppo		🧓 - Luo	9.8MB	332KB	4.3.1 Lenovo Uninst	all
Pictures		Poste	10.08MB	60KB	2.0.148 Uninst	all
Songs		🔁 (🕞 Imea Imeannaliant tast	1.69MB	60KB	Uninst	all
		🖷 Evernete	41.73MB	60KB	7.4.1 Uninst	all
Videos		Rutate Com	21.53MB	60KB	1.13.0 Uninst	all
Contacts		M.S. ace Security	21.46MB	60KB	4.4.0.434 Uninst	all
cil.		Novianto	37.36MB	60KB	6.4.15.35.53FB1F4. Uninst	all
File		true T	11.01MB	60KB	5.64 Uninst	all
Backup & restore		🚷 🗁 Timor	40.17MB	60KB	10.5.2 Uninst	all
One-click		🚳 Wecria.	59.39MB	60KB	6.3.8.65_r47ff115 Uninst	all

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	Home		Sor 🕑 Im	ngs (14 a port	0) Album (9) b c Export d Delete C R	efresh				d Search		Q
		f		Nam	ne	Artist	Album	Duratior	Size	Modified date	e	
+	Apps			1	www.en. and and	• •~====	0	00:01:56	1.77 MB	2018-09-13		g
	Pictures			5	を示用するかたの (1 2~2)	~~ ² *□	Pic	00:02:25	2.23 MB	2018-12-21	÷.	
	Songe			1	L	島で	Pic	00:02:25	2.23 MB	2018-12-21		
	Jonga			5	eta eta Lizz di 103 de		0	00:01:56	1.77 MB	2018-12-21		
. (Videos			1	Here and the second sec	ارت ا	Test	00:01:56	1.77 MB	2018-12-21	÷	
	Contacts			1	ча дона у самина и лергия и городания По дона у самина и лергия и городания		Music	00:02:28	2.27 MB	2019-01-08		
_				J	た Fal (たいらわい) ユー・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・		Music	00:03:55	3.59 MB	2019-01-08	ê.	
	File			1		<unkno< th=""><th>Music</th><th>00:00:01</th><th>29.35 KB</th><th>2019-01-08</th><th>ê.</th><th></th></unkno<>	Music	00:00:01	29.35 KB	2019-01-08	ê.	
¢,	Backup & restore			5	R	35 m /w	Music	00:04:10	3.82 MB	2019-01-08	÷	
4	One-click			1			Music	00:03:30	3.21 MB	2019-01-08	÷.	
2	clone				Handoute Call	zunknowns	Dingtonos	00-00-05	7% 67 VD	2010 01 00		
			5	00:00	0/00:00	M					() —	

- 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.
- 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.

1 Home	Videos (65) Album (7) a b c ⊠ Import ⊠ Export ⊡ Delete C Refresh	g	d ≔ ⊟	e Search C
	f 🗆 Name	Duration	Size Type	Modified date
Apps	VID_20180101_212229838	00:00:06	13.62 MB MP4	2019-01-09 02:57
Pictures	VID_20180101_211731324	00:00:09	19.94 MB MP4	2019-01-09 02:57
Songs	□ VID_20180101_211513753	00:00:07	16.16 MB MP4	2019-01-09 02:56
• • • • • • •	□ VID_20180101_211838573	00:00:10	22.29 MB MP4	2019-01-09 02:56
, (Videos	□ VID_20180101_212327449	00:00:07	16.52 MB MP4	2019-01-09 02:56
Contacts	□ VID_20180101_211421032	00:00:02	6.61 MB MP4	2019-01-09 02:56
	VID_20180101_212051223	00:00:07	15.62 MB MP4	2019-01-09 02:56
File	VID_20180101_212021380	00:00:06	14.88 MB MP4	2019-01-09 02:56
Backup & restore	□ VID_20180101_212131700	00:00:05	11.1 MB MP4	2019-01-09 02:56
One-click	□ VID_20180101_211757715	00:00:08	18.69 MB MP4	2019-01-09 02:56
clone	VID_20180101_211453570	00:00:06	14.04 MB MP4	2019-01-09 02:56

- 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 sicon 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.

🔒 Home		Contacts (4168) a & Add contact	b c ≚ Import ⊠ Export û [d e Delete C Refresh	<mark>f</mark> ∣ Search	Q
		≡ Group	< Name	Number	g	×
∎∓ Apps	h	+ All	• 🔼 A	123456789	A	
Picture	s	444444444444444471 Coworkers	B54 □ 🚬 A	123456789		
Songs		rffffff	□ 👤 A	123456789		
J J Jongs		Ungrouped	□ 2 A	123456789	0: 123456789	
. Videos			• 👤 A	123456789		
💶 Contac	ts		□ 2 A	123456789		
	-		🗆 🔼 A	123456789		
File File			- 2 A	123456789		
F Backup restore	&		• 👤 A	123456789		
One-cli	ck		□ 2 A	123456789		
clone			🗆 👤 A	123456789		
				107/56700		

- 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.

	My Computer						
Home			So back C Refresh C:∖			← Search	С
	Ξ Computer	\uparrow	Name	Size	Туре	Modified date	
+ Apps	> C:		\$Recycle.Bin		File folder	2021-01-08 16:59:51	
Pictures	> D: > Favorites		🖿 C7AJdoujkK		File folder	2021-05-26 21:53:45	
Songs			🖿 DbPath		File folder	2021-02-25 11:37:17	
Jongs			🖿 Dell		File folder	2021-03-05 16:42:58	
Videos			Documents and Settings		File folder	2021-01-08 13:37:24	
Contacts	My Device		So back C Refresh /sto	orage/emulated/0		← Search	(
	i≣ Device	\uparrow	Name	Size	Туре	Modified date	
File	> Internal storage		🖿 Alarms		File folder	2018-06-19 19:38:07	
Backup & restore			alt_autocycle		File folder	2018-06-19 19:38:35	
One-click			Config		File folder	2018-08-05 16:48:15	
 cione 			🖿 crash		File folder	2018-06-21 19:55:19	
			> DCIM		File felder	2010 00 17 06-71-10	

5.1.8 Backup & restore

Connect one device to Client by USB cable. **Backup**:

🔒 Home		
+ Apps		
Pictures		
J Songs	Contacts (4168) () ▼ Pictures (1803) () ▼	✓ Songs (140) () ▼ Videos (65) ()
. Videos	Location: C\ProgramData\LMSA\Backup	<u>Change</u> <u>Open</u>
Contacts	Notes:	
File		
Estore Backup &	Encrypt backup	
One-click clone	Баскир	

- a. Click Backup icon and select Contacts, Pictures, Songs or Videos icon, and then click Backup button to backup.
- b. Click Change icon to change the save path for backup file.
- c. Click Open icon to enter the save path.
- d. 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.

	Model Name	Size	Backup date	Notes d
Apps	Lenovo TB-8704F	10.56 KB	2021-05-26 14:19:26	
Pictures	Lenovo TB-8704F	10.56 KB	2021-05-26 14:19:21	
Songs	Lenovo TB-8704F	6.85 MB	2021-05-26 13:58:29	
	motorola one vision	99.51 MB	2021-05-17 11:29:23	
Videos	moto g(10)	12.20 MB	2021-05-14 10:26:56	2021-05-17 11:29:23
Contacts	motorola one vision	550.11 KB	2021-05-08 14:31:27	
File	motorola one vision	90.91 MB	2021-05-08 11:41:35	1234
Backup & restore			Restore	
One-click clone				

- 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.

	From: moto g[10)	•		To: moto g(6) play 🔻
🔒 Home				
Apps		Contacts	585	
		Pictures	34 (93.4 MB)	
Pictures		Songs	1 (29.4 KB)	
		☑ Videos	1 (3.9 MB)	
5ongs				
, Videos	SN: N50F4D0103			SN: NIAL410075
Contacts				Used space: 10.8 GB
File				
Backup & restore				
One-click	•			
				Next

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

🔒 Home	moto g(10)	moto g(6) play
Apps		
Pictures		
🎵 Songs		
Contacts	SN: N50E4D0103	SN: NIAL410075
File		
Backup & restore		
	Transferring Pictures (1/34) (3.1	MB/3.1 MB)
- cione	Cancel	



Home	Cloning finished! Succeeded: 621, Failed: 0	
Home	Pictures (34/34)	Completed 🗸
Apps	Songs (1/1)	Completed 🗸
	Videos (1/1)	Completed 🗸
Pictures	Contacts (585/585)	Completed 🗸
Songs		
Videos		
Contacts		
File		
Backup & restore		
One-click clone		
	ок	

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

5.2 Rescue

Click the "Rescue" plug-in button:

Rescue

Once loading is completed, the following page will appear:

[] My Device	Rescue	Support	کی Toolbox				۰	*	• 4	• ?	— c	
		Ma • Ma • Be • Ch an	Rescue o I ake sure you ha sure the phon eck that your f d unzip the firr one Rescue	utorials e/ tablet i PC has 5G mware file	ified USB is charged B or more e Tablet F	cable to 60% o of space Rescue	r highe to dow	r				
					R	escue and	Smart As	sistant	v5.7.0.9	(Test)	Feedback	k

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.

	Device	ाहूँ। Rescue	Support	کی Toolbox			۵	¥	٠	2	?	- 1	0 ×
O Pł	none	Tablet											
	Before Rescu enter your 15- Please make su	e can start digit IMEI : ire that the r	, RSA require	es your devic	e IMEI to m the IMEI nun	atch approp nber entered.	riate fi	rmwai	re. Ple	ease			
	3	10 I					How to	x		٩			
	Note for advand If you know you RSA can auto m	ced/previous ur device sup natch a firm	: RSA users : oports fastboo ware for vou.	t mode, you ca	in connect th	ne device direc	tly via fa	astboot	t mod	e.			
						Rescue an	d Smart i	Assistan	t v6.2.1	.6 (Test)	F	eedbao	:k

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 \bigcirc 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.

	Device	ाड्री। Rescue	Support	کے Toolbox	<u>ب</u> خ	• 4	-	0 ×
1 Phone								
				Product Name: Model Name: IMEI:	Motorola One Vision XT1970-3	(Ð	
			V ra T K	Varning: Make sui emoves all data fr arget firmware: ANE_RETEU_QSA	re target firmware matches your device mod rom device. XS30.62-24-3_subsidy-DEFAULT_regulatory-D Download	el. Flashin	g GB)	
					Rescue and Smart Assistant v6.0.	1.7 (Test)	Feedba	ack

Downloading the firmware...

	Device	ाई Rescue	Support	کې Toolbox	۵	*	۰.	a -	- o ×
Phone									
	_								
				Product Name:	Motorola One Vision				
				Model Name:	XT1970-3				
	(📥			IMEI:	7500101010 / 507			ß	
			V rr T. K	Varning: Make sure : emoves all data fror arget firmware: ANE_RETEU_QSAS3	target firmware matches your devic n device. 30.62-24-3_subsidy-DEFAULT_regula Downloading	∷e mod	el. Flas	shing . (1.7 GB))
					Rescue and Smart Assista	ant v6.0.	1.7 (Test) Feed	dback



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

	Device	ाई । Rescue	Support	کی Toolbox		۵	*	٥	2	-	0 ×
Phone											
(_										
				Product Name:	Motorola One Vision						
				Model Name:	XT1970-3						
				IMEI:					6	Ð	
			V re Ti K	Varning: Make sure emoves all data fro arget firmware: ANE_RETEU_QSAS	target firmware matches your m device. 30.62-24-3_subsidy-DEFAULT_1 Start Rescue	devic egula	e moo tory-E	iel. Fl D <mark>EFAU</mark>	ashing J (1.7	g GB)	
					Rescue and Smart	Assista	int v6.0	.1.7 (Te	st)	Feedb	ack

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

	Device	ार्षे Rescue	Support	کے Toolbox				•	2				
Phone													
	_												
				Product Name:	Motorola	One Visio	n						
						74,000					(ii)		
			Makes	Rescue in process	nnected	nplug t	he de	vice!					
			Make s		Descuir	FAULT	_regu	latory					
					59%)				~			
_					Fastboot	Flash				00			
			/										
					Rescue and	d Smart A	ssistan	t v6.2.	I.6 (Tes	t)	Feedba	ack	



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.

My Device Rescue Support Toolbox
Phone Tablet
Sack → Back
Connect your device to PC with fastboot mode, RSA will get you matched firmware to do rescue.
Connect device with fastboot mode, please follow the steps: Step 1. Power off your device. Step 2. Connect the USB cable to the PC
Step 2. Connect the GSB to the Vel. Step 3. Press and hold the volume down key on your device and connect the USB cable to your device.
Step 4. Release the volume down key on your device once the green Android is seen on the phone display.
Rescue and Smart Assistant v5.7.0.10 (Test) Feedback

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

	Device	Rescue	Support	خ Toolbox	■ ± ¢	2 0 -	• o ×							
				Model Name:	XT1970-3									
				Processor:	Exynos9609									
($\left(- \right)$			IMEI:	354131100008957	æ								
				SN:	NR2R450005	ß								
				Android version:	10									
		\mathbf{i}		Current version:	QSAS30.62-24-3									
)		SIM count:	Single									
				Fingerprint:	motorola/kane_reteu/kane_sprou QSAS30.62-24-3/c27e84:user/relea	kane_sprout:10/ 14:user/release-keys								
				Baseband version:	S337AP_KANE_SGCS_QB2735898									
				Ro.carrier:	retgb									
			V re T. K	Varning: Make sure ta emoves all data from arget firmware: ANE_RETEU_QSAS3(arget firmware matches your device mo device. 2.62-24-3_subsidy-DEFAULT_regulatory-I	del. Flashing DEFAU (1.7 GB)	1							
C					Download 🛓	_								
					Rescue and Smart Assistant v5.8.0).20 (Test) Feed	dback							

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

My Device Rescue	Support	کی Toolbox		o 1. 0 -	- o ×
		Model Name:	XT1970-3		
		Processor:	Exynos9609		
		IMEI:	354131100008957	(c)	
		SN:	NR2R450005		
		Android version:	10		
		Current version:	QSAS30.62-24-3		
		SIM count:	Single		
		Fingerprint:	motorola/kane_reteu/kane_spr QSAS30.62-24-3/c27e84:user/rel	out:10/ lease-keys	
		Baseband version:	S337AP_KANE_SGCS_QB273589	98	
		Ro.carrier:	retgb		
	V ri T K	Varning: Make sure ta emoves all data from arget firmware: ANE_RETEU_QSAS30	rget firmware matches your device m device. 	nodel. Flashing y-DEFAU (1.7 GB)
			Start Rescue		
			Rescue and Smart Assistant v5.	.8.0.20 (Test) Fee	dback





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.

	्रि । My Device Rescue	Support	کے Toolbox			Ļ	£	۰ ۽	– o ×
0 PI	hone 🖸 Tabl	et							
	Before Rescue can sta your 15-digit IMEI : Please make sure that th	rt, it is import	ant to confirm is the same as tl	which softw	are your phone r entered.	e need:	s. Plea	ase ente	er
	please input your IMEI						•	٩	
					How to	o find IN	<u>MEI?</u>		
	Note for advanced/previo If you know your device s	us RSA users : upports fastboo	t mode, you car	connect the d	evice directly via	fastboc	ot moc	le.	
					Rescue and Smart	t Assistai	nt v6.0.	1.8 (Test)	Feedback

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.

Connect your device with fastboot mode, RSA will get you matched firmware to do rescue	×
RSA will walk you through the steps to connect your device and locate the firmware for your phone.	
Previous Next	
What if my phone does not support fastboot mode? Click here: Manual Select	<u>ion</u>

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.

My Device	Rescue	Support	کے Toolbox	▲ ○ ▲ ·	- o ×
Phone	Tablet				
➡ Back How to find Model name	11:06 Ø Accounts No accounts			Select or Input Model Name 🧕 Tutorials	
	Accessibility Screen readers, display, in	teraction controls		Q Lenovo A6020a46	
	Digital Wellbeing & pan Screen time, app timers, b Google Services & preferences	ntal controls adtime schedules		India	•
	System updates Update to the latest softw Rating & feedback	Ire		Single	•
(Send suggestions & ratesy Heig Hours a Broubleshooting System Languages, gestures, time Mout phone moto g(20)	xer device topics thankup		Warning: Make sure target firmware matches your device model. Flashing removes all data from device. Target firmware: A6020a46_USR_S056_1610192000_Q1021101.2_BMAI(1.5 CB) R Download 🛓	<u>eselect</u>
STEPI: On your phone, oj Select the 'Next' b	pen the 'Settings' button below once Previous	-> 'About phone 9 you have it op Next	e' screen. en.		adbask

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

] My Device	ाइँ। Rescue	Support	کے Toolbox	♠ ± ♦ ♣ – □ ×
D Pho	My Device	Rescue Tablet Tablet	Support Support esclos contexts esclos context	Toolbox	Select or Input Model Name Tutorials C Lenovo A6020a46 10 India Single Warning: Make sure target firmware matches your device model, Flashing removes all data from device. Target firmware: A6020a46_USR_S056_1610192000_Q1021101.2_BMAI(1.5 CB) Reselect
STE On Sele	IPI: your phone, oper ect the 'Next' butt	About phone moto g(20)	-> 'About phon e you have it op Next	e' screen. en.	Rescue and Smart Assistant v6.0.1.7 (Test) Feedback

* ធ្វើរ . · E Phone Tablet Select or Input Model Name 0 Tutorial ne up and 8 **-**8 -8 **•** Rescue in process... Make sure the device remains connected! 8 **•** e do not unplug the device! Target firmware: Download Recovery File to Phone STEP1: On your phon open the 'Settings' -> 'About phone' button below once you have it oper Rescue and Smart Assistant v6.2.1.6 (Test) Feedback

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.

My Device	ाई। Rescue Su	🗟 👋		۵	* 4	2	– o ×
Phone	Tablet						
 ⇒ Back Model name 	Commentation C	nds des	Select or Input Model Name Q Model Name, you can input to Lenovo A6020a46 XT1952-4 XT1970-3 L3811 Lenovo A1010a20 Lenovo A2010-a Lenovo A2016a40 Lenovo A2016b30 Lenovo A6000 Lenovo A6010	O <u>Tutorials</u> o search			▲ * *
Select the 'Next' butt	revious N	lext	Lenovo A6020a40 Lenovo A6020a41 Rescue and	Smart Assista	nt v6.0.1.7	(Test)	Feedback

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.

₹₽.	U My Device	Rescue	😍 Support	Toolbox		-	~ • /	
O P	hone	Tablet						
	Before Rescu your Serial N Please make su Please input	ue can start, umber (SN c ure that the re your SN	RSA requir or S/N): escue device	res your tablet Si	to match appro	opriate firm d. <u>How tr</u>	ware. Please	e enter
	The tablet s Note for advan If you know ho RSA can auto r	old in Chineso ced/previous w to turn on l natch a firmw	e mainland is RSA users : USB debug n vare for you.	s not supported cu node, you can con	rently. Forcing res	cue these de ectly via debu	evices will be r ugging mode.	isky.
	• The tablet s Note for advan If you know ho RSA can auto r	old in Chinese ced/previous w to turn on I natch a firmw	e mainland is RSA users : USB debug n vare for you.	s not supported cu node, you can con	rently. Forcing res	cue these de ectly via debu ue and Smart A	vices will be r ugging mode. Assistant v6.2.1.6	isky.
rch,	• The tablet s Note for advan If you know ho RSA can auto r it will sho	old in Chinese ced/previous w to turn on to natch a firmw	e mainland is RSA users : USB debug n vare for you.	s not supported cu node, you can con matching if	rently. Forcing res ect the device dire Resc it can matc	cue these de ectly via debu ue and Smart A h a firm	vices will be r ugging mode. Assistant v6.2.1.6 Ware.	isky. (Test)
urch,	• The tablet s Note for advan If you know ho RSA can auto r it will sho	old in Chiness ced/previous w to turn on t natch a firmw w the re	e mainland is RSA users : USB debug n vare for you.	s not supported cu node, you can con matching if	rently. Forcing res ect the device dire Resc it can matc	cue these de ectly via debu ue and Smart A h a firm	vices will be r ugging mode. Assistant v6.2.1.6 Ware.	isky.
urch, F y	• The tablet s Note for advan If you know ho RSA can auto r it will sho four SN Please con rour device	old in Chiness ced/previous w to turn on t natch a firmw w the re is is in	e mainland is RSA users : USB debug n vare for you.	s not supported cu node, you can con matching if he followin	rently. Forcing res ect the device dire Resc it can matc	cue these de ectly via debu ue and Smart A h a firm	vices will be r ugging mode. Assistant v6.2.1.6 Ware.	isky. (Test)
arch, F y F	• The tablet s Note for advan If you know ho RSA can auto r it will sho Your SN Please con your device	old in Chiness ced/previous w to turn on t natch a firmw w the re is is i firm wh e:	e mainland is RSA users : USB debug n vare for you. esult of n mether t	s not supported cu node, you can con matching if he followin 3-8505X	rently. Forcing res ect the device dire Resc it can matc	cue these de ectly via debu ue and Smart / h a firm	vices will be r ugging mode. Assistant v6.2.1.6 ware. atched t	isky. (Test)

Click

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

	My Device	। Rescue	Support	کې Toolbox		۰	¥	۰	2		o ×
Tablet											
		-									
				Product Name:	Lenovo TB-8505X						
				Model Name:	Lenovo TB-8505X						
				SN:	HA1.					Ē	
				Warning: Make sure removes all data fror	target firmware matches yo n device.	our de	evice n	nodel	. Flash	ning	
				Target firmware: TB-8505X_S300021_2	01015_BMP.zip					(1.9 GE	5)
					Download 🛓						
					Rescue and Smart	Assist	ant v6.	I.1.7 (Te	est)	Feedb	ack

Downloading the firmware...

	Device	Rescue	Support	کو Toolbox	. ♦	♦ 💄 – 🗆 ×
Tablet						
				Product Name: Model Name:	Lenovo TB-8505X Lenovo TB-8505X	٩
				Warning: Make sure t removes all data from Target firmware: TB-8505X_S300021_2	arget firmware matches your device m device. D1015_BMP.zip Downloading	(1.9 GB)
					Rescue and Smart Assistant v6.1	1.7 (Test) Feedback

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

	[] My Device	ाई Rescue	Support	کو Toolbox		۰	¥	٠	2		o ×
Tablet											
				Product Name:	Lenovo TB-8505X						
				Model Name:	Lenovo TB-8505X						
				SN:	HA1					ß	
				Warning: Make sure t removes all data from	arget firmware matches yo 1 device.	ur de	vice n	nodel.	. Flashi	ing	
				Target firmware: TB-8505X_S300021_20	01015_BMP.zip				(1	I.9 GB)
					Start Rescue						
									_		
					Rescue and Smart A	Assista	nt v6.1	.1.7 (Te	st) 🔽 F	eedba	ck

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

	() My Device	ाई। Rescue	Support	کے Toolbox		۰		٥	2				
C Tablet				Product Name:	Lenovo TB-	-8505X							
			Make s	Rescue in process ure the device remains con	nected!	.8505X / nplug t	he de	vice!			₽ 1.9 GB		
				(<u>33%)</u> C	Rescuing	g	ing			00	0:01:00		
					Rescue and S	Smart A	ssistan	t v6.2.	1.6 (Tes	it) 🔳	Feedba	ack	



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.

	Device	ानू Rescue	Support	Service Servic	. ♦	o 2	- o ×
(Model Name:	Lenovo TB-8704F		
				Battery:	77% 🔳		
				Processor:	8 core 2.016 Ghz		
				SN:	HGADETXS	Ē	
				Internal storage:	8.15 GB free of 16.00 GB		
				Android version:	7.1.1		
	\sim			Current version:	TB-8704F_S000036_180502_ROW		
			V rd T T	Varning: Make sure t emoves all data fron arget firmware: B-8704F_USR_S000	arget firmware matches your device mod n device. 036_180502642_Q1241_ROW_GB.zip Download Ł	lel. Flashing (2.7 GB)
					Rescue and Smart Assistant v5.7.0	.10 (Test) Fee	dback

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

N N	I Iy Device	। Rescue	Support	کی Toolbox		· ? -	
				Model Name:	Lenovo TB-8704F		
				Battery:	3% 🗁		
				Processor:	8 core 2.016 Ghz		
				SN:	HGADETXS	(c)	
				Internal storage:	8.15 GB free of 16.00 GB		
				Android version:	7.1.1		
	\smile			Current version:	TB-8704F_S000036_180502_ROW		
			v r T T	Varning: Make sure t emoves all data fron arget firmware: B-8704F_USR_S000	arget firmware matches your device model. I n device. 036_180502642_Q1241_ROW_GB.zip Start Rescue	^{-l} ashing (2.7 GB)	
							lback

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:

	I My Device	ाझि। Rescue	Support	کے Toolbox		¢		٥	2			o x
🔁 Tablet												
				Model Name:	Lenovo T	B-8704F						
		<u> </u>		Battery:	75% 🔲							
	Ð	9.		Processor:	8 core 2.0	016 Ghz						
						5					æ	
						e of 16.0	0 GB					
	Ľ		Make s	Rescue in process ure the device remains	connected!	S00003	6_18050	02_RC	W			
				Warning: Rescue flashi	ng, please do not	unplug t	he de	vice!				
				Target firmware: TB-8704F_USR_S0000	36_180502642_Q12	41_ROW		ip			.7 GB	
	-		•		Rescuir	ng						
						67%				00	:00:52	
					Firmware fl	ashing						
					Rescue and	d Smart A	ssistan	t v6.2.	1.6 (Tes	st) F	eedba	ack



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.

	[] My Device	Rescue	Support	کے Toolbox	. ± ≎ 2	– o ×
Lenovo Tablets		6 C				
🕐 Tips						
Forum						
🔀 Warranty						
📩 Lena		Search By Pi Need help? F	ind solution	e s for your pro	duct.	Q
			Lenovo	o Tablets	Registered Devices	
		Please sele	ect			•
					Rescue and Smart Assistant v5.6.0.9 (Test)	Feedback

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.

	smartphone
Search By Solution Title	Q
Top 10 newest solutions of total 156	Sort By Newest
FAQ for Lenovo SmartPhone Products	2015-07-02
How to manage app - Smartphone/Tablet	2017-12-07
How to set custom ringtone - Smartphone	2017-11-27
How to use Lenovo Moto Smart Assistant - Smartphone with Android System	2018-02-23
How to Locate a Repair Center or Service Provider	2017-10-18
Lenovo Moto Smart Assistant released for Android System - Smartphone	2018-01-09
WiFi is disconnected when the screen is turned off - Smartphone	2017-11-17
How to rescue your device via Lenovo MOTO Smart Assistant - Smartphone	2018-09-25
Introduction on SIM cards (Mini-SIM, Micro SIM, Nano SIM) - Smartphone/Tablet	2017-10-16
Is Lenovo 700 Ultraportable Bluetooth speaker support web site audio player?	2019-03-11

Click the link to view the solution details page.

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L	SHOP	SUPPORT	COMMUNITY		Q =	• • •	^
	Product Home	Drivers & Software	How-tos & Solutions	Documentation Diagnostics Warranty & Repair →	Parts & Accessories -	Contact ≡ Us More	
Hov sma	v to p artpho	perform ones	n Hard Re	set - Lenovo VIBE B, C,	K series		
Desc)	orm Hard Poset on				
Appli	icable	Brands	onn nard neset on				Feedback
•	VIBE B VIBE C VIBE K					Back to to	p

5.3.2 Forum Click the "Forum" button:





For Example:

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

< > 🖒 C		
	DAD	🔒 Iniciar sesión Inglés 💌 🖍
Foros Base de Conocimientos Bl	ogs	Bu Categoría - Q
		1 79 Miembros / 2640 Visitantes
English Community > Lenovo Phones		\$
Lenovo Phones Anuncios		Community Guidelines
Welcome to Lenovo's Peer-to-Peer Discussion Community!	Android Upgrade Roadmap	before posting.

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.

renvo	Moli – Motorola Support Virtual Agent	Ô	
	\bigcirc		FAQs
	Hello there. I'm Moli, your virtual agent. How may I help you today?		
		mobile	
	I think you are experiencing this issue: "Mobile Hotspot Issue". Don't worry, I will be glad to assist you with this matter.		
	What's your phone model (for example "Moto G5 Plus" or "Moto Z2 Play")?		
	Go to Settings > About phone > Model or Settings > System > About phone > Model. Or check your phone's retail package.		
	Type hereeg. How to connect to wifi	Send	

5.3.4 Warranty

```
Click the "Warranty" button:
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🛛 🔀 🛛 Warranty

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
- Input SN/IMEI on input box and then click ______ icon to check.

	() My Device	ाई। Rescue	Support	کے Toolbox		<u>ب</u>	• 2	- o ×
MOTO Phones								
🥥 Tips								
🐖 Forum			0					
🔀 Warranty								
👌 Moli		Looku Search	by serial num	nty nber or select on	e of the registered devices		Q	
		7		MZVZV0+V				
		7-100-						
		7		UI5b				
		2	40010-	10				
		Н_~~	UUIL LUIUIU					
		F 1						
		H/* ^ ¬		- TO OFOF				
		Heve	NETVE LODOW	TD 070%E		U		
		H.J.C.	JOIGS LONG	//U3F				
		FINA 70	0// NILL - NA	ius		i :	i.0.9 (Test)	Feedback

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.

Coj	py to device clipboard	Paste from	device clipboard
Clipboard o	content	(iii -)	
(Clipboard sup	ports only text. To transfer files,	use Manage files.)	

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.

GIF Maker		×
	Photos to GIF	
	Adda	
	JPG, PNG, JPEG, and BMP image formats are supported.	
Output size: X b		
Frame rate: 4 💠 fps c		
Save to: C:\Program Files (x86)\Rescue d		
	Create CIF	

- 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.

	Photos to GIF	
		Add
Output size: 200 X 200		
Frame rate: 4 💠 fps		
Save to:		
C:\Program Files (x86)\Rescue	***	

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.

	Photos to GIF	
		Add
Output size: 200 X 200 Frame rate: 4 \$ fps		
Save to: C:\Program Files (x86)\Rescue		



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

	×
Creating animated GIF	
	100%

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.

Screen Recorder	a b Export in Delete (c ී Refresh	× d i= :::
Seveen Decender	e 🗌 Name	Duration Size	Modified date f
Click the button to enable screen recording on your device.	Capture_20200416	5_143344 00:00:16 7.5MB	2020-04-16 14:34:03

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:

OU:00:06 Difference of the second sec

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00:00:13

Video Management:

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

6 Feedback

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

The following questions will help us to understand your issue and solve your pain po Which functions are you using? O Rescue O Other Comments: Share with us anything that you want to when using Rescue and Smart A like question, issue, or advice	nt.
Comments: Share with us anything that you want to when using Rescue and Smart A like question, issue, or advice	sistant.
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	

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.

Examp	le	sur	vey:	

Thank	s for using our application.	
Please	e take some time to answer the	e following questions so that we can make it better.
		00
	* 1. How would you rate Rescue and	Smart Assistant application?
	* * *	* *
	* 2. Is this application helpful to you	1?
	() Yes	O No
	3. Was it easy to find and download	d the Rescue and Smart Assistant?
	() Yes	O No
	4. What was your experience with Assistant feature?	connecting your phone to use Rescue and Smart
	O Somewhat Difficult	O Kind of Easy
12	() Easy	O It was very difficult
	5. Which functions do you frequen	tly use?
1	Backup & Restore	Screen Recorder
1	GIF Maker tool.	Manage device content
1	□ Support	Clipboard
1	Ringtone Maker	Rescue
1	6 Are there any comments or sug	actions you'd like to share with us?