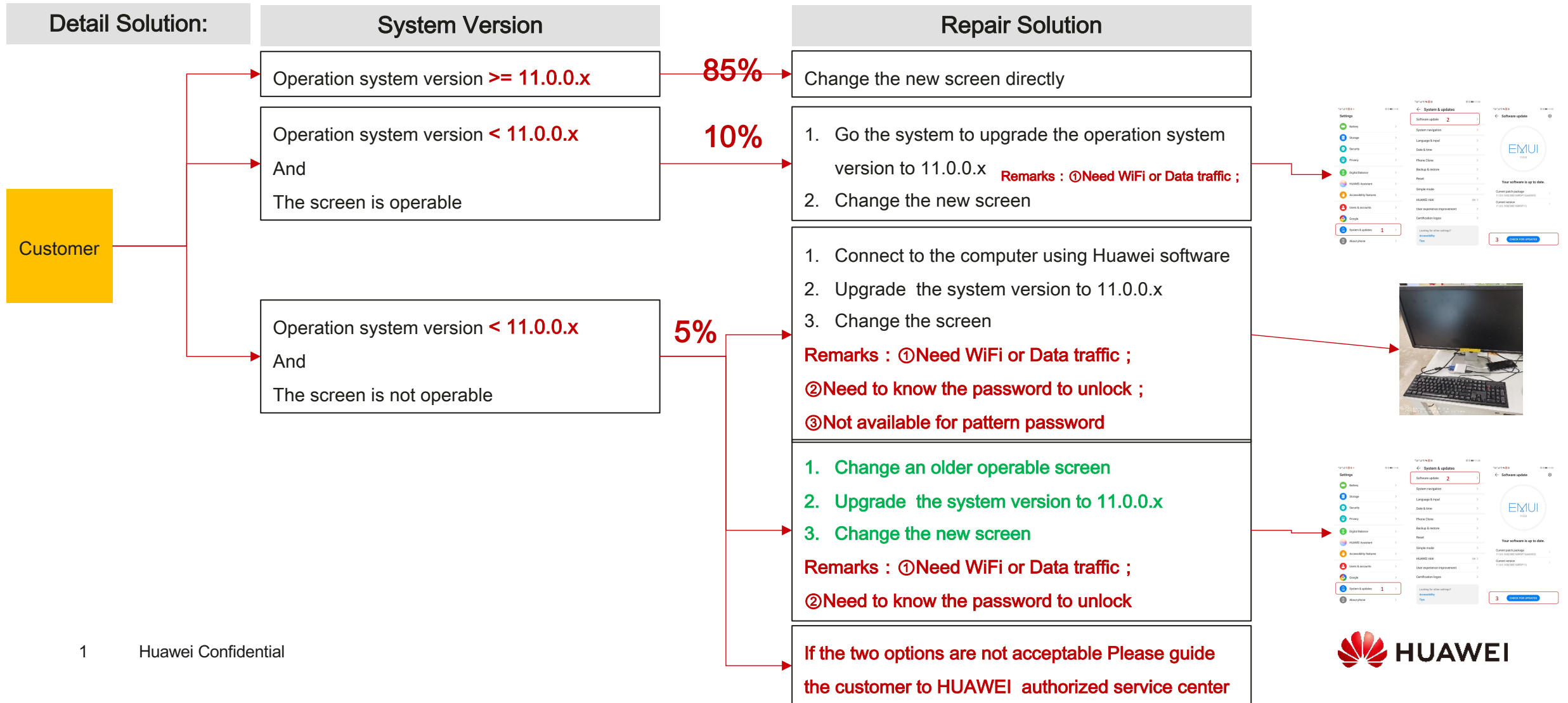


New P30 Screen Repair Solution for Europe

Description:

Huawei is going to offer new P30 screen for our service provider in the future. Service center need to make sure the operation system is the newest version before they change the screen, otherwise the screen won't work.



Steps to upgrade the system by using mobile phone

If the mobile phone is operable and the system version **< 11.0.0.x please use this solution.**

Step1:

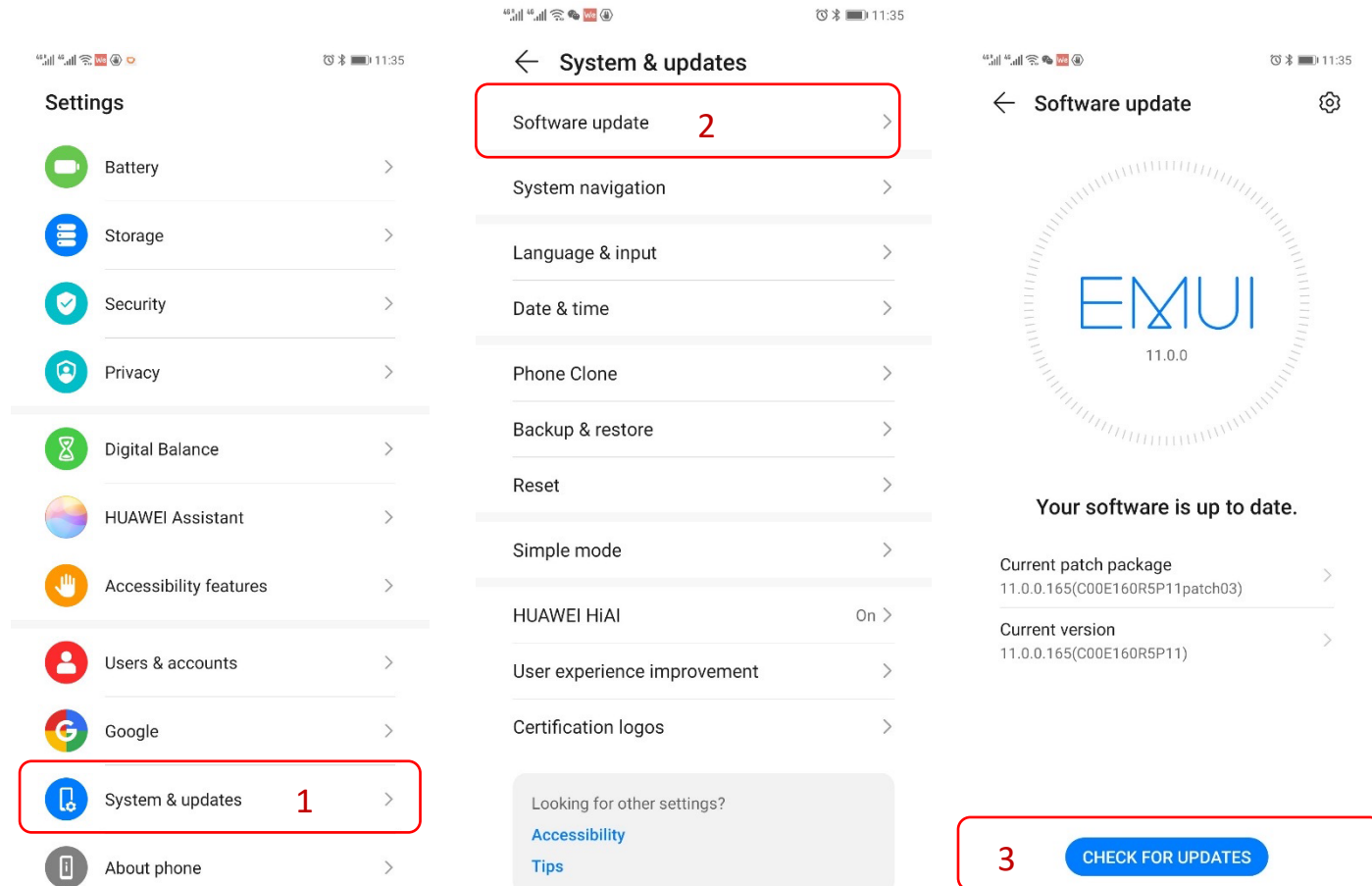
Go to the settings and select “System Updates”

Step2:

Select “Software & Updates”

Step3 :

- “Check for updates”
- If it is not the latest version please update until the version is $\geq 11.0.0.x$



Steps to upgrade by using older operable screen

If the mobile phone is not operable and the system version **< 11.0.0.x please use this solution.**

Step1:

Find an operable older P30 screen and use this screen to replace the broken screen; then restart the phone.



1. Replace an operable screen

No matter if it is broken or not

Step2:

Go to the settings and select “System Updates”

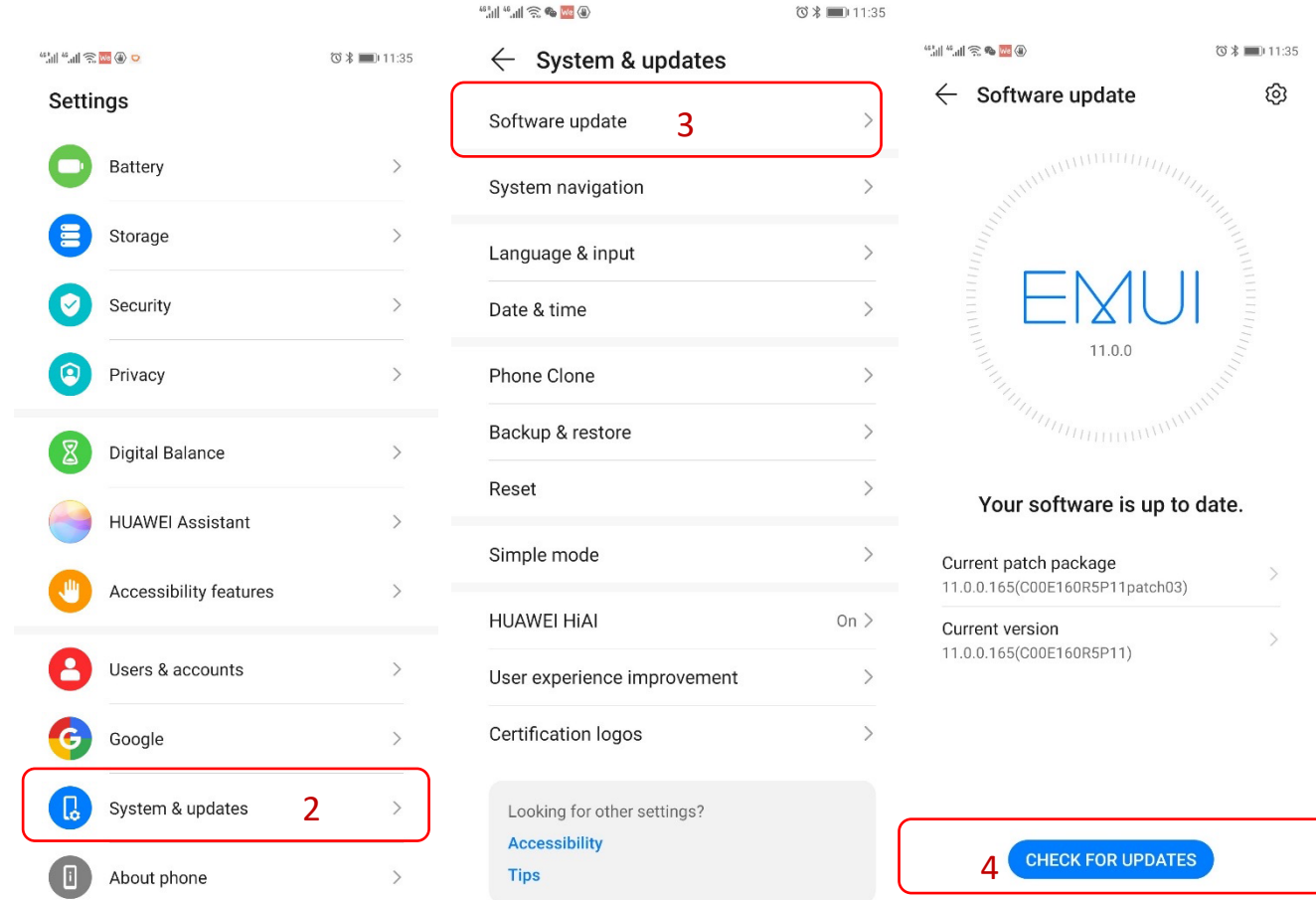
Step3:

Select “Software & Updates”

Step4 :

- “Check for updates”
- If it is not the latest version please update until the version is $\geq 11.0.0.x$

Step5 : change the new screen.



Steps to upgrade the system by using computer display

Step1:

Use USB-C to connect with the Phone;
Use USB to connect with the keyboard;
Use HDMI to connect with the computer monitor;

Step2:

Restart the phone. Wait a few seconds until the word "HUAWEI" is displayed on the computer screen;

Step3 :

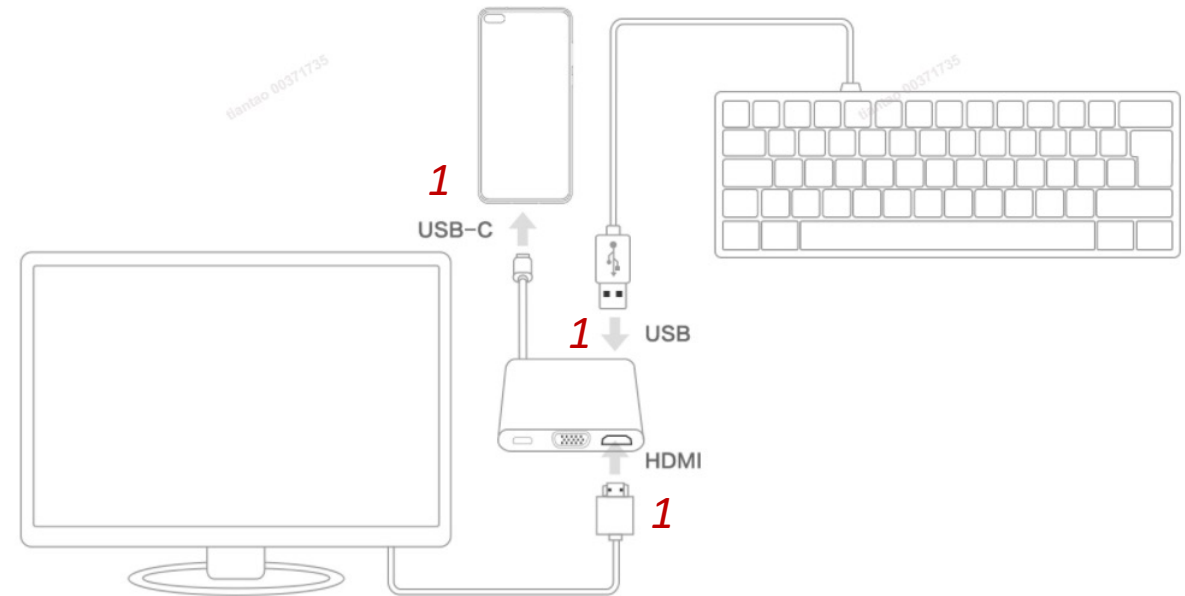
Enter the lock screen password on the keyboard. After the screen is unlocked, the computer screen will display the phone page.

Step4 :

Unplug the keyboard cable of the USB interface, connect the mouse, use the mouse to operate the phone and back up your data.

Step5 :

Upgrade the system version until 11.0.0.x, then change the front screen.



FAQ

If the customer don't want to upgrade his system, what can we do?

Answer: 1. find if there is an older new screen available? If Available then change the older new screen.
2. If there is no inventory then guide the customer to go to Huawei service center.