

B2X Service Repair Information:	Reboot issue displaying "optimizing apps"
Info ID:	SRI-EMEA-2015-13
Countries:	EMEA
Carrier:	-
Repair Level:	L2
Affected Models:	xPlay / Nexus6 / XT1100

Problem

This process document will give instruction of Nexus6 flashing process when customer devices returned for repair with a reboot issue by optimizing apps displayed in the phone.



Solution

MASC have to perform an additional Motoservice step under "enhanced flash" option by using the recipe board swap to fix power up issue !

- 1. When phone is powered up and reboot issue is seen, power down the phone by pressing the volume down button for min. 4 seconds.
- 2. Press accordingly the volume down button and connect the phone with factory cable to USB port. The phone should be start up in fastboot mode.



- 3. If the phone is connected in fastboot mode select under "enhanced flash" option in MotoService following carrier:
- Carrier: Google Play Store Global: Europe
- Model: XT1100/SM3974AY2F1
- Recipe: BoardSwap



4. Start the flashing process and scan the serial number of the device.

MotoService 1.8.6	5								- • ×
File Options	Erro	Report							
	-	Multi-Up Results Device	Results						
		0 Devices Ready		Carrier Model			Recipe		Rimware File
M		Enhanced Rash Al	Refresh	Google Play Store Global 🔻	XT1100/SM3974AY2F1 •	BoardSwap	•	Browse	
Seed Stock		Port S % State	Status				Result		
	E	1 0/0 BoardSwap ScanSerialNumberSetup					Processing		
Enhanoed Flash									
				Enter Serial Number for D Please scan or type the or device being programmed	evice 1 ginal serial number of the	OK Cancel			
CIT Test									
				_ I					
<u>F</u>			Enhanced Flash				anced Flash	Enhanced F	iash Enh
		Device 1	Device 2	Device 3	Device 4 Device 1		Device 6	Dev	ice7
CPI Clear		BoardSwap ScanSerialNumbe	Not Convected	Not Convected	Not Connected		Not Connected	Not Co	metted
	1.								
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5. Unlock the bootloader when it will be displayed in phone as described in the SRI 2015-01



6. The phone will power up to the welcome screen and fail at Motoservice process step 37 with issue "CONNECT_FTM_SOCKET_RESTORE_KK".



7. Connect the phone in fastboot mode and run the kill switch option in MotoService



8. Reconnect the phone and enable the developer option as described in the SRI 2015-11



9. Run the "Reflash" option in Motoservice and unlock the bootloader when it will be displayed in phone.



- 10. Power off the device and connect to the factory usb cable to start the CIT process.
- 11. Perform RF live call test to check audio loop.

With kind regards B2X Service support team