



Pixel Tablet Repair Diagnostics

Independent Repair- User Manual

Version 1.0



Google recommends that you seek professional assistance for all device repairs.

Self service repair is not recommended unless you are an adult with the technical expertise to safely repair electronic devices. If you choose to perform self repair, you agree to assume the risk associated with such repair.



Use caution if engaging in repair.

Opening and/or repairing your device can present electric shock, device damage, fire and personal injury risks, and other hazards.

Pixel Repair Diagnostics

Table of Contents

[Introduction](#)

[Results](#)

[Instructions](#)

[Troubleshooting](#)

Pixel Repair Diagnostics

Introduction

Revision history

Version	Date	Change description
v1.0	Jun 2024	Initial release

Introduction

This is an independent repair- user manual for the Pixel Tablet Repair Diagnostic Application.

It provides instructions on how to use the application to test various aspects of a Pixel Tablet device, including the display, camera, sensors, and connectivity. The manual also includes common troubleshooting tips.

If you have any questions or need support, please reach out.

support.google.com

Important: Before you begin



Configuration

Before using the diagnostic application, ensure the following:

- WiFi is connected
- Bluetooth is turned on



Tools and fixtures

Tool Needed	Details
Bluetooth Device	Any Bluetooth device is acceptable, Google Pixel Buds are recommended
Charger	May be included with device as an in-box accessory, Google Pixel charger recommended
Cable	May be included with device as an in-box accessory, Google Pixel cable recommended
USB-C Headphones	Any USB-C headphones are acceptable
Magnet	Any traditional Magnet which is 1 sq. inch size
Charging Dock	Google Charging Speaker Dock for Pixel Tablet

Pixel Tablet Repair Diagnostics

Instructions

Activating the Diagnostics

Step 1

- Open Pixel repair web - https://pixelrepair.withgoogle.com/carrier_selection
- Click “Diagnose your device (Tablet only)”

Google

Welcome to Google Pixel Update and Software Repair

You can use this tool to update or reinstall¹ the software on your Pixel phone and tablet.

This tool works on Pixel 3 or newer, running Android version 10 and higher, and requires 7GB of available storage on your computer. This tool doesn't support Android tablets or ChromeOS devices.

Update or reinstall your Pixel device software in three steps

- Back up your data and prepare your device
- Connect your device via USB cable
- Update or reinstall the latest software

[Get started](#)

Other available update options:

- [Install fingerprint calibration software](#)
- [Lock device bootloader](#)
- [Diagnose your device \(Tablet only\)](#)

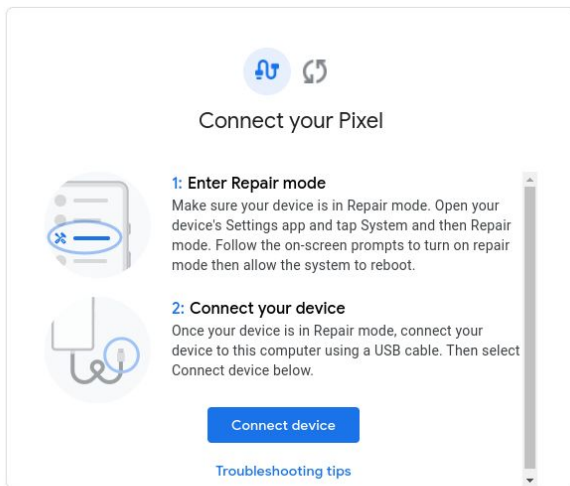
©2020 Google [Privacy Policy](#) [Terms of Service](#)

¹ Reinstalling your software will reset your Pixel device to factory settings and erase all your data. If you are reinstalling software to fix an issue, we recommend first trying other solutions. [Learn how to troubleshoot Pixel device issues.](#)

Activating the Diagnostics

Step - 2

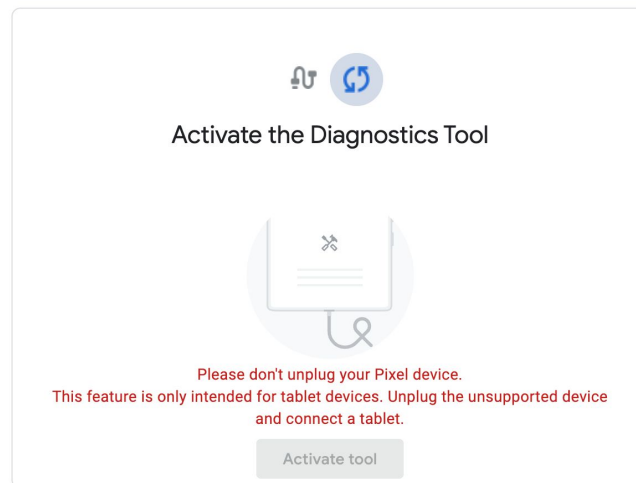
- Enter Repair Mode: How to enter [repair mode](#)
- Connect your device



©2020 Google [Privacy Policy](#) [Terms of Service](#)

Step - 3

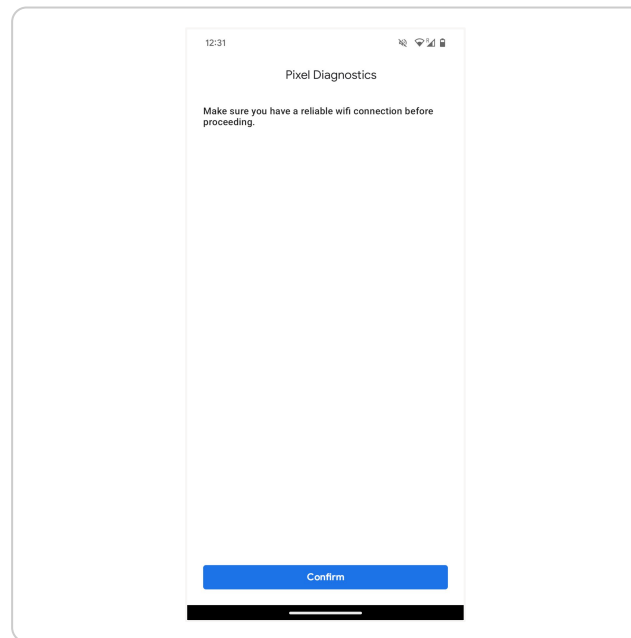
- After connecting tablet, click on "Activate Tool "



©2020 Google [Privacy Policy](#) [Terms of Service](#)

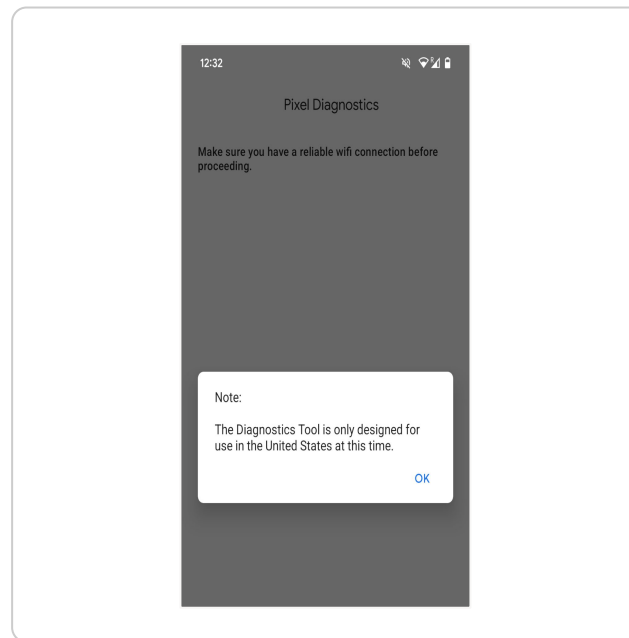
Confirm WiFi Connection

- When the Tablet has a reliable WiFi connection, press confirm.



Acknowledgement

- Press OK to acknowledge diagnostic availability.



Pixel Tablet Repair Diagnostics

Full Diagnostic Testing



Note

Google recommends selecting the Full Diagnose option to minimize testing time.

Some diagnostic tests run in the background during this process and do not require your interaction.

Diagnostics Tests that run in the background can also be run individually.

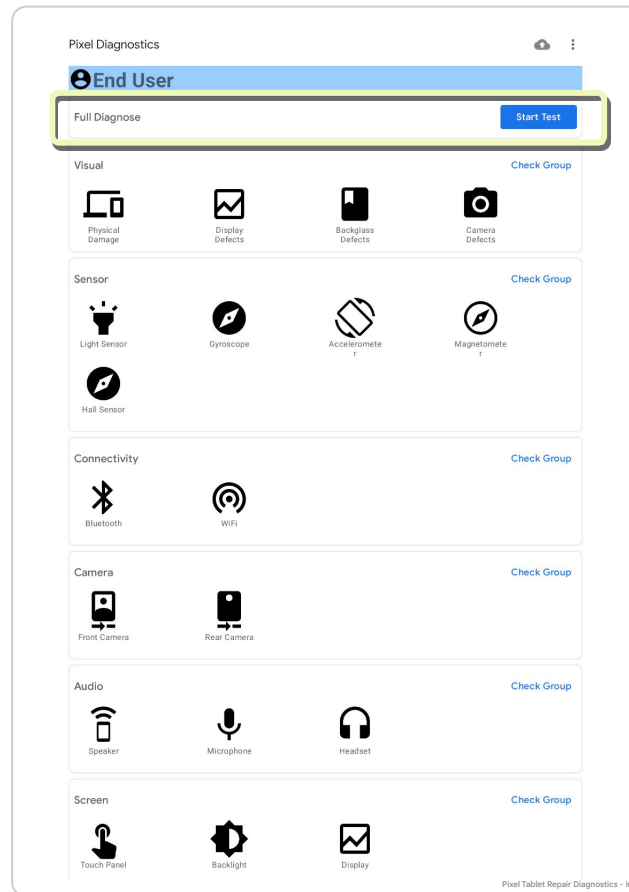
Prepare to Start Full Diagnostic

- Have all tools and fixtures ready for use.



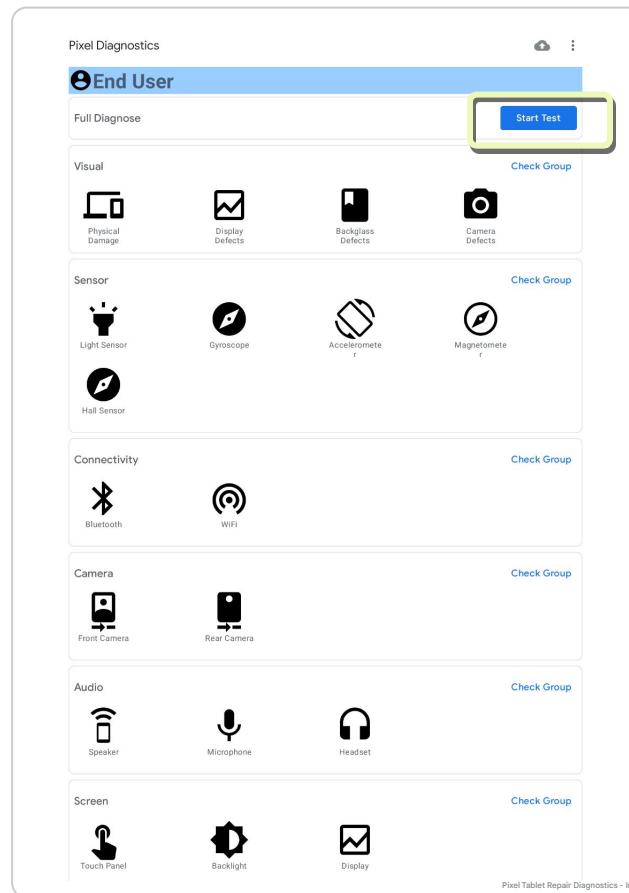
Note

The final results will be made available after the full testing process is completed.



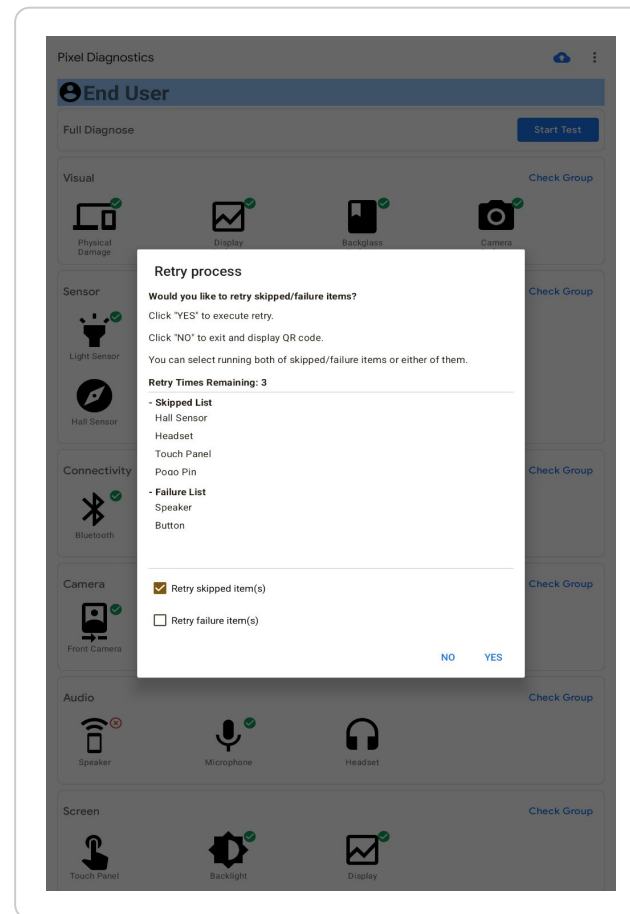
Start the Full Diagnostic

- Select **Start Test**
 - A combination of manual and automated tests will run in a predefined sequence
 - Some steps will have a timer to start and/or run the test step. If test action is not completed before the timer finishes, it can result in a skip test or failure.
 - An option to retry any skipped or failed items will be presented, after the tests are completed.
- Follow all on-screen prompts.
- When testing is complete, the results will be displayed on the main screen.



Retry Process

- A retry process box may appear at the end of testing if any items failed or skipped. The number of retries is limited to three.
- Select if any of the failed or skipped items should be retested.
- After completing any retesting, the the results will be displayed on the main screen



Pixel Tablet Repair Diagnostics

Manual Testing

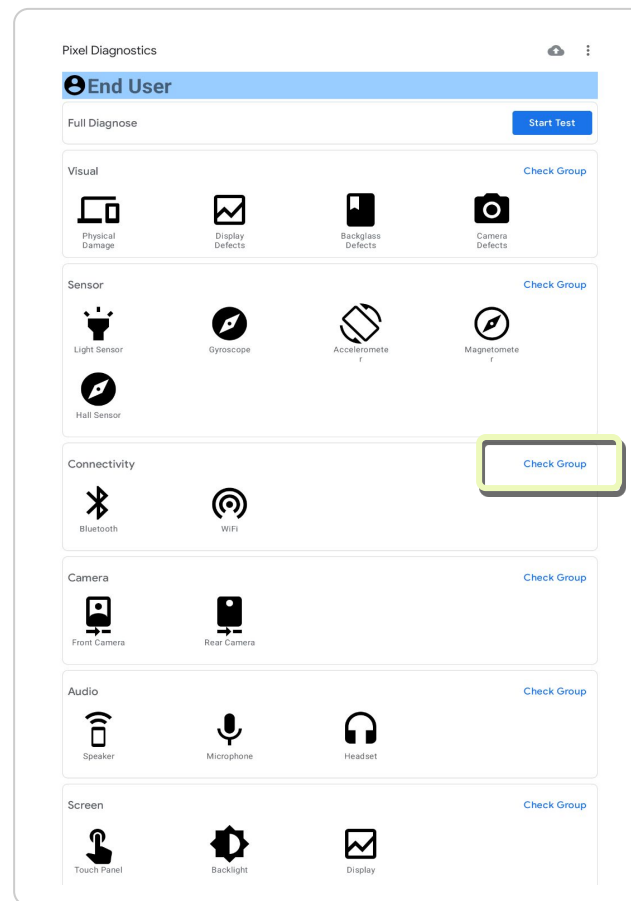


Note

Some manual tests may require your intervention/engagement that is not required in the Full Diagnostic testing.

Manual Testing

- From the main page, Pixel Diagnostic Tests can also be run manually:
 - In small segments – select the relevant **Check Group** option
 - Individually – select the relevant individual icon
- Have all tools and fixtures ready for use.
- Follow all on-screen prompts. Some manual tests may require user intervention/engagement that is not required in the Full Diagnostic Testing.

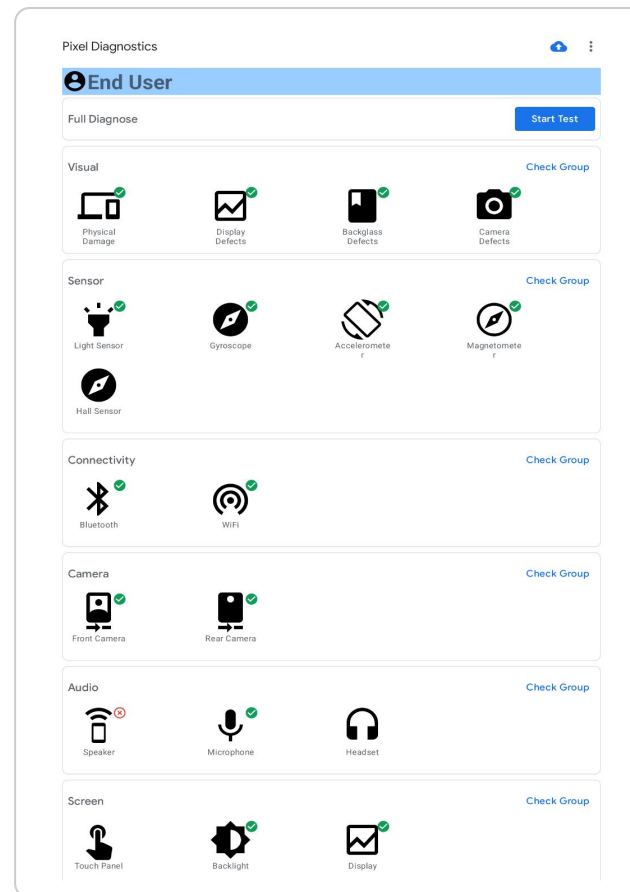


Pixel Repair Diagnostics

Results

Results

- Results are shown on the main menu screen post-testing.
 - Passed tests are marked with check marks
 - Failed Tests are marked with x-marks

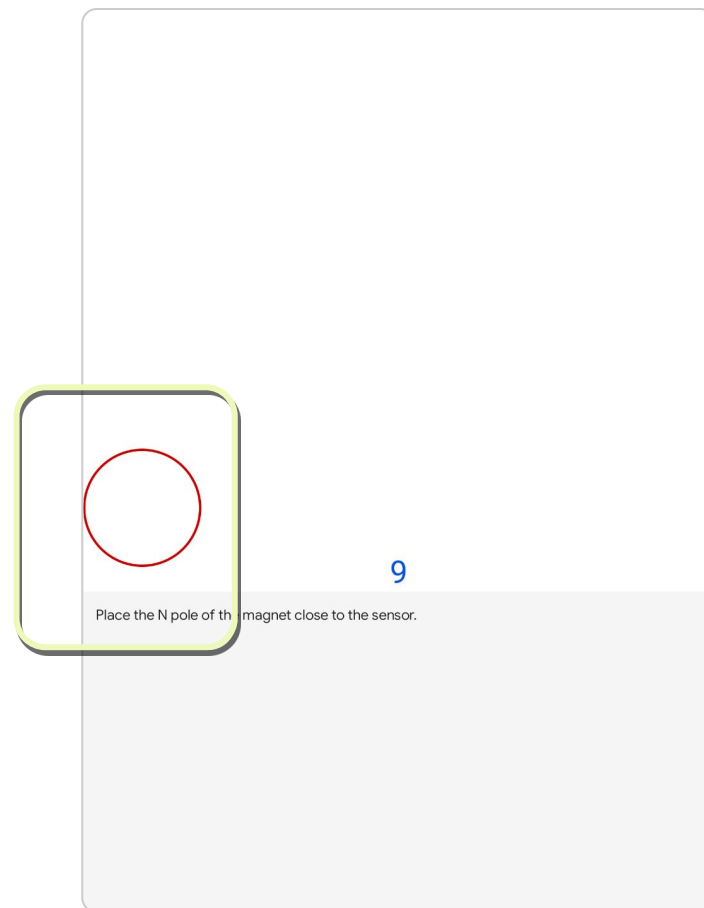


Pixel Tablet Repair Diagnostics

Troubleshooting

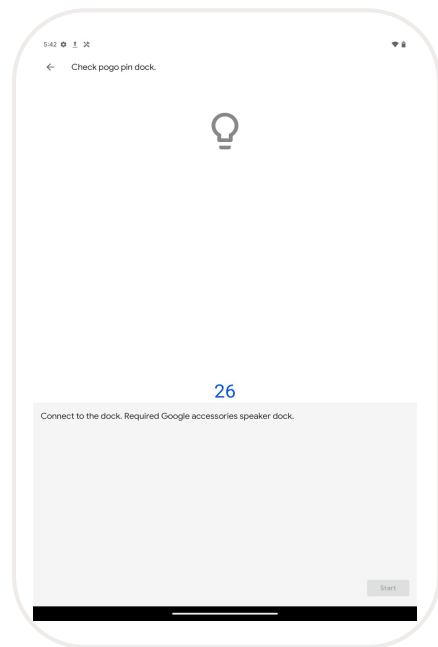
Fingerprint & Hall Sensor Testing

- **Fingerprint Test:** No intervention needed
 - Automated check to determine sensor health
- **Hall Sensor Test:** please put the magnet in the **Red Circle**



Pogo Pin Test

- Please use Google Charging Speaker Dock for this Test.
- Make sure dock is connected to power supply.
- Put the Tablet on the Dock & do the Test.



Test Timers

Start Timer

- If you fail to start the test in the allotted time, it will skip and move on to the next test automatically.
 - If this happens, there will be no pass/fail result for that test.
- The skipped item will need to be retested, before the results of that skipped test will be fully recorded.

Timer During Testing

- If you fail to successfully complete the test, within an allotted period of time, the test may show an auto failure.
- Rerun the test, as needed.

Environmental Factors

- Some tests are dependant on a stable environment to run properly
- Please ensure that the device is in an area that facilitates full device functionality prior to testing
- Examples:
 - Microphone playback can be affected by loud local environments
 - Good wifi connectivity