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Thread: [HELP! I was a Noob & lost my Smartphone IMEI + CERT](#)

Sharkfire - October 30, 2021, 5:18 pm

Hello Community,

I hope you can helping me. My Smartphone is a (SKU XT2097-6) Motorola Moto E7 Power.

My goal was to root my smartphone to completely disable/remove bloatware + the Google/spybook products. In the end I lost my certificate + IMEI by flashing and now I just want to have my real factory stock ROM version back with the IMEI + certificate to be able to access the internet and make phone calls because now I have a useless smartphone. At first I didn't know what an IMEI was until I felt the pain with the problem behind it.

How did all this happen? Well...

I searched the Internet for a solution to change my Motorola ROM to Lineage with the hope of getting root rights with the official software from the manufacturer. It should be said that my last smartphone was over 10 years ago (Samsung Galaxy Young with Android 2.3) and from then on it was still possible without any hardware security mechanisms. I did not deal with smartphones in the years and bought me a new smartphone. It was a Motorola. I used the official Lenovo software "Rescue and Smart" Tool. This software brought me real problems. I used the rescue function with the hope to get root rights. The Lenovo software downloaded the stock rom SKU XT2097-16 version and a powerful SP flashing tool. That's when the problem started. I used the SP Flashing software and the ROM SKU XT2097-16 downloaded from Lenovo. I chose "Format all + Download" when flashing because I wanted to have a clean installation. After flashing, I started my smartphone and saw a permanent GUI "Carrier Invalid" message on the lower left screen. In the setup I couldn't find a wlan signal and the smartphone didn't work anymore. I searched on the Internet where the problem was and found out that the manufacturers have earned a golden nose with the IMEI number that I have lost by flashing. I got the smartphone fresh from the parcel service and wanted to perfect it with root right. Until this problem concerns me. What can I do now friends? Do I actually still have a warranty? Because everyone says that you lose the warranty if you have a successfully rooted smartphone. My smartphone is not successfully rooted. So it has no root. But no one says that you lose your IMEI number with the certificate when you flash. Lenovo has also done a really sneaky thing by downloading additional software to make the device completely unusable. For me, the flashing tool, IMEI and everything with changing the software was completely new and making only faced problems. What can I doing now? Warranty? Return it to the online store? Return it to the manufacturer? Take it to a GSM Mobile repair shop? I'm really disappointed that the manufacturers make it so difficult for the user with security features in the smartphone, even though they know that the users deliberately want to lose the warranty to be able to do their own smartphone (with root) and do what they want and not what the corporations spy on you. Please help!