



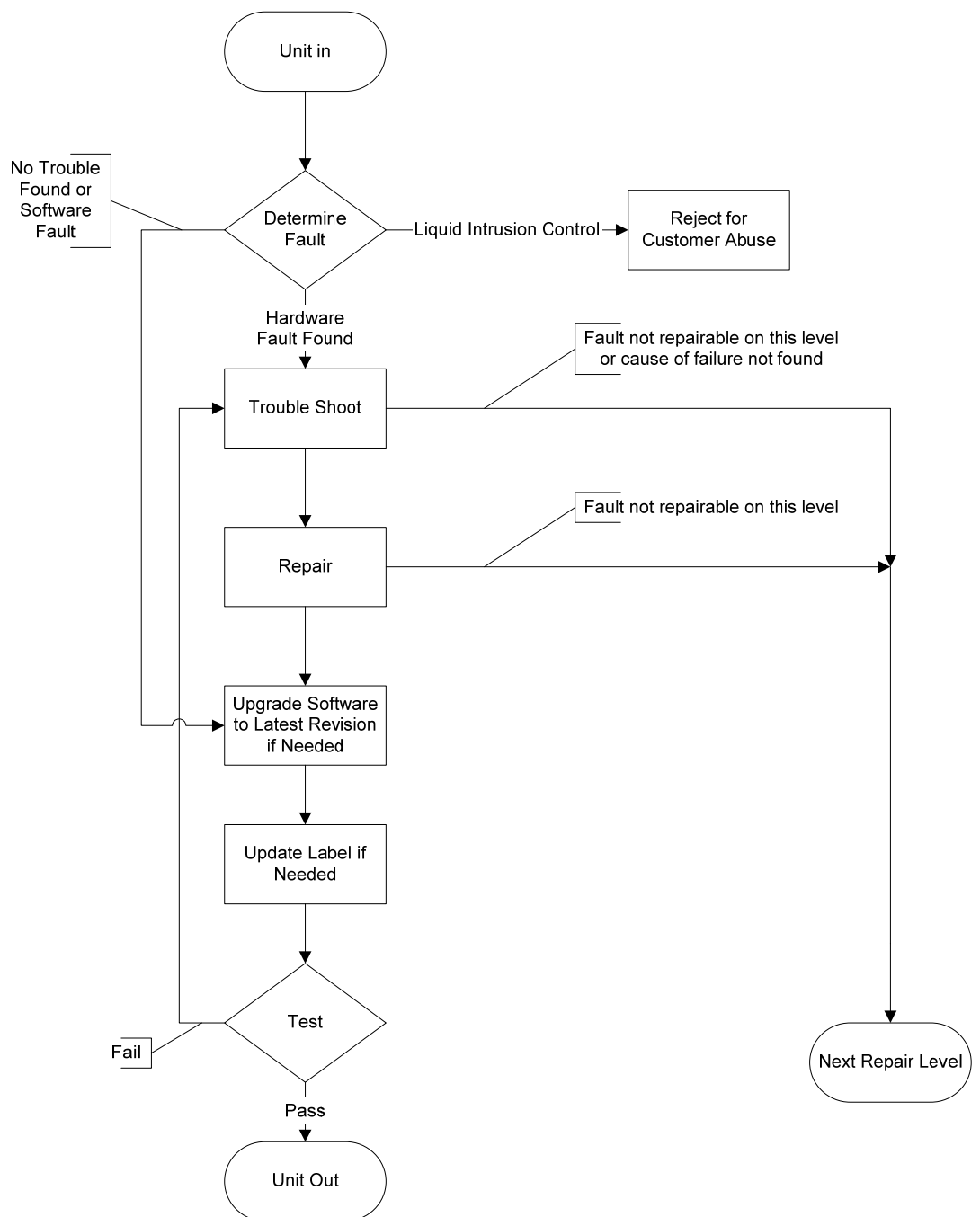
Process Flow, Mechanical

Applicable for W960

Contents

1	Process Flow.....	2
2	Process Description.....	3
3	Revision History.....	4

1 Process Flow





2 Process Description

Box	Reference
Unit in	Process the phone according to local requirements.
Determine Fault	<p>Test Instruction, Mechanical Determine if the phone is faulty or not, and try to confirm the customer's complaint. Only perform those tests necessary to confirm the failure.</p> <p>If a hardware fault is found, or a hardware and software fault is found, then continue with Trouble Shoot.</p> <p>If only a software fault is found, then continue with Upgrade Software to Latest Revision, Test, and Unit Out. Report as SW upgrade.</p> <p>If no hardware or software fault is found, then continue with Upgrade Software to Latest Revision, Test, and Unit Out. Report as No Trouble Found, NTF.</p> <p>If liquid intrusion or other abuse is found, then continue with Reject for Customer Abuse.</p>
Reject for Customer Abuse	<p>Test Instruction, Mechanical If liquid intrusion or abuse is found, then reject the product according to local requirements.</p>
Trouble Shoot	<p>Trouble Shooting Guide, Mechanical Determine the cause of the failure. Trouble-shoot the phone according to the guide for the most common faults.</p>
Repair	<p>Working Instruction, Mechanical Repair the faulty phone according to the instruction. Replace parts as required. (Product Change Survey, Mechanical)</p> <p>Flashing the latest software into the phone at this point may "repair" some problems.</p>
Upgrade Software to Latest Revision if Needed	<p>Product Change Survey, Mechanical Upgrade the software to the latest revision if needed.</p>
Update Label if Needed	<p>Working Instruction Mechanical Print and apply a new label if needed.</p>
Test	<p>Test Instruction, Mechanical Perform all tests as described in the instruction.</p>
Unit Out	Process and package the phone according to local requirements.
Next Repair Level	<p>If the cause of the failure cannot be found or a unit is not repairable at this level, then escalate the phone to the next repair level, or return it to the customer at the customer's request. Report as Escalate.</p>



3 Revision History

Rev	Date	Changes / Comments
1	2007-11-29	Initial Release