

Test Instruction, Mechanical

Applicable for W380, Z555

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1 General

This document describes the process used for software upgrades and how to functionally test the mobile phone.

If there are any failures, the mobile must be repaired according to the troubleshooting guide or sent to a higher repair level.

2 Test Procedure

To verify all components within the Mechanical repair package all tests must be performed

2.1 Test flow

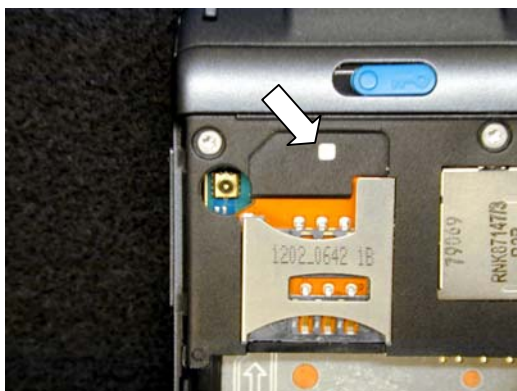
It's OK to return the phone to the customer if the unit passes these tests. If there are any failures, the phone must be repaired according to the troubleshooting guide or sent to a higher repair level.

3 Pre-Test Preparations

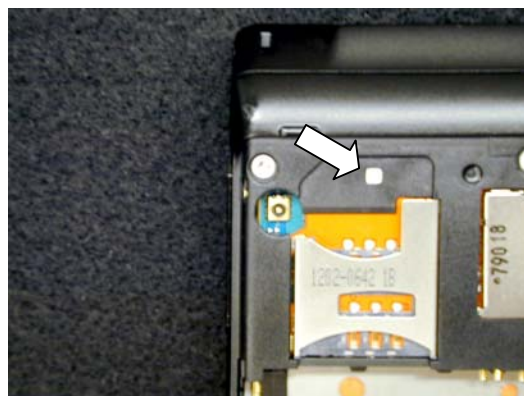
3.1 Liquid Intrusion Inspection

Before any tests are performed, an inspection of the liquid intrusion indicator should be made at the location shown. If the liquid intrusion indicator is red, this is an indication of possible liquid exposure. If the liquid intrusion indicator suggests liquid exposure, please consult your local company for additional handling instructions.

The following images show the location of the liquid intrusion indicator.



W380



Z555

Location of the Liquid Intrusion Indicator.

(Remove battery cover)

3.2 Flip Performance Test

1. Attach a fully charged battery to the mobile.
2. Start the phone.
3. Check that the Main Display is functioning normally.

NOTE! *If the Main Display is a blank screen, with the flip open check if the External Display has a text message. If text is visible, this is an indication of a problem with the Flip Sensor. Information on the repair of the Flip Sensor can be found in the Trouble Shooting Guides.*

3.3 Software Update

Update the handset with the latest signalling software using EMMA III.

3.3.1 Verify Software Version

To verify if the mobile needs new software, you have to check the Software Version in the mobile. Current Software Versions are checked using the following steps:

1. Start the phone.
2. Press the following Navigation key and keypad sequence: → * ← ← * ← *
3. Select "Service Info".
4. Select "Software info".
5. Check the software file revisions on the display. (Contact your line supervisor to determine what the latest SW revision is.)
6. Press "OK" to return to the "Service Info" menu.

3.3.2 Update Software Version

Update the software in the mobile by doing the following:

1. Attach a fully charged battery to the mobile.
2. Open the EMMA III application and log in.
3. Ensure the mobile is powered off.
4. While holding the "C" key, connect the mobile to the USB Flash Cable. (Once the USB Icon appears in the EMMA III window you may release the "C" key.)
5. Select the appropriate protocol and follow the instructions.

NOTE! *If the protocol has not been previously downloaded (Available locally) select "Server search" for a complete list of script's available.*

3.4 Phone Lock Reset

If the phone lock is on for this model, you must use the Phone Lock Reset tool in EMMA III to automatically reset the 4 digit phone lock code to "0000".

1. Attach a fully charged battery to the mobile.
2. Open the EMMA III application and log in.
3. Ensure the mobile is powered off.
4. While holding the "C" Key, connect the mobile to the USB Flash Cable. (Once the USB Icon appears in the EMMA III window you may release the "C" key.).
5. When prompted, select "Phone Lock Reset".
6. The program will display "Success" on the USB Icon when the Phone lock code has been reset to 4 zeros "0000".

4 Service Tests

NOTE! *It is not necessary to have a SIM card inserted for the Service Test.*

1. Connect a battery then press the "On/Off" button to start the mobile.
2. Select Normal at the Start Phone menu, if this Menu does not appear proceed to step 3. It is necessary to select normal for the FM Radio test to function.
3. The Service menu is entered using the following Navigation key and keypad sequence: → * ← ← * ← *
4. Select "Service Tests" then press the "Select" key.

4.1 Main Display Test

NOTE! *Minor variations in display brightness and color may occur between phones. There may be tiny bright dots on the display. These are called defective pixels and occur when individual dots have malfunctioned and can not be adjusted. Two defective pixels are deemed acceptable.*

To verify the display:

1. Select "Main display" from the "Service tests" menu and press the "Select" key.
2. The words "Main display" will be splashed in the center of the screen. Make sure that there are no missing segments and the colors/contrast are OK.
3. Press the "Back" key to return to the Service Tests menu.

4.2 External Display Test

NOTE! *Minor variations in display brightness may occur between phones. There may be tiny bright dots on the display. These are called defective pixels and occur when individual dots have malfunctioned and can not be adjusted. Two defective pixels are deemed acceptable.*

To verify the External display:

1. Select "External display" from the "Service tests" menu and press the "Select" key.
2. Close the flip and the words "External Display" will be splashed in the center of the external screen. Make sure there are no missing segments and the contrast is OK.

NOTE! *For W380 only, touch the three Touch Keys located under the External display. When touched the phone should vibrate (all three Touch Keys must be tested).*

3. Open the flip to return to the Service Tests menu.

4.3 LED/Illumination Test

To verify that the backlighting of the display and the keypad are OK:

1. Select "LED/illumination" from the "Service tests" menu and press the "Select" key.
2. The words "LED/illumination" will be splashed on the screen.
3. Check that the backlight turns on and off, the LED's under the keypad and Navigation keys illuminate.
4. Press the "OK" key to end the test and return to the Service Tests menu.

4.4 Keyboard Test

To verify that the keyboard, the Navigation keys and side keys are OK:

1. Select "Keyboard" from the "Service tests" menu and press the "Select" key.
2. The phrase "Keyboard test. Press any key." will be splashed on the screen.
3. Press all keys on the Navigation, Keypad and the Side keys. If they are ok a text message will be displayed corresponding to the key pressed. All keys should be tested.

NOTE! ***W380 has a Key Lock Switch located above the back cover that must be tested.***

4. If you stop pressing keys the phone will return to the Service Tests menu after a few seconds.

4.5 Speaker Test

WARNING! DO NOT HOLD THE PHONE TO YOUR EAR WHILE PERFORMING THIS TEST.

To verify the Speaker functions:

1. Select "Speaker" from the "Service tests" menu and press the "Select key."
2. Adjust the volume with the navigation or side volume keys and make sure that the speaker is working properly.
3. Press the "OK" key to go back to the Service Tests menu.

4.6 Earphone Test

To verify the Earphone functions:

1. Select "Earphone" from the "Service tests" menu and press the "Select" key.
2. Adjust the volume with the navigation or side volume keys and make sure that the speaker is working properly.
3. Press the "OK" key to go back to the Service Tests menu.

4.7 Microphone Test

This test is intended to test the microphone. Therefore, the speaker should be tested before this test is entered.

1. Select "Microphone" from the "Service tests" menu and press the "Select" key.
2. The phrase "Microphone Recording." will be displayed on the screen. Speak into the phone and then wait until the phrase "Microphone Playing" is displayed. The message that you just recorded will be played back. Ensure that the recorded sound is clear.
3. After playing the recording the phone will return to the Service Tests menu.

4.8 Vibrator Test

To verify that the vibrator functions:

1. Select "Vibrator" from the "Service tests" menu and press the "Select" key.
2. The words "Vibrator test Press any key." will be displayed on the screen.
3. Press any key and verify that the mobile vibrates multiple times.
4. Press the "OK" key to end the test and return to the Service Tests menu.

4.9 Camera Test

NOTE! *Minor variations in image appearance may occur between phones. This is nothing uncommon and is not regarded as a defective camera module.*

To verify that the camera is OK:

1. Select "Camera" from the "Service tests" menu and press the "Select" key.
2. Focus on an object as to take a picture. Check that the image quality is OK.

NOTE! *Picture cannot be taken during this test.*

3. Press the "Back" key to return to the Service Tests menu.

4.10 Memory Stick Test

NOTE! *A memory stick should be inserted in the handset before the start of this test. To insert the memory stick the back cover must be removed.*

To verify the communication between the phone and memory card is working:

1. Select "Memory Stick" from the "Service tests" menu and press the "Select" key.
2. Verify the handset detects the memory card is inserted.
3. Press the "OK" key to end the test and return to the Service Tests menu.

4.11 FM Radio Test

This test will check that the FM Radio is working.

1. Install a Portable Hands-Free (PHF) to the system connector.
2. Select "FM radio" from the "Service tests" menu and press the "Select" key.
3. Using the keypad set the frequency to a known good FM station.
4. While listening to the FM station with the PHF ensure that the sound quality compares to a known good handset.
5. Press the "OK" key to end the test.

4.12 Portable Hands Free (PHF)

This test will check that the PHF is working.

NOTE! *The PHF test may not work on the first attempt in which case it will be necessary to repeat the test.*

1. Install a Portable Hands-Free (PHF) to the system connector.
2. Select "Microphone" from the "Service tests" menu and press the "Select" key.
3. The phrase "Microphone Recording." Will be displayed on the screen. Speak into the PHF and then wait until the phrase "Microphone Playing" is displayed. The message that you just recorded will be played back through the PHF earpiece. Ensure that the recorded sound is clear.
4. After playing the recording the phone will return to the Service Tests menu.

4.13 Real Time Clock Test

This test will check if the built-in real time clock works.

1. Select "Real time clock" from the "Service tests" menu and press the "Select" key.
2. The words "Real time clock Please wait" will be displayed on the screen. After a few seconds you will get information whether the clock is ok or not.
3. After the test results are displayed the test will end and return to the Service Tests menu.

4.14 Total Call Time

The "Total Call Time" option in Service Tests is not applicable.

4.15 Security

The "Security" option in Service Tests is not applicable.

5 Manual Tests

5.1 SIM Test

To verify that the phone can detect a SIM:

1. Insert a SIM card, connect a battery and start the unit.
2. Press the "Select" key at the "Start phone" menu. If this menu does not appear proceed to step 3.
3. If the SIM is detected the phone will start "Searching" for a signal. If the SIM is not detected the phone will ask you to "Insert SIM".

NOTE! *The following steps are only applicable for the W380*

5.1.1 Touch Key LED Test (W380 Only)

4. Close the flip and slide the Key lock switch located above the battery cover to unlock the front keys.
5. Verify that the three LED's under the Touch Keys illuminate.

5.2 Gesture Control Test

The Gesture Control enables the user with a wave of their hand to mute the ringer during an incoming call or activate the snooze function of the alarm clock.

To verify that the Gesture Control is functioning properly:

1. Insert a SIM card, connect a battery and start the unit.
2. Turn on the Gesture Control by entering the menu and selecting: **Settings/General/Gesture Control**, Select "Turn on" then press and hold the "Back" key.
3. Set the correct Time by entering the menu and selecting: **Settings/General/Time & date/Time**, Enter the time and select "Save" then press and hold the "Back" key.
4. Set the Alarm by entering the menu and selecting: **Organizer/Alarms/Edit/Edit**, Enter the time for the alarm to turn on (2 minutes from the current time) then select "OK" then "Save" then press and hold the "Back" key.
5. Close the Flip and set the phone on a flat surface with the Camera on the flip facing upward. When the Alarm goes off an LED located below the Camera should flash one time (if the LED does not flash this is a failure). Wave your hand quickly across the phone with the palm of your hand approximately 5 cms above the camera on the flip. The Alarm should snooze after 3-5 passes of your hand above the phone.
6. Turn the Alarm clock and Gesture control off.

5.3 Bluetooth

To verify that the Bluetooth communication is functioning properly:

NOTE! ***When testing, the distance between the phone being tested and the other Bluetooth device must be 1.5 to 5 meters.***

1. Insert a SIM card, connect a battery and start the unit.
2. Activate the Bluetooth function by entering the menu and selecting: **Settings/Connectivity/Bluetooth/Turn On.**
3. Set up a Bluetooth link between the mobile and another device. If a link can be established, the Bluetooth module is considered functional.
4. When test is completed, turn off the Bluetooth function and press the "Back" key to exit the Bluetooth menu.

5.4 System Connector

5.4.1 Battery Charger

To verify if the charging of the phone is properly working:

1. Install a battery into the phone, but do not power on the phone.
2. Connect the Wall Charger to the system connector.
3. Verify that the main display shows that the phone is being charged.
4. Remove the Wall Charger from the system connector and verify that the main display no longer shows the phone being charged.

5.4.2 USB Charging

To verify the phone can charge the battery via a USB Port.

NOTE! **Ensure that no USB application is active on the Computer such as PC Suite or EMMA III**

1. Install a battery into the phone, but do not power on the phone.
2. Connect a USB Cable from a Computer to the system connector.
3. Verify that a charging icon appears in the upper right corner of the main display.
4. Remove the USB Cable and verify that the charging icon is no longer displayed.

NOTE! **If the charging icon is not displayed, check to make sure the USB Charging option is turned on. To turn on the USB Charging, go to the Service Menu and select Service Settings, the status of the USB Charging will be displayed, if the charging is turned off press the select key.**

5.5 On The Air Call to Mobile

NOTE! An “On the Air” test can only be performed if the mobile has an activated SIM card properly installed in the mobile and a network signal is available. This test cannot be performed with a Test SIM.

To verify the radio functions in the phone do the following:

1. Insert an operator SIM card and start the phone.
2. Set up a call from a landline phone (PSTN) to the mobile.
3. Check that the ringer is working and that the backlight switches on OK.
4. Answer the phone call.
5. Check that the quality of sound both in the mobile and the landline phone (PSTN) are OK.
6. Adjust the volume up and down using the side volume key and check that the volume in the mobile is altered.
7. End the call. Check that the ending procedure is OK and that the talk time is displayed.

6 Revision History

Rev.	Date	Changes / Comments
1	2008-02-29	Initial Release