



Working Instruction, Build Swap

Applicable for W380, Z555

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1 General

The customization process is used to download customized data and activate a swap unit for delivery. The phone software must support customization for this process to work. The Customization process will be covered in detail in this document.

This overview of the Customization Process includes information on:

- Hardware requirements
- Software set-up
- Instruction

1.1 Hardware requirements

The hardware required to run the Emma III application is as follows:

- DCU-60 USB Flashing Cable
- USB Activation Dongle

NOTE! See the Electrical Equipment List for part numbers.

More detailed information regarding the hardware needed for Emma III is available on CSPN. For this information, go to the start page of CSPN and select the Emma III option from the drop down menu. This will launch CSPN's Emma III webpage. Select the "Go to the Emma III Homepage" button. At the Emma III home page select the "Installation Guide" under the Documentation header on the right hand column of the page. From there, search for the information you desire.

1.2 Software set-up

Detailed information for installing Emma III is available on CSPN. For this information, go to the start page of CSPN and select the Emma III option from the drop down menu. This will launch CSPN's Emma III webpage. Select the "Go to the Emma III Homepage" button. At the Emma III home page select the "Installation Guide" under the Documentation header on the right hand column of the page. From there, search for the information you desire. To perform an Activation, Activation drivers are required and can be found on the EMMA III homepage.

1.3 Emma III privileges/login

A registered USB Activation Dongle is required for activation. This document assumes that you have already applied for and received a USB Activation Dongle registration. In order to change a phone from Customer A to Customer B you must run a Service Exchange Unit, then a Customization script followed by an Activation script.

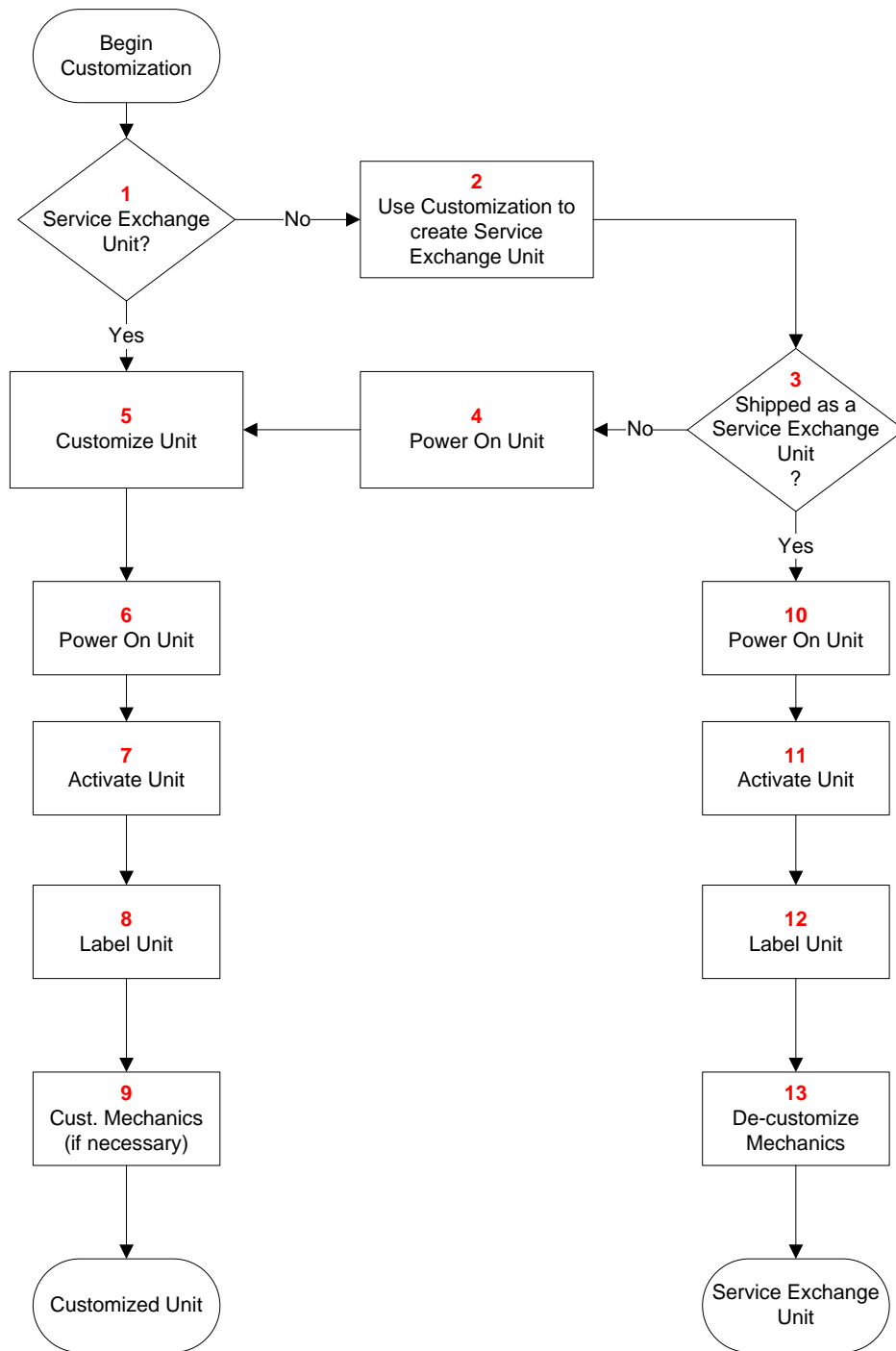
Detailed information for the USB Activation Dongle usage with Emma III is available on CSPN. For this information, go to the start page of CSPN and select the Emma III option from the drop down menu. This will launch CSPN's Emma III webpage. Select the "Go to the Emma III Homepage" button. At the Emma III home page select the "User Guide" under the Documentation header on the right hand column of the page. From there, search for the information you desire.

To perform a "Customization" or "Activation" you need to be properly logged on to the Emma III. This is achieved by doing the following:

- Start the Emma III application (Note that you will need to have The USB Activation Dongle inserted when you login. A USB Activation Dongle is required for activation. In addition, only one activation can be performed at a time with no other services being attempted).
- Login to Emma III using your User ID and Password.
- If you are running an Activation script you will be prompted for your PIN. Enter your USB Activation Dongle PIN that you received with your USB Activation Dongle registration.
- To perform any functionality but an Activation, **hold** the 'C' button down on the Phone and connect it to the USB Flashing Cable. To perform an Activation, turn the phone on and **do not hold** the 'C' button down before connecting the USB Flashing Cable.

2 Workflow

The following workflow describes, in general terms, how to perform a “Customization”.



3 Instructions

The customization process will allow the creation of two different configurations, please refer to the Customization Workflow diagram in Section 2.

The first configuration, and the primary reason for the existence of the customization process, is a customized unit. A customized unit is one that is ready to ship as a final swap unit. Follow the instructions at 3.1 “Instructions, Customized Unit”.

The second configuration is a Service Exchange unit. In order to customize a phone in Emma III, the unit must be a Service Exchange unit delivered from stock, or a non-Service Exchange unit must be converted to a Service Exchange unit according to the instructions below. Customizing a phone to a Service Exchange unit cleans the phone of any personal data that may have been entered or downloaded by the phone’s previous owner. While this is a required interim step when creating a final swap unit, in certain circumstances it may be desirable to create a Service Exchange unit without creating a final swap unit. Follow the instructions at 3.2 “Instructions, Service Exchange Unit”.

It is not, under any circumstances, allowed to attempt to create a Customized Unit (final swap unit) from a phone that is not a Service Exchange unit!

The instructions below are organized by which configuration is desired.

3.1 Instructions, Customized Unit

3.1.1 Service Exchange unit? (Block 1)

Is the unit a Service Exchange unit? If yes, skip to 3.1.5 Customize unit (Block 5). If no, continue with 3.1.2.

3.1.2 Use Customization to create Service Exchange unit (Block 2)

After logging on by following the steps described in section 1.3, you can customize a phone by doing the following:

- With the Phone powered off hold the ‘C’ button and connect it to the USB Flashing cable. At this point you will have a screen of available scripts displayed with the usual selections (“Software Update Content Refresh”, “Customize”, etc.). Look for the “Customize” script with the name “W380 Service Exchange Unit” or “Z555 Service Exchange Unit”.

NOTE! *If the Service Exchange Unit script has not been previously downloaded (Available locally), then select “Server search” for a complete list of script’s available.*

- Choose the desired script.
- The application will download all necessary software to run the script and then flash that software to the phone.
- Disconnect the phone from the Flashing Cable.



3.1.3 Shipped as a Service Exchange unit? (Block 3)

Will the unit be shipped as a Service Exchange unit? If yes, then skip to 3.2.4 (Block 10). If no, continue with 3.1.4.

3.1.4 Power on unit (Block 4)

Power on the Phone fully (wait until "Insert Sim Card" is displayed on the phone), This is to ensure that the Initialization of the phone is complete, Power off the phone.

3.1.5 Customize unit (Block 5)

After logging on by following the steps described in section 1.3, you can customize a phone by doing the following:

- At this point you will have a screen of available scripts displayed with the usual selections ("Settings", "Customize", etc.). Look for the "Customize" script for the desired operator, "W380 SI-number Operator Country" or "Z555 SI-number Operator Country" If the desired script is not available locally select "Server search" for a complete list of script's available).
- Choose the desired script.
- The application will download all necessary software to run the script and then flash that software to the phone.
- Disconnect the phone from the Flashing Cable.

3.1.6 Power on unit (Block 6)

Power on the Phone fully (wait until "Insert Sim Card" is displayed on the phone), This is to ensure that the Initialization of the phone is complete, Power off the phone.

3.1.7 Activate unit (Block 7)

After logging on by following the steps described in section 1.3, you can activate a phone by doing the following:

- To perform an Activation, turn the phone on and **do not hold** the 'C' button down before connecting the USB Flashing Cable.
- Select the "Customization Activation" script. If an Activation is not needed, then a screen is displayed telling you that it was not needed.
- When the phone is activated (3 to 4 minutes), remove it from the Flashing Cable.

3.1.8 Label unit (Block 8)

Print two (2) KRH labels.

Place one of the labels on the phone. Refer to Working Instructions, Mechanical for information on correct label placement.

Place the other label on the exchange unit box.

3.1.9 Customize Mechanics (if necessary) (Block 9)

Apply the correct custom mechanical parts (e.g. co-brand inlays, keypads, etc.) for the DPY variant that is being created (reference the PCS for the appropriate parts) by following the instructions in the Working Instructions.

3.2 Instructions, Service Exchange unit

3.2.1 Service Exchange unit? (Block 1)

Is the unit a Service Exchange unit? If yes, then there's no reason to continue. The unit should be ready to ship. If no, then continue with 3.2.2.

3.2.2 Use Customization to create Service Exchange unit (Block 2)

After logging on by following the steps described in section 1.3, you can customize a phone by doing the following:

- With the Phone powered off hold the 'C' button and connect it to the USB Flashing cable. At this point you will have a screen of available scripts displayed with the usual selections ("Software Update Content Refresh", "Customize", etc.). Look for the "Customize" script with the name "W380 Service Exchange Unit" or "Z555 Service Exchange Unit".

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

- Choose the desired script.
- The application will download all necessary software to run the script and then flash that software to the phone.
- Disconnect the phone from the Flashing Cable

3.2.3 Shipped as a Service Exchange Unit? (Block 3)

Will the unit be shipped as a Service Exchange Unit? If no, then go to 3.1.4 (Block 4). If yes, then continue with 3.2.4.



3.2.4 Power on unit (Block 10)

Power on the Phone fully (wait until "Insert Sim Card" is displayed on the phone), This is to ensure that the Initialization of the phone is complete, Power off the phone.

3.2.5 Activate unit (Block 11)

After logging on by following the steps described in section 1.3, you can activate a phone by doing the following:

- To perform an Activation, turn the phone on and **do not hold** the 'C' button down before connecting the USB Flashing Cable.
- Select the "Customization Activation" script. If an Activation is not needed, then a screen is displayed telling you that it was not needed.
- When the phone is activated (3 to 4 minutes), remove it from the Flashing Cable.

3.2.6 Label unit (Block 12)

Using a red marker, label the unit with the correct Exchange unit number (e.g. SI xxxx-xxxx). Reference the PCS for the appropriate variant, which should be based on the non-customizable mechanics of the unit.

3.2.7 De-customize unit (Block 13)

Remove any co-branding by following the instructions in the Working Instructions, Mechanical.

4 Revision History

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