



Working Instruction, Swap

Applicable for K770

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1 Swap

1.1 Abstract

This workflow is generic and fits together with the ordinary repair flow.

1.2 Working Instruction Swap

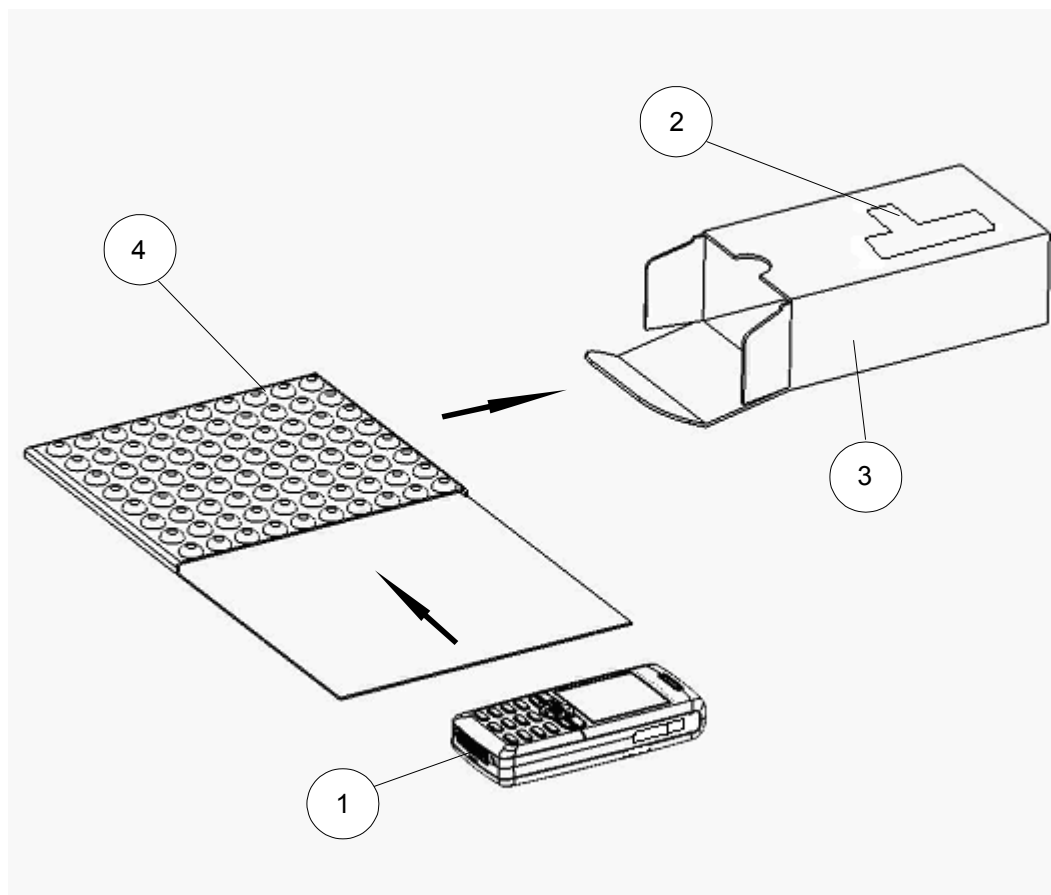
1.2.1 Reset Phone

The phone must be reset to factory default before it's packed into the DPY/Z package. Run phone reset protocol in Emma III and follow the instructions. If customized data is lost the phone needs to be re-customized. *This can only be done at locations that have access to customization in EMMA III.*

1.2.2 Exchange unit Packaging

One DPY/Z package consists of (Figure):

1. 1 Exchange unit
2. 1 Phone label, same as on the phone (KRH)
3. 1 Exchange Unit Box
4. 1 Package/Bubble bag



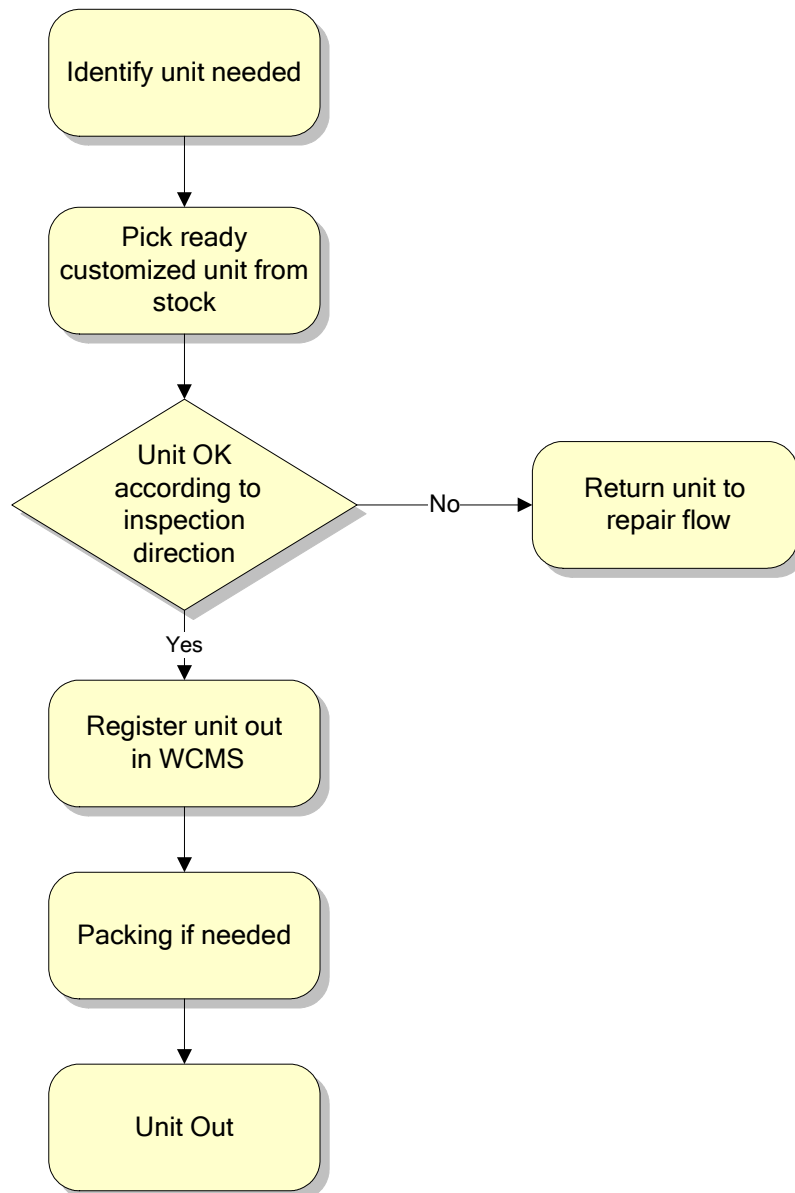


1.2.3 Instructions

1. Make two KRH-labels by using Label Make SW. One for the phone (assembled according to Customizing Instruction 2.7.5 below) and one for the DPY/Z-Box.
2. Place the phone in the plastic/bubble bag.
3. Place the phone and the package/bubble bag in the box.
4. Close the box.
5. Assemble the KRH-label on top of the factory default DPY/Z-label on the box.



1.3 Workflow Swap



BOX	REFERENCE
Identify unit needed	According to Product Change Survey, Mechanical
Pick ready customized unit from stock	Unit gone through Customize Flow in section 2.4 below
Unit OK according to inspection direction	According to Inspection Direction, Build Swap
Register unit out in WCMS	According to Action Code ID, Mechanical



2 Customizing

2.1 Abstract

The generic Build Swap process is applicable for the K770 family of phones, in addition to this, process and toolbox have been added to enable full customer (operator) unique configuration of swap units. The process is based on functionality in EMMA III. This functionality is used when downloading customized data and when activating a unit for delivery.

This description of the *Customising* includes information on:

- Hardware requirements
- Software set-up
- Instructions

2.2 Hardware requirements

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

- NTZ 112 1071 USB Activation Dongle
- LZY 213 595 Smart Card (Service Card)
- LZY 213 1191 USB Smart Card Reader
- KRY 101 1413 USB Cable

NOTE! The USB Activation Dongle, The Service card and the Card Reader are needed for activation

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.

The hardware required for labelling are as follows:

- Zebra Printer – (90xi, 90xi II or 4000 deluxe)

Connect the printer with a standard RS 232 serial printer cable [refer to the Zebra printer manual] to the serial port on the computer. Read the Zebra installation manual for more information about the installation.

2.3 Software setup

- Information available at the EMMAIII homepage
<http://ma3.extranet.sonyericsson.com/ma3/>
- For labelling, use LABELMAKEII, instructions available on CSPN.



2.3.1 Emma III privileges/login

This document assumes that you have already applied for and received Customer Service Customization & Activation (CSCA) privileges. This functionality allows you to change a phone from Customer A to Customer B by running a Customization protocol followed by an Activation protocol that performs the required activation.

NOTE! The service card used will need to have the CSCA Service Key to perform Activation.

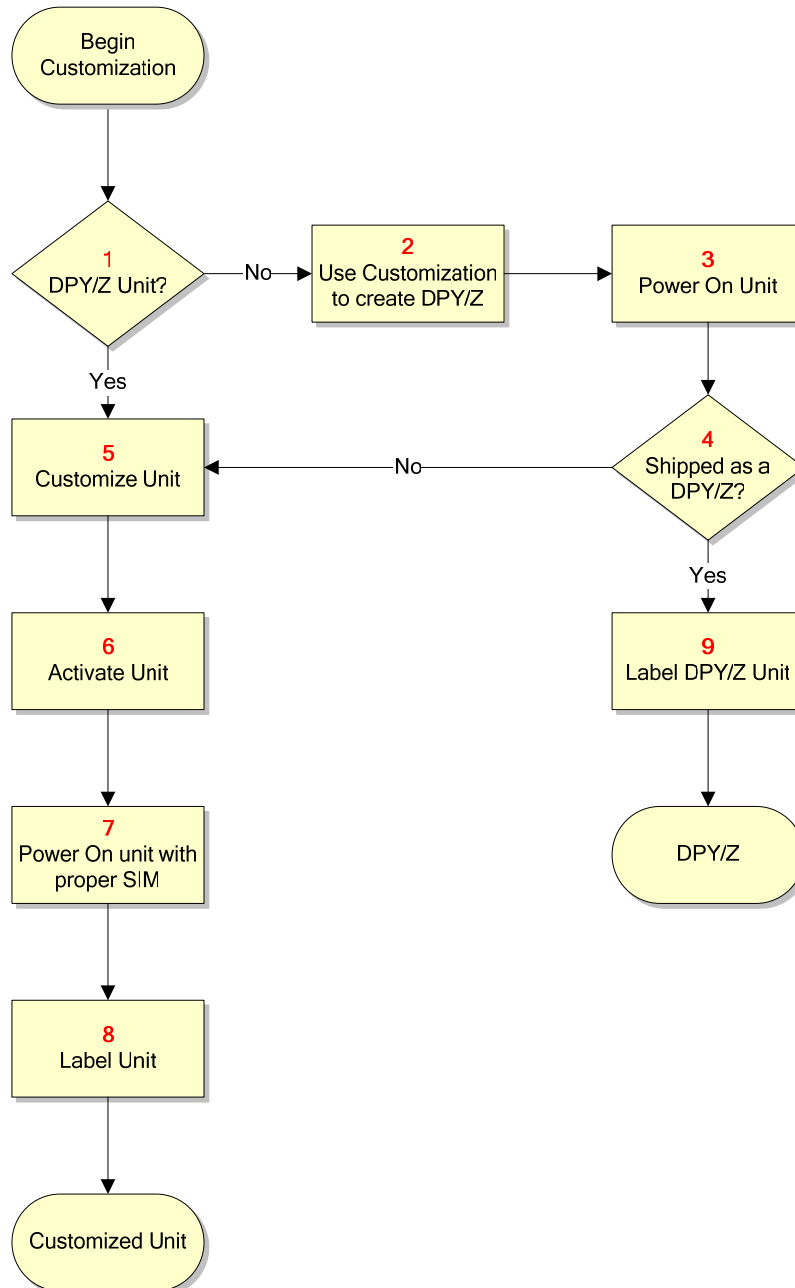
To perform a “Customization” or “Activation” you need to be properly logged on to the Emma III. This is achieved by doing the following:

- Start the Emma III application.
- Login to Emma III using your User ID and Password
- If you have a smart card reader and card connected it will prompt you for your PIN. Enter your smart card PIN. Note that for the Customization a smart card reader and card do not need to be present as long as you are connected online. If you are offline or are performing a Activation, a smart card reader, card and a USB Activation Dongle are required.
- Make sure that you are registered for CSCA to perform “Activation”



2.4 Workflow

This workflow describes in general terms how to perform a “Customisation”.





2.5 Instructions

The customization process will allow the creation of two different configurations, please refer to the Customization Workflow diagram in 2.4

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.

The second configuration is a DPY/Z unit. In order to customize a phone in Emma III, the unit must be a DPY/Z unit delivered from stock, or a non-DPY/Z must be converted to a DPY/Z according to the instructions below. Customizing a phone to a DPY/Z 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 DPY/Z unit without creating a final swap unit.

NOTE! It is not under any circumstances allowed to attempt to create a Customized Unit (final swap unit) from a phone that is not a DPY/Z unit!

The instructions below are organized by which configuration is desired.

NOTE! In the event that 'something happens' during the normal flash process, first try to remove and reinsert the battery.

If the battery runs out or the mobile device disconnects from the programming interface before it is complete, your mobile device may get to a state from which you can no longer flash. This will require to first run the "Flash Recovery" protocol. This protocol can be found under the 'Software Update' option.

2.6 Instructions, Customized Unit

2.6.1 DPY/Z Unit? (Block 1)

Is the unit a DPY/Z unit?

Yes - skip to 2.6.5 (Block 5).

No - continue with 2.6.2.

2.6.2 Use Customization to create DPY/Z (Block 2)

1. Start the EMMAIII client.
2. Make sure the phone is switched off and remove the battery
3. Reinsert the battery.
4. While pressing the c-button, insert the USB-cable.
5. A screen of available protocols is displayed with the usual selections ("Software Update", "Software Update Content Refresh", "Customize", etc. For K770 choose the "Customize" protocol named K770 DPY101xxx/Z [Service Exchange Unit]. The application will download all necessary software to run the protocol and then flash that software to the phone.
6. After the script is finished choose "quit" and remove the USB-cable.



2.6.3 Power on Unit (Block 3)

Start up the phone and wait for the configuration to finish. When the "Start up phone" dialog appears, the phone will turn off automatically after a couple of seconds. If not switch off the phone manually.

2.6.4 Shipped as a DPY/Z? (Block 4)

Will the unit be shipped as a DPY/Z?

Yes - skip to 2.7.5 (Block 9).

No - continue with 2.6.5.

2.6.5 Customize Unit (Block 5)

1. Start the EMMAll client.
2. Make sure the phone is switched off and remove the battery
3. Reinsert the battery.
4. While pressing the c-button, insert the USB-cable.
5. A screen of available protocols is displayed with the usual selections (*Software Update, Software Update Content Refresh, Customize*, etc). For K770 choose the "Customize" protocol for the desired operator, K770 DPY101 xxxx/yyyy *Operator Country*.

The application will download all necessary software to run the protocol and then flash that software to the phone.

6. After the script is finished choose "quit" and remove the USB-cable.

2.6.6 Activate Unit (Block 6)

NOTE! For activation you need a service card loaded with the correct security key and a card reader. You also need to have the USB-drivers for K770 installed on your computer.

1. Start the EMMAll client if it is not running.
2. Make sure the phone is switched off and remove the battery
3. Reinsert the battery.
4. Start the phone.

NOTE! The phone must be switched on before inserting USB-cable.

5. Insert the USB-cable and choose activation script in EMMA III.
6. After the script is finished choose "quit" and remove the USB-cable.



2.6.7 Power on Unit with proper SIM (Block 7)

The phone will stay powered up after the activation is finalized. The SIM- lock status however, will not be displayed correctly in the SIM-lock menu until after the phone has been powered down and then powered up again.

Restart the unit with a test SIM or the specific customer's SIM installed.

NOTE! Care needs to be taken not to select a language when the phone powers up.

2.6.8 Label Unit (Block 8)

1. Print two (2) KRH labels with LabelMake II software.
2. Place one of the labels on the phone. Refer to Working Instructions, Mechanical for information on correct label placement.
3. Place the other label on the exchange unit box.
4. The phone is ready for delivery!



2.7 Instructions DPY/Z

2.7.1 DPY/Z Unit? (Block 1)

Is the unit a DPY/Z unit?

Yes - no reason to continue. The unit should be ready to ship.

No - continue with 2.7.2.

2.7.2 Use Customization to create DPY/Z (Block 2)

1. Start the EMMAll client.
2. Make sure the phone is switched off and remove the battery
3. Reinsert the battery.
4. While pressing the c-button, insert the USB-cable.
5. A screen of available protocols is displayed with the usual selections ("Software Update", "Software Update Content Refresh", "Customize", etc. For K770 choose the "Customize" protocol named K770 DPY101xxxx/Z [Service Exchange Unit]. The application will download all necessary software to run the protocol and then flash that software to the phone.
6. After the script is finished choose "quit" and remove the USB-cable.

2.7.3 Power on Unit (Block 3)

Start up the phone and wait for the configuration to finish. When "Insert SIM" appears, switch off the phone.

2.7.4 Shipped as a DPY/Z? (Block 4)

The unit will be shipped as a DPY/Z - continue with 2.7.5 (Block 9).

2.7.5 Label DPY/Z Unit (Block 9)

Use LABELMAKEII, instructions available on CSPN.

Using a **red marker**, label the unit with the correct DPY/Z number (e.g. DPY 101 xxxx/Zy).

Reference the PCS for the appropriate variant, which should be based on the non-customizable mechanics of the unit.

2.7.6 DPY/Z

The phone is now a DPY/Z unit. Continue with 1.2 Working Instruction, Swap for instructions how to ship the exchange unit.



3 Revision History

Rev.	Date	Changes / Comments
A	2007-09-24	Initial release