



# Test Instruction, Mechanical

Applicable for W890

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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 Damage 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.



Location of the Liquid Intrusion Indicator.

(Remove battery cover)

## 3.2 Software Update

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

### 3.2.1 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.

### 3.2.2 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" or the "5" key, connect the mobile to the USB Flash Cable.
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.*

### **3.3 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" or the "5" Key, connect the mobile to the USB Flash Cable.
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. The Service menu is entered using the following Navigation key and keypad sequence: → \* ← ← \* ← \*
3. 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 and then the display toggles between different test patterns. Make sure that there are no missing segments and the colors/contrast are OK.
3. Press the "Back" key (upper right soft select key) to return to the Service Tests menu.

### 4.2 External Display Test

The "External Display Test" option in Service Tests is not applicable.

### 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 light up.
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 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.
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 Vibrating alert Test

To verify that the vibrator functions:

1. Select "Vibrating alert" from the "Service tests" menu and press the "Select" key.
2. The words "Test vibrating alert 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 (upper right soft select) to return to the Service Tests menu.

## 4.10 Video call 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 Video call camera is OK:

1. Select "Video call camera" from the "Service tests" menu and press select.
2. The Video call camera function will now start and you should see yourself in the display. Check that the Video image is OK.
3. Press the "Back" key (upper right soft select) to return to the Service tests.

## 4.11 Memory card Test

**NOTE!** *A memory card should be inserted in the handset before the start of this test. The memory card holder is located on the side of the phone.*

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

1. Select "Memory card" 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.

## 4.12 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.

## 4.13 Portable Hands Free (PHF)

The "Portable Hands Free" option in Service Tests is not applicable.

## 4.14 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.

## 4.15 Total Call Time

This test will check if the Total Call time function is working

1. Select "Total call time" from the "Service tests" menu and press the "Select" key.
2. The words "Total clock time" and the time of the total call time in numbers will be displayed on the display if the function is working
3. Press the "OK" to end the test.





## 4.16 Security

The “Security” option in Service Tests is not applicable.

## 4.17 GPS

The “GPS” 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 Card”.

## 5.2 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.

## 5.3 System Connector

### 5.3.1 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.

### 5.3.2 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.***

## 5.4 Network Test (On The Air Call to Mobile)

Use an On the Air Call to the mobile to test its network functionality. The call is separated into two different sections depending upon whether a UMTS Network is available in the area. If there is no UMTS Network then section 5.4.1 "On the Air Call to mobile (UMTS Network unavailable)" is applicable. If there is a UMTS Network then section 5.4.2 "On the Air Call to Mobile (UMTS Network available)" is applicable.

### 5.4.1 On The Air Call to Mobile (UMTS Network unavailable)

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

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

1. Insert an operator SIM or USIM card and start 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.

## 5.4.2 On The Air Call to Mobile (UMTS Network available)

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

**To verify the GSM radio functions in the phone, do the following:**

1. Insert an operator USIM card and start the phone.
2. Go to the Phone Menu and Select Settings – Connectivity – Mobile networks- GSM/3G networks and record the User's current setting before changing to “GSM only”. It is necessary to save the User's setting in order to restore this to the original setting after the call.
3. Set up a call from a landline phone (PSTN) to the mobile.
4. Check that the ringer is working and that the backlight switches on OK.
5. Answer the phone call.
6. Check that the quality of sound both in the mobile and the landline phone (PSTN) are OK.
7. Adjust the volume up and down using the side volume key and check that the volume in the mobile is altered.
8. End the call. Check that the ending procedure is OK and that the talk time is displayed.

**To Verify the UMTS radio functions in the Phone, do the following:**

9. Go to the Phone Menu and Select Settings – Connectivity – Mobile networks- GSM/3G networks and change to “GSM and 3G”.
10. Power the Phone off and then Power the Phone on. This will cause the Phone to scan for an available UMTS signal.
11. Check that the UMTS Icon “3G” is displayed on the phone to the right of the signal bars. If the UMTS Icon is not displayed the Phone is to be considered defective.
12. Set up a call from a landline phone (PSTN) to the mobile.
13. Check that the ringer is working and that the backlight switches on OK.
14. Answer the phone call.
15. Check that the quality of sound both in the mobile and the landline phone (PSTN) are OK.
16. Adjust the volume up and down using the side volume key and check that the volume in the mobile is altered.
17. End the call. Check that the ending procedure is OK and that the talk time is displayed.
18. Restore the User's original GSM/3G network setting.

## 6 Revision History

| Rev. | Date       | Changes / Comments  |
|------|------------|---|
| 1    | 2008-02-20 | Initial Release   |
| 2    | 2009-07-09 | Added that in some cases you should press the “5” key when connecting the phone to EMMA |