



Process Flow, Mechanical

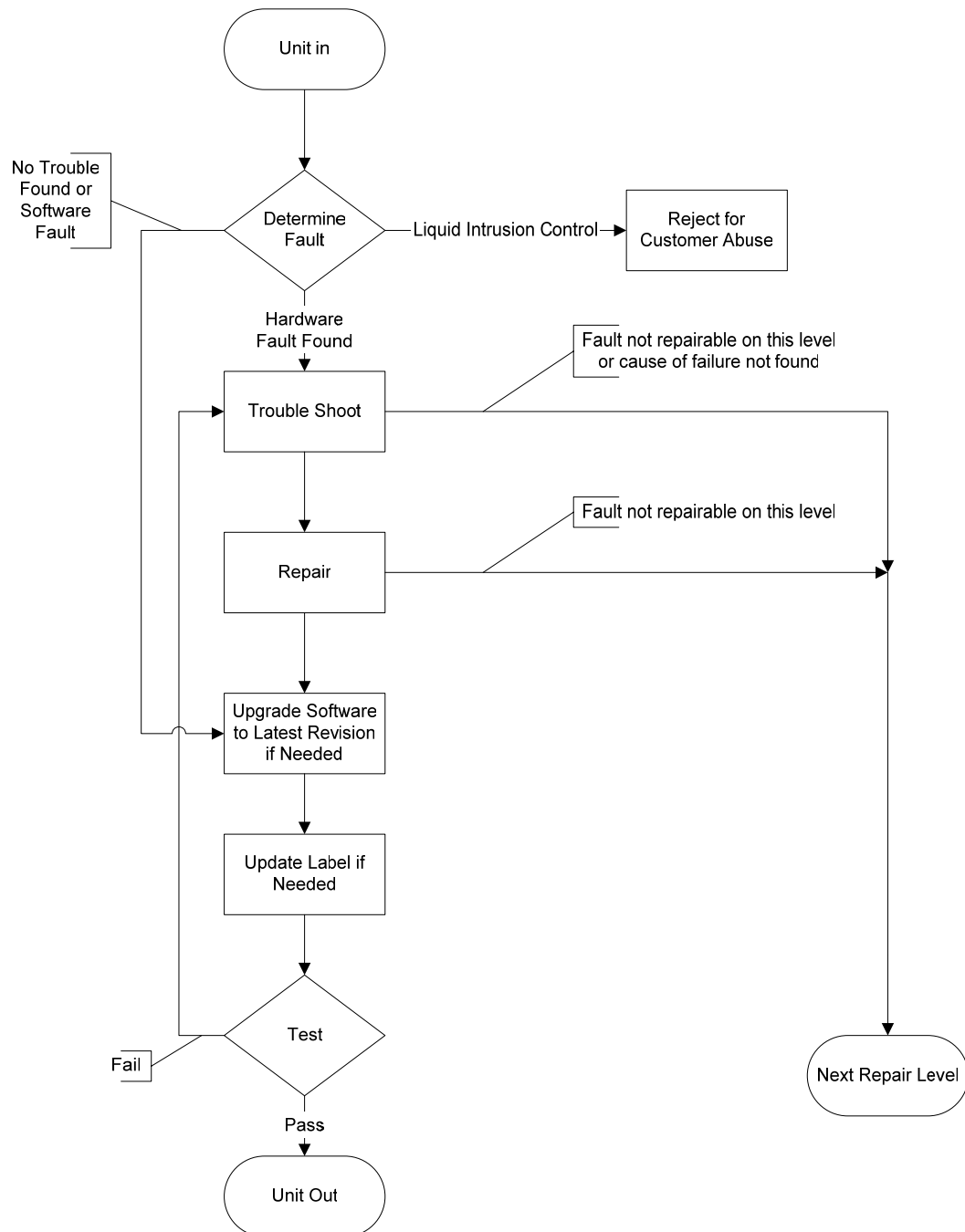
Applicable for Z250 and Z320

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1 Process Flow, Mechanical

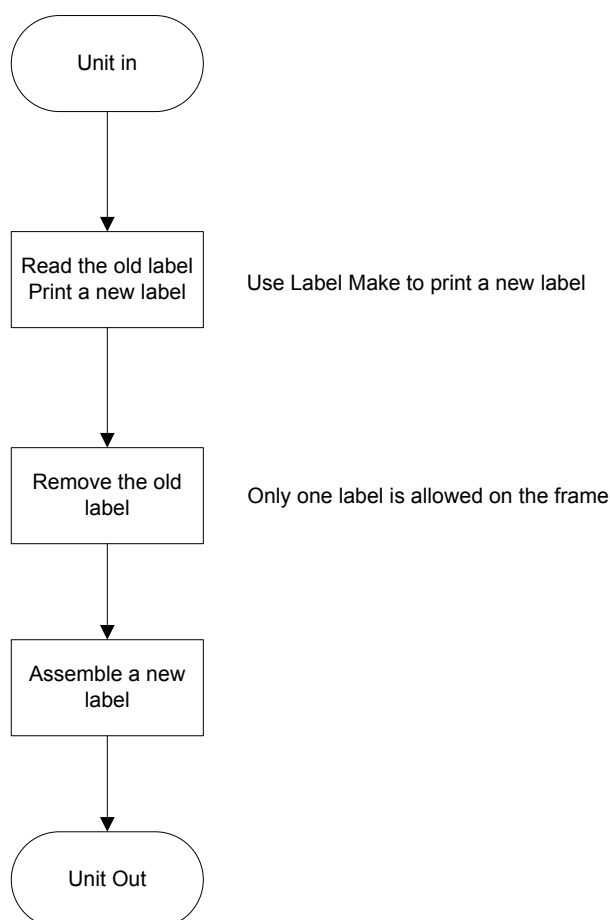




1.1 Process Flow Mechanical, Description

| 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 is not reparable 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> |

2 Process Flow, Label



2.1 Process Flow Label, Description

| Box | Reference |
|---|--|
| Read the old label Print a new label | Use the Label Make II program; read the information on the old label and use that as an input for the new label. Print a new Label. Continue with Remove the old label . |
| Remove the old label | Working Instructions Remove the old label according to the instructions. Only one label is allowed on the frame. Continue with Assemble a new label . |
| Assemble a new label | Working Instructions Assemble the new label according to the instructions. |



3 Revision History

| Rev. | Date | Changes / Comments |
|------|------------|-------------------------|
| A | 2007-10-09 | 1 st release |