



# Working Instruction Repair Instruction

Applicable for W910i and W908c

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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 application is as follows:

- Smart Card (Service Card)
- USB Smart Card Reader
- 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 is available on CSPN. For this information, go to the start page of CSPN and select the EMMA option from the drop down menu. This will launch CSPN's EMMA webpage. Select the "Go to the EMMA Homepage" button. At the EMMA 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 is available on CSPN. For this information, go to the start page of CSPN and select the EMMA option from the drop down menu. This will launch CSPN's EMMA webpage. Select the "Go to the EMMA Homepage" button. At the EMMA 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 homepage.



## 1.3 EMMA privileges/login

This document assumes that you have already applied for and received Customer Service Customization & Activation (CSCA) privileges and USB Activation Dongle registration. These functionalities allow you to change a phone from Customer A to Customer B by running a Customization script followed by an Activation script that performs the required activation.

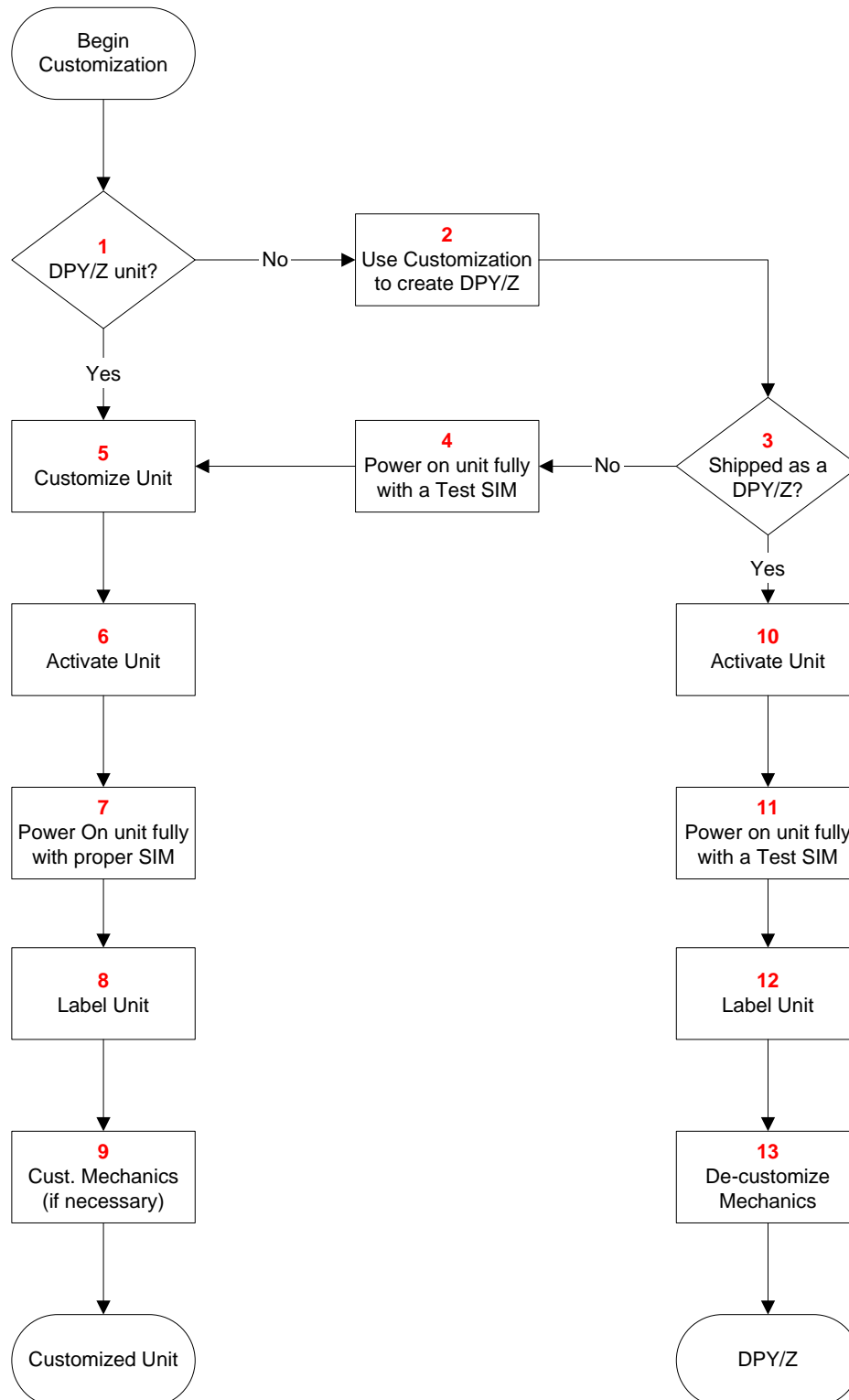
The service card used will need to have the CSCA Service Key to perform an Activation. A registered USB Activation Dongle is also required for activation. Detailed information for Service Card Management and USB Activation Dongle usage with EMMA is available on CSPN. For this information, go to the start page of CSPN and select the EMMA option from the drop down menu. This will launch CSPN's EMMA webpage. Select the "Go to the EMMA Homepage" button. At the EMMA 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. This is achieved by doing the following:

- Start the EMMA application (Note that you will need to have the Service Card inserted when you login; otherwise, you will be using the Service Card found on the EMMA server, and that will not allow you to perform an Activation. The USB Activation Dongle should also be inserted when you login. In addition, only one Activation can be performed at a time with no other services being attempted.).
- Login to EMMA using your User ID and Password.
- If you have a smart card reader and card connected, then 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 an Activation, then a smart card reader and card are required.
- You must be registered for CSCA to perform an Activation.
- A USB Activation Dongle is required for activation.
- 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.

The second configuration is a DPY/Z unit. In order to customize a phone in EMMA, 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.

***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.

### 3.1 Instructions, Customized Unit

#### 3.1.1 DPY/Z unit? (Block 1)

Is the unit a DPY/Z 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 DPY/Z (Block 2)

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 ("Software Update Content Refresh", "Customize", etc.). Look for the "Customize" script with the name "W910 DPY101xxxxx/Z [Service Exchange Unit]".

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

- Choose the aforementioned 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 DPY/Z? (Block 3)

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

### 3.1.4 Power on unit fully with a Test SIM (Block 4)

Insert a Test SIM into the unit, and power it up fully.

### 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, "W910 DPY101xxxx/yyy Operator Country". If the desired script is not available locally select "Server search" for a complete list of script's available).
- Choose the aforementioned 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 Activate unit (Block 6)

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

- If Activation is needed, then a screen will be displayed asking you to OK the Activation. If it is not needed, then a screen is displayed telling you that Activation was not needed.
- When the phone is activated (1/2 to 1 minute), remove it from the interface device. It should be turned off.
- Disconnect the phone from the Flashing Cable

### 3.1.7 Power on unit fully with proper SIM (Block 7)

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

**NOTE!**      ***Do not select a language when the phone powers up.***



### 3.1.8 Label unit (Block 8)

Print two (2) Core Unit 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 co-branding for the Sales Item variant that is being created (reference the Customization, Build Swap for the appropriate parts) by following the instructions in the Working Instructions, Mechanical (3/00021-1/FEA 209 544/603).

## 3.2 Instructions, DPY/Z

### 3.2.1 DPY/Z unit? (Block 1)

Is the unit a DPY/Z 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 DPY/Z (Block 2)

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 ("Software Update Content Refresh", "Customize", etc.). Look for the "Customize" script with the name "W910 DPY101xxxxx/Z [Service Exchange Unit]".

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

- Choose the aforementioned 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 DPY/Z? (Block 3)

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



### 3.2.4 Activate unit (Block 10)

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

- If Activation is needed, then a screen will be displayed asking you to OK the Activation. If it is not needed, then a screen is displayed telling you that Activation was not needed.
- When the phone is activated (1/2 to 1 minute), remove it from the interface device. It should be turned off.
- Disconnect the phone from the Flashing Cable

### 3.2.5 Power on unit fully with proper SIM (Block 11)

Power on the unit with the Test SIM installed.

**NOTE!**      *Do not select a language when the phone powers up.*

### 3.2.6 Label unit (Block 12)

Using a red marker, label the unit with the correct DPY/Z number (e.g. DPY 101 xxxx/Zy). Reference the Customization, Build Swap 1205-9172 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 (3/00021-1/FEA 209 544/603).





## 4 Revision History

Rev.	Date	Changes / Comments
1	2007-10-09	Initial Release
2	2008-01-10	Added W908c
3	2008-08-28	Update
4	2008-08-28	Update
5	2008-10-13	Instruction Update