

**SERVICE MANUAL**  
**Level 1&2**

**NOKIA**  
**5800**  
**XPRESSMUSIC**

**RM-356 RM-428**



**Transceiver characteristics**

**Band:**

**RM-356:** HSDPA, WCDMA 900/2100 GSM/EDGE 850/900/1800/1900

**RM-428:** HSDPA, WCDMA 850/1900 GSM/EDGE 850/900/1800/1900

**Display:**

3.2" nHD (640x360 pixels), active area 39.6 mm x 70.4 mm, 16:9 aspect ratio, up to 16 million colours

**Camera:**

3.2 Mpix with 4x digital zoom

**Operating System:**

S60 5.0

**Connections:**

- WLAN
- Bluetooth 2.0
- 3.5 mm AV connector
- Micro USB connector
- USB 2.0 (high speed)
- MicroSD card (hot swap)
- TV-Out

**Transceiver with BL-5J battery pack**

Talk time	Standby	Note
GSM: Up to 8.8 h WCDMA: Up to 4.7 h	GSM: Up to 406.2 h WCDMA: Up to 400 h	Depends on network parameters and phone settings

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## 1. CHANGE HISTORY

Status	Version No.	Date	Comments
Draft	0.3	03.10.2008	Draft
Approved	1.0	03.10.2008	First approved version

The purpose of this document is to help NOKIA service levels 1 and 2 workshop technicians to carry out service to NOKIA products. This Service Manual is to be used only by authorized NOKIA service suppliers, and the content of it is confidential. Please note that NOKIA provides also other guidance documents (e.g. Service Bulletins) for service suppliers, follow these regularly and comply with the given instructions.

While every endeavor has been made to ensure the accuracy of this document, some errors may exist. If you find any errors or if you have further suggestions, please notify NOKIA using the address below:

**CMO Operation & Logistics**  
**Training and Vendor Development**  
**Multimedia Creation & Support**  
<mailto:Service.Manuals@nokia.com>

Please keep in mind also that this documentation is continuously being updated and modified, so watch always out for the newest version.

## 2. COPYRIGHT

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The availability of particular products may vary by region.

### **IMPORTANT**

This document is intended for use by qualified service personnel only.

### 3. WARNINGS AND CAUTIONS

Please refer to the phone's user guide for instructions relating to operation, care and maintenance including important safety information. Note also the following:

#### 3.1 Warnings

1. CARE MUST BE TAKEN ON INSTALLATION IN VEHICLES FITTED WITH ELECTRONIC ENGINE MANAGEMENT SYSTEMS AND ANTI-SKID BRAKING SYSTEMS. UNDER CERTAIN FAULT CONDITIONS, EMITTED RF ENERGY CAN AFFECT THEIR OPERATION. IF NECESSARY, CONSULT THE VEHICLE DEALER/MANUFACTURER TO DETERMINE THE IMMUNITY OF VEHICLE ELECTRONIC SYSTEMS TO RF ENERGY.
2. THE HANDPORTABLE TELEPHONE MUST NOT BE OPERATED IN AREAS LIKELY TO CONTAIN POTENTIALLY EXPLOSIVE ATMOSPHERES, EG PETROL STATIONS (SERVICE STATIONS), BLASTING AREAS ETC.
3. OPERATION OF ANY RADIO TRANSMITTING EQUIPMENT, INCLUDING CELLULAR TELEPHONES, MAY INTERFERE WITH THE FUNCTIONALITY OF INADEQUATELY PROTECTED MEDICAL DEVICES. CONSULT A PHYSICIAN OR THE MANUFACTURER OF THE MEDICAL DEVICE IF YOU HAVE ANY QUESTIONS. OTHER ELECTRONIC EQUIPMENT MAY ALSO BE SUBJECT TO INTERFERENCE.

#### 3.2 Cautions

1. Servicing and alignment must be undertaken by qualified personnel only.
2. Ensure all work is carried out at an anti-static workstation and that an anti-static wrist strap is worn.
3. Use only approved components as specified in the parts list.
4. Ensure all components, modules screws and insulators are correctly re-fitted after servicing and alignment.
5. Ensure all cables and wires are repositioned correctly

#### 4. ESD PROTECTION



Nokia requires that service points have sufficient ESD protection (against static electricity) when servicing the phone.

Any product of which the covers are removed must be handled with ESD protection. The SIM card can be replaced without ESD protection if the product is otherwise ready for use.

To replace the covers ESD protection must be applied.

All electronic parts of the product are susceptible to ESD. Resistors, too, can be damaged by static electricity discharge.

All ESD sensitive parts must be packed in metallized protective bags during shipping and handling outside any ESD Protected Area (EPA).

Every repair action involving opening the product or handling the product components must be done under ESD protection.

ESD protected spare part packages MUST NOT be opened/closed out of an ESD Protected Area.

For more information and local requirements about ESD protection and ESD Protected Area, contact your local Nokia After Market Services representative.

## 5. CARE AND MAINTENANCE

This product is of superior design and craftsmanship and should be treated with care. The suggestions below will help you to fulfil any warranty obligations and to enjoy this product for many years.

- Keep the phone and all its parts and accessories out of the reach of small children.
- Keep the phone dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits.
- Do not use or store the phone in dusty, dirty areas. Its moving parts can be damaged.
- Do not store the phone in hot areas. High temperatures can shorten the life of electronic devices, damage batteries, and warp or melt certain plastics.
- Do not store the phone in cold areas. When it warms up (to its normal temperature), moisture can form inside, which may damage electronic circuit boards.
- Do not drop, knock or shake the phone. Rough handling can break internal circuit boards.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the phone.
- Do not paint the phone. Paint can clog the moving parts and prevent proper operation.
- Use only the supplied or an approved replacement antenna. Unauthorised antennas, modifications or attachments could damage the phone and may violate regulations governing radio devices.

All of the above suggestions apply equally to the product, battery, charger or any accessory.

## 6. BATTERY INFORMATION

Note: A new battery's full performance is achieved only after two or three complete charge and discharge cycles! The battery can be charged and discharged hundreds of times but it will eventually wear out.

When the operating time (talk-time and standby time) is noticeably shorter than normal, it is time to buy a new battery. Use only batteries approved by the phone manufacturer and recharge the battery only with the chargers approved by the manufacturer.

Unplug the charger when not in use. Do not leave the battery connected to a charger for longer than a week, since overcharging may shorten its lifetime.

If left unused a fully charged battery will discharge itself over time. Temperature extremes can affect the ability of your battery to charge.

For good operation times with Ni-Cd/NiMH batteries, discharge the battery from time to time by leaving the product switched on until it turns itself off (or by using the battery discharge facility of any approved accessory available for the product).

Do not attempt to discharge the battery by any other means. Use the battery only for its intended purpose.

Never use any charger or battery which is damaged.

Do not short-circuit the battery. Accidental short-circuiting can occur when a metallic object (coin, clip or pen) causes direct connection of the + and - terminals of the battery (metal strips on the battery) for example when you carry a spare battery in your pocket or purse. Short-circuiting the terminals may damage the battery or the connecting object.

Leaving the battery in hot or cold places, such as in a closed car in summer or winter conditions, will reduce the capacity and lifetime of the battery. Always try to keep the battery between 15°C and 25°C (59°F and 77°F).

A phone with a hot or cold battery may temporarily not work, even when the battery is fully charged. Batteries' performance is particularly limited in temperatures well below freezing.

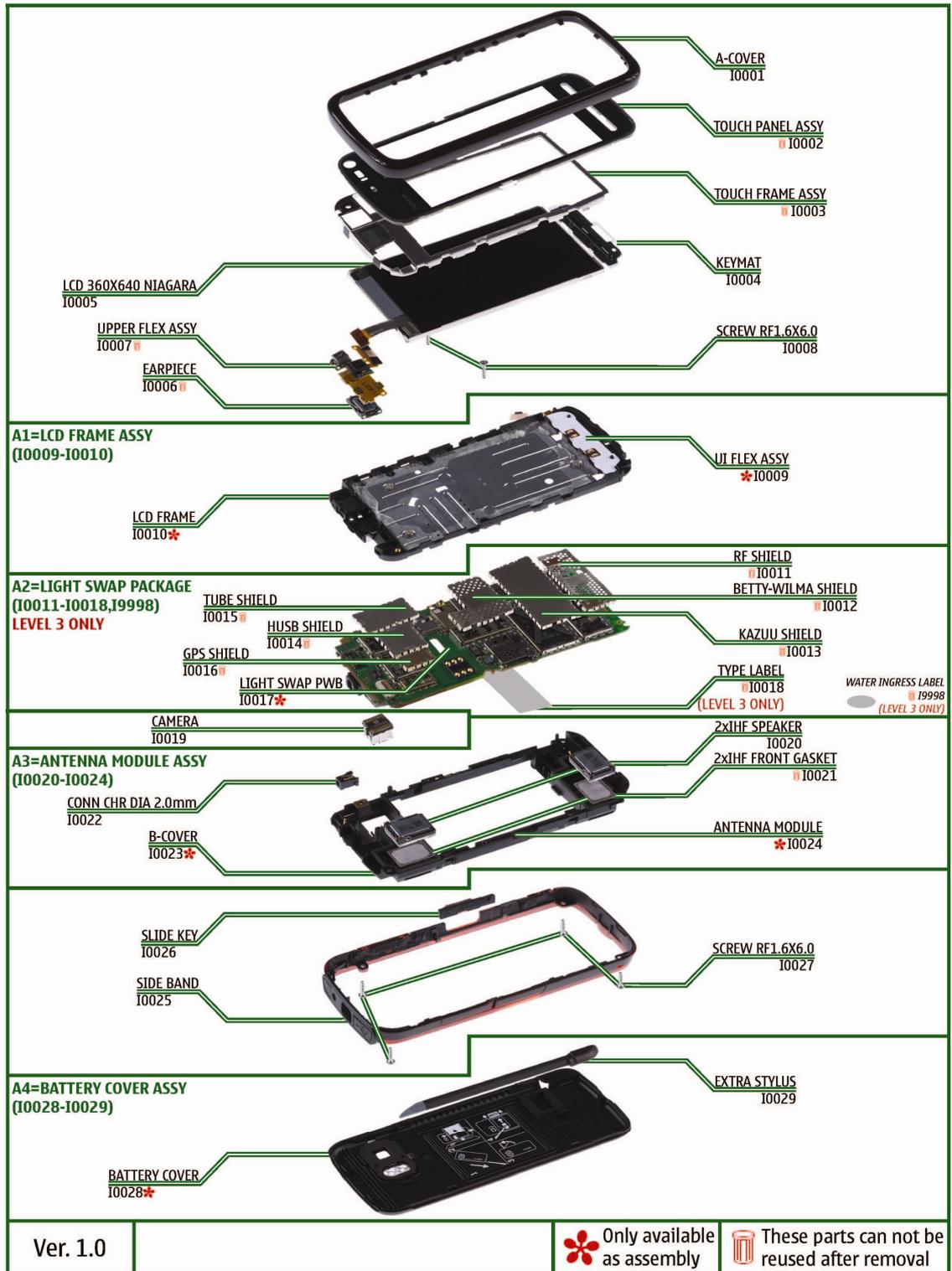
Do not dispose batteries in a fire! Dispose of batteries according to local regulations (e.g. recycling).

Do not dispose as household waste.

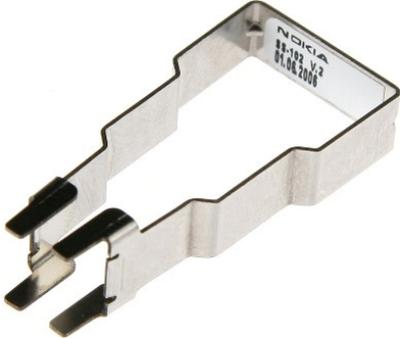
7. EXPLODED VIEW

See corresponding ITEM/CIRCUIT REF in the Spare Parts Service Bulletins on NOL.

5800 XpressMusic RM-356 / RM-428 EXPLODED VIEW



8. SERVICE DEVICES

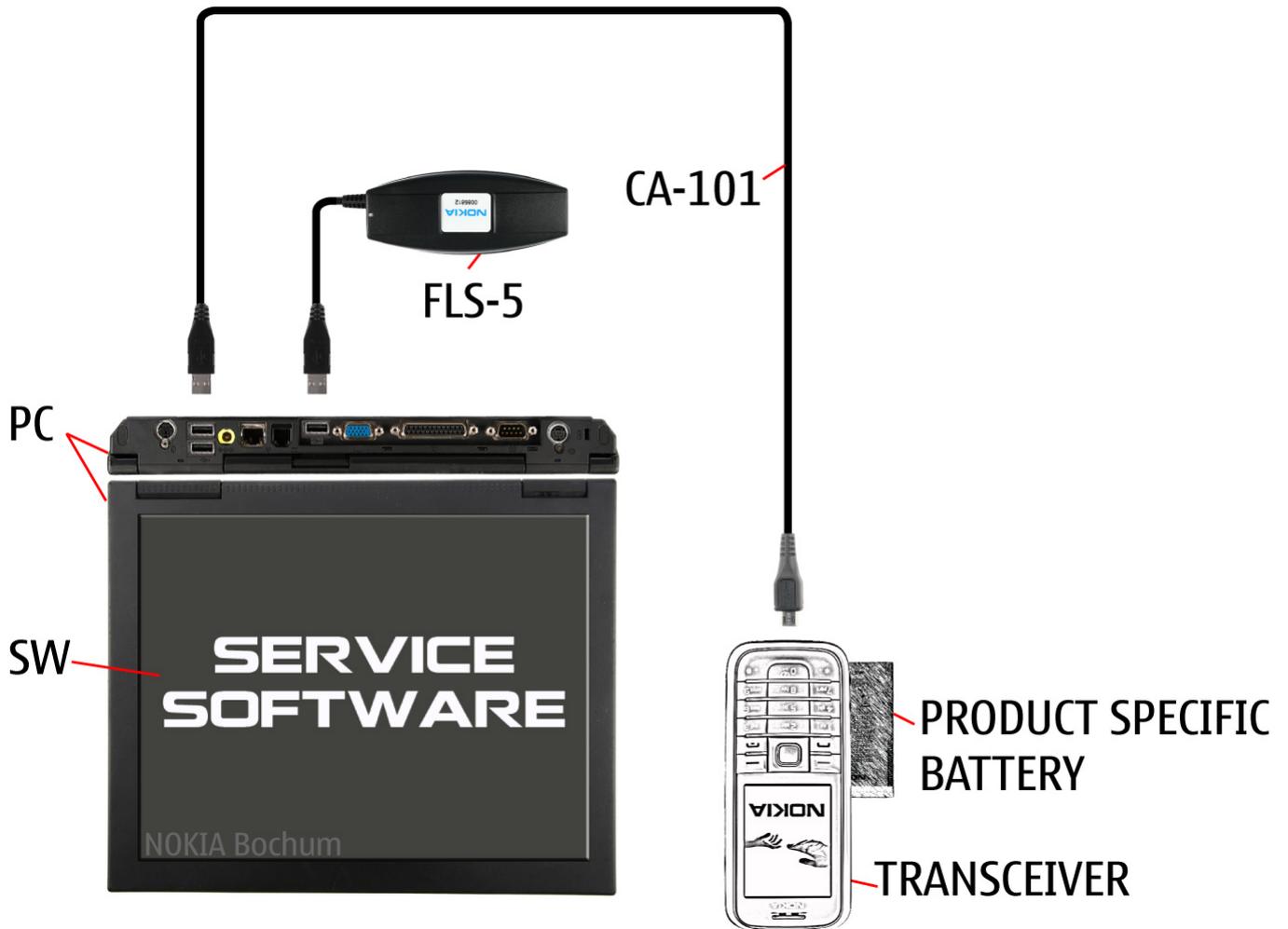
 <p>FLS-5</p> <p>FLS-5 Flash device</p>	 <p>BL-5J</p> <p>NOKIA</p> <p>BL-5J Battery</p>	 <p>RJ-230</p> <p>RJ-230 Universal soldering jig</p>
 <p>AC-8 Travel charger (AC-8C China)</p>	 <p>CA-101 100cm</p> <p>CA-101 Service cable</p>	 <p>SS-195 display removal tool</p>
 <p>SS-102 Camera removal tool</p>		 <p><b>NMP Standard Toolkit (v2)</b> For more information, refer to the Service Bulletin (SB-011) on NOKIA Online. Supplier or manufacturer contacts for tool re-order can be found in "Recommended service equipment" document on NOKIA Online.</p>

## 9. SW UPDATE

### Flash concept – (Point of Sales)

To use the FLS-5 Flash Dongle, you have to follow the user guide inside the sales package.

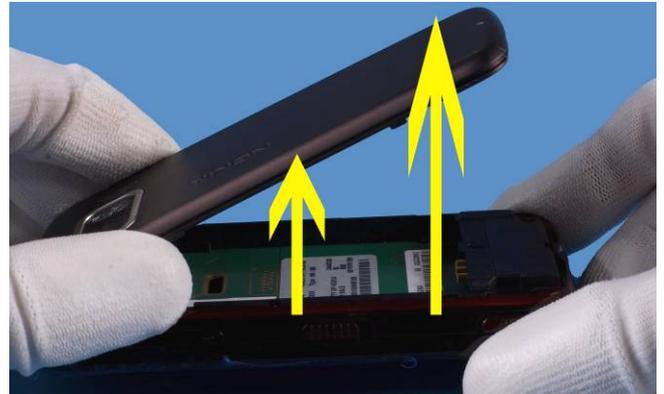
Please check always for the latest version of flash software, which is available on Nokia Online.



10. DISASSEMBLY INSTRUCTION



1. Press to release the **BATTERY COVER**.



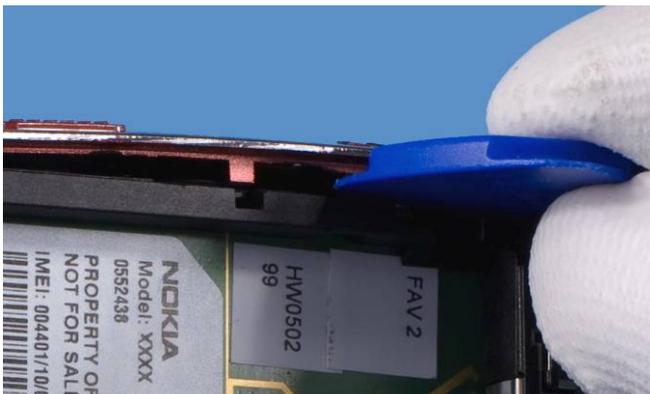
2. Lift up and remove the **BATTERY COVER**.



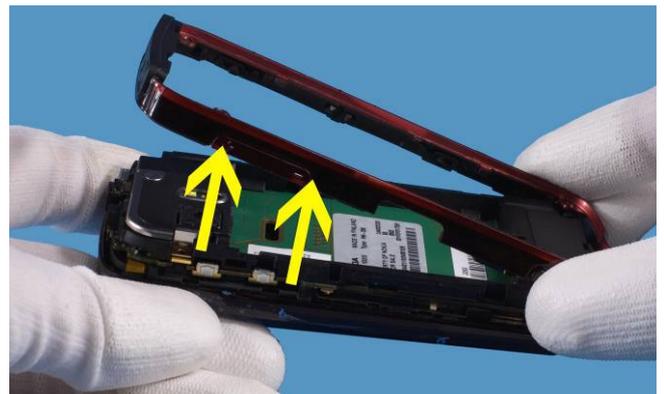
3. Unscrew the four **TORX5+** screws.



4. Release the snaps of the **SIDE BAND ASSY** with **SRT-6**.



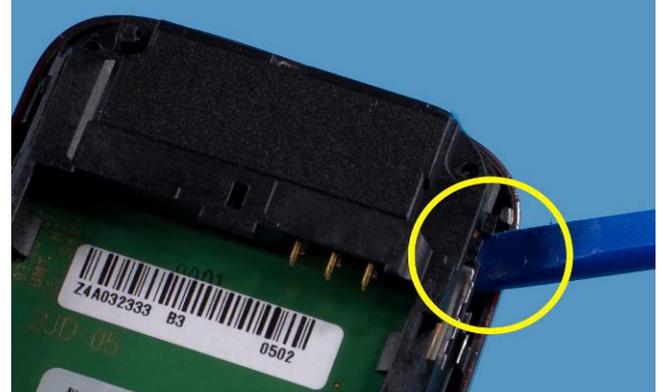
5. Do the same on the other side.



6. Remove **SIDE BAND ASSY**.



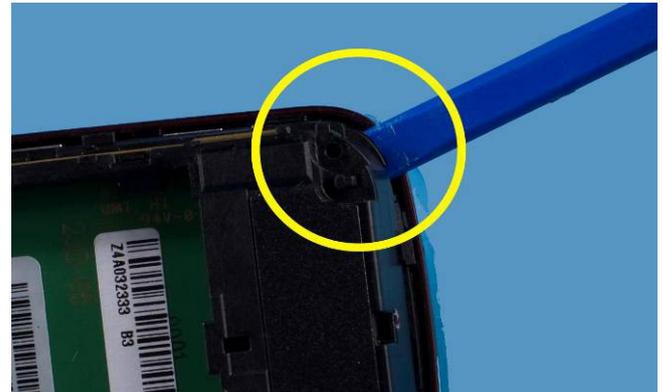
7. Use tweezers to remove **SLIDE KEY**.



8. Release the snap of the **A-COVER** in the bottom corner as shown in the picture with SS-93 tool.



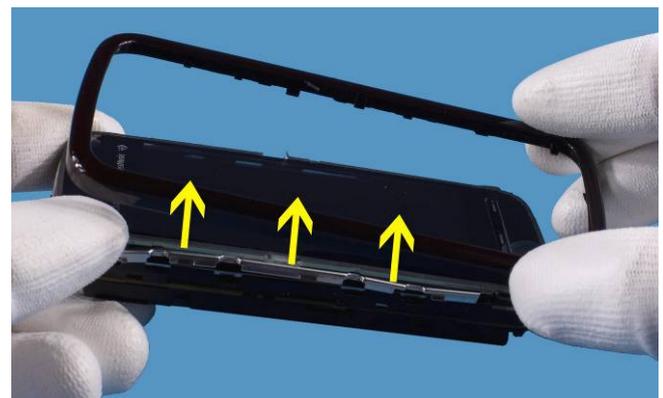
9. Slide with SS-93 tool along the bottom side to release the snaps here as well.



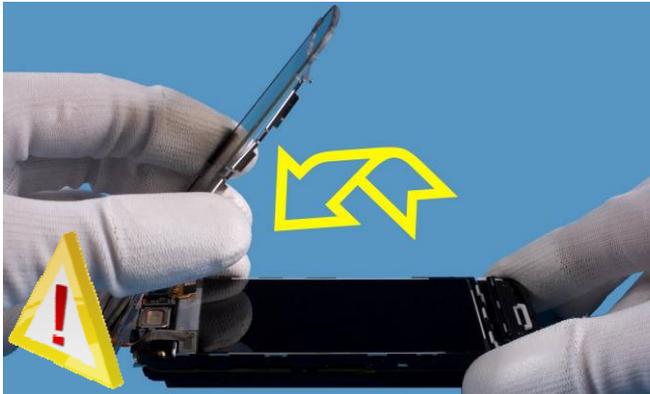
10. Release the snap in the opposite corner of the bottom side.



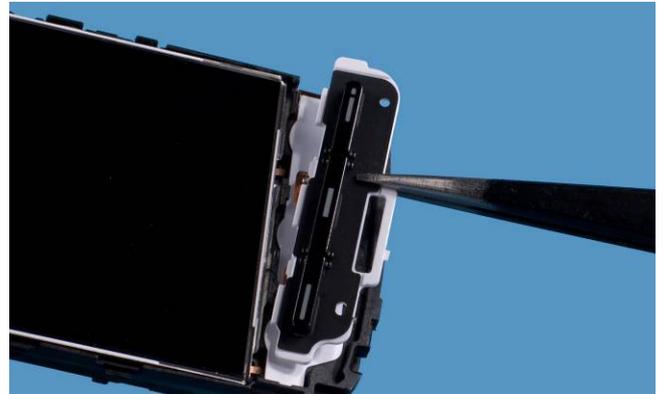
11. Go on releasing the snaps on both sides of the phone.



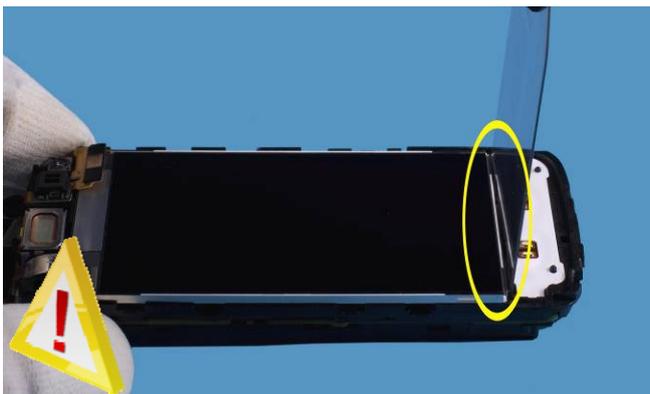
12. Remove **A-COVER**.



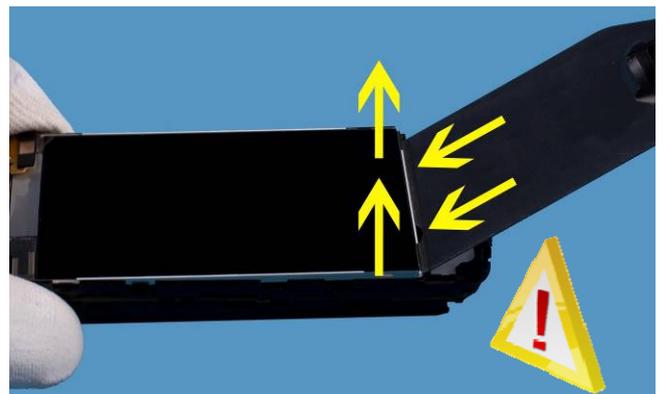
13. Rotate the **TOUCH PANEL ASSY** and **TOUCH FRAME ASSY** in the direction as shown. Be careful not to break off the flex.



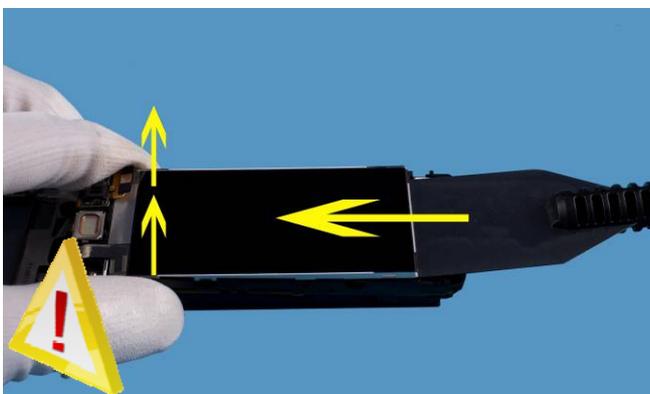
14. Use tweezers to remove **KEYMAT**.



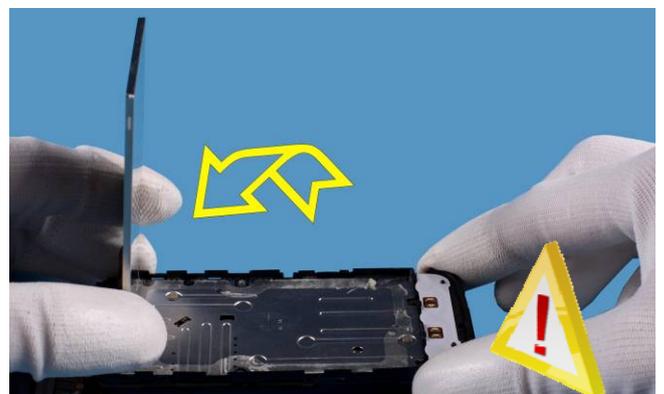
15. Carefully insert **SS-195** display removal tool between **LCD** and **LCD FRAME ASSY**.



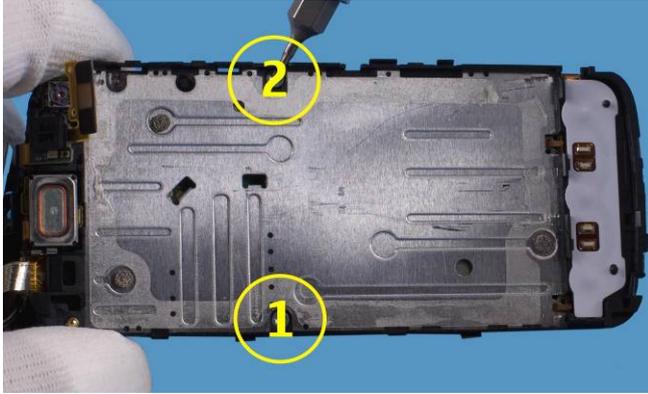
16. Lift up **LCD** on bottom side to detach it from the **LCD FRAME ASSY**.



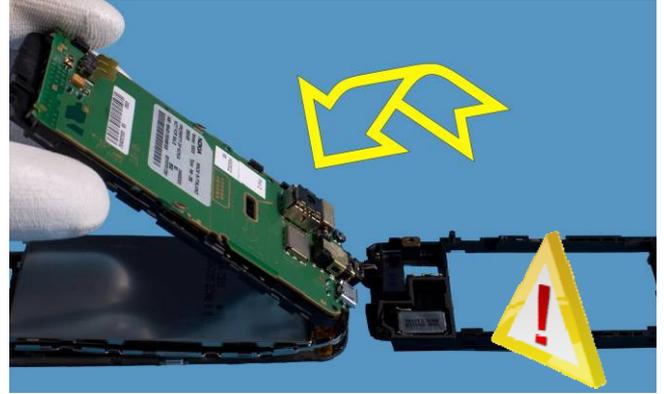
17. Move **SS-195** tool underneath the **LCD** in the direction as shown in the picture to lift up the **LCD** on top side of **LCD FRAME ASSY**.



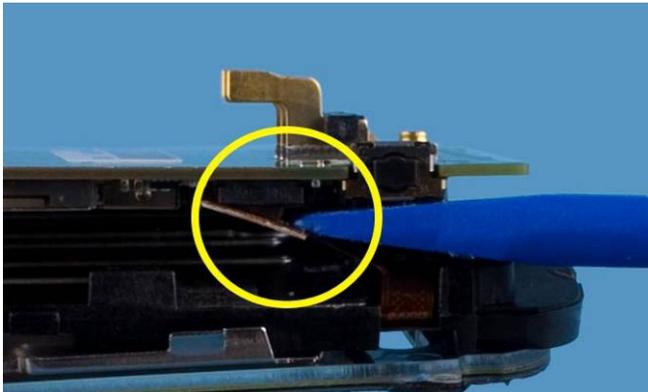
18. Rotate the **LCD** like the **TOUCH PANEL ASSY** and **TOUCH FRAME ASSY** in the direction as shown.



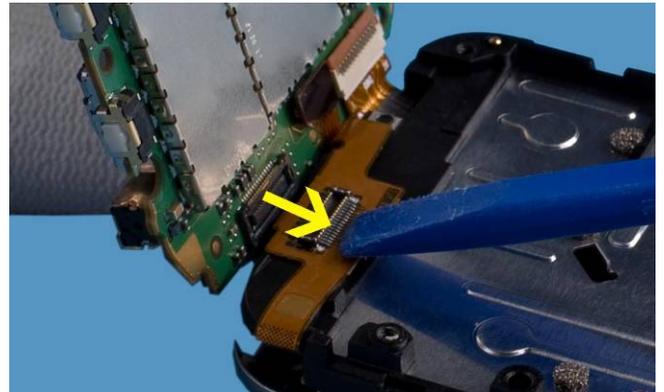
19. Remove the two TORX 5+ screws.



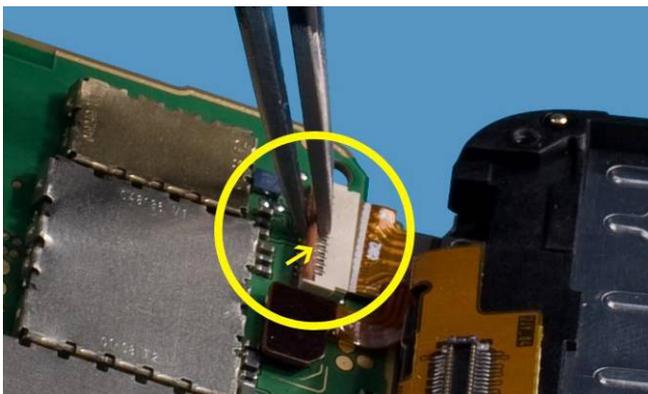
20. Rotate the **PWB** and the **LCD FRAME ASSY** in the direction as shown.



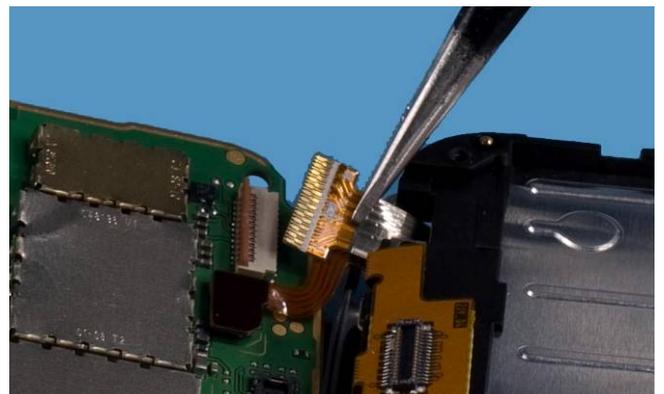
21. Disconnect the **PWB** from the **LCD FRAME ASSY**.



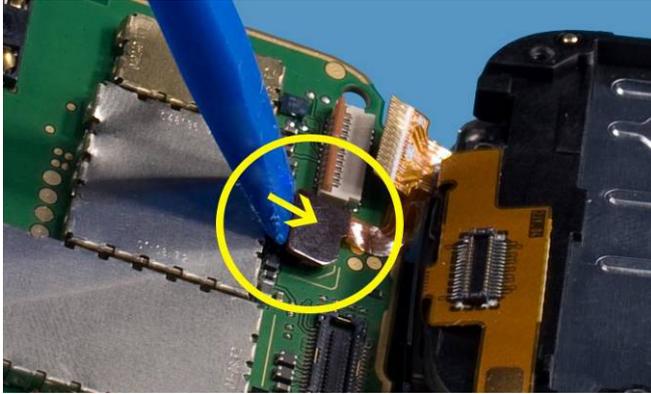
22. Open the connector on the top side to release the **LCD FRAME ASSY**.



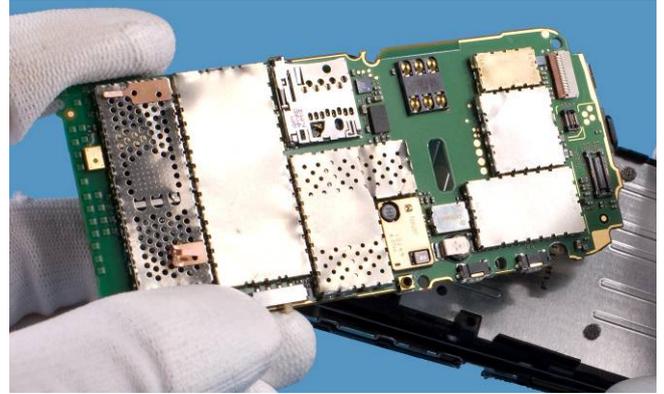
23. Open the flap.



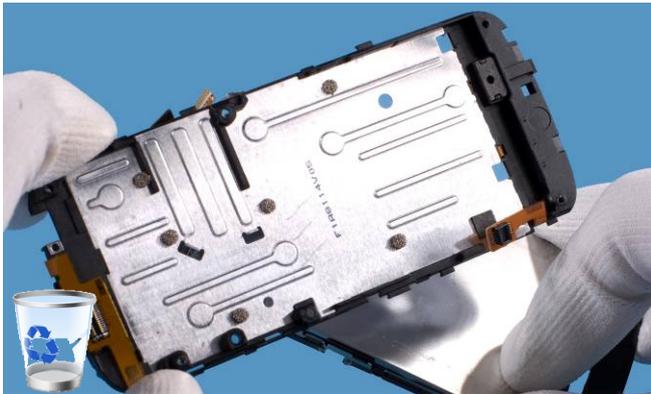
24. Pull the flex out.



25. Use SS-93 tool to disconnect the **TOUCH FRAME ASSY** and **TOUCH PANEL ASSY**.



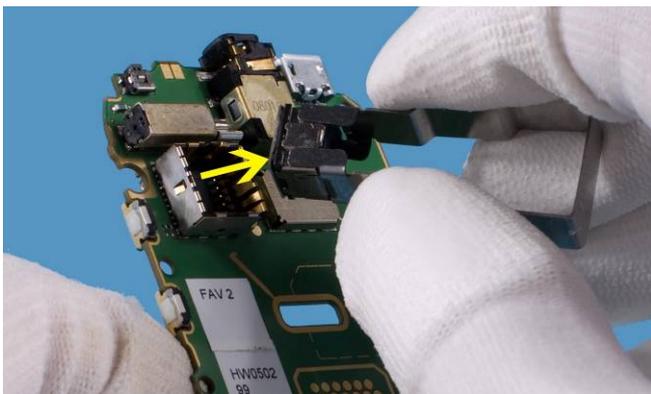
26. **PWB** can be taken away.



27. **LCD FRAME ASSY** can be taken away. **LCD FRAME ASSY** has always to be renewed.



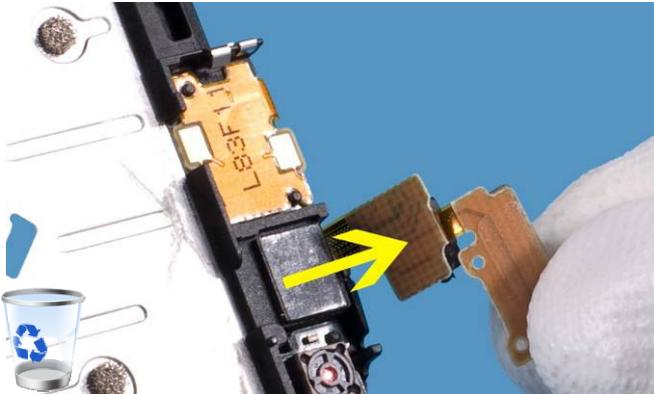
28. **LCD** can be taken away.



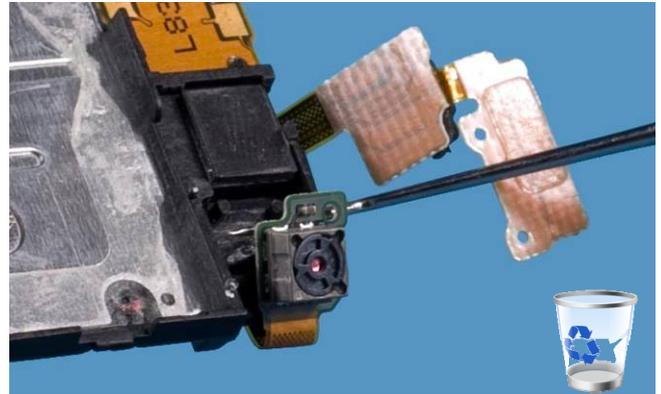
29. Remove **CAMERA** using SS-102 tool.



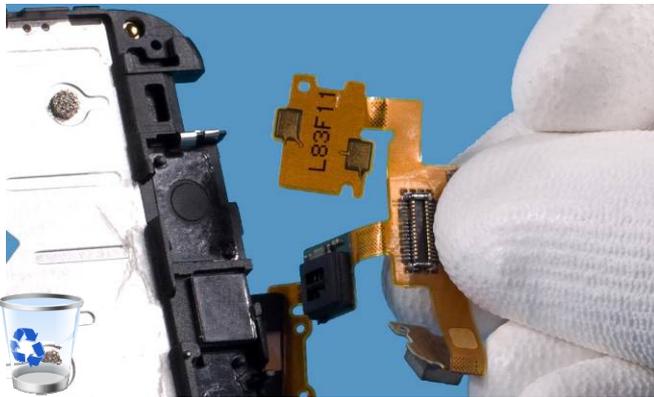
30. Detach the snap to lift up the **EARPIECE** with a dental pick.



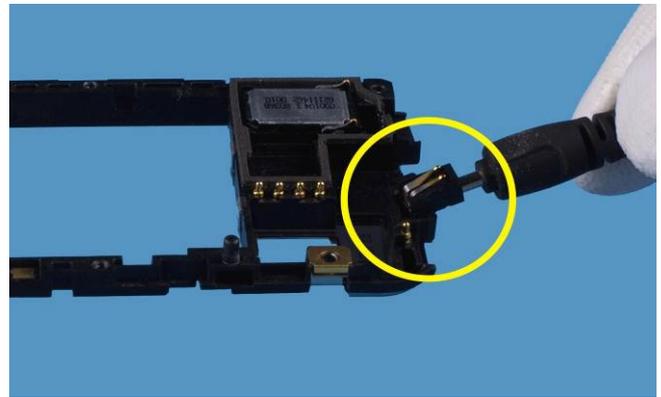
31. Detach the **UPPER FLEX ASSY** in this direction.



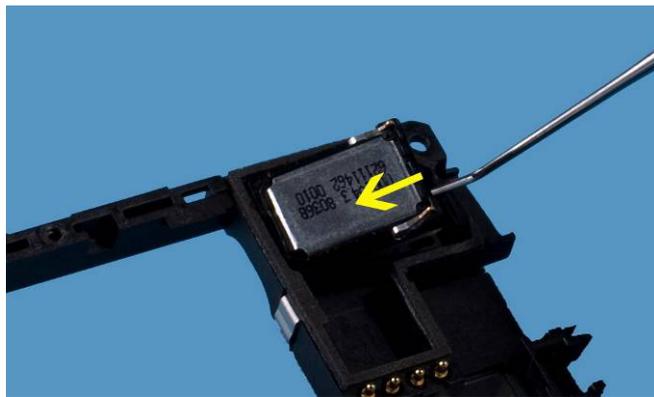
32. Use a dental pick to detach the **UPPER FLEX ASSY**.



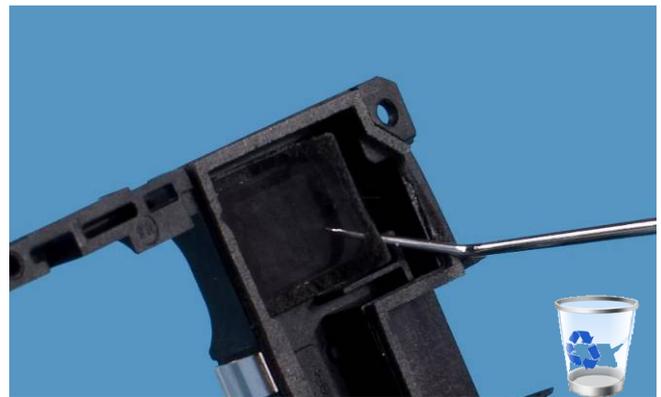
33. Remove **UPPER FLEX ASSY**. **UPPER FLEX ASSY** has always to be renewed.



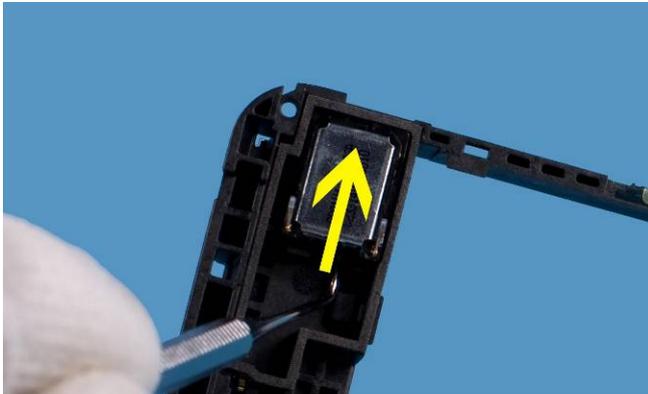
34. Remove **CONN CHR DIA 2.0mm** with a DC-plug.



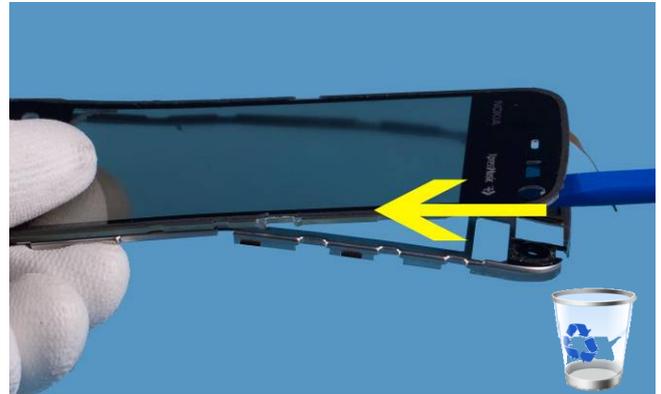
35. Remove **IHF SPEAKER** with a dental pick.



36. Remove **IHF FRONT GASKET** if necessary.



37. Remove the second **IHF SPEAKER** and **IHF FRONT GASKET** if necessary.



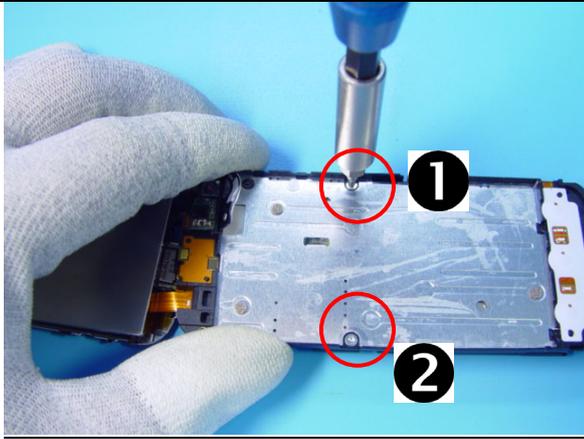
38. Separate the **TOUCH PANEL ASSY** from the **TOUCH FRAME ASSY** with **SS-93** tool.



39. **TOUCH PANEL ASSY** and **TOUCH FRAME ASSY** have always to be renewed.

End of disassembling.

**11. ASSEMBLY HINTS**



1) Tighten the screws to the torque of 15 Ncm in the order shown.



2) Tighten the screws to the torque of 15 Ncm in the order shown.

12. SOLDER COMPONENTS

5800 XpressMusic RM-356 RM-428 Components overview

Solder components only for Level 2

