Process Flow, Mechanical

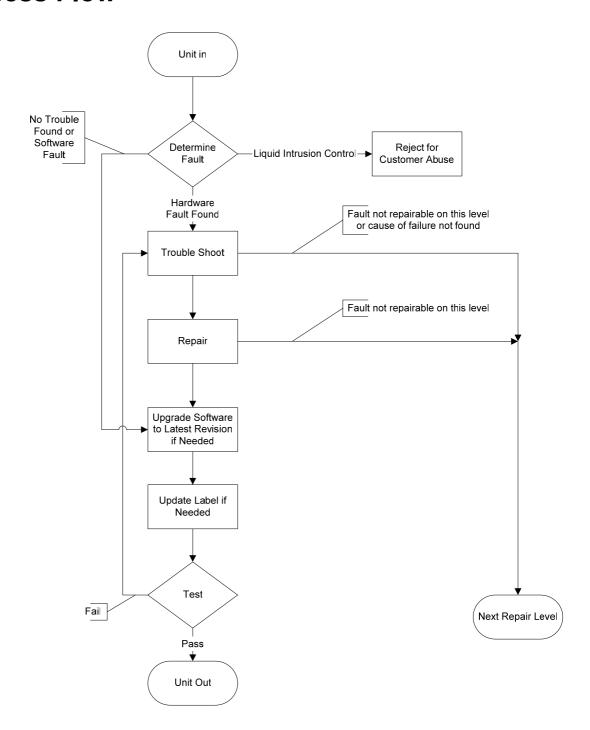Applicable for K770

Contents

1   Process Flow

```
                        ┌──────────────┐
                        │   Unit in    │
                        └──────┬───────┘
                               │
                               ▼
No Trouble                    ◇
Found or                 Determine ────── Liquid Intrusion Control ──▶ ┌──────────────┐
Software                   Fault                                       │  Reject for  │
Fault                        │                                         │Customer Abuse│
                             │                                         └──────────────┘
                        Hardware
                        Fault Found
                             │
                             ▼                   Fault not repairable on this level
                      ┌──────────────┐                or cause of failure not found
                      │ Trouble Shoot│ ───────────────────────────────────────────▶
                      └──────┬───────┘
                             │
                             ▼                   Fault not repairable on this level
                      ┌──────────────┐
                      │    Repair    │ ───────────────────────────────────────────▶
                      └──────┬───────┘
                             │
                             ▼
                      ┌──────────────┐
                      │Upgrade Software│
                      │to Latest Revision│
                      │   if Needed   │
                      └──────┬───────┘
                             │
                             ▼
                      ┌──────────────┐
                      │Update Label if│
                      │   Needed     │
                      └──────┬───────┘
                             │
                             ▼
                            ◇
              Fail         Test
                             │
                           Pass
                             ▼                                        ┌──────────────┐
                      ┌──────────────┐                                │Next Repair Level│
                      │   Unit Out   │                                └──────────────┘
                      └──────────────┘
```

2   Process Description

Box	Reference
Unit in	Process the phone according to local requirements.
Determine Fault	***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. If a hardware fault is found, or a hardware and software fault is found, then continue with **Trouble Shoot.** If only a software fault is found, then continue with **Upgrade Software to Latest Revision, Test,** and **Unit Out.** **Report as** *SW upgrade.* 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.* If liquid intrusion or other abuse is found, then continue with **Reject for Customer Abuse.**
Reject for Customer Abuse	***Test Instruction, Mechanical*** If liquid intrusion or abuse is found, then reject the product according to local requirements.
Trouble Shoot	***Trouble Shooting Guide, Mechanical*** Determine the cause of the failure. Trouble-shoot the phone according to the guide for the most common faults.
Repair	***Working Instruction, Mechanical*** Repair the faulty phone according to the instruction. Replace parts as required. ***(Product Change Survey, Mechanical)*** Flashing the latest software into the phone at this point may "repair" some problems.
Upgrade Software to Latest Revision if Needed	***Product Change Survey, Mechanical*** Upgrade the software to the latest revision if needed.
Update Label if Needed	***Working Instruction Mechanical*** Print and apply a new label if needed.
Test	***Test Instruction, Mechanical*** Perform all tests as described in the instruction.
Unit Out	Process and package the phone according to local requirements.
Next Repair Level	If the cause of the failure cannot be found or a unit 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*.

3   Revision History

Rev	Date	Changes / Comments
A	2007-09-24	Initial Release