



SITE TECHNICAL DOCUMENTATION

myC-3/ myC-3b

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CHAPTER 1 - FOREWORD

This document is common to all phones in the SAGEM. It is composed of independent sheets:

- Symptom sheets = Symp Sheet XX
- Test and check sheet = Test Sheet XX
- Maintenance procedure sheet = Proc Sheet X XX

The applicability of a procedure is indicated in the independent sheets title block:

- All types = GSM 850/900, GSM 1800/1900 and dual band.

These sheets are updated from time to time in Technical Information Bulletins (TIB).

The information contained in this document is non-contractual, since phone characteristics can change.

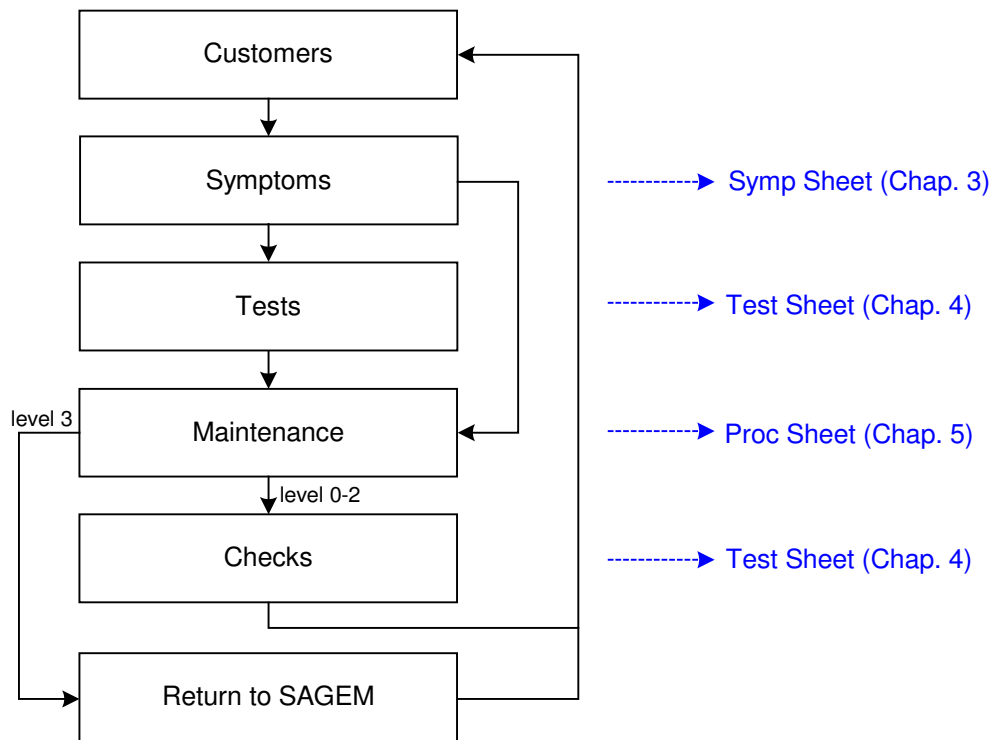
Phones are managed based on SAGEM handset codes; any order for spare parts must refer to these codes (typical code 25 xxx xxx-x).

1.1 HOW TO USE THE SITE TECHNICAL DOCUMENTATION

This is a modular document. Each sheet is unique and independent. In some cases several sheets may have to be used in order to determine the complete procedure to be applied.

A troubleshooting chapter (chapter 3) is provided and is sorted according to the type of reported fault, to determine the maintenance procedure to be carried out.

These sheets describe the procedure to be followed. They refer to test sheets or removal and replacement maintenance sheets. Maintenance ,executed by the repair centre, terminates either by returning the product to the customer, or by dispatching it to level 3 maintenance (return to factory).



All sheets include illustrations to make it easier to read the procedure.

- **Chapter 1 : Foreword**, describes general data about this document.
- **Chapter 2 : Description - Operation**, describes general data and options available in the myC-3/ myC-3b.
- **Chapter 3 : Symptoms**, contains troubleshooting procedures to be carried out on equipment.
- **Chapter 4 : Tests and checks**, contains tests and check procedures to be performed on the equipment.
- **Chapter 5 : Maintenance procedures**, contains level 0 to 2 maintenance procedures to be carried out on the equipment, and the procedure to return to SAGEM level 3.
- **Chapter 6: Accessories**, describes the characteristics of accessories for myC-3/ myC-3b phones.
- **Chapter 7: Technical Information Bulletins**, contains the various modifications made to this documentation.
- **Chapter 8: Illustrated Parts Catalogue**, contains the various reference for spare parts.
- **Appendix 1: Composition table**, contains the various SAGEM references codes for equipment described in this document.

1.2 **ABREVIATIONS**

AAC	Advanced Audio Coder
ADPCM	Adaptive Differential Pulse Codec Modulation
ALS	Alternative Line Services
AOC	Advice Of Charge
CCD	Charged Coupled Device
CLI	Calling Line Identification
CLIP	Calling Line Identification Presentation
CSTN	Colored Super Twisted Nematic
DCS	Digital Cellular System
EFR	Enhanced Full Rate
EMS	Enhanced Message Service
FDN	Fix Dial Number
GPRS	General Packet Radio Service
GSM	Global System for Mobile
IMEI	International Mobile Equipment Identity
ISO	International Standard Organisation
LCD	Liquid Crystal Display
LU	Livret d'Utilisation (User's guide)
MMS	Multimedia Message Service
PCS	Personnal Communication Service
PIN	Personal Identity Number
PUK	PIN Unlocking Key
RF	Radio Frequency

SAR	Specific Absorption Rate
SIM	Subscriber Identify Module
SMS	Short Message Service
SMS CB	Short Service Message Cell Broadcast
SMT	Sagem Mobiles Tools
TFT	Thin Film Transistors
USSD	Unstructured Supplementary Service Data
VGA	Video Graphics Array
WAP	Wireless Application Protocol
WiFi	Wireless Fidelity
WSP	Wireless Session Protocol

1.3 COMMENTS SHEET

Broad experience is very beneficial in several respects. Please let us know your comments so that we can improve the contents and presentation of this document.

Your suggestions will be read carefully by:

- the design laboratory,
- production,
- the purchasing department,
- the after sales service,
- all users of this document.

All your suggestions are valuable, they will help us to better satisfy you.

Please photocopy and fill in the sheet 1-4.

Document title: **Site Technical Document for myC-3/ myC-3b**

Reference : **SCT U38 SSC DTS 0016**

Date :

Please fill in the following table :

	Excellent	Good	Fairly good	Passable
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Do you think this document could be improved ? if so, how ? :

- Improve the overall view
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THANK YOU FOR PARTICIPATING IN THIS ENQUIRY. YOUR COMMENTS WILL HELP US CONTINUE TO IMPROVE THE QUALITY OF OUR DOCUMENTATION AND THUS BETTER SATISFY YOUR NEEDS.

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CHAPTER 2 - DESCRIPTION - OPERATION

2.1 REMINDERS ABOUT THE GENERAL NETWORKS CHARACTERISTICS

Table 1 below gives the characteristics of the radio interface for the GSM 850 / 900, GSM 1800 systems :

	GSM 900	GSM 1800
Frequency Band (MHz)	890 - 915 925 - 960	1710 - 1785 1805 - 1880
Number of time intervals per TDMA frame	8	
Width 2 x W simplex (MHz)	2 x 25	2 x 75
Duplex spacing (MHz)	45	95
Modulation speed (kbit/s)	271	
Speech throughput (kbit/s)	13 (5,6)	
Maximum data throughput (kbit/s)	12	
Multiple access	Frequency and temporal multiplexing / frequency duplexing	
Cell radius (km)	0,3 to 30	0,1 to 4
SAGEM terminal power (W)	2	1
Table 1 : Radio Interface		

Table 2 shows powers as a function of the network :

Class number	GSM 900		GSM 1800	
	Maximum nominal power (W)	Allowable interval (W)	Maximum nominal power (W)	Allowable interval (W)
1	-	-	1	[0,63 ; 1,6]
2	8	[5,0 ; 12,7]	0,25	[0,16 ; 0,4]
3	5	[3,2 ; 7,9]	4	[2,5 ; 6,3]
4	2	[1,3 ; 3,2]		
5	0,8	[0,5 ; 1,3]		
Table 2: Terminals power class				

Table 3 shows power classes :

	Class 1	Class 2	Class 3	Class 4	Class 5
GSM 900	43 dBm	39 dBm	37 dBm	33 dBm	29 dBm
GSM 1800	30 dBm	24 dBm	36 dBm	-	-

Table 3: RF power classes

2.2 REMINDERS ABOUT THE CHARACTERISTICS AND OPTIONS OF myC-3/ myC-3b

Remark: This information is given for guidance, and is in no way contractual characteristics vary according to customers and countries.

GENERAL CHARACTERISTICS	
Size	
Dimension (LxWxH, mm)	81x51x22,5
Weight (g)	83
Volume (cm ³)	80
Power Management	
Battery type	Lithium-ion 550mAh
Charging time	2h
Talk time (TW.09)	Up to 4h
Standby time (TW.09)	Up to 240h
Display and User Interface	
Screen type	CSTN
Colours	65536
Number of lines	8
Screen size LxH (mm)	28x35
Screen resolution (pixels)	128x160
Backlight	Yes
Soft keys / navigation	Yes, 2 programmable keys, 2 side keys
Sub LCD (clam design)	N/A
Customisation	
Handset colours	Red + Silver
Interchangeable covers	No
Radio	
GSM Band	900, 1800 MHz
Automatic switching between bands	Yes
Voice codecs	FR,HR,EFR, AMR (voice memo only)
Operating System	
CONNECTIVITY	
Radio	
GPRS	Yes, class 10 (4+1&3+2)
UMTS	No
Internet	
Browser	WAP v1.2
Push	Yes
Built-in data / fax Modem	yes
Data Transfer	
Serial	No
IrDA (Obex or other standard)	No
Bluetooth	No
USB	No
WiFi (802.11b,a)	No
PC/MAC directory synchronisation	No
MULTIMEDIA	
Messaging	
SMS	MO/MT/CB
EMS	Yes, v5
MMS	Yes, v4



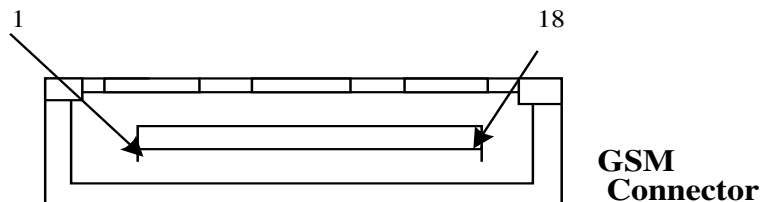
Instant messaging (IMPS) - Chat	No
MULTIMEDIA (cont'd)	
Notification	Yes
Predictive text input	T9
Video & Images	
Camera	No
Video Player	No
Image Format	BMP, WBMP, PNG, JPEG, GIF
Audio	
Audio Recorder	Yes
Audi player	Yes
Polyphonic ringtones	16
Hi-Fi ringtones	Yes
Audio formats	iMelody, Midi, Wave (PCM, ADPCM), AMR
Entertainment	
Wallpaper	yes
Screensaver	Yes
Clock display	Yes, analog or digital
Icons	Yes
Embedded games	Yes, Arcade and Taquin
JAVA	no
OTA Downloads	
Protocol supported	EMS,WSP-Get, WAP save as, Download fun, PC Sync
Wallpaper / screensaver	Yes, via EMS, WAP, PC download (MPAS)
Animation	Yes, via EMS, WAP, PC download (MPAS)
Menu icon	Yes
Ringing melodies	Yes
Music	no
Java application	no
CALL MANAGEMENT	
Voice features	
Mute mode	Yes
Integrated handsfree mode	Yes
Address book features	
Call group	Yes
Personal information management (V-card)	Yes
Ringtone / Icon customisation	Yes
Advanced Features	
Conference call	Yes
Call list (dialled, received and missed)	Yes
Caller ID	Yes
Anonymous mode	Yes
Call wait / call hold / call transfer	Yes
Call forwarding	Yes
Sim toolkit	Yes
Vibrate mode	Yes
Speed dialling	Yes, voice mail only
Automatic redial	Yes
Any key answer	Yes
Automatic hang up	Yes
SPECIAL FEATURES	
Bio Features	
Bio-Rhythm	yes

Bio-Calendar	Yes, Pink Schedule and Blue Schedule
SPECIAL FEATURES (cont'd)	
Keyboard Features	
Scroll key	Yes, 2 side keys
Keypad lock	Not applicable
Silent key	Yes, available via long press *
International access key	Yes, available via long press 0
Personal Management Features	
Calculator	Yes
Alarm Clock	Yes
Organizer	Yes
To Do	Yes
Voice memo	Yes, AMR codec
Currency converter	Yes
Languages	Up to 8 languages embedded
Compatible Accessories	
Data cord	No
Universal charger	Yes
Hands free kit	Yes
MEMORY	
Internal phone book (positions)	Depending on available free memory, up to 1,5MBytes
Messaging memory SMS/EMS/MMS/Email	Depending on available free memory, up to 1,5Mbytes
Redial list (positions)	Depending on available free memory, up to 1,5Mbytes
Additional multimedia memory	No
Embedded memory (Max size for total user objects)	1,5MBytes

2.3 DATA/AUDIO/CHARGE CONNECTOR

2.3.1 Connector description

This connector is located at the bottom of the transmission module and enable the connection to various accessories. It comprises power supply pins and signals.



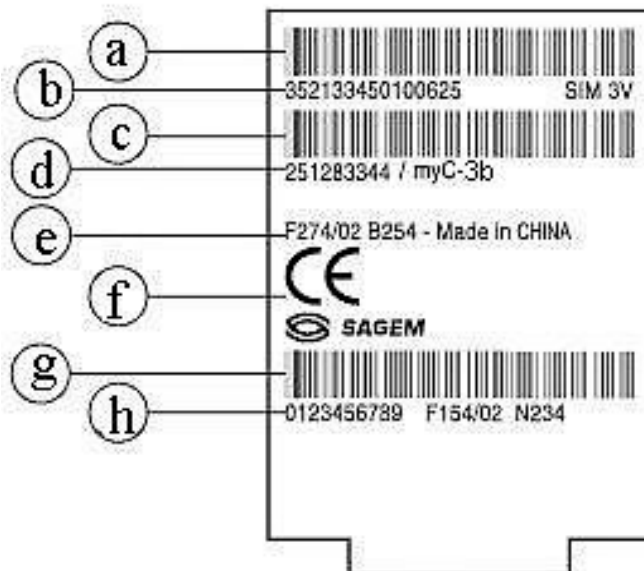
2.3.2 Signal description

SYMBOL	PIN No.	SIGNAL FUNCTION
BFTXP	1	Differential input from microphone
BFTXN	2	Differential input from microphone
BFRXP	3	Differential output to earphone
BFRXN	4	Differential output to earphone
VBAT	5	POWER SUPPLY IMAGE VOLTAGE, connect this signal to «CHARGER» (pin n°1) to switch the module on.
DETECT	6	Accessories detection
CTS	7	Clear To Send
RTS	8	Request To Send
DSR	9	Data Send Ready
DTR	10	Data Terminal Ready
TXD1	11	UART transmit 1
TXD2	12	UART transmit 2
GND	13	ZERO VOLT
RXD1	14	UART receive 1
RI	15	Ring Indicator
DCD	16	Data Carrier Detect
RXD2	17	UART receive 2
CHARGER	18	Phone set power ON and power supply signal.

2.4 IDENTIFICATION

All phones are identified with an identification label stuck on the antenna.

2.4.1 Illustration



2.4.2 Description

a : IMEI (bar code),

b : IMEI (15 characters)

c : Reference of product / aesthetic used (bar code)

d: Reference of product / aesthetic used (9 characters)

e : Date code + Manufacturing level + Production area Indication,

Ex. F274/02 = (F) fabrication area (F : Fougères), (274) day of year, (02) last digit of year (02→2002).

Ex: B254: Manufacturing level

Ex: Made in China: Production area Indication

f : Product designation

g :Module serial number (bar code)

h: Module serial number (10 characters),

i: Sim card Indication (Sim 3V...)

2.4.3 Description after repair

A new sticker is positioning by Repairing Centre near the sim card connector:

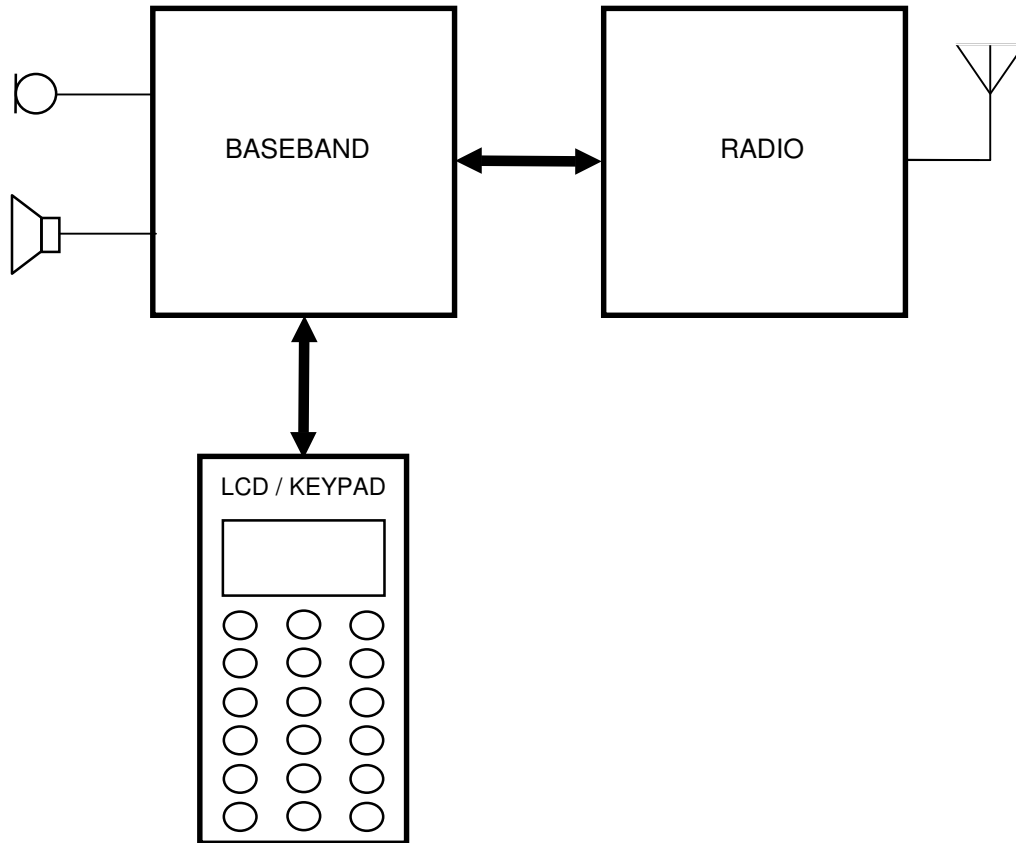


This extra line will appear if the mobile has already been repaired.

- **CRA XXX** ⇒ N° of CRA,
- **203/N03** ⇒ Date of repair: (203) repairing day, (03) last digit of year (03→2003).

2.5 PHONE BLOCK DIAGRAM

2.5.1 myC-3/ myC-3b block diagram



2.5.2 Standards and environment

Conformance Document

SAGEM SA declare under its sole responsibility that the product Dual Band GSM/DCS Type B2003 conforms to the

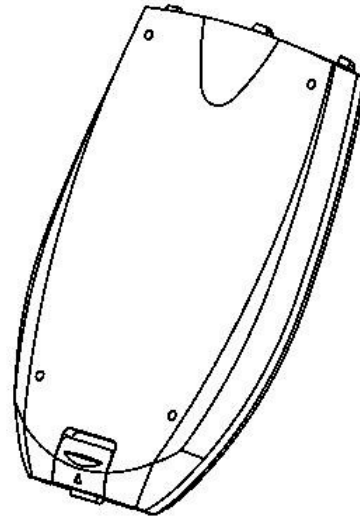
requirements of the following EEC directives:

EEC Directive	1999/5/CE
Safety	EN 60950
EMC	EN 301 489-1 / EN 301 489-7
Low voltage directive	73/23/CEE
Network Requirements	3GPP TS 51.010-1 v 5.2.0 selected with GCF-CC v 3.10.0 included GT01 v 4.7.0 / TBR 19 Edition 5 / TBR 20 Edition 3 / TBR 31 Edition 2 TBR 32 Edition 2 / EN 301 419-1 / EN 301511
Health	EN 50360 / EN 50361

2.6 EQUIPEMENTS

The description and operation of SAGEM myC-3/ myC-3b are given in the "User's handbook" supplied with the phone. This chapter only describes equipment that operates with the myC-3/ myC-3b phones .

2.6.1 Battery packs



Over view

2.6.1.1 Characteristics

Technology	Weight	Voltage capacity
Li-ion	24g	550 mAh

2.6.1.2 Description

Li-ion type batteries are used. They are rechargeable using:

- mains power supply modules,

Batteries caution use:

- Store the batteries in a dry and cool place (excessive cold and heat damage the batteries reliability).
- They must never be stored in bulk, even the rejects, to avoid any short circuits.
- Do not dismantle the battery packs. (Li-Ion regulations).
- Only use original mains power supply module.
- **All the out of order batteries must be returned to SAGEM.**

2.6.1.3 Charging time

The following table shows typical charging times for different batteries.

Battery	500 mA travel chargers	"Simple" unregulated chargers 230 V Nom. (110 V Nom.)
Li-ion	230 V (110 V)	254 V (121 V)
	2h	1h45

2.6.2 Mains modules

2.6.2.1 Description

These mains power supply modules accept large dynamic variations in the power supply network. They are available for a number of connector types:

- E.U,
- United Kingdom
- United States,

2.6.2.2 Mains modules

Reference	Weight (g)	Vol (cm ³)	Primary voltage
<i>SIMPLE UNREGULATED MAINS POWER SUPPLY MODULES 1.5 V. 300 mA.</i>			
EC MAINS MODULE	180	85	230 V
UK MAINS MODULE	180	120	230 V
US MAINS MODULE	210	105	110 V

CHAPTER 3 - SYMPTOMS

3.1 GENERAL

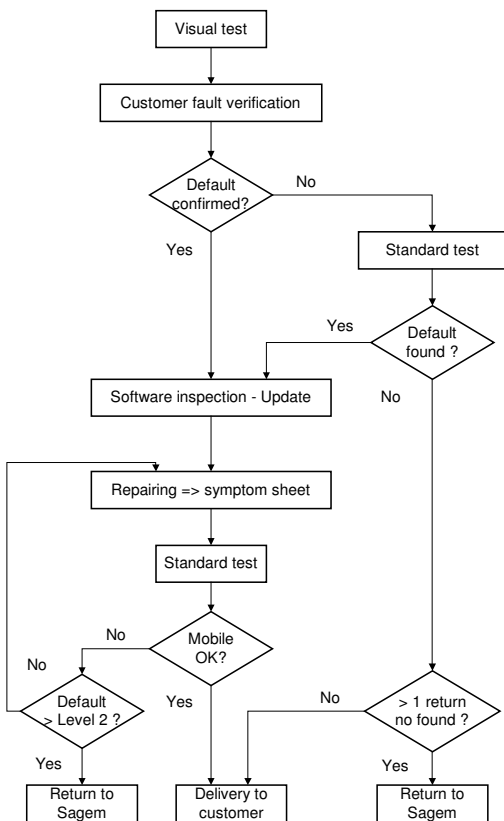
After you have received the **customer return sheet** ([Proc Sheet 3 02](#)), carry out the troubleshooting procedure.

This chapter will help you to identify the defective element(s), using the troubleshooting table.

It contains flow charts broken down by fault type. Each flow chart describes the procedure to be followed and contains cross references to tests or maintenance.

The conclusion of each troubleshooting procedure is :

- Return to SAGEM =The Return to the SAGEM centre can concern either the card, or the radiotelephone according to instructions given to the Centres of repair.
- Delivery to the customer



Visual test :

- Glass state
- Keypad state (elastomer, inscription)
- Connector state (data/audio/charge ,battery, SIM)
- Plug and position of battery
- SIM card position
- Oxidation

Standard test :

- Display test : Hot Line menu
- Contrast control
- All keypad keys test (check bips keys)
- Audio and radio test
- MMS and GPRS test
- Battery charge test
- Vibrating device test : Hot Line menu
- Charger test
- Real call with a operator SIM card

Software inspection :

These flow charts should be followed in full. After a reference to a removal/replacement sheet or to a test to be carried out, you should return to the initial flow chart and continue the search until reaching a final conclusion.

3.2 LIST OF REPORTED DEFECTS

The following is a list of defects that may be reported :

Code	Indicated fault	Procedure
A0	Display malfunction	Symp Sheet 04
A1	No power up	Proc Sheet 1 09 or 3 01
A2	No display up	Symp Sheet 04
A3	Freezes up	Proc Sheet 1 09 or 3 01
A4	Back lights problem	Proc Sheet 1 09 or 3 01
A5	Broken LCD	Symp Sheet 04
A6	Line or digit missing	Symp Sheet 04
B0	Power supply / no charge	Symp Sheet 01
B1	Defective battery contact	Proc Sheet 0 01
B2	Defective charger connector	Proc Sheet 1 09 or 3 01
B3	Defective board power supply	Proc Sheet 1 09 or 3 01
B4	Defective charge icon display	Proc Sheet 1 09 or 3 01
B7	Autonomy	Symp Sheet 01
B8	Electrically defective battery	Test Sheet 03
B9	Mechanical lock problem on battery	Proc Sheet 0 01
B10	Broken battery	Test Sheet 03
B11	Defective charger	Test Sheet 02
B12	Broken charger	Test Sheet 02
B13	Intermittent cut with reboot	Proc Sheet 1 09 or 3 01
B14	Intermittent cut without reboot	Proc Sheet 1 09 or 3 01
C1	Not functioning keyboard	Symp Sheet 05
C2	Lateral key problem	Symp Sheet 05
D1	Sim missing	Proc Sheet 1 09 or 3 01
D2	Other messages	Proc Sheet 1 09 or 3 01
D3	EEPROM pb	Proc Sheet 1 09 or 3 01
D4	Untuned mobile	Proc Sheet 1 09 or 3 01
D5	Hard failure	Proc Sheet 1 09 or 3 01
D6	Sim lock	Proc Sheet 1 09 or 3 01
D7	Post code	Test Sheet 01
D8	Return SAV	Proc Sheet 1 09 or 3 01
D9	Unknown battery	Test Sheet 03

Code	Indicated fault	Procedure
E1	Defective loudspeaker (hails)	Symp Sheet 08
E2	Loudspeaker voice distortion	Symp Sheet 08
E3	Defective microphone	Symp Sheet 08
E4	Microphone voice distortion	Symp Sheet 08
E5	Vibrating device malfunction (depending on models)	Symp Sheet 07
E6	Defective audio connector	Symp Sheet 08
F1	No network localisation	Symp Sheet 02
F2	Intermittent calls drop	Symp Sheet 02
F3	Network temporary drop	Proc Sheet 1 09 or 3 01
F4	Radio test not ok	Proc Sheet 1 09 or 3 01
F5	Outgoing call failure	Symp Sheet 02
F6	Incoming call failure	Symp Sheet 02
G1	Broken or damaged glass	Proc Sheet 1 07
G2	Broken or damaged cover	Proc Sheet 1 01 /1 05
G5	Broken or damaged keyboard	Proc Sheet 1 03
H1	DATA PROBLEM (SMS, EMS, SMS,GPRS, WAP, DOWNLOADING GAMES, RINGING TONES, SCREEN SAVER, NO COMMUNICATION WITH A PC, POCKET PC or PALM)	Without object
H2	Video function	Without object
H3	INFRARED function (IRDA)	Without object
I1	Oxidation marks	Proc Sheet 1 09 or 3 01
I2	FM function	Proc Sheet 1 09 or 3 01
I3	Monetic function	Proc Sheet 1 09 or 3 01
I4	Broken or damaged accessory	Proc Sheet 1 09 or 3 01
I5	Defective SIM connector	Proc Sheet 1 09 or 3 01
I6	Malfunction of the menu	Proc Sheet 1 09 or 3 01
I7	Lack function in the menu	Proc Sheet 1 09 or 3 01
I8	No fault found	Symp sheet 03

3.3 ERROR MESSAGES DURING START UP

<i>Message</i>	<i>Meaning</i>	<i>Procedure</i>
WARNING UNTUNED RADIO	Invalid EEPROM field (SAGEM)	SAGEM Factory Return
PB IMEI	Consistency problem at IMEI level	SAGEM Factory Return
SIM MISSING	SIM card missing or badly inserted	Insert the SIM card
IMEI ERROR	Consistency problem at IMEI level	SAGEM Factory Return
UNTUNED	Mobile not configured	SAGEM Factory Return (except electronic SWAP boards sent by SAGEM Factory which only need a SMT process)
UNKNOWN BATTERY	Battery not recognised by the mobile	Replace the battery
MOBILE PHONE LOCKED	Number of seizures of sim locked code exceeded	SAGEM Factory Return Not repair under warranty
SIM BLOCKED	Three bad PIN codes have been input	Contact the operator
SIM LOCKED (with SIM)	SIM card not adapted to the operator	Replace the SIM card
SIM LOCKED (without SIM)	Attempt of corruption (EEPROM fields)	SAGEM Factory Return Not repair under warranty
BATTERY TOO LOW	Battery state	Replace the battery

3.4 OTHER ERROR MESSAGES

<i>Message</i>	<i>Meaning</i>
"LINE INCIDENT"	Fax & PC link type "Problems"
"FULL MEMORY"	Fax & PC link type "Problems"
"CLEARING REJECTED"	Fax & PC link type "Problems"
"CHECK CONNECTION"	Fax & PC link type "Problems"
"NOT CONSULTED DOCUMENT"	Fax & PC link type "Problems"
"DEVICE PROBLEM"	Fax & PC link type "Problems"
"VERIFY APPLICATION"	Fax & PC link type "Problems"
"BUSY"	"Problems" related to the network and Communications
"K.PAD LOCKED PRESS *V"	Keypad locked
"OPTION NOT AVAILABLE"	Menu not available for this product version
"PROG.KEY NOT VALID"	Input "Problems"
"ERROR!!"	Calculation error with the calculator (division by zero)
"NOT REACHABLE"	Call forwarding if the mobile is not reachable
"NOT AVAIL."	Not available
"PIN ERROR"	" PIN input problems "
"PIN2 BLOCKED"	Following input errors

"PUK ERROR"	Following input errors
Message	Meaning
"PUK2 BLOCKED"	Following input errors
"CODE ERROR"	The phone code input for locking the mobile is incorrect
"NOT AVAIL."	Service not implemented in the network
"TRY AGAIN"	Following a network problem
"NETWORK BUSY"	"Problems" related to the network and Communications
"WAIT"	"Problems" related to the network and Communications
"UNBLOCK?"	"Problems" related to the SIM card
"MEMO REC. CUT"	Save during storage in the answering machine truncated due to lack of space
"FUNCTION NOT ALLOWED"	Prohibited function requested
"NOT FOUND"	Unsuccessful search (on directory, etc.)
"BUSY"	"Problems" related to the network and Communications
"REJECTED"	The requested operation was refused by the network
"EMPTY"	Empty (note pad, memo, etc.)
"NOT IN GROUP"	Error display following an error code returned from the network (CUG menus)
"CREDIT END"	"Credit end" information (paying call prohibited)
"CREDIT TOO LOW"	"Credit too low" information (CUG menus)
"NO AUTHORIZED ACTION DURING A WAP CALL"	Not available action during a wap call
"NOT CONFIGURED ACCESS"	Selection of a not configured provider
"UNKNOWN ACCESS"	Selection of a not fully configured provider
"UNKNOWN CALL IN PROGRESS"	Selection of a provider during a call in progress
"NO RESPONSE OF THE SERVER"	" Problems" related to the server
" NO RESPONSE OF THE NETWORK"	"Problems" related to the network and Communications
"NOT AVAILABLE NETWORK"	"Problems" related to the network and Communications
"TOO LONG URL ADDRESS"	The address typed is too long

3.5 LIST OF OBSERVED DEFECTS

A SAGEM code is assigned to each confirmed defect. This code should be entered on **Proc Sheet 3 01, SAGEM Factory Return**, if the phone to be repaired is returned to SAGEM (**see chapter 5**).

3.6 INFORMATION ABOUT NEW NOTICED FAULTS

Detection by the repair center of new fault shall induce to respect the following procedure


- a) The concerned technician fills a precise report using the document NPD report **SAV GSM 277 V1**
- b) Then, this document is transmitted by email to the concerned Area Manager or Support Engineers for approval. Accordingly, 2 ways are possible :

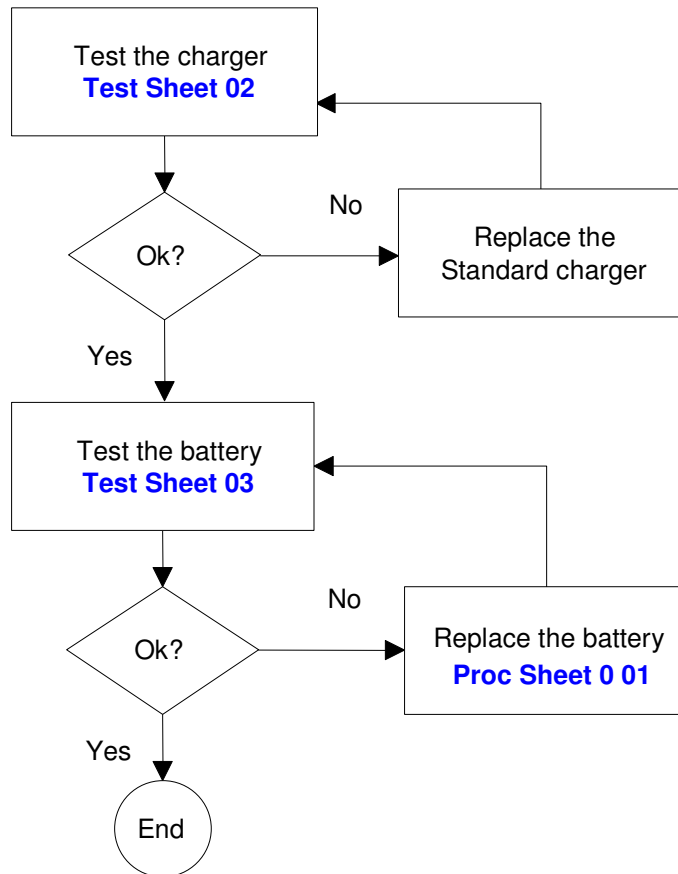
- The problem is already known by SAGEM, then the mobile have to follow the normal process in ARC with eventual additional data given by AM or SE

- Return of mobile to MTB is requested.

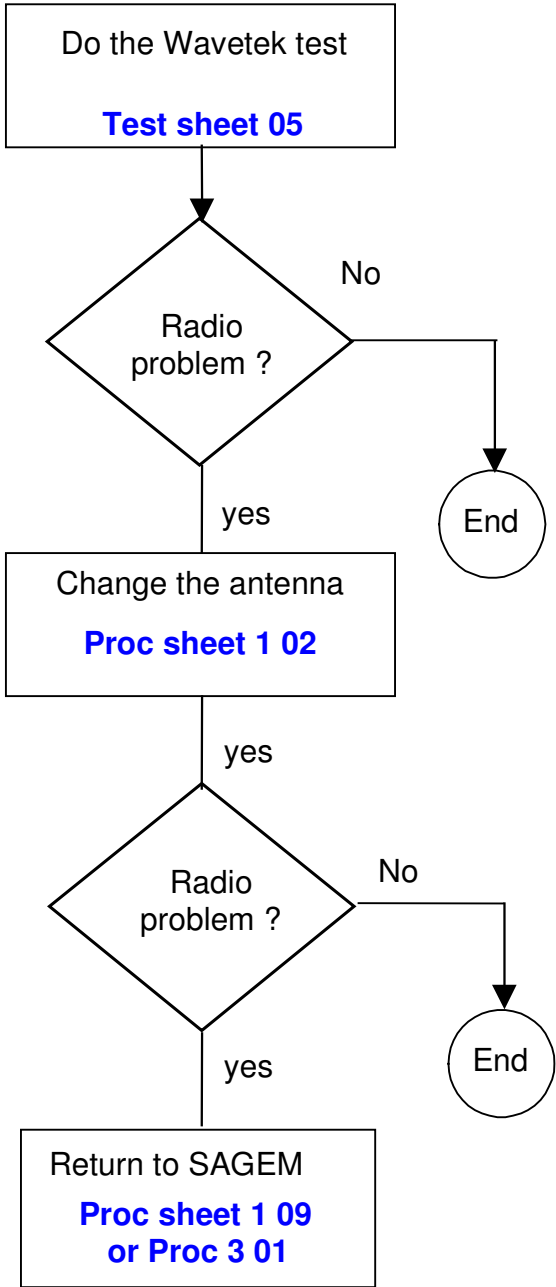
- c) In that second case, the ARC will have to request a specific RMA number for this mobile in order to facilitate the treatment when arriving in SAGEM.
- d) This mobile returned to SAGEM will be swapped following ARCs habitual process for MTB return but will be MANDATORY linked to a paper version of the document filled by the technician.
- e) The treatment will have to be reproduced on the daily report and will be considered as level 3. Specified fault code will be then the technically closest one of the noted one, in the grid given by SAGEM

SYMPTOM SHEETS

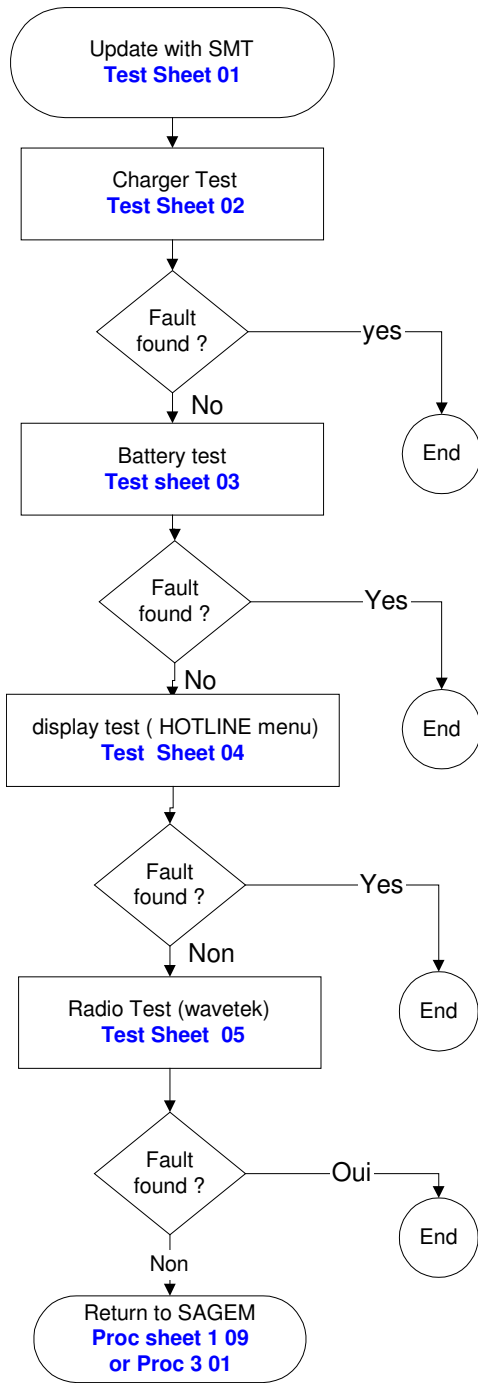
 SAGEM	ENDURANCE, BATTERY, CHARGER PROBLEM	Symp Sheet 01
myC-3/ myC-3b		1/1




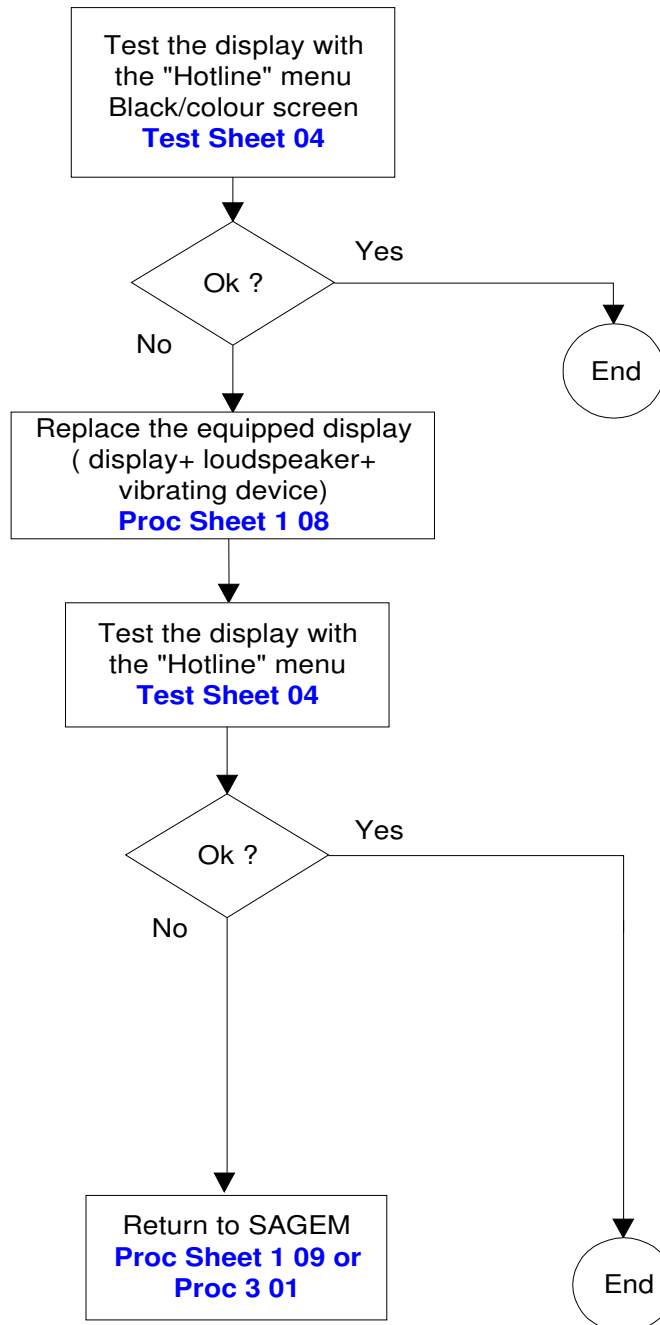
 SAGEM	COMMUNICATION PROBLEM	Symp Sheet 02
myC-3/ myC-3b		1/1




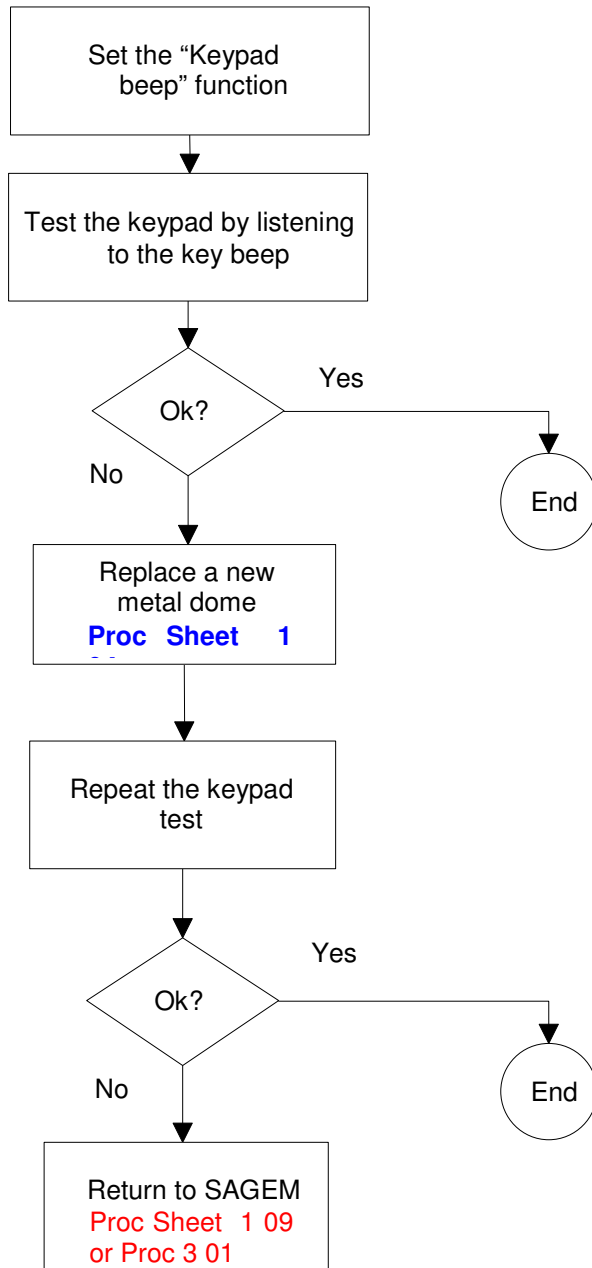
 SAGEM	NO FAULT GIVEN	Symp Sheet 03
myC-3/ myC-3b	(Mobile expertise)	1/1




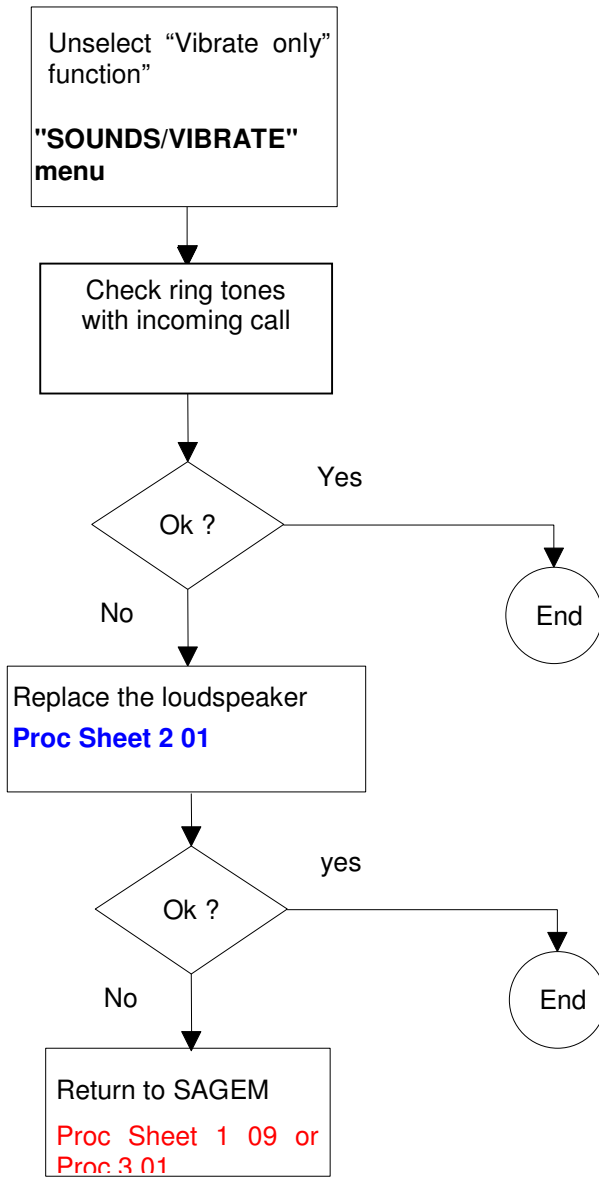
 SAGEM	DISPLAY PROBLEM	Symp Sheet 04
myC-3/ myC-3b		1/1



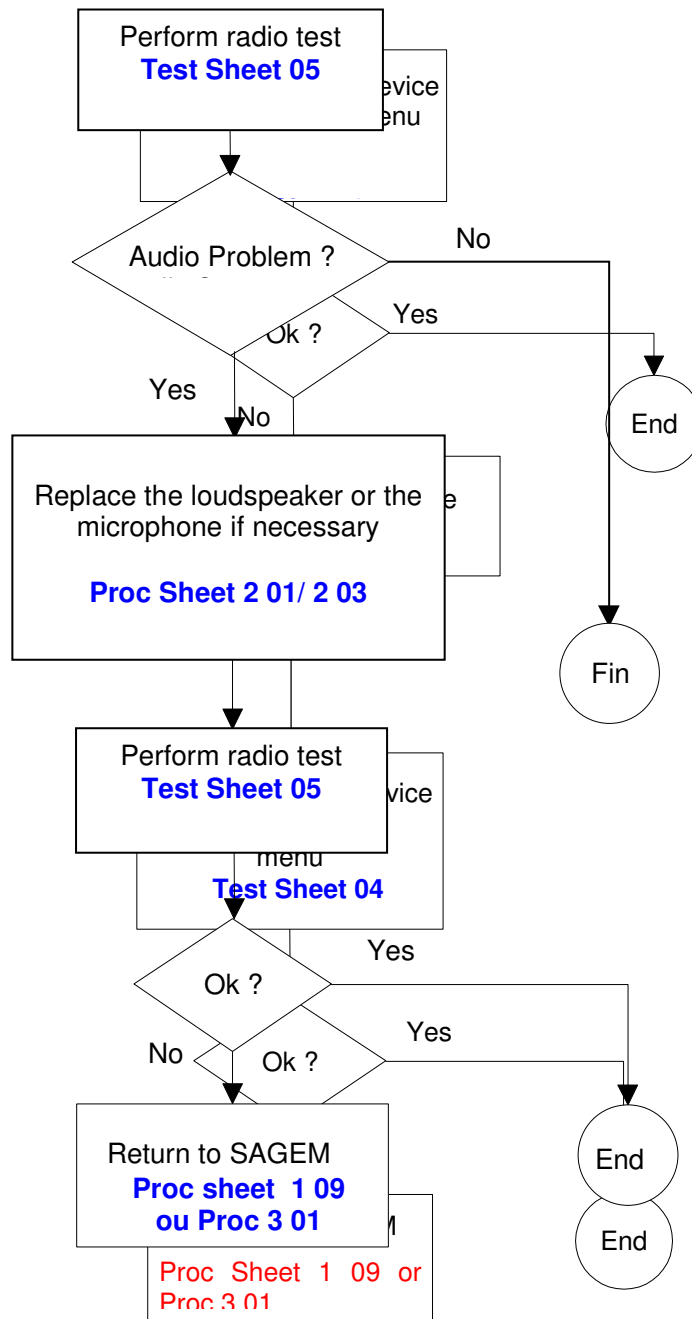
 SAGEM	KEYPAD PROBLEM	Symp Sheet 05
myC-3/ myC-3b		1/1



 SAGEM	RING TONES PROBLEM	Symp Sheet 06
myC-3/ myC-3b		1/1



 SAGEM	VIBRATING DEVICE	Symp Sheet 07
myC-3/ myC-3b		1/1



CHAPTER 4 - TESTS AND CHECKS

4.1 ABOUT TESTS

Tests and checks are made after the troubleshooting procedures (chapter 3) and before the maintenance procedures (chapter 5).

They are broken down into modules and are sorted by types of confirmed faults. The user must be equipped with special test tools in order to carry out the tests.

4.2 TEST TOOLS

The references of SAGEM tools, listed hereafter, are given in Appendix 1 : Composition table.

The following test tools are necessary :

1. the **ARC downloading kit**, including the test case provided with:
 - the data cable (to PC),
 - the retrofit cable,
 - the mains power supply module.
 - Retrofit adapter
2. the **radio test bench**, provided with:
 - SIM card of test.
 - MyC-3/ myC-3b calibration tool
 - Adjustable regulate power supply 0-15V / 4A
 - Wavetek 4107
- **CADEX C7000 / C7200 / ASTRATEK** with myC-3/ myC-3b adapter
 - Charger test kit
 - Voltmeter (minimum impedance : 20 K Ω per Volt in DC)
 - Ammeter
3. an **IMEI labels printing station**, including :
 - Printer,
 - Roll of labels,
 - Connecting cable for PC (parallel printer cable),
 - Printing software,

4.3 INSTALLING ON A WORKSTATION

4.3.1 Minimum required configuration

The minimum configuration of the workstation is :

4. Processor 1Ghz,
5. 128 Mbytes of RAM,
6. Windows 2000, Windows XP,
7. 2.1 Gbytes hard disk (1 Gbytes available),
8. 1 parallel port and 2 serials port.
9. Network card, sound card.
10. 1 internet access,

4.3.2 Installing the ARC downloading kit

The ARC downloading kit interfaces the SMT software with the phone to be repaired.

11. Connect the 9-pin SUB-D connector to the PC serial port (COM1).
12. Connect the power supply module to the mains power outlet.
13. Connect the phone to be repaired to the system connector.


4.3.3 SMT functions

The SMT maintenance software can:

14. Download new software if needed
15. Configure default values and checks them.
16. Unblocked the " PHONE CODE "
17. Delete the customer directory and SMS
18. Print identification labels.
19. Make a electronic board exchange
20. Adjust the display contrast
21. Read the Site Technical Documentation (manual of repair)
22. Select a test sequence

The procedures for using these functions are described in [TEST Sheet 01](#).

TEST SHEET

 SAGEM	TEST AND CHECK BY SMT	Test Sheet 01 1/9
myC-3/ myC-3b		

To run the functions described below, run the SMT application from the desktop icon.

Notice: The active connection with SMT (via the serial port), validate in itself the data functionality of the handset.

Download the latest software

1. Click on DOWNLOAD button.
2. Follow the procedures on the screen.
3. Make sure that the mobile phone is not in the sleep mode (press the Start key)

Configure and check default values

1. Click on the CONFIGURE popup menu and then VERIFY (Verfab).
2. Follow the procedures on the screen.

Release the " POST CODE"


3. Click on the CONFIGURE popup menu and then on RELEASE
4. Follow the procedures on the screen.

Print identification labels

5. Click on the on LABEL popup menu and then PRINT LABEL .
6. Follow the procedures on the screen

▪ **Audio parameters setting**

7. Click on the AUDIO popup menu
8. Follow the procedures on the screen


 SAGEM	TEST AND CHECK BY SMT	Test Sheet 01 2/9
myC-3/ myC-3b		

SMT SEQUENCE: Series of the different functions under SMT (sequence of tests)

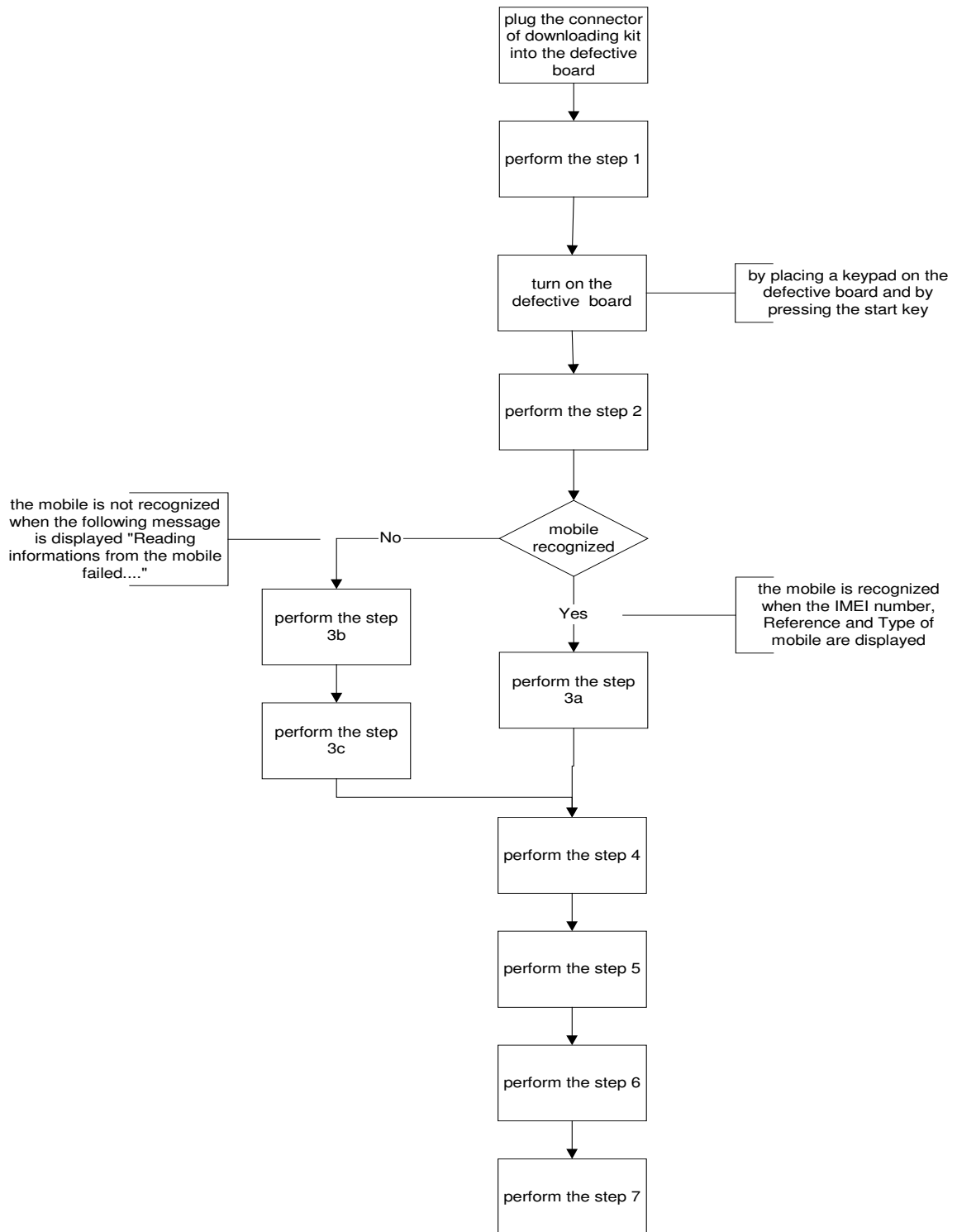
1. Click on SMT SEQUENCE popup menu.
2. Select the different functions you want to carry out then click on LAUNCH button.


▪ **Electronic board exchange**

9. Click on the SWAP popup menu , then SWAP
10. Follow the procedures on the screen

 SAGEM	TEST AND CHECK BY SMT	Test Sheet 01 3/9
myC-3/ myC-3b		

SWAP : Electronic board Configuration



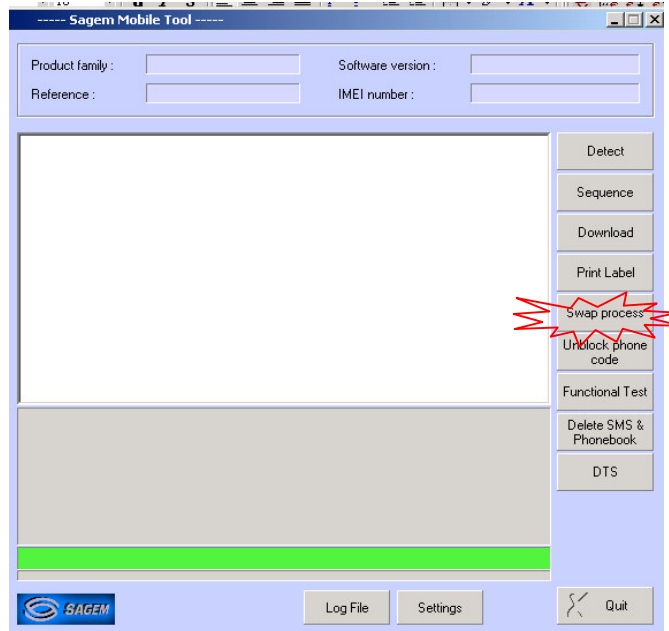
	TEST AND CHECK BY SMT	Test Sheet 01 4/9
myC-3/ myC-3b		

Step 1

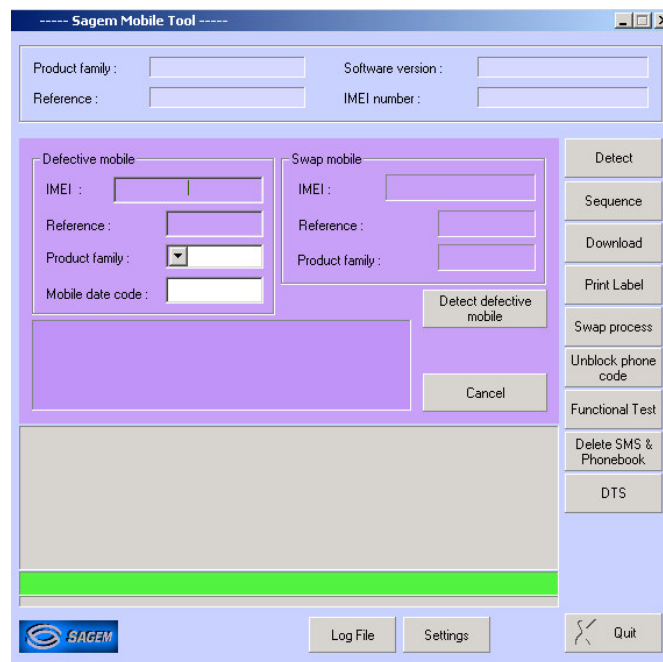
SMT Front page


Click on the « SWAP Process » menu.

Example



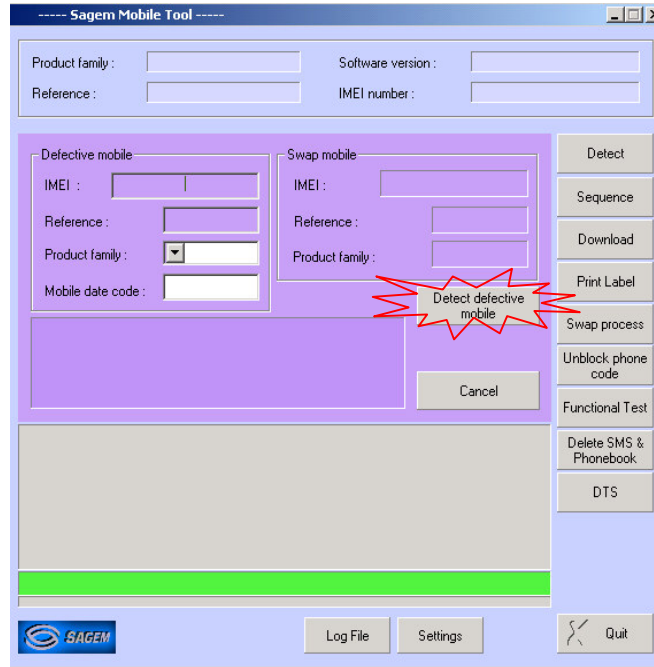
The following screen appears :



	TEST AND CHECK BY SMT	Test Sheet 01 5/9
myC-3/ myC-3b		

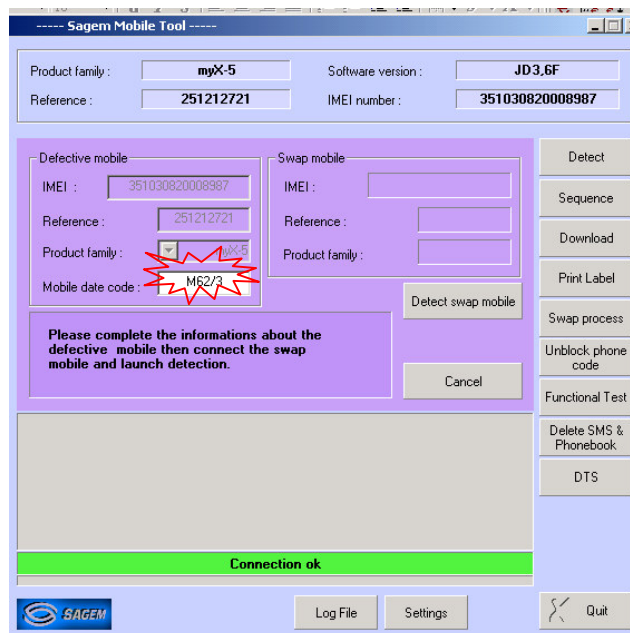
Step 2


Please click on « Detect defective mobile » button



Step 3a

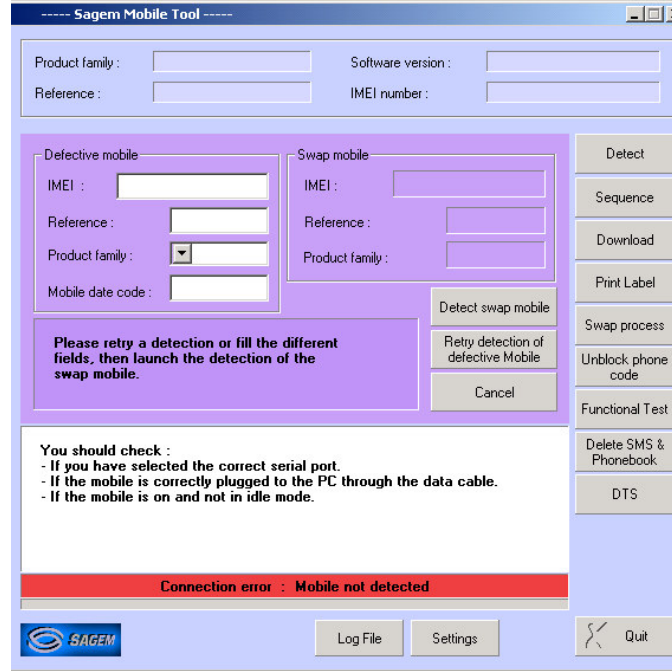
The following screen appears : the mobile is recognized. Then, enter the mobile date code



	TEST AND CHECK BY SMT	Test Sheet 01 6/9
myC-3/ myC-3b		

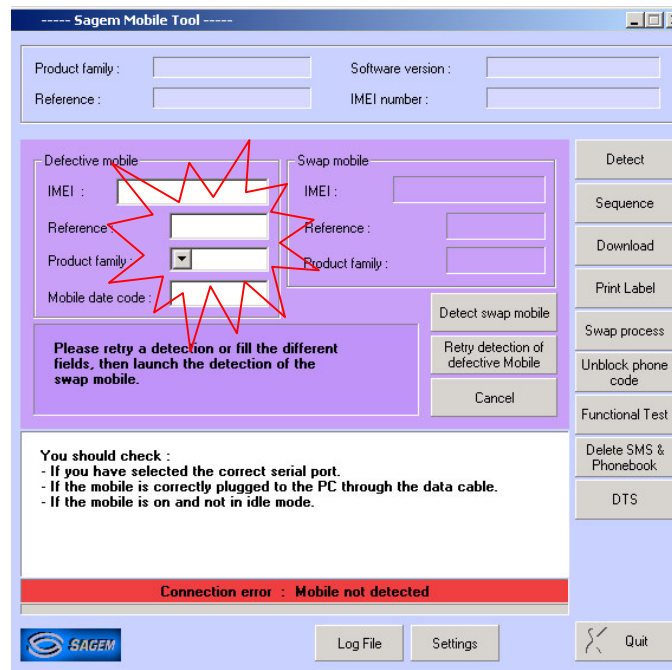
Step 3b


If this screen appears, the mobile is not recognized.



Step 3c

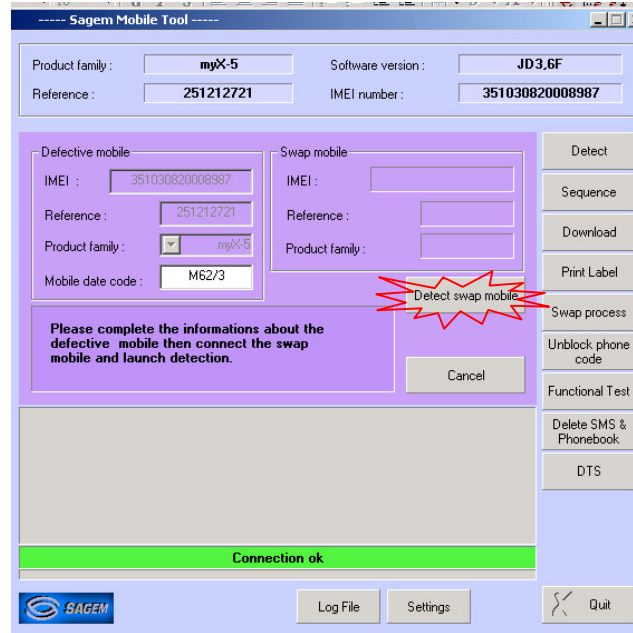
You must fill in the empty blanks requested according to the information written on the production label



	TEST AND CHECK BY SMT	Test Sheet 01 7/9
myC-3/ myC-3b		

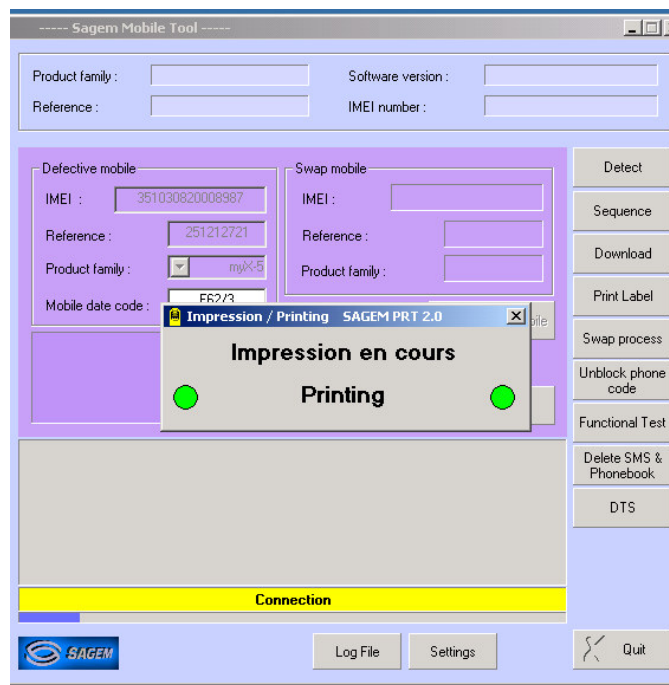
Step 4


Plug and switch on the new mobile, then push on the “Detect Swap mobile” button



Step 5

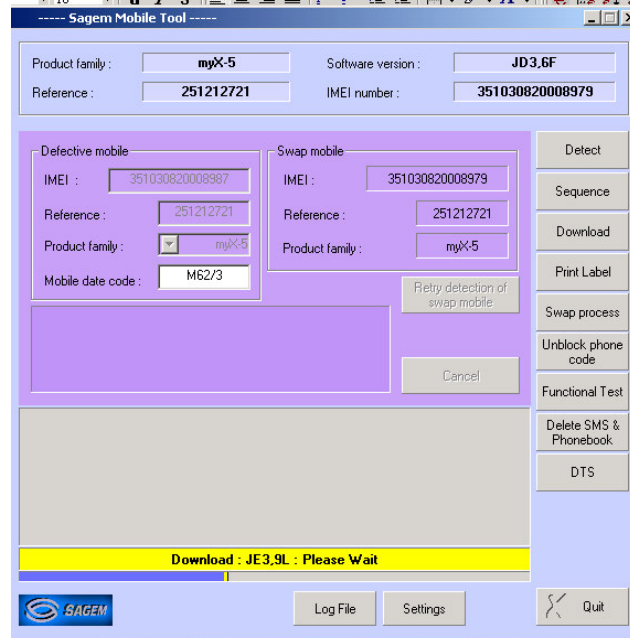
After clicking on “OK”, SMT prints the label which will be used to close the ESD bag of the defective board.



	TEST AND CHECK BY SMT	Test Sheet 01 8/9
myC-3/ myC-3b		

Step 6

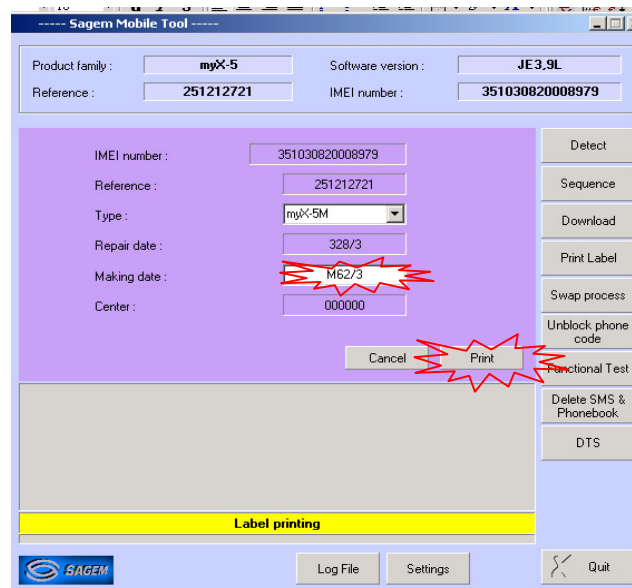
The downloading is starting if the mobile need to be updated




Etape 7

SMT opens the following screen to print the new label : please dial the “MAKING DATE” (Production date) written on the label of the defective mobile.

Then stick the new label on the functional mobile



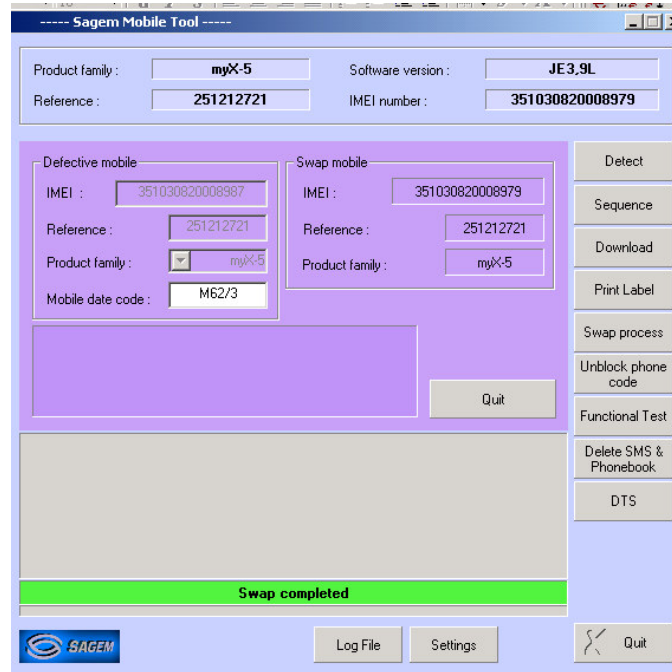
The swap board sequence is completed.


	TEST AND CHECK BY SMT	Test Sheet 01 9/9
myC-3/ myC-3b		

RESULTS

When old mobile is recognized, the audio parameters from the defective mobile have been sent to the functional mobile.

When old mobile is not recognized, the DEFAULTS audio parameters are sent to the functional mobile




 SAGEM	CHARGER TEST	Test Sheet 02	1/1
myC-3/ myC-3b			

Test description

This test checks the various battery chargers.

Test procedure

1. Check visually the charger connector.
2. Connect the charger to be tested to the mobile .
3. Access to the "HOTLINE" menu by pressing on the MENU key and then the * key.
4. Select the APPLICATION menu and the BATTERY STATUS to check that the battery voltage is increasing

 SAGEM	BATTERY TEST	Test Sheet 03 1/1
myC-3/ myC-3b		

Test description

This test allows to test the various batteries.

Required tools

- CADEX C7000 / C7200 / ASTRATEK
- Flex arm or myC-3/ myC-3b adapters,
- a voltmeter (minimum impedance 20 kΩ per Volt in DC).

Test procedure

1. Measure the battery voltage between the V poles, **the voltage shown must be between 2.5V and 4.5V.**
 - If the voltage < 4v ,load the battery for 30 minutes with a universal charger and follow the instructions below
 - If the voltage > 4V Measure the internal resistance with a CADEX or ASTRATEK batteries testers
 - **Notice:** Choose on the batteries tester ,the battery type (Li-ion) ,the nominal battery voltage (3,6V) and the battery capacity (550 mA)
 - Read the result :If the internal resistance < 300 mOhms the battery is **OK**
 - If the internal resistance = 300 mOhms the battery is **defective**

 SAGEM	"HOTLINE" MENU	Test Sheet 04 1/1
myC-3/ myC-3b		

Access to the "HOTLINE" menu

Access to the "HOTLINE" menu is possible with a powered up mobile.

The "HOTLINE" menu is accessed by pressing on the MENU key and then the * key.

Enter the corresponding code (bold) to choose the menu to be viewed.

To go out the "HOTLINE" menu, press successively on the **C** key to return at the operational screen of the mobile.

Description of the myC-3/ myC-3b "HOTLINE" menu

1 APPLICATION

- BATTERY : gives the value of the battery voltage.
- VERSION : reads the installed software version and the IMEI code.

2 PROM : Not used

3 SIM LOCK : accesses the "SIM LOCK" menu (password required).

4 TESTS LCD

- BLACK DISPLAY : displays the screen in black.
- WHITE DISPLAY.
- RED DISPLAY
- GREEN DISPLAY
- BLUE DISPLAY
- WHITE CHECKERBOARD
- PHOTO DISPLAY : functions on the screen to showing a picture.
- VIBRATE: tests the vibrating device.

NOTE : The "HOTLINE" menu is only accessible with a valid SIM card.

Test description

This test tests myC-3/ myC-3b phones during a call.

Required tools

- A Wavetek
- A RF coupler
- A myC-3/ myC-3b calibration tool
-

Test procedure

1. Position the calibration tool first on the RF coupler to calibrate it
2. Position the myC-3/ myC-3b module on the RF coupler
3. Switch the Wavetek on and press on "AUTOTEST".
4. Choose the corresponding program using the "UP" and "DOWN" arrows.
 Mobile :**myC-3/ myC-3b**
 Frequency range : **GSM, DCS or GSM/DCS**,
 Coupling type : **ANTENNA**.
5. Press on "ENTER" and wait until the end of the calibration.
6. Follow the instructions shown on the Wavetek.

CHAPTER 5 - MAINTENANCE PROCEDURES

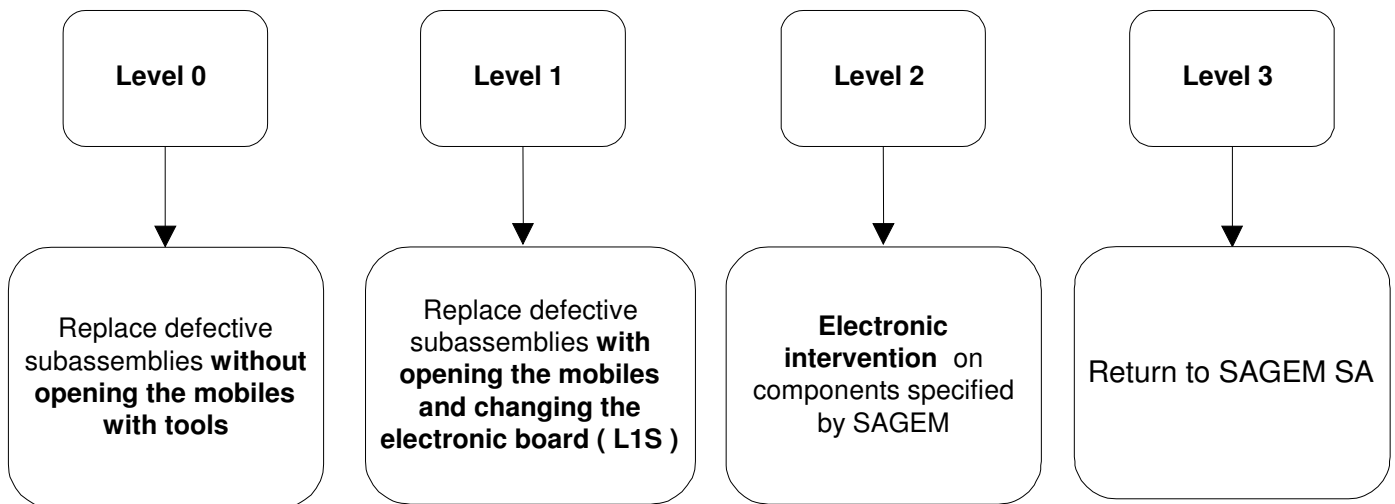
23. TECHNICAL WORK LEVELS

There are four technical work levels:

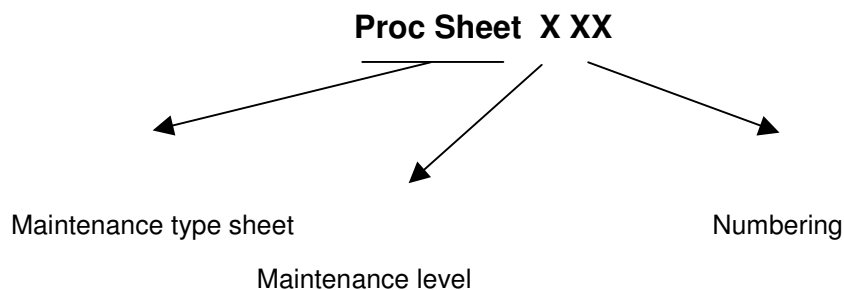
- Level 0,
- Level 1,
- Level 2,
- Level 3.

Each level represents a maintenance degree that depends on which elements are to be removed.

Note: Presence or use on the radiotelephone of non genuine element (material and software) leads automatically the exclusion from SAGEM warranty



Maintenance procedure sheets are coded as follows :



5.2 SHORT LOOP PROCESS

1. Initialisation

From the communication by Sagem and the reception of the concerned products by the short loop process, the Repair Centre shall comply with the above procedure. The application of the Short loop process will end when received the authorisation of repairing given by Sagem.

2. Administrative checks to be done by the Repair Centre

- Authorisation from Sagem for treating the reference received (Part number)
- Process to be applied : short loop process or normal process (DTS, Normal, etc...). The Repair Centre shall check if the product received has to be treated according to the short loop process.
- Controls on the warranty conditions and DOA conditions (if the Repair Centre is authorised) communicated by Sagem.

3. Tests and controls :

- Checks if there are no external shocks or oxidation marks (the covers shall be dismantled in case of exchangeable covers)
- Checks and confirmation of the defect (real call with SIM, functional test keypad , display, vibrating device, etc...)
- Check the concordance between the defect declared by the end-user and the defect observed
- Call back of the end-user or dealer (as far as possible) either in case of misunderstanding of the defect declared by the end-user or in case of the non observation of the defect. (see the appendix "Additional information about the No Fault Found –NFF-> at the end of this document allowing according to the case to understand the return of the product)

If any doubts occurred concerning out of warranty products received, the Repair Centre shall send to Sagem Montauban (with knowledge to the Area Manager and Support Engineer) the photo of the defect.

N.B :

- The handsets shall not be dismantled (by using screwdrivers) except previous request from Sagem.
- The Repair Centre will not make any Repair (such as spare parts exchange or software upgrade) except previous communication of Sagem. The exchanges of handsets or accessories are the only intervention authorised.

4. Exchange by the Repair Centre

- The Repair Centre will use the products delivered for swap to the Repair Centre for exchanging the products to the end-users (except particular process defined by Sagem).
- The under- warranty handsets and accessories received shall be exchanged to the end-user.

- The under- warranty handsets and accessories declared No Fault Found (NFF) shall be exchanged to the end-users except previous communication of Sagem.
- The Out of warranty handsets and accessories (oxidation, shocks, ...) will be repaired by the Repair Centre after acceptance by the customer of an estimate according to the Sagem out of warranty repair prices communicated.
- **The under- warranty and out of warranty handsets shall be sent to Sagem Montauban.**
- In the frame of the Short loop process, there is no level 1 (L1) intervention

5. Reports

An exchange of an handset and its accessories shall be codified Level 3 (L3)

An accessory exchange shall be codified Level 0 (L0).

The Repair Centre shall capture all the information required for issuing and sending the Repair Reports and Status reports according to the Contractual frequency defined. The Reports shall includes the products treated by the Repair Centre under- warranty or out of warranty.

6. Procedure

From the beginning date of the Short loop process application and **minimum each week, the Repair Centre shall ship the products (handsets and accessories) to Sagem Montauban.**

6.1. Handsets :

- MRA Procedure for the after-Sales products (one MRA number for the products concerned by the short loop).
- MRA Procedure for DOA products (one MRA DOA number for the products concerned by the short loop) if the Repair Centre is authorised to treat the DOA products.

The MRA request shall be sent to Sagem Montauban (with knowledge to the Area Manager and Support Engineer).

The shipment of products to Sagem Montauban shall comply with the MRA procedure. Furthermore each products shall be sent with the Return Product Sheet filled in indicating the defect declared by the end-user and the defect observed by the Repair Centre (Sagem Defect codes).

The NFF products sent to Sagem Montauban shall be identified by using separate package. Furthermore this products shall be sent with the complete description of the defect declared by the end-user (not codified).

The accessories received by the Repair Centre shall be sent to Sagem Montauban sent back attached with the handset (not connected to the handset).

6.2. Accessories :

For the accessories received without the handsets, the procedure is the following:

Accessories return procedure to Sagem Montauban to be used. The Repair Centre shall indicate on the parcel Accessories + model (ex : myC-3/ myC-3b) for the accessories received in the Repair Centre without the handsets.

7. Sagem Montauban

Sagem Montauban will ship back to the Repair Centre the same quantity of handsets and accessories as the quantity received.

8 Additional information about the no fault found

In any case: Ask to the end-user the frequency of the defect and the circumstances of its apparition (during an incoming or out-going call, while playing, while downloading, etc.). Try to answer the questions: Where? When? How?

- If the customer complains about a **“Power supply / charging”** failure : (shutting down of the mobile, problem of booting, etc.);
 - During which operation ? In which circumstances ?
 - What is the state of the battery and the charger before shipment to the repair centre ?
 - If the mobile shuts down by itself, must he enter his code pin, adjust the date and the hour when rebooting the phone?

- If the customer complains about a communication problem:
 - What are his residence zone and the reception level of the mobile (Number of receipt bar);
 - What is the state of the battery when the defect appears?
 - In case of loss of communication :
 - With or without total extinction of the mobile?
 - Does the loss of communication occur always in the same place and with the same person?
 - Does the loss of communication occur while browsing in the menus, during the communication, or during playing or downloading?

- If the customer complains about a problem of blockage of key of the keyboard:
 - In which circumstances does the problem occur?
 - Did he activate the keypad locking ?
 - Did he change or remove the upper cover ?
 - Which are the non functioning keys ?

5.3 MAINTENANCE TOOLS

The following tools are necessary to carry out maintenance operations :

- Electrical screwdrivers with tightening torque settings **(0.25 NM)**.
- Metal dome jig.
- Plastic Tweezers.
- Gloves
- ESD protection strap
- Soldering iron
- Solder wick
- Cross shaped screwdriver .00x75
- Flat screwdriver 2x75

LEVEL 0 MAINTENANCE

 SAGEM	REMOVING / REPLACING THE BATTERY	Proc Sheet 0 01
myC-3/ myC-3b		1/2

4.4 Tools :

4.5 - Not applicable

4.6 Preliminary operation :

4.7 - Switch off the mobile phone

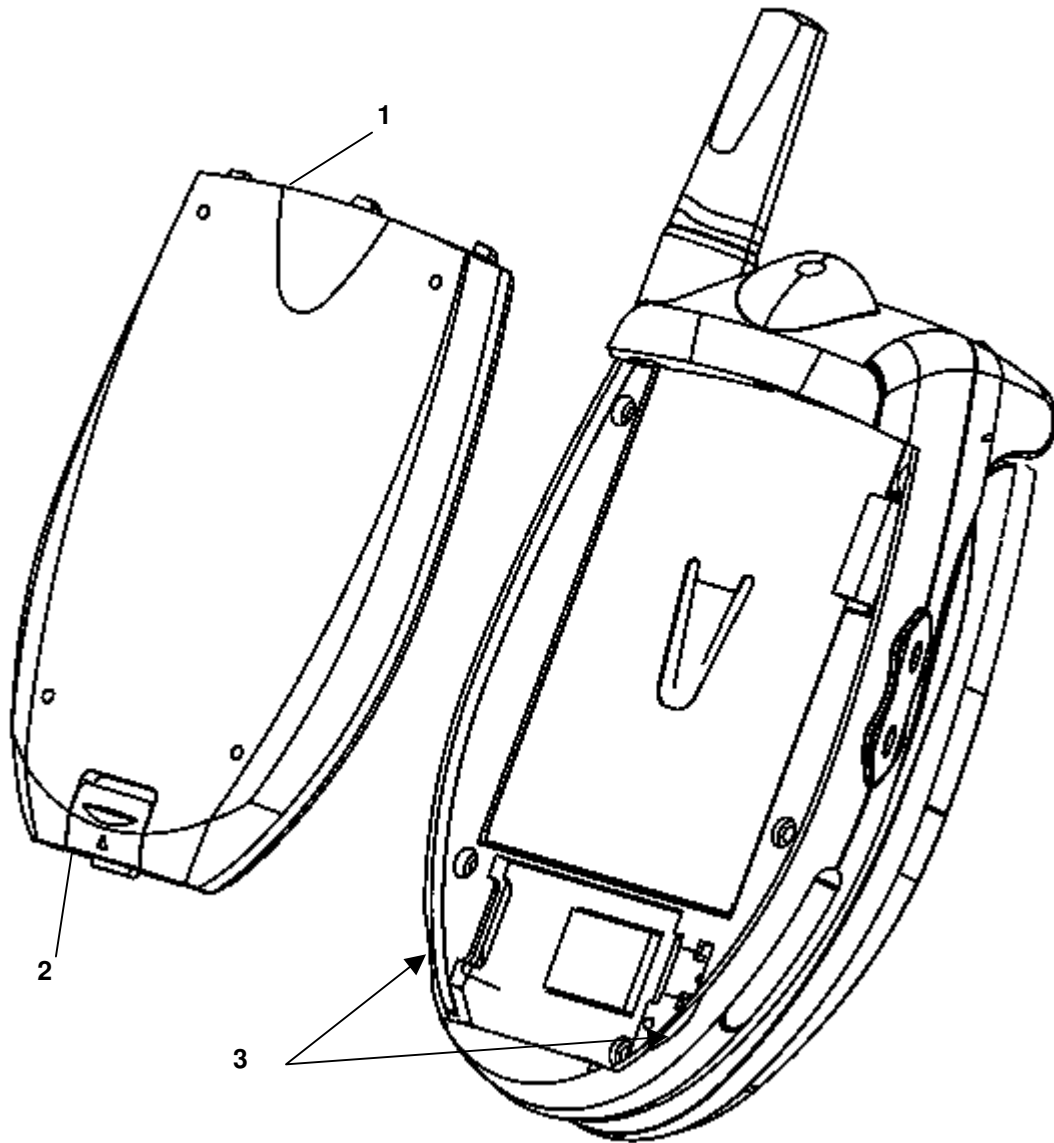
4.8 Removal procedure :

1. Unlock the battery pack (1) , by pushing the lock button (2) upwards and extract it by mean of two nicks (3).
2. Remove the battery (1).

4.9 Placement procedure :

1. Replace the battery pack (1) by engaging top hooks first .
2. Push button (2) upwards and push the battery pack (1) into locked position

 SAGEM	REMOVING / REPLACING THE BATTERY	Proc Sheet 0 01
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING THE SIM LOCKER	Proc Sheet 0 02
myC-3/ myC-3b		1/2

4.10 Tools :

- Not applicable

4.11 Preliminary operation :

1. Remove the battery pack ([Proc sheet 0 01](#)).

4.12 Removal procedure :

1. Remove the SIM locker (1) by pressing under the back of the SIM locker to liberate from the back cover (2)

4.13 Placement procedure :

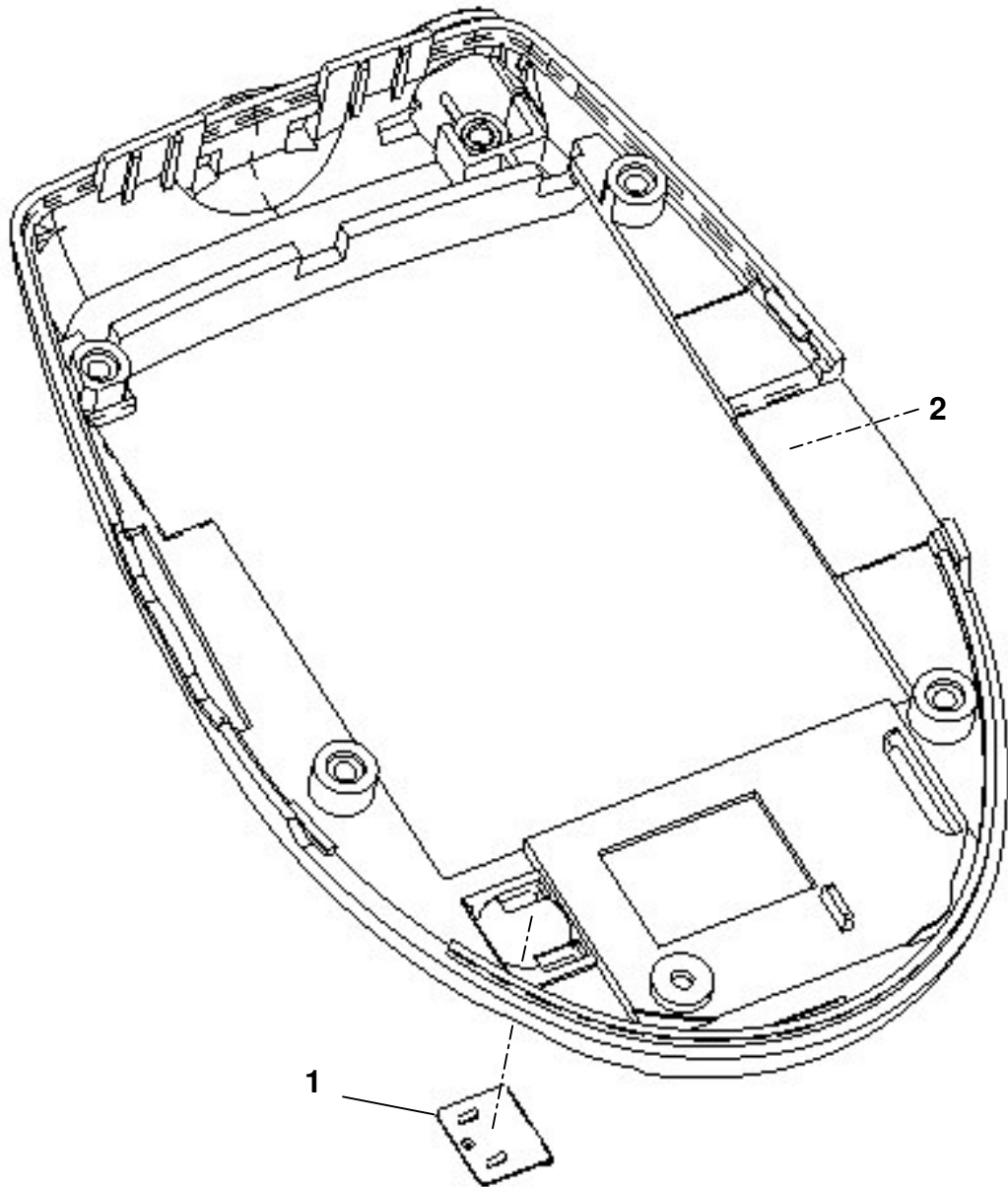
1. Replace the SIM locker (1) in position in its housing

4.14 Further operations

1. Replace the battery pack ([Proc sheet 0 01](#))
2. Carry out radio test ([Test Sheet 04](#)).

4.15

 SAGEM	REMOVING / REPLACING THE SIM LOCKER	Proc Sheet 0 02
myC-3/ myC-3b		2/2



LEVEL 1 MAINTENANCE

 SAGEM	REMOVING / REPLACING BACK COVER	Proc Sheet 1 01
myC-3/ myC-3b		1/2

4.16 Tools :

- Cross shaped screwdriver

4.17 Preliminary operation

1. Remove the battery pack ([Proc sheet 0 01](#)).

4.18 Removal procedure :

1. On the back cover (1), unscrew the five attachment screws (2) .
2. Lift delicately the back cover (1) up beginning by the back side
3. Remove rear cover (1)

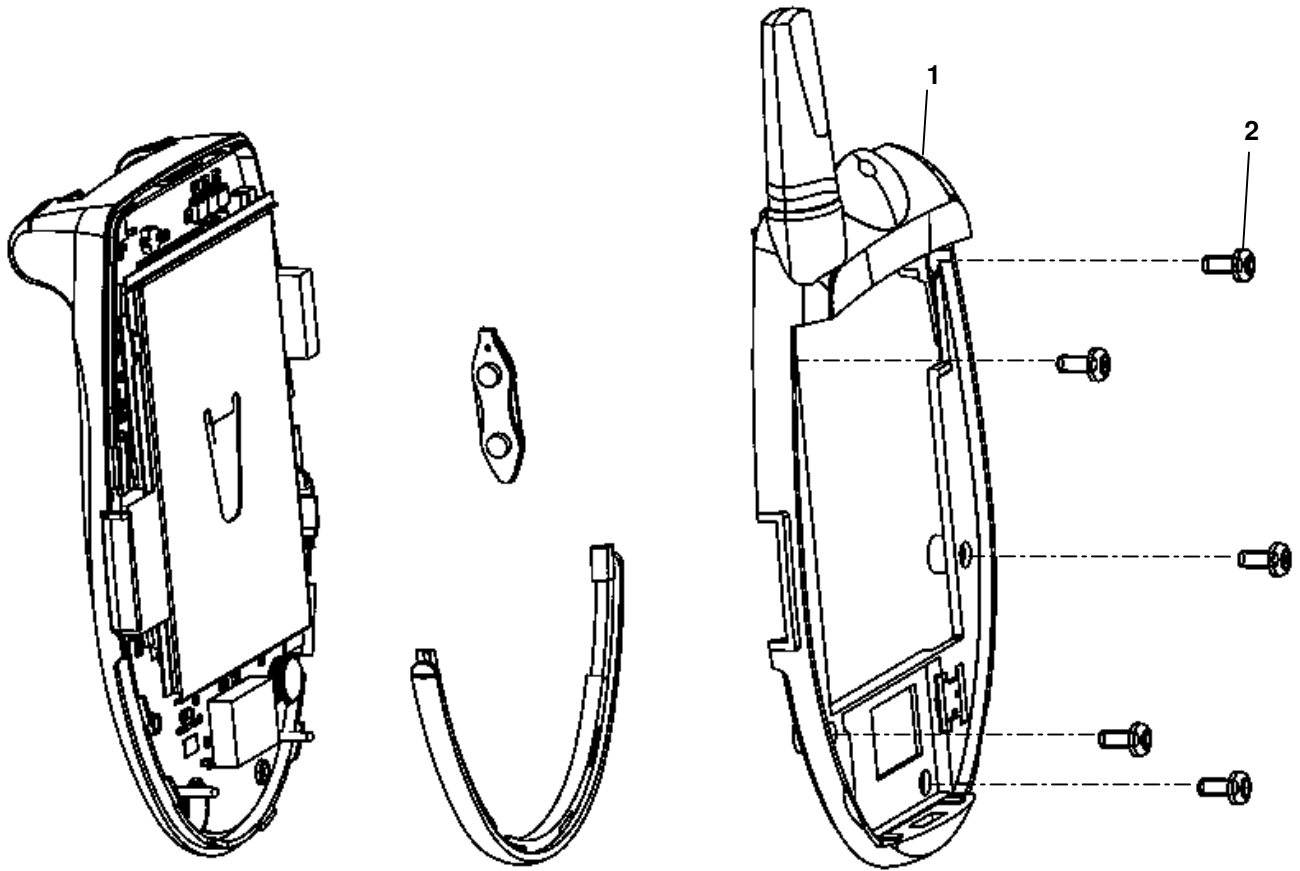
4.19 Placement procedure :

1. Replace the back cover (1) by engaging top hooks first .
2. Push down back of rear cover and screw the five attachment screws (2) with **0,25 N.m** torque.

4.20 Further operations :

1. Replace the battery pack ([Proc sheet 0 01](#))

 SAGEM	REMOVING / REPLACING THE BACK COVER	Proc sheet 1 01
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING THE ANTENNA	Proc Sheet 1 02
myC-3/ myC-3b		1/2

4.21 **Tools :**

- Cross shaped screwdriver

4.22 **Preliminary operation**

1. Remove the battery pack ([Proc sheet 0 01](#)).
2. Remove the back cover ([Proc sheet 1 01](#)).

4.23 **Removal procedure :**

1. On the back cover, unscrew the attachment screw (2) of the antenna (1)
2. Remove the antenna (1)

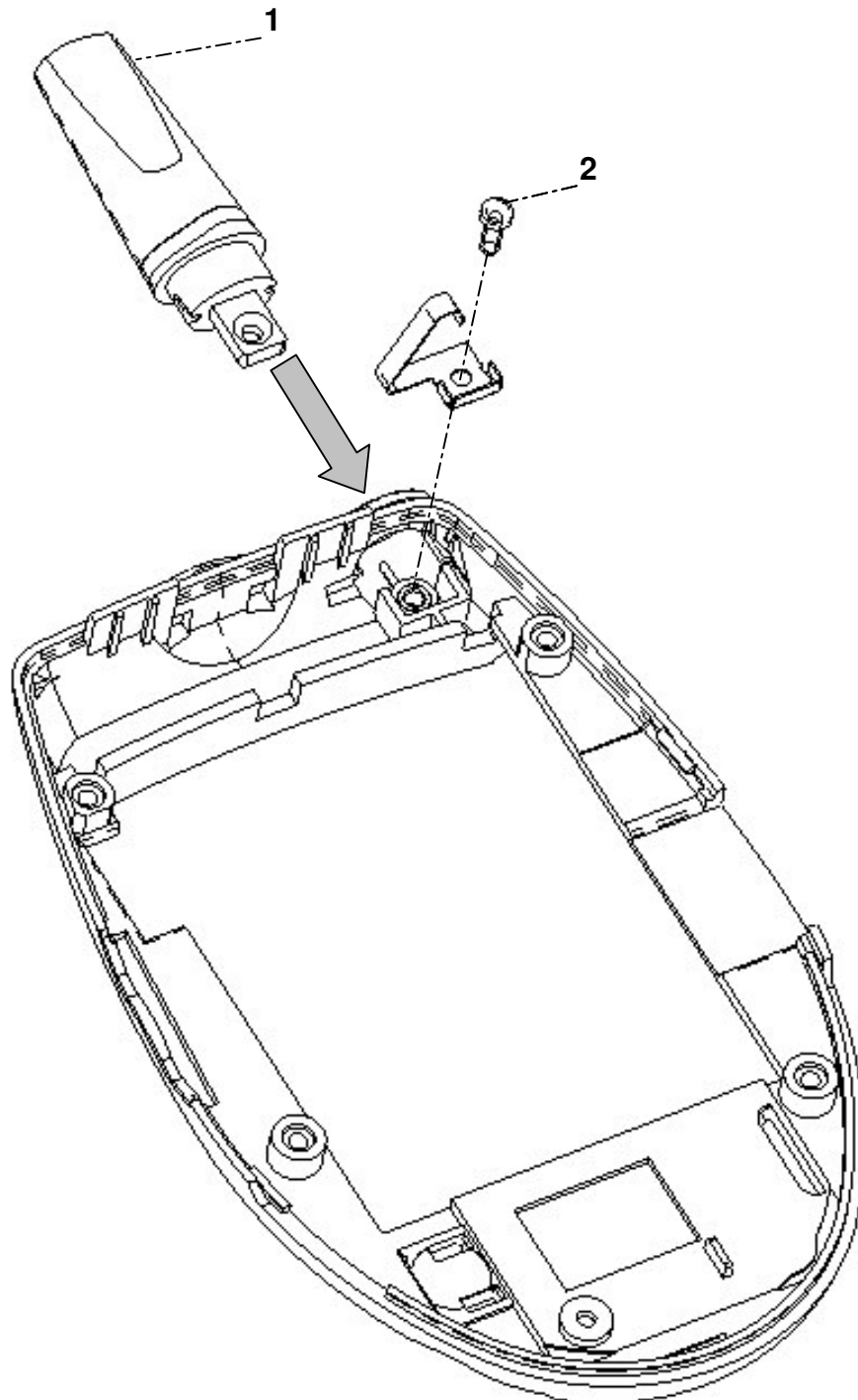
4.24 **Placement procedure :**

1. Position the antenna (1) in its housing
2. screw the attachment screw (2) with **0,25 N.m** torque.

4.25 **Further operations :**

1. Replace the back cover ([Proc sheet 1 01](#)).
2. Replace the battery pack ([Proc sheet 0 01](#)).

 SAGEM	REMOVING / REPLACING THE ANTENNA	Proc Sheet 1 02
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING KEYPADS AND SIDE DECOR	Proc Sheet 1 03
myC-3/ myC-3b		1/2

4.26 **Tools :**

- Cross shaped screwdriver

4.27 **Preliminary operation**

1. Remove the battery pack ([Proc sheet 0 01](#)).
2. Remove the back cover ([Proc sheet 1 01](#)).

4.28 **Removal procedure :**

1. Lift equipped electronic board up to liberate it of the front cover (1)
2. Remove the keypad (2), the side keys (3) and the side decor (4) from the front cover (1).

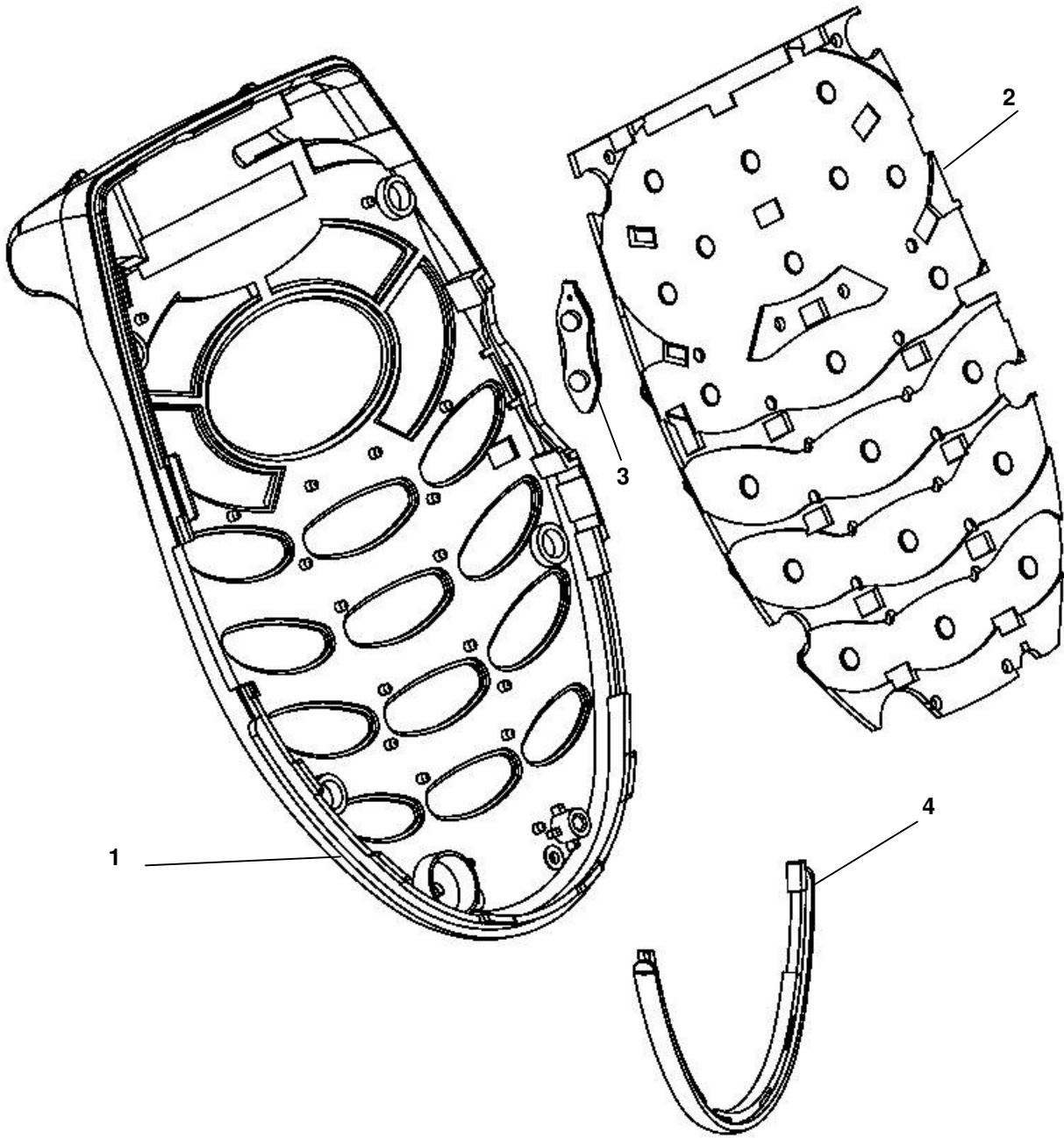
4.29 **Placement procedure:**

1. Clean the keypad (2) and side keys (3) with compressed air.
2. Place the keypad (2) and side keys (3) in position in its housing
3. Place the side decor (4) in its housing
4. Place the equipped electronic board in its housing

4.30 **Further operations:**

1. Replace the back cover ([Proc sheet 1 01](#)).
2. Replace the battery pack ([Proc sheet 0 01](#)).

 SAGEM	REMOVING / REPLACING KEYPADS AND SIDE DECORS	Proc Sheet 1 03
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING THE METAL DOME	Proc Sheet 1 04
myC-3/ myC-3b		1/2

4.31 Tools :

- Cross shaped screwdriver
- Gloves
- Metal dome Jig
- Tweezers

4.32 Preliminary operation

This procedure must be performed by a technician with gloves.

1. Remove the battery pack ([Proc sheet 0 01](#)).
2. Remove the back cover ([Proc sheet 1 01](#)).
3. Remove the equipped electronic board ([Proc sheet 1 06](#)).

4.33 Removal procedure :

1. Remove the metal dome (2) of the equipped electronic board (1)

4.34 Placement procedure :

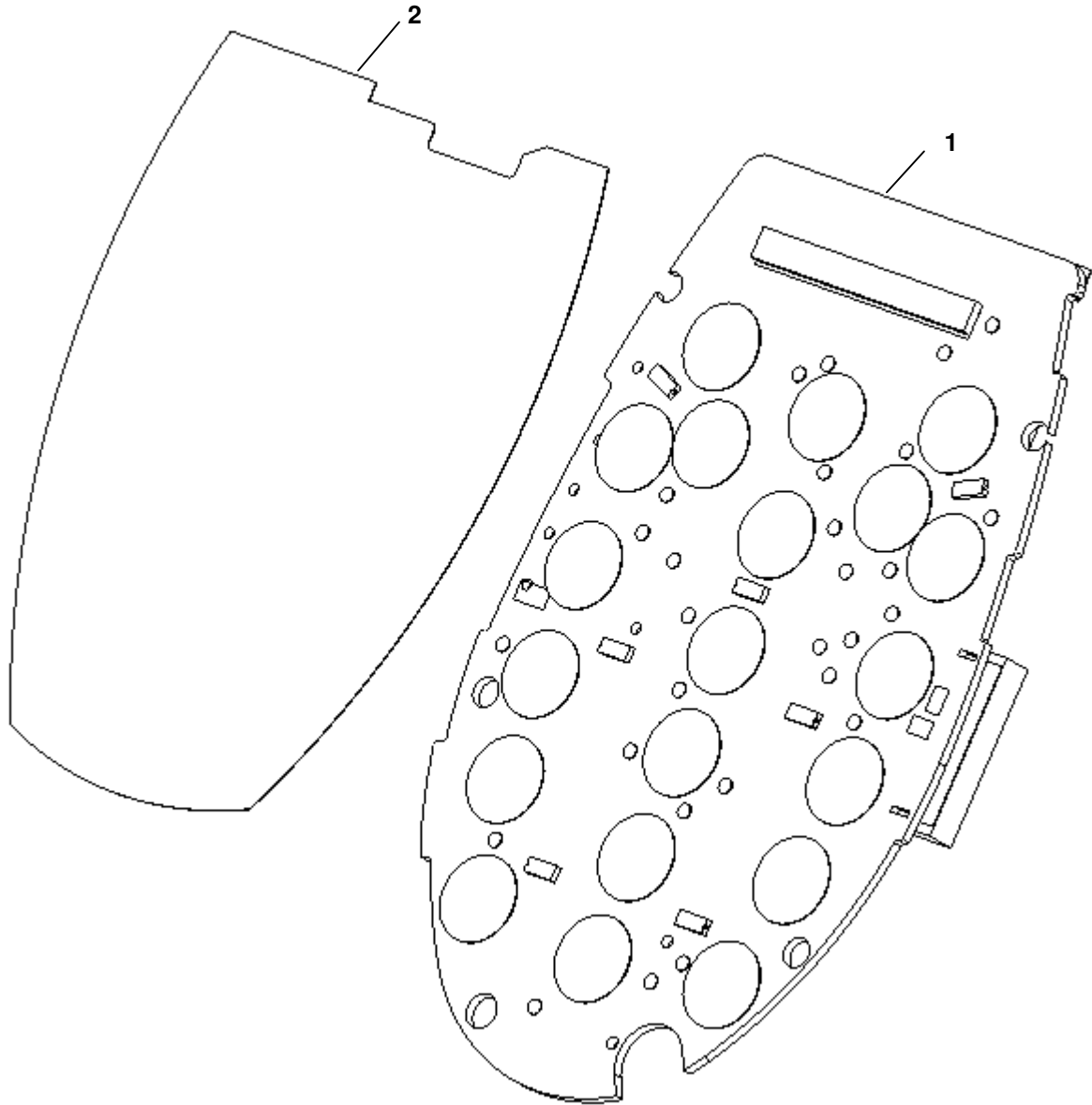
Warning : The metal dome is not reusable, it must be necessarily replaced by a new metal dome, unless the board is swapped and sent as level 3

1. Replace the new metal dome (2) on the equipped electronic board (1), using the metal dome jig.
2. Place the equipped electronic board in its housing

4.35 Further operations :

1. Replace the equipped electronic board ([Proc sheet 1 06](#)).
2. Replace the back cover ([Proc sheet 1 01](#)).
3. Replace the battery pack ([Proc sheet 0 01](#)).
4. Carry out the radio test ([Test Sheet 04](#)).

 SAGEM	REMOVING / REPLACING THE METAL DOME	Proc Sheet 1 04
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING THE FRONT FLIP COVER	Proc Sheet 1 05
myC-3/ myC-3b		1/2

4.36 **Tools :**

- Cross shaped screwdriver
- Tweezers
- Flat screwdriver

4.37 **Preliminary operation :**

4.38 - Switch off the mobile phone

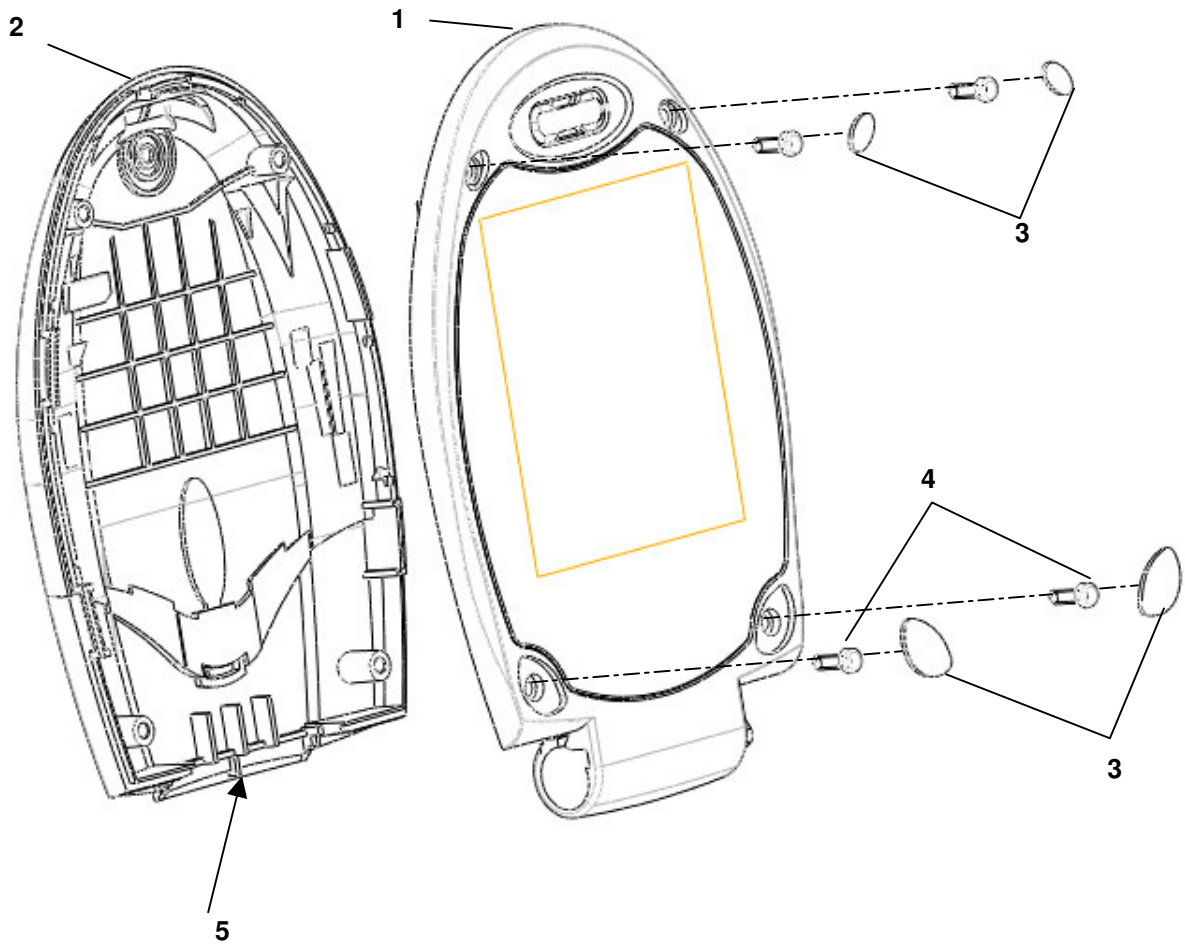
4.39 **Removal procedure :**


1. Remove the four screws covers (3) on the lower flip (1) by piercing them at the centre with tweezers and by acting as a lever.
2. On the back flip cover (1), unscrew the four attachment screws (4) .
3. lift the front flip cover (1) up with a flat screwdriver beginning by the hinge side (5)
4. Remove the front flip cover (2)

4.40 **Placement procedure :**

1. Replace the front flip cover (2) by engaging top hooks first .
2. Push down back of front flip cover (2) into locked position
3. Position and tighten the four attachments screws (4) with **0,25 N.m** torque.
4. Position news screw covers (3) on the back flip cover (1)

 SAGEM	REMOVING / REPLACING THE FRONT FLIP COVER	Proc Sheet 1 05
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING THE EQUIPPED ELECTRONIC BOARD	Proc Sheet 1 06
myC-3/ myC-3b		1/2

4.41 Tools :

- Cross shaped screwdriver
- Tweezers

4.42 Preliminary operation

1. Remove the battery ([Proc sheet 0 01](#)).
2. Remove the back cover ([Proc sheet 1 01](#)).

4.43 Removal procedure :

1. Turn the equipped electronic board (1) round (at 90° maximum) to release it from the front cover (2)
2. Open Zif connector lock (3) by lifting lock up
3. Remove delicately the flex PCB (4).
4. Remove the equipped electronic board (1)

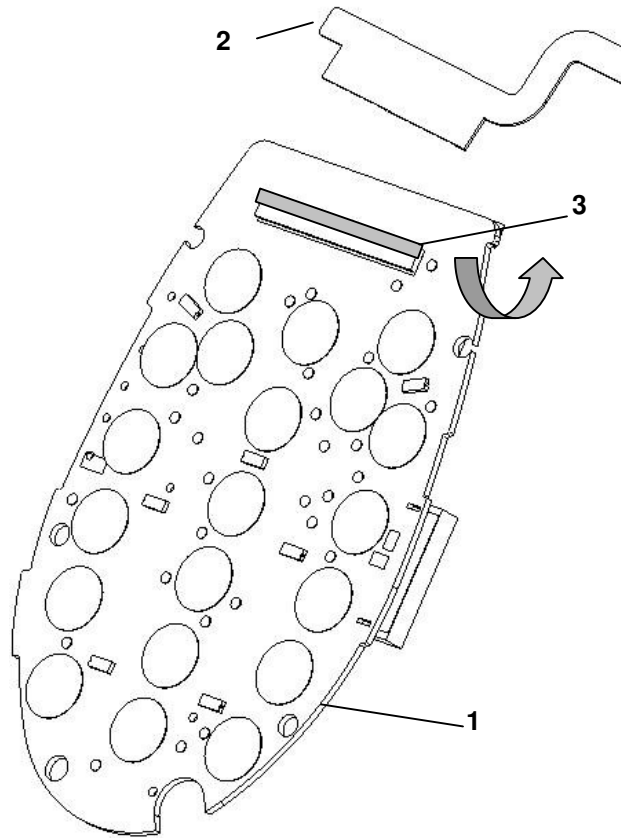
4.44 Placement procedure :

1. Insert the flex PCB (4) into Zif connector (5) on the new equipped electronic board (1)
2. Press Zif connector lock (3),into locked position
3. Replace the equipped electronic board (1) in its housing

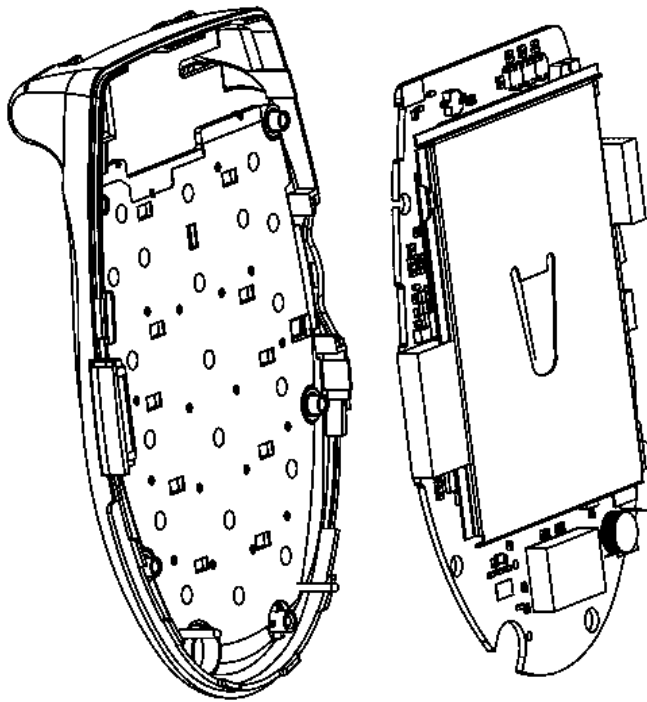
4.45 Further operations :

1. Replace the back cover ([Proc sheet 1 01](#)).
2. Replace the battery pack ([Proc sheet 0 01](#)).
3. Carry out the radio test ([Test Sheet 04](#)).

 SAGEM	REMOVING / REPLACING THE EQUIPPED ELECTRONIC BOARD	Proc Sheet 1 06
myC-3/ myC-3b		1/2



 SAGEM	REMOVING / REPLACING THE EQUIPPED ELECTRONIC BOARD	Proc Sheet 1 06
myC-3/ myC-3b		1/2



 SAGEM	REMOVING / REPLACING THE BACK FLIP COVER	Proc Sheet 1 07
myC-3/ myC-3b		1/2

4.46 Tools :

- Cross shaped screwdriver
- Tweezers

4.47 Preliminary operation

1. Remove the battery ([Proc sheet 0 01](#)).
2. Remove the back cover ([Proc sheet 1 01](#)).
3. Remove the equipped electronic board ([Proc sheet 1 06](#)).

4.48 Removal procedure :

1. Press the hinge (2) inside the front cover by means of (curved) tweezers to release the equipped flip (1)
2. Remove delicately the flex PCB (3) from the front cover
3. Remove the equipped flip (1)
4. Remove the front flip cover ([Proc sheet 1 05](#)).
5. Remove delicately the equipped display from the front flip cover
6. Remove the back flip cover

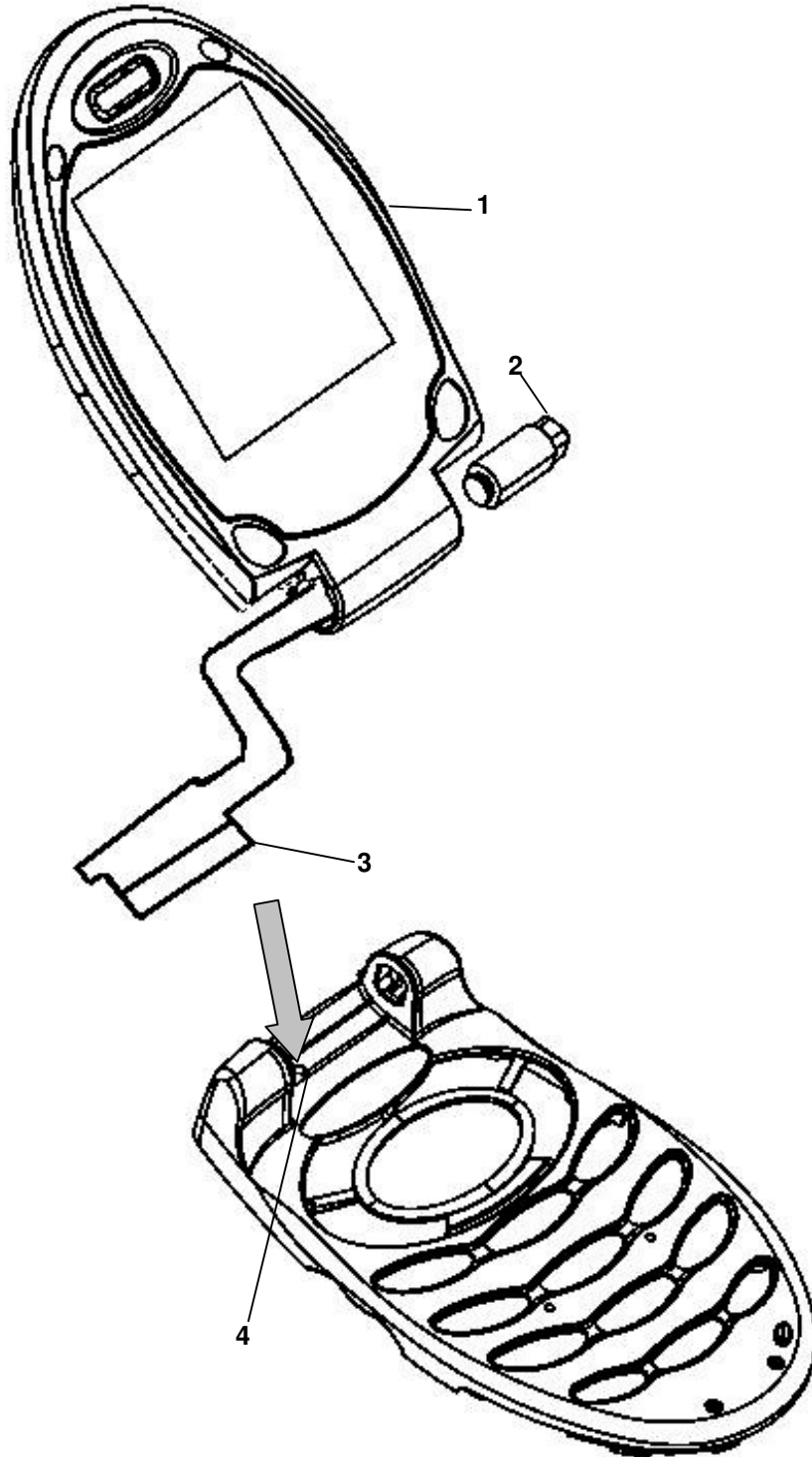
4.49 Placement procedure :

1. Position the equipped display into the new back flip cover
2. Replace the front flip cover ([Proc sheet 1 05](#)).
3. Position the equipped flip (1) in its housing by inserting the flex PCB (3) into the front cover
4. Press firmly the hinge (2) with a flat screwdriver, to fix the equipped flip (1) on the front cover

4.50 Further operations :

1. Replace the equipped electronic board ([Proc sheet 1 06](#)).
2. Replace the back cover ([Proc sheet 1 01](#)).
3. Replace the battery pack ([Proc sheet 0 01](#)).

 SAGEM	REMOVING / REPLACING THE BACK FLIP COVER	Proc Sheet 1 07
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING THE BACK FLIP COVER	Proc Sheet 1 07
myC-3/ myC-3b		2/2

 SAGEM	REMOVING / REPLACING THE EQUIPPED DISPLAY	Proc Sheet 1 08
myC-3/ myC-3b		1/2

4.51 The equipped display include the display, the PCB, the loudspeaker and the vibrating device.

4.52 Tools :

- Soldering iron
- Cross shaped screwdriver
- Cruciform screwdriver

4.53 Preliminary operation

1. Remove the battery pack ([Proc sheet 0 01](#)).
2. Remove the front flip cover ([Proc sheet 1 05](#)).

4.54 Removal procedure :

1. Release the vibrating device and the loudspeaker from the flip back cover (3)
2. Release the equipped display (1) from the flip back cover (3) by separating the four stop pins (2)
3. Remove the PCB flex connector (4) on the equipped display (1)
4. Remove the equipped display (1)

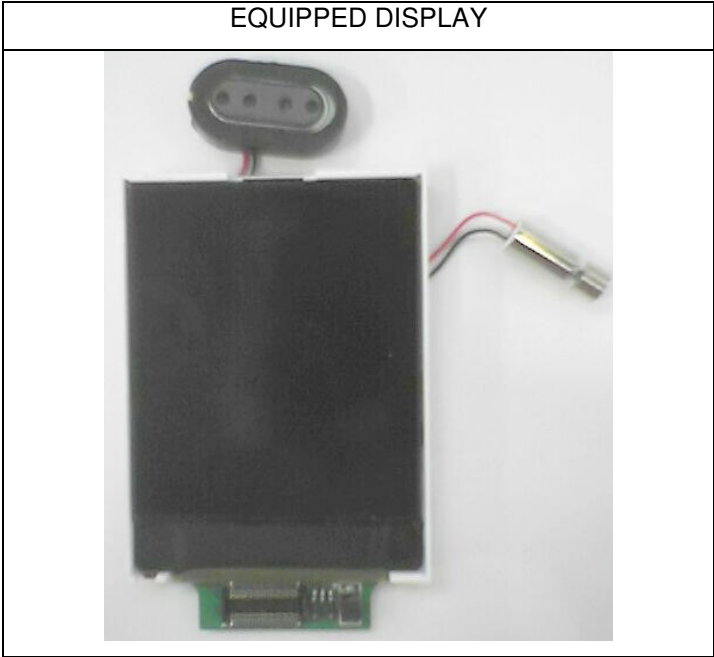
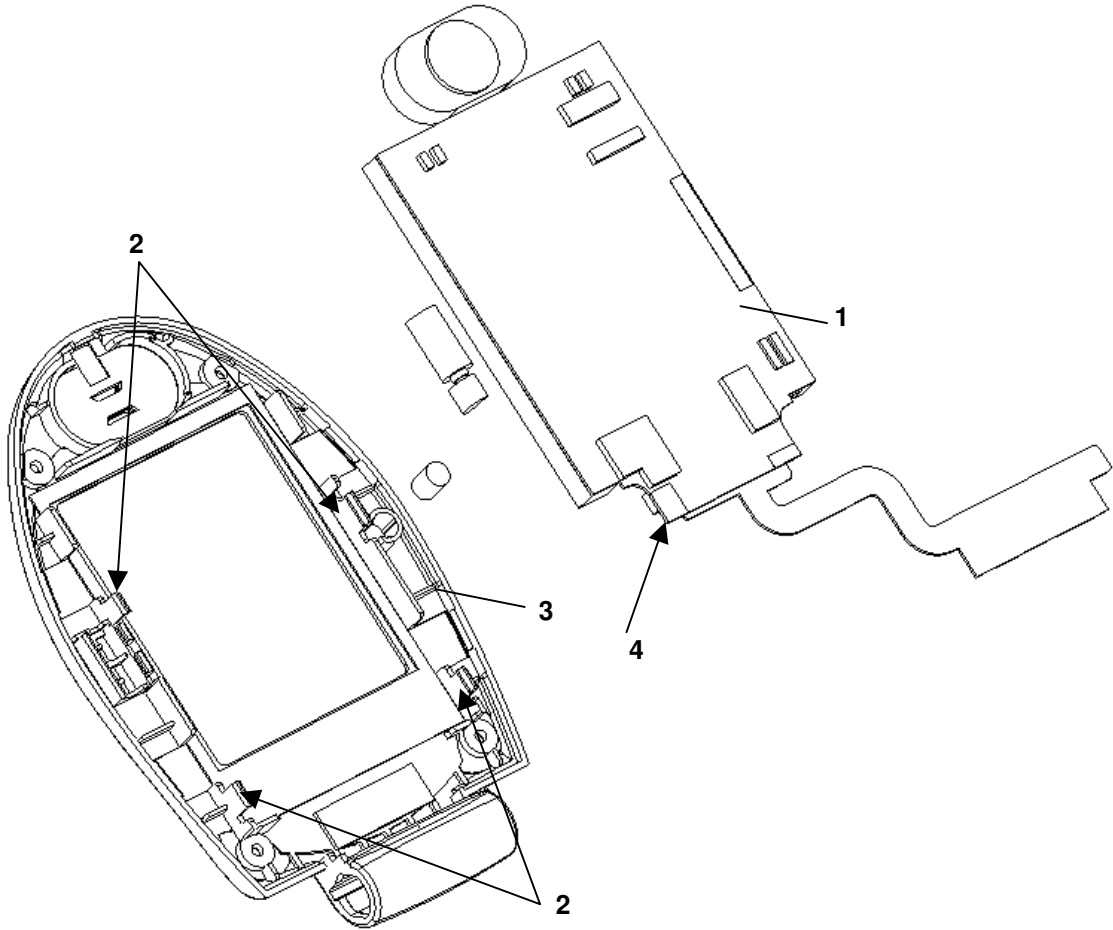
4.55 Placement procedure :

1. Connect the PCB flex (4) into the new equipped display (1)
2. Position the equipped display (1) in the front flip cover (1) respecting the pins (2)
3. Position the vibrating device and the loudspeaker on the flip back cover (3)


4.56 Further operations :

1. Replace the front flip cover ([Proc sheet 1 05](#)).
2. Replace the battery pack ([Proc sheet 0 01](#)).

 SAGEM	REMOVING / REPLACING THE EQUIPPED DISPLAY	Proc Sheet 1 08
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING THE EQUIPPED DISPLAY	Proc Sheet 1 08
myC-3/ myC-3b		2/2

 SAGEM	EQUIPPED ELECTRONIC BOARD EXCHANGE	Proc Sheet 1 09
myC-3/ myC-3b		1/3

4.57 Preliminary operation

1. Control of the IMEI label integrity
2. Remove the equipped electronic board ([Proc sheet 1 06](#))
3. Control of any oxidation marks (on the equipped electronic board and under the metal dome)

4.58 Return procedure :

- (a) The equipped electronic boards are packaged in individual electrostatic envelopes. They must be stocked in their original package of reception , to insure a good protection against external attacks (see enclosed photos)
- (b) During the equipped electronic boards manipulation , gloves and electrostatic strap must be worn at all times.
- (c) The defective equipped electronic boards have to be returned to SAGEM factory, packaged individually, in the original package (see enclosed photos) , in the appropriate ESD box : One box per Sagem reference (check reference written on the box).
- (d) The defective board should display the defect code written on a sticker (placed on the shielding) and written on the ESD bag label too (printed with SMT).

Note :

- **On the defective boards , it is necessary to check visually under the metal dome to discover if it shows oxidation marks. The defective boards should be returned with their original metal dome**
- **Boards with oxidation should not be set in conformance with the warranty**
- **The defective boards must never be mixed with the complete mobiles**

4.59 Placement procedure :

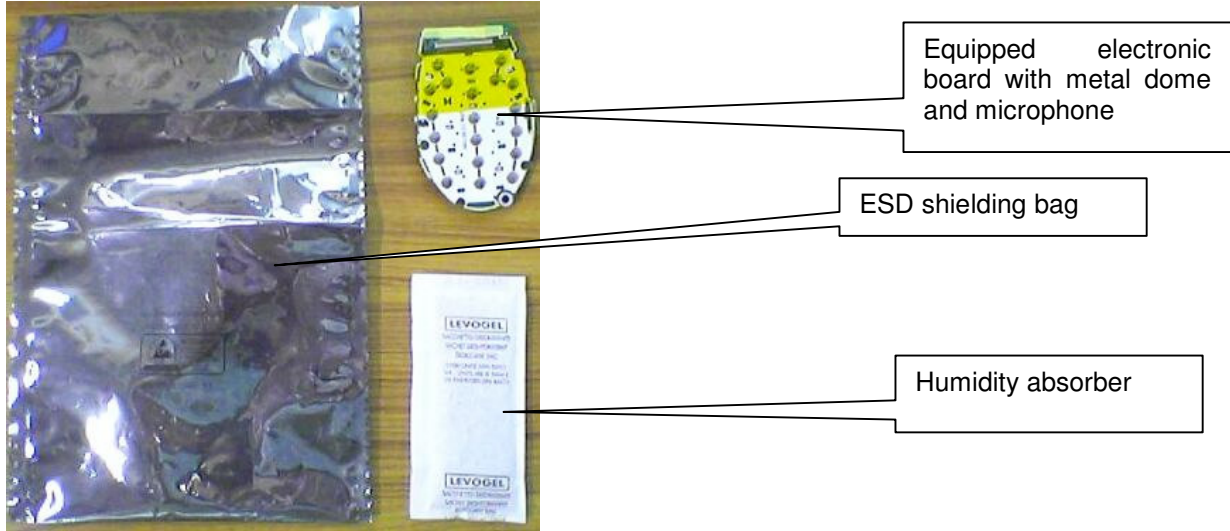
1. Take a board in the stock of swap boards from the same Sagem reference.

4.60 Further operations :

1. Place the new equipped electronic board on the assembly plate. .([Proc sheet 1 06](#))
2. Follow stages (see enclosed photos)

 SAGEM	EQUIPPED ELECTRONIC BOARD EXCHANGE	Proc sheet 1 09
myC-3/ myC-3b		2/3

Example of equipped electronic boards packaging :



Boards packaging SAGEM -> ARC

Boards packaging ARC -> SAGEM




ESD shielding bag closed by the product label




ESD shielding bag closed by the IMEI label

Write the defect code on the label

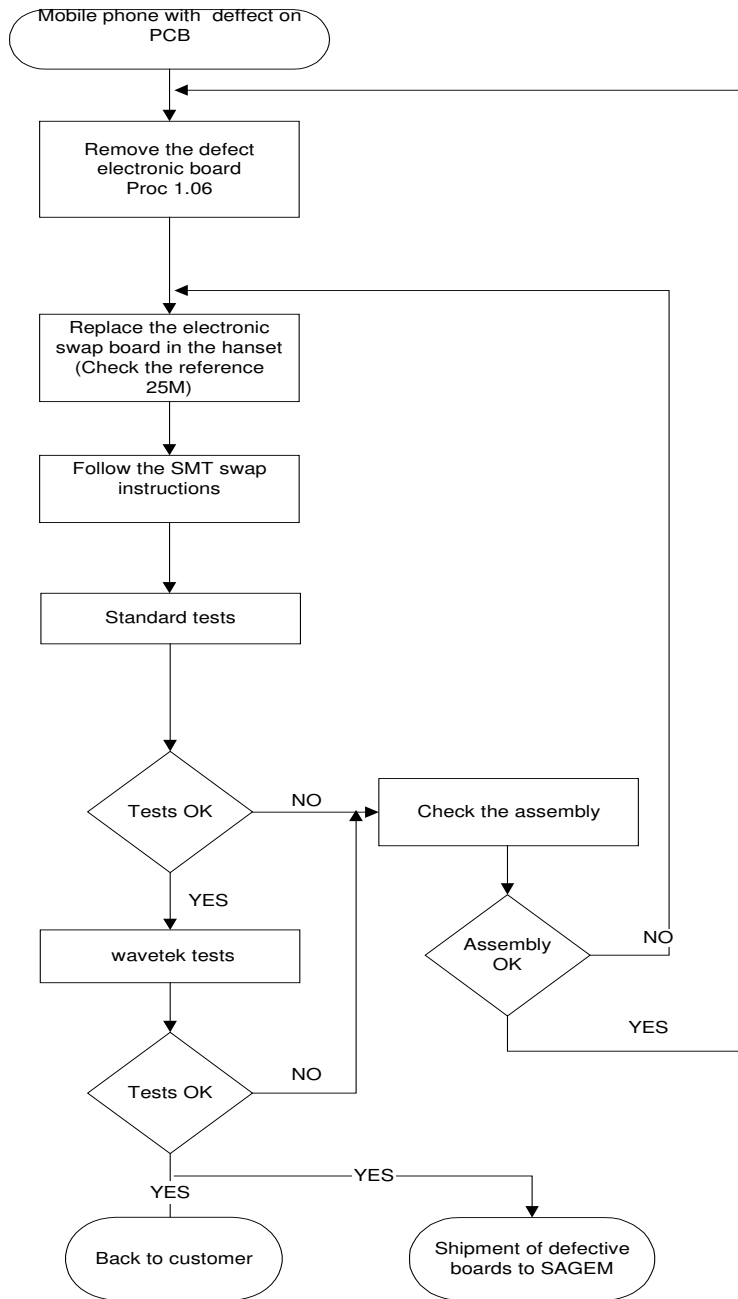
 SAGEM	EQUIPPED ELECTRONIC BOARD EXCHANGE	Proc sheet 1 09
myC-3/ myC-3b		2/3



SAGEM electrostatic shielding box
Reference 20 boards: 27441180-4
Reference 100 boards: 27 511110-6

	EQUIPPED ELECTRONIC BOARD EXCHANGE	Proc sheet 1 09
myC-3/ myC-3b		3/3

Electronic board exchange process



Detection of N3 defect : See the Technical documentation

-Check oxidation under the metal dome .

- Audio parameters written on the new swap board

- Display test : Hot Line Menu
- Keypad test
- Vibrating device test

- See Technical documentation (test sheet 05)

- Follow return instructions page 5-27

IMPORTANT

Mobile packaging sent to SAGEM S.A. :

Follow the Proc sheet 1 09

Packaging for swap or mobile components storage :

The swap and the mobile components must be stored with a particular care especially for the most sensible component (Display , loudspeaker etc...).

LEVEL 2 MAINTENANCE

 SAGEM	REMOVING / REPLACING THE LOUSPEAKER	Proc Sheet 2 01
myC-3/ myC-3b		1/2

4.61 **Tools :**

- Cross shaped screwdriver
- Soldering iron
- Solder wick
- Flat screwdriver

4.62 **Preliminary operation**

1. Remove the battery pack ([Proc sheet 0 01](#)).
2. Remove the front flip cover ([Proc sheet 1 05](#)).

4.63 **Removal procedure :**

1. Unstuck the loudspeaker (1) of the back flip cover (2) with a flat screwdriver
2. Unsolder the loudspeaker (1) on the equipped display (2)
3. Remove the loudspeaker (1)

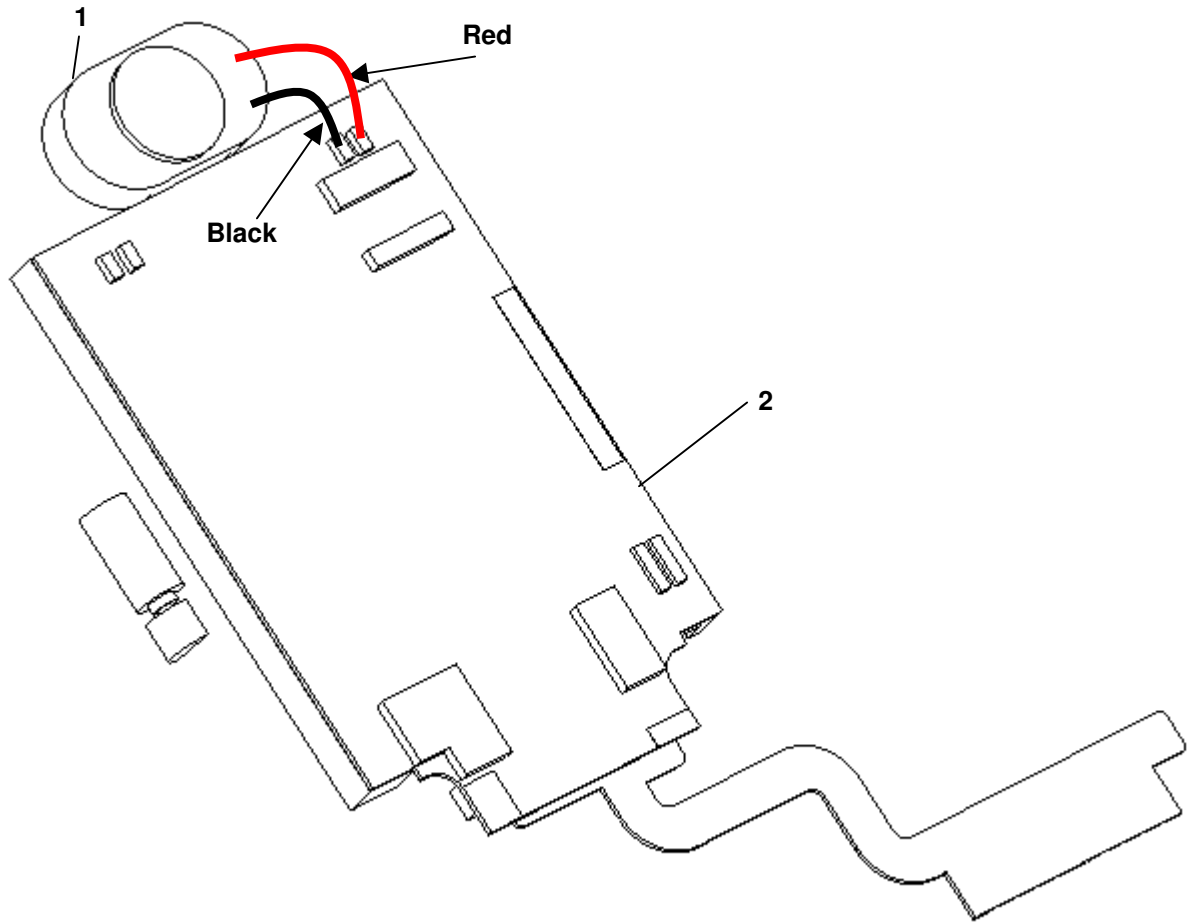
4.64 **Placement procedure :**

1. Flux the place of the loudspeaker (1) and solder it on the equipped display (2), respecting the wiring sense
2. Position the loudspeaker (1) in its housing

4.65 **Further operations :**

1. Remove the front flip cover ([Proc sheet 1 05](#)).
2. Remove the battery pack ([Proc sheet 0 01](#)).

 SAGEM	REMOVING / REPLACING THE LOUDSPEAKER	Proc sheet 2 01
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING THE VIBRATING DEVICE	Proc Sheet 2 02
myC-3/ myC-3b		1/2

4.66 **Tools :**

- Cross shaped screwdriver
- Soldering iron
- Solder wick
- Flat screwdriver

4.67 **Preliminary operation**

1. Remove the battery pack ([Proc sheet 0 01](#)).
2. Remove the front flip cover ([Proc sheet 1 05](#)).

4.68 **Removal procedure :**

1. Remove the vibrating device (1) from its housing first with a flat screwdriver
2. Unsolder the vibrating device (1) on the equipped display (2)
3. Remove the vibrating device (1)

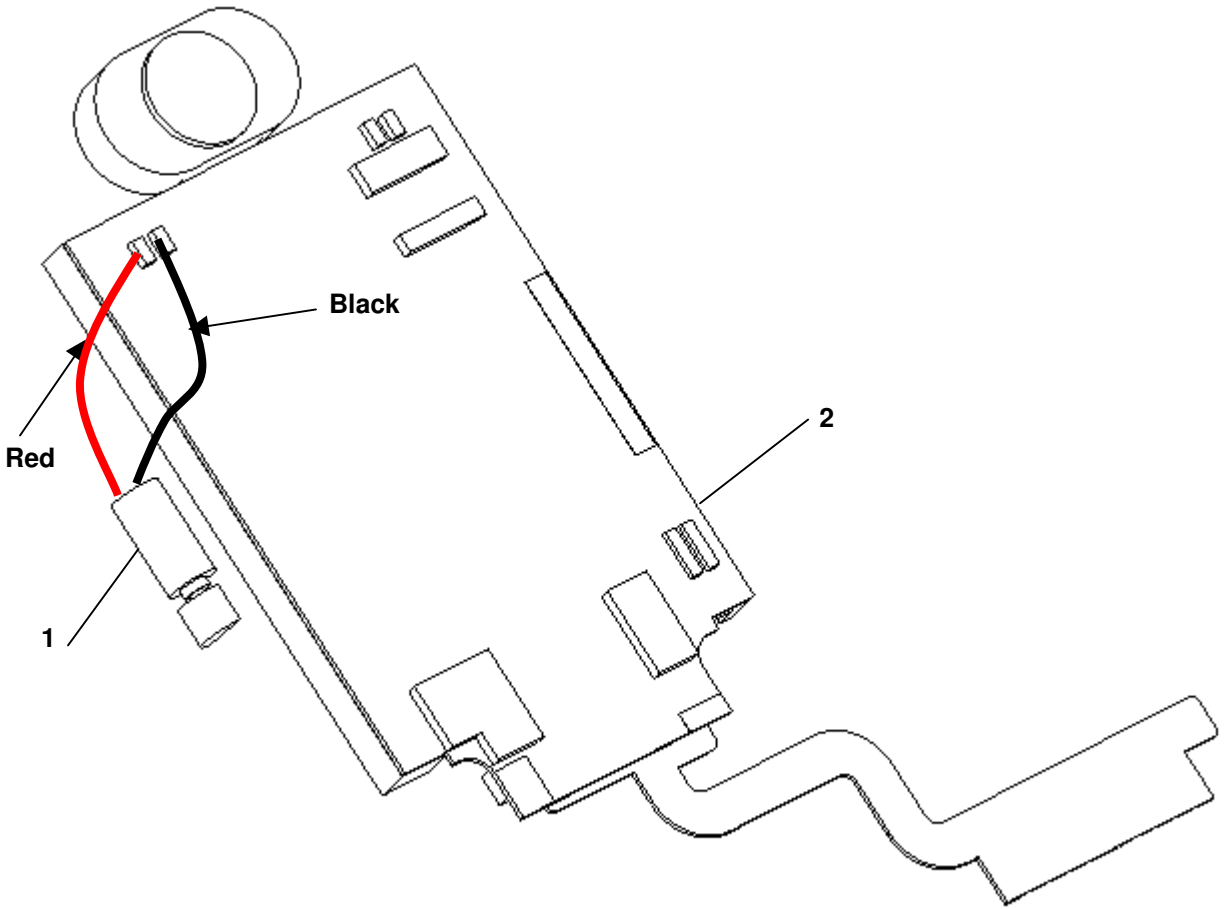
4.69 **Placement procedure :**

1. Flux the place of the vibrating device (1) and solder it on the equipped display (2), respecting the wiring sense
2. Position the vibrating device (1) in its housing

4.70 **Further operations :**

1. Remove the front flip cover ([Proc sheet 1 05](#)).
2. Remove the battery pack ([Proc sheet 0 01](#)).

 SAGEM	REMOVING / REPLACING THE VIBRATING DEVICE	Proc sheet 2 02
myC-3/ myC-3b		2/2



 SAGEM	REMOVING / REPLACING THE MICROPHONE	Proc Sheet 2 03
myC-3/ myC-3b		1/2

4.71 Tools :

- Cross shaped screwdriver
- Soldering iron
- Solder wick

4.72 Preliminary operation

4. Remove the battery ([Proc sheet 0 01](#)).
5. Remove the back cover ([Proc sheet 1 01](#)).
6. Remove the equipped electronic board ([Proc sheet 1 06](#)).

4.73 Removal procedure :

1. Unsolder the microphone (2) from the equipped electronic board (1)
2. Remove the microphone (2)

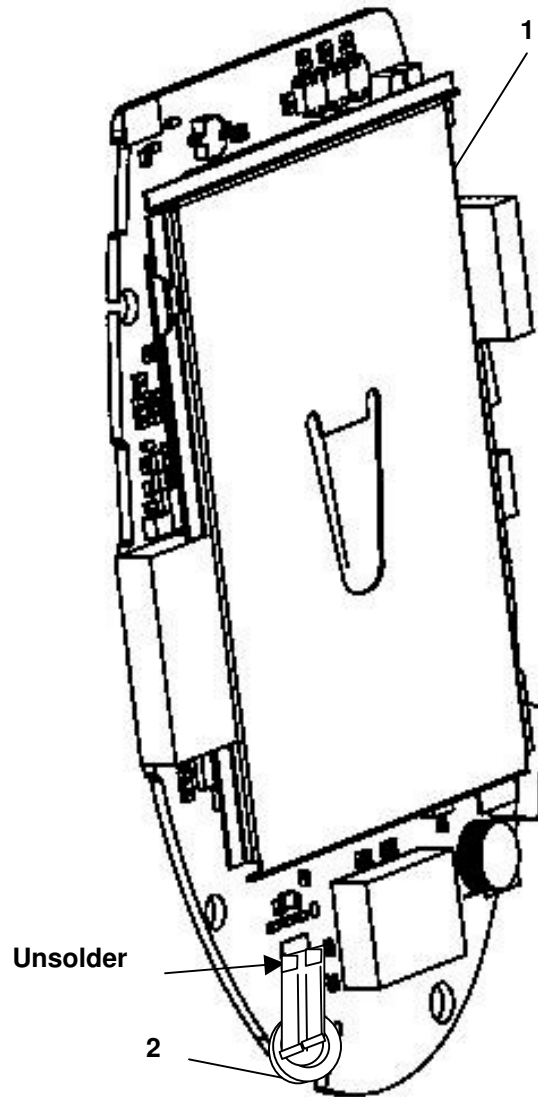
4.74 Placement procedure :

1. Flux the place of the microphone (2) and solder on the equipped electronic board (1), respecting the wiring sense (Flex PCB upward)

4.75 Further operations :

4. Replace the equipped electronic board ([Proc sheet 1 06](#)).
5. Replace the back cover ([Proc sheet 1 01](#)).
6. Replace the battery pack ([Proc sheet 0 01](#)).

 SAGEM	REMOVING / REPLACING THE MICROPHONE	Proc Sheet 2 03
myC-3/ myC-3b		2/2



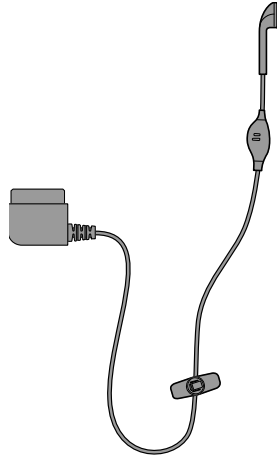
LEVEL 3 MAINTENANCE

Informations CRA/CRA information :		Garantie/Warranty :	
Nom/Name :		Garantie standard/Standard warranty : <input type="checkbox"/>	
Rue /Street :		Déjà réparé/préviously repaired : <input type="checkbox"/>	
Ville / City :		Hors garantie/Out of warranty :	
Code postal /Postcode :		Garantie expirée /Expired warranty : <input type="checkbox"/>	
Pays/Country :		Mauvaise utilisation / Misuse :	
Telephone /Phone :			
Nom du produit/product :		N° Série/Sérial n° :	
Date d'achat/Date of purchase :		N° IMEI :	
Code SAGEM	Type de défauts	Type of fault	
PROBLEME D'AFFICHAGE			
A1	PAS D AFFICHAGE LED ETEINTES	DISPLAY PROBLEM	
A2	PAS D AFFICHAGE LED ALLUMÉES	NO POWER UP	
A3	BLOCAGE DE L AFFICHAGE	NO WAKE UP	
A5	AFFICHEUR CASSE	FREEZES UP	
A6	LIGNE, DIGIT OU PIXEL MANQUANT, CONTRASTE, COULEUR	BROKEN LCD	
A7	PB RETROECLAIRAGE	MISSING LINE, DIGIT or PIXEL, CONTRAST, COLOR	
PROBLEME D'ANTENNE			
A10	ANTENNE CASSEE / ABSENTE	BROKEN / MISSING ANTENNA	
PROBLEME D'ALIMENTATION / CHARGEUR			
B1	CONTACT BATTERIE DU MOBILE DEFECTUEUX	POWER SUPPLY / CHARGING PROBLEM	
B2	CONNECTEUR DE CHARGE DU MOBILE DEFECTUEUX	DEFECTIVE MOBILE BATTERY CONTACT	
B3	ALIMENTATION CARTE DEFECTUEUSE	DEFECTIVE MOBILE CHARGER CONNECTOR	
B4	AFFICHAGE CHARGE DEFECTUEUX	DEFECTIVE POWER SUPPLY OF THE BOARD	
B5	CONSUMMATION MODE ETEINT	DEFECTIVE CHARGE ICON DISPLAY	
B7	PROBLEME D AUTONOMIE	CURRENT CONSUMPTION WITH PHONE OFF	
B8	BATTERIE DEFECTUEUSE	AUTONOMY	
B9	TENUE MECANIQUE BATTERIE	ELECTRICALLY DEFECTIVE BATTERY	
B10	BATTERIE CASSEE	MECHANICAL LOCK PROBLEM ON BATTERY	
B11	CHARGEUR DEFECTUEUX	BROKEN BATTERY	
B12	CHARGEUR CASSE	DEFECTIVE CHARGER	
B13	COUPURE INTERMITTENTE AVEC REDEMARRAGE	BROKEN CHARGER	
B14	COUPURE INTERMITTENTE SANS REDEMARRAGE	INTERMITTENT SWITCH OFF WITH REBOOT	
PROBLEME DE CLAVIER			
C1	CLAVIER INOPERANT	KEYBOARD PROBLEM	
C2	PROBLEME TOUCHE LATERALE	NOT FUNCTIONING KEYBOARD	
MESSAGE D'ERREUR			
D1	SIM ABSENTE	ERROR MESSAGE	
D2	AUTRES MESSAGES	SIM MISSING	
D3	PB EEPROM	OTHER MESSAGES	
D4	MOBILE NON REGLE	EEPROM	
D5	HARD FAILURE	UNTUNED MOBILE	
D6	SIM VERROU	HARD FAILURE	
D7	CODE POSTE	SIM VERROU	
D8	RETOUR SAV	POST CODE BLOCKED	
D9	BATTERIE INCONNUE	SAV RETURN	
PROBLEME AUDIO			
E1	HP DEFECTUEUX (grésille)	AUDIO PROBLEM	
E2	HP VOIX DEFORMEE OU PARASITES	DEFECTIVE LOUDSPEAKER (hails)	
E3	MICRO DEFECTUEUX	LOUDSPEAKER VOICE DISTORTION	
E4	MICRO VOIX DEFORMEE OU PARASITE (DISTANT)	DEFECTIVE MICROPHONE	
E5	PROBLEME DE VIBREUR	MICRO VOICE DISTORTION	
E6	CONNECTEUR AUDIO DEFECTUEUX	VIBRATING DEVICE PROBLEM	
PROBLEME DE COMMUNICATION			
F1	PAS DE LOCALISATION RESEAU	COMMUNICATION PROBLEM	
F2	COUPURE DE COMMUNICATION	NO NETWORK RETRIEVAL	
F4	TEST RADIO NON OK	INTERMITTENT CALLS DROP	
F5	ECHEC APPEL SORTANT	TEST RADIO NO OK	
F6	ECHEC APPEL ENTRANT	OUTGOING CALL FAILURE	
F7	PERTE TEMPORAIRE DE RESEAU	INCOMING CALL FAILURE	
PROBLEME COSMETIQUE / DEFAUT VISUEL			
G1	VITRE CASSEE OU ABIMEE	COSMETIC PROBLEM	
G2	COQUE CASSEE OU ABIMEE	BROKEN OR DAMAGED GLASS	
G3	FLAP CASSE OU ABIME	BROKEN OR DAMAGED COVER	
G5	CLAVIER CASSE OU ABIME	BROKEN OR DAMAGED FLIP	
G6	BOUTON VERROU DEFECTUEUX	BROKEN OR DAMAGED KEYBOARD	
AUTRES PROBLEMES			
H1	KIT ACCESSOIRES HS	DEFECTIVE LOCK BUTTON	
H2	FONCTION FM (MOBILE)	OTHER PROBLEM	
H3	FONCTION MONETIQUE	BROKEN OR DAMAGED ACCESSORY	
I1	TRACE D OXYDATION	FM FUNCTION (Mobile)	
I3	PAS DE DEFAUT CONSTATE	MONETIC FUNCTION	
I5	MANQUE FONCTION DANS MENU	OXYDATION MARKS	
I6	CONNECTEUR SIM DEFECTUEUX	NO FAULT FOUND	
I7	DYSFONCTIONNEMENT D'UNE FONCTION DU MENU	LACK FUNCTION IN THE MENU	
I8	RECONFIGURATION DU MOBILE	DEFECTIVE SIM CONNECTOR	
I9	BLACK LISTE	MALFUNCTION OF THE MENU	
PROBLEME MULTIMEDIA			
K1	PROBLEME DATA (SMS, EMS, SMS,GPRS, WAP, TELECHARGEMENT JEUX, SONNERIES, SAUVEUR D'ECRAN, NE COMMUNIQUE PAS AVEC UN PC, POCKET PC OU PALM)	MULTIMEDIA PROBLEM	
K2	FONCTION VIDEO	DATA PROBLEM (SMS, EMS, SMS,GPRS, WAP, DOWNLOADING GAMES, RINGING TONES, SCREEN SAVER, NO COMMUNICATION WITH A PC, POCKET PC or PALM)	
K3	FONCTION INFRAROUGE (IRDA)	VIDEO FUNCTION	
		INFRARED FUNCTION (IRDA)	

Cachet du Vendeur/Dealer's Stamp :		Informations Client /Information :	
		Nom/Name :	
		Rue /Street :	
		Ville / City :	
		Code postal /Poscode :	
		Pays/Country :	
		Telephone /Phone :	
Nom du produit/product :		N° Série/Sérial n° :	
Date d'achat/Date of purchase		N° IMEI :	
Garantie/Warranty :		Hors garantie/Out of warranty :	
Garantie standard/Standard warranty :	<input type="checkbox"/>	Garantie expirée /Expired warranty :	<input type="checkbox"/>
Déjà réparé/préviously repaired :	<input type="checkbox"/>	Mauvaise utilisation / Missuse	<input type="checkbox"/>
Code SAGEM	Type de défaut		Kind of fault
A0	<input type="checkbox"/>	AFFICHAGE DEFECTUEUX	DISPLAY MALFUNCTION
A10	<input type="checkbox"/>	ANTENNE CASSEE / ABSENTE	ANTENNA BROKEN / MISSING
B0	<input type="checkbox"/>	ALIMENTATION/CHARGE	POWER SUPPLY / NO CHARGE
B7	<input type="checkbox"/>	PROBLEME D'AUTONOMIE	AUTONOMY
B8	<input type="checkbox"/>	BATTERIE DEFECTUEUSE	BROKENBATTERY
B11	<input type="checkbox"/>	CHARGEUR DEFECTUEUX	CHARGER MALFUNCTION
C0	<input type="checkbox"/>	PROBLEME CLAVIER	KEYBOARD MALFUNCTION
C2	<input type="checkbox"/>	PROBLEME TOUCHE LATERALE	LATERAL TOUCH PROBLEM
D0	<input type="checkbox"/>	MESSAGE D'ERREUR	ERROR MESSAGE
D1	<input type="checkbox"/>	SIM ABSENTE	SIM MISSING
D7	<input type="checkbox"/>	CODE POSTE	POST CODE BLOCKED
E0	<input type="checkbox"/>	PROBLEME AUDIO	AUDIO PROBLEM
E3	<input type="checkbox"/>	MICRO DEFECTUEUX	MICROPHONE MALFUNCTION
E5	<input type="checkbox"/>	PROBLEME DE VIBREUR	VIBRATING DEVICE MALFUNCTION
F0	<input type="checkbox"/>	PROBLEME DE COMMUNICATION	COMMUNICATION MALFUNCTION
G1	<input type="checkbox"/>	VITRE CASSEE OU ABIMEE	BROCKEN GLASS
G2	<input type="checkbox"/>	COQUE CASSEE OU ABIMEE	BROCKEN COVER
G3	<input type="checkbox"/>	FLAP CASSE OU ABIME	BROKEN FLIP
G5	<input type="checkbox"/>	CLAVIER CASSE OU ABIME	BROCKEN KEYBOARD
G6	<input type="checkbox"/>	BOUTON VERROU DEFECTUEUX	DEFECTIVE LOCK BUTTON
K2	<input type="checkbox"/>	FONCTION VIDEO	VIDEO FUNCTION
K3	<input type="checkbox"/>	FONCTION INFRAROUGE (IRDA)	INFRARED FUNCTION (IRDA)
K4	<input type="checkbox"/>	FONCTION WAP	WAP FUNCTION
K5	<input type="checkbox"/>	FONCTION GPRS	GPRS FUNCTION
K6	<input type="checkbox"/>	FONCTION SMS, EMS, MMS.	SMS, EMS, MMS FUNCTION
K7	<input type="checkbox"/>	NE COMMUNIQUE PAS AVEC UN PC	NO COMMUNICATION WITH A PC
K8	<input type="checkbox"/>	NE COMMUNIQUE PAS AVEC UN POCKET PC OU PALM	NO COMMUNICATION WITH A POCKET PC or PALM
K9	<input type="checkbox"/>	LIAISON DATA (MESSAGE "AUCUNE PORTEUSE DETECTEE")	DATA (MESSAGE "NO CARRIER DETECTED")
K10	<input type="checkbox"/>	TELECHARGEMENT JEUX	DOWNLOADING GAME
K11	<input type="checkbox"/>	TELECHARGEMENT IMAGE / SON / ECONOMISEUR D'ECRAN	DOWNLOADING PICTURE / RINGTONE / SCREEN SAVE
H1	<input type="checkbox"/>	KIT ACCESSOIRES HS	BROCKEN ACCESSORIES
H2	<input type="checkbox"/>	FONCTION FM (MOBILE)	FM FUNCTION
H3	<input type="checkbox"/>	FONCTION MONETIQUE	MONETIC FUNCTION
I5	<input type="checkbox"/>	MANQUE FONCTION DANS MENU	LACK FUNCTION IN THE MENU
I7	<input type="checkbox"/>	DYSFONCTIONNEMENT D'UNE FONCTION DU MENU	MALFUNCTION OF THE MENU
I8	<input type="checkbox"/>	RECONFIGURATION DU MOBILE	MOBILE RETROFIT
I9	<input type="checkbox"/>	BLACK LISTE	BLACK LIST
I0	<input type="checkbox"/>	AUTRES DEFAUTS A PRESICER	OTHERS / TO BE PRECISED

CHAPTER 5 - ACCESSORIES

5.1 PEDESTRIAN HANDSFREE KIT



5.1.1 Description

Ear support with microphone on the cable for handsfree conversation.

5.1.2 Characteristics

Item	Dimensions	Loudspeaker impedance	Microphone
PEDESTRIAN HANDSFREE KIT	Length: 1.25 m Dist. micro/loudspeaker: 25 cm	150 Ω 119 dB SPL	2,2 kΩ -42 dB SPL

CHAPTER 6 - TECHNICAL INFORMATION BULLETIN

6.1 PURPOSE

The purpose of the Technical Information Bulletin (TIB) is to complete the maintenance operations described in this document. They give to the repair centers the complementary technical informations and the corrective procedures to be applied to maintain the product following it's evolution.

6.2 APPLICATION

The Technical Information Bulletin (TIB) are reference and must be applied by the repair centers.

The Technical Information Bulletin (TIB) will be sent only to the concerned repair centers. The Technical Data Bulletin will not be received by the repair centers with a reference number in sequence.

The follow up of the Technical Information Bulletin (TIB) and the action being to be performed are under the responsibility of the repair centers.

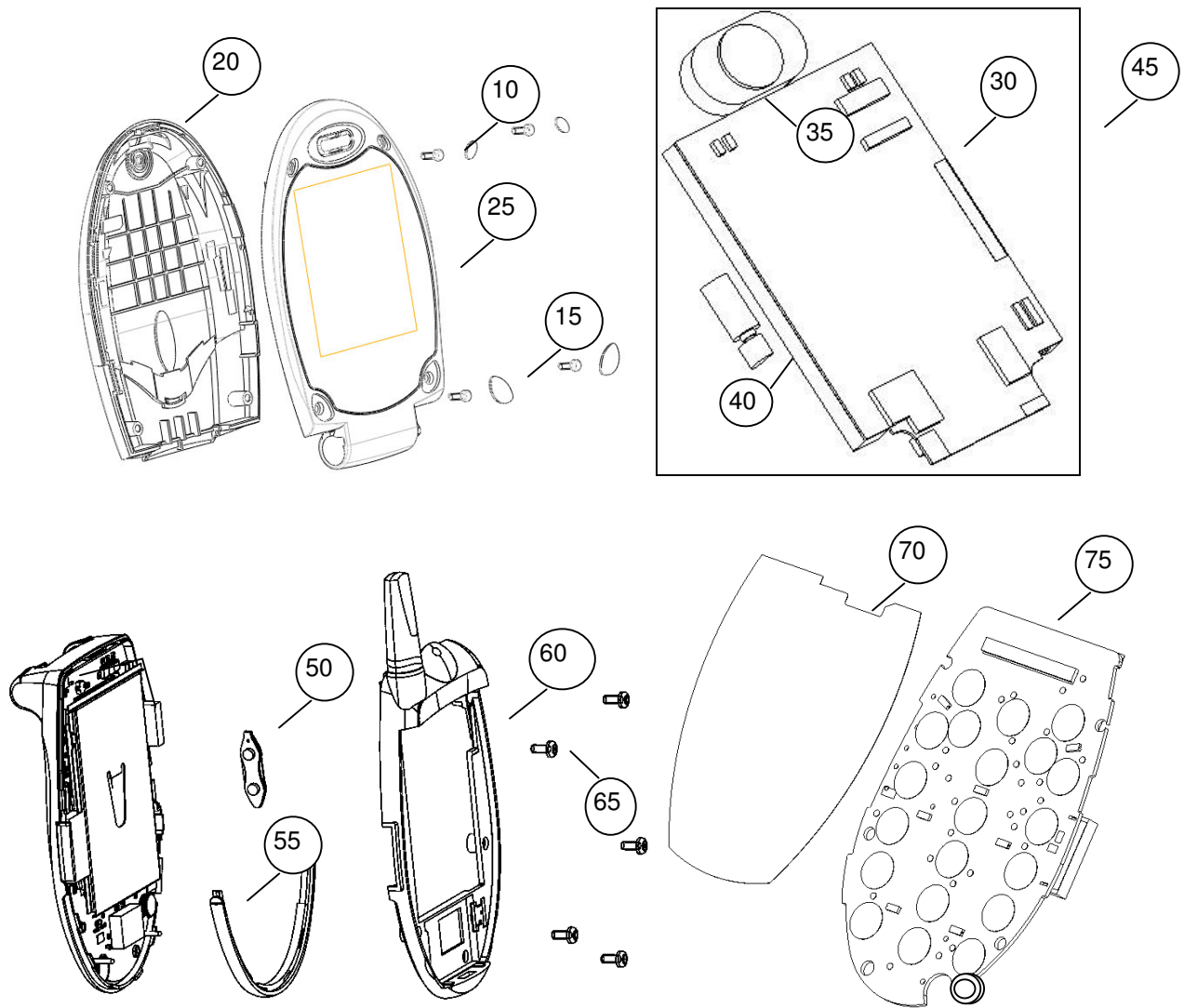
CHAPTER 7 - ILLUSTRATED PART CATALOG

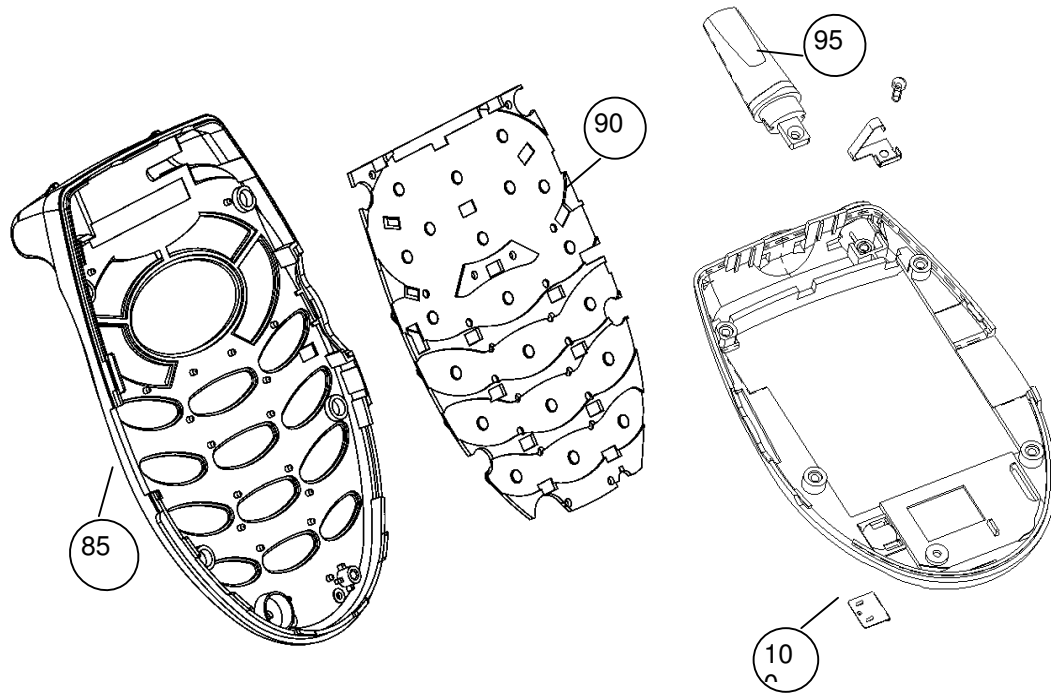
8.1 myC-3/ myC-3b spare parts

ASSEMBLY	QTY	DESIGNATION
10	4	Cruciform screw
15	4	Screw covers
20	1	Front flip cover
25	1	Back flip cover
30	1	Display board
35	1	Loudspeaker
40	1	Vibrating device
45	1	Equipped display (display board + loudspeaker + vibrating device)
50	2	Side keys
55	1	Side decor
60	1	Back cover
65	1	Cruciform screw
70	1	Metal dome
75	1	Electronic board

80	1	Microphone
85	1	Front cover
90	2	Elastomer keypad
95	1	Antenna
100	1	SIM locker

8.2 myC-3/ myC-3b exploded view





CHAPTER 8 - COMPOSITION TABLE

8.1 PURPOSE

This chapter contains the SAGEM codes of articles mentioned throughout the Site Technical Documentation.

8.2 LIST OF ARTICLES

TEST TOOLS	
Designation	Reference
myC-3/ myC-3b Metal dome jig	To define
myC-3/ myC-3b calibration tool	To define
myC-3/ myC-3b cable	To define

PEDESTRIAN HANDSFREE KIT	
Designation	Reference
Pedestrian handsfree kit	25 130 173-9