

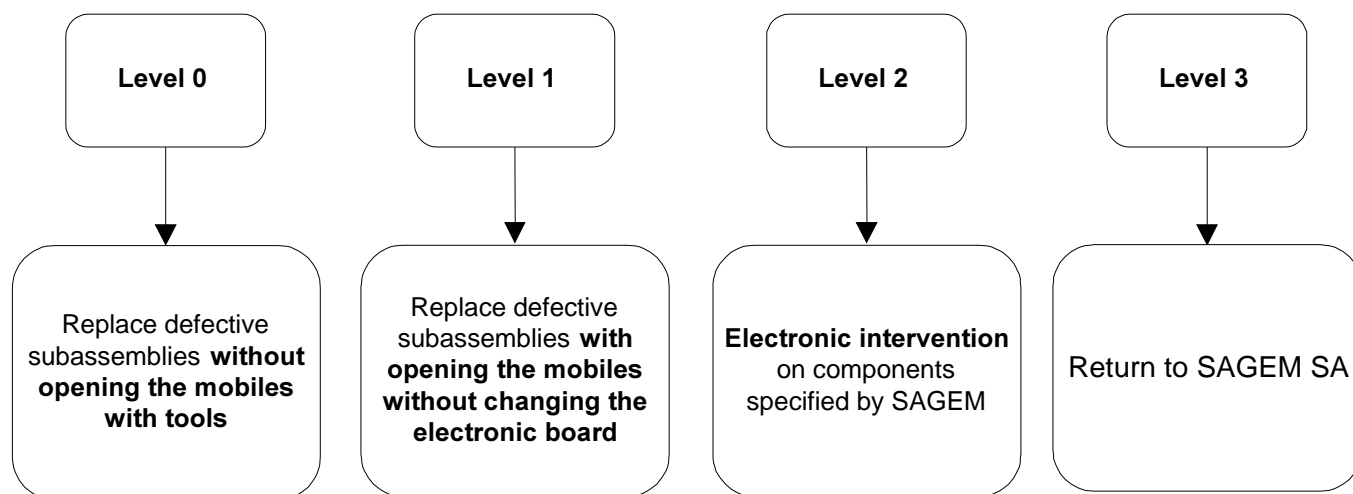
CHAPTER 5 - MAINTENANCE PROCEDURES

5.1 TECHNICAL WORK LEVELS

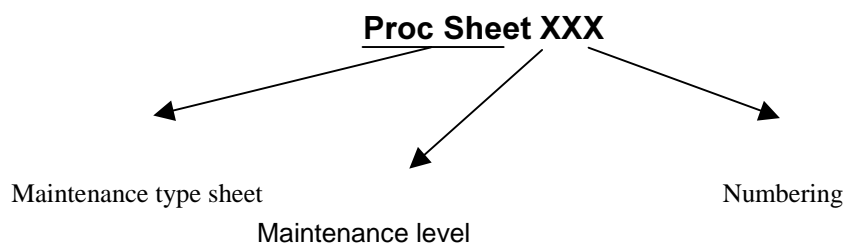
There are four technical work levels:

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

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



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.**

61. 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).

62. 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 : myX-6) 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 ?

5.2 MAINTENANCE TOOLS

The following tools are necessary to carry out maintenance operations :

- Electrical screwdrivers with tightening torque settings **(0.25 NM)** ,equipped with 0,6 mm Torx .
- Metal dome jig.
- Plastic Tweezers.
- Gloves
- ESD protection strap
- LCD Flex insert tool

LEVEL 0 MAINTENANCE

	REMOVING / REPLACING BACK COVER	Proc Sheet 0 01
myX 1-2		1/2

Tools :

Not applicable.

Preliminary operation

Turn the handset upside down

Removal procedure :

- 1 Unlock the back cover (1) , by pushing the lock button (2) upwards.
- 2 Remove rear cover (1) by lifting bottom end first

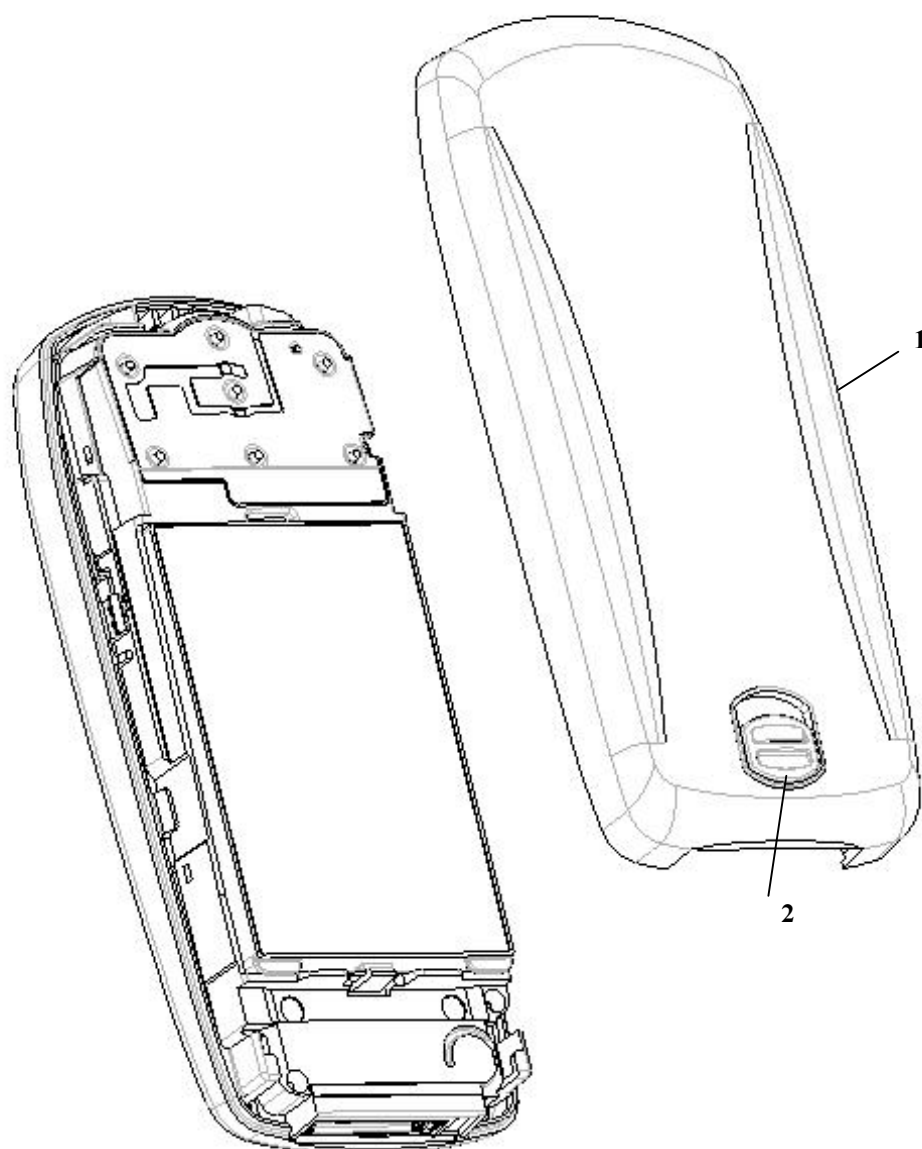
Placement procedure :

1. Replace the cover by engaging top hooks first .
2. Push down back of rear cover and push button back into locked position

Further operations :

1. Check the covers are assembled tightly

	REMOVING / REPLACING THE BACK COVER	Proc sheet 0 01
myX 1-2		2/2



	REMOVING / REPLACING THE BATTERY	Proc Sheet 0 02
myX 1-2		1/2

Tools :

- Not applicable

Preliminary operation :

- Switch off the mobile phone

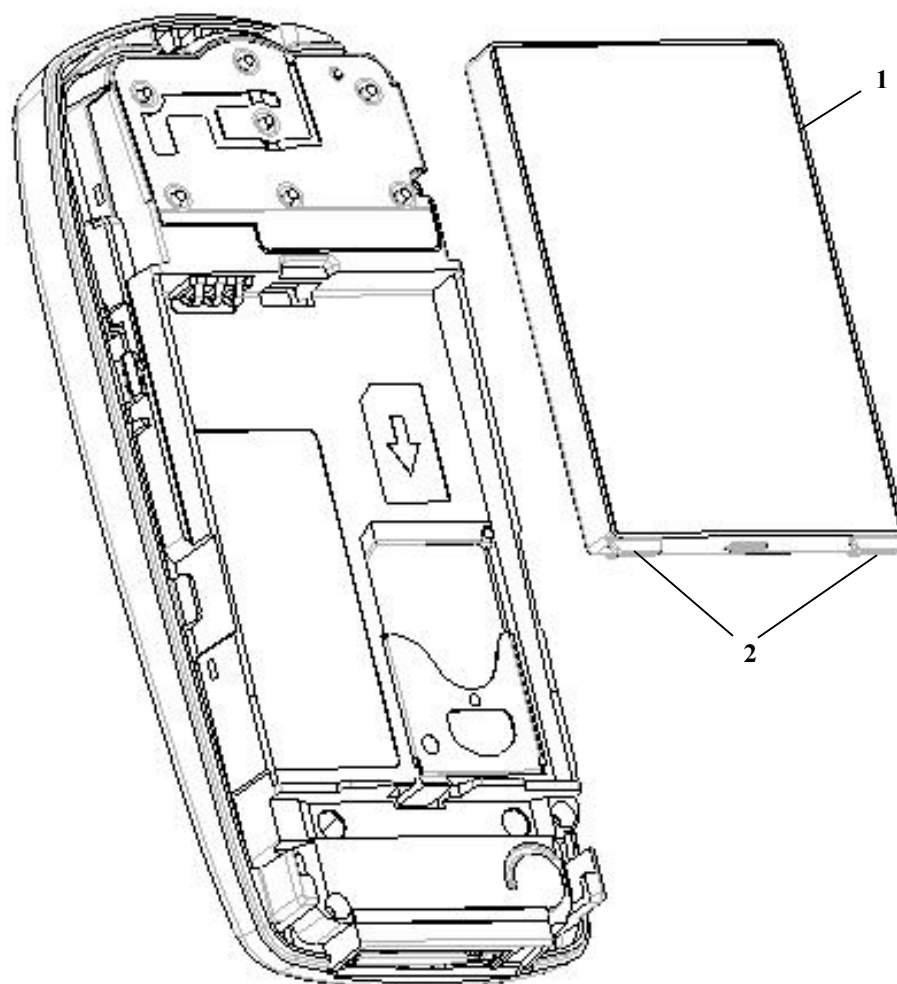
Removal procedure :

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Take out the battery (1) by first extracting the stop pins (2).

Placement procedure :

1. Place the battery by first inserting the upper section.
2. Place the back cover ([Proc sheet 0 01](#)).

	REMOVING / REPLACING THE BATTERY	Proc Sheet 0 02
myX 1-2		2/2



	REMOVING / REPLACING THE FRONT COVER	Proc Sheet 0 03
myX 1-2		1/2

Tools :

- Not applicable

Preliminary operation :

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

Removal procedure :

1. Separate the two front cover (2) fixing stop pins (3) to release the electronic module (1).
2. Remove the equipped front cover (2).
3. Remove the elastomer keypad (4).

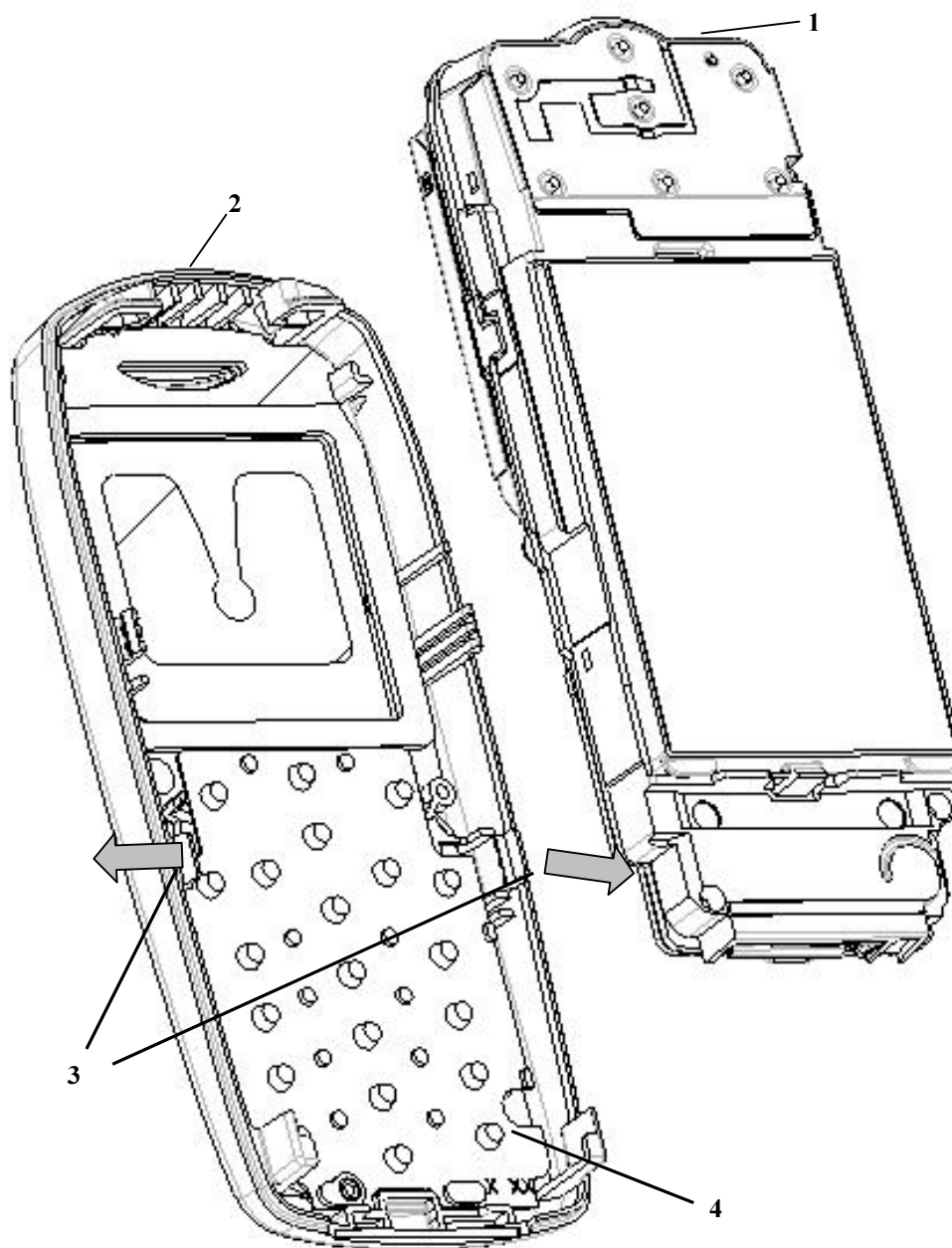
Placement procedure :


1. On the new front cover (2), position the elastomer keypad (4) in position, ensuring it is free of dust.
2. Place the module (1) onto front cover (2) ,engaging firstly the module top, then press on the module top (1)

Further operations

1. Place the back cover ([Proc sheet 0 01](#)).

	REMOVING / REPLACING THE FRONT COVER	Proc sheet 0 03
myX 1-2		2/2



	REMOVING / REPLACING THE ELASTOMER KEYPAD	Proc Sheet 0 04
myX 1-2		1/2

Tools :

- Not applicable

Preliminary operation

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Remove the front cover ([Proc sheet 0 03](#)).

Removal procedure :


1. Remove the elastomer keypad (2) from the front cover (1).

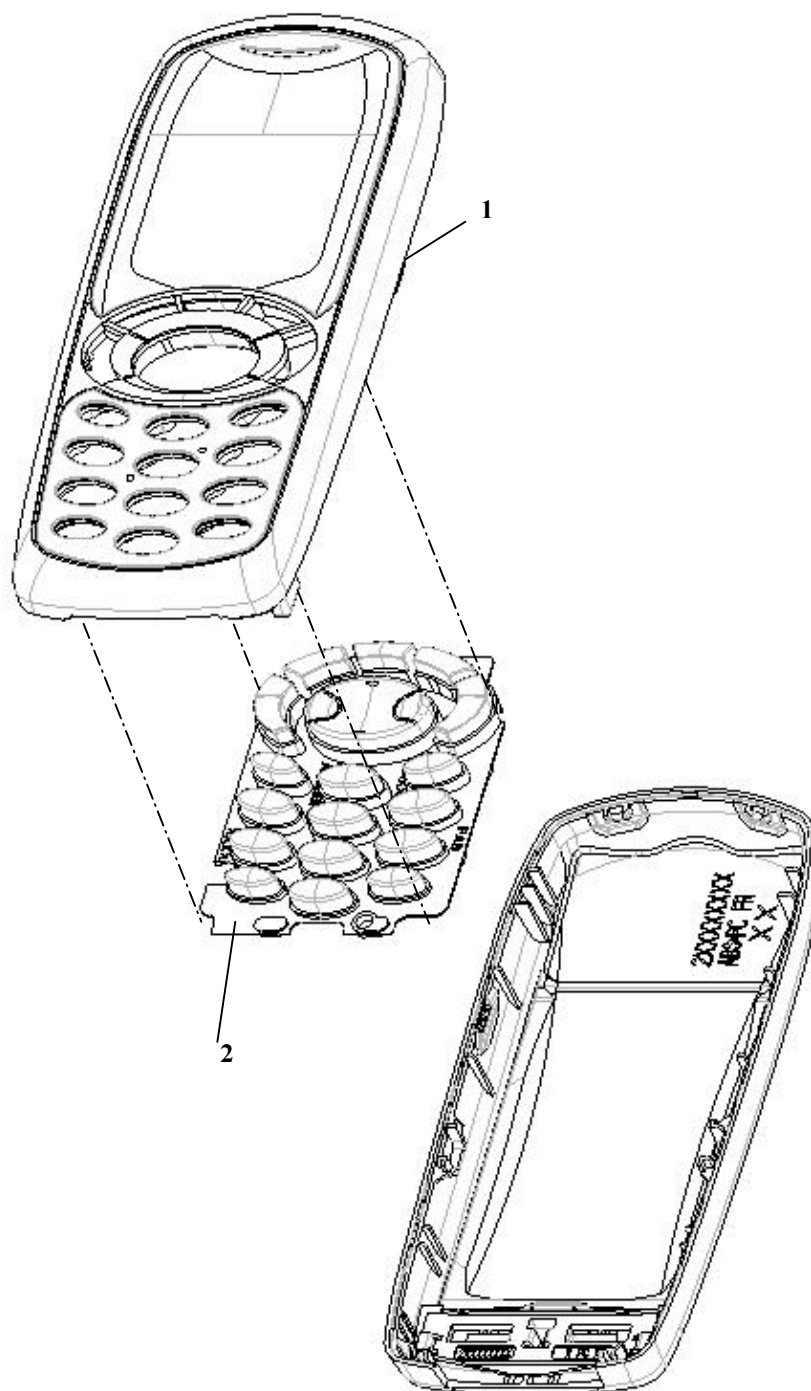
Placement procedure :

1. Clean the elastomer keypad (2) with compressed air.
2. Place the elastomer keypad (2) in position in its housing

Further operations :

1. Replace the front cover ([Proc sheet 0 03](#)).
2. Replace the back cover ([Proc sheet 0 01](#)).

	REMOVING / REPLACING THE ELASTOMER KEYPAD	Proc Sheet 0 04
myX 1-2		2/2



LEVEL 1 MAINTENANCE

	REMOVING / REPLACING THE DISPLAY	Proc Sheet 1 02
myX 1-2		1/2

Tools :

- A 0.6mm torx screwdriver
- gloves

- **This procedure must be performed by a technician provided with gloves , to avoid any risk of pollution.**
- **Contacts of display must be never touched.**

Preliminary operation

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Remove the battery ([Proc sheet 0 02](#)).
3. Remove the front cover ([Proc sheet 0 03](#)).

Removal procedure :

1. On the electronic equipped module, unscrew the four attachment .
2. Remove the assembly display support (2) (3).
3. Separate delicately the two display fixing stop pins (3) to release the display from the electronic board (1).
4. Turn the display round (4) above the electronic board
5. Open Zif connector lock (5) by means of the extract flex tool, by lifting lock up
6. Remove delicately the flex PCB.

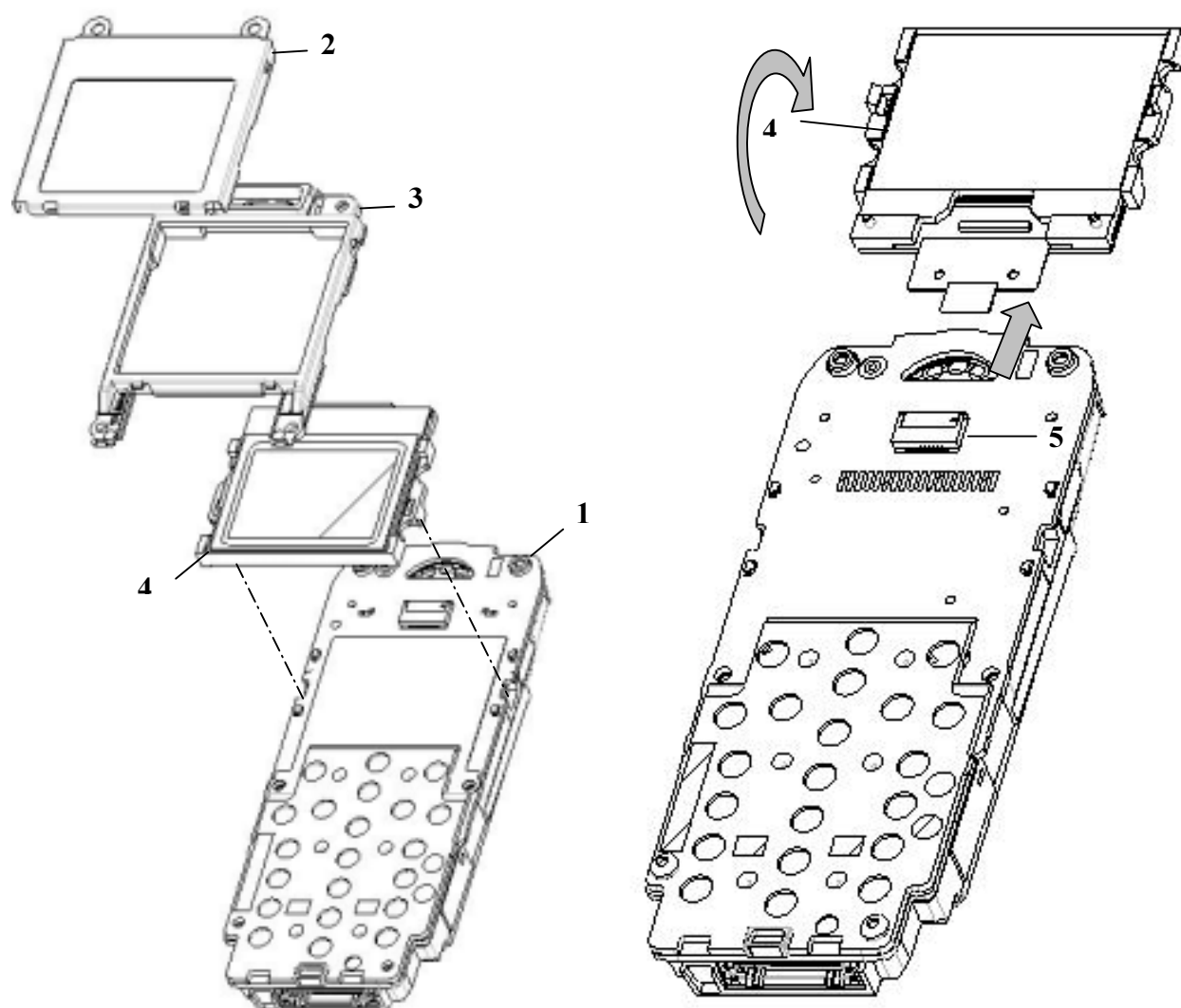
Placement procedure :


1. Check that the connector lock (5) is lifted up
2. Use the flex tool to insert the flex PCB into Zif connector (5)
3. Press the Zif connector lock (5),using the tool
4. Turn the display above the electronic board and press delicately until that is locked
5. Replace the assembly display (2) (3) on the electronic equipped module (1).
6. Position and tighten the four attachments screws with **0,25 N.m** torque.
7. Verify that there are no impurities on the display.

Further operations :

1. Replace the front cover ([Proc sheet 0 03](#)).
2. Replace the battery ([Proc sheet 0 02](#)).
3. Replace the back cover ([Proc sheet 0 01](#)).
4. Carry out the radio test ([Test Sheet 06](#)).
- .

	REMOVING / REPLACING THE DISPLAY	Proc Sheet 1 02
myX 1-2		2/2



	REMOVING / REPLACING THE LIGHT GUIDE KEYPAD	Proc Sheet 1 03
myX 1-2		1/2

Tools :

- A 0.6mm torx screwdriver

Preliminary operation

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Remove the battery ([Proc sheet 0 02](#)).
3. Remove the front cover ([Proc sheet 0 03](#)).

Removal procedure :


1. Unscrew the six attachment screws on the assembly plate (1)
2. Remove the assembly display ([Proc sheet 1.02](#))
3. Remove the light guide keypad (2).

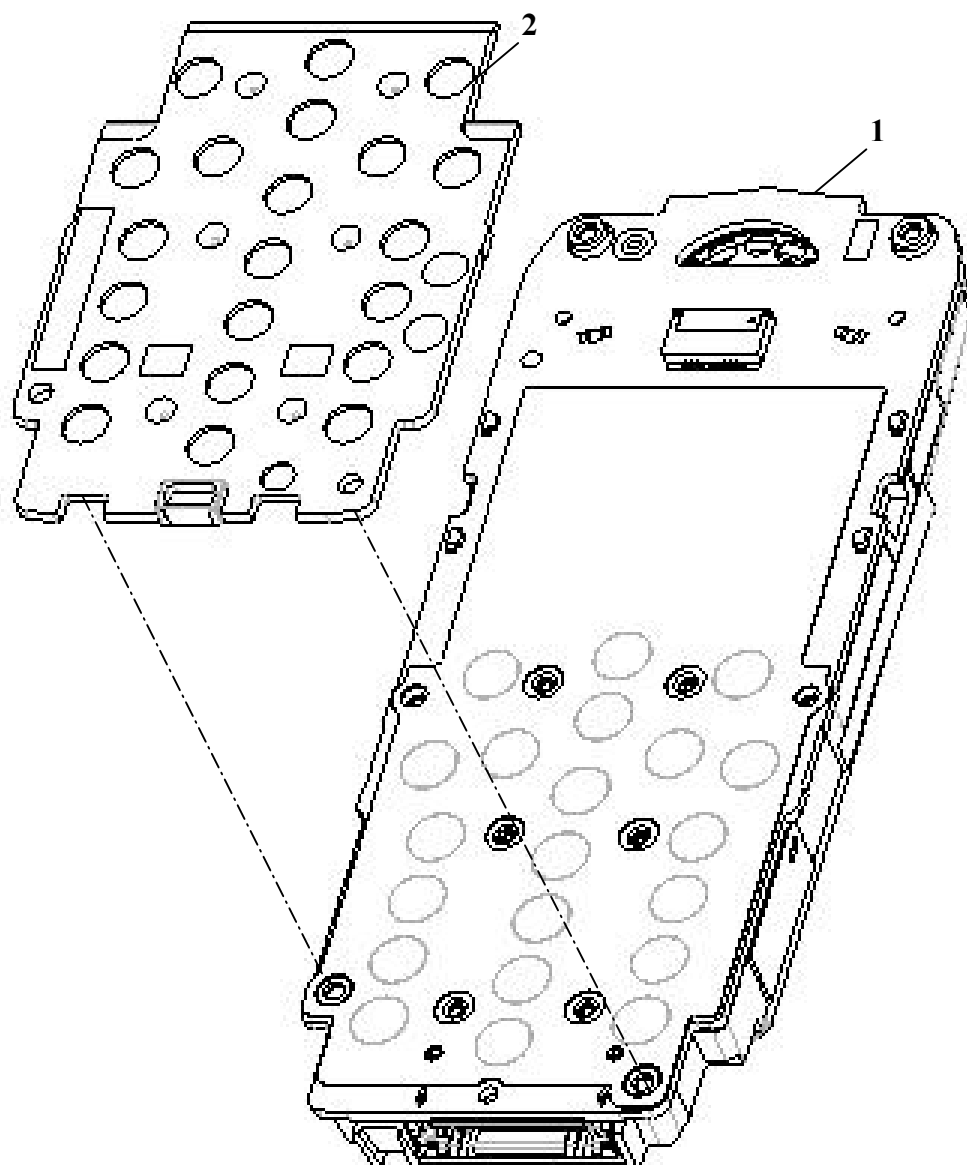
Placement procedure :

1. Replace the new light guide keypad on its housing.
2. Replace the assembly display ([Proc sheet 1.02](#))
3. Position and tighten the six attachments screws with **0,25 N.m** torque.

Further operations :

1. Replace the front cover ([Proc sheet 0 03](#)).
2. Replace the battery ([Proc sheet 0 02](#)).
3. Replace the back cover ([Proc sheet 0 01](#)).
4. Carry out radio test ([Test Sheet 06](#)).

	REMOVING / REPLACING THE LIGHT GUIDE KEYPAD	Proc Sheet 1 03
myX 1-2		2/2



	REMOVING / REPLACING THE ELECTRONIC BOARD	Proc Sheet 1 04
myX 1-2		1/2

Tools :

- A 0.6mm torx screwdriver

Preliminary operation

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Remove the battery ([Proc sheet 0 02](#)).
3. Remove the front cover ([Proc sheet 0 03](#)).

Removal procedure :

1. Unscrew the six attachment screws on the assembly plate (2)
2. Remove the assembly display ([Proc sheet 1 02](#))
3. Remove the light guide keypad ([Proc sheet 1 03](#))
4. Remove the electronic board (1) on the assembly plate (2).([Proc sheet 1 10](#))

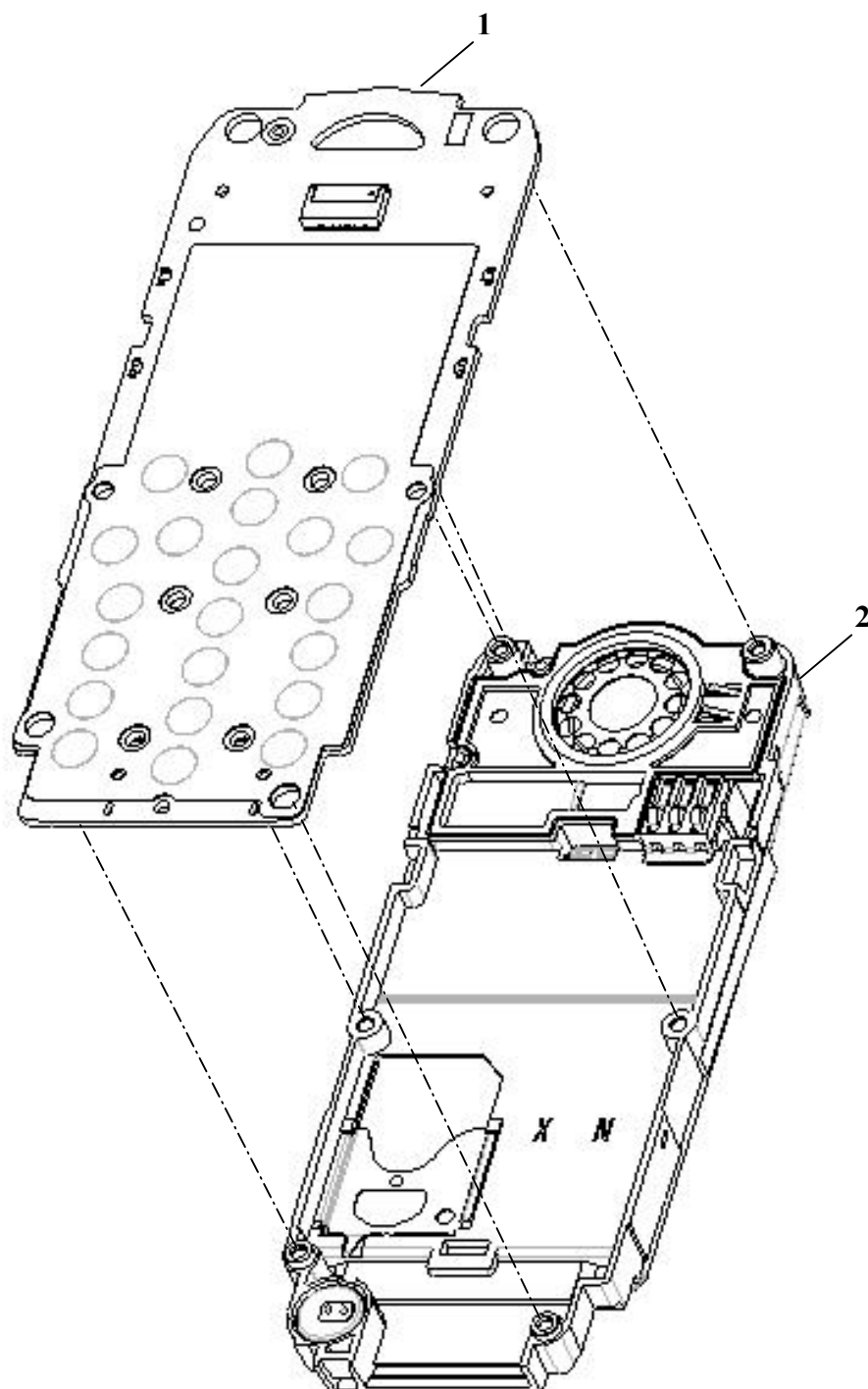
Placement procedure :

1. Replace the new electronic board on the assembly plate (2).([Proc sheet 1 10](#))
2. Replace the light guide keypad on its housing.
3. Replace the assembly display ([Proc sheet 1.02](#))
4. Position and tighten the six attachments screws with **0,25 N.m** torque.

Further operations :

1. Replace the front cover ([Proc sheet 0 03](#)).
2. Replace the battery ([Proc sheet 0 02](#)).
3. Replace the back cover ([Proc sheet 0 01](#)).
4. Carry out the radio test ([Test Sheet 06](#)).

	REMOVING / REPLACING THE ELECTRONIC BOARD	Proc Sheet 1 04
myX 1-2		2/2



	REMOVING / REPLACING THE METAL DOME	Proc Sheet 1 05
myX 1-2		1/2

Tools :

- A 0.6mm torx screwdriver
- Gloves
- Metal dome Jig
- Tweezers

Preliminary operation

This procedure must be performed by a technician with gloves.

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Remove the battery ([Proc sheet 0 02](#)).
3. Remove the front cover ([Proc sheet 0 03](#)).
4. Unscrew the six attachment screws on the electronic board (1)
5. Remove the assembly display ([Proc sheet 1 02](#)) ,then the light guide keypad ([Proc sheet 1 03](#))

Removal procedure :

1. Lift up the metal dome (2) on the electronic card (1) with tweezers.

Placement procedure :

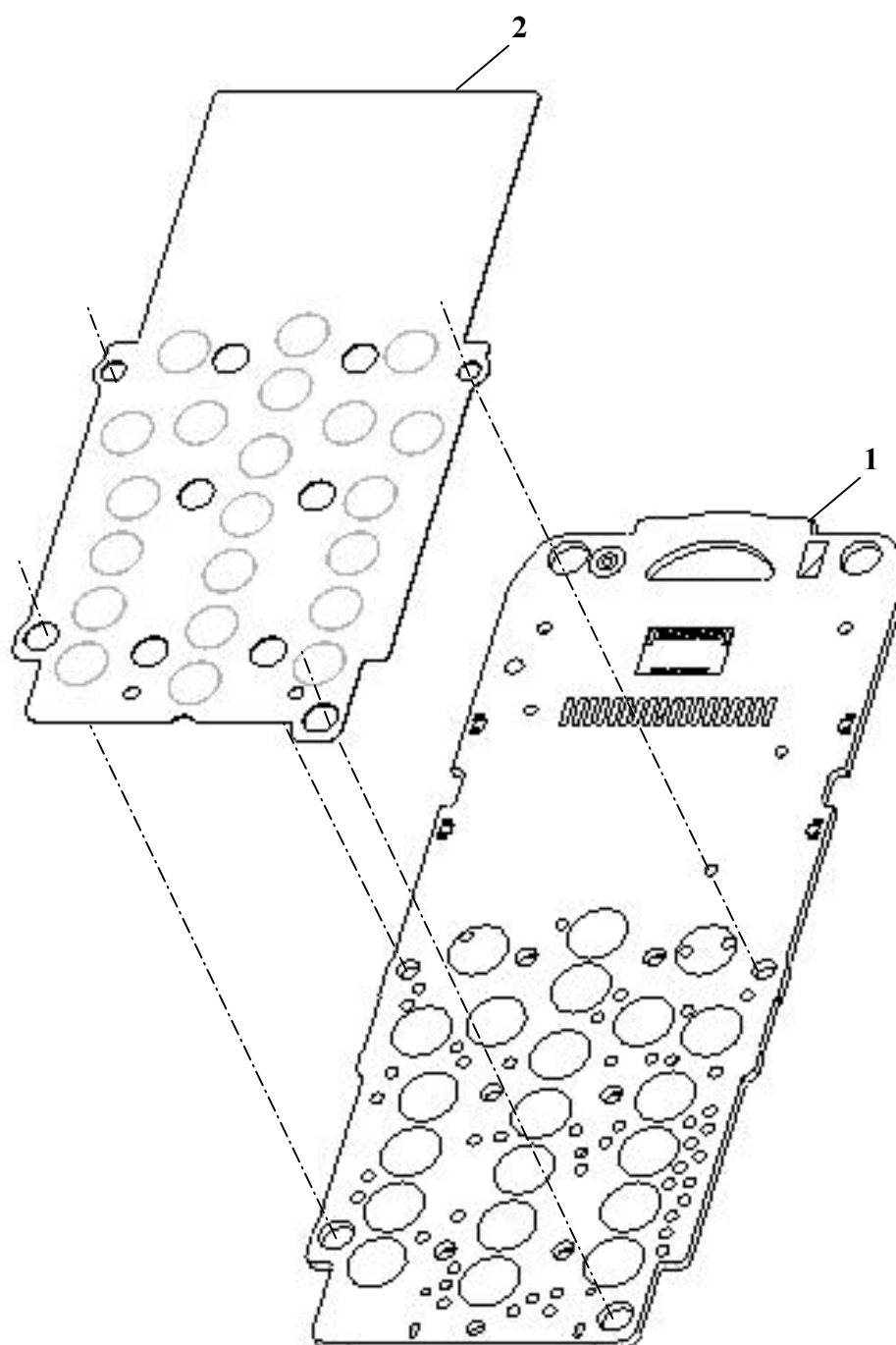
Warning : The metal dome is not reusable, it must be necessarily replaced by a new metal dome, unless the board is swapped and sent as level 3

1. Replace the metal dome on the electronic card, using the metal dome jig.

Further operations :

1. Replace the new electronic board on the assembly plate (2).([Proc sheet 1.04](#))
2. Replace the light guide keypad ([Proc sheet 1.03](#))
3. Replace the assembly display ([Proc sheet 1.02](#))
4. Position and tighten the six attachments screws with torque settings of **0,25 N.m.**
5. Replace the front cover ([Proc sheet 0 03](#)).
6. Replace the battery ([Proc sheet 0 02](#)).
7. Replace the back cover ([Proc sheet 0 01](#)).
8. Carry out the radio test ([Test Sheet 06](#)).

	REMOVING / REPLACING THE METAL DOME	Proc Sheet 1 05
myX 1-2		2/2



	REMOVING / REPLACING THE SIM LOCKER	Proc Sheet 1 06
myX 1-2		1/2

Tools :

- A 0.6mm torx screwdriver

Preliminary operation :

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Remove the battery ([Proc sheet 0 02](#)).
3. Remove the SIM card .
4. Remove the front cover ([Proc sheet 0 03](#)).
5. Unscrew the six attachment screws on the electronic board .
6. Remove the assembly display ([Proc sheet 1 02](#))
7. Remove the light guide keypad ([Proc sheet 1 03](#))
8. Remove the electronic board.([Proc sheet 1 04](#))

Removal procedure :

1. On the assembly plate (2), looked at from the battery side ,press firmly the SIM locker (1) until its extraction .
2. Remove the SIM cover (1).

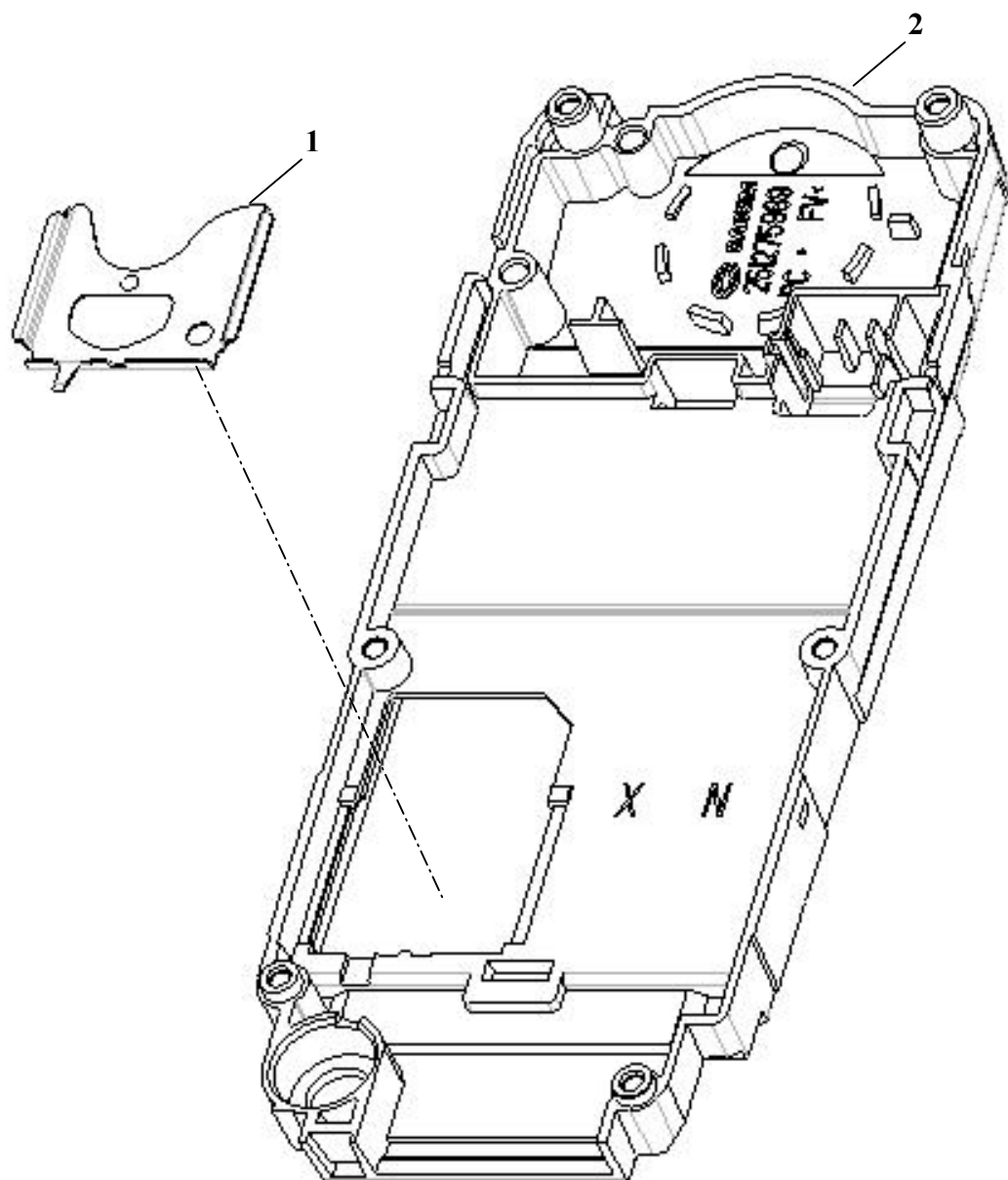
Placement procedure :

1. Place the SIM cover (1) in position in its housing.
2. Click fit the SIM cover (1) on the plate.

Further operations :

1. Remove the electronic board on the assembly plate.([Proc sheet 1 04](#))
2. Replace the light guide keypad ([Proc sheet 1.03](#))
3. Replace the assembly display ([Proc sheet 1 02](#))
4. Position and tighten the six attachments screws with **0,25 N.m** torque.
5. Replace the front cover /battery / back cover ([Proc sheet 0 01 / 0 02 / 0 03](#)).
6. Carry out the radio test ([Test Sheet 06](#)).

	REMOVING / REPLACING THE SIM LOCKER	Proc Sheet 1 06
myX 1-2		2/2



	REMOVING / REPLACING THE BATTERY CONNECTOR	Proc Sheet 1 07
myX 1-2		1/2

Tools :

- A 0.6mm torx screwdriver
- Tweezers

Preliminary operation

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Remove the battery ([Proc sheet 0 02](#)).
3. Remove the front cover ([Proc sheet 0 03](#)).
4. Unscrew the six attachment screws on the electronic board.
5. Remove the assembly display , then the light guide keypad ([Proc sheet 1 02 / 1 03](#))
6. Remove the electronic board.([Proc sheet 1 04](#))

Removal procedure :

1. Remove the battery connector (1) , using tweezers

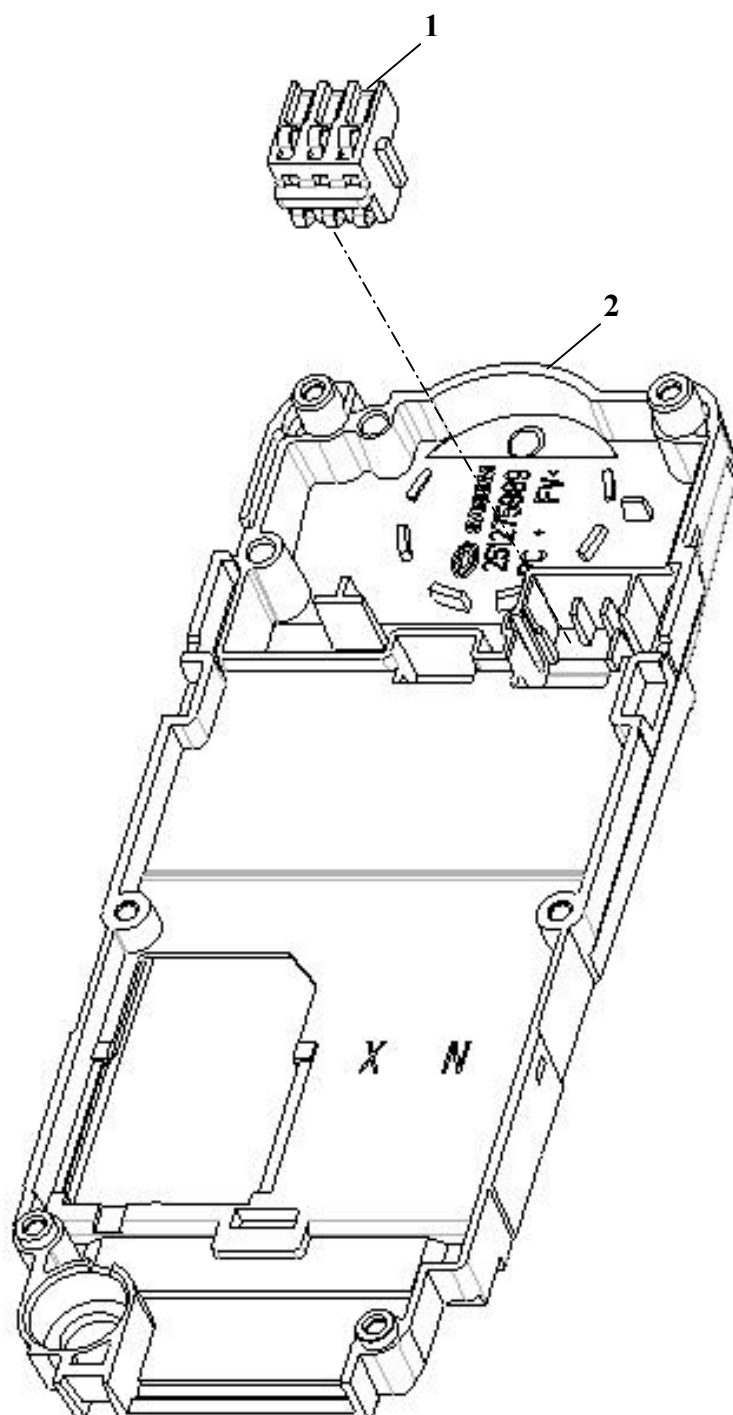
Placement procedure :

1. Place the battery connector (1) in position in its housing, respecting the foolproof device.

Further operations :

1. Remove the electronic board on the assembly plate.([Proc sheet 1 04](#))
2. Replace the light guide keypad ([Proc sheet 1.03](#))
3. Replace the assembly display ([Proc sheet 1 02](#))
4. Position and tighten the six attachments screws with torque settings of **0,25 N.m.**
5. Replace the front cover /battery / back cover ([Proc sheet 0 01 / 0 02 / 0 03](#)).
6. . Carry out the radio test ([Test Sheet 06](#)).

	REMOVING / REPLACING THE BATTERY CONNECTOR	Proc Sheet 1 07
myX 1-2		2/2



	REMOVING / REPLACING THE MICROPHONE	Proc Sheet 1 08
myX 1-2		1/2

Tools :

- A 0.6mm torx screwdriver
- Tweezers

Preliminary operation

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Remove the battery ([Proc sheet 0 02](#)).
3. Remove the front cover ([Proc sheet 0 03](#)).
4. Unscrew the six attachment screws on the electronic board.
5. Remove the assembly display , then the light guide keypad ([Proc sheet 1 02 / 1 03](#))
6. Remove the electronic board.([Proc sheet 1 04](#))

Removal procedure:

1. Remove the microphone (1) , using tweezers.

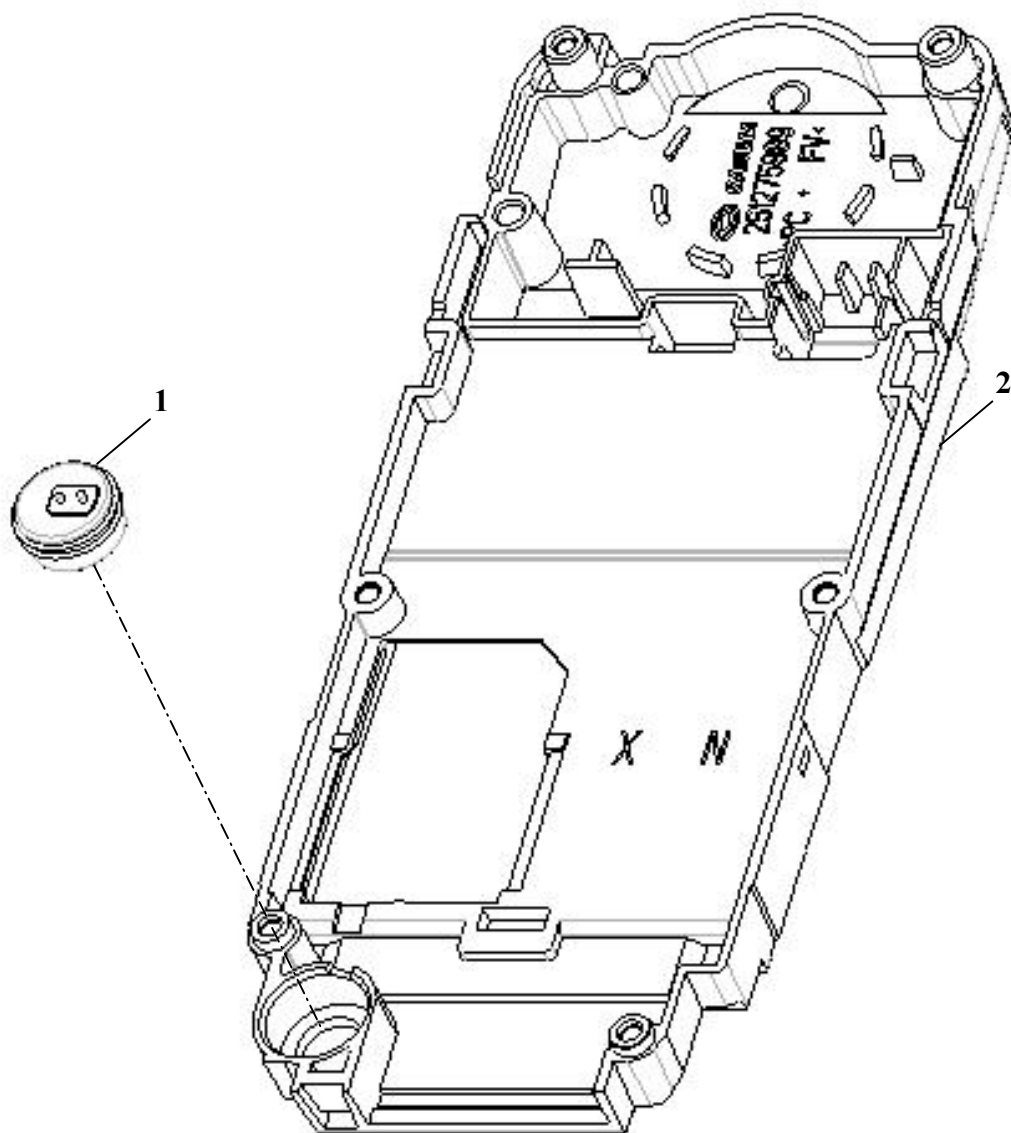
Placement procedure :


1. Put the microphone (1) in position in its housing (2).

Further operations :

1. Remove the electronic board on the assembly plate. .([Proc sheet 1 04](#))
2. Replace the light guide keypad ([Proc sheet 1.03](#))
3. Replace the assembly display ([Proc sheet 1 02](#))
4. Position and tighten the six attachments screws with **0,25 N.m** torque.
5. Replace the front cover /battery / back cover ([Proc sheet 0 01 / 0 02 / 0 03](#)).
6. Carry out the radio test ([Test Sheet 06](#)).

	REMOVING / REPLACING THE MICROPHONE	Fiche Proc 1 08
myX 1-2		2/2



	REMOVING / REPLACING THE LOUDSPEAKER/ VIBRATING DEVICE (DEPENDING ON MODELS)	Proc Sheet 1 09
myX 1-2		1/2

Tools :

- A 0.6mm torx screwdriver
- Tweezers

NOTA: The loudspeaker /vibrating device option is only available on myX 1-2w and myX 1-2g

Preliminary operation

1. Remove the back cover ([Proc sheet 0 01](#)).
2. Remove the battery ([Proc sheet 0 02](#)).
3. Remove the front cover ([Proc sheet 0 03](#)).
4. Unscrew the six attachment screws on the electronic board.
5. Remove the assembly display , then the light guide keypad ([Proc sheet 1 02 / 1 03](#))
6. Remove the electronic board.([Proc sheet 1 04](#))

Removal procedure :

Notice: do not touch the loudspeaker diaphragm

1. Remove, with the tweezers, the equipped loudspeaker/ vibrating device (1) in its housing (2).

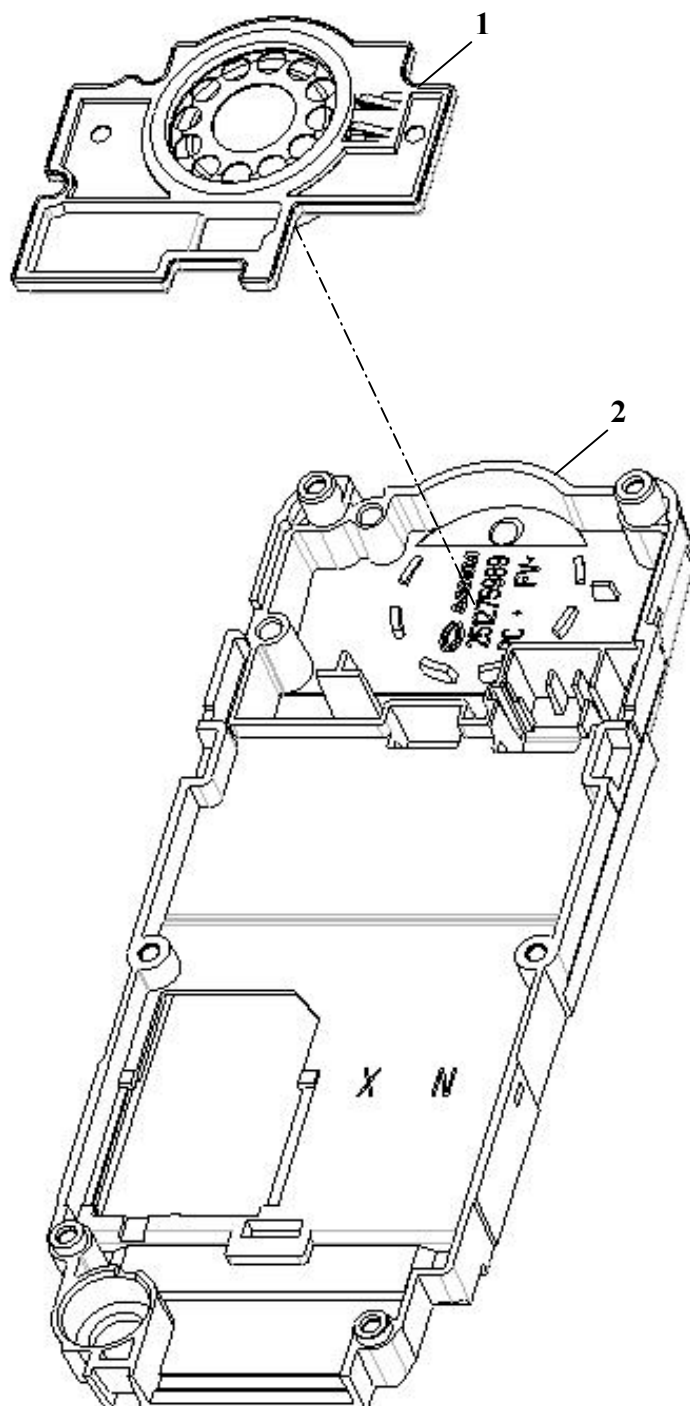
Placement procedure :


1. Put the loudspeaker/ vibrating device in its housing, respecting the foolproof device

Further operations :

1. Remove the electronic board on the assembly plate. .([Proc sheet 1 04](#))
2. Replace the light guide keypad ([Proc sheet 1.03](#))
3. Replace the assembly display ([Proc sheet 1 02](#))
4. Position and tighten the six attachments screws with **0,25 N.m** torque.
5. Replace the front cover /battery / back cover ([Proc sheet 0 01 / 0 02 / 0 03](#)).
6. Carry out the radio test ([Test Sheet 06](#)).

	REMOVING / REPLACING THE LOUDSPEAKER/ VIBRATING DEVICE (DEPENDENT ON MODELS)	Proc Sheet 1 09
myX 1-2		2/2



	ELECTRONIC BOARD EXCHANGE	Proc Sheet 1 10
myX 1-2		1/3

Preliminary operation

1. Control of the IMEI label integrity
2. Remove the electronic board (Proc sheet 1 04)
3. Control of any oxidation marks (on the electronic board and under the metal dome)

Return procedure :

- (a) The 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 electronic boards manipulation , gloves and electrostatic strap must be worn at all times.
- (c) The defective 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 have the label provided with SMT on each ESD bag .

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 to set in conformance with the warranty**
- **The defective boards must never be mixed with the complete mobiles**

Placement procedure :

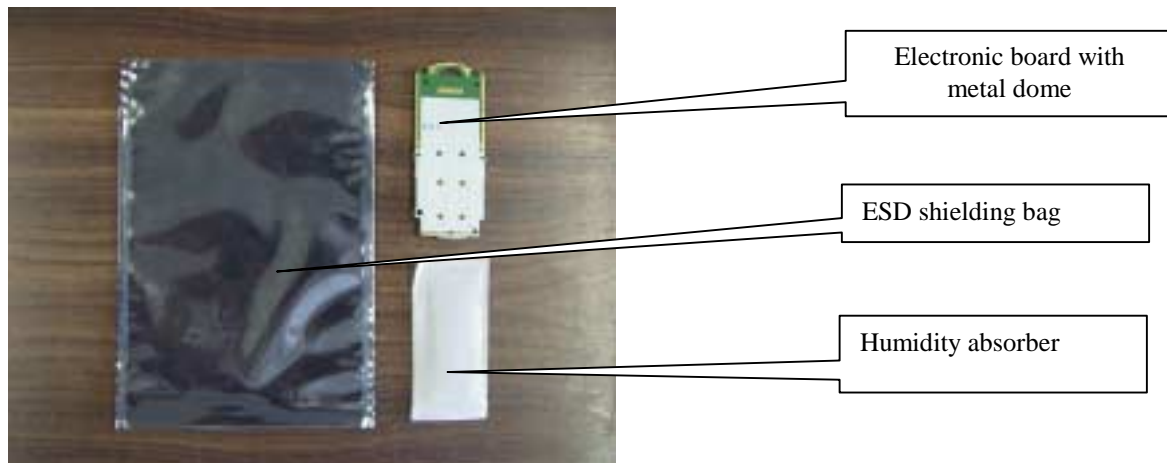
1. Take a board in the stock of swap boards from the same Sagem reference.

Further operations :

1. Place the new electronic board on the assembly plate. .([Proc sheet 1 04](#))
2. Replace the customer housing (Proc Sheet 0 03 et 1 01)
3. Follow stages (see enclosed photos)

	ELECTRONIC BOARD EXCHANGE	Proc sheet 1 10
myX 1-2		2/3

Example of electronic boards packaging :



Boards packaging SAGEM -> ARC

Boards packaging ARC -> SAGEM




ESD shielding bag closed by the product label



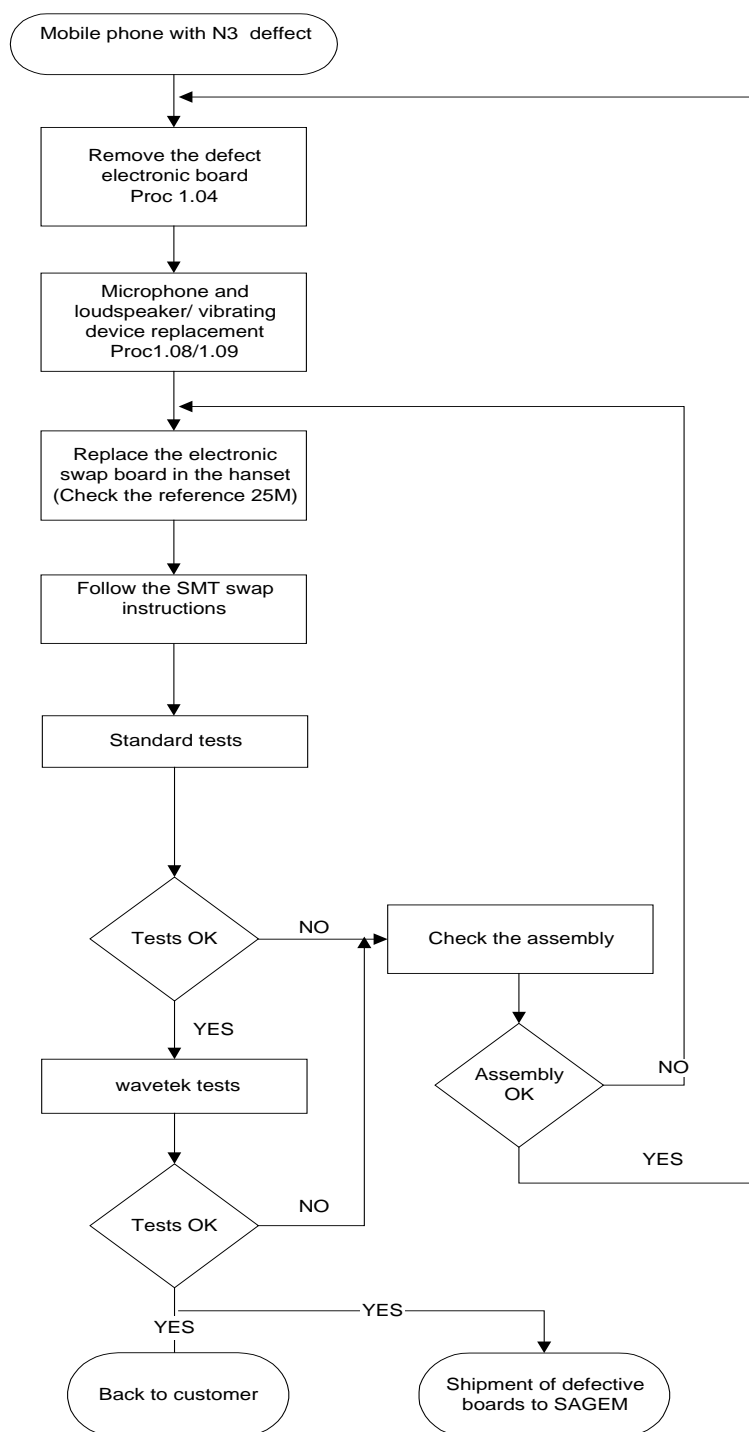
ESD shielding bag closed by the IMEI label



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

	ELECTRONIC BOARD EXCHANGE	Proc sheet 1 10
myX 1-2		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 06)

- Follow return instructions page 5-32

LEVEL 3 MAINTENANCE

IMPORTANT

Mobile packaging sent to SAGEM S.A. :

Follow the Proc sheet 1.10


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...).

Informations CRA/CRA information :		Garantie/Warranty :	
Nom/Name :		Garantie standard/Standard warranty :	
Rue /Street :		Déjà réparé/préviously repaired :	
Ville / City :		Hors garantie/Out of warranty :	
Code postal /Poscode :		Garantie expirée /Expired warranty :	
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	BACKLIGHTS PROBLEM	
PROBLEME D'ALIMENTATION / CHARGEUR			
B1	CONTACT BATTERIE DU MOBILE DEFECTUEUX	ANTENNA PROBLEM	
B2	CONNECTEUR DE CHARGE DU MOBILE DEFECTUEUX	BROKEN / MISSING ANTENNA	
B3	ALIMENTATION CARTE DEFECTUEUSE	POWER SUPPLY / CHARGING PROBLEM	
B4	AFFICHAGE CHARGE DEFECTUEUX	DEFECTIVE MOBILE BATTERY CONTACT	
B5	CONSOMMATION MODE ETEINT	DEFECTIVE MOBILE CHARGER CONNECTOR	
B7	PROBLEME D AUTONOMIE	DEFECTIVE POWER SUPPLY OF THE BOARD	
B8	BATTERIE DEFECTUEUSE	DEFECTIVE CHARGE ICON DISPLAY	
B9	TENUE MECANIQUE BATTERIE	CURRENT CONSUMPTION WITH PHONE OFF	
B10	BATTERIE CASSEE	AUTONOMY	
B11	CHARGEUR DEFECTUEUX	ELECTRICALLY DEFECTIVE BATTERY	
B12	CHARGEUR CASSE	MECHANICAL LOCK PROBLEM ON BATTERY	
B13	COUPURE INTERMITTENTE AVEC REDEMARRAGE	BROKEN BATTERY	
B14	COUPURE INTERMITTENTE SANS REDEMARRAGE	DEFECTIVE CHARGER	
PROBLEME DE CLAVIER			
C1	CLAVIER INOPERANT	BROKEN CHARGER	
C2	PROBLEME TOUCHE LATERALE	INTERMITTENT SWITCH OFF WITH REBOOT	
MESSAGE D'ERREUR			
D1	SIM ABSENTE	INTERMITTENT SWITCH OFF WITHOUT REBOOT	
D2	AUTRES MESSAGES	KEYBOARD PROBLEM	
D3	PB EEPROM	NOT FUNCTIONING KEYBOARD	
D4	MOBILE NON REGLE	LATERAL TOUCH PROBLEM	
D5	HARD FAILURE	ERROR MESSAGE	
D6	SIM VERROU	SIM MISSING	
D7	CODE POSTE	OTHER MESSAGES	
D8	RETOUR SAV	EEPROM	
D9	BATTERIE INCONNUE	UNTUNED MOBILE	
PROBLEME AUDIO			
E1	HP DEFECTUEUX (grésille)	HARD FAILURE	
E2	HP VOIX DEFORMEE OU PARASITES	SIM VERROU	
E3	MICRO DEFECTUEUX	CODE POSTE	
E4	MICRO VOIX DEFORMEE OU PARASITE (DISTANT)	RETOUR SAV	
E5	PROBLEME DE VIBREUR	BATTERIE INCONNUE	
E6	CONNECTEUR AUDIO DEFECTUEUX	AUDIO PROBLEM	
PROBLEME DE COMMUNICATION			
F1	PAS DE LOCALISATION RESEAU	DEFECTIVE LOUDSPEAKER (halls)	
F2	COUPURE DE COMMUNICATION	LOUDSPEAKER VOICE DISTORTION	
F4	TEST RADIO NON OK	DEFECTIVE MICROPHONE	
F5	ECHEC APPEL SORTANT	MICRO VOICE DISTORTION	
F6	ECHEC APPEL ENTRANT	VIBRATING DEVICE PROBLEM	
F7	PERTE TEMPORAIRE DE RESEAU	DEFECTIVE AUDIO CONNECTOR	
PROBLEME COSMETIQUE / DEFAUT VISUEL			
G1	VITRE CASSEE OU ABIMEE	COMMUNICATION PROBLEM	
G2	COQUE CASSEE OU ABIMEE	NO NETWORK RETRIEVAL	
G3	FLAP CASSE OU ABIME	INTERMITTENT CALLS DROP	
G5	CLAVIER CASSE OU ABIME	TEST RADIO NO OK	
G6	BOUTON VERROU DEFECTUEUX	OUTGOING CALL FAILURE	
AUTRES PROBLEMES			
H1	KIT ACCESSOIRES HS	INCOMING CALL FAILURE	
H2	FONCTION FM (MOBILE)	NETWORK TEMPORARY DROP	
H3	FONCTION MONETIQUE	COSMETIC PROBLEM	
I1	TRACE D OXYDATION	BROKEN OR DAMAGED GLASS	
I3	PAS DE DEFAUT CONSTATE	BROKEN OR DAMAGED COVER	
I5	MANQUE FONCTION DANS MENU	BROKEN OR DAMAGED FLIP	
I6	CONNECTEUR SIM DEFECTUEUX	BROKEN OR DAMAGED KEYBOARD	
I7	DYSFONCTIONNEMENT D'UNE FONCTION DU MENU	BROKEN OR DAMAGED KEYBOARD	
I8	RECONFIGURATION DU MOBILE	DEFECTIVE LOCK BUTTON	
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)	OTHER PROBLEM	
K2	FONCTION VIDEO	BROKEN OR DAMAGED ACCESSORY	
K3	FONCTION INFRAROUGE (IRDA)	FM FUNCTION (Mobile)	
PROBLEME DATA (SMS, EMS, SMS,GPRS, WAP, TELECHARGEMENT JEUX, SONNERIES, SAUVEUR D'ECRAN, NE COMMUNIQUE PAS AVEC UN PC, POCKET PC OU PALM)			
DATA PROBLEM (SMS, EMS, SMS,GPRS, WAP, DOWNLOADING GAMES, RINGING TONES, SCREEN SAVER, NO COMMUNICATION WITH A PC, POCKET PC or PALM)			
FONCTION VIDEO			
VIDEO FUNCTION			
FONCTION INFRAROUGE (IRDA)			
INFRARED FUNCTION (IRDA)			

Cachet du Vendeur/Dealer's Stamp :		Informations Client /Information :	
		Nom/Name :	
		Rue /Street :	
		Ville / City :	
		Code postal /Postcode :	
		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	AFFICHAGE DEFECTUEUX	DISPLAY MALFUNCTION	
A10	ANTENNE CASSEE / ABSENTE	ANTENNA BROKEN / MISSING	
B0	ALIMENTATION/CHARGE	POWER SUPPLY / NO CHARGE	
B7	PROBLEME D'AUTONOMIE	AUTONOMY	
B8	BATTERIE DEFECTUEUSE	BROKENBATTERY	
B11	CHARGEUR DEFECTUEUX	CHARGER MALFUNCTION	
C0	PROBLEME CLAVIER	KEYBOARD MALFUNCTION	
C2	PROBLEME TOUCHE LATERALE	LATERAL TOUCH PROBLEM	
D0	MESSAGE D'ERREUR	ERROR MESSAGE	
D1	SIM ABSENTE	SIM MISSING	
D7	CODE POSTE	POST CODE BLOCKED	
E0	PROBLEME AUDIO	AUDIO PROBLEM	
E3	MICRO DEFECTUEUX	MICROPHONE MALFUNCTION	
E5	PROBLEME DE VIBREUR	VIBRATING DEVICE MALFUNCTION	
F0	PROBLEME DE COMMUNICATION	COMMUNICATION MALFUNCTION	
G1	VITRE CASSEE OU ABIMEE	BROCKEN GLASS	
G2	COQUE CASSEE OU ABIMEE	BROCKEN COVER	
G3	FLAP CASSE OU ABIME	BROKEN FLIP	
G5	CLAVIER CASSE OU ABIME	BROCKEN KEYBOARD	
G6	BOUTON VERROU DEFECTUEUX	DEFECTIVE LOCK BUTTON	
K2	FONCTION VIDEO	VIDEO FUNCTION	
K3	FONCTION INFRAROUGE (IRDA)	INFRARED FUNCTION (IRDA)	
K4	FONCTION WAP	WAP FUNCTION	
K5	FONCTION GPRS	GPRS FUNCTION	
K6	FONCTION SMS, EMS, MMS.	SMS, EMS, MMS FUNCTION	
K7	NE COMMUNIQUE PAS AVEC UN PC	NO COMMUNICATION WITH A PC	
K8	NE COMMUNIQUE PAS AVEC UN POCKET PC OU PALM	NO COMMUNICATION WITH A POCKET PC or PALM	
K9	LIAISON DATA (MESSAGE "AUCUNE PORTEUSE DETECTEE")	DATA (MESSAGE "NO CARRIER DETECTED")	
K10	TELECHARGEMENT JEUX	DOWNLOADING GAME	
K11	TELECHARGEMENT IMAGE / SON / ECONOMISEUR D'ECRAN	DOWNLOADING PICTURE / RINGTONE / SCREEN SAVE	
H1	KIT ACCESSOIRES HS	BROCKEN ACCESSORIES	
H2	FONCTION FM (MOBILE)	FM FUNCTION	
H3	FONCTION MONETIQUE	MONETIC FUNCTION	
I5	MANQUE FONCTION DANS MENU	LACK FUNCTION IN THE MENU	
I7	DYSFONCTIONNEMENT D'UNE FONCTION DU MENU	MALFUNCTION OF THE MENU	
I8	RECONFIGURATION DU MOBILE	MOBILE RETROFIT	
I0	AUTRES DEFAUTS A PRESICER	OTHERS / TO BE PRECISED	

OUT OF WARRANTY INTERVENTION


	REMOVING/ REPLACING THE DATA/AUDIO/CHARGE CONNECTOR	Proc Sheet 4 01
myX 1-2		1/3

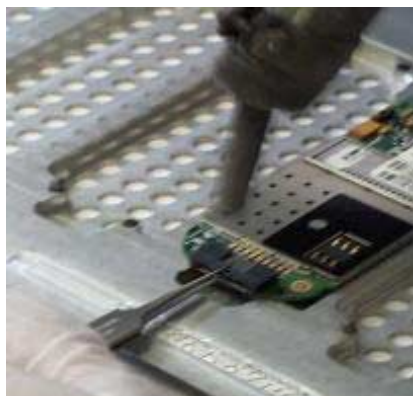
Notice: The handsets requiring the replacement of system connectors cannot be repaired under Sagem warranty.

The eventual deterioration of the board due to a bad replacement of the connector fall under the Repair Centre responsibility.

- Replacement procedure of DATA/AUDIO/CHARGE connector

- 1-Disassemble the handset Proc 1 04
- 2-Replace the defective connector (see below) **Ref 18 598 906-8**
- 3 - Replace the electronic board in the mobile phone Proc 1 04
- 4 -To test the replacement of the connector, it is necessary to:
 - a) Connect the mobile phone on SMT maintenance software (test Sheet 01)
 - b) Make real calls with a pedestrian handsfree Kit **Reference :23 812 517-0**
 - c) Test the charge of mobile phone
- 5 - Standard test after repair

	REMOVING/ REPLACING THE DATA/AUDIO/CHARGE CONNECTOR	Proc Sheet 4 01
myX 1-2		2/3



- Maintain the electronic board
 - flux Correctly the pins of the connector.
 - Reference of the flux to be used:
 - LITTON flux -Supplier reference 952-D6
 - SAGEM reference 18 775 103-7
 - With tweezers, hold the connector and heat the pins up.
- ATTENTION:**
- Do not pull the connector but let it come , in order to avoid destroying the pads




After having removed the connector, uncork rather quickly the four holes of the connector while the tin is still warm.



Flux and heat the pads in place of the connector to equalise the foot prints



In order to tin the pins of the DATA/AUDIO/CHARGE connector , load the solder wick with tin on approximately 1 inch.

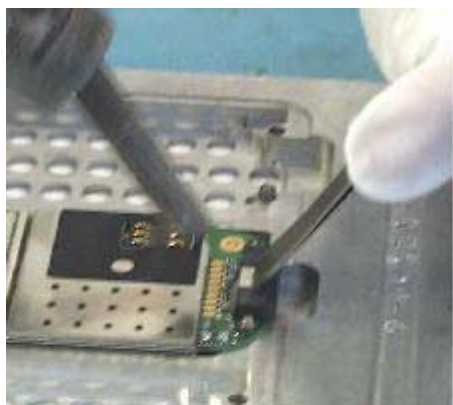
	REMOVING/ REPLACING THE DATA/AUDIO/CHARGE CONNECTOR	Proc Sheet 4 01
myX 1-2		3/3



Before any operation,
- flux correctly the pins of the connector.
- with the solder wick loaded with tin , tin the pins of the DATA/AUDIO/CHARGE connector by positioning it straight ahead (pads upward), and by heating the solder wick which is in touch with pins.

Attention:

- At the end of the operation , verify that there is no short circuit between pads.



-Start soldering the connector pins.
-Flux the place of the connector and position the DATA/AUDIO/CHARGE connector.
-Verify that the pins of the connector are well centred on pads.
-Heat pins with an air blow device while maintaining the connector with tweezers
-Verify that there is no short-circuit, that solders are shiny and that they cover well the pins



At last, solder the 4 pins crossing the board..