

## CHAPTER 3 -SYMPTOMS

### 3.1 GENERAL

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

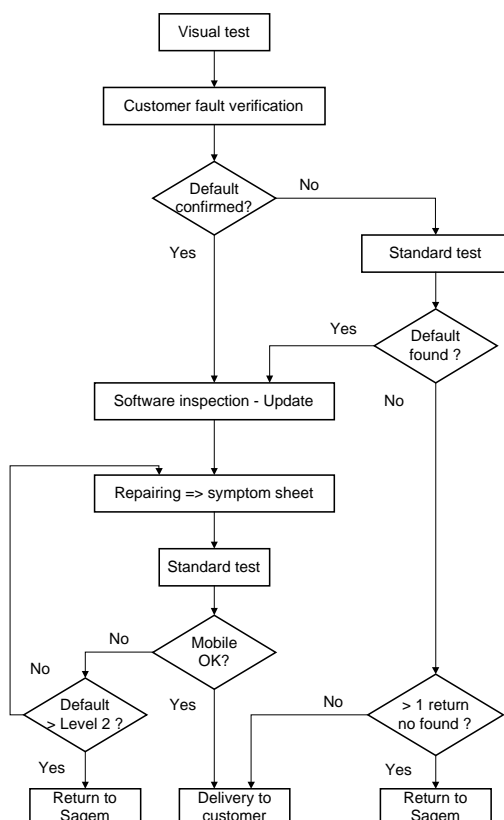
This chapter will help you to identify the defective element(s), using the troubleshooting table.

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.

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.

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 (SMK, 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
- Battery charge test
- Consumption of mobile in off state
- Vibrating device test : Hot Line menu
- Charger test
- Real call with a operator SIM card

### Software inspection :

For all mobiles to repair, the checking by SMT is **mandatory** (Test Sheet 01).

### 3.2 LIST OF REPORTED DEFECTS

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

<i>Code</i>	<i>Indicated fault</i>	<i>Procedure</i>
A0	Display malfunction	<a href="#">Symp Sheet 04</a>
A1	No power up	<a href="#">Proc Sheet 1 10 or 3 01</a>
A2	No display up	<a href="#">Symp Sheet 04</a>
A3	Freezes up	<a href="#">Proc Sheet 1 10 or 3 01</a>
A4	Back lights problem	<a href="#">Proc Sheet 1 10 or 3 01</a>
A5	Broken LCD	<a href="#">Symp Sheet 04</a>
A6	Line or digit missing	<a href="#">Symp Sheet 04</a>
B0	Power supply / no charge	<a href="#">Symp Sheet 01</a>
B1	Defective battery contact	<a href="#">Proc Sheet 0 02</a>
B2	Defective charger connector	<a href="#">Proc Sheet 1 10 or 3 01</a>
B3	Defective board power supply	<a href="#">Proc Sheet 1 10 or 3 01</a>
B4	Defective charge icon display	<a href="#">Proc Sheet 1 10 or 3 01</a>
B5	Current consumption with phone off	<a href="#">Test Sheet 04</a>
B7	Autonomy	<a href="#">Symp Sheet 01</a>
B8	Electrically defective battery	<a href="#">Test Sheet 03</a>
B9	Mechanical lock problem on battery	<a href="#">Proc Sheet 0 02</a>
B10	Broken battery	<a href="#">Test Sheet 03</a>
B11	Defective charger	<a href="#">Test Sheet 02</a>
B12	Broken charger	<a href="#">Test Sheet 02</a>
B13	Intermittent cut with reboot	<a href="#">Proc Sheet 1 10 or 3 01</a>
B14	Intermittent cut without reboot	<a href="#">Proc Sheet 1 10 or 3 01</a>
C1	Not functioning keyboard	<a href="#">Symp Sheet 05</a>
C2	Lateral key problem	<a href="#">Symp Sheet 05</a>
D1	Sim missing	<a href="#">Proc Sheet 1 10 or 3 01</a>
D2	Other messages	<a href="#">Proc Sheet 1 10 or 3 01</a>
D3	EEPROM pb	<a href="#">Proc Sheet 1 10 or 3 01</a>
D4	Untuned mobile	<a href="#">Proc Sheet 1 10 or 3 01</a>
D5	Hard failure	<a href="#">Proc Sheet 1 10 or 3 01</a>
D6	Sim lock	<a href="#">Proc Sheet 1 10 or 3 01</a>
D7	Post code	<a href="#">Test Sheet 01</a>
D8	Return SAV	<a href="#">Proc Sheet 1 10 or 3 01</a>
D9	Unknown battery	<a href="#">Test Sheet 03</a>

<i>Code</i>	<i>Indicated fault</i>	<i>Procedure</i>
E1	Defective loudspeaker (hails)	<a href="#">Symp Sheet 08</a>
E2	Loudspeaker voice distortion	<a href="#">Symp Sheet 08</a>
E3	Defective microphone	<a href="#">Symp Sheet 08</a>
E4	Microphone voice distortion	<a href="#">Symp Sheet 08</a>
E5	Vibrating device malfunction	<a href="#">Symp Sheet 07</a>
E6	Defective audio connector	<a href="#">Symp Sheet 08</a>
F1	No network localisation	<a href="#">Symp Sheet 02</a>
F2	Intermittent calls drop	<a href="#">Symp Sheet 02</a>
F3	Network temporary drop	<a href="#">Proc Sheet 1 10 or 3 01</a>
F4	Radio test not ok	<a href="#">Proc Sheet 1 10 or 3 01</a>
F5	Outgoing call failure	<a href="#">Symp Sheet 02</a>
F6	Incoming call failure	<a href="#">Symp Sheet 02</a>
G1	Broken or damaged glass	<a href="#">Proc Sheet 0 01</a>
G2	Broken or damaged cover	<a href="#">Proc Sheet 0 01 /0 03</a>
G5	Broken or damaged keyboard	<a href="#">Proc Sheet 0 04</a>
H1	DATA PROBLEM (SMS, EMS, SMS,GPRS, WAP, DOWNLOADING GAMES, RINGING TONES, SCREEN SAVER, NO COMMUNICATION WITH A PC, POCKET PC or PALM)	<a href="#">Test sheet 01</a>
H2	Video function	<a href="#">Without object</a>
H3	INFRARED function (IRDA)	<a href="#">Without object</a>
I1	Oxidation marks	<a href="#">Proc Sheet 1 10 or 3 01</a>
I2	FM function	<a href="#">Proc Sheet 1 10 or 3 01</a>
I3	Monetic function	<a href="#">Proc Sheet 1 10 or 3 01</a>
I4	Broken or damaged accessory	<a href="#">Proc Sheet 1 10 or 3 01</a>
I5	Defective SIM connector	<a href="#">Proc Sheet 1 10 or 3 01</a>
I6	Malfunction of the menu	<a href="#">Test sheet 01</a>
I7	Lack function in the menu	<a href="#">Test sheet 01</a>
I8	No fault found	<a href="#">Symp sheet 03</a>

### 3.3 ERROR MESSAGES DURING START UP

<i>Message</i>	<i>Meaning</i>	<i>Procedure</i>
WARNING RADIO UNTUNED	Invalid EEPROM field (SAGEM)	<a href="#">SAGEM Factory Return</a>
PB IMEI	Consistency problem at IMEI level	<a href="#">SAGEM Factory Return</a>
SIM MISSING	SIM card missing or badly inserted	Insert the SIM card
IMEI ERROR	Consistency problem at IMEI level	<a href="#">SAGEM Factory Return</a>
UNTUNED	Mobile not configured	<a href="#">SAGEM Factory Return</a>
UNKNOWN BATTERY	Battery not recognised by the mobile	Replace the battery
MOBILE PHONE LOCKED	Number of seizures of sim locked code exceeded	<a href="#">SAGEM Factory Return</a> <a href="#">Not repair under warranty</a>
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)	<a href="#">SAGEM Factory Return</a> <a href="#">Not repair under warranty</a>
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

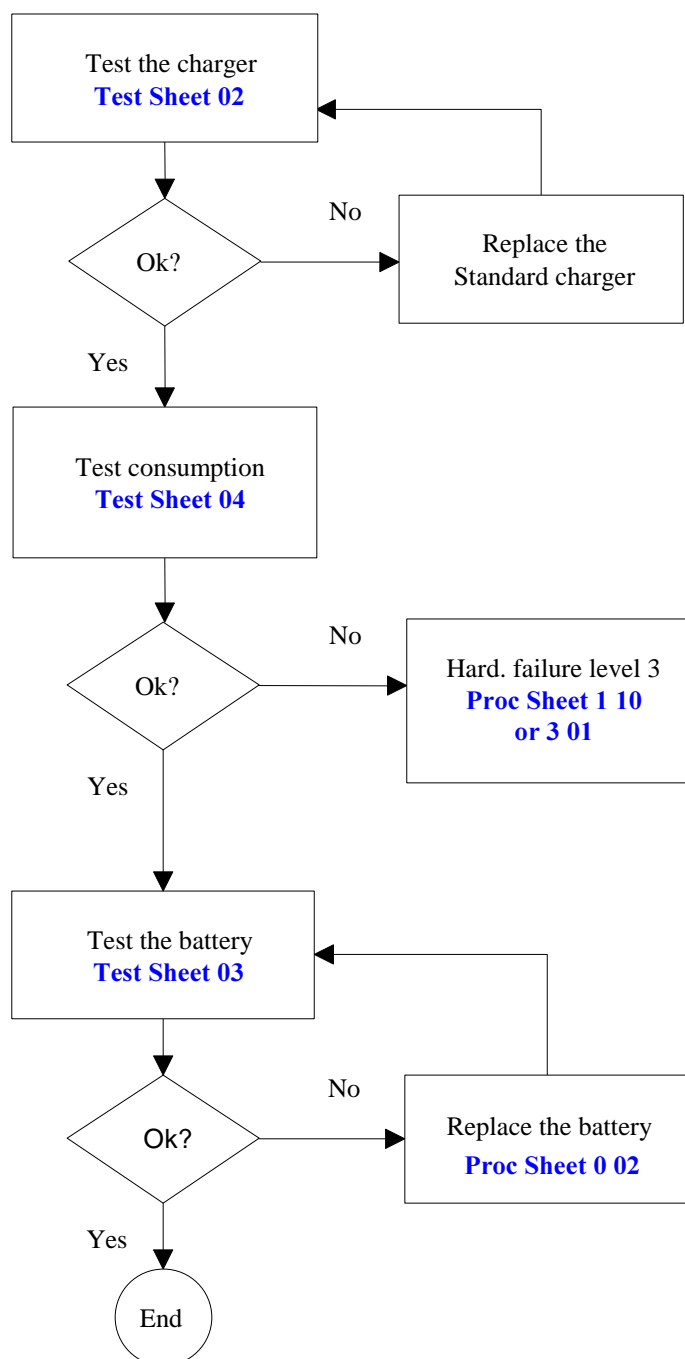
<b>Message</b>	<b>Meaning</b>
"PUK2 BLOCKED"	Following input errors
"CODE ERROR"	The phone code input for locking the mobile is incorrect
"NOT AVAIL."	Service not implemented in the network
"TRY AGAIN"	Following a network problem
"NETWORK BUSY"	"Problems" related to the network and Communications
"WAIT"	"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**).

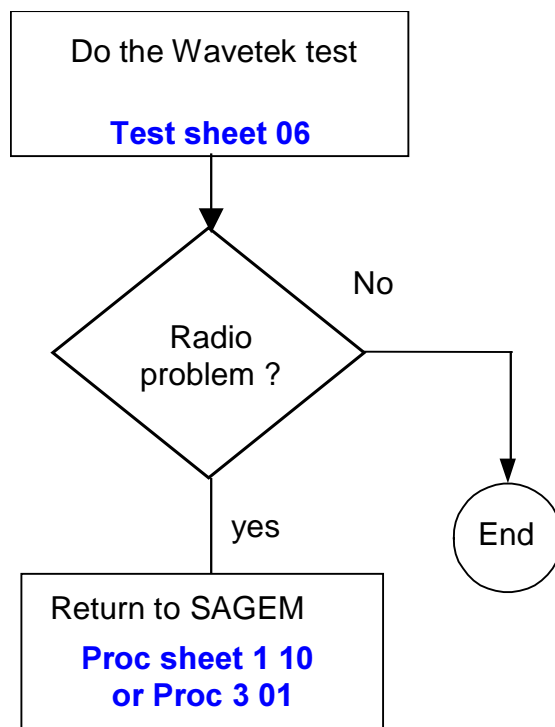
# **SYMPTOM SHEETS**


	<b>ENDURANCE, BATTERY, CHARGER PROBLEM</b>	Symp Sheet 01
myX 2-2		1/1

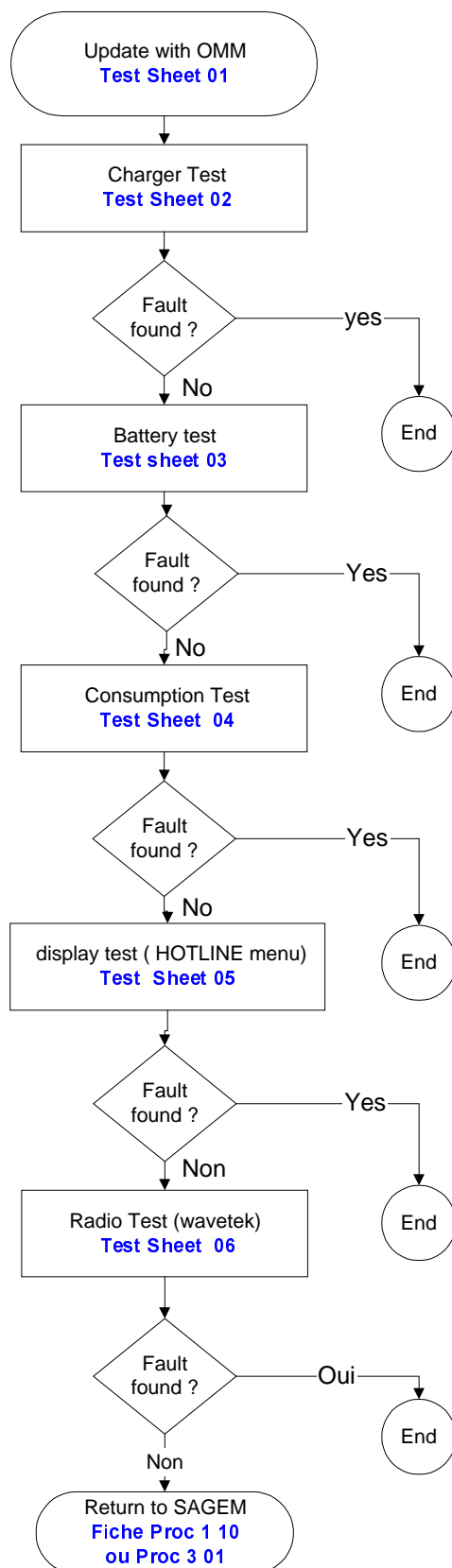





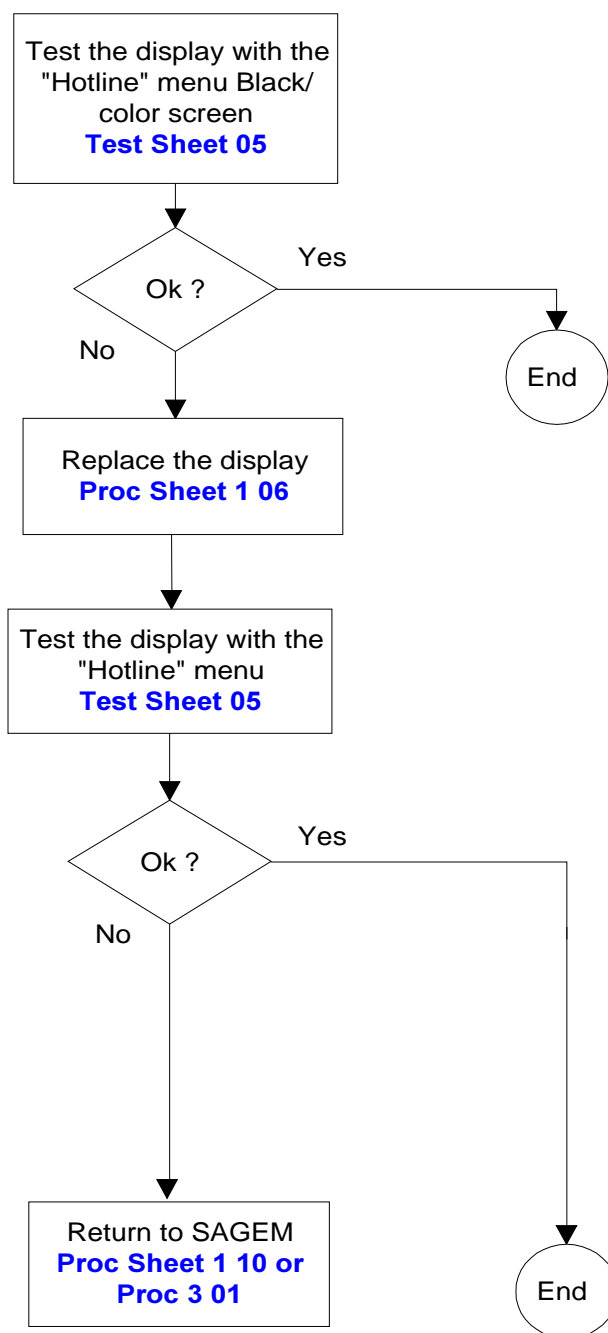
	<b>COMMUNICATION PROBLEM</b>	Symp Sheet 02
myX 2-2		1/1




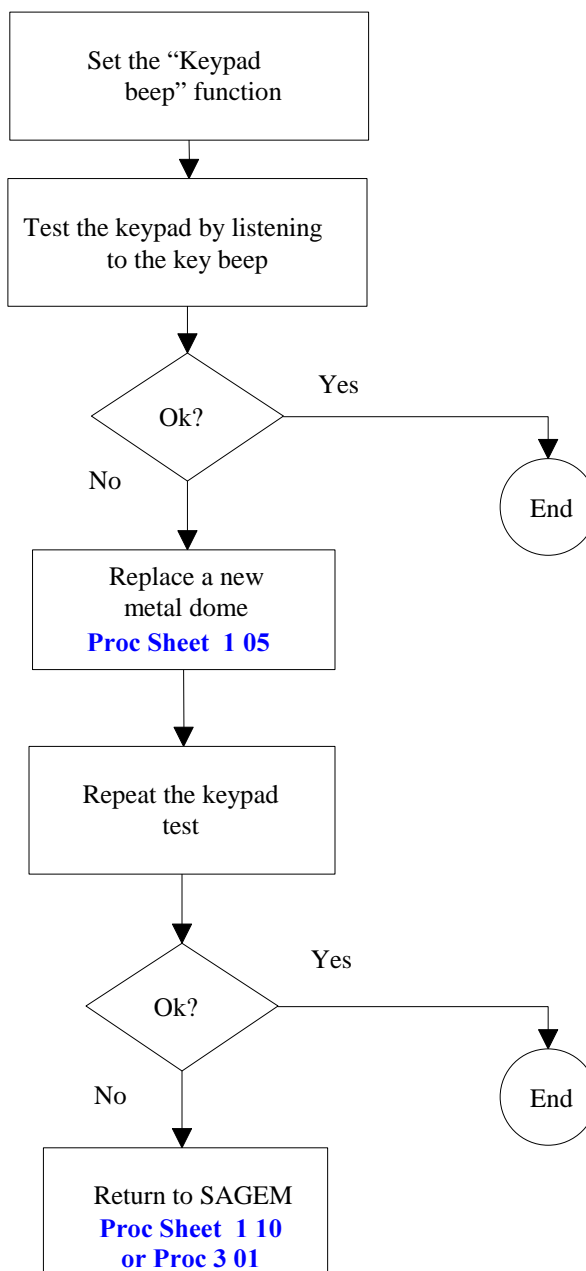
	NO FAULT GIVEN	Symp Sheet 03
myX 2-2	(Expertise of the phone)	1/1




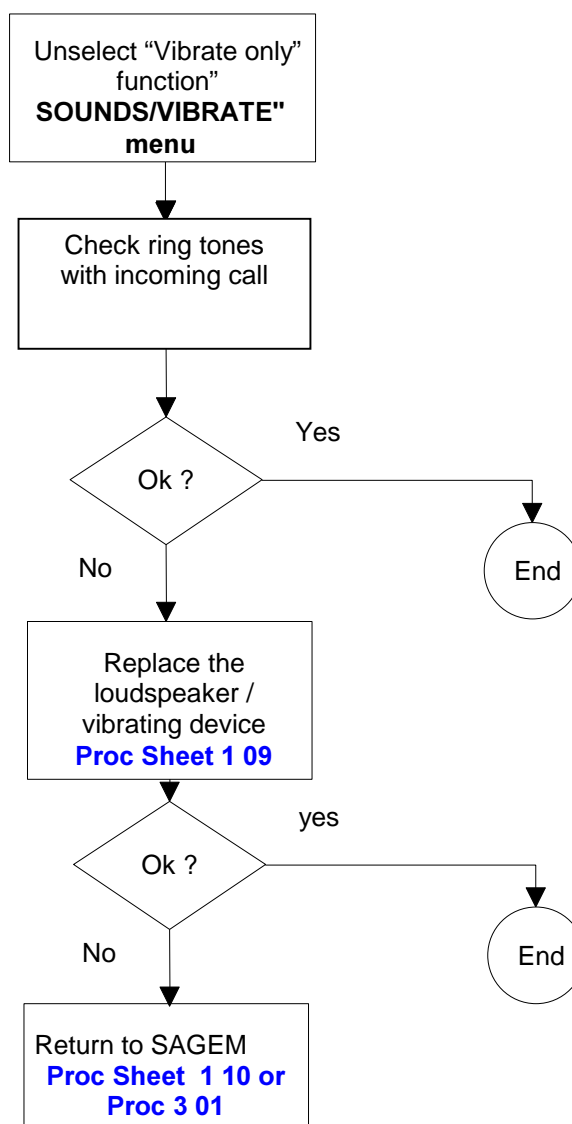
	<b>DISPLAY PROBLEM</b>	Symp Sheet 04
myX 2-2		1/1



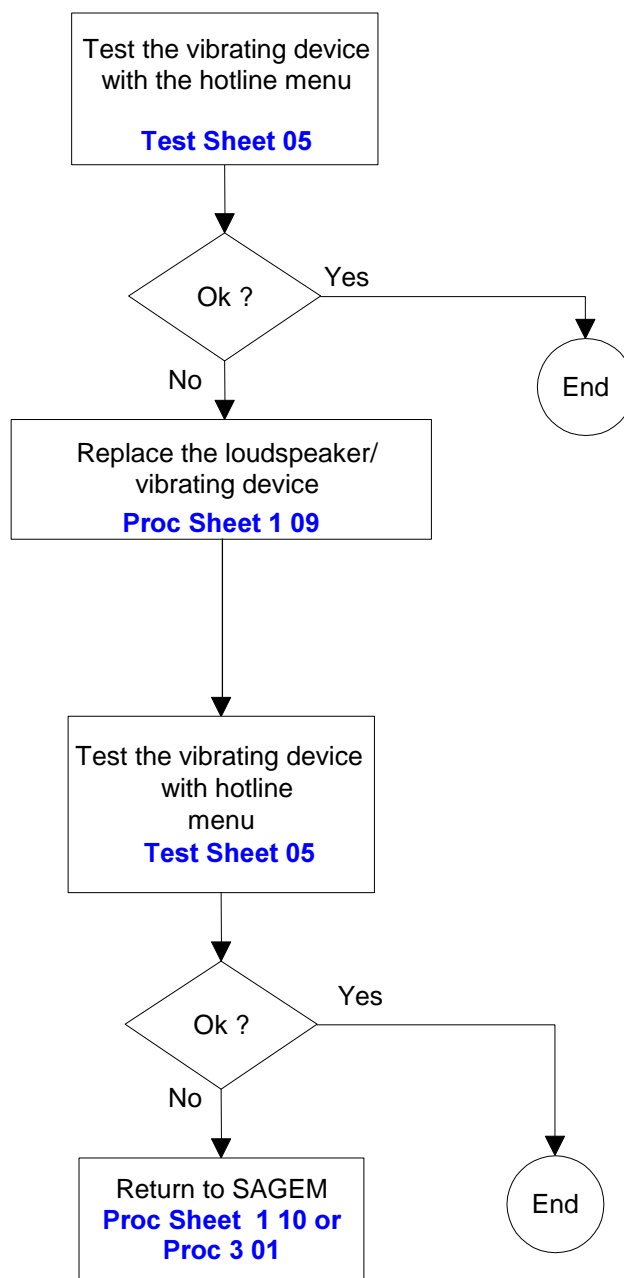
	KEYPAD PROBLEM	Symp Sheet 05
myX 2-2		1/1




	RING TONES PROBLEM	Symp Sheet 06
myX 2-2		1/1



	VIBRATING DEVICE	Symp Sheet 07
myX 2-2		1/1



 <b>SAGEM</b>	<b>MICROPHONE OR LOUDSPEAKER PROBLEM</b>	Symp Sheet 08
myX 2-2		1/1

