



# Process Flow, SP/Mech

Applicable for T226, T230, T238

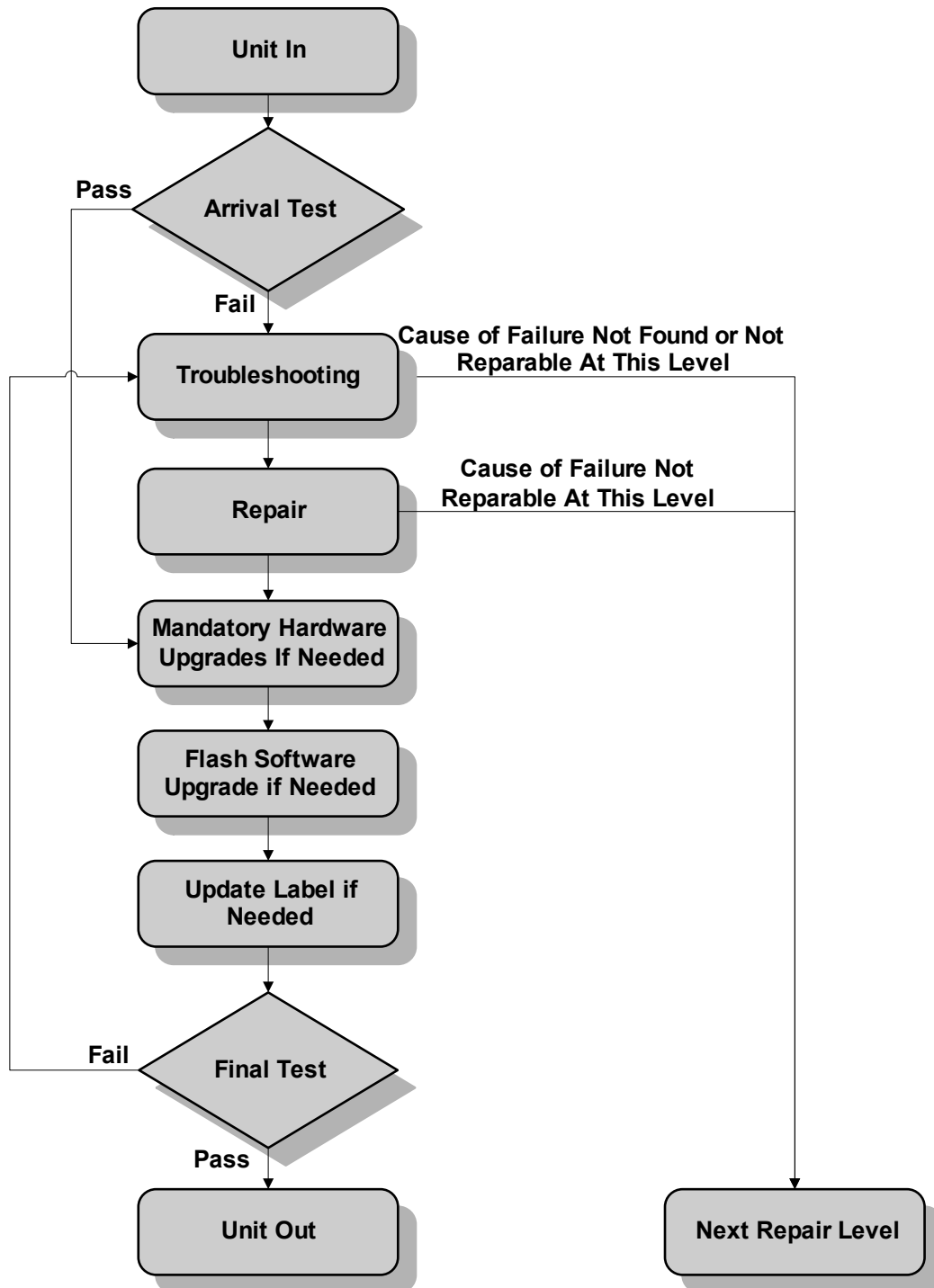
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# 1 Abstract

This document describes the general processes the repair center should perform and the main FEA documents that describe each process. The actual flow of a phone through a repair center may vary.

# 2 Process Flow





### 3 Process Descriptions

Process	Key Reference Documents	Comments
Unit In	NA	Process the phone according to local requirements. Copy user data from the phone according to local requirements.
Arrival Test	Test Instruction, SP/Mech	Try to confirm the customer's complaint or identify a failure by performing the functional tests.
Troubleshooting	Trouble Shooting Guide, SP/Mech	Try to determine the cause of the failure.
Repair	Working Instruction, SP/Mech	Try to repair the phone. Flashing the latest software into the phone at this point may solve some problems.
Mandatory Hardware Upgrades if Needed	Product Change Survey, SP/Mech	Replace parts as required.
Flash Software Upgrade if Needed	Test Instruction, SP/Mech	Flash the latest software into the phone.
Update Label if Needed	Working Instruction, SP/Mech	Print and apply a new label if required.
Final Test	Test Instruction, SP/Mech	Confirm that the phone works properly by performing the functional tests.
Unit Out	NA	Load user data into the phone if needed. Process and package the phone according to local requirements.
Next Repair Level	NA	If the cause of the failure cannot be found or is not reparable at this level, then send the phone to the next repair level, or return it to the customer at the customer's request.

### 4 Revision History

Rev.	Date	Changes / Comments
A	2003-08-05	Initial Release
B	2003-09-29	Corrected "Flash Software if Needed" to include "Upgrade